



NORDSTROM

BUSINESS BASICS

Updated December 26, 2017

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Partnership Strategy

Vendor/supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry as a whole. We support Industry-wide technologies that utilize Universal Product Code (UPC)/International Article Number(EAN), Electronic Data Interchange (EDI), Voluntary Inter-Industry Commerce Standards (VICS), and GS1 US standards.

The use of these technologies allows the flow of merchandise through the supply chain, facilitating a rapid transfer of goods from our partners to our customers. This, in turn, allows Nordstrom to continue to build a more successful and mutually profitable partnership with our suppliers.

Industry Standard References

The following organizations serve as valuable resources for companies seeking information about EDI implementation:

UPC Ticket Format and Ticketing Guidelines	See the Apparel & General Merchandise EAN/UPC Tag Format & Placement found on the website for GS1 US www.gs1us.org
VICS EDI Mapping Guidelines	Voluntary Inter-Industry Commerce Standards (VICS) www.vics.org and GS1 General Specification document
NRF Color & Size Codes	National Retail Federation (NRF) Standard Color and Size Codes handbook found on www.nrf.com 202-783-7971

How to Use Our Manuals

Our manuals are intended to outline the basic business standards our vendor/supplier partners must follow when doing business with Nordstrom. This manual contains our merchandise technology, purchase order, and accounts payable policies.

Distribution and transportation information can be found in the [Routing Guide](#) found on www.nordstromsupplier.com.

Future Updates and Communications

Nordstrom Compliance Manuals can be viewed or downloaded from our website, www.nordstromsupplier.com. Review this site frequently for updates on our 'splash' page. Email or letter communications are also available under 'Vendor Communications' on the homepage.

Note: The information in these manuals are updated regularly and can change without notice. It is not recommended for suppliers to print any of Nordstrom's manuals but to refer to the online versions which can be found at www.nordstromsupplier.com to ensure the most current information is being used.

Nordstrom Supplier Compliance Contact Information

The Supplier Compliance teams include all Nordstrom departments that provide input to the supplier website www.nordstromsupplier.com including the groups listed below. Questions regarding this manual should be directed to the correct team on the Nordstrom Supplier Compliance Hotline.

Supplier Compliance Hotline (877-444-1313) between the hours of 8:00 AM and 4:00 PM Pacific Standard Time, Monday through Friday with the exception of US holidays.

- **Floor Ready Management**, select **option 1** or email frm@nordstrom.com
For inquiries regarding: Hangers, Tickets, Packaging, Carton Size, Carton Labels and ASN questions
- **Nordstrom Supplier Compliance**, select **option 2** or email nordsupcmplnc@nordstrom.com
For inquiries regarding: EDI Setup, Missing PO and FA research
- **EDI Group**, select **option 3** or email edi.group@nordstrom.com
For inquiries regarding: Technical Transmission of Data and EDI Mapping (for initial EDI Setups contact Nordstrom Supplier Compliance).
- **Transportation**, select **option 4** or email traffic@nordstrom.com
 - select option 1 for questions regarding the Routing Guide (Routing, Carriers, Store/DC List)
 - select option 2 to schedule a Volume Load Pick Up
 - select option 3 for questions regarding Freight Agreements
 - select option 4 for questions regarding Freight Chargebacks
- **Accounts Payable**, select **option 5** – contact information found on <http://portal.nordstrom.com>
For inquiries regarding the amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues and charges, visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com> first. If after using the web, you still need assistance, send your inquiry and web findings to the corresponding Vendor Representative in our Accounts Payable Department. For a listing of the Accounts Payable Vendor Reps, see the 'Contact Us' section of the website.

Supplier Portal Contact Information - <http://portal.nordstrom.com>

For setting up initial access to the Portal or having problems with access email web.admin@nordstrom.com. For set up to access Nordstrom sales data via the Supplier Toolkit email supplier.reports@nordstrom.com, they will also be able to help with any general inquiries or access issues. There is a \$100 fee per supplier to access this information. Supplier Portal does not support NRHL at this time.

Vendor Correspondence

Expense offset fee disputes must be inquired within 60 days of the document date or weekly summary date. Suppliers should inquire weekly to the expense offset summaries sent from the Nordstrom Supplier Offset Fees mailbox. Inquiries can be directed to nordsupoffees@nordstrom.com. Do not accumulate offset fees for inquiry on monthly, quarterly, etc. basis as we only research up to 60 days. Pictures of non-compliance are not provided.

Nordstromrack.com | HauteLook (NRHL)

- **NRHL:** for inquiries regarding shipping notices, packing slips and delivery: Email shipping@hautelook.com
- **NRHL Invoice and Payment inquiries:** Email NRHLMerchAP@hautelook.com
- **NRHL EDI:** Technical / Transmission questions: Email edi@hautelook.com

Requirements and Responsibilities Summary

The Nordstrom Supplier Compliance website includes requirements for suppliers doing business with Nordstrom:

- Adhere to Purchase Order Terms and Conditions
- Create and use EDI documents following the VICS EDI guidelines and the Nordstrom mapping guides
- Advance Ship Notice (ASN) must be transmitted 100% accurately and must match both the shipment and the PO down to the SKU level
- Utilize the NRF color and size codes
- All suppliers (both EDI and Non-EDI capable) must maintain an accurate, updated electronic UPC catalog via OpenText | GXS or InterTrade, our third party service providers, or other mutually agreed upon transmission method
- Follow Nordstrom specifications for supplier UPC/Price ticketing, including UPC or EAN bar code
- Have Nordstrom retail (MSRP OK if it matches Nordstrom retail) on all tickets (excluding Nordstrom.com and Nordstromrack.com | HauteLook)
- Comply with Accounts Payable requirements for submitting invoices and related correspondence
- Mark all cartons with corresponding valid, GS1-128 shipping container labels if EDI Compliant
- Provide VICS Floor Ready Hangers in all applicable merchandise
- Pack the merchandise according to Nordstrom's packaging instructions
- Follow our Routing Guide including the use of only approved carriers
- Provide Automatic Replenishment/Quick Response programs on replenishment items as requested
- Review our website for updates to the Supplier Standard Manuals
- **Supplier contact information** must be kept up-to-date; send an email with current contacts and email addresses to nordsupcmplnc@nordstrom.com on a regular basis; address updates can be sent to vendor.desk@nordstrom.com
- **Nordstrom.com:** Internet item selection - all items chosen for any catalog titles are also offered for sale on the Nordstrom website
- **Nordstrom.com:** Exclusive catalog styles - styles selected for any catalog titles must not be sold to any other catalog
- **Nordstrom.com:** Cooperative advertising - all suppliers doing business with Nordstrom.com must pay 3% of the total cost of all purchases to advertising. This contribution serves to support the quality of the presentation of all merchandise, which is advertised nationwide. Advertising includes the listing of a supplier's name in catalog or Internet copy
- **Nordstrom.com:** Customer returns due to manufacturing defects - all merchandise with manufacturing defects returned by customers will be claimed back to the supplier. Defective merchandise will be returned to the supplier when it is received from the customer, even if this occurs after the 'selling season.' This agreement is intended to simplify the claims filing and resolution process and, most importantly, to facilitate the equitable resolution of claims

Nordstrom Partnership Guidelines

We recognize that our success is based on the quality of our relationships with customers, employees, agents, suppliers, and communities. To maintain the high caliber of these relationships and to achieve our goal of always providing the best value product in the most equitable manner, we have established standards for our business Suppliers. In communicating these guidelines, we hope to identify potential Suppliers who share our commitment to quality products, quality business principles and quality community relationships.

