



Invoicing process for QVC Italy business partners

Process Guidebook

September 2023



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1. About the document

The purpose of this document is to provide guidelines to QVC Business Partners related to invoicing requirements and procedures. It consists of descriptions of all kinds of documents and QVC business requirements for creating them. You will find out what data is required and how should the document look like after extraction from XML.

Additionally, to receive further assistance in more complex cases, contact details to QVC Accounts Payable department and other teams that we cooperate with on daily basis, including different Vendor inquiries have been provided to ensure smooth day-to-day cooperation.

2. Invoices

2.1. General information

Invoices issued by QVC Italy Business Partners must be sent through SDI system. Below you will find all the QVC Italy company data needed to issue an invoice against our company.

VAT registration number: IT10050721009

Fiscal code: 10050721009

Company name: QVC ITALIA SRL

Address: VIA GUZZINA 18

City: BRUGHERIO Province: MB

Cap: 20861 Nation: IT

All the information required on the invoice can be found in the section 2.2.



2.2. Invoice structure

Every invoice should be issued in accordance with tax requirements (Art. 21, paragraph 2, D.P.R. 633/1972). Additionally, invoices must fulfill business requirements of QVC and must contain obligatory data required to process the invoice for payment. Full list of requirements can be found below:

- a) Seller's full name and address
- b) Full name and address of QVC
- c) VAT identification number of QVC
- d) Goods delivery address and name of goods recipient
- e) Vendor's VAT registration number and/or tax number
- f) Unique invoice number and date of issue
- g) QVC purchase order number starting with 455... (e. g. on sample invoice below 4559009999)

It should be inserted in field "IdDocumento" as presented on the screenshot below. There must be no other characters and spaces between the number otherwise the invoice will not enter our system correctly.

```
<DatiOrdineAcquisto>
  <IdDocumento>4559009999</IdDocumento>
</DatiOrdineAcquisto>
```

NOTE: In order to ensure smooth processing of your invoice and simplify resolution of potential discrepancies, please issue one invoice to one QVC purchase order. Note that every discrepancy identified, results in holding an invoice from payment until it is resolved. Even if the issue refers to one of the purchase orders, the remaining part of an invoice is held from payment until respective credit note is received.

- h) Description of quantity & type of goods supplied.

It should contain the information about the product such as: material number; material color and size and should be filled in section "Codice articolo" in the field "codice valore" which you can see on the image below:

```
<CodiceArticolo>
  <CodiceTipo>QVC</CodiceTipo>
  <CodiceValore>401223 AWO 00</CodiceValore>
</CodiceArticolo>
```



- i) Unit price of goods or services – exclusive of tax, discounts or rebates
- j) VAT amount payable, and breakdown of VAT amount payable by VAT rate or exemption (in case of Tax exemption: details to Tax exemption rule)
- k) VAT rate applied
- l) Gross value of the invoice

On the sample invoice shown in the section 2.3, you can see the exact position of the data mentioned above.



2.3. Sample invoice

Below you can see an invoice sample created by extraction of XML file. Most important structure elements were pointed with arrows.

QVC Business Partner data

Cedente/prestatore (fornitore) Identificativo fiscale ai fini IVA: IT00480010010 Codice fiscale: 00480010010 Denominazione: NOME AZIENDA Regime fiscale: RF01 ordinario Indirizzo: P.ZA DEL DUOMO 1 Comune: MILANO Provincia: MI Cap: 20100 Nazione: IT	Cessionario/committente (cliente) Identificativo fiscale ai fini IVA: IT10050721009 Codice fiscale: 10050721009 Denominazione: QVC ITALIA S.R.L. Indirizzo: VIA GUZZINA 18 Comune: BRUGHERIO Provincia: MB Cap: 20861 Nazione: IT
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Invoice number

Tipologia documento	Art. 73	Numero documento	Data documento	Codice destinatario
TD01 fattura		123456	15-02-2023	ZE7RB0G

PO number

Invoice date

Causale
PO 4559009999

Cod. articolo	Descrizione	Quantità	Prezzo unitario	UM	Sconto o magg.	%IVA	Prezzo totale
	Vs.Ord. 4559009999						
401221 AWO 00 (QVC)	TV 55" NERO Tipo dato: PO Rif. testo: 4559009999	100,00	499,00	PZ		22,00	49.900,00
401221 AWR 00 (QVC)	TV 55" SILVER Tipo dato: PO Rif. testo: 4559009999	100,00	499,00	PZ		22,00	49.900,00
401223 AWO 00 (QVC)	TV 65" NERO Tipo dato: PO Rif. testo: 4559009999	100,00	799,00	PZ		22,00	79.900,00
401223 AWR 00 (QVC)	TV 65" SILVER Tipo dato: PO Rif. testo: 4559009999	100,00	799,00	PZ		22,00	79.900,00

Unit price

SKU number including color and size code

Document total

RIEPILOGHI IVA E TOTALI					
esigibilità iva / riferimenti normativi	%IVA	Spese accessorie	Arr.	Totale imponibile	Totale imposta
Esigib. non dich. (si presume immediata)	22,00			259.600,00	57.112,00
Importo bollo	Sconto/Maggiorazione		Arr.	Totale documento	
				316.712,00	

Modalità pagamento	Dettagli	Scadenze	Importo
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We strongly encourage you to send a sample invoice so that we can verify the completeness and correctness of all the data. Additionally, you are welcome to provide us with a courtesy copy of your invoice in PDF form to our email address Italy.AP.Inv@qvc.com.



