



- **Where can I locate and download the VSSC templates?**
 - You will find the VSSC templates in the NSS (New Item Setup Self Serve) App after you sign in and select your supplier.
- **Why are there so many templates? Why not just combine it all into one?**
 - In order to upload anything new into our catalog, a VSSC template for each different product type must be completed. Each product type template features unique attributes pertaining to that specific product. While you cannot combine multiple product types on one excel spreadsheet, NSS will allow you to have multiple product type templates in one excel workbook, with each product type living on its own sheet/tab.
- **Can I save a version of these templates for future use?**
 - We'd advise against it. We are constantly updating these templates to ensure that we're meeting Amazon publication guidelines as well as for user functionality. To ensure that you're using the most up to date version of our template, please download a fresh template from the NSS App each time you need to have new styles uploaded.
- **Can I delete or add tabs (i.e. instructions or other product type templates?)**
 - Our templates are macro-enabled and very particular to the needs of the uploading tool, so please avoid altering the templates in any way. This includes adding, editing, renaming or deleting any tabs, sheets, or columns within the templates.
- **Filling out the templates is time consuming. Can I use any formulas to make the process more efficient?**
 - While we understand that filling out these templates can be time consuming, please DO NOT input any formulas into the template. The templates contain formulas, conditional formatting, and are macro-enabled to the specifications of the uploading tool. Any alternations to the template, including the use of v-lookup or other formulas, will create an error upon upload, which could cause a delay in the uploading and go-live of your products.
- **The dropdown options don't feature an option that applies to my product. Can I write in a value instead?**
 - If a dropdown menu is present in a '**required**' column, a **selection must be made from the dropdown menu**. If there isn't a value that applies to your product, please choose the next best selection within the dropdown options provided. The uploading tool that we utilize will only read the values listed within the dropdown menu - if any other value is provided, such as N/A, it will cause an error that prevents us from uploading those products until an appropriate selection is made.
- **Red Cells, Blue Cells and Gray-filled cells – oh my! What do the colors mean?**
 - **Red** required cells mean that the cell MUST NOT be left blank and if there is a dropdown with options, you must make a selection. 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.

- **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.
- **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.
- **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.
- **What if the Outer/Lining/Insole material I need is not listed within the dropdown provided?**
 - You are free to leave those cells blank if there isn't a suitable option, but since these are required attributes, please list out the materials under one of the Bullet Point columns. i.e. Lining: Nylon, Upper/Outer: EPA, Insole: Microfiber. Keep in mind, this is for blue-outlined cells only. If it's outlined in red, you must make a selection from the options provided.
- **Why am I not seeing the proper Product Category, Subcategory or Item Type Word listed?**
 - It's possible your product category or subcategory is listed under another template. i.e. you're using shoes but maybe sports shoes or sandals would be more appropriate.
- **I already filled in color. Is the Base Color attribute still required?**
 - Yes. Please choose the most dominant color of the product. If this field is left blank, this will cause an error during uploading.
- **Size Class –Alpha, Alpha Range, Numeric, Numeric Range? What does that all mean?**
 - Pay special attention to the selections you make here, ensuring it is accurate for the size of your product. Selecting alpha or numeric, for example, would indicate that your item features only one size (ie: Small, Size 9, etc.) Selecting alpha or numeric range would indicate that the size of your item is a range of multiple sizes (ie: 6-8 or SM-MD), and would result in 'conditionally required' cells becoming 'required' and turning white with a red outline.
- **Do I need to fill in the Dangerous Goods, Mandatory Cautionary Statement and the Material/Fabric Regulations columns?**
 - Yes, these are required columns that are required for upload. You can utilize tool tips (row 3) to see exactly what is required in this field and choose the appropriate selection from the dropdown.
- **What should we be utilizing in the Vendor Code Column?**
 - Please use your Zappos Supplier Name.
- **Vendor SKU – What do I use for this attribute?**
 - Vendor SKU is used a unique identifier within the Amazon Catalog that correlates to the vendor code assigned to each supplier. This vendor code does not need to match the vendor code that brands internally utilize or provided by Amazon. Please use the GS1-certified UPCs/EANs that are associated with the product. Zappos utilizes UPCs/EANs across systems to uniquely tie ASIN and UPC/EAN together.
- **What is the difference between Style Name and Style Number?**
 - **Style Name** is the name of the customer-facing title or name of the product and should be input exactly as you'd like it to appear on the site, **no abbreviations and in title casing**. **Style Number** is the brands unique (back-end) style identifier. **Neither the style number or style name should include sizes as this will separate each UPC onto a separate style/SKU**. For any additional attribute questions, you can utilize tool tips (row 3) to see exactly what is required in those fields and how to format.

- **Item Name - What do I input for this attribute?**

- This attribute cell value should consist of the *Brand Name* + *Department (or gender)* + *Style Name* + *Color* + *Size* + *Width/Inseam* (depending on the product type.) This is the information that's viewed by the warehouse upon receiving and it's important that it's filled out with all of these details. For your convenience, we've create an Item Name Concatenation template ([linked here](#)) where you can easily copy/paste all of these attributes in to concatenate the details and easily copy/paste into the *Item Name* column. For any additional attribute questions, you can utilize tool tips (row 3) to see exactly what is required in those fields and how to format.

