



NORDSTROM

NRHL DROP SHIP OPERATIONS MANUAL

“We want all employees to feel as though it’s their name on the door and that they are empowered to do whatever it takes to serve the customer on their terms. Our open-door policy is connected to the idea that we all have a stake in this together. It’s up to each of us to play our role in delivering the best experience for the customer.” – Blake Nordstrom

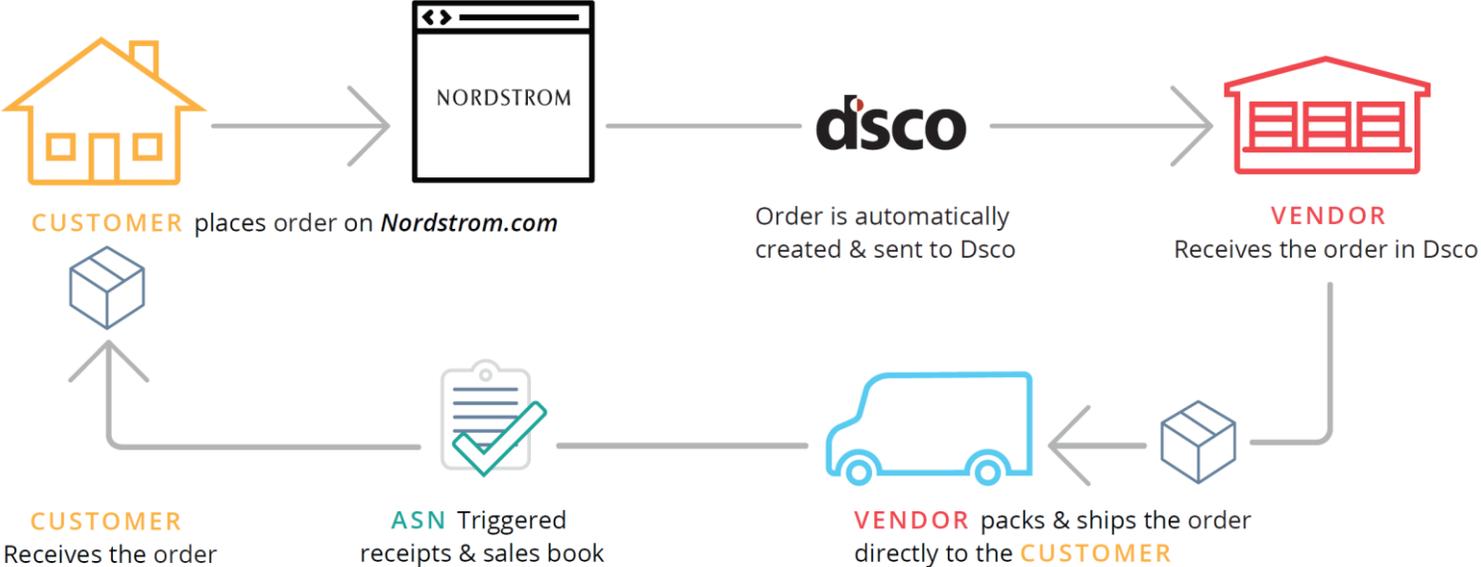


Table of Contents

PROGRAM REQUIREMENTS	3
PERFORMANCE EXPECTATIONS	4
DATA REQUIREMENTS & SPECIFICATIONS	4
DSCO INTEGRATION OPTIONS.....	5
Data Exchange	6
Using Dsco to Exchange Drop Ship Data	6
NRHL Drop Ship Enrollment Process	6
Vendor Business Process Standard	7
Merchandising Strategy	7
Product Selection & Item Setup Spreadsheet.....	7
Cost/Price Discrepancy	7
Packaging Standards.....	7
Order Status, Shipment & Delivery	8
Cancellations	8
Shipping Standards & Shipment Tracking Capability.....	8
Vendor Out of Warehouse & Time to Customer Requirements.....	8
Ground Shipments.....	8
Additional Shipping Information.....	9
Refusals & Undeliverable Shipment	9
Customer Refusal & Undeliverable Shipment.....	9
Replacement of Lost Items	10
Invoicing Process.....	10
Incorrect or Unpaid Purchase Orders (PO's)	10
Payment	10
Nordstrom Late Order Cancellation.....	10
Canceled Orders	10
Vendor PO Cancellation	11
Shipping Costs.....	11
Customer Service	11
Drop Ship Operations Inquiry Process	11
Dedicated Vendor Customer Service Requirement	11
Vendor Internal Updates/Changes Protocol & Service Delays	11
Change Process for Vendors	11
Change Process for Nordstrom.....	12
Service Delays.....	12
Vendor Performance Scorecards	12
Components of a Vendor Review:	12
Confidential Information; Nordstrom Customer Information	12
Additional Drop Ship Vendor Standards	12
Safety Stock	12
Nordstrom Partnership Guidelines	13
NORDSTROM CONTACT LIST	14
Department	14
Responsibilities.....	14
Contact Information	14

