



NSS-New Item Self-Service Training Guide

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[Vendor Resources Page](#)



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Introduction to NSS

NSS stands for New Item Setup (NIS) Self-Service. It is an application in Zapporo that was created to allow vendors to submit product setup requests directly to our New Item Setup (NIS) team. All questions or correspondence can be viewed and actioned directly inside of the application for a more efficient and streamlined item setup experience.

Where can I find NSS?

The NSS application can be launched from Zapporo, on the left navigation pane below the “Home” link you will find a link titled “New Item Setup”. When clicked/selected, this will launch NIS application in new tab/window which is shown below.

The screenshot shows the Zapporo dashboard for a vendor. The primary role is 'Vendor'. The dashboard includes a navigation menu on the left with categories: Vendor, Purchasing, and Reports. Under 'Vendor', the 'New Item Setup' link is highlighted with a red circle and an arrow pointing to it. A red text box above the arrow says 'Click on below link to launch NIS'. The main content area displays 'Welcome to Zapporo!' and 'part of the Zappos family' logo. Below that, there is a 'Vendor Resources' section with links for 'EDI Guidelines', 'Zappos Vendor Guide', and 'Zapporo Quick Reference Manual'.

The screenshot shows the NSS Self Service application interface. The main heading is 'NSS Self Service'. Below it, there are two tabs: 'New Item Upload' (selected) and 'Track Submitted Items'. The 'New Item Upload' form has two main steps: '1 Select Supplier *' with a dropdown menu, and '2 Select Order Deadline Date *' with a date input field and a calendar icon. A note below the date field states: 'Earliest available item setup completion date is 01/12.' Below the form, there is a red warning message: 'New Item Setup requires 10 business days from ticket submission to complete your request, you may not select a date sooner than 2 weeks from today. Keep in mind buyers will need 3-5 days to create the PO, please select your date accordingly.' Below that, a smaller note says: 'If you have an urgent setup request, indicate as such in the description field along with the last possible setup date. NIS will do their best to accommodate your request based on ticket volume.' On the right side, there is a 'Notice Board' with several updates: '[NEW] The SLEEPWEAR template is now replaced with PAJAMAS to enhance the accuracy in capturing big, tall, and petite sizing for Zappos customers.', '[NEW] Ensure you are downloading new templates from the NSS portal for each ticket; attributes change often.', '[NEW] Zappos appreciates your dedication in template submissions! High demand may cause delays; consult your buyer for ticket status updates.', and '[NEW] Join the New Item Setup office hours on the 1st and 3rd Thursdays for VSSC for inquiries; encourage your buyer to attend with you.' At the bottom right, there are 'Reset All' and 'Submit' buttons. At the bottom left, there is a footer with contact information: 'To inquire about or review the status of previous submissions, please visit the Track Submitted Items tab above. For a comprehensive NSS walkthrough, review the following training materials: New Item Setup Self-Service (NSS) Training Guide, New Item Setup Self-Service (NSS) Video Walkthrough, New Item Setup Self-Service (NSS) FAQ.'

Important NSS Resources for Vendors

NSS Self Service

New Item Upload Track Submitted Items

1 Select Supplier *

Select

2 Select Order Deadline Date *

Earliest available item setup completion date is 01/12.

New Item Setup requires 10 business days from ticket submission to complete your request, you may not select a date sooner than 2 weeks from today. Keep in mind buyers will need 3-5 days to create the PO, please select your date accordingly.

If you have an urgent setup request, indicate as such in the description field along with the last possible setup date. NSS will do their best to accommodate your request based on ticket volume.

To inquire about or review the status of previous submissions, please visit the Track Submitted Items tab above. For a comprehensive NSS walkthrough, review the following training materials: New Item Setup Self-Service (NSS) Training Guide, New Item Setup Self-Service (NSS) Video Walkthrough, New Item Setup Self-Service (NSS) FAQ

← **Links to training materials for guidance using the NSS app.**

Message board displaying important updates for vendors!

