

Accounts Payable (AP) Service Changes

QVC is excited to share with you a few changes that we are making to our Accounts Payable (AP) processes to enhance our service to you.

Global Business Services Center Opening

QVC is in the process of centralizing our Accounts Payable functions in a Global Business Services Center (GBS) that we have established in Krakow, Poland. QVC's GBS will help us maintain our competitive edge in a vastly changing, dynamic and competitive global retail marketplace by increasing operational efficiency and establishing world-class global business practices. As we transition our Accounts Payable services to our GBS, you may receive communications from our team members in Poland who will eventually be your primary points of contact for Accounts Payable.

New AP Contact Email Address

We have created a new email address that will be dedicated to our merchandise vendors only, which will help us ensure timely processing of invoices and responses to your inquiries. So effective immediately, **please begin to send all invoices and inquiries to APDirect@qvc.com**, and discontinue the use of the AP209@qvc.com email address. We will only monitor the AP209@qvc.com email address for a short time to ensure a smooth transition to the new email address for all vendors, so your prompt attention to this change is necessary and greatly appreciated. Please continue to use the QVC Vendor Portal as you do today.

Electronic Payment (ACH)

QVC will discontinue issuing checks for payment and will only issue ACH electronic payments to our vendors. We feel doing so will not only provide greater efficiency and security for both our companies, but also help us both be environmentally friendly. If you currently receive checks for payment, you will receive another email communication from a special project QVC email address in the very near future with details on accepting an electronic payment and instructions for switching to this payment method.

Former Practice	New Practice- Effective Immediately
Invoices & Inquiries to AP209@qvc.com	Invoices and Inquiries to be emailed to APDirect@qvc.com
Use of Vendor Portal for AP Reports	Continued use of Vendor Portal for AP Reports
AP team hours of operation generally 9am-5pm ET	AP team hours of operation generally 9am-5pm Central European Time (6 hour ahead time difference to ET)
AP QContacts posted on Vendor Portal	All communications will be addressed within 24 hours when emailed to APDirect@qvc.com

Thank you in advance for your partnership as we work through these improvements. We look forward to working with you through these new channels and are committed to continuing to deliver the same high level of quality service as we have in the past.

Should you have any questions *regarding these changes specifically*, please send inquiries to Wanda Hamwright, Accounts Payable Manager- US at wandahamright@qvc.com.