

Subject: Nordstrom AP Vendor Relations New Email Address for Inquires

September 24, 2009

Please forward as necessary.

Dear Nordstrom Supplier,

As a part of our ongoing efforts to improve our customer service, Nordstrom is currently integrating a new shared vendor inquiry mailbox at the email attribute [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).

Effective immediately, please direct all Merchandise AP related inquiries to this shared mailbox rather than your Vendor Rep. Additionally, Nordstrom requires the subject lines of such emails to include **vendor name, vendor number, and invoice/PO/claim #** in question.

Please note, this is a phased roll out targeting "pay to" vendors starting with the letter A, C, I, J, K, M, N & numbers. All other vendors will begin submitting inquiries to this mailbox when notified.

Your company's use of this mailbox will allow Nordstrom to manage your account(s) more effectively and provide continuous, streamlined coverage as well as increased visibility. All inquiries will continue to be answered within 10 business days in order of date received.

Please continue to use our website at <http://portal.nordstrom.com> as your first point of contact for invoice status, check information, and claim copies. Please allow two check runs before inquiring on payment status of outstanding invoices or requesting a stop payment.

If you have any questions, please contact [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).

Sincerely,

AP Vendor Relations  
NORDSTROM, Inc.