

QVC Vendor Onboarding Guide



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Introduction

Introduction

Welcome to QVC!

At QVC, we offer a different way to shop, bringing products to life through people and their stories. Every day, we strive to exceed the expectations of everyone we touch by delivering the joy of discovery through the power of relationships.

As part of Qurate Retail Group, we believe in a Third Way to Shop® – beyond transactional ecommerce or traditional brick-and-mortar stores – for customers who crave engaging shopping experiences.

Why Work With QVC

At QVC, we don't just display products on shelves or in online galleries. We provide vendors with the unique opportunity to share their stories with millions of shoppers through our multiplatform network of broadcast, online, mobile, and social channels. Under QVC's World Class Merchandising initiative, we are a customer-centric, courageous team with an unwavering vision to be the industry's most sought-after retailer.

Our customers are affluent, educated, digitally savvy—and loyal. We are uncompromising and know no bounds in discovering and developing the exceptional products and stories that not only drive the success of our business but engage our customers, and positively impact their lives.

We Care About Our Vendors

Relationships are at the heart of our success. Over the last 30-plus years, we've enjoyed long-term partnerships with numerous vendors, often helping them grow from budding entrepreneurs to flourishing, well-known brands. And we're passionate about discovering new brands, forging new partnerships, and working together to build both of our businesses.

On the following pages, we'll walk you through the steps to becoming a QVC vendor—from submitting your product for evaluation to selling your product on our multiplatform network.

This document serves as a high-level overview and references several other standards and requirements manuals you'll have access to for more detailed references upon becoming an official QVC Vendor.

Until then, we wish you the best of luck on your journey—we're so happy you're here!

This Guide is for informational purposes only. In the event QVC issues you an order, that order and/or such other written agreement(s) between you and QVC (collectively, "Order") solely governs the business arrangement between you and QVC. You should consult the Order and the information contained on the QVC Vendor Portal. The information contained on the Vendor Portal is updated on a regular basis; accordingly, if there is any conflict between the information contained in this Guide and the Vendor Portal, the Vendor Portal shall control. Regardless of the source, QVC does not intend to induce any action by you or any expenditure of funds, manpower, or other resources in any attempt by you to develop a product, or to enter into any business arrangement with you, other than as set forth in an Order. Confidential information provided to you by QVC should be treated confidentially, in line with your agreement. If you are a Drop Ship vendor, please review the Drop Ship Guidelines for more information on how to handle customer data.



Stage 1: Vendor Preboarding

Stage 1: Vendor Preboarding FAQs

How Do I Become a QVC Vendor?

The first step in becoming a QVC Vendor is to have your product accepted by one of our Buying Teams through one of our various discovery platforms, such as QVC and HSN Product Pitch, The Big Find, industry-specific trade shows, Buyer introductions, etc. To help you know if you're the right Vendor for QVC, below you'll find the answers to some of our most frequently asked questions.

Is My Brand/Product Right for QVC?

A product is right for QVC when it meets the following success criteria:

- Can it be demonstrated through live or produced content on our platforms?
- Does it fill a space in our current product assortment?
- Does it solve a problem or make life easier?
- Does it appeal to a broad audience?
- Is the product new, revolutionary, innovative, and unique?
- Does the product have a great story of discovery or entrepreneurialism?

What Types of Product is QVC Looking for?

Our products span a diverse range of categories, including Jewelry, Apparel, Accessories, Footwear, Beauty, Home Décor, Home Innovations, Electronics, Culinary, and Health & Fitness.

Within these categories we look to offer our customers unique products that are making their debut on QVC or are entirely exclusive to us. This exclusivity gives the products we feature an inherent compelling angle that we can bring to life through storytelling across our multiplatform network.

Does My Product Have to Be Manufactured?

In most cases, it is a requirement for your product to already be manufactured, or that you at least have a working prototype.

Do You Have Any Tips for Producing a Great Product?

Give yourself the time to build a quality product. A good product is developed when the appropriate amount of time is allotted for design, sourcing, testing, and development. Shortcuts compromise quality, which can cost Vendors time and money in the long run.

Do your homework before you decide who will produce your product. Assess the supplier's internal quality processes, production capabilities and references. Be personally involved in testing your product and push it to its limits. Focus on safety, performance, workmanship, and packaging—you only get one chance to make a first impression with the customer.

Can I Speak to a Buyer about My Product?

Due to the high number of product submissions we receive every day, we are unable to connect prospective Vendors directly with Buyers. Instead, we suggest submitting your brand/product via our Product Pitch submissions website at: www.gvchsnproductpitch.com. Our Product Development teams will review all submissions. If yours meets our criteria for a specific category, the team will connect you to the correct Buyer.

Cost Considerations with QVC

Overall Costs Considerations with QVC

To foster our mutual success, Vendors will incur certain costs of doing business with QVC. These costs include, but are not limited to, the various costs described below which apply to all Vendors. Any product-category specific costs are listed in the addendums at the end of this Manual. This document is provided for informational purposes only and does not alter or amend any order issued by, or agreement with, QVC.

- **QPlatforms Deduction:** The QPlatforms deduction helps fund ongoing investments in technology and infrastructure to support content for Vendors' products on QVC's platforms. It is a 1.0% deduction from each Purchase Order (PO). QVC will automatically deduct from Vendor payments an amount equal to 1.0% of QVC's purchase price for the products. It will be deducted in the first week of the month following either QVC's receipt of the Vendor's products or confirmation of the products being drop shipped to QVC's customers.
- **GS-1 and GTINs (UPCs):** Membership fee for GS-1 (company prefix required) and renewal fee based on number of required GTINs (UPCs) purchased. To learn more about the costs for GS-1 and GTINs, [click here](#). *(This requirement will no longer apply to DDGS vendors after 1/1/22).*
- **Non-Compliance / Vendor Chargebacks:** If QVC incurs costs due to the Vendor's error, QVC reserves the right to recover such costs from the Vendor. Charges include, but are not limited to, incremental freight costs, labor costs, and material costs incurred as a result of issues such as the following: product recall, failure to meet purchase order shipping dates; or shipment of missing part(s) to QVC customers.
- **Third-Party QA, Lab and Packaging Testing:** Cost varies based upon product type, testing and claims.
- **On-Site Inspection/Pre-Shipment Finished Goods Audit (PSFGA) :** For POs that require pre-shipment inspection, such inspection will occur at the factory/point of origin. The cost associated with the inspection can range from \$165 to \$1,000, depending on PO value. If the inspector must go to different locations or to the same location at different times, a fee will be assessed for each PO.
- **Item and Master Carton Labels:** The Vendor is responsible for all materials that will be used in packaging the products for shipment, including labels. All saleable units require a QVC-compliant barcode label placed on the outer most packaging of the product.
- **Buyer, QA, and Show Control Samples:** Several types of samples, including Buyer, QA and Show Control samples are required. Buyers often receive samples prior to placing a PO in quantities determined by product category. Although QVC makes a reasonable effort to return all Buyer samples, it has no obligation to pay for lost or missing samples. Show Control samples are used for a variety of purposes, by numerous teams, over a long period of time. QVC will issue a Product Central-specific PO for Show Control samples. These samples are processed, stored, and routed internally by QVC Product Central.
- **Sourcing Social Responsibility (SSR):** QVC may require an audit of the factory performing the final assembly of QVC products. QVC will notify the Vendor in advance if QVC requires an audit. Not required for all Vendors and the cost varies.
- **Drop Ship Vendors:** Drop Ship Vendors need to make sure that they are set up with CommerceHub, QVC's provider for management of its drop ship network. Fees for connection (**Fees are set by CommerceHub and are subject to change*):
 - Via Standard Web Connection
 - \$500 one-time set-up fee
 - Monthly fee of \$65, and a \$0.50 per order fee invoiced monthly
 - Via Standard Integrated Connection
 - \$1,500 one-time set-up fee (*Additional fees apply for AS2 & VAN connections*)
 - Monthly fee of \$65, and a \$0.50 per order fee invoiced monthly
- **Pack Slips (Drop Ship Vendors Only):** Drop Ship Vendors are responsible for ordering and maintaining inventory for blank pack slip label (or paper when applicable) stock. GBS is QVC's provider for blank pack slip stock. Vendors are responsible for the cost of the blank stock. The cost is based on the quantity of labels ordered and the delivery method to the Vendor.

Cost Considerations with QVC

Overall Costs Considerations with QVC, Continued

- **Freight:** Cost depends on the type of freight term. Applicable fees may include, but are not limited to, Booking and Document Fees, Export Customs Declaration and Gate Fees, Origin Port Security Fees, Automated Manifest System(AMS) Fees, Verified Gross Mass (VGM) Fees, and Transportation (Air/Ocean) Fees.
- **Images and Video Assets:** Cost depends on product content strategy; to be discussed with QVC’s Category Production and eCommerce Teams.
- **“At Home” Equipment and Skype:** Vendors and Guests are responsible for the equipment needed to Skype into virtual QVC2 on-air presentations. Vendors are also responsible for ensuring that their Guests have product samples for their Skype airings, if needed (QVC does not send or loansamples).
- **On-Air Guests:** Vendors appearing on QVC’s multiplatform channels are responsible for selecting and hiring their own on-air Guest presenters and product experts. If you need some assistance in identifying potential candidates, QVC can provide Guest options with varying backgrounds and experience in a range of product categories. Vendors are free to find their own candidates or consider the candidate options provided by QVC. QVC provides options through the Portfolio Pad casting system. Vendors review and discuss the opportunity directly with the candidates. All negotiations are expressly between the Vendor and Guest candidate. QVC does not take part in any portion of the negotiations for any Guest opportunities.
- **Travel to and from QVC Studios in West Chester, Pennsylvania :** When required, you are responsible for all travel expenses associated with visiting QVC for required product-related meetings, New Vendor Onboarding program, Guest Training, and/or on-air presentations.
- **Model Services:** You will discuss the need for model(s) with your QVC Category Producer; cost depends on time of day and product. General information below:
 - All rates are per hour unless otherwise specified.
 - Show Rates**
 - Show rate (days: 7:00 a.m. - 12:00 midnight) \$135.00
 - Show rate (overnights: 12:00 midnight – 7:00 a.m.) \$146.00
 - Holiday rate (days: 7:00 a.m. – 12:00 midnight) \$146.00
 - Holiday rate (overnights: 12:00 midnight – 7:00 a.m.) \$158.00
 - Prep Rates**
 - Prep rate (days: 7:00 a.m. -12:00 midnight) \$52.00
 - Prep rate (overnights: 12:00 midnight – 7:00 a.m.) \$56.00
 - Holiday prep rate (days: 7:00 a.m. -12:00 midnight) \$56.00
 - Holiday prep rate (overnights: 12:00 midnight – 7:00 a.m.) \$60.00
- **Model Report Time Rates:** All models must report a half an hour prior to each booking. The rates for such time are as follows:
 - Report time rate (days: 7:00 a.m. - 12:00 midnight) \$26.00 flat fee
 - Report time rate (overnights: 12:00 midnight – 7:00 a.m.) \$28.00 flat fee



Stage 2: Vendor Setup & Review Process

Stage 2: Vendor Set Up & Review Process

Congratulations!

If you've found yourself at the Vendor Set Up phase of New Vendor Onboarding, you're officially on your way to becoming a QVC Vendor. During Vendor Set Up you'll be working with various cross-functional teams to finalize paperwork and start negotiations with your Buying Team.

Buyer Negotiations

When you onboard as a QVC Vendor, your Buying Team will review your product selection and negotiate with you the terms of doing business with QVC.

Vendor Set Up Form

Once you've completed initial negotiations with your Buying Team, they will provide you with a blank Vendor Set Up form or blank Vendor Profile form, which you will be required to complete and return. The type of form is dependent on the type of business you will be doing with QVC. You will provide the following information:

- Basic Company Information
- Company Contact Information (make sure to use your company's full legal name in all places)
- Type of Vendor (Traditional Ship, Drop Ship, Direct Source/Import (DDGS), etc.)
- Payment Term Selection: Options include Net 90, Net 50 with 2% Discount or Net 30 with 3% Discount
- Special Terms Details (for example: scrap agreement, freight terms, Sale or Return, consignment, RTV, etc.)
- GTIN (UPC) Capability Details
- Drop Ship Details (if applicable)
- Remittance and Shipping Addresses (including wire banking information if an international Vendor)

When the form is completed based on your previously negotiated terms with your Buying Team, you will return the form to Buying. Please note that the contacts listed on Vendor Set Up Form will be the contacts automatically sent email registrations for the QVC Vendor Portal.

All Vendors are required to provide a Certificate of Insurance (COI) evidencing a specific limit of general liability coverage (per occurrence and in the aggregate) according to the risk categorization of the product to be sold, and naming QVC, Inc. as an additional insured. The vendor is required to maintain general liability coverage for the life of the merchandise. The coverage must include product liability, advertising injury, and issued by an insurance carrier rated A or better by AM Best. The vendor must also notify QVC within thirty days of cancellation of such policies listed above and provide a new certificate of insurance. COIs and all subsequent renewal COIs should be sent to: insurance@qvc.com

At this point in the process, based on your Vendor type, you will also be required to complete and return any additional forms necessary to do business with QVC, as provided by your Buying Team (for example: Drop Ship Forms or other add-on program forms).

Vendor Set Up Review

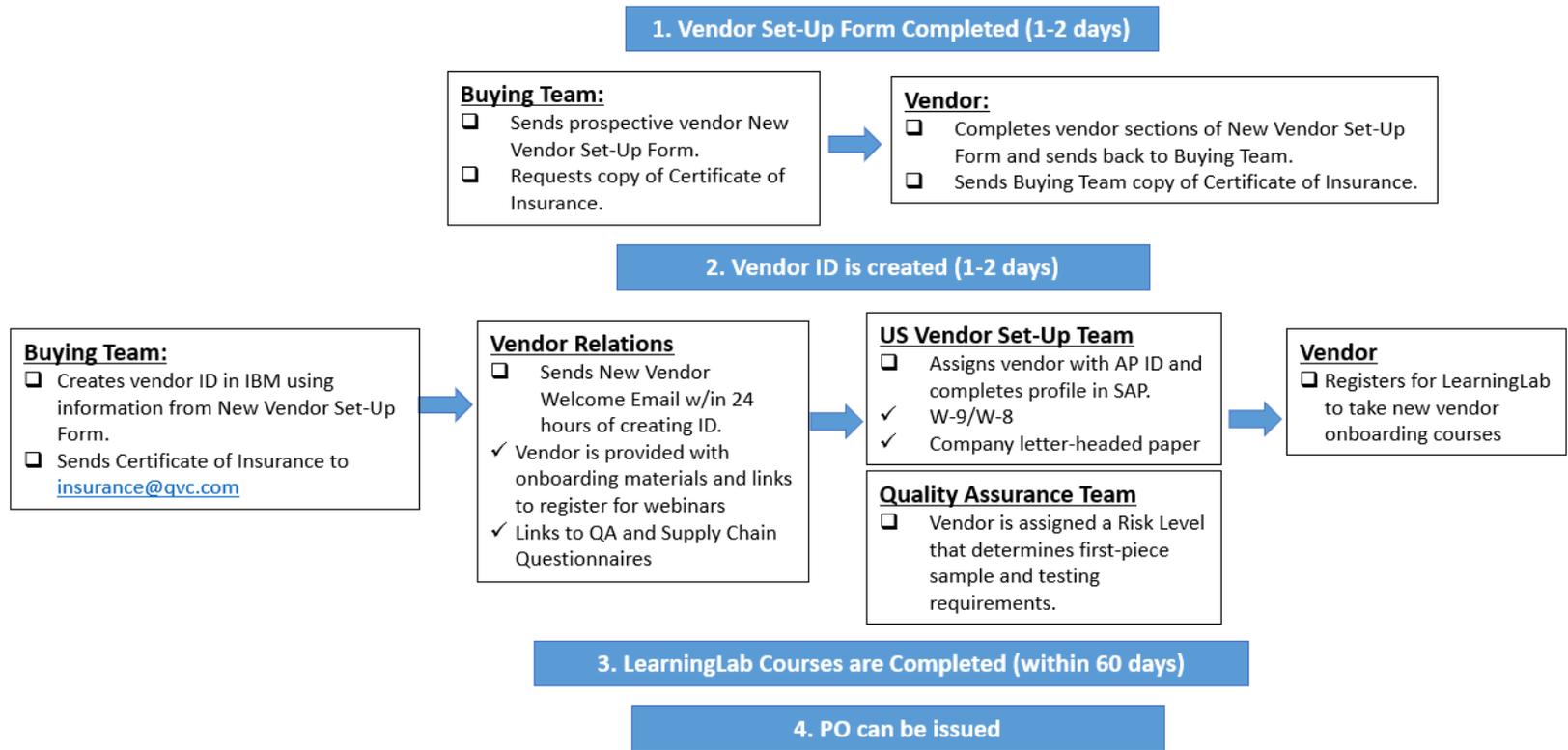
After you have completed and returned the New Vendor Set Up or Vendor Profile form to your buying team, your buyer will enter the information you provided into our internal QVC system.

Upon completion of the Vendor Set Up Form, Buying generates the QVC Vendor ID.

