

**Nordstrom**

# Canada Routing Guide

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## Introduction/Getting Started

The Nordstrom Canada Routing Guide provides instructions to shippers on carrier selection and shipping specifications for Nordstrom purchase orders intended for delivery to Nordstrom Canada.

This Routing Guide covers transportation instructions only—refer to the Supplier Compliance Manual found at [nordstromsuppliercanada.com](http://nordstromsuppliercanada.com) for packing, carton marking, EDI and many other Floor Ready topics. For information regarding Commercial Invoice and NAFTA documentation, refer to the “Requirements When Nordstrom is Importer” link on [nordstromsuppliercanada.com](http://nordstromsuppliercanada.com)

Failure to follow these instructions carefully can result in:

- Delays in delivering your product to stores
- Refusal/returns to shipper at shipper’s expense
- Chargebacks for all/part of the expense incurred by Nordstrom for the shipment

Please note that the information in this guide is updated periodically and can change without notice. We therefore do not recommend printing any section of this guide. Shippers should always refer to the on-line version to make sure that they have the most current information available.

Please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) if there are specific questions about any of the information provided. Please make sure that the appropriate sections of the Routing Guide have been carefully reviewed prior to contacting us.

## How to Use This Guide

- 1) Read Section 1 “General Rules”, and Section 2 “Important Definitions/Guidelines” for an overview of Nordstrom shipment specifications and requirements.
- 2) Determine Shipment Classification. See Section 3.
- 3) Locate the Routing Instructions for your Shipment Classification in Sections 4-6 to determine the authorized carrier.
- 4) Once your carrier has been determined, refer to Section 7—Carrier Pages and locate the selected carrier’s information page. Follow those instructions in order to create your shipment and arrange pickup from the selected carrier.

## Section 1: General Rules

The Nordstrom Canada Routing Guide is the only authorized source of instructions about carrier selection, receiving addresses and shipping specifications for Nordstrom purchase orders (POs). Nordstrom Buyers may select the shipping method for a PO, but they are not authorized to select the carrier.

### **Failure to comply with this Routing Guide places full liability for loss or damage with the supplier.**

- Deviation from these instructions without approval from the Nordstrom Corporate Transportation office may result in a charge back, which could include a \$100.00 handling charge, to be deducted from the supplier's invoice.
- ***Important:*** If the shipper chooses to send a shipment via an unauthorized carrier, the shipment must be sent prepaid, with all charges including any accessorial charges, duties and taxes (if applicable) accessed by the carrier billing to the shipper. The shipper will also assume the role of Importer of Record if the shipment is an import from outside Canada. If the shipper opts for collect billing via an unauthorized carrier, Nordstrom reserves the right to either refuse the shipment or reverse the freight charges back to the shipper.

***Use of any carrier or shipping method (routing) not specifically authorized in this guide or by Nordstrom Traffic will result in the supplier paying all transportation charges, regardless of whether or not Nordstrom might have incurred lower or higher transportation costs with the unauthorized shipping method.***

### Supplier/Shipper Benefits

When suppliers follow the Nordstrom Canada Routing Guide instructions on carrier selection and shipping, they enjoy several benefits, including:

- Discounted carrier rates when sharing freight costs with Nordstrom Canada
- Pre-scheduling and prioritization of shipments for delivery at the Ship-To DC
- Faster shipment processing/delivery to Nordstrom stores.

### Small Package Shipments

In an effort to decrease the number of small package shipments received at our Distribution Center, Nordstrom requests that your shipping dock make every effort to consolidate packages/Purchase Orders from your single shipping location to the Nordstrom DC so that your shipments may meet our conventional carrier criteria rather than ship via small package carrier. If you are shipping to Nordstrom Canada more than two times per week, please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) to discuss options.

### Collect/Prepaid Shipments

- All shipments to Nordstrom (except prepaid and D.D.P. classification shipments) must be sent 'Collect' if via Nordstrom Consolidator or LTL carrier, or 'Bill Third-Party' if via small-package (i.e. UPS) authorized carrier. See Carrier Pages (Section 7) for specific billing instructions by carrier.
- Small Package shipments on UPS must be billed to Nordstrom's Third-Party Bill-To account, (see UPS pages in Section 4 "Carrier Pages" for details). IMPORTANT NOTE: This account is different than the one used for shipping within the US.
- ***Important:*** Nordstrom Canada will not reimburse shippers for any "prepaid" shipments, whether via authorized or non-authorized carriers. Should you accidentally ship "prepaid" via a Routing Guide authorized carrier, please see "Rebilling" below.

**NOTE:** *Suppliers are responsible for any loss and/or damage associated with prepaid shipments*

## Rebilling

If a shipment is accidentally shipped on a “Prepaid” basis instead of “Collect” or “Bill Third Party” basis using one of our authorized carriers, please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) and provide the following information:

- Shipper name
- Vendor name/vendor number
- Carrier used
- Pro number/tracking number(s)
- Ship Date
- Request to rebill to Nordstrom
- We will contact you within 2 business days regarding your request

**NOTE:** *Rebill requests must be made within 30 days of ship date. Requests made later than 30 days will be denied.*

## Section 2: Important Definitions/Guidelines

### Freight Chargeback Inquiries

- Please note that all freight chargeback inquiries must be made within twelve months of the shipping date. In order to ensure the fastest possible resolution of any disputes, we encourage suppliers to avoid accumulating inquiries for monthly, quarterly, seasonal or annual review and to submit any questions promptly, preferably within 60 days of the shipping date.
- A Freight Chargeback Statement listing chargeback reason(s) and itemized shipment information for each chargeback is emailed to vendors after the chargeback has been deducted from their remit check. These statements are emailed using address on file with our CMIO Chargebacks team. If you are currently not in receipt of these emails or you wish additional contacts receive this information, please email [traffic@nordstrom.com](mailto:traffic@nordstrom.com) and we can update our records.
- If you continue to have questions about your freight chargebacks after receiving the Freight Chargeback Statement, you may send your inquiry along with the Freight Chargeback Statement and supporting documentation (which may include a copy of the signed Bill of Lading, buyer email, your Freight Contract Agreement, PO showing the freight allowance, etc.) to [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

**NOTE:** *Inquiries on PO's shipped more than twelve months ago and/or submitted without supporting documentation will not be addressed.*

### Shipment Consolidation

We urge all shippers to consolidate their shipments to the smallest possible number of shipments per week (as PO shipping windows permit). If you are shipping to Nordstrom Canada more than two times per week, please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) to discuss options.

