

# NORDSTROM



## **Welcome to Nordstrom!**

We are so excited you're one of our valued business partners. In our effort to deliver value and advantage, we are completing our transition to Coupa's Source to Pay platform for non-merchandise spend. The Frequently Asked Questions below will help in the final phases of the transition. Please reach out to [s2pcoupa@nordstrom.com](mailto:s2pcoupa@nordstrom.com) if you have further questions. We always like hearing from you!

## **About our System**

### **What is Coupa?**

Coupa is the leading (#1 Gartner and Forrester) cloud-based, spend management platform that unifies the procure-to-pay business process across a company. Coupa brings e-commerce shopping ease to procurement management processes. For more information on Coupa, please visit their website at <https://www.coupa.com/>.

### **When did Coupa go-live?**

The Coupa system went live for all Nordstrom suppliers starting in March 2021.

### **Will I continue to receive orders outside Coupa?**

No. Please ensure you have a Nordstrom purchase order issued through Coupa before providing goods or services to Nordstrom. If you do not have a Nordstrom purchase order, there is no way for you to invoice for the goods or services.

### **Where should I go if I have questions about using Coupa and/or CSP?**

If you have questions about using Coupa and/or CSP, please email [s2pcoupa@nordstrom.com](mailto:s2pcoupa@nordstrom.com) or visit the [Coupa Success Portal](#). You can also use a Chat feature with Coupa support to answer questions about the functionality of the system.

# Coupa Supplier Portal (CSP)

## **Where can I find information about CSP?**

Please refer to the following link for more information regarding CSP: [https://success.coupa.com/Suppliers/For\\_Suppliers/Coupa\\_Supplier\\_Portal](https://success.coupa.com/Suppliers/For_Suppliers/Coupa_Supplier_Portal). This provides a variety of written references and video demonstration on CSP topics (such as maintaining your catalogs through CSP, etc.)

The CSP is a free online portal that provides suppliers with one location to centrally manage their Nordstrom catalogs, as well as their POs and Invoice activity with Nordstrom.

The CSP will directly connect the registered suppliers to Nordstrom's Coupa platform, making catalog updates and document transfer immediately available for both the supplier and customer.

## **If my company already has an existent CSP account or already uses CSP with another customer, is there a way to combine accounts?**

You can merge your existing CSP accounts by following [these](#) step-by-step instructions.

If you provide us with the same admin email account as your CSP accounts for other customers, then your accounts will automatically merge when we send your CSP invitation. Within your account, there will be a drop-down option to flip between existing customers and Nordstrom.

## **How much does it cost to register with CSP?**

There is no charge to use the Coupa Supplier Portal.

## **Who pays me if I use CSP?**

Nordstrom is still responsible for paying you directly via ACH. Coupa does not pay suppliers on behalf of its customers.

## **Do I have to have a CSP account?**

Yes, a CSP account is required for you to be able to transact. You will be able to manage content and settings on a customer-by-customer basis, including viewing purchase orders, creating catalogs, sending invoices and advance ship notices (ASNs), checking the status of transactions, and more.

## **I did not complete my CSP account in the designated 48 hrs. Can I still complete it using the link provided?**

Yes, if you received a CSP invite from Nordstrom, you have up to 30 days to complete your CSP profile with the provided link.

## **Not the correct invitation point of contact at your company to fill out the questionnaire?**

You can forward the invitation by clicking “Forward this to someone” then entering the email address of the correct contact person. Best Practice: use a group email address to provide access to multiple people instead of a single individual. This can help prevent losing access during employee changes.

## **What is the process of changing the document transmission method?**

If you would like to invoice using cXML, please reach out to Nordstrom Coupa team at [s2pcoupa@nordstrom.com](mailto:s2pcoupa@nordstrom.com) for further information and to begin the cXML set up process.

# **Invoicing**

## **Will there be any changes in invoicing and payment processes after the transition to Coupa?**

Suppliers should submit their invoices through Coupa Supplier Portal (CSP) for Coupa orders. Suppliers should not email invoices to Nordstrom point of contact(s) or Nordstrom Accounts Payable. Nordstrom payment terms do not begin until an accurate invoice is submitted into Coupa and the services/goods are received. Please see note below regarding payment terms.

## **Will there be additional charges for invoicing through Coupa?**

There are no fees for connecting or invoicing with Nordstrom’s Coupa system.

## **Can I email my invoices?**

No. Nordstrom currently uses the CSP options and cXML. We are unable to accept emailed invoices.

## **When do the payment terms start?**

Payment terms start upon submission of an accurate invoice *in Coupa* and it is approved by your Nordstrom point of contact, and for physical goods, the terms start upon receipt of goods in Coupa. You can see the status of the invoice in Coupa. If you have questions regarding the status of receipt or invoice approval, please reach out to your Nordstrom point of contact.

You can see the date the invoice will be paid by viewing “Oracle Payment Date.” This is the date you will be paid, which is calculated by adding the negotiated payment terms to the date of the Nordstrom approval of the invoice. If you have questions regarding approval status or receipt of goods, please reach out to your Nordstrom point of contact. We are unable to change the payment date.

## **Can I have my invoice paid sooner?**

If you’d like to be paid sooner, check out our Cash Flow Optimization Tool, C2FO. C2FO is an optional supplier program that helps improve cash flow by taking small discounts on your outstanding invoices in exchange for early payment when you need it.

Nordstrom C2FO benefits:

- Flexible — Use C2FO only when you need cash. There are no contracts or ongoing fees.
- Seamless — Your invoicing and payment process remain the same.
- Useful — Schedule receipt of payment while maintaining A/R ownership.
- Low Cost — C2FO saves you money with rates typically lower than third party financing.
- Familiar — Your invoices are still paid by Nordstrom, just more quickly.

Here's how C2FO works:

- Review approved invoices that are eligible for early payment.
- Offer a small discount in exchange for early payment.
- Receive notification of whether or not your offer has been accepted.
- Approved invoices are processed within 48 hours

This Cash Flow Optimization tool is strictly voluntary. If you would like to find out more, please contact the C2FO team at 1.888.862.3785 or email [c2fo@nordstrom.com](mailto:c2fo@nordstrom.com)

Please see this helpful link for more information on our Cash Flow Optimization program, [C2FO](#).

### **What if I ship an item that is not on the purchase order?**

Nordstrom will not pay for items that are not pre-approved on a purchase order, and you will not be able to add these items in Coupa. If you need to request Nordstrom to authorize the additional items, please use the “request PO change” feature in Coupa to request this change from Nordstrom.

### **What if I ship a substitute item?**

You must request a change to the purchase order. You will not be able to invoice for substitute items without the change.