



Business Process Model Glossary

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Revision History

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A Terms

Term	Description	Country Used By
A&R (Artists & Repertoire)	A&R stands for Artists & Repertoire, a department and staff position at recorded music companies. The job responsibilities run the gamut from discovering and signing artists through choosing the repertoire for compilations and soundtracks. The role is often that of internal manager, seeing CD releases through from start to finish.	US
ABA Number (American Banker's Association Number)	The ABA Number or American Banker's Association Number is the 9 digit routing number tied to a banking account.	US
ACD (Automatic Call Distribution)	Automatic Call Distribution (ACD) is a feature in the phone system that allows for incoming customer calls to be routed to the most available representative within Order Entry, Customer Service or Product Information, creating an even distribution of calls among the representatives. It also allows QVC to cross utilize their various representative groups to answer customer calls as quickly as possible.	US, UK
Action Source	Action Source is the entity or system that created the contact history (see Contact History) event that was recorded. A source can be any internal or external QVC or Third Party vendor system that has the ability to record contact history for events that take place on a customer's account/order(s). Examples: QVC.com, VRU (see VRU), Customer Service, Retail Store, etc.	US
Active Customer	(1) An Active Customer is one who has placed an order that has shipped, in the last twelve months.	US, UK, DE
	(2) An Active Customer is one who has placed an order that has shipped, in the last twelve months. In addition, an Active Customer is a valid status in DE for customers having an Open Account Limit.	DE
ACW (After Call Work)	ACW or After Call Work is the measurement of a call center Representative's time managing follow-up tasks related to the preceding customer call.	US, DE

Term	Description	Country Used By
Address Standardization	Address Standardization is a process of ensuring that an address meets local postal standards for formatting. Additional codes (e.g. zip plus four, post leit) may be added to confirm the validity of the address. If an address is a suite or apartment, standardizing the address provides that indication.	
Address Verification System (AVS)	The Address Verification System (AVS) is an advanced level of credit card security that is now used to help guard against credit card fraud. When a card is sent to the bank for processing, the house number portion of the address and postal code entered with the order must match that of the cardholder on file. This is another way to ensure that the owner of the card is in fact the one using it. If the address does not match then the transaction is declined and sent back to merchant (QVC).	US
Adds List	The Adds List is a daily list of the new items scheduled to air. It is used to price the item, check graphic and long description accuracy, confirm retail pricing and designate the hour(s) in which the new item(s) will air. In addition to entering the pricing into the system and checking accuracy, the Adds List is used by the Sales & Product Planning group to confirm: 1) a new item has a weight; 2) the item's shipping & handling charge is correct; 3) the item's allowable ship methods are correct; 4) ensure group item numbers have been created and that all applicable group members are linked; and 5) employee discounts are entered.	US
ADEL Date (Anticipated Delivery Date)	The Anticipated Delivery Date (ADEL) is the last delivery date specified on a purchase order.	US
ADH (Adherence)	Adherence (ADH) is the measurement of efficient phone use by call center Representatives. It measures the amount of time they spend on customer-related activities. All time not accounted for is considered "lost hours."	US
Adoption Rate	Adoption rate measures the product concepts that get formally accepted and placed on the air, measured as a percentage of all concepts considered to concepts aired.	US
ADS (Angebot Der Stunde)	ADS or Angebot Der Stunde is translated from German as the Value of the Hour. It is the equivalent of the US's One Time Only (OTO).	DE
Advanced Order	An Advanced Order is a customer order for a product that is not yet ready to ship. Advanced Order items are available to be ordered and then delivered to the customer at a future date (usually 10 to 14 days later).	US, UK

Term	Description	Country Used By
Advanced Sale	An Advanced Sale indicates that an order will be fulfilled in the future. Either the item was presented as an Advanced Sale Item (presell – see presell) or there has been a delay (preload – see preload) in getting the item into our warehouse and ready for shipment, just prior to being aired. This term is also used for timed shipments like plants.	US
Advanced Vacation	Advanced Vacation is any vacation more than 24 hrs away or not in the same calendar day .	US
Advertising Equivalency	Advertising Equivalency is the monetary value assigned to a media placement equal to what one would have paid for an ad of the same size.	US
Affiliate	An Affiliate is any entity -- cable, phone or direct broadcasting satellite company (such as DIRECTV and Primestar), etc. -- that carries or offers QVC in its programming package.	US
Aged Inventory	Aged Inventory refers to the time a product has been in storage at a QVC warehouse. Beginning the day inventory arrives at QVC, a product's time is monitored in time buckets: 0-30 days, 31-60 days, 61-90 days, 91-120 days, 121-150 days, 151-180 days, 181-360 days, 361-540 days, and > 540 days. Merchandising and Sales & Product Planning aim to minimize the > 540 day inventory by scripting it for on-air sales to sell down the aged level.	US, UK
Agent	An Agent is a company that is used in the apparel area to source Technical Packets (see Technical Packet) to factories overseas. In the agent model as it is used by QVC, the agent does not receive the PO and cannot bind QVC financially to an order.	US
AHT (Average Handling Time)	Average Handling Time (AHT) is used in the call centers as a measurement of a Representative's length of time managing a customer call. It represents the average sum of the Representative's talk time plus any hold time and After Call Work time.	US, UK
Allocate/Allocation	Allocate or Allocation is the act of reserving quantity of a product.	US
Amount Limit Rules	Amount Limit Rules are set parameters around monetary amounts and time frames that help to handle such cases as a customer creating new accounts and randomly trying credit card numbers or online fraud such as using programs to set up accounts.	US
Analog	Analog is a variation of an electrical signal over a continuous range to represent the original image or sound, which is being processed and reproduced. Analog also refers to the type of television or audio signal in which smoothly varying voltages represent values of brightness, color or sound.	US
Angle	An Angle is the particular emphasis of a story; also called a “slant.”	US

Term	Description	Country Used By
ANI (Automatic Number Identification)	ANI or Automatic Number Identification is a service that provides the telephone number of an incoming call. ANI is used for a variety of functions -- by receiving the incoming telephone number, telephone companies can direct a call to the proper long distance carrier's equipment, help identify the caller's address to speed response time to 911 calls, or route an 800 call to the nearest vendor. ANI is also used at QVC for the Automatic Number Identification/Direct Number Identification System (ANI/DNIS).	US
ANV (Anniversary Price)	The Anniversary Price (ANV) is special pricing that can apply to new items or markdowns without officially calling them clearance. ANV could also be an "advantageous buy," where the remainder of the quantity will be Returned To Vendor (RTV). Generally, a Planner will place at least three ANV items in a show. ANV items could also make up an entire show.	US
AP (Accounts Payable or Associated Press or Automated Pricing)	(1) Accounts Payable (AP) is the department responsible for the accurate and timely payment of vendor invoices, maximizing cash and discounts.	US
	(2) The Associated Press (AP) is a syndicated news service in which stories can be generated from either local bureaus or through national offices in New York.	US
	(3) Automated Pricing (AP) events take place to change an item's price at a specific time (e.g. setting the TSV price just before midnight).	US
Apparel Testing Program	The Apparel Testing Program is a QVC Quality Assurance program, which requires the testing of both fabric and garments before they will accept bulk production of an apparel purchase order.	US
Application Service Provider (ASP)	An Application Service Provider (ASP) that hosts applications and enables companies to outsource specific applications, processes, or transactions for a subscription or per-transaction fee.	US
Apply By Phone	Apply By Phone is an automated system that allows interested applicants to apply 24 hours/7 days to Operations and Services positions via their telephone. The system describes the positions and prescreens the candidates, so that Ops and Services Human Resources can quickly interview and hire the best applicants. The system also creates an automated applicant database for use in Human Resources.	US
AQL (Acceptable Quality Level)	The Acceptable Quality Level (AQL) is the maximum number of defective units allowed in a population, expressed as a percentage of that population. E.g. QVC has an AQL of 2.5 percent for major defects (in other words, a maximum of 2.5 percent defective units are allowed in a given lot of goods).	US

Term	Description	Country Used By
AR (Accounts Receivable or Appropriation Request)	(1) Accounts Receivable is a function within the Finance Department to manage customer and business-to-business receivables.	US
	(2) An Appropriation Request (AR) is a form used to request funding for a capitalized project.	US
Archived Orders	Archived Orders are those that have been completed for some time and have been moved to separate computer storage. They can still be viewed for legal and/or customer research.	US
Article	(1) An Article is a Web site page with single or multiple product offerings. The page may feature one hero (see Hero) image and a few smaller detail (or 'thumbnail') images, or may simply be a 'gallery' of product images. There is usually a headline and often -- but not always -- short copy (see Copy).	US
	(2) Article is also used in enterprise database definitions to generically identify any level of product: offer, item, SKU, part.	US
Artwork	Artwork is a visual or graphic that accompanies editorial placement to enhance the message.	US
"As Is" Items	As Is Items may be customer returns, vendor samples, discontinued inventory, or on-air displays, and may not be new. These items will all be discounted showing an "as is" price, and in some instances, the items are repackaged by QVC. "As is" items qualify for the same refund policy as all other items from QVC.	US
ASA (Average Speed of Answer)	ASA (Average Speed of Answer) refers to the average time it takes for customer calls received within a period of time to be answered by the representatives. This time is tracked and measured by Corporate Customer Service.	US
ASN (Advanced Shipment Notice or Advanced Shipping Notification)	(1) An Advanced Shipment Notice (ASN) is a document created by a vendor to detail how a Purchase Order is planned to ship to QVC.	US
	(2) In the UK and DE, an Advanced Shipping Notification (ASN) is a document created by a vendor to detail how a Purchase Order is planned to ship to QVC.	UK, DE
Assay Report	Assay Reports are utilized by Quality Assurance to verify or negate the existence of precious metals in a jewelry or hardgood item.	US
ATF (Available to Fulfill)	ATF or Available to Fulfill is the quantity of the product that should be in a particular QVC distribution center (DC) ready to ship. This is the on-hand inventory minus the allocations pending for the Distribution Center.	US

Term	Description	Country Used By
ATS (Automatic Transfer Switch or Available to Sell)	(1) The Automatic Transfer Switch (ATS) switches the power flow from normal utility power to the generator during a power outage. While some QVC buildings have one single switch for the total site, others have several switches for sub-parts of the site	US
	(2) Available to Sell is the quantity of product that should be in QVC's warehouse ready to ship, approximately three to five working days prior to the air date. This is a running calculation, which changes every time an order for this product is captured. Other components that impact ATS are preloaded inventory that is expected in a day or two, or advance sale quantity that is anticipated to arrive in a week or two.	US
ATT (Average Talk Time)	Average Talk Time is the average time it takes an Order Entry Representative to handle a customer to place an order. The ATT does not include any After Call Work (ACW – see ACW) time. In the US, ATT is more generally called “Talk Time”.	US, DE
Attributes	(1) Attributes are the data points associated to the different groups (product, financial, delivery, gift services, reorders that are adjusted on an order.	US
	(2) An Attribute is a property or characteristic of an entity. Color, for example, is an attribute of your hair. In using or programming computers, an attribute is a changeable property or characteristic of some component of a program, database or entity that can be set to different values.	US
Audio Person	An Audio Person is an on-line person in the control room who plays VTR (Video Tape Recording – see VTR) and audio cuts and brings up hosts, guests and hard wire microphones (see Hard Wire Mic).	US
Authorization	Authorization is the process of authorizing the amount to be charged to a credit card.	US
Autobaggable	Autobaggable is a product description that means a product can be transported, packed, sealed and addressed on an automated packing line.	US
Autobagger	See Jiffybagger.	US
Auto-Delivery	Auto-Delivery refers to a specially designed program in which customers select predetermined items from a designated product line to be sent to their homes on a regular basis. Replenishable items such as vitamins and cosmetics are key Auto-Delivery items, but QVC also offers programs in jewelry, apparel, collectibles and food. The purpose of this program is to maximize incremental sales without the use of airtime. Auto Delivery is also referred to as “Continuity”.	US, UK

Term	Description	Country Used By
Automated Ordering	See Voice Response Unit (VRU).	US
Automation Eligible	Automation Eligible refers to the ability of an item to be packaged by a machine (vs. manual packing), using an outer mailer that meets specific size and weight criteria.	US
Automation Line	An Automation Line in distribution consists of a case erector (see Case Erector) that sends a shipping box on a conveyor to an automatic bottom packing peanut fill, an operator then manually places the product in the box and the box travels to automatic top packing peanut fill, then to automatic top taping and automatic envelope application (containing shipping information).	US
Automation Utilization	Automation Utilization is the managing of standard criteria to maximize the quantity of units packaged by machine.	US
AUX (Auxiliary)	Auxiliary (AUX) is a status button on Order Entry, Product Information and Customer Service phones indicating that a representative's phone is not available to take incoming calls. AUX time consists of regularly scheduled breaks, team meetings, feedback sessions and special projects.	US
Available to Return	Orders are considered Available To Return to QVC subject to the defined return policies. For example, orders may be considered as Available To Return if they meet the following criteria – they are verified shipped, verified billed or partially billed. This list is not exhaustive and the criteria may differ depending on the particular scenario.	US

B Terms

Term	Description	Country Used By
Back Office	A Back Office is a QVC department that performs actions on a customer exception/membership but does not primarily receive customer calls. This includes groups such as Fraud/Risk, Check Processing, Credit Services, Customer Service Operations, Returns, Open Account Management, and Track and Trace.	US, UK, DE
Back Office Representative	A Back Office Representative is a QVC employee in any department that performs actions on a customer exception/membership but does not primarily receive customer calls. This includes groups such as Fraud, Check Processing, Product Information, Credit Services, CS Operations, Returns Processing and Credit Card Operations, Account Payments, and Track and Trace.	US
Back Office Supervisor	A Back Office Supervisor is a supervisor of a Back Office group that performs the assignment of tasks for the Representative to perform. This includes groups such as Fraud, Check Processing, Product Information, Credit Services, CS Operations, Returns Processing and Credit Card Operations.	US
Background Noise	Background Noise is noise that can be heard through the host's microphone, usually caused by loud movement and talking backstage.	US
Backgrounder	A Backgrounder is a session or document prepared to provide the facts and significance underlying a subject matter as a means of "backgrounding" an editor or writer.	US
Backorder	A Backorder is an order placed with the expectation that it will be shipped to the customer, but for various reasons, inventory is no longer available to ship. Customers are not aware of the delay when placing the order, but are notified when the backorder situation is known.	US, DE
Backyard Fence	The "Backyard Fence" refers to QVC's on-air sales philosophy described as friendly, neighborly and light-hearted ... a no-pressure style of selling.	US
Bad Address	A Bad Address is an address that has been marked as bad because mail sent to that address has been returned to QVC or this address is a known fraudulent address (proven fraud.)	US
Bad Phone Number	A Bad Phone Number is a phone number that has been marked as bad because it has been disconnected or is a wrong number.	US
Bailer	A Bailer is a piece of equipment that compacts cardboard for recycling.	US
Band	A Band is a strip of metal, plastic or other material that is used to reinforce heavy packages, also known as a Strap.	US

Term	Description	Country Used By
Bank AVS	A Bank AVS (Address Verification Service) is the process of manually verifying that a customer's address matches what the bank has on file, by calling the bank.	US
Bank Verification	Bank Verification is the process of manually verifying a credit card's validity and ownership by calling the bank.	US
Banner	A Banner is an advertisement or message that appears throughout QVC.com, usually at the bottom of the page.	US
Barcode Label	A Barcode Label is the label found on the QVC salable unit and/or master carton that allow the material handling equipment to numerically identify the product. QVC accepts the following types of barcode labels: UPC, EAN or C128.	US
Bargain Hunter	Bargain Hunter is a component of both the QVC Text (see QVC Text) and the QVC Directory (see QVC Directory) services that acts as a stock clearing mechanism. It contains products that previously aired on QVC UK, but now have limited stock levels. These items are offered at special "bargain" prices while supplies last. Bargain Hunter contains a wide variety of features including Bargain of the Day, Bargain of the Week, Gold Collection and Silver Style.	UK
Base Business	QVC's Base Business, from a Financial perspective, is described as the revenue generated by QVC's live show. From a Merchandising/Planning perspective, it represents revenue generated by QVC's live show minus the sales from the Today's Special Value (TSV), One Time Only (OTO), Power Promos and Key Items. International ventures, QVC.com, Buy Anytime and offshoot businesses are not included in this term. (See Core Business definition for comparison).	US, UK
Base Employee	A Base Employee is a full-time employee working a set schedule as well as part-time Call Center employees working a set schedule.	US
Basic Stock Replenishment (BSR)	Basic Stock Replenishment (BSR) refers to a system designed to forecast the sales and receipt flow of items that we wish to carry year-round, and always have on hand to sell. Examples are Denim & Co. leggings, Legacy hosiery, Lite Bites and many types of cosmetics.	US
Beat	A Beat is an area or subject assigned to a given reporter or department – an exclusive story, a "scoop."	US

Term	Description	Country Used By
Behavior Codable Criteria (BCC)	Behavior Codable Criteria is used in Risk Management to monitor customer behavior, which may have an impact on future orders. Examples include Cancel Abuser, Check Abuser, Customer does not Pickup, Damaged in Shipment, Dunning Abuser (consistent late payments), Empty Box Returns, Returns for Exchange, Incomplete Returns, Inconvenience Credits Miscellaneous credits, Multi-Box Returns, Non-Deliverable Packages, Non-Physical Returns, P&H Short Pays, Partial Refunds, Partial Returns, Proof of Return (Customer returned, QVC has no physical proof), Refused Delivery, Replacement Orders / Upfronts, Returns Abusers, Returns Over 30 Days (warranty), Short Ships, Style Replacement, Used Products, Wrong Item Returns, and Wrong Packslips.	DE, US, UK
Benchmark	A Benchmark is a value that is used to compare performance against. Benchmarks may be derived from industry averages or may be internally developed. Usually, benchmarks are set to represent superior performance. For example, QVC looks to ship all orders within 48 hours 95% of the time. If the industry benchmark standard is 93%, then we are outperforming our competition.	US
Best Practices	Best Practices are a combination of procedures, processes, and systems that support a way of completing an activity in an optimized manner. Best Practices are generally driven by the experience of subject matter experts.	US
Bilingual Customer	Order Entry, Product Information and Customer Services refer to a bilingual customer as a person who speaks both English and Spanish, but prefers Spanish. Customers requesting a Spanish-speaking Representative are transferred to the San Antonio Call Center. Customers may also call San Antonio directly.	US
Bill of Lading	A Bill of Lading is a document that establishes the terms of a contract between a shipper and a transportation company under which freight is to be moved between specified points for a specified charge. Usually prepared by the shipper on forms issued by the carrier, it serves as a document of title, a contract of carriage, and a receipt for goods.	US
Bill of Material (BOM)	A Bill of Material is a list of all of the items (or component items) that make up a product or assembly. The list is complete for its given purpose, has a formal structure, and states the name, quantity, and unit of measure for each component.	US
Birthday Week	Birthday Week, November 18 through 24, is when QVC celebrates the day of its first broadcast with a weeklong event offering specially priced items in every show. This provides the opportunity to sell QVC markdowns. QVC also purchases new items specifically for this weeklong event. QVC typically presents three birthday priced items per hour.	US

Term	Description	Country Used By
Birthday Week Pricing	Birthday Week Pricing represents a minimum 10 percent discount off the QVC price. After the event, each item is reviewed and assessed as to its next pricing action.	US
Blacklist	(1) The Blacklist is a simple but effective method to block known fraudulent customer addresses. You can enter entire streets or a single House Number. All new Customer addresses are examined against the blacklist.	US
	(2) In Germany, a Blacklisted customer and/or address causes a forced cancel of the order, and it is not shipped.	DE
Blended Rate Ship Method	The term Blended Rate Ship Method comes from the concept whereby a group of perishable orders will receive an estimated cost for shipping and handling based on the 'blending' of ground and air service levels to support a two-day transit.	US
Blocked	(1) Blocked is a status that is appended to an existing customer status to temporarily block the customer account. This causes a forced cancel of the order, and it is not shipped.	US
	(2) Blocked calls are those that cannot get through to QVC's call centers, due to high volume; the customer receives a busy signal.	US
Blocking	Blocking are pre-determined areas where products are to be displayed during a sell, such as Living Room 1 (L1) or Bedroom 2 (B2). Also refers to the placement of cameras in the studio.	US
Blue Cards	Blue Cards are used by Program Hosts for on-air presentations. They contain all of the product information from the vendor's long description, along with pricing information, including shipping and handling. Program Hosts often use these cards during meetings with the vendors to write down their own thoughts for use during the on-air presentation of an item.	US, UK
Blurb	A Blurb is a short description of a story or article, usually used to promote it.	US
Bogus-Load	A Bogus-Load is an adjustment to inventory that allows the product to be sold on air without being in OK status. This is done only if the product is expected to be received / keyed to OK status within 48 hours. Orders taken against this preload quantity will source immediately when inventory is keyed to OK status. Also known as Preload.	US
Boilerplate	A Boilerplate is the background information about a company, including financial information listed at the end of press documents.	US
BOM (Beginning of Month or Bill of Material)	(1) Beginning of Month	US
	(2) Bill of Material (see Bill of Material)	US

Term	Description	Country Used By
BOP (Backorder Process)	BOP is a process that is used to initiate the order release service for backorders and waitlists. This service is a cross platform trigger that can be executed automatically or manually in the current system.	US
Bounceback	A Bounceback, or consumer solicitation, is material placed within or printed on a product or its packaging that requests/invites the customer to contact or respond to an entity other than QVC. Examples of bouncebacks are: product catalogs, membership offers, offers for other products or telephone numbers that the customer can call to order more products. Also known as a "Vendor Bounceback." (See Email Bounceback).	US, UK
Brand Shop	Brand loyalty is very high at QVC. As a service to its customers, QVC.com created brand shops to help them find products from their most popular brands. These shops are all-inclusive Web pages dedicated to the promotion of products from one specific brand name, including its own QVC brands, as well as national brands. Examples of brand shops currently on the site include Denim & Co.®, cook's essentials®, KitchenAid, Dooney & Bourke, and Bare Escentuals.	US
Brief	The Brief is the document that QVC.com Content Producers fill out to coordinate all the pertinent product, marketing and sales information in one packet to pass to the creative team for implementation.	US
Broker	A Broker is a company that matches the freight of a shipper with a carrier. Brokers typically do not own their own trucks. They perform all of the administrative functions of dispatching and freight invoicing.	US
B-roll	B-roll is video footage shot expressly to "cover" narration or interview copy. The audio from these shots is generally used as background audio.	US
Bucket	A bucket is an area of QVC.com or a file on its server where text and images are placed.	US
BUG (Big and Ugly)	Big and Ugly is normally used to refer to non-conveyable items in a Hardgoods facility. They are Big and Ugly items because they are difficult to store and transport. This includes, but is not limited to, rugs, exercise machines, patio sets, fireplaces, and wide screen TVs. Sometimes an item is so difficult to handle that QVC will request that the manufacturer drop-ship it to the customer so that we do not have to deal with the storage and transportation. Specifically, in Germany a BUG can fit on a palette and will be stored in the high bay area.	US, DE
Bulk Storage Location	Bulk Storage Location is a location in a distribution center that is capable of storing large items.	US

Term	Description	Country Used By
Bulletin Board Service (BBS)	Bulletin Board Service (BBS) is a computerized version of the traditional cork bulletin boards where QVC customers can post a question or topic for other users to respond to or discuss. There are many topics, under each specific category. Topics on the QVC BBS are QVC Forum, Health & Beauty, Fashion, Kitchen, Collectibles, Computers, Sports, Recipes, and Jewelry.	US
Burst	A Burst is short for “starburst” and refers to a shape (much like a sun or star) that contains the message “New” or “Introductory Price” or a similar point of interest or benefit. This would be used as art and added to a product shot to attract customers to that item.	US
Business Ethics Guidelines	In 1996, QVC Quality Assurance formally developed the Business Ethics Guidelines to help communicate the principles, which QVC expects its business associates to practice. Monitored regularly by our Quality Assurance Team, these principles focus on human rights, the law, working conditions, and the environment. QVC’s new business associates are usually introduced to the Business Ethics Guidelines through the Vendor Kit or on-site factory evaluations. These guidelines are a part of QVC’s overall effort to be a responsible corporate citizen.	US
Business-to-business (B2B)	A type of enterprise application integration that refers to commerce between companies. B2B integration links the systems or processes of different organizations, such as a business purchaser and a vendor, or groups within a single organization (such as the purchasing department with the finance department).	US
Bust	A Bust is used to display necklaces. They are generally covered in suede-like material: blue, gray, white, cream, green, brown, black, peach, etc.	US
Buy Anytime (BA)	Buy Anytime (BA) refers to the QVC customer’s ability to order a product presented on air at any time (not just during its sales presentation) provided the item remains in stock or offers a waitlist.	US, UK
Buy Button	See iTV.	UK
Buy Now Button	The Buy Now Button is a system or “application” for remote controlled ordering through a Digital TV remote and set top box. It allows people to order products directly from their digital TVs in real time with a press of their remote. Consumers are able to use the technology to order from the live broadcast or from the QVC Directory.	UK
Buyer	The Buyer is the QVC party responsible for purchasing merchandise from a vendor. This is currently the primary QVC contact for the vendor. The buyer usually initiates the legal contract with the vendor, spokesperson, buying representative, and program developer etc. Also known as a Merchant.	US

Term	Description	Country Used By
Buyer Sample	A Buyer Sample is a product sample used for a show when the product is not available from Product Central or when additional samples are needed.	US
Buying Behavior	Buying Behavior is the analysis of a combination of the type of Merchandise, order volume, ship methods, dormant accounts, seasonality, and order velocity.	US
Buying Office	The Buying Office is a term used to refer to a Buyer individually or collectively. It can include Assistant Buyers, Merchant Trainees, Department Specialists, Interns and Designers.	US

