

# HSN Vendor Quick Reference Guide

As a new HSN Vendor, we recognize that you may have some questions as you work to assimilate to the HSN business model. Here's a quick reference guide for who to contact based on the topic of your question(s). We've also included some helpful emails and links for vendor support.

## Merchandising (Your Buying Team)

- *Vendor ID Number*
- *Product Assortment*
- *Timelines / Due Dates*
- *Purchase Orders (POs)*
- *Programming*
- *On-Air Support / Legal Releases*
- *Guest Training*
- *Sales Reports Data Review / Visit Recap*
- *Marketing, Digital and Social Opportunities*

## Vendor Education & Engagement – [HSNVendorRelations@hsn.net](mailto:HSNVendorRelations@hsn.net)

- *New Vendor Onboarding*
- *Vendor Portal Pin Number*
- *Vendor Portal Questions*
- *Contact Database / Admin Logs*
- *Sales Reports Navigation*
- *Technical Issue Reporting*

## Accounts Payable Help Desk – [AccountsPayable@hsn.net](mailto:AccountsPayable@hsn.net)

- *AP Portal: <https://ap.hsn.net/>*
- *Invoicing*

## Vendor Compliance & Supply Chain Support – [VendorCompliance2@hsn.net](mailto:VendorCompliance2@hsn.net) / [SupplyChainSupport@hsn.net](mailto:SupplyChainSupport@hsn.net)

- *Supply Chain*
- *Drop Ship*

## Quality Assurance & Product Information

- *QA: Spec Sheets, On-Site Inspections, QA Guidelines – Your QA Evaluator*
- *PI: Features and Benefits – Your PI Writer*

## HSN Vendor Portal – <http://view.hsn.net>

- **Documents and Manuals:** <https://view.hsn.net/Documents/Documents.aspx>
  - *VE&E: NVO Webinars, Sales Reports Training Guide, Vendor Contacts Training Guide, Vendor Scorecard Reference, Purchase Order (PO) Module Training Guide*
  - *Operations: Supply Chain Manual (Cost of Doing Business), Drop Ship Documents, Data Exchange File Specs, Chargeback Fee Schedule, Policy Overviews*
  - *Quality Assurance/Product Information: Spec Sheet Tutorials, Standards Manuals, Lab Request Forms, Autoship Information, Onsite Inspection Learning Materials, CPSIA Overview*
  - *Product Education Resources: Product Fair Information*
  - *Finance: Link to AP Portal and AP Portal User Guide*
  - *Legal Reference: HSN Code of Conduct*
  - *Marketing / Social Media: HSN Brand Guide*
  - *ECO Integration Documents: ECO Program Overview, Required ECO Information for QA & PI*