We will only engage business Suppliers who demonstrate a commitment to contribute to the improvement of working conditions and strive to meet our requirements stated in the Nordstrom Partnership Guidelines.

LEGAL REQUIREMENTS

Nordstrom expects all its business suppliers ("suppliers" as used in these Partnership Guidelines must include all agents, vendors, manufacturers, factories and subcontractors) to comply with all applicable laws and regulations of the United States and those of the respective country of manufacture or exportation, including, but not limited to, the Fair Labor Standards Act (Department of Labor Monitoring Guide). All products must be

accurately labeled and clearly identified as to their country of origin and content. The language to be used for purposes of notice and interpreting the meaning of these Partnership Guidelines must be English. For more information on these other requirements, visit www.nordstromsupplier.com and www.dol.gov/whd/flsa/.

CHANGE OF CONTROL

Suppliers must notify Nordstrom in writing if ownership, location, sale or purchase of any factory which houses Nordstrom production changes. All of the above requires the factory to undergo the New Supplier set up process.

SUBCONTRACTING

Suppliers must not subcontract any portion of the manufacturing process prior to production without written approval. As a condition of approval, subcontractors must agree to comply with the Partnership Guidelines.

DOCUMENTATION & INSPECTION

Nordstrom will review and may terminate its relationship with any supplier who is unwilling or unable to comply with the Partnership Guidelines. Nordstrom monitors compliance with our Partnership Guidelines and undertakes onsite inspections of suppliers' factories. Factories must be transparent and maintain all accurate documentation on file. Factories must authorize Nordstrom representatives and designated third party monitors to engage in announced and unannounced monitoring activities to ensure compliance, including confidential worker interviews.

ANTI-CORRUPTION

Nordstrom expects all of its suppliers to comply with all applicable laws relating to bribery, money laundering and/or corruption, including, but not limited to, the Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act (Anti-corruption Laws). Suppliers must further have and maintain policies, programs, trainings, and record-keeping practices in place to comply with all applicable Anti-Corruption Laws and prevent unlawful payments made for the purpose of obtaining or retaining business. If requested, suppliers must provide Nordstrom with reasonable assistance to perform any activities required by any government or agency in a relevant jurisdiction for the purpose of anti-corruption compliance.

CUSTOMS COMPLIANCE

Suppliers will comply with U.S. and Canada Customs importing laws and, in particular, will establish programs and maintain documentation to support country of origin production verification and preferential trade claims. Suppliers will comply with international supply chain security requirements and criteria per U.S. Customs-Trade Partnership Against Terrorism (C-TPAT) and Canada Partners In Protection (PIP). Suppliers are subject to audits and corrective action plans as applicable.

CHILD LABOR

Factories will not employ anyone under the age of 15, or established by applicable law in the country of the manufacturer, or completing compulsory education. Factories must not expose anyone under the age of 18 to situations that are hazardous, unsafe or unhealthy, and will provide adequate protection from exposure to such conditions and materials.

FORCED LABOR

Nordstrom will not conduct business with any factory that uses involuntary labor of any kind; including prison labor, indentured labor, bonded labor, or labor obtained through human trafficking or slavery. Workers must not be required to lodge "deposits" or identity papers upon commencing employment with the company.

HARASSMENT & ABUSE

Factories must treat every worker with dignity and respect. Workers must not be subject to physical, sexual, psychological or verbal harassment or abuse. Factories must not use monetary fines as a disciplinary practice. Furthermore, workers must be free to voice concerns to Nordstrom or Nordstrom appointed staff, without fear of retaliation by factory management.

WAGES & BENEFITS

Wages, overtime and legally mandated benefits must be paid regularly, on time, with documentation and accordance to applicable laws. Employers must pay at least the minimum wage, the industry wage or the wage negotiated in a collective agreement, whichever is higher.

HOURS & OVERTIME

Factories must not regularly exceed daily, weekly, or combined total working hour limits established by local law or the Nordstrom Partnership Guidelines, whichever is lower. All overtime work must be voluntary and at a compensated rate per local law. Workers should be allowed one day off in seven.

HEALTH & SAFETY

Factories must provide safe and healthy working conditions. This includes written standards that comply with local laws or Nordstrom Partnership Guidelines, whichever is stricter.

NON-DISCRIMINATION

Factories must not discriminate in employment practices including recruiting, hiring and promoting qualified people of all backgrounds, regardless of sex; race; color; national origin; religion; age; marital status; pregnancy; physical or mental disability; sexual orientation; gender identity or any other basis protected by local law.

FREEDOM OF ASSOCIATION

Factories will respect workers' rights to freedom of association and collective bargaining.

ENVIRONMENT

Factories must comply with all applicable environmental laws and regulations in the country of operation. In addition, factories must have policies and procedures in place to manage and minimize environmental impacts to energy, air, emissions, water and safely store, prevent or mitigate catastrophic releases of chemicals and hazardous materials.

CONFLICT MINERALS & THE KIMBERLEY PROCESS

Suppliers must comply with applicable laws and regulations relating to responsible sourcing, including the sourcing of Conflict Minerals and diamonds. Section 1502 of the Dodd-Frank Act relates to the responsible sourcing of Conflict Minerals, which include: tin, tantalum, tungsten and gold (collectively, "3TG") mined in conditions of armed conflict and human rights abuses in the Democratic Republic of the Congo (DRC) or its adjoining countries. Under Section 1502, applicable suppliers must confirm the source of 3TG used in their products. The Kimberley Process resolutions relate to the responsible sourcing of diamonds and require that where the seller guarantees that diamonds are conflict-free, this must be based on personal knowledge or a written guarantee provided by the supplier of the diamonds, and stated on all invoices. Nordstrom expects all of its suppliers to share its commitment to responsible sourcing and requires suppliers to adhere to all responsible sourcing regulatory requirements.

ANIMAL WELFARE

Suppliers must adhere to codes of practice that meet or exceed International, National and State Government, and best practice standards for animal welfare.

