

DROP SHIP OVERVIEW

NEW SUPPLIER ONBOARDING

This is for you:
Supplier Representative



PRIVACY POLICY

CONFIDENTIAL

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PROVISIONAL

The information contained in this presentation is based on the best available information as of the date of this presentation. As interpretations and clarifications continue to evolve, the information included in the presentation may become null and void. Therefore, this document should not be maintained as a book of standards.

To ensure that you are always accessing the most updated standards, refer to nordstromsupplier.com.





After this video you will know:

- About the drop ship inventory model
- How to sign up for drop ship

What's in it for me?

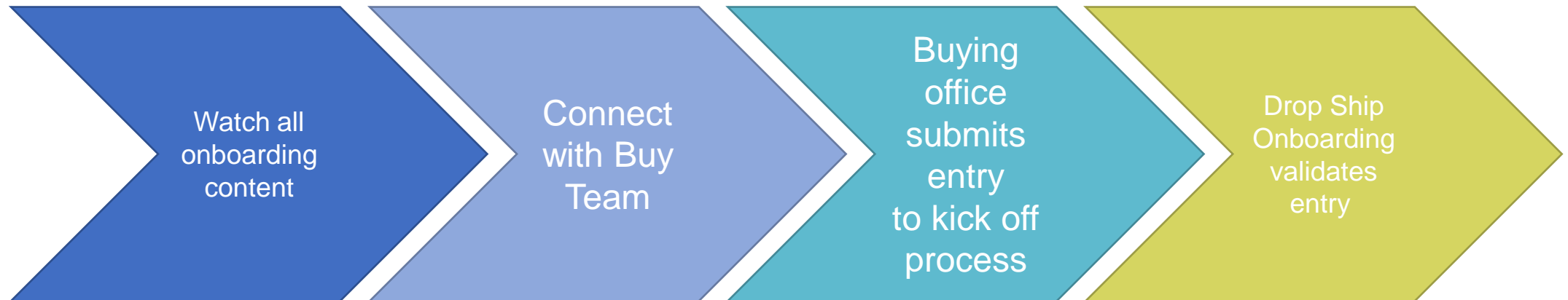
- Utilizing the dropship model leads to minimal startup costs and no shipping charges

Be prepared to complete these actions:

- Review & verify operational requirements
- Fill out drop ship form when received

DROP SHIP PROCESS OVERVIEW

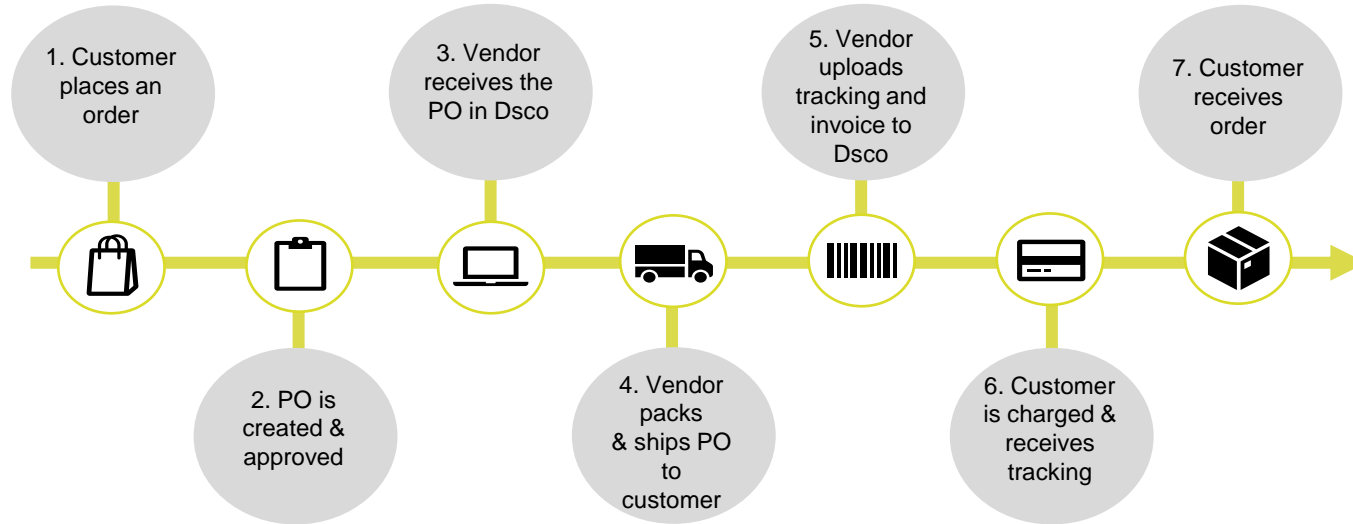
- Drop ship is a fulfilment method where Nordstrom sends customer orders placed online to the vendor
- Vendor ships the goods directly to customers
- Drop ship is run through a 3rd party platform called Dsco