Stage 2: Vendor Set Up & Review Process, Continued

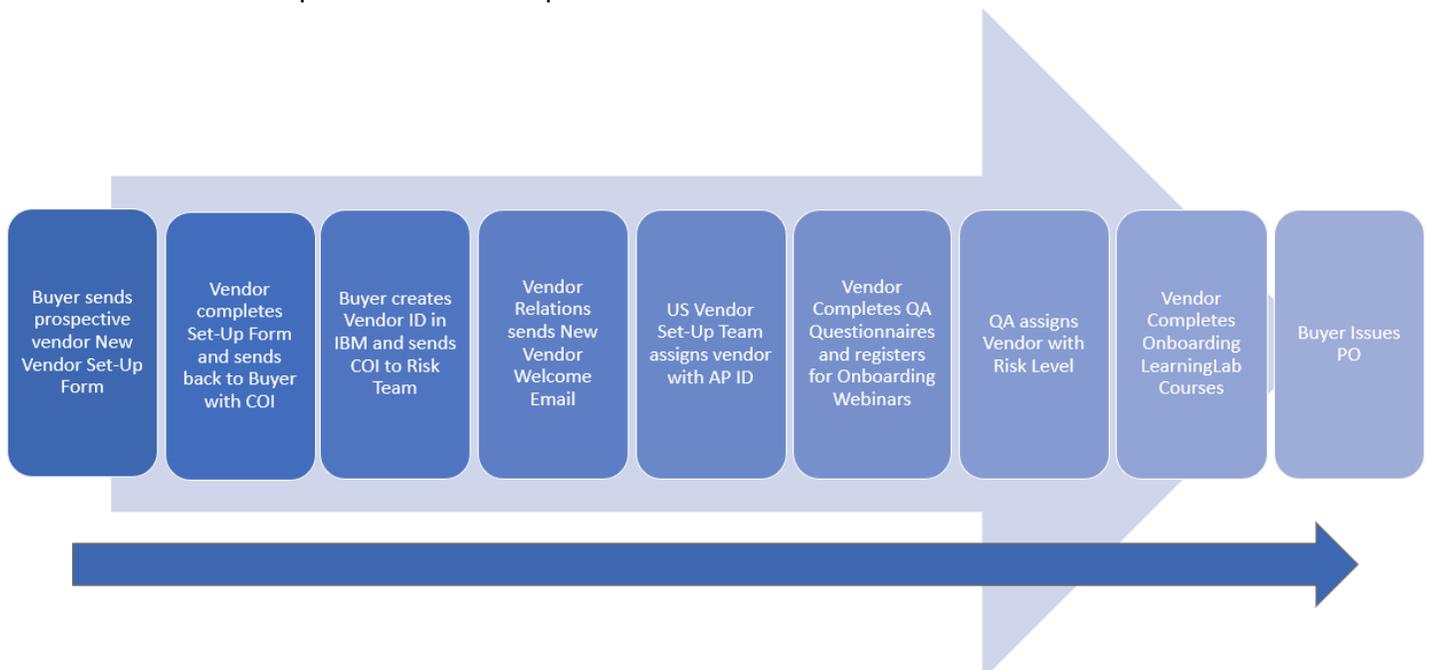
Vendor Onboarding Steps Timeline

The below flow chart outlines the steps taken by various team members from the time a new vendor has been identified to when Purchase Orders can be issued.



Vendor Onboarding Steps Flow Chart

Here is another visual representation of steps involved before a PO can be issued:





Stage 3: Welcome to QVC

Stage 3: Welcome to QVC – Getting Started

New Vendor Welcome Email

Within 48 hours of your Vendor ID being created, QVC Vendor Relations sends a New Vendor Welcome Letter via email. This email provides the 4-digit Vendor ID and other critical information on “getting started” as a QVC Vendor.

The New Vendor Welcome Letter is always sent to the main contact for each new Vendor as designated in our internal systems, which is typically the main contact on the Vendor Set Up form.

QVC Vendor Relations also CCs the new Vendor’s Buyer and denotes the Quality Assurance Contact on each New Vendor Welcome Email. **Please ensure that Vendor.Relations@gvc.com is added to your contacts to prevent this important email from going to your spam/quarantine folders.**

Vendor Portal Set Up

The QVC Vendor Portal will be your one-stop location for connecting with QVC and accessing materials needed to support your relationship with our organization. The primary contacts at your organization will receive an invitation to the Vendor Portal (be sure to check your Spam folder if you do not see it). This invitation will include a link to register your account and a token code to use during the registration process.

Once you have registered your account’s Primary Contact, you may add as many company admins and communication contacts as you’d like. For support with navigating the Vendor Portal, [click here](#). For support with adding and managing additional users, [click here](#).

Please note that the Primary Contacts on the account are responsible for adding additional admins and their security access types and are also responsible for providing those individuals with their credentials once created. The Primary Contact should also maintain the Company Contacts and should review and validate their contacts on a quarterly basis (QVC Vendor Relations sends reminder emails for reference).

AP Portal Set Up

Once the vendor ID is created, the US.VendorSetup team will create your account in our Accounts Payable system. For non-US based vendors, the company’s primary contact will need to provide bank details for international payments. To set up bank details, a signed company letterhead is required.

Quality Assurance Risk Assessment

You will be prompted to fill out the Quality Assurance Risk Assessment form in the New Vendor Welcome Email within five days of receipt. Your Vendor Performance Evaluator (VPE) partner will be copied on the email if you require any assistance. This risk assessment is used to determine the level of risk we have when doing business with a vendor. All vendors are risk assessed by a Vendor Performance Evaluator and assigned a risk level. Risk level is determined based on a combination of factors including vendor processes, product risk, vendor performance, and other factors. Re-evaluation occurs on a recurring basis. Depending on your risk level, you may be required to submit physical samples to Quality Assurance during the first-piece submission process. Requirements may differ by product type or category. Vendor managed test results should be kept on file by the vendor and submitted to QA within 48 hours of request.

Note: DDGS vendors are exempt from the Risk Assessment

Stage 3: Welcome to QVC – Vendor Education

New Vendor Onboarding Program

As a new member of the QVC Vendor Community, you are **required** to complete the QVC New Vendor Onboarding courses via LearningLab. Once completed, you are also invited to attend our upcoming Live New Vendor Meet & Greet Sessions. This insightful session is designed to provide you with a “hands on” overview of the many business units you will encounter throughout your partnership with QVC.

The QVC New Vendor Onboarding courses provide a comprehensive overview of different departments you will interact with throughout the QVC business. Vendors are also given the opportunity to ask questions about QVC’s processes and requirements during the Live New Vendor Meet & Greet Sessions.

Current LearningLab course offerings include (these offerings vary per business type):

- Vendor Relations
- Quality Assurance
- Preparing Product for Shipping & Supply Chain Overview
- Drop Ship Overview
- Legal: Advertising Compliance
- Photography & Video Process
- Risk & Insurance and Accounts Payable Overview
- Guest Management, Category Production, & eCommerce
- GS-1/GTIN Compliance Overview

To view and register for our next Live New Vendor Meet & Greet Session, please check the Vendor Portal homepage.

It is **MANDATORY** that you/your employee(s) complete the LearningLab courses if you’ll be working with the day-to-day operations of your QVC business. Typically, your Buying Team will verify that you’ve attended before they issue your first PO.

For additional onboarding support, please login to the Vendor Portal and navigate to Vendor Onboarding and select your product category. You will find onboarding resources sorted by topic and in various formats. If you have any department-specific questions or if you are looking for contact information for a specific department, please reference the Frequently Asked Vendor Questions document and QContacts sheets under Working with QVC > QContacts & FAQs. If you have any other questions or would like to contact our Vendor Relations, please reach out to them at Vendor.Relations@qvc.com.

As a new Vendor, It is also critical that you take a moment to familiarize yourself with our [Qurate Retail Group Global Business Partner Code of Conduct](#) which is also located in the Legal & Policy Guidelines section on the QVC Vendor Portal. This QRG Global Business Partner Code of Conduct (Code) identifies the standards QRG expects Business Partners to maintain, and it is important that you and your team members review it in its entirety.



Stage 4: Purchase Orders & Product Samples

Stage 4: Purchase Orders (POs)

Purchase Order Issuance

Before beginning business with QVC, all newly approved Vendors are issued applicable Purchase Order (PO) Terms and Conditions.

Every formal agreement for QVC to purchase product from its Vendors begins with a single PO. The PO defines the agreed upon items and quantities that QVC will purchase from the Vendor and the relevant guidelines for timely shipment of your product to QVC's Fulfillment Center. The timeline for PO issuance depends on both the product category and previous negotiations with the Buying Team.

Types of PO's

Traditional POs: There are two variations of QVC Traditional POs: a Domestic PO or an Import PO. A Traditional PO refers to a PO where the Vendor's products are sent to one or more of our Fulfillment Centers for inventory and later shipped to customers when purchased. Both Domestic and Import POs are received and processed by QVC's Fulfillment Centers.

- **Domestic Collect** pertains only to QVC managed domestic shipments. QVC takes ownership of the product at the vendor's domestic location and pays all freight costs thereafter. The vendor is responsible for all processes required and costs incurred to have the product ready to be picked up by a QVC Carrier. Product must be ready at the appointed time, or it will result in a vendor chargeback.
- **Domestic Prepaid** pertains to vendor managed shipments. The vendor pays all freight costs. QVC takes ownership of product at the distribution center. The vendor is responsible for all processes required and costs incurred to deliver product into a QVC DC. Late delivery will result in a vendor chargeback.
- **Import Collect** pertains to QVC managed international shipments. QVC takes ownership of the product at the named origin port or freight forwarder/consolidator and pays all freight costs thereafter. The vendor is responsible to deliver the product to the named origin port or QVC's freight forwarder/consolidator. Product not delivered on time to our freight forwarder will result in a vendor chargeback.

Drop Ship POs: Upon proper technical certification, select product may be approved to ship directly from the Vendor's US facility to our customer via the "Drop Ship" model. In this model, once product is purchased by the customer, the customer's order represents the "PO" that you ship against, and ultimately, are paid against.

Stage 4: Purchase Orders (POs), Continued

Elements of a PO

As a binding document, it is extremely important that you carefully review the [General PO Conditions](#) before the issuance of the PO, and that you are fully aware of all elements of QVC’s Purchase Order Terms and Conditions.

[Click here](#) Consignment PO Conditions | [Click here](#) for Drop Ship Conditions

Please see section of Sale or Return (SOR) percentage in your Purchase Order agreement. If your PO has a percentage greater than zero, then QVC reserves the right to return unsold merchandise up to the percentage specified. Payment will not be made until after the product has aired. Any payment for goods sold will be sent on the terms date. After the initial airing, the system cycles through each week’s sales and will generate the check.

Please see section Customer Returns (CR) percentage in your Purchase Order agreement. A small percentage of each payment may be retained to cover anticipated customer returns. This percentage is based on the QVC’s historical return rate for the product category. This information can be obtained from your buyer. The same as for SOR privileges system will recalculate reserve amount on a weekly basis.

To help ensure that your product progresses smoothly toward the Available To Sell (ATS) Date (the planned date QVC wants product in inventory and made available for customer purchase), the Buying Team works closely with the Vendor, QA and Logistic Coordinators. However, please remember that as a Vendor, you are ultimately responsible for ensuring that the products hit all the required checkpoints in the PO timeline before the ATS date.

POs Approval & Vendor Notification

Once PO’s are issued and have been approved by the buyer and GMM or VP (if applicable), quantities will systematically allocate across multiple fulfillment centers. This strategic distribution provides a better customer delivery experience. The thresholds per PO vary by product category. Domestic vendors are also issued a Product Central PO containing Show Control Samples that will be shipped directly to QVC Product Central, located at QVC Studio Park West Chester, PA. These quantities are pulled from the master PO to support the on-air presentation.

PO Splitting Thresholds by Commodity	
Material Handling Codes	Minimum Quantity for Splitting
Jewelry	0
Apparel	
Garment on Hanger (NFA_GOH)	0
Apparel Other	3100
Flat Pack (NFA_FP)	0
Accessories	
Shoes	2600
Handbags	0
Accessory Other	1600
Hard Goods	
Rugs	1500
Hand Scan	0
>= 2.0 Cubic Feet But Not Hand Scan	1600
Hardgood Other	3200
Cosmetics	4500

Stage 4: Product Samples

Product Samples

It's our goal to prepare your product for sale on QVC as quickly and efficiently as we can. This requires a coordinated effort from many different QVC Teams, simultaneously. As a result, it is necessary that multiple teams obtain their own samples of your product. Product Samples are essential to help QVC to accomplish both the strategic and tactical preparations needed to effectively bring your product to our customers including building our merchandising assortment, marketing your product, evaluating the product, positioning the product, and demonstrating the product whether live on air or qvc.com.

The amount and distribution of samples needed for your product depends on the type of product and will be established by your Buyer before the PO has been approved and sent to you. It is important to the entire process that all Product Samples be sent in the correct amounts to the correct destinations.

Types of Samples

Buyer/Vendor Samples: Samples that cannot be obtained from Fulfillment Centers for use in Digital and Live Studios. These samples will be utilized to capture digital assets (qvc.com, graphics, etc) and for the live, on-air sell.

Shipping Details: Attn: Buyer/Vendor Sample Submission | Mail Code: 555 | 1200 Wilson Drive, West Chester PA | 19380

Merchant Samples: Though the Buyer is ultimately responsible for these samples, they will be used in a variety of ways by a variety of people. Here are a few of the reasons that Buyer Samples are essential to your product's success:

- Product Development and Assortment Planning – building the perfect product for the perfect show
- Presentations and Style Outs – demonstrating your product's features and benefits to other teams & hosts
- Marketing – igniting customer interest in your product before the show

The Vendor ships their Buyer's Samples directly to the Merchant Sample Room where the Merchant Sample Team will store the product until it is needed by internal teams. Once the samples arrive, the Merchant Sample Team will begin processing them into the Sample Tracker. Using the Sample Submission form that was shipped with the item, the item's details and photo are taken for the Sample Tracker System. Once the item is successfully processed then an email will be sent to the Buyer notifying them their item has arrived, processed and ready in the system.

Shipping Details: Attn: Merchant Sample Room | Mail Code: 999 | 1200 Wilson Drive, West Chester PA | 19380

The Buying Team will use the Sample tracker to put in a request for items to be shipped out to their location. The Merchant Sample Room will package up item and deliver it to the mailroom to ship out via UPS. Mail Room Hours: Monday – Friday 8AM – 5PM (Closed from 12:00pm-1:00pm).

Stage 4: Product Samples

QVC/HSN exercises best efforts to return all merchant jewelry samples to Vendors. However, QVC/HSN have no legal obligation to keep track of or to return samples. Vendors are expected to follow up with the Buying Team if samples are not returned to them within six months, so that the Buying Team can decide whether to hold the samples for longer or return them. No compensation will be provided for lost or missing samples.

Quality Assurance (QA) Samples: For Moderate and High Risk Vendors regardless of whether your product is being Drop Shipped, imported, or shipped domestically, our Product Validation Approval Specialist (PVAS)/Evaluator need to receive a sample for the item in the exact manner (branded, labeled, packaged, etc.) as it will be sent to the customer. This allows our PVAS/Evaluator Team to gain first-hand knowledge of the product and allows QVC and our Vendors to work together to ensure that the product will meet or exceed our customer expectations.

- Quality and Labeling Evaluation – to confirm that your product meets QVC’s specification and quality requirements
- Product Descriptions – to ensure that the customer has all the information she needs to make an educated buying decision

QA Samples Address: Attn: QVC QA Mail Code 120| 1200 Wilson Dr. | West Chester, PA | 19380

Note: Vendor must identify the sample is for QA 1st Piece with the Item number, Vendor Name/Number, Buyer, Item description

Vendor Direct Samples: As QVC’s business grows, both on broadcast and on digital, the need to receive Product Central samples earlier is evident. These samples are leveraged to support Digital Imaging, Lifestyle Full Motion Video and naturally, our televised programming. These can also be referred to as Show Control Samples. Within one week of the original PO being issued, **a new PO for Product Central samples** will be issued to you. These PO’s are processed, stored, and routed internally by QVC Product Central. Samples will be required to ship 1 week in advance of bulk product. This will allow for the completion of digital assets and product sample availability in advance of the bulk shipment receipts. The following are just a few of the many people and processes that rely on Vendor Samples to drive sales and create a successful show or product presentation:

- Show Hosts – to show or wear your product on-air and digitally
- Show Rack – to display your product on air
- Styling – to support model styling on-air and digitally

Stage 4: Product Samples, Continued

Vendor Direct Samples are ordered in greater quantities and used for different purposes from QA Samples and Buyer Samples. As a result, specific requirements must be followed when they are sent to QVC. For the most part, these requirements will vary depending on whether they are imported or shipped from a domestic location as covered in the following pages. However, the following are general guidelines that apply to both Import and Domestic shipping of showroom samples:

- Your Vendor Direct Samples must be shipped on the Required Ship Date as designated for the Product Central allocation on your PO (QVC Product Central, West Chester, PA). These samples must be shipped in the exact quantity as specified on the PO. These samples have an earlier ship date to allow time for execution of the processes mentioned above.
- All Vendor Direct Samples must follow the same brand packaging and labeling requirements as outlined for your actual product shipments in the Packaging and Labeling sections of the Supply Chain Inbound Manual on the vendor portal.
- Each Multi-Unit Master Carton needs to have a Packing List with all the SKUs contained in that Multi-Unit Master Carton. Each Single-Unit Master Carton will need to be labeled for shipment to our Show Control with one Packing List for all Single-Unit Master Cartons listed. Because of the small quantities ordered for each SKU, Multi-Unit Master Cartons can contain mixed SKUs (ONLY for Vendor Sample Multi-Unit Master Cartons).

Domestic Vendors: All Vendor Samples should be shipped via a traceable, ground method, by UPS to the address above. A QVC UPS shipper account will be provided for our Vendors to leverage for sample shipments. If you are not using a UPS shipper, then you are required to pay for the freight, using a small package shipper. Advanced Shipment Notices (ASNs) are still necessary and should be submitted in a timely manner.

Import Vendors: Imported Vendor Samples are shipped in conjunction with your actual products. This means that close coordination is required to ensure the Show Control Samples make it to the correct location in plenty of time to prepare for the ATS Date. The Vendor must ensure to pack and label these samples in a manner that will allow them to be identified and processed quickly once received on the other side of the ocean. Please review the [Packaging & Labeling Guidelines](#) Manual.

Note: For all other product that Product Central doesn't obtain via Vendor Direct, Product Central will order the product from QVC's fulfillment centers' bulk PO.

Key Contacts for Product Samples

Pete Taylor | Area Mgr Fulfillment Center; Inbound | Pete.Taylor@qvc.com

Ian Goodrich | Area Mgr Fulfillment Center; Inbound | Ian.Goodrich@qvc.com

New Receipts Team | 484-701-6737 | nr_product_central@qvc.com

Influencer Samples: Lastly, Vendor's may be asked to supply samples to support our digital marketing initiatives.



Stage 5: Item-Level Product Evaluation

Stage 5: Item-Level Product Evaluation – Quality Assurance

Quality Assurance

QVC ensures the quality and integrity of our merchandise and information in order to meet or exceed the customer's expectations. In order to comply with QVC's standards, QA employs a focused process designed to detect potential quality problems early, resolve issues quickly and keep the Supply Chain moving smoothly.

