

Nordstrom.com

Supplier Compliance Manual

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Our Strategy

At Nordstrom, our vendor/supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry as a whole. We support Industry-wide technologies that utilize Universal Product Code (UPC), Electronic Data Interchange (EDI), Voluntary Inter-Industry Commerce Standards (VICS), and GS1 US standards.

The use of these technologies speeds the flow of merchandise through the supply chain, facilitating a rapid transfer of goods from our partners to our customers. This, in turn, allows Nordstrom to continue to build a more successful and mutually profitable partnership with our suppliers.

Industry Standards References

The following organizations serve as valuable resources for companies seeking information about EDI implementation:

UPC Ticket Format and Marking Guidelines	GS1 US www.gs1us.org
VICS EDI Mapping Guidelines	Voluntary Inter-Industry Commerce Standards (VICS) Guidelines for Floor Ready Merchandising www.vics.org
NRF Color & Size Codes	National Retail Federation (NRF) Standard Color and Size handbook www.nrf.com 202-783-7971

How to use this manual

This manual is intended to outline the standards vendor/Supplier Partners must follow when doing business with Nordstrom.com. This manual contains our merchandise technology, purchase order, and accounts payable policies. See the Routing Guide for distribution and transportation.

Note: The information in this manual is updated periodically and can change without notice. It is not recommended for suppliers to print any section of this manual. Please refer to the online version which can be found at www.nordstromsupplier.com to ensure the most current information is being used.

Nordstrom Supplier Compliance Contact Information

Note: The Supplier Compliance teams include all Nordstrom departments that provide input to our Supplier website www.nordstromsupplier.com, this includes the groups listed below. Questions regarding this manual should be directed to the correct Nordstrom's Supplier Compliance Hotline.

Future Updates and Communications

Nordstrom's Compliance Manuals can be viewed or downloaded from our website, www.nordstromsupplier.com. Please review this site periodically for current updates. Any updates will be posted under Vendor Communications on the 'homepage'.

Supplier Compliance Hotline (877-444-1313) between the hours of 8:00 AM and 4:00 PM Pacific Standard Time, Monday through Friday.

Floor Ready Management, select option 1 or email frm@nordstrom.com

For inquiries regarding: Hangers, Tickets, Packaging, Carton Size, Carton Labels and ASN questions

Nordstrom Supplier Compliance, select option 2 or email nordsupcmplnc@nordstrom.com

For inquiries regarding: EDI Setup, Missing PO and FA research

EDI Group, select option 3 or email edi.group@nordstrom.com

For inquiries regarding: Technical Transmission of Data and EDI Mapping (for initial EDI Setups contact Nordstrom Supplier Compliance).

Transportation, select option 4 or email traffic@nordstrom.com

- select option 1 for questions regarding the Routing Guide (Routing, Carriers, Store/DC List)
- select option 2 to schedule a Volume Load Pick Up
- select option 3 for questions regarding Freight Agreements
- select option 4 for questions regarding Freight Chargebacks

Accounts Payable, select option 5 – contact information found on <http://portal.nordstrom.com>

For inquiries regarding the amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues and charges, please visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com> first. If after using the web, you still need assistance, please send your inquiry and web findings to the corresponding Vendor Representative in our Accounts Payable Department. For a listing of the Accounts Payable Vendor Reps, please see the 'Contact Us' section of the website.

Supplier Portal Contact Information - <http://portal.nordstrom.com>

If you are in need of setting up initial access to the Portal or having problems with your access please email web.admin@nordstrom.com. If you need to be set up to access Nordstrom sales data via the Supplier Toolkit please email supplier.reports@nordstrom.com, they will also be able to help with any general inquires or access issues. Please note there is a \$100 fee per Supplier to access this information.

Vendor Correspondence

Expense offset fee disputes should be identified within 60 days of deduction (as information becomes limited after 3 months). Suppliers should inquire weekly to the expense offset summaries sent from the Nordstrom Supplier Offset Fees mailbox. Inquiries can be directed to nordsupoffees@nordstrom.com. We request that supplier do not accumulate offset fees for inquiry on monthly, quarterly, seasonal, or annual basis.

Requirements and Responsibilities Summary

Note: This discussion of the primary requirements for doing business with Nordstrom.com is intended only as a brief summary of these requirements. It does not replace the Nordstrom.com Supplier Compliance Manual.

Internet Item Selection: All items chosen for any catalog titles are also offered for sale on the Nordstrom website (www.nordstrom.com).

Exclusive Catalog Styles: Styles selected for any catalog titles must not be sold to any other catalog.

Cooperative Advertising: All suppliers doing business with Nordstrom.com must contribute 3% of the total cost of all purchases to advertising. This contribution serves to support the quality of the presentation of all merchandise, which is advertised nationwide. Advertising includes the listing of a supplier's name in catalog or Internet copy.

Customer Returns Due to Manufacturing Defects: All merchandise with manufacturing defects returned by customers will be claimed back to the supplier. Defective merchandise will be returned to the supplier when it is received from the customer, even if this occurs after the "selling season." This agreement is intended to simplify the claims filing and resolution process and, most importantly, to facilitate the equitable resolution of claims.

Freight: All deliveries must be made by surface through our approved carriers, unless otherwise specified by the buyer. **Carrier listings may be found in the Routing Guide located at www.nordstromsupplier.com (Origin State Pages).** Shipment terms are specified by PO.

Safety Data Sheet (SDS): A completed SDS (formerly MSDS – Material Safety Data Sheet) sheet must be sent to 808 Traffic (808traffic@nordstrom.com) prior to shipping "hazardous materials".

There is a link to an example SDS Sheet below. All sections must be completed including:

- Transportation
- Identification
- Hazard(s) identification
- Fire-fighting measures
- Accidental release measures
- Physical and chemical properties
- Disposal considerations

SDS EXAMPLE

This information can be found on the United States Department of Labor Website [OSHA](http://www.osha-slc.gov).

A hazardous material is defined as a substance or material that has been determined by the Department of Transportation to be capable of posing an unreasonable risk to health, safety and property when in transportation. Materials that are hazardous to the environment (i.e., hazardous substance, hazardous wastes, and marine pollutants) are also regulated.

Hazardous Materials include but are not limited to many home surface cleaners, cosmetics, home diffusers, aerosols, anything containing a lithium battery.

Lithium-ion, Lithium Metal or Rechargeable Batteries

Effective February 6, 2015 The Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA), in consultation with the Federal Aviation Administration (FAA), has modified the requirements governing the transportation of batteries containing lithium-ion or lithium metal or rechargeable batteries. This final rule revises hazard communication and packaging provisions for lithium batteries and harmonizes the Hazardous Materials Regulations (HMR) with applicable provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions) and the International Maritime Dangerous Goods (IMDG) Code. The HM224F affects the process of how we ship your merchandise to our customers. Nordstrom requires the following information be provided prior to shipping these batteries to Nordstrom:

- Company name, address and contact information
- Product name
- UPC
- Number of Batteries inside item
- Number of Batteries outside item
- Battery Type
- Watt Hours per battery or cell
- Number of Grams per battery
- Battery passed UN Testing Criteria (UN38.3)
- Number of Batteries Shipped Outside the Product
- Hazmat UN Number

It is the responsibility of the person who initiates the shipment of a material to determine (or seek assistance to determine) if the material meets the definition of a hazardous material. Each supplier, prior to shipping product to Nordstrom, is required to know if the product meets this definition. Nordstrom requires an SDS sheet that includes the completed transportation section for any product that meets this definition and is therefore regulated as a hazardous material by the DOT be sent to us prior to shipping the product to any of our facilities.

Liquid hazardous material items must have the cap sufficiently sealed to prevent possible loosening or leakage during transportation (such as heat seal or other secondary means of closure).

Matches: Matches of any kind cannot be shipped. Suppliers must not include matches of any kind in/with their merchandise.

Merchandise Back-Ups: Vendors must hold unconfirmed back-up orders equal to initial buy quantities. Approximately two to three weeks after a book drops, Inventory Managers will contact suppliers to let them know how much back-up merchandise is needed. 100% back up is required four to six weeks after the time that the back-up order is confirmed. Successful items may require quantities in addition to the original back-up order.

On-Time Delivery: Our commitment to customer service carries with it the requirement that all merchandise be available to the customer immediately. Back-ordering increases shipping and handling costs, raises return rates, and results in a general loss of credibility. On-time delivery of all purchase orders is therefore Nordstrom.com's highest priority.

Sampling: Nordstrom.com requires multiple samples of each item featured in our catalog or on www.nordstrom.com. All samples are considered a cost of doing business and are sent to Nordstrom.com at the supplier's expense. The supplier is responsible for normal product development costs, which include:

- Samples for buyers' meetings
- Review samples
- Photo samples

Suppliers are required to provide product information for all merchandise.

Quality: Nordstrom.com is committed to offering our customers exceptional service, selection, quality and value. **Suppliers are ultimately responsible for product quality and safety.** Only first quality goods that meet Nordstrom.com performance specifications will be accepted. For more information regarding our quality standards and audits please refer to Section 2 of this manual.

Performance requirement guidelines are available online at the following addresses:

- **General Apparel:** www.nordstromsupplier.com/NPG/productintegrity.html, under the Apparel category, click on "Performance Specifications"
- **Children's Apparel:** www.nordstromsupplier.com/NPG/productintegrity.html, under the Children's Apparel category, click on "Performance Specifications"

If merchandise fails an audit, Nordstrom.com reserves the right to inspect 100% of the shipment at the supplier's expense. Fulfillment Center inspections can be costly and it is in suppliers' best interest to perform their own inspections.

Supplier Compliance

Packing: Shipping cartons will be packed one size and color per carton. Shoeboxes must be packed one layer deep, with shoebox labels facing the top of the carton and empty shoe boxes used as filler marked as empty and the UPC defaced.

Polybags: All merchandise must be individually polybagged. Units sold as sets (2 piece items) must be packed in the same polybag.

Ticketing: All goods shipped to Nordstrom.com must have a UPC barcode sticker attached to the outside of each polybag and a UPC barcode hangtag/label with no retail needs to be attached to the merchandise.

Rubber Banding: Each individual shoebox must be rubber banded (clear retainer rubber bands preferred).

Standard Carton Sizes: Pack in conveyable corrugated carton following the recommended carton sizes listed in section 6.

All received shipments that are not in conformity with our compliance program are subject to offset fees. Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the www.nordstromsupplier.com website.

Photo Samples

Vendors are required to provide samples for photography that accurately depict production of the item. Photo samples must be made of production quality fabric.

Photo Sample Requirements

Please keep the following points in mind when sending photo samples to our office:

- The Product Coordinator will provide you with photo sample due dates and sample size preference.
- Photo samples are sent at the supplier's expense. Nordstrom.com should not be invoiced for samples.
- Send photo samples to:
(Product Coordinator's Name)
Nordstrom.com
1600 7th Ave, Ste. 2700
Seattle, WA 98101
- Photo sample shipping box size may differ from the required box size for bulk shipments.
- Photo samples must be an exact representation of the product that will be received in our fulfillment center. Photo samples must match the fabric, trim and color that will be used for production.

Cost of Sampling

All samples are considered a cost of doing business and are provided and shipped to Nordstrom.com at the supplier's expense.

The following categories may have expense offset fees applied for photographic re-shoots, image retouching, canceled orders/styles (supplier initiated) or merchandise returns due to quality assurance for merchandise shipped to Nordstrom.com

- Sample Photo Touch Up
- Sample Re-shoot Flat
- Sample Re-shoot Figure

Nordstrom Partnership Guidelines

STANDARDS FOR OUR BUSINESS SUPPLIERS

At Nordstrom, we recognize that our success is based on the quality of our relationships with customers, employees, agents, suppliers and communities. To maintain the high caliber of these relationships and to achieve our goal of always providing the best-value product in the most equitable manner, we have established standards for our business suppliers. In communicating these guidelines, we hope to identify potential suppliers who share our commitment to quality products, quality business principles and quality community relationships.

We will only engage business suppliers who demonstrate a commitment to contribute to the improvement of working conditions and strive to meet our requirements stated in the Nordstrom Partnership Guidelines.

LEGAL REQUIREMENTS:

Nordstrom expects all its business suppliers ("suppliers" as used in these Partnership Guidelines must include all agents, vendors, manufacturers, factories and subcontractors) to comply with all applicable laws and regulations of the United States and those of the respective country of manufacture or exportation, including, but not limited to, the [Fair Labor Standards Act \(Department of Labor Monitoring Guide\)](#), [International Labor Organization \(ILO\) Conventions](#) and the [United Nations \(UN\) Guiding Principles on Business and Human Rights](#). All products must be accurately labeled and clearly identified as to their country of origin and content. The language to be used for purposes of notice and interpreting the meaning of these guidelines must be English. For more information on these other requirements, please visit www.nordstromsupplier.com.

