

Objective

To ensure our VPP/VPD (Vendor provided parts/displays) merchandising solutions are deployed accurately, documented by location, and maintained and sustained for life of part/display in our retail stores.

Guideline Overview

Best Buy VPP/VPD Merchandising Process Overview– pages 3 - 4

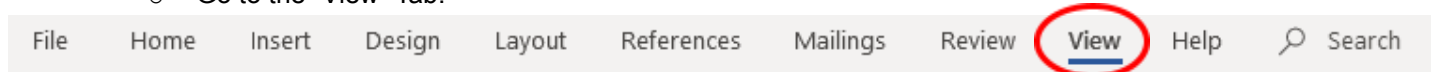
1. Must follow **Best Buy Design Guidelines, ADA guidelines, Seismic Codes, Technology Design Standards** and have all parts/displays approved by Best Buy Design prior to production – page 4
2. Must provide **Vendor Parts Hand-Off** for all parts/displays deployed in Best Buy retail locations that includes a Best Buy approved Supplier for deployment and repair and maintenance Purchase Orders- pages 5 - 7
3. Must provide **complete engineering documentation of all fixtures and fixture versions** that are deployed in Best Buy retail locations. Documentation can be supplied in native SolidWorks format to include all Part, Assembly and Drawing files or to be supplied in STEP for 3D data and PDF for 2D drawings – pages 7 – 10
4. Must provide **build and sustain instructions** for all parts/displays deployed in Best Buy retail locations – pages 11 - 12
5. Must **deliver parts on time** per Best Buy issued Purchase Orders and **provide carrier/tracking** information following Best Buy Shipping and Receiving Guidelines – page 12
6. Must **maintain replacement part inventory** to fulfill future repair and maintenance (R&M) issued Purchase Orders – page 13
7. Must provide an **exit strategy** for end of life disposal of parts/displays– page 13
8. Suppliers must respond to all Best Buy **reporting requests**– page 14

BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

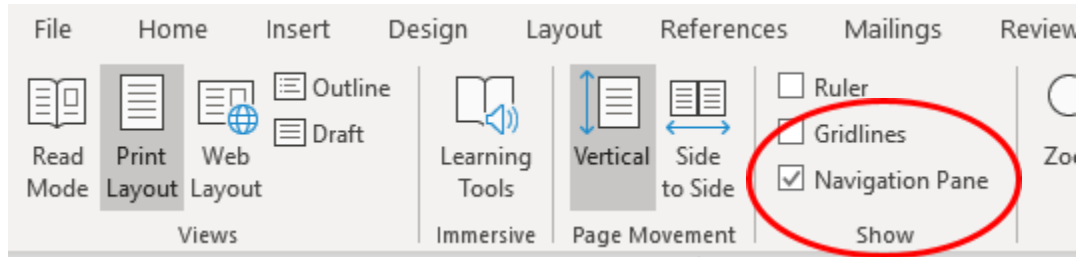
How to Use the Document

Tips Before You Start:

- Ensure "Navigation" is turned on.
 - o Go to the "View" Tab.



- o Make sure Navigation Pane is selected.