PROGRAM REQUIREMENTS

<i>Program Requirements</i>	<i>Vendor Capabilities</i>
<i>Order/Inventory Management</i>	<ul style="list-style-type: none"> • 1x per day (or more) with actual quantities for in-stock items and a “0” out of stock • All orders must ship within 1 business day following PO ‘DSCO Create Date’; Pacific Standard Time • ASN must be sent same day the order ships • Cancel needs to be sent same day, sooner than later • Invoice must be received within 24 hours of shipment • Partner with Buying Team on inventory availability
<i>UPS Account</i>	<ul style="list-style-type: none"> • Must have UPS account • Nordstrom will issue each Vendor a UPS third party billing account number to be used in conjunction with Vendor’s UPS shipping account. This billing account is to be used exclusively for customer drop ship program orders only. <p>Nordstrom will not pay shipping expenses for items shipped unless our UPS third party billing account is used</p>
<i>Packaging</i>	<ul style="list-style-type: none"> • Must ship in plain brown box with no visible branding • Maximum weight 70lbs, maximum size 130” (Length + (2 x Height) + (2 x Width))
<i>US Warehouse</i>	<ul style="list-style-type: none"> • Required to ship from domestic warehouse • Drop Ship purchase orders cannot be fulfilled from warehouses located in Alaska, Hawaii, or US Territories • If a purchase order is received with an international APO, FPO PO BOX or US Territory address, the customer purchase order needs to be canceled • All warehouse changes and closures lasting longer than 1 business day must be communicated to dropship@nordstrom.com ASAP
<i>DSCO Platform</i>	<ul style="list-style-type: none"> • Nordstrom uses DSCO, a third-party platform which allows vendors to connect and exchange data. Vendors are required to have a DSCO account • EDI is not required, but supported by the DSCO platform
<i>PO Terms & Conditions</i>	<ul style="list-style-type: none"> • All drop ship orders from NRHL (Nordstrom Rack HauteLook) to Vendor are governed by the Purchase Order Terms & Conditions available on NordstromSupplier.com at the time the order is placed. In the event of a conflict between the Purchase Order Terms & Conditions and this Manual; this Manual overrides any conflicting terms relating to the unique matters to the drop ship program.

PERFORMANCE EXPECTATIONS

<i>Performance Expectation</i>	<i>Vendor Capabilities</i>
<i>Fulfillment Rate</i>	<ul style="list-style-type: none"> • Maintain a 98% or higher fulfillment rate while participating on the drop ship program
<i>Ship on Time</i>	<ul style="list-style-type: none"> • Must ship on time at least 97% of the time • 'Standard Ground Shipping' orders must ship within 1 business day
<i>Retail Price per Unit</i>	<ul style="list-style-type: none"> • \$14.97 USD minimum retail