CHANGE OF CONTROL:

Suppliers must notify Nordstrom in writing if ownership, location, sale or purchase of any factory that houses Nordstrom production changes. All of the above requires the factory to undergo the New Supplier setup process.

SUBCONTRACTING:

Suppliers must not subcontract any portion of the manufacturing process without written approval prior to production. As a condition of approval, subcontractors must agree to comply with the Partnership Guidelines.

DOCUMENTATION & INSPECTION:

Nordstrom will review and may terminate its relationship with any supplier who is unwilling or unable to comply with the Partnership Guidelines. Nordstrom monitors compliance with our Partnership Guidelines and undertakes onsite inspections of suppliers' factories. Factories must be transparent and maintain all accurate documentation on file. Factories must authorize Nordstrom representatives and designated third-party monitors to engage in announced and unannounced monitoring activities to ensure compliance, including confidential worker interviews.

ANTI-CORRUPTION:

Nordstrom expects all of its suppliers to comply with all applicable laws relating to bribery, money laundering and/or corruption, including, but not limited to, the Foreign Corruption Practices Act (FCPA), Corruption of Foreign Public Officials Act of Canada and the U.K. Bribery Act (Anti-corruption Laws). Suppliers must further have and maintain policies, programs, trainings and record-keeping practices in place to comply with all applicable Anti-Corruption Laws and prevent unlawful payments made for the purpose of obtaining or retaining business. If requested, suppliers must provide Nordstrom with reasonable assistance to perform any activities required by any government or agency in a relevant jurisdiction for the purpose of anti-corruption compliance.

CUSTOMS COMPLIANCE:

Suppliers will comply with U.S. and Canada Customs importing laws and, in particular, will establish programs and maintain documentation to support country-of-origin production verification and preferential trade claims. Suppliers will comply with international supply-chain security requirements and criteria per U.S. Customs-Trade Partnership Against Terrorism (C-TPAT) and Canada Partners in Protection (PIP). Suppliers are subject to audits and corrective action plans as applicable.

CHILD LABOR:

Factories will not employ anyone: under the age of 15, under the minimum age as established by applicable law in the country of manufacture, under the age of completing compulsory education, whichever is older. Factories must not expose anyone under the age of 18 to situations that are hazardous, unsafe or unhealthy, and will provide adequate protection from exposure to such conditions and materials. Factories must also have established procedures for age verification as part of their hiring process. Refer to ILO Conventions 138 and the UN Convention on the Right of the Child.

FORCED LABOR:

Nordstrom will not conduct business with any supplier that uses involuntary labor of any kind; including prison labor, indentured labor, bonded labor or labor obtained through human trafficking, coercion, or slavery. Workers must not be restricted from movement or required to lodge "deposits" or identity papers upon commencing employment with the company. Refer to ILO Conventions 29 & 105.

HARASSMENT & ABUSE:

Suppliers must treat every worker with dignity and respect. Workers must not be subject to physical, sexual, psychological or verbal harassment or abuse. Suppliers must not use monetary fines as a disciplinary practice. Furthermore, workers must be free to voice concerns to Nordstrom or Nordstrom-appointed staff, without fear of retaliation by factory management. Refer to UN Guiding Principles 29 & 31.

WAGES & BENEFITS:

Wages, overtime and legally mandated benefits must be paid regularly, on time, with documentation and accordance to applicable laws. Employers must pay at least the minimum wage, the industry wage or the wage negotiated in a collective agreement, whichever is higher. Suppliers must not deduct wages that are not provided for by applicable local law. Suppliers are encouraged to pay workers a wage that meets basic needs and provides discretionary income. Refer to ILO Conventions 95 & 131.

HOURS & OVERTIME:

Workers' hours should not extend past 60 hours per week or above the local law. All overtime work must be voluntary and at a compensated rate per local law. Workers should be allowed one day off in seven. Refer to ILO Convention 14.

HEALTH & SAFETY:

Suppliers must provide safe, hygienic, and healthy working conditions. This includes written standards that comply with local laws. This includes safety standards related to building structure, electrical safety, fire safety, chemical safety, sanitation, emergency preparedness, first aid, personal protective equipment and other safety policies. Refer to ILO Convention 187.

NONDISCRIMINATION:

Suppliers must not discriminate in employment practices, including recruiting, hiring and promoting qualified people of all backgrounds, regardless of sex, race, color, national origin, religion, age, marital status, pregnancy, physical or mental disability, political opinion, personal characteristics and beliefs, sexual orientation, gender identity or any basis protected by local law. Refer to ILO Conventions 100 & 111.

FREEDOM OF ASSOCIATION:

Suppliers will respect workers' rights to freedom of association and collective bargaining. Refer to ILO Conventions 87, 98, and 154.

ENVIRONMENT:

Suppliers must comply with all applicable environmental laws and regulations in the country of operation. In addition, suppliers must have policies and procedures in place to manage and minimize environmental impacts to energy, air, emissions and water, and safely store, prevent or mitigate releases of chemicals and hazardous materials.

CONFLICT MINERALS & THE KIMBERLEY PROCESS:

Nordstrom expects all of its suppliers to share its commitment to responsible sourcing and requires suppliers to adhere to all responsible sourcing regulatory requirements. Suppliers must comply with applicable laws and regulations relating to responsible sourcing, including the sourcing of Conflict Minerals and diamonds. Section 1502 of the Dodd-Frank Act relates to the responsible sourcing of Conflict Minerals, which include: tin, tantalum, tungsten and gold (collectively "3TG") mined in conditions of armed conflict and human rights abuses in the Democratic Republic of the Congo (DRC) or its adjoining countries. Under Section 1502, applicable suppliers must confirm the source of 3TG used in their products. The Kimberley Process resolution relate to the responsible sourcing of diamonds and requires that the seller guarantees that diamonds are conflict-free based on personal knowledge or a written guarantee provided by the supplier of the diamonds and stated on all invoices. See our [Conflict Mineral Policy \(PDF\)](#).

ANIMAL WELFARE:

Suppliers must adhere to codes of practice that meet or exceed International, National and State Government, and best practice standards for animal welfare.

INTELLECTUAL PROPERTY:

Nordstrom respects the intellectual property (IP) rights of others and expects the same of its suppliers. Unauthorized copying of third parties' designs or prints is not acceptable. Any authorized use of another's IP and the transfer of proprietary information must be handled in a secure manner that protects the IP and rights of the IP owner, Nordstrom and its suppliers. Nordstrom's trademarks, logos and proprietary work may only be used to fulfill contracted services, and shall not be released to any other party unless preapproved in writing by Nordstrom.

SECTION 2

QUALITY STANDARDS AND CONTROLS

Vendor Administered Quality Procedures

Vendors are responsible for shipping first quality merchandise. In order to ensure that only first quality goods are received in our facilities, we recommend that suppliers use an integrated total quality program that includes:

- Incoming materials inspection and testing
- Statistical in-process auditing
- Final 100% inspection
- Final statistical auditing of each production lot after packaging

For the final audit, we recommend that you use the Single Sample Plan Level II (Normal), Acceptable Quality Level 4.0.

Measurement of the product must be included in the inspection and auditing process.

The Fulfillment Center Audit and Inspection Process

The final step in our quality assurance program is an audit at any of the Nordstrom.com Fulfillment Centers. The purpose of this audit is to provide an additional opportunity for us to monitor supplier performance and ensure that the product made meets our quality expectations.

We audit incoming products using a modified Single Sample Plan Level S-4 (Normal), AQL 4.0:

Modified S4 Normal 4.0 QL	Quantity to Inspect	Accept	Reject
Lot Size			
1 to 8	Entire Lot	Direct	100% Inspect
9 to 150	8	1	2
151 to 280	13	1	2
281 to 500	13	1	2
501 to 1200	20	2	3
1201 to 3200	32	3	4
3201 to 10,000	32	3	4
10,001 to 35,000	50	5	6

ANSI/ASQCZ1.4 – 1993, Modified by Nordstrom.com

Merchandise is inspected for defects and measured to ensure sizing accuracy. Merchandise may fail inspection for any of the following reasons:

- P/L Incorrect packaging and/or labeling
- F/M Unacceptable defects in fabric or material
- M Measurements out of tolerance
- S Sewing and/or defects
- D/O Dirt and/or oil present
- C Color deviates from standard, variations in shade

Any defect which affects the appearance, durability, or performance of a product will result in the rejection of that merchandise. A list of defective merchandise classifications may be found at the end of this section ([Classification of Defective Merchandise](#)).

Merchandise is also inspected for compliance with safety requirements. Merchandise that does not adhere to U.S. laws and regulations and/or to any additional Nordstrom safety regulations will fail the quality audit. Information about Nordstrom safety requirements for general wearing apparel may be found at www.nordstromsupplier.com/NPG/productintegrity.html, under the Apparel category, click on "Performance Specifications" (on the "Product Integrity" webpage, click on "Flammability" for general wearing apparel flammability requirements). Additional information about Nordstrom's Child Safety Program is available at www.nordstromsupplier.com/NPG/productintegrity.html, under the Children's Apparel category, click on "Performance Specifications".

If the number of defects is equal to or less than the accept level, the lot passes and goes to stock. If the number of defects is equal to or greater than the reject level, the lot is rejected. If the lot is rejected, the following options are available:

- 100% inspect the entire shipment, charged back to the supplier (expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the www.nordstromsupplier.com website)
- Entire shipment returned to vendor, at the supplier's expense, for inspection

Before we proceed to a 100% inspection, we will perform a second audit using a modified single sample plan Level S-4 (Tightened), AQL 4.0.

Modified S4 Normal 4.0 QL			
Lot Size	Quantity to Inspect	Accept	Reject
9 to 150	8	1	2
151 to 280	13	1	2
281 to 500	13	1	2
501 to 1200	20	1	2
1201 to 3200	32	2	3
3201 to 10000	32	2	3
10,001 to 35,000	50	3	4

ANSI/ASQCZ1.4 – 1993, Modified by Nordstrom.com

Suppliers "Quality Pass Rate" is a record of the percentage of warehouse audits successfully passed and is available upon request.

Bin Checks and Testing

A shipment may pass an initial audit, but still prove to be defective when it reaches customers. When customers alert us to a problem, we quickly perform a "Bin Check" to verify that the product remaining in stock is of acceptable quality. If defects are discovered, the supplier is notified and the stock pulled for a 100% inspection (see procedures and costs described above).

In addition, merchandise will be sent through garment testing in order to analyze performance. In the event of a testing failure, the supplier will be billed for all related fees, which may include but are not limited to any of the following: testing, customer notification, and recall of merchandise.

If the product does not meet our performance and safety requirements, we will contact the supplier to discuss resolution and to acquire a Return Authorization (RA) number.

Establishing a robust quality assurance program is the best way to avoid returns. A thorough, well-designed quality assurance program will help to prevent defective merchandise from leaving a suppliers facility and arriving at ours.

Vendor Claims

Quality Inspection on Incoming Product

Incoming merchandise that fails an audit or 100% inspection will be returned to the supplier at their expense. The claim will include transportation charges, administrative fees, insurance (when applicable), and merchandise cost. It is our policy to return defective units to suppliers as quickly as possible so that they may see the defects and correct any problems prior to future production.

- The merchandise will be returned without a return authorization (RA) to the vendor following Nordstrom PO Violation terms. The cost of the defective items will be deducted from payment to the supplier in the form of a claim. Defective items will then be returned to the vendor at the supplier's expense, with all cartons marked "NORDSTROM.COM QA DEFECTIVE". Refusal of this shipment will result in the disposal of these goods by Nordstrom.com. The monetary claim will remain valid
- It is the supplier's responsibility to provide Nordstrom.com with accurate information regarding the return of defective items. If the information is inaccurate, or if none is provided, Nordstrom.com may dispose of defective items. The dollar amount claimed will remain valid

Defective Claims - Nordstrom Quality Center (NQC)

The NQC issues defective claims and these claims can be identified by the "NQC" prefix, ending in **187**.

A claim receipt details the merchandise disposition as defective on a rolling month to date. This is an automatic deduction once the claim receipt is systematically generated. When a claim receipt is generated it is passed to the supplier via email. We recommend a representative from the supplier visit our facility to review our operation and inspect or sample the defective product.

Information on Claim copies and POD

To better serve the supplier's account, suppliers are requested to please follow the instructions listed below for claim inquiries. This will allow for research and a response in a timelier manner.