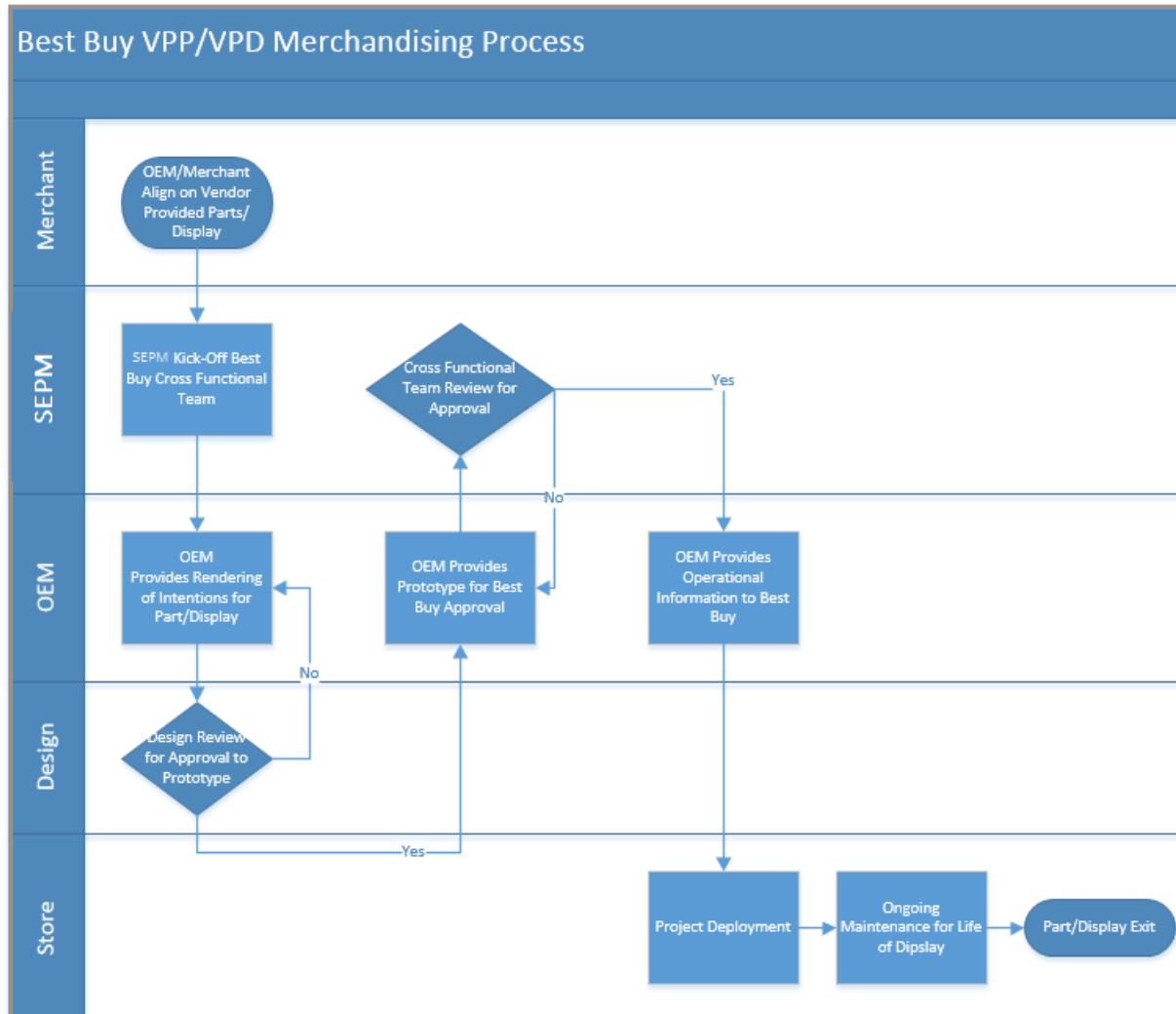


- Some images are smaller than others, due to having a more complex breakout of parts. If you're having a hard time seeing the breakout image, due to the size of the image, please utilize the zoom feature at the bottom of the page. Images are high quality and should retain resolution when zoomed in on.



BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

Best Buy VPP/VPD Merchandising Process Overview



1. Merchant and OEM align on in-store presentation with vendor provided parts/display.
2. SEPM (Store Experience Project Manager) kicks-off the Best Buy working team when a new project for in store presentation is requested that includes Vendor Provided Parts/Displays.
3. OEM/Vendor provides rendering of intentions for parts/display following Best Buy Design Guidelines for Design review and approval to move forward into prototype phase.
4. Best Buy approves all VPP/VPD parts including kits, fixtures, electronics, graphics and content.
5. Best Buy assigns unique VPP part numbers for Graphics and Content devices prior to production. All Graphic parts are required to print with the Best Buy supplied part number for store identification purposes. Best Buy will also provide part descriptions for all part types to ensure intuitive for our stores/project teams.
6. OEM/Vendor provides the following information to Best Buy working team to prepare for deployment:

BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

- Labor being used for deployment and maintaining/sustaining if different
- Build and Sustain Documentation
- Part Hand-Off (includes Supplier Identification)
- Exploded Views of all parts and all versions
- Exit Strategy for End of Life of parts/display

NOTE: If all requested documentation is not received per the timeline provided to you by the SEPM, Best Buy may delay the deployment of your project. Incremental costs may be incurred if supplemental deployment plans are created.

7. Project Deployment.
8. Repair and Maintenance ordering and fulfillment as needed.
9. Removal of parts/displays from in store presentation at end of life.

Guideline Details

1. Design Guidelines

Purpose: All parts/displays in a Best Buy store must adhere to the Design Guidelines, ADA guidelines, seismic code and Technology Design Standards. The Design Guidelines were created to ensure that we have an intuitive customer experience that offers the right message in the right place at the right time. The messaging needs to be simple, clean and organized and should either inspire, engage, or educate based on the location.