Need Help? Contact: dsonboarding@nordstrom.com

DROP SHIP INFORMATION

Drop Ship vendor journey



About Dsco:

- A required 3rd party inventory tracking platform for drop ship.
- Nordstrom partners with Dsco to offer an integration platform, simplifying and standardizing the way vendors connect and exchange drop ship data.
- **Free** to connect and exchange data.
 - If you need to use a 3rd party VAN or EDI partner, additional costs may surface.

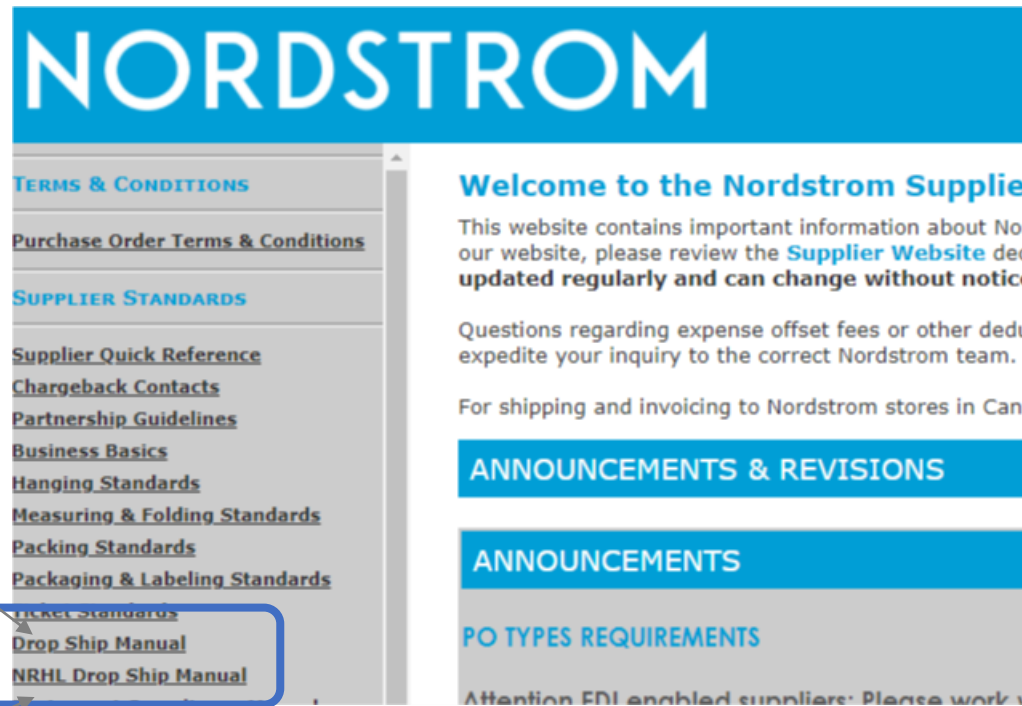
Dsco Benefits:

- ✓ No setup, data or transaction fees
- ✓ Reduction of oversell with automated inventory decrementing
- ✓ Transparency into performance of inventory and orders

If Needed: Click [here](#) for more information on integrating with Dsco.