DATA REQUIREMENTS & SPECIFICATIONS

<i>Data Requirements</i>	<i>Vendor Capabilities</i>
<i>Inventory</i>	<ul style="list-style-type: none"> • Must ship on time at least 97% of the time • Item availability, from Vendor goes to Dsco and then goes to NRHL • Availability of an item to drop ship is controlled by the Vendor; quantities must be reflected accurately in Dsco • Actual inventory quantities must be displayed in Dsco for in-stock items, a '0' must be displayed for out-of-stock items
<i>Purchase Order (PO)</i>	<ul style="list-style-type: none"> • PO must be shipped or canceled within 1 business day from 'Dsco Create Date' • Customer Order; goes through NRHL, then to Dsco, then to Vendor • New orders generate automatically and are transmitted to Dsco every 5 minutes (7 days a week), vendor action is required Monday – Friday • Orders may be eligible for cancellation at Nordstrom's discretion if not shipped on time
<i>Shipment</i>	<ul style="list-style-type: none"> • Required within 1 business day from 'Dsco Create Date' • Confirmation of Shipment, from Vendor goes to Dsco and then to NRHL • Successfully processed shipments in Dsco will charge the requesting customer for their purchase, order becomes eligible for payment • UPS tracking number linked to the order shipment will be sent to the customer to confirm shipment • Drop Ship orders are not eligible for payment until the customer is charges
<i>Cancellation</i>	<ul style="list-style-type: none"> • Required same day as 'Dsco Create Date' • Cancel Notice, from Vendor goes to Dsco and then goes to NRHL

<i>Cancellation (continued)</i>	<ul style="list-style-type: none"> • Line item cancellations required if one or more items are not available for immediate shipment within 1 business day from 'DSCO Create Date' • Order cancellations required if requested items are not available for immediate shipment within 1 business day from 'DSCO Create Date'
<i>Invoice</i>	<ul style="list-style-type: none"> • Required within 1 business day from 'DSCO Create Date' • Request for payment, from Vendor goes to DSCO and then goes to NRHL • Invoice and Shipment are matched before each invoice is released for payment • Shipment required in DSCO prior to submitting invoice

DSCO INTEGRATION OPTIONS

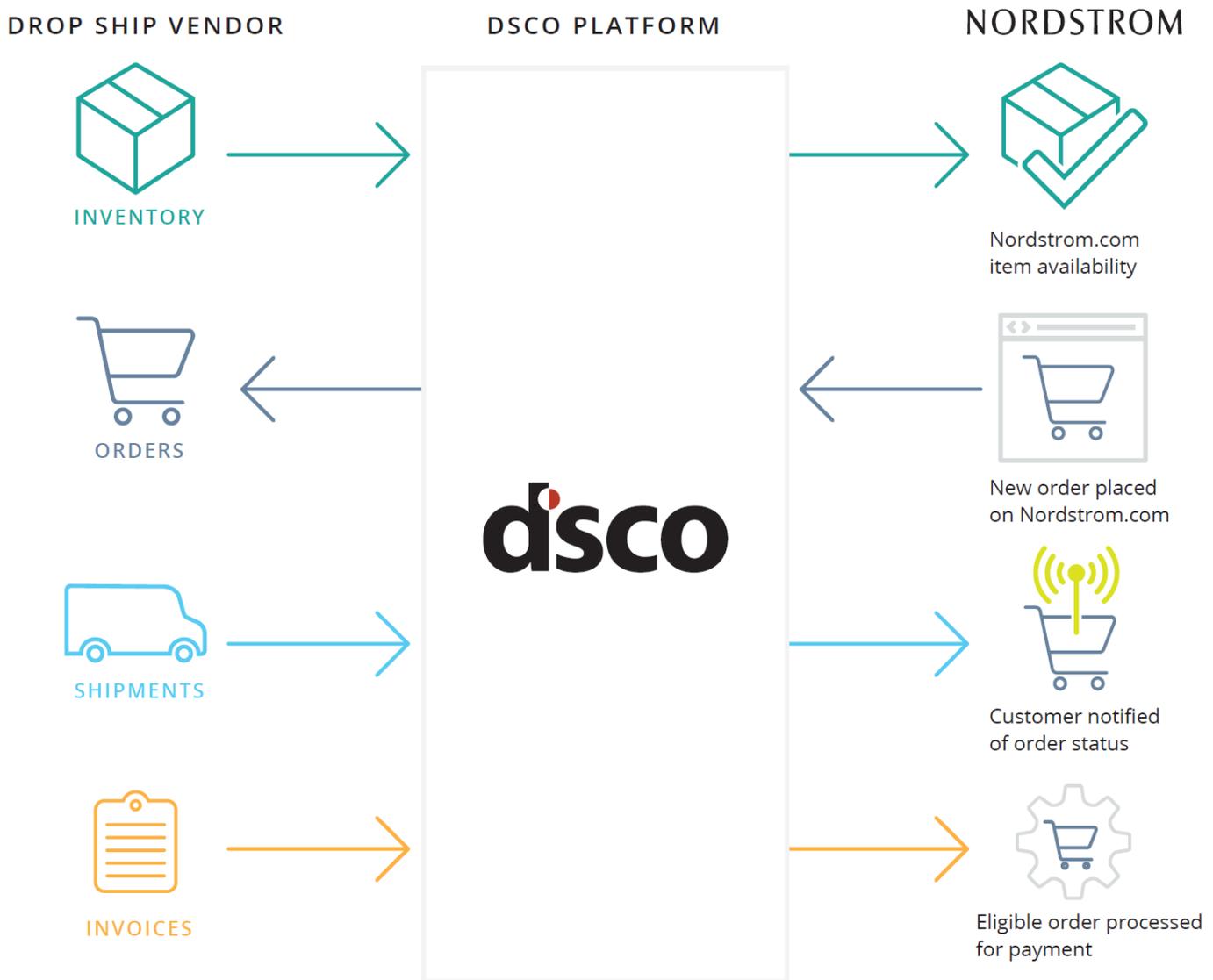
<i>DSCO Integration Options</i>	<i>DSCO Capabilities</i>
<i>DSCO Portal</i>	<ul style="list-style-type: none"> • Drop Ship order management via DSCO website (without EDI) • Manual; one-by-one, order updates supported • Batch file / template upload supported • CSV / Flat Files supported; custom data mapping optional
<i>Internal SFTP</i>	<ul style="list-style-type: none"> • EDI Supported • CSV / Flat File supported
<i>Internal AS2</i>	<ul style="list-style-type: none"> • EDI Supported • CSV / Flat File supported
<i>API</i>	<ul style="list-style-type: none"> • Custom programming required
<i>Third Party API</i>	<ul style="list-style-type: none"> • DSCO has capability to integrate with a third-party EDI provider, using one of the available integration options (SFTP, AS2, or API)

