

NORDSTROM Scorecard Reference Guide

Field Name	Description
Date Range	Dates listed are based on Nordstrom's 4-5-4 retail calendar.
Operational Compliance - Floor Ready/EDI – FLS/Rack/Direct	This category covers all Floor Ready and EDI compliance areas with a count of Non-compliance Expense Offset fees assessed for the scorecard date range. Additional information regarding all our Expense Offset policies can be found at www.nordstromsupplier.com . If you need additional details on specific Expense Offset fees, please email cmio.chargebacks@nordstrom.com .
Invoicing – FLS/Rack/Direct	This section summarizes all invoice related non-compliance issues (by count); 810 Invoice Not received = paper invoice sent instead of 810 EDI, Non-consolidated Invoice = failure to send only ONE invoice per ship-to location per PO, Inaccurate Invoice = manual invoice correction required in AP system to allow invoice to match and pay. For complete invoicing requirements, please refer to our Compliance Manual on www.nordstromsupplier.com .
Defective Product – 187 Quality Center	These are defective product claims processed by Nordstrom Quality Center (187). These claims can be identified on your payment remittance as "187 Quality Center". Claim detail is also emailed weekly, please contact 'NQCH@nordstrom.com' for additional information.
Order Fulfillment – Shipment Summary	This section gives PO shipment details, of which some may result in non-compliance expense offset fees. Most of the categories are informational only to track volume as it relates to all other categories within the scorecard.
Order Fulfillment – Early Shipments and Late Shipments	Early shipments are the sum of receipts shipped before the 'Not Before' date on our purchase order. Late shipments are the sum of receipts shipped after the 'Not After' date on our purchase order.
Order Fulfillment – Transportation	This section represents all Transportation related deductions, either per Agreement or per Routing Violations (represented by 'A' or 'V' suffix under 'charge code' column). A complete list of all 'charge code' types can be found in our Routing Guide on www.nordstromsupplier.com . Any additional questions regarding Freight Agreements or Routing Violations can be sent to traffic@nordstrom.com .

GLOSSARY:

Terminology	Definition
ASN	Advanced Ship Notice
Direct	Nordstrom Direct Division (nordstrom.com website)
FLS	Full Line Store Division
NA	Not Available
Rack	Nordstrom Rack Division
Refusals	PO shipments refused at dock or consolidator