Design Guidelines are available to provide Best Buy expectations regarding the physical components which make-up vendor provided parts/displays. These create an overarching point of view, using a similar and uniform voice throughout the store. Common practices with substrates, angles and fixture design allow Best Buy to manage all the vendor's voices in a way that best suits our customers.

Design Guidelines can be found on Partner Portal:

<https://partners.bestbuy.com/documents/20126/82323/Partner+Design+Guidelines.pdf/99f7a46b-acac-53dc-a23e-d00bf6723333?t=1602620154834>

Technology Design Standards can be found on Partner Portal:

<https://partners.bestbuy.com/documents/20126/82323/Technology+Design+Standards.pdf/6b71ea5c-9ba5-725c-9e6f-1746a240045f?t=1603480491678>

BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

2. Vendor Parts Hand-Off

Purpose: The Vendor Provided Parts Hand-Off form is a template to communicate specific part information for Best Buy system documentation. The Hand-Off form will also capture the Supplier who will receive Purchase Orders from Best Buy. A list of Approved Suppliers will be provided by the SEPM with the initial project kickoff communication. There can be 2 different Suppliers for each part – 1) a Supplier can be identified that will be shipping the initial parts/displays to the stores for first time deployment and 2) a Supplier can be identified that will be shipping for fulfillment on future repair and maintenance orders for the life of the display. Note that only one Supplier can be identified to each part/display at any given time. If the deployment is across multiple weeks, then the Supplier who is shipping must also be the Supplier who fulfills R&M orders until the deployment is complete. (See below for New Supplier set-up requirements – 2.1 Supplier Set-Up)

Information Required on Hand-Off Form:

- Name of OEM/Vendor
- Supplier Name and Contact Information (Name and Email)
- Part Number(s) – See Part Number Set-Up for details – page 6
- Part Description(s) – See Part Number Set-Up for details – page 6
- Full Kit, Partial Kit, or Part – See Part Number Set-Up for details – page 6
- Part Type (Graphic, Fixture, Electronic, Kit)
- Part Dimensions (Depth, Width, Height) in inches, without the (“) symbol.
- Does the Part/Display contain Hazardous Material – if Yes – what type?
- What is the material type of the part/display and weight?
- Lead time-Production/Shipping (This is what derives the need by date on the PO based on when order is placed)
 - If 3PL is performing visit for validation before shipment, please add to the lead time

Process:

2.0.1 - SEPM will provide Approved Supplier List and the Hand-Off template. The Hand-Off template can also be found on Partner Portal:

<https://partners.bestbuy.com/-/vendor-provided-displays-kits-and-parts-hand-off-form-vpp-hand-off->

2.0.2 - Return Hand-Off template to SEPM when requested (timing varies by project).

2.0.3 - SEPM will turnover Hand-Off template to GNFR team to finalize part set up and input any Best Buy part numbers as well as any changes to Part Description.

2.0.4 - Final Hand-Off template will be provided back to SEPM who will send back to OEM if changes were made.

2.1 Supplier Set-Up

Purpose: The SEPM will request, per the project timeline, your Supplier name for deployment and R&M (Repair and Maintenance) to validate whether they are already in Best Buy purchasing system. All suppliers on the Approved Supplier List are already set up in the system. If you have a new supplier of which Best Buy approves, but that is not currently in the Best Buy ordering system, follow the steps below. The Supplier must be set up in the Best Buy ordering systems before moving forward with VPP number creation and submitting the VPP Hand-Off template to the SEPM.

Process:

BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

2.1.1- Provide your SEPM with the Supplier company name, Supplier Administrator name, and email address.

2.1.2– GNFR Project Manager, GNFR VPP Customer Service and Oracle Systems will work directly with your Supplier to complete the set-up.

2.1.3 - Once the Supplier and the Administrator are set-up, Oracle Systems Support will provide additional start-up instructions and training materials to the Administrator.

2.1.4 - The Supplier Administrator is responsible to add any additional users of the system at set-up if applicable.

2.1.5 - Supplier Administrator and any additional users added will begin to receive purchase orders (POs) via iSupplier when orders are placed via PRiMe. (BBY Store Ordering System)

2.1.6 - If the OEM decides to change the Supplier, the OEM will need to communicate all VPP numbers impacted, the date the Supplier change will occur, and provide a new hand-off form with new Supplier/part numbers identified to the SEPM. Best Buy will update the information in the ordering system to reflect the effective date.

