



PSS & VSSC Template Training Guide

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[Vendor Resources Page](#)

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PSS INTRODUCTION

What is PSS?

PSS stands for Product Setup Service. It is an Amazon based process and set of tools, Vendor Central and Selection Central, which are used to upload UPCs through VSSC templates and publish to the Amazon Catalog which will then feed into our Zappos Catalog.

Why is Zappos switching to PSS?

Zappos is utilizing new listing tools which required more data from the vendors upfront to reduce listing errors and increase efficiency, accuracy, and reduced time to site.

What does this mean for Vendors?

For Vendors who are familiar with our former uploading processes/templates (MTPA and Tequila), they will need to switch to new VSSC templates. While these templates may seem quite a bit different from the previous ones, it's important to know that by capturing all of this information at the time of new item setup, we will be reducing multiple contact points throughout different Zappos teams, we can offer a better customer experience with the product information being collected, and we'll achieve our goal to decrease the amount of time it takes to list products and increase the consistency and efficiency of catalog publication and product time to site.

Overall, collecting all product information up front shortens product setup time and decreases publication errors.

VSSC TEMPLATE TRAINING

What is VSSC?

VSSC stands for Vendor Self Service Catalog. VSSC templates are broken out by product type as the required attributes vary by product. When uploading new products, a fresh VSSC template for each product type should be downloaded each time, ensuring your template is equipped with the most up-to-date requirements and reducing the need for any back and forth communication.

General Tips & Tricks

1. **Review the Instructions Tab and tool tips on the templates, this guide, and training videos prior to getting started.**
2. Product Types are all separated onto different tabs within the VSSC template. Be sure to fill each tab out accordingly. No two product types should be on the same tab.
3. **Familiarize yourself with the tool tips found in row 3. There are Zappos-specific tips to help guide you on what information is needed for each attribute, ensuring you're inputting the values correctly.**
4. Row 6 is simply an example row, do NOT input values here, the system will not read them. Expand the column width to view the full example.
5. **Always complete the template columns from left to right starting with column A, Row 7, to ensure that all conditionally mandatory attributes and drop-down menus are populated accurately.**
 - a. There are data validations and required dropdown selections throughout the templates. Be sure that you are never altering the template in anyway, nor should you use formulas such as VLOOKUP to fill the cell values.
6. **Be aware of Row 5 which indicates which attributes are Required, Conditionally Required, and Optional. Also, mind the cell outlines and fill colors. The following is a breakdown of what each outline/fill means:**
 - a. **Red** required cells mean that the cell MUST NOT be left blank and if there is a dropdown with options, you must select from the available options. If none of the available options work, that could be due to a previous selection. This is common with the Product Category, Product Subcategory, and Item Type Keyword columns. It's advised to double check your previous selections to see if changing anything opens up other options. If it does not, then just select the next best option. Any blank red-outlined cells will result in an upload error.
 - b. **Blue** required cells should be filled in, however, if there is a dropdown that doesn't contain the value you need, you are able to leave this blank and type the information into one of the "Bullet Point" columns. For example, if the lining of a shoe is Microfiber, but Microfiber is not an option under the Lining Description attribute and if none of the other options make sense, then you can enter the value "Lining

Description: Microfiber" into a bullet point cell and leave the actual Lining Description attribute blank.

Again, this is not an option for red-outlined cells, only for blue ones.

- c. **Gray-filled** cells should not have values entered into them at all unless they open up to a red-outlined cell based on previous entries or selections. If there is info entered into a grey-filled cell, it will result in an upload error.
- d. As for required cells with no outline - unfortunately, that's just a template error we're unable to fix. Please be sure that if the attribute says Required in row 5, that you treat any cells lacking an outline like a red-outlined cell.

7. Do not include more than a combined total of 5,000 rows of data between all of the product type tabs. Create a separate VSSC template workbook once you've reached 5,000 rows.
8. For attributes with drop-down options, you **MUST** select from those values **ONLY**.
9. Do not drag cell values down; copy/paste instead.

Template Overview

Below is an overview of the template attributes within each section. Not all attributes will be called out here, only those that often cause confusion. Please be sure to review the Tool Tips in Row 3 for a description of the values you should input for each attribute.

Before filling out your template, if you are uploading new items to existing styles (adding a new colorway to an existing product, or adding new sizes/widths to an existing style), it is essential that the product details captured on your VSSC template match what we already have in our catalog. If there are any differences in the style information provided, it will result in the newly uploaded product being added to a different Product ID (SKU) or Style ID. Please utilize the Supplier Inventory search (pictured below), within Zapporo, to pull existing items and match existing style information.

Supplier Inventory Search

Supplier: Orthofoot Footwear Mens (11544)

Mode: View Inventory

Sort By: Best Selling (30 Day Net)

Filter By: Product Name:

Site: Zappos.com, 6pm.com, Amazon, Ann mFBA, Zappos mFBA

Inventory Class: ANY

Prices: All

Gender: All

CP Bucket Style: CP Positive, CP Negative, CP Neutral, No CP

Price Driver: Competitive Pricing, Dynamic Pricing

Style Numbers: Add, Clear

Style State: Visible, Processing, Out of Stock, Pending, Hibernate

Season/Year: Fall, FSB, 2022, 2023, 2024, 2025

Is Replenishable: All

Forecast Available: All

Allocated/FBA Eligible/SMU: All, Allocated, FBA Eligible, SMU/Exclusive

Product Category: Boots, Climbing, Clogs, Hiking, Oxfords

Vendor Style Status: GPM Transfer, Closeout Buy, Core, Core Seasonal, Discontinued

Inventory: All

Exclude Styles with Zero Inventory From Search Results:

Go, Reset, 100 styles per page

Supplier Description:

- **Vendor Code:** Your Zappos Supplier Name (ex: Nike Golf Apparel Womens)
- **Vendor SKU:** The UPC/EAN of the product.

