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

Data Protection & Privacy <qvcprod@service-now.cor
To [redacted]
13
Retention Policy QRG 2 Year Retention (2 years) Expires 29/03/2026

Start your reply all with: Completed. | I completed this. | This link does not work. | Feedback

qurate RETAIL GROUP | DATA PROTECTION & PRIVACY

Qurate Retail Group's Data Protection Team (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

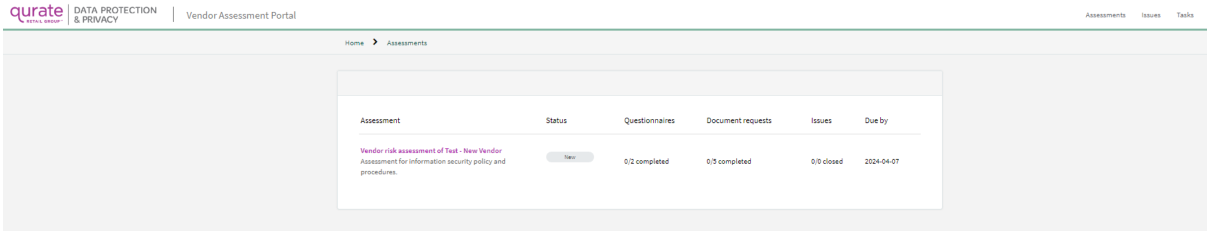
User name [redacted]@qvc.com
Temporary password [redacted]

Ref:MSG30084110

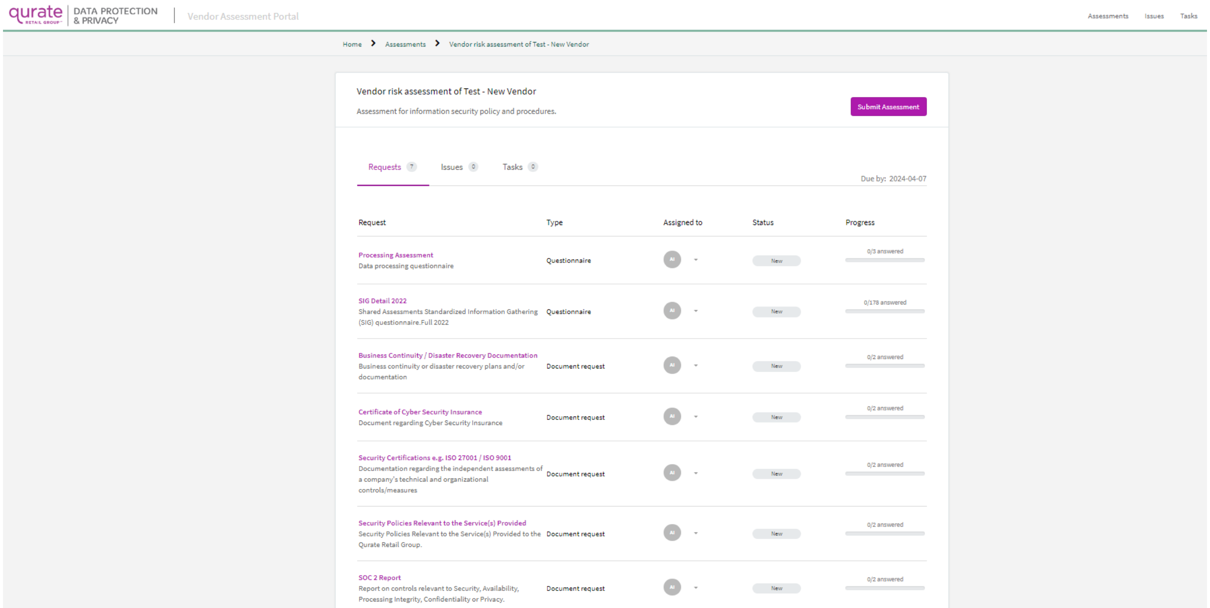
Note: Upon login, the vendor contact will be prompted to change their password.

Navigating to Open Assignments

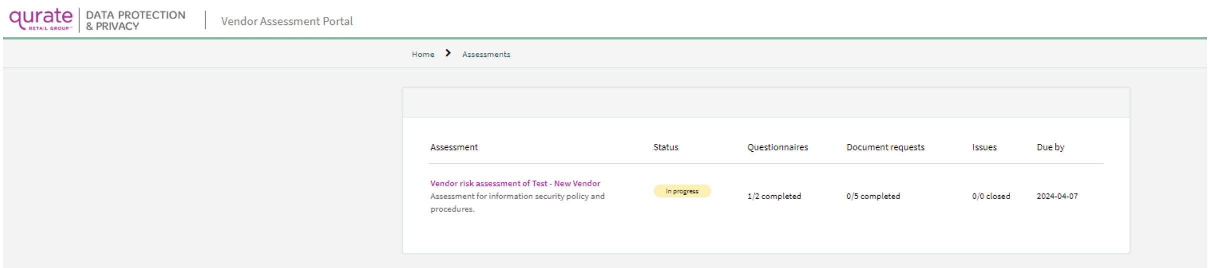
Once in the Vendor Assessment Portal, any assigned open assessments to action will be on the main 'Assessments' dashboard (Status = New):



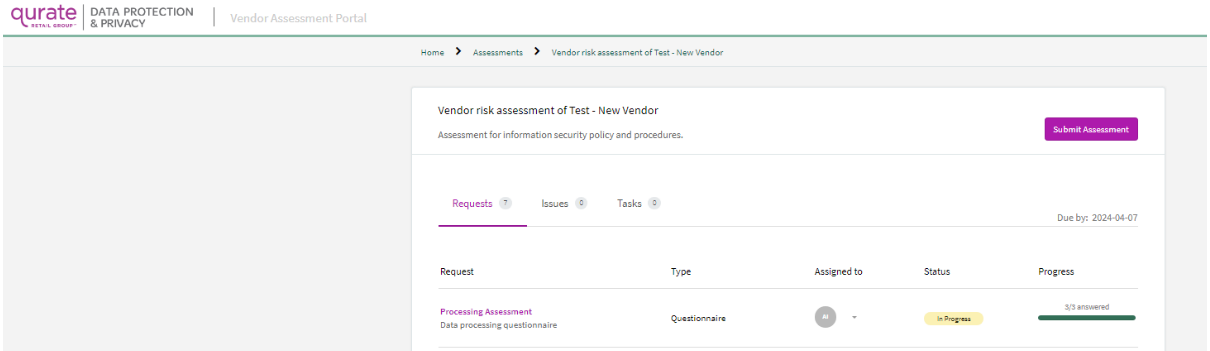
Any questionnaires or documentation being requested by QRG will be listed under 'Requests':



