Vendor Portal

On-Air Guest Job-aid

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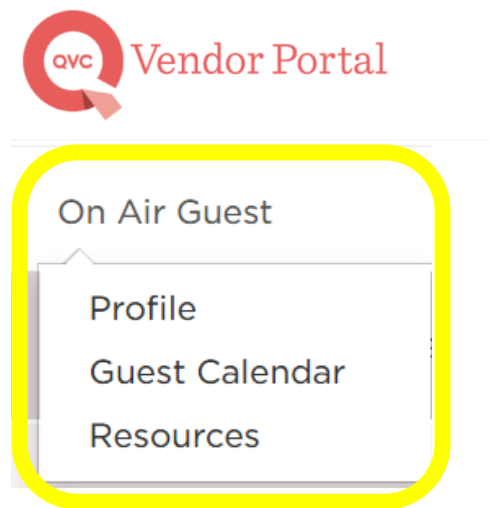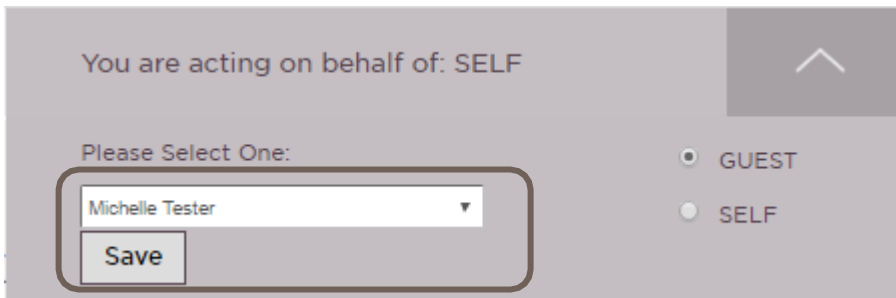
On-Air Guest

On-air guests can access their calendars, profile information and guest resource information through options found within the on-air guest dropdown – from the Vendor Portal Homepage.

Step 1: Click on the On-Air Guest dropdown

Please note if you are associated to multiple guests or multiple companies you will need to select the GUEST you would like to access. Click **SAVE**

Profile

Within PROFILE you can update Administrators, Assistants and your personal information associated to your account

Step 1: Click On-Air Guests and Select Profile

Step 2: To upload your picture to your profile, Click Upload on the right-hand side of your screen. Browse through your files and Select the image you would like to upload.

Step 3: To add or update your email, phone or address information Click + next to the area you would like to update, add your information, and Click Save

Emails

+

Primary kimber.schaffer+999@gmail.com,

Your primary email must be unique, it cannot be a companywide email, or an email already listed within the portal

Phones

+

Primary Phone   4561236159   Cell ▼

Addresses

-

Street 1200 Wilson Drive   City West Chester   Primary ☐

State PA   Country US   Zip 19380

Tip - make sure you abbreviate the state and country to two letters for the changes to save properly

+

Save

Skype ID

To support our live production team, we do ask that guests update and log their Skype IDs' within their portal

Step 1: From Profile, Click the red plus icon next to Skype ID

Status **Active**

Salutation | Mrs. ⌄

Suffix | ⌄

| + | Skype IDs |

| + | Emails |

Step 2: An empty text box will appear; this is where you will add your skype ID

| + | Skype IDs |

| - | skypeID1 |

Step 3: Hit Save

| + | Skype IDs |

| - | skypeID1 |

| + | Emails | | + | Phones |
| | | | | Country Code \| Phone \| Type |

Addresses

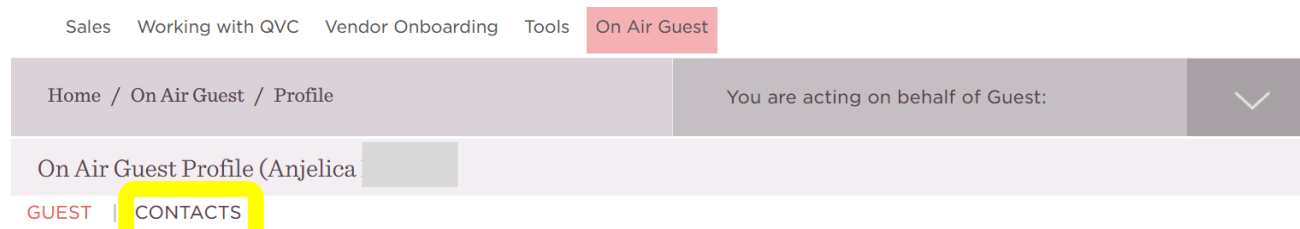| - | Street | 1200 Wilson Drive | City | West Chester | Primary | ☐ |
| | State | PA | Country | US | Zip | 19380 |

| + |

| Save |
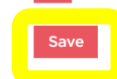
Adding Administrators & Assistants

On-air Guests now can add administrators and assistants to their profiles.