Steps in the QA process will include:

- **Risk Assessment:** This is the process used to determine the level of risk we have when doing business with a Vendor. Vendors are assigned risk levels of Low, Moderate or High and their QA requirements are based on their risk level assignment. Risk level is determined based on a combination of factors including Vendor processes, product risk, Vendor performance, and other factors and re-evaluation occurs on a recurring basis. **Note:** DDGS Vendors are exempt from this process and should work directly with the DDGS team on the submission process.
- **Spec Card Submission:** The Vendor must complete a product specification sheet (spec card) for each QVC item. The spec card is templated based on product type and includes all required product details as well as features and benefits for the item. The spec card also enables the Vendor to upload images, testing data, potential claims and other documentation, as needed. In addition to the spec card, based on the product type, a Dangerous Goods Information Sheet may also be required. As a best practice, the Vendor should work toward submitting their spec sheets as soon as the item number is issued. The Spec Card is an Excel file saved on the QVC Vendor Portal and should be downloaded each time you need to complete it. Navigate to: **QVC Vendor Portal > Product > Applications > First Piece Evaluation.**
- **First Piece Sample Submission:** Sample requirements are based on your assigned risk level at the time of filling out the questionnaire found in the New Vendor Welcome email. Samples are evaluated against the spec card by the Product Validation & Approval Specialists (PVAS) for the specific product category. The evaluation process typically takes 5-7 business days to complete.
- **Certification Labeling:** Each of the safety test laboratories has a specific format for the mark applied to a product. This applies to all Electrical products. The UL, ETL, or CSA marks and registration numbers must be engraved or embossed on, or otherwise permanently attached to the product, as specified by the certifying agency. For more information on these format markings, you can refer to the General Electrical Requirements via the Quality Assurance (Hardgoods) section on the Vendor Portal
- **Third-Party Testing:** As required, and/or to substantiate any claims, QVC has entered into an exclusive partnership for third party QA testing services. The protocols follow industry standards, helping to ensure customer satisfaction and validation of critical regulatory compliance requirements. Vendors now have support with **UL** and **Intertek** which includes a discount on testing protocols. The requirement to use Intertek or UL for protocol testing is applicable to all proprietary Vendors as well as those who are classified as high-risk. Vendors classified as low or moderate risk who do not produce proprietary product are encouraged, but not required, to use Intertek or UL for testing. Test results are valid for one calendar year.

Stage 5: Item-Level Product Evaluation – Quality Assurance, Continued

- **QA Sample and Packaging Evaluation:** This process is performed on a sample that represents the production run in all respects, including exact materials, construction, packaging, inserts, labeling, etc.; evaluation needs are based on a Vendor Risk Level Assessment. During the first-piece process, the PVAS will determine the pack recipe and how QVC will ship the item. Dimensions and weights are captured, Hazmat and Lithium battery are identified, and liquids 8oz or greater require induction seal. International Safe Transit Association (ISTA 3A) is required on anything breakable and is performed at a third-party lab. Inserts (romance cards) or instructions must fit inside the product packaging (polybag / package) without excessive bending or folding. Any insert must receive prior approval from QVC QA during the first-piece QA Sample Evaluation.
- **Sourcing Social Responsibility (SSR):** An audit of the factory performing the final assembly of QVC goods. The Vendor would be notified in advance of this requirement. Any factory making major components are subject to SSR. Cost varies. Not all vendors are subject to SSR.
- **Factory Process Audit:** An audit of the factory for proprietary brands to verify good manufacturing practices in Quality Systems. Cost varies. Not all vendors are subject to an FP Audit.
- **California Proposition 65:** All vendors must comply with California Proposition 65 regulatory and compliance testing. For more information refer to the following website: <https://www.p65warnings.ca.gov/businesses>

All Vendors must adhere to the below minimum submission lead-time standards by category when submitting QA. The Quality Assurance team must receive the Spec Sheet, all required substantiation, and physical samples (if required) a minimum of the lead-time days prior to the ship date for the item. Non-compliant submissions will be subject to late submission fees (Vendor chargebacks) as outlined in the Supply Chain Compliance Manual.

Category	Lead Time
Fashion Accessories	10 days
Jewelry	14 days
Apparel	10 days
Footwear	10 days
Beauty	21 days
Home Innovations	14 days
Electronics	10 days
Culinary/Cookware	10 days
Home Décor	14 days
Charity	10 days

- **Pre-Shipment Finished Goods Audit (PSFGA)** is the final QA checkpoint before the goods leave the factory. All Purchase Orders may be subject to a PSFGA, especially POs from new vendors. Pre-Shipment inspection should occur at the factory/point of origin. If the inspector must go to different locations or to the same location at different times, a fee will be assessed for each PO. The cost associated with the inspection ranges from \$165 - \$1,500, depending on the PO dollar value and inspection location. PSFGAs may be performed by a QVC employee or an authorized third-party Inspection Service Provider (ISP). All PSFGAs are arranged and scheduled through a collaborative effort involving the QVC PSFGA team, QVC China and/or a 3rd Party ISP. The inspection will take place when the PO is 100% produced and at least 80% packed and ready to ship. Production needs to match the QA approved 1st piece sample/spec card in order to receive a passing report. Otherwise, the vendor will receive a non-conforming inspection report.

The initial selection process of approved POs is based on vendor performance which considers multiple factors over time. The better the vendor’s performance, the fewer purchase orders will be selected. This is a skip lot

Stage 5: Item-Level Product Evaluation – Quality Assurance, Continued

approach with multiple variables. TSV POs are excluded from the model and are always eligible for a finished goods audit. Once a PO has been inspected, the inspection reports are reviewed 24 business hours after the onsite inspection. Inspection results are sent by the PSFGA coordinator via email to the designated vendor contacts. For additional information, please contact psfga-us@qvc.com.

Dangerous Goods

- **UN38.3** - The Department of Transportation, in alignment with international regulations, is now requiring a copy of the UN38.3 Test Summary (Test Report is also acceptable) for all lithium powered products to be available upon request. The Test Summary (Test Report) is to be applicable to the cell/battery provided. Products including multiple different types of lithium cells/batteries would require multiple documents. The UN38.3 document is provided by the cell/battery supplier. The vendor is to have it on hand. All lithium cells/batteries are to be tested to this standard. If not, we do not accept the item. You may submit the UN38.3 document along with the product submission to help minimize any delays in reviewing your item.
- **Safety Data Sheet (SDS)** - You are required to submit a complete and accurate SDS to QVC QA for every Hazmat item. More information can be found in the Packaging & Labeling Manual available on the Vendor Portal. Requirements for a proper SDS document can be found at this link: <https://www.osha.gov/Publications/OSHA3514.html>.

Evaluation of Claims

A claim is anything you say about a product that relates to its efficacy, performance, safety, price, or other characteristics that might incentivize a customer to purchase it.

Examples of product claims include:

- Product X is biodegradable
- Product X is 2x faster
- Product improves the appearance of wrinkles by X %
- Product is made of X (Ex. Lycra)

Even if you honestly experienced a certain benefit when using a product, we cannot speak to that benefit if it is not aligned with the QVC-approved claims. [Vendor Claims Guidelines](#)

Final Performance claims should be submitted **6-8 weeks prior to the air date** and submitted via QA Spec Card. Submitted claims must be limited to **17 per item** and should be organized by priority level.

When submitting substantiation, please highlight the section(s) in the substantiating documentation that support the claims. All documents and testing reports should be uploaded to the spec sheet separately and should be titled for easy identification. If you are using a Journal article as substantiation, please scan and submit the article as an PDF attachment and upload it to the spec sheet (links are not acceptable).

Find the required substantiation for specific claims by category in Vendor Portal under **Product > Quality Assurance > QRG QA Testing & Protocols** to access the [QRG Claims Substantiation Tool](#).

Note: Master carton specifications and barcode compliance/verification are not part of the QA evaluation process.

Stage 5: Item-Level Product Evaluation – Packaging

Packaging Overview

Nearly every step in our Supply Chain process comes down to one moment: the instant the customer opens her package from QVC. It's a pivotal moment in the buying experience - one that we want to be inescapably exceptional, to ignite her sense of excitement and to inspire a lasting sense of endearment to your brand and the QVC brand. Achieving this requires the perfect packaging. QVC provides in-depth instructions to help you package your products to meet QVC's packaging standards and customer commitments. **Please consult the Packaging Manual for specific packaging requirements.**

Regulatory Packaging Requirements

The Vendor is responsible for all materials that will be used in packaging the entire PO for shipment, ensuring that it meets QVC's Packaging requirements, as outlined in the Packaging Manual.

Toxic Materials & Heavy Metals: All packaging and packaging components must comply, in all respects, to the requirements for heavy metals content as stated in the US CONEG model legislation. That is, the sum of the incidental concentration levels of Cadmium, Mercury, Lead and Hexavalent Chromium present in packaging or packaging components shall not exceed 100 ppm and that these regulated metals were not intentionally added during the manufacturing process. QVC requires each supplier to maintain a formal confirmation of conformity which demonstrates compliance with the heavy metals standards consistent with ISO 18602.

Environmental Labeling and Claims: The labeling and claims on packaging must comply, in all respects, with the requirements described under the US Federal Trade Commission's Guides for the Use of Environmental Marketing Claims ("Green Guides"). All in-scope resin containers must comply with the legal requirements concerning use of Society of the Plastics Industry (SPI) Resin Identification Code (RIC), which is currently required in 39 states. When applying the RIC to packaging, ensure that the usage of this symbol is also compliant to the requirements described under the US Federal Trade Commission's Guides for the Use of Environmental Marketing Claims ("Green Guides"). The Green Dot is a recognized financing symbol within the EU, meant to indicate that the brand owner has fulfilled its financial obligations to recover packaging under the EU Packaging Directive. QVC does not recommend using this symbol on any packaging sold in the US.

California Rigid Plastic Packaging Container Regulations: All in-scope resin containers must comply with the legal requirements within California's Rigid Plastic Packaging Container Regulations (RPPC) (14 CCR 17942 et. seq.). QVC Vendors will be responsible for all costs associated with removing and returning illegal packaging, if such situations are encountered.

Polybag Composition: If your product is packaged in a polybag, QVC suggests using polybags with a nominal wall thickness of no less than 1.0 MIL (1/1000th of an in. or 0.0010 in. or 0.0254 mm). Two-part or multi-part, heat-sealed bags will not be accepted. Polybags must be securely fastened either by using a heat-sealing device or with taped ends.

Suffocation Warning: A mandatory suffocation warning label is required if all the following points are met, as set forth within the Packaging Manual:

1. The polybag measures 5" x 7" or larger.
2. The polybag opening measures 5" (12.7 cm) or greater when placed flat.
3. The nominal wall thickness is less than 1.0 mil (0.001 in. or 0.0254 mm).

Stage 5: Item-Level Product Evaluation – Packaging, Continued

Packaging Integrity

One of the most important evaluations required in the QA process is the package integrity testing. Designed to identify any potential shortcomings in the strength or effectiveness of your packaging, this testing ensures that the product still exceeds the QVC Customer's expectations—even after going through multiple channels of shipping.

Packaging Integrity Testing Process

Protective packaging is the responsibility of the vendor. To ensure that the packaging can protect the product during transit to the customer, breakable items packed in re-shippers require **ISTA 3A testing**.

For most product in the Hardlines categories (Collectibles, Cleaning, Culinary, Crafts & Sewing, Electronics, Fitness Equipment, Furniture, Hardware, Home Décor, Lawn & Garden, Luggage, Seasonal, Tabletop and Toys), and some other products at the discretion of QVC QA, you will contract testing on your packaging with an ISTA certified lab before submitting your product to QVC.

Preparing the Product for Shipping

All products are required to be individually packaged and labeled with a QVC unit label (i.e., ready to be picked to ship to the customer). Loose items or exposed product is never acceptable.

- **Hardlines, Beauty, and Home Textiles** items weighing 1.0 lbs. or greater are required to be packed into automatable re-shippers. An automatable re-shipper is a corrugated carton with minimum dimensions of 9" x 6" x 1.5" (all dims must meet the minimum in order to be compliant).
- Packaged products weighing under 1.0 lbs. can be packed in retail-type packaging if the packaging is large enough to support the QVC unit barcode label. Smaller packaged products may require a sealed jiffy bag to fit the label.
- **Liquids** require two forms of leak protection.
- **Apparel** is folded and packed into sealed polybags.
- **Footwear** is packed in shoeboxes with a band to prevent the lid from falling off during processing in our fulfillment centers.
- **Jewelry** is bulk packaged (see manual for details) for shipment to QVC's fulfillment centers.

Stage 5: Item-Level Product Evaluation – Labeling

Labeling Overview

Labeling is all about identification, speed and accuracy. All touch points in QVC's Supply Chain need to be able to easily identify a product to determine its contents, its purpose and its intended destination as quickly as possible. It is critical to effectively flow product through QVC's Supply Chain processes all the way through delivery to the customer.

The benefits of accurate, standardized item labeling illustrates the true power of information. With correct item labeling:

- **Vendors** benefit from reduced stoppages and chargebacks.
- **QVC** can rapidly track merchandise, evaluate samples, and prevent costly delays and unnecessary exception processing.
- And most importantly, our **customer** can trust that she will receive the right product at the right time, with all the information she needs to enjoy her purchase.

All QVC items, and their Master Cartons, must be labeled appropriately, as set forth via [QVC's Packaging & Labeling Manual](#). QVC does have a list of preferred label suppliers who have extensive knowledge of our requirements and can ensure proper compliance.

GS-1 and GTINs

As mentioned in the "Cost Considerations with QVC" Section of this Manual, QVC requires Vendors to have a GS-1 Company Prefix, as well as purchase their GTINs (UPCs) through GS-1.

A Vendor pays a Membership fee which is linked to the number of GTINs they wish to purchase as well as an annual renewal fee based on the number of UPCs they need. The first-year cost of obtaining a GS-1 Company Prefix ranges from \$250 for 10 products to \$10,500 for 100,000 products. Each year after that, there is an annual license renewal fee which allows continued use of the unique prefix number. Annual license renewal fees range from \$50 to \$2,100. To learn more about the GS-1 pricing structure, click here: [GS-1 Pricing](#).

QVC's Preferred Labeling Suppliers

The most important factor is to ensure that the labels produced can consistently meet QVC's requirements for labeling. QVC recommends **Label IT, Verified Label & Print, or Fineline Technologies** as providers of our required item and Master Carton labels. They have extensive knowledge of QVC labeling requirements and guarantee that the labels they print will meet our quality and compliance guidelines. Through Label IT's StreamLine Portal, QVC Vendors can place, track and manage their orders and SSCC #'s from any of their production facilities located in Hong Kong, Vietnam or North America. Verified Label and Print has an online ordering system that can help you place orders, by referencing your PO data directly from QVC.

- Verified Label & Print www.verifiedlabel.com
- Fineline Technologies www.finelinetech.com
- Label Interactive Technologies, Inc.
 - **US** infor@labelitus.com **Hong Kong** info@labelithk.com **Vietnam** Kcheung@labelithk.com

Stage 5: Item-Level Product Evaluation – Labeling, Continued

Labeling Definitions

- **Item/Selling-Unit** – Refers to the individual product being purchased by QVC (can be a single component or a multi-piece set/kit). One unit of the QVC item number/SKU is considered a selling unit.
- **Item Label** – Refers to the barcoded label affixed to the external packaging of the individual item/selling-unit.
- **Master Carton** – Refers to the carton that is shipped from the Vendor to the QVC Fulfillment Centers. A Master Carton may be an each (single selling unit) or contain multiple selling units of the same item.
- **Master Carton Label** – Refers to the label affixed to the outside of each Master Carton. A Master Carton label provides information about the individual item(s) contained within the Master Carton (PO#, Item #, Qty, etc.).

Item (Selling Unit) Labels

As you prepare your packaging for shipping, encoded 13-digit barcodes are required on every individual saleable unit in addition to the QVC Human Readable SKU. There are 3 components to the QVC SKU:

- Item number (SKN) characters 1 up to 7
- Color/Type code characters 8 thru 10
- Size code characters 11 thru 13

SKU with 7 character SKN
(Ex. A123456)

Characters	1	2	3	4	5	6	7	8	9	10	11	12	13
QVC SKU	A	1	2	3	4	5	6	0	0	0	0	0	0
	QVC SKN							Color/Type Code			Size Code		

All barcodes must be printer generated using white label stock and black ink. DO NOT print the labels on glossy label stock or use shiny ink as it can cause scanning errors. The minimum quiet zone should be at least 0.25" around the barcode. The label must be placed on the outer most packaging of the product, on a flat, stable location where it will not wrinkle or bend around an edge. The human readable QVC SKU number is required on the SKU /UPC barcode.

Code 128B (PREFERRED)	UPC/EAN	
		
H234567123123	H234567123123	H234567123123
2.75" (L) x 1" (H)	UPC Example	EAN Example
	1.5" (L) x 1" (H)	

The placement of item labels will vary based on the product category. The item label is placed on the outermost packaging of the individual selling unit, not the individual item inside. Hangtags are not permitted for item barcode labeling. Item labels CANNOT cover product information such as expiration dating, ingredients, cautions, warnings, etc.

Note: QVC does not review or approve barcode labels for vendors. Barcode labels included on a product submitted for QA 1st Piece Sample Evaluation or Top of Production (TOP) will **not** be reviewed or commented on within the final evaluation report.

Stage 5: Item-Level Product Evaluation – Labeling, Continued

Master Carton Labels

All Master Cartons shipped to, and received into an QVC's Fulfillment Centers, must arrive with a pre-printed Master Carton label containing the required barcodes and human readable information:

- Multi-unit cartons that contain more than one selling unit must have a Master Carton label.
- Individual self-shipper/re-shipper cartons exceeding 1000 cubic inches must have a Master Carton label.
- QVC-owned marks and phone number: Vendors are not permitted to use the QVC logo, any QVC-owned marks, or any QVC phone numbers on any merchandise or product literature (including product and packaging labels), except in certain narrowly defined circumstances. Any merchandise that uses the QVC logo, QVC-owned marks, or QVC phone numbers will be rejected, unless expressly approved, in writing, in advance by the QVC Legal Department.