### Shipment Definitions

U.S. Origin to Canada

Canadian Origin, Canadian Destination

Via conventional carriers, (i.e. LTL, Consolidator): A shipment is defined as **all cartons for all POs shipping to a single Nordstrom location on a single day**. Each BOL is a shipment.

Via Small Package Carrier, (i.e. UPS): A shipment is defined as each carton—the carrier shipping label is the Bill of Lading. Nordstrom requires that when shipping via small package carrier, all cartons for a particular po going to the same destination (i.e. DC 868) be rolled up into a “Shipment” when the shipping labels are being created. This requirement also applies to the commercial invoice that covers this shipment—**all cartons in the shipment must be covered by one commercial invoice**. See UPS carrier instructions for details.

### Shipping Timeframes (Ship Windows)

The PO shipping window (i.e. “earliest ship date” to “latest ship date”, or “not before, not after” dates), indicates the first and last date that merchandise may leave the shipper’s dock. Merchandise shipped outside of this shipping window may be refused by the DC or the carrier, and if accepted by a DC may result in a chargeback. If either the “Not Before” or “Not After” ship window date falls on a weekend or a holiday, the order must be shipped on the weekday following the earliest ship date or prior to the latest ship date in order to be considered valid.



**NOTE:** *Prepaid shipments routed via an unauthorized carrier, and all D.D.P. classification shipments must deliver to the designated DC within the purchase order Ship Window. Shipments that are shipped within the Ship Window, but deliver outside the Ship Window, are considered non-compliant and can be refused or accepted with applicable charge-backs applied.*

If for any reason the supplier cannot meet the latest ship date, an extension may be requested from and granted only by the Nordstrom buyer who owns the Purchase Order. In all cases, the Routing Guide instructions on carrier selection must be followed. Buyers are not authorized to give instructions on carrier selection. ***Failure to comply with this guideline will result in the supplier being held liable for all freight and handling costs incurred***

## **PO Verification**

### **Nordstrom Order Verification System (NOVS)**

Shippers may check the status of their PO's via the Nordstrom Order Verification System (NOVS), which is available on Nordstrom's Supplier Portal (<http://portal.nordstrom.com>). Each authorized member of your company who wishes to access NOVS must register and acquire their own user ID and password. Typically, your Accounts Receivable Department will have completed the Supplier Portal set-up process and will act as the Administrator for all of your company's individual accounts. If your company does not currently have access to the Supplier Portal, please contact us at [traffic@nordstrom.com](mailto:traffic@nordstrom.com).

All shippers are required to verify their PO's with the carrier (except UPS small package shipments) at the time of scheduling a pickup for their shipment to Nordstrom. Carriers must verify that the shipper's PO's are valid and that they are ready to enter the Nordstrom Transportation pipeline prior to issuing a Pickup Number and scheduling a pickup. Carriers will not schedule a pickup until they have confirmed that the PO's are valid. While shippers have access to the Nordstrom Order Verification System (NOVS) website, which enables them to check the status of their PO's, they must also verify their PO's with the carrier. The validity of a PO is dependent upon the actual ship date, which is the day the carrier signs for the PO's on the shipping dock. A carrier's acceptance of a po is not necessarily an indication that the ship window is valid.

**NOTE:** *All shippers are required to ship within the Nordstrom PO shipping window.*

## **Maximum Carton Dimensions/Weights**

- The maximum cartons dimensions are (in inches) 36x27x30
- The maximum weight per carton is 50 lbs
- Please refer to the "Carton and Labeling Requirements" section of the Nordstrom Canada Supplier Compliance Manual found at [nordstromsuppliercanada.com](http://nordstromsuppliercanada.com) for more detailed information.

## **Maximum Shipment Weight Limits**

The following standard shipment weight limits are covered in this guide:

- Maximum surface shipment per DC: up to 10,000 pounds or up to 2,000 cubic feet
- Maximum air shipment per DC: 1,000 pounds
- ***If your shipment exceeds 10,000 pounds per DC or 2,000 cubic feet per DC, please review the Volume Shipments guidelines found below.***

## Volume Shipments

**Contact Nordstrom** at least 3 business days prior to your requested ship date for instructions on surface shipments (per DC) weighing more than 10,000 lbs or having a cubic measure greater than 1,800 cubic feet or air shipments weighing more than 1,000 lbs.

- To schedule a volume load pick up, please email [volumeload@nordstrom.com](mailto:volumeload@nordstrom.com) or call the 877-444-1313 option 4 option 2.
- Your shipping dock must be accessible to a standard 53-foot tractor-trailer combination.
- Cartons are to be floor loaded into the trailers. If the entire load will fit on the trailer using pallets this can be allowed, but only if the pallets are not double stacked. (Note: Nordstrom cannot offer a pallet exchange for pallets tendered). Loads that are received double stacked may incur an unloading chargeback. The chargeback amount will be deducted from your invoice.
- When shipping multiple PO's, we ask that you make every effort to load by PO number, keeping all PO's in close proximity to facilitate ease of count confirmation at the DC receiving dock.
- Carriers typically allow two hours' load time per trailer. Detention time begins after the second hour. The vendor must make every effort to load the trailer within two hours. In cases of extreme detention, the vendor may be subject to a chargeback to cover the resulting detention charges. If applicable, this charge would be deducted from your invoice.
- Any add-on cartons to the shipment must be either emailed to [volumeload@nordstrom.com](mailto:volumeload@nordstrom.com) or called in to 877-444-1313, option 4, option 2 prior to pick up.
- Do not list a released value or any other declared value on the bill of lading.
- Bills of lading must be marked with the designated DC number and address.
- The shipper must apply a numbered seal to all loads and this number must be noted on the bill of lading. **Failure to properly seal the trailer transfers all shortage liability to the shipper.**

If you have any questions about volume shipments, please call 877-444-1313 option 4, option 2.

## Declaration of Value

Do not declare value on Bills of Lading for surface or air shipments, except when shipping Jewelry or Watches to departments 68, 89, 214 and 589. See: Jewelry/Watch Shipping Procedures (in Section 7 Carrier Pages, UPS Small Package-- "Jewelry and Watch Shipping Procedures").