2.2 Part Number Set-Up

Purpose: All vendor provided parts and kits require a unique VPP number and a clear description as its name. This ensures that Best Buy locations can correctly order the items they require. All Supplier created VPP numbers must begin with the prefix VPP-, in order to comply with the Best Buy ordering system. Part numbers cannot exceed 40 characters. Special characters are not allowed, except for the “-”, the hyphen/minus sign symbol. Spaces are not allowed in Part Numbers. Please see the Part Number and Part Description tabs on the VPP Hand Off Form for more direction on Part Number and Part Description requirements.

PLEASE NOTE: Best Buy assigns the VPP part numbers for graphics and content.

VPP Graphics

- All parts must be sent to Best Buy for approval. Once approved, Best Buy will provide a VPP part number for each graphic to the OEM/Vendor.
- Graphics are required to have the Best Buy provided VPP part number printed in the lower right-hand corner of the graphic. The store SOP (Standard Operating Practice) is to only display graphics that have a Best Buy provided part number. Any graphic without a part number in the lower right-hand corner should not be put on display and should be recycled.

VPP Fixtures

- The Supplier is responsible to create all VPP part numbers for Fixture parts. All VPP numbers are required to begin with the prefix VPP-, contain no spaces, contain no special characters (with the exception of “-”, the hyphen/minus symbol) and must have a clear description of the part as its name.
 - a. Example: VPP-78910 INSIGNIA-CPU-CSPKRS-Dual Speaker Display Base

VPP Electronics

- The Supplier is responsible to create all VPP part numbers for Electronic parts. All VPP numbers are required to begin with the prefix VPP-, contain no spaces, contain no special characters (with the exception of “-”, the hyphen/minus symbol) and must have a clear description of the part as its name.
 - a. Example: VPP-12345 INSIGNIA-APP-SMAPPS-HDMI Cable for Monitor Display

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VPP Displays/Kits

- The supplier is responsible to create a unique VPP number for each complete display, also known as a kit. Kits are required when deploying a new display. Each complete display must have a distinct VPP number. All VPP numbers are required to begin with the prefix VPP-, contain no spaces, contain no special characters (with the exception of "-", the hyphen/minus symbol) and must have a clear description of the part as its name.
 - a. Example: VPP-56789Z INSIGNIA-FULL KIT-GAM-Quad Controller Entire Display

3. Complete Part Documentation

Purpose: The purpose of this Guideline is to establish a standard for minimum information needed by Best Buy from OEM/Vendors for Vendor provided parts/displays going into Best Buy stores. These guidelines are used to:

- Plan retail projects for Best Buy stores.
- Feed fixture specific information to our store floorplans (maps).
- Validate and document all final fixture dimensions and renderings.

Process:

3.0.1 - Five weeks before a part/display is deployed to a store, the OEM/Vendor will need to turn over to their SEPM all the parts per the guidelines established below (see 3.1 and 3.2 for details).

3.0.2 - These images will be used to communicate the merchandising presentation that has been approved for each planogram to our retail stores.

3.0.3 - Stores will review this merchandising plan during initial set of the parts/display and will use them for reference in maintaining the display throughout its life.

VMM, Visual Merchandising Manager is our application (toolset) that corporate planning teams and retail merchandising teams use to plan and execute all merchandising projects in our stores. These tools enable:

- Increased level of merchandising execution in stores.
- Efficiency and speed amongst our merchandising teams (less tools/less paper/more specific).
- Consistency and accuracy with how we plan all merchandising projects (Corporate).
- Consistency and accuracy for how we report issues, compliance, and execution in real time.

3.1 General Image Requirements (see next page for examples of the list below)

A. Individual images are required for all parts listed on the VPP handoff form. This includes graphics, fixtures, mocks, electronics, full kit display, partial kit display, etc.

Note: Any part that will change out on a full kit display will require individual images for each part. All parts are displayed in 2D for retail.

For displays or fixturing with multiple sides, images will be required for each side.

- B.** All sides of displays require straight on/front elevation with no angles.
- C.** All images are to be straight on /front elevation with no angles or obstructions.
- D.** The individual image art files are to be high-res JPG format only.
- E.** The individual image art files are to be labeled with part number.
- F.** All sides of fixture require straight on/front elevation with no angle images. This includes top down views of tables, shelves, platforms, focals, etc.
- G.** Exploded rendering may be required and will be requested as needed by the SEPM.
- H.** The individual image art files need to be cropped to the part/ graphic/ fixture only.