The Master Carton label must contain the following elements:

1. Total number of selling units inside the carton (human readable and barcode formats).
2. QVC item number/SKU (human readable and barcode formats).
3. The Fulfillment Center, City, and State (Do NOT print "QVC" here)
4. Vendor Item/Style # and/or Description of item as indicated on PO.
5. The QVC PO number.
6. Country of Origin (COO), where the product was made.
7. Vendor name and ID number.
8. Expiration Date (if applicable). If the product is not marked with an expiration/best by/use by date, **leave this box blank**.
9. If the carton is a partial carton (last carton packed for a SKU that contains fewer units than the Master Carton quantity), place the words "PARTIAL CARTON" in this field. If not, **leave the box blank**.
10. GS1-128 Serialized Shipping Container Code (SSCC-18). Carton count for a specific PO going to a specific QVC Fulfillment Center. For example: There are 100 cartons for a purchase order – 80 cartons are going to Bethlehem and 20 cartons are going to Ontario. The Bethlehem cartons would be numbered "1 of 80", "2 of 80", "3 of 80", etc., and the Ontario cartons would be labeled "1 of 20", "2 of 20", "3 of 20", etc. **This is for the total number of cartons on the PO to each of QVC's Fulfillment Centers, and not by item SKU.**

In order to scan labels effectively and accurately in a high-speed production environment, Master Carton labels must be sized appropriately. QVC allows 3 different sizes / layouts for item Master Carton labels. To learn more about Master Carton Label Requirements, including acceptable sizes, layouts, formats and more, please refer to the requirements set forth in the [Labeling](#) section of QVC's Packaging & Labeling Manual. Again, once you have determined which barcode format you will use to label your products, it is critical to ensure that the barcode is formatted to effectively scan.

Carton labels must be placed consistently throughout a shipment and must meet the below placement requirements:

- Master Carton labels CANNOT be placed on a seam or corner of the carton or COVERED with tape.
- Master Carton labels CANNOT cover product information (such as special handling instructions or descriptions) when the carton is also a self-shipper/re-shipper carton.
- Special labeling must also be placed on Master Cartons that contain Showroom Samples for Import POs, which will be further detailed in the Import Shipping section of this Manual.

Note: there are some exceptions to the requirements for Master Carton Labeling including Master Cartons containing partial quantity or mixed SKUs. For more details related to these exceptions, please refer to the requirements set forth in the [Labeling](#) section of QVC's Packaging & Labeling Manual.

Stage 5: Item-Level Product Evaluation – Labeling, Continued

Pallet Labeling

Pallets are required for LTL (Less than Truckload) shipments. For all other domestic shipments, pallets are preferred but not required. When using pallets, the pallet label must include Ship To and Ship From address, QVC PO number, Complete QVC SKU(s) in human readable format, and the total quantity of saleable units on the pallet (number only). The pallet must be shrink wrapped and marked with the phrase “DO NOT BREAK DOWN” with the label placed on the OUTSIDE of the shrink wrap. If the pallet is partial, it must be marked accordingly. If the partial pallets contain mixed SKUS, it must be labeled “PARTIAL PALLET CONTAINS MIXED SKUS.” Please note that a pallet should NEVER contain mixed purchase orders. Barcodes are not required on pallet labels. QVC does not accept plastic pallets.

Expiry Products Labeling

Some of your products may be marked with expiration dates due to the established shelf life of the product. These products must comply with QVC’s expiry labeling requirements. Ensuring that every such product has the most accurate and visible expiry labeling at every level of packaging protects our customer from any potential risks, assists QVC in tracking the shelf life of an item and helps you prevent loss of inventory. Such labeling may include expiration dates, “best by” dates, “sell by” dates or “use by” dates. To learn more about Expiry Product Labels, including details on how to determine if your product requires one, please refer to the requirements set forth in the **Date Sensitive** section of QVC’s Hardgoods Guidelines.

Hazardous Materials (Hazmat) Labeling

All products meeting the definition of a Hazardous Material (Hazmat) must be properly classified, packaged, marked, labeled, and documented as outlined in Title 49 of the Code of Federal Regulations (49 CFR). It is the responsibility of the Vendor to fully understand and comply with these regulations.

QVC is subject to US DOT (Department of Transportation) regulations and has limited the types of Hazmat that can be received and shipped from their facilities.

Lithium Batteries

Inbound Hazmat inventory meeting the definition of a lithium battery/cell, must be labeled/marked according to 49 CFR, §173.185. QVC will not offer for sale any product from our Fulfillment Centers that includes a lithium battery unless it is eligible to meet the less restrictive size limits, as noted in 49 CFR 173.185(c).

Liquid Orientation Marking

Inbound liquid Hazmat inventory must be marked according to 49 CFR, §172.312.

You are required to submit a complete and accurate SDS to QVC QA for every Hazmat item. Requirements for a proper SDS document can be found at this link: <https://www.osha.gov/Publications/OSHA3514.html>

To learn more about Hazmat Labels, including details on how to determine if your product requires one, please refer to the requirements set forth in the **Labeling** section of QVC’s Packaging & Labeling Manual.

Additional Labeling Requirements

The shipping configuration of an item will determine where any additional required marking must be affixed. The key determination is the presence or absence of item Master Cartons. A Vendor shipping product to QVC is REQUIRED to mark the outermost carton(s) of delivered item(s).

Stage 5: Item-Level Product Evaluation – Shipping

Shipping Operations Overview

Your QVC Buyer will work with you to determine your PO Freight Terms. Terms will address preparing your product for shipping, including all materials that will be used to package the entire PO for shipment. Then, depending on your pre-determined shipping program, you will either ship your product to one of our QVC Fulfillment Centers (Traditional Ship), or you will ship the product directly to the customer (Drop Ship).

Inbound transportation may be:

- **Prepaid:** Vendor-managed transportation
- **Domestic Collect:** QVC-managed domestic transportation
- **Import Collect:** QVC-managed international transportation
- **Drop Ship:** Product ships directly to customer

Domestic Shipping

Getting your product to QVC on time, intact and in perfect order requires a cooperative effort. From the way you pack your cartons, to the way the shipment is recorded and tracked, each step in the Domestic Shipping process is critical to achieving a timely and cost-effective delivery for everyone.

Freight Terms

Please view the below chart as a reference for QVC’s freight terms, and which fall within the Vendor’s responsibility:

The following chart identifies key responsibilities based on the purchase order freight terms:

RESPONSIBILITY	PREPAID	DOMESTIC COLLECT	IMPORT COLLECT
Transportation to the Port or container freight station (CFS)	Vendor	Vendor	Vendor
Booking Fee, FCR/Document Fees	Vendor	Vendor	Vendor
Terminal Handling Charge (THC)	Vendor	Vendor	Vendor
Export Customs Declaration & Gate Fees	Vendor	Vendor	Vendor
Origin Port Security, AMS, VGM Fees	Vendor	Vendor	Vendor
CFS Unloading & Receiving Fees (CHINA ONLY)	Vendor	Vendor	Vendor
Importer Security Filing Fee	Vendor	Vendor	QVC
Loading on Vessel	Vendor	Vendor	QVC
Insurance	Vendor	Vendor	QVC
Transportation (Air/Ocean)	Vendor	Vendor	QVC
Destination Port Charges	Vendor	Vendor	QVC
Import Customs Clearance/Duty/Taxes	Vendor	Vendor	QVC
Domestic Accessorial Charges/Fees	Vendor	QVC	QVC
DC Appointment Scheduling	Vendor	QVC	QVC
Delivery to QVC	Vendor	QVC	QVC

Drop Privilege Carriers

Based upon availability and capacity, QVC Distribution Center may permit additional dray carriers to secure drop appointments at discretion of Inbound scheduling coordinator. The carrier and vendor must agree to the following conditions to secure a drop appointment. If unable to meet these conditions, vendor must secure a live unload appointment and is responsible for any costs incurred. Please refer to the Inbound Transportation Manual for additional information.

- Container must be picked up within 24 hours upon being informed by QVC that the container has been unloaded.
- Vendor is responsible for all charges incurred to return container back to the port (e.g., bobtail charges, etc.).

Stage 5: Item-Level Product Evaluation – Shipping

Shipping to QVC’s Fulfillment Centers

Before shipping a product to QVC Fulfillment Centers, we require that an order release be filled out in the Vendor Portal in our transportation system OTM (Oracle Transportation System). The order release allows our Supply Chain team to review the shipment information and plan for your products to be picked up and received by QVC. When you are ready to ship your product, complete and submit the order release in our Oracle Transportation system .

1. For Traditional Vendors, prepare to ship the product to QVC’s Fulfillment Centers on or before the ship date listed on the PO. To complete this action, the Vendor enters the shipment information into the OTM system. Note that the PO will provide the details on order allocation by DC.
2. Once POs are issued, quantities will automatically allocate across multiple fulfillment centers. Domestic Vendors are also required to ship a PO containing Show Control Samples that will be shipped directly to QVC. These quantities are used to support the on-air presentation.
3. Next, the Vendor ships product, ensuring that Master Carton labels and sizing must meet requirements of QVC’s Fulfillment Centers. All shipments must contain a packing slip that accurately details all products included in that shipment. This helps you track and record your entire shipment and helps QVC Fulfillment Teams check-off exactly what was included when the shipment arrived.
4. Master Carton(s) are then received by the fulfillment center and cataloged in QVC’s Warehouse Management System. **The count of goods will be conducted when the Inbound team processes the shipment, NOT at the time when the shipment is signed for.** The Vendor can then submit an invoice (you will be paid according to the payment terms from receipt of goods).
5. Lastly, the Warehouse Management System flags the item as ATS. This means the item can be scripted in shows / customers can order online.

Fulfillment Center Master Carton and Pallet Requirements

The use and configuration of self-shipper/re-shipper cartons and/or master cartons will depend on the size and weight of your specific product. In some cases, it may be necessary to place individual selling units in self-shipper/re-shipper cartons to protect the product and ensure that it, and its original packaging, arrives to the customer in perfect condition after shipping from QVC. In other cases, grouping individual selling units in master cartons is the most effective way of shipping your product to QVC Fulfillment Centers. If using self-shipper/re-shipper cartons to package individual selling units, depending on the size of the self-shippers/ re-shippers, you may be able to palletize them without the need to place them into Master Cartons.

For more information on Master Carton and Pallet Requirements for QVC’s Fulfillment Centers, please reference the [Shipment Preparation](#) Section of the Vendor Supply Chain Inbound Transportation Manual

QVC Fulfillment Center Locations

<u>Fulfillment Center</u>	<u>FC Code</u>	<u>Location/Address</u>
<u>Florence, SC</u>	<u>0150</u>	<u>2200 TV Road, Florence, SC 29501</u>
<u>Suffolk, VA</u>	<u>0200</u>	<u>2050 Wilroy Road, Suffolk, VA 23434</u>
<u>Ontario, CA</u>	<u>0250</u>	<u>853 N. QVC Way, Ontario, CA 91784</u>
<u>Bethlehem, PA</u>	<u>0330</u>	<u>3419 Commerce Center Blvd, Bethlehem, PA 18015</u>
<u>Product Central</u> <i>Show Control Samples Only</i>	<u>0902</u>	<u>1200 Wilson Dr, West Chester, PA 19380</u>

Stage 5: Item-Level Product Evaluation – Shipping, Continued

Import Shipping

Freight Terms

QVC imports under Free On Board (FOB) Origin Terms. This means that QVC is responsible for the freight and shipping costs after it reaches the applicable Carrier at the Port of Origin.

Note: proper container loading and utilization is the responsibility of the Vendor shipping the product. However, the Vendor is responsible for the freight and shipping costs from the factory to the Port of Origin and must coordinate the booking and movement of freight with QVC's Forwarder. This includes costs associated with the pick-up of empty containers, delivery of loaded containers to the Port of Origin, or any consolidation freight fees associated with less than container loads (LCL).

Once the product passes the ship's rails at the Port of Origin, QVC and its Carrier assumes responsibility of the cargo. Freight Booking Shipping your product to the QVC Fulfillment Center by the Last Ship Date (LSD) detailed on your PO is essential to the entire Import PO process. To effectively meet this requirement, it is important to contact the Forwarder at least **21 days** prior to the LSD to coordinate the shipping of your freight to the appropriate QVC Fulfillment Center(s). In order to (a) determine the best routing options (based on the LSD), (b) pre-book space with the Carrier and (c) arrange for release of containers or provide delivery details for less-than container volume, the Forwarder will need the following information:

1. Date you'll be ready to ship
2. Per the Fulfillment Center allocation detailed in your PO, the volume of the order (how many cubic meters, how many containers needed) For a complete listing of QVC preferred Forwarders, please reference the [Freight Terms](#) section of the Supply Chain Inbound Transportation Manual.

Import Shipping of Products

Please reference the [Import Collect](#) section of the Supply Chain Inbound Transportation Manual for the list of core documents required for every Import PO, in addition to point of origin and packaging documents as well as those specific to certain product categories. All documents laid out for Import PO must be completed in order to ship.

Import Security Filing (ISF*), commonly known as "ISF 10+2" initiative, is a Customs and Border Protection (CBP) regulation that requires importers and vessel operating carriers to provide additional advance trade data to CBP. This data is required no later than **4 days** before the cargo is loaded aboard a vessel destined for the United States (1). The QVC ISF will be filed only by the QVC authorized freight Forwarder. Only upon written approval by the VP of Supply Chain or the Manager of Import Compliance can a vendor file an ISF on behalf of QVC. If any ISF is filed without the approval, the vendor shall be liable for all fines or penalties assessed to QVC by CBP for incorrect or late filings. Since an ISF must be submitted days in advance prior to loading, we expect complete cooperation with our freight Forwarder in obtaining the required data for any individual ISF.

The port of entry will depend on which Fulfillment Center your products are going to. Your PO will specify exactly how many products will be needed at each location. QVC's Forwarder will determine the Port of Entry at the time the cargo is booked for shipping. Please see the Domestic Shipping section of this Manual for QVC's Fulfillment Center Locations.

Stage 5: Item-Level Product Evaluation – Drop Ship Vendors

QVC's Drop Ship Team

The Drop Ship Onboarding Team is designated as QVC's primary point of contact for New Vendor onboarding activities as well as the implementation of specialized Drop Ship program enrollments such as Multi Pack or Sure Post.

The Drop Ship Department is designated as QVC's primary point of contact regarding operational-related support functions and associated activities. This area is responsible for procedural management from the point of making a product available to sell, up to the final delivery to the customer.

Drop Ship Onboarding

Each prospective Vendor is required to complete a "pre-qualification" questionnaire. This document will support our evaluation of each potential relationship and determine if a Vendor has the minimum capabilities necessary to execute QVC standards and overall strategies as it relates to Drop Ship.

Following the pre-qualification approval, each Vendor will be required to complete a financial questionnaire. Once the Pre-qualification & Financial questionnaires are approved, this document will be provided to you for review and signature. All approved Vendors are then required to sign Drop Ship agreement.

Once all required documentation is completed and submitted, the Drop Ship Onboarding Team will reach out to you to initiate the onboarding and certification processes. Resources must be allocated and committed from both QVC and Vendor teams to complete the processes in a timely manner. QVC requests that you provide your daily shipping capacity as this will be used as a baseline to determine the vendors ability to participate in promotions or events where a high shipping volume is expected.

As a conclusion to our onboarding processes both QVC and your organization will have a clear understanding of how our business relationship will be transacted. At this point you will have completed the Drop Ship Agreement (DSA) which will serve as the official outline of our mutually agreed upon Operational terms.

Technical Certification

QVC utilizes CommerceHub, a provider for hosted integrations and providing complete visibility and management of the QVC Drop Ship network. Upon determination of the vendor's capability, the QVC Drop Ship Onboarding Team will initiate communication with CommerceHub and the vendor setup. Vendors are expected to complete the onboarding process within 30 working days. Fees associated with CommerceHub connection:

- Via Standard Web Connection
 - \$500 one-time set-up fee
 - Monthly transaction of \$65, and a \$0.50 per order invoiced monthly
- Via Standard Integrated Connection
 - \$1,500 one-time set-up fee (*Additional fees apply for AS2 & VAN connections*)
 - Monthly transaction of \$65, and a \$0.50 per order invoiced monthly

**Above fees are set by CommerceHub and are subject to change*

Stage 5: Item-Level Product Evaluation – Drop Ship Vendors, Continued

Drop Ship Order Process

Once the customer places an order from QVC (call-in phone, tablet, computer) an order confirmation is generated and sent to the vendor via CommerceHub. The vendor receives the order and ships the product. They in turn send back through CommerceHub a 'ship confirmation' to QVC which becomes a sales record. Sales are based on ship confirmations that get transferred from CommerceHub weekly. Sales records are posted automatically to the vendor's account on the terms date. After 90 days (or depending on terms selected), a check is cut based on total sales.

Product Labeling

The QVC Drop Ship program does not have requirements regarding bar codes on drop ship product. In addition, QVC does not require the product to be labeled with the QVC SKU number for Drop Ship items. Inserts related to the product are permitted (i.e., care/use information, warranty information, assembly instructions etc.) and should be discussed with your Buyer. However, inserts soliciting indirect purchase of product/s from QVC Customers are not permitted.

Product Samples, Quality Assurance, Packaging

Drop Ship products are subject to the same on-air sample requirements and packaging standards as Traditional Ship products, as laid out in the previous pages of this Manual.

Inventory Requirements

Inventory should be in stock and ready for shipment a minimum of 1 week prior to the intended promotion date. Vendors should be updating inventory **daily**. QVC will not be responsible for any costs of carrying inventory nor will we have any obligation to sell or purchase residual inventory remaining with the Vendor after reservation timelines have concluded. Vendors are also responsible for managing date-sensitive (expiry) inventory to ensure QVC Customers have sufficient time to use the product prior to it reaching its best by/use by/expiry date.

Order Summary

All vendors are required to purchase GBS pack slip stock unless an alternate arrangement is discussed and approved by the Drop Ship Onboarding team. The Vendor is responsible for maintaining and ordering stock as needed. Please orders via GBS Labeling, contact information and fees are outlined below.

GBS Labeling contact : Attn: QVC Vendor Supplies | 3658 Wyoga Lake Road | Stow, OH 44224 | Phone: 866-538-7420 | Email: gvcsupplies@gbscorp.com

- Crackn' Peel Label Stock
 - Features peel-away labels in die cut sections for the Outbound & Return Labels
 - Each sheet is 8-1/2" x 11"
 - QVC Return Policy is pre-printed on the back side
- Paper Stock
 - **Paper Stock is only available to Food, Plant, & vendors creating their own pack slip**
 - Each sheet is 8-1/2" x 11"
 - QVC Return Policy is pre-printed on the back side

Stage 5: Item-Level Product Evaluation – Drop Ship Vendors, Continued

Shipper Accounts

Vendors must ship via a QVC assigned UPS prepaid account. Vendors must ship out of a warehouse/fulfillment center that is based in the 48 Continental United States.

Shipping Timeline

To ensure on time delivery as outlined below it is required that all packages ship within 2 business days unless a Customer has requested an EXPRESS ship method. Packages shipping with an expedited ship mode are required to ship SAME DAY. Vendors are encouraged to support the QVC expedited orders program (This includes overnight air & 2nd day air ship methods). Food Vendors that sell items that require dry ice, gel packs and or have a shelf life of less than 30 days will ship Mon-Wed only. All other vendors are required to ship Monday thru Friday including Food vendors who have shelf stable products more than 30 days.

