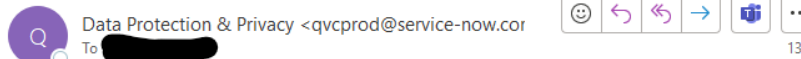


## Job Aid for Logging into, Navigating and Assigning Delegates within QRG Vendor Assessment Portal

### *Initial Login to the Vendor Assessment Portal*

As a vendor contact, you will be invited to log into the Vendor Portal via ServiceNow. An email [similar to the one below] will be sent to the email address on file for the vendor contact and include a user name (e.g., email address) and temporary password with which to log in:

Invitation to Qurate Retail Group Data Protection / Privacy ... [Summarize](#)



Start your reply all with: [Completed.](#) [I completed this.](#) [This link does not work.](#) [Feedback](#)



Qurate Retail Group's Data Protection Team ([dataprotection@qvc.com](mailto:dataprotection@qvc.com)) invited you to the Qurate Retail Group (QRG) Data Protection / Privacy Vendor Risk Assessment portal for your organization. This portal allows you to view and respond to assessments required for your organization's continued business relationship with QRG and the QRG brands. Please access the portal at the link below using the temporary credentials provided. You will need to set a new password when you access the portal the first time.

Delays in accessing the portal may result in delays of QRG purchases of products or services from you.

[Vendor Portal Login](#)

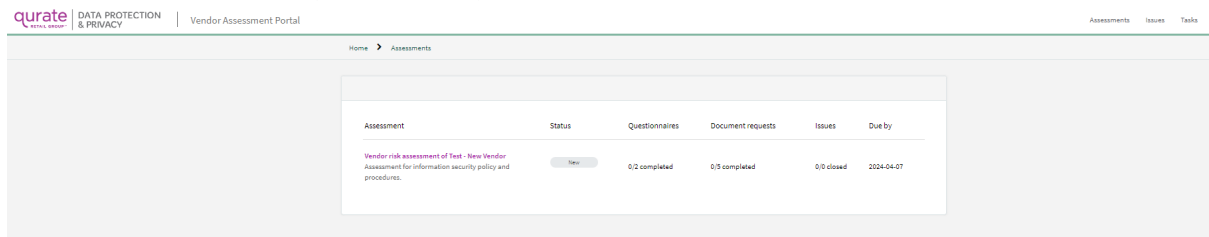
User name [\[redacted\]@qvc.com](#)  
Temporary password [\[redacted\]](#)

Ref:MSG30084110

Note: Upon login, the vendor contact will be prompted to change their password.

## Navigating to Open Assignments

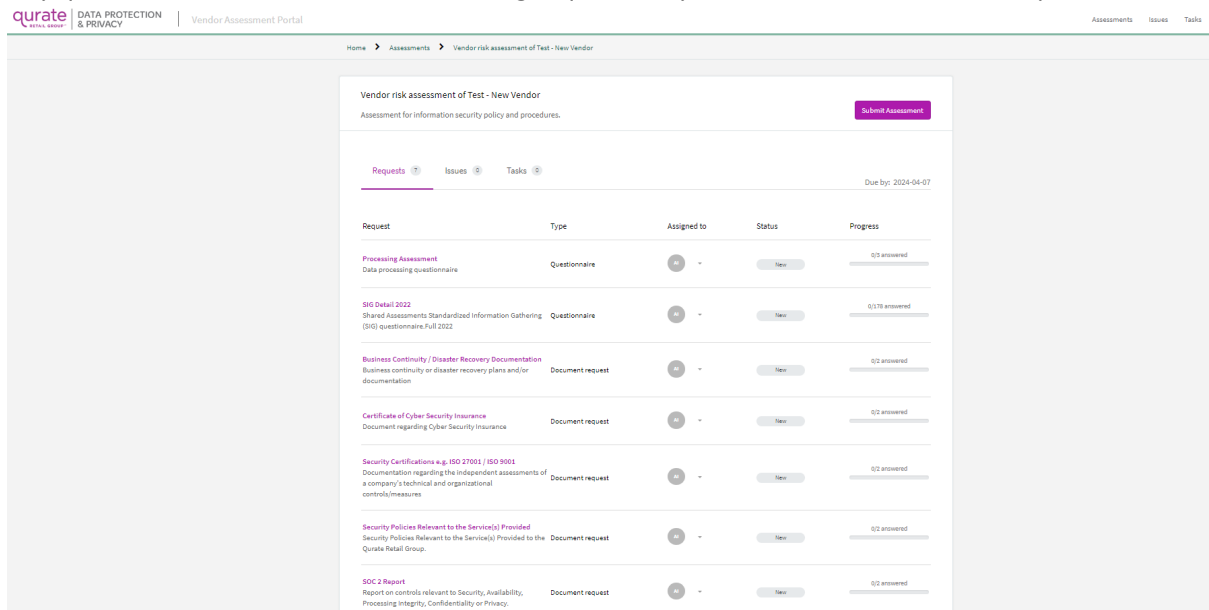
Once in the Vendor Assessment Portal, any assigned open assessments to action will be on the main 'Assessments' dashboard (Status = New):



The screenshot shows the 'Assessments' dashboard in the Vendor Assessment Portal. The page header includes the qurate logo and navigation links for 'Assessments', 'Issues', and 'Tasks'. The main content area features a table with the following data:

Assessment	Status	Questionnaires	Document requests	Issues	Due by
Vendor risk assessment of Test - New Vendor Assessment for information security policy and procedures.	New	0/2 completed	0/3 completed	0/0 closed	2024-04-07

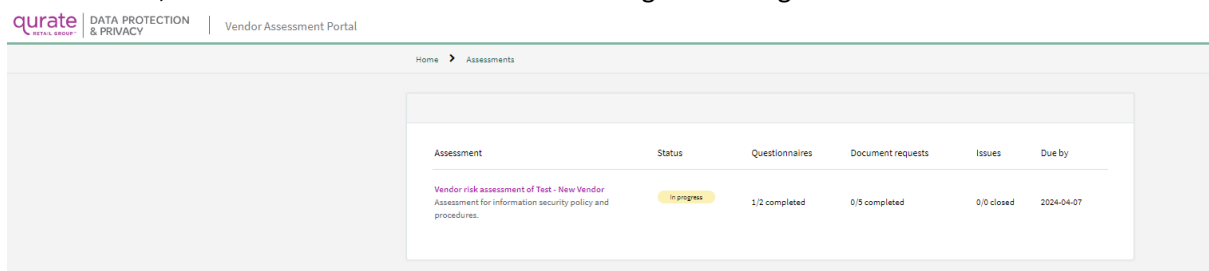
Any questionnaires or documentation being requested by QRG will be listed under 'Requests':



The screenshot displays the 'Requests' section for the 'Vendor risk assessment of Test - New Vendor' assessment. It includes a 'Submit Assessment' button and a table of requests with the following data:

Request	Type	Assigned to	Status	Progress
Processing Assessment Data processing questionnaire	Questionnaire	me	New	0/3 answered
SIG Detail 2022 Shared Assessments: Standardized Information Gathering (SIG) questionnaire Full 2022	Questionnaire	me	New	0/18 answered
Business Continuity/ Disaster Recovery Documentation Business continuity or disaster recovery plans and/or documentation	Document request	me	New	0/2 answered
Certificate of Cyber Security Insurance Document regarding Cyber Security Insurance	Document request	me	New	0/2 answered
Security Certifications e.g. ISO 27001 / ISO 9001 Documentation regarding the independent assessments of a company's technical and organizational controls/measures	Document request	me	New	0/2 answered
Security Policies Relevant to the Service(s) Provided Security Policies Relevant to the Service(s) Provided to the Qurate Retail Group.	Document request	me	New	0/2 answered
SOC 2 Report Report on controls relevant to Security, Availability, Processing integrity, Confidentiality or Privacy.	Document request	me	New	0/2 answered

Once started, the 'Status' of the assessment will change to In Progress.



The screenshot shows the 'Assessments' dashboard with the assessment status updated to 'In Progress'. The table data is as follows:

Assessment	Status	Questionnaires	Document requests	Issues	Due by
Vendor risk assessment of Test - New Vendor Assessment for information security policy and procedures.	In progress	1/2 completed	0/3 completed	0/0 closed	2024-04-07


For each Request, under 'Progress', you will see if all questions have been answered for that specific request. Note: 'Status' will remain In Progress until the overall Assessment has been submitted.

**qurate** DATA PROTECTION & PRIVACY | Vendor Assessment Portal

Home > Assessments > Vendor risk assessment of Test - New Vendor

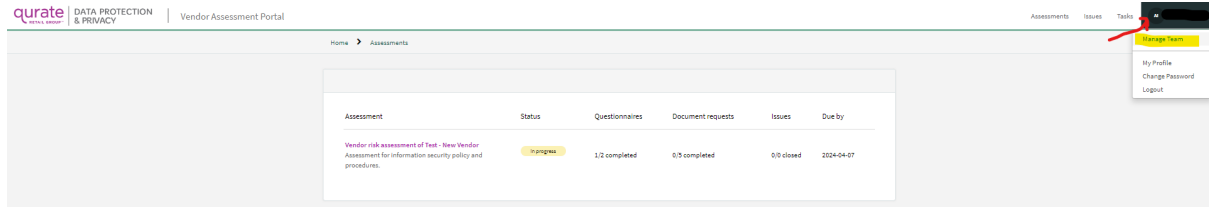
Vendor risk assessment of Test - New Vendor  
Assessment for information security policy and procedures. [Submit Assessment](#)

Requests 7 | Issues 0 | Tasks 0 Due by: 2024-04-07

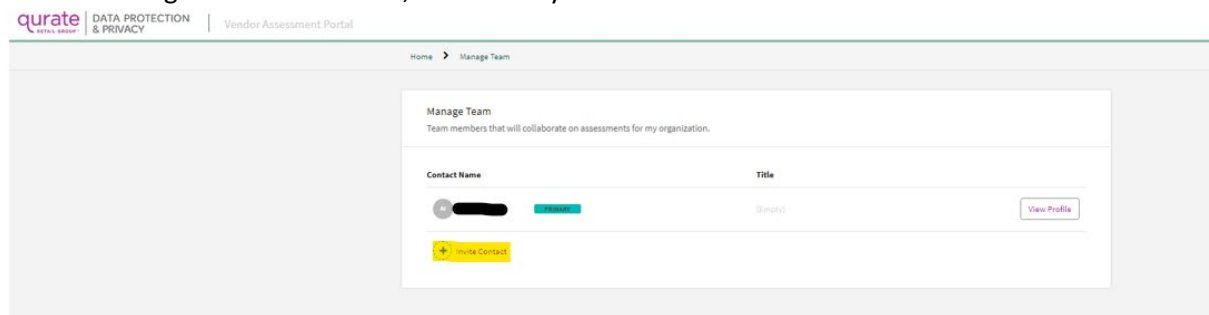
Request	Type	Assigned to	Status	Progress
<b>Processing Assessment</b> Data processing questionnaire	Questionnaire	 -	In Progress	3/3 answered

