


Q3 SUPPLIER OPERATIONS PARTNER NEWSLETTER

August 22, 2023

Quarterly Newsletter

Nordstrom Brand Partners,

On behalf of the entire Supply Chain Team, we want to take this opportunity to thank all of our suppliers for working tirelessly on partnering with us to drive the vision of Closer to You. With improved compliance rates, we are seeing faster cycle times through our supply chain, which means product is getting to customers faster. To that end, we want to highlight the biggest improvement we have seen year over year for H1 of 2023.

Advanced Shipment Notification (ASN) violations have decreased significantly across all orders! This means quicker receiving with an average of 2-3 days saved for those orders as they smoothly make their way to the store floors and customers.

Furthermore, these performance metrics allow us to add more vendors to the cross-dock program, allowing shipments to process even faster!

Thank you so much for taking the effort to drive this change!

The areas of focus for Q3 of 2023 are highlighted below with additional information contained in the newsletter.

Q3 Compliance Focus:

- 1) [RFID Ticketing Updates](#)
- 2) [Routing Guide Updates](#)
- 3) [Supplier Website](#)
- 4) [Weight/Dimension Packaging and Shipping Standards](#)
- 5) [Offset Fee Inquiries Intake](#)

We encourage you to share the information in this newsletter with your internal partners as applicable to ensure awareness and drive readiness to support.



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Update: RFID Ticketing Implementation

Supplier RFID Ticketing – requirements by Product Type & Category ([pg. 7-8 Ticketing Standards](#))

WHAT

All Nordstrom and Nordstrom Rack stores have officially launched weekly stock counts leveraging RFID tickets as of June 2023. The new RFID-driven inventory data is now our primary source of inventory information and enables Nordstrom to better support fast fulfillment of online orders, and to better track inventory on hand ensuring that we have the right items in the right place at the right time to meet our customer's needs.

Thank you to the many vendors who have partnered with us to make the transition to RFID possible. We hope to continue to work with all vendors on fulfilling this [requirement](#)!

WHEN

- Supply Chain RFID ticket audits are **now live** in all Distribution Centers.
- RFID Offset Fees for non-compliant in-scope product/categories will be issued starting **8/21/23**.

WHO

- All Vendors shipping goods that fall into the noted ticketing requirements ([pages 7-8 on ticketing standards](#)).

Additional Information:

- While we expect all product to be ticketed there may be select exceptions for Rack Closeouts and other categories listed on [page 19](#) of the [RFID Enablement guide](#).

RESOURCES & QUICK LINKS

- Questions regarding offset fees please reach out to offsetfees@nordstrom.com
- Questions not outlined within this newsletter, please reach out to frm@nordstrom.com (Floor Ready Management)
- RFID Testing, Tag Inlays, and Questions: nordstrom@rfidlab.org
- Encoding, EPCs, UPC codes: NordstromRFID@gs1us.org



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Routing Guide Updates

Nordstrom and Rack Stores

WHAT

Multiple updates will be made to our routing guide as new stores open in 2023. Please be sure your store/DC tables are up to date!

The store/DC matrix can be found in [Section 8](#) of the *Nordstrom Routing Guide*. There is also an excel version of the matrix and a listing of all store address in the *ADDITIONAL INFORMATION* section.

Nordstrom updates the supplier [website](#) frequently, and we encourage vendors to check for updates at least monthly. It is paramount to keep shipment routing up to date in order to avoid delays in your shipments and chargebacks!

WHEN

Effective **8/16/23** – The primary default warehouse for the following stores changed **FROM** DC 499 **TO** DC 399 for all approved and EDI'd POs:

- Nordstrom Stores: 341, 345, 384
- Rack Stores: 161, 164, 352, 354, 358

DC 399 Address: 1600 South Milliken Ave Ontario, CA 91761-7812

WHO

Suppliers shipping goods for sale at Nordstrom and Nordstrom Rack store locations where shipments are not meeting our Routing Guide requirements.