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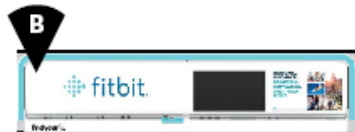
Full Kit Display



Individual Display Examples



Changeable Graphics on Display Examples



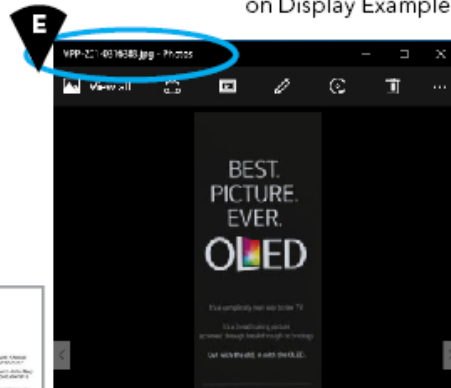
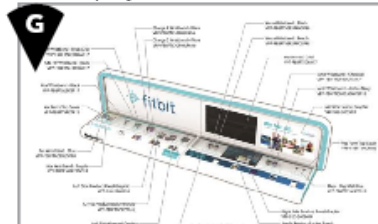
Straight on/front elevation of display



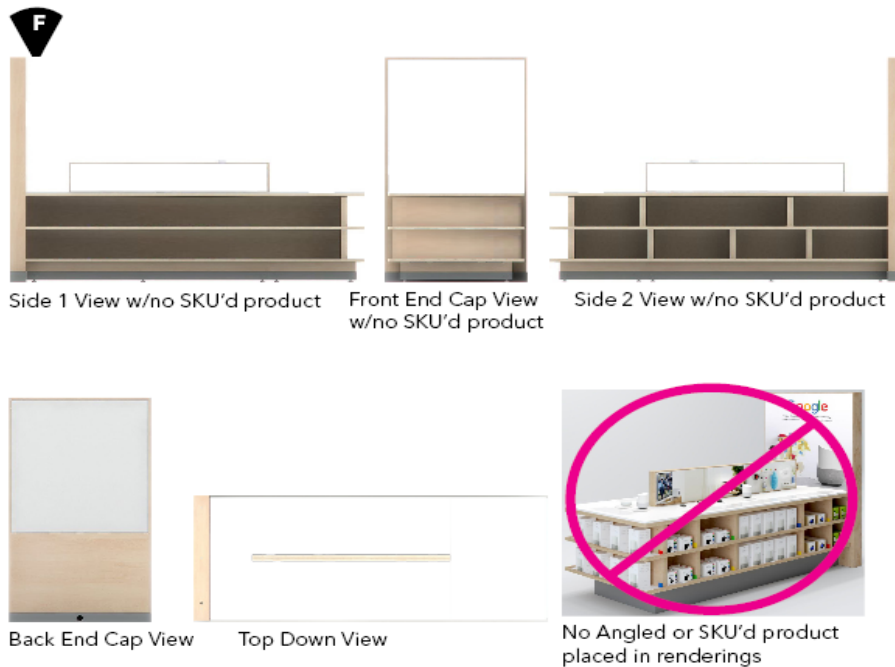
Top down view of display



JPG Only



BEST BUY VENDOR PROVIDED PARTS/DISPLAYS



3.2 Fixture Requirements

Engineer Files Required by Best Buy

- Manufacturing Drawing (SolidWorks or PDF)
- Model Assemblies & Parts (SolidWorks or STEP)

Ideal documentation will consist of Parametric CAD data to include all manufacturing drawings, model and assembly files for said fixture. SolidWorks CAD data format is ideal, however, if vendor uses a different Parametric CAD software, then all manufacturing drawings can be supplied in DWG or PDF format and 3D data (parts / assemblies) to be supplied in STEP format.

Dimensions

The minimum information required for the fixture is the dimensions that are required to create the very outside shape / profile of the fixture along with any special notes. Outside profile dimensions are, but not limited to: Width, Height and Depth.

- Width (W): The measurement of the product from left to right.
- Height (H): The measurement from the top of the product to the floor (if it is free-standing) or to the bottom of the product.
 - Interactive Displays may not exceed 46 inches in height from the floor to the tallest touch point of the display.
- Depth (D): The measurement of the product from front to back.
 - Interactive Displays may not exceed 10 inches in depth without approval from Best Buy.

Additional dimensions may be required on complex fixtures / shapes of fixtures along with any dependencies of specific heights. Special note to be added if the fixtures have moving parts that can be adjusted vertically or horizontally. See below Figure 1 .1 for simple fixture sample and Figure 1 .2 for a more complex fixture drawing.