## Adding Additional Vendor Contacts to an Assessment

If you as the Primary contact want to involve additional colleagues to help complete the assessment or provide any of the requested documents, you may invite additional individuals to the assessment. On the top right corner of the Portal, you will see your name. Click your name and select 'Manage Team' in the drop-down menu:



Under 'Manage Team' dashboard, find the + symbol and click 'Invite Contact':



The following record screen will appear for the primary contact to invite an additional vendor contact. This individual may also be selected as a 'Primary contact' (Note: You can have more than one (1) Primary contact):

The screenshot shows a web form titled "Vendor Contact - new record" within the Qurate Vendor Assessment Portal. The form is divided into several sections:

- Vendor Contact:** Includes fields for First name, Last name, Email, User ID, Title, Role, and a checkbox for "Primary contact".
- Vendor Information:** Includes a dropdown for "Vendor" (currently set to "Test - New Vendor"), and fields for Department, Division, Language, Date format, Time zone, Business phone, Mobile phone, Other phone, and Fax.
- Contact Information:** Includes fields for Street, City, State / Province, Zip / Postal code, and Country.
- Assistant Information:** Includes fields for Assistant name and Assistant phone.

A "Save (Ctrl + s)" button is located at the bottom right of the form.

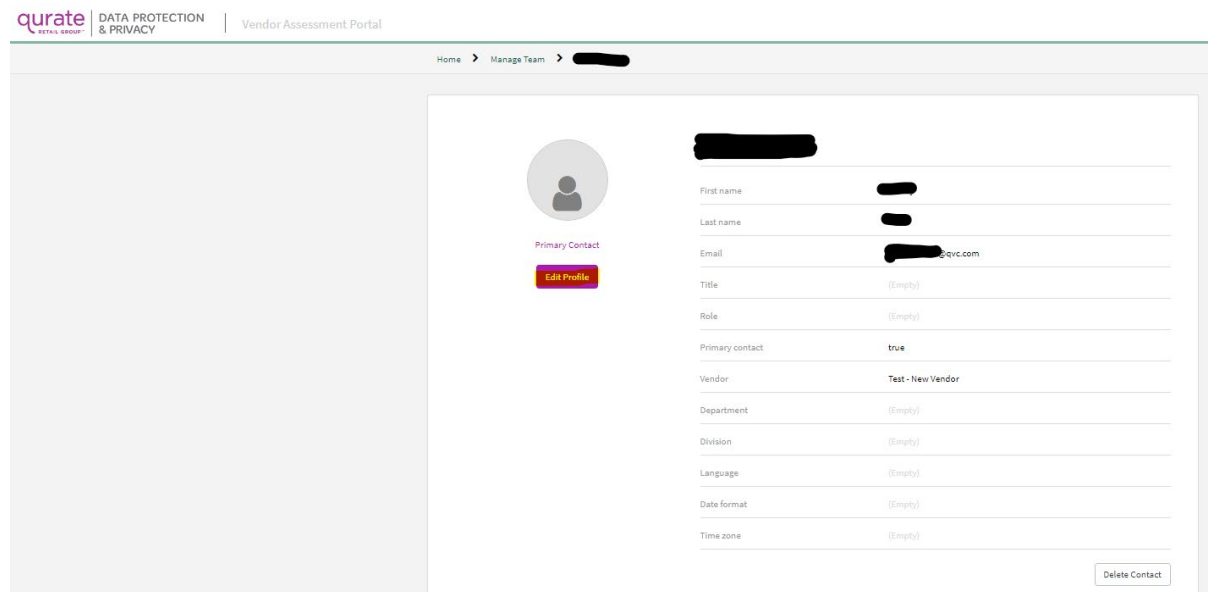
Click back to the 'Manage Team' dashboard and you will find the new contact name listed as being 'invited':

The screenshot shows the "Manage Team" dashboard in the Qurate Vendor Assessment Portal. The dashboard displays a list of team members with the following columns: Contact Name and Title. The list contains two entries:

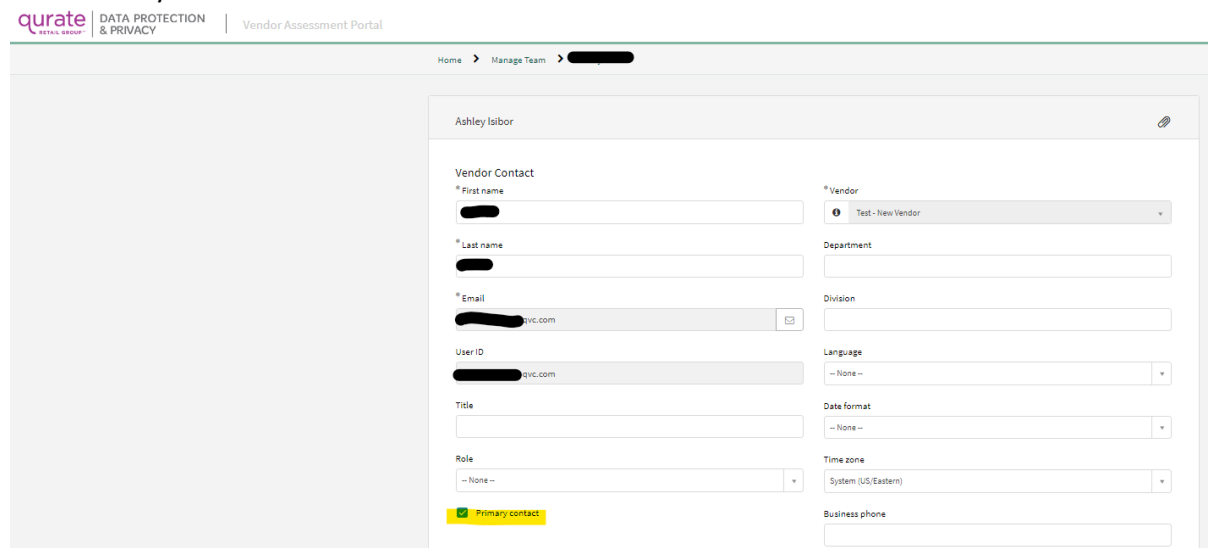
Contact Name	Title	Action
[Redacted Name]	(Empty)	<a href="#">View Profile</a>
[Redacted Name]	(Empty)	<a href="#">View Profile</a>

Below the list, there is a button labeled "Invite Contact" with a plus icon.

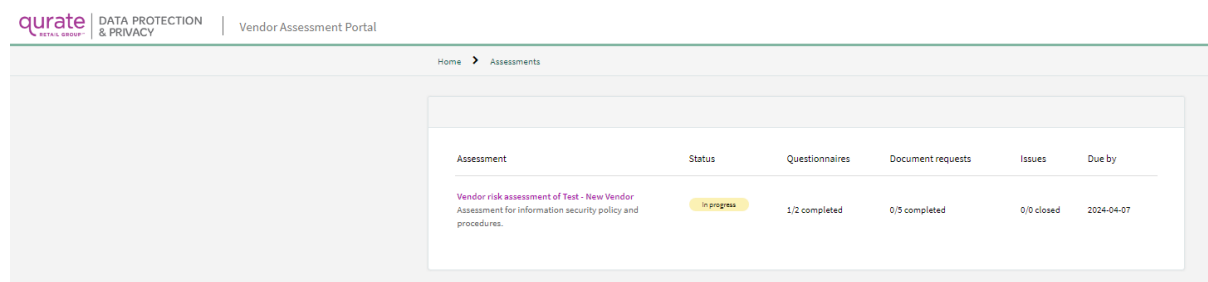
Only a vendor contact checked as the 'Primary contact' may make changes to another contact. To make a change, click 'View Profile' and 'Edit Profile' button:



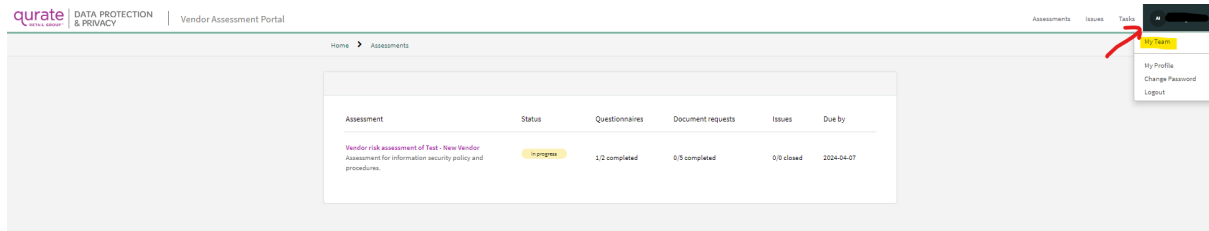
Within the vendor contact's profile, you may check the box allowing an additional vendor contact to be a 'Primary contact':



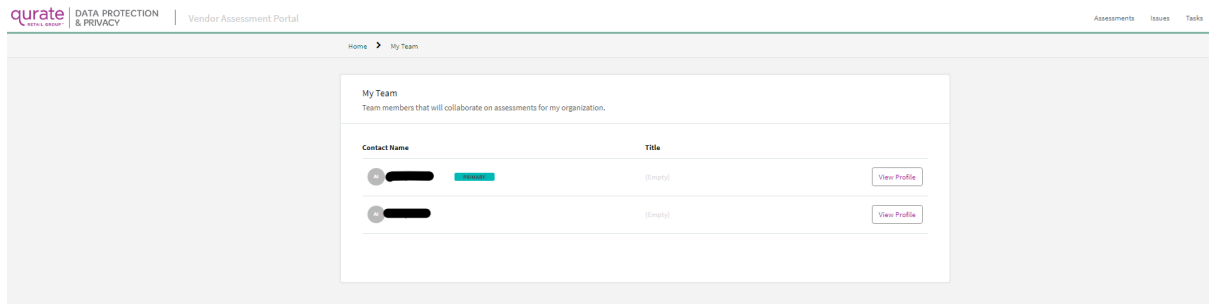
Once the new vendor contact logs into the Portal, they will have the same assessment viewable on their dashboard as shown below:



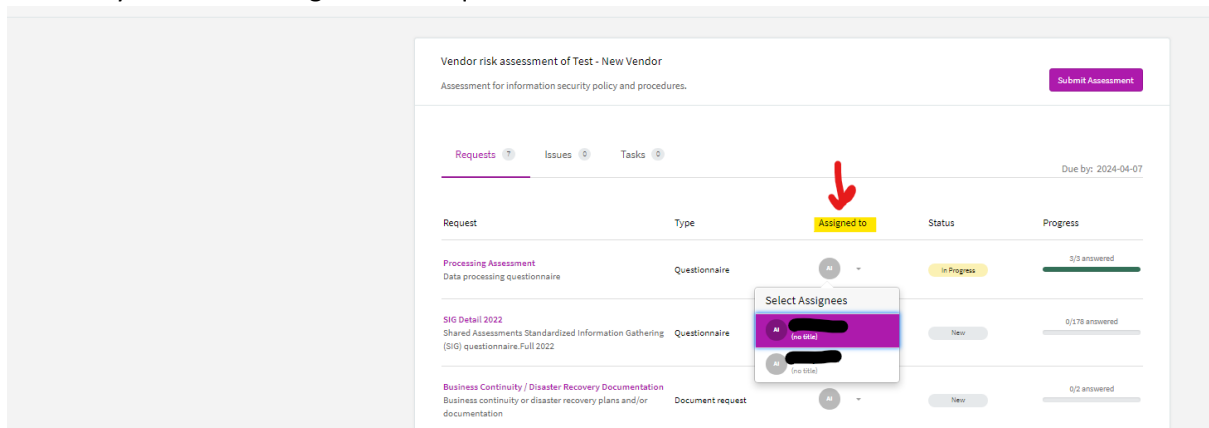
The new vendor contact may also view the assessment 'team' within the Portal. On the top right corner of the Portal, you will see your name. Click your name and select 'My Team' in the drop-down menu:



Any vendor contacts added to the team will be listed under 'My Team':



For a vendor contact to be able to respond to/interact with the Requests (e.g., questionnaires, documentation), the contact must be assigned to the Request. To assign a specific team member to a Request, under the 'Assigned to' column, click the circle with the initials and select which team member you'd like to assign to the Request:



You may assign more than one team member to a Request; once assigned, a team member may action the request:

The screenshot shows the 'Vendor risk assessment of Test - New Vendor' page in the Qurate Vendor Assessment Portal. The page includes a navigation bar with 'Home', 'Assessments', and 'Vendor risk assessment of Test - New Vendor'. The main content area features a 'Submit Assessment' button and a 'Due by: 2024-04-07' date. Below this is a table with columns for 'Request', 'Type', 'Assigned to', 'Status', and 'Progress'. The table lists three requests: 'Processing Assessment', 'SIG Detail 2022', and 'Business Continuity / Disaster Recovery Documentation'. A 'Select Assignees' modal is open over the 'Assigned to' column of the 'SIG Detail 2022' row, showing two assignees with red circles and lines through them, indicating they are not selected.

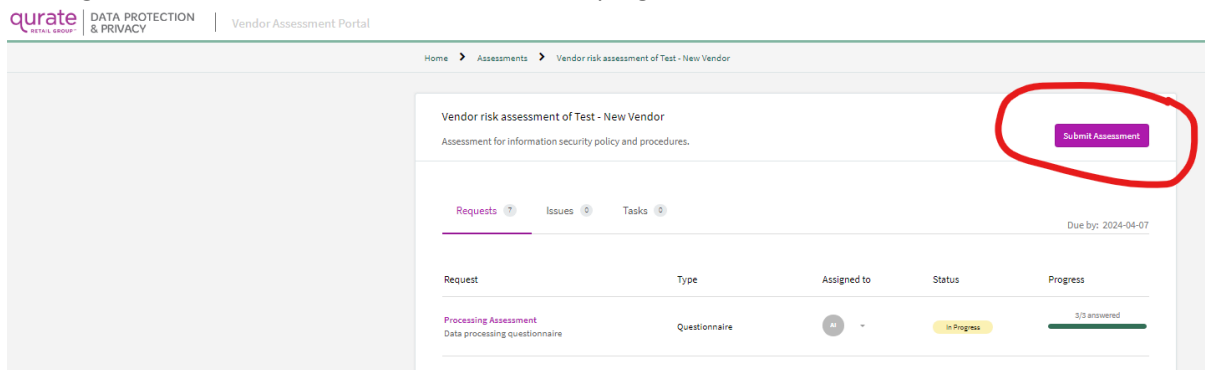
Request	Type	Assigned to	Status	Progress
<b>Processing Assessment</b> Data processing questionnaire	Questionnaire	[Assignees]	In Progress	3/3 answered
<b>SIG Detail 2022</b> Shared Assessments Standardized Information Gathering (SIG) questionnaire Full 2022	Questionnaire	[Assignees]	New	0/178 answered
<b>Business Continuity / Disaster Recovery Documentation</b> Business continuity or disaster recovery plans and/or documentation	Document request	[Assignees]	New	0/2 answered