3. Returns

3.1. General information

All returns (RTV and CRTV) are invoiced by QVC on a weekly basis. Vendor's credit notes for each credit note request related to the return are required and will be processed by QVC once received. We kindly ask you to issue the credit note immediately after receiving the return.

Debit notes will be deducted automatically from all invoices due in the nearest payment run. In case there are no due invoices or amount due is not sufficient to cover returns amount (account is in debit balance), payments will be held until payable amount exceeds returns amount. QVC will proactively analyze account situation and reserves the right to request the payment from the vendors for outstanding amounts.

3.2. Sample RTV/CRTV debit note

As mentioned above there are two types of returns that our suppliers receive from us: RTV (return to vendor) and CRTV (customer return to vendor). RTV returns represent the goods shipped back from QVC due to low sales, while CRTV returns are the goods returned by QVC customers.

Once the goods are dispatched back to the supplier the system is generating a credit note request. Each credit note request document has its individual number that was pointed with an arrow on the picture below.



Credit note request number and date of its creation

NOME AZIENDA S.R.L.
 P.ZA DEL DUOMO, 1
 20100 MILANO MI
 UE VAT Reg. Number: IT00480010010

Credit Note Request - CRTV Page: 1 / 1

Document no. / Date: 7100099999 / 15.02.2023 Currency: EUR

Your account number: 1999999 Your tax ID number: IT00480010010

/Tel. no. / E-Mail:

Tel. +39 039 9891423/1431
 E-Mail: Italy.AP.Inv@qvc.com

WITH REFERENCE TO THE GOODS RETURNED, PLEASE RAISE A CREDIT NOTE FOR THE FOLLOWING ITEMS:

Shipping-Order Ref#: 0106199999

QVC Item number	Vendor Item number	Item Description	Cost per unit	%Credit	Actual quantity	Credit Value
IT209990		Desc. Art. IT209990	9,96	0,00%	3	29,88
IT209991	00 TRN	Desc. Art. IT209991	16,79	0,00%	1	16,79
IT209992		Desc. Art. IT209992	10,62	0,00%	3	31,86
IT209993		Desc. Art. IT209993	11,69	0,00%	16	187,04
IT209994		Desc. Art. IT209994	10,30	0,00%	15	154,50
IT209995		Desc. Art. IT209995	16,00	0,00%	5	80,00
Total Net Credit					43	500,07

QVC Italia S.r.l.
 Sede legale: Via Guzzina 18 - 20861 - Brugherio (MB) Italy Tel.+39 039 9891000 Fax +39 039 9893000
 CF/PI/Registro Imprese di Monza e Brianza 10050721009 Capitale Sociale i.v. Euro 6.200.000,00

List of returned goods containing material numbers, their quantities and unit prices

You are kindly asked to issue the credit note related to the credit note request immediately after receiving the goods.



4. Credit notes

In many instances we will require a credit note to be issued from your side. Most common situations were described below.

4.1. Credit notes related to quantity and/or price differences

Quantity difference appears when less units were delivered than invoiced. It also happens when rejection of some units takes place. Price difference appears when price that the product is invoiced with differs from the one confirmed by QVC Buyer. **In both these cases a credit note that exactly matches and covers the difference is required.**

E.g. when the invoice for 100 units of product X is received and our Supply Chain department gives us a confirmation that we received only 80 units, we are not able to register the invoice as we have not enough units available to be registered so credit note is needed to cover a difference of 20 units. Once both documents are available in our system, we are allowed to post both documents and settle them for payment within due date.

Most importantly each credit note must have the original invoice number indicated on it as it is required by the system.

4.2. Credit note related to CRTV or RTV

In order to enable identification of your credit note with reference to QVC credit note request, each credit must contain the QVC credit note request number and a transport document number that you will find on the returned pallet of goods. It should be put in the “Causale” field as shown on the picture below:

Causale
RESO MERCE / RICHIESTA 7100099999 DEL 15/02/2023 (SHIPPING-ORDER 0106199999)

Additionally, QVC item numbers are also required to enable verification of the credit note. Total amount of the credit note should be equal to the total value of returned goods indicated on QVC credit note request including VAT.



Below you can see a sample credit note that is related to credit note request (shown in section 3.2).

