

# NORDSTROM

## INBOUND COMPLIANCE UPDATE

[www.nordstromsupplier.com](http://www.nordstromsupplier.com)  
[www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com)

**Compliance is a partnership to maximize sales though faster turn times, increased availability and longer selling window.**



### INBOUND SHIPMENT ACCEPTANCE

- Shipments must match the PO
- Merchandise not on PO will be RTV'd at vendors expense and an offset fee issued
- Shipments will be refused if shipped outside ship window or if PO is in canceled status



### COMPLIANCE REQUIREMENTS

- Supplier Standards can be found on [NordstromSupplier.com](http://NordstromSupplier.com) and [NordstromSupplierCanada.com](http://NordstromSupplierCanada.com)
- All compliance requirements will be strictly enforced and apply to all business channels, Full Price and Off Price
- Contact our Supplier Capability Development team or EDI support to learn about options and make a plan to meet compliance requirements



### RFID

- RFID ticketing will be required in 2021
- If you are currently ticketing for other retailers, please begin ticketing for Nordstrom



### OFFSET FEE SCHEDULE

- Off set fees for non-compliant inbound shipments have been updated to industry standard
- New fees are effective December 1, 2020

#### SUGGESTED CHANGE READINESS ACTIONS



- ✓ Ensure shipments match the PO



- ✓ Verify shipments meet compliance requirements



- ✓ Check RFID resources & ticketing requirements



- ✓ Avoid offset fees by becoming compliant. We are here to help!

#### RESOURCE LINKS

Supplier Capability Development  
[suppldev@Nordstrom.com](mailto:suppldev@Nordstrom.com)

Compliance Standards  
[www.nordstromsupplier.com](http://www.nordstromsupplier.com)  
[www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com)

EDI Readiness  
[edisetup@Nordstrom.com](mailto:edisetup@Nordstrom.com)

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## COMPLIANCE REQUIREMENTS SUMMARY

[www.nordstromsupplier.com](http://www.nordstromsupplier.com)

[www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com)

Following is a high-level summary of compliance requirements to quickly & accurately move your shipments through our supply chain. Please reference our compliance manuals, located at [www.nordstromsupplier.com](http://www.nordstromsupplier.com) and [www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com) for the complete details.

**Nordstrom compliance requirements and offset fee policies apply to all business channels: Full Price and Off Price.**

### Brick & Mortar (FLS & Rack)

- EDI Compliant – [Business Basics](#)
- Carton Labels – [Packaging & Labeling Standards](#)
- Store Pack – [Packing Standards](#)
- Ticket Each Item – [Ticket Standards](#)
- Insert Hangers – [Hanging Standards](#)
- Shipments must match SKUs, quantities and allocation on final PO and not contain overages or shortages

### On-Line (Nordstrom.com and nordstromrack.com | HauteLook 'NRHL')

- EDI Compliant – [Business Basics](#)
- Carton Labels – [Packaging & Labeling Standards](#)
- Polybags – [Packing Standards](#)
- UPC – [Ticket Standards](#)
- No Hangers unless specified – [Hanging Standards](#)
- Single SKU Cartons – [Packing Standards](#)

**Please reach out to our EDI setup team with questions or to become EDI compliant. Offset fees will be issued for EDI non-compliance. EDI Compliance benefits our business for the following reasons:**

1. **Speed to floor/web:** POs shipped with no ASN may take 3-5 additional days to process versus ASN compliance shipments as they require manual count and receipt processing.
2. **Data integrity:** 30-40% reduction in transactions with errors.
3. **Faster payments:** Paper/email based invoice payments take 1-2 weeks longer to process than using the EDI 810 invoice transmission.

EDI Setup, direction for EDI testing: [edissetup@nordstrom.com](mailto:edissetup@nordstrom.com)

EDI Technical Questions: [edigroup@nordstrom.com](mailto:edigroup@nordstrom.com)

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## EXPENSE OFFSET POLICIES EFFECTIVE DECEMBER 1, 2020

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### NORDSTROM | EXPENSE OFFSET POLICIES