Data Exchange

Dsco is an integration platform that simplifies and standardizes the way vendors connect and exchange drop ship data. Here are a few of the benefits from using Dsco:

- No set-up, data, or transaction fees
- Connect the way that works best for you
- Reduction of oversell with automated inventory decrementing
- Transparency into performance, inventory and orders

Using Dsco to Exchange Drop Ship Data



NRHL Drop Ship Enrollment Process

Participation within the drop ship program is by invitation only and is designed to ensure that all participating Vendors have a clear understanding of the operational and technical requirements of the Nordstrom Rack HauteLook Drop Ship Program.

How to get invited: This process begins with an initial meeting of all groups involved; Nordstrom Rack Buying Team and the Vendor. During this meeting, the implementation and maintenance of the program will be reviewed along with the

business needs, product, operational and technical requirements. Once all business, merchandise, operational, technically conversations and questions are resolved; Nordstrom Onboarding will assist with the connection to the Dsco platform.

Vendor Business Process Standard

The following steps in the drop ship model must be included in the Vendor's business process:

- Ability to comply with all requirements of the program
- Able to maintain accurate inventory reporting to avoid cancellations and adverse customer experiences
- Process to complete order picks ensuring selection of the correct items
- Process to pack order ensuring all Nordstrom standards are met
- Must be able to meet the required shipping time frames
- Process to ship order ensuring the correct order is shipped to the correct location

Merchandising Strategy

Product Selection & Item Setup Spreadsheet

Nordstrom Rack Buying Team will determine the assortment and will email a required form that must be completed with product specifications, including style selection (name and style numbers), details (size, color, description, etc.), category information (flat, pump, boot, etc.), and price information (wholesale price and MSRP).

Information provided on the Product Attribute form must be accurate, as the information provided is published on the NordstromRack.com site.

Cost/Price Discrepancy

If Vendor notices a price discrepancy between Nordstrom's purchase order and the anticipated wholesale price, the Vendor must NOT cancel/hold orders from being shipped to Nordstrom customers.

Action Required by Vendor: The Vendor must notify Nordstrom Drop Ship Operations (dropship@nordstrom.com) of the issue immediately and not to stop shipment of order to customer.

Action Required by Nordstrom: The Vendor and Buying Team will review the item price and the Vendor will be paid per the correct negotiation.