Credit note request number that the document refers to

Cedente/prestatore (fornitore) Identificativo fiscale ai fini IVA: IT00480010010 Codice fiscale: 00480010010 Denominazione: NOME AZIENDA Regime fiscale: RF01 ordinario Indirizzo: P.ZA DEL DUOMO 1 Comune: MILANO Provincia: MI Cap: 20100 Nazione: IT		Cessionario/committente (cliente) Identificativo fiscale ai fini IVA: IT10050721009 Codice fiscale: 10050721009 Denominazione: QVC ITALIA S.R.L. Indirizzo: VIA GUZZINA 18 Comune: BRUGHERIO Provincia: MB Cap: 20861 Nazione: IT					
Tipologia documento	Art. 73	Numero documento	Data documento	Codice destinatario			
TD04 nota di credito		NC123456	28-08-2023	ZE7RBOG			
Causale							
RESO MERCE / RICHIESTA 7100099999 DEL 15/02/2023 (SHIPPING-ORDER 0106199999)							
Cod. articolo	Descrizione	Quantità	Prezzo unitario	UM	Sconto o magg.	%IVA	Prezzo totale
IT209990 (QVC)	DESC. ART. IT209990	3,00	9,96	PC		22,00	29,88
IT209991 00 TRN (QVC)	DESC. ART. IT209991	1,00	16,79	PC		22,00	16,79
IT209992 (QVC)	DESC. ART. IT209992	3,00	10,62	PC		22,00	31,86
IT209993 (QVC)	DESC. ART. IT209993	16,00	11,69	PC		22,00	187,04
IT209994 (QVC)	DESC. ART. IT209994	15,00	10,30	PC		22,00	154,50
IT209995 (QVC)	DESC. ART. IT209995	5,00	16,00	PC		22,00	80,00
RIEPILOGHI IVA E TOTALI							
esigibilità iva / riferimenti normativi	%IVA	Spese accessorie	Arr.	Totale imponibile		Totale imposta	
Esigib. non dich. (si presume immediata)	22,00			500,07		110,02	
Importo bollo	Sconto/Maggiorazione		Arr.	Totale documento			
				610,09			
Modalità pagamento	Dettagli		Scadenze	Importo			

List of returned goods including material numbers, their quantities and unit prices



5. Contact details

In order to ensure the efficient communication with our departments, we would like to provide you with contact details and guidelines on how to receive assistance:

5.1. Accounts Payable

All questions related to invoices, payments, account status etc. related to business please send an e-mail to below e-mail address:

Italy.AP.Inv@qvc.com

In general, your emails should be answered within 72 working hours, excluding weekends and holidays. Please note that more complex inquiries, requiring detailed investigation may require longer response time.

5.2. Master Data Management

If you have changed your bank details or email address or any other data you should provide necessary documentation (e.g signed company letterhead paper in case of bank details change) and send it to:

ITA.VendorSetup@qvc.com

5.3. Supply Chain Department

All the questions related to the delivery of the goods from supplier to our warehouse should be sent to the correct Supply Chain department depending on the brand:

- 1) Fashion: Fashion.Italy.SupplyChain@qvc.com
- 2) Beauty & Home: BeautyHome.Italy.SupplyChain@qvc.com
- 3) Jewelry & Accessories: Jewelry.Italy.SupplyChain@qvc.com



All questions related to QVC returns should be sent to the Supply Chain department responsible for managing all kinds of returns to vendors:

[Returns.Italy.Supplychain@qvc.com](mailto>Returns.Italy.Supplychain@qvc.com)

6. Frequently asked questions

Frequently Asked Question(s)	Answer	Department	Contact details
<p>What changes should QVC be informed about and who to contact?</p>	<p>Most importantly we have to be informed about every bank details change in order to make the money transfer to the correct account. <i>New bank details must be sent on the official and signed letterhead</i> to our Accounts Payable department Italy.AP.Inv@qvc.com and/or directly to our Master Data ITA.VendorSetup@qvc.com</p> <p>We also kindly ask you to <i>inform us about every email address change in order to always have your up-to-date contact.</i> It is really important as some documents as:</p> <ul style="list-style-type: none"> - Credit note requests for returns - Payment remittances - Invoices for chargebacks issued by QVC <p>Are sent automatically so both sides may avoid multiple emails to ask for these documents.</p> <p>Contact changes should be shared with the same Teams that were mentioned above for bank details change so AP and Master Data.</p>	Accounts Payable	<p>Accounts Payable department Italy.AP.Inv@qvc.com and Vendor Master Data Team ITA.VendorSetup@qvc.com</p>
<p>How do I get my remittance information?</p>	<p>Remittance advices are sent automatically via e-mail once payment process is completed to the e-mail address you have submitted when contract was</p>	Accounts Payable	<p>Accounts Payable department Italy.AP.Inv@qvc.com</p>



	signed. They can be provided on your request as well.		
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