C Terms

Term	Description	Country Used By
C.O.D. (Cash on Delivery)	C.O.D is cash on delivery. It is a payment method used only in Germany.	DE
CAD (Computer Aided Design)	A Computer Aided Design (CAD) is a process in which a trained technician uses a computer to develop and graphically represent products	US
Calendar	The Calendar is a series of planned events to realize a desired outcome. The calendar will identify responsibility and ownership for key events and dates, from the concept-to-air product lifecycle. The calendar uses predefined lead-time benchmarks developed by QVC with manual override capabilities. The calendar provides the major events for use in exception event management.	US
Calendar Listing	A Calendar Listing is the area of a periodical where local and televised events are usually described.	US
Call Center Agent	Call Center Agents are QVC personnel who talk to customers, take orders and handle issues. Normally referred to as Representatives, they also handle customer interaction via email. Outbound calling is also done for surveys and customer notification of issues such as late holiday delivery and order exceptions. Also known as Call Center Representatives.	US
Call Center Representatives	See Call Center Agent.	US
Call Wrap Up	Call Wrap Up or Wrapping a call is the process of recording all contact history collected since the call was initiated. The process that takes place at the end of each Customer Service phone call to review and confirm the actions that were performed during the call.	US
Capital Expenditure	As used at QVC, Capital Expenditures are expenses that exceed \$2,000 and create an asset that has a useful life greater than one year. Examples: buildings or computers. Departments request Capital Expenditures either at formal capital review meetings twice a year (January and July) or through an Appropriation Request, which details the expenses and benefits of the asset.	US
Carrier Holidays	Carrier Holidays are dates of generally recognized carrier holidays are stored in an Estimated Delivery Date (see Estimated Delivery Date) related table, used for extending EDD's when appropriate – with carriers who do not deliver on Holidays.	US
Carrier Tracking Number	A Carrier Tracking Number is a unique identifier used by carriers to track a package from the source to the destination.	US

Term	Description	Country Used By
Case Erector	A Case Erector is a piece of automated packing equipment that prepares a flattened shipping box by opening it, folding in the flaps and taping the bottom for support. It then sends it down an automation line.	US
Catalog Source Code	A Catalog Source Code is associated with some items that are advertised or offered through catalogs. These catalogs need to be identified so that sales credit can be applied correctly.	US
CBI (Credit Bureau Investigation)	CBI is the process of contacting a credit-reporting agency for a credit check to validate a customer's address.	US
CBI Holds	CBI Holds (see CBI) are the suspension of a fraud held order. CBI Holds require additional information from the customer before an order can be released. Representatives have a predetermined number of days to release or cancel these orders.	US
CC (Credit Card) Declined	A CC (Credit Card) Declined is when a bank does not approve a credit card purchase. The customer will be contact to provide an alternate method of payment. If no alternative method of payment is provided within a set amount of time, the order will be cancelled.	US
CC (Credit Card) Verification	A CC Verification is the process of verifying the Credit Card number used on an order, which is shipping to an address other than the billing address of the customer.	US
CEO (Chief Executive Offices or Chief Executive Officer)	(1) CEO stands for Chief Executive Offices. It is the UK equivalent of the Office of President.	UK
	(2) Chief Executive Officer	US, UK, DE
CFA (Customer Focus Alert)	A Customer Focus Alert (CFA) is a report generated by QVC's Customer Services area when the threshold of critical customer complaints exceeds one percent of units shipped. The report is distributed to QA, Fulfillment, Merchandising and many other departments.	US
CFR (Code of Federal Regulations)	The Code of Federal Regulations (CFR) is a codification of the general and permanent rules published in the Federal Register by the U.S. Government. E.g.- CFR 29 Labor, CFR 21 Food and Drugs; CFR 40 Environment; CFR 16 Commercial Practices; CFR 9 Animals and Animal products; CFR 19 Customs Duties etc.	US
Channel Position	Channel Position describes the channel number on which QVC is carried by an affiliate. It is an important factor in how easily viewers find QVC while channel surfing.	US

Term	Description	Country Used By
Check Abuser	A Check Abuser is a customer who places many check orders, holds inventory allocations, but rarely sends in a payment for the order. These orders are automatically canceled by the system after entry.	US
Check Order	A Check Order indicates the customer, with the intention to pay by check, placed the order. A check order holds its allocation for a predetermined number of days (from status date), after which it goes to cancel status.	US
Check Processing	When the customer elects to pay by check, Estimated Delivery Date (see Estimated Delivery Date) is extended by a reasonable number of days for the check to be sent from the customer to QVC and for payment posting.	US
Cheque	The UK term for Check.	UK
Chip and Pin	Chip and Pin is a cardholder validation process completed by keying a PIN number rather than by signature. EMV (Europay / MasterCard / Visa) are chip-based credit and debit cards, which use this process.	UK

Term	Description	Country Used By
CIBI (Customer Impact/Business Impact)	<p>Customer Impact/Business Impact (CIBI) is a term used in the Call Centers. CIBI guidelines measure incoming telephone calls, email or mail that fall outside the regular Representative scoring guidelines. There are positive and negative CIBI definitions:</p> <p>Positive CI/BI Call Definition: An individual provides service to an external / internal customer which is above and beyond normal expectations. An individual is positive, enthusiastic, display initiative in order to provide exceptional service, exceeding the customer's expectations. The customer may comment on great service provided, or the supervisor or quality specialist will note service above and beyond what was required. The individual "turns around" a customer who started the call very negatively or threatened to stop shopping with QVC. An individual is especially patient with an elderly or confused customer. An individual "knocks the socks off" the customer and the person monitoring the call.</p> <p>Negative CI/BI Call Definition: An individual displays disrespect or discourtesy toward an internal or external customer. An individual is curt, sarcastic, and rude, refuses or chooses not to assist a customer, transfers or refers a customer to another department without using available resources to attempt to help them. The situation may result in QVC losing a customer, or the customer losing confidence in QVC. The customer may state that they will stop shopping with QVC. The person monitoring the call determines that the customer's future business with QVC may be impacted by this behavior.</p>	US
CIC (Cost Intensive Customers)	Cost Intensive Customers (CIC) are customers whose negative behaviors have resulted in the customer no longer being profitable to QVC.	US
CID (Card Identification Number)	The Card Identification Number (CID) by American Express is an additional number on an American Express used for farther identification purposes.	US
CIF (Cost, Insurance, Freight)	Cost, Insurance and Freight (CIF) is a term used in the Traffic Department to indicate the manufacturer must pay all costs to deliver the products to the destination. Destination can range from California to New York to Norfolk. For example, if terms are CIF Los Angeles, the manufacturer must pay for all charges (including freight and insurance) to get the merchandise to Los Angeles.	US

Term	Description	Country Used By
Circulation	Circulation is the number of copies put into the hands of readers and/or the number of people who regularly view or listen to a station.	US
Class of Service (CLS)	Class of Service is that method used to determine the least cost ship method. For example, UPS Blue (second day air) has a higher class of service than UPS Ground.	US
Clean Inventory	Clean Inventory means that every item has been assigned a “next action step” – e.g. future scripted to run again on air; held for easy pay or markdown; returned to vendor; killed; etc. It also means that the inventory doesn’t contain large quantities of non-selling inventory or problem items void of a next action.	US
Clearance Pricing (CP)	Clearance Pricing (CP) is markdown pricing reserved for the 1 a.m. to 6 a.m. shows.	US
Click Stream	Click Stream refers to a recorded path of pages a site visitor uses in navigating through a Web site. The review of click stream data can help the Internet merchandiser understand how the customer is using the site and which pages are getting the most use. It can also be a helpful tool in determining how the customer goes about ordering the product, providing an opportunity for more effective merchandising of product through navigation.	US
Clickable	Clickable refers to any text/image/object on a Web page that can be clicked on to navigate the site.	US
Client	A Client, at QVC, represents the end user of a software application.	US
Clip	A Clip is a story published in a newspaper, magazine, trade journal or specialized publication, or broadcast on a television station mentioning a specific subject matter.	US
Clip License	A clip license is an agreement between QVC and the owner of the copyright of a video granting QVC permission to broadcast the video.	US
Clock It	Clock It is a direction given by the live show’s Line Producer to the Technical Director to put up the on-screen clock. The on-screen clock designates how much on-air time will be spent on a certain product.	US
Closures/Extensions	Closures and/or Extensions are configurable special dates when a distribution center is closed for some specific reason or when they extend shipping hours.	US
CMR (Corporate Management Reports)	The Corporate Management Reports (CMR) database is housed on Lotus Notes. It contains a collection of top-line sales-figure reports from across different areas of company. Examples of some of the reports include: QVC Record Events, Monthly Sales Summary, New Names Update, and Power Promo & TSV Monthly Summary.	US

Term	Description	Country Used By
CNR (Customer Non Receipt)	A CNR or Customer Non Receipt is when a customer calls to report that they have never received a package.	US, UK, DE
Code 10 Authorisation	A Code 10 Authorisation in banking terms means “a high risk face to face transaction”. The rationale behind this is when you phone the authorisation centre if you suspected the card was stolen, you advise the operator that it is a “code 10” and they will immediately know why you are querying the card without alerting the person who is using the card to your suspicions. However in QVC we use this term when we want our bank to confirm the name and address details of our customer rather than just the card number expiry date etc. This happens when we cannot confirm our customers’ details against the voters roll (see Voters Roll).	UK
Code Blue	Code Blue is a direction from the live show’s Line Producer to the Program Host to notify them that an item is about to sell out on the air. When this direction is received, the Program Host will begin moving to the next available item.	US
Coded (Risk)	Coded (Risk) refers to a piece of customer information that the Risk team has determined to be related to fraudulent activity in the past. The Risk team stores this information so that it can be used to evaluate new orders to determine if an order should be released or cancelled.	US
Cohort	A Cohort is a group of students who collectively move through the adult education process.	US
Collaboration	Collaboration is a communication level of inter-and intracompany business process integration. It allows groups of people to work towards a common goal in a joint business effort. An open, yet secure nature of a collaboration environment, that allows for the bi-directional flow of relevant information among multiple users and tiered IT process that requires a collaboration platform.	US
Collateral Support	Collateral Support is material provided by the vendor to support the sell of the product on air: including posters, finished samples, and before/after photos for example.	US
Collator	A Collator is a machine used in Distribution that automatically inserts invoices and program guides into window envelopes to be used in the automated packaging area.	US
Collect Shipment	A Collect Shipment is an inbound shipment for which QVC pays the freight. Product picks up and delivery appointments are scheduled by QVC and performed by preferred carriers.	US
Color Code	Color Code is a three-digit field that represents a color name. It is used to create color choices for an item. (Also see SKU.)	US

Term	Description	Country Used By
CommerceHub	CommerceHub is a leading provider of virtual warehousing solutions for online retailers. It enables rapid, single-connection integrations between manufacturers, distributors, retailers and their entire trading partner networks to facilitate the electronic purchase, sale and fulfillment of goods to their partner's warehouses, stores and directly to customers. The seamless system-to-system communication allows both retailers and suppliers to eliminate costly, inefficient and error-prone manual procedures, from point-of-sale through delivery, so retailers and suppliers can focus on moving products, instead of moving data. CommerceHub's relationship with QVC extends back to the summer of 1999, when they began integrating QVC.com's drop-ship supplier network. This relationship was expanded to incorporate the drop-ship portion of QVC's core television business in addition to the online operation.	US
Commodity	A Commodity is any homogeneous item which may be freely bought and sold.	US
Complement Chart	Complement Charts are full-page, on-air graphics created by the Graphics Department. They contain item numbers, abbreviated product descriptions, selling prices for the TSV, upsell items and one or two complimentary items. They are primarily used for apparel and home inventory.	US
Consignee	The Consignee is the person receiving freight.	US
Consignment	A Consignment transaction is one in which QVC takes delivery of goods into one of its warehouses, but title to the goods (ownership) does not transfer to QVC until the goods are sold. The goods remain the vendor's responsibility until the title passes to QVC (at point of shipment), and risk of loss prior to that time (e.g. destruction by fire, theft, etc.) is the vendor's. The vendor is not paid until the goods are shipped to the customer.	US
Consignor	The Consignor is the person shipping freight.	US
Consumer Commodity	Consumer Commodity is defined by the Department of Transportation (DOT) as a material that is packaged or distributed in a form intended or suitable for sale through retail sales agencies or instrumentalities for consumption by individuals for purposes of personal care or household use. The term also includes drugs and medicines.	US
Contact History	Contact History is a collection of the actions or changes performed on a membership and/or its orders. Also called just "actions". Contact History is a commented history of actions taken on memberships and orders.	US
Contact Type	Contact Type is a category that classifies a contact history (see Contact History) action/event. The types will be one of the following: inbound contact, outbound contact, or non-call contact. This will be used to determine the party that initiated the contact whether it was QVC or the customer.	US

Term	Description	Country Used By
Container	(1) A Container is a shippable physical package with outer mailer information. It is usually a pallet, box or tote that holds product.	US
	(2) A Container is a large metal storage and transport unit used to move merchandise around the world. Generally 40 feet long, containers can be loaded onto ships, rail cars, or a chassis so that they can be moved via truck.	US
Content	Content describes all of the information on a Web site except functionality. Content consists of the copy and the images that help the customer navigate, use Customer Service, place an order, make a buying decision, and check on orders once they're placed. Consistent content gives the site its personality, look and feel.	US
Content Producer (CP)	A Content Producer (CP) is the person responsible for marketing the Web site. The CP creates the brief (see Brief) based on products from the Internet Merchandiser, the show schedules, knowledge of the marketplace and current events then plans where and how to promote the products on the site. CPs also track sales and use the information to increase sales on their 'meta' or department.	US
Continuity	See Auto Delivery.	US
Contract Manufacturer	A Contract Manufacturer is a manufacturer that owns factories for hire and is sourced work to manufacture from contractors.	US
Contractor	A Contractor is a vendor that has relationships with factories or contract manufacturers that they do not own. The contractor will source the work to the contract manufacturers and will manage the production process for the buyer.	US
Contracts	Contracts define the relationship between QVC and the vendors, and include exclusivity terms tied to reaching target sales volumes, commissions and royalty. Contracts management software include contract tracking, (i.e. terms and conditions), contract repositories, electronic signatures and contract approval workflow.	US
Convert	Convert is a term used in Merchandising and Sales & Product Planning to indicate a customer's first purchase in a new category – one they had not purchased from before – or to indicate a customer's purchase in a category they have not purchased from within the last 12 months. Example: Customer Jones made her first collectibles purchase after previously buying only cosmetics and apparel from QVC. She is a convert to collectibles. There are also Brand Converts (i.e. Diamonique, Cook's Essentials, etc.).	US
Conveyable	Conveyable refers to the ability of a product to be transported through the distribution center by the conveyor system using outer mailers that meet the size and weight criteria.	US

Term	Description	Country Used By
Conveyor	The Conveyor is the system to transport a product through the warehouse.	US
Cook Demo	Cook Demo refers to the food and recipes to be demonstrated during the sell of a kitchen-related project.	US
Copy	Copy is the promotional text written describing the offer.	US
Core Business	QVC's Core Business is described as the revenue generated by QVC's live show including the Today's Special Value (TSV), One Time Only (OTO), Power Promos and Key Items. International ventures, QVC.com, buy anytime and offshoot businesses such as Qdirect and Qrecords, are not included in this term. (See Base Business definition for comparison).	US
Core Vendor	<p>A Core Vendor is described by the Buying Office as a vendor with whom QVC has on-going business and meets at least five of the following criteria:</p> <ul style="list-style-type: none"> - The vendor has been with QVC for at least a year, - They have a minimum \$3 million volume, - The vendor has year-round business with QVC and a relative certainty of future products and reorders, - They have a wide variety of products, - They have stable returns, - The company is financially viable, - Their ratio of Return to Vendor units to initial units shipped is acceptable, and - They have an acceptable rate of Vendor Chargebacks and Quality Assurance failures. 	US
Co-shipping	Co-shipping is a term indicating that two or more items are shipped in the same box. The co-ship indicator will vary depending on the quantity or the similarity or dissimilarity of the products.	US
Cosmetics	Cosmetics are regulated by the Food & Drug Administration (FDA) and are defined as (1) Articles intended to be rubbed, poured, sprinkled, or sprayed on, introduced into, or otherwise applied to the human body or any part thereof for cleansing, beautifying, promoting attractiveness, or altering the appearance, and (2) articles intended to be used as a component of any such articles; except that term shall not include soap. Soap is defined as any article that meets all of the following conditions: (1) The bulk of the non-volatile matter in the product consists of an alkali salt of fatty acids and the detergent properties of the article are due to the alkali-fatty acid compounds; and (2) the product is labeled, sold and represented only as soap. The FDA considers personal cleansing products that do not meet these soap conditions to be "Cosmetics" and subject to all Food, Drug and Cosmetic Act cosmetic requirements.	US

Term	Description	Country Used By
Cost Intensive	Cost Intensive defines processes that identify negative customer behaviors and attempts to educate the customer in an effort to keep business with the customer profitable.	US
Cost Per Unit (CPU)	Cost Per Unit (CPU) is the cost of each unit shipped with all expenses taken into consideration.	US
Counter	A Counter is a QVC.com process used for website promotions, based upon setting a quantity on the pre-load adjustment screen. This quantity is counted down as orders are taken.	US
Counter Sample	A Counter Sample is a term used in the apparel area to describe the vendor samples that are viewed by the Buyer to help them select an item.	US
Country Codes	<p>Country Codes are unique codes identifying a country. UK domestic country codes – These are the only countries that are considered for dedicated ship methods.</p> <ul style="list-style-type: none"> - 1072 ENGLAND - 1139 NORTHERN IRELAND - 1163 SCOTLAND - 1202 WALES - 1227 ISLE OF MAN 	UK
County Court Judgments (CCJs)	County Court Judgments are legal actions, which have been taken against a person.	US
Crawl	A Crawl, also called a “zip,” is the graphic that runs across the bottom of the screen, usually information pertaining to ordering an item. Examples include: “QVC honors Visa, Mastercard, Novus, etc.”, the QVC.com address or quantities ordered.	US
Credit Card	A Credit Card is a form of payment. It gives a customer a line of credit to use and to pay it back later at an interest rate.	US
Credit Card Chargebacks	A Credit Card Chargeback is when a customer contacts the Credit Card issuing bank and questions the charge on their credit card statement. The credit card processor issues the customer a credit and deducts QVC the amount disputed. The credit card processor sends daily information regarding the disputes to QVC. QVC then has 30 days to respond minus processing time to dispute the chargeback. No response on QVC’s part indicates that it accepts the chargeback.	US
Credit Card Resubmit	A Credit Card Resubmit is a temporary status an order is in while a referred authorization request is resubmitted to the clearinghouse for authorization. When the response is received, the order’s status will be updated appropriately.	US

Term	Description	Country Used By
Credit Limit	A Credit Limit is the monetary limit of product a customer can purchase. The Open Account credit limit is dependent on the customer's credit worthiness and the C.O.D. credit limit is dependent on the specific order.	DE
Credit on the Fly	Credit on the Fly is a process based on certain criteria where an order in progress may be eligible for certain promotions. The intent is that if the order is eligible, the promotion would be offered to the customer and available for use on the current order.	US
Credit Request Code	The Credit Request Code is a code associated with the type of credit the customer wants for the product they are returning.	US
Credit Terms	Credit Terms are a type of Payment option offered on selected QVC items. Credit Terms provide customers with pre-defined billing options. These are usually a set number of equal payments to be made on the order.	US
Credit Worthy	Credit Worthy is a determination as to whether a customer is capable of payment. This will be determined by a credit card authorization if the customer pays by credit card. If the customer pays by check then we give them 16 days to send in the check. Replacement orders and orders fully paid by credits are considered credit worthy.	US
Credits	Credits are monies issued to customers by QVC or may be in the form of pre-purchased Gift Cards. Credits may be used as a method of payment.	US
Cross Docking	Cross Docking is the name given to the process in which QVC ships package for third party vendors.	US
Cross Shooting	Cross Shooting is when the technical director decides to shoot wide on the set with the camera across from another camera shot.	US
Cross-Channel Spot	In QVC's case, a Cross-Channel Spot is a 15- or 30-second television advertisement promoting a QVC event, product or product line that is aired on QVC cable affiliates. QVC does not pay for the spots to be broadcast – the affiliates air them when they have availability.	US
Crossdock	The Crossdock is the location where merchandise arrives at a warehouse. Quality Assurance then performs the necessary audits while the merchandise remains on the trailer and is received into OK Status (see OK Status). When the merchandise is sold, the trailer is moved to a designated door and the merchandise is brought into the building, labeled for shipment to a customer, and immediately placed on an outbound trailer.	US

Term	Description	Country Used By
CS Communications Specialist	A CS Communications Specialist is a QVC employee from the Customer Service Communications department who is responsible for creating/updating/removing the customer exception categories/sub-categories and the departments the categories are routed to as well as any required data elements for those categories in the system.	US
CS WEB	CS WEB is an Online Customer Service portal. Its functionality is limited to certain attributes of the order. (e.g. ship-to address, Pay Method, Shipping Method, and Cancel).	US
CSC (Card Security Code)	Card Security Code (CSC) is a 3 or 4 digit number that appears on your credit card, but is not part of your credit card number. The CSC is also known by a few different names depending on the credit card – Card Verification Code (CVC) by Visa, Card Validation Code (CVV) by MasterCard, and Card Identification Number (CID) by American Express.	US
CTI Call Key	A CTI Call Key is a 32-byte data stream that identifies a specific call.	US
CTI (Computer Telephony Integration)	CTI is short for computer-telephony-integration, which refers to systems that enable a computer to act as a call center, accepting incoming calls and routing them to the appropriate device or person. Today's CTI systems are quite sophisticated and can handle all sorts of incoming and outgoing communications, including phone calls, faxes, and Internet messages.	US
Cue Cards	Cue Cards are large, poster-like cards with the information for the host/guest to read. These are held in front of and below the camera for the host.	US
Customer	A Customer is someone that QVC is aware of and may contact. Customers may be a QVC Member or a non-Member that we hope to come and shop at QVC.	US
Customer Comment	Customer Comments are comments or notes stored on the customer level (also standardized comments) regarding calls coming from the customer as information for follow up tasks.	DE, US, UK
Customer Correspondence	Customer Correspondence is communication between QVC and the customer concerning the return of product, notification of a delivery delay and/or a cancellation. Communication forms are either email or a hard copy letter sent through the mail.	US
Customer Exception Handling	Customer Exception Handling refers to the systems and processes in place for handling an unusual request or problem initiated by a customer. Also see Forms On Line.	US
Customer Exceptions	Customer Exceptions are created when a Customer Service Representative does not have the ability to handle a customer specific request and it is sent to the Back Office for follow up/resolution.	US
Customer Order Cancels	Customer Order Cancels is the process to return inventory to stock prior to shipment from a customer canceled order.	US

Term	Description	Country Used By
Customer Profitability Score	The Customer Profitability Score is a scoring method assigned to a membership account based on the customer's total purchase and return history. For example, a score of 100 means that the customer is very profitable (i.e., many purchases, few returns), while a score of 10 signifies a low-profit customer.	US
Customer Returns	Customer Returns are products returned by QVC customers.	US
Customer RTV	Customer Return To Vendor (RTV) privilege allows the Merchandising department to send customer returns back to the vendor.	US
Customer RTV Code	The Customer RTV Code is a code that will determine how we disposition returns from the customer. RTV privileges also indicate how we disposition inventory which has not sold.	US
Customer Service Attention Code	The Customer Service Attention Code is set by a Customer Service representative based on a customer call. It communicates information about the handling and/or crediting of a returned item. Codes are order-line specific.	US
Customer Service Flags	Customer Service Flags are set by a Customer Service representative based on a customer call. They communicate information about the handling and/or crediting of a returned item. Flags are order-line specific and include information relating to duplicate shipments, upfront credits, and gifts.	US
Customer Service Representatives	Customer Service Representatives are representatives in charge of handling customer membership, order and financial information.	US
Customs Broker	Customs Broker is an intermediary organization that acts as an importer's agent with U.S. Customs. Customs brokers calculate the appropriate customs duty owed on import shipments and process the necessary paperwork to allow for the release of imported goods from Customs' custody.	US
Cut	A Cut is when a product is taken off the original script or PAL (see PAL).	US
Cut A Spot	To Cut a Spot is a term used by the editors in Video Production that means to edit a commercial.	US
CVC (Card Verification Code)	See CSC.	US
cvd.	Cvd. As it appears in a product's long description is an abbreviation for the word "covered." Example: cooks essentials Hardcoat Enamel Nonstick 8PC Cookware Set, LONG DESCRIPTION Set includes 1qt & 2qt cvd. Saucepans, 5qt stock pot, 8" & 10" skillets, 10" open chicken fryer (lid from 5qt fits)	US

Term	Description	Country Used By
CVV (Card Verification Value)	See CSC.	US
Cyc	Cyc is short for cyclorama. It is a clean, TV white set with seamless walls and floor and is primarily used for specialty sets.	US
Cycle Count	Cycle Count is the counting of a single inventory location to determine if the current inventory matches the system inventory.	US
Cycle Time	Cycle Time is the allotted amount of time the distribution center is allowed to package and ship an outbound order to the customer.	US