INTELLECTUAL PROPERTY

Nordstrom respects the Intellectual Property (IP) rights of others and expects the same of its suppliers. Any use of another's Intellectual Property and the transfer of proprietary information must be handled in a secure manner that protects the IP and proprietary rights of the IP owner, Nordstrom and its suppliers. Suppliers agree they will not use or release Nordstrom trademarks, logos, or other proprietary work of Nordstrom to any other party unless preapproved in writing by Nordstrom and recognizes that the receipt of such information is for the sole purpose of fulfilling its contracted services.

Vendor Administered Quality Procedures

Vendors are responsible for shipping first quality merchandise. In order to ensure that only first quality goods are received in our facilities, we recommend that suppliers use an integrated total quality program:

- Incoming materials inspection and testing
- Statistical in-process auditing
- Final 100% inspection
- Final statistical auditing of each production lot after packaging

For the final audit, we recommend that you use the Single Sample Plan Level II (Normal), Acceptable Quality Level 4.0. Measurement of the product must be included in the inspection and auditing process.

Defective Claims - Nordstrom Quality Center (NQC)

The NQC issues defective claims and these claims can be identified by the “NQC” prefix, ending in **187**.

A claim receipt details the merchandise disposition as defective on a rolling month to date. This is an automatic deduction once the claim receipt is systematically generated. When a claim receipt is generated it is passed to the supplier via email. We recommend a representative from the supplier visit our facility to review our operation and inspect or sample the defective product.

Information on claim copies and POD

To better serve the supplier’s account, suppliers are requested to follow the instructions listed below for claim inquiries. This will allow for research and a response in a timelier manner.

Claim Inquiries must be submitted in writing or emailed:

Mail to: Nordstrom Quality Center

1000 Andover Park West

Tukwila, WA 98188 (unless otherwise noted)

Email to: NQCChargeBacks@nordstrom.com

Include:

- Vendor Number and Name
- Inquirer
- Phone
- Message

Claim copies and requests for Proof of Deliveries (PODs)

- Discrepancies on returns (price/pieces) – send claim copy, reference any related invoices and PO numbers, note number of cartons received and give a brief explanation
- Discounts on return claim disputes – These are paid back on Accommodations only. For defective claim since no handling fee is charged to offset our cost for returning the merchandise we do not refund any discount

NORDSTROM HAS A 12-MONTH* TIME LIMIT ON ALL INQUIRIES *EXPENSE OFFSET FEES HAVE A 60-DAY INQUIRY LIMIT

Shipping Requirements

When defective merchandise is shipped back the supplier is to either provide their **UPS shipping number** or have a **Call Tag issued** for merchandise pick up. The return will have a packing slip with the merchandise. To inquire about these claims, contact the NQC NQCChargeBacks@nordstrom.com.

Note: AP does not have **NQC 187** claim copies or **POD** information for these claims. Inquiries without proper supporting documentation in the required time frame will not be addressed.

Children's Safety Requirements

All children's garments, toys, jewelry, bedding, etc., must be tested for safety. All children's items sold to Nordstrom must conform to existing U.S. laws and regulations and to any additional Nordstrom requirements. Children's items that do not meet these standards will fail the quality audit, resulting in offset fees.

Federal Resources

- American Society for Testing & Materials ([ASTM](#))
- Code of Federal Regulations ([CFR](#)),
 - Snug Fitting Requirements ([CFR 1615.1](#)),
- Federal Trade Commission ([FTC](#))
- U.S. Consumer Product Safety Commission ([CPSC](#))
 - Soft Bedding, [112732/5049](#) and [99/99091](#)

Children's Product Testing Guidelines (Children's Jewelry, Hair Accessories and Watches)

Nordstrom expects all of its suppliers to comply with the applicable laws and regulations of the United States and those of the respective country of manufacture or exportation. Nordstrom suppliers are expected to review, understand and comply with these laws and regulations. In addition, for children's jewelry and other accessories, Nordstrom suppliers are expected to comply with the **Standard Specification for Consumer Product Safety for Children's Jewelry** ([ASTM F 2923-14](#)) and the **Washington State Children's Safe Products Act** ([RCW Chapter 70.240.020](#)), which place standards on cadmium and other hazards that may be found in those products.

Nordstrom Safety Requirements

An outline of federal standards and Nordstrom safety requirements is available on our [Product Integrity](#) page on www.nordstromsupplier.com/NPG. Under the Children's Apparel category, click on the information below about the following children's safety issues:

- [Drawstrings, ribbons and bows](#)
- [Sharp points](#)
- [Small parts](#)
- [Restricted or Banned Substances](#)
- [Flammability](#)
- [pH](#)
- [Soft bedding](#)

This information and more can be found on the OSHA Brief: [Hazard Communication Standard: Safety Data Sheets](#) found on the [OSHA](#) website.

Hazardous Materials

Safety Data Sheet (SDS): A completed [SDS](#) must be filled out once for each UPC/style and sent to 808traffic@nordstrom.com prior to shipping 'hazardous materials'. These will be kept on file.

There is a link to an example SDS Sheet above. All sections must be completed including:

- Transportation
- Identification
- Hazard(s) identification
- Fire-fighting measures
- Accidental release measures
- Physical and chemical properties
- Disposal considerations

A hazardous material is defined as a substance or material that has been determined by the Department of Transportation to be capable of posing an unreasonable risk to health, safety and property when in transportation. Materials that are hazardous to the environment (i.e., hazardous substance, hazardous wastes, and marine pollutants) are also regulated.

Hazardous Materials include but are not limited to many home surface cleaners, cosmetics, home diffusers, aerosols, anything containing a lithium battery. Liquid hazardous material items must have the cap sufficiently sealed to prevent possible loosening or leakage during transportation (such as heat seal or other secondary means of closure).

Example: Are there a lithium button cells or batteries in the watch? If no, ship merchandise as normal; if yes, provide as much of the following information as possible on the SDS:

- The product data sheet on the battery
- The manufacturer, type and model number
- Any warranty info and specs on types of replacement batteries which would be acceptable

It is the responsibility of the person who initiates the shipment of a material to determine (or seek assistance to determine) if the material meets the definition of a hazardous material. Each vendor, prior to shipping product to Nordstrom, is required to know if the product meets this definition. Nordstrom requires an SDS sheet that includes the completed transportation section for any product that meets this definition and is therefore regulated as a hazardous material by the DOT be sent to us prior to shipping the product to any of our facilities.