## Palletization of Freight

Nordstrom requires the palletization of cartons for shipping via conventional (i.e. LTL) carriers. We recommend you consult with the carrier about palletizing prior to arranging a pickup. You may combine purchase orders that are destined for the same DC on the pallet(s). When shipping via truckload carrier (single 53' trailer to one destination) DO NOT palletize—freight must be floor-loaded unless otherwise instructed by the Volume Load desk.

## Shipments via LTL/FTL carriers

- All cartons on the pallet must be plainly visible to allow for accurate carton count.
- Cartons for DC 868 cannot be mixed with cartons for any other DC on the same pallet. You may combine multiple PO's for DC 868 on the same pallet.
- Stack the heaviest weight cartons on the bottom row
- Loading the pallet more than six feet high is not recommended; use your best judgment based on burst strength of the cartons being stacked and overall stability of the pallet when building the pallet.

- **After carrier has counted the cartons on the pallet**, shrink-wrap the pallet using heavyweight film wrapped as tightly as possible to ensure stability, especially including any single cartons on the top row. Use clear plastic film.
- Nordstrom requires its carriers to sign for cartons. If a carrier is unable to confirm the number of cartons tendered for any reason (i.e. due to carton stacking method or lack of visibility for shrink wrapped pallets), shipper must either resolve the conditions that prevent the carrier from an accurate count, or accept responsibility for any shortages upon delivery to Nordstrom.
- Absolutely **do not mark** or note the Bill of Lading: 'x pallets said to contain y number of cartons.' If freight is tendered to a Nordstrom carrier in a 'Said to Contain' manner and the correct number of pallets are received, all carton shortages will be treated as a vendor short-shipment.
- Your Bill of Lading must contain a total carton count by DC, and the number of pallets by DC that are being shipped. Shippers must require the driver to sign for the total carton and pallet count by DC that they are receiving for all live-loaded shipments.
- You must list the pallet weight separately on the BOL by DC, i.e. '2 pallets, 50 lb. pallet weight'.

**NOTE:** Nordstrom cannot offer a pallet exchange for any palletized shipments.

### Unique Bill of Lading Number

A Bill of Lading (BOL) number is a unique identification number assigned by the shipper and is mandatory for all Bills of Lading and Master Bills of Lading. Nordstrom recommends using a VICS standard Bill of Lading. Please see the Appendix link found on [NordstromsupplierCanada.com](http://NordstromsupplierCanada.com) for a sample VICS bol. For more information, please visit the VICS website ([www.vics.org](http://www.vics.org)).

### Companies Sending EDI Shipments

Companies sending shipments via EDI must create a unique BOL (VICS) number to serve as a tracking number for each shipment. This unique number must not be reused for at least 18 months. The BOL number must consist of a maximum of 20 alpha or numeric characters. Special characters such as dashes cannot be used.

### Companies Sending Non EDI Shipments

Companies sending Non EDI shipments must create a unique BOL number to serve as a tracking number for each shipment. The BOL number must consist of a maximum of 20 alpha or numeric characters. This unique number must not be reused for at least 18 months.

### Bill of Lading Preparation

Detailed carrier-specific bill of lading instructions is provided in the Carrier Pages (Section 7).

### Refusals and Related Charges

This section outlines the supplier's liabilities and responsibilities when Nordstrom refuses a non-compliant shipment or Purchase Order.

## Reasons for Shipment/Purchase Order Refusals

- The PO number on the Bill of Lading or package label is missing or invalid. On shipments containing multiple PO numbers, a single invalid or missing PO number may result in refusal of the entire shipment.
- The order was shipped outside the shipping window, either prior to the Earliest Ship Date or after the Latest Ship Date
- The order was shipped 'Prepaid', but delivered to the DC outside of the purchase order ship window
- The order has been cancelled, is not on file or is not activated in our system. (Please be sure to verify all Purchase Orders using NOVS before shipping.)
- The order contains unauthorized substitutions, overages or defective goods.
- The shipment was delivered to the wrong Ship to DC.
- The shipment was sent Collect on Delivery (COD) via ANY carrier.
- Your carrier did not pre-schedule a delivery appointment at the ship to DC 24 hours prior to delivery.

## Fees Assessed for Refused Shipments

When a shipment or order is refused, the supplier will be held liable for the following:

- Inbound freight charges
- Return freight fees
- \$100.00 handling fee
- Any charges incurred due to the refused shipment (i.e., redelivery and storage charges)

If a shipment qualifies for refusal but is nevertheless accepted by Nordstrom, the supplier may still be held liable for the above charges or fees via freight offset charges.

## Refused Shipment Handling and Liability

### Shipment Classification: Domestic

- Non-compliant merchandise of 'Domestic' Shipment Classification received at a Nordstrom Canada facility may be refused and returned to the vendor at the vendor's expense. Return Authorization stickers will not be used on refused merchandise. If the vendor chooses not to receive this returned refused merchandise, the merchandise may be destroyed, salvaged through jobbers, or sold in our off price channels. Supplier bears full liability for loss or damage on refused shipments resulting from non-compliant shipments or Purchase Orders, and improper shipping, packaging or labeling.

### Shipment Classification: US Origin, Nordstrom Import (NI)

- Refused merchandise of 'U.S. Origin NI' Shipment Classification routed through consolidators Gilbert East, Norcon or CTE may be held on hand at the Consolidator's facility prior to being routed to Nordstrom Canada. The Consolidators will notify the shipper whose name appears on the bill of lading that the shipment or order is refused or undeliverable. Storage charges are accumulated until the Consolidator receives both disposition instructions in writing and payment of charges from the shipper.
- Refused merchandise routed via authorized LTL carriers may be held on-hand at Nordstrom Canada's DC. The DC will notify the shipper/supplier listed on the Bill of Lading, and [Traffic@Nordstrom.com](mailto:Traffic@Nordstrom.com), of the refusal. If satisfactory arrangements cannot be made between the Nordstrom Canada buyer and the vendor, the merchandise may be disposed of locally, and the supplier's invoice for the refused merchandise will not be processed for payment.

### **Shipment Classification: Delivered Duty Paid (D.D.P.)**

- Refused merchandise shipped to Nordstrom on a D.D. P. basis may be held at DC 868 for a short period of time, while the DC or Nordstrom Corporate Logistics attempts to contact the shipper and either resolve the reasons for refusal, or arrange for the shipper to pick up the shipment from the DC. Any shipments not picked up within seven business days may be assessed storage charges; any shipments not picked up within 14 business days may be destroyed and the supplier's invoice for the refused merchandise will not be processed for payment.