Claim Inquiries must be submitted in writing or emailed:

Mail to: Nordstrom Quality Center Email to: NQCChargeBacks@nordstrom.com
1000 Andover Park West
Tukwila, WA 98188 (unless otherwise noted)

Include the information below on all requests:

- Vendor Number
- Vendor Name
- Inquirer
- Phone
- Message

Claim copies and requests for Proof of Deliveries (PODs)

- Discrepancies on returns (price/pieces) – send claim copy, reference any related invoices and PO numbers, note number of cartons received and give a brief explanation
- Discounts on return claim disputes – These are paid back on Accommodations only. Not on a defective claim as no handling fee is charged to offset our cost for returning the merchandise. This is why we do not refund any discount

PLEASE REMEMBER NORDSTROM HAS A 12-MONTH TIME LIMIT ON ALL INQUIRIES

Shipping Requirements

When defective merchandise is shipped back the supplier is to either provide their **UPS shipping number** or have a **Call Tag issued** for merchandise pick up. When the merchandise is returned a packing slip is sent with the merchandise. For inquiries about these claims contact the Nordstrom Quality Center NQCChargeBacks@nordstrom.com.

NOTE: AP does not have **NQC 187** claim copies or **POD** information for these claims. Inquiries without proper supporting documentation in the required time frame will not be addressed.

Classification of Defective Merchandise

When defective merchandise is discovered in a Fulfillment Center inspection, we will classify the merchandise by defect type. The following list enumerates defects that may cause failure of an inbound shipment. It is not intended to be comprehensive, but rather an indication of some of the most common defects.

P/L – PACKAGING/LABELING

Labels

- Missing or incorrect country of origin label
- Missing or incorrect care instructions
- Missing or incorrect fiber content label
- Missing or incorrect size on label
- Label not sewn completely or securely
- Label sewn in too deep, covering wording
- Label not legible for the life of the product
- Label not sewn straightly and securely

F – FABRIC/MATERIAL

- Conspicuous thick and thin yarns
- Conspicuous tension lines
- Conspicuous needle lines or finishing creases
- Hole, runner or drop stitches
- Conspicuous slubs and knots
- Skewed, bowed or biased fabric
- Dye spots, streaks or smears
- Conspicuous pilling
- Not cut on grain
- Nap not as specified
- Knitted in, foreign or colored thread (off color fly)
- Snags, pulls in fabric
- Mismatched plaid or stripe
- Fabric repair
- No fold line down center front or center back

M – MEASUREMENTS

- Exceeding sewing tolerance

S – SEWING/ASSEMBLY

Stitching/Seams

- Inadequate stitches per inch
- Needle cut, nick, needle pull or visible abrasion caused by needles
- Raw edge
- Needle holes
- Seams puckered, twisted, roped or pleated
- Seams distorted by stretching
- Improper or conspicuous seam repair
- Improper tension resulting in loose seams or popping stitches when stretched
- Ends of stitching, when not caught in other seams, not secured
- Foreign objects embedded in seams
- Broken stitch in seam or decorative stitching
- Any dropped stitch in a non-locking seam
- Two or more consecutive skipped stitches on a seaming or joining lock stitch
- Uneven stitch lines
- Mismatched seams
- Excessive untrimmed threads
- Buttonhole incorrect size for button
- Insufficient back-tack or bar-tack
- Foreign matter or excessive raveling caught between plies and visible on face
- Any part of garment or fabric caught in an unrelated operation or stitching
- More than two splices on one binding operation
- Irregular stitch gauge
- Improper vertical and horizontal stripe and plaid match

Trim Attachment - Fasteners/Buttons/Snaps/Zippers/Buckles

- Missing, broken, defective, misplaced or insecurely sewn
- Components not securely affixed or improperly stitched down
- Corroded or oxidized components
- Button incorrect size for button hole
- Broken, bent, cracked, improperly clinched or failing to affect a secure closure or to open freely
- Missing zipper pull
- Missing top or bottom zipper stop
- Zipper does not operate smoothly through range of length
- Missing components

Draw Cord

- End of draw cord not finished, knotted or otherwise treated to prevent pulling back
- Eyelet missing or misplaced

Shoulder Pads

- Not secure
- Uneven pad position
- Not correct color, size or type

Pressing

- Burns, scorching shine marks
- Sweaters must not be pressed out to size

D/O – DIRT/OIL

- Any conspicuous spot or stain regardless of size or location
- Surface contamination
- Offensive odor

C – COLOR

- Any deviation from color, stripe pattern, stripe sequence, or color combination as approved
- Color which is off-standard or outside accepted shade band
- Shading between parts of a garment or within a garment
- Wrong shade of thread affecting appearance
- Noticeable crocking

PO Violation

Nordstrom requires that shipments match the final purchase order.

A Purchase Order (PO) violation offset fee will be issued when we receive items under the following conditions:

- **EXCEEDS PO** shipment included units in excess of what was ordered
- **ITEM NOT ORDERED** shipment included UPC/VPN/style substitutions or store allocations that were not valid in our system or not valid for the PO at the time of DC receipt
- **PO CLOSED/CANCLD** shipment received on a closed/cancelled PO
- **EARLY SHIP/PAST CAN** order shipped outside of the not before/not after dates
- **INVALID PO** shipment received on an invalid PO number
- **STORE NOT ON PO** shipment received included store(s) not allocated for that order
- **DAMAGED** shipment received included damaged merchandise
- **SUPPLIER MISMATCH** shipment received when supplier number does not match the PO
- **MIS SHIP** shipment included Stores not allocated for the receiving DC

Children's Safety Requirements

All children's garments, toys, jewelry, bedding, etc., must be tested for safety. All children's items sold to Nordstrom must conform to existing U.S. laws and regulations and to any additional Nordstrom requirements. Children's items that do not meet these standards will fail the quality audit, resulting in offset fees.

Federal Resources

- Federal Trade Commission ([FTC](#)),
U.S. Consumer Product Safety Commission ([CPSC](#)),
- Soft Bedding, [112732/5049](#) and [99/99091](#)
- Code of Federal Regulations ([CFR](#)),
- Snug Fitting Requirements ([CFR 1615.1](#)),

Children's Product Testing Guidelines (Children's Jewelry, Hair Accessories and Watches)

Nordstrom expects all of its suppliers to comply with the applicable laws and regulations of the United States and those of the respective country of manufacture or exportation. Nordstrom suppliers are expected to review, understand and comply with these laws and regulations. Congress and the Consumer Product Safety Commission are currently discussing what standards may need to be in place for children's products containing cadmium. Additionally, there is sufficient legislative activity at the federal level, including the introduction of the Children's Toxic Metals Act, to reasonably believe that a limitation on cadmium (and other metals, such as barium and antimony) in children's products, specifically jewelry, may soon apply to children's products. Because there is currently no United States standard for cadmium in children's jewelry, **as of April 1, 2010, and until a definitive U.S. standard is adopted, Nordstrom requires that all children's jewelry, hair accessories and watches pass the European Union standard for testing for migration of certain chemicals, including cadmium established under EN71-3** (http://ec.europa.eu/growth/sectors/toys/index_en.htm).

Nordstrom Safety Requirements

An outline of federal standards and additional Nordstrom safety requirements is available online at www.nordstromsupplier.com/NPG/productintegrity.html, under the Apparel category, click on "Performance Specifications". This includes information about the following children's safety issues:

- Drawstrings, ribbons and bows
- Sharp points
- Small parts
- Lead content
- Flammability
- Toxicity
- pH
- Formaldehyde level
- Pumice stones
- Soft bedding

Hazardous Materials: Transportation of Lithium Batteries

Effective February 6, 2015 The Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA), in consultation with the Federal Aviation Administration (FAA), has modifying the requirements governing the transportation of batteries containing lithium-ion or lithium metal or rechargeable batteries(see page 7 for what information needs to be sent to Nordstrom prior to shipping). Full details of these requirements are available at www.phmsa.dot.gov reference "79 FR 46011 – Final Rule".

[Lithium Battery Communication](#)

Labeling Requirements

Nordstrom requires that all labeling meet current U.S. Federal Trade Commission (FTC) requirements and be in compliance with all U.S. Customs Service regulations. It is the responsibility of the supplier to understand and apply all labeling rules and requirements.

For further information about federal labeling requirements contact the FTC at www.ftc.gov or (202) 326-3553

NOTE: Items that are not labeled in accordance with all current U.S. laws and regulations will fail the quality audit, resulting in offset fees.

Textiles, Wool and Fur

For information about other labeling requirements for textiles, wool and fur (including fiber content, country of origin, etc.), consult the FTC's [Textile Products Identification Act](#) and the FTC's Facts for Businesses: [Threading Your Way Through the Labeling Requirements Under the Textile and Wool Acts](#).

Apparel

It is imperative that any apparel product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Fiber content
- Company Name or Registration Number (RN#)
- Complete and accurate care instructions

Care Instructions: For information about writing a care label, please consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

Miscellaneous Apparel Labeling Points:

- **Button Bags:** A paper button bag is preferred to plastic. We encourage suppliers to affix extra buttons to the inside seams of garments
- **Dye Lots:** At the request of the Nordstrom.com Buyer, suppliers may be required to identify dye lots on their labels. Suppliers will receive advance notification if this is necessary
- **Vendor Logo Labels:** Vendor logo labels must be legible and permanent

Footwear

It is imperative that any footwear product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or leather)

For additional information about footwear labeling resources and Nordstrom policy, please consult www.nordstromsupplier.com/NPG/productintegrity.html (click on "Quality & Manufacturing" and then "General Labeling Requirements").

Accessories

It is imperative that any accessories product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or faux leather)
- Complete and accurate care instructions (excluding handbags and hats)

Care Instructions

For information about writing a care label, please consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

For additional information about accessories labeling resources and Nordstrom policy, please consult www.nordstromsupplier.com/NPG/productintegrity.html.

Jewelry

For Jewelry see the FTC's [Jewelry Guides](#). Information about the care and cleaning of jewelry items is available at the websites of the American Gem Trade Association (www.agta.org) and the Gemological Institute of America (www.gia.edu).

Food/Perishables

Nordstrom requires its suppliers to fully comply with all applicable Federal, State and local laws. Specific examples include, but are not limited to: the [Federal Food, Drug and Cosmetic Act](#), the [Consumer Product Safety Act](#), [California Proposition 65](#), etc.

Examples of FDA-regulated Foods are:

- Food and food additives for man or animals
- Dietary supplements and dietary ingredients
- Infant formula
- Beverages (including alcoholic beverages and bottled water)
- Fruits and vegetables
- Fish and seafood
- Dairy products and shell eggs
- Raw agricultural commodities for use as food or components of food
- Canned foods
- Live food animals
- Bakery goods, snack food, and candy

NOTE: California Proposition 65 – vendors should be aware that shipping to any of our distribution centers, fulfillment centers and stores can lead to product being sold in California. Vendors are advised to acquaint themselves with this and similar laws and to comply with all such laws and regulations.

Wool

Any product made from or that contains wool must comply with the Wool Products Labeling Act and Rules (exceptions include rugs, carpets and upholsteries). They must disclose wool fibers by percentage of weight; indicate the name of manufacturer or RN number and the label to show the country where wool product was processed or manufactured in accordance with the requirements of the Wool Act and Rules.

Bamboo

Products can only be marketed as 'bamboo' if they are made from actual bamboo which has only been mechanically processed. For example, hard goods that are made of the bamboo plant can be labeled and marketed as a bamboo product.

Apparel and other textile products that are made from fibers derived from bamboo must be correctly labeled as '*rayon from bamboo*' or '*viscose from bamboo*,' or even more simply as '*rayon*' or '*viscose*.'

Made in the USA

For product to say '*Made in USA*,' all or virtually all of the product must be made in the US (i.e., made from US parts and assembled in the US). Manufacturers are responsible for making sure that products labeled and marketed as '*Made in the USA*' meet the requirements to make that claim or are properly qualified. A product that has been '*Assembled in USA*' does not necessarily mean that the product has been '*Made in USA*.'

Fur and Faux Fur Labeling

Every fur and faux fur product you sell to Nordstrom must comply with state and federal laws and regulations on fur and faux fur labeling. Nordstrom expects you to properly label all fur and faux fur products including footwear, accessories, handbags, hats, scarves, wraps, gloves, pillows, throws and rugs.

Real Fur

Products containing real fur (including shearling, calf hair and pony hair) must be labeled with:

- The name(s) of the animal(s) that produced the fur
- The name of the country of origin of any imported furs used in the fur product
- The words: 'Real Fur' or 'Genuine Fur'; please note indicating that the fur is '100%' or 'Natural' is not an acceptable substitution for the words 'real' or 'genuine'
- All other information required by fur labeling and other applicable regulations

NOTE: Nordstrom does not accept any products made from or containing Asiatic Raccoon (raccoon dog or finn raccoon) fur; Nordstrom only accepts raccoon fur originating from North America.