- **How do I make sure that the new items I'm submitting go to existing SKUs/Product IDs or Styles?**

- In order to ensure that your products are added to the existing SKU or Style, it's essential to make sure that the information for the new style upload matches the information on the existing product or style exactly. If the information differs, even slightly, it will result in the item going to it's own Product ID or Style. Here are the main attributes you want to make sure match:
 - Product Type
 - Style Name
 - Style
 - Style Number (if adding sizes to an existing style)
 - Gender
 - Color Name (if adding sizes to an existing style)
 - Supplier Name

- **What if I upload style information to both Zappos and Amazon?**

- If you're submitting data to both Amazon and to Zappos for a product, please make sure that the data across websites are consistent to reduce conflicting catalog data, i.e. *Color Name* submitted to Amazon is Fire Engine Red, *Color Name* submitted to Zappos is Red. This would create an error at time of publishing.

- **This product has Fur but, I don't see where I am supposed to enter in the fur information. Where is it?**

- Any items containing fur should have the fur details input within the *Material/Fabric Regulations* attribute column and followed by the fur's country of origin and treatment under the *Fur Description* attribute.

- **Can I upload case packs?**

- No. Due to system limitations, Zappos does not have the capability to upload case pack UPCs.

- **Why are there different formats for the dates I enter on the spreadsheet?**

- Amazon's system requires different formatting based on the attribute. You can utilize tool tips (row 3) to see exactly what is required in this field and how to format.

- **Why are there two sets of Footwear Size attributes within the show templates?**

- This is strictly for unisex products, where both a men's and women's size would need to be selected.

- **My products are unisex but the footwear gender only allows me to choose 'mens' or 'womens'. What selection would I make?**

- **For Unisex styles, you make the selections as follows:**
 - *Target Gender* = Unisex
 - *Age Range Description* = Make the appropriate selection
- From here there will be two sets of size attributes to fill in:
 - *Footwear Age Group* = Make the appropriate selection
 - *Footwear Gender* = Men
 - *Footwear Size Class* = Numeric or numeric range
 - For Numeric = Enter single size in *Footwear Size*
 - For Numeric Range = Enter smaller size in *Footwear Size* and larger size in *Footwear to Size*

- Then repeat the above for Women in starting with the next set of footwear size columns.
- Using the process above allows you to capture both the men's and women's sizes for the unisex product so that we can ensure that we have it accurately displayed for our customers.
- **Why are only US sizes accepted?**
 - Zappos is required to publish catalog information to the Amazon catalog systems, which only accepts US sizing so any sizing other than US will need to be converted so the upload goes through. If you prefer the live site to show non-US sizing, that's definitely an option. Please just be sure to provide us with a size conversion chart in your upload request ticket so we know to map the sizes accordingly after we've completed the upload.
- **What is the different between *Item Name* and *Style Name*?**
 - The Item Name is very specific breakdown of what the product is (including Style Name), this is because this is what the warehouse sees when they are stowing the item (see question: *Item Name - What do I input for this attribute?* above). The Style Name is for the customer, and should be written how it should be displayed on this site, title casing with no abbreviations, gender, or sizing info (not including plus, petite, etc.)
- **Why is *Style Name* on the template twice?**
 - The attributes you see are considered the front-facing attributes, however, they are tied to different attributes in the catalog. One of them fulfills the *style_name.value* attribute and the other fulfills the *model_name.value* attribute. Both attributes should mirror each other or it will cause an error which is why they're both asking for *Style Name* to avoid any upload errors.
- **For columns with drop down information, can I copy and paste information?**
 - Yes, but only if the information is an exact match to the options within the dropdown selections. If it's does not match the dropdown exactly, it will cause an upload error. (ie: dropdown option is Adult and ADULT was manually typed in, this would cause an error.) It's advised to make a selection from the dropdown, then copy/paste that selection to the remaining rows to ensure there are no errors.
- **I have multiple Zappos suppliers, can I use the same template for all supplier is the product type is the same?**
 - No, you should use a different template for each supplier regardless of the product type. Each supplier has a unique code and if all products for multiple suppliers are uploaded from the same template, it will cause catalog conflicts and the products will not flow through to the site. Additionally, a separate ticket should be submitted for each supplier to reduce confusion for the operational team.
- **What information should be included in the *Product Description* and *Bullet Point* columns?**
 - These columns should be used to provide as much detail as possible about the product, including important technologies, features, SEO keywords, etc . Our team will be using this information in the product descriptions on the live site. The more detail you provide, the better the customer's shopping experience will be. Some other tips - avoid using special characters, symbols, all caps, and most importantly, do not copy/paste any html coding into the any of the cells as it will cause an upload error.
- **Do I need NRF codes?**
 - If you have them, include them the same way you have previously, as a part of the styles number. If not, it is not necessary.
- **Does this replace the MTPA, PIPC and Prop65 templates?**
 - Yes, it does! The VSSC templates and the PSS upload process completely replace our former uploading processes and templates. This new process only requires one template for uploading all of the details from the previous templates.
- **Can Zappos still pull the UPCs from the OpenText/GXS catalog to upload new styles?**
 - The PSS tool used to upload styles into the Zappos catalog is not integrated with GXS/OpenText, thus we will not use the GXS/OpenText catalog for uploading styles going forward and UPCs will need to be included in the VSSC template. Zappos will continue to utilize Open Text as a source of truth for maintaining, validating, and correcting catalog data.