Vendor warrants that the wholesale price provided to Nordstrom is complete and no additional charges of any type shall be added without Nordstrom's express written consent. Such additional charges include, but are not limited to, shipping, packaging, labeling, custom duties, taxes, storage, insurance, boxing, crating, and any additional handling fees. Vendor will provide notice in advance to Nordstrom of any tax changes to its wholesale price.

Packaging Standards

Nordstrom strives to be an environmentally responsible company and encourages the use of environmentally sensitive packaging materials (recycles and recyclable).

Corrugation:

- Vendor must provide new plain brown corrugation (UPS Box are not permitted)
- Vendor is responsible for all costs related to packaging (exception of Nordstrom Promotional materials)
- Vendor must provide new clear polybag for all merchandise. All items are to be individually polybagged/sealed and to have a UPC bar-code label or hangtag with no retail tag attached to the item nor the outside of each polybag
- Use the appropriate size of box for product

Weight:

- Maximum box weight is 70 lbs.
- Maximum box size is 130" in combined length + girth

Refer to Section 5: Packaging and Labeling Requirements within the Nordstrom.com Vendor Compliance Manual (www.nordstromsupplier.com) for additional information on best item packaging practices.

Order Status, Shipment & Delivery

Cancellations

Vendors are required to cancel any order that cannot be shipped, and the cancellation must occur within the Vendor Dsco Account. A cancellation is required if you are unable to ship before the "*dsco_ship_late_date*".

A fulfillment rate of 98% or better is required. High cancellations and failure to meet the program requirements may result in removal from the Nordstrom Rack HauteLook Drop Ship Program.

- The cancel order status feed within Dsco updates the Nordstrom systems and generates an email advising the customer of the action on their order
- Orders for any item not available due to a "no inventory position" must be canceled if the order cannot be filled within 8-hours from the purchase order date. An updated inventory file must also be sent with a "0" for the UPC in question.
- If Vendor notices a Nordstrom price discrepancy, they must not hold/cancel packages from being shipped to the customer.
- The Vendor must notify Nordstrom Drop Ship Operations of any issues immediately. Vendor is not authorized to stop fulfillment/shipment process of any customer order(s) without the written consent of a NRHL Drop Ship Operations employee, dropship@nordstrom.com.

Shipping Standards & Shipment Tracking Capability

All Vendors participating on the NRHL Drop Ship Program, must have the capability to track shipments. It is a program requirement that all our Vendors transmit a tracking number within the ASN.

- Nordstrom requires one ship notification per package for all UPS shipments
- The tracking number provided by UPS must populate the sub-bill of landing field (REF*BM segment) and the PO number field (REF*CN segment).
- The ASN must be transmitted and received by Nordstrom the same business day that the order is shipped to the customer.
- ASN must contain the correct/valid carrier tracking information transmitted in the document's BOL field, must contain PO #, customer #, and the carrier's 4-character SCAC code.
- For additional information and details; reference the data mapper on the Dsco platform.

Vendor Out of Warehouse & Time to Customer Requirements

Ground Shipments

Vendors are required to ship customer orders within 1 business day from the time the purchase order is placed.

- Program expectation: all in-stock merchandise is to be received by the customer within 3-6 business days from the time of the purchased order
- Shipments are sent out for delivery on time
- Shipped Ground Residential
- No signature requires unless specifically requested by Nordstrom during item set-up process
- Orders that are not shipped on or before the "*Dsco_Ship_Late_Date*" are subject to cancellation at Nordstrom's discretion

- Nordstrom will not pay invoices and shipping expenses for merchandise shipped after the order has been canceled (by Nordstrom or Vendor).

Additional Shipping Information

LEVEL OF SERVICE	PO CREATE DATE / TIME	SHIP BY EXPECTATION	SERVICE LEVEL AGREEMENT
Standard Ground	Order Date = 4/2/2019 <i>(example)</i>	Must Ship By = 4/3/2019 <i>(example)</i>	1 business day