### **Direct to Store (DTS)**

Direct-To-Store shipments are generally not allowed; permission from Nordstrom Traffic must be obtained first prior to shipping directly to a Nordstrom store in Canada. Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) and request a "Direct to Store" authorization. They will respond back to your email with instructions.

If your Nordstrom purchase order instructs you to ship directly to a Nordstrom Canada store, please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for Routing Instructions.

Provide the following information:

- Supplier name and number
- Shipping origin and requested store destination
- Purchase order(s)
- Number of cartons and weight (in lb)
- Date shipment will be ready for pickup

Traffic will respond to you within one business day from receipt of your message.

### Section 3: Determining Shipment Classification

To determine the Shipment Classification of a Purchase Order (PO), first note your shipment origin, then locate the following fields on your Nordstrom purchase order:

- Purchase Type
- Title Pass Location

From the table below, select the appropriate Shipment Classification based on the listed Nordstrom Canada PO terms:

<b>Shipment Origin</b>	<b>Purchase Type</b>	<b>Title Pass Location</b>	<b>Shipment Classification</b>
Canada	FCA (Free Carrier)	<b>Origin</b> (after loading on equipment)	<b>Domestic</b> (Intra-Canada)
All	DDP (Delivered Duty Paid)	<b>Destination</b> (after shipping)	<b>Delivered Duty Paid</b>
U.S.	FCA (Free Carrier)	<b>U.S. Origin</b> (after loading on equipment)	<b>Nordstrom Import</b>

### Shipment Classification Definitions

#### **Domestic**

Canadian Suppliers shipping to Nordstrom Canada domestically (i.e. Canada-to-Canada) per Routing Guidelines found in **Section 4**. Nordstrom Canada will be responsible for freight costs for Routing Guide approved shipments unless a Freight Agreement exists between supplier and Nordstrom.

#### **Delivered Duty Paid (DDP)**

Suppliers will ship on their carrier of choice from any origin, delivering to Nordstrom Canada per Routing Guidelines found in **Section 5**. Nordstrom Canada will not be responsible for transportation costs, duties, taxes or other fees, and will not be Importer of Record for these shipments.

#### **Nordstrom Import (NI)**

NI Shipment Classification suppliers will be tendering freight to Nordstrom Routing Guide-authorized carriers in the United States, based on origin shipping state and shipped weight (see Routing Instructions in **Section 6**). Nordstrom will be responsible for importing the merchandise into Canada, and the freight costs associated with the shipment unless a Freight Agreement exists between the supplier and Nordstrom.

## Section 4: Routing for “Domestic” (Intra-Canada) Shipment Classification: Origin Province Pages

### Alberta (AB)

#### **General Rules for Surface Shipments:**

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

#### **General Rules for Air Shipments:**

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA

## British Columbia (BC)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA

## Manitoba (MB)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA



## New Brunswick (NB)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA

## Nova Scotia (NS)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA

## Ontario (ON) Except Greater Toronto Area

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000 lb	SBA
Air	868	1-50 lb	UPS Express Saver
		51-1,000 lb	Contact <a href="mailto:traffic@nordstrom.com">traffic@nordstrom.com</a>

## Ontario (ON) Greater Toronto Area (FSA Codes L3P-M9W)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000 lb	SBA
Air	868	N/A	No Air shipping in this area

## Quebec (QC)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000 lb	SBA
Air	868	1-50 lb	UPS Express Saver
		51-1,000 lb	Contact <a href="mailto:traffic@nordstrom.com">traffic@nordstrom.com</a>

## Saskatchewan (SK)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000 lb	SBA
Air	868	1-100 lb	UPS Express Saver
		101-1,000 lb	SBA

### Shipments From:

[Labrador, Newfoundland, Nunavut, Northwest Territories, Prince Edward Island, Yukon](#)

Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for Routing Instructions

## Section 5: Delivered Duty Paid (DDP) Shipment Classification

All DDP shipments except those via courier carriers (i.e. UPS, FedEx, Purolator Small Package etc.) must be scheduled into the DC with a delivery appointment. Freight divisions (i.e. UPS Freight, FedEx Freight, Purolator LTL etc) of these carriers must schedule a delivery appointment.

### Delivery Appointment Booking:

- At a minimum, appointments must be made at least one business day prior to the requested delivery date, but no more than two business days prior.
- Shippers are *strongly* encouraged to use the email contact (see below) method when booking delivery appointments
- Cut off time for next business day deliveries: 3:00 pm. After 3:00 pm, appointments will be provided on the next available business day.

### Appointment Desk Contacts:

- [nlsironappts@nls.ca](mailto:nlsironappts@nls.ca) (preferred contact method)
- phone: 416-246-9536
- hours: M-F 7:30 am to 3:00 pm

### Required Information:

- Customer Name (Nordstrom)
- If loose freight: total number of cartons
- If palletized: total number of pallets
- Nordstrom PO number(s) and cartons per PO
- Carrier Name
- Carrier Pro or tracking number

NLS will respond back within 2 business hours of receiving the appointment request with the authorized Appointment Number, and date/time for the delivery.

**NOTE:** *Driver must provide the NLS appointment number upon arrival at the dock.*

**NOTE:** *All DDP shipments are required to be delivered to the Nordstrom Canada DC within the purchase order ship window ("Not Before/Not After" dates). Shipments with delivery attempts made outside of the ship window may be refused.*

- Shippers routing DDP to Nordstrom Canada are able to use the carrier of their choice, provided all duties, taxes and transportation costs are prepaid
- Delivery Appointments at Nordstrom DC 868 are **required** except for Small-Package carrier deliveries