Transportation of Lithium-ion, Lithium Metal or Rechargeable Batteries ([Lithium Battery Communication](#))

The Department of Transportation ([DOT](#)) Pipeline and Hazardous Materials Safety Administration ([PHMSA](#)), in consultation with the Federal Aviation Administration ([FAA](#)), has modified the requirements governing the transportation of batteries containing lithium-ion or lithium metal or rechargeable batteries. This final rule revises hazard communication and packaging provisions for lithium batteries and harmonizes the Hazardous Materials Regulations (HMR) with applicable provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization's ([ICAO](#)) Technical Instructions for the [Safe Transport of Dangerous Goods by Air](#) and the International Maritime Dangerous Goods ([IMDG](#)) Code.

The HM224F affects the process of how we ship merchandise to our customers. Full details of these requirements are available at [PHMSA](#) website reference '[79 FR 46011 – Final Rule](#)'. Nordstrom requires the following information be provided prior to shipping these batteries to Nordstrom:

- Company name, address & contact info
- Product name
- UPC
- Number of Batteries inside item
- Number of Batteries outside item
- Battery Type
- Watt Hours per battery or cell
- Number of Grams per battery
- Battery passed UN Testing Criteria ([UN38.3](#))
- Number of Batteries Shipped Outside the Product
- Hazmat UN Number

Labeling Requirements

Nordstrom requires that all labeling meet current U.S. Federal Trade Commission ([FTC](#)) requirements and be in compliance with all U.S. Customs Service regulations. It is the responsibility of the supplier to understand and apply all labeling rules and requirements. For further information about federal labeling requirements contact the [FTC](#) website or call (202) 326-3553

Textiles, Wool and Fur

Information about other labeling requirements for textiles, wool and fur (including fiber content, country of origin, etc.), consult the FTC's [Textile Products Identification Act](#) and the [FTC's](#) Facts for Businesses: [Threading Your Way Through the Labeling Requirements Under the Textile and Wool Acts](#).

Apparel

It is imperative that any apparel product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Fiber content
- Company Name or Registration Number (RN#)
- Complete and accurate care instructions

Care Instructions: Consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

Miscellaneous Apparel Labeling Points:

- **Button Bags:** A paper button bag is preferred to plastic. It is encouraged to affix extra buttons to the inside seams of garments
- **Dye Lots:** Nordstrom.com buyer may require suppliers to identify dye lots on their labels. Suppliers will receive advance notice if it is necessary
- **Vendor Logo Labels:** Vendor logo labels must be legible and permanent

Footwear

It is imperative that any footwear product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or leather)

For additional information about footwear labeling resources and Nordstrom policy, consult www.nordstromsupplier.com/NPG/productintegrity.html (click on 'Quality & Manufacturing' and then 'General Labeling Requirements').

Accessories

It is imperative that any accessories product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Complete and accurate care instructions (excluding handbags and hats)
- Content (if textile or faux leather)

Jewelry

For Jewelry see the FTC's [Jewelry Guides](#). Information about the care and cleaning of jewelry items is available at the websites of the American Gem Trade Association ([AGTA](#)) and the Gemological Institute of America ([GIA](#)).

Food/Perishables

Nordstrom requires its suppliers to fully comply with all applicable Federal, State and local laws. Specific examples include, but are not limited to: the [Federal Food, Drug and Cosmetic Act](#), the [Consumer Product Safety Act](#), [California Proposition 65](#), etc. Examples of FDA-regulated Foods are:

- Food and food additives for man or animals
- Dairy products and shell eggs
- Dietary supplements and dietary ingredients
- Raw agricultural commodities for use as food or components of food
- Infant formula
- Canned foods
- Beverages (including alcoholic beverages and bottled water)
- Live food animals
- Fruits and vegetables
- Bakery goods, snack food, and candy
- Fish and seafood

Note: California Proposition 65 – vendors should be aware that shipping to any of our distribution centers, fulfillment centers and stores can lead to product being sold in California. Vendors are advised to acquaint themselves with this and similar laws and to comply with all such laws and regulations.

Wool

Any product made from or that contains wool must comply with the Wool Products Labeling Act and Rules (exceptions include rugs, carpets and upholsteries). They must disclose wool fibers by percentage of weight; indicate the name of manufacturer or RN number and the label to show the country where wool product was processed or manufactured in accordance with the requirements of the Wool Act and Rules.

Bamboo

Products can only be marketed as 'bamboo' if they are made from actual bamboo which has only been mechanically processed. For example, hard goods that are made of the bamboo plant can be labeled and marketed as a bamboo product. Apparel and other textile products that are made from fibers derived from bamboo must be correctly labeled as '*rayon from bamboo*' or '*viscose from bamboo*,' or even more simply as '*rayon*' or '*viscose*.'

Made in the USA

For product to say '*Made in USA*,' all or virtually all of the product must be made in the US (i.e., made from US parts and assembled in the US). Manufacturers are responsible for making sure that products labeled and marketed as '*Made in the USA*' meet the requirements to make that claim or are properly qualified. A product that has been '*Assembled in USA*' does not necessarily mean that the product has been '*Made in USA*.'

Fur and Faux Fur Labeling

Every fur and faux fur product you sell to Nordstrom must comply with state and federal laws and regulations on fur and faux fur labeling. Nordstrom expects you to properly label all fur and faux fur products including footwear, accessories, handbags, hats, scarves, wraps, gloves, pillows, throws and rugs. [Fur Labeling Vendor Communication](#)

Real Fur – Products containing real fur (including shearling, calf hair and pony hair) must be labeled with:

- The name(s) of the animal(s) that produced the fur
- The country of origin of any imported furs used in the fur product
- Indicating that the fur is '100%' or 'Natural' is not an acceptable substitution for the words 'Real Fur' or 'Genuine Fur'
- All other information required by fur labeling and other applicable regulations

Note: Nordstrom does not accept any products made from or containing Asiatic Raccoon (raccoon dog or finn raccoon) fur; Nordstrom only accepts raccoon fur originating from North America.

When fur product is set-up in our systems, suppliers will be asked to provide a letter from the furrier certifying the following information:

- Common name of the animal
- Genus and species of the animal
- Country of origin of the fur
- Country of manufacture of final product (e.g., 'Made in')
- VPN (Vendor Product Number/Style) of the fur product

Faux Fur – Products containing Faux Fur must be labeled with:

- The words: 'Faux Fur'
- All other information required by the textile and/or wool labeling and other applicable regulations

Non-Compliance

Vendors not meeting these labeling or content requirements are subject to RTVs, fees and/or offset fees, at Nordstrom's discretion, pursuant to our PO terms and conditions (T&C). Items that are not labeled in accordance with all current U.S. laws and regulations will fail the Nordstrom.com quality audit. In addition, the PO T&C require vendor/suppliers to defend and indemnify Nordstrom against any claims, fines, or lawsuits arising from product issues such as these labeling requirements. Nordstrom does not provide pictures of non-compliance.