When Nordstrom sets up fur product in our systems, suppliers will be asked to provide a letter from the furrier certifying the following information:

- Common name of the animal
- Genus and species of the animal
- Country of origin of the fur
- Country of manufacture of final product (e.g., 'Made in')
- VPN (Vendor Product Number/Style) of the fur product

Faux Fur

Products containing Faux Fur must be labeled with:

- The words: 'Faux Fur'
- All other information required by the textile and/or wool labeling and other applicable regulations

Non Compliance

Vendors not meeting these labeling or content requirements are subject to RTVs, fees and/or chargebacks, at Nordstrom's discretion, pursuant to our purchase order terms and conditions. In addition, the purchase order terms and conditions require vendor/suppliers to defend and indemnify Nordstrom against any claims, fines, or lawsuits arising from product issues such as these labeling requirements.

The links below may be helpful, but are not intended as an all-inclusive resource for compliance guidance. The supplier is responsible for complying with all regulations for all states and countries.

[Federal Textile and Wool Acts](#)

[Federal Fur Product Labeling Act](#)

[New York](#)

[Massachusetts](#)

[New Jersey](#)

[Delaware](#)

[Fur Labeling Vendor Communication](#)

SECTION 3

HOW-TO-MEASURE GUIDELINES

Nordstrom has set specific guidelines which are intended to ensure that the same system of measurement is used to evaluate all products and that these measurements are described using a shared terminology. The guidelines include written explanations of how to take a measurement and illustrations showing the points of measurement used for different categories of garments. This standardization allows us to maintain consistency and accuracy in measuring.

Please see the [Measuring and Folding Guidelines](#) located on www.nordstromsupplier.com under Reference Materials on the left sidebar.

SECTION 4

FOLDING GUIDELINES

The Nordstrom.com Folding Guidelines provide detailed instructions about:

- How to fold flat-packed merchandise
- Which polybag size should be used for each type of flat-packed merchandise

Please see the [Measuring and Folding Guidelines](#) located on www.nordstromsupplier.com under Reference Materials on the left sidebar.

SECTION 5

PACKAGING AND LABELING REQUIREMENTS

Packaging Guidelines

The following guidelines will provide suppliers with a clear picture of how merchandise is to be packaged for shipment to our Fulfillment Centers (Store 808/DC 599 & Store 568/DC 569).

Merchandise **must** be packaged according to these guidelines. Any variances will cause delays and may result in expense off set fees.

Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](http://www.nordstromsupplier.com) document on the www.nordstromsupplier.com website.

For questions about these guidelines, please call Floor Ready at (877) 444-1313 (option 1).

Packing

Packing Slip:	Packing slips should not be used for EDI shipments (refer to <i>Section 6</i> for Pack Slip requirements for non- EDI shipments).
Standard Carton Sizes:	Pack in conveyable corrugated carton following the recommended carton size (refer to <i>Section 6</i> for carton specifications).
Packing:	Pack each purchase order separately. Shipping cartons should be packed one style, color and size (SKU) per carton. Multiple SKU cases may be sent if there are 4 or less of each SKU with a maximum of 8 individual SKUs per case. Each SKU must be separated in the case by corrugation, tissue paper or Kraft paper to keep from mixing.
Items:	All items must be individually polybagged, fully sealed and have a UPC barcode label or hangtag with no retail attached to the item as well as the outside of each polybag.
Shoes:	Shoebboxes must be secured individually with a rubber band (flat retainer rubber bands preferred).

Polybag Mandatory Safety Warning

All polybags with openings of 5" or greater must be marked with this safety warning, printed in black and in a font size that is at least 20-points. The warning label is required to be in English, French and Spanish:

WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES OR PLAYPENS. THIS BAG IS NOT A TOY

AVERTISSEMENT: POUR EVITER TOUT DANGER DE SUFFOCATION, GARDEZ CE SAC HORS DE LA PORTÉE DES BÉBÉS ET DES ENFANTS. NE PAS UTILISER DANS UN LIT D'ENFANT, LITS, LANDAUS OU PARCS POUR BÉBÉS. CE SAC N'EST PAS UN JOUET

PRECAUCION: PARA EVITAR EL PELIGRO DE ASFIXIA, MANTENGA ESTA BOLSA LEJOS DE BEBÉS Y NIÑOS. NO LA USE EN CUNAS, CAMAS, CARREOLAS O CORRALES DE JUEGO. ESTA BOLSA NO ES UN JUGUETE

Packaging Materials

Nordstrom is an environmentally responsible company. We encourage the use of environmentally sensitive packaging materials (recycled and recyclable). Avoid excess packaging by using material that maximizes protection while minimizing an environmental impact.

Acceptable Packaging Materials

Anti-mold chips, cardboard partition/dividers, cardboard fittings, corrugated cardboard, and Kraft paper. The use of molded polystyrene, bubble wrap, micro-foam, Instapak foam packaging, and inflated polyethylene air packets is tolerated, but discouraged as it is increasingly difficult to dispose of these items.

Unacceptable Packaging Materials

Silica packs, expanded polystyrene loose fill 'peanuts', straw, fiberglass, real popcorn, hard plastic, newspaper, bamboo, plastic shoe forms, plastic shoe sticks, foam dividers and liners in clothing and shoes.

Polybags

The purpose of the polybag is for the protection of the merchandise from damage during the shipping process. All merchandise must be individually polybagged and fully sealed. Units sold in sets (multi piece selling units) must be packed in the same polybag.

Hanging vs. Flat Packaging

Use the table below to determine what merchandise ships on hangers, ALL other product must ship flat. Questions or concerns regarding these requirements may be directed to Floor Ready Management at frm@nordstrom.com. Nordstrom requires ALL items to be shipped flat with the following exceptions:

- All Velvet clothing requires a hanger
- All Full Leather, Suede, Shearling, Fur and Faux Fur clothing requires a hanger
- Specified product types below determine if a hanger is required

Merchandise Required to be Shipped on Hangers

Product Type	Hanger Description	Hanger Product No.
Blazers: Structured (Womens)	VICS 17" Top	484/Black
Bridal: Dresses, Gowns & Suits	Vendor Provided Hanger	
Beads & Sequins (Fully): Dresses, Gowns & Tops	VICS 17" Top	484/Black
Coats: Wool & Cashmere (Mens)	Vendor Provided Hanger	
Coats: Wool & Cashmere (Womens)	VICS 17" Coat	3329/Black
Dresses: Fully Beaded/Sequined or Pleated Skirt Only	VICS 17" Top	484/Black
Evening Gowns	VICS 17" Top	484/Black
Skirts: Fully Pleated Only	VICS 12" Bottom	6012/Black
Suits: (Womens)	VICS 17" Top &	484/Black &
	12" Bottom	6012/Black w/Rubber Pad
Suits & Sport Coats: (Boys)	VICS 15" Top &	485/Black &
	12" Bottom	6012/Black w/Rubber Pad
Suits & Sport Coats: (Mens)	Vendor Provided Hanger	
Leather: 100% Leather Shell	See Product Types Above	See Product Types Above
Velvet: All Clothing	See Product Types Above	See Product Types Above

Note: Always use the appropriate hanger and polybag size ensuring the bottom of the bag is fully sealed or taped.

Polybags for Hanging Merchandise

ALL hanging merchandise must be individually polybagged unless they are sold as a multiple piece selling unit. In those cases, the individual selling unit pieces should be packed in the same hanging polybag. All hanging merchandise should be shipped flat in cartons.

Composition

Hanging polybags must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 0.75 mil.

Sizes

The hanging polybag must extend a minimum of 2" and a maximum of 3" in length below the garment:

HANGING POLYBAG SIZES		
Size	Dimensions	Merchandise Types
SMALL	21" x 3" x 34" 53.3cm x 7.62cm x 86.36cm	Blouses, Women's Pants, Shorts, Vests
MEDIUM	21" x 3" x 48" 53.34cm x 7.62cm x 121.92cm	Blazers, Men's Pants, Dresses, Some Coordinates, Sportcoats
LARGE	21" x 3" x 72" 53.34cm x 7.62cm x 182.88cm	Some Coordinates, Long Dresses, Jumpsuits

Note: Wedding Dresses require extra-long, full length polybags. Ensure that the Wedding Dress is in the appropriate size length and width bag, securely sealed to avoid bursting, tearing, ripping

Sealing

Polybags must be sealed securely so the merchandise remains in the polybag at all times. Use one of the following sealing methods (do not tie the bottom of polybag or use staples to close):

- Heat Sealing
- Taping: Entire length of open end with one piece of 2 inch wide tape.

Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes (they must be approximately 1/4" in diameter, evenly spaced and not interfere with the polybag warning).

Hangers

Nordstrom requires the VICS Standard Black Hanger. Hangers must be inserted into garments (only specific garments require a hanger all others must ship flat) and shipped in cartons. Expense offset fees are applicable for shipments received without a hanger that meets VICS standards when specified (see page 24 for a list of product requiring hangers). Additionally, product not specified to ship on hangers and hangers are inserted, the supplier will be subject to offset fees. Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on www.nordstromsupplier.com.

Additional Specifications:

- Use a combination of top and bottom hangers for all 2-piece coordinates/sets
- To avoid damage or slippage use rubberized grippers (i.e. scoop neck tops and fine gauge knits)
- Bottoms must be hung at the waist

The following is unacceptable:

- Size indicators, supplier logos or stickers on hangers
- Full foam covers on top hangers; foam (mini covers) for sleeveless garments
- Loose foam or fabric swatches on bottom hangers

Polybags for Folded & Flat Merchandise

All merchandise must be individually polybagged as a single selling unit with a UPC barcode sticker attached to the outside of the polybag. Units sold as sets and using one UPC number must be packed in the same polybag.

Polybag Composition

Polybags for folded merchandise must be made of clear, BHT-free polyethylene (poly) and have a minimum thickness of 1.25 mil.

Sizes

The recommended polybag are shown below; use the correct size bag to fit the item. The maximum allowable polybag size is 14" x 20". Any merchandise packaged in polybags exceeding this maximum size will fail the quality audit.

Note: Flat folded merchandise must hold to folder form within sealed polybag. Do not use polybags that are too large so as to cause item fold to come undone.

Recommended Polybag Dimensions	
6" X 9"	11" x 14" x 3"
9" x 14"	11" x 16" x 3"
11" x 14" or 11" x 16"	14" x 20"
11" x 18"	14" x 16"

Sealing

Polybags must be sealed securely so that merchandise remains in the polybag at all times. Use one of the following sealing methods:

- Heat Sealing
- Taping: Entire length of open end with one piece of 2 inch wide tape
- Self-sealing bags may also be used

Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes (they must be approximately 1/4" in diameter, evenly spaced and not interfere with the polybag warning).

Accessories, Cosmetics, Footwear, Food, Gifts and Oversized Items

Note: All polybagged items must have a UPC barcode sticker with no retail affixed to the outside of the bag.

Accessories

Belts

Belts should be coiled so that the right side of the belt faces out. Do not ship belts flat and do not include plastic hangtags on belts. Each belt must be individually polybagged.

Metal or chain belts that are prone to damage or tangling should be packaged in individual presentation boxes or bubble bags.

Handbags

All Department **56** & **105** handbags require a "dust cover" in addition to a polybag.

Hats

As necessary to retain their shape, hats may be stuffed with tissue paper or other appropriate dunnage material. Each hat must be individually polybagged.

Hosiery

Exposed Hosiery must be individually polybagged (to protect Hosiery from damage) sealed. If the Hosiery is not exposed there is no need to polybag.

Jewelry cards

Jewelry cards help to reduce damage during shipment. The following items must be placed on a jewelry card:

- Earrings
- Hair Accessories (with the exception of headbands)
- Rings
- Necklaces
- Broaches/Pins
- Tie Clips
- Cuff Links

Presentation Jewelry Boxes

Each item must then be placed in a supplier generic jewelry box with a ½" cotton liner. Box size must be no smaller than 3 ½" x 3 ½" x 1" (standard jewelry gift box size).

- **Source for Jewelry Boxes** (these boxes can also found at most packaging specialty stores)
Presentation jewelry boxes may also be ordered from:

J.P. Gasway Company

Contact: Debbie Lovetinsky

Phone: (800) 255-5885

Email: Debbie@JPGasway.com Website: www.jpgasway.com

Note: If the dimensions of presentation box are not large enough to accommodate product (i.e. cuff bracelet) it is acceptable to bubble wrap the merchandise then individually polybag.