### **IMPORTANT:**

- *DDP shippers with shipment origins outside of Canada and without a Canadian business location must be set up as an NRI (Non-Resident Importer) with a Canadian Customs Broker. NRI's must also apply to the Canada Revenue Agency for a business number, which must be used on all documentation associated with your imports. This allows the shipper to be both Exporter and importer of Record, with all duties, taxes and fees being billed to their account. Shipments from DDP suppliers without the appropriate NRI/Canada Revenue Agency arrangements could be refused by Nordstrom. Please contact your Customs Broker for further details and to confirm your NRI status*
- *Small Package\_DDP shipments (shipped via small package carrier like UPS, FedEx etc) must **not** have used the 'Free Domicile' billing option for Duties & Taxes. Shipping a package 'Free Domicile' causes the recipient to become the Importer of Record, and therefore all duties and taxes are billed to the recipient as well. This is in violation of Nordstrom DDP PO terms. Shipments sent 'Free Domicile' could be refused or returned to the shipper. Should Nordstrom elect to accept a 'Free Domicile' shipment, all duties, taxes and other fees will be charged back to the shipper, plus any applicable handling charges*

## Section 6: U.S. Origin Nordstrom Import (NI) Shipment Classification

### How to use the Nordstrom Import routing instructions:

- 1) Locate shipment origin state below
- 2) To calculate shipped weight, combine weight of all POs to DC 868 shipped on the same day
- 3) Determine carrier from the listed table based on shipped weight
- 4) Locate Carrier's page in Section 7, 'Carrier Pages'
- 5) Follow instructions to book a pickup with the selected carrier

### **Required Documentation for Nordstrom Import (NI) Shipment Classification:**

#### **Conventional Carrier Shipments:**

The below document(s) must be included with each BOL tendered to an Authorized Nordstrom Carrier:

- Commercial Invoice--Please see the 'Commercial Invoice Requirements' link on [www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com) under 'Supplier Requirements when Nordstrom is Importer'
- Free-Trade Eligible (NAFTA) Items—Notify Nordstrom at the time of item set up with the Nordstrom Buying Office (or for NPG items during the pricing process) that a particular style or styles qualify for duty free treatment. Identify which of the following agreements apply:
  - NAFTA US origin qualifying
  - NAFTA Mexico Origin qualifying
  - NAFTA US Tariff Preference Level (TPL) qualifying

At time of shipment, the certificates of origin/eligibility must be tendered with a complete set of commercial documents to the carrier. In some cases, the carrier may ask that you email these documents to them prior to pick up, rather than tender directly to their driver, which is acceptable however the IMPORTANT thing in either case is that the carrier is in possession of your Customs Documentation prior to or upon pickup. *No shipment will be picked up without these documents having been tendered as described above.*

**NOTE:** *If the Product Specification Sheet has not been presented to Nordstrom at item set up, the items will not have the correct HTS codes updated in our system, and will be held by Nordstrom or its authorized carrier until the product or item(s) can be properly classified.*

#### **Small Package Carrier Shipments**

See "UPS Small Package" in Section 7 Carrier Pages for required documents and shipping process. Also see [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) under "How to Ship to Nordstrom Canada by UPS" for step-by-step instructions.

**NOTE:** *The Nordstrom Brokerage Information (listed below) does not apply to small package carrier shipments. Small Package Carriers will utilize their own brokers. Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) with questions.*

#### **Nordstrom Brokerage Information**

##### For Conventional Carriers

Expeditors Canada, Inc

Contact: Kelly Homenick

1-866-305-0446 (24-hr toll free)

519-967-0975 ph

905-290-6625 fax

[Yqg-days@expeditors.com](mailto:Yqg-days@expeditors.com)

[Yqg-afts@expeditors.com](mailto:Yqg-afts@expeditors.com)

## Origin State Pages

### Alabama (AL)

#### **General Rules for Surface Shipments:**

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

#### **General Rules for Air Shipments:**

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

### Alaska (AK)

Contact [Traffic@Nordstrom.com](mailto:Traffic@Nordstrom.com) for Routing instructions.

### Arizona (AZ)

#### **General Rules for Surface Shipments:**

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

#### **General Rules for Air Shipments:**

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	CTE
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Arkansas (AR)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## California (CA) zip prefixes 900-918 (LA Metro Area)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	CTE
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

### California (CA) zip prefixes 919-938

#### **General Rules for Surface Shipments:**

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

#### **General Rules for Air Shipments:**

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	CTE
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

### California (CA) zip prefixes 939, 956-969 (N. Cal)

#### **General Rules for Surface Shipments:**

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

#### **General Rules for Air Shipments:**

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	CTE
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day



## California (CA) zip prefixes 940-955 (San Francisco Metro Area)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	CTE
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Colorado (CO)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

For AIR shipments greater than 1,000 lbs. per DC contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Connecticut (CT)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Delaware (DE)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Florida (FL)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Georgia (GA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Hawaii (HI)

Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for Routing Instructions

## Idaho (ID)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Illinois (IL)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Indiana (IN)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Iowa (IA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Kansas (KS)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Kentucky (KY)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Louisiana (LA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Maine (ME)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	New Penn c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Maryland (MD)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	A Duie Pyle c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Massachusetts (MA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	A Duie Pyle c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day



## Michigan (MI)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Minnesota (MN)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Mississippi (MS)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Missouri (MO)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Montana (MT)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Nebraska (NE)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Nevada (NV)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## New Hampshire (NH)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	New Penn c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## New Jersey

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## New Mexico (NM)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## New York (NY) zip prefixes 100-119 NY Metro

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## New York (NY) zip prefixes 120-149

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	New Penn c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## North Carolina (NC)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## North Dakota (ND)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Ohio (OH)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Oklahoma (OK)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day



## Oregon (OR)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Pennsylvania (PA) Metro Philadelphia zip prefixes 170-196

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-20 lb	UPS Standard
		21-10,000	Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Pennsylvania (PA) except zip prefix 170-196

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	A Duie Pyle c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Rhode Island (RI)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	A Duie Pyle c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## South Carolina (SC)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## South Dakota (SD)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Tennessee (TN)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Texas (TX)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Utah (UT)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Vermont (VT)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	New Penn c/o Gilbert East
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Virginia (VA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Washington (WA)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Washington, DC (DC)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-50 lb	UPS Standard
		51-10,000	A Duie Pyle c/o Gilbert
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## West Virginia (WV)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Wisconsin (WI)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day

## Wyoming (WY)

### General Rules for Surface Shipments:

- Suppliers must call carrier 24 hours (1 business day) prior to shipment for pickup and PO verification. **Same day pickup requests will not be accepted.**
- Combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.
- See Carrier Pages (Section 7) for specific carrier details and instructions

### General Rules for Air Shipments:

- For AIR shipments, combine the weight of **all** cartons for **all** POs shipping to the **same** DC on the **same** day.

