

QVC VENDOR POINTS OF CONTACT

Please allow for up to 48 hours for initial response

CONTACT	INQUIRY TOPICS
Your Buyer can be found through the following path: Vendor Education & Engagement > QContacts > Merchandising > QVC Buying Team Org Chart	Assignment of your QVC Vendor ID Payment Term Discussion Purchase Order Inquiries
Vendor.Relations@qvc.com	Onboarding & Education Opportunities Vendor Portal Access
SupplyChain@qvc.com	Shipping & OTM Related Inquiries Fulfillment Center Information Product Samples PO Timelines & Due Dates
DropShipTeam@qvc.com	Drop Ship Set-Up Drop Ship Operations & Support Commerce Hub
Digital & Social Support can be found through the following path: Vendor Education & Engagement> QContacts > On-Air and Off-Air Platforms > Digital & Social Q Contacts	Images on QVC.com Video Content on QVC.com Product Detail Q&A Reviews
Quality Assurance & PSFGA Support can be found through the following path: Vendor Education & Engagement> QContacts > Operations > Quality Assurance, Factory Management, & PSFGA Q Contacts	Category-Specific Requirements Claims Product Specification Sheet Questions Pre-Shipment Finished Goods Audit
VendorCompliance@qvc.com	Labeling Requirements Preferred Labeling Supplier Info Obtaining a GS1 Prefix Vendor Compliance Chargebacks
Guest Certification: GuestExcellence@qvc.com Guesting Airing/Scheduling: QVCTalent@qvc.com Recruitment & Casting: OnAirGuest@qvc.com	Talent & Guest Support
On-Air Support can be found through the following path: Vendor Education & Engagement> QContacts > On-Air and Off-Air Platforms > Category Production Q Contacts	On Air Presentation Plans Asset Needs Strategic Messaging Set Needs

RTVVendors@qvc.com	Return to Vendor related inquiries
Jennifer.Reno@qvc.com	Risk & Insurance
Media.Relations@qvc.com	Public Relations Media Relations Media Toolkit
PCPSupport@qvc.com	Product Creation Platform (PCP)
US.VendorSetup@qvc.com	Update remittance address
Owned Inventory & PO: AP.Questions@qvc.com Drop Ship- EDI Accounts Payable: EDI208@qvc.com Sending Direct Invoices: Direct Invoices US@qvc.com Master Data (Direct & Indirect) for address changes or account number: US.VendorSetUp@qvc.com Debit Balance Inquiries: AP.debit@qvc.com Issue Elevation after 72 hours of no response: ApUS.escalations@qvc.com	Accounts Payable Invoicing, Payment Inquiries & General Remittance Questions <i>The Global Business Services (GBS) AP team's standard working hours are 9am to 5pm CET (3am to 11am Eastern Time), Monday through Friday. Please allow 72 hours for a response.</i>