Routing

Approved Carrier: Use QVC's Partner of choice for small package shipments. QVC offers our Customers a choice in how their package is shipped. As such, we require our Vendors to be able to identify these ship methods at an order level and manage outbound shipping accordingly.

Non-Continental Shipping: Occasionally a Customer residing outside of the continental US will place an order. QVC would like to support these Customers whenever possible. Primarily these orders will come from Alaska, Hawaii and Puerto Rico; however, there will occasionally be orders placed for Guam and the Virgin Islands. We request that you ship all packages for these areas via 2-Day air. If you cannot support these shipments, please tell us so that we can restrict orders to these areas.

Tracking and Claims

As it relates to the filing of claims for non-receipt and lost packages, QVC does not send Drop Ship Vendors daily claims reporting. We, instead, internally handle the back-end processes for the tracing and investigation of non-receipt and lost package UPS claims.

Changes to Your Business

Business dynamics sometimes result in change. If you are experiencing challenges or making any changes to your IT solutions, shipping or warehouse networks we need to know immediately to prevent business interruptions. Some of these changes include holiday closures and non-fulfillment days (Vendors are responsible for providing QVC with at least 2 weeks' notice on business closures which impacts capability of processing QVC Customer orders), company personnel changes. Please contact dropshipteam@qvc.com

Stage 5: Item-Level Product Evaluation – Drop Ship Vendors, Continued

Drop-Ship Returns

One of QVC's Distribution Centers is located in Florence, SC. Returns for Small Parcel Items are shipped to this facility. A QVC Expeditor will contact you with all pertinent information to request a Return Authorization # and address to return the goods. Vendor must provide the RA# (Return Authorization) and address in 3-5 business days. All customer returns will come directly back to QVC except for food, plants, and LTL items. Big Box/LTL (Less than Trailer Load) returns are sent directly back to the vendor via carrier once picked up from the customer's home.

Return Policy

QVC has a return policy of 30 days, but QVC expects the vendors to take back all returns regardless of timeframe.

Non-Physical Returns

This return type is typically leveraged within the Perishable, Personalized Product, Fully Regulated Hazmat Product, and Plants business models. Terms should be agreed upon in advance of placement into a "production" environment. In this scenario Customers will be advised to discard the product and QVC will issue credit to the consumer.

Exchanges

Exchanges are leveraged when a Customer receives a damaged, defective, or non-conforming product and would like a replacement. Exchanges help to reduce debit/credit transactions for the Customer, QVC, and Vendor; it is highly recommended that each Vendor support the automatic exchange process.

Open Order Management

QVC Drop Ship Coordinators will monitor your shipments to the QVC Customer as orders are fulfilled. It is their job to make sure that the customer has a rewarding experience and that their expectations are met or exceeded. At the most basic level, this means ensuring the product makes it to the customer exactly as promised. One of QVC's ongoing requirements is that on time shipping performance must be 95% or above. This will be based on shipment confirmation of orders on CommerceHub.

Note: Drop Ship Guidelines are on the **Vendor Portal > Supply Chain > Drop Ship > Drop Ship Guidelines**. For a full list of Drop Ship Contacts from the Vendor Portal home page, go to: **Vendor Education & Engagement > QContacts & FAQs > Operations > Drop Ship QContacts**



Stage 6: Preparing for Launch

Stage 6: Preparing for Launch – On-Air Presentation

Category Production

The Category Production Team at QVC supports the strategic elements of the on-air presentation in order to meet sales and viewership goals, bridging the gap between the Vendor and the production team. The Category Production Team is also responsible for storytelling; developing innovative presentations that educate, energize, and engage the customer.

Category Producers partner with Buying, Vendors, Planning, Studio Production, Broadcast Operations & Scenic, Content Production, Legal and On-Air Talent to ensure the seamless execution of every presentation. They're experts in determining best practices for on air, asset development/needs (graphics, video, press, etc.), strategic messaging, set requirements and more.

As the Vendor, you'll work with your Category Producer on your brand's positioning, your products' key selling features, relevant assets for on-air, planned speaking points (must be Legal-Approved in some cases where claims are made) and demo ideas (must be Legal-Approved in some cases where claims are made). Any additional B-Roll is optional and is at the vendor's expense.

To find out who your Category Production Manager is, follow the path via the Vendor Portal: **Vendor Portal > Vendor Education & Engagement> QContacts > On-Air and Off-Air Platforms > Category Production Contacts**

On-Air Talent

Recruiting: There are two teams at QVC that manage the on-air talent. The **On Camera Talent Team** at QVC is constantly recruiting talent, training, and managing on-air personalities in order to allow them to effectively bring your products to life on QVC. The **QVCTalent Team** is responsible for Guest Airing Confirmation, scheduling Skype tests & booking models for on-air, product test, and training.

Vendors are responsible for selecting their candidates to represent their brand/product. If you need assistance sourcing a guest to represent your brand, the On Camera Talent team partners with Talent Agencies, Social Networking, & Virtual Auditions to identify on-air talent options. The team provides the Vendor with candidates through the Portfolio Pad casting system. As a first step in this process, please reach out to OnAirGuest@QVC.com to begin the process of identifying a candidate or reach out to Guest.Excellence@QVC.com if you have already selected a guest.

To establish and strengthen Guest credibility with our customers, Guests can only present within one category of expertise. For example, if a Guest is representing an Apparel brand they are not approved to present an Electronics brand as well. Presenting in multiple categories simultaneously compromises their credibility and can confuse the customer.

All negotiations are expressly between the Vendor and Guest candidate. QVC does not take part in any portion of the negotiations for any Guest opportunities.

Training: QVC's Guest Excellence Team ensures all on-air Guests are prepared and participate in the Guest Excellence Certification program in order to appear on QVC. Once the guest has been identified, multiple steps are taken in order to become certified.

As soon as the Guest is identified, the vendor will partner with them to complete the Guest Excellence Certification Request Form via the provided Formstack link below. QVC's Guest Excellence Team will identify an appropriate class date based off of the brand's approximate launch date – Guests are preferred to attend

Stage 6: Preparing for Launch – On-Air Presentation

class 2-3 weeks before their launch date. The Guest will receive a Virtual Guest Excellence Welcome Email two weeks prior to their class date. This email includes a mandatory online pre-class course, product blueprint worksheets outlining the product details of the item they will be rehearsing with in class, and informational materials to prepare the Guest for class as well as their on-air presentations. The last step in becoming certified is attending their Virtual Guest Excellence Certification Training Seminar, which is held via Webex every Wednesday from 12:00 pm to 3:30 pm EST.

Here is the Formstack link to sign up for Guest Class:

https://qvcmain.formstack.com/forms/onair_talent_approval_form_copy

Note: Attending the Virtual Guest Excellence Certification Training Seminar does not guarantee approval to present on-air at QVC, the seminar is pass/fail. If the mandatory pre-class course is not completed before the Guest's class date, they will not be allowed to attend and will need to reschedule their class.

In-Studio Presentations: All Guests are required to present at QVC Studio Park in West Chester, PA for their QVC1 presentations. Our 2nd channel, QVC2, is exclusively via Skype and requires a Skype test with our control room to ensure the Guest can support the virtual presentation from a technical standpoint. In the Guest's onboarding process with the Guest Excellence team, they are required to send a photo of their intended Skype location for all QVC2 airings. The photo will be reviewed by our Category Production team to determine if it is adequate for virtual presentations. Within the days leading up to the brand launch, the Guest will be contacted by their Category Producer to discuss the show's logistics. The Category Producer will also work with them to schedule their Skype test for QVC2. The Skype test location should be the same location used for the QVC2 On-Air presentation. You are not able to change your Skype location once you have passed the test. If changing location, a new test will be needed.

[Click Here for Skype Operating Procedures](#)

Please review the SOP for all Skype procedural information. You are required to have the following 6 items to Skype on QVC:

1. Skype Compatible Device
2. Skype Account
3. Hard Wired to your Internet (router)
4. Aesthetically Pleasing Location
5. Controllable Light Source
6. Mic/Earpiece

Stage 6: Preparing for Launch – On-Air Presentation, Continued

Platform Channels

In addition to the traditional QVC1 channel, we connect with our customers additionally through the QVC2 channel. QVC2 is its own channel with an innovative, behind-the-scenes, and low-footprint streaming-style. This space allows us to test innovative concepts and embrace storytelling that is more authentic, spontaneous, and fun. QVC2 programming is live 91 hours per week beginning at 11AM daily through 11PM with an evolving format to keep the customer engaged. The various formats depend on the show type and style. There are four QVC2 formats:

1. **Traditional Lite:** Hosted format. Guest experience is the same as QVC1. **currently only in limited use*
2. **Small Box Host:** Hosted format. Guest on screen more and covers all demonstrations. Host still covers price, easy pay, inventory updates, etc.
3. **Guest Solo:** One guest carries the hour. Responsible for opening/closing show, previews, speaking to all prices, item numbers, inventory updates, etc.
4. **Multi-Guest Solo:** Each guest carries their own presentation, including pricing, inventory updates, etc. Guests hand off to each other in between presentations. One guest covers show open. One covers show close.

Sample Requirements: For QVC2 airings, only one sample is provided in the deepest variation (i.e.: colorway, flavor, etc.). Additional samples are permitted to be used at the vendors' expense.

For questions about QVC2 sample requirements, please contact Adam Cavanaugh, adam.l.cavanaugh@qvc.com

Stage 6: Preparing for Launch: Off Air - Extended Assortment

What is Extended Assortment?

Extended Assortment is an extension of your existing assortment and refers to products that are available for sale only on QVC.com. Many of these products are not stored in our warehouses and are shipped directly from distributors to the customer.

If you currently do on-air business with QVC and/or HSN, Extended Assortment can be an extension of your on-air assortment, coordinating items to complement the on-air assortment (additional colors, sizes, bundles or singles). It can also be a unique and distinct collection of items from your on-air items.

Why Extended Assortment?

There are several benefits to building an extended assortment business which include:

- **Opportunity to Grow Your Business:** The ability to manage your own inventory and take ownership of driving your business.
- **Customer Satisfaction:** Expanding your assortment on .com allows you to offer your customer a wider breadth of assortment and always have the brand available for when customers come back to purchase.
- **Speed to Customer:** As an EA vendor you can add items and restock quickly to react to customer trend/demand and maintain stock in your core items for the brand
- **Ability to Test:** By building an Extended Assortment business you have the ability to try new items before taking them directly to on-air

Vendor Set Up Process for Extended Assortment

1. Drop Ship Agreement & Vendor Profile Submitted to Buyer
2. Agreement completed by legal
3. Vendor Onboarding with Drop Ship Vendor Onboarding Specialist. Send Drop Ship Onboarding email & direct the vendor to reference the welcome email for PCP training materials. CC PCPSupport@qvc.com on email for FYI.
4. Vendor Set-up in QVC Systems. Vendor ID is Created.
5. Vendor Relations Welcome email and PCP training materials sent to vendor.
6. Vendor Onboarding with the QA team to ensure goods meet the QVC requirements
7. Vendor /Drop Ship Onboarding Specialist/ Buying/ Taxonomy complete the below steps simultaneously:
 - Vendor Commerce Hub Onboarding/account set up
 - Drop Ship Onboarding Specialist assigns carrier shipper #s
 - Vendor activates QVC assigned shipper #s (when applicable)
 - Vendor loads a test item in the Product Creation Platform.
 - Buyer approves test item in PCP System and submits to Validators/Taxonomy. Item Number is created.
 - Validator approves the item in PCP System for Drop Ship Onboarding to place a test order.
 - SKN Number is generated.

Timing

- All vendors are required to launch in 30 days from when Drop Ship Onboarding process starts.
- LTL Vendors (Big Screen TSVs / etc.) and Vendors creating custom pack slips may take an additional 3 weeks to complete set up.

Extended Assortment: Frequently Asked Questions

When do EA sales typically trend/spike?

When your brand has an item that receives airtime there tends to be a halo effect that drives customers to QVC.com and typically will increase sales to your EA items. During off-air months, you can strategize with your buying team and eCommerce partners to offer social promotions and/or .com promotions to keep your brand relevant and in front of the customer. Extended Assortment offers your brand an opportunity to be a Destination to the customer and showcase a large product assortment.

Stage 6: Preparing for Launch: Off Air - Extended Assortment

What can my EA business be worth?

If you are dedicated to growing your EA business, we will support you and provide direction on product assortment and promotional opportunities.

What does it take to launch through Extended Assortment?

A commitment to manage your inventory and set-up items for the website. We will require vendor supplied images for the website as well as a dedicated team member to work with our Buyers.

Product Creation Platform

Extended Assortment Vendors that drop ship product to the QVC customer use a system known as **Product Creation Platform (PCP)**. Located within QVC's Vendor Portal, the Product Creation Platform is a system where vendors submit, manage, and update their product information. This platform allows for rich product information that enhances product discovery by supplying searchable attributes. You will see when you start the item creation process that we are using GS1, which is the leader in Global Standardization to categorize our items. For these reasons, we ask that you become a member of GS-1 and purchase GTINS through this company.

Product Creation Platform Training Resources

For training on the PCP System, you can access pre-recorded demonstrations that closest represents your category directly in Vendor Portal under **Product > Product Creation Platform (PCP)**. You may [click here](#) to follow along using the **PCP User Guide**. This is a very useful resource to guide you through each step of the product creation process.

For questions relating to this platform, please contact PCPSupport@qvc.com.

Onboarding Extended Assortment Vendors: Steps in the Process

1. Drop Ship Agreement & Vendor Profile Submitted to Buyer
2. Agreement completed by legal
3. Vendor Onboarding with Drop Ship Vendor Onboarding Specialist. Send Drop Ship Onboarding email & direct the vendor to reference the welcome email for PCP training materials. CC PCPSupport@qvc.com on email for FYI.
4. Vendor Set-up in QVC Systems. Vendor ID is Created.
5. Vendor Relations Welcome email and PCP training materials sent to vendor.
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 - Buyer approves test item in PCP System and submits to Validators/Taxonomy. Item Number is created.
 - Validator approves the item in PCP System for Drop Ship Onboarding to place a test order.
 - SKN Number is generated.

Stage 6: Preparing for Launch – Off Air Platforms

Many teams are focused on marketing and eCommerce and together these groups develop strategies that attract and retain customers, while focusing on making it easy for her to shop on the platform she's most engaged with.

eCommerce

The e-Commerce team's role within the broader Digital Commerce team is to figure out the most effective way to market QVC products to the customer across all our digital platforms (onsite as well as in partnership with Social, Performance Marketing, Email Marketing, etc.). The team develops strategies to make the digital shopping experience as easy and user-friendly for the customer as possible by owning the following:

- Site Optimization – onsite search , navigation, product recommendations, ratings & reviews
- Content Strategy – Photography and video
- Digital Programming – homepage, Apps, Push alerts

The Buying Team owns the relationship with our Vendors. The eCommerce Team supports that relationship through the Buyer, along with input from QVC's Marketing and TV Teams.

What your eCommerce Partner can assist with:

- Images on the site – QVC standards/specs available
- Video Content on the site – QVC specs available
- Product Detail Q&A and Syndicated Reviews
- Trackable Links
- Brand Shop
- Additional Product Detail Assets

Ecommerce Category Contacts

eCommerceCookTeam@qvc.com | eCommerceElectronicsTeam@qvc.com |
eCommerceHomeandHouseholdTeam@qvc.com | eCommerceBeautyTeam@qvc.com |
eCommerceJewelryTeam@qvc.com | eCommerceApparelTeam@qvc.com

Marketing

Marketing is responsible for both accelerating customer file growth across all audience segments – including acquisition and retention strategies. QVC's marketing team leverages a mix of pull and push marketing channels to deliver content and messaging to customers. These push and pull marketing strategies include a mix of owned, earned and paid media such as Email, Organic Social, PR, Direct Mail and digital marketing channels. Digital marketing channels include: Influencers, affiliate / partnerships, display and paid social advertising, video advertising and search engine marketing.

While the marketing approach is customer-centric, not category specific, the marketing team works closely with eCommerce and Merchandising to align on overall category priorities and builds marketing plans to support strategic initiatives, brands launches, key items, events, etc. This can include, but is not limited to, key daily deals (e.g. TSVs, BIGs, etc.), brand / item launches, event strategies (e.g. Beauty Event), or brand awareness initiatives (e.g. Size Inclusivity) etc. While the on-air programming calendar is a guide, there are thousands of items that are promoted each day, outside of what is on-air – so digital promotion / support is not dependent upon airtime. Additionally, marketing support for a specific brand / item will be determined as based on meeting channel-specific metric target or KPI.

The marketing team works closely with the eCommerce and Merchandising teams to align efforts to promote items and brands on the right platforms at the right times. The investment in marketing helps to drive awareness, preference and consideration for both QVC and the brand, with the goal of driving engagement⁴⁴ and conversion.

Stage 6: Preparing for Launch – Off Air Platforms, Continued

Social Media

QVC's Organic Social Team works to increase consideration and build customer relationships with content and experiences that are relevant and valuable AND by delivering interesting products and content via our social channels.

They strive to bring the QVC brand to life on our social and on-site destinations with compelling content and activities in a way that is memorable and fun.

How does our Social Media Team work with Vendors?

- Provide a social toolkit to help promote your visit, including:
 - Tracked link
 - Hashtags
 - Posting cadence
 - Suggested copy
- Incorporate your brand / product into our larger campaigns:
 - Do we have great imagery?
 - Is the product externally relevant?
- Engage with you on social:
 - Did you tag QVC?
 - Use the right hashtag?
 - Say something fun and engaging?

We also encourage you to promote your own visits on your social channels. For guidelines and toolkits, or for more information on QVC Social Media in general, please reach out to: organicsocial@qvc.com.

Media Relations

It is also very important that you take the time to review [Vendor Communications Policy](#) posted on the Vendor Portal.

In advance of any communication with media (local, national, print, broadcast, online) surrounding your work with QVC, you are required to connect with the QVC Public Relations team for approval. This includes, but is not limited to interview opportunities, press release distribution, media pitches, media mailers, participation in and/or hosting an event, etc. Review of distributed materials (press releases, media pitches) generally requires 48-72 hours for approval.

To discuss further, please reach out to: Media.Relations@qvc.com with any requests.