Suppliers are responsible for complying with all regulations for all states and countries. Below are helpful links, but are not an all-inclusive resource:

[Federal Textile and Wool Acts](#), [Federal Fur Product Labeling Act](#), [New York](#), [Massachusetts](#), [New Jersey](#) and [Delaware](#)

Photo Sample Requirements

Suppliers are must provide samples for photography that accurately depict the production item and must be made of production quality fabric/material.

Photo Sample when requested without a PO – Keep in mind the following when sending photo samples to our photo studios:

- The Product Coordinator will provide you with photo sample due dates, sample size preference and shipping location.
- Photo samples are considered a cost of doing business. Nordstrom.com should not be invoiced for samples or their shipping cost.
- Photo sample shipping box size may differ from the required box size for bulk shipments.

Photo Samples when requested using a PO

- Suppliers will follow the shipping location indicated on the PO
- Follow supplier guidelines as listed in our standards documents: Business Basics, Packing, Tickets, Hanging and Packaging & Labeling
- Photo sample shipping box size may differ from the required box size for bulk shipments

SECTION 3

EDI REQUIREMENTS

Electronic Data Interchange (EDI) is a basic industry standard and Nordstrom requires our supplier to be compliant. It is our intention to eliminate all paper media by trading business electronically via VICS EDI. Suppliers must send or receive each of the documents listed below or an expense offset will be assessed to the 810, 832, 850, 856 and related GS1-128 label documents.

To participate in the vendor generated order program, suppliers must be able to accept an EDI 850 Purchase Order in response to an EDI 855 vendor generated order.

Required Electronic Documents

The following are the types of electronic data Nordstrom uses:

810	Invoice	4010VICS
832	UPC Catalog data	4010VICS
850	Purchase Order	4010VICS
856	Advance Ship Notice with related GS1-128	4010VICS
997	Functional Acknowledgement	4010VICS

Optional EDI Documents:

820	Payment Order / Remittance Advice	4010VICS
852	Product Activity data	4010VICS
855	Inbound Purchase Order/PO Acknowledgement	4010VICS
860	PO Change Buyer Initiated	4010

Notes:

- **Drop Ship Suppliers** for Nordstrom.com should continue to follow the existing EDI requirements; for all Nordstrom.com drop ship orders follow directions in the [Nordstrom.com Drop Ship Manual](#) & NRHL Drop ship see the [NRHL Drop Ship Manual](#)
- Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates ***receipt of a file only*** and does not indicate that ability for Nordstrom to use or read the file
- Sales data is available via our web based Supplier Portal at www.portal.nordstrom.com. There is a \$100 annual cost (per supplier number) associated to using this tool; contact the merchant team for more information
- NRHL is currently in the development phase of EDI and is not sending POs electronically unless they are being shipped to DC 562 or 563.

EDI 850FR vs. EDI 860

There are differences between the EDI 860 vs. EDI 850FR that suppliers should be aware of so they can make the best choice for their company.

- EDI 860
 - All changes made to the PO and will include ONLY the changes up until the NOT AFTER DATE
 - Will only be sent after the original PO has been approved and sent
- EDI 850 FR
 - Is a COMPLETE REPLACEMENT PO and will include all updates that happened from original approval to the Default FR date, which is 30 days before the NOT AFTER DATE
 - After this date any and all changes that happen will trigger the 850FR (complete PO) up until the NOT AFTER DATE

Notes:

- The EDI 850FR will be sent with a code of 07 = Duplicate to denote the full replacement or 01 = Cancellation if the PO is being cancelled. The 00 = Original (EDI 850) will continue to be sent for the initial purchase order.
- U.S. Nordstrom Full Line and Nordstrom.com will continue to only have the EDI 860 as the only option. Suppliers who are not currently receiving a EDI 860 or want to change to the 850FR, where applicable, can contact nordsupcmplnc@nordstrom.com and ask to be activated. If you sign up for the 850FR you will still only receive the EDI 860 for your U.S Full Line and Nordstrom.com orders.

All EDI documents are traded at the UPC (or EAN) level; suppliers must be 100% supplier UPC marked and provide OpenText or InterTrade their UPC catalog before trading EDI.

Third Party Providers

Contact the Nordstrom Supplier Compliance department at nordsupcmplnc@nordstrom.com for a current listing of certified Third Party Providers.

EDI Sender/Receiver ID's

Nordstrom's production EDI Sender/Receiver information is listed below. Contact the Nordstrom Supplier Compliance department at nordsupcmplnc@nordstrom.com or call (877) 444-1313 (option 2) for information regarding testing.

Nordstrom Full-Line, Rack and Nordstrom.com

- Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), Purchase Order ([EDI850](#)), PO Acknowledgement ([EDI855](#)) – **buyer approval required**, Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier: 01 ID: 007942915
- Advanced Ship Notice ([EDI856](#)) and return Functional Acknowledgment ([EDI997](#))
Qualifier: 12 ID: 2062336664
- Product Activity Data ([EDI852](#)) prior approval only
Qualifier: 12 ID: 2062336352

Nordstrom Product Group (NPG) Only

- Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), Purchase Order ([EDI850](#)), Full Replacement ([850FR](#)), PO Acknowledgement ([EDI855](#)) – **buyer approval required**, Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORDNPG
- Advanced Ship Notice ([EDI856](#)) – Domestic only and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORNPGA
- PASN Advanced Ship Notice - P856 - Carbon Copy Relationship (Foreign Only)
Qualifier : ZZ ID : NORDAS

Nordstromrack.com | HauteLook Only (Currently for orders being shipped to DC 562 (Elizabeth Town Off Price))

- Invoices ([EDI810](#)), Purchase Order ([EDI850](#)), PO Acknowledgement ([EDI855](#)) – **buyer approval required**, Purchase Order Change ([EDI860](#)), Advanced Ship Notice ([EDI856](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : HAUTELOOK1212

Note: Nordstromrack.com | HauteLook mapping documents are posted on www.nordstromsupplier.com on the left sidebar; EDI Technical questions can be emailed to edi@hautelook.com.

UPC Catalog

The use of UPC/EAN to identify merchandise is a retail industry standard. Allowing us to have one universal identifier. OpenText | GXS and InterTrade are Nordstrom's selected 3rd party UPC catalog providers. If the required UPC/EAN catalog is not provided, an expense offset fee will be assessed.

Note: [ALL SUPPLIERS](#), whether or not you are EDI capable/compliant, you still must have a UPC catalog.

To get started on creating UPCs obtain a GS1 Company Prefix at www.gs1us.org or 937-435-3870. Once obtained create UPCs by following the guidelines listed on the GS1 website www.gs1us.org. Any additional questions about UPC creation contact your catalog provider.