Once the jewelry or accessory item has been placed in a presentation jewelry box, each box must then be placed in a size-appropriate polybag. Fold the open end of the bag over the end of the box to create a professional looking presentation, and seal securely by heat sealing or with two pieces of clear ¾" tape. Shrink-wrap is an acceptable alternative to polybags. The polybags or shrink-wrap must be made of clear, BHT-free polyethylene (poly) and must have a minimum thickness of 1.25 mils.

Necklaces - Multi Strand

Multi Strand Necklaces must be wrapped in tissue length wise and placed in large necklace box. Each necklace box must be individually polybagged.

Sunglasses

Sunglasses must be packaged and shipped in sunglass cases. When using soft sunglass cases place each soft case in a supplier generic presentation box. Each sunglass case or sunglass presentation box must be polybagged.

Socks/Tights/Slipper Socks

Each pair or unit should be packaged individually unless the purchase order indicates that the merchandise is to be sold in multiples; individually polybag and heat sealed.

Ties (Men's)

Ties must be placed in a presentation box and each tie box must be polybagged.

Watches

Watches must be packaged in individual watch cases or boxes, in a size-appropriate presentation jewelry box with a ½" cotton liner and each watch box must be polybagged.

Cosmetics

Bottled Liquids/Diffusers/Lotions

To prevent leakage during shipping **ALL** caps and lids (including twist caps) on bottled liquids or lotions must be secured with a tamper proof seal or if unsealed be taped down. For Diffusers **ALL** caps, lids, corks, twists must be heat sealed at the neck and lid.

Cosmetics

Tamper resistant seals must be used on all cosmetic merchandise. In addition, all cosmetic items must be completely sealed, with shrink-wrapping or heat sealing being the preferred methods. Liquid items must be protected with a layer of bubble wrap and a size-appropriate polybag.

Food/Drink

Bottled or Jarred Foods

To prevent leakage during shipping and to ensure product safety **ALL** caps and lids (including twist caps) on bottled liquids/foods must be secured with tamper evident indicators either under the lid or on the outside of the lid. Units should be packaged so they will not break and possibly create a safety hazard during storage, shipment preparation, or shipment to the customer. A fragile unit must be packaged in either a six solid-sided box, or completely secured in bubble wrap, so the unit is not exposed in any way.

Product in glass containers sold as a set should be shipped in inner packs or must be individually wrapped in bubble-wrap or 3/32" micro-foam interior, polybagged with corrugated dividers.

Product in glass containers sold as a single item must be individually wrapped in bubble-wrap or 3/32" micro-foam interior corrugated dividers.

Footwear

Shoes

- Must be packed one layer deep, with shoebox labels facing the top of the carton
- Each shoebox must be rubber banded (clear retainer rubber bands preferred)
- Each shoebox must be marked with a UPC barcode
- Micro Mold Chip in each shoe box
- If using empty shoebox as carton filler, mark boxes as empty and deface UPC

Gifts

Glass/Fragile Items

Fragile items include, but are not limited to, glass, stemware, ceramics, mirrors, beaded garlands, table top items, hurricanes, and candlestick holders and candles.

- Fragile or breakable items must be packed with cushioning material (i.e., bubble-wrap, foam, corrugate) around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit. **A drop and vibration test should be performed on the individual package** (see [Carton Transit Testing](#) in Section 5: Shipping and Cartons for testing requirements)
- Fragile items and their component parts must be individually wrapped and padded

Multi-Piece Selling Units (Gift Items/Sets)

These should have only one UPC barcode per set. The UPC barcode sticker may be attached to the bottom of the outermost box containing all pieces, and not label each piece with-in the set.

Oversized Items

Oversized/Ship Alone

Any supplier selling unit that the packaged size measurements exceed the shipping carton measurements listed below or is over 25 pounds. Merchandise exceeding these measurements or weight must be shipped in “customer ship ready cartons” as single units safe for transit in a small package environment. Commonly called re-shipper or ship-alone. Shipping carton dimensions:

- 25” long x 17” wide x 19” deep/high
- 33” long x 16” wide x 10” deep/high

These restrictions are based on the measurements of the packaged size not the assembled size (e.g. shoe box vs. height of boot or size of the stroller box vs. size of the assembled stroller).

All merchandise deemed oversized is subject to these requirements, unless otherwise negotiated between the supplier and our Merchandiser and/or Floor Ready Management Team. Specific exclusions must be approved and documented in writing.

Packaging Requirements for Oversized Items

Suppliers are expected to deliver merchandise in prepackaged units exactly as they are to be sold to the customer (inserts, advertisements, etc., with the exception of instruction sheets, are not to be included in the packaging without prior approval).

- Shipping cartons must be constructed of corrugated cardboard with a minimum bursting strength of 200lbs per square inch (18 kg/cm) to prevent crushing
- Re-shipper container must have cartons clearly marked ‘Re-Shipper’
- All merchandise must be packaged by selling unit
- Supplier must list manufacturing style # and description on the outside of re-shipper carton
- Supplier must list Country of Origin on the outside of the re-shipper carton
- When applicable, the color and size should be listed on outside of the re-shipper carton
- Re-shipper cartons must be the appropriate size and strength to protect the merchandise
- Product contained in a re-shipper carton must be centered and protected by packing materials so there is a minimum of 3 inches between the item and the inner wall of the corrugated box
- Large/oversize packages must have some sort of reinforcement in the center of the carton to prevent collapse under extreme weight conditions (typical stacking in a ship-alone environment)

NOTE: Packaging must be consistent (box measurements; weight; inner packaging).

Merchandise must be packed in a new box. No markings other than those of the supplier (carton label/GS1-128 or carton content) and/or box maker should be on carton. If supplier or product logos are printed on the outside of the carton there must be no indication the package was intended for any product other than the product contained inside. Recycled cartons may not be used to ship merchandise.

Special handling instructions (i.e. ‘Fragile’, ‘Glass’ or directional arrows) must be used and are helpful to Nordstrom package handlers. However, the use of these warning signs does not supplant the packaging requirements outlined in this document.

Carton Sealing for Oversized Items

- Cartons (top and bottom) must be sealed with ONE KIND of tape
- Use 2" or 3" (inch) patterned vinyl tape or paper-reinforced security tape
- Do not use cellophane or clear tape
- Do not consolidate or seal with bands, staples, strings, straps or any sealant other than tape
- All tapes must be moisture/temperature resistant and have an adhesive quality that resists drying in transit
- The tape pattern (if any) may be anything that will make it easy to determine that the carton seal has been broken

Re-Shipper/Ship-Alone Requirement for Oversized Items

- Re-shipper/ship alone packaging is for products that are deemed too large in size or weight to pack with other items. These products ship to the end customer in the supplier packaging due to the limited availability of stock cartons in our fulfillment centers. All items deemed as oversized must be packaged individually so they can ship to the end customer and survive the rigors of small parcel shipping

Fine Jewelry

All fine jewelry must be pre-packaged in a Nordstrom label jewelry box as described below. Using this packaging ensures a standardized presentation of fine jewelry purchases for our customers.

How to Order

Locate the jewelry type below to identify the corresponding box type and item number:

Jewelry Type	Box Description	Box Item No.
All stud earrings Drop earrings less than 1 1/4" in length	Stud Earring	CW31
All other earrings Chains and necklaces, cost less than \$200 All anklets	Medium Pouch & Packer for Medium Pouch	083C 089R
Chains, cost \$200 or greater All necklaces Bracelets, cost \$200 or greater	Deep Brooch	
Pendants, cost less than \$500	Pendant	CW55
Pendants, cost \$500 or greater Pearl strands, cost \$500 or greater	Small Necklace	089R
Pearl strands, cost less than \$500	Large Pouch & Packer for Large Pouch	083D
All rings	Single Ring	CW08
All toe rings All body jewelry	Small Pouch & Packer for Small Pouch	CW08

Complete the [Nordstrom.com Jewelry Item Requisition Form](#) found on www.nordstromsupplier.com. Fax or email the completed form to Bufkor as indicated on the form.

The jewelry box order will be shipped via ground service. **Suppliers are responsible for the cost of the jewelry boxes and for any associated freight charges.** Bufkor will partner with you to set up a billing account.

Fine Jewelry items must be packaged in the following manner:

- **Fine Jewelry Box** – Place each item in its designated jewelry box type
- **Polybagging** – Place each box in a size-appropriate polybag. Seal the polybag using either heat-sealing or tape (a self-sealing bag may also be used)
- **UPC Barcode Sticker** – Place the UPC barcode sticker on the upper right corner of the polybag

Fine Jewelry **must** be shipped to the appropriate Fulfillment Center following the guidelines in the Routing Guide (section 3, page 17) found on www.nordstromsupplier.com. The purchase order number must be clearly indicated on the outside of the shipping carton.

Address the shipment to the appropriate Fulfillment Center:

Cedar Rapids Fulfillment Center (Store 808/DC 599)

7700 18th Street SW
Cedar Rapids, IA 52404

Attn: Front Desk

Elizabethtown Fulfillment Center (Store 568/DC 569)

30 Distribution Drive
Elizabethtown, PA 17022

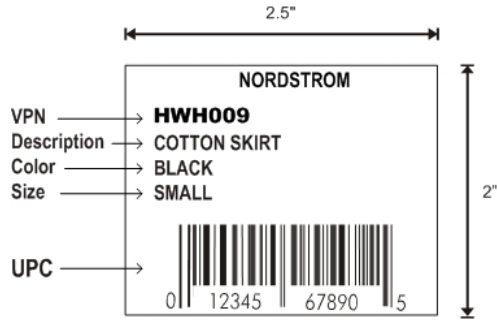
Attn: Front Desk

Master Packing

- Small, single SKU cartons can be combined for one purchase order into a Masterpack
- Identify carton as Masterpack by writing or labeling “MASTERPACK” (in English)
- Ship to Address: Receiving DC# and Address
- PO#
- Identify inner cartons of the Masterpack by writing the letter “M” beside each GS1-128 carton label
- Inner cartons must be store packed and marked by store number
- Inner cartons must have a GS1-128 shipping label properly affixed and must be single SKU cartons, with a unique GS1-128 label
- Inner cartons must be made of shippable cardboard. Plastic bags are unacceptable
- The Masterpack (outer) carton must comply with the maximum carton weight and dimension requirements
- Nordstrom maintains two Masterpack ASN requirements depending on the mode of transportation used. Please review the ASN requirements section of this manual for more information

UPC Barcode Stickers

ALL GOODS SHIPPED TO NORDSTROM.COM MUST HAVE A UPC BARCODE STICKER ATTACHED TO THE OUTSIDE OF EACH ITEM'S POLYBAG (see sticker example below).



- VPN/Style
- Brief Description (from PO)
- Color Description (from PO)
- Size
- UPC Barcode (Scannable and Human Readable)

In addition to the UPC barcode sticker attached to the outside of each individual item's polybag, ensure a UPC hangtag or UPC label is attached to each item inside the polybag.

Note: Do not ticket with event (Anniversary, Half-Yearly) retail price however MSRP is acceptable.