D Terms

Term	Description	Country Used By																
D/D	D/D or Damaged and Defective is the term for a type of return that indicates deficiencies in the packaging or in transit conditions (damaged), or in the workmanship or materials of a product (defective).	US																
Dam or Damaged	Dam or Damaged refers to product that is damaged.	US																
Daypart	The hours of the broadcasting day are divided according to this chart. <table><tr><td>Day</td><td>7AM through 6PM</td><td>Monday – Friday</td><td>55 hrs/week</td></tr><tr><td>Night (Overnight)</td><td>1AM through 7AM</td><td>Everyday</td><td>42 hrs/week</td></tr><tr><td>Weekday Prime</td><td>6PM through 1AM</td><td>Monday – Friday</td><td>35 hrs/week</td></tr><tr><td>Weekend Prime</td><td>7AM through 1AM</td><td>Saturday, Sunday</td><td>36 hrs/week</td></tr></table>	Day	7AM through 6PM	Monday – Friday	55 hrs/week	Night (Overnight)	1AM through 7AM	Everyday	42 hrs/week	Weekday Prime	6PM through 1AM	Monday – Friday	35 hrs/week	Weekend Prime	7AM through 1AM	Saturday, Sunday	36 hrs/week	US
Day	7AM through 6PM	Monday – Friday	55 hrs/week															
Night (Overnight)	1AM through 7AM	Everyday	42 hrs/week															
Weekday Prime	6PM through 1AM	Monday – Friday	35 hrs/week															
Weekend Prime	7AM through 1AM	Saturday, Sunday	36 hrs/week															
DCF (Direct to Consumer Fulfillment)	Direct to Consumer Fulfillment, also known as Drop Ship (see Drop Ship).	US																
DDP (Delivered Duty Paid)	Delivered Duty Paid (DDP) is a term used in the Logistics department to indicate that a shipment has been delivered to its destination, with duty paid.	US, DE, UK																
DE	Germany (Deutschland)	DE, US, UK																
Deallocate	Deallocate is a term used to describe the putting back of quantity reserved by a customer at the time of purchase.	US																
Deboxer	A Deboxer is a person responsible for separating the customer returned product from the packing material.	US																
Deboxing	Deboxing is the process of separating the customer returned product from the packing material.	US																
Defects	Defects are conditions or attributes of a product which make it less than first quality. Critical defects are likely to result in hazardous or unsafe conditions and may cause injury or death to the user; major defects are likely to result in failure of a product or to reduce the usability or salability of a product; minor defects are not likely to reduce the usability or salability of a product, severity depends on location of defect.	US																

Term	Description	Country Used By
Deferred Payment	Deferred Payment is a payment plan that enables the customer to postpone payment to a future date, normally three to four months.	US
Delayed Billing	Delayed Billing is a credit term option available to all credit card types. Delayed Billing will not authorize the credit card until a specified date. It can be thought of as a “trial period”.	US
Demo	A Demo, also known as a “VTR” (Video Tape Recording – see VTR), is an on-air demonstration of a product, done live or on tape.	US
Demurrage	Demurrage is an accessorial charge incurred by an Ocean Carrier for detainment of an Ocean Container in Port beyond its allotted free time in Port. Free time is negotiated for both In Port and Out of Port and is dealt with independently when assessing the charges.	US
Destination Program	A Destination Program describes shows that QVC places at the same time every airing to establish viewing habits for customers. For example: In The Kitchen with Bob airs every Sunday at noon and AM Style airs every Saturday at 8 a.m.	US
Detention	Detention is an accessorial charge incurred by any Carrier (including Domestic) for excessive driver waiting time. An accessorial charge incurred by an Ocean Carrier for detainment of an Ocean Container off Port (usually at the DC) beyond its allotted free time outside of Port. This is also commonly referred to as <i>Per Diem</i> .	US
DFC (Department Facilities Coordinator)	A Department Facilities Coordinator (DFC) is a QVC person selected by the Senior Management Staff to serve as a single departmental contact. DFC’s help to keep Facilities up to date on departmental activities and act as the communication link in helping Facilities enforce policies and procedures.	US
Diamonique	Diamonique® is QVC’s proprietary brand of simulated gemstone jewelry that has the look of real gemstones for a fraction of the price. Diamonique pieces are made from the finest simulated diamonds available, and set in only precious metals such as yellow gold, white gold and sterling silver.	US, DE, UK
Dietary Supplement	Dietary supplements are regulated by the Food & Drug Administration (FDA) under the provisions of the Dietary Supplement Health Education Act of 1994. They can be defined as products (other than food) such as vitamins, minerals or herbs that are intended to supplement the diet of man or animals. NOTE: Products, not normally thought of as foods, if sold as a meal replacement, are considered foods rather than dietary supplements.	US

Term	Description	Country Used By
Digital	Digital is a type of television or audio signal in which variations in voltages representing values of brightness, color or sound are sampled at a very rapid rate and translated into digital bytes or “words”. This process uses distinct on and off steps so that individual elements of picture or sound can be controlled and material can be reproduced without degradation of the signal.	US
Diplomat	A skilled Representative that is able to work in departments outside of their home department.	US
Direct Debit	A method of obtaining payment directly from a customer’s checking account.	UK
Direct Despatch (DD)	The UK’s term for Drop Ship. See Drop Ship.	US, DE
Direct Import	A Direct Import occurs when QVC is the importer of record for the purchase order. QVC takes ownership of the product overseas and is responsible for bringing it inside the United States.	US
Directed Putaway	Directed Putaway is a system-generated method of determining putaway (see Putaway) locations.	US
Disposition Code	A Disposition Code is a code denoting how the returned product will be systematically and physically handled once the returns processing has completed.	US, UK, DE
Disposition Guidance	Disposition Guidance are the special instruction manuals for the returns processors to set the correct disposition code based on product and its current attributes.	US, UK, DE
Distinct Item Count	A Distinct Item Count refers to the number of unique products appearing on air in a given event or day. For example: the TSV may appear on air six times a day, but it is considered one distinct item.	US
Distribution Center (DC)	A warehouse that receives merchandise from multiple vendors and distributes it to other distribution centers, customers, and/or stores.	US
Divert Point	A Divert Point is a systematically identified chute on the sortation unit where items are ‘diverted’ off the sortation system and into a stagnant manual processing area.	US
DMA (Designated Market Area)	A Designated Market Area (DMA) is one of the 209 media markets into which the U.S. is divided.	US
Dn	Dn stands for Debit Note in the UK.	UK
DNIS (Dialed Number Identification Service)	DNIS or Dialed Number Identification Service, a telephone service that identifies for the receiver what telephone number was dialed by the caller. A common use for this type of system is 800 and 900 phone numbers that often channel multiple phone numbers into the same PBX system. Once the call enters the PBX system, the DNIS will identify which number was dialed and record that information.	US
Do Not Call	Do Not Call refers to a customer request to be removed from promotional or survey outbound calls. The UK has a similar list known as the NPS List for customers that should not be called.	US, DE, UK

Term	Description	Country Used By
Dock Doors	The Dock Doors are the area of a distribution center where trucks are loaded or unloaded.	US
Dog	This Broadcasting term indicates non-host personnel accidentally stepping in front of an on-air camera, e.g. "You just dogged camera six."	US
DOI (Date of Invoice)	DOI stands for Date Of Invoice.	US
DOLF (Demand Order-Line File)	Demand Order-Line File (DOLF) is the file that all waitlist and backorders are written to. This file is used by batch and real time processes to release waitlist and backorders.	US
Domestic Shipment	A Domestic Shipment refers to a shipment that originates inside the United States.	US
Double O	A Double O refers to any return made to a QVC distribution center that cannot be handled by the regular process. It is an exception to the normal returns process.	US
Doublet	A Doublet refers to a validation process that finds and lists duplicated addresses. The matching method uses fuzzy logic and phonetic comparison algorithms. All new Customer addresses are run against the doublet functionality.	DE
Drayage	Drayage is a truck or container movement to and from port areas.	US
Drill Down	<p>(1) Drill-down refers to the QVC.com function of the left-hand navigational column. Customers use it when shopping by department or category to go further into the site for the product they want to see. For example: a customer begins on the Homepage, clicks on the 'Cooking & Dining' category, clicks on 'Kitchen Electrics', the selects 'Can Openers' to view a choice of items per brand: Black & Decker, Deni, Hamilton Beech, Oster etc., and finally selects the individual item they wish to view.</p> <p>(2) Drill down is a concept used in dimensional metric reporting. It is a functionality provided by reporting software that allows for following a hierarchical path of a metric. For example, if a metric being viewed is Projected Shipped sales for January, is drill down on, the projected shipped sales would be presented by week. Further drill down would present the projected shipped by day for the month of January. A drill through would then take the lowest level of a data element; in this case the projected shipped sales for a day, down to the actual transactions that are accumulated to build the daily projected shipped metric.</p>	US
Drop Date	The Drop Date is the date when the catalog must be at the printing house, then out to be delivered to the customers.	US

Term	Description	Country Used By
Drop Ship	Drop Ship, also known as Direct to Consumer Fulfillment (DCF), is an arrangement whereby the vendor or some outside facility ships the product directly to the customer. A QVC distribution center does not receive the product. It is also known in the UK as Direct Despatch.	US, UK
Drop Ship Vendors	Drop Ship Vendors are vendors that ship directly to the customer from their distribution points.	US
Drop Test	Drop testing is one of the package integrity tests that is performed by QVC Quality Assurance (QA). Drop testing is considered to be a “challenge” test, in that the test challenges a packaged product to survive a series of pre-defined hazards. QA drops the packaged-product eleven times on a 1” thick steel plate, using a Lansmont Drop Test machine, in the following sequence: On the most fragile corner; On the opposite (diagonal) corner; On each of the three edges radiating from the most fragile corner; and, then, on all six faces of the packaged-product. The drop height varies depending on the weight of the packaged-product. As the weight increases, the drop height decreases. QA tests the packaged product as they intend to ship it to our customers	US
Dubner Line	Dubner Line refers to the title of the product as it appears in the product box graphic on side of QVC’s television screen. For example, “Fenton Art Glass Daisy and Button Candy Box” would be item number C79991’s “Dubner Line”. Dubner is the brand name of the graphics system formerly used by Broadcasting. The US team now uses Peak Everest graphics system, but one may still hear the term “Dubner Line” used.	US
Dunning	Dunning is the process of sending notification to the customer that they have outstanding late payments. It may be a series of communications, and may impact the shipment of future orders until the outstanding debt is paid.	US
Dupes	Dupes is an abbreviation for duplicates. Used in Broadcasting, the term describes extra samples of a product that are used for stills or full motion video shots.	US
Duration	Duration is the length of time, per exposure, that a product is sold on air. The Planner determines the duration.	US
Duratron	A Duratron is a large backdrop used behind the set, which depicts a lifelike scene.	US

Term	Description	Country Used By
Dutch Auction	A Dutch Auction, also called a Reverse Dutch Auction, is designed to handle the case where a buyer has a number of identical items they wish to buy. The buyer specifies the maximum price (starting bid) and the exact number of items they wish to buy at that price. The sellers bid at or below the maximum price for the number of items they are interested in selling. At the end of the auction, the lowest bidders earn the right to sell the items at the minimum successful bid. Note: the auction may involve multiple winning bids determined by price, quantity, delivery time, or another variable stipulated in the original terms.	US
Duty	A Duty is a tax collected by a government on imported goods.	US

E Terms

Term	Description	Country Used By
EAN (European Article Numbering)	The European Article Numbering (EAN) System is a 13-digit barcode type that is a superset of the 12 digit UPC. The only difference is, that the UPC always contains a leading zero.	US, UK, DE
Easy Pay	Easy Pay refers to a product that is paid for in installments. Easy Pay is normally good for a limited time only. It is used to accelerate the sales of good items or to clear slow selling items. It is also sometimes written as EZ Pay but is shown on-air as Easy Pay.	US
EBITDA (Earnings Before Interest, Taxes, Depreciation and Amortization)	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA), also referred to as "operating cash flow," serves as a numerical value which represents operating results.	US
EDI (Electronic Data Interchange)	Electronic Data Interchange (EDI), describes any form of electronic information exchange. For example, communication via computer, modem, or telephone. At QVC, EDI is the mechanism through which QVC communicates orders to Drop Ship vendors and receives shipping information from the vendor on those orders so that QVC may bill the customer.	US
EFP (Electronic Field Production)	EFP is a taped format of field production. It uses planned production techniques including sets and complex lighting scenarios. When QVC produces a promo spot (i.e. Klondike Gold Rush: 3 big hours...) that is Electronic Field Production. The EFP format is considered to be live-on-air.	US
Eire	Eire is the Republic of Ireland.	UK
ELC (Estimated Landed Cost)	The Estimated Landed Cost (ELC) is the estimated cost of a product once it has landed on U.S. soil at an agreed upon port of entry and is used in calculating the cost of merchandise which QVC wants to buy.	US
Electronic Basket	Electronic Basket is comparable to the Forms on Line (FOL - see Forms on Line) in the US. A CS Representative can select forms relevant to a specific business area they need to employ in helping resolve issues. The information is in an excel files, which is provided to the Departments the next day.	DE

Term	Description	Country Used By
Email Bounceback	An Email Bounceback is a system-generated response to a QVC email that is sent to an email address, which is invalid or unknown.	US, UK
Email Campaign	An Email Campaign is a strategic effort by QVC.com's Relationship Marketing team to send an email to a targeted group of customers alerting them of upcoming shows or events based on their past buying patterns.	US
Employee Discount	The Employee Discount is a percentage off the QVC price of the item given to QVC personnel.	US, UK, DE
Empty Box	Empty Box, also known as No Product, is a term used in Customer Service to refer to a return that does not contain any product.	US
E-Newsletter	E-newsletters are a strategic effort by QVC.com's Relationship Marketing team to send particular product or product line information via a monthly email to customers that sign up for the service.	US
EPK (Electronic Press Kit)	An Electronic Press Kit (EPK) is a video collection of clips and footage used to promote a project or company.	US
Estimated Delivery Date (EDD)	The Estimated Delivery Date is the calculated approximate date when the customer order should arrive to the desired ship to address; it depends on the ship to method selected and the transit time between the distribution center's location and the customer's location.	US
Event Cutoffs	Event cutoffs are windows of predetermined dates preceding a holiday, set by the business, where QVC implies (by way of the quoted EDD) delivery in time for the holiday.	US
Event Sales Reporting (24-, 35-, 26-Hour)	Event Sales Reporting (24-, 35-, 26-Hour) reports sales for 24+ hour events utilizing figures provided by Market Research and Sales Analysis (MR&SA) that, unless otherwise indicated, includes on-air, Buy Anytime and QVC.com sales for products featured during the said event. The number will differ from that appearing in the Corporate Management Report (CMR) database, because those figures include all items purchased in that day (but not necessarily exclusive to the event).	US
Exception Assigner	An Exception Assigner is any client in charge of assigning exception to representatives to handle. This Assigner is usually a Supervisor.	US
Exception Event Management	Exception Event Management is the tracking and monitoring of all event activities. When an event is changed, an automatic alert is sent the appropriate individual for notification and action as required in the workflow setup.	US
Exception Handler	An Exception Handler is a role in the QVC distribution centers that handle returns that do not follow the regular return process.	US

Term	Description	Country Used By
Exchange	(1) An Exchange is a customer request to replace product with different size/color or a different item entirely.	US, DE
	(2) An Exchange is a company, service provider or association that brings together buyers and sellers in one virtual place, where participation can reduce costs and reach new customers. Exchanges are typically large vertical e-commerce sites dedicated to a single industry. Also called marketplace, trading exchange, e-marketplace. Private Exchange or Private Marketplace – A one-to-many B2B digital exchange that is a privately owned, labeled and administered marketplace (or extranet), enabling the owner to benefit by leveraging company-specific automated business applications and processes to maximize collaboration with trading partners in their supply chain.	US
Excluded Words	Excluded Words are words that have been excluded from use when the customer creates a packslip message or a post on QVC's community forms. Excluded words are typically considered vulgar or offensive.	US
Exclusive Brands	<p>An exclusive brand or product simply indicates that QVC has some degree of exclusivity in license from the manufacturer. There is no ownership involved. For example, QVC may be the exclusive source for the product in all retail venues, or in another case, the exclusive right may be limited to televised retailing. Examples of QVC exclusive brands are For Women Only, The Joan Rivers Classics Collection, Models Prefer, Susan Graver, Tova, and Private Luxuries by Josie Natori.</p> <p>In contrast, a proprietary brand or product is one that QVC has the exclusive right to use, make or market, and QVC usually has some ownership interest in the brand or trademark name. A few examples are Denim & Co., Diamonique, Fashion Formulas, Northern Nights, and Stitches in Time, and Urban Wool.</p> <p>In most cases, a proprietary brand is also exclusive, but an exclusive brand doesn't have to be proprietary.</p>	US, DE, UK
ExFactory	ExFactory (also known as ExWorks) is a term used in the Logistics department to indicate the possession of QVC products at their originating foreign factory. In these cases, QVC is responsible for all costs of moving the product from the vendor's factory to the QVC Distribution Center.	US
Expandability	Expandability refers to the ability of a Web page to conform to the user's individual browser and monitor settings without losing layout integrity or causing horizontal scroll bars in the browser.	US

Term	Description	Country Used By
Expatriate Assignment	An Expatriate Assignment is an international assignment to a host country that typically lasts from one to three years. This assumes that the employee vacates the home country residence and is now keeping one home in the host country. For example, QVC People in the US have accepted Expatriate Assignments in QVC UK and QVC Germany.	US
Exposure	Exposure refers to how often a product appears on air (when it is “exposed” to the customer).	US
Extended Assortment	Extended Assortment refers to products that can be found on QVC.com, but have never been presented on QVC TV. QVC TV is live 24 hours a day, seven days a week, and that still isn’t enough time to feature all of the items available in the QVC universe! There are many examples of this on the Beauty meta: there you’ll see QVC.com offers single items for purchase that are often not available on QVC TV. This is a valuable service to its customers as well as a way to build repeat sales and customer loyalty.	US
External Promotion	An External Promotion is a product- or brand-driven promotion listed on a Web site other than QVC’s web site.	US
Eyelight	An Eyelight is a small light on the top of a camera.	US

F Terms

Term	Description	Country Used By
FEFO (First Expired, First Out)	FEFO or First Expired, First Out is an inventory term used to refer to using the products that will expire the soonest to supply orders. It is typically used for food and cosmetics, and other perishable products that expire.	DE
Factory Ship	Factory Ship is a form of Drop Ship (see Drop Ship). The order is fulfilled directly from the manufacturers facility.	US
Fast Pack	Fast Pack is a packing station where only Single-Line-Single-Quantity orders are packed.	DE
Fatal Chargeback	A Fatal Chargeback (see Credit Card Chargeback) is when a credit card bank has advised that we will not win a chargeback challenge. It is a chargeback initiated by the bank, not the customer and frequently occurs when a credit card has been stolen or other cases of fraud.	US
Fatal Issuer	A Fatal Issuer is a bank that QVC has never been able to reverse a chargeback (see Credit Card Chargeback) with so QVC does not attempt to dispute their chargebacks.	US
Field Inspector	A Field Inspector is a person who is trained to perform inspections or audits on products at the point of manufacture or at a staging area.	US
FIFO (First In, First Out)	FIFO or First in, First out is a term used with inventory that refers to using the earliest inventory received to supply orders. For example, it is often used in reference to perishable products.	US, DE, UK
Fifty Plus	Fifty Plus (50+) refers to a customer who, in the last 12 months, has 50 or more orders shipped and kept.	US
First Cost	First Cost is the price paid or payable to a vendor for the export of products to the US.	US
First Piece Sample	A First Piece Sample is a single product unit that the manufacturer sends to QVC's Quality Assurance (QA) department for testing against QA standards. Once the product sample is approved, the manufacturer may send the entire shipment to a QVC warehouse. First Piece samples are sometimes referred to as TOP (Top of Production) Samples.	US, DE, UK
Flanalysis (Forward Looking Analysis)	Flanalysis or Forward Looking Analysis is a report designed by Merchandise Operations that looks at the buyers open to buy sales forecast for the next 90 days. Sales are then separated by category (TSV, key launch, planned program, base) and compared to last year to make sure their forecast is realistic and follows the company's overall direction.	US

Term	Description	Country Used By
Flash Report	A Flash Report, also known as a “Product Alert Report”, is a system-generated weekly report of return rates and return reasons. The report is used by QA to identify out-of-bounds situations with respect to return rates and reasons, and to identify products for further investigation and corrective action.	US
Floater Article	A Floater Article is an article that lives on QVC.com, but does not belong to a specific meta. For example: a Super Bowl article that features QVC items from electronics, food, and apparel, that all relate to the event.	US
FLSA (Fair Labor Standards Act)	Fair Labor Standards Act (FLSA) of 1938 was enacted to protect workers’ rights nationwide and to establish provisions for minimum wage, overtime, employee categories of exempt and non-exempt, record keeping and child labor restrictions.	US
FMV (Full Motion Video)	Full Motion Video (FMV) is a video server recording of a product in motion, instead of a still or “frozen” image.	US
FOB (Freight on Board)	<p>FOB or Freight On Board (also called Free On Board) is the point where the title (ownership) to the goods or product passes from seller to buyer. Normally, this occurs in conjunction with the goods being tendered to or from a carrier. FOB can occur in one of three ways:</p> <ol style="list-style-type: none"> 1. FOB Origin (“O”) means that title passes from seller to buyer when the goods are tendered or given to the carrier that will transport them to the buyer. 2. FOB Destination (“D”) means that title passes from seller to buyer when the goods are tendered or given to the buyer (or consignee), usually at the buyer’s warehouse or place of business. The seller, in this case is called the consignor or shipper. 3. FOB Midpoint (“M”) means that title passes from seller to buyer while the goods are in transit. 	US
Forms on Line (FOL)	Forms On Line (FOL) are electronic requests utilized the by the Customer Service, Product Information, and E-Service areas within the QVC Call Centers. They indicate the need for additional support from another department (Distribution, Credit Card Services, CS Operations for example) in order to provide service to a customer.	US
Founder’s Day	Founder’s Day is June 13, 1986. It is the day QVC was founded by Joseph Segel. QVC celebrates with a daylong special. In years past, the celebration has included reduced or free shipping & handling on all purchases made that day.	US, DE, UK
Forward Picking Area (FPA)	A Forward Picking area is an area of a warehouse where customer orders are picked. Picking is done order wise into a tote or carton (transport unit). This transport unit is moved from picking zone	US, UK, DE

Term	Description	Country Used By
	to picking zone, but the pickers stay in their "home" zones - only the transport units are moved. In each zone the stock allocated for the corresponding transport unit is picked into the transport unit and afterwards moved to the next picking zone, until the transport unit (equal to the customer order) is complete.	
Fraud Takeover	A Fraud Takeover is the use of an existing [good] membership to place fraudulent orders.	US
Front Office Representative	A Front Office Representative is a QVC representative either in the Customer Service, Product Information or Order Entry department.	US
Full Preview	A Full Preview is when all the items scheduled in a show are given a brief presentation before the start of the show.	US
Full-Time	Regular full-time employees are those scheduled and who regularly work a minimum of their site's weekly, full-time schedule. Such employees are eligible for certain benefits. Regular full-time employees are compensated through company payroll, and have federal, state and local statutory taxes and other withholdings deducted from their pay. Pay frequency is weekly for non-exempt and bi-weekly for exempt employees.	US
Full-Time Variable	Full-Time Variable refers to an employee regularly working full time schedule but with varying scheduled hours each week.	US
Full Pay	Full Pay is the process of paying for the entire order when it ships, as opposed to multiple easy pay installments.	US
Future Script	Future Script is a system that will setup the script for an item that will be on air in the near future.	US

G Terms

Term	Description	Country Used By
Gallery	(1) The Gallery refers to an arrangement of product images on a web page. Usually, QVC.com has a gallery of six to nine images on a page.	US
	(2) In the UK, the Gallery is the area where the show directors sit. It is also known as the “Director’s Gallery”.	UK
Gaylord	A Gaylord is a large box used to collect small packages coming off the sorter. The specific size dimensions are 4 feet by 4 feet by 8 feet.	US
Generic location	A Generic Location is a “location” area without a defined/assigned physical location within the warehouse. Items received as pending put away (PPA) status are placed in a Generic Location.	US
Ghost	Ghost is a reference to a membership that has been consolidated into another membership.	US
Gift Card	A Gift Card is a card that is populated with a greeting message or personalized message and sent as a gift. The amount of the gift card varies and is applied by the recipient to future orders. Gift cards replaced gift certificates in the US, although outstanding gift certificates that have not yet been redeemed can still be used as a payment option.	US
Gift Message	A Gift Message (also know as a Packslip Message) is a personalized or greeting message that is printed on the customers Packslip.	US
Gift Services	Gift Services are services that provide a list of gift options associated with an item.	US
Gift with Purchase (GWP)	A Gift with Purchase (GWP) is an item that is given to our customer as a “gift from QVC” at no additional cost. A GWP is linked as an upsell (see upsell) to either an item or an entire show.	US
Glass Pipeline	Glass Pipeline is sometimes referred to as the visibility pipeline. It is a descriptive term for the systematic flow of information between all the applications/departments that make up QVC’s supply chain, from concept to air. The Glass Pipeline allows a view into every data point of capture, including the flow of product. It is used to carry both current status information and alerts to supply chain events.	US

Term	Description	Country Used By
Global Item Registry	<p>Global Item Registry is a service that synchronizes item data transferred between vendors and buyers. A leading service provider is UCCnet. The buying company registers with the service. The service automatically notifies vendors when their product data contains errors prior to sending the data to the buying organization. Savings are in a reduction in administration errors between QVC and its vendors.</p> <p>At the request of the buying company, the vendors load data such as “item, item attributes, location, and trading partner” into the global item registry. The registry then checks the data integrity for compliance to retail industry standards, like GTINs (Global Trade Item Number), UPCs (Universal Product Codes) and EANs (European Article Numbers), and synchronizes the data with the buying organizations systems. The process reduces errors with electronic transmissions like purchase orders, PO confirmations, etc.</p>	US
Global Navigation	Global Navigation refers to links or options that stay with the customer on every page of the Web site. For example: QVC.com’s masthead is global – the customer has the choice of everything in the masthead everywhere on the site – except for checkout.	US
GOH (Garment on Hanger)	Garment on Hanger (GOH) is a designation used by QVC to identify an item that will come from the vendor on a hanger vs. folded in flat pack form. It arrives hung-up in a truck or container and is also stored that way in the facility until sold. This designation is determined by Quality Assurance in the first piece sample process and is used mostly for coats and high-end apparel.	US
Grate	A Grate is a metal frame composed of crossbars. The crossbars are large enough to allow peanut shaped packaging foam to fall through. Grates are used in the Returns area of the warehouse when returns processors are opening returns packages.	US
Green Room	A Green Room is a room provided by QVC as a place for on-air guests to relax before or after their shows. QVC currently has three green rooms.	US
Greeting Message	A Greeting Message is a message used to describe a seasonal or occasional message associated with a gift. Example: Merry Christmas or Happy Birthday.	US