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

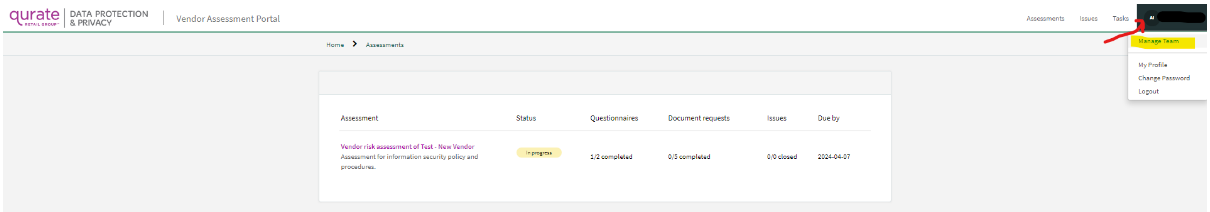


For each Request, under ‘Progress’, you will see if all questions have been answered for that specific request. Note: ‘Status’ will remain In Progress until the overall Assessment has been submitted.

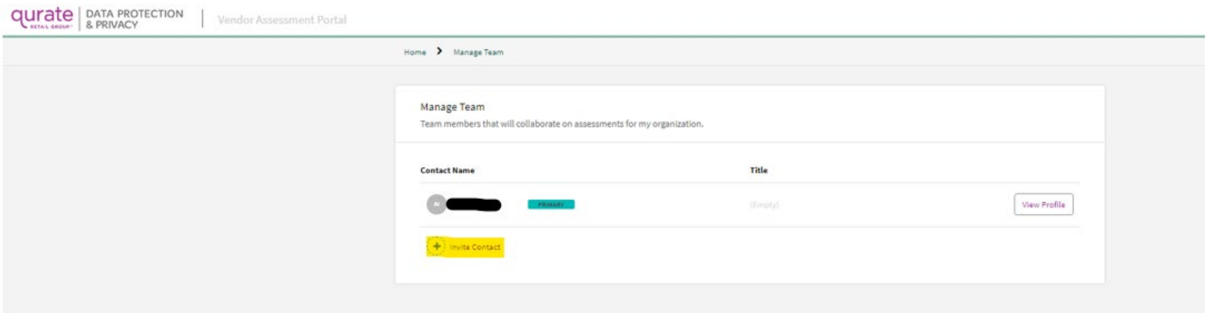


Adding Additional Vendor Contacts to an Assessment

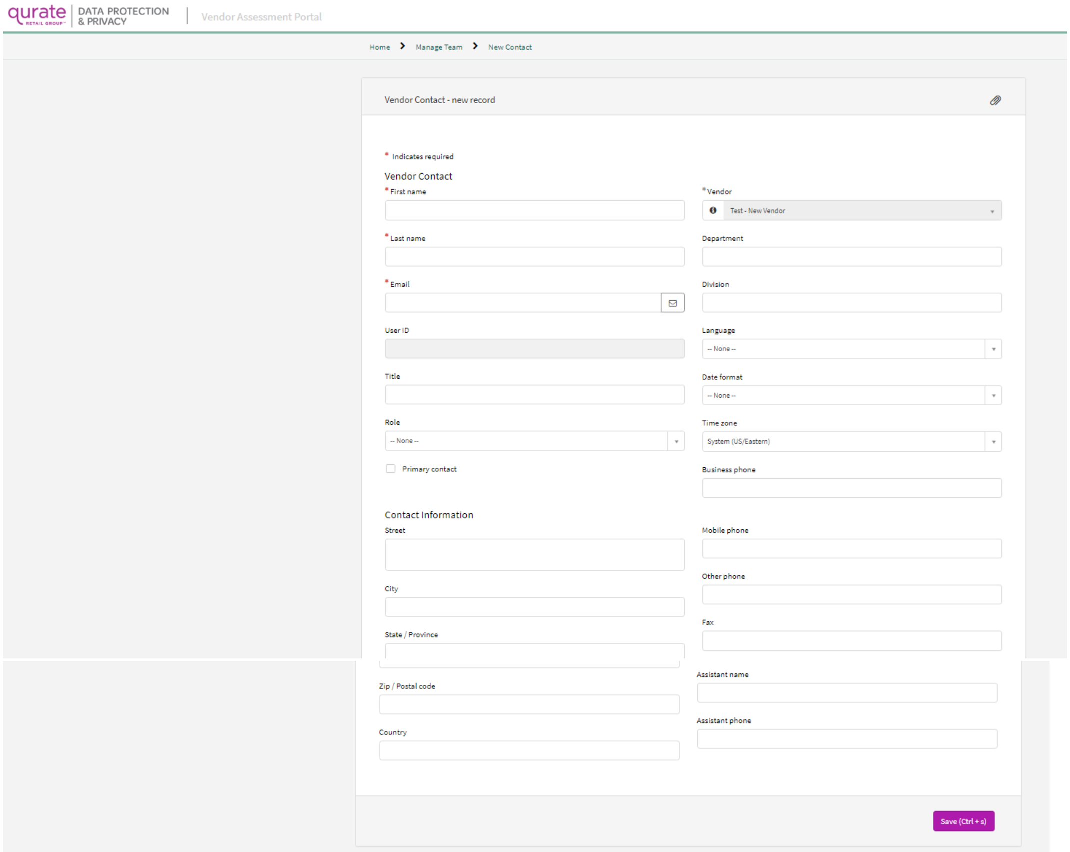
If you as the Primary contact want to involve additional colleagues to help complete the assessment or provide any of the requested documents, you may invite additional individuals to the assessment. On the top right corner of the Portal, you will see your name. Click your name and select 'Manage Team'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