Approved UPC Barcode Sticker Providers

Name & Address	Contact
Barcodes West, LLC 2755 Airport Way South Seattle, WA 98134	Denise Larsen or Jean Pang Phone: (800) 688-2633 or (206) 323-8100 Email: Denise_Larson@barcodeswest.com or Jean_Pang@barcodeswest.com Website: www.barcodeswest.com
FineLine Technologies 3145 Medlock Bridge Road Norcross, GA 30071	Customer Service Phone: (800) 500-8687 Email: orders@finelinetech.com Website: www.finelinetech.com
Nexgen Packaging (Chicago IL and Hong Kong)	Kelly Schmitz Phone: (630) 455-5500 press 2 for Customer service Email: Kelly.Schmitz@nexgenpkg.com Website: www.nexgenpackaging.com
PAX Tag & Label, Inc. 9528 East Rush Street South El Monte, CA 91733	Sandra Phone: (800) 729-8247 Email: info@paxtag.com Website: www.paxtag.com
R.E.R. International 116-55 Queens Boulevard, Suite 222 Forest Hills, NY 11375 (Resource for string tags)	Daniel Etra or Lina Radonjic Phone: (718) 793-3900 Email: sales@rerinternational.com Website: www.rerinternational.com

Return Hang Tags

The item types sold in the departments listed in the below table require a 'Return' hang tag be swift attached to the item. Hang tags must be attached to the inner seam in such way that does not damage the fabric of the item. Please use the following guidelines for determining the best placement of the tag:

- **Dresses & Tops** – Hangtag should be placed at left side seam at waist level or underneath the zipper if zipper is on left side seam
- **2 & 3 Piece Outfits/Dresses** – Hangtag should be placed at skirt's left side seam, 3" below where the top hem hits when on body or underneath the zipper if zipper is on left side seam
- **Swimwear & Intimates** – Hangtag should be attached to the sewn in supplier label (each piece) or seam if tag-less
- **Bottoms** – Hangtag should be placed at skirt's left side seam, 3" below where the top hem hits when on body or underneath the zipper if zipper is on left side seam

Contact information:

Attention: Standard Register

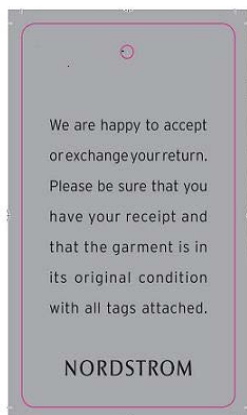
PH. (800) 877-0723 FAX (866) 512-4210

Email: Nordstrom@standardregister.com

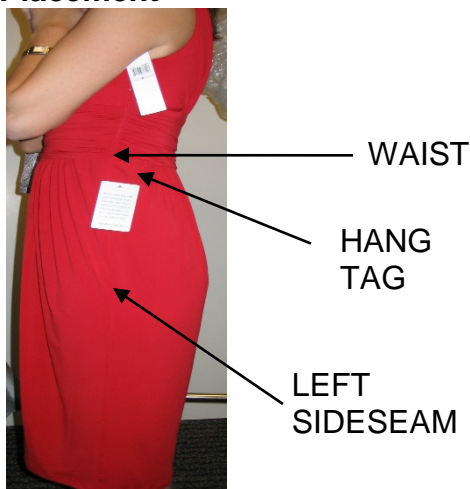
Note: Reference Hangtag 14207 (available in packs of 250)

Dept. No.	Description	Item types
8	Swimwear	All (each piece if sold in sets)
9	Daytime Dresses	All (skirt only if multi piece sets)
22	Intimates	Bustier only
39	Petite Day Dresses	All (skirt only if multi piece sets)
85	Special Occasion	All (skirt only if multi piece sets)
134	Encore Dresses	All (skirt only if multi piece sets)
472	Maternity	All
520	Petite Special Occasion	All (skirt only if multi piece sets)
541	Bridal	All (skirt only if multi piece sets)

Return Tag



Placement

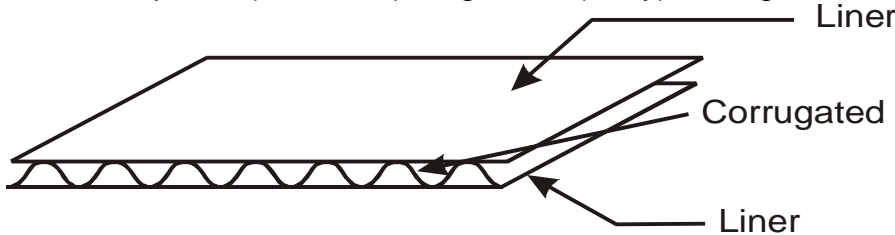


Shipping Carton Specifications

Carton Specifications

Shipping cartons must be constructed of corrugated cardboard with a minimum bursting strength of 200 lbs per square inch (18 kg/cm) to prevent crushing.

200 Lbs/Sq. Inch (1379 kPa) Single-wall (3 Ply) Corrugated



Carton Transit Testing

Carton transit testing is required when one item is shipped per carton. Nordstrom holds all suppliers and agents accountable for providing documentation upon request of Vibration and Drop testing in accordance with the International Safe Transit Association industry standard test procedure, ISTA-1A & 1B.

Vibration test

A 45 minute carton vibration test: 15 minutes each in base down, side down, and back down orientations. The frequency of the test platform is to be adjusted until the package just leaves the platform surface (14,200 cycles on vibration tables on 2 sides). The frequency of the vibration depends on the size and weight of the products. However, it will normally be approximately 200 cycles per minute.)

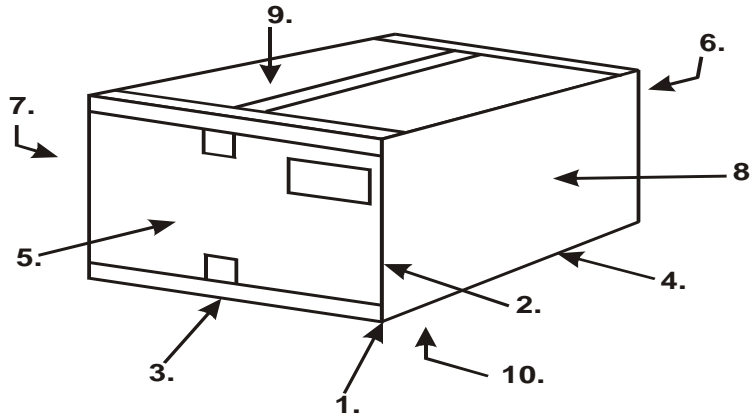
Drop test

A series of ten free fall drops from a height that varies with the carton weight as indicated below.

Package Gross Weight	Drop Height
1-20 lbs 1-9 kg	30 inches 76 cm
21-40 lbs 10-18 kg	24 inches 61 cm
41-60 lbs 19-27 kg	18 inches 46 cm

The drop sequence and orientation of the impacts must be performed in the following order:

1. Most fragile corner
2. Shortest edge radiating from that corner
3. Medium-length edge radiating from that corner
4. Longest edge radiating from that corner
5. Flat on one of smallest surfaces
6. Flat on the opposite smallest surface
7. Flat on one of the medium-length surfaces
8. Flat on the opposite medium-length surface
9. Flat on one of the largest surfaces
10. Flat on the opposite largest surface



Weight and Dimensions

For merchandise shipped in a carton **with a hanger** inserted (only specific garments can be shipped with a hanger, see pg 24 for guidelines), use carton size appropriate for garment. For Merchandise shipped in a carton **with no hanger** inserted the following carton specifications must be met.

- Please ship in the compliant carton size that best fits the flat folded items being shipped
- Do not mix Narrow and Wide cartons within the same PO
- Do not switch between Narrow and Wide cartons on subsequent shipments of the same item

The following table lists the preferred standard carton measurements:

SUMMARY OF SHIPPING CARTON SPECIFICATIONS for Flat Merchandise Only		
Standard Carton Sizes	Maximum Carton Weight	Perforation
23" x 10" x 6" 58.42 cm x 25.40 cm x 15cm Short Narrow	40 lbs. 18 kgs.	Vertical: 5" Horizontal: 7"
23" x 10" x 12" 58.42cm x 25.40cm x 30.48cm Narrow	40 lbs. 18 kgs.	Vertical: 12" Horizontal: 4"
23" x 15" x 17" 58.42cm x 38.10cm x 43.18cm Wide	40 lbs. 18 kgs.	Vertical: 9" Horizontal: 9"

Note: Measurements are Length x Width x Height

Wide vs. Narrow

Most flat-folded items should be shipped in Narrow (23" x 10" x 12") shipping cartons. If unsure about which size carton to use, please contact Floor Ready at (877) 444-1313 (option 1).

Perforation

All cartons must be perforated to facilitate the creation of an opening. The perforation should be located at one end of the carton (with the exception of shoe cartons).

Sealing and Marking Cartons

Carton Sealing

- Cartons (top and bottom) must be sealed with ONE KIND of tape.
- Use 2" or 3" (inch) patterned vinyl tape or paper-reinforced security tape.
- Do not use cellophane or clear tape.
- Do not consolidate or seal with bands, staples, strings, straps or any sealant other than tape.
- All tapes must be moisture/temperature resistant and have an adhesive quality that resists drying in transit.
- The tape pattern may be anything that will make it easy to determine that the carton seal has been broken.

Packing Slips (only required for non-EDI shipments)

Place the packing slip in a removable pouch attached to the purchase order's lead carton. .

Content

Packing slips must include the following information:

- Shipper's name, address and phone number
- Purchase order number
- Department number
- Description of goods
- Total number of cartons
- Totals by carton
- Totals by SKU (style, color and size)
- Destination address:
 - **Cedar Rapids Fulfillment Center (Store 808/DC 599)**
7700 18th Street SW
Cedar Rapids, IA 52404
Phone: (319) 846-4000
Fax: (319) 846-4208
 - **Elizabethtown fulfillment Center (Store 568/DC 569)**
30 Distribution Drive
Elizabethtown, PA 17022
Phone: (717) 366-1300
Fax: (717) 366-1498

Carton Label Requirements for NON-EDI Shipments

- Carton markings must be large enough to be easily read
- Mark one end and one side of each carton with the following information:
- Ship to Address: Must include the Receiving DC# and DC Address OR when shipping via CTE, Norcon, or Gilbert East use the carrier's address only with the DC Number (no DC address)
- Carton number (format = X of Y by DC)
- PO number
- Department number
- Store number
- Total pieces per carton
- Sale or Event, i.e. Half-Yearly or Anniversary (if applicable)
- "Fragile" (if applicable)
- "Samples" (if applicable)
- "Hazardous Materials" (if applicable)
- "On Dry Ice" (if applicable)

GS1-128 Shipping Label (For EDI Shipments)

In accordance with GS1 (Global Standards) US, Nordstrom's label requirements follow standard GS1/EAN SSCC-18 common label formats. Detailed information about the SSCC-18 data structure and associated GS1/EAN-128 symbol can be found online at www.gs1us.org.

Expense offset fees are applied if the GS1-128 labels are missing or un-scannable. Reasons why a label would be identified as missing or un-scannable:

- If GS1-128 label is missing from cases
- Does not scan at all
- Scans incorrectly (sometimes the number will "wrap" (the last digit is read as first)
- More/less than 20 digits
- Invalid characters (presence of symbols or alpha characters)
- Duplicate UPC barcodes (duplicate barcodes won't be accepted into warehouse system)
- Photocopy (photocopies of labels taped to cases will not scan correctly)
- Poor print quality will cause the label not to scan correctly (UPC barcode prints with "skip lines" if printer skipped while printing)
- Defaced
- Partially missing
- No quiet space around UPC barcode (cannot "bleed" off the edge of the label)
- UPC barcode and human readable are different (UPC barcode must decode to the human readable number printed on the label)
- UPC barcode is too big (bleeds to edge of label) or too small
- Tape over label (including "clear" tape)

GS1/EAN 128 Requirements

- Ship-to address: Must include the distribution center number and address, or distribution center number and consolidator's address Store address is ONLY utilized in the rare case of direct to store shipments
- Vendor name and address
- Ship-to postal code
- Carrier name
- Pro-number (preferred, but optional)
- Bill of lading – If not available, leave blank *Required in EDI 856 Data
- Purchase order number
- Department number
- Carton X of Y (by DC)
- Mark-for Store Number (30 pt Bold font)
- Store Barcode
- 20 Digit SSCC number: Include barcode and human readable
- The label must be 4" x 6" (105mm x 148mm) conforming to GS1 standards

Label Placement

Cartons can only contain one unique GS1-128 label. All additional 20-digit "internal" barcodes on the carton must be marked out/covered as they are in conflict with the barcode on the GS1-128 label.