- Nordstrom does not pay handling fees, drop ship fees, pick-pack fees, labor costs and/or any other costs incurred during the fulfillment stages.
- Vendor’s (ship from) warehouse must be located within the contiguous United States – drop ship orders cannot be fulfilled from warehouses located in Alaska, Hawaii, or US Territories.
- If a purchase order is received with an international, APO, FPO, PO Box, or US Territory address, the Vendor is required to cancel the PO.
- If the Nordstrom 3rd party shipping account is not used, Nordstrom will not reimburse for items shipped against a different billing account number.
- Include PO number on the first reference line on UPS label and do not enter a declared value.
- A Vendor is the shipper of record regardless if using the Nordstrom 3rd party account number.
- All problems and/or issues regarding shipping/delivery must be resolved by the Vendor.
- Shipments that are misrouted due to Vendor error must be resolved at the Vendor’s expense.
- Vendor will receive reimbursement for additional shipping fees incurred due to a written request from Nordstrom.
- For multi-piece orders and split shipments: PO’s with multiple items should be combined in one shipment to the customer when possible. *Nordstrom notifies customers that their packages may arrive separately in the event items are unable to be combined.*
- Orders not shipped on or before the “*Not_After_Date*” are subject to cancellation at Nordstrom’s discretion. Nordstrom will not pay invoices and shipping expenses for merchandise shipped after the order has been canceled by Nordstrom.
- Nordstrom is not required to advise a Vendor of a cancellation after the “*Not_After_Date*”.

Refusals & Undeliverable Shipment

Customer Refusal & Undeliverable Shipment

If UPS deems an order undeliverable, the Vendor must contact Nordstrom Drop Ship Operations immediately (dropship@nordstrom.com and (206)454-5600) for ship-to address verification. It is a Vendor’s responsibility for providing the Proof of Delivery to the Drop Ship Operations office at the request of Nordstrom within 24-hours of the request. Nordstrom will contact the customer and direct the Vendor to return the merchandise back to their inventory and issue a credit invoice to Nordstrom.

- If Proof of Delivery is not provided; the Vendor must replace the merchandise at no cost to Nordstrom or the customer. If the Vendor does not do so, Nordstrom will assess an expense offset to the Vendor. A Vendor may not use Nordstrom's UPS 3rd party account to ship replacement merchandise
- Customer Refusal/Undeliverable Shipment, Finances: Any shipping charges incurred on the returned shipments, refused or undeliverable (only if Vendor provided proof of delivery) should be charged to the Nordstrom 3rd party account number

Replacement of Lost Items

Nordstrom incurs the costs involved for the replacement of list items when the Vendor Partner can provide proof of delivery. Vendors must cooperate with Nordstrom Drop Ship Operations by providing tracking information, assisting in research and resolving carrier claims, and recouping the claim dollars.

Invoicing Process



Incorrect or Unpaid Purchase Orders (PO's)

Purchase Orders reflecting the incorrect costs need to be communicated to the Drop Ship Operations and Buying Teams immediately for a quick resolution. Prior to contacting the Nordstrom Accounts Payable team and the Drop Ship Operations team for payment of unpaid invoices, the Vendor is required to research within their company (i.e. Vendor customer service) for resolution.

- If invoices are incorrectly submitted through Dsco, this may result in delay of payment
- Invoices that are submitted with the incorrect amount through Dsco, this may result in delay of payment

Payment

Invoices will be paid according to the applicable commercial terms determined when set-up as a Nordstrom Supplier. Accounts payable questions and inquiries regarding status, check information and claim copies should be directed to the Accounts Payable Team, please email merchap@nordstrom.com

- Please provide as much information as possible when emailing to ensure all details are accounted for when researching
- There is a 12-month time limit on all inquiries

Nordstrom Late Order Cancellation

Orders not shipped within 1 business day from "DSCO_Create_Date" are subject to cancellation at Nordstrom's discretion. As a courtesy, Vendors will be notified of orders at risk of cancellation. Each late order contains pertinent information related to at risk Pos and requires immediate Vendor action in Dsco to resolve.

- Nordstrom canceled units are not eligible for payment
- Invoices for merchandise shipped after the order has been canceled will not be paid
- Proof of delivery will not be used to confirm shipment or approve invoice payment

Canceled Orders

Invoices for merchandise shipped after the order has been canceled will not be paid.

Vendor PO Cancellation

Items that are unavailable for immediate shipment within 1 business day from “*Dsco_Create_Date*” must be canceled in Dsco. Notice of cancellation is required same day as “*Dsco_Create_Date*”.

- Status of canceled orders or line items cannot be changed once updated in Dsco.
- Cancel Notice will be sent from the Vendor, then it goes through Dsco and then goes to Nordstrom.
- Canceled PO(s) or PO line items are not eligible for invoicing payment.
- Invoices for merchandise shipped after the order has been canceled will not be paid.
- Proof of delivery will not be used to confirm shipment or approve invoice payment.

