

UPDATED FEBRUARY 28, 2020

PRODUCT OVERAGES & SHIPPED OUTSIDE AGREED WINDOW WILL BE RTV'd

Beginning on 11/4, Nordstrom will be enforcing the use of RTVs for product that was not ordered, overages or shipped outside of the agreed-to window.

Please be sure to ship per the final details of your purchase order. Any changes made by Nordstrom to the order should be reflected in the shipment. This includes overage units and items that were not on the final order. Any additions to the order will need to be communicated to your buying partners and updated on the purchase order.

Additionally, in order to ensure the maximum product market availability, please commit to the ship window on the purchase order. Orders that arrive outside of the agreed-to window will be subject to an RTV. All extension requests should continue to be communicated to the merchants in order to avoid any unintended returns.

FEBRUARY 2020 REVISIONS

- EDI 810 & 856 (NPG & FLS): Added Note- To avoid formatting errors, please do not include special characters in any field including but not limited to any European accents ~ ! @ # \$ % ^ & * () + / ? > < ^ `.
- EDI 850 & 860 (NPG & FLS): Added the BK code- BK Blanket Order (Quantity Firm) to the 850 BEG02 and to the 860 BCH02
- NRHL AP 101: Fixed type-o on Dropship Operations email address
- ROUTING GUIDE: Section 4 page 17 Updated how to inquire on Freight Chargebacks through OpenText Active Intelligence Portal and how to inquire on these if they were issued on or before August 10, 2019
- BUSINESS BASICS: Section 2, sub-section Labeling Requirements added Shoe Size on Footwear must be present

Questions regarding any of these changes can be sent to Nordstrom Floor Ready by emailing frm@nordstrom.com.