Primary Contact: Your single main point of contact for QVC and will have edit access to your Guest calendar and account.

Administrator: Will have edit access to your Guest calendar and account.

Step 1: From Profile, Select Contacts

Sales	Working with QVC	Vendor Onboarding	Tools	On Air Guest

Home / On Air Guest / Profile	You are acting on behalf of Guest:	⌄

On Air Guest Profile (Anjelica ⬜)

GUEST | CONTACTS

Step 2: Click Add

On Air Guest Profile ⬜

GUEST | CONTACTS

Primary Contact: Your single main point of contact for QVC, and will have edit access to your Guest calendar and account.

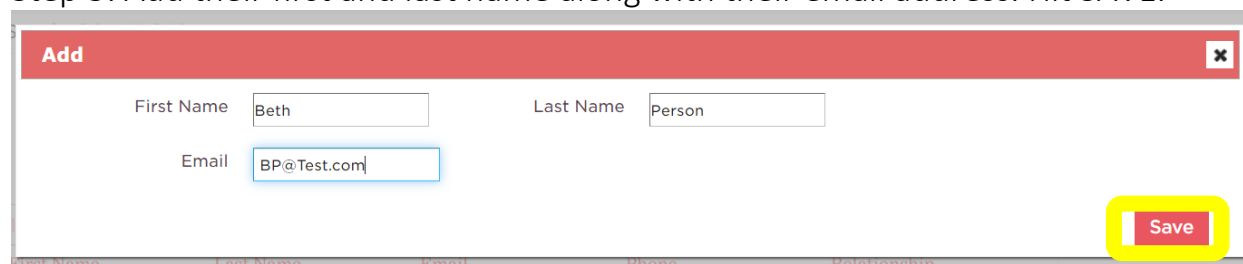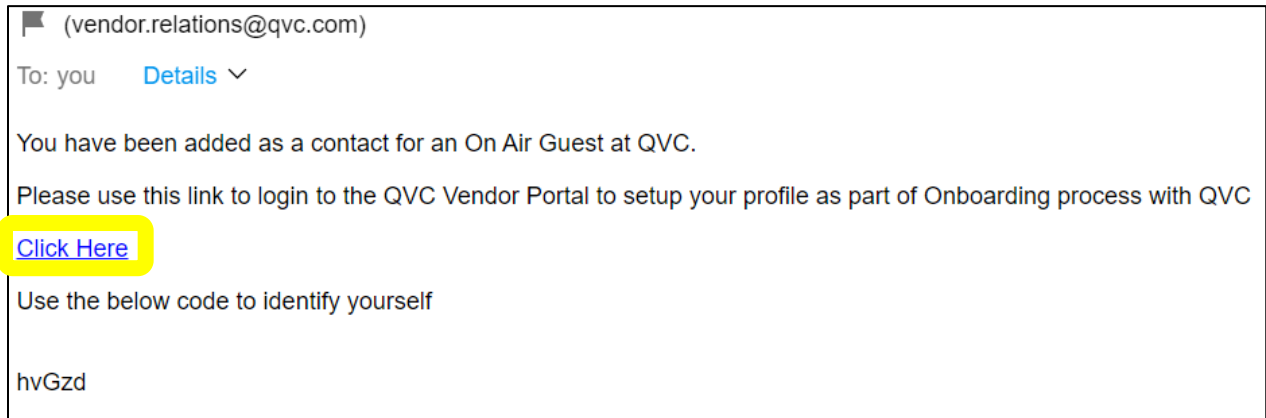Administrator: Will have edit access to your Guest calendar and account.

Delete		View		Promote	Add
☐ First Name	Last Name	Email	Phone	Relationship	

Step 3: Add their first and last name along with their email address. Hit SAVE.

Add ✖

First Name	Beth	Last Name	Person
Email	BP@Test.com		

Save

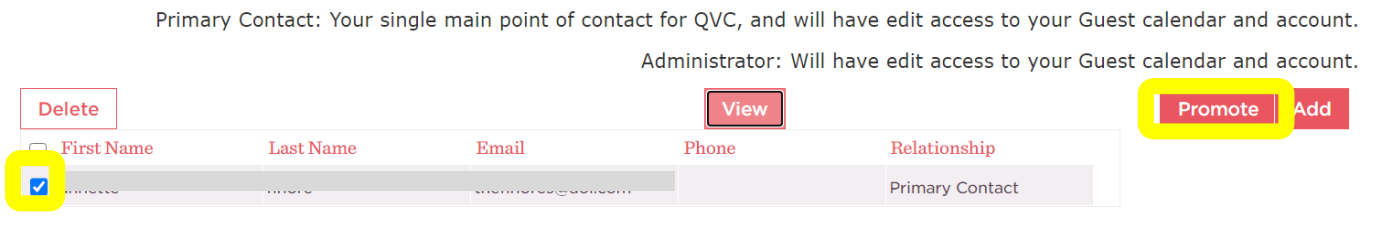First Name   Last Name   Email   Phone   Relationship

The contact will not automatically populate into the contact window. The requested contact will receive an invite via email - they will need to accept the invite to be added to the profile.

