



NORDSTROM

PACKING STANDARDS

Updated August 31, 2018

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Merchandise **must** be packed according to these guidelines. Any variances will cause delays and may result in expense off set fees. Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the www.nordstromsupplier.com website. Questions about these guidelines, contact Floor Ready at (877) 444-1313 opt.1 or email at FRM@nordstrom.com.

Packing Materials

Nordstrom is an environmentally responsible company and encourages the use of environmentally sensitive packaging materials (recycled and recyclable). Avoid excess packing and use material that maximizes protection while minimizing an environmental impact.

Acceptable: Anti-mold chips, cardboard partition/dividers, cardboard fittings, corrugated cardboard, and Kraft paper. The use of molded polystyrene, bubble wrap, micro-foam, Instapak foam packaging, and inflated polyethylene air packets is tolerated, but discouraged.

Unacceptable: Silica packs, expanded polystyrene loose fill 'peanuts', straw, fiberglass, real popcorn, hard plastic, newspaper, bamboo, plastic shoe forms, plastic shoe sticks, foam dividers and liners in clothing and shoes.

Packing Merchandise

- Pack each Purchase Order separately
- Do not mix Purchase Orders within the same carton
- Do not mix multiple DCs/FCs in a single carton

Store Pack orders

These orders must be packed by store and shipped to designated DC/FC location. If there is an override DC, it will be listed in the N1 following the SDQ segment. If the SDQ segment is not followed by an N1*ST segment, ship according to the Store/DC table provided in the [Routing Guide](#). The 'mark for' segment is the store number.

- Pack merchandise by store
- Do not mix merchandise for more than one store within the same carton
- Consolidate same styles when possible
- Store pack shipment 'mark for' location is the Store

ASN requirement for store-pack shipments is that there is one ASN for each ship-to location (DC) that the shipment is being sent to. Standard ASN requirements still apply - there must be one ASN per shipment per ship-to location (DC) per day with a unique sub-bill of lading number in the REF*BM segment of the ASN data (or an expense offset fee may be assessed). In the case of store-packed shipments the 'mark-for' segment is the Store.

Bulk-Pack orders

Bulk shipments must be shipped to the specified DC in the PO, which could differ from the Store/DC table. Bulk packed orders shipments need to be packed in single SKU cases; style, color and size:

- Pack merchandise by SKU
- Do not mix merchandise for more than one DC in a carton
- Consolidate by style, color, and size (if not enough units for a SKU, pack multiple SKUs, separating them within the carton with corrugation, tissue or Kraft paper and mark the carton as 'Mixed SKU')
- Bulk shipment 'mark for' location is the DC (N1*ST segment)

ASN requirement for bulk shipments is one ASN for each ship-to location (DC), per shipment, per day with a unique sub-bill of lading number in the REF*BM segment of the ASN data (or an expense offset fee can be assessed). In the case of bulk shipments, the 'mark-for' segment is the DC.

Bulk Packed Merchandise (PO received via EDI 850)

If REF*QC*BULK segment is present at the header level of the PO/POC, the items should be packed in bulk and shipped to the designated DC. The individual store quantities in the SDQ can be ignored. Use the SDQ to determine the DC location only. In some instances, the item may be listed twice – once for the stores that default to the designated DC and once for those which do not. This occurrence will have an N1*ST override within the PO1/POC loop.

Note: The REF*QC*BULK determines how the PO should be packed only. It is not intended to be used for Bulk/Reserve orders.

Bulk POs with Pre-Allocation Stores

Pre-Allocation Stores will appear with the same value, the DC#, in the 'Mark for' and in the 'Ship to' location. These are **not** valid stores; they are a unit placeholder prior to store allocation. If a DC appears as a store and ship to location, **do not ship** until the PO has been store allocated; if the start ship window of the PO is within 2 weeks and has not been store allocated, suppliers must contact the buyer and request store allocation.

Master Packing

Nordstrom maintains two Masterpack ASN requirements depending on the mode of transportation used. Review the ASN requirements section of Nordstrom Business Basics for more information.