Shipping Costs

- No reimbursement for failure to use Nordstrom’s UPS account. This is a Vendor responsibility to manage
- Vendors are responsible for audits and the use of the appropriate account
- The 3rd party billing account number is to be used for direct-to-customer orders only
- Nordstrom pays all shipping costs through the UPS third party billing account number
- Nordstrom does not pay or reimburse for pick and pack fees or any other expense incurred during the fulfillment stage

Customer Service

Drop Ship Operations Inquiry Process

Vendor customer service agents work directly with the Nordstrom Drop Ship Operations team. Any Nordstrom customer inquiries should be forward to the contact listed below. The Vendor should not contact a customer directly unless expressly asked by a member of the Nordstrom Drop Ship Operations team.

Dedicated Vendor Customer Service Requirement

The Vendor must provide primary and secondary dedicated customer service resources to assist the Nordstrom Drop Ship Operations team with customer service related issues. Customer service resources must meet the criteria listed below:

- Regularly scheduled hours (minimum of 9:00AM – 5:00PM, Monday – Friday) within your specific Time Zone
- Vendor customer service must have access to email (during business hours)
- Vendor must have access to inventory availability (during business hours)
- Vendor customer service must be able to assist with shipping and tracking number information
- The Vendor must be able to follow up on questions within 24hours (excluding weekends and holidays)
- The Vendor needs to ensure that the customer service representative has general working knowledge of direct-to-customer business process
- The Vendor needs to ensure that the customer service representative has general working knowledge of the Nordstrom process
- For out of office for Vendor customer service representative(s), please have in place a secondary customer service representative to assist with inquires

Vendor Internal Updates/Changes Protocol & Service Delays

Change Process for Vendors

Vendors must provide a minimum of 30 days written via email notification for significant operational or technical changes that may affect the direct-to-customer process.

- Communication must be sent to dropship@nordstrom.com
- Examples of when communication should be sent: warehouse move/change, warehouse closure, technology changes, etc.

Change Process for Nordstrom

Nordstrom will use best efforts to provide Vendor(s) a minimum of 30 days' notice for changes in processes or requirements. Communication regarding changes will be in partnership with Nordstrom merchants and through the Drop Ship Operations team in email communication.

Service Delays

Communication of any potential service delays must be provided to the Nordstrom Drop Ship Operations Team a minimum of 30 days prior to any scheduled service delay. A service delay is any situation or event, that impacts the ability to ship to customers within the expected time frame. Service delays caused by inclement weather, employment disputes, or any other special occurrences must be communicated immediately to Drop Ship Operations.

Vendor Performance Scorecards

Scorecards focus on the below key performance areas. Vendors are shown the ideal performance range, where they fall within the range, and any operational issues that could have been avoided to lead to better performance in the future.

Components of a Vendor Review:

- Total order received
- Total confirmed shipped orders (% of total orders)
- Fulfillment Rate (Expected Fulfillment is 98%)
- Average Time – Shipments out of warehouse

Confidential Information; Nordstrom Customer Information

- All Nordstrom customer information provided to Vendor is Nordstrom Confidential Information governed by the confidentiality terms in the PO Terms & Conditions. Vendor will use this information only to fulfill orders approved by Nordstrom and not for any other purposes. For the avoidance of doubt, Vendor will not market to or communicate with Nordstrom customers without Nordstrom's prior written consent. If Vendor stores Nordstrom customer information on its own systems, Vendor will ensure such information is encrypted in transmission and at rest.
- Vendor will NOT use any customer names or addresses supplied by Nordstrom for any purpose other than fulfilling a Nordstrom order without Nordstrom's written permission. No form of communication is authorized without Nordstrom's written permission.

Additional Drop Ship Vendor Standards

- Before a Vendor can participate within the Nordstrom Rack HauteLook Drop Ship Program, the Vendor partner must review the most updated Drop Ship Manual, Nordstrom Partner Guidelines, and the Purchase Order Terms and Conditions, all of which can be found at www.nordstromsupplier.com.
- All Vendor items must have a retail price above \$14.97 per item to be on the NRHL Drop Ship Program.
- No substitutions or alterations shall be made to merchandise, packaging, labeling, or other materials furnished by the Vendor without written approval from Nordstrom. Such material shall not bear any logo or identification not previously specified.