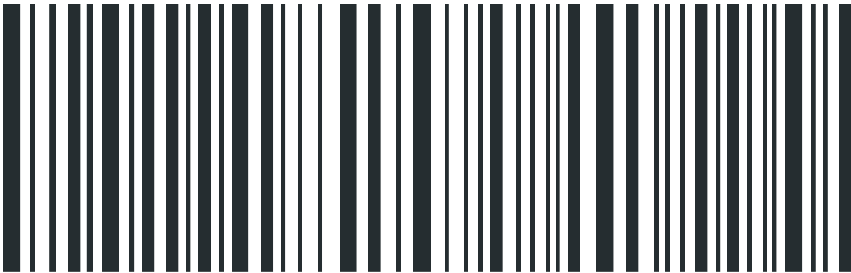
- The GS1-128 label must be placed on the longest side (closest to the perforated end) of the carton
- Barcodes must be printed in vertical bar configuration
- Placement of the label must be such that the bottom edge of the barcode containing the SSCC-18 is located at least 1.25" from the bottom of the shipping container
- The outermost bar of the barcode cannot be closer than 1.25" from the vertical edge of the shipping container
- Based on the dimension of the cartons; if not able to have the barcode containing the SSCC-18 at least 1.25" inch from any edge of the shipping container. We ask that the GS1-128 carton label be placed on "top" of the shipping container (avoiding the seam/not taping over) to have the 1.25 inch clearance around the barcode

Symbol Quality

- Minimum print quality is 1.5 (C)
- Recommended print quality is 2.5 (C)
- Measurement aperture is 0.01" (0.254mm)
- Inspection wavelength is 670 nm (+ or - 10 nm)

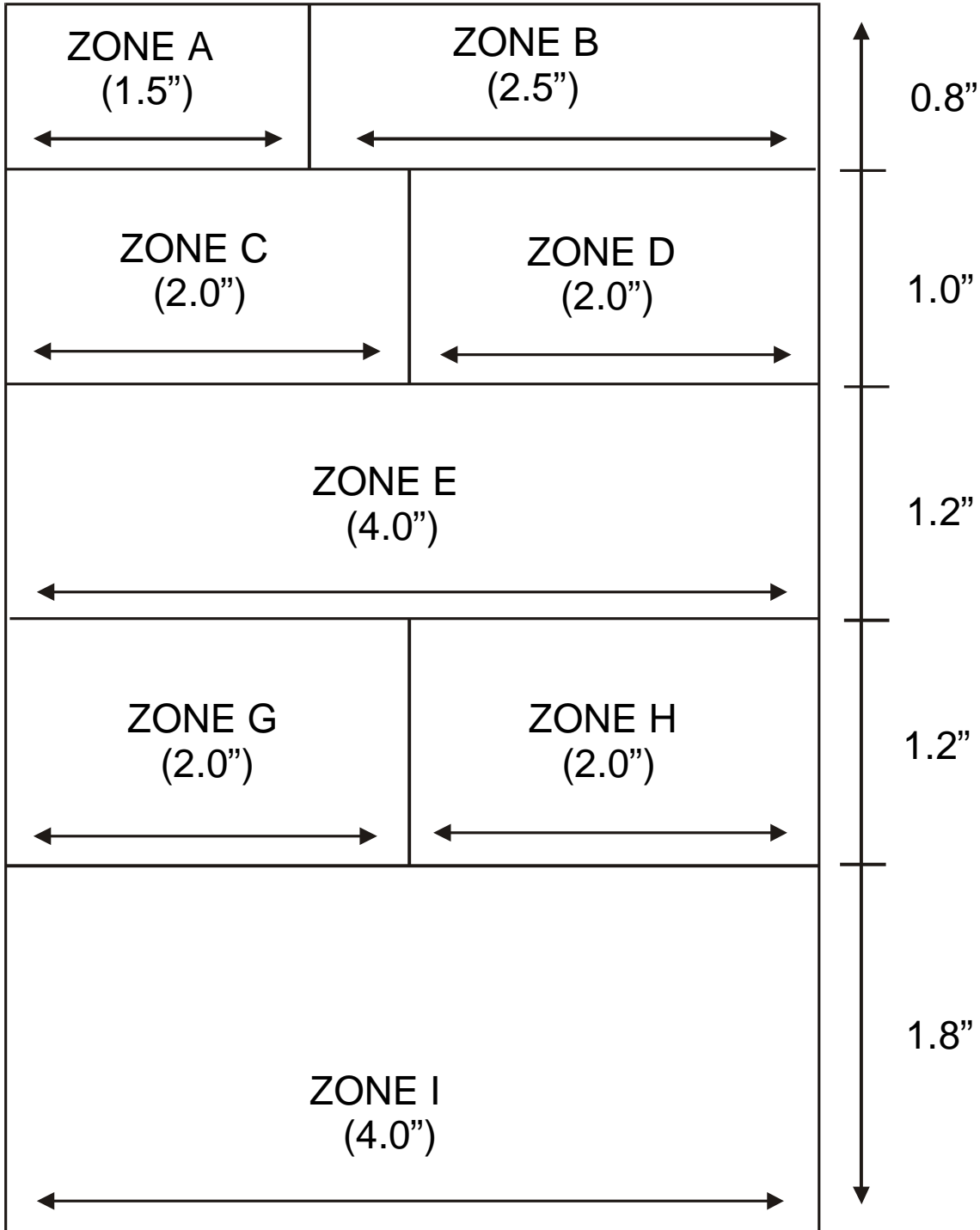
GS1-128 Label Format and Sample (For EDI Shipments)

Actual size of label is 4 inches x 6 inches:

From Vendor Name Address Line 1 Address Line 2 Address Line 3	TO DC Number (#) Consolidator Address or DC Address Address Line 1 Address Line 2 Address Line 3 (utilize Store Address only when shipping direct to store)
(420) SHIP TO POSTAL CODE (420) 90266 	CARRIER CARR: Carrier Name PRO: 12345678901234567890123456789 B/L #: 12345678901234567890123456789
PO #: 12345678901234 Carton 1 of 2 DEPT: 0012 DC #: 699 VEND: 1234567 CASE QTY: 1234	
STORE (91) 0001 	STORE # 0001 (Must be 30 PT Bold Font)
SSCC-18 (00) 0 0046863 000008235 7 	

Nordstrom GS1/EAN 128 Label Zones and Dimensions

The label is formatted into several information zones. Zones include both human readable information and GS1/EAN-128 information. Each zone contains a zone title, indicating the information contained in that zone. These titles should be placed in the upper left-hand corner of the zone in 6 pt. text.



Shipping Carton Suppliers

Carton Suppliers	Company Name/Address	Contact Name/Number
United States	East Coast Dawn Industries 450 Seventh Ave New York, NY 10123 (Stocks all three carton sizes)	Phone: (888) DAWN-USA (888) 329-6872 (212) 432-0035 Fax: (212) 563-0489 (212) 596-0167 Contact: Jonathan Greenberg/Marla Perrino
	Crown Products 450 Nepperhan Ave Yonkers, NY 10701	Phone: (914) 968-2222 Fax: (914) 968-2567 Contact: Brian Goldstein Email: bgoldstein@crowproducts.com Web: www.crownproducts.com
	Sewing Collection 1400 W. Elizabeth Avenue Linden NJ 07036	Contact: Rob Molaie & Tony Tour Phone: (800) 741-0405 Fax: (323) 981-3210 Email: boxes@scicorporate.com Web: www.garmentsupplies.com
West Coast	California Supply 491 E. Compton Blvd. Gardena, CA 90248	Phone: (310) 532-2500 Fax: (310) 327-1849 Contact: Violet Parrish (x134) Mark Weinstein (x132)
	California Supply 30049 Ahern Street Union City, CA 94587 (Stock all three carton sizes)	Phone: (510) 429-0426 Fax: (510) 562-2625 Contact: Phil Footlik(x121) Bob Johnson(x131)
	Sewing Collection 3113 26th Street Vernon, CA 90058	Phone: (800) 741-0405 Fax: (323) 981-3210 Contact: Rob Molaie/Tony Tour Email: boxes@scicorporate.com Web: www.garmentsupplies.com
Mid-West	Ability Enterprise 1150 North State Suite # 315 Chicago, Il 60610	Phone: (773) 960-5791 Email: sales@abilityenterprises.com
	Georgia Pacific 2150 Kerper Blvd. Dubuque, Iowa 52001	Phone: (319) 480-4012 Fax: (563) 557-3199 Contact: Marcia Kray Email: mjkray@gapac.com

Carton Suppliers	Company Name/Address	Contact Name/Number
Canada	Paramount Paper Products 1300 Boul Jules Poitras St. Laurent, Quebec H4N1X7	Phone: (514) 331-0083 Fax: (514) 331-3274 Contact: Mr. John Bilikas Email: info@paramountpaper.com
Brazil	Ind. Cartel S.A. Rodovia RA 130 KM 40, SEM NBR Legeado, Rs Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523
Brazil	Box Print Fabric Embalagens E Ondulado S.A. Avenida Dos Municipios 5238 Campo Bom 93-700-000 RA Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523
Hong Kong	Techstar Packaging (HK) Ltd. 1808 Kwong Sang Hong Centre 151 Hoi Bun Road Kwun Tong Kowloon Hong Kong	Phone: +852-2950-5418 Fax: +852-2343-7525 Email: info.hk@techstar.mainetti.com
Spain	Cartopesa	Phone: 96-663-0592 Fax: 96-663-2646

Packing Slips

Carton Freight

Place the packing slip in a removable pouch attached to the purchase order's lead carton. Packing slips are only required for non-EDI shipments.

Shipping and Routing

For Shipping and Routing instructions: See the Nordstrom Routing Guide at www.nordstromsupplier.com.

SECTION 7

EDI REQUIREMENTS

Nordstrom supports Electronic Data Interchange (EDI). It is our intention to eliminate all paper media by trading business electronically via VICS EDI. Suppliers must send or receive each of the documents listed below or an expense offset will be assessed to the 810, 832, 850, 856 and related GS1-128 label documents.

To participate in the vendor generated order program, suppliers must be able to accept an EDI 850 Purchase Order in response to an EDI 855 vendor generated order.

Required Electronic Documents

The following are the types of electronic data Nordstrom is using:

810	Invoice	4010VICS
832	UPC Catalog data	4010VICS
850	Purchase Order	4010VICS
856	Advance Ship Notice with related GS1-128	4010VICS
997	Functional Acknowledgement	4010VICS

Optional EDI Documents:

852	Product Activity data	4010VICS
855	Inbound Purchase Order/Purchase Order acknowledgement	4010VICS
860	PO Change Buyer Initiated	4010

Note: Nordstrom.com drop ship suppliers should continue to follow the existing EDI requirements for all Nordstrom.com drop ship orders.

Note: Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only.

Note: Sales data is available via our web based Supplier Portal at www.portal.nordstrom.com. Please contact the buyer for more information.

All EDI documents are traded at the UPC (or EAN) level; therefore suppliers must be 100% supplier UPC marked and provide OpenText or InterTrade their UPC catalog before trading EDI.

Third Party Providers

Please contact our Nordstrom Supplier Compliance department at nordsupcmplnc@nordstrom.com for a current listing of our certified Third Party Providers.

EDI Sender/Receiver ID's

Nordstrom's production EDI Sender/Receiver information is listed below. Please contact our Nordstrom Supplier Compliance department at nordsupcmplnc@nordstrom.com or call (877) 444-1313 (option 2) for information regarding testing.

Nordstrom Full-Line, Rack and Direct

Purchase Order ([EDI850](#)), Purchase Order Change ([EDI860](#)) and return Functional Acknowledgment ([EDI997](#))

Qualifier : 01

ID: 007942915

Invoices ([EDI810](#)) and return Functional Acknowledgment ([EDI997](#))

Qualifier : 01

ID: 007942915

Advanced Ship Notice ([EDI856](#)) and return Functional Acknowledgment ([EDI997](#))

Qualifier : 12

ID: 2062336664

Product Activity Data ([EDI852](#)) prior approval only

Qualifier : 12

ID: 2062336352

Nordstrom Product Group (NPG) Only

Purchase Order (850), Full Replacement (850FR), Purchase Order Change (860) and return Functional Acknowledgment (997)

Qualifier : ZZ

ID: NORDNPG

Invoices (810) and return Functional Acknowledgment (997)

Qualifier : ZZ

ID: NORDNPG

Advanced Ship Notice (856) – Domestic only -- and return Functional Acknowledgment (997)

Qualifier : ZZ

ID: NORNPGA

PASN Advanced Ship Notice - P856 - Carbon Copy Relationship (Foreign Only)

Qualifier : ZZ

UPC – Catalog

The use of UPC/EAN to identify merchandise is a retail industry standard. This allows us to have one universal identifier for merchandise. OpenText | GXS and InterTrade are our selected 3rd party UPC catalog providers. If the required UPC/EAN catalog is not supplied, an expense offset fee will be assessed.

Note: Please note ALL suppliers, whether or not they are EDI compliant, are required to have a UPC catalog.

UPC/EAN Assignment & Catalog Requirements

- Assign UPC/EAN numbers at the product ID, color and size level. These should be unique numbers
- Adherence to the Trade Item Identification and Communications Guidelines for General Merchandise and Apparel published by the GS1 US
- Use of NRF color and size codes
- UPC/EAN catalog data must be provided through our 3rd party service providers, OpenText or InterTrade
- UPC/EAN catalogs must include UPC, Product ID, Product ID description, NRF color, Color description, NRF size, Size description, Cost, and MSRP. If selling pre-pack shoes suppliers must have a pack UPC in their catalog
- Nordstrom requires all UPCs and core attributes to be loaded into the catalog at time of market or product introduction, or within one week post market. Please ensure styles are loaded within this timeframe to avoid any non-compliance expense offset fees
- Consistency between a suppliers UPC/EAN catalog and documents containing item identification such as tickets, line list and pack slips
- UPC/EAN codes must be assigned for all Gifts with Purchase (GWP) and Purchase with Purchase (PWP) items. Suppliers need to include these items in their catalog

UPC Creation Steps

To get started on creating UPCs suppliers must first obtain a GS Block ID at www.gs1us.org or call 937-435-3870. Once a supplier has obtained a block ID they can create UPCs by following the guidelines listed on the National Retail Federation website www.nrf.com or call 800-673-4692. Additional questions can be directed to Nordstrom's UPC team at upc@nordstrom.com.