Ship Mode	Ship-To DC	Shipped Weight	Carrier
Surface	868	1-100 lb	UPS Standard
		101-10,000	Hercules
Air	868	1-200 lb	UPS Expedited
		201-1,000 lb	BTX Global 2 <sup>nd</sup> Day



## Section 7: Carrier Pages

### A. DUIE PYLE – Gilbert

#### Verifying PO and Pick-Up Scheduling

- Call : 1 800 523-5020 **Ext. 1996** \* Identify yourself as a NORDSTROM Shipper
- Email: [accountsupport@aduiestyle.com](mailto:accountsupport@aduiestyle.com)
- SCAC Code - PYLE

#### Bill of Lading Instructions

Create a Bill of Lading for the all Nordstrom Canada purchase orders being shipped on the same day. Freight terms should be marked 'Collect'. This BOL will act as a Master Bill of Lading, since it is for purchase orders destined to only one Nordstrom Canada DC. Sub-Bills of Lading are not required for these shipments.

- Include all Nordstrom Canada purchase orders being shipped that day.
- Include department number, with carton count and weight for **each** PO.

**IMPORTANT:** You must include a commercial invoice, required for Customs entry, with each BOL tendered. See Appendix links on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) for example.

#### Bill of Lading Consignee Address

Fill out the Consignee address exactly as listed below. **DO NOT** include DC 868's physical address on the Bill of Lading.

Nordstrom Canada DC #868  
c/o A Duie Pyle-Gilbert  
1000 Riverside Drive  
Keasbey, NJ 08832

- In the '**Bill Freight Charges To**' mark as 'COLLECT'

#### Service Selection

- LTL service

## BTX Global Logistics

### **Air Shipments**

#### **First-Time BTX shippers, Air service levels:**

Pursuant to TSA security directives, BTX must verify first-time shippers as 'known shippers' as defined in the TSA/IACSSP prior to any air shipping activity.

#### **First-time shippers with no pending air shipments:**

Shippers may pro-actively contact BTX prior to having any pending shipments in order to confirm status and/or begin the known shipper process. The shipper must be prepared to provide their full corporate information and Dun & Bradstreet Duns number, if available. If the shipper is a 3PL or other logistics company, a valid Indirect Air Carrier (IAC) number will be needed prior to any air shipping activity.

#### **First-time shippers who have not previously verified known shipper status with BTX:**

Shippers who have a pending air shipment for Nordstrom Canada must contact BTX at least 1 business day prior to desired pickup date in order for BTX to begin the Known-Shipper verification process.

**NOTE:** *If BTX is not able to verify the shipper's status in time to achieve the required ship date and service level, BTX will work with Nordstrom Corporate Logistics to determine a shipping alternative. Nordstrom Corporate Logistics will coordinate this effort with the shipper.*

#### **'Known Shippers'**

Once the shipper's status has been confirmed by BTX as 'known', the shipper may proceed directly to the following standard process in order to book shipments with BTX.

**Note:** Any shipper name or address change will result in the need for a re-verification of the known shipper status.

#### **Carrier Contact Information**

- All shipping origins: (877) 384-5559 email: nordstrom.lax@btxair.com
- BTX website: www.btxair.com
- Shippers are encouraged to register with the BTX website to enable the ability to create shipments, arrange pickups, and track shipments online. Please contact the appropriate BTX Service Center (listed above) for assistance.

#### **Shipment Booking Cut-off Times**

Please contact BTX as soon as possible, but not later than 24 hours in advance of pickup date in order to book a shipment and arrange a pickup. In some origins, same day pickups may be arranged but the requests must be received by BTX no later than noon local time the day of the pickup.

### **Air Waybill Creation**

- Create one Air Waybill (AWB) per destination per day.
- Mark the freight terms as “Collect”
- Complete the requested shipper information
- Complete the requested consignee information
- Provide BTX with the Commercial Invoice required for export to Canada. (see Appendix links on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) for examples)

**NOTE:** *BTX has Nordstrom’s Customs Broker information loaded into their system. Shippers will not be required to provide brokerage name/contact information.*

### **Service Level**

The standard Nordstrom service level for air shipments is Second Day Air. Unless you are otherwise instructed by the Nordstrom Expedite team or Corporate Logistics office, use this service level for all shipments.

### **Purchase Order (P.O.) Information**

Enter the po number(s) you are shipping, the number of cartons by po and carton dimension (in inches, L x W x H), and the total weight of these cartons. If you are shipping multiple po’s, list them separately and include the above information by PO. If you have cartons of different dimensions for the same PO list the number of cartons per each carton size.

Example:

- P.O. 1234, 10 cartons 18” x 14” x 12”, 120 lb
- P.O. 1234, 5 cartons 16” x 14” x 10”, 75 lb
- P.O. 1234, 12 cartons 24” x 16” x 12”. 150 lb

### **Description of Items**

Enter the description of the items you are shipping. Be as specific as possible, and conform to classifications and tariffs in place at the time of shipment.

### **Totals**

Enter the total number of cartons, the total weight, and the total number of pallets (if applicable) tendered.

### **Dimension limits**

While Nordstrom does not require you to tender freight to BTX on pallets, it is common practice to do so and is not prohibited. The maximum size for a palletized shipment is 48” x 40” x 50”

### **Tendering Freight**

- Shipper must tender freight to the carrier by Air Waybill. Carrier will sign the waybill for total number of cartons. Shipper may not tender waybills as ‘STC’, nor will the carrier pick up any waybill that is not counted by carton and signed.
- Shrink-wrapping should be done only after driver has physically counted the cartons on pallets.

### **Surface Shipments**

**Ground service level, shipments of more than 8 pallets per BOL destination per day**

- When tendering shipments to BTX for Ground service level, the shipper does not need to be a 'Known Shipper' as described in the Air Shipments section above. Use the same carrier contact information as described above, and provide the carrier with a Bill of Lading per DC destination, containing the following information:
- Shipper Company Name, address, contact and phone number
  - Consignee (typically a Nordstrom DC) company name and full address
  - Nordstrom purchase order number, number of cartons per purchase order, and the weight of those cartons (please include carton dimensions if available)
  - Freight terms: Collect
- Complete and provide a Commercial Invoice required for export to Canada.

