

NORDSTROM DOCUMENT DESCRIPTION MAPPING AP WEBSITE & REMITTANCE

Supplier Hotline: 877-444-1313 (Hours of Operation 8:00 AM and 4:00 PM Pacific, Monday - Friday, Excluding Observed Holidays)

FLOOR READY MANAGEMENT

Email frm@nordstrom.com - For further assistance via phone, please request an appointment through email for a Specialist to connect with you.

Questions regarding: Hangers, Tickets, Packaging, Cartons and Carton Labels as well as ASN's

EDI Setup (Non-Technical)

Email edisetup@nordstrom.com - For further assistance via phone, please request an appointment through email for a Specialist to connect with you.

Questions regarding: Initial EDI **Non-Technical** Setup (drop ship suppliers see bottom of page)

EDI Group (Technical)

QT,W

Questions regarding: **Technical** Transmission of Data, EDI Mapping, FA Research and Missing PO (Initial EDI Setup contact edisetup@nordstrom.com)

TRANSPORTATION

Option 4 or email traffic@nordstrom.com

Routing Guide questions, after reviewing the State Page that you ship from in the Routing guide, Carriers, Store/DC list email traffic@nordstrom.com

Volume Load Pick UP scheduling: email volumeload@nordstrom.com

Freight Agreement questions: sub-option 3

Freight Chargeback questions: sub-option 4

ACCOUNTS PAYABLE

Option 5 – contact information found on <http://portal.nordstrom.com>

Prior to contacting Nordstrom with questions regarding amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues or charges, visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com>. For assistance after reviewing send your inquiry including you AP Vendor Inquiry findings, to merchap@nordstrom.com. **NOTE:** For non-compliance offset fees email offsetfees@nordstrom.com after researching on the web.

SUPPLIER PORTAL & SUPPLIER SALES REPORTING

For setting up access to the Portal (<https://portal.nordstrom.com>) or having problems with your access email web.admin@nordstrom.com.

For access to the Supplier Sales Reporting (<https://partner.nordstrom.com>) email supplier.reports@nordstrom.com, and for general inquiries and access issues.

NOTE: There is a annual \$100 fee per supplier (label) to access this information; the deduction number will be the supplier number plus the 2-digit year on the end

CUSTOMS COMPLIANCE

Option 6 - Or email customscompliance@nordstrom.com

For help with Customs questions if Nordstrom is the Importer of Record

DROP SHIP

Onboarding & Operations, call **206-454-5600**. For Initial Setup dsonboarding@nordstrom.com and for questions regarding the Drop Ship program dropship@nordstrom.com.

NMG Centralized Dropship: In-season questions like why isn't my item live, pricing, DS Feeds, Warehouse closures, account pause requests use the following contacts:

Shoes: nmgdropshipshoes@nordstrom.com; Apparel: nmgdropshipapparel@nordstrom.com; Accessories / At Home: nmgdropshipacchome@nordstrom.com

Designer/Beauty/Merch Projects: nmgdrpshpdsrbtymrchprjs@nordstrom.com

Updated 02/09/2022

NORDSTROM | DOCUMENT DESCRIPTION MAPPING AP WEBSITE &

Nordstrom's Merchandise Vendor Inquiry Website (<https://portal.nordstrom.com>) is the primary resource for invoice status, claim copies and check information

Inquiry Time Limit: 12 months from invoice date for open invoices & check date for claims/chargebacks, per our PO Terms and Conditions found on <https://nordstrom.sharepoint.com/sites/NordstromSupplierCompliance/>

INVOICE INQUIRIES

Prior to contacting Merch AP (accounts payable) suppliers must use the 'Inquire on: Invoice' function **FIRST** on the inquiry website. Include your web findings (status of invoice) in your email; failure to research on the website or provide the results can result in your inquiry being returned for more information, delaying resolution :

NOTE: Inquiries on multiple invoices (more than 10), must be listed on an Excel spreadsheet attached to the email (always include: **Vendor Number, Invoice number, Invoice Date, Due Date, PO Number, and Amount**) along with web findings to merchap@nordstrom.com. Templates are located under the 'Documentation' link. It is not necessary to send Proof of Delivery (POD) unless requested. Merch AP will research and advise if POD is needed.

STATUS = 'OPEN': Indicates your invoice has been received, but not yet processed for payment. If invoice is 2 weeks PAST DUE with Open status, email the invoice number, invoice amount, PO number, and your Vendor Number to your Vendor Relations Representative.