Step 4: The requested contact will receive the below invite via email – they follow the link to set up their guest contact profile.

🚩 (vendor.relations@qvc.com)

To: you   Details ⌄

You have been added as a contact for an On Air Guest at QVC.

Please use this link to login to the QVC Vendor Portal to setup your profile as part of Onboarding process with QVC

Click Here

Use the below code to identify yourself

hvGzd

Step 5: Once the contact has successfully processed the invite, they will populate under the contact tab. Then they will be able to assign a contact role by checking their name and promoting

Primary Contact: Your single main point of contact for QVC, and will have edit access to your Guest calendar and account.

Administrator: Will have edit access to your Guest calendar and account.

| Delete				View		Promote	Add
☐ First Name	Last Name	Email	Phone		Relationship		
☑					Primary Contact		

Guest Calendar

On-Air Guest as well as their Admins have the ability to blackout and confirm air dates through the Guest Calendar

Calendar colors to know:

Green   Confirmed Airing

Yellow   Tentative Airing (please confirm)

Red   Cancelled Airing (to cancel contact QVCTalent@qvc.com)

Step 1: From the On-Air Guest dropdown Select Guest Calendar
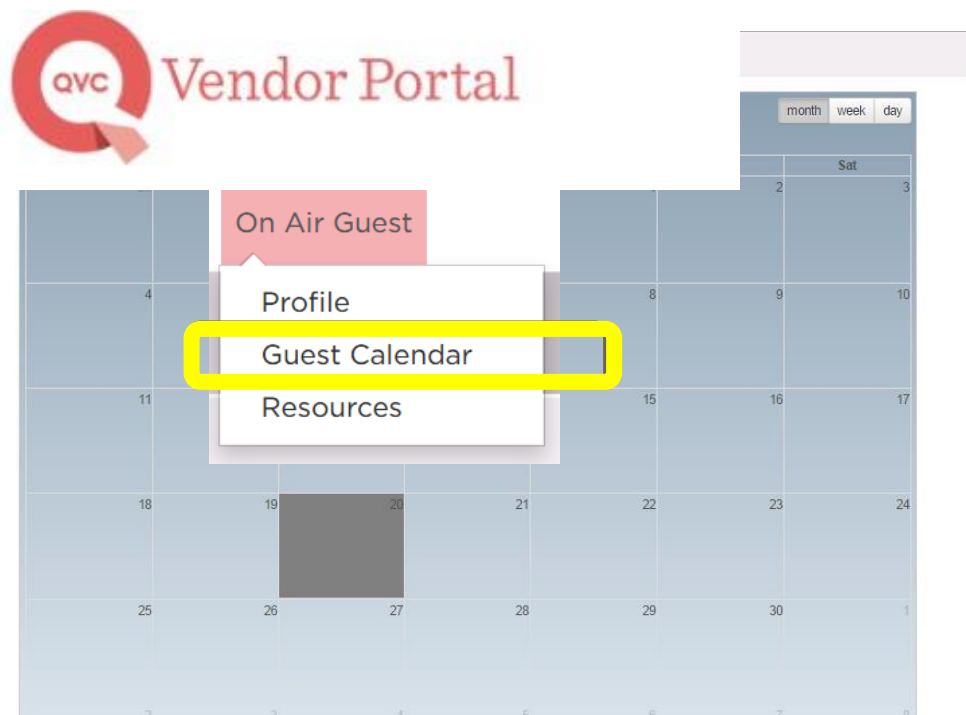

You will be brought to the calendar

Step 2: To blackout an air date, Double Click on the date. Input any comments you would like to make and Click Add. To Remove a blackout date, Double Click on the date, and Click Remove.