Safety Stock

Implementation safety stock is not required, but useful for Vendors with high volume and/or if we are pulling from general stock. If Vendor is holding inventory aside in bulk, this does not need to have safety stock. Nordstrom strongly suggests safety stock if the Vendor is pulling from general stock with other retailers or if Vendor distribution center requires a safety stock level to be used. Nordstrom recommends a Vendor to pull orders during off-hours (over weekends and especially during promotional or sales), decrement inventory, and resend updates when Vendor warehouse is closed.

Nordstrom Partnership Guidelines

At Nordstrom, we recognize that our success is based on the quality of our relationship with customers, employees, agents, suppliers, vendors 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 Vendors. In communicating these guidelines, we hope to identify potential Vendors who share our commitment to quality products, quality business principles and quality community relationships.

Nordstrom will only engage with Vendors that demonstrate a commitment to contribute to the improvement of working conditions and strive to meet the Nordstrom requirements stated in the Nordstrom Partnership Guidelines www.nordstromsupplier.com.

NOTE: Information within this manual pertains ONLY to Nordstrom Rack HauteLook (NRHL) Drop Ship Program participants. The Nordstrom.com Drop Ship Manual has its own specific program requirements that are not acknowledged within this document. The Nordstrom.com Drop Ship Manual is located within the following website: www.nordstromsupplier.com

Effective Date: 4/30/2019

Replaces all existing Vendor certification information.

This Drop Ship Operations Manual (“Manual”) for Nordstrom, Inc. or one of its affiliates sets forth the policies and procedures for suppliers operating as a drop ship Vendor on or in connection with Nordstrom and Nordstrom.com. If you are a Vendor providing drop ship operations for NordstromRack.com or HauteLook.com you will need to review and follow a separate NRHL Drop Ship Operations Manual.

Please note that the information in this manual is updated periodically and can change without notice. We do not recommend that you print any section of this manual. Please refer to the online version of the manual (Nordstrom.com Vendor Compliance Manual and the Nordstrom.com Drop Ship Operations Manual) found at www.nordstromsupplier.com to make sure that you have the most current information available.

IMPORTANT NOTE: THIS DOCUMENT CONTAINS DATA CLASSIFIED AS CONFIDENTIAL TO NORDSTROM. ITS CONTENTS MAY NOT BE DISCLOSED TO ANY THIRD PARTY, IN WHOLE OR IN PART, FOR ANY PURPOSE WITHOUT THE EXPRESS WRITTEN PERMISSION OF NORDSTROM.

NORDSTROM CONTACT LIST

Department	Responsibilities	Contact Information
<i>Drop Ship Onboarding</i>	Review & facilitate vendor setup into the Drop Ship Program after Buying Team submits a request (Review requirements, help Vendor create Dsco account, test and manage inventory)	Email: dsonboarding@nordstrom.com Hotline: (206) 454-5600 Hours: 7:00am – 3:00pm PST, Monday – Friday
<i>Drop Ship Operations</i>	Assists Vendor and Suppliers with inquires related to the Drop Ship Program once a Vendor is setup through onboarding (included Dsco platform) Assists Vendor/Supplier with fulfillment, inventory accuracy and customer order inquiries	Email: dropship@nordstrom.com Hotline: (206) 454-5600 Hours: 8:00am – 3:00pm PST, Monday – Friday
<i>Dsco Support</i>	Technical support and transmission errors	Website: http://app.dsco.io Support Page: https://support.dsco.io/hc/en-us Email: support@dsco.io
<i>Buying Teams</i>	Owns item assortment, item setup, sales and forecasting	<i>Please contact email addresses provided by your buying team – this will information will not be provided by Drop Ship Team.</i>
<i>Accounts Payable</i>	Assists with inquiries regarding invoicing issues and charges	Email: merchap@nordstrom.com
<i>Nordstrom Supplier Website & Hotline</i>	Nordstrom Supplier Standards can be viewed on the Supplier website	Website: www.nordstromsupplier.com Drop Ship Manual: Drop Ship Program manuals on left navigation Phone: (877) 444-1313 Hours: 8:00am – 4:00pm PST, Monday – Friday