Stage 7: Post-Launch

Stage 7: Post-Launch – Vendor Performance Reporting

Sales & Inventory Reports

From the QVC Vendor Portal home page navigation bar, the Product tab will redirect you to sales reports by selecting “Sales & Inventory Reports.” Depending on the needs of the reports, there are options to select sales by Show, SKN and Show, by Vendor, or by Date Range.

- **Sales by Show:** Allows Vendor to search sales by source code to view total sales taken during an airing.
- **Sales by SKN and Show:** Please note that Vendor Portal sales transfer is a day behind the air date. Because of this, the Sales Date field automatically defaults to the previous day. Use this report to view size and color selling by SKN by clicking within the Sales Range area.
- **Sales by Vendor:** Allows Vendor to search sales with multiple brands under a single vendor ID.
- **Sales by Date Range:** Please note you cannot exceed a 31-day date range. To view SKU level (size/color selling), click the plus sign next to desired SKN number.
- **Product Information:** This tool provides product details including the item’s price, cumulative shipped units, cumulative return rate (return rate 91 days prior to current date), flash return rate (estimated return rate within 90 days of the first return), and any waitlist sales taken.
- **Inventory On Hand** report will provide current inventory quantities and cost. This can be filtered by Vendor or by Buyer.

Accounting

The navigation bar on the Vendor Portal home page has an Accounting application that allows the user to search Account by Purchase Order, Unpaid Transactions, and Account Payments.

- **Account by Purchase Order:** This high-level tool allows user to view paid and unpaid amounts for all purchase orders by date range.
- **Account by Unpaid Transactions:** Filters payments by Unpaid Transactions. Select the PO Number to view Invoice Number and Check Numbers.
- **Account Payments:** Here you can filter account payments by Payment Type and Date.
- **Drop Ship/Consignment:** Within the Accounting application, Drop Ship / Consignment Vendors can view their statements by selecting the Drop Ship/Consignment module.

Training Aids are available for these tools under the Accounting tab on the Accounts Payable Resources page.

Stage 7: Post-Launch – Return to Vendor (RTV)

Return to Vendor (RTV)

- **Customer Returns:** Depending on your Purchase Order terms, you may be responsible for taking back customer returns. Please confirm with your buyer if you are required to take back customer returns.
 - QVC receives and inspects Customer Returns RTV inventory, then palletizes it according to Vendor and stores it in QVC's Distribution Centers. An RTV Expeditor will contact the Vendor requesting a Return Authorization # and shipping information, which Vendor is expected to provide within 5 business days. The RTV Expeditor directs the DC to pull and ship the product, usually occurs within 7 business days of the return. Once the DC ships the product and Vendor's account is deducted.
- **Stock Balance:** This is the return of unsold inventory. Stock Balance rights are designated by a Sale or Return percentage in the Purchase Order or other purchase agreement and are negotiated by QVC Merchandising. The Sale or Return percentage applies to the total amount of the Purchase Order or other purchase agreement, unless otherwise noted therein.
 - Sale or Return % ONLY applies to stock balancing.



- **Expedited Return Program (Open Return Authorization):** A Vendor may elect to participate in this program, in which it assigns an open Return Authorization # and return interval for its RTV Inventory. Using this information, the RTV Expeditor will arrange to automatically ship back RTV Inventory. This program is available for QA rejections, Stock Balance RTVs, Customer Returns RTVs, or Expired Inventory RTVs, depending on the Vendor.
 - Vendor is responsible for accepting all Customer Returns RTV inventory, regardless of the customer purchase date.

RTV Transportation

QVC ships RTV Inventory from all its Distribution Centers. The freight terms of RTV shipments can be either **Prepaid** – wherein QVC arranges the transportation of the goods and pays the carrier's freight bill – or **Collect**, in which the Vendor is responsible for setting up the transportation and paying the carrier. QVC uses several transportation modes to return RTV Inventory to Vendors: truckload (TL), less than truckload (LTL), intermodal and parcel. QVC applies labels to the lead pallet for RTV shipments. These labels contain the QVC Ship Order # and the Vendor's Return Authorization #.

Customer returns and unsold product may be eligible for donation to charity. QVC works with a charitable organization to donate the RTV product on Vendor's behalf. Donations may be tax deductible for the vendor. QVC plans for the vendor's product to be donated and the vendor is not responsible for any transportation costs. The vendor is still debited in full for COGS.

Please be sure to review the RTV Policy in the Vendor Portal under **Supply Chain > Return to Vendor (RTV)**⁴⁸ section for additional information.

Stage-7: Post Launch – Ongoing Vendor Points of Contact

Vendor Set Up

- Risk Management:
Jennifer.Reno@qvc.com
- QVC Vendor Portal Link: Vendorportal.qvc.com
- FlexPLM: PLMSupport@qvc.com

Vendor Relations

Vendor.Relations@qvc.com

- Onboarding & Education Opportunities
- Vendor Portal Access & Navigation
- Contact Database Updates
- Sales Reports Training

Quality Assurance

- Category-Specific Requirements
 - Product Spec Sheet Questions
 - Claims Verification Support
- PATHWAY: QVC > Vendor Portal > Vendor Education & Engagement > QContacts > Operations > Quality Assurance, Factory Management, & PSFGA Q Contacts

Vendor Compliance

VendorCompliance@qvc.com

- Labeling / Barcode Requirements
- Obtaining a GS1 prefix: [Click Here](#)
- GS-1 and GTIN FAQs: [Click Here](#)
- Preferred Labeling Supplier Info
- Vendor Compliance Chargebacks

Supply Chain

SupplyChain@qvc.com

- Shipping-Related Inquiries
- Carrier Questions
- Fulfillment Center Information

Additional Supply Chain Support

- PSFGA US supervisor: Ellen.Mashura@qvc.com
- PSFGA mailbox: psfga-us@qvc.com
- Packaging: Frank.Ruotolo@hsn.net

Your Buying Team

- Purchase Orders (POs) & Product Samples
- PO Timelines & Due Dates
- Initial Payment Terms Discussions

Accounts Payable

Invoicing, Payment Inquiries & General Remittance Questions

- Owned Inventory & PO: AP.Questions@qvc.com
- Drop Ship: EDI208@qvc.com

Sending Direct Invoices:

DIRECT_INVOICES_US@qvc.com

For Issue Elevation after 72 hours of no response:
apus.escalations@qvc.com

Vendor Returns

RTVvendors@qvc.com

- Vendor Returns Inquiries

On-Air Support

- Guest Certification/Seminar Inquiries
Guest.Excellence@qvc.com
- Guest Airing Confirmation & Scheduling:
QVCTalent@qvc.com
- Recruitment & Casting: Onairguest@qvc.com

eCommerce & Marketing

- eCommerce Category Management:
- Marketing: QVCAccount@qvc.com
- *If you have questions regarding digital support, capabilities, etc., please reach out to your Category eCommerce Partners first, but if you have general marketing inquiries or don't know who to contact, you can reach out to the QVC Marketing Account Teams, and they can help pull in the appropriate teams*

Media Relations & PR

Media.Relations@qvc.com

- Media & PR Inquiries

Stage-7: Post Launch – Ongoing Vendor Points of Contact

Please note our goal for response for all teams is typically within 48 hours.
All other Vendor training materials can be found on the QVC Vendor Portal at:
Vendorportal.qvc.com | *Note: you must log in to view department contact pages.*



Direct Sourced Vendors

DDGS Vendor Onboarding- Factory Qualification

Direct Sourced Vendors

Direct Source Vendors work with QVC's Design, Development and Global Sourcing (DDGS) Teams to develop the highest quality proprietary products that exceed our customer's expectations. Currently, QVC works with Direct Source Vendors/Factories in the Home Décor, Kitchen, Garden, Home Textiles, and Apparel/Accessories Worn on Body categories in the development of our proprietary brands. It is our goal to build strong relationships with both Vendors and Factories to produce highest quality products that meet all requirements as set forth by QVC's various supply chain standards.

Factory Qualification

All factories producing goods for DDGS team must comply with factory qualification requirements. It is intended that each factory doing production of finished goods for Qurate will be audited once annually. Scheduling is established and managed by ITS. Qurate will be sending vendors a request to provide the names and contact details of all factories they are using to produce finished goods for Qurate. Those factory names and contacts will be kept by ITS. It is the responsibility of the vendor to keep ITS apprised of the updated details of the factories they use to produce finished goods for Qurate. This will ensure that factories that are no longer producing finished goods for Qurate will not be audited. Audits will be pre-paid. ITS will conduct the assessment after the receipt of audit payment is confirmed. Vendor or the factory need to pay the audit fee to ITS directly.

- **SSR Factory Audit:** QVC uses the Socially Responsible Sourcing Audit which supports Human Right's, Fair Labor Practices, Employee's Health & Safety and Environmental Stewardship. QVC accepts internationally recognized SMETA 4P, SA8000, WRAP, WCA, ICTI, ISO26000, BSCI, and BetterWork (subject to review). Social reports must have a 1-year validity from the initial audit date. A SSR Audit will primarily consist of a WCA audit (Workplace Conditions Assessment). Qurate has engaged Intertek Testing Services (ITS) to conduct and manage our SSR audit. The process stipulated will be the standardized ITS process, which they refer to as the Workplace Conditions Assessment or WCA.
- **GSV Audit:** instances where Qurate is the "Importer of Record" as determined by the US Customs and Border Protection, The SSR audit will also include the Global Security Verification (GSV) audit. The GSV Audit is carried through Intertek and should take place prior to commencement of PO materials' purchasing. Should a facility be officially validated and approved by US customs, QVC will waive the need to carry GSV. The GSV Report will only be accepted with a 1-year validity from the initial audit date. Please note that if the packing of the goods is outsourced to a facility not included in your official list, QVC must be notified before commencement of packing and QVC will assess whether that Factory should be audited for GSV unless it has a WRAP audit report on hand or is officially approved by US Customs.
- **Factory Process (FP) Audit:** Factory Process Audits are conducted by QVC or a third party to ensure the Factory has good manufacturing practices and follow ISO guidelines and requirements. According to ISO 9001, Factory Process Audits are a Quality Systems audit but focus more on manufacturing process control.

As a new Vendor, It is also critical that you take a moment to familiarize yourself with our [Qurate Retail Group Global Business Partner Code of Conduct](#) which is also located in the Working with QVC section on the QVC Vendor Portal. This QRG Global Business Partner Code of Conduct (Code) identifies the standards QRG expects Business Partners to maintain, and it is important that you and your team members review it in its entirety.

Once a Vendor completes the standard onboarding process set forth by Vendor Relations, the product development and evaluation process for Direct Source Vendors is as follows. As a reminder, your DDGS Partner will reach out to discuss the below specifics without after your initial onboarding as a vendor, including QA Risk Assessment (not applicable to hardgoods DDGS vendors), First Piece Sample Information, Inspections, and more as outlined in these next sections.

DDGS Vendor Onboarding- Apparel Vendors

Direct Source Apparel Vendors Only

Stage 1: Initial Conversations with Buying

- Stage 1 is the foundation of the assortment. During these initial conversations, the Buying Team communicates assortment needs to the Design Teams for clear development.
- Large group working sessions occur, focused by brand. Personalities are informed via email.

Stage 2: Design / Assortment Planning

- Assortment planning and color palette creation take place based on the class plan and hindsight conversations in Stage 1.
- Preparations for fabric development are made, and swatches are sent out for sourcing.
- Teams collaborate with Print Design to initiate development of prints for the Concept Alignment Meeting in Stage 4.

Stage 3: Fabric Development

- DDGS Teams identify fabric and trim development needs for the upcoming season across all brands.
- Seasonal/novelty fabric and ideas with relevant fabric details are reviewed in Concept Alignment Meetings.
- Design Teams review fabric “wish list” with Fabric Development Team as well as all Design Teams.
- Internal Teams update all new fabric development requested on tracker chart for transparency and follow up purposes.
- Upon approval of counter swatches for development by both the Design Team and Fabric Development Teams, QMATs should be generated and header should be added to the fabric library. All newly developed fabrics should be approved with QMATs in preparation for the Sketch Finalization Meeting.
- Design to approve or provide comments on counter qualities submitted by the fabric mills.

Stage 4: Concept Alignment

- The Design Team presents design direction by Apparel category and month, as it relates to the Class Plan.
- Alignment on concepts for color and print for the delivery take place.
- Teams review seasonal/novelty fabrics for feedback and alignment.
- Teams begin developing sketches, create style shells, pass key trims to sourcing for development and pass off denim wash direction to the fabric development team for leg panels development.
- QMAT codes are generated for fabric, and Internal Teams request handlooms where needed and reconfirm availability
- Internal Teams collaborate on seasonal fabric, trims and labels and address potential costing concerns prior to sketch finalization.

Stage 5: Sketch Finalization

- At this stage in the process, Internal Teams align on styles and choices, including fabric, color palette, prints/pattern, organized by delivery, classification, and month.

Stage 6: Assortment Finalization

- Internal Teams finalize assortment at a target adoption rate of 80% (50% for new brands with less than one year of being on air). They also review reorders and color needs.
- Proto Fitting then takes plates and Internal Teams confirm early commitment styles, which is followed by “Intent to Buy,” including colorways, units per colorway, delivery month and adjusted target price
- PO Issuance takes place at this point, when developed Apparel items would then shift to the traditional item-level evaluation process, as previously laid out in the New Vendor Onboarding Guide.

DDGS Vendor Onboarding- Quality Assurance

Product Samples

- **Design Sample:** Factories are required to send Pre-Production (PP) Samples to the QVC Sourcing Team reflecting all design changes that took place during Sketch / Design Review. Once this sample is approved, vendor can order bulk material, use the bulk material to do testing and prepare the QA / FPI sample for the DDGS QA team.
- **FPI Samples:** First Piece (TOP) samples are needed for all hardgoods/ home textiles and **select categories** for apparel and accessories to be submitted to the QVC **DDGS Quality Assurance team** for review. These samples should represent bulk production.
- **Content Production (CPS) Samples:** Imported Vendor Samples are shipped in conjunction with your actual products. This means that close coordination is required to ensure the Showroom Samples make it to the correct location in plenty of time to prepare for the ATS Date. The Vendor must ensure to pack and label CPS Samples in a manner that will allow them to be identified and processed quickly once received on the other side of the ocean. Please review the [Packaging & Labeling Guidelines](#) Manual. Apparel vendors, please reference the Apparel Addendum of this guide.

Quality Assurance

QVC ensures the quality and integrity of our merchandise and information in order to meet or exceed the customer's expectations. In order to comply with QVC's standards, QA employs a focused process designed to detect potential quality problems early, resolve issues quickly and keep the Supply Chain moving smoothly.

Hardgoods including home textile vendors work directly with DDGS Product Development Quality Assurance team. Once a purchase order is cut, QA team will send design review document and explain the product specification and requirements. Vendor must test the product to third party protocol testing with ITS or UL. All goods except for home textile must also pass third party ISTA 3A transit testing by ITS or UL.

Steps in the QA process include:

- **Spec Sheet Submission:** The Vendor must complete a product specification sheet (spec card) for each QVC item. The spec card is templated based on product type and includes all required product details as well as features and benefits for the item. The spec card also enables the Vendor to upload images, testing data, potential claims and other documentation, as needed. In addition to the spec card, based on the product type, a Dangerous Goods Information Sheet may also be required. As a best practice, the Vendor should work toward submitting their spec sheets as soon as the Item number is issued.
- **First Piece (FPI) Sample Submission:** Samples are evaluated against the spec card by the DDGS QA team for the specific product category. The evaluation process typically takes 5-7 business days to complete.
 - **Apparel Vendors:** Flex PLM Tech Pack is required to be uploaded through FlexPLM.
 - **Home Vendors:** Required to send physical FPI samples in addition to the QVC Spec Card.
- **Third-Party Testing:** As required, and/or to substantiate any claims that would be submitted to QA. QVC has entered into an exclusive partnership for third party QA testing services. The protocols follow industry standards, helping to ensure customer satisfaction and validation of critical regulatory compliance requirements. It is a QVC requirement that all propriety DDGS/Direct-Sourced Vendors use Intertek or UL for protocol testing. Test results are valid for one calendar year. All goods are packed in reshipper and must be tested by ITS or UL for ISTA 3A defined in design review.
- **Instructions/Labels:** Factories must get approval for all instructions and labeling before producing labels and instructions. If the product uses a hangtag, all hangtags and inserts must receive prior approval from QVC QA during the first-piece QA Sample Evaluation.

DDGS Vendor Onboarding- Preparing for Shipment

Product Quality Validation

Manufacturing Readiness (MRA) Audit: QVC uses the MRA Audit for new factories. The Audit is carried out before any manufacturing commences. The MRA is widely accepted by the industry and transcends from the specific manufacturing processes used to make complex consumer goods.

Operational Requirements

Packaging

QVC packaging requirements are listed earlier in this guide within the [Stage 5- Packaging](#) section. Please review these regulatory packaging requirements prior to shipping your product.

Labeling

Saleable unit labeling and master carton labeling guidelines are outlined in [Stage 5- Labeling](#) section earlier in this guide. This section provides more information on obtaining your GS-1 Company Prefix. DDGS vendors are supplied with GTINs from QVC but still need to obtain their GS-1 company prefix. You will also find contact information for QVC's preferred label suppliers. Please review the entirety of this section as becoming a member of GS-1 applies to all QVC vendors.

Pre-Shipment Finished Goods Audit (PSFGA)

Pre-Shipment inspection will occur at the factory/point of origin. This is the final QA checkpoint until the goods leave the factory. All Purchase Orders may be subject to a PSFGA, especially new vendors. The cost associated may start at \$150 - \$1,500, depending on PO value. If the inspector must go to different locations or to the same location at different times, a fee will be assessed for each PO. PSFGAs may be performed by a QVC employee or an authorized third-party Inspection Service Provider (ISP). All PSFGAs are arranged and scheduled through a collaborative effort involving the QVC QA PSFGA team, QVC China QA and/or a 3rd Party ISP. The evaluation will take place when the PO is 100% produced and 80% packed and ready to ship. Production needs to match 1st piece sample/speccard in order to receive a passing report. Otherwise, the vendor will receive a non-conforming inspection report.

The initial selection process of approved POs is based on vendor performance which considers multiple factors over time. The better the vendor's performance, the less purchase orders will be selected. This is a skip lot approach with multiple variables. TSV POs are excluded from the model and are always eligible for a finished goods audit. If a PO has been selected, the inspection reports are reviewed 24 business hours after the onsite inspection. Inspection results are sent by the PSFGA coordinator via email to the designated vendor contacts. For additional information, please contact your PSFGA Coordinator.