Term	Description	Country Used By
Group Number	<p>A group number is a number that links several SKN's (see SKN) together. The primary function of a group number is to ease airing graphics and compiling sales information. The most common reason for using a group number is that the items are the same, but are priced differently. For example, a bed that comes in a Twin, Full, and Queen size may be priced differently.</p> <p>Example: H100 Sealy Posturepedic Mattress (Packslip Description) - GROUP NUMBER</p> <p>H101 Twin Size Sealy Posturepedic Mattress – SKN</p> <p>H102 Full Size Sealy Posturepedic Mattress – SKN</p> <p>H103 Queen Size Sealy Posturepedic Mattress – SKN</p>	US
Guaranteed Delivery	Guaranteed Delivery indicates that an order line is for a product that has been assigned a default ship method that supports delivery in time for the holiday.	US
Guaranteed Sale	A Guaranteed Sale is a term used to describe products that are being purchased with the right to be returned to vendor. With this type of purchase, the Buyer generally has the right to return a portion or all of the products being purchased from the vendor. The percentage subject to return is listed on the front of the purchase order. Sale or return transactions also affect the manner and timing in which the vendor is paid, depending upon the specific terms of the deal.	US
Guest Excellence Classes	Guest Excellence Classes are sponsored by the TV Sales department and are provided for first-time on-air guests as preparation for their on-air presentation. The sessions occur every first, second, and last Thursday of each month, and include one-on-one coaching with a mentor and a mini rehearsal in front of a camera with a Program Host.	US
Gurney	A Gurney is a long table with wheels used to set up and transport product to the set.	UK, US

H Terms

Term	Description	Country Used By
Hallmark	A Hallmark is a mark indicating quality or excellence. In the UK, a mark used to stamp jewelry that meets established standards of purity.	UK, US, DE
Hand Held Camera	A Hand Held Camera is a specific type of camera that is held on the shoulder of a camera operator and used to catch the action or movement of a presentation.	US
Hand Held Terminal	A Hand Held Terminal is a device used in the warehouse that uses radio frequency. It has a variety of functions, including but not limited to providing order picking information.	US, DE, UK
Hard Goods	Hard Goods is a merchandising classification representing a grouping of consumer products typically packed in cartons and used repeatedly over a period of years.	US
Hard Wire Mic	A Hard Wire Mic is a small microphone used for the sell of CD players, toys that make noise or any other type of product that makes sound. It is wired to the wall of the set as opposed to being wireless.	US
Hazard Flag	A Hazard Flag identifies hazardous items. The flag is set during the initial QA evaluation of an item to adhere to Department of Transportation mandates.	US
Hazmat Item	A Hazmat item is an item containing hazardous material.	US
Headset Chatter	Headset Chatter is unnecessary talk over headsets.	US
Hero	A Hero is the largest product image on a Web site page.	US
High Return Rate (HRR)	High Return Rate (HRR) is a term used in Merchandising to identify products that have experienced a high customer return rate. The Planner considers the return rate when determining whether or not to reorder an item. Each Planning Department at QVC has different guidelines as to what is an acceptable return rate. Both Merchandising and Sales & Product Planning then utilize HRR information in determining similar products' future on air.	US
High Street	High Street is used to define (broadly) traditional retail. In general, it refers to key shopping districts in cities or towns. Example: "To remain competitive on the High Street, QVC UK has begun packaging cosmetic items together in an evening bag..."	UK
Home Department	The Home Department is the department a Representative (see Representative) is permanently assigned to such as Customer Service, Product Information or Order Entry.	US

Term	Description	Country Used By
Home Department Rule	A Representative (see Representative) can only apply for overtime outside of their home department if overtime slots for their home department are full for the time period they are requesting.	US
Home Page	A Home Page is the opening screen one gets when entering the URL http://www.qvc.com/ , also sometimes referred to as the “index page.”	US
Horizontal Event	Horizontal Events refer to programming scheduled in a set horizontal time period in the QVC Program Guide across a given set of days. Example: Joan Rivers Miniseries tune in Monday through Thursday at 8 p.m.	US
Host Pick	Host Pick refers to an item that the Planning team chooses for a Program Host as the host’s favorite for that shift. The item is usually from a category with which viewers identify with that Program Host. The host will then promote that item especially during their time on air.	US
Host Promo	Host Promos (HP) are designed to accelerate the sales of QVC’s better-selling products through host “hype” within their on-air shift. This item will usually be at an introductory price and have an additional marketing handle i.e., “sold out last time aired” or “first time on Easy Pay.”	US
Hot Mic	A Hot Mic is a microphone which is on during a live show	US
Hot Pick	A Hot Pick is one of a group of products forecast to be some of the best-selling items of a given day. A Hot Pick is an item that has proven through sales history that it can generate significant sales per exposure and is maximized for long-term productivity. Hot Picks are usually offered at a special price. Items deemed to be Hot Picks receive special promotion, referred to as “Show and Mentions,” beginning 24 hours in advance of the actual sales presentation.	US
Hot PO	The “Hot PO” process is used to monitor product status. QVC may expedite product from time to time to maximize on air sales. There exists a PO Hot List. Hot PO’s are only supposed to be exceptions.	US
Hot Sku	<p>A SKU is considered “hot” within two contexts:</p> <p>A customer return has been received, is dispositioned as good to go back to stock, and there is demand (backorders and/or waitlist). The SKU is marked hot so that it is delivered to a pack station to be sent to the next customer rather than to put it away and pick it later.</p> <p>The second context is in the waitlist callback area. If there are outstanding waitlist notify orders, the inventory has recently become available, and it is near a holiday or the item is planned for an airing soon, it is marked “hot” so that the callbacks for this SKU are prioritized above other calls.</p>	US

Term	Description	Country Used By
Hot Switch	Hot Switch is a term used to indicate any type of switch up (product or set) which is performed while the host microphone is live.	US
Householding	Householding is the concept of relating two or more customers.	US
HTS # (Harmonized Tariff System Number)	A Harmonized Tariff System Number (HTS #) refers to the specific number for each of the categories documented in the Harmonized Tariff System. This number is listed on the customs documentation to allow the proper duties to be collected on the imported product.	US
HTS (Harmonized Tariff System)	The Harmonized Tariff System (HTS) is a publication promulgated by the US International Trade Commission, Department of the Treasury, which lists the duties (taxes) on products being imported into the United States, categorized by component materials, function or end use. The import duties may vary depending on the country of origin (COO).	US
Hub	A Hub or transportation hub (often a distribution center) is a node in a logistics network that can be used to channel goods from origins to destinations. Hubs are used at strategic locations in a network to reduce transportation costs.	US, DE, UK

I Terms

Term	Description	Country Used By
IAC (Inventory Accounting Code)	An Inventory Accounting Code is a unique identifier that represents a reason for a change in inventory position.	US
Icon	An icon is a small graphic image that represents a certain area or function on a Web site.	US
IFB (Interruptible Foldback or Interruptible Feedback)	Interruptible Foldback or Interruptible Feedback (IFB) is a communication system that allows communication with the talent (Program Host) while on air. A small earpiece worn by the on-air talent carries program sound or instructions from the producer or director.	US
ILU (Item-Level Upsell)	Item-Level Upsell (ILU) is the linking of one single item number to another single item number. Matrix/template items can be used as upsells, but not group item numbers.	US
Image Map	In Web page development, an Image Map is a graphic image defined so that a user can click on different areas of the image and be linked to different destinations. You make an Image Map by defining each of the sensitive areas in terms of their x and y coordinates (a certain horizontal distance and a certain vertical distance from the left-hand corner of the image). With each set of coordinates, one specifies a Uniform Resource Locator (URL) or Web address that will be linked to when the user clicks on that area.	US
Import Charge	Import Charge is the cost QVC pays to import a product from another country, including customs duty, freight, harbor maintenance fees, and commissions. This cost is added to the purchase order price of the item.	US
Import Shipment	See Direct Import.	US

Term	Description	Country Used By
In Queue	<p>In Queue refers to the number of customers waiting on QVC's phone lines to reach an Order Entry, Product Information or Customer Services Representative and/or the Voice Response Unit (VRU). In the case of VRU, In Queue means there are more customers than ports available. For a representative to be In Queue, it means there are more customers than representatives available.</p> <p>The situation that occurs when the phone lines are "jammed" with customers calling to order a specific product. The host will usually recommend that they use Automated Ordering.</p>	US
Inbound	Inbound refers to the Distribution areas of Receiving, Putaway, and Picking. In Call Centers, Inbound is used for incoming calls or representatives, who manage only incoming calls (opposite is outbound).	US
Incoterms	Incoterms are a uniform set of international rules, promulgated by the International Chamber of Commerce in Paris, for the interpretation of the terms most commonly used in international contracts for the sale of goods. Incoterms define the obligations of buyer and seller at every stage of an international sale of goods transaction. The Incoterms were first issued in 1953; they were last revised effective January 1, 2000.	US
In-House Programming Calendars	In-House Programming Calendars break the weeks down into seven 24-hour days. They are different from a standard calendar in that the week begins on Monday and ends on Sunday. They note guests and special events on an hourly basis. Every Thursday night, a calendar is distributed for the following week and every Friday a "packet" is distributed containing calendars for the following six to eight weeks. Revisions are made and distributed on the "current" weekly calendar on an 'as needed' basis. (i.e. if a guest changes or can't appear or a show changes) This calendar is not distributed outside the company and is the responsibility of the Manager of the Programming Department.	US
Initial Margin	Initial Margin is the amount of profit QVC earns based on negotiations between the Buyer and the supplying vendor. Example: The vendor sells a handbag to QVC for \$12. QVC then sells it on air for \$26. QVC's profit margin was \$14.	US
Inside Rework	Inside Rework or ISR indicates that QVC has determined that an error detected during Quality Control can be corrected by a QVC facility. The inventory goes into Inside Rework status until the rework has been completed and the inventory returns to OK status. Other reasons for inside rework include changing SKU labels (due to QVC error) and bundling of product (multiple SKUs into a single kit to sell). In the UK, Inside Rework is known as QA Rework.	US

Term	Description	Country Used By
Insider	The QVC Insider is a monthly catalog of QVC products that is mailed to members of the QVC Insider Club. The Insider catalog is used for a variety of reasons depending on the country. In Germany, the Insider is used to showcase upcoming products and in the US, the Insider is used to liquidate inventory for QVC as well as provide sneak previews of upcoming TSVs (see TSV).	US, DE
Installment Payment	Installment Payment is the amount of a monthly payment for Easy Pay credit term options.	US
Installments	Installments are a set number of payments (installments) to be billed for easy pay (see Easy Pay).	US
Internet Merchandiser	Internet Merchandisers work with the QVC buyers in their business group(s), QVC vendors through those buyers, and QVC.com vendors. It is their responsibility to plan business goals, bring the proper product to the mix and help expand assortment of product.	US
Interns	Interns are students with differing business/work rules working in either a full-time or part-time capacity.	US
INTR (Internal Transfer of Stock)	An INTR is an Internal Transfer of Stock from one warehouse to another.	US
Introductory Price (IP)	Introductory Price (IP) is the pricing of an item a certain percentage lower than QVC's on-air price. This strategy is used for products QVC expects will have an acceleration of sales or for seasonal items which can be IP's for a limited time.	US
Inventory Position	Inventory Position refers to the quantity of an item or items in any possible inventory status at any point in time.	US
Invoice	An Invoice denotes a single billable unit. This is related to a package or group of package for whose items the customer will be billed for together.	US
ISP (Inspection Service Provider)	An Inspection Service Provider (ISP) is a qualified third party who, for a fee, will inspect finished goods, work in progress, or a specific facility for compliance with QVC requirements.	US
Item	An Item is an internal identifier used to group or combine SKUs or other items. This is used to ease the management of a hierarchical definition of SKUs within an Offer. It is identified by an internally generated code. Merchandising will want to view all offers associated with an Item in Source History, regardless of order entry method or sales channel. For example, a blouse with multiple color / sizes or pen with multiple colors. This is equal to SKN today.	US

Term	Description	Country Used By
Item Based Scripting	Item Based Scripting refers to specialized scripting in the event an item is ordered – for example, if a mattress is ordered, additional information can be provided about delivery timeframes and specifics. This scripting is for the Representatives to read to the customer at the time an order is placed. Item Based Scripting can also sometimes refer to legal disclaimers that need to be read or voiced to the customer at the time an order is placed.	US
Item Limits	Item Limits are used from time to time at QVC to limit the quantity that a customer can purchase of an item, regardless of whether the item is available in a choice of selections. Customers will be made aware of the limit via an on-air graphic. The system will not accept orders for additional quantities of this item. Item limits may be removed at a later date.	US
Item Number	See SKN.	US
Item Reserve	Item Reserve is a portion of available inventory that is reserved for a specific sale method such as QVC insider.	US
iTV (Interactive Television)	iTV or Interactive Television is a technology that allows customers to make purchases using their remote control and addressable cable converter.	US
IVR (Interactive Voice Response)	IVR or Interactive Voice Response is a telephony technology in which someone uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. IVR technology does not require human interaction over the telephone as the user's interaction with the database is predetermined by what the IVR system will allow the user access to. For example, banks and credit card companies use IVR systems so that their customers can receive up-to-date account information instantly and easily without having to speak directly to a person. IVR technology is also used to gather information, as in the case of telephone surveys in which the user is prompted to answer questions by pushing the numbers on a touch-tone telephone.	US

J Terms

Term	Description	Country Used By
Jackpot Area	Jackpot Area refers to sorting outbound customer packages. If for any reason a package cannot be diverted to its assigned chute, it is diverted to an exception chute. The exception chutes include, overweight, no read, cancels, etc. Collectively these are referred to as the "Jackpot Area". In DE it is simply called clearing area.	US
Jiffybag	A Jiffybag is a mailing envelope lined with bubble wrap. It requires a Packer to pull a tab that exposes glue so the bag may be sealed. In DE only used for jewelry.	US
Jiffybagger	A Jiffybagger (also called an autobagger) is a piece of automated packing equipment filled with pre-set, standard size Jiffybags (called J1, J4 or J5). An operator loads the machine with appropriately-sized bags and the jiffybagger opens the bag, fills it with collateral material and customer invoice, the product is manually loaded, a shipping label is printed & applied, then the bag is automatically heat sealed.	US
Judicial	Judicial is a bankruptcy in Germany.	DE

K Terms

Term	Description	Country Used By
Key Item (KI)	A Key Item (KI) is an existing product (usually a Power Promo) that the Planner feels can make a significant contribution to QVC sales if it is given multiple (two to three) exposures within a day or over the course of a weekend (three to five exposures). It is the Planner's responsibility to work with the Buyer and initiate the Key Item proposal, which is presented to the Airtime Strategy Meeting for approval and scheduling. The day's programming is then built around the item. To achieve KI status, the Planner must believe that the product will generate a minimum of \$350,000/weekday or \$500,000/weekend once approved as a Key Item.	US
Key Launch	A Key Launch is a brand new product never before aired on QVC and must meet any or all of the following criteria: a) QVC is the first to introduce. b.) It is a new technology. c.) It is a new market introduction. d.) Exclusive to QVC for a defined period of six months or more. It is then presented to the TSV Team for approval and scheduling.	US
Kill Item	Kill Item is a designation of an item that has typically been off the air for 45 days or more, does not have Return To Vendor (RTV) privileges, the inventory level falls below \$1,500 at retail value, or the item will not be re-ordered. Killed items are removed from inventory and are liquidated via iQVC Last Clicks, Retail Stores or Outside Sales.	US
Kill Swell	Kill Swell is a direction given by the live show's Technical Director to the Audio Operator, to "Kill," or turn off the Program Host or guest microphones, and fade in music.	US
Kitting	Kitting is the act of creating a new item by combining two items together.	US, DE

L Terms

Term	Description	Country Used By
Land Bridge or Mini Land Bridge	Land Bridge or Mini Land Bridge is a shipment method where shipments arrive on the U.S. West Coast and are transferred to trains for shipment to the East Coast. This method is approximately 7 days faster than sailing the full route to the East Coast.	US
Landed Cost	Landed Cost is a term used in import shipments to describe the first cost (price paid or payable to a vendor for the export of products to the United States) plus all associated freight, duty and miscellaneous costs that are paid to move an import purchase order from the Port of Export (POE-see POE) to the QVC distribution center.	US, DE
Last Delivery Date	The Last Delivery Date is the last date a product can be delivered to the warehouse and still make it into OK Status by the required Available to Sell (see ATS) date.	US
Late Response	A Late Response is a credit card authorization that is received from the credit card processor more than 7 seconds after it was sent. This timeframe varies by credit card type.	US
LDP (Landed, Duty Paid)	Landed, Duty Paid (LDP) is a term used in the Traffic Department to indicate that a vendor is responsible for all transportation and duty costs to the domestic Free On Board point. QVC is responsible for all domestic (U.S.) transportation costs.	US
Least Cost Ship	Least Cost Ship refers to the process of determining the lowest cost shipping method that QVC can ship a package.	US
Left Navigation (Left Nav)	Left Navigation refers to the breakdown or drill-down available in each QVC.com department or category. For example: Beauty is the 'Meta' (department) and breaks down into: Best Sellers, Cosmetics, Fragrance, Hair Care, Skin & Body Care. Each one of those areas further breaks down (in the Left Nav) to help customers zero-in on what they want. Cosmetics breaks down into: Accessories, Eyes, Face, Kits, Lips, Nails, More. Information Services helps the Internet Merchants decide on the best, most logical breakdowns to make finding product as easy as possible for the customer.	US
Leit Code	A Leit Code is the Germany Deutsch Post and other German carriers equivalent of a delivery area.	DE
Letter of Credit (LOC)	A Letter of Credit (LOC) is a financial agreement issued for transactions that occur across international boundaries. Money is deposited with a third party, usually a bank, by QVC. When the vendor meets the requirements stated in the LOC (such as delivery of goods to a particular port), the third party releases payment to the vendor.	US, DE

Term	Description	Country Used By
License Plate Number (LPN)	A License Plate Number is a unique identifying number associated with a container or transport unit. A number assigned to a container of product after it has been removed from the delivery truck.	US
Lifetime Warranties	Lifetime Warranties are warranties given on a product, which stand for the life of the product.	US
Line Plan	A Line Plan is a group of apparel concepts, taken from trend analysis that builds a storyboard for the coming season and year. The line plan can identify general styles, general price levels, composite fabrics and color boards.	US
Linear Broadcast	The Linear Broadcast refers to the 24-hour QVC broadcast shown on QVC.com.	US
Link	A Link is a selectable connection from one word, picture, or information object to another. In a multimedia environment such as the World Wide Web, such objects can include sound and motion video sequences. The most common form of link is the highlighted word or picture that can be selected by the user (with a mouse or in some other fashion), resulting in the immediate delivery and view of another file. The highlighted object is referred to as an anchor. The anchor reference and the object referred to constitute a hypertext link.	US, DE, UK
Live Chat	Live Chat is the immediate interaction between QVC shoppers and specially trained Customer Service Representatives. By simply clicking on the “QVC LiveHELP” icon on QVC.com, CS Representatives answer customer questions and concerns in minutes. Live Chat is used in QVC US and QVC UK.	US, UK
Loaded	Loaded is a term used at QVC to indicate that product has been received, inspected and accepted by Quality Assurance (QA), put into OK status and is categorized by the IBM system as inventory which is available to be sold. In cases such as drop ship, the product doesn’t enter QVC’s warehouses, so “loaded” means that it has been accepted by QA, put into OK status and is categorized by IBM as inventory (at the vendor’s location) which is available to be sold.	US
Loaded Cost	Loaded Cost is the Freight On Board (see Freight On Board) cost of the purchase order, plus the freight and customs duty.	US
Logger Station	The Logger Station is the physical work area where non-system generated exceptions are reviewed, grouped, and assigned for resolution.	US
Logical Package	A Logical Package is a logical grouping that contains combination of DC’s and ship method(s).	US

Term	Description	Country Used By
Long Description	<p>The Long Description includes detailed selling features and benefits of each item. The information is input by the buying office (see Buying Office) before a first piece sample is submitted. An item cannot be submitted for first piece sample Quality Control Inspection without a long description. It includes specific information including measurements, sizes available, materials content, country of origin, and other selling features. QA will confirm the validity of this information by comparing the actual item to the long description and must approve the long description before the item is purchased. When a product is scripted to go on air this paragraph of information is printed on a “Blue Card” which the Show Host uses as a resource when selling the product on air.</p> <p>Example – Apparel: ”This Legacy Legwear package includes four pairs of Bodyshaper pantyhose. There is a sewn-in crotch panel for comfort. The soft knit waistband stays up comfortably. It also has extended control top for smooth tummy, hips and thighs. Sizes: A, B, C, D, E, F. Four pairs of pantyhose to a box.</p> <p>Available in: Beige, Natural (nude), Navy, Black, and Basics (black, navy, nude, beige). 80% Nylon/17% Spandex/3% Cotton. Care: HW separately/LD/DO Not Bleach. Made in USA.”</p>	US, DE
Long Term Pend	Long Term Pend is updating the status of a customer exception to indicate that the Representative (see Representative) is waiting for additional information to resolve the exception. Pending locks the exception to the Representative’s ID, ensuring responsibility of the exception lies with the Representative assigned to it.	US
Long-Lead	A Long-Lead is a publication that works on a three (or more) month deadline, during which editorial content must be submitted to ensure coverage (i.e. monthly magazines).	US
Lower Third	A Lower Third is the graphic at the bottom of the television screen, usually a guest’s name or an explanation of an item currently on air.	US
LTL (Less Than Truckload)	Less Than Truckload (LTL) refers to a shipment that is less than a truckload quantity and may be combined with shipments of other companies.	US
Lumps	Lumps are large quantities of non-selling inventory.	UK

M Terms

Term	Description	Country Used By
Maestrocard	A Maestrocard is a debit card used in the UK with a card number that can be 21 characters long.	UK
Mall of America & Tour Store Requests	Mall of America & Tour Store Requests is a request for inventory to be shipped to the Mall of America or Tour Store for sale to the public.	
Manifest	See Site Manifest.	US
Margin	<p>There are two ways of calculating margin:</p> <p>Initial Margin is the amount of profit QVC earns based on negotiations between the Buyer and the supplying vendor. Example: The vendor sells a handbag to QVC for \$12. QVC then sells it on air for \$26. QVC's profit margin was \$14.</p> <p>Net Margin is the amount of profit QVC earns after other costs such as returns, cost of fulfillment, etc. are factored into the Initial Margin.</p>	DE, US
Margin of Error Percentage	Margin of Error Percentage is a percentage of total drop ship inventory to be discarded to ensure confidence in the inventory quantity.	US
Master Carton	The Master Carton is the outermost carton that the vendor ships to QVC that could contain inner cartons and/or salable units.	DE, US
Masters in Guest Excellence Classes	Masters in Guest Excellence Classes are sponsored by the TV Sales department and provided for repeat on-air guests as continual coaching for their on-air presentation. The sessions occur every third Thursday of each month, and include an open forum to strategize each product, one-on-one coaching with a Director of TV Sales, and an opportunity for the guest to give the QVC staff suggestions, ideas, or comments.	US
Masthead	The Masthead is the upper portion of a Web site homepage that contains most of the major navigation links, and remains constant at the top of the page throughout QVC.com.	US
Matte Release	A Matte Release is a camera-ready, self-authored feature article distributed to newspapers by an outside service.	US
Mature Invoice	Mature Invoice, when applied to invoices, refers to the invoice date being equal to or prior to today's date, indicating the invoice is eligible to be billed.	US

Term	Description	Country Used By
M-Cancel	Manifest Cancel (M-Cancel) is when the customer places an order and then cancels it before it is actually shipped. When the item travels through the manifest system, it will get diverted to a cancel lane, and the item is returned to stock and credit is given to the customer, saving QVC shipping and return costs.	US
Media Alert	A Media Alert informs the media about upcoming events in a direct manner by including who, what, when and where.	US
Media List	A Media List is a list of targeted media contacts to which press materials are sent.	US
Media Tours	Media Tours are a series of interviews and photo opportunities used to promote a specific project in predetermined markets.	US
Member	A Member is a QVC customer.	DE, US, UK
Member Credit	A Member Credit is a reimbursement of monies to the customer that may only be used at QVC. These are credits that a customer can use to pay for all or part of an order.	US
Member Number	A Member Number is a unique ten-digit identification number generated when a new account is created.	US
Member Preferences	Member Preferences are customer specified preferences relating to member accounts.	UK, DE, US
Member Updates	Member Updates are used to alert us of issues that may be unknown to the customer, but are impacting the membership account. By communicating these issues at the time of an inbound call from the customer, representatives can be better informed, and provide better service to our customers. Customer issues can be resolved in a more timely manner.	US
Merch Codes (Merchandise Codes)	Merch Codes or Merchandise Division Codes are codes on an item that help to identify it as being set up by certain buyers with certain attributes. These codes can be broken down into 3 sections: Division, Department, and Class. Each or all of these sections can be used to identify items for such things as MLSH discounting (see MLSH Discount). For example, items with an '07' Merch Code are considered apparel and will receive a multi-line discount when bought together with other apparel items.	US
Message Points	Message Points are a few concise thoughts delivered by a spokesperson to the media reflecting a company's position on a subject or issue.	US
Meta	Metas are the first three levels of product categorization on a Web site. The categories are used to control the Drill Down for the site as well as for corporate reporting and other projects. Examples: Meta Jewelry > Department Necklaces > Class Diamonique > Subclass White Gold; Meta Electronics > Department Computer Store > Class Monitors	US

Term	Description	Country Used By
Metal Assay	A Metal Assay is required by Quality Assurance (QA) on all hardgood and jewelry items that contain precious metals in their product description, packaging, labeling, product literature or on-air presentation. A metal assay is the analysis of an alloy to determine the proportion of precious metal content. Written proof of assay or other analytical evidence that proves the metal on the product is of the claimed purity is required prior to that item being approved by Corporate QA.	US
Metrics	Metrics are calculations performed on data elements that are used to evaluate performance. For example, airtime and projected shipped sales by themselves are just numbers, but when you create a metric projected shipped per min of airtime, then you have metrics that can be used to measure performance.	US
Mic	Microphone	US
Minimum Acceptable Quantity	The Minimum Acceptable Quantity is the inventory level that must be available for a QVC.com item to be available to sell.	US
Mis-ID	A Mis-ID is when the processor identifies the SKU incorrectly on the customers' return account.	US
MLRP (Management and Leadership Review Process)	The Management and Leadership Review Process (MLRP) is a comprehensive program geared toward developing and retaining outstanding leaders in the Customer Services organization.	US
MLSH (Multi Line Shipping and Handling) Discounts	MLSH (Multi Line Shipping and Handling) Discounts are shipping and handling discounts awarded to orders where multiple quantities of the same product or similarly grouped products are ordered and combined in the same box(es) for shipping.	US
Money Shot	Money Shot is a term used in ProductWorks to describe a product shot that best demonstrates its use or purpose. For example, the angle of Yellow top broom bristles sweeping up pet hair on a carpet.	US
Monthly Calendars	Monthly Calendars highlight multi-hour shows, events and anniversaries on a monthly basis. They are issued three to four months out on a TENTATIVE basis (as far as show placement & specific hour placement) and are revised as needed. The TENTATIVE title will be removed as the month becomes firm. This calendar is confidential and is not distributed outside of the company. It is the responsibility of the Manager of the Programming Department.	US
MPP (Management Planning Process)	The Management Planning Process (MPP) is a succession-planning tool, which identifies the Distribution organization's talents and needs. All exempt distribution employees are assessed via the MPP once a year.	US

Term	Description	Country Used By
MSDS (Material Safety Data Sheet)	Material Safety Data Sheet (MSDS) is a document that provides product information, including physical, chemical and toxic properties; safe handling procedures; and emergency and first aid procedures. QVC will not accept any products containing potentially hazardous materials until a properly completed MSDS has been received from the vendor.	US
MSRP (Manufacturer's Suggested Retail Price)	Manufacturer's Suggested Retail Price refers to items that will retail at a price set by the vendor, as opposed to QVC. QVC does not utilize this pricing method. It is more common in department stores.	US
Multi-Box	Multi-box is the process of shipping one item to the customer in two or more shipping containers.	US
Multi-Channel Homes	Multi-Channel Homes describe homes with cable or satellite, as opposed to basic antenna-based TV reception.	UK
Multichannel System Operator (MSO)	MSOs are the corporate parents of cable systems, e.g. Comcast, Time Warner, Cox, etc. Cable operators are related one MSO to many operators. Cable operators represent "your local cable company" - the place someone goes to sign up for cable.	
Multi-Line	Multi-Line is the process of shipping two or more items to the customer in a single shipping container. True "Multi-Line" involves shipping two or more unique SKUs together, though in distribution, the process also includes "Multi-Quantity", where two or more of the same SKU are shipped together	US
Multi-Line Order	A Multi-Line Order is an order that has multiple items and each item is its own line.	DE, US
Multiple Ship to	A Multiple Ship to is an order that is shipping to multiple shipping addresses.	US
Multi-Quantity	Multi-Quantity is a term used to describe an item that has a quantity greater than one.	DE, US
Music Library	Music Library is a library of pre-approved music that we are legally allowed to play on-air. This is the only music we should use when demonstrating CD players and the like.	