CHANNEL REQUIREMENTS

- Onboarding for Nordstrom and Nordstrom Rack are independent from each other
- If you would like to participate in Drop Ship for both channels, you need to sign up for 2 Dsco accounts (Nordstrom & Nordstrom Rack)
- Find channel requirements in 2 separate manuals on Nordstromsupplier.com (screenshot below)



Nordstrom Drop Ship Manual

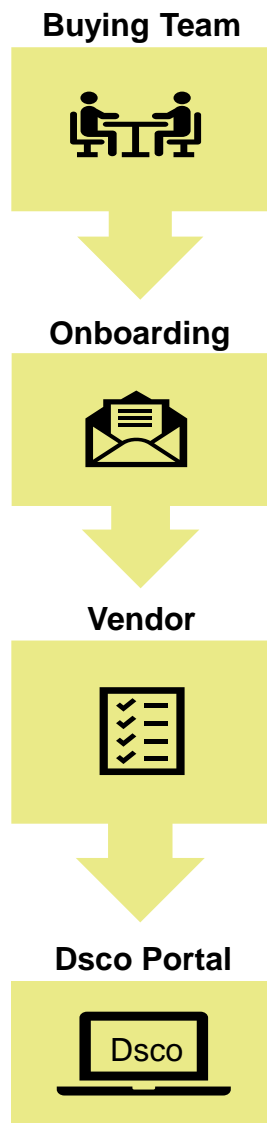
Nordstrom Rack Drop Ship Manual

OPERATIONAL REQUIREMENTS & EXPECTATIONS

All vendors will be required to understand and meet the operational requirements below.

Expectation	Required Timing (Pacific Time)	Required Actions
Inventory Management	At least once a day	<ul style="list-style-type: none"> Send inventory feed in DSCO Ensure accurate, up-to-date quantities
Shipping	Nordstrom: (1 business day) of DSCO Create Date Nordstrom Rack: (2 business days) of DSCO Create Date	<ul style="list-style-type: none"> Ship on-time, via the level of service requested on the PO ASN sent same day order ships Send accurate tracking data in DSCO
Invoicing	1 business day of shipment	<ul style="list-style-type: none"> Invoice in DSCO
Cancellation	Same business day as DSCO Create Date	<ul style="list-style-type: none"> Cancel in DSCO
Communication & Contact Information	Promptly	<ul style="list-style-type: none"> Communicate directly with Operations. Do not contact the customer directly Vendors are responsible for maintaining current contact information
Open RA (N.Com only)	Provide during onboarding	<ul style="list-style-type: none"> One non-expiring open RA # required per vendor Criteria: (2-12) characters, alpha-numeric No special characters
DSCO Platform	Daily	<ul style="list-style-type: none"> Regardless of connection method, leverage DSCO daily to increase order status visibility and ensure shipment, cancellation, invoice and inventory updates are reflected on-time, according to requirements
Carrier Information & Third-Party Billing	Daily	<p>Onboarding</p> <ul style="list-style-type: none"> Vendors onboarded to the program will ship via UPS Vendor (or their third-party provider) must have UPS shipping account Vendor responsible for: Audits and appropriate use of account(s) Processing shipments using correct third-party billing account Selecting "bill third-party" when processing shipments Contacting carrier for troubleshooting assistance

NORDSTROM & DROP SHIP VENDOR ROLES AND RESPONSIBILITIES



Roles and Responsibilities:

1. Buying Team submits the internal request to initiate the onboarding process.
2. Owns pricing conversations, negotiations and assortment selection.
3. Facilitates the creative process such as: item setup/live dates/copy/images.

1. Receives onboarding request and sends vendor questionnaire via DocuSign.
2. Available to answer questions.
3. Reviews completed questionnaire. Verify eligibility and onboarding readiness.
4. Upon approval, sends Dsco invite, third-party billing and testing resources.
5. Once testing and onboarding steps are complete, activate Dsco account.
6. Items are eligible to go live on the site!

1. Complete questionnaire via DocuSign prior to automatic cancellation.
 - Vendor receives follow-up reminders prior to expiration/cancellation.
 - Communicate ability to meet program requirements and onboarding readiness.
2. Upon approval and receipt of Dsco invite:
 - Register Dsco account.
 - Initiate and complete testing with consistent progress in a timely manner.
 - Finalize all required onboarding tasks prior to activation.
 - Notify Drop Ship Onboarding if you experience delays.
 - Contact Dsco Support directly for assistance with technical questions.

1. Utilize Dsco to manage inventory feeds, orders and invoices.
2. Dsco Support is available to help with technical support/general questions via email or chat.



START PREPARING:

- ✓ Review the manual(s) and program requirements linked in this presentation
- ✓ Dropship questions