

ANNOUNCEMENTS & REVISIONS

ANNOUNCEMENTS

NOVS

NOVS has migrated to a new web portal and is no longer accessible via the Supplier Portal.

Access to new NOVS web portal must be requested by emailing NOVS@nordstrom.com with the following information:
Subject: 'NOVS Access Request'. Information to be submitted: User First Name, User Last Name, Nordstrom Vendor Number, Vendor Company Name.

Carriers and consolidators continue to be required to validate POs for shippers in the new NOVS web portal in accordance with Nordstrom Routing Guide shipping specifications.

ROUTING GUIDE UPDATES

As of October 15, 2020, all vendors looking to ship merchandise to NRHL/HauteLook will be following the routing instructions available in the Nordstrom Routing Guide. Please carefully read through the instruction guide for your state of origin to schedule pickup and delivery to our facility.

Should you have any further questions, please send a new email to shipping@nordstrom.com with the subject line "NRHL Routing Assistance Needed - [PO Number]." Failure to input the correct subject line may result in delays in routing support.

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

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

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.

ATTENTION NORDSTROMRACK.COM | HAUTELOOK (NRHL) SUPPLIERS

Beginning on August 17th, 2020 NRHL invoice submission via EDI will be enabled. Please note:

- Suppliers who are not EDI enabled must reach out to EDI Setup (edisetup@nordstrom.com) to begin the EDI setup process
- Suppliers who are capable of sending invoices via EDI are required to use this service
- There is no change to Drop Ship invoice submission via DSCO; continue as normal
- NRHL invoices and chargebacks will now be visible on the Nordstrom Supplier Portal
- ACH payments will now be issued on Tuesday's and Friday's each week
- If you are a current Nordstrom Inc supplier, your invoices will be paid on the same payment with your other invoices, using the payment information set up with Nordstrom, Inc.

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.

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.

WCOC (WEST COAST OMNI CENTER) NORDSTROM NEWEST FULFILLMENT CENTER

WCOC is a new addition to the Nordstrom fulfillment center locations which will mean an additional ship to locations on many ecommerce POs. A letter has been sent via email to most suppliers and has been posted under Vendor Communications on this site on the left side bar. Please ensure you have added this new location to your internal systems to prevent mis-shipments

REVISIONS

UPDATED OCTOBER 30, 2020

OCTOBER 2020 REVISIONS

- EDI SETUP CONTACTS UPDATE: Updated EDI Setup Contact Information.
- RFID SPECIFICATIONS UPDATE: Updated document found under Announcements.
- NOVS UPDATES: Please review updated information under Announcements.
- TICKET STANDARDS: Section 5 renamed to Section 4. Updated Section 1 In House Printing blank ticket stock providers information.
- PARTNERSHIP GUIDELINES: Please review updated document [here](#).
- ROUTING GUIDE UPDATES: Please review document under Announcements.
- HANGING STANDARDS: Updated Section 1 Hanging Requirements for Men's Suits, Wool, and Cashmere Coats.
- OFFSET FEE POLICIES: Please review updated document [here](#).
- COMPLIANCE UPDATES: Please review document under Announcements.
- WELLNESS & SAFETY STANDARDS: Please review updated document [here](#).