N Terms

Term	Description	Country Used By
N & A (Name and Address)	N & A stands for Name and Address.	US
NCO (Non-Customer Order)	An NCO is a Non-Customer order. A request that involves inventory movement in a Distribution Center that is not related to a customer purchase. The order can be, but is not limited to, a warehouse transfer or a product return to the vendor.	DE, US
Near Real-Time	Near Real-Time indicates that the process does not occur immediately upon an action being taken; however the process does occur immediately upon receiving the information to act upon.	US
Net Margin	Net Margin is the amount of profit QVC earns after other costs such as returns, cost of fulfillment, etc. are factored into the Initial Margin.	US
Net Sales	Net Sales are the sales of an item, less the customer returns, in units or currency (see Projected Sales and Shipped Sales.)	US
Network	A Network describes a computer system permitting the sharing and storage of data, programs, and devices (such as printers, modems, etc.).	US, DE, UK
New Name	New Name denotes a customer who is making their first purchase with the QVC corporation	US, DE, UK
News wire	A News wire is the service accessed by national and international media outlets through which press releases are distributed to ensure greater pick-up.	US
No Dupe	No Dupe is a phrase used when there is only one sample of a product available from Product Central.	US
No Product Return (NPR)	No Product Return is when a customer package is received without the product (also referred to as Empty Box.)	DE, US
Non-Call	A Non-Call is when a Representative is performing actions on a customers account and the customer is not actively working with the Representative. The call can be wrapped up as a “non-call”.	US
Non-Q	Non-Q is a Non-QVC product.	US
Non-Receipt	Non-Receipt is when a customer calls and claims that the product did not arrive.	US
Non-RTS (Non-Return to Stock)	Non-RTS or Non-Return to Stock are items that cannot be returned to stock (includes damaged items, return to vendor items, etc.).	US

O Terms

Term	Description	Country Used By
Occupancy	Occupancy represents the time a call center representative agent is occupied, or is busy talking to a customer. This time is tracked and measured by Corporate Customer Services.	DE, US
Offer	An Offer is the price, payment terms, and description as presented to a customer. It is identified for the customer by a unique offer identifier. The pricing and terms of an offer may be available for a limited period of time, and may change without creating a new offer identifier (as known by the customer). The goal is to allow for multiple level of offers versus today (e.g. computer with different monitors, sheet sets). Any time price is different today we use a group (e.g. bracelet – one white gold, yellow gold). It could be an entire ensemble (e.g. pen and pad or an item). An offer is a way to sell the item – script offer in the future.	US
OK Status	OK Status indicates a product that is received in the warehouse and has passed through Quality Assurance inspection. This means the product is ready to be sold on-air and/or shipped to customers.	US
On Line	On Line is a phrase used to describe the live production (also see On Air).	US
On-Air	On-Air is a phrase used to describe the live production (also see On Line).	US
On-Call Full Flex	Employees who supplement the regular workforce on an on-going basis working fluctuating hours on a weekly basis to meet business needs	US
On-Call Semi Flex	Employees who supplement regular workforce on an on-going basis working fluctuating hours on a weekly basis to meet business needs but have a certain number of set scheduled hours each week	US
One Time Only (OTO)	One Time Only is the lowest price QVC offers on an item. OTO's are a combination of new and markdown items that fill in for a sold-out TSV. A single OTO item is offered per Program Host shift. In Germany, an OTO is a NEM for “nur einmal” and has the same meaning as an OTO.	DE, US
On-Line Strategy Meeting	The On-Line Strategy Meeting is a bi-weekly meeting held among the Merchandise, Content, and New Business areas of QVC.com. The meeting is held to discuss upcoming Web promotions, site enhancements, cross-channel strategies, and more.	US

Term	Description	Country Used By
OOE (Outside Order Entry)	Outside Order Entry is when orders are taken on behalf of QVC, by a third party vendor. No real time allocations are placed at that time. The vendor will supply QVC with a file of orders to be processed. The file will initiate order requests through QVC's order capture processes. Third party companies that capture orders and membership information on QVC's behalf. Q-Direct (see Q-Direct) is a prime example.	US
Open Account (OA)	Open Account is a payment method used in Germany through a bank. It is the policy in which a customer is scored for their credit worthiness and given a set amount of credit in their Open Account. The amount is deducted when the customer places an order and is credited once the amount is paid for the order. This set amount of credit is re-evaluated based on set criteria and can be increased or decreased.	DE
Open Package Station	An Open Package Station is a work area that contains a large container with a metal grate on the top for catching packing materials.	US
Open To Buy	(1) Open to Buy (OTB) is used to refer to both a buyer's ability to spend and also the monthly process of reviewing, forecasting and discussing on a buyer/department level our projections for the next 120 days in the future. "Open to Buys" are completed every month with each buyer to gain an understanding of short term projections for sales, inventory and receiving activity by reviewing key information such as the following: <ul style="list-style-type: none"> - Last projected inventory position - Current inventory position - Current sales position 	US
	(2) A method of payment used in Germany. Credit ratings are performed when a membership is created. Based on the rating, customers are permitted to make purchases within their limit. Customers remit payment once the merchandise is received.	DE
Operational Targets	Operational Targets are expected results. If results do not hit the targeted values, it signifies that the measure needs to be analyzed for explanations. For example, we expect to ship 95% of orders within 48 hours. 95% is the targeted value. If we achieve a 92% result, then it indicates that further investigation is needed to explain the lower than expected performance.	US
OPI (Outbound Package Insert)	OPI or Outbound Package Insert refers to items included in the product packaging such as program guides, event-related literature, etc.	US

Term	Description	Country Used By
Opportunity Show	An Opportunity Show describes the decision by Sales & Product Planning, Merchandising and/or Programming to create a full-hour (or longer) show consisting of different product lines that may work well together. The products in the show may be new or have aired before, but never all together and packaged into one show. Example: North Shore brand candle sets, joined with Lang brand votive sets and St. Johnsbury brand candles come together in an Opportunity Show called The Candle Shop.	US
Opt In or Out	Opting in or out means that a QVC.com customer has requested to receive (or stop receiving) electronic notices such as an e-newsletter or email notifications.	US
Order	An Order is a transaction that becomes the means for providing to a customer some selected merchandise that they desire.	DE, US, UK
Order Confirmation	An Order Confirmation is a confirmation that is sent to a customer notifying them that the order they placed with QVC has been received and is in progress of being shipped.	DE, US
Order Line	An Order Line is an individual line item on the order. It can be one SKU or multiple quantities of a SKU.	US, DE
Order Line Status	Order Line Status is a code that identifies the last business activity completed for that order line at any point in time during its processing life.	US, DE
Order Picker	An Order Picker is a type of forklift, which raises the operator to pick up individual packages.	US
Order Status	Order Status is a status that indicates that order processing needs to occur. It is only used in Germany and the United Kingdom.	DE, UK
Order to Cash	Order to Cash is a term to describe the customer order taking, order processing, fulfillment and distribution of the product. It is also called the customer facing side of a business or outbound logistics.	US
Order-Level Upsell	An Order-Level Upsell is an item that is upsold to every item in a show. There are certain rules in that if the item already has an upsell (called an item-based upsell), then the order level upsell isn't offered. Essentially, it is global upselling per show. It is also commonly known as a superscript.	US

Term	Description	Country Used By
ORM-D (Other Regulated Materials)	Other Regulated Materials (ORM-D) is a term used in Quality Assurance to refer to products that contain materials that are hazardous (i.e. flammable, corrosive, etc.) which, because of a hazardous component, might ordinarily have special shipping restrictions. ORM-D items are excused from the shipping restrictions due some factor relating to its size, form, quantity or packaging. For example: A bottle of perfume is considered a hazardous material, but when shipped in a small, three-ounce bottle for example, it would become an exception, and not have to adhere to special shipping requirements.	US
OS (Outside Sales)	Outside Sales (OS) refers to customer-returned merchandise that QVC cannot return to the vendor, and is therefore sold to external liquidators.	US
OSR (Outside Rework)	Outside Rework (OSR) is required when merchandise fails Quality Assurance inbound inspection and must be altered by a QVC-contracted third party facility.	UK, US
Out of Balance (OOB)	This is like the US version of a check order. If they change from a credit card to check this is said to be OOB until the check is received.	UK
Out of Call, Out of Product	Out of Call, Out of Product is a direction given by the live show's Line Producer to the Control Room that once the current on-air testimonial phone call is completed, the Program Host moves immediately to the next product scheduled to air.	US
Out-of-stock	Out of stock indicator shows that an item is not in stock.	US
Outbound	Outbound refers to the Distribution areas of Waving, Picking, Multi-line, Manual Packing, Automated Packaging and Shipping.	DE, US
Outbound Shipment	Outbound Shipment is inventory that is pulled to be shipped from the Distribution Center.	US
Outer Mailer	The Outer Mailer is the package used to ship a product to the customer. Examples: the Q Box, a polybag or a jiffybag.	US
Outside Broadcasts (Obs)	Outside Broadcasts (Obs) are studio audiences or remote locale programming that takes place somewhere different than the QVC studios in London. Similar to QVC US's remote broadcasts. (Examples: Ideal Home Show studio audience shows, broadcasting from a US locale)	UK
Overpack	Overpack is the method of packing a product that is in its original box, inside a QVC standard shipping container (usually a box) and adding void fill. Overpacking provides an additional margin of safety for vendor cartons, which might not be able to withstand the rigors of distribution and transportation systems.	US
Over shipment	Over shipment is a duplicate item that was mistakenly shipped to a customer.	US

Term	Description	Country Used By
Over-the-counter (OTC) Drug	Over-the-counter drugs (OTC) are regulated by the Food & Drug Administration (FDA). Drugs can be defined as (A) Articles recognized in the official United States Pharmacopoeia, official Homeopathic Pharmacopoeia of the United States, or National Formulary, or any supplement to any of them; and (B) articles intended for use in the diagnosis, cure, mitigation or prevention of disease in man or other animals; and (C) articles (other than food) intended to affect the structure or any function of the body of man or other animals; and (D) articles intended for use as a component of any such articles specified in clause (A), (B), or (C); but does not include devices or their components, parts, or accessories. Over the counter (OTC) drugs are non-prescription drugs for which the FDA has established, written guidelines, also known as “monographs”. Some examples of OTC drugs include Acne Products, Sunscreens, Fluoride Toothpaste, and Antacid Products.	US

P Terms

Term	Description	Country Used By
P & H (Postage and Handling)	P & H stands for Postage and Handling. It is also known as Postage and Packing or Shipping and Handling.	DE, UK
P & P (Postage & Packing or Policy and Procedures)	(1) P & P stands for Postage and Packing. It is the Germany equivalent of the US's Shipping & Handling. Germany charges one P & P per day, regardless of the number of products ordered.	DE
	(2) P & P stands for Policy and Procedures. P & P's are the step by step guidelines utilized by the QVC Call Centers when providing assistance to a customer. P & P's can be found in the Communications Icon, the Stratus Memo Index, and the Policies Tab in the Customer Service Redesign (CSR – see CSR).	US
Pack Recipe	A Pack Recipe is the method in which a product will be prepared for shipment to a customer. Elements of a pack recipe include: shipping container (also known as an Outer Mailer – see Outside Mailer), void fill (if necessary), inserts, mailing label and special instructions for labeling and packing the goods.	US
Pack Shot	A Pack Shot is a close-up product shot that is used during on-air sells.	UK
Package	Package is one or more items in a single box or bag being shipped to the customer.	US
Package Status	Package Status is a code that identifies the last business activity completed for that package at any point in time during its processing life.	US
Packaging Area	The Packaging Area is a physical location in the Distribution Center that is used to match the picked products with the appropriate packing documents and packing materials.	US
Packer	A Packer refers to a person that places selected products into the box for shipping. This person packs a variety of products in accordance with department operating policies and productivity standards.	US
Packing Documents	Packing Documents are packsliips or shipping labels and in some cases, package ID barcodes, needed to pack and ship the product ordered.	US
Packsliip	A Packsliip lists the items in the package (see Package). In Germany, it is the customer's invoice.	DE, US
PAF (Product Acquisition Form)	A Product Acquisition Form (PAF) is the paperwork required for a QVC person to obtain a product sample from Product Central or any QVC warehouse permanently. It is used to bill the requester's department for the cost of the goods.	US

Term	Description	Country Used By
Pain Point	Pain points are functions that aren't available to the Representative to do there job more effectively or are of a manual type and need to automated.	US
PAL (Product Activity Listing or Phase Alternate Line)	(1) Product Activity Listing (PAL) is the main communication tool between Planning and Broadcasting. Its structure offers order, time guidelines, guest appearances and comments that give a Producer a script and blueprint of how a show should be executed. Sales & Product Planning Support uses the PAL to key items into "scripts," ensure upsells are linked, and verify an item's pricing structure and credit terms are set in the system properly for the specific exposure.	DE, US
	(2) Phase Alternate Line (PAL) refers to the type of television signal that is used in most of Europe, including England and Germany. It consists of 50 fields (images) per second with 625 lines per field that provides a color picture on one's television set.	DE, UK
Pallet	A Pallet is a wooden base frame used for storing merchandise.	US
Panels	Panels are the on-screen graphics that provide information other than product information, e.g., the upcoming show.	US
Part	A Part is any sub component defined for a SKU. It is stored in a Distribution Center as a SKU, but is not typically grouped as part of an Offer (see Offer). It is identified in the DC as a SKU, with a QVC generated code or standard merchandising code, if available. This is not visible to a customer. It is typically maintained for warranty support in support of customer service. Not a sellable item by itself, for example: pot lid to a set of pots. Anything we can do hard goods replacements for.	US
Partial Replacement	A Partial Replacement is when a customer wishes to replace a piece/part to their product rather than return the entire unit. For example, a customer orders an item, multiple pieces, and returns one piece of an item with the intent of a replacement or an exchange.	US
Partials	See Partial Replacement.	US
Pay Method	A Pay Method is the type of payment with which the customer will be paying for an order. A valid method of payment such as Credit Card, Check, Credits, Gift Cards, etc. used to pay for QVC purchases.	DE, US, UK

Term	Description	Country Used By
PBX (Private Branch Exchange)	PBX is the abbreviation for Private Branch Exchange, a private telephone network used within an enterprise. Users of the PBX share a certain number of outside lines for making telephone calls external to the PBX. Most medium-sized and larger companies use a PBX because it's much less expensive than connecting an external telephone line to every telephone in the organization. In addition, it's easier to call someone within a PBX because the number you need to dial is typically just 3 or 4 digits. A new variation on the PBX theme is the centrex, which is a PBX with all switching occurring at a local telephone office instead of at the company's premises.	US
PDQ (Product Development and Quality or Position Description Questionnaire or Pretty Damn Quick)	(1) Product Development and Quality (PDQ) is a quality initiative which brings together representatives from Merchandising/Product Development, Manufacturing and Quality Assurance to evaluate and certify a vendor before QVC does business with him/her. PDQ also takes remedial action to educate vendors who have difficulty meeting our standards.	US
	(2) A Position Description Questionnaire (PDQ) is a method for collecting information pertaining to a particular job, which provides a comprehensive picture of the duties, skills, knowledge and requirements of a given position. This is the means by which Human Resources creates job descriptions.	US
	(3) In the UK, a PDQ (Pretty Damn Quick) terminal is a device used for the billing of credit and debit cards (normally used in stores), This is used when a card cannot be debited in the normal billing process or if a customer wanted to pay off an outstanding debt using a card immediately.	UK
Peanuts / Pelspan	Peanuts and Pelspan are packaging materials used to stabilize the product within the box and to minimize damage during shipping.	US
Pending Orders	Pending Orders are orders that are not ready for processing due to lack of available inventory (backorders, waitlist and advance orders) or due to a lack of funds (check orders).	US
Pending Put Away (PPA)	PPA stands for Pending Put Away. This is inventory that is in transit within a distribution center, to be placed in a particular location. When the inventory is confirmed to be in the location, the inventory status is likely to go to OK.	DE, US
PEQ (Post Employment Questionnaire)	Post Employment Questionnaire (PEQ) is an automated exit interview system for employees in Operations and Services who voluntarily resign and would like to give Human Resources feedback on their experience working at QVC in an autonomous manner.	US
Permanent Ship To	A Permanent Ship To is the default shipping address for all customer purchases.	US

Term	Description	Country Used By
Permanent Stock Take	A Permanent Stock Take is the process conducted by QVC-Germany to determine the value of inventory assets. The process consists of both manual and system-driven inventory counts to determine the accurate “types, volumes and worth of inventory assets” according to German law.	DE
Personal Account Form	A Personal Account Form is a form requesting that inventory be taken from stock for use by a department or employee of QVC and charged to a department account.	US
Personalization	(1) Personalization is when a product requires that we collect additional information from the customer, such as initials or names to be printed, engraved, or monogrammed.	US
	(2) A personalized message on the pack slip.	US
Personalization Preview	A Personalization Preview is a personalized product image used as an example of how the personalized product will appear after personalization has been applied.	US
Photo Op	A Photo Op is an occasion for photojournalists to take a picture of an event or a celebrity for a story.	US
Pic Cards (Product Information Cards)	Product Information (PIC) Cards, a blue card that has a product description and prices, which is given to the host during a show to promote a product coming up in a future show.	US
Pick 2	During the live show, the line producer will request a Pick 2. This indicates to the control room to air pre-recorded product shots promoting two items that will be offered in the next hour with the goal of enticing viewers to continue watching. A Pick 2 will usually air about fifteen to twenty minutes before the next show.	US
Pick Path	Pick Path is the logical progression made by a picker through the warehouse aisles.	US
PIN (Personal Identification Number)	A PIN is a 4 digit personal identification number for a customer to use when placing an order or changing account information.	US
PIT (Package Integrity Testing)	PIT or Package Integrity Testing is a Quality Assurance process wherein cartons containing product are dropped, vibrated and otherwise tested to ensure that they can withstand the rigors of the shipping and transit environment.	US
Pitch Letter	A Pitch Letter is a strategic letter to a journalist to promote interest in a specific person, event or product.	US
Pitch Points	Pitch Points are a series of strategic messages that are conveyed to a journalist through a spokesperson promoting an event or project to the media.	US

Term	Description	Country Used By
Planned Show	Planned Shows (also known as Planned Programs) contain only their product line in that hour(s). For example: An <i>Imperial Gold</i> show contains only Imperial Gold products – making <i>Imperial Gold</i> a Planned Show. Conversely, a <i>Jewelry Showcase</i> that contains some Imperial Gold products is not a Planned Show. Sales & Product Planning has found that planned show inventory, like <i>Imperial Gold</i> , performs much better in its “home show”.	DE, US
PLC (Project Life Cycle)	PLC or Project Life Cycle is the process that describes the multiple phases of projects at QVC.	US
PO (Purchase Order)	A Purchase Order is a commercial document used to request someone to supply something in return for payment and providing specifications and quantities. It is considered a legal document.	DE, US
POD (Paid on Delivery or Proof of Delivery)	(1) POD stands for Paid On Delivery (see C.O.D.).	DE
	(2) POD also stands for Proof of Delivery. In the UK, an item can be shipped POD which means that the Carrier will ask the customer to sign their form (that is the Carrier’s form), before they hand over the parcel. This information is not recorded in any QVC system. If a customer claims non-receipt of a POD item, then it is up to the Carrier to produce evidence (i.e. the signature) that the customer received the item, otherwise QVC can claim against the carrier.	UK
POE (Port of Entry or Port of Export)	(1) POE or Port Of Entry is the location at which a shipment enters a country.	UK
	(2) POE or Port of Export is a term used in import shipments to indicate the foreign city from which the products will be shipped. For domestic shipments, the term used is FOB (see FOB). In this case, the vendor is responsible for all costs to get the purchase order to the domestic city.	DE
Points/Occurrences	Points are assigned to employees in accordance with the Attendance/Punctuality Policy (6.02) when they have exhausted PETO (Paid Emergency Time Off) or UTO (Unpaid Time Off) and are late or absent. An absence “occurrence” can be consecutive days and is equal to two points, and are assigned as part of the corrective action process for an employee who exhausts PETO/UTO. A punctuality “occurrence” is when, after PETO/UTO is exhausted, someone is either late to work, leaves early, or is late from meal/combined breaks. On point is assigned for a punctuality “I” in accordance with the attendance/punctuality corrective action process. (Note: All Human Resources terms are subject to the policy manual and plan documents.) Points/Occurrences are also known as Occurrences/Points.	US
Policy/Procedure Reference Document	The Policy/Procedure Reference Document is a document containing QVC’s business policies and procedures.	US

Term	Description	Country Used By
Polybag	A Polybag is a plastic mailing bag with the QVC logo on the outside.	DE, US
Polybagger	A Polybagger is a piece of automated packing equipment that automatically forms, fills and seals a custom-sized sturdy plastic shipping bag around the product, invoice & collateral material to be shipped. It then applies a shipping label to the bag.	US
Portal	<p>Portals provide a secure, single point of interaction with diverse information, business processes, and people, personalized to a user's needs and responsibilities. There are five capabilities of a portal that distinguished it from a web site. A portal should provide:</p> <ul style="list-style-type: none"> - A single point of access to all resources associated with the portal domain - Personalized interaction with the portal services - Federated access to hundreds of data types and repositories, aggregated and categorized - Collaboration technologies that bring people together - Integration with Applications and workflow systems 	
Post Code	A Post Code identifies a range of houses on a given street.	DE
Postleit Code	A Postleit Code is the national address code used by Deutsche Post.	DE
Power Promo (PP)	A Power Promo (PP) is an item that has proven through sales history that it can generate significant sales per exposure and is maximized for long-term productivity. A PP is usually at an introductory price. Items deemed to be PPs receive special promotion, referred to as "Show and Mentions," beginning 24 hours in advance of the actual sales presentation. To achieve PP status, the Planner must believe that the product will generate a minimum of monetary value once approved as a Power Promo.	DE, US
PQE (Product Quality Engineers)	Product Quality Engineers (PQE) are individuals within the Corporate Quality Assurance Departments responsible for supervising Product Quality Specialists and Technicians. The PQEs are responsible for managing the quality of assigned product categories, developing and communicating product requirements, performing supplier/factory audits, and resolving problems.	US
PQS (Product Quality Specialists)	Product Quality Specialists (PQS) are individuals in the Corporate Quality Assurance Departments responsible for package testing and first piece QA sample evaluation.	US
PQT (Product Quality Technicians)	Product Quality Technicians (PQT) are individuals within the Corporate Quality Assurance Departments (chiefly in the apparel/softgoods area) who perform sample evaluation, usually at a more technical or specialized level than the PQS.	