- **FLS/Rack:** Cases for multiple stores can be combined, for one PO, into a Masterpack
- **N.com:** Cases for multiple single SKU cases can be combined, for one PO, into a Masterpack
- Masterpack cartons must be identified by writing or labeling 'MASTERPACK' (in English)
- Ship to Address: Receiving DC/FC # and Address
- PO Number
- Identify inner cartons of the Masterpack by writing the letter 'M' beside each GS1-128 carton label
- Inner cartons for **FLS/Rack** must be store packed and marked by store number; Inner cartons for **N.com** need to be single SKU cases, marked on the carton
- Inner cartons must have a GS1-128 shipping label properly affixed
- Inner cartons must be made of shippable cardboard. Plastic bags or plain shipping envelopes are unacceptable
- Masterpack (outer) cartons must comply with the maximum carton weight/dimension requirements

Packing Slip Requirements

Packing slips are only required for **non-EDI** shipments

- Create one packing slip per PO/store combination
- All pack slips must be attached and removable from the outside of one carton per store and clearly marked 'Packing Slip Enclosed'
- Masterpack shipments for **FLS/Rack:** packing slips (1 per PO, per store) put on the outside of the inner cartons by store.
- **N.com;** 1 packing slip attached to one of the inner cartons
- Shipper's name & address
- Ship-to Distribution Center name and address
- Purchase order number (NRHL should have both the Nordstrom & HauteLook PO #)
- Department number
- Store number
- Description of goods
- Total number of cartons by store
- Total of style/color/size by carton
- Total units by store (NRHL total units by PO/Transfer)

Polybags

Polybags are only to be used for Nordstromrack.com | HauteLook (NHRL), Nordstrom.com and Reserve Stock POs. For these orders, each item must be individually polybagged and fully sealed.

- Units sold multi piece selling units (sets) must be packed in the same polybag
- Items that are packaged in conveyable packaging do not need to be individually polybagged
- Polybags are not required for store packed shipments. If using polybags for store packed orders, use 1 polybag for the entire carton contents

Sealing

Polybags must be appropriately sized and sealed securely. Use the following sealing methods (do not tie the bottom or use staples to close):

- Taping: entire length of opening with one piece of 2" wide tape
- Self-Sealing bags may be used, as long as the entire opening is sealed
- Heat Sealing

Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes (they must be approximately 1/4" in diameter, evenly spaced and not interfere with the polybag warning below).

Polybag Mandatory Safety Warning

All polybags with openings of 5" or greater must be marked with this safety warning, printed in black and in a font size that is at least 20-points. The warning label is required to be in English, French and Spanish (warning stickers can be ordered from FineLine):

WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES OR PLAYPENS. THIS BAG IS NOT A TOY

AVERTISSEMENT: POUR EVITER TOUT DANGER DE SUFFOCATION, GARDEZ CE SAC HORS DE LA PORTÉE DES BÉBÉS ET DES ENFANTS. NE PAS UTILISER DANS UN LIT D'ENFANT, LITS, LANDAUS OU PARCS POUR BÉBÉS. CE SAC N'EST PAS UN JOUET

PRECAUCION: PARA EVITAR EL PELIGRO DE ASFIXIA, MANTENGA ESTA BOLSA LEJOS DE BEBÉS Y NIÑOS. NO LA USE EN CUNAS, CAMAS, CARREOLAS O CORRALES DE JUEGO. ESTA BOLSA NO ES UN JUGUETE

Polybags for Hanging Merchandise

ALL hanging merchandise must be shipped flat in cartons per the Nordstrom Hanging Guidelines manual.

Composition & Size

Hanging polybags must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 0.75 mil. The hanging polybag must extend a minimum of 2" and a maximum of 3" in length below the garment:

Note: Wedding Dresses require extra-long, full length polybags. Ensure that the dress is in the appropriate size bag (length & width) and is fully sealed.

Polybags for Folded & Flat Merchandise

The maximum allowable polybag size is 14" x 20". Exceeding this maximum size will fail the Nordstrom.com quality audit. Polybags should not extend more than 2" of around the product

Note: Flat folded merchandise must hold to folded form within sealed polybag. Use of polybags that are too large will cause item fold to come undone.

Composition

Polybags for folded merchandise must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 1.25 mil.