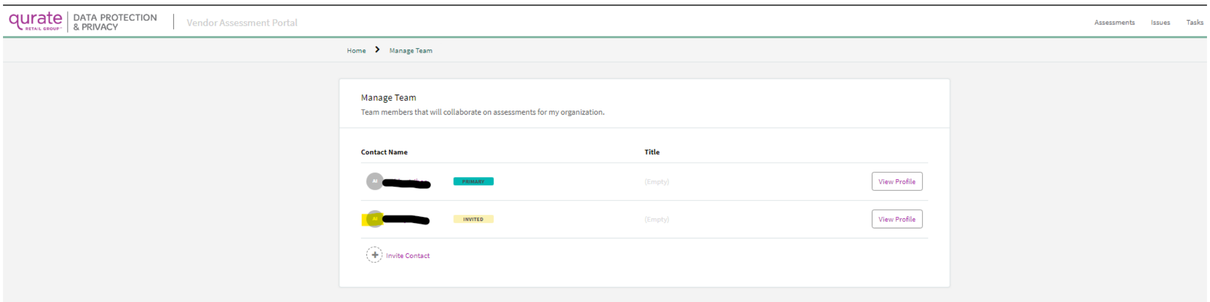
Under 'Manage Team' dashboard, find the + symbol and click 'Invite Contact':



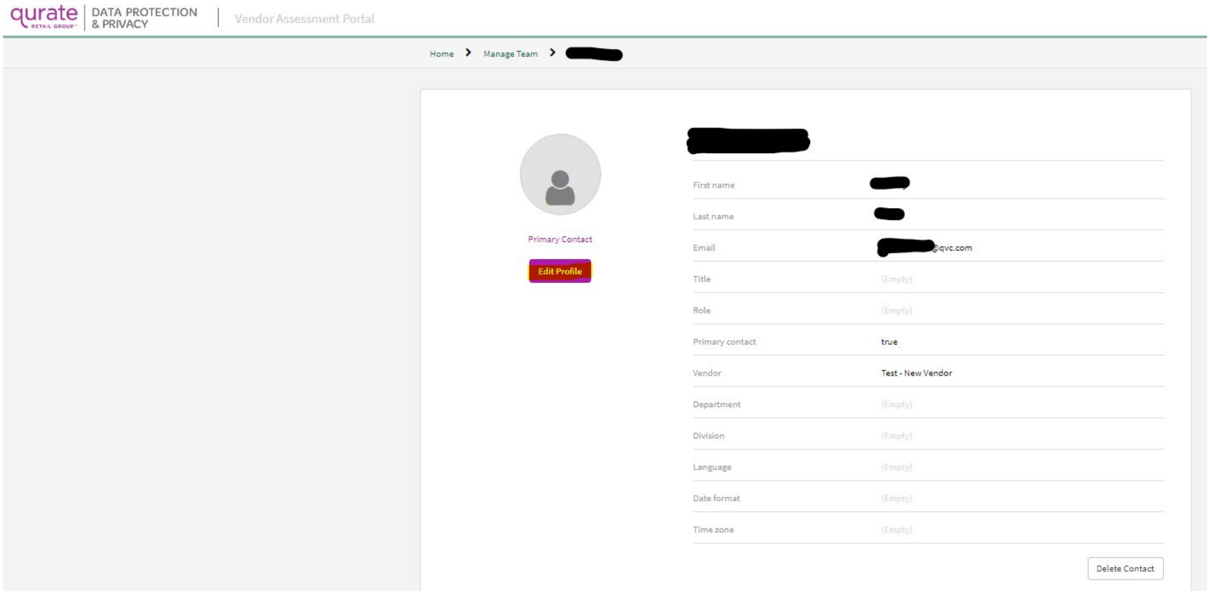
The following record screen will appear for the primary contact to invite an additional vendor contact. This individual may also be selected as a 'Primary contact' (Note: You can have more than one (1) Primary contact):



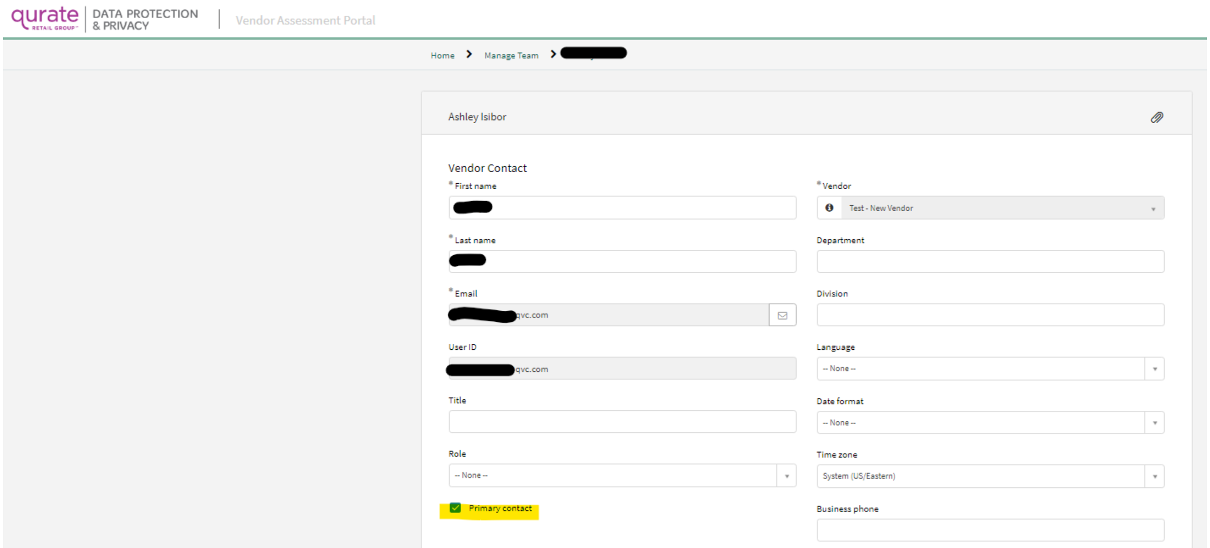
Click back to the 'Manage Team' dashboard and you will find the new contact name listed as being 'invited':