Term	Description	Country Used By
Preferred Carton Quantity	Preferred Carton Quantity refers to the optimal number of items that fit in a carton for shipping and transportation purposes.	US
Preferred Ship Method	A Preferred Ship Method is a ship method set up in the customer membership profile. It can be set up by the customer, the Customer Service department, or the Fraud department (in the case of fraud, this method cannot be overridden by the system).	US
Preload	Preload is an internal function used to ensure that we don't waste air time on product that is received but not yet ready to ship. Generally, this is inventory that is in-house that has not yet gotten through QA. Preload refers to an adjustment to inventory that allows the product to be sold on air without being in OK status. This is done only if the product is expected to be received / keyed to OK status within 48 hours. Orders taken against this preload quantity will source immediately when inventory is keyed to OK status. Also known as Bogus Load.	US
Prep	"Prep" is a term used in Merchandising to describe the total possible sales for all of the merchandise in a designated time or day offering. For example, there may be a "Prep" for a Denim & Co. hour, a "Prep" for a day's TSV, or even a "Prep" for a certain product. In other words, it reflects the sum retail value of every item to be offered.	DE, US
Prepaid Freight (PPD)	Prepaid Freight is a structure that QVC uses with its vendors. The program requires the vendor to pay for, and own, the freight until it arrives at our dock.	US
Prepaid Shipment	A Prepaid Shipment is an inbound shipment, for which the vendor pays the freight. Product pick up and delivery appointments are scheduled by the vendor.	US
Prepayments	Prepayments are orders placed with a check pay method and waiting for a payment by Check, Money Order, Cash, Transcash, Postal order, etc, before they can be released.	US
Presell	(1) Presell refers to bought inventory, but orders can not be fulfilled or shipped until a certain date (for example, Wedding Chaser DVD. This is typically due to an external parameter (i.e.: vendor imposed) and we can't ship before a certain date.	US

Term	Description	Country Used By
	(2) Presell refers to an adjustment to inventory that allows the product to be sold on air without being in OK status. This is done for orders that are expected to ship later than 48 hours from the airdate. QVC states on air that the orders taken are Advance Orders. Orders will ship to customers on or before a specific date. (Example: videos and books with street dates or national release dates, i.e. <i>Titanic</i> , <i>The Lion King</i> , etc.)	US
Presentation	Presentation is a collection of offers (see Offer) to be sold, for example a show, web grouping, and catalog.	US
Presentation Case	Presentation Cases are the boxes/pouches used to package jewelry before placing the product in the outer mailer.	US
Pre-Shipment Finished Goods Audit (PSFGA)	Pre-Shipment Finished Goods Audit (PSFGA) is an acceptance sampling procedure which is performed by QVC Quality Assurance or its authorized representative to determine whether or not the goods which QVC intends to purchase meets our requirements for product, quality and packaging. The audit is performed at the supplier's manufacturing site or other agreed upon location before the goods ship to QVC, hence the term "Pre-Shipment". Depending on the results of the audit, the product will be accepted or rejected (or sometimes conditionally accepted). PSFGAs are sometimes referred to as "off-site inspections", "on-site inspections", "OSIs", "source inspections" or "field inspections".	US
Press Kit	A Press Kit is a package of information that is used to disseminate news to a member of the media.	US
Press Release	A Press Release is a document containing information about a newsworthy project prepared for issuance to the press or broadcast media.	US
Previews	Previews are products that are picked in an hour or hours to be displayed at the beginning of the show. The host quickly mentions a few items or all the items in the show to let everyone know what is coming up in that hour.	US
Priority Order	A Priority Order is when a customer has upgraded the delivery method so must be reviewed quickly.	US
PRN (Product Rejection Notice)	A Product Rejection Notice (PRN) is issued by the Quality Assurance Department in the receiving warehouse for a product that does not pass quality inspection.	DE
Product	Product is a general term used to refer to what QVC designs, procures, sells and delivers to the customer.	US

Term	Description	Country Used By
Product Blueprint	A Product Blueprint is a page in QBIS (see QBIS) that provides the following information pertaining to the appropriate product: IBM product description, Positioning, Top 3 Selling Features, Secondary Selling Features, Demo/Sales Ideas, Legal, Video, Graphics and other production elements.	DE
Product Detail	Product Detail refers to a page on QVC.com that displays what the customer sees about a product. The information includes the item number, short and long descriptions, image, price, shipping and handling choices, and size or color options. This is the page that allows a customer to begin the process of purchasing the product over the Internet, by clicking on the “Add to Shopping Cart” button.	US

Term	Description	Country Used By																																				
Product ID/Component # (PID)	<p>Product ID/Component # (PID) is an auxiliary or link of an inventory or base SKN number. It is created to track sales of the same item for different division or promotional methods, or to alter the price structure from that of the base SKN number. It mirrors the base SKN number, except for the item number and any pricing changes that are made. The inventory is the same/shared for the base SKU number and all of its associated product Ids.</p> <p>A Link is created to track sales of the same item for different division or promotional methods, or to alter the price structure from that of the base SKN number.</p> <p>Group allows different pricing for different members of the group</p> <p>1. <u>Base SKN</u></p> <table><tr><td>Product</td><td>SKN</td></tr><tr><td>J844</td><td>J844</td></tr></table> <p>SKN is the same as Product</p> <p>2. <u>Group (GROUP-IND = Y)</u></p> <table><tr><td>Product id</td><td>SKN</td><td>Descriptions</td><td>Price</td></tr><tr><td>/J123</td><td>J124</td><td>Mattress King</td><td>\$999.99</td></tr><tr><td></td><td>J125</td><td>Mattress Queen</td><td>\$899.99</td></tr><tr><td></td><td>J126</td><td>Mattress Full</td><td>\$799.99</td></tr><tr><td></td><td>J127</td><td>Mattress Twin</td><td>\$699.99</td></tr></table> <p>Price is different.</p> <p>Price is set up on SKN (not SKU) level. This means when there are different prices for different sizes a “Product group” is created.</p> <p>There is “one to many” relationship between Product and SKN.</p> <p>3. <u>Link (GROUP-IND = N)</u></p> <table><tr><td>Product</td><td>SKN</td><td>Price</td><td></td></tr><tr><td>J844</td><td>J844</td><td>\$90</td><td>Qdirect</td></tr><tr><td>J845</td><td>J844</td><td>\$80</td><td></td></tr></table> <p>Price is established on Product level, there is multiple pricing for the same SKN.</p> <p>There is “many to one” relationship between Product and SKN.</p> <p>Note: Product link cannot contain product group and product group cannot contain product link.</p>	Product	SKN	J844	J844	Product id	SKN	Descriptions	Price	/J123	J124	Mattress King	\$999.99		J125	Mattress Queen	\$899.99		J126	Mattress Full	\$799.99		J127	Mattress Twin	\$699.99	Product	SKN	Price		J844	J844	\$90	Qdirect	J845	J844	\$80		US
Product	SKN																																					
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Product id	SKN	Descriptions	Price																																			
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	J125	Mattress Queen	\$899.99																																			
	J126	Mattress Full	\$799.99																																			
	J127	Mattress Twin	\$699.99																																			
Product	SKN	Price																																				
J844	J844	\$90	Qdirect																																			
J845	J844	\$80																																				

Term	Description	Country Used By
Product Overrides	Product Overrides are extra warehousing processing days that are applied and associated with an item number.	US
Product Prep	Product Prep is the area where the product is pulled, set up or prepped and put away.	US
Product Return Rate	Product Return Rate is calculated by dividing the total monetary value of returns by the total shipped monetary value (the total sales). Return Rates can be calculated for a specific item, product line or product category. For example: If a denim skirt generates \$2500 in total sales and \$500 is refunded to customers for returned merchandise, the Return Rate on this item is 20 percent.	US
Product Search	Product Search is a Vendor Relations department program that aims to assist Buyers in finding new QVC products by managing the volume of unsolicited product submissions, evaluating them, and making recommendations to Buyers. Additionally, through the marketing of the 888-NEW-ITEM hot line and vendor education initiatives, Vendor Relations seeks to educate prospective vendors about the opportunities available at QVC and urge them to consider QVC as the first choice to launch new products.	US
Profitability	Profitability is a calculation that involves customer orders, returns, and negative behaviors such as non-receipts and cancels.	US
Program Guide	The Program Guide is a calendar showing four weeks of QVC programming schedules. It is included with all orders that are shipped to customers, and is also sent to customers upon request. It is a "rolling calendar" i.e., every week, one week is dropped from the calendar and one week is added. For example the calendar this week 11/20/06 through 12/17/06 would go out, and next week it would be 11/27/06 through 12/24/06. This is the most accurate calendar that reaches the customer as it changes weekly with the ebb and flow of show changes.	US

Term	Description	Country Used By
Programming Calendar	<p>The Programming Calendar is used to plan and illustrate which programs will air on which days and times. It is broken down into two different calendars:</p> <p>Monthly Calendars – These calendars highlight multi-hour shows, events and anniversaries on a monthly basis. They are issued three to four months out on a TENTATIVE basis (as far as show placement & specific hour placement) and are revised as needed. The TENTATIVE title will be removed as the month becomes firm. This calendar is confidential and is not distributed outside of the company. It is the responsibility of the Manager of the Programming Department.</p> <p>In-House Programming Calendars - These calendars break the weeks down into seven 24-hour days. They are different from a standard calendar in that the week begins on Monday and ends on Sunday. They note guests and special events on an hourly basis. Every Thursday night, a calendar is distributed for the following week and every Friday a “packet” is distributed containing calendars for the following six to eight weeks. Revisions are made and distributed on the “current” weekly calendar on an ‘as needed’ basis. (i.e. if a guest changes or can’t appear or a show changes) This calendar is not distributed outside the company and is the responsibility of the Manager of the Programming Department</p>	US
Projected Sales	Projected Sales are gross sales orders minus the number of orders estimated to be canceled or otherwise unfulfilled. This cancellation rate is different for each commodity type.	US
Promo Blitz	A Promo Blitz is a promo spot that is in heavy rotation for a short period of time.	US
Promotional Credits	Promotional Credits are credits that are applied when the item is a promotion.	US
Promotional Discounts	Promotional Discounts are discounts for things such as free shipping & handling, birthday credits, or holiday credits.	US
Promotional Offers	Promotional Offers are a marketing strategy used to increase sales. Current promotional offers include free Shipping and Handling or Easy Pay options for purchases.	US
Proof Of Return	A Proof of Return is a physical confirmation of customer return to warehouse.	US

Term	Description	Country Used By
Proprietary Brand or Product	<p>Specific definitions can vary, and often the terms are used synonymously. But in general terms, a proprietary brand or product is one that QVC has the exclusive right to use, make or market, and QVC usually has some ownership interest in the brand or trademark name. A few examples are Denim & Co., Diamonique, Fashion Formulas, Northern Nights, Stitches in Time, and Urban Wool.</p> <p>In contrast, an exclusive brand or product simply indicates that QVC has some degree of exclusivity in license from the manufacturer. There is no ownership involved. For example, QVC may be the exclusive source for the product in all retail venues, or in another case, the exclusive right may be limited to televised retailing. Several exclusive brands are For Women Only, The Joan Rivers Classics Collection, Models Prefer, Susan Graver, and Private Luxuries by Josie Natori.</p> <p>In most cases, a proprietary brand is also exclusive, but an exclusive brand doesn't have to be proprietary.</p>	US
Prospect Member	A Prospect Member is a marketing term used to refer to people that are not currently QVC members. Marketing materials are prepared along with an associated new member number that a new member can use to become a QVC member.	US
PSA (Public Service Announcement)	A Public Service Announcement (PSA) is a pro-bono advertisement used to promote a charitable event or cause.	US
PTV (Part Time Variable)	Part Time Variable (PTV) is a scheduling option offered to On-Call Representatives that allows them to choose how many hours they want to work each day and week. The representatives can fix the number of hours they want to work daily, or allow the company to schedule them within a range of hours they pick. Representatives who are willing to work second or third shift, or through the midnight hour, are best candidates for PTV.	US
PTV-12	Employee regularly working a minimum of 12 hours per week with varying scheduled hours each week.	US
PTV-15	Employee regularly working a minimum of 15 hours per week with varying scheduled hours each week.	US
PTV-18	Employee regularly working a minimum of 18 hours per week with varying scheduled hours each week.	US

Term	Description	Country Used By
Public Relations	Public Relations are the methods and activities employed in persuading the public to understand and regard favorably a person, business or institution.	US
Publicist	A Publicist is a person who implements public relations activities.	US
Publicity	Publicity is the process by which a purposefully planned message is distributed through selected media to further the particular interest of the client without specific payment to the media.	US
PUPS	PUPS are 28-foot trailers that can be hauled together.	US
Purchase Order Lead Time	Purchase Order Lead Time refers to the number of days between when a purchase order is written and its ATS (see ATS) date. The company standard is that 90% of all merchant Purchase Orders need to have a lead time greater than 45 days.	US
Purchase to Pay	Purchase to Pay is a term to describe the purchase, movement of goods and transactions between a buying company and suppliers. It is also known as, the supplier facing side of a business.	US
Purchase with Purchase (PWP)	Purchase with Purchase is an upsell (see Upsell) where we will offer the customer a deal for another related item, which may or may not offer a discounted price or a decrease in shipping & handling.	US
Pure Play	Pure Play refers to an online company devoted to only one line of business, highly correlated to a specific theme or niche. For example: SonyStyle.com is a pure play business, selling only Sony consumer electronics versus QVC.com that sells a variety of product lines and brand names.	US
Purge Criteria	Purge Criteria is criteria used to determine when system records are outdated or not needed and can be removed from the system.	US
Purples	Purples are product change forms, which add new items, pricing, easy pay or other information to the PAL sheets after the script has been sent to Broadcasting. Originally, these change forms were distributed manually on purple sheets of paper (hence the term purple) but now they are sent via email.	US
Pusher Number	A Pusher Number is a five digit number used by the Austrian Post for a presorting of packages, soon to be available for German addresses as well.	DE
Put Task	A Put Task is the assignment of work to put inventory into storage locations. A task that a client can schedule to have an inventory unit of work putaway into a storage location.	DE
Putaway	Putaway is the process of putting received inventory into storage locations.	US
PV (Pay Variable)	Pay Variable (PV) is a measurement of standard allowed minutes (SAMs – see Standard Allowed Minutes). The components of a job are assigned a set timeframe, and are then tracked accordingly to give the employee time credit for the work completed. This term is used in Jewelry Distribution.	US

Q Terms

Term	Description	Country Used By
Q Box	A Q Box is a QVC purchased box used for shipping products to customers.	US
Q College	See QVC University.	UK, DE, US
Q-4-U	Q-4-U is a "Whistle-blowing" line used as a part of internal employee communication in the UK.	UK
QA (Quality Assurance)	Quality Assurance (QA) represents a philosophy and a process, which specifies the acceptance criteria, which a product must meet before it, is produced. The specification includes raw materials, dimensions, tolerances, production techniques and in-line inspection processes throughout the production cycle. The purpose of QA is to assure that no unacceptable products will be produced in a given lot by eliminating the factors, which lead to non-conformance before production begins.	DE
Qcard	Qcard is a QVC issued credit card. The revolving charge card that QVC offers. The Qcard can only be used at QVC and can be used for purchasing any QVC item.	US
QCUT	QCUT is the Automated Ordering Phone System in the UK.	UK
Q-Direct	Q-Direct is the direct marketing division of QVC.	US
Qreserve	Qreserve Phase I was a function of the Voice Response Unit (VRU – see Voice Response Unit) that allowed customers with a Q member number to "reserve" an item immediately upon hearing QVC's telephone greeting. Qreserve Phase II – implemented in October 1999 – extends this feature to first-time callers as well, allowing them to reserve an item without having to first open an account with a representative and risk their item selling out. This feature is most frequently used during high call volume shows. Additional benefits of Phase II include real-time inventory status and increased VRU usage.	US
QTV (QVC Television)	QVC Television (QTV) is an information channel airing on monitors in The Atrium at the Studio Park location and on channel 2 at Studio Park. Created and maintained by the Communication department, the channel includes information pertinent to QVC People such as blood drives, the week's TSVs, Human Resources programs, new hire and promotion lists and more. It serves as one more way for QVC People to remain informed about the goings on at QVC.	US
Quality Control (QC)	Quality Control (QC) is a process in which the unacceptable pieces from a given product lot are separated from the acceptable pieces after the goods have been produced by the manufacturer. The purpose of QC is to ensure that there are a minimum number of unacceptable pieces in a given lot.	US

Term	Description	Country Used By
Questionable Client	A Questionable Client is a client who appears they are trying to do something fraudulent through a return.	US
Queue	See In Queue.	US
Quota	A Quota refers to import quotas, which are quantitative limits on specific types of products (often apparel/textile products) from specific countries. These limits determine how much of that product may enter the U.S. during a calendar year.	US
QVC	Quality, Value, Convenience	UK, DE, US
QVC Active Cable	QVC Active Cable is Interactive Television. The technology that allows customers to make purchases using their remote control and addressable cable converter.	UK
QVC Active Sky	QVC Active Sky is Interactive Television. The technology that allows customers to make purchases using their remote control and a satellite receiver.	UK
QVC Directory	The QVC Directory is an on-screen, interactive product catalog available on digital satellite or cable television systems in the UK. Similar in appearance to a Web site but much faster, this service enhances viewers' options by enabling them to browse, using their remote control, through a variety of categories such as Jewelry, Beauty and Electrical sections and features such as Bargain Hunter (on Directory as well as Text), providing existing and potential customers with another way to shop with QVC UK.	UK
QVC Experience (The)	The QVC Experience is a division of Programming & Promotion designed to promote QVC to the public at remote broadcasts and special events. The Experience team constructs a display at each site where visitors can learn about QVC, obtain programming information, and find out how to shop on QVC.com. Visitors can also place an order on-site and even set up a Q member number.	US
QVC Gift Card	QVC Gift Card is a new method of payment, which will be offered to QVC customers. The QVC Gift Card may be sold anywhere and used to purchase QVC products.	US
QVC Price	The QVC Price is the price at which viewers ordered the item from on air.	US, DE
QVC Shanghai	QVC Shanghai (QVC SH) is an overseas office of QVC, which performs inspection and sourcing tasks to support Corporate Merchandising and QA.	US

Term	Description	Country Used By
QVC Text	QVC Text is QVC UK's own teletext service that can be viewed by any QVC UK customer who watches QVC UK with a teletext-equipped TV. It includes a comprehensive guide to QVC UK's broadcast hours, Customer Service information and a range of product-led sections, which give product numbers, text-only descriptions and price details. These include Bargain Hunter, which features approximately 330 low-stock products per week at special low "Bargain" prices; Salon Essentials, which includes a selection of best-selling beauty products from some of QVC UK's most popular beauty brands; and Refill Place, which lists refills for a wide range of products sold by QVC UK. Products can then be ordered by: calling QVC UK's toll-free order entry phone number; calling the toll-free automated ordering service Qcut; or by ordering over the Internet using QVC UK's Web site, QVCUK.com.	UK
QVC University	QVC University (formerly known as Q College) is a business-focused educational initiative. Driven by Human Resources Development and Training and leaders from several QVC departments, the roster currently consists of courses describing Merchandising and Broadcasting functions/processes and is offered exclusively to QVC People in those areas. Courses in other departments such as Customer Service are currently under development. QVC University has also been extended to the external community of vendors and on-air guests including such offerings as Vendor 101, Guest Excellence and Masters in Guest Excellence.	US
QVC.com	QVC.com is the QVC Sales Division that sells product via the Internet. The Internet address is www.qvc.com . (Formerly known as iQVC)	US
QVC.com Crossover	A QVC.com Crossover is a customer who previously purchased from QVC then made their first purchase from QVC.com.	US
QVC.com New Name	A QVC.com New Name is a new customer to QVC whose first purchase was from QVC.com.	US

Term	Description	Country Used By
QVC.com Vendor	<p>QVC.com obtains product from a variety of sources. A QVC.com Vendor could be:</p> <ul style="list-style-type: none"> - A distributor – a drop-ship supplier to QVC.com who owns the product, and ships it to the QVC customer after a Web transaction has occurred using a fulfillment system that manages the product flow between the distributor and the customer. - A QVC Merchandiser – QVC.com sources product directly from QVC's Merchandising team. The QVC Buyer and QVC.com Merchandiser work together on a joint merchandising strategy in which the Buyer will source and warehouse the inventory for a future QVC.com promotion. - A Square Partner – A Square Partner is an affiliate merchandising relationship with an external partner (such as Art Select, Global Sports, or Pets-Center.com). QVC.com can work with these sources to find unique promotional opportunities for the QVC customer. 	US
QVC.com Weekly Meta Report	The QVC.com Weekly Meta Report recaps QVC.com's projected shipped sales performance by meta classification for the week. The report includes the Top 20 products in each meta category ranked by projected shipped sales.	US
Q-Works	Internal Human Resources communication sounding board for the employees – employee council.	US
Q-Zone	Q-Zone is a call center program implemented by the Order Entry department, where additional training is offered to all new hire seasonal representatives for a period of up to 12 weeks.	US

R Terms

Term	Description	Country Used By
R Item Number	An “R” item number indicates an unidentifiable product categorization used to generically identify returned goods.	US
Race Car Collectibles	Race Car Collectibles is a sales division of QVC that specializes in NASCAR collectible miniature cars and related products.	US
Rack	Rack refers to the actual racking system in Distribution that stores the inventory of product.	US
Radio Frequency (RF) Unit	Radio Frequency (RF) Unit is a hand-held scanning unit used in the distribution centers that transmits instructions to warehouse operations.	US
RATS (Returns Available to Sell)	RATS stands for Returns Available To Sell. This percentage reflects the likelihood that customer returns will go back into OK inventory and can be used to fulfill outstanding demand.	US
Rebag	To Rebag is to repackage a returned item that allows it to be shipped out to another customer. Rebagging is used frequently in Apparel and Accessories area.	US
Recall	A Recall is when a product is returned to the manufacturer due to quality or safety issues.	US
Receipt of Goods (ROG)	Receipt of Goods (ROG) indicates the date a product shipment is received at a QVC warehouse. The ROG date determines the payment due date on the vendor's invoice. For example, if the terms of the vendor's Purchase Order are “net 30 ROG”, payment is due to the vendor 30 days from when the product is received at QVC's warehouse.	US
Receivable	A Receivable is an awaiting or requiring payment; due or collectible.	US
Receivers	Receivers are QVC personnel who unload trucks in the Receiving Department of Distribution.	US
Recovery	A Recovery is a good, resellable item returned to QVC (damaged items returned are not considered a good recovery) that can be placed back into inventory.	US
Redispositioning	Redispositioning is the ability to change the current assigned disposition of a product to a different disposition.	US
Redlining	Redlining is the act of discriminating against or cutting off customers from making purchases.	US

Term	Description	Country Used By
Reference Document	A Reference Document is a document created by the Customer Services Communications group that will contain information for a Call Center Representative to either communicate to the customer in a member update, or contact instructions for the Representative to follow regarding company policies or procedures when handling customer requests or performing actions on a customer account/order(s) during a customer call.	US
Referral	A Referral is a response to an authorization request from a Credit Card processor, which indicates the clearing house, is unable to process the authorization at this time. This may be due to the fact that the issuing bank is unavailable, or that QVC needs to call the issuing bank to get approval or decline.	US
Refund	A Refund is a credit to the customer to the original pay method. If the order was originally paid by check, a check will be sent back to the customer.	US, DE
Refund Calculator Service	Refund Calculator Service is an SAP Service that will calculate the refund amount (including postage, gift wrap, shipping and Handling, product amount) and check for upfront credits. The Service will send the results to the initiator and initiate the payment instructions.	US
Reimbursement	A Reimbursement is a refund or credit to an account.	US
Reinstate	Reinstate is a term used to identify an order that was canceled and is now being reinstated because the customer has decided that they really want it. All the information for the new order is taken from the original.	US
Related Item	Related Items are a feature offered on the web site. Similar to the concept of upsell items, Related Items are thumbnail images, short descriptions, and prices on the right side of the Product Detail Page of products that are recommended for purchase that match or complement the main product selected.	US
Replacement	Replacement is a term to identify that the item has been replaced by QVC. The reasons vary (e.g. broken, wrong size). Replacement can be abbreviated as REPL.	DE
Replacement Line	A Replacement Line is the line on the order that will represent the replacement.	US
Replacement Orders	Replacement Orders are placed as a service to customers who either are unhappy with their merchandise or claim non-receipt. Customers are not charged for Replacement Orders. A customer returns an item and wants to replace it with an identical item (same item ID, same size, same color).	DE
Replenishment	(1) In Distribution Centers, Replenishment refers to bringing stock forward from a back stock or reserve location to a stock pick or forward pick location.	US

Term	Description	Country Used By
	(2) Replenishment also known as Basic Stock Replenishment is a process whose purpose is to analyze pertinent data to keep sellable inventory available for certain product lines.	US
Representative	A Representative is a QVC employee working in the Customer Service, Order Entry and/or Product Information departments responsible for taking Customer calls.	US
Repurpose	To Repurpose something means to change or update an article that previously ran on QVC.com and may not contain the most recent information.	US
Request for Proposal	A Request for Proposal (RFP) is a solicitation document used to obtain offers of price and proposed method of execution of a project. It is also called a Request for Quotation (RFQ).	US
Requirements	Requirements define what the potential users want the system to do. In modern methods these requirements should be testable, and will usually be traceable in later development stages. A common feature of nearly all software is that the requirements change during its lifetime.	US, UK, DE
Reshipper	Reshipper refers to vendor packaging that can be used to reship merchandise to the customer without any over packing by QVC. A Reshipper is also known as a slapper or mail order pack.	US
Results Reporting	Results Reporting reports sales for 24+ hour events utilizing figures provided by Market Research and Sales Analysis (MRS&A) that, unless otherwise indicated, includes on-air, Buy Anytime and QVC.com sales for products featured during the said event. The number will differ from that appearing in the Corporate Management Report database, because those figures include all items purchased in that day (but not necessarily exclusive to the event).	US
Retail Sales (RS)	Retail Sales (RS) refers to customer-returned merchandise that is not applicable for the Returns Authorization system and will be sold at QVC retail stores.	US
Retail Value	Retail Value is a retail price that has been documented to adhere to all Federal Trade Commission rules and regulations regarding retail pricing and at which this product (or similar product) is actually available in the marketplace.	US
Return	A Return refers to an item that a customer has sent back to QVC.	US, UK, DE
Return Rate (RR)	A Return Rate (RR) is calculated by dividing the total monetary value of returns (the total value of the returns) by the total shipped monetary value (the total sales). RRs can be calculated for a specific item, product line or product category. For example: If a denim skirt generates \$2500 in total sales and \$500 is refunded to customers for returned merchandise, the RR on this item is 20 percent. It is also known as Product Return Rate.	US, UK, DE
Return Reason Code	The Return Reason Code is the code associated with the reason the customer is returning their product.	US

