

NATIONAL AGENDA

National News

New Help Desk number

Effective June 1, the Best Buy Help Desk will have a new number – (866) HELP-BBY. Flip to page 2 for more information.

BestBuy.com response time

It's important to respond to BestBuy.com pages as soon as you receive them. The short-term goal for acknowledging BestBuy.com orders is less than 45 minutes from receiving the page. The long-term goal is 15 minutes.

Bloodborne pathogen kits

Two bloodborne pathogen kits will be sent in the June 1 Merch Kit. One should be kept at the LPCS stand and the other should be kept at the Inventory desk. Both should be placed near the first aid kit.

Looking for an ideal gift?

With Father's Day, weddings and graduations just around the corner, customers are looking for the perfect gifts. If customers don't know what to buy, suggest Best Buy gift cards. There are special designs created just for dads and grads. Gift cards are the perfect solutions to many shopping dilemmas.

National Safety Month

June is National Safety Month and here's what's planned.

- Stores will receive stickers for ladders, compactors and Big Joe units, as well as bloodborne pathogen kits.
- All managers, Inventory and Mobile Install employees will take a bloodborne pathogen eLearning.
- All employees must be certified on Big Joe by taking the eLearning by June 30.

Benefits hotline and online

Dial (800) 846-6673, option 5 to check out benefit elections, enrollment information and more. You can also access information online through the Employee Self-Service site. On Employee Self-Service, you can view your salary information, employment history and benefit elections, as well as check on available sick time or vacation time.

Big Joe Not Enough?

Products such as big-screen TVs, furniture, side-by-side refrigerators and other appliances are getting larger and larger. With the ever-expanding size and weight of our products, Big Joe is no longer big enough to transport all products to topstock.

Big Joe can't be replaced with a bigger model because of the replacement costs and because store layout on the floor and in the warehouse doesn't allow for a bigger Big Joe.

The product should be stocked on the floor in the following situations:

- The product and a person can't safely fit on the platform due to the product size.
- The product doesn't stand up straight on the platform and fit safely under the harness overhead arm.

What not to do

- Leave a person in topstock while lowering the product to the floor. A person in topstock must be tethered at all times to protect themselves and to maintain OSHA compliance.
- Sit or stand on the product as it is lowered to the ground. This can injure the employee and/or damage the product.

If you're having trouble finding space on the floor for the large products that don't fit on Big Joe, try moving some smaller items from the floor to topstock. Use the topstock space wisely.

Safety reminders

In addition to the above rules, remember the following about safely using Big Joe.

- Always use a spotter during open hours.
- Always use the safety features like the chains, harnesses and horn.
- Don't move Big Joe when the platform is up.
- Complete the daily checklist before operation for safety and OSHA compliance.
- To use Big Joe, employees must be at least 18 years old and certified.

June Team Meeting

The June Team Meeting is just around the corner – June 7. Make sure everyone in your store is aware of the important information being passed on regarding the changes to the BestBuy.com site and the National Scorecard. Plus, with ROS and BestBuy.com eLearnings beginning soon, it's a great opportunity to make sure everyone is getting the same information.



PSR With RSS

By the end of July, all stores will use Retek Store Systems (RSS) rather than the green-screens for SKU inquiries, shipping and receiving, cycle counts and count corrections.

When RSS rolls out in your store, the Preliminary Shipping Reports (PSRs) for brown goods shipments will match exactly what arrives on the trucks.

Because the PSRs are accurate, preparing for trucks is easier. You'll know exactly what's coming in so you can better prepare for upstock, raincheck and customer sold order items.

Printing the PSR

In RSS, use the Lookup Manifest function to print PSRs. The data on the Lookup Manifest screen is sorted by department and class. When the information is printed, the printouts will be divided by department. For example, Dept. 5 products will print, then the Dept. 6 list will start on a new page.

Locations going live soon

Here's a peek at the districts and service centers that go live with RSS in the next two weeks.

- June 4: Districts 22, 36, 44, 48 and 49
- June 11: Districts 6, 13, 25, 31 and 39 and Service Center #622

Each week through the end of July, RSS will go live in several districts and service center(s). For a complete rollout schedule, refer to the RSS information on Employee Toolkit. From any department home page, click **RSS Schedule and Training**.