Notice Board:

- **[NEW]** The SLEEPWEAR template is now replaced with PAJAMAS to enhance the accuracy in capturing big, tall, and petite sizing for Zappos customers.
- **[NEW]** Ensure you are downloading new templates from the NSS portal for each ticket; attributes change often.
- **[NEW]** Zappos appreciates your dedication in template submissions! High demand may cause delays; consult your buyer for ticket status updates.
- **[NEW]** Join the New Item Setup office hours on the 1st and 3rd Thursdays for VSSC for inquiries; encourage your buyer to attend with you.

Reset All Submit

- **Message Board:** The message board features messages from the New Item Setup operational team to our vendors. Please review the message board each time you log into NSS for updates.
- **NSS Training Materials & Resources:** This section houses links to all training materials related to the NSS application. If you are a new user to the NSS app, please make sure to review all training materials. If you face any questions or roadblocks within the NSS app, please refer to the New Item Setup Self-Service (NSS) FAQ.

How to Submit a NIS Request Through NSS

- **Select Supplier*:** Using the dropdown, locate and select the supplier that you wish to have the new styles uploaded under. Each user will only see suppliers that they are

assigned to within the Zappos Supplier page.

NSS Self Service

[New Item Upload](#) [Track Submitted Items](#)

1 **Select Supplier ***

Select ▼ 1

2 **Select Order Deadline Date ***

Earliest available item setup completion date is 2026-03-04.

Upon your NSS submission, a ticket will be generated for our New Item team to upload your styles. NIS and Merchandising require a minimum complete the item setup and create POs - 5 business days for NIS and

You may not select a date sooner than 3 weeks from today. However, i

- adidas Bags - Zappos Complement
- adidas by Missoni Footwear - Zappos Complement
- adidas Footwear
- adidas Footwear - Transfer Project
- adidas Footwear - Zappos Complement
- adidas Footwear - Zen Complement
- adidas Golf Clothing Mens
- adidas Golf Clothing Womens
- adidas Golf Footwear
- adidas Kids Apparel** 2
- adidas Kids Basketball & Training Apparel
- adidas Kids Cleated Footwear

submission for preventing all templates at all styles into one tickets split by

loading new ISS portal for each nge often.

our dedication in s! High demand result your buyer

If you're not seeing a supplier that you're responsible for within the dropdown in NSS, please reach out to your Zappos buyer for support.

Important tips:

- Be sure to select the correct supplier for a couple of reasons – styles are uploaded to a specific supplier. If they're uploaded to the incorrect supplier, it can cause quite the mess in the catalog. Additionally, when submitting POs, if the products are under the incorrect supplier, they will not be visible in Zapporo.
- If you have multiple suppliers for your brand, please submit a separate ticket for each supplier for the same reasons mentioned previously.
- **Select Due Date***: This field allows the user to select a due date for the ticket being submitted. The NIS team requires a two-week (or 10-business day) lead time to complete all upload requests. Please be sure to submit your requests with enough time for them to complete your upload. We understand that there may be a need for an occasional rush setup but please try to limit them to ensure the best experience for all involved.

Uploading Item Setup Templates

The templates used for item setup uploads are referred to as VSSC templates. A separate VSSC template will need to be completed for each product type. You should download fresh VSSC templates from the NSS app each time you plan to submit an upload request to ensure you're using the most up-to-date template(s). For VSSC template training, visit the [Vendor Resources Page](#).

- **Select Product Type***: (Required) From the dropdown, select all product types that you will be uploading.

Once you've selected all, click Download Template. The Download Template button will remain disabled until template selection is made. If you have selected multiple product types, they will all appear in one excel workbook as separate tabs/sheets along the bottom. Be sure to complete all tabs accordingly.