**Driver is required to count and sign for individual cartons** and the pallet count being picked up. 'STC'(said-to-contain) shipments are not allowed, and any shortages/damages reported will be the responsibility of the shipper if a 'STC' shipment is tendered to carrier.

## CTE – California Transport Enterprises

### **Carrier Contact Information**

- Phone: (800) 540-0244 o Within California: (323) 357-1720
- Fax: (323) 357-1724
- Website: [www.cteinc.net](http://www.cteinc.net)

### **Vendor ASN 856 Guidelines—EDI enabled suppliers**

Prior to requesting pick-up you must:

- Verify all POs that will be physically presented to the carrier driver on the requested pickup day. (See Section 2.10 “Verifying PO’s” in General Rules for details on verifying POs)
- Edit your Bill of Lading and physical cartons to match the verified POs planned for the shipment. Only valid POs may be presented to the carrier.
- Your Vendor ASN 856 must match your Bills of Lading and physical cartons exactly!
- Key Matching Fields: Bill of Lading numbers, DC number, carton count by PO number.

### **Pick-Up Scheduling**

We recommend that shippers use CTE’s on-line website scheduling pick-ups rather than faxing documents and information. Go to [www.cteinc.net](http://www.cteinc.net) to view. Please contact CTE directly about how to be set up for this tool.

### **Scheduling a pickup**

**Pick-ups must be scheduled by 3:30 pm the day prior to requested pickup date.**

After all POs for the requested pickup day have been validated and shipping paperwork has been matched to the Vendor ASN 856:

- You must obtain a pickup number from CTE. They will give you a 4-hour pickup window, and you must have your shipment ready by the start of that window.
- If you miss the 4:30 PST deadline and your PO ship window will not allow for pickup 2 business days later, you must contact the PO’s Nordstrom buyer for a PO extension.
- The pickup number must be used as the Carrier Pro number in the Vendor ASN 856.
- The SCAC code of the pickup carrier must be used in the Vendor ASN 856.
- If the driver makes any changes to the carton count on your Bill of Lading, your Vendor ASN 856 must be edited to reflect the actual physical shipment picked up by the driver before it is transmitted.

Your Vendor ASN 856 must not be sent to Nordstrom until *after* the driver has signed the Bill of Lading with no changes or exceptions noted.

- The date of the driver’s signature must match the Vendor ASN 856 Ship Date field.

### **Creating a Bill of Lading**

- The Bill of Lading for DC 868 should include all Nordstrom purchase orders being shipped on a given day. Do NOT create more than one BOL for DC 868 per day. If there are more POs

shipping than space available on the original BOL, add a supplemental BOL to the original, keeping the same BOL number, to add the additional POs as necessary.

- Mark the Bill of Lading 'Collect'
- Complete the Shipper's Name and Address fields, and mark the Consignee Address as per below.

**IMPORTANT:** *Do not list the DC 868's physical address on your BOL—use ONLY the following consignee address:*

### **Bill of Lading Consignee Addressing**

Consigned to:  
Nordstrom Canada DC 868  
c/o CTE  
2610 Wisconsin  
South Gate, CA 90280

- Include each PO that is being shipped to DC 868, including the carton count of that PO, the department number and the shipped weight in pounds.
- Item description (i.e. women's apparel, men's shoes, children's outerwear, etc.)
- Total the number of cartons and the weight being shipped at the bottom of each Bill of Lading

### **Commercial Invoices:**

**Important:** You must provide a commercial invoice, required for Customs entry, covering all po's being shipped on your BOL. To view our Commercial Invoice requirements, see the "Commercial Invoice Requirements" link under "Supplier Requirements When Nordstrom is Importer" on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) .

All Commercial Invoices MUST be provided to CTE as early as possible after pickup request is made, but ***NO LATER than the day the pickup is made***. Any delay in providing the Commercial Invoice will result in your order not shipping to Canada in a timely manner. If the Commercial Invoice is not received by CTE within two business days after the pickup, storage/handling charges will be billed (per diem) to you by CTE until the Commercial Invoice is received. If a consistent pattern of late Commercial Invoices develops, Nordstrom will assess Chargebacks and/or contact the shipper to address the delays.

Freight not shipped to Canada within seven (7) business days after pickup due to incorrect terms of sale, or missing Commercial Invoice will be returned to the shipper at the shipper's expense. Freight will not be released back to the shipper without shipper having paid the storage/handling/pickup charges to CTE.

## CTE –RJR (California Transport Enterprises)

### Carrier Contact Information

- Phone: (800) 540-0244, Within California: (323) 357-1720
- Fax: (323) 357-1724
- Website: [www.cteinc.net](http://www.cteinc.net)

### Vendor ASN 856 Guidelines—EDI enabled suppliers

Prior to requesting pick-up you must:

- Verify all POs that will be physically presented to the carrier driver on the requested pickup day. (See Section 2.10 'Verifying POs' in General Rules for details on verifying POs)
- Edit your Bill of Lading and physical cartons to match the verified POs planned for the shipment. Only valid POs may be presented to the carrier driver.
- Your Vendor ASN 856 must match your Bills of Lading and physical cartons exactly!
- Key Matching Fields: Bill of Lading numbers, DC number, carton count by PO number.

### Pick-Up Scheduling

We recommend that shippers use CTE's website tool for scheduling pick-ups rather than faxing documents and information. Please contact CTE directly about how to be set up for this tool.

### Scheduling a pickup

**Pick-ups must be scheduled by 3:30 pm the day prior to requested pickup date.**

After all POs for the requested pickup day have been validated and shipping paperwork has been matched to the Vendor ASN 856:

- You must obtain a pickup number from CTE. They will give you a 4-hour pickup window, and you must have your shipment ready by the start of that window.
- If you miss the 4:30 PST deadline and your PO ship window will not allow for pickup 2 business days later, you must contact the POs Nordstrom buyer for a PO extension.
- The pickup number must be used as the Carrier Pro number in the Vendor ASN 856.
- The SCAC code of the pickup carrier must be used in the Vendor ASN 856.

Your Vendor ASN 856 must not be sent to Nordstrom until *after* the driver has signed 'CLEAR' on your Bill of Lading, i.e. no changes were made to the BOL.

- If the driver makes any changes to the carton count on your Bill of Lading, your Vendor ASN 856 must be edited to reflect the actual physical shipment picked up by the driver before it is transmitted.
- The date of the driver's signature must match the Vendor ASN 856 Ship Date field.