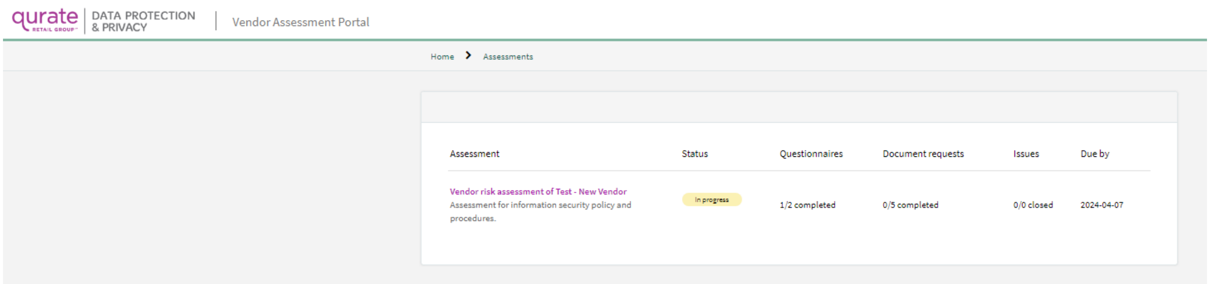
Only a vendor contact checked as the 'Primary contact' may make changes to another contact. To make a change, click 'View Profile' and 'Edit Profile' button:



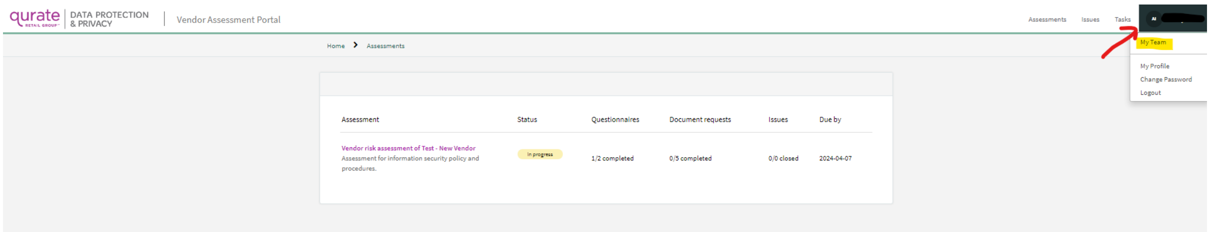
Within the vendor contact's profile, you may check the box allowing an additional vendor contact to be a 'Primary contact':



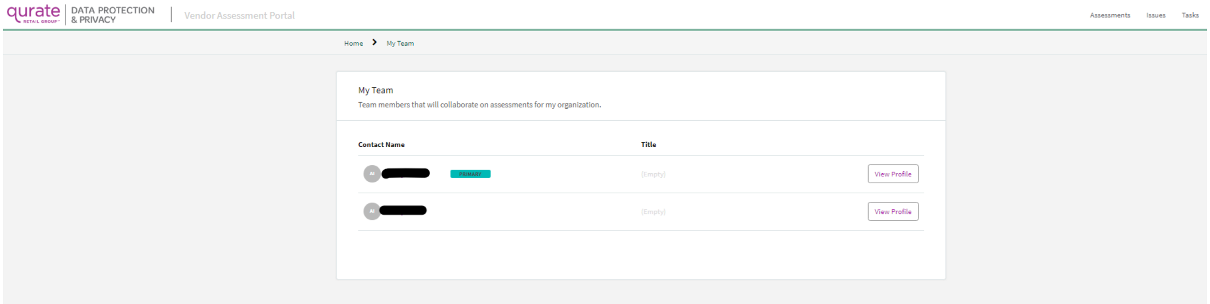
Once the new vendor contact logs into the Portal, they will have the same assessment viewable on their dashboard as shown below:



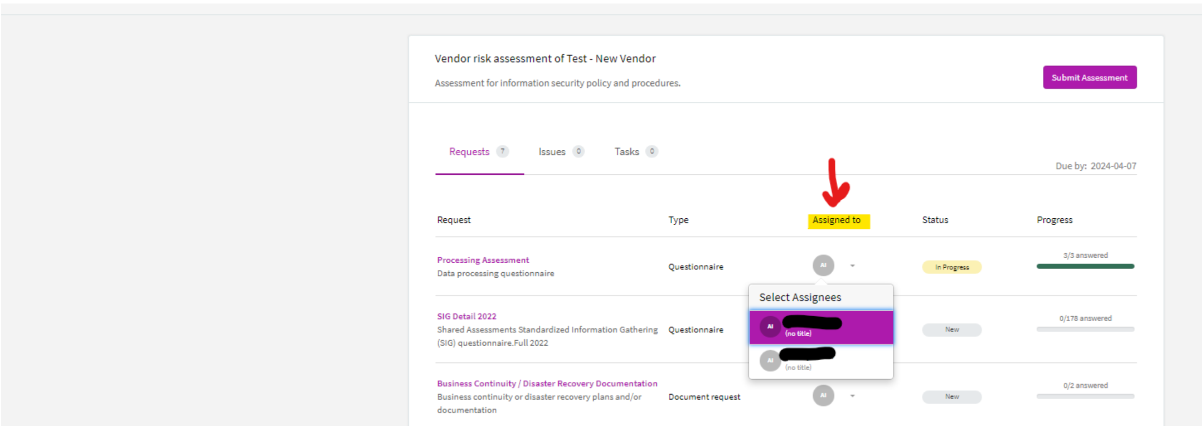
The new vendor contact may also view the assessment ‘team’ within the Portal. On the top right corner of the Portal, you will see your name. Click your name and select ‘My Team’ in the drop-down menu:



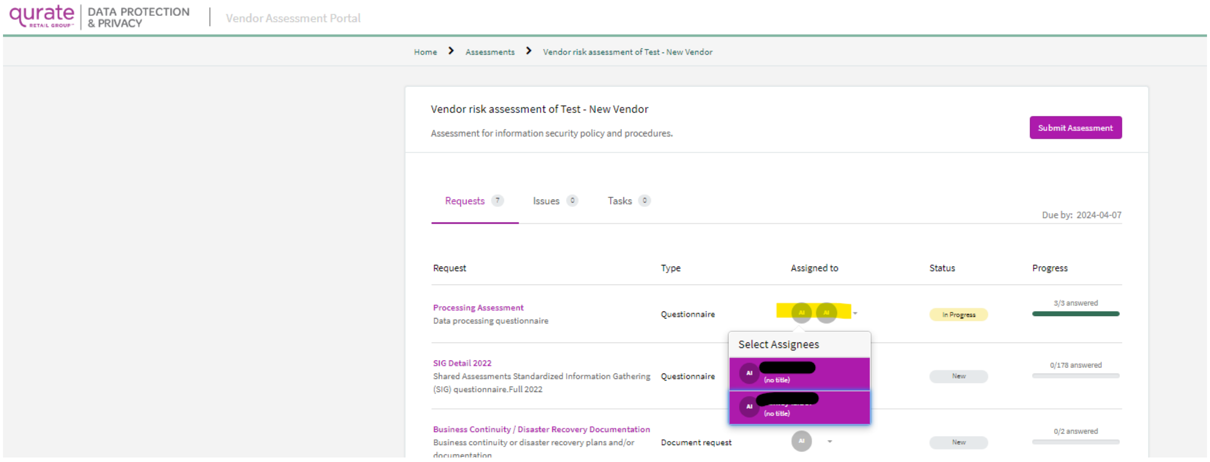
Any vendor contacts added to the team will be listed under ‘My Team’:



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:



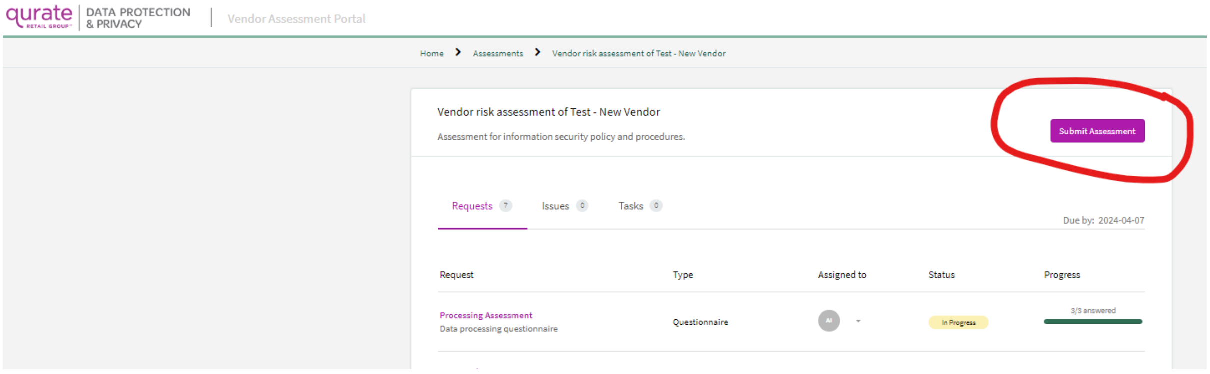
You may assign more than one team member to a Request; once assigned, a team member may action the request:



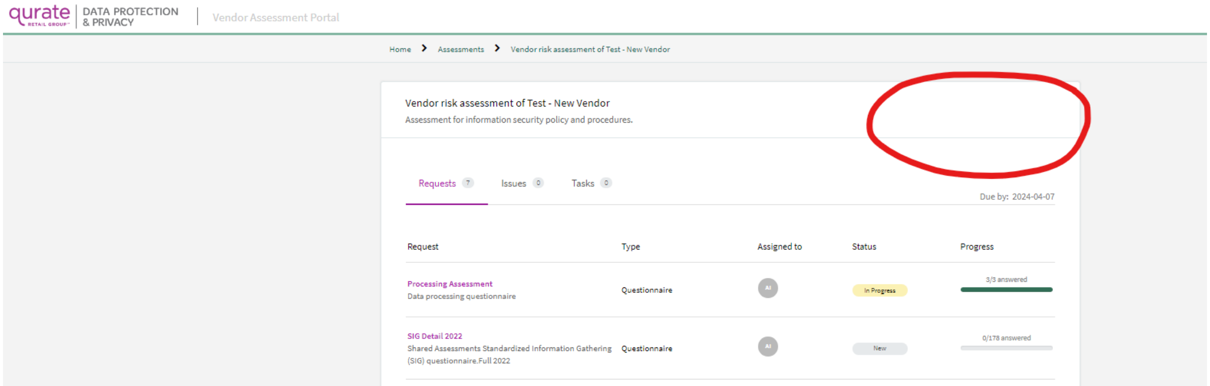
Note: If a vendor contact is not selected as an assignee to a specific Request, they will not be able to complete the form, attach a document, etc. It will be greyed out and a red circle with a line through it will appear.