Effective December 1, 2020

OFFSET FEE POLICIES APPLY TO ALL BUSINESS CHANNELS: FULL PRICE & OFF PRICE

Non-Compliance Type	Offset Fee Charged
<b>UPC Catalog</b>	
UPC Catalog not available, not on Catalog at 'item set up' or missing information (AP Code <b>NU</b> )	\$250.00 per incident
<b>Receiving of Merchandise</b>	
Missing ASN (EDI 856): Merchandise shipped with no ASN	\$250.00 per PO, per Ship-to Location + \$0.80 per unit
Unusable ASN (EDI 856) examples (AP Code <b>NA</b> ):	\$250.00 per PO, per Ship-to Location + \$0.80 per unit
<ul style="list-style-type: none"> <li>• Late ASN: ASN received after product at DC/FC</li> <li>• ASN sent with invalid UPC Barcodes</li> <li>• ASN sent with invalid PO, not referencing all 8-digits (no alpha)</li> <li>• ASN sent with invalid Ship-Date (i.e.: 20170101: Year, 2-digit month, 2-digit date)</li> <li>• Ship-To Location on ASN is not a valid DC/FC location: 0089,0299, 0399, 0499, 0569, 0599, 0699, 0799</li> <li>• ASN is missing a Bill of Lading Number</li> </ul>	
Inaccurate ASN (EDI 856): Receipt & ASN quantities do not match at store/SKU level (AP Code <b>NN</b> )	\$250.00 per PO, per Ship-to Location + \$0.80 per unit
GS1-128 Label: Missing (AP Code <b>NL</b> ) or un-scannable (AP Code <b>NG</b> )	\$15.00 per carton
Missing ASN (EDI 856): Vendor not enabled for EDI	\$250.00 per PO, per Ship-to Location + \$0.80 per unit
<b>PO Violation</b>	
Merchandise that is not ordered (AP Code <b>NQ</b> ) (Includes SKU/Store overage and SKUs not on PO)	\$500.00 per PO, per Ship-to Location
PO Packing Violation (Includes Store PO not store packed/Ecommerce PO not packed in single SKU cartons)	\$250 per PO, per Ship-to Location + \$0.45 per unit
<b>Invoicing</b>	
Non-consolidated invoice (AP Code <b>NI, NY, NZ</b> )	\$10.00 per invoice
Invoice (EDI 810) not received electronically (AP Code <b>IE</b> )	\$10.00 per invoice
Invoice correction (AP Code <b>NE</b> )	\$25.00 per invoice
<b>Floor Ready</b>	
UPC Ticketing – Vendor UPC not attached to merchandise (AP Code <b>ND</b> )	\$250 per PO, per Ship-to Location + \$0.45 per unit
UPC Ticketing – Vendor UPC not scannable (AP Code <b>NB</b> )	\$250 per PO, per Ship-to Location + \$0.45 per unit
UPC Ticketing - Vendor UPC attached to merchandise is incorrect	\$250 per PO, per Ship-to Location + \$0.45 per unit
UPC Ticketing - Missing retail price attached to merchandise	\$250 per PO, per Ship-to Location + \$0.45 per unit
UPC Ticketing - Incorrect retail price attached to merchandise	\$250 per PO, per Ship-to Location + \$0.45 per unit
RFID Ticketing - Missing or unscannable EPC	\$250 per PO, per Ship-to Location + \$0.90 per unit
VICS Hangers (Hanging Standards)– Incorrect Hanger or w/ sizer (AP Code <b>NH</b> ) or No Hanger (AP Code <b>NM</b> )	\$250 per PO, per Ship-to Location + \$1.00 per unit
Shoe Box - Lid not secured with flat retainer rubber band	\$250 per PO, per Ship-to Location + \$0.45 per unit
Nordstrom.com & *NRHL Only UPC barcode-vendor UPC barcode not affixed (AP Code <b>ND</b> ) or un-scannable on outside of polybag (AP Code <b>NB</b> )	\$250 per PO, per Ship-to Location + \$0.45 per unit
Nordstrom.com & *NRHL Only Polybags – Missing (AP Code <b>SX</b> ); merchandise not securely sealed: heat seal or tape (AP Code <b>SS, SN</b> ); polybag too thin; not individually polybagged according to dimensions	\$250 per PO, per Ship-to Location + \$1.15 per unit
Nordstrom.com & *NRHL Only Flat item shipped hanging (Hanging Standards) (AP Code <b>SV</b> )	\$250 per PO, per Ship-to Location + \$0.60 per unit
<b>Quality Assurance</b>	
Nordstrom.com & *NRHL Only Quality Assurance: 100% Inspection (AP Code <b>SB</b> )	\$500 per PO, per Ship-to Location
<b>Transportation</b>	
Routing Guide or Purchase Order Violations (AP Code <b>FC</b> )	Per Routing & PO: 100% shipment cost + \$100.00 handling
Freight Agreement Allowance (AP Code <b>FC</b> )	Per PO contract or freight partnership contract: options are either 100% or 50% for both air & surface shipment costs or air shipments 60% & 30% of .....shipping costs.

**Notes:** Nordstrom *does not* provide photos of non-compliance  
\*NordstromRack.com | HauteLook (NRHL)

Updated 9/28/2020