RESOURCES & QUICK LINKS

- Nordstrom Expense Offset Policies can be found [here](#)
- Questions regarding EDI Setup and general EDI Compliance questions, please reach out to edisetup@nordstrom.com
- Questions regarding Technical Data Transmission and EDI mapping, please reach out to edi.group@nordstrom.com



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Supplier Website

Nordstrom, Rack, E-Comm

GET READY FOR IT

It is with great anticipation that Nordstrom is launching a new Supplier Compliance site as a replacement to our current site www.nordstromsupplier.com. The new site will be a link to critical information about Nordstrom's supplier requirements and strategies.

The new site will run in parallel with our legacy site for the first 3 months to ensure all necessary parties have access to our new site.

WHEN

The new site will go live starting **9/6/23** as part of our compliance company initiatives. Supplier and 3rd party Vendors will receive the new link and access steps as part of the launch.

WHO

This new site will cover compliance information for suppliers for store, ecommerce and the Nordstrom Product Group (NPG); it will also have compliance information for our non-merchandise suppliers.

RESOURCES & QUICK LINKS

- Legacy Site: www.nordstromsupplier.com
- Questions not outlined within this newsletter, please reach out to frm@nordstrom.com (Floor Ready Management)

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Weight/Dimension Packaging and Shipping Standards

Nordstrom, Rack, E-Comm

WHAT

As we approach the holidays, where seasonal product tends to be bulkier, we wanted to send a reminder of our carton weight and dimension requirements, which can be found in the [Packaging & Labeling Standards](#). Nordstrom has specific carton weight and dimension guidelines to ensure the safe delivery and handling of product and to ensure cartons can travel safely on our conveyors.

Please note the updated carton weight and dimension requirements, which includes a recent change to Rack.com.

Division		Length	Width	Height	Weight
Nordstrom & Rack Stores	Maximum	36 inches (91.44 cm)	27 inches (68.58 cm)	30 inches (76.20 cm)	50 lbs. (22.68 kg)
Nordstrom.com	Maximum	23 inches (58.42 cm)	15 inches (38.10 cm)	17 inches (43.18 cm)	50 lbs. (22.68 kg)
Nordstromrack.com	Maximum	24 inches (60.96 cm)	18 inches (45.72 cm)	18 inches (45.72 cm)	50 lbs. (22.68 kg)

WHEN

Beginning **10/1/23**, Nordstrom will reach out with performance metrics on oversize/ overweight cartons in preparation for a future Offset Fee.

Looking Ahead: In Q4, shipments with oversize/ overweight cartons arriving will be assessed a \$25/ carton Offset Fee.

WHO

Nordstrom requires all suppliers to follow our carton weight and dimension requirements, cartons shipped outside of these requirements are considered non-compliant.

If product requires cartons that fall below or exceed the requirements, suppliers must contact frm@nordstrom.com for approval prior to shipping.

*Re-Case Pack exclusion: validate instructions/requirements are clear for vendors prior to chargebacks

RESOURCES & QUICK LINKS

- Carton weight and dimension requirements can be found within the [Packaging & Labeling Standards](#).
- Questions not outlined within this newsletter, please reach out to frm@nordstrom.com (Floor Ready Management)



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Offset Fee Inquiries

Nordstrom, Rack, E-Comm

What's Coming

Offset Fees inquiries will begin to require the use of the Offset Fee Vendor Inquiry Dispute Form, which will improve response time and ensure Supplier questions and concerns are clear to the research team. The information provided from the template form will enable the Offset Fees team to research and provide details to our vendors and suppliers more quickly. The template is outlined in such a way to make inquiries and disputes easier with the ability to copy and paste from the AP Portal.

When

Beginning **9/1/23** Suppliers will be requested to use the template for any/all Offset Fee Inquiries. We will transition to requiring the form for all inquiries and disputes after a 3-month transition period.

WHO

Current Nordstrom Suppliers with inquiries specific to Supply Chain issued Offset Fees including:

- VAS
- ASN
- Mis-ship
- PO violations (overage/wrong item)

RESOURCES & QUICK LINKS

- [AP Portal](#)
- [AP Portal Instructions](#)
- [Supplier Resources and Contacts](#)