



Frequently Asked Question(s)	Answer	Department	Team Contact/ QContacts to Reference
<p>How should I send my invoice?</p>	<p>You need to send your invoice in paper form by post to following QVC address:</p> <p>QVC Handel S.à r.l & Co. KG Finance Plockstraße 30 D-40221 Düsseldorf</p> <p>Please note that QVC is not able to accept digital invoices. Electronic invoicing in Germany is subject to certain accounting regulations (GOBD / §14 I S. 6 UStG / principles for the proper care, storage and storage of books, records and documents in electronic form and for data access) as well as additional tax requirements in accordance with letters from the Federal Ministry of Finance. QVC is bound to comply with these regulations.</p>	Accounts Payable	DE_Accounts_Payable_Inventory@qvc.com +49 211 33 67 8862
<p>How are payment terms for my invoice calculated by QVC?</p>	<p>If you delivered goods after invoice date, QVC is calculating payment terms based on goods receipt date (as per payment terms accepted in agreement). It means, that if invoice date is 1st day of the month and goods receipt date is 10th day of the month, while agreed payment terms are 14 days, invoice is due not on 15th, but on 24th day of the month.</p>	Accounts Payable	DE_Accounts_Payable_Inventory@qvc.com +49 211 33 67 8862
<p>When can I expect the payment of my invoices?</p>	<p>Payments in QVC Germany are processed once a week. The wire is leaving QVC's bank after all necessary checks and approvals depending on the working weeks, however usually on Wednesday and should reach German</p>	Accounts Payable	DE_Accounts_Payable_Inventory@qvc.com +49 211 33 67 8862



	account holder within one working day, while cross border payments could last depending on the beneficiary country up to 5 bank working days.		
How do I get my remittance information?	Remittance advises are sent automatically via e-mail once payment process is completed to the address you have submitted when contract was signed. They can be provided on your request as well. If you do not receive your automatically generated remittance information, please contact our Vendor Master Data Team to update your vendor data.	Accounts Payable Vendor Master Data Team	FIN-CreditCheck-MasterData@qvc.com (update of e-mail address) DE_Accounts_Payable_Inventory@qvc.com (remittance information on request) +49 211 33 67 8862
When do I receive a backup documentation for deduction?	All invoices related to deductions are being sent via post shortly after being issued. Please note that it may take up to two weeks days to receive an original.	Accounts Payable	DE_Accounts_Payable_Inventory@qvc.com +49 211 33 67 8862
How do I report differences by returned goods?	If there is any mismatch between received goods returned by QVC DE and the invoice your account was charged with, please contact DE-QVC Vendor Claims@qvc.com . This may concern missing goods, damaged items and all other discrepancies. In order your claim to be valid, you need to fill claim notification form within 7 days from the date goods reached your warehouse. Please note that late claims will not be accepted.	Accounts Payable	DE-QVC_Vendor_Claims@qvc.com