**Note: If a vendor contact is not selected as an assignee to a specific Request, they will not be able to complete the form, attach a document, etc. It will be greyed out and a red circle with a line through it will appear.**

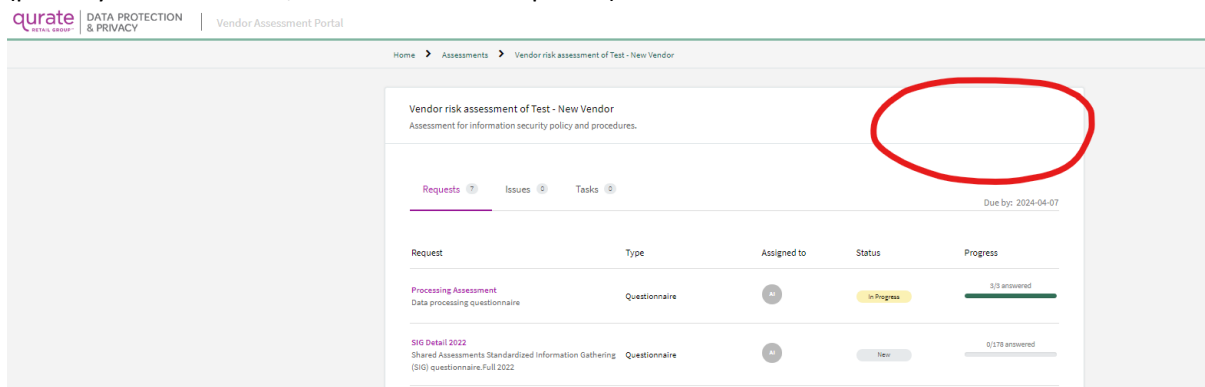


## Completing the Assessment, Submitting it to QRG

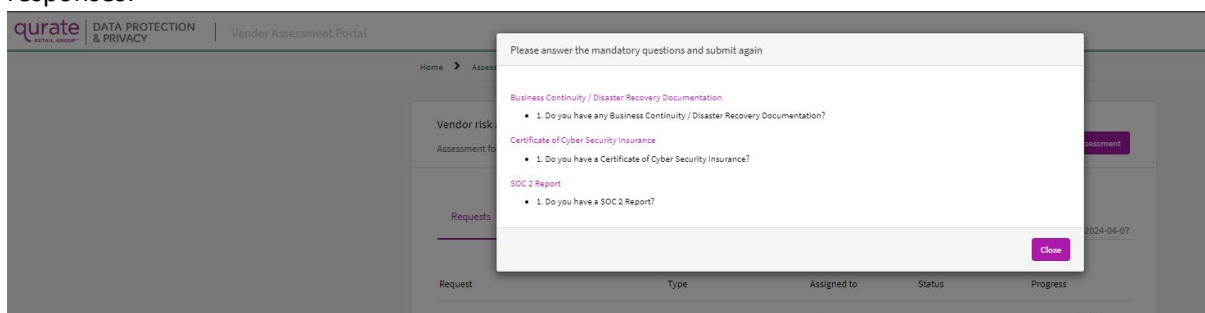
Once all requests are completed, the Primary contact must send the assessment back to QRG by clicking the 'Submit Assessment' button on the top right as shown below:



Note: **Only** vendor contacts checked as a **Primary contact** will have the option to 'Submit Assessment'. As shown below, a vendor contact who is not checked as being a Primary Contact (primary contact = false, box not checked in profile) will not have this button viewable:

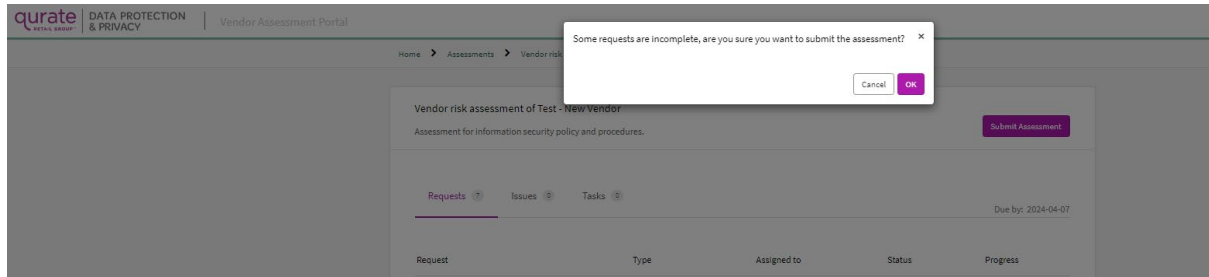


All mandatory questions within the assessment must be answered prior to the assessment successfully being sent back to QRG. An error message will pop up indicating which questions require responses:

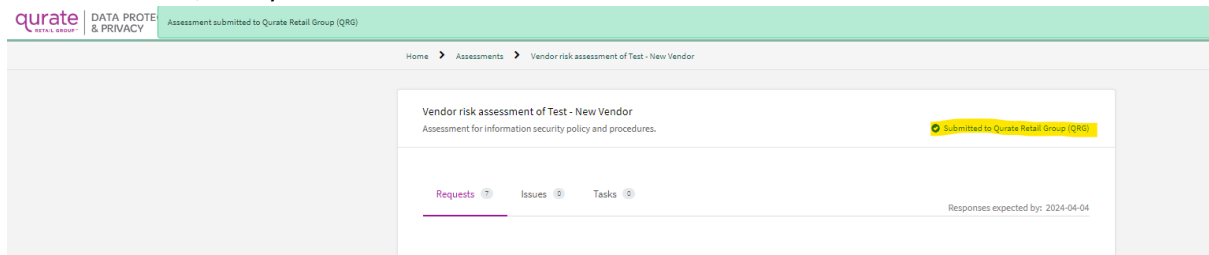


Additionally, if you're sending the assessment without completing all the requests, a notification will pop up asking if you're sure you want to submit the assessment [Note: Unless the request is not