GTIN (Global Trade Item Number)

Nordstrom is able to receive, scan and process EAN-8, UPC-A (12 digits), and EAN-13 Global Trade Item Numbers (GTINs). Nordstrom does not currently support the EAN-14 (GTIN). All item communication between Nordstrom and our trading partners must be through the use of the EAN-8, UPC-A, or EAN-13 GTINs. These GTINs are not to be sent with any leading zeros to mimic an EAN-14. The GTIN on item communication must exactly match the GTIN as bar coded on the item.

UPC/EAN Assignment & Catalog Requirements

- Assign UPC/EAN numbers at the product ID, color and size level (should be unique numbers)
- Adherence to the [Trade Item Identification and Communications Guidelines for General for Electronic Data Interchange](#) published by the GS1 US
- Use NRF color and size codes
- UPC/EAN catalog data must be provided through our 3rd party service providers, OpenText | GXS or InterTrade
- UPC/EAN catalog must include: UPC, Product ID, Product ID description, NRF color, Color description, NRF size, Size description, Cost, and MSRP. If you sell pre-pack shoes you must have a pack UPC in the catalog
- All UPCs and core attributes must be loaded into the catalog at time of set up, typically a certain amount of days before the Not Before date. The basic rules are 40 days for designer; 90 days for shoes and 60 days for all other areas; Work with your merchant team to identify when this is.
- Consistency between the UPC/EAN catalog and documents containing item identification such as tickets, line list and pack slips
- UPC/EAN codes must be assigned for all Gifts with Purchase (GWP) and Purchase with Purchase (PWP) items and be included in your catalog

We strongly recommend that suppliers *never* re-use UPCs.

Beginning December 31, 2018 GS1 standards on the re-use of GTIN (Global Trade Item Number), across all industries, any GTIN allocated to a trade item will no longer be able to be reallocated to another trade item. Eliminating GTIN reuse in all industries is due to the growth of various channels available to sell products. The standard was ratified and published at the end of July. Details can be found here: [GS1 General Specifications 17.1](#).

Advance Ship Notice (ASN) Requirements

These requirements apply to the Nordstrom Full Line, Rack stores, Nordstrom.com and NPG Domestic (for more information regarding NPG refer to the [NPG Compliance Manual](#)). Non-compliance of these guidelines may result in offset fees; Nordstrom does not provide pictures of non-compliance.

Notes:

- The Internal Vendor # (IA) is the Nordstrom assigned Supplier # or AP assigned Vendor #. This must be sent in either the REF/IA or N1/SF
- If Nordstrom sends a **case pack UPC** (unit of measure of 'CA' in PO103); the 856 must be sent back at the individual component level (an individual UPC for each item)
- ASNs must be received in our system a minimum of 30 minutes prior to your order reaching our DC/FCs

Consolidated ASN Requirements

- One VICS 856 ASN with carton level information per shipment, per ship-to location (DC)
- Each ship notice must contain its own unique sub-bill of lading number
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Reference the EDI 856 Version 4010 PDF document for mapping details

UPS ASN Requirements

- Nordstrom requires one VICS 856 ASN per carton for all UPS shipments
- The tracking # provided by UPS must populate the sub-bill of lading field (REF*BM segment) and the PRO number field (REF*CN segment)
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC

- Reference the EDI 856 Version 4010 PDF document for mapping details

Masterpack ASN Requirements

In the event that small individual store cartons for multiple stores (going to the same DC or small single SKU cases going to Nordstrom.com) are combined for one purchase order into a masterpack. Nordstrom maintains two masterpack ASN requirements depending on the mode of transportation used:

Non-UPS shipments: ASNs for consolidated master-packed shipments must include the following:

- REF*BM (sub-bill of lading) segment containing the unique sub-bill of lading number.
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified by writing or labeling the word 'Masterpack' on the outside of the case with no GS1 label

UPS shipments: ASNs for consolidated masterpack shipments for UPS must include the following

- REF*BM segment (sub-bill of lading) containing the UPS tracking number
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word 'Masterpack' on the outside of the case

Note: The BOL and Sub-BOL must consist of a maximum of 20 alpha and numeric characters; special characters cannot be used (i.e. -, \, /, *, etc.)

ASNs for 'No Charge' Merchandise

- Shipments containing 'no charge' merchandise (i.e. testers, samples) must be packed in separate cases from the retail merchandise and clearly marked as 'no charge'
- Separate inner cartons of 'no charge' merchandise may be packed within large cases of retail merchandise and must be clearly marked as 'no charge' and maintain separation from retail merchandise; 'no charge' shipped in this manner should **not** be included on the ASN
- 'No charge' merchandise shipped in any other manner, including loose within cases containing retail merchandise must have valid UPCs within the Nordstrom inventory system and must be accurately represented within the ASN for that shipment
- Expense offset fees will be assessed for inaccurate ASNs containing 'no charge' merchandise that do not meet these requirements

Vendor Accuracy Audit Program

Nordstrom uses warehouse management technology to receive merchandise via the supplier's ASN. Suppliers must make every effort to ensure that shipments are 100% accurate. Nordstrom's audit program samples a percentage of all shipments received against the corresponding ASN to monitor accuracy. If the sample does not match what was indicated per the ASN an inaccurate offset expense will result.

Re-transmitting ASN Data

ASN data can be retransmitted to Nordstrom at any time up to 30 minutes prior to the shipment's arrival in the distribution center. If retransmitting, you must retransmit the entire ASN (not just changes or add-ons) using the same ASN number (BSN02) and a code of '07' in the BSN01. To ensure correct retransmission the new or corrected ASN must maintain the same sub-bill of lading value PO/DC combination as the original. This is the value sent in the REF/BM. This will allow the 'new' ASN to overwrite the original ASN in our warehouse management system. If the 'new' data reaches our warehouse management system before the warehouse personnel begin to process the shipment and all other information within the transmission is accurate, no expense offset fee should be incurred. If the shipment arrives before the 'new' ASN is received the shipment will be received with the original ASN data. To avoid duplication errors, we advise waiting 60 minutes before re-transmitting the corrected EDI 856.

Note: Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.

SECTION 4

INVOICING, CLAIMS and OFFSET FEES

Invoicing Instructions

Enrollment and testing are required prior to sending an invoice (810) transmission. Suppliers may take care of EDI in-house or utilize a 3rd party service bureau. Contact Nordstrom Supplier Compliance at (877) 444-1313 (option 2), or email nordsupcmplnc@nordstrom.com for information on enrollment and testing.

Non-compliance

Suppliers that are currently required to transmit via EDI will incur a \$10 per invoice expense offset fee for any paper invoices sent to Accounts Payable. Invoicing errors will be assessed a \$25 per invoice fee if AP is required to make manual corrections.

EDI transmission questions/issues, contact our EDI department at (877)444-1313 (option 3) or email EDI.Group@nordstrom.com.