ADDITIONAL REQUIREMENT

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For vendor pads; a complete agreed upon layout of the space is also required. A drawing of the space in a plan view must be provided with dimensions locating the various components within the space.

Figure 1.1 – Detailed Dimensional Drawing Sample

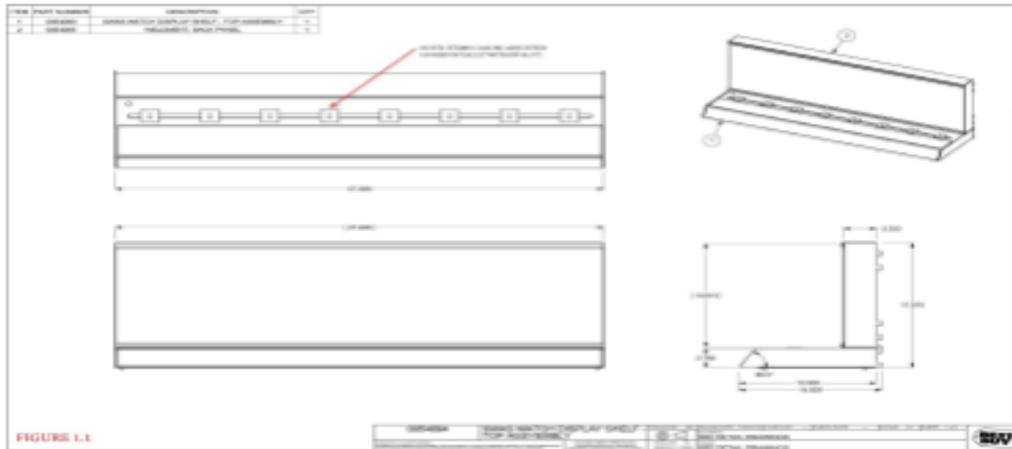
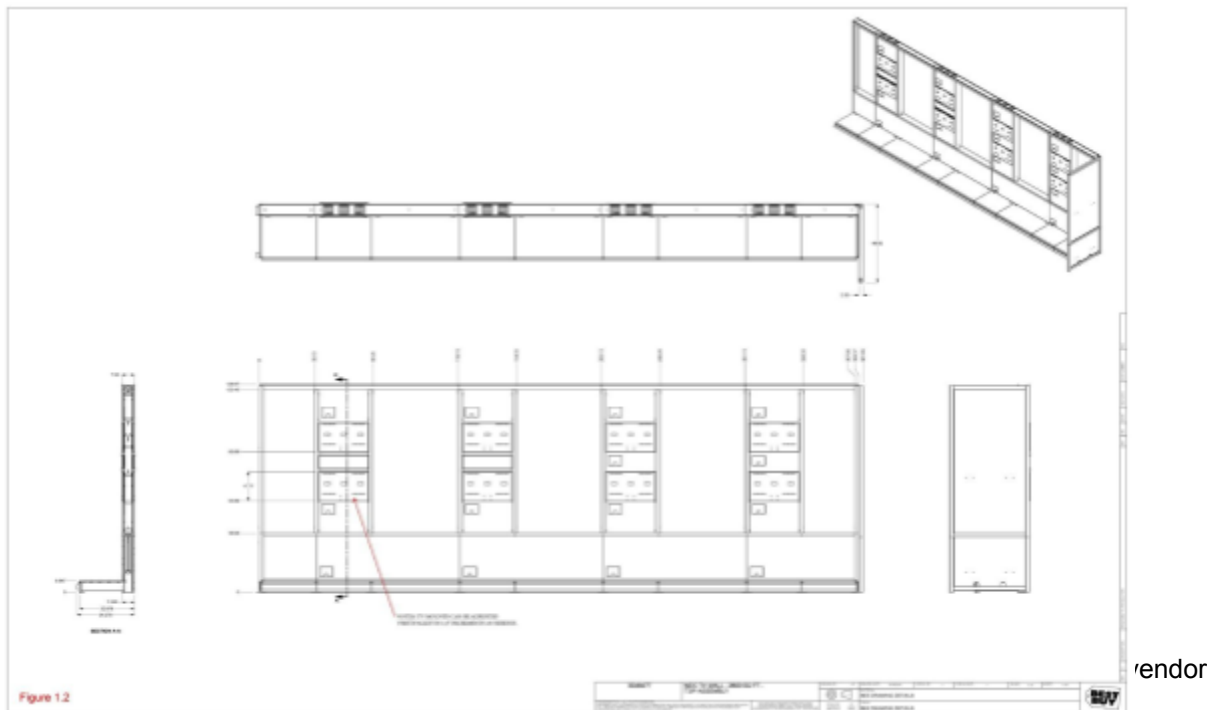


Figure 1.2 – Detailed Dimensional Drawing Sample

NOTE: Additional details showing how the display goes together may be needed due to size, complexity, and/or seismic requirements.



available. By using a template to create the instructions, our team will be able to quickly access the information to ensure that your part/display is built and maintained to support a world class shopping experience for our customers.