DDGS Vendor Onboarding- Preparing for Shipment

Import Shipping

Freight Terms

QVC imports under Free On Board (FOB) Origin Terms. This means that QVC is responsible for the freight and shipping costs after it reaches the applicable Carrier at the Port of Origin.

Note: proper container loading and utilization is the responsibility of the Vendor shipping the product. However, the Vendor is responsible for the freight and shipping costs from the factory to the Port of Origin and must coordinate the booking and movement of freight with QVC's Forwarder. This includes costs associated with the pick-up of empty containers, delivery of loaded containers to the Port of Origin, or any consolidation freight fees associated with less than container loads (LCL).

Once the product passes the ship's rails at the Port of Origin, QVC and its Carrier assumes responsibility of the cargo. Freight Booking Shipping your product to the QVC Fulfillment Center by the Last Ship Date (LSD) detailed on your PO is essential to the entire Import PO process. To effectively meet this requirement, it is important to contact the Forwarder at least **21 days** prior to the LSD to coordinate the shipping of your freight to the appropriate QVC Fulfillment Center(s). In order to (a) determine the best routing options (based on the LSD), (b) pre-book space with the Carrier and (c) arrange for release of containers or provide delivery details for less-than container volume, the Forwarder will need the following information:

1. Date you'll be ready to ship
2. Per the Fulfillment Center allocation detailed in your PO, the volume of the order (how many cubic meters, how many containers needed) For a complete listing of QVC preferred Forwarders, please reference the [Freight Terms](#) section of the Supply Chain Inbound Transportation Manual.

Documentation

Please reference the [Import Collect](#) section of the Supply Chain Inbound Transportation Manual for the list of core documents required for every Import PO, in addition to point of origin and packaging documents as well as those specific to certain product categories. All documents laid out for Import PO must be completed in order to ship.

Import Security Filing (ISF*), commonly known as "ISF 10+2" initiative, is a Customs and Border Protection (CBP) regulation that requires importers and vessel operating carriers to provide additional advance trade data to CBP. This data is required no later than **4 days** before the cargo is loaded aboard a vessel destined for the United States (1). The QVC ISF will be filed only by the QVC authorized freight Forwarder. Only upon written approval by the VP of Supply Chain or the Manager of Import Compliance can a vendor file an ISF on behalf of QVC. If any ISF is filed without the approval, the vendor shall be liable for all fines or penalties assessed to QVC by CBP for incorrect or late filings. Since an ISF must be submitted days in advance prior to loading, we expect complete cooperation with our freight Forwarder in obtaining the required data for any individual ISF.

The port of entry will depend on which Fulfillment Center your products are going to. Your PO will specify exactly how many products will be needed at each location. QVC's Forwarder will determine the Port of Entry at the time the cargo is booked for shipping. Please see the Domestic Shipping section of this Manual for QVC's Fulfillment Center Locations.



Product Category-Specific Addendums

QA Submission Matrix

Required Regardless of Risk Level Across Applicable Product Types

- GCC are required for all children’s products
- Claims require supporting documentation to be submitted w/ specs.
- *ISTA test reports are required for all breakable items packed in a re-shipper carton (items weighing 1.0 lbs. and above) for collectibles, cleaning, cookware, culinary & household appliances, crafts & sewing, electronics & computers, fitness equipment, furniture, hardlines, hardware, home décor, lawn & garden, luggage, seasonal, tabletop & toys
- *Image Template required to be completed
- *Dangerous Goods form required to be completed
- *SDS required for applicable products (free liquids, flammable and combustible)
- **All Vendor, regardless of risk level, are required to test to the QRG Testing Protocols.**
- High Risk vendors are required to submit testing for reorders, where new colors are added

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> • FlexPLM Tech Pack Required • *See below for Direct Import POs 	<ul style="list-style-type: none"> • FlexPLM Tech Pack Required • QA Sample Required • 2 Pieces - 1 lightest color, 1 darkest color <ul style="list-style-type: none"> • QVC - Sizes Small (8) & 1X (20W) • HSN - Sizes M (10) & 1X (18W) 	<ul style="list-style-type: none"> • FlexPLM Tech Pack Required • QA Sample Required • 2 Pieces - 1 lightest color, 1 darkest color <ul style="list-style-type: none"> • QVC - Sizes Small (8) & 1X (20W) • HSN - Sizes M (10) & 1X (18W) • QRG Protocol Testing performed by UL or Intertekis required to be submitted w/ specs
*See below for Direct Import POs	*See below for Direct Import POs	*See below for Direct Import POs

*If Apparel Item is on a Direct Import PO the following documents must be submitted with the specs for applicable product types, for all Risk Levels: General Certificate of Conformity/16 CFR Part 1610 Flammability of Clothing Textiles.

Risk Level - Category - Fashion Accessories, Footwear, Handbags & Luggage

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • *See below for Direct Import POs 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample <ul style="list-style-type: none"> • Footwear - Size 9, Darkest color • Accessories - Darkest color, 1 Size • Handbags – Darkest color 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample <ul style="list-style-type: none"> • Footwear - Size 9, Darkest color • Accessories - Darkest color, 1 Size • Handbags – Darkest color

Continues Next Page

QA Submission Matrix

Risk Level - Category - Fashion Accessories, Footwear, Handbags & Luggage

LOW	MODERATE	HIGH
*See below for Direct Import POs	*See below for Direct Import POs	<ul style="list-style-type: none"> • QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs *See below for Direct Import POs

*If Fashion Accessory, Footwear, Handbag or Luggage item is on a Direct Import PO the following documents must be submitted with the specs for applicable product types, for all Risk Levels: General Certificate of Conformity/16 CFR Part 1610 Flammability of Clothing Textiles

Risk Level - Category - Chemical Products

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • Label Copy submitted w/ specs • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p>* If Item is on a Direct Import PO <u>the following documents must be submitted with the specs for applicable product type:</u></p> <ul style="list-style-type: none"> • FIRFRA testing (Pesticides) 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample • Label Copy submitted w/ specs • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p>*If Item is on a Direct Import PO <u>the following documents must be submitted with the specs for applicable product type:</u></p> <ul style="list-style-type: none"> • FIRFRA testing (Pesticide) 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample • Protocol Testing performed by UL or Intertek is required to be submitted w/ specs. • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p>*If Item is on a Direct Import PO <u>the following documents must be submitted with the specs for applicable product type:</u></p> <ul style="list-style-type: none"> • FIRFRA testing (Pesticides)

Risk Level - Category - Electronics, Hardgoods & Kitchen

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs for Pressure Cookers. 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample • QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs for Pressure Cookers. 	<ul style="list-style-type: none"> • Product Specification Sheet/Spec Card • QA Sample • QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs.

QA Submission Matrix

Risk Level - Category - Electronics, Hardgoods & Kitchen

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> • Electrical Listing Verification/ATM Document for: <ul style="list-style-type: none"> • E-Mobility (Hoverboards, E-Bikes, Electric Scooter. Etc.), Portal Power Banks (Chargers for Cell Phones, tablets, etc.) Portable Power Packs (Vehicle Jump Starter) and Pressure Cookers • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p>*See below for Direct Import POs</p>	<ul style="list-style-type: none"> • Electrical Listing Verification/ATM Document for: <ul style="list-style-type: none"> • E-Mobility (Hoverboards, E-Bikes, Electric Scooter. Etc.), Portal Power Banks (Chargers for Cell Phones, tablets, etc.) Portable Power Packs (Vehicle Jump Starter) and Pressure Cookers. • UL 1642 (single cell) or UL 2054 (2 or more cells) and UN38.3 for Lithium Batteries for Brands not on the National Brand list • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p>*See below for Direct Import POs</p>	<ul style="list-style-type: none"> • USEPA Establishment Registration for all pesticide products, USEPA Pesticide Product Registration, Fertilizer manufacturers state registration <p><u>*Compliance Testing is covered under the Protocol Testing however if the following is not covered in the testing provided please request vendor to upload to the specs.</u></p> <ul style="list-style-type: none"> • Electrical Listing Verification/ATM Document • California Air Resource Board/CARB certification (air purifiers) • Food Safe Affidavit (items for food use) • Leachable Lead and Cadmium test report (ceramic items for food use) • FDA Listing / 510K (Medical Device) • ASTM-F963 Testing (Toys) • Electrical Listing Verification/ATM Document • Lithium Batteries – UL 1642 (single cell) or UL 2054 (2 or more cells) and UN38.3 • FIRFRA testing (Pesticides)

*If **Electronics, Hard goods or Kitchen Item** is on a **Direct Import PO** the following documents must be submitted with the specs for applicable product types, for **Low & Moderate** Risk Levels:

- California Air Resource Board/CARB certification (air purifiers)
- Food Safe Affidavit (items for food use)
- Leachable Lead and Cadmium test report (ceramic items for food use)
- FDA Listing / 510K (Medical Device)
- ASTM-F963 Testing (Toys)
- Lithium Batteries – UL 1642 (single cell) or UL 2054 (2 or more cells) and UN38.3
- FIRFRA testing (Pesticides)

QA Submission Matrix

Risk Level - Category - Food/Ingestible's, Health & Beauty

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> Product Specification Sheet/Spec Card Label Copy submitted w/ specs 	<ul style="list-style-type: none"> Product Specification Sheet/Spec Card QA Sample Label Copy submitted w/ specs 	<ul style="list-style-type: none"> Product Specification Sheet/Spec Card QA Sample QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs

Risk Level - Category - Jewelry

<ul style="list-style-type: none"> Product Specification Sheet/Spec Card 	<ul style="list-style-type: none"> Product Specification Sheet/Spec Card QA Sample <ul style="list-style-type: none"> Fine Jewelry / Watches – 1 of each gemstone Fashion Jewelry / Watches – 1 colorway, full set 	<ul style="list-style-type: none"> Product Specification Sheet/Spec Card QA Sample <ul style="list-style-type: none"> Fine Jewelry / Watches – 1 of each gemstone Fashion Jewelry / Watches – 1 colorway, full set QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs.
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Risk Level - Category - Textiles & Mattresses

LOW	MODERATE	HIGH
<ul style="list-style-type: none"> Product Specification/Spec Card <p>*See below for Direct Import POs</p>	<ul style="list-style-type: none"> Product Specification/Spec Card QA Sample <ul style="list-style-type: none"> Bedding - Queen, Darkest color Pillows and Pillowcase – Standard, Darkest color <p>*See below for Direct Import POs</p>	<ul style="list-style-type: none"> Product Specification/Spec Card QA Sample <ul style="list-style-type: none"> Bedding - Queen, Darkest color Pillows and Pillowcase – Standard, Darkest color QRG Protocol Testing performed by UL or Intertek is required to be submitted w/ specs <p>*See below for Direct Import POs</p>

***If Textile & Mattress item is on a Direct Import PO the following documents must be submitted with the specs for applicable product types, for all Risk Levels: General Certificate of Conformity Mattress Sets 16 CFR Part 1632 and 1633. Mattress Pads 16 CFR 1632**

Product Category Addendum: Apparel

Additional Cost Considerations

FLEX PLM

The FlexPLM tool is a valuable retail solution that enables us to easily navigate the product management process, with a focus on obtaining product information from development through approval. All Vendors in Apparel, Intimates, Sleep, Swim, and Home will be required to create and input style information into our FlexPLM system.

Please purchase your FlexPLM subscription using the Digital River online store (<http://store.ptc.com/QVC>). Subscriptions to FlexPLM are sold by user and cost \$568 per user per year.

Once you have purchased your license from Digital River, you will need to set up your PLM account. If you already have a QVC Vendor Portal login, please email your username to PLMSupport@qvc.com. If you do not have a username created, please email your name, email address, and phone number to mail to: PLMSupport@qvc.com and they will follow up promptly with next steps.

Alvanon Fit Forms (highly recommended)

QVC has an established apparel fit standard based on scans of data and fit information received from the Alvanon Fit Project. QVC followed this data to build their body growth standard and full size grading. QVC fits on both live models and Alvanon dress forms to execute the best apparel fit for the QVC customer. The forms are the foundation to building consistency in fit for the customer and consistency in the process for both the vendor and QVC. For information on purchasing QVC's preferred body forms, please contact the Technical Design department.

Apparel Tech Design

QVC works to maintain a curated assortment of inspiring Apparel brands, and the Apparel Technical Design Team strives to maintain consistent fit standards across those brands. There are two variations of QVC Apparel brands: National Brands and QVC-fit brands.

All QVC-fit brands will follow QVC's fit and sizing standards, and body size chart. To achieve consistency in fit, the Apparel Technical Design Team employs a focused process to evaluate both missy & plus samples on both live models and Alvanon standard body forms to ensure the customer gets the highest quality apparel garment across all sizes.

QVC believes this is the foundation to success and key to building a lasting relationship with every QVC Customer. Steps in the Apparel Technical Design process will include:

- **Proto Sample Submission:** The Proto Sample is the first critical milestone for all stakeholders to align on design & fit aesthetic and confirm all product details. As part of the fit approval process, Vendors are required to submit a Missy Proto-Fit Sample of each style at Assortment Finalization. Proto Samples should be in similar fabrication and construction as Production Fit Samples. Proto Samples must be measured before the actual proto-fit session, by the Vendor, and the measurement worksheet must be sent with the Proto Samples for efficient review. National brands that do not follow QVC's Size Chart are excluded.

Qurate Global How to Measure Guidelines as well as the QVC Size Chart can be located on the QVC Vendor Portal following the path: **Vendor Portal > Product > Technical Design > Processes & Standards**

Product Category Addendum: Apparel, Continued

Apparel Tech Design, Continued

- **Fit Sample Submission:** Samples in both missy and plus sizes are reviewed for consistency, design aesthetic and technical fit. After approval, full garment measurements are released for all sizes on the PO following QVC's standard size grading. Apparel measurement guides are available on QVC's Vendor Portal.
- **FlexPLM:** All apparel Vendors will purchase a subscription to use this valuable retail solution, as previously outlined above.

Product Samples

Content Production (CPS) Samples: Content Production Samples are used for all in-house digital needs as well as all Host/Guests needs including fittings and production meetings. The following are just a few of the many people and processes that rely on CPS samples to drive sales and create a successful show or product presentation:

- QVC.com Imaging – to photograph your product for web presentation
- Product Studio Demonstrations – to educate a variety of QVC teams, including Sales Representatives, on the features and benefits of your product
- Style Outs – to demonstrate your product in inter-departmental meetings where shows are developed, and positioning is established

Vendors pull samples out at time of production and ship to Product Central ahead of the PO (about 5-6 weeks). All CPS should be sent to QVC Studio Park Product Central unless otherwise specified. The samples must reflect bulk production quality. All sample request should contain the full color run for all new styles and new colors only on reorder styles. Please connect with your Buyer to provide you with the CPS Grid as it varies by category. Apparel vendors are required to submit (4) samples per SKU. Please confirm with your Buyer for size requests if they fall outside of the standard matrix.

- Alpha: (2) XS, (1) M, & (1) 1X
- Numeric: (2) Size 4, (1) Size 10, & (1) Size 18

CPS Samples Address: Attn: Product Central Mailcode 164 | QVC Product Central CPS Samples | 1200 Wilson Dr. | West Chester, PA | 19380

Quality Assurance Testing

- **Fabric & Garment Testing:** All apparel and selected accessory items supplied to QVC for the first time are subject to Fabric Testing. Fabric Test Swatches and Garment Test Samples must be submitted directly to QVC approved 3rd party testing lab below. Worldwide locations and contact numbers can be found on their Web sites: ITS Testing Services: www.intertek.com, UL Testing: www.UL.com. (Note: High Risk and/or Proprietary Vendors must use UL or ITS for testing)

Labeling: FTC/Care Label: The FTC requires that all garments have a Care Label that provides safe and complete care instructions. QVC requires that all the following information be printed on the FTC/Care Label:

- Manufacturer's identification, Fiber content by percentage, Country of origin, Care instructions, Size, and QVC Item Number (QVC SKN or A#)

Additional Systems Needs

FLEX PLM

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Once you have purchased your license from Digital River, you will need to set up your PLM account. If you already have a QVC Vendor Portal login, please email your username to PLMSupport@qvc.com. If you do not have a username created, please email your name, email address, and phone number to mail to: PLMSupport@qvc.com and they will follow up promptly with next steps.

Labeling

Any wearing apparel or fashion accessories comprised of metallic fibers/threads/yarns and intended to be worn on the body must be shipped with a consumer warning. Any wearable apparel that contains a magnet must be shipped with a consumer warning that the item could be dangerous if worn near a pacemaker.

FTC/Care Label: Apparel/Accessories Requirements The FTC requires that all garments have a Care Label that provides safe and complete care instructions. QVC requires that all the following information be printed on the FTC/Care Label:

- Manufacturer's identification
- Fiber content by percentage
- Country of origin
- Care instructions
- Size
- QVC Item Number (QVCSKN or A#)

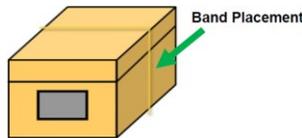
Product Category Addendum: Footwear

Additional Cost Considerations

Each shoe box requires a clear, plastic band that should be placed around the middle of the box. Bands must be purchased through Aero Rubber Company.

Aero Rubber Company Contact: www.aerorubber.com | sales@aerorubber.com | 1 (800) 662-1009

Specs: Aero Clear Retainer Band -PE58515808 -5.850" Flat Length x .158" Wide x .012" (dimensions are approximate).



Quality Assurance Testing

- **All vendors must test to the QRG testing protocols**
- **Claims: All Claims, such as,** Waterproof and Moisture Absorption (Ortholite Insoles) requires substantiation and should go through the Claims approval process.
- **Additional QRG Footwear Protocols can be found accessing the Vendor Portal > Product > Quality Assurance > QRG QA Testing Protocols.**

Packaging & Labeling

Individual Saleable Unit: Please refer to QVC Packaging and Labeling Requirements. Label each shoebox with a QVC Compliant barcode. Placement of the label should be on one of the smaller ends of the shoebox. If you have any existing/internal barcodes, place the QVC barcode on the opposite short side of the box. Only one barcode can be visible on the side with the QVC barcode label

****Saleable units must be compliant with criteria detailed in the Packaging and Labeling Manual****

Master Cartons: Footwear master cartons must be packaged solid/size color (no mixing SKUs) and number of units per master carton should be consistent across a SKU.

Product Category Addendum: Beauty

Additional Cost Considerations

Before and After Images - shot through a 3rd party photographer. Currently we have 4 QVC legal approved photographers: Thom Thompson Photography, Splashlight – New York City, One Kreate – Florida, Space & Light Digital – Los Angeles. You can contact your category production contact for the most up-to-date list.