Term	Description	Country Used By
Return To Stock (RTS)	Return To Stock (RTS) is a term used in the Returns area of distribution to identify an item that has been returned by a customer and is fit to be resold.	US, DE
Return To Vendor (RTV)	Return To Vendor (RTV) is when QVC ships the product back to the manufacturer and the vendor is charged for the cost of the items. Stock is returned to the vendor when product is rejected by Quality Assurance, or via the stock balancing procedure, whereby QVC arranges with the vendor to return a percentage of unsold inventories, provided that it is purchased from the vendor in the future.	US, DE
Returns Abuser	A Returns Abuser is a QVC customer deemed to return an excessive amount of the items they order. The customers' orders are returned to them by QVC without refund.	US
Returns Disposition Label	A Returns Disposition Label or RD Label is a label with a bar-coded RD Number (see Returns Disposition Number).	US
Returns Disposition Number	A Returns Disposition (RD) Number is a unique identifier assigned to each return in order to track its life within the QVC distribution center.	US
Returns Tracking Number	See Returns Disposition Number.	US
Revert	Revert is a term used to indicate that all items aired on QVC must air at least once at the on-air price. In order to maintain the integrity of our pricing, all items offered at a "special" price (IP, TSV, etc.) must "revert" to their on-air price and receive airtime at that price.	US
Rework	(1) The act of refurbishing or repackaging product to return to stock. The item needs some fix or enhancement before it is available to sell to the customer.	DE, US
	(2) Rework refers to the distribution area that handles relabels, tests, or reboxes product.	DE, US
Ridgiebag	A Ridgiebag is a mailing envelope made of sturdy (rigid) cardboard to prevent product breakage.	US
Rifled	Customer empty-box (see Empty Box) return that was obviously tampered with while in transit to the Returns facility.	US
RN Number	In the apparel world, RN stands for Registered Identification Number. It is a number issued by the Federal Trade Commission to U.S. businesses that manufacture, import, distribute, or sell products covered by the Textile, Wool, and Fur Acts. Businesses can use this number on product labels in lieu of the company name.	US
RNR (Radio News Release)	A Radio News Release (RNR) is a prerecorded interview disseminated to radio stations in a predetermined market.	US
Rotator	A Rotator is a rotating device used to spin products for display in a light tent and for down stage	US

Term	Description	Country Used By
	dupes.	
Routing	Routing is the process through which promotional content is approved before it is migrated to the Web site.	US
RSU (Reliable Sortation Unit)	A Reliable Sortation Unit is an intelligent conveyor used to process returns in the Lancaster Returns area.	US

S Terms

Term	Description	Country Used By
S.O.R. (Sale or Return)	S.O.R. stands for Sale or Return. It is a type of contract set up in the UK with a vendor that will define how QVC is to handle customer returned merchandise for that particular vendor.	UK
Salable Units	Salable Units is another name for the product or the SKU.	US, UK, DE
Sales Reporting	Sales Reporting reports sales for 24+ hour events utilizing figures provided by Market Research and Sales Analysis (MRS&A) that, unless otherwise indicated, includes on-air, Buy Anytime and iQVC sales for products featured during the said event. The number will differ from that appearing in the Corporate Management Report (CMR) database, because those figures include all items purchased in that day (but not necessarily exclusive to the event).	US, UK, DE
Sales Tax	Sales Tax is a tax placed on the item by the different municipalities to which the item will be shipped. (Also see Value Added Tax.)	US
Same Day Vacation	Same Day Vacation is vacation requested for the current calendar day.	US
Same Site	Same Site is a policy that refers to restrictions on Call Center Representatives that disallows them from making changes for their own accounts and the accounts of other employees that work at the same work site as they do. It is known as the "Same-Site" restriction rules. For example, if a Call Center Representative purchases a product from QVC and their employee discount is not applied, that employee would not be allowed to update his order to reflect the employee discount and neither would any of the employees that work at the "Same Site" as him.	US, UK, DE
Sample Lot	The Sample Lot is the number of units from which a random sample is selected. Determination of a lot for sampling purposes is based on several factors, including (but not limited to) availability of goods and timing of receipts/shipments. For pre-inspected goods, a lot is usually equivalent to the total units on a Purchase Order. For inbound receipts, a lot is equivalent to the number of receipt units per inbound SKU.	US, UK, DE
Sample Pallet	At the QVC Distribution Centers, the Sample Pallet is a pallet of goods containing the required number of Quality Control samples to be inspected by the QC team. The QA MOD selects the samples to be included on the pallet, and the Receiving department "builds" the pallet.	US, UK, DE
Sample Size	The sample size is the number of units to be randomly sampled from a given lot. The sample size is determined based on the plan and inspection levels from an accepted sampling plan.	US, UK, DE

Term	Description	Country Used By
Sampling Plan	A sampling plan is a method for randomly inspecting a specified number of samples in a given lot of goods. The most widely accepted sampling plan is known as ANSI/ASQ Z1.4 (formerly known as Mil Std 105E); a statistically-based sampling plan that determines the Sample Size and Accept/Reject quantities based on an Acceptable Quality Level (AQL – see AQL).	US, UK, DE
Satellite Media Tour (SMT)	A Satellite Media Tour (SMT) is a live interview from one location transmitted via satellite by a third party to several TV news outlets.	US
SCAC (Standard Carrier Alpha Code)	Standard Carrier Alpha Code (SCAC) is a unique two- to four-digit code assigned by the National Motor Freight Traffic Association to identify a transportation company.	US
Scheduler	A Scheduler is a piece of software that executes batch jobs or similar software programs based on a scheduled time and day or date.	US, UK, DE
Script	See PAL.	
Scorecarding	Scorecarding is a ranking or scoring methodology applied to a group of metrics to assist in the decision making process. Scorecarding provides a common framework to compare performance of non-equal entities. For example, a Vendor Scorecard may have three metrics – On-time delivery, Return Rate, and PQ Call rate. A vendor scorecard could present these three metrics in views that allow for comparisons of performance between Vendors. The UK currently has a manual scorecarding process.	US, UK, DE
Scoring	Scoring is a term used to describe the profitability of a customer to QVC. If the customer has a score of 100 they have a high profitability and a 1 would be an unprofitable score.	US, UK, DE
Screen Pop	Screen Pop is the concept of sending member data to an application before the actual customer gets to the application. This way, the application or agents knows who is calling them and why.	US, UK, DE
Search Engines	Search Engines are a business function that will allow for multiple ways to search for a product.	US, UK, DE
Seasonal Gift Wrap	Seasonal Gift Wrap is wrapping paper used to wrap the gift-wrapped package. A new color is used for each season. For example, silver is used during the Winter and Holiday months.	US
Secondary Sort	A Secondary Sort is a sorting machine used for first-class mail type product, which runs separately from the main, tilt tray sorter (see Sorter) and drops the product into a Gaylord (see Gaylord).	US, UK, DE

Term	Description	Country Used By
Secret Answer	The Secret Answer is the answer to a hint question that the customer gives when they do not know their pin and want to place the order or change account information.	US
Secret Question	A Secret Question is the question to ask a customer that will provide a unique answer that will help verify the customer's identity when placing an order or changing account information.	US
Sectional Center	The Sectional Center defines a warehouse location. The first 3 digits of its zip code designate it.	US
Sell Through	Sell through indicates the percentage of units or monetary value that is sold from the total beginning amount. For example: when beginning with 1000 units/\$100,000 and 610/\$61,000 are sold, then the sell through rate is 61 percent.	US, UK, DE
Sellable Unit	Sellable Unit refers to the exact number of units, determined as item or configuration, that QVC will sell to customers on air of a specific QVC item. An item would normally consist of a single piece and a configuration normally refers to a set of a specific quantity of an item. For example: 1 unit, Set of 2, Set of 4, etc. The sellable unit differs from the vendor shippable unit in that the vendor may pack more than one sellable unit together for shipping to QVC. It is then normally QVC's responsibility to break these apart to ship to an individual customer. That is why quantity markings on vendor cartons that contain more than one sellable unit are so important.	US, UK, DE
Senior Management Team (SMT)	Senior Management Team can be abbreviated as SMT.	UK, US, DE
Serial Numbers	Serial Numbers are a product identification number that enables a vendor to link a product to a specific customer for future technical support and/or warranty service.	US, UK, DE
Server Farm	A Server Farm refers to the group of computers (servers) where QVC.com files are housed to be 'served' to the public. It is also known as the "Web Farm."	US, UK, DE
Service Class	Service Class is the concept of handling customer service issues based on a ranking assigned to members.	US
Service Tracking	Service Tracking is provided as a means of tracking service to customer needs, and a follow up action to be performed, on a stated date.	UK
Set Top Systems	Set Top Systems are systems that sit on the TV by which customers can order with one click of the remote (i.e. cable top or SKY TV).	UK
Settle	To Settle is to apply payments to an invoice until the balance is zero.	US, UK, DE
Ship Method	Ship Method is the method by which the customer wants the package to be shipped (e.g., UPS, USPS). The method by which an order can be delivered to the customer's desired ship to	US, UK, DE

Term	Description	Country Used By
	address.	
Ship Order	A ship order is a document used to return product to vendor.	US, UK, DE
Ship To	The Ship To is the address to where the order is sent.	US, UK, DE
Ship To Account	A Ship to Account is a method of relating multiple ship-to's to a member.	UK, DE
Shipment Notification	A Shipment Notification is a notification from a source that an order has been shipped. The source maybe manual, from another internal QVC system or an external system (i.e. Drop Ship Vendors).	US, UK, DE
Shipped Sales	Shipped Sales indicate the monetary value of orders that are actually shipped to customers.	US, UK, DE
Shipping and Handling (S&H)	Shipping and Handling (S&H) is the fee that QVC charges the customer to ship a purchased product from QVC to the customer. The S&H takes into account most of the packaging costs, warehouse costs and the shipping costs. In IBM, the S&H is listed directly under the on-air pricing of the item.	US, DE
Shipping Charges	Shipping Charges are the charges applied to the order by the shipping organization for delivering the package.	US, UK, DE
Shipping Discounts	Shipping Discounts are discounts applicable to the Shipping and Handling (see Shipping and Handling) charge of an order.	US, UK
Shipping Instruction	Shipping Instructions are additional requirements supplied by the customers for order delivery purposes.	US, UK, DE
Shipping Message	A Shipping Message is a message to a customer printed on packslip, including legal, gift, and promotional information.	US
Shipping Rates	Shipping Rates are the rates that come from the transit tables that input the shipping charge calculation.	US, UK, DE
Shipping Restrictions	Shipping Restrictions are restrictions that are item specific that will prevent the item shipping to certain customers based on a set of pre-defined parameters.	US, UK, DE
Shipping Sorter PLD (Package Level Detail)	Shipping Sorter PLD (Package Level Detail) is the information required by the outbound sortation equipment about the packages being shipped.	US, UK, DE
Shopping Cart	On a Web site that sells products or services, the shopping cart is a common metaphor (from the original metal cart on wheels found in grocery stores) for allowing a customer to temporarily store items for later purchase.	US, UK, DE

Term	Description	Country Used By
Short Lead	A Short Lead is a publication that has less than a three-month editorial content deadline (i.e. major market dailies and weekly magazines).	US, UK, DE
Short Paid	Short Paid is the status that indicates that the customer did send in a check, but it was short of the total order amount by more than \$2. If no credits are available to complete the order, a letter is sent to the customer. Allocations are held for this order for up to 30 days.	US, UK
Show Review	A Show Review is when the Program Host, using pre-recorded video images, does a run-through, or review, of the remaining products at the end of a show.	US, UK, DE
Show and Mention (S&M)	Show and Mention (S&M) is the quick on-air preview or review of certain products.	US, UK, DE
Show Blueprint	Show Blueprint is a page in the QVC Broadcasting Information System (QBIS) that provides the following information pertaining to the appropriate show: Key Personnel, positioning, Strategy, Demo/Sales Ideas, Legal, Video, FMV, and Sets/Props.	US, UK, DE
Show Code	The Show Code is a code that abbreviates the show title to three or fewer letters or numbers, for example: INB represents <i>In the Kitchen with Bob</i> .	US, UK, DE
Show Control	Product selected from Quality Control items to be used on the broadcast.	US, UK, DE
Site Manifest	The Site Manifest is the manifest data created and maintained by the site manifesting, or, WMS system. The distinction is drawn for domestic operation because a copy of this data is kept at the corporate level and is also referred to as a manifest.	US, UK, DE
Site Map	Site Map is common Internet language for what is contained on the site. In QVC.com's case it could be considered the 'store directory.'	US, UK, DE
SKN (Stock Keeping Number)	The Stock Keeping Number (SKN) is the item number, also called the inventory number or component number. It is up to seven characters long, beginning with a letter. The letter typically relates to the type of product (for example, A12345 would refer to an Apparel item) and the numeric portion is system-assigned when the merchant creates a new item.	US, UK, DE
SKU (Stock Keeping Unit)	The Stock Keeping Unit (SKU) is the item number, plus its color and size numbers. It is composed of the SKN and color and/or size codes. It may be up to 13 characters – SKN + color code + size code. (For example, a small, green shirt's SKU might be A1848 123 456 where A1848 refers to the SKN, 123 refers to the color (green), and 456 refers to the size (small).	US, UK, DE
Slot Number	A Slot Number is a sequential number assigned to an overtime opportunity.	US, UK, DE
Slot Types	Slot Types refer to the department in which the slot is available.	US, UK, DE

Term	Description	Country Used By
Slug	A Slug is the first line of a press release that states when it was distributed to the media and from where it originated.	US
Small Package Facility (SPF)	Small Package Facility (SPF) refers to a QVC warehouse that handles items that can be shipped and/or received utilizing automation, such as conveyors, sorters and bar-codes. The automation increases productivity and enables QVC to process inbound receipts and outbound orders more effectively. Examples of SPF products include: health products (such as vitamins), apparel, cosmetics and accessories. The Lancaster distribution center is QVC's SPF.	US
Sneak	Sneak is a term for fading music in by the Audio Operator in between products. It occurs usually with 15 seconds left on the sale of the current on-air product.	US
Soft Backorders	Soft Backorders are backorders that are created within the Distribution Center and are temporary in nature. For example, a backorder created as a result of a location being in an audit status containing OK inventory.	US
Sold Out	Sold Out refers to no inventory being available.	US, UK, DE
Sorter	The Sorter refers to the Tilt Tray Sorter used in Distribution. This machine is responsible for moving the boxes along the conveyors, bypassing the scanners that scan the product being shipped out, moving them onto trays that then tilt towards the shipping chutes where associates receive the box and then load it onto a truck.	US, UK, DE
Source Code	Source Code is a reference to actual on air exposure yymmddhh (year, month day, hour) that an item was given exposure. It lets you assign who gets credit for the item's sales. If you take a waitlist it will have a waitlist source code (Wlyymmddhh). Buy anytime has a different source code (Bayymmdd). Buy anytime has to be added as the system is processing. Insider is another example: (Inyymm)	US
Sourcing	Sourcing is the physical function of choosing which supplier should supply which item to satisfy a particular organizational need. It is used by a purchasing organization that procures goods and services from multiple independent suppliers.	US, UK, DE
Spam	Spam is most often an e-mail message sent to a large number of people without their consent. It is also known as Unsolicited Commercial E-mail (UCE), or junk e-mail, it is usually sent to promote a product or service.	US, UK, DE
Special Event	Used in the UK, a Special Event is a program that allows you to run special events during the year that offer special postage and/or special ship methods for orders placed on a particular day. This is similar to a QVC US promotion.	US, UK, DE

Term	Description	Country Used By
Special Offer Upsell	A Special Offer Upsell results when QVC co-ships an upsell and its parent item in the same package from the same warehouse. The special offer upsell is a product ID number of the upsell's base SKN number. The "special offer" is that the upsell will be offered to our customer with a reduced shipping and handling because of the "pairing" or co-shipment.	US
Special Request Transaction (SRT)	Special Request Transaction (SRT) is a form used by QVC People needing to borrow a product sample from the inventory in Product Central. The SRT then goes on file until the product is returned.	US
Specialty Shops	Specialty Shops are generally brand shops on QVC.com. They are groups of pages that support a single brand (Northern Nights for example) and are broken down in a logical way to show the customer the breadth of product to help them shop.	US, UK, DE
Spell Check	Spell Check is a utility or software package that checks for misspelled words.	US, UK, DE
Spots	Spots are another name for QVC's commercials that promote upcoming shows on QVC.	US
Square Integration	Square Integration refers to adding the site's linked stores' products to QVC.com's drill-down so customers can find the Square Partner's (see Square Partner) products just as easily as QVC.com products.	US
Square Partner	QVC.com develops partnerships with other Web sites in order to offer customers a wider scope of products and related content than QVC.com can offer alone. The Square Partner is accessed through a link on QVC.com, making the shopping experience seamless to the customer. Any item selected from a Square Partner is added to QVC.com's shopping cart and 'checked out' the same as any other QVC.com product. QVC.com currently has these partnerships with ArtSelect, Ready Set Sports and Pets-Center.	US
Staged	Staged refers to the area of the warehouse where a product is placed to await packaging.	US, UK, DE
Staging Area	A Staging Area is a physical location in the Distribution Center that is used to organize picked products for transport to the packaging area.	US, UK, DE
Standard Allowed Minutes (SAM)	Standard Allowed Minutes (SAM) is the time allotted for each component of a job (for example: how many minutes it takes the average person to put a jewelry item in its presentation box). The term is used in Jewelry Distribution.	US
Start Of Business	Start Of Business is the time of the start of an actual business day.	US, UK, DE
State Overrides	State Overrides refer to additional transit days applied to certain destinations.	US

Term	Description	Country Used By
Status Change	A Status Change refers to the process when inventory must have the current disposition changed to another disposition.	US, UK, DE
Still	A Still, also referred to as “freeze,” is a still shot of a product.	US, UK, DE
Sting	A Sting is a term used in Broadcasting to indicate footage that airs between or during product presentations to support the show. For example, during The Brazilian Gemstone Carnivale show, QVC may air stings showing the gemstones being mined in Brazil.	US, UK, DE
Stock Movement	Stock Movement refers to the physical and systematic movement of inventory from one location to another.	US, UK, DE
Stock Split	Stock Split is where the stock is split between two different distribution centers for the same order.	US, UK, DE
Streaming Video	Streaming Video generally refers to the ‘linear broadcast,’ (the live QVC show airing on the Web site), but also refers to any other video that is viewed on the Web such as web casts and video clips.	US, UK, DE
Studio Park Television (SPTV)	Studio Park Television (SPTV) is an informational and promotional channel airing on monitors in The Studio Tour Lobby at Studio Park. Created and maintained by the Communication department, the channel includes information about happenings at Studio Park such as studio audiences, events, Meet-n-Greets and more.	US
Studio Theater	Studio Theater is an auditorium style set, which is used for Live Studio Audience Shows. It is referred to as the “Annex.”	US
Style Replacement (SR)	A Style Replacement is a type of return used in Germany. It refers to the return of an item that can be replaced by the same item in a different color and/or size.	DE
Substantiation	Substantiation is the materials including, but not limited to, tests, analyses, research, studies or other evidence, based on the expertise of professionals in the relevant area, that prove a stated claim is true.	US, UK, DE
Suggested Putaway Location	Suggested Putaway Location is the location in the distribution center that contains the inventory for the Returned SKU.	US, UK, DE

Term	Description	Country Used By
SuHOTS	<p>In Distribution Centers that use the WMS (Warehouse Management System), once a Return has been processed and deemed fit to be resold, the Returns System delegates responsibility for the returned inventory to WMS. The Returns system sends a message to WMS for each unit of inventory. The message can be one of two possible types: “SuRtns” (see SuRtns) or “SuHots”. Both types of message essentially tell WMS to create inventory of a specific SKU and quantity.</p> <p>An “SuHots” message contains the same information as an “SuRtns” message, with one extra piece of information, a waitlisted Order Line. Instead of finding a location in which to put the inventory away, WMS immediately associates the inventory to the order line and generates a packslip. The inventory is packed and shipped, without ever having been put away.</p>	US
Super Meta	A Super Meta refers to a meta (department) that features more than one class of products. For example: Books, Movies and Music is a Super Meta.	US, UK, DE
SuperBug (Super Big and Uglies)	Specially used in German, a SuperBUG is product that does not fit on a palette and cannot be stored in the high bay area. Like a BUG (see BUG), it cannot be handled with the conveyor and will be shipped as a Single Line Single Quantity.	DE
Superscript	Superscript is an accompanying accessory (also know as an upsell – see upsell) offered for any product a customer orders from a set script’s hour, day or even week. For example: there may be a superscript in place that dictates that anytime a customer orders an item from the script during Gem Week, they will be offered an upsell. This is different from an Item Level Upsell, where an item is offered to the customer only when they buy a particular product.	US
Supervisor Training Program (STP)	The Supervisor Training Program (STP) was developed in Customer Services to provide opportunities for QVC People with no prior supervisory experience who are interested in advancing in the company. Formal training lasts three to six months and prepares candidates to possibly assume supervisor vacancies in Order Entry, Customer Service, E-Services and Product Information.	US, UK, DE
Supplier Corrective Action Report (SCAR)	Supplier Corrective Action Report (SCAR) is used by the responsible PQE (Product Quality Engineer – see PQE) as the standard document for notification and request for corrective action for supplier non-conformances.	US
Supply Chain	The Supply Chain links supplier and user organizations and includes all activities involved in the production and delivery of goods and services, including planning and forecasting, procurement, production/operations, distribution, transportation, order management, and customer service.	US, UK, DE

Term	Description	Country Used By
SuRtns	<p>In Distribution Centers that use the WMS (Warehouse Management System), once a Return has been processed and deemed fit to be resold, the Returns System delegates responsibility for the returned inventory to WMS. The Returns system sends a message to WMS for each unit of inventory. The message can be one of two possible types: “SuRtns” or “SuHots” (see SuHots). Both types of message essentially tell WMS to create inventory of a specific SKU and quantity.</p> <p>In the case of a “SuRtns” message, WMS creates the inventory, and chooses a location in which the inventory can be putaway. The transaction is recorded in the WMS Stock Log, which is sent to the Mainframe Inventory system. When the Stock Log message is processed by the mainframe, the inventory is decremented from the Returns system, so that both systems (Returns and WMS) are not tracking the same inventory.</p>	SU
Surge	A Surge describes when an item airs and is on its way to selling out. It enables QVC to continue to take customer orders beyond the initial quantity. Through a pre-arrangement with the vendor, additional inventory is reserved and available to ship immediately.	US
Survivor	Survivor is a reference to the remaining membership when one or more memberships are consolidated.	US, UK, DE
Suspend Risk Held Order	Suspend Risk Held Order indicates an order suspended and on risk hold due to additional information being required for resolution. This status allows it to be filtered from metrics reporting on compliance with the 72-hour policy (all risk hold orders must be reviewed and actioned within 72 hours).	US, UK, DE
Switch Card	The Switch Card is a bank debit card, not a credit card. It can be either a 16-digit or 19-digit number. It always has an ‘issue date’, and an ‘issue number’. Some banks issue cards with Issue number being 00. The issue number would increment if a customer reported a card lost or stolen, so subsequently if anybody attempted to use the old card, it would get declined.	UK
Switch Program	QVC People in the Order Entry, Customer Services, E-Services and Product Information departments may switch or give up hours, in the same pay period, to other employees within the same department using the Switch Program. This option is designed to provide the representative additional scheduling flexibility while ensuring proper staffing to support our customer needs.	US, UK
Switching Up	Switching Up is a term used to describe the action of a Product Coordinator giving the on-air host the next product and taking away the item previously being sold.	US

T Terms

Term	Description	Country Used By
3D Secure by MasterCard	3D Secure by Mastercard is used for identifying and authenticating cardholders when they make a purchase on the Internet. 3-D Secure allows cardholders to create a secret password, known only to them, that is associated with their credit card account. When shopping at a participating Internet merchant, the cardholder will be put in contact with their Issuing bank, where they will be required to authenticate themselves in order to complete the transaction.	US, UK, DE
TA (Team Assistant)	A Team Assistant (TA) is a temporary assignment for an Order Entry/Customer Service/ Product Information Representative involving assisting the Supervisor on the day-to-day operations of the team, such as floor coverage, monitoring, etc. Tas are usually utilized during the busy holiday season.	US
Tag the Guest	Tag the Guest is a direction given by the Line Producer to the Technical Director to put the guest's name in an on-air graphic.	US
TAG (Tages Angebot)	TAG or Tages Angebot is translated in German as Value of the Day. It is the German equivalent of the US's Today's Special Value (TSV – see TSV).	DE
Talk Time	Talk Time is the measurement in Order Entry, Customer Service and Product Information of how long it takes to complete an incoming call. It is measured throughout the company to determine a monthly achievement standard.	US, UK, DE
TAP-Ops (Telephone Analysis Program)	TAP-Ops is the Telephone Analysis Program (TAP), which provides 12 real-time and cumulative reports that measure and monitor the call activity, VRU performance, call center capacity and more of each individual QVC call center.	US, UK, DE
T-Call (Testimonial Call)	A T-Call or a Testimonial Call is an on-air call in which a customer describes his or her experience owning a product.	US
TDD (Telecommunications Device for the Deaf)	Telecommunications Device for the Deaf (TDD) is a special phone device used by deaf persons to communicate by typing into a keyboard. Orders transmitted by TDD are received and entered into Stratus by Chesapeake call center representatives.	US
Technical Packet	A Technical Packet is a report developed by the QVC Apparel Designers that details the specifications for designed garments. The Technical Packet is distributed to Agents (normally overseas – see Agents) that distribute it to potential manufacturers who can manufacture the garments on QVC's behalf.	US