3 Select Product Types *

Blazers X Coat X

Download Template

Apparel

Accessory

Blazers

Bra

- **New Item Setup Upload***: (Required) Once you have downloaded, completed, and saved a fresh VSSC template workbook, click on 'Browse' to select your saved file. Once selected, your template should automatically upload. Please wait for the "Uploaded Successfully!" message as confirmation that the file was successfully linked to your request. To complete a style upload into the Zappos catalog, ALL required columns must be completed. If they are not completed, the submission will be closed with no action.

4 New Item Setup Upload *

VSSC_DF_SCARF_2022-07-12_12 49.xlsm

Browse... Uploaded Successfully!

Required: Please complete all required/applicable columns prior to upload. Missing values will result in a ticket rejection.

- **Description:** This is an optional field that can be used to communicate any special instructions, requests or questions related to the upload request.

5 Description

Hi NIS Team! Thanks for your help with uploading my new styles!

- **Submitting the ticket request:** Once you have filled in all required fields (Supplier, Due Date, New Item Setup Upload) you must click the Submit button at the bottom of the page. Note this button will remain disabled until the aforementioned fields are complete.

NSS Self Service

New Item Upload
Track Submitted Items

1 Select Supplier *

Zappos Sample Supplier

2 Select Order Deadline Date *

2024-01-12

Earliest available item setup completion date is 01/12.

New Item Setup requires 10 business days from ticket submission to complete your request, you may not select a date sooner than 2 weeks from today. Keep in mind buyers will need 3-5 days to create the PO, please select your date accordingly.

If you have an urgent setup request, indicate as such in the description field along with the last possible setup date. NIS will do their best to accommodate your request based on ticket volume.

3 Select Product Types

Select

Download Template

 For a comprehensive VSSC Template walkthrough, review the following training materials: Product Setup Service (PSS) and VSSC Template Training Guide, VSSC Template Video Walkthrough, VSSC Template Tips, Tricks, and FAQ

4 New Item Setup Upload *

Zappos Item SetUp SPRING 2024 12.11.xlsm

Browse...

Uploaded Successfully!

Required: Please complete all required/applicable columns prior to upload. Missing values will result in a ticket rejection.

5 Description

Hey NIS Team! Thanks for your help with setting up these new styles.

Notice Board:

- [NEW] The SLEEPWEAR template is now replaced with PAJAMAS to enhance the accuracy in capturing big, tall, and petite sizing for Zappos customers.
- [NEW] Ensure you are downloading new templates from the NSS portal for each ticket; attributes change often.
- [NEW] Zappos appreciates your dedication in template submissions! High demand may cause delays; consult your buyer for ticket status updates.
- [NEW] Join the New Item Setup office hours on the 1st and 3rd Thursdays for VSSC for inquiries; encourage your buyer to attend with you.

Must click final submission button to complete upload request.

Reset All

Submit

To inquire about or review the status of previous submissions, please visit the Track Submitted Items tab above.

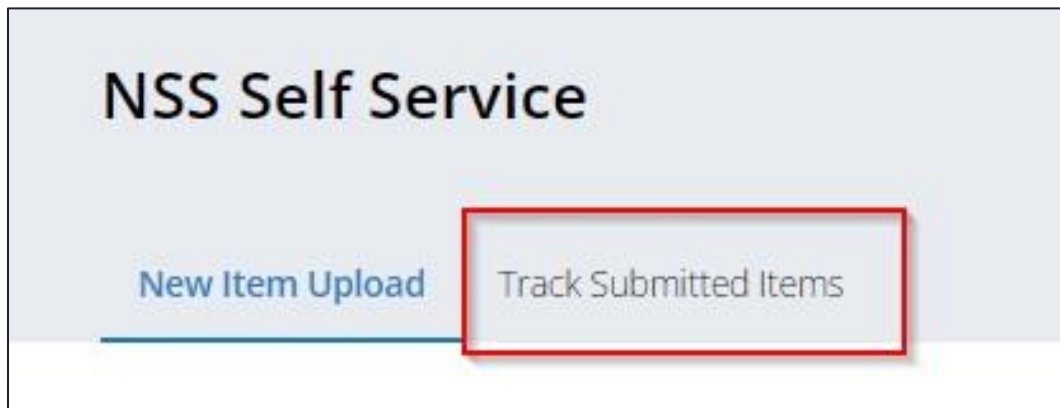
For a comprehensive NSS walkthrough, review the following training materials:
 New Item Setup Self-Service (NSS) Training Guide, New Item Setup Self-Service (NSS) Video Walkthrough,
 New Item Setup Self-Service (NSS) FAQ