Requirement: Build and Sustain Instructions are required for any part/display that you are providing to a Best Buy store for the following:

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- Utilizing Best Buy labor to deploy and/or sustain part/display.
- Part/Display includes fixture or electronic part types. If this is a standalone graphic part that is deploying in a sign holder, Build and Sustain Instructions are not required.

Process:

4.0.1 - Obtain the Build and Sustain Instructions Template found on Partner Portal:

https://partners.bestbuy.com/documents/20126/82323/Build_and_Sustain.pdf/4874a14d-b82e-0481-481f-542ee6ead607?t=1619631029206

4.0.2 - Build out your installation and wire diagram instructions using the provided PowerPoint template. You can submit the final copy back to Best Buy using any software format as long as it is not PDF. The final format should also be submitted in landscape layout.

4.0.3 - Submit back to the project SEPM, per the timeline communicated, the completed Build and Sustain Instructions. This will allow the Best Buy internal teams to review and ask any clarifying questions prior to conducting the Shakedown and/or deploying. Shakedown is an activity to build and validate instructions for deployment that occurs weeks prior to the project deployment date.

Template Information (Place in the Order Listed):

Page One:

- Part/Display Name, Planogram Title, and Deployment Dates
- Full Display Picture
- Tools Required
- Warning Call-Outs – i.e. Team Lift, Hazardous Material
- Table of Content – with page numbers

Page Two and beyond, as applicable:

- Packaging/Label with Picture and Delivery method (Carrier)
- Part Numbers with pictures/drawings (to be used as check-in document to verify all parts arrived and facilitate accurate reorders)
- Step by Step build instructions and electronics wiring diagrams with color pictures of each step – ONLY instructions that pertain to this project
- Full Color Display Picture

The Template provided on Partner Portal also includes an appendix that contains 2 examples of good Build and Sustain Instructions – 1) for Medium Complexity (fixture install only) and 2) for High Complexity (fixture and electronics install). Please use these as a guideline when building out your instructions. Also, we encourage any links to video installation instructions to be included as additional support to our Best Buy labor teams.

5. Purchase Orders

Purpose: Purchase orders are issued when sales orders are received. Sales orders are issued for deployment of your parts along with ongoing store re-orders for any repair and maintenance requirements. Purchase orders are received by your designated Supplier through the iSupplier system.

The VPP iSupplier Guide can be found on Partner Portal:

<https://partners.bestbuy.com/documents/20126/46228/iSupplier+User+Guide-VPP.pdf/9244dd69-3427-4be5-b71c-c1afc12a58ad>

Process:

5.1 Reset/Remodel/NSO/Special Projects:

5.1.1 - Orders are submitted by internal Best Buy teams.

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5.1.2 - Orders are transmitted to the Buying Services team that will issue a PO thru iSupplier (1 PO per store).

5.1.3 - Supplier ACCEPTS PO in iSupplier within 1 business day to confirm receipt.

5.1.4 - Supplier ships order per direction of Purchase Order.

5.1.5 - Within 1 business day of shipping, Supplier will invoice via ASBN upload within iSupplier, providing tracking and carrier information. This information will be transferred to the store/project teams to assist in locating any parts.

5.2 Transition Projects:

5.2.1 - Orders are submitted by internal Best Buy teams for initial deployment.

5.2.2 - Orders are transmitted to the Buying Services team that will issue a PO thru iSupplier (1 PO per part/kits per project-Store list will need to be downloaded from iSupplier).

5.2.3 - Supplier ACCEPTS PO in iSupplier within 1 business day to confirm receipt.

5.2.4 - Supplier ships order per direction of Purchase Order.

5.2.5 - Within 1 business day of shipping, Supplier will invoice via ASBN upload within iSupplier, providing tracking and carrier information. This information will be transferred to the store/project teams to assist in locating any parts.

