

Product Information Support Portal Job Aid

Creating New Request Tickets

ABOUT THIS JOB AID

The Product Information Support Portal (FootPrints) is a system designed to house requests, track each ticket and send out confirmation emails to everybody attached to the ticket. Currently, the Product Information Support Portal is the preferred way to handle all PCM issues.



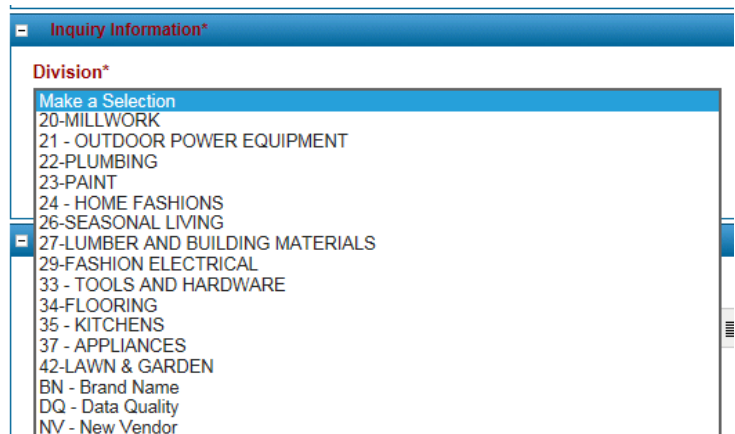
PURPOSE OF JOB AID

The purpose of this job aid is to provide steps on how to create a New Request ticket in the Product Information Support Portal.

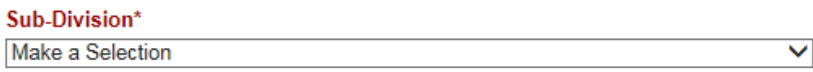
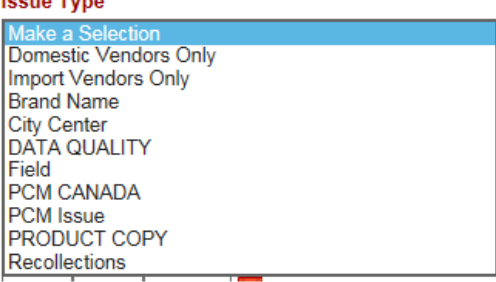
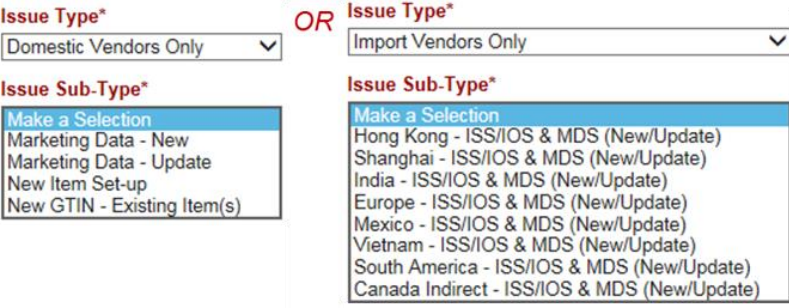

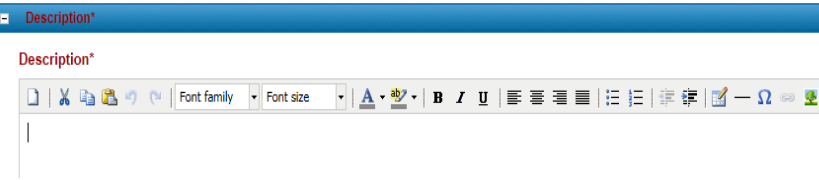

1. [Creating New Request Tickets](#)
2. [Key Terms](#)

1. CREATING NEW REQUEST TICKETS

Fields in red are required to complete before saving and routing the ticket request.