Completing the Assessment, Submitting it to QRG

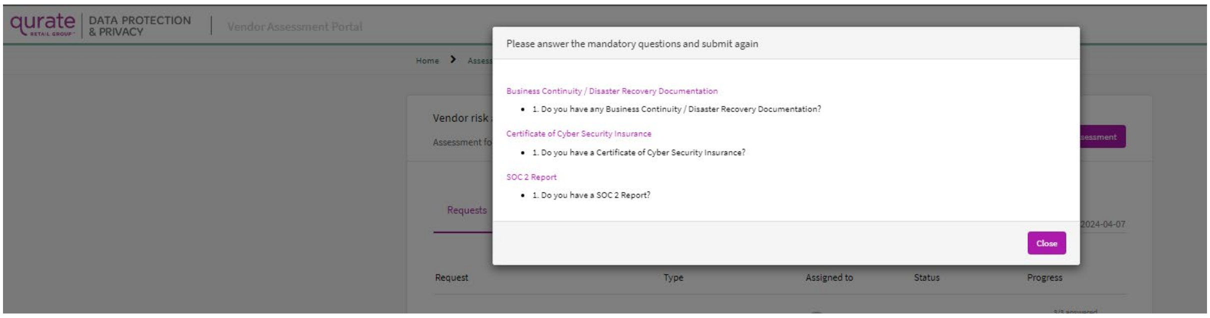
Once all requests are completed, the Primary contact must send the assessment back to QRG by clicking the 'Submit Assessment' button on the top right as shown below:



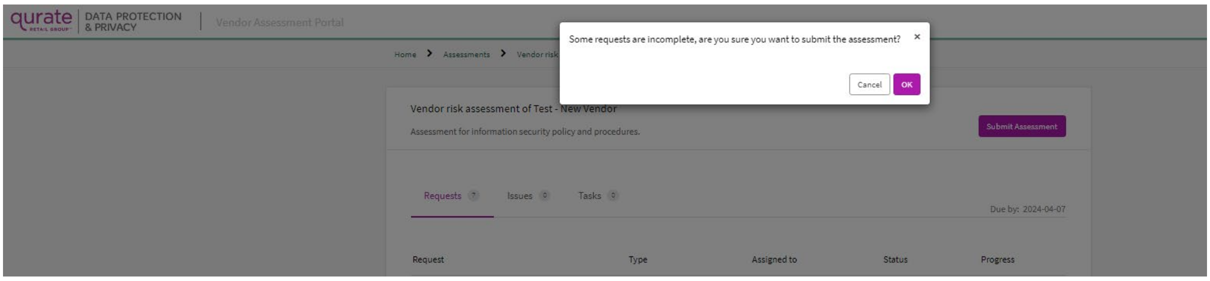
Note: **<u>Only</u>** vendor contacts checked as a **<u>Primary contact</u>** will have the option to 'Submit Assessment'. As shown below, a vendor contact who is not checked as being a Primary Contact (primary contact = false, box not checked in profile) will not have this button viewable:



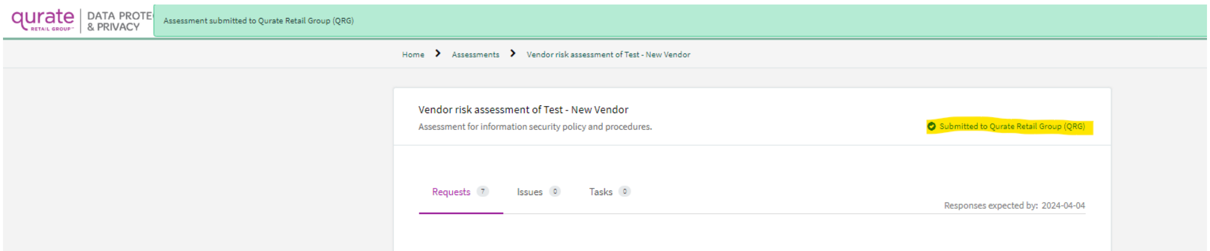
All mandatory questions within the assessment must be answered prior to the assessment successfully being sent back to QRG. An error message will pop up indicating which questions require responses:



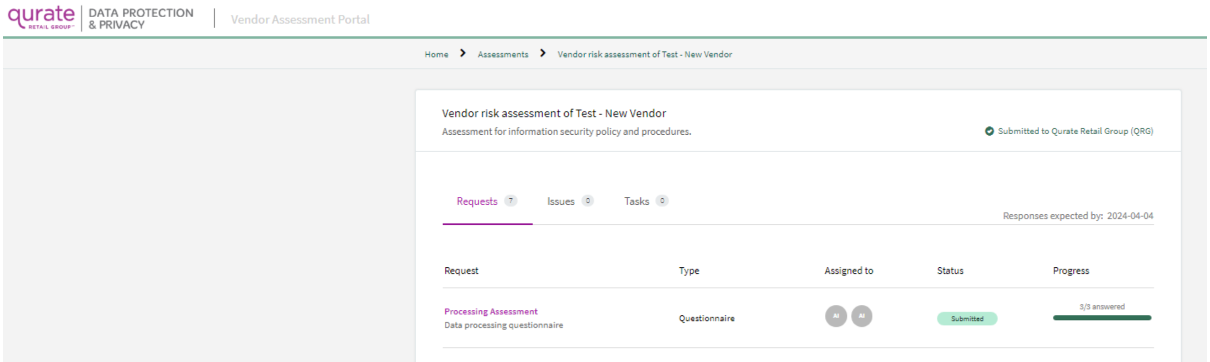
Additionally, if you're sending the assessment without completing all the requests, a notification will pop up asking if you're sure you want to submit the assessment [Note: Unless the request is not applicable, all requests should be completed]:



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

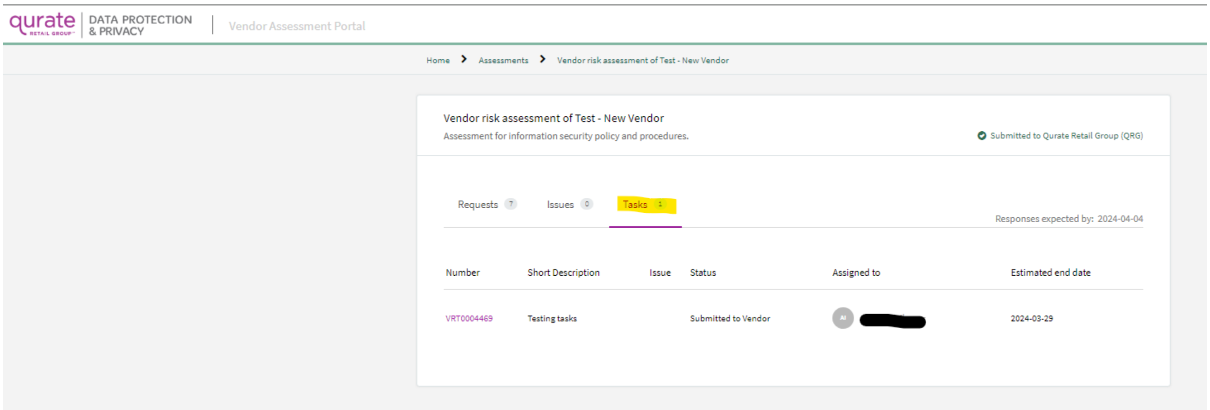


Within the assessment, you will see that Status of all Requests to be ‘Submitted’:

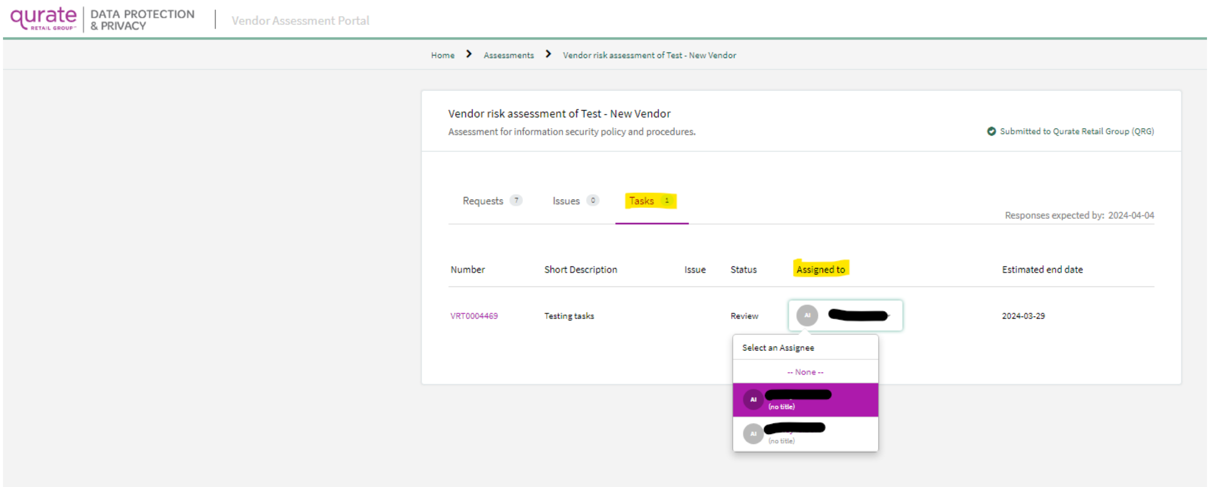


Vendor Follow-up Post-Assessment Submission

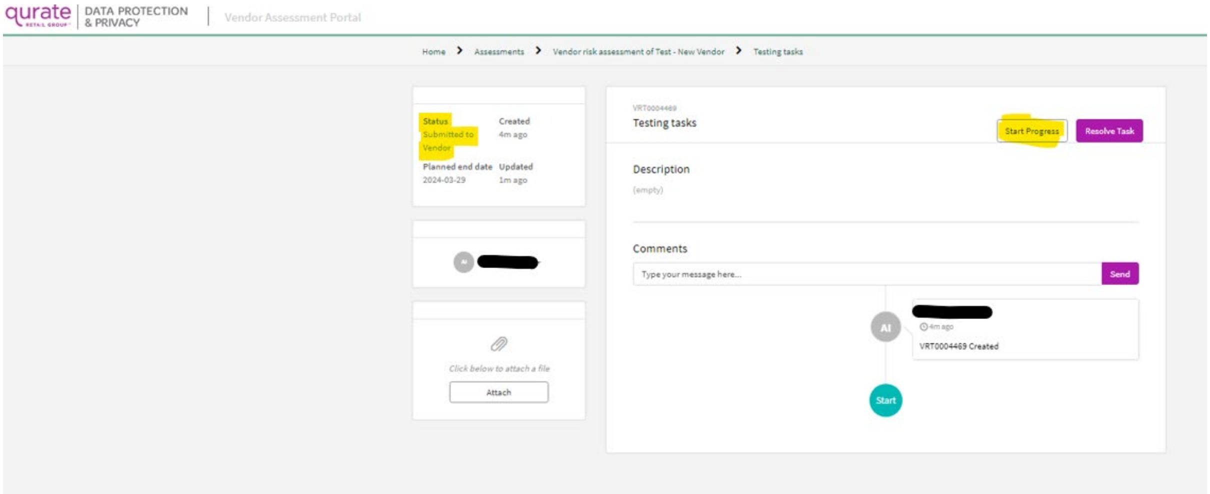
Should QRG have any follow up inquiries with regards to your responses, they will reach out to you via email OR a task via ServiceNow. This task will show up within the Vendor Assessment Portal under ‘Tasks’:

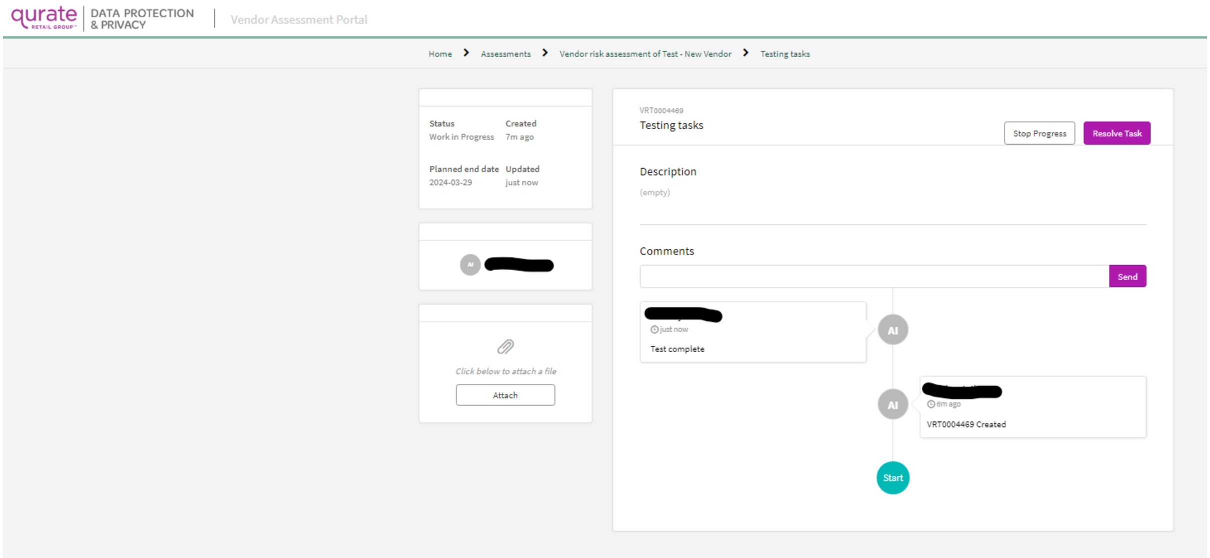


Like Requests, Tasks may also be assigned to one or more team members [Note: In order to be able to action the task, the vendor contact must be assigned to the specific task]:

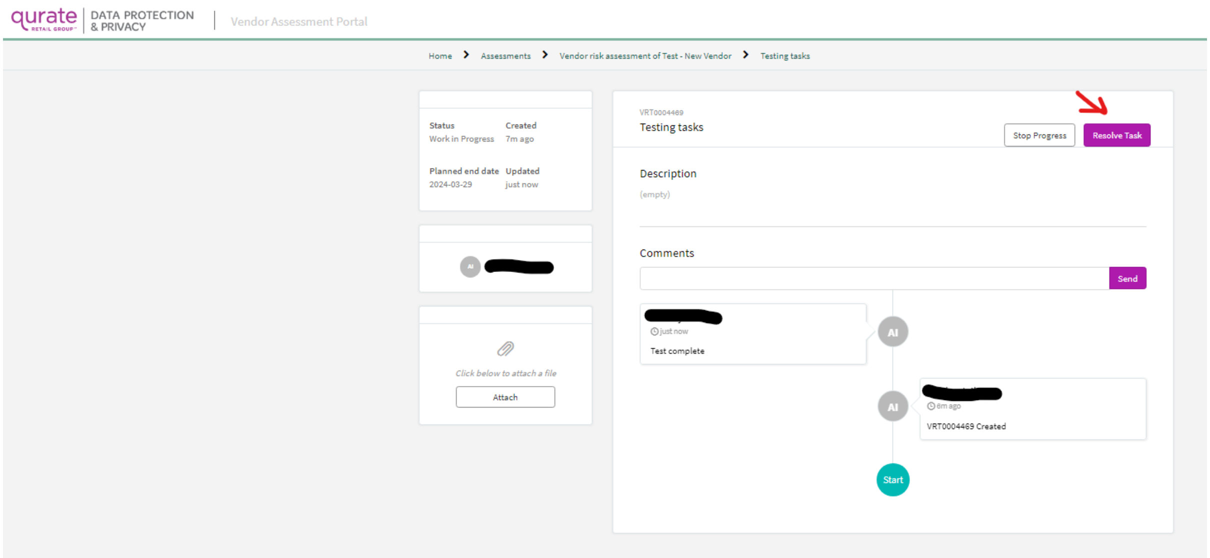


Within this task, the vendor contact can attach a file, answer the question under ‘Comments’, etc. To evidence receipt, the vendor contact should click ‘Start Progress’ [this will change the Status of the task from ‘Submitted to Vendor’ to ‘Work in Progress’]:

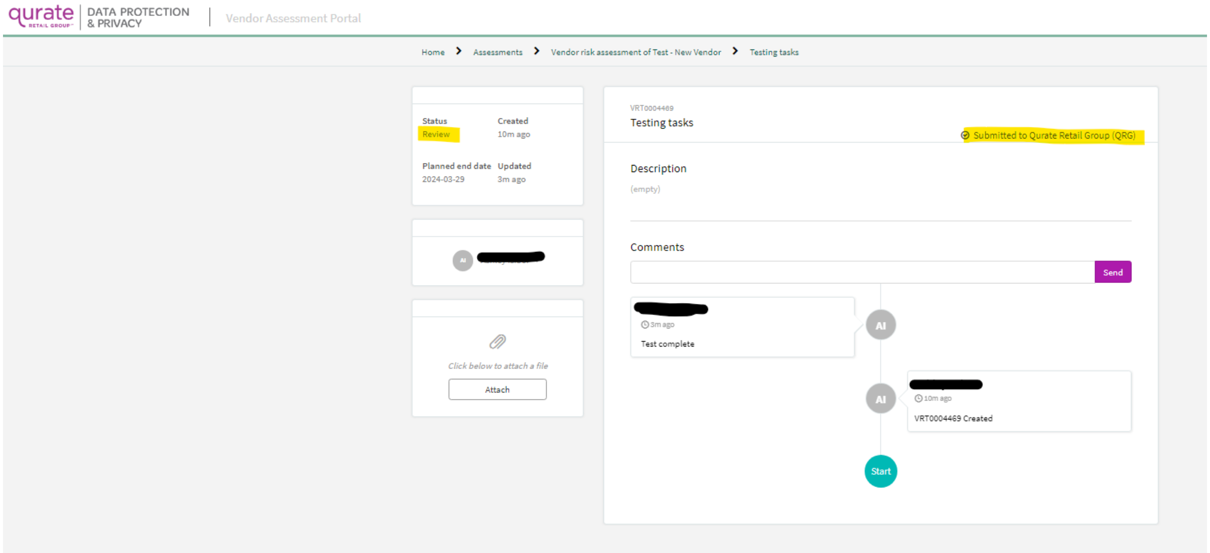




Once any files are uploaded, comments are made and sent to the task, the vendor contact should click the ‘Resolve Task’ button:



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':



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