Product Identity:

- **External Product ID:** The UPC/EAN of the product (again)
- **External Product ID Type:** Select either UPC or EAN from the dropdown.
- **Item Name:** The Item Name is a concatenation of **Brand Name + Department + Style Name + Color + Size + Width/Inseam (if applicable.)** While it's advised to fill the template out from left to right, you can skip item name, fill in the Brand Name + Department + Style Name + Color + Size + Width/Inseam columns then copy paste them into this handy [Item Name Concatenation Template](#) to combine these attributes for you. From there, just copy/paste from the concatenation template into the Item Name column on your VSSC template.
- **Product Category + Product Subcategory + Item Type Keyword + Item Type Name:** Drop down values are displayed based on the Product Type associated with the template. After Product Category, drop down values for the remaining three attributes are displayed based on the value selected Product Category. If the value you're looking for is not an option, try adjusting your selections.

- **Style Number:** This is your unique style identifier. It may or may not include the NRF color code if you wish.
- **Style Name:** This is the style name that will be displayed on the live site. Please make sure that the name is spelled out fully (no abbreviations), is formatted in Title Case, and does not include the gender or size information.

Offer:

- **MSRP:** Include the product MSRP price.
- **List Price Currency:** Select USD from dropdown.
- **Wholesale:** Include the product wholesale price.

Product Details:

- **Bullet Points:** Brief, descriptive text detailing specifics about the product. (250 Max Character limit + no HTML coding should be pasted into the cell)
- **Style:** This should mirror the Style Name attribute - the style name that will be displayed on the live site. Please make sure that the name is spelled out fully (no abbreviations), is formatted in Title Case, and does not include the gender or size information.
- **Department Name:** This is the gender designation.
- **Base Color:** Select the most prominent color of the product from the dropdown.
- **Color:** This is the color name that will be displayed on the live site. Please make sure that the name is spelled out fully (no abbreviations) and is formatted in Title Case.
- **Fabric Type:** (Apparel Only) Must include fabric composition totaling 100%.
- **Footwear Sizing Attributes:**
 - **Footwear Size System:** Only US Footwear Sizes will be accepted for Catalog publication and only one option is available in the drop down
 - **Footwear Age Group + Footwear Gender + Footwear Width:** Select available options from the drop-down menu.
 - **Footwear Size Class:** Indicates the type of sizing. For example:
 - *Numeric:* 5,6,7, etc.
 - *Numeric Range:* 8-10
 - *Alpha:* Small, Medium, Large etc.
 - *Alpha Range:* Small-Medium
 - *Age:* 18 months, 5 years
 - *Age Range:* 18-24 months, 5-6 years
 - **Footwear to Size:** Only Required if the Footwear Size Class is a range of sizes.

- If the numeric range of the item is 8-10, then “8” would go in the *Footwear Size* field and “10” would go in the *Footwear To Size* field.
 - If the alpha range of the item is Small-Medium, then “*Small*” would go in the *Footwear Size* field and “*Medium*” would go in the *Footwear To Size* field.
- **Product Description:** This should highlight the product’s most important features, benefits, technologies and details. This description will be used on the live site and should really catch the customers attention and sell the product. (2000 Max Character Limit + no HTML coding should be pasted into the cell)
- **Item Booking Date:** Default using the current date, formatted YYYY-MM-DD.
- **Product Life Cycle Supply Type + Duration + Duration Unit:**
 - For Seasonal items use “Fashion”
 - For Core Seasonal Items use “Perennial”
 - For Core items use “Year Round Replenishable”
 - Duration Required ONLY if the value of Product Lifecycle Supply Type is Fashion. A numerical value with the Duration Unit representing the corresponding unit of time that the product is meant to be used for. (e.g. for Fashion, indicating 3,6 means 3 to 6 with a Duration Unit of Months)

Safety & Compliance

- **Country of Origin:** Provide the country of origin for the product.
- **Are Batteries Required:** Select Yes or No. If Yes, fill in the conditionally required columns that follow.
 - **Dangerous Goods Regulations + Hazmat Aspect:** Choose from the drop-down menu if there are any items that fall under various restrictions. Select *Not Applicable* or *Unknown* if you’re unsure. Hazmat Aspect will only be required if a value other than *Not Applicable* or *Unknown*.
- **Import Designation:** Choose from the dropdown menu, either imported, made in the USA, or imported and/or made in the USA.
- **Material/Fabric Regulations:** For any products containing *wool*, *bamboo*, or *fur*, make the appropriate selection and fill in the conditionally required columns that follow. If none apply, select *Not Applicable*.
- **California Proposition 65 Warning Type + California Proposition 65 Chemical Name(s):** If your product contains prop 65 chemicals, select *Chemical* from the drop-down followed by the appropriate chemical(s) that the product contains in the following *California Proposition 65 Chemical Name(s)* columns.

Shipping

- **Earliest Shipping Date:** Please use the current date in this field in the following format: YYYYMMDD (No dashes or slashes).
- **Product Package Length/Width/Height/Weight:** Enter the numerical value representing the measurements of the product’s packaging.

- **Product Length/Width/Height/Weight Unit:** Please choose the unit of measure from the dropdown.
- **Order Aggregate Type:** Select *Each*. Zappos does not allow case packs.
- **Items per Inner Pack:** Indicate the number of items that come in each pack. Should almost always be 1.

If you do not have the shipping information readily available, please feel free to leave this section blank. Zappos will fill in this information on our end. Thank you.

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