- **Submission Confirmation:** Upon a successful submission, a notification will appear indicating a successful submission along with a submission ID and the previous data is still visible on the form for reference. To create a new ticket, click on the “Reset all” button.



How to Track an NSS Submission

Once an item setup request is submitted through NSS, you are able to track the progress of your submission by visiting the Track Submitted Items tab found near the top of the submission page.



1. Click on the “Track Submitted Items” tab on NSS application
2. Select the supplier whose tickets you would like to retrieve.
3. Click on “Get tickets”.
4. You will now see a table with all tickets for the selected supplier as shown in the example below:
 - Once the above screen is open, you will be able to view all tickets submitted for the supplier. If the NIS team needs additional information related to a ticket, the ticket in question will be in the status “Need Info”. To respond to NIS, the user can click on “Add Comments” and “Upload Files”.

- Selecting the “Add Comments” button will open a text box for you to leave a message for our NIS team. You will also be able to see the comment history by selecting the “Show All Comments” button.
- Selecting the “Upload Files” button will allow the user to upload any additional files to the ticket in question just like they did in the earlier steps.
- Selecting the “View Files” button will open a window for you to be able to view and download any files that you’ve uploaded. Once you select the file from the dropdown, it should automatically download.
- In the upper, right-hand corner of the “Track Submitted Items” tab, you will see several filters which indicate the various statuses of submitted tickets. These tabs can be used to help view/filter all tickets in a specific status if needed. The default setting will return all tickets and sort the results by the most recently submitted date.

NSS Self Service

New Item Upload **Track Submitted Items**

Supplier:

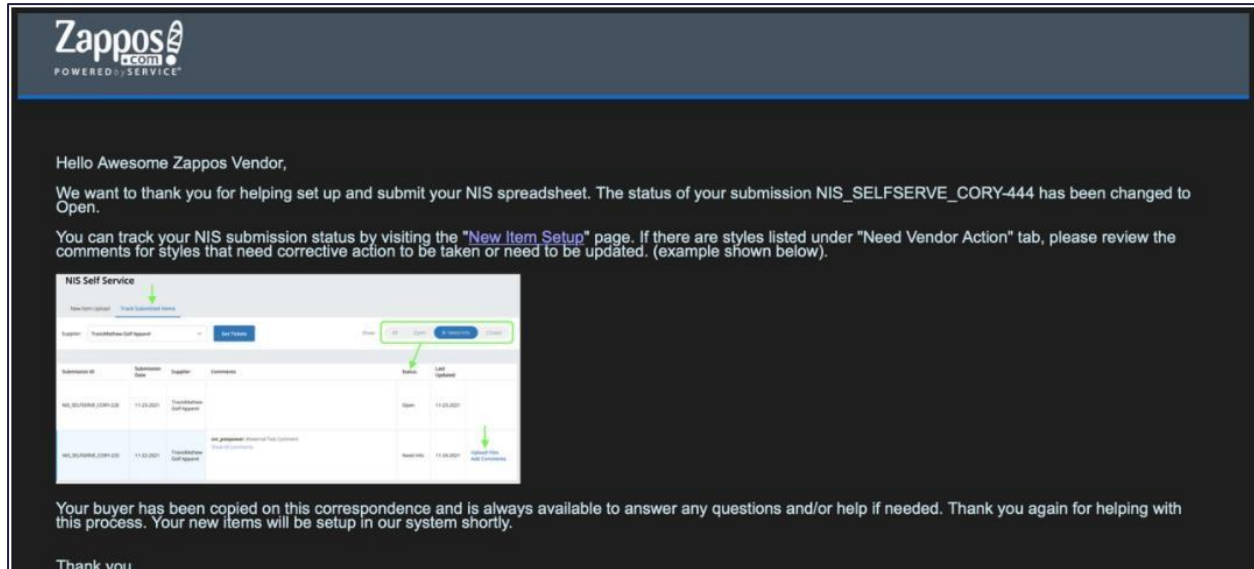
Show: All Open Need Info Closed

Filter tickets from here

Submission ID	Submission Date	Supplier	Comments	Status	Target Item Setup Completion Date	Last Updated	
NIS_SELFSERVE_NEWITEMS-130462	12-20-2023	Zappos Sample Supplier	<p>Color coded to get quick attention</p> <p>Dakota Miller:</p> <p>Hi,</p> <p>I am reaching out regarding the new item setup submission for 34071010130462. Unfortunately, the template that was submitted is incomplete and we cannot move forward with uploading these styles until the following details are included:</p> <p>SHIRTSHIRT</p> <ul style="list-style-type: none"> column D (Bullet Point) - kindly input the proper information in this column. column AH (Material) - kindly input the proper information in this column. column AG (Fabric Type) - kindly input the proper information in this column. <p>34071010130462 - new item setup (12-20-2023 10:27:17) (open in excel) Setup ID4.jpg</p> <p>All of the missing columns of info have been highlighted on the attached. Please complete the template and reattach to your existing ticket at your earliest convenience.</p> <p>Quick tip: Please review row 5 of the template to determine what is required for upload. Additionally, use the tool tips found within row 3 which will provide helpful guidance as you make your way through the form. Be sure to start by filling in column A and work left to right through the template, only filling in columns that are outlined in red or blue. Anything in grey should remain blank as it is not required and will throw an error upon upload. For any columns with a dropdown, be sure that you are making a selection from those options. If the none of the options apply, be sure to include that information in either the bullet point or product description columns. Note that this will only apply to blue outlined columns, as the red outlined columns cannot be left blank and you should select the best possible option. For additional training, please review the materials found under the Product Setup Training section of the Vendor Resources Page.</p> <p>Thank you, Dakota</p> <p>Show All Comments</p> <p>Chat History</p>	Need Info	01-10-2024	12-21-2023	<p>Action links</p> <p>Upload Files Add Comments View Files</p>
NIS_SELFSERVE_NEWITEMS-129939	11-30-2023	Zappos Sample Supplier	<p>Anmol Singh:</p> <p>Hello,</p> <p>Thank you for your patience while we completed your item setup request. We have successfully uploaded 24 UPCs into our system. The attachment below contains the Zappos style details for your reference.</p> <p>[Zappos Style Details-24 Uploaded UPCs-NEWITEMS-129939-1file]</p> <p>I will be closing this ticket, however if you have any questions or concerns, please reach out to us at: NewItemSetup@zappos.com.</p> <p>Regards, Anmol</p>	Closed	12-21-2023	12-18-2023	<p>Upload Files Add Comments View Files</p>

Will I receive email confirmation/communication for my requests? Users will receive email communication for successful ticket submissions regarding the status updates and added comments on their tickets. Although a supplier can be assigned to multiple users, only

the actual requester (ticket owner or the user who created the ticket) will receive email communications. The respective Buyer should also receive a copy of every email sent to the NSS user for visibility. An example of an NSS email is shown below:



Questions or Additional Training?

For further NSS training or assistance, contact the NIS team at zappos-newitemsetup@amazon.com