## Creating a Bill of Lading

- The Bill of Lading for DC 868 should include all Nordstrom purchase orders being shipped on a given day. Do NOT create more than one BOL for DC 868 per day. If there are more POs shipping than space available on the original BOL, add a supplemental BOL to the original, keeping the same BOL number, to add the additional POs as necessary.
- Mark the Bill of Lading 'Collect'
- Complete the Shipper's Name and Address fields, and mark the Consignee Address as per below.

**IMPORTANT:** Do not list the DC 868's physical address on your BOL—use ONLY the following consignee address:

## Bill of Lading Consignee Addressing

Consigned to:  
Nordstrom Canada DC 868  
c/o CTE  
2610 Wisconsin  
South Gate, CA 90280

- Include each PO that is being shipped to DC 868, including the carton count of that PO, the department number and the shipped weight in pounds.
- Item description (i.e. women's apparel, men's shoes, children's outerwear, etc.)
- Total the number of cartons and the weight being shipped at the bottom of each Bill of Lading

Shipper must tender freight to pick up carrier by DC, which must correspond to each Bill of Lading.

## Commercial Invoices:

**Important: You must provide a commercial invoice, required for Customs entry, covering all po's being shipped on your BOL.** To view our Commercial Invoice requirements, see the "Commercial Invoice Requirements" link under "Supplier Requirements When Nordstrom is Importer" on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com).

All Commercial Invoices MUST be provided to CTE as early as possible after pickup request is made, but **NO LATER than the day the pickup is made**. Any delay in providing the Commercial Invoice will result in your order not shipping to Canada in a timely manner. If the Commercial Invoice is not received by CTE within two business days after the pickup, storage/handling charges will be billed (per diem) to you by CTE until the Commercial Invoice is received. If a consistent pattern of late Commercial Invoices develops, Nordstrom will assess Chargebacks and/or contact the shipper to address the delays.

Freight not shipped to Canada within seven (7) business days after pickup due to incorrect terms of sale, or missing Commercial Invoice will be returned to the shipper at the shipper's expense. Freight will not be released back to the shipper without shipper having paid the storage/handling/pickup charges to CTE.



## Hercules Freight

### **Carrier Booking Information**

All shipping origins, Call: (800)-621-8723 or email: [seattledispatch@herculesfreight.com](mailto:seattledispatch@herculesfreight.com)

Staffed 8am until 3pm Pacific

Please contact Hercules as soon as possible, but not later than 24 hours in advance of pickup date in order to book a shipment and arrange a pickup. In many cases, same day pickups may be arranged; however, these requests will be managed on an individual basis. Please also advise your freight ready time, dock close time, and any special pickup instructions.

### **Create a Bill of Lading (BOL)**

Create one BOL covering all Nordstrom purchase orders being shipped to Nordstrom Canada DC 868 on a given day

Consigned to:

Nordstrom Canada DC #868  
c/o National Logistics Services  
110A Iron Street  
Etobicoke, ON M9W 5L9

Also include the following data:

- Shipper Company Name, address, contact and phone number
- Freight description, commodity type
- Nordstrom purchase order number, number of cartons per purchase order, weight of those cartons by PO (please include carton dimensions if available), and the Nordstrom department number by PO.

### Nordstrom Brokerage Information

Include the Nordstrom Broker's name, address and contact information (see section 3.3) in the 'Customs Broker' fields of the BOL. If there are no 'Customs Broker' fields available, please include the brokerage information in the 'Special Instructions' section.

Freight charges should be marked 'Collect' or 'Bill 3<sup>rd</sup> Party', with the 'Bill Freight Charges to' field containing the following address:

Nordstrom Canada Retail, Inc. c/o  
Veraction  
3400 Player's Club Parkway, Ste. 300  
Memphis, TN 38125

Complete and provide the carrier with the Commercial Invoice required for export shipments to Canada (see Appendix links on [nordstromsuppliercanada.com](http://nordstromsuppliercanada.com) for example)

### **Service Level**

- The current standard Nordstrom service level for shipments tendered to Hercules is ground/deferred. Unless you are otherwise instructed by Nordstrom, use this service level for all shipments.

## Tendering Freight

- Shipper must tender freight to the carrier by Bill of Lading. Carrier will sign the BOL for total number of cartons. Shipper may not tender as 'STC' (said to contain), nor will the carrier pick up any shipments that are not counted by carton and signed.
- Shrink-wrapping should be done only after driver has physically counted the cartons on pallets.
- **Drivers are required to count and sign for individual cartons** and the pallet count being picked up. 'STC' shipments are not allowed, and any shortages/damages reported will be the responsibility of the shipper if a 'STC' shipment is tendered to carrier.
- Supplier must tender freight to pick up carrier by DC, which must correspond to individual BOLs; no mixed pallets.
- No double stacked pallets.

## Gilbert

### **Carrier Contact Information**

- Phone: (732) 709-5330 or (800) 245-6161
- Fax: (732) 709-5502 or (732) 709-5503

### **Bill of Lading Instructions**

Create a Bill of Lading for the all Nordstrom Canada purchase orders being shipped on the same day. Freight terms should be marked 'Collect'. This BOL will act as a Master Bill of Lading, since it is for purchase orders destined to only one Nordstrom Canada DC. Sub-Bills of Lading are not required for these shipments.

- Include all Nordstrom Canada purchase orders being shipped that day.
- Include department number, with carton count and weight for **each** PO.
- Include the required Commercial Invoice for customs entry with each Nordstrom Canada Bill of Lading (see Appendix links on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) for examples)

### **Bill of Lading Consignee Address**

Fill out the Consignee address exactly as listed below. **DO NOT** include the DC 868s physical address on the Bill of Lading.

Nordstrom Canada DC #868  
c/o Gilbert  
1000 Riverside Drive  
Keasbey, NJ 08832

### **Vendor ASN 856 Guidelines**

Prior to requesting pick-up you must:

- Verify all POs that will be physically presented to the carrier driver on the requested pickup day. (See Section 2.10 'Verifying POs' in General Rules for details on verifying POs)
- Edit your Bill of Lading and physical cartons to match the verified POs planned for the shipment. Only valid POs may be presented to the carrier driver.
- Your Vendor ASN 856 must match your Bills of Lading and physical cartons exactly!
- Key Matching Fields: Bill of Lading numbers