Term	Description	Country Used By
Teletext	Teletext is the name of a company providing teletext services on a number of terrestrial and satellite/cable television channels in the UK. Teletext is a broadcast system which uses part of the television transmission signal to transmit coded signals, which are then decoded by a viewer's TV, set to produce "pages" of text and simple graphics. The majority of TV sets in the UK (especially among satellite/cable homes) are equipped to receive teletext. Viewer's can select and display these "pages" on their TV using the TV's remote control. Navigation is simple as a three-digit number which viewers can select using the number keys on their remote control identifies each "page".	UK
Themed Event Sales Reporting	Theme Event Sales Reports sales for 24+ hour events utilizing figures provided by Market Research and Sales Analysis (MRS&A) that, unless otherwise indicated, includes on-air, Buy Anytime and QVC.com sales for products featured during the said event. The number will differ from that appearing in the Corporate Management Report (CMR) database, because those figures include all items purchased in that day (but not necessarily exclusive to the event).	US
Third Party Carrier	A Third Party Carrier is an outside carrier used by QVC to ship oversized items that cannot be handled by UPS or for items requiring installation at a customer address.	US
Third Party Sales	Third Party Sales is the process of selling QVC inventory to another company.	US
Thread Topic	A Thread Topic is a post/topic of discussion started by a user, normally on a website. Other readers than can offer a reply in response to the topic or question.	UK
Thumbnail	A Thumbnail is a small representation of a larger image, normally on a website. The Thumbnail can be "clicked on" to view a larger image.	US, UK, DE
Tick Event	A Tick Event is a recording of order entry transactions captured during a customers call. The Tick Event records the transactions, duration of each transaction per Order Entry call.	US
Time Demand Order	Time Demand Order is an order that should not be released to Demand Fulfillment until some future date and time (see Auto-Delivery)	US, UK
Time-To-Market	Time-To-Market refers to the time from the point the product is first conceived until it is launched on the market.	US, UK, DE
TL (Truckload)	A Truckload (TL) refers to a shipment that is a full truckload quantity, either by volume or weight.	US
TOA (Talk On Air) Date	Talk On Air (TOA) Date is the last date that a customer spoke on air for a T-Call (see T-Call).	US, UK, DE

Term	Description	Country Used By
Today's Special Value (TSV)	Today's Special Value is an item selected by a special committee as one of the best 364 items QVC will offer in a given year. These items should offer exceptional value and quality and generate a specific sales volume in a 24-hour time period. It is offered at a special TSV price for a 24 hour time period beginning each day at midnight and generally airing once per Program Host shift.	US
TOP (Top Of Production)	Top of Production is a term used by the Apparel Quality Assurance department to describe the garments coming off the initial production run of a style. It is the equivalent of a first piece sample.	US
Totes	Totes are a physical carton used to move goods around the distribution center.	US
TOWOP (Time Off Without Pay)	Time Off Without Pay (TOWOP) is offered in QVC's Customer Service departments to Representatives when a shift is over-staffed. It is regularly used in one-hour increments up to a full shift. The Representative must be present to request TOWOP. The Credit Services and Check Processing areas also use TOWOP, but refer to it as W-Time. W-Time may be pre-approved for one day.	US
TPR (Team Performance Report)	Team Performance Report (TPR) is the Lancaster Outbound Operational report used to monitor team performance to CPU (Cost Per Unit) and UPH (Unit per Hour) goals.	US
Trademark	A Trademark is a mark identifying the vendor for the product, officially registered and legally restricted to the use of the owner or manufacturer.	US, UK, DE
Trans Cash	Trans Cash is similar to a money order in the US (UK Postal Orders are the same as US money orders). To get a Trans Cash payment, the customer can go to any Post Office and pay the cash over the counter for their Trans Cash payment. The customer fills in a Trans Cash form including their details, account number and order number. They also include QVC's Trans Cash account number. The Post Office then transmits deposit to bank and then the bank transmits the payment to QVC-UK. The transaction takes approximately 3 days. It is a very low risk payment method to QVC-UK because the monies are all but guaranteed.	UK

Term	Description	Country Used By
Transactional Programming	<p>Transactional Programming is a broad term that encompasses all of the following TV-selling formats:</p> <ul style="list-style-type: none"> - “televised retailing” (often called “televised shopping” or “home shopping”), where products are offered via 24-hour live broadcast on branded channel space (e.g. QVC). It is a “retail” business model in that its success depends on building long-term relationships with repeat customers who return again and again to shop from the same “store”. - “direct response television” (or “DRTV”) represents direct response advertising/paid programming on other networks’ (or local stations’) channel space. This includes: <ul style="list-style-type: none"> + infomercials and short-form direct response spots that typically air without regard to the programming context, as well as + “short shopping”, which indicates live or pre-produced DRTV selling segments which air within programming of immediate relevance to the product being offered. 	US
Transit Days	Transit Days are days incurred while the selected carrier is in control of the package.	US
Transport Unit	A Transport Unit is a tote or pallet in which the picker physically places a picked product and with which the product is associated as it moves throughout process. The Transport Unit can be a pallet, Gaylord, tote, or bin among other things.	US
Try Me Pricing	Try Me Pricing is a strategy designed to appeal to new shoppers by offering an inexpensive way to sample the product.	US
TSP	Turret Stock Picker (TSP) is a driver-operated piece of picking equipment that uses a fork to lift product from warehouse racks in Distribution.	US
Tune In	Many QVC.com promotions help drive sales to the on-air show. At the bottom of the page, there will be a line that tells customers when to “tune in” for the show.	DE
Two Man Delivery	Two Man Delivery refers to in-home delivery. Although it implies two men or people, it may be more or less than two men or people.	US

U Terms

Term	Description	Country Used By
UI (User Interface)	User Interface refers to the screen or web page that a user uses to interact with a backend system.	US, UK, DE
UK	United Kingdom	US, UK, DE
UL (Underwriters Laboratories)	Underwriters Laboratories (UL) is an independent, not-for-profit product safety testing and certification organization.	US
Unidentifiable	Unidentifiable is a term used for a return received by QVC when a product is received without any paperwork included, so the customer/member returning the order cannot be determined.	US
Unit of Work	A Unit of Work is a term used in Jewelry Distribution that is a sheet placed with each tote (see Tote) that provides the following information: <ol style="list-style-type: none"> 1. SKU number of each product in the tote 2. Product Descriptions 3. Pack Recipe 4. Quantities of each SKU 5. The run number the product(s) came from 	US
Universal Sorter	The Universal Sorter is a piece of sorting equipment used to consolidate multi-line orders.	US
Unpickable Location	An Unpickable Location refers to a location in the warehouse that falls into one of the following three categories. <ol style="list-style-type: none"> 1. It is not a physical location that can be scheduled for picking. 2. It is a zone that is having physical inventory and can not be picked from. 3. It is an expirable location by product. For example, a food product that needs to be picked with the oldest dated product first. 	US
UPC (Universal Product Code)	The Universal Product Code (UPC) is an 11-digit, all-numeric barcode type that is used in the retail industry in the US and Canada .	US

Term	Description	Country Used By
UPH (Units Per Hour)	Units Per Hour (UPH) is a term in Distribution used as the base measurement of an individual's or department's efficiency.	US
UPS	(1) The Uninterruptible Power Supply (UPS) is the battery operated back up system used to ensure that computers sustain power during a power outage. These systems supply power for office and workstation PC's, fax machines, Telecom room computers and switchgear, Broadcasting main control equipment, satellite uplink equipment, and the main Data Center PC's, servers, and mainframe.	US
	(2) UPS stands for Universal Parcel Service. A company that QVC uses in the US to ship product.	US
UPS Call Tag Request	A UPS Call Tag Request is a request sent to UPS (see UPS) to pick up a package at a customer's home address.	US
UPS Call Tag Trace	A UPS Call Tag Trace is a request sent to UPS (see UPS) to locate the current whereabouts of a UPS shipment in their system when current tracking information is not available.	US
UPS Call Tag Track	UPS Call Tag Track is a request sent to UPS, based on the UPS Package Tracking number, to determine the current whereabouts of a UPS shipment.	US
UPS Package Tracking Number	A UPS Package Tracking Number is used by UPS (see UPS) to identify a customer shipment within the UPS system. Each number must be unique to the system in a 16-month period.	US
UPS PLD (Package Level Detail)	UPS PLD (Package Level Detail) is the information about the packages being shipped via UPS (see UPS). UPS requires this data be sent to them.	US
Upsell	An Upsell is an accompanying accessory for a product. It has its own item number, but gets little or no air time. For example, a Program Host may say, "If you like this quilt, we also have matching pillows for you." The pillows would be the Upsell item. An Upsell is most commonly seen with the TSV.	US
US	United States	US, UK, DE
USPS	United States Postal Service	US
UTO	UTO stands for Unpaid Time Off. It is when an employee takes time off from work and does not receive pay for the time taken off.	US

V Terms

Term	Description	Country Used By
Vacation Hold	Vacation Hold is a membership defined time frame for which QVC would suspend shipping of any orders that has an estimated delivery date within the date range.	US
VAI (Vendor Alliance Initiative)	The Vendor Alliance Initiative (VAI) is a Vendor Relations department program with the mission of improving the vendor experience at QVC. The VAI supports existing QVC vendors by promoting continuous evaluation of QVC's vendor procedures and identifying and implementing process improvements. Vendor Relations also supports the Buyers and vendors by providing education and information about QVC expectations and opportunities. This is accomplished through such initiatives as Qstar Conference and Awards, the Vendor Alliance Newsletter, Quality Workshops and the Vendor Web Site.	US
Value Added Tax (VAT)	Value Added Tax (VAT) refers to the UK government tax that's built into goods and services prices to fund the National Health Service and other government-run programs. The VAT is also used in Germany to fund various government programs.	DE, UK
Value-Added Network (VAN)	Value-Added Network (VAN) is a proprietary network that uses common communication lines enhanced by the VAN operator adding features such as error detection or guaranteed bandwidth.	US
Variable Labor	Variable Labor is a Call Center staffing strategy designed to create greater schedule flexibility for representatives and support business demands. Variable Labor positions include Order Entry On Call Full Flex, Semi Flex and Part Time Variable programs as well as Customer Service Diplomat programs.	US
VDN (Virtual Directory Number or Vector Directory Number)	VDN or Virtual Directory Number (or Vector Directory Number) is a soft extension number which maps to a pre-defined call routing vector. This number is used by QVC's phone switches, or ACDs (see ACD), to transfer a caller from one agent to one of a group of agents defined by the same skill set (e.g. an Order Entry representative to a Customer Service representative.) In QVC's case, the DNIS (see DNIS) of a call is used as its initial VDN (so an Order Entry call is routed to one of a group of Order Entry representatives).	US
Velocity Rules	Velocity Rules are rules governing the number of orders placed in a specific time frame by the same customer, credit card, etc. Any orders received above this threshold are placed on risk hold for review.	US
Vendor	A Vendor is a party from whom QVC purchases goods for the purpose of selling them on air.	US

Term	Description	Country Used By
Vendor Bounceback	See Bounceback.	US
Vendor Carton	Vendor Carton refers to a product's original packaging that is sent out to the customer without being repacked by QVC. Also known as a slapper or reshipper or VCO.	US
Vendor Chargeback (VCB)	Vendor Chargeback (VCB) refers to a financial penalty levied against a vendor for violation of QVC's shipping and/or receiving guidelines. There are a variety of charges associated with issues including prompt shipping, quality rejections, and violations of QVC's packaging requirements.	US
Vendor Rework (VR)	Vendor Rework (VR) is required when merchandise fails Quality Assurance inbound inspection and is therefore returned to the vendor to be altered. The vendor may choose to perform the alterations themselves or send it to a third party alteration facility.	US
Vendor Web	QVC's Vendor Relations department created a web site for QVC's established vendors called http://www.qvcproductsearch.com . On the site, vendors can get answers to questions, access their sales, inventory, purchase orders, accounts payable, all product category guidelines and <i>real time</i> QA first piece evaluations.	US
Verify by Visa	Verify by Visa is a service that provides Visa Credit Card and Visa Check Card holders with an additional level of security for on-line purchases. The service reduces unauthorized card usage by verifying your account ownership in real time, during an on-line payment transaction. Members will be encouraged to create a new password with Visa on-line this enables Visa to verify a cardholder's ownership of the card number during an on-line purchase. (U.K.)	US
Vertical Event	Vertical Events refer to programming scheduled in a set vertical time period in the QVC Program Guide on a given day. Example: Designer Jewelry Gallery from 3 p.m. to midnight on Tuesday, December 26.	US
Video Clip	Video Clip is the same as Video On Demand (see Video On Demand), it is a short video clip that customers can watch whenever they like, usually linked to / from the product detail page or a promotional article.	US
Video News Release (VNR)	A Video News Release (VNR) is a prerecorded interview disseminated to television stations in a predetermined market.	US
Video On Demand (VOD)	Video On Demand (VOD) is currently available on select TSVs and Weekly Values, and is a pre-recorded video product demonstration that customers can view at their discretion.	US
Viewer Education	A Viewer Education or Viewer Ed spot is a promotion segment, like a commercial, that is shown on air and describes or shows how things work at QVC, e.g. how to use the Voice Response Unit or how an "Introductory Price" product is chosen.	US

Term	Description	Country Used By
Virtual DC	A Virtual DC is a logical distribution center name that does not physically exist but is derived from certain attributes. The Virtual Warehouses are intended to reflect specific characteristics to support different types of operations.	US
Voice Response Unit (VRU)	Voice Response Unit is an automated system accessible through a touch-tone phone. It offers the customer a quick and easy link to either Order Entry or Customer Service at QVC by enabling them to either place orders or have routine questions answered without speaking to a Representative. The VRUs enable our Customer Representatives to handle orders or inquiries requiring more attention. Only when all of our VRU lines and Customer Representatives are busy, are customers placed in queue or on hold.	US
Volatile Organic Compound (VOC)	A Volatile Organic Compound (VOC) is a carbon-containing compound that is emitted into the air from industrial processes and certain consumer products, which can react with other pollutants to form ground level ozone and particulate matter.	UK
Voters Roll	A Voters Roll is a list of all UK citizens who are eligible to vote in local and general elections. This information is widely used by companies to confirm name and address details of individuals when applying for credit, mortgages, loans etc.	UK
VTR (Video Tape Recording)	A Video Tape Recording (VTR) of a product is used during the on-air presentation to help show all the benefits of a product.	US

W Terms

Term	Description	Country Used By
Waitlist	Waitlist is a service QVC offers to customers for items that sell out. It allows customers to place an order and wait for inventory to be replenished. QVC has Waitlist Analysts that work with the Merchants to aggressively fill the demand. Once inventory arrives, the orders may be automatically released or customers will be notified, by their request, prior to shipping.	US
Waitlist Eligibility	Waitlist Eligibility indicates whether or not we can take waitlist orders for a particular SKU, and if so, how many.	US
Waitlist Notification	A Waitlist Notification is the process of notifying customers when their waitlisted orders are in stock. These options are only available to customers using a Credit Card method of payment.	US
Walk and Talk	A Walk and Talk describes the Program Host walking on-air to another position on the set.	US
Walk On	A Walk On is when a Program Host from an upcoming shift joins the current Program Host on air and talks about an upcoming product.	US
Warehouse	A Warehouse is one of the sites where the product is stored before shipping. (e.g. Rocky Mountain, NC, Lancaster, PA) It is also known as a Distribution Center.	US
WCV (Weighted Call Value)	Weighted Call Value (WCV) is a term used in the call centers to represent the sum average of Average Handling Time (AHT – see AHT) and After Call Work (ACW – see ACW).	US
Webmaster	Webmaster is the central address designed to accept incoming customer e-mails. Webmaster@qvc.com is the e-mail address that customers use in order to contact a Representative.	US
Weeks Of Supply (WOS)	Weeks of Supply (WOS) is a tool used to determine acceptable stock levels within a merchandising area. It uses an area's current sales projections to calculate the number of weeks worth of inventory on hand.	US
While Supplies Last	QVC offers "While Supplies Last" pricing when lower product costs from the vendor allow QVC to pass substantial savings onto the customer. The offer is valid only while inventory is in stock. No reorders can be placed and there are no waitlist orders taken.	UK
Work Order (WO)	A Work Order (WO) provides details on an assignment for maintenance or housekeeping personnel.	US
Workload Distributor	A Workload Distributor is an employee, typically a supervisor, in respective work areas designated for handling particular categories of exceptions	US
Wrap	See Call Wrap Up.	US

Term	Description	Country Used By
Wrap Around Shows	A Wrap Around Show is a Programming strategy, which starts two- or three-hour programs in the 10 or 11 p.m. hours, and subsequently run over into the next programming day. The Today's Special Value that airs each midnight then falls in the middle of a show, rather than airing at the beginning of a new show. Example: Problem Solvers ran from 11 p.m. to 1 a.m., with the TSV airing at midnight.	US

Y Terms

Term	Description	Country Used By
Yard	The Yard is the parking lot for trailers around a warehouse.	US

Z Terms

Term	Description	Country Used By
ZR (Zero Dollar Return)	A Zero Dollar Return is when a QVC customer returns an item to QVC and they were previously credited the reimbursement amount before the QVC Returns department received the item. Once the item enters the QVC Returns process, the customer return will be designated a Zero Dollar Return since the reimbursement to the customer has already occurred.	US

Abbreviation Cross Reference

A Abbreviations

Abbreviation	Description
A&R	Artists and Repertoire
ABA Number	American Banker's Association Number
ACD	Automatic Call Distribution
ACW	After Call Work
ADEL Date	Anticipated Delivery Date
ADH	Adherence
ADS	Angebot Der Stunde
AHT	Average Handling Time
ANI	Automatic Number Identification
ANV	Anniversary Price
AP	(1) Accounts Payable (2) Associated Press (3) Automated Pricing
AQL	Acceptable Quality Level
AR	(1) Accounts Receivable (2) Appropriations Request
ASA	Average Speed of Answer
ASN	(1) Advanced Shipment Notice (2) Advance Shipping Notification
ASP	Application Service Provider
ATF	Available to Fulfill
ATS	(1) Automatic Transfer Switch (2) Available to Sell
ATT	Average Talk Time
AUX	Auxiliary

Abbreviation	Description
AVS	Address Verification System

B Abbreviations

Abbreviation	Description
B2B	Business-to-business
BA	Buy Anytime
Bank AVS	Bank Address Verification Service
BBS	Bulletin Board Service
BCC	Behavior Codable Criteria
BOM	(1) Beginning of Month (2) Bill of Material
BOP	Backorder Process
BSR	Basic Stock Replenishment
BUG	Big & Ugly

C Abbreviations

Abbreviation	Description
C.O.D.	Cash on Delivery
CAD	Computer Aided Design
CBI	Credit Bureau Investigation
CC	Credit Card
CCJ's	County Court Judgments
CEO	(1) Chief Executive Offices (2) Chief Executive Officer
CFA	Customer Focus Alert
CFR	Code of Federal Regulations
CIBI	Customer Impact/Business Impact

Abbreviation	Description
CIC	Cost Intensive Customers
CID	Card Identification Number
CIF	Cost, Insurance, Freight
CLS	Class of Service
CMR	Corporate Management Reports
CNR	Customer Non Receipt
CP	(1) Clearance Pricing (2) Content Producer
CPU	Cost Per Unit
CSC	Card Security Code
CTI	Computer Telephony Integration
CVC	Card Verification Code
cvd.	Covered
CVV	Card Verification Value
Cyc	Cyclorama

D Abbreviations

Abbreviation	Description
D/D	Damaged and Defective
DC	Distribution Center
DCF	Direct to Consumer Fulfillment
DD	Direct Despatch
DDP	Delivered Duty Paid
DE	Deutschland (Germany)
DFC	Department Facilities Coordinator
DMA	Designated Market Area
Dn	Debit Note
DNIS	Dialed Number Identification Service

Abbreviation	Description
DOI	Date Of Invoice
DOLF	Demand Order-Line File

E Abbreviations

Abbreviation	Description
EAN	European Article Numbering
EBITDA	Earnings Before Interest, Taxes, Depreciation and Amortization
EDD	Estimated Delivery Date
EDI	Electronic Data Interchange
EFP	Electronic Field Production
ELC	Estimated Landed Cost
EPK	Electronic Press Kit

F Abbreviations

Abbreviation	Description
FEFO	First Expired, First Out
FIFO	First In, First Out
Flanalysis	Forward Looking Analysis
FLSA	Fair Labor Standards Act
FMV	Full Motion Video
FOB	(1) Freight on Board (2) Free on Board
FOL	Forms On Line
FPA	Forward Pick Area

G Abbreviations

Abbreviation	Description
GOH	Garment on Hanger
GWP	Gift with Purchase

H Abbreviations

Abbreviation	Description
HRR	High Return Rate
HTS	Harmonized Tariff System

I Abbreviations

Abbreviation	Description
IAC	Inventory Accounting Code
IFB	Interruptible Foldback or Interruptible Feedback
ILU	Item-Level Upsell
INTR	Internal Transfer of Stock
IP	Introductory Price
ISP	Inspection Service Provider
IVR	Interactive Voice Response

K Abbreviations

Abbreviation	Description
KI	Key Item

L Abbreviations

Abbreviation	Description
LDP	Landed, Duty Paid
LPN	License Plate Number
LTL	Less Than Truckload

M Abbreviations

Abbreviation	Description
MLRP	Management and Leadership Review Process
MLSH	Mutli Line Shipping and Handling
MPP	Management Planning Process
MSDS	Material Safety Data Sheet
MSO	Multichannel System Operator
MSRP	Manufacturer's Suggested Retail Price

N Abbreviations

Abbreviation	Description
N&A	Name and Address.
NCO	Non-Customer Order
NPR	No Product Return
Non-RTS	Non-Return to Stock

O Abbreviations

Abbreviation	Description
OA	Open Account
Obs	Outside Broadcasts
OOB	Out of Balance
OOE	Outside Order Entry
OPI	Outbound Package Insert
ORM	Other Regulated Materials
OS	Outside Sales
OSR	Outside Rework
OTC	Over-the-counter
OTO	One Time Only

P Abbreviations

Abbreviation	Description
P&H	Postage and Handling
P&P	(1) Postage and Packing (2) Policy and Procedures
PAF	Product Acquisition Form
PAL	Product Activity Listing
PBX	Private Branch Exchange
PDQ	(1) Product Development and Quality (2) Position Description Questionnaire (3) Pretty Damn Quick
PEQ	Post Employment Questionnaire
PID	Product Identification
PIN	Personal Identification Number
PIT	Package Integrity Testing

Abbreviation	Description
PLC	Project Life Cycle
PLD	Package Level Detail
PO	Purchase Order
POD	(1) Paid On Delivery (2) Proof of Delivery
POE	(1) Port Of Entry (2) Port of Export
PP	Power Promo
PPA	Pending Put Away
PPD	Prepaid Freight
PQE	Product Quality Engineers
PQS	Product Quality Specialists
PQT	Product Quality Technicians
PRN	Product Rejection Notice
PSA	Public Service Announcement
PSFGA	Pre-Shipment Finished Goods Audit
PTV	Part Time Variable
PV	Pay Variable
PWP	Purchase with Purchase

Q Abbreviations

Abbreviation	Description
QA	Quality Assurance
QC	Quality Control
QTV	QVC Television
QVC	Quality, Value, Convenience

R Abbreviations

Abbreviation	Description
RATS	Returns Available To Sell
RF	Radio Frequency
RN Number	Registered Identification Number
RNR	Radio News Release
ROG	Receipt of Goods
RR	Return Rate
RS	Retail Sales
RSU	Reliable Sortation Unit
RTS	Return to Stock
RTV	Return To Vendor

S Abbreviations

Abbreviation	Description
S&H	Shipping and Handling
S&M	Show and Mention
S.O.R.	Sale or Return
SAM	Standard Allowed Minutes
SCAC	Standard Carrier Alpha Code
SCAR	Supplier Corrective Action Report
SKN	Stock Keeping Number
SKU	Stock Keeping Unit
SMT	(1) Satellite Media Tour (2) Senior Management Team
SPF	Small Package Facility
SPTV	Studio Park Television
SR	Style Replacement Return

Abbreviation	Description
SRT	Special Request Transaction
STP	Supervisor Training Program

T Abbreviations

Abbreviation	Description
T-Call	Testimonial Call
TA	Team Assistant
TAG	Tages Angebot
TAP-Ops	Telephone Analysis Program
TDD	Telecommunications Device for the Deaf
TL	Truckload
TOA	Talk On Air
TOP	Top Of Production
TOWOP	Time Off Without Pay
TPR	Team Performance Report
TSV	Today's Special Value

U Abbreviations

Abbreviation	Description
UI	User Interface
UK	United Kingdom
UL	Underwriters Laboratories
UPC	Universal Product Code
UPH	Units Per Hour
UPS	(1) Uninterruptible Power Supply (2) Universal Parcel Service
US	United States

Abbreviation	Description
USPS	United States Postal Service
UTO	Unpaid Time Off

V Abbreviations

Abbreviation	Description
VAI	Vendor Alliance Initiative
VAN	Value-Added Network
VAT	Value Added Tax
VCB	Vendor Chargeback
VDN	Virtual Directory Number
VNR	Video News Release
VOC	Volatile Organic Compound
VOD	Video On Demand
VR	Vendor Rework
VRU	Voice Response Unit
VTR	Video Tape Recording

W Abbreviations

Abbreviation	Description
WCV	Weighted Call Value
WO	Work Order
WOS	Weeks Of Supply

Z Abbreviations

Abbreviation	Description
ZR	Zero Dollar Return