Additional Clinical Testing – Health and safety claims must be substantiated with competent and reliable scientific evidence in the form of well conducted clinical or research studies and scientific analysis. It is important to note that certain health claims, even if substantiated, may only be permitted for FDA registered drugs or medical devices. These tests are at the expense of the Vendor. QVC accepts clinical trials from the following labs: Bioscreen Testing Services, Clinical Research Laboratories, LLC, Princeton Consumer Research, Consumer Product Testing Company, Essex Testing Clinic, The Benchmarking Company, and IRSI (International Research Service, INC.), UL and Intertek.

Customer returns – Perishable items are destroyed due to the nature of the product and are automatically deducted from the vendor account. If the customer cancels an order and we are able to retrieve it prior to leaving the DC, this is called an M-Cancel. When orders are cancelled, they are pulled from the line and the shipping label is torn off the package, leaving fiber tears and residual glue marks on the packaging. This was thought to have given the customers the impression that they may be receiving a customer returned or used product. We do not want to convey that message to our customers with beauty items, so we divert cosmetic M-Cancels to RTV and they would be sent back to the vendor. **Nonperishable:** Customer returns are sent back to the vendor and are automatically deducted from the vendor account for nonperishable goods.

Model Services – discuss the need for model(s) with your QVC Category Producer; cost depends on time of day and product. General information below:

**All rates are per hour unless otherwise specified.

Show Rates

Show rate (days: 7:00 a.m. - 12:00 midnight) \$135.00

Show rate (overnights: 12:00 midnight – 7:00 a.m.) \$146.00

*Holiday rate (days: 7:00 a.m. – 12:00 midnight) \$146.00

*Holiday rate (overnights: 12:00 midnight – 7:00 a.m.) \$158.00

Prep Rates

Prep rate (days: 7:00 a.m. -12:00 midnight) \$52.00

Prep rate (overnights: 12:00 midnight – 7:00 a.m.) \$56.00

*Holiday prep rate (days: 7:00 a.m. -12:00 midnight) \$56.00

*Holiday prep rate (overnights: 12:00 midnight – 7:00 a.m.) \$60.00

Model Report Time Rates

Please Note: All models must report a half an hour prior to each booking.

The rates for such time are as follows:

Report time rate (days: 7:00 a.m. - 12:00 midnight) \$26.00 flat fee

Report time rate (overnights: 12:00 midnight – 7:00 a.m.) \$28.00 flat fee

Product Category Addendum: Beauty, Continued

Model Services, continued- What we provide depends on your product! There is not a guarantee that a model is provided. You can book additional models for the main channel at a chargeback to the vendor.

There is a person that can discuss extra model rates and creating a vendor deduction letter in the event you chose to book above the QVC standards. The vendor deduction letter allows for QVC to pay the models upfront and later charge back the vendor for the additional costs

Sample Requirements

Product Central Samples – As mentioned in the Product Sample section of the Onboarding Guide, the Supply Chain Team issues Vendor Direct Sample Purchase Orders that ship directly to the QVC Product Central Team. These samples are leveraged to support Digital Imaging, Lifestyle Full Motion Video and naturally, QVC’s televised programming. Within one week of the original PO being issued, a new PO for Product Central samples will be issued. QVC institute’s a 50% discount for Beauty Product Central samples off the negotiated QVC cost.

On-Air Samples – Beauty vendors are responsible for providing samples for models. Samples are only to be sent for confirmed shows or item presentations - do not send samples for future storage. They will be disregarded. In addition to labelling each product with its item number, color code and/or size code, vendors should also be indicating which model the product is intended for.

If you’re usually responsible for bringing in products for your presentation based on your product category, the following sample drop off procedures are to remain in place at QVC Studio Park until noted otherwise:

- Sample drop off hours are Monday-Friday 7am-5pm, Saturday 8am-12 noon at the north dock.
- Sunday and after hours please drop samples off at the Main Entrance.
- Please email StudioVisitor@qvc.com to confirm the date / time of sample drop off.
- Please email your receiving party that the samples have been dropped off.
 - Beauty— Modelbookings@qvc.com
 - Beauty — talentservicecenter@qvc.com
- Clearly mark all packages with the following: **Model Samples - Live Model Show Samples**
- Please Label all products with Item Numbers, Color Codes and Size Codes
- Please **separate & label the samples intended for the individual models.**
- Please **indicate if left over samples should be returned to the vendor or donated.**
- There will be a “Beauty Sample Drop-off Sheet” available onsite at the drop-off locations. Please be sure to fill in all relevant details on the form or email talentservicecenter@qvc.com with appropriate information.
- For Beauty Wardrobe clearly mark package with: **Beauty Model Wardrobe** and **indicate date of presentation and time**

Additionally, If you will be mailing your samples, please address them to:

QVC Talent Service Center
Mail Code #161
Model Live Show Beauty Samples & Wardrobe (if applicable)
1200 Wilson Drive West Chester, PA 19380

If you have any questions regarding the sample process, please reach out to modelbookings@qvc.com.

Product Category Addendum: Beauty, Continued

Additional Category-Specific Systems and Processes

The below chart illustrates the required packaging classes against the QVC retail price point for all beauty and cosmetic products. The QVC retail price point and packaging class for an item can be trumped if the product is a TSV, giftable, or multi-component.

<i>Packaging Class & Acceptable Forms of Packaging</i>					
		<i>Internal Packaging (Required)</i>	<i>Vendor Carton Box Style (Suggested)</i>		
QVC Retail Price point	\$101 and above	Class A			
		Retail packaging	Regular slotted container (RSC)	Double cover container (DC)	
		corrugated or plastic trays	Roll-end tray	Design style container with cover (DSC)	
		Molded expanded polystyrene (ESP)	One piece folder (OPF)		
		Corrugated partitions	Five panel folder (FPF)	Snap or 1-2-3 bottom container with tuck top	
		Corrugated partition tubes	Full telescope design style (FTD)		
		Class B			
		\$1 - \$100	Corrugate die-cut trays	Regular slotted container (RSC)	Center special full overlap slotted container (SFF)
			Molded paper pulp forms	Overlap slotted container (OSC)	
			Corrugated partitions	Full overlap slotted container (FOL)	Snap or 1-2-3 bottom container with RSC top
	Polyethylene Foam Sheeting		Center special slotted container (CSSC)		
			Center special overlap slotted container (CSO)		
	Class C				
	1 - \$50	Bubble wrap	Regular slotted container (RSC)	Center special full overlap slotted container (SFF)	
		Kraft paper/ranpack	Overlap slotted container (OSC)		
Packaging tissue paper		Full overlap slotted container (FOL)	Snap or 1-2-3 bottom container with RSC top		
Packaging Peanuts		Center special slotted container (CSSC)			
Air Pillows		Center special overlap slotted container (CSO)			

Product Category Addendum: Jewelry

Additional Processes

Required Questionnaires

All jewelry vendors are required to complete and pass the Business Partners Due Diligence Form. Please email your Buyer once completed. Click here to access: [Business Partners Due Diligence Form](#)

Quality Assurance / Submission and Testing

- For QA submissions, please refer to QA Submission Matrix, page 57
- QRG Jewelry Protocols can be found accessing the Vendor Portal > Product > Quality Assurance > Compliance Testing Guidelines

Packaging

The outermost packaging of a saleable unit must be either a clear, transparent zip-lock polybag or a vendor presentation cast (VCO). Gemstone rings must be packaged in QVC standard foam ring pads unless otherwise specified. Romance cards are not required but if provided, need to be approved by the Buyer and QA team.

- Zip-lock polybags require inner pack/carton inside the master carton.
- Vendor presentation case (VCO) does not require an inner pack/carton and is optional.

Jewelry packaging must not contain any sulfur or chlorine which will cause tarnishing. To prevent tarnishing, anti-tarnish strips should be included in product packaging. To protect against scratching and scuffing, none of the individual jewelry pieces in a set should be able to touch metal on metal.

Merchant Samples

QVC/HSN exercises best efforts to return all merchant jewelry samples to Vendors. However, QVC/HSN have no legal obligation to keep track of or to return samples. Vendors are expected to follow up with the Buying Team if samples are not returned to them within six months, so that the Buying Team can decide whether to hold the samples for longer or return them. No compensation will be provided for lost or missing samples.

Customer Returns

All jewelry vendors are required to take back customer returns. The customer return will be shipped back to the QVC Distribution Center and a return authorization number will be requested to take back customer returns.

Product Category Addendum: Home Innovations

Additional Cost Considerations

Prop Expenses

Vendors are responsible for providing their own props that would enhance the on-air sell. Not all vendors utilize props, but some may include smoke chambers for air purifiers, floorboards for mops/vacuums, bigger props that may require a company build, etc. Please work with your category producer and buying team to discuss props and execution.

Additional Category-Specific Processes

Quality Assurance /Submission and Testing

If components are sourced from various factories, all of them must be presented to QVC QA for evaluation to be included with the customer received product

- **QA Submissions:** Please refer to QA Submission Matrix, pages 56-57
- **California Prop 65 Compliance:** All vendors must comply with California Proposition 65 regulatory and compliance testing. For more information on Prop 65 and the required warnings please refer to the following website: <https://www.p65warnings.ca.gov/businesses>
- **Toys:** All toys must meet the requirements in accordance with ASTM F963 (American Society for Testing and Materials).
- **Health & Fitness:** Any statement or video referencing weight capacity must be substantiated and submitted through the QA claims process. (i.e.: Maximum weight capacity 250 pounds, etc.).

Labeling

- **Child Safety Warning:** Must be present on ALL cleaning agents, no exceptions. The statement "Keep out of the reach of children" or its equivalent must be prominently displayed on the product label. (16 CFR 1500.3)
- **Additional Warnings:** Depending on the product category and contents, Vendors are responsible for appropriately labeling additional warnings such as: First Aid, Toxic, and Allergic Reaction.

Note: NFL apparel product should adhere to the processes outlined in the Apparel Addendum.

Product Category Addendum: Home Décor

Additional Cost Considerations

Surcharges

- All items will be in a reshipper with minimum dimension of 9"x6"x1.5." Boxes should be less than 2 cubic feet. The maximum package size that QVC can be accepted for receipt into our distribution centers and be shipped via small parcel are as follows and shipping outside of these dimensions could result in surcharges:
 1. Packages up to 150 pounds or 68.04 kilograms.
 2. Packages up to 162 inches or 411 centimeters in combined length and girth. (Large package surcharge applies.)
 3. Packages up to 106 inches or 269 centimeters in length. Length must not exceed 106".

Quality Assurance /Submissions and Testing

If components are sourced from various factories, all parts must be presented to QVC QA for evaluation to be included with the customer received product.

- **QA Submission:** Please refer to the QA Submission Matrix, page 57
- **Testing:** Please refer to the QRG Testing Protocols found on the QVC portal
- **Package Testing:** Most items in this category will require 3rd party drop testing (ISTA 3A).

Additional Processes

Labeling

In general, QVC requires that all textile products be labeled with the following information: Manufacturer's identification, Fiber content by percentage, Country of origin, Care Instructions, Size, if applicable, Flammability Label, if applicable, and Law Label, if applicable. For home textile products, the manufacturer's identity, fiber content, and country of origin must be readily visible to the consumer without having to open the salable unit packaging. For example, labels can be positioned so that they are visible through a clear polybag. Or the information can be securely attached to the outside of the polybag.

Law Label: State governments in the U.S. require a Law Label to be permanently attached to upholstered furniture and bedding, as well as other textile products with bulk filling material. The Law Label, which is separate from the FTC/Care Label, discloses the content of concealed filling material and the manufacturer of the product. Although some states may not require a Law Label, this label must be applied to applicable products sold by QVC, since QVC ships to all 50 states within the U.S. Examples of Law Label formats based on the "U.S. Uniform Law Label" and QVC requirements can be found in the [QVC Home Textile Packaging Manual](#).

Indoor/Outdoor: Instructions must specify if a product is to be used "outdoor only," "inside only," "indoor/outdoor," or "indoor/outdoor only under covered porch."

Additional Processes by Product Category

Home Textiles and Home Décor

QA Submission: Please refer to the QA Submission Matrix, page 57

Testing: QRG Jewelry Protocols can be found accessing the Vendor Portal > Product > Quality Assurance ⁷>₀
Compliance Testing Guidelines

Product Category Addendum: Electronics

Additional Cost Considerations

Product Samples: The Vendor needs to provide all necessary samples to Guests; QVC does not provide these samples.

Additional Category-Specific Processes

Quality Assurance: For Quality Assurance requirements specific to the Electronics product category, please visit the Quality Assurance>Hardgoods section via the QVC Vendor Portal to view the General Electrical Requirements.

Electronics Sample Requirements:

For QA Submission requirements, please refer to the QA Submission Matrix located on page 56 of this document.

California Prop 65 Compliance: .All vendors must comply with California Proposition 65 regulatory and compliance testing. For more information on Prop 65 and the required warnings please refer to the following website: <https://www.p65warnings.ca.gov/businesses>

Shipping Inclusions/Documentation: Inclusions are considered anything that is intended to be shipped with the product to the customer. This includes, but is not limited to the following:

- **Instructions:** Accurate and specific operating instructions including appropriate electrical shock hazard warnings.
- **Bouncebacks:** Material placed within or printed on a product that solicit or invite the customer to contact an entity other than QVC must be approved by Merchandising.

Labeling Requirements

- All products must display a product identification label clearly showing the model number and serial number or lot code/date code (if appropriate) and the name and address of the manufacturer. If size permits the safety agency and FCC markings may be combined on this label.
- All operating controls and connections must be clearly and accurately marked indicating the function of each.
- Manufacturers whose products utilize plastic bags or plastic film as a protection for packaging should refer to the Hardgoods, Cosmetic and Jewelry Packaging Requirements for a complete description of the QVC policy.

Product Category Addendum: Culinary- Food

Additional Cost Considerations

Food Styling (for Culinary Vendors Only): Varies based on show needs; to be discussed with QVC's Category Production Team.

Kitchen Usage Fee: The operational fee is \$125 for all kitchen users. This fee not only covers the use of the QVC Kitchen Facility but dishwashing services, appliances, equipment, cookware, utensils, stapes (such as paper towels, hand soap, cleaning supplies) and temporary storage as well as Administrative costs. The \$125 fee is accessed on a per airing basis but never exceeds \$250 per day, including TSV's.

Additional costs associated with food styling:

Cookbooks - \$1250 - \$1550

Cookware - \$350 - \$650

Specialty Cookware - \$600 - \$1200

Electronics - \$300 - \$500

Food Products - \$250 - \$550

Bakeware/Stoneware - \$350 - \$650

Grills/Smokers - \$450 - \$650

Dinnerware - \$250 - \$350

Misc. Products (Gadgets/Knives) - \$250 - \$350

Health Products - \$250 - \$350

Note: Food costs are **NOT** included in these rates and will depend on the scope of work, ingredients, and menu line-up per product.

For food styling and kitchen usage questions, please contact CULINARYREQUESTS@QVC.COM.

Product Samples

On-Air Samples: The Vendor should send in 6 sets of the offer for styling, 3-5 days prior to a confirmed airing. Cookware and Hard Good Samples should either be provided by the Vendor, or if they'd prefer, QVC can order them in through our internal system at the Vendor's expense.

Photo samples: Food photoshoots are every Tuesday & Thursday supported by a photographer, prep stylist, and a chef. This includes a lifestyle image 001 and a what you get image (WYG) 002. Everything being photographed that day needs to be thawed and ready to go by 9AM. Photo sample requirements are listed below:

- Photoshoot samples should be comprised of **TWO** complete samples of the offer.
- Samples need to be labeled with item number and flavors.
- Any boxes, tins, or containers that need to be included in the images must be final versions.
- Samples should be sent at least 4 weeks prior to their launch. TSV samples should be received 6 weeks prior to their launch. .

Note: Photography for TSVs are scheduled separately from the Tuesday & Thursday schedule

Photo Sample Ship Address

John Burwell (QVC Culinary Provision Lead) | Mailcode 176 | 1200 Wilson Dr | West Chester, PA 19380

Return to Vendor (RTV): Food along with any other perishable product cannot be RTV'd. It will be destroyed upon receipt at the QVC DC or via a non-physical return.

Product Category Addendum: Kitchen Electrics, Cookware & Tools

Additional Cost Considerations

Quality Assurance / Testing

California Prop 65 Compliance: All vendors must comply with California Proposition 65 regulatory and compliance testing. For more information on Prop 65 and the required warnings please refer to the following website: <https://www.p65warnings.ca.gov/businesses>

QA Submission: Please refer to the QA Submission Matrix, page 57

FDA Food Safety Testing: Any appliance or any of its parts or accessories that can come into contact with food products (including cookware, bake ware and utensils) must be made of food grade materials and must meet all FDA guidelines including CFR Title 21 (testing must be submitted with 1st piece submission).

Labeling / Instructions

Fill Markings: Proper max fill markings for food/water inside the product must be visible and may include a static cling sticker "Do Not Overfill. Always follow filling instructions per instruction manual before use." Any battery-operated products must also have battery installation instructions in the user manual.

Indoor/Outdoor: Instructions must specify if a product is to be used "outdoor only," "inside only," "indoor/outdoor," or "indoor/outdoor only under covered porch." All outdoor items require outdoor testing per protocol.

Additional Processes

Customer Product Satisfaction Criteria

Any products included as a set must have consistency in color among each other. Any variation must be defined by Pantone colors. For outdoor products, the UV grade must not be less than 3.5 (Refer to 3rd party protocol). Customer expectations should be addressed in the instructions which may include: Variations in finish due to hand painting or manufacturing process. Cautions for handling and use of sharp blades for food processing and during cleaning, "Normal" conditions to expect from use with heat, Results of misuse, Information on proper use of lids, trivets, other accessories, Tips on proper cleaning, and how to avoid staining from certain foods. All included recipes must be stated in US measurements (cups, oz., tsp., etc.) NOT Metric (liters, milliliters, etc.).

Warranty: If the item has a Limited Manufacturer Warranty (LMW) please reference the below requirements.

- Any QVC Brand or QVC Proprietary Product (Cook's Essentials for example) must have a separate Warranty sheet not attached to Use and Care Instructions.
- For QVC Brands- neither QVC trademark nor any identifying information regarding QVC may be included on Warranty.
- For QVC Brands must include statement: *"Neither the retailer nor any other company involved in the sale or promotion of this product is a co-warrantor of this Manufacturer's warranty."*