

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, visit [Nordstrom Supplier Canada](#).

ANNOUNCEMENTS & REVISIONS

ANNOUNCEMENTS

DROP SHIP ONBOARDING ACTIVATION FREEZE

Effective **November 1st, 2021** - Drop Ship partners that have not completed the onboarding process will not be eligible for DSCO account activation until **January 3rd, 2022**.

All Drop Ship partners should complete the onboarding process in a timely manner. If intended for holiday, prioritize for completion by the activation deadline. Drop Ship partners may continue the onboarding process during the freeze, however, their DSCO account will not be activated until the freeze is lifted.

Vendors in the onboarding process can reach out for details to [Drop Ship Onboarding](#)

ROUTING GUIDE UPDATES

Effective **June 02, 2021** - The following store allocations for DC 299 to DC 799 have been updated to their Primary Default Warehouse. Review updated Routing Guide [here](#).

All stores below will be mapped to DC 799. Suppliers, please ensure you work with your EDI provider that all store numbers are mapped correctly to DC 799. You can find all store information [here](#) or on the left sidebar under Additional Information.

- 730 HOUSTON GALLERI
- 731 BARTON CRK SQ
- 732 LA CANTERA
- 733 DOMAIN NRTHSIDE
- 746 WOODLANDS MALL

- 713 TX PORTOFINO RK
- 715 TX CEDAR PK RK
- 721 TX BAYBROOK RK
- 734 TX SA RIM RK
- 736 TX AUS GTWY RK
- 740 TX AUS SUNST RK
- 741 TX POST OAK RK
- 744 TX SGRLND MK RK
- 745 TX SA ALAMO RK
- 747 TX WILLWBRK RK
- 748 TX BNKR HLL RK

Effective **May 4, 2021** - The following store allocations for DC 399 to DC 499 have been updated to their Primary Default Warehouse. Review updated Routing Guide [here](#).

All stores below will be mapped to DC 499. Suppliers, please ensure you work with your EDI provider that all store numbers are mapped correctly to DC 499. You can find all store information [here](#) or on the left sidebar under Additional Information.

- 161 CA S CLARITA RK
- 164 CA NORTHRDGE RK
- 341 TOPANGA
- 345 SANTA ANITA
- 352 CA PASADENA RK
- 354 CA BURBANK RK
- 358 CA WDLND HLS RK
- 366 CA BAKERSFLD RK
- 384 CENTURY CITY
- 471 CA FRESNO RK

EXPENSE OFFSET FEE POLICIES - UPDATE

Effective **July 1st, 2021** - Expense Offsets will re-activate the Missing/Incorrect Shoebox Rubber Band and UPS Small Parcel fees for non-compliance. Suppliers, please review the latest document on **Expense Offset Policies**.

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**.

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 & 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 OCTOBER 28, 2021

OCTOBER 2021 REVISIONS

- **NEW NMG DROPSHIP CENTRALIZED DROPSHIP CONTACTS:** Added new email contacts for in-season questions like why isn't my item live, pricing, DS Feeds, Warehouse Closures, account pause request to both the Supplier Website PDF and to the Supplier Resources & Contacts
- **PO TYPE LIST:** Updated added RH, RG, NG, TI, TP & WM; removed CC, CD, CE,CG, CH, CI, CJ, CL, CM, CP, DM, EF, EJ, EM,ES,FB, FE, FR, HB, HG, HR, LN, NE, SB, TR, WS & WW
- **WELLNESS & SAFETY STANDARDS:** Added Any 3rd Party Service Provider entering Nordstrom premises must: Be fully vaccinated to enter a Nordstrom corporate building. Proof of vaccination must be presented at the time of entry.
- **PACKING STANDARDS:** Section 1, sub-section Master Packing added label information for Masterpack outer carton; Section 2, sub-section Clear/Transparent outer carton additional requirements for e-commerce; Section 3 sub-section Additional Product

section Glass/Fragile items added additional comments for ecommerce specifications; section 3 sub section Additional Product Type Specifications add Apparel, Cosmetics, Shoes, clarified Watches and Ties for clarity on packing

- **HANGING STANDARDS:** Split Section 1 into 2 sections, store and ecommerce
- **PACKAGING & LABELING STANDARDS:** Section 2, sub-section Packaging Requirements for Oversized Items, added supplier must have a UPC barcode on the exterior of the ship alone/re-shipper packaging; Section 3, sub-section Non EDI Shipments: Carton Label Requirements, added under mark carton to, if applicable, Masterpack; sub-section EDI Shipments: GS1-128 Shipping Label, added under 20 Digit SSCC number not to reuse SSCC numbers as they will be unusable in our system; Label Placement, added not to put label over seam that will need to be cut to open the box
- **NPG PARTNER STANDARDS:** Section 1, sub-section How to Pack a Nordstrom Order added bullet for domestic orders noted some specific merchandise areas require hanger insertion and referenced the Hanging Standards
- **SUPPLIER COMPLIANCE WEBSITE:** Updated color scheme and documents to new color format
- **BUSINESS BASICS:** Section 1, sub-section Nordstrom Partnership Guidelines - updated incorrect link to the Nordstrom Partnership Guidelines; updated to new color scheme
- **NORDSTROM PARTNERSHIP GUIDELINES:** Document on left sidebar now links to the Nordstrom Partnership Guidelines and is in 9 languages
- **STORE ADDRESSES:** Removed closed stores 473, 514, 672; updated to new color scheme
- **ROUTING GUIDE:** Section 4 sub-section Freight Chargeback Inquiries - Removed paragraph on FC Inquires issued on or before August 10th, 2019. Section 8, sub-section Store/DC Relationships - Removed closed stores 473, 514, 672

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