Nordstrom requires ONE invoice per PO, per destination ('DC' or 'FC' for DC/FC shipments, or 'Store' on direct-to-store shipments), **per shipment** (if multiple shipments per PO). A non-compliance expense offset fee of \$10 per invoice will be assessed for every non-consolidated invoice (i.e., whenever multiple invoices are sent per shipment, per 'ship-to' location). Questions contact Merch AP at 877-444-1313 Option 5 or email to merchap@nordstrom.com.

Non-EDI suppliers, mail original paper invoices to the following address:

Nordstrom Accounts Payable
PO BOX 870
Seattle, WA 98111-0870

Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) Number
- Vendor Number
- Invoice Date (which should be the ship date of the merchandise)
- Unique Invoice Number
- Department Number
- Packing Slip Number
- Payment Terms
- Store Number: (N1-ST field on 810) 'sold to' store # (or DC/FC # on DC/FC shipments)
- 'Ship To' Location: (N1-BY field on 810) DC /FC or Store Number to which merchandise was shipped
- Style Numbers and Number of Units per style
- Unit Cost and Total Cost per style
- Total Units Shipped (per invoice, excluding 'back ordered' or 'no charge' items)
- Total Cost, special charges itemized separately
- Do NOT include freight charges (see 'Freight Invoicing and Reimbursement' below)

Notes:

- Invoices missing any of the required fields or which include freight charges will be rejected
- Nordstrom requires 1 invoice, per PO, per destination, per shipment (if multi shipments per PO); questions: contact merchap@nordstrom.com
- Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.

If an invoice sent via EDI reject from Nordstrom's AP system, as a courtesy, the Nordstrom EDI Group will send an email within 2 weeks of receiving the transmitted data.

Invoices for **REPAIRS, SAMPLES and FREIGHT should NOT be transmitted EDI**. Send REPAIR invoices to the Department Manager at the store ordering the repair. Send SAMPLE invoices to the Buyer who requested the sample.

Duplicate Invoices

Invoices sent with the same invoice number and invoice date will reject out of our Accounts Payable system as a duplicate invoice. If an invoice needs to be sent for additional monies owed, a new invoice number or the same invoice number with a different invoice date must be sent.

Retransmission of Invoices Not in AP System

Our technical team is only capable of viewing invoices transmitted within the past 30 days. If an invoice has been sent before this time period and our Accounts Payable website is showing 'not found', retransmit the invoice and email our EDI Technical group at edi.group@nordstrom.com with the AP vendor number, invoice number, transmission date, and ISA number. The EDI Group can then monitor the invoice transmission to ensure the data has been received and loaded into our Accounts Payable system.

Invoice and Claim Inquiries

12-month time limit on all inquiries

Invoice, Cost & Quantity Claims and Check stats can be found on the Accounts Payable Vendor Inquiry website at <http://portal.nordstrom.com>. Vendors are asked to use this website as the first point of contact. Follow-up questions can be directed to the correct department by utilizing the 'Contact Us' section of the Accounts Payable Inquiry website (include web findings in the email).

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquiries. Inquiries made after this time cannot be researched due to limited information availability. Nordstrom does not provide pictures of non-compliance.

Payment Terms

Payment terms will be calculated from the receipt of goods (ROG) at destination (not consolidator) or receipt of invoice, whichever is later. 'End of Month' (EOM) dating for shipments received after the 20th of the month will be considered next month's business Payments shall be issued on the next weekly check run following the due date if documents are received timely. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

Response Time

All correspondence is worked within 10 business days, in date order received; however, there are circumstances that may require additional research time. Allow three weeks before resubmitting a request.

Freight Invoicing and Reimbursement

Information on Freight Invoicing and Reimbursement can be found in the Routing Guide section of this website.

Expense Offset Policies

Expense offset fees will be assessed for all merchandise and data not in compliance with our standards. These fees are only to recoup expenses incurred as a result of the non-compliance; see our [Nordstrom Expense Offset Policies](#) found on www.nordstromsupplier.com. Compliance supports our common goal of expediting the flow of merchandise to the selling floor. Nordstrom does not provide pictures of non-compliance.

An Offset Fee Summary will be sent out weekly if there are any fees charged. Suppliers have 60 days from the date of the summary to inquire on expense offset fees. It is the responsibility of the supplier to ensure we have accurate and updated contact information. To update your contact information please send an email to nordsupoffees@nordstrom.com and include contact name, email, phone, contact type (i.e. EDI; Ticketing; Weekly Summary; RTV Summary; etc.) and all relevant pay-to vendor numbers for which this would apply.

ACH Payment and EDI 820

Nordstrom offers ACH (Automated Clearing House) as a payment option. ACH payments are issued weekly and provide efficient access to cash by automating deposits to a supplier's bank account. Payment remittance details are sent directly to the supplier's company via the EDI 820 document (Payment Order/Remittance Advice). Activating the EDI 820 document is not a requirement to enroll in the ACH payment option; if a supplier's company is not able or chooses not to receive remittance advice detail via EDI 820, payment detail may be accessed at <http://portal.nordstrom.com>. Payment format is CCD and is included in the BPR segment of the 820.

Note: If working with a factor, suppliers do not need to complete any ACH paperwork, as we will be working with the factor separately to set them up with ACH payments.

Nordstrom's EDI 820 will be sent under EDI ID of 01/007942915 (this is the same ID used to transmit Nordstrom's 850 PO and 810 Invoice). There's no testing for EDI 820, however Nordstrom can provide a generic sample file for setup. Nordstrom Supplier Compliance nordsupcmplnc@nordstrom.com will be able to assist with either option. Mapping for the [EDI 820](#) can be found on our sidebar under EDI Mapping Documents.

The Merchandise ACH Payment and EDI 820 Setup Form can be found under the 'Contacts Us & Resources' section of this website. Suppliers are required to fill out the request for Taxpayer ID Number (W9). Fax the completed forms to 206-233-6331. For questions on completing the form, contact the Nordstrom Vendor Desk at 206-233-6330 or via email at vendor.desk@nordstrom.com.

NRHL Invoices and Payments

Upon shipment of merchandise, e-mail invoices with a reference to the PO number in the subject line to NRHLMerchAP@hautelook.com. The same email can be used to direct any correspondence related to invoicing and payment including a reference to the PO number you are inquiring about in the subject line.

NRHL issues payment via check. Factors that could result in payment delays include:

- Delays in fully receiving your merchandise (payment processing cannot begin until inventory has been fully received at our fulfillment center)
- Failure to submit invoices to the appropriate e-mail address with reference to the PO number in the subject line
- Any associated issues matching your invoice to the PO and to the receiving details, which may require further communication and follow up
- Mail float; wait to contact our Accounts Payable department with payment inquiries until five business days after payment due date

EDI Non-Compliant Inquiries

To receive the Nordstrom's weekly Expense Offset Fee Summary via email, provide us with the following: vendor number, contact name, and an email address where the summaries should be sent. Send to the Nordstrom Supplier Offset Fees department at nordsupoffees@nordstrom.com.

