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# Q1 SUPPLIER OPERATIONS PARTNER NEWSLETTER

February 1, 2023

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## Quarterly Newsletter

We're excited to release our first edition of the quarterly newsletter that will provide relevant updates, need-to-knows and key decisions from Nordstrom. We intend to use this forum to inform you of any changes that may impact Supply Chain Operations, including Compliance, to accomplish the unified goal of increasing the speed of goods that our customers love, getting them closer and faster than ever before to the right selling locations.

We encourage you to share the information in this newsletter with your internal partners as applicable to ensure awareness and drive readiness to support.

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## In this Newsletter

Happy New Year Nordstrom Brand Partners,

We've made great progress in the last 6 months towards increased compliance thanks to your commitment to shipping compliance requirements. We greatly appreciate the supplier teams who have applied resources and intent to improve compliance in order to drive speed through the Supply Chain and deliver on the Closer to You Strategy. Those improvements have already delivered positive results to decrease processing time through our Distribution and Fulfillment Centers, moving goods faster to selling locations. We still have opportunities, but we're on the right track with your focused efforts.

The areas of focus for Q1 of 2023 are highlighted below with additional information contained in the newsletter.

### **Q1 Compliance Focus:**

- 1) ACTIVATION: **SAN BERNARDINO FC Off Price (879)** compliance platform parity
- 2) REFRESH: **RETAIL PRICE TICKETING STANDARDS**
- 3) SPOTLIGHT ON: **ROUTING GUIDE COMPLIANCE**
- 4) COMING SOON: **SUPPLIER COMPLIANCE UPDATED WEBSITE**

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## San Bernardino Off Price FC (SBFC) FC879

17335 Glen Helen Parkway San Bernardino, CA 92407

### What You Need to Know

Nordstrom expects shipments to all locations to follow the published Compliance Standards. Non-compliant shipments arriving to the San Bernardino FC (SBFC-FC879) will incur Expense Offset Fees starting March 6, 2023.

### Who will be impacted

Suppliers shipping merchandise to San Bernardino (Off Price goods) FC 879. Non-compliant shipments will incur Expense Offset Fees.

### When will the change occur

PO's arriving on or after March 6, 2023, will be subject to Expense Offset Fees for compliance violations.

### Additional Information and Questions:

- ✓ A complete list of Ecommerce requirements can be found in the Supplier Standards section of [NORDSTROM SUPPLIER](#)
- ✓ Nordstrom Expense Offset Policies can be found here [EXPENSE OFFSET FEE POLICIES](#)
- ✓ Questions regarding offset fees please reach out to [offsetfees@nordstrom.com](mailto:offsetfees@nordstrom.com)
- ✓ Questions not outlined within this newsletter, please reach out to [frm@nordstrom.com](mailto:frm@nordstrom.com) (Floor Ready Management)

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## REMINDER: RETAIL PRICE TICKETING STANDARDS

### What You Need to Know

In conjunction with RFID, Nordstrom is refocusing on all aspects of ticketing compliance in 2023. Current Compliance standards should be followed to ensure items by product type are ticketed correctly upon arrival to Nordstrom Fulfillment and/or Distribution Centers.

Retail Price ticketing is a key Compliance standard for various product types and yet these ticketing violations account for substantial rework, which stops the flow of product at our buildings and negatively impacts speed to customer.

### Who will be impacted

Any Supplier shipping goods intended for sale at Nordstrom Rack or Nordstrom stores where Retail Price is either missing or inaccurate.

### When will the change occur

Retail Price Ticketing Offset Fee will be activated starting in April 2023.

### Additional Information and Questions

- ✓ Nordstrom Expense Offset Policies can be found here [EXPENSE OFFSET FEE POLICIES](#)
- ✓ Questions regarding offset fees please reach out to [offsetfees@nordstrom.com](mailto:offsetfees@nordstrom.com)
- ✓ Questions not outlined within this newsletter, please reach out to [frm@nordstrom.com](mailto:frm@nordstrom.com) (Floor Ready Management)

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## SPOTLIGHT ON: Routing Guide Compliance

### What You Need to Know

Mis-Ships continue to impact the speed of goods flowing through our Distribution network. Routing Merchandise to the agreed upon Supply Chain Facility is a standard compliance expectation outlined within the [Routing Guide master.pdf \(nordstromsupplier.com\)](#). Mis-ships create additional handling, increase transportation costs, and result in a 5–7-day delay to the intended selling location.

### Additional Information and Questions

- ✓ Further details are outlined within the [Nordstrom Supplier Compliance](#) website under [Business Basics \(page 19\)](#).
- ✓ For questions not outlined within this newsletter, please reach out to [frm@nordstrom.com](mailto:frm@nordstrom.com) (Floor Ready Management)
- ✓ For questions regarding offset fees (if charges are issued and your team believes them to be a mistake), please reach out to [offsetfees@nordstrom.com](mailto:offsetfees@nordstrom.com)

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### COMING SOON: NEW SUPPLIER COMPLIANCE WEBSITE

#### **We are excited to announce**

To improve our vendor experience Nordstrom will be moving the [Nordstrom Supplier Compliance website](#) to a new platform.

#### **Who will be impacted**

Suppliers and 3<sup>rd</sup> party Vendors will receive a new link and access steps as we approach launch date.

#### **When will the change occur**

Q1 of 2023 and ongoing as a part of the compliance company initiatives.

#### **Additional Information and Questions**

- ✓ Suppliers will receive communication via email 30 days prior to launch.
- ✓ Information will include access steps and additional details on action needed.