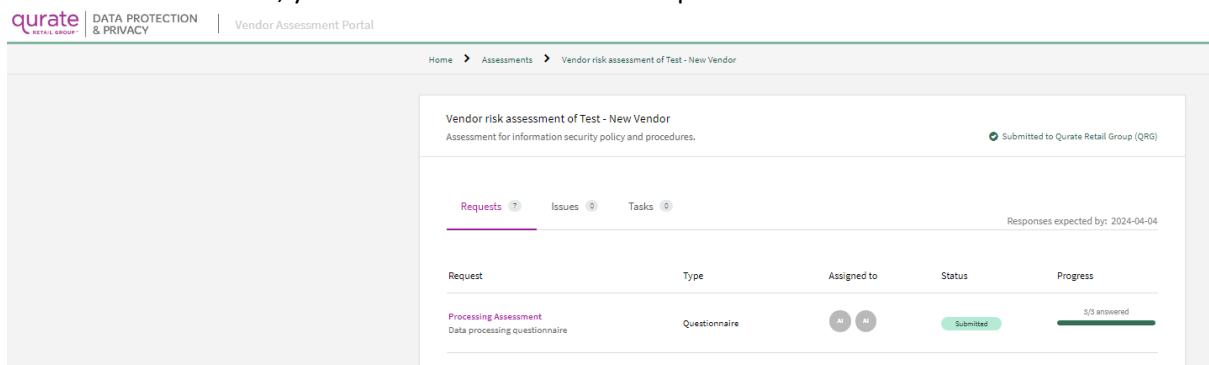
applicable, all requests should be completed]:



Once submitted, the system will indicate the assessment was sent to QRG:

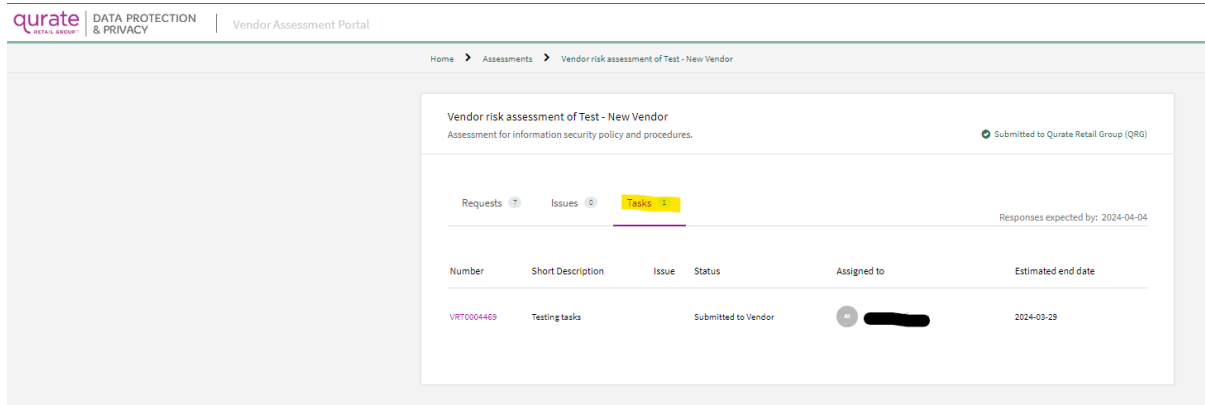


Within the assessment, you will see that Status of all Requests to be 'Submitted':



## Vendor Follow-up Post-Assessment Submission

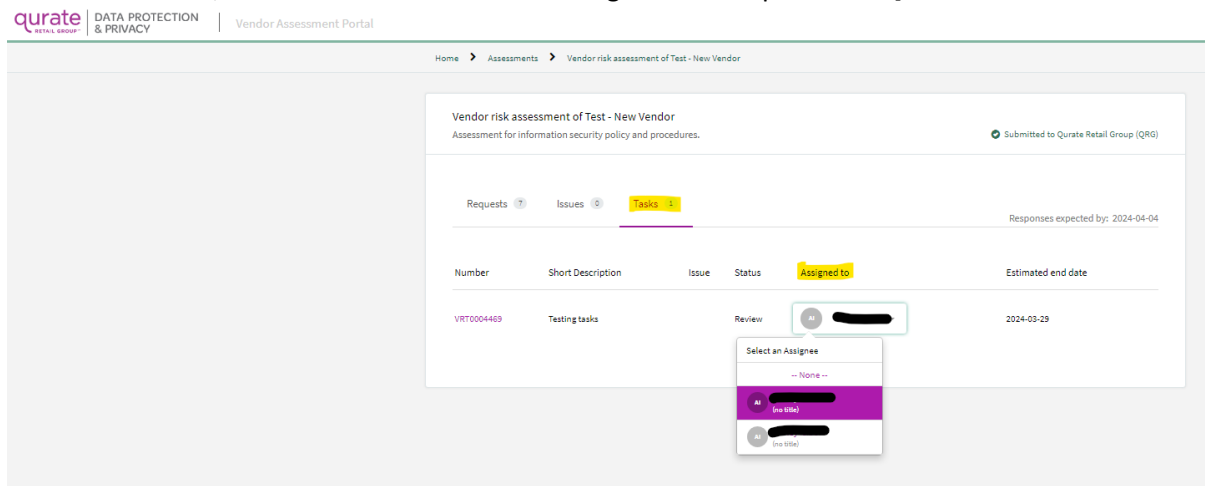
Should QRG have any follow up inquiries with regards to your responses, they will reach out to you via email OR a task via ServiceNow. This task will show up within the Vendor Assessment Portal under 'Tasks':



