

## **NISS(New Item Setup)**

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### Overview

*Current Recipients: Shamrock, Performance Food Group (PFG), US Foods*

New Item Setup (NISS) is a tool within CES that allows recipients to issue requests to suppliers for new item information on specific items. These requests are sent to both GDSN and non-GDSN suppliers.

A recipient will send these requests for specific items that need to be added to the catalog. GDSN suppliers can always publish their entire catalog to the recipient via GDSN in which case a NISS request is not needed. If a specific item has not been published, however, then the recipient will initiate the NISS request.

It is important to note the non-GDSN suppliers will be sent a link to an 'EZ-Form'. This form is a hosted page that does look like CES, but these suppliers will not have a CES login. They can only access the form by clicking on the link within the email that they receive.

# GDSN Supplier

If a GDSN NISS request is sent to a supplier, an email will be sent with the basic item information and option buttons to Submit or Reject.

**Great News!** Demo Staging Recipient - GDSN has requested information on one of your products.\*

**Requested by:** Melinda Gulledge ( [melinda.gulledge@syndigo.com](mailto:melinda.gulledge@syndigo.com) ) | **Request ID:** 102191 | **Request Expires:** 03/06/2024 16:55



**Product Code:** 123456  
**Product Description:** test item GDSN  
**Brand Name:** test  
**Vendor ID:** 1010  
**Vendor Name:** Demo Account Foodservice  
**Distributor Division ID:**  
**Distributor Division Name:**  
**Buyer E-mail:** [melinda.gulledge@syndigo.com](mailto:melinda.gulledge@syndigo.com)  
**Request ID:** 102191

[SUBMIT MY PRODUCT INFORMATION](#)

[REJECT THIS REQUEST](#)

Once the supplier clicks on the Submit My Product Information, they will receive a message that they can now publish the item information via GDSN.

Thank you, you can now publish this product with your GDSN provider.

Demo Staging Recipient - GDSN

GLN: 0837365004585

If the supplier clicks on Reject this Request, then the NIS request will move to Rejected status and the recipient will be notified.

## Non-GDSN Supplier

If a NIS request is sent to a non-GDSN supplier, an email will be sent with the basic item information and option buttons to Submit or Reject.

**Great News!** Demo Staging Recipient - GDSN has requested information on one of your products.\*

**Requested by:** Melinda Gulledge ( [melinda.gulledge@syndigo.com](mailto:melinda.gulledge@syndigo.com) ) | **Request ID:** 102191 | **Request Expires:** 03/06/2024 16:55



<b>Product Code:</b>	123456
<b>Product Description:</b>	test item GDSN
<b>Brand Name:</b>	test
<b>Vendor ID:</b>	1010
<b>Vendor Name:</b>	Demo Account Foodservice
<b>Distributor Division ID:</b>	
<b>Distributor Division Name:</b>	
<b>Buyer E-mail:</b>	<a href="mailto:melinda.gulledge@syndigo.com">melinda.gulledge@syndigo.com</a>
<b>Request ID:</b>	102191

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[SUBMIT MY PRODUCT INFORMATION](#)

[REJECT THIS REQUEST](#)

Once the supplier clicks on the Submit My Product Information, they will be redirected to a form that will show all the required attributes in order to submit the new item information to the recipient.

There are info buttons next to each attribute that will provide details on what is being asked for in each attribute. All required attributes must be populated for the supplier to submit to the recipient.

If the supplier clicks on Reject this Request, then the NIS request will move to Rejected status and the recipient will be notified.

## Common Questions

When I click on the Submit by product information on the email, I am being asked to login to Syndigo. Why?

*A supplier should not have to login to Syndigo to populate the new item form. If they are asked for login credentials, this indicates that the link in the email is expired and is no longer available. The supplier should contact the recipient and ask for the request to be reissued.*

*If the NISS status is not expired and the link is asking for the user to login, then ask the user to clear cache and cookies and then try again.*

Can I just email my spec sheet to someone to provide the information?

*Unfortunately, the recipient requires non-GDSN suppliers to populate all required attributes on the new item setup form.*

Is there a cost associated with submitting a new item setup form?

*PFG does charge non-GDSN suppliers to submit product information via the NIS form versus GDSN publication.*

*There are no other recipients charging for this currently.*

I have published an item to a recipient but they are saying that it hasn't completed the NISS request.

*For GDSN NISS requests, once the supplier publishes the item via GDSN this should link the NISS request to the publication based on the GTIN and Information Provider name. If this is not the case, then it may be that the GTIN or manufacturer name on the NISS request was incorrect and the recipient would need to correct for the request to complete. To verify, the NISS request information and the publication can be compared for those attributes.*

**NOTE:** *for GDSN NISS requests, the recipient does not have to go and manually accept the publication for the request to complete.*

I am completing the EZ Form, but I do not have nutritional information, how can I still submit the form?

*A supplier can bypass the nutritional information by selecting the 'Relevant Nutrient Data Provided' flag as Yes. It is always preferred that they provide this data but also don't want to prolong getting the logistic data to the recipients.*