NOTE: If the Supplier cannot fulfill the Purchase Order(s), please refer to the steps listed below in the Reporting Guideline – Guideline #8. **Failure to fulfill Project Purchase Orders can lead up to and include the removal of the part/display from the stores and may lead to incremental labor and disposal costs for removal.**

6. Repair and Maintenance Orders

Purpose: R&M (Repair and Maintenance) orders are placed by our store employees as parts fail in performance or are exhibiting wear and tear. The expectation is that all R&M orders received by the Supplier are fulfilled according to the requirements on the Purchase Order that is received.

Process:

6.0.1 - Store employees place R&M orders on PRiMe for replacement parts.

6.0.2 - Orders are transmitted to the Buying Services team that will issue a PO through iSupplier (1 PO per store).

6.0.3 - Purchase Order is issued to the Supplier on record.

6.0.4 - Supplier ACCEPTS the PO in iSupplier within 1 business day to confirm receipt.

6.0.5 - Supplier ships order per direction on Purchase Order. You can deliver your parts earlier than the required date if available.

6.0.6 - Within 1 business day of shipping, Supplier will invoice via ASBN upload within iSupplier, providing tracking and carrier information. This information will be transferred to the store/project teams to assist in locating any parts.

NOTE: If the Supplier cannot fulfill the Purchase Order(s), please refer to the steps listed below in the Reporting Guideline – Guideline #8. **Failure to fulfill R&M Purchase Orders can lead up to and include the removal of the part/display from the stores and may lead to incremental labor and disposal costs for removal.**

7. Exit Strategy

Purpose: An exit strategy will need to be communicated to the project SEPM so that proper planning can be made for the disposal of your parts/displays. This plan will need to be communicated as soon as the exit date is set. There are 3 options available:

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1. Best Buy labor removes the parts/display and disposes/recycles thru the proper channels according to Best Buy Recycling Standards found here:
<http://www.bestbuy.com/site/null/null/pcmcat174700050010.c?id=pcmcat174700050010>
This may lead to additional charges for labor, container and hazardous waste material if applicable. Best Buy will provide this estimate to you.
2. Best Buy labor removes the parts/display and ships back to a location of your choice. The OEM/Vendor must supply the shipping/packaging material as well as a pre-paid shipping label. Note that this option will likely not lead to 100% return of all parts/displays.
3. OEM/Vendor hires 3rd Party Labor to remove the parts and ship back to a location of your choice. The SEPM will need to be provided the details for the plan for Retail communication – 1) who will be the 3rd Party, 2) when will they be removing the parts/displays and 3) will there be any shipping material arriving at the store prior to this removal.

8. Reporting

Purpose: It is critical for Best Buy and OEM/Vendors to have up to date status on all open orders on a weekly basis. This allows us to ensure on time delivery of parts and coordination of all resources. In the event there is an issue with fulfilling the requirements on the Purchase Order, please follow the PO Change Request process based on the type of change needed (date change, quantity reduction, cancellation).

Process:

8.0.1 - By 12:00PM Central Time each Monday, a report titled Order Status Report will be sent to all Suppliers with non-compliant orders. If an order is invoiced (uploaded ASBN) in iSupplier by 4:00PM Central Time on Friday, it will not show up on the Monday Order Status Report.

8.0.2- The report will provide the Supplier the following:

- Store Location
- Part Number
- Part Description
- Quantity Requested
- Required Date (Date due at store)
- Purchase Order #

8.0.3 - The Supplier will need to perform the following based on the issue:

- Accept PO's-Go to the PO Confirmation page in iSupplier and Accept all PO's. Per SOP all PO's need to be accepted within 24 hours of receipt. Accepting does not mean you have to fulfill but shows that you have acknowledged the PO.
- PO has been rejected- All PO's need to be ACCEPTED when performing the PO Confirmation process. If you can't fulfill a PO, please ACCEPT the PO and submit a PO Change Request.
- PO is missing Carrier and Tracking information- Submit BBY PO Non-merch ASBN upload via iSupplier.
- PO is past due from the required date- Submit a PO Change Request for new expected date.

NOTE: If kits or parts are out of stock, the Supplier is responsible to communicate that to Best Buy, as well as the estimated in-stock date

NOTE: Holiday weeks will experience an adjustment in timing

BEST BUY VENDOR PROVIDED PARTS/DISPLAYS

Glossary

VPP – Vendor Provided Part

VPD – Vendor Provided Display

OEM – Original Equipment Manufacturer

SEPM – Store Experience Project Manager

R&M – Repair and Maintenance

CAD – Computer Aided Design

DWG – Native file format for AutoCAD

PDF – Portable Document Format