The screenshot shows the Vendor Assessment Portal interface. At the top, there is a navigation bar with the Qurate Retail Group logo and the text "DATA PROTECTION & PRIVACY" and "Vendor Assessment Portal". Below the navigation bar, there is a breadcrumb trail: "Home > Assessments > Vendor risk assessment of Test - New Vendor". The main content area displays the details for the "Vendor risk assessment of Test - New Vendor" assessment, which is "Submitted to Qurate Retail Group (QRG)". Below this, there are tabs for "Requests", "Issues", and "Tasks". The "Tasks" tab is active, showing a table with the following data:

Number	Short Description	Issue	Status	Assigned to	Estimated end date
VRT0004469	Testing tasks		Submitted to Vendor	[Redacted]	2024-03-29

Like Requests, Tasks may also be assigned to one or more team members [Note: In order to be able to action the task, the vendor contact must be assigned to the specific task]:



The screenshot shows the Vendor Assessment Portal interface, similar to the previous one. The "Tasks" tab is active, and the table shows a task with the status "Review" and an assignee dropdown menu. The dropdown menu is open, showing the following options:

- None --
- [Redacted]
- [Redacted]

Within this task, the vendor contact can attach a file, answer the question under 'Comments', etc. To evidence receipt, the vendor contact should click 'Start Progress' [this will change the Status of the

task from 'Submitted to Vendor' to 'Work in Progress']:

The screenshot shows the Vendor Assessment Portal interface. The top navigation bar includes the qurate logo, 'DATA PROTECTION & PRIVACY', and 'Vendor Assessment Portal'. The breadcrumb trail is 'Home > Assessments > Vendor risk assessment of Test - New Vendor > Testing tasks'. On the left, a status card shows 'Submitted to Vendor' (highlighted in yellow), 'Created 4m ago', and 'Planned end date 2024-03-29 Updated 1m ago'. Below this is a user profile card and an 'Attach' button. The main task area shows 'Testing tasks' with a 'Start Progress' button (highlighted in yellow) and a 'Resolve Task' button. The description is empty. The comments section has a text input field and a 'Send' button. A comment history shows a comment from 'AI' at '4m ago' with the text 'VRT0004469 Created'. A 'Start' button is visible at the bottom of the comment history.

The screenshot shows the Vendor Assessment Portal interface with the task status updated to 'Work in Progress'. The status card now shows 'Work in Progress 7m ago' and 'Planned end date 2024-03-29 Updated just now'. The 'Start Progress' button has been replaced by a 'Stop Progress' button. The 'Resolve Task' button remains. The description is still empty. The comments section now contains a comment from the user 'just now' with the text 'Test complete'. The comment history shows the previous 'AI' comment and a new 'AI' comment from '4m ago' with the text 'VRT0004469 Created'. The 'Start' button is still present at the bottom of the comment history.

Once any files are uploaded, comments are made and sent to the task, the vendor contact should click the 'Resolve Task' button:

This screenshot is identical to the previous one, showing the task in 'Work in Progress' status. A red arrow points to the 'Resolve Task' button in the top right corner of the task area, indicating the next step in the process.

Once clicked, the tasks will be sent to QRG to be reviewed. A system message will appear indicating the task was 'Submitted to Qurate Retail Group (QRG)'. Status will now show as 'Review':

The screenshot displays the Vendor Assessment Portal interface. At the top left, the logo for 'qurate' is shown with the text 'DATA PROTECTION & PRIVACY' and 'Vendor Assessment Portal'. The breadcrumb navigation path is 'Home > Assessments > Vendor risk assessment of Test - New Vendor > Testing tasks'. The main content area is divided into two columns. The left column contains a metadata box with the following information: Status: Review (highlighted in yellow), Created: 10m ago, Planned end date: 2024-03-29, and Updated: 3m ago. Below this is a redacted user profile and an 'Attach' button with the text 'Click below to attach a file'. The right column is titled 'Testing tasks' and shows a notification 'Submitted to Qurate Retail Group (QRG)' in a yellow box. The 'Description' field is empty. The 'Comments' section includes a text input field with a 'Send' button, a redacted comment from 'AI' (3m ago) stating 'Test complete', and a system message from 'AI' (10m ago) stating 'VRT0004469 Created'. A vertical timeline on the right side of the comments section shows a 'Start' button at the bottom.

Should you have any questions regarding this process or need assistance, please contact the Data Protection team at [dataprotection@qvc.com](mailto:dataprotection@qvc.com).