Product Type Specification

Accessories and Jewelry

Jewelry cards help to reduce damage during shipment. The following items should be placed on a jewelry card:

- Earrings
- Hair Accessories (except headbands)
- Rings
- Cuff Links
- Necklaces including Multi Strand (wrap in tissue)
- Broaches/Pins
- Tie Clips

Bottled or Jarred Foods/Liquids/Diffusers/Lotions

ALL caps and lids (including twist caps) on bottled or jarred liquids or lotions must be secured with a tamper evident seal or if unsealed be taped down. For Diffusers **ALL** caps, lids, corks, twists must be heat sealed at the neck and lid. **ALL** food and drink items must be secured with tamper evident indicators either under the lid or on the outside of the lid. Units should be packaged so they will not break/leak during storage, shipment preparation, or shipping. A fragile unit must be packaged in either a six solid-sided box, or completely secured in bubble wrap, or using corrugated dividers so the unit is not exposed in any way.

Product in glass containers sold as a sellable unit should be shipped in inner packs or must be individually wrapped in bubble-wrap or 3/32" micro-foam interior with corrugated dividers.

Product in glass containers sold as a single item must be individually wrapped in bubble-wrap or 3/32" micro-foam interior corrugated dividers and must be ship ready.

Cosmetics

Tamper evident seals must be included on all cosmetic merchandise, either under the lid or on the outside of the lid. Units should be packaged so they will not break/leak during storage, shipment preparation, or shipping.

Handbags

All Department **56, 105 & 576** handbags require a 'dust cover'

Hats

As necessary to retain shape, hats may be stuffed with tissue paper or other appropriate dunnage material.

Furniture

- Items requiring more than one carton (e.g. a bed and its components) must be marked with the style on the carton in an 'x of y' format and in such instances, only 1 GS1-128 carton label, on the lead carton, is required. For example: if style XYZ requires 3 cartons, then:
 - Carton 1 will be marked: Style XYZ 1 of 3
 - Carton 2 will be marked: Style XYZ 2 of 3
 - Carton 3 will be marked: Style XYZ 3 of 3
- Large component pieces (bed rails, chair legs, table legs, etc.) must be wrapped with protective padding and shipped in a separate carton. Cap ends securely with bubble wrap, cardboard or other appropriate padding material to protect the piece and prevent potential injury
- Furniture must ship in a carton. Exceptions contact the Floor Ready department: (877) 444-1313 opt. 1 or email frm@nordstrom.com
- Wicker/rattan pieces must arrive with Kraft wrap or thin corrugate wrap for protection
- Rugs must be folded and ship in a carton. Exceptions contact the Floor Ready department: (877) 444-1313 opt.1 or email frm@nordstrom.com
- All hardware must be secured in the package. Tape must not come in contact with finished surfaces
- All boxes should allow for opening to inspect the piece inside, resealing, and shipping to the customer in the same box

Glass/Fragile Items

Fragile items include, but are not limited to, glass, ceramics, mirrors, beaded garlands, table top items, hurricanes, candlestick holders and candles.

- Fragile or breakable items must be packed with cushioning material (i.e., bubble-wrap, foam, corrugate) around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit. **A drop and vibration test should be performed on the individual package** (see [Carton Transit Testing](#) in Section 5: Shipping and Cartons for testing requirements)
- Fragile items and their component parts must be individually wrapped and padded
- Multiple fragile items packed in a carton must be separated with cardboard partition/dividers (no less than 1/8' thick) to prevent internal contact
- Inner cartons must be packed tightly within the master carton to prevent movement in transit
- Sharp edged items (blades, knives, pruning shears, etc.) must be packed with a protective guard or sheath securely attached to the item
- Do not over or under pack cartons

Shoes

- Pack shoeboxes 1 box deep in the 1 direction with the shoebox labels facing the top of the carton (DO NOT double stack)
- If empty shoe boxes are used as carton filler, mark as empty and deface UPC (if any)
- Micro Mold Chip in each shoe box (no silica packets)
- Minimize excess packaging:
 - use only recyclable materials (tissue, forms, sticks, box)
 - we request minimal toe stuffing or the use of cardboard forms only when necessary
 - use a single tissue to do an 'S' formation around the shoes to keep from rubbing (boots and larger shoes may need additional sheets)
 - polybags should not be used, with the exception of suede and then only when deemed necessary
- **Nordstrom.com & NRHL** orders shoeboxes must be secured individually with a flat retainer rubber band; thin, round rubber bands roll off during the conveying process. Using a flat retainer rubber band is also required for self-locking lids

Sunglasses

Sunglasses must be packaged and shipped in sunglass cases. If using soft sunglass cases place each case in a supplier generic presentation box.

Nordstrom.com, Reserve Stock & NRHL can have multi SKU cartons only for small SKU runs and must still be packed by PO. Multi SKU cartons can be used if there are 4 or less of each SKU with a maximum of 8 individual SKUs per carton. Each SKU, must be separated by corrugation, tissue or Kraft paper to keep from mixing.

Note: Reserve Stock POs must be shipped flat with no hangers, individually polybagged and have the attached retail ticket facing out for viewing

Additional Product Type Specifications

Belts

Belts should be coiled so that the right side of the belt faces out. Do not ship belts flat and do not include plastic hangtags on belts. Metal or chain belts should be packaged in individual presentation boxes or bubble bags.

Presentation Jewelry Boxes

Each item must then be placed in either a supplier branded jewelry box or a generic jewelry box with a ½” cotton liner then placed in a size-appropriate polybag and be sealed completely creating a professional looking presentation; shrink-wrap is an acceptable alternative to polybags. Box size must be no smaller than 3 ½” x 3 ½” x 1” (standard jewelry gift box size).

- **Source for Jewelry Boxes** (these boxes can also found at most packaging specialty stores) or ordered from:

J.P. Gasway Company
Contact: Debbie Lovetinsky
Phone: (800) 255-5885

Email: Debbie@JPGasway.com
Website: www.jpgasway.com

Note: If the dimensions of presentation box are not large enough to accommodate product (i.e. cuff bracelet) it is acceptable to bubble wrap.

Ties (Men's)

Ties must be placed in a presentation box

Watches

Watches must be packaged in individual watch case, box or in a size-appropriate presentation jewelry box with a ½” cotton liner.

Fragile Product

Must be package as a single sellable unit. Packing multiple sellable unit together with protective packaging as a prepack will not protect the single sellable unit when pulled out for customer order fulfill; this is not acceptable. There must be no additional packaging required when pulling for customer fulfill for fragile items.

Fine Jewelry

All fine jewelry must be pre-packaged presentation box. This may be either a branded presentation box or a Nordstrom label jewelry box as described below. Using this packaging ensures a standardized presentation of fine jewelry purchases for our customers.

How to Order

Locate the jewelry type below to identify the corresponding box type and item number:

| Jewelry Type | Box Description | Box Item No. |
|------------------------------------------------------------------------------------|----------------------------------------|--------------|
| All stud earrings & drop earrings less than 1 ¼" | Stud Earring | CW31 |
| All other earrings Chains and necklaces, cost less than \$200 All anklets | Medium Pouch & Packer for Medium Pouch | 083C 089R |
| Chains, cost \$200 or greater All necklaces Bracelets, cost \$200 or greater | Deep Brooch | |
| Pendants, cost less than \$500 | Pendant | CW55 |
| Pendants & pearl strands cost \$500 or greater | Small Necklace | 089R |
| Pearl strands, cost less than \$500 | Large Pouch & Packer for Large Pouch | 083D |
| All rings | Single Ring | CW08 |
| All toe rings & body jewelry | Small Pouch & Packer for Small Pouch | CW08 |

Complete the [Nordstrom.com Jewelry Item Requisition Form](#) found on www.nordstromsupplier.com. Fax or email the completed form to Bufkor as indicated on the form.

The jewelry box order will be shipped via ground service. **Suppliers are responsible for the cost of the jewelry boxes and for any associated freight charges** and must work with Bufkor directly to set up an account.

Fine Jewelry items must be packaged in the following manner:

- **Fine Jewelry Box** – Place each item in its designated jewelry box type
- **Polybag** – Place each box in a size-appropriate polybag and seal the opening completely
- **UPC Barcode Sticker** – Place the UPC barcode sticker on the upper right corner of the polybag

Fine Jewelry **must** be shipped to the appropriate FC following the guidelines in the Routing Guide (section 3) found on www.nordstromsupplier.com. The purchase order number must be clearly indicated on the outside of the shipping carton and department name must not be spelled out only department number.