STATUS = 'NOT FOUND': Please verify the invoice number on the query was entered in correctly, and try again. If no results try 'Inquire by PO', as the invoice number could be entered different in our system. If still not located, retransmit the missing invoice(s). Check the portal again after 5 business days (to allow time for upload). If, after 5 days it is still not found, contact edi.group@nordstrom.com to determine why the invoice(s) is rejecting.

STATUS = 'SCHEDULED FOR PAYMENT': The due date displayed is based on ROG (receipt of goods). Merchandise payment runs occur weekly on Tuesdays and Invoices with 10th of the month terms will be combined with the following weekly check run if received timely. Check runs that fall on a holiday will move to the following business day. For your convenience, specific information regarding disbursement dates can be found on the Merchandise Check Run Calendar posted under the 'Documentation Link' within the AP Application of our portal at <https://portal.nordstrom.com/pwe/welcome>. Please allow 2 check runs before inquiring on payment status with your Vendor Rep.

STATUS = 'PAID', 'PARTIALLY PAID' or 'CANCELLED': If there are discrepancies or the payment has not been received for 'paid' invoices, email merchap@nordstrom.com.

MISCELLANEOUS INVOICE QUESTIONS

Paid invoice: short/over the amount expected: email invoice copy, check remittance and explanation to merchap@nordstrom.com or mail to **PO BOX 870, Seattle, WA 98111**

Discount Disputes: discount taken off invoice at time of payment (in the 'discount amount' field on remit) contact the buyer; they will contact AP if a correction is needed. Post payment discount should be directed to apaudit@nordstrom.com

Corrected Invoice copies (status is 'open') – If EDI, transmit only the remaining balance. Otherwise, send paper copy with explanation to **PO BOX 870, Seattle, WA 98111**

NEW VENDORS

New Vendors: The 'New Vendor Account Setup' form is required before any payments can be processed. The intent of this form is to accurately set-up your account. If you require a copy of this form, you can access this on the portal at <https://portal.nordstrom.com> or you can contact the Accounts Payable Vendor Desk, at vendor.desk@nordstrom.com

DEBIT STATEMENT INFORMATION

Key information reading your Debit Statement (questions regarding statements can be directed to apdebitar@nordstrom.com or 206-303-1080 option 6):

- Customer number:* a unique # created for each supplier in Oracle Accounts Receivable
- Reference number:* the corresponding document # from Oracle Accounts Payable
- Past Due Aging Detail:* displayed to provide a clear understanding of the account
- Document Type & Document Category:* the document description
- Look and feel is different:
- Your invoices in Accounts Payable become Credit Memos in Accounts Receivable
- Chargebacks in Accounts Payable become our invoices in Accounts Receivable

NOTE: Documents older than 180 days will not appear on the statements, but are still owed to Nordstrom.

