

Welcome to the Nordstrom Supplier Website

This website contains important information about Nordstrom's supplier strategies and requirements. For new vendors or vendors new to using our website, please review the [Supplier Website](#) deck which contains helpful navigation for this site. **The information on this website is updated regularly and can change without notice.**

Questions regarding expense offset fees or other deductions please refer to the [Supplier Resources & Contacts](#) document to identify and expedite your inquiry to the correct Nordstrom team.

For shipping and invoicing to Nordstrom stores in Canada, please visit www.nordstromsuppliercanada.com.

ANNOUNCEMENTS & REVISIONS

ANNOUNCEMENTS

PO TYPES REQUIREMENTS

Attention EDI enabled suppliers: Please work with your EDI provider to ensure all mapping for PO types are followed (**PO Types Document**). Close out orders will now require a GE PO Type to be accepted. GE PO Type is required to be mapped for NordstromRack.com (Ecommerce) and Nordstrom Rack (Stores).

Any questions, please email [Floor Ready](#).

PO VIOLATIONS - PRODUCT OVERAGES & SHIPPED OUTSIDE AGREED WINDOW WILL BE AUTOMATICALLY RTV'd

In accordance with existing Supplier Compliance requirements, Nordstrom will continue to strictly apply the RTV process for product that was not ordered, overages (SKU/Store level), mis-ships (shipped to the wrong location) or shipped outside of the shipment window on the PO.

POs must ship per the final details of your purchase order. Any changes made by Nordstrom to the order should be reflected on the PO as well as 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 must be 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. Please validate that Nordstrom is notified of your most updated return shipping address to avoid additional cost and lost time.

ECOMMERCE BEAUTY ORDERS

Attention **Beauty Suppliers**: All ecommerce orders must be sent in single SKU cartons. Single SKU cartons is the requirement for all ecommerce orders. See section 3 of the Packing Standards on the left sidebar.

CHARGEBACK CONTACTS

To ensure you are directing chargeback inquiries to the correct department, please reference Supplier Resources and Contacts list for the correct department with the correct chargeback code. This will expedite your response from the correct team.

Please include your vendor number & document number in the subject and/or body of the email. For attached contact list, click [here](#)

COMPLIANCE UPDATES

Shipping compliance standards and offset fees will adjust to market rates. Nordstrom requires all suppliers to ship in alignment with retail industry standards including packaging, labelling, ticketing and usage of electronic documents (EDI). Non-Compliance **Offset Fees** adjust to market rates effective **December 1, 2020**.

For additional details on Nordstrom Compliance Updates, click [here](#)

RFID

- It is our expectation for suppliers to begin shipping with RFID tags starting August 2021

- If you are currently ticketing for other retailers, please begin ticketing for Nordstrom.
- For additional details on RFID Requirements in 2021, click [here](#)
- For updated RFID ticket dimensions, click [here](#)

COVID-19 Wellness and Safety 3rd Party Provider Standards

To minimize the potential spread of COVID-19, all third-party service providers who need to be on Nordstrom premises are expected to follow these Wellness & Safety Expectations. Third-party service providers include any non-Nordstrom employee working onsite at any of our Nordstrom locations such as vendors, temporary workers, independent contractors, models and freelancers. Please review the Wellness and Safety Standards on the left sidebar.

REVISIONS

UPDATED MARCH 31, 2021

MARCH 2021 REVISIONS

- SUPPLIER QUICK START is now SUPPLIER QUICK REFERENCE: Please review document completely
- NRHL | HAUTELOOK REFERENCES: All documents, including Business Basics, Hanging Standards, Packing Standards, Packaging & Labeling Standards, Ticket Standards, Expense Offset Policies, NPG Partner Standards and RFID Specifications have been updated to reflect nordstromrack.com vs. NRHL and HauteLook
- ANNOUNCEMENTS: Updated RFID Specifications, updated the expected RFID compliance timeline to 8/1/2021; Added more links to provide approved inlay list; Removed verbiage stating to send tickets to Auburn U to test and removed verbiage stating that Nordstrom will require testing; Added two more bullets to general requirements section
- ANNOUNCEMENTS: Added PO Types Requirements & Removed Routing Guide/System announcements.
- BUSINESS BASICS: Updated EDI Provider ezCom information under Section 3 EDI Requirements
- EXPENSE OFFSET POLICIES: Please review updated policies regarding UPS Small Parcel Shipments.
- ANNOUNCEMENTS: RFID Requirements & RFID Ticket Dimensions policies updated.
- WELLNESS & SAFETY STANDARDS: Please review updated policies for third party providers.
- SUPPLIER RESOURCES & CONTACTS: Updated Merch AP email address to primary email address: merchap@nordstrom.com, was merch.ap@nordstrom.com, Removed Floor Ready and Volume Load options on Supplier Hotline. 03/31/21: Updated contact for offset fee codes CJ, CW, CX, QF, QI, QG, QR, QW, QX from Store Information Manager to Logistics Manager
- ALL STANDARDS: Removed Floor Ready option on Supplier Hotline
- Contingent Worker Service Expectations document added on left side navigation bar under Supplier Standards.

Questions regarding any of these changes can be sent to Nordstrom Floor Ready by emailing frm@nordstrom.com.
[Supplier Resources and Contacts](#) [Monthly Update Archive](#)