We strongly recommend that UPCs are never re-used.

Advance Ship Notice Requirements

Noncompliance of the ASN guidelines may result in expense offset fees. These requirements apply to the Nordstrom Full Line, Nordstrom Rack stores, Nordstrom.com and NPG Domestic (for more information regarding NPG refer to the NPG Compliance Manual).

Notes:

- The Internal Vendor Number (IA) is the Nordstrom assigned Supplier Number or AP assigned Vendor Number. This information must be sent in either the REF/IA or N1/SF
- If Nordstrom sends a **case pack UPC** (unit of measure of 'CA' in PO103); we require the 856 back at the individual component level (an individual UPC for each item)

Consolidated ASN Requirements

Expense offset fees will apply if the following requirements are not met:

- One VICS 856 ASN with carton level information per shipment, per ship-to location (DC)
- Each ship notice must contain its own unique sub-bill of lading number
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the distribution center
- Please reference the EDI 856 Version 4010 PDF document for mapping details

UPS ASN Requirements

- Nordstrom requires one VICS 856 ASN per carton for all UPS shipments
- The tracking number provided by UPS must populate the sub-bill of lading field (REF*BM segment) and the PRO number field (REF*CN segment)
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Please reference the EDI 856 Version 4010 PDF document for mapping details

Masterpack ASN Requirements

In the event that small, single SKU cartons (going to the same DC) are combined for one purchase order into a masterpack. Nordstrom maintains two masterpack ASN requirements depending on the mode of transportation used:

1. **Non UPS shipments:** ASNs for consolidated master-packed shipments must include the following:
 - REF*BM (sub-bill of lading) segment containing the unique sub-bill of lading number
 - N1*ST segment containing the correct ship-to location (i.e. distribution center)
 - N1*BY segment containing the appropriate store destination
 - MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
 - The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word "Masterpack" on the outside of the case
2. **UPS shipments:** ASNs for consolidated masterpacked shipments for UPS must include the following
 - REF*BM segment (sub-bill of lading) containing the UPS tracking number
 - N1*ST segment containing the correct ship-to location (i.e. distribution center)
 - N1*BY segment containing the appropriate store destination
 - MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
 - The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word "Masterpack" on the outside of the case

ASNs for 'No Charge' Merchandise

- Shipments containing 'no charge' merchandise (i.e. testers, samples) must be packed in separate cases from the retail merchandise and clearly marked as 'NO CHARGE'
- Separate inner cartons of 'no charge' merchandise may be packed within large cases of retail merchandise and must be clearly marked as 'NO CHARGE' and maintain separation from retail merchandise. ASNs are not required for 'no charge' merchandise shipped in this manner
- 'No charge' merchandise shipped in any other manner, including loose within cases containing retail merchandise must have valid UPCs within the Nordstrom inventory system and must be accurately represented within the ASN for that shipment
- Expense offset fees will be assessed for inaccurate ASNs containing 'no charge' merchandise that do not meet these requirements

Vendor Accuracy Audit Program

Nordstrom uses warehouse management technology to receive merchandise via the supplier's ASN. Suppliers must make every effort to ensure that shipments are 100% accurate. Nordstrom's audit program samples a percentage of all shipments received against the corresponding ASN to monitor accuracy. If the sample does not match what was indicated per the ASN an inaccurate offset expense will result.

Re-transmitting ASN Data

ASN data can be retransmitted to Nordstrom at any time prior to the shipment's arrival in the distribution center. If retransmitting, please use the same ASN number (BSN02) and a code of '07' in the BSN01. To ensure correct retransmission the new or corrected ASN must maintain the same sub-bill of lading value PO/DC combination as the original. This is the value sent in the REF/BM. This will allow the "new" ASN to overwrite the original ASN in our warehouse management system. If the "new" data reaches our warehouse management system before the warehouse personnel begin to process the shipment and all other information within the transmission is accurate, no expense offset fee should be incurred. However, if the shipment arrives before the "new" ASN is received the shipment will be received with the original ASN data. Please note, to avoid duplication errors, we advise waiting 60 minutes before re-transmitting the corrected EDI 856.

NOTE: Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only. A 997 does not indicate the data was processed through Nordstrom's warehouse management system successfully. To ensure Nordstrom is receiving any 856 files sent, please be sure to monitor 997's received.

Invoices and Billing Information

Invoicing Instructions

Enrollment and testing are required prior to sending an invoice (810) transmission. Suppliers may take care of EDI in-house or utilize a 3rd party service bureau. Please contact Nordstrom Supplier Compliance at (877) 444-1313 (option 2), or email nordsupcmplnc@nordstrom.com for information about enrollment and testing procedures.

Non-compliance

Suppliers that are currently required to transmit via EDI, will incur a \$10 per invoice expense off set fee for any paper invoices sent to Accounts Payable. Invoicing errors will be assessed a \$25 per invoice fee if AP is required to make manual corrections.

For questions regarding EDI transmission problems, contact our EDI department at (877)444-1313 (option 3) or email EDI.Group@nordstrom.com.

We require ONE invoice per PO, per destination ('DC' for DC shipments, or 'Store' on direct-to-store shipments), per shipment (if multiple shipments per PO). A non-compliance expense offset fee of \$10 per invoice will be assessed for every non-consolidated invoice (i.e., whenever multiple invoices are sent per shipment, per 'ship-to' location). Questions please contact Merch AP at 877-444-1313 Option 5 or email to merchap@nordstrom.com.

Non-EDI suppliers, please mail original paper invoices to the following address:

Nordstrom Accounts Payable
PO BOX 870
Seattle, WA 98111-0870

Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) Number
- Vendor Number
- Invoice Date (which should be the ship date of the merchandise)
- Unique Invoice Number
- Department Number
- Packing Slip Number
- Payment Terms
- Store Number: (N1-ST field on 810) 'sold to' store # (or DC # on DC shipments)
- 'Ship To' Location: (N1-BY field on 810) Distribution Center or Store Number to which merchandise was shipped
- Style Numbers and Number of Units per style
- Unit Cost and Total Cost per style
- Total Units Shipped (per invoice, excluding 'back ordered' or 'no charge' items)
- Total Cost, special charges itemized separately
- Do NOT include freight charges (see 'Freight Invoicing and Reimbursement' below)

Notes:

- Invoices missing any of the required fields or which include freight charges will be rejected
- We require ONE invoice, per PO, per destination, per shipment (if multiple shipments per PO); contact merchap@nordstrom.com with questions

Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only. A 997 does not indicate the data was processed through Nordstrom's AP system successfully. To ensure Nordstrom is receiving any 810 files sent, please be sure to monitor 997's received back.

Should an invoice sent via EDI reject from Nordstrom's AP system, as a courtesy, the Nordstrom EDI Group will send an email within 2 weeks of receiving the transmitted data.

Invoices for **REPAIRS, SAMPLES and FREIGHT should NOT be transmitted EDI**. Please send REPAIR invoices to the Department Manager at the store ordering the repair. Please send SAMPLE invoices to the Buyer who requested the sample.

Duplicate Invoices

Invoices sent with the same invoice number and invoice date will reject out of our Accounts Payable system as a duplicate invoice. If an invoice needs to be sent for additional monies owed, a new invoice number or the same invoice number with a different invoice date must be sent.

Retransmission of Invoices Not In AP System

Our technical team is only capable of viewing invoices transmitted within the past 30 days. If an invoice has been sent before this time period and our Accounts Payable website is showing 'not found', please retransmit the invoice and email our EDI Technical group at edi.group@nordstrom.com with the AP vendor number, invoice number, transmission date, and ISA number. The EDI Group can then monitor the invoice transmission to ensure the data has been received and loaded into our AP system.

Invoice and Claim Inquiries

12-month time limit on all inquiries

Invoice, Claim and Check stats can be found on the Accounts Payable Vendor Inquiry website at <http://portal.nordstrom.com>. Vendors are asked to use this website as the first point of contact. Follow-up questions can be directed to the correct department by utilizing the 'Contact Us' section of the Accounts Payable Inquiry website (include web findings in the email).

Payment Terms

Payment terms will be calculated from the receipt of goods (ROG) at destination (not consolidator) or receipt of invoice, whichever is later. "End of Month" (EOM) dating for shipments received after the 20th of the month will be considered next month's business Payments shall be issued on the next weekly check run following the due date if documents are received timely. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

Response Time

All correspondence is worked within 10 business days, in date order received: however, there are circumstances that may require additional research time. Please wait three weeks before resubmitting a request.

Freight Invoicing and Reimbursement

Information on Freight Invoicing and Reimbursement can be found in the ROUTING GUIDE section of this website.

On-Time Delivery

Our commitment to customer service carries with it the requirement that all merchandise be available to the customer immediately. Back-ordering increases shipping and handling costs, raises return rates, and results in a general loss of credibility. On-time delivery of all purchase orders is therefore Nordstrom.com's highest priority.

Due to the time-sensitive nature of Catalog and Internet business, it is imperative that merchandise arrives in our facility by the cancel date listed on the purchase order. Merchandise that is not completely available on the agreed upon date will be subject to cancellation or refusal.

Expense Offset Policies

An expense offset fee will be assessed for all merchandise not in compliance with our standards. The purpose of these fees is to recoup expenses incurred as a result of the receipt non compliant shipments. Compliance with these requirements supports our common goal of expediting the flow of merchandise to the selling floor. Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the www.nordstromsupplier.com website.

ACH Payment and EDI 820

Nordstrom offers ACH (Automated Clearing House) as a payment option. ACH payments are issued weekly and provide efficient access to cash by automating deposits to a supplier's bank account. Payment remittance details are sent directly to the supplier's company via the EDI 820 document (Payment Order/Remittance Advice). Activating the EDI 820 document is not a requirement to enroll in the ACH payment option; if a supplier's company is not able or chooses not to receive remittance advice detail via EDI 820, payment detail may be accessed at <http://portal.nordstrom.com>. Please note that payment format is CCD and is included in the BPR segment of the 820.

If working with a factor, suppliers do not need to complete any ACH paperwork, as we will be working with the factor separately to set them up with ACH payments.

The benefits of ACH payments include:

- Improved cash forecasting
- Trips to the bank for deposit drop-off are eliminated
- Potential for check fraud is eliminated
- Environmentally friendly through reduced paper use

Nordstrom's EDI 820 will be sent under EDI ID of 01/007942915. (Please note this is the same ID used to transmit Nordstrom's 850 PO and 810 Invoice.) Nordstrom can help suppliers initiate the implementation of this new document one of two ways. First, we can provide a sample file for setup or second, suppliers have the option to test the 820 document with Inovis, our third party enabler. Nordstrom Supplier Compliance (nordsupcmplnc@nordstrom.com) will be able to assist with either option. Mapping for the [EDI 820](#) can be found on our sidebar under EDI Mapping Documents.

The Merchandise ACH Payment and EDI 820 Setup Form can be found under the 'Contacts Us & Resources' section of this website. We also require that suppliers fill out the request for Taxpayer ID Number (W9). Please fax the completed forms to 206-233-6331. For questions on completing the form, please contact the Nordstrom Vendor Desk at 206-233-6330 or via email at vendor.desk@nordstrom.com.

SECTION 9

DROP SHIP COMPLIANCE MANUAL

Drop Ship Compliance Manual

The Drop Ship Compliance Manual can be found on our supplier compliance website: http://www.nordstromsupplier.com/Content/sc_manual/NDirect/Drop_Ship_Supplier_Operations_Manual.pdf

Notice of Disclaimer

The Nordstrom Full Line and Rack Supplier Compliance Manual, the Nordstrom.com Supplier Compliance Manual, the Nordstromrack.com | HauteLook Supplier Compliance Manual, the Routing Guide, the NPG Supplier Procedures Manual, the Nordstrom International Packing and Shipping Guide, the Drop Ship Program and the www.nordstromsupplier.com website provide answers to questions commonly asked by Nordstrom vendors/suppliers and serves as a reference to state and federal laws regarding apparel, footwear and accessory products.

The information contained within the manual and the website should not be taken as legal advice or as a legal guide to a supplier's situation or to any law, statute, or dealings with public authorities.

Please refer any questions regarding compliance with and/or violations of laws, citations by public authorities, court appearances, legal responsibilities, criminal or civil defenses, etc., to an attorney.

Nordstrom is not responsible for:

- Supplier reliance on any information contained in or omitted from this manual
- Supplier reliance on the accuracy of such information, including whether or not the information is correct, current or complete, and/or
- The consequences of any action a supplier or any other person takes or fails to take, whether or not based on information provided by or as a result of the use of this manual