Step	Action / Screen						
Select New Request							
Complete the Subject field and Priority level							
	<table border="1"> <thead> <tr> <th>If you are requesting...</th> <th>Then Subject field is...</th> </tr> </thead> <tbody> <tr> <td>New Item Setup</td> <td>CIS_VBU-Vendor Name_Product Category Example: CIS_12345-Clarity_Front Load Dryer</td> </tr> <tr> <td>Marketing Updates</td> <td>MKT_VBU-Vendor Name_Product Category Example: MKT_23456-ATK_Hammer</td> </tr> </tbody> </table>	If you are requesting...	Then Subject field is...	New Item Setup	CIS_VBU-Vendor Name_Product Category Example: CIS_12345-Clarity_Front Load Dryer	Marketing Updates	MKT_VBU-Vendor Name_Product Category Example: MKT_23456-ATK_Hammer
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Marketing Updates	MKT_VBU-Vendor Name_Product Category Example: MKT_23456-ATK_Hammer						
Complete the Inquiry Information section by selecting the appropriate Division							

Product Information Support Portal continued

Step	Action / Screen
Complete the Inquiry Information section by selecting the appropriate Subdivision	 <p>Sub-Division* Make a Selection</p>
Select appropriate Issue Type <ul style="list-style-type: none"> If you are a Domestic Vendor select Domestic Vendor Only If you are an Import Vendor select Import Vendor Only 	 <p>Issue Type* Make a Selection Domestic Vendors Only Import Vendors Only Brand Name City Center DATA QUALITY Field PCM CANADA PCM Issue PRODUCT COPY Recollections</p>
Select appropriate Issue Sub-Type	 <p>Issue Type* Domestic Vendors Only OR Issue Type* Import Vendors Only</p> <p>Issue Sub-Type* Make a Selection Marketing Data - New Marketing Data - Update New Item Set-up New GTIN - Existing Item(s)</p> <p>Issue Sub-Type* Make a Selection Hong Kong - ISS/IOS & MDS (New/Update) Shanghai - ISS/IOS & MDS (New/Update) India - ISS/IOS & MDS (New/Update) Europe - ISS/IOS & MDS (New/Update) Mexico - ISS/IOS & MDS (New/Update) Vietnam - ISS/IOS & MDS (New/Update) South America - ISS/IOS & MDS (New/Update) Canada Indirect - ISS/IOS & MDS (New/Update)</p>
Select Inquiry Code , as necessary	 <p>Inquiry Code No Choice</p>
Complete Description section with enough details for those involved to understand your request	 <p>Description*</p> <p>Description*</p> <p>Font family Font size Bold Italic Underline Bulleted List Numbered List Indent Decrease Indent Undo Redo Link Unlink</p>
Select SAVE to: <ul style="list-style-type: none"> Create the ticket Send a confirmation email to current Contact Send a notification email to the Product Information assignee 	 <p>SAVE</p>

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2. KEY TERMS

Definitions of terms used in Subject Lines and Merch Responses

Term	Definition
CIS	Centralized Item Setup - Tickets that require Item Setup will get routed to the Items Setup Specialist
MKT	Marketing Data - Tickets that require new and updated Marketing Data will get routed to the Marketing Data Specialist
PSSA	Product Specific Selling Attribute - Vendor will make a PSSA request to the PI Taxonomy Team
CC	Customer Care Issue - Errors found on Marketing Data Information will get sent to the Vendor to correct
Past Due	Tickets are marked Past Due when Merchandising or Vendors are not responding and are past SLA timelines
Merch Approval Needed	Requires Merchandising's approval for Item Setup
Merch Response Needed	Requires a response from Merchandising
Vendor Response Needed	Requires a response from the Vendor NOTE: Merchandising may be asked to intervene if the Vendor is non-responsive
Solution Provider Response Needed	Contact from the Solution Provided will be added to the CC to assist with troubleshooting item setup issues
LGS Response Needed	Requires a response from the Import Merchant
PI Response Needed	Used when PI needs to escalate ticket to a PI Analyst or Manager