Please Note: <mark>You cannot black out a date within 30 days from today. Please contact QVCTalent at qvc.com</mark>
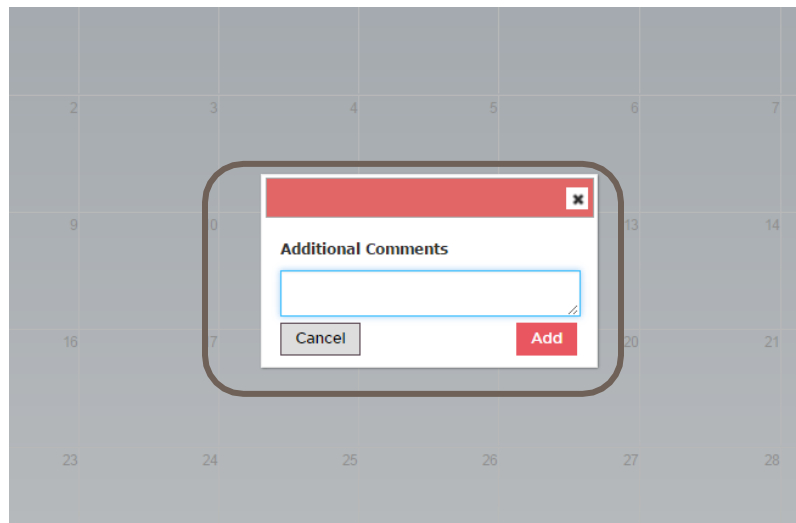

Step 3: If you would like to confirm an airing, Double Click on the yellow highlighted date and time and Click Accept.
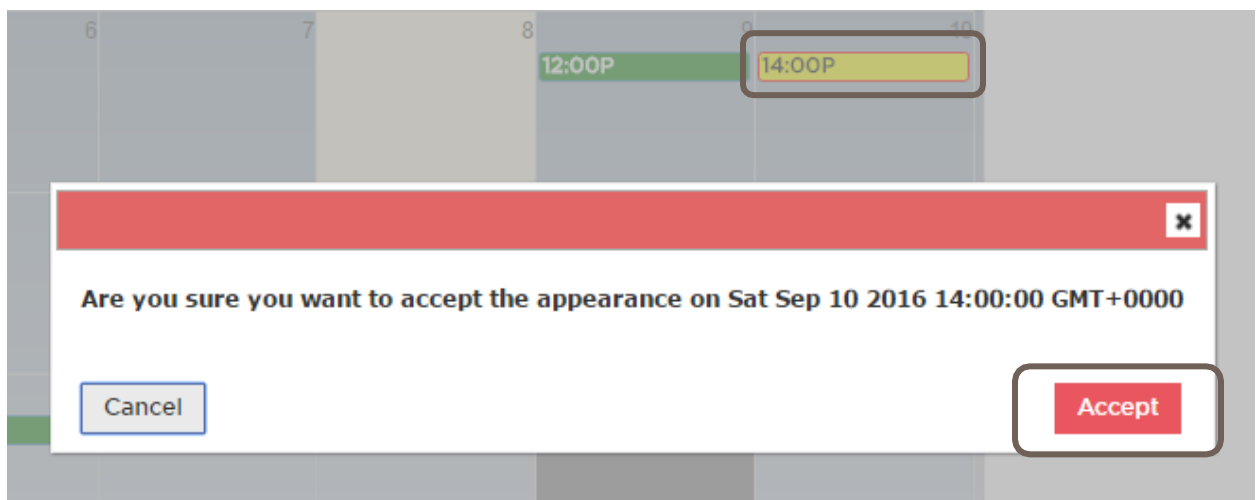
Guest Resources

To Access Guest Resource information such as Skype Operating Procedures, contact information and best practices and helpful videos - go to the on-air guest dropdown and Select Guest Advisory Board (GAB).

On Air Guest

Profile

Guest Calendar

Resources
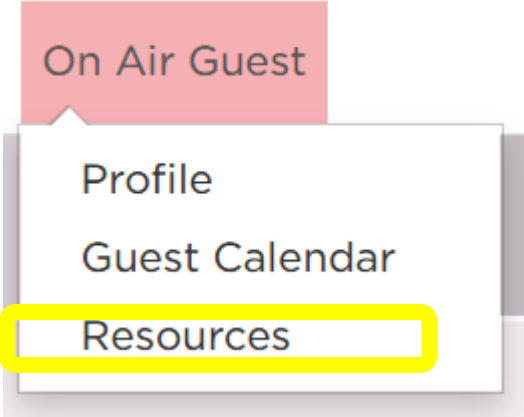
GENERAL GUIDELINES	
Guest Every Day Skype Styling Guide	Guest Holiday 2020 Skype Styling Guide
Guest Image Checklist	Guest Scheduling Parameters
Home Demo Video Guidelines	Quick Start Guide
Skype Operating Procedures	Studio Procedures
Vendor Social Best Practices	

TRAINING AIDS	
Dressing Above the Keyboard	Gift Policy
Guest Excellence Legal Claims	Guest Social Best Practices
On-air Logo Policy	Studio & On-Air Guest QContacts