Follow this guide in order to help us serve you better in researching EDI expense offset fees. Provide our research results to your EDI department to facilitate corrections that will help prevent future expense offset fees.

'Reason' from summary	Action to take prior to submitting inquiry	What we need to further research
BOLs do not match	Compare Bill of lading with the EDI transmission to ensure that the bill of lading numbers is the same	A copy of the signed bill of lading for this shipment
Case IDs do not match	Escalate to your EDI department	**
SKU level ASN – No case information	Escalate to your EDI department – this does not meet our requirements	**
No BOL transmitted in ASN	Escalate to your EDI department - this is a required segment	**
Missing or Unusable ASN – there was not an ASN present in our warehouse system at time of receipt of goods; it does not indicate non-receipt of your ASN transmission	Check for late ASN by comparing your transmission date with our DC receipt date (provided on the summary). Verify the correct PO/DC combination was included in your transmission by checking the N1 ST segment for the correct DC (and that it is a valid DC number) along with finding the correct PRF segment under that DC for the PO that has received the fee	If we confirm that we were not in receipt of an ASN, we may ask for you to provide the ISA number for the FA 997 (functional acknowledgement). We do not need this information to initiate research
Inaccurate ASN	A fee occurs when there are discrepancies between the UPC/EANs physically contained within the carton as compared with the UPC/EANs listed on the corresponding ASN.	

** All inquiries must include vendor number, document number and an explanation. Send via email to: nordsupoffees@nordstrom.com

If		Then
Non-compliant PO	The PO number is invalid for your company	Verify with your sales staff that the order was not accepted via a method other than EDI, i.e. fax, email, etc.
UPC catalog	Was the VPN provided on the summary loaded prior to the pull date?	Provide the date that the UPC information was loaded into your GXS or InterTrade catalog to: nordsupoffees@nordstrom.com

Charge Type	Most Common Cause
GS1– 128 carton labels	<ul style="list-style-type: none"> • GS1-128 label is missing from cases • Does not scan or scans incorrectly; barcode and human readable are different • More/less than 20 digits or Invalid characters (symbols or alpha characters) • Duplicate barcodes • Photocopies of labels or poor print quality will cause the label not to scan correctly (barcode prints with 'skip lines' if printer skipped while printing) • Defaced or taped over label (including 'clear' tape) or partially missing • No quiet space around barcode • Barcode is too big or too small
VICS Hanger	<p>Incorrect</p> <ul style="list-style-type: none"> • Size indicators and vendor logos or stickers on hangers (excludes Rack) • Full foam covers on top hangers; foam (mini covers) for sleeveless garments • Loose foam or fabric swatches on bottom hangers • Incorrect VICS hanger according to Nordstrom guidelines • Hanger present on NRHL, Nordstrom.com, Reserve Stock POs for non-specified product type <p>Missing</p> <ul style="list-style-type: none"> • See the Nordstrom Hanger Requirements Manual for guidelines on merchandise areas that require hangers
Invoice	Paper copies of invoices sent can cause non-compliant offset fees (i.e. past due invoices, factor sends duplicate, etc.
Barcode	All merchandise must be received at our DC/FC with a scannable UPC or EAN barcode attached to the merchandise. Do not use both UPC & EAN.

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquires. Inquiries made after this time cannot be researched due to limited information availability. Nordstrom does not provide pictures of non-compliance.

PO Violation

Nordstrom requires that shipments match the [final](#) purchase order (PO). A PO violation offset fee will be issued when we receive items under the following conditions:

Violation Type	Most Common Cause
Exceeds PO	Shipment includes units in excess of what was ordered @ SKU level
Items Not Ordered	Shipment included UPC/VPN/style substitutions or store allocations not matching final PO
PO Closed/Cancl'd	Shipment received on a closed/cancelled PO
Early Ship/Past Can	Order shipped outside of the not before/not after dates
Invalid PO	Shipment received on an invalid PO number
Store Not on PO	Shipment received included store(s) not allocated for that order
Damaged	Shipment received included damaged merchandise
Supplier Mismatch	Shipment received when supplier number does not match the PO
Mis-Ship	Shipment included Stores not allocated for the receiving DC/FC

Note: Non-compliance Expense Offset Fees have a 60-day limit on inquires. Inquiries made after this time cannot be researched due to limited information availability. Nordstrom does not provide pictures of non-compliance

SECTION 5

HOW-TO-MEASURE & FOLDING GUIDELINES

Nordstrom has set specific guidelines which are intended to ensure that the same system of measurement is used to evaluate all products and that these measurements are described using a shared terminology. This standardization allows us to maintain consistency and accuracy in measuring. The [Nordstrom.com Measuring and Folding Guidelines](#) provide detailed instructions about:

- How to fold flat-packed merchandise
- Which polybag size should be used for each type of flat-packed merchandise

SECTION 6

MISCELLANEOUS POLICIES

Notice of Disclaimer

The Nordstrom Business Basics, Hanging Standards, Ticket Standards, Packing Standards, Packaging & Labeling Standards, the Nordstrom.com Drop Ship Manual, the NRHL Drop Ship Manual, the Routing Guide, the NPG Supplier Procedures Manual, the Nordstrom International Packing and Shipping Guide and the www.nordstromsupplier.com website provide answers to questions commonly asked by Nordstrom vendors/suppliers and serves as a reference to state and federal laws regarding apparel, footwear and accessory products.

The information contained within the manual and the website should not be taken as legal advice or as a legal guide to a supplier's situation or to any law, statute, or dealings with public authorities.

Refer any questions regarding compliance with and/or violations of laws, citations by public authorities, court appearances, legal responsibilities, criminal or civil defenses, etc., to an attorney.

Nordstrom is not responsible for:

- Supplier reliance on any information contained in or omitted from our manuals
- Supplier reliance on the accuracy of such information, including whether or not the information is correct, current or complete, and/or
- The consequences of any action a supplier or any other person takes or fails to take, whether or not based on information provided by or as a result of the use of this manual

Alterations

It is inevitable that a few garments may arrive needing minor repairs, due to circumstances beyond both our control. We recognize that if the defects comprise a large quantity or amount, we would more than likely want to return the product or handle the issue another way. However, at times it may be more economical to repair the product at Nordstrom, saving time, shipping costs, as well as saving the sale.

Gift Acceptance Policy

Nordstrom's Gift Acceptance Policy prohibits employees from accepting gifts or favors at any time. We appreciate supplier's cooperation in refraining from placing themselves or any Nordstrom employee in an embarrassing position. We value the relationship between Nordstrom employees and the companies with which we do business and hope we can rely on you in honoring our gift acceptance policy without affecting our working relationship.