QL

NORDSTROM DOCUMENT DESCRIPTION MAPPING AP WEBSITE & REMITTANCE

Updated 02/09/2023

Code ON AP WEBSITE	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
AA-AE, AM-AT, AV, A1-A9, S1-S9	ALLOWANC	ADV CO-OP	Deduction, Adjustment, Reinstatement, or Cancellation of Advertising Co-Op charges		advcoop@nordstrom.com	Vendor Number, Chargeback Number, Check Number
AZ	ALLOWANC	NMN	Deduction, Adjustment, Reinstatement, or Cancellation of Nordstrom Media Network Charges		nmbilling@nordstrom.com	
AF-AL	ALLOWANC	APA	Deduction or Adjustment of Additional Payment Agreement (APA) Co-Op		apafnd@nordstrom.com (formerly advcoop@nordstrom.com)	
CA	ALLOWANC	EXPENSE OFFSET	Allowance agreement for miscellaneous expenses (travel, style shows, fixtures, etc.)		advcoop@nordstrom.com	
CA	ALLOWANC	CLAIM ALLOWANCE	Allowance agreement for additional discount or lower pricing		vfmclm@nordstrom.com	
CA	ALLOWANC	VFMD	Vendor Funded Markdowns or other allowances, per signed vendor agreement			
CP	ALLOWANC	VENDOR CONTEST	Vendor sponsored contest, per signed vendor agreement		contestdesk@nordstrom.com	
UC, UH, UI, UM, UO, US, UT, UW, U1-U9	ALLOWANC	COSM REBATE	Deduction, Adjustment, Reinstatement, Credit, or Cancellation of Cosmetic Rebate charges		cboinvoices@nordstrom.com	
QT, W	CHRGBACK	187 QUALITY CEN	Nordstrom Quality Center - defective product claim (customer returns)	Yes	NQCChargeBacks@nordstrom.com	Claim Number
CE	CHRGBACK	ALTERATIONS	Charges incurred by Nordstrom to alter or hem garments for sale to customer		Jeanie Ahn 206-303-2651	PO Number, Claim Number and explanation
M9	CHRGBACK	AUDIT COST ADJS	Post Payment Audit - price discrepancies found on 'CHRGBACK' transactions		apaudit@nordstrom.com	
CR	CHRGBACK	COST DIFFERENCE	Price discrepancy - invoiced price is greater than PO price	Yes	merchap@nordstrom.com	Invoice/Claim number, PO number, PO Copy, portal findings and explanation
CU, C1-C6	CHRGBACK	COST/DISC ADJST	Chargeback corrections and adjustments		merchap@nordstrom.com	Invoice/Claim number, PO number, portal findings and detailed explanation
MO	CHRGBACK	CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		apaudit@nordstrom.com	Invoice Number, PO Number, Claim Number, explanation
QF	CHRGBACK	DESTROY IN FIEL	Defective product - Destroyed in Field per agreement (vs. returning to vendor)	Yes	Issuing Store (contact Logistics Manager)	
CW	CHRGBACK	GRATIS MERCHAND	RTV for COST of product pulled per Gratis agreement (Cosmetics)	Yes	See claim detail on AP website for store number	
CM	CHRGBACK	INTL CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		ngintlpymnts@nordstrom.com	
CS	CHRGBACK	QUANTITY SHORT	Quantity discrepancy - Invoiced for more items than received	Yes	merchap@nordstrom.com	Invoice/Claim number, PO number, number of cartons shipped on invoice, ASN 856 detail and/or case detail, portal findings and explanation
Q5	CHRGBACK	QUANTITY SHORT	Quantity Discrepancy - Style Sub	No	merchap@nordstrom.com	Please email the contact if you need more information
MJ	CHRGBACK	STATEMENT CREDI	Credit issued by vendor, on monthly statement		apaudit@nordstrom.com	
CX	CHRGBACK	TESTER STOCK	Claim for product pulled for in-store testers	Yes	rene.e.viggu@nordstrom.com	Claim Number
NW	CHRGBACK	TOOLKIT SUBSCRI	Annual subscription fee to access Portal reporting tool for Sales and Stock-on-hand reports (Supplier Toolkit). Document # is the Supplier # and the 2-digit year added to the end		offsetfees@nordstrom.com	Vendor Number, Chargeback Number
FD	FRT CHGB	ADJUSTMENT	Adjustment to a freight chargeback		Freight Chargebacks issued after August 12th 2019: Your first point of contact to review and inquire is via Open Text Active Intelligence (AI) Question after reviewing on AI or for Freight email freight@nordstrom.com	AI Log In Help
FC	FRT CHGB	AGREEMENT	Chargeback for freight cost per PO agreement			
FI	FRT CHGB	MERCH INVOICE	Freight chargeback for freight included on merchandise invoice in error			
FC	FRT CHGB	PO TERMS	Chargeback for freight cost per PO terms			
FC	FRT CHGB	PO VIOLATION	Chargeback for in-bound freight cost for merchandise not ordered (PO Violation)			
FC	FRT CHGB	ROUTING VIOLATI	Chargeback for freight routing violation			
CK, F1-F9	FRT CHGB	CANCEL	Cancellation of outbound freight/handling on RTVs if product returned or Nordstrom error			
M9	INVOICE	AUDIT COST ADJS	Post Payment Audit - deduction for price discrepancy found on 'INVOICE' transactions		apaudit@nordstrom.com	Claim Cost Difference, Discount Correction
IU, I1-I9	INVOICE	COST ADJSTMNT	Merchandise invoice payment adjustment		merchap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
	INVOICE	DEBIT BALANCE M	Debit balance move from AP to AR		apdebitar@nordstrom.com	
DP, DA-DC	INVOICE	DISC ADJSTMNT	Discount reimbursement for discount (DQ) taken in error		AP Audit (code DC) - apaudit@nordstrom.com Vendor Relations (codes DA-DB, DP) - merchap@nordstrom.com	If description states Audit, please email AP Audit, otherwise please provide Invoice number, PO number, portal findings and detailed explanation
SM	INVOICE	DROP SHIP FREIG	Automated Freight reimbursement for Drop Ship vendors		merchap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
FB, FL, FP	INVOICE	FREIGHT BILL	Freight bill payment to carrier		Contact issuing DC Traffic department at address above	
IM	INVOICE	LAST CHANCE	Invoice payment for merchandise sold to Last Chance store(s)		apdebitar@nordstrom.com	
IM, IO	INVOICE	MERCHANDISE	Merchandise invoice payment or adjustment		merchap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
IM	INVOICE	SAMPLE	Invoice payment for sample merchandise		apafnd@nordstrom.com	
QX	MRCH RTN	ACCOMMODATION	Return to Vendor - overstock/ slow selling merchandise - per vendor agreement	Yes	Issuing Store (contact Logistics Manager) See claim detail on AP website for store number	
M9	MRCH RTN	AUDIT COST ADJS	Post Payment Audit - Deduction for cost/pricing or discount correction on 'MRCH RTN' claim		apaudit@nordstrom.com	Corrections
CU	MRCH RTN	COST/DISC ADJST	RTV claim adjustment for cost variance - vendor reimbursement		nordmerchrtv@nordstrom.com	Claim number and corresponding details as indicated on the 'RTV Cost Adjustment template' posted under the Documentation link within the AP Application on the portal and explanation. Note: please submit all inquiries via the 'RTV Cost Adjustment template'
DU	MRCH RTN	DEFECTIVE	Defective product returns - unsellable product		DC/FC CONTACT INFORMATION DC 89 Claims - dc89cl@Nordstrom.com claims that start with 8 DC 299 Claims - dc299cl@Nordstrom.com claims that start with 25 DC 399 Claims - dc399cl@Nordstrom.com claims that start with 9 DC 499 Claims - dc499cl@Nordstrom.com claims that start with 4 DC 699 Claims - dc699cl@Nordstrom.com claims that start with 6 DC 799 Claims - dc799cl@Nordstrom.com claims that start with 7 DC 569 Claims - 569fclmrktrm@nordstrom.com claims that start with 23 & 24 DC 599 Claims - 808vndrtrns@nordstrom.com claims that start with 1	Invoice number, PO number, portal findings and detailed explanation

Code ON AP WEBSITE	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
EX	MRCH RTN	DAMAGED	Merchandise return due to on damages on an inbound shipment		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QV	MRCH RTN	DC CONSOLIDATIO	Distribution Center return for multiple stores (consolidated) per agreement	Yes	*Cost and Discount discrepancies, Restocking fees & General RTV Inquireis contact nordmerchrtv@nordstrom.com	Claim Number, Check number and explanation.
CD, QQ	MRCH RTN	DEFECTIVE	Defective product returns (or Destroy in Field for specific Cosmetic vendors) or Quality inspection at FC or DC finds product defect or product that was not ordered in shipment	Yes	*Unit discrepancies require POD/Carton Count before inquiry is sent to Issuing Store (contact Logistics Manager) See claim detail on AP website for store number	Note: Price discrepancies- please submit claim number and all corresponding details via the
QI	MRCH RTN	DISCONTINUED	Cosmetics that have been discontinued from product line	Yes		
ER	MRCH RTN	EARLY SHIP/PST CAN	Merchandise return due to inbound shipment sent outside ship window		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QL	MRCH RTN	EARLY SHIP/PST CAN	Merchandise return due to inbound shipment sent outside ship window		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department Claims that start with 8 = dc89cl@nordstrom.com Claims that start with 25 = dc299cl@nordstrom.com Claims that start with 9 = dc399cl@nordstrom.com Claims that start with 4 = dc499cl@nordstrom.com Claims that start with 23/24 =569trffcoff@nordstrom.com Claims that start with 1 = 808vndrrltns@nordstrom.com Claims that start with 6 = dc699cl@nordstrom.com Claims that start with 7 = dc799cl@nordstrom.com nordmerchrtv@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
CF	MRCH RTN	FREIGHT CHRGS	Outbound Freight charges, primarily associated to returned PO violation merchandise			PO Number, Claim Number, Copy of PO verifying what was ordered and detailed explanation
QG, QW	MRCH RTN	GWP/PWP OVERSTO	Overstock returns per agreement for Cosmetic Gift With Purchase or Cosmetic Purchase With Purchase	Yes	Issuing Store (contact Logistics Manager) See claim detail on AP website for store number 808vndrrltns@nordstrom.com	
SK	MRCH RTN	INTERNET	Merchandise return from Direct division			
ET	MRCH RTN	INVALID PO	Merchandise return due PO number not valid		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
E1-E9	MRCH RTN	MRCH RTN ADJUSTMENT	Claim adjustment for Merch Returns		*Cost and Discount discrepancies contact nordmerchrtv@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation

Code ON AP WEBSITE	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
CG, CL, CO, CQ	MRCH RTN	NOT ORDERED	RTV for PO violations - Merchandise not on PO or violations outside of the shipping window.	Yes	*Cost and Discount discrepancies, Restocking fees & General RTV Inquireis contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice Number, PO Number, Claim Number, explanation
CJ	MRCH RTN	OVERSTOCK	RTV direct from store per Return Authorization (RA) agreement	Yes	Issuing Store (contact Logistics Manager) See claim detail on AP website for store number	
EI	MRCH RTN	PO CLOSED/CANCLD	Merchandise return due closed or cancelled PO		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QS	MRCH RTN	RESTOCKING FEE	Claim payment/adjustment for restocking fees on sellable goods (per merchant agreement)		merchap@nordstrom.com	Claim Number, documentation supporting merchant agreement and detailed explanation
EW	MRCH RTN	STORE NOT ON PO	Merchandise returns for stores not allocated for the PO		*Cost and Discount discrepancies, Restocking fees & General RTV Inquiries contact nordmerchrtv@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to nordmerchrtv@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 569trffcoff@nordstrom.com 808vndrrltns@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QR	MRCH RTN	VENDOR RECALL	Return to vendor - recalled product	Yes	Issuing Store (contact Logistics Manager) See claim detail on AP website for store number	
NL	NON-COMP	128 LBL MISSING	Missing GS1-128 carton label			
NG	NON-COMP	128 UNSCANNABLE	Unusable GS1-128 carton label			
NP	NON-COMP	EDI PO (850)	Expense offset fee when vendor is not able to receive an electronic PO (EDI 850) - as of 10/1/09 we no longer issue this deduction.		Expense Offset Fees has a 60-day window for inquiry due to information availability. 60-days begins on the document date not the check date. Regular review of the AP Vendor Inquiry site is highly suggested. Nordstrom does not provide pictures of non-compliance.	
SV	NON-COMP	FLAT SHIPD HANG	Merchandise ordered to ship flat but merchandise was received hanging			
NN	NON-COMP	INACCURATE ASN	Quantities received do not match ASN quantities (this is for differences between ASN and what was shipped; not ASN and what was on the PO)		offsetfees@nordstrom.com	
NH	NON-COMP	INCORRCT HANGER	Merchandise not on correct VICS hanger			
NE	NON-COMP	INVOICE CORRECT	Correcting vendor invoice errors in AP system		merchap@nordstrom.com	
NA	NON-COMP	UNUSABLE ASN	ASN Unusable or Missing at time shipment is received at DC/FC. (ASNs sent late or are unusable will receive a functional acknowledgement (EDI997) while the data was received in Nordstrom's system it does not mean that it was useable)		Expense Offset Fees has a 60-day window for inquiry due to information availability. 60-days begins on the document date not the check date. Regular review of the AP Vendor Inquiry site is highly suggested. Nordstrom does not provide pictures of non-compliance.	Vendor Number, Chargeback Number, PO Number, portal findings and detailed explanation
ND	NON-COMP	MISSING BARCODE	Barcode missing from hangtag (ticket)			
NM	NON-COMP	NO VICS HANGER	Merchandise not on VICS hanger			
NI, NY, NZ	NON-COMP	NON-CONSOL INVO	Expense offset for non-consolidation of invoice - require one invoice per PO, per shipment, per destination		merchap@nordstrom.com	
SB	NON-COMP	QUALITY ASSURAN	Merchandise does not me Quality Standards		808vndrrltns@nordstrom.com	
SC	NON-COMP	SC SERMOD	Service Model Agreement for Nordstrom Provided VAS		suppldev@nordstrom.com	
IE	NON-COMP	NON-EDI INVOICE	Expense offset fee for failure to transmit EDI 810 Invoice - paper copy received			

Code ON AP WEBSITE	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
SN	NON-COMP	PBAG SEALD INCR	Polybag sealed incorrectly		Expense Offset Fees has a 60-day window for inquiry due to information availability. 60-days begins on the document date not the check date. Regular review of the AP Vendor Inquiry site is highly suggested. Nordstrom does not provide pictures of non-compliance. offsetfees@nordstrom.com	
SS	NON-COMP	PLYBG NOT SEALD	Polybag not sealed			
NQ	NON-COMP	PO VIOLATION	Merch Not Ordered (Overage or Misallocation)			
SX	NON-COMP	POLYBAG MISSING	Polybag missing (where required)			
NB	NON-COMP	UNSCANNABLE BAR	Barcode on hangtag (ticket) was unscannable			
NU	NON-COMP	UPC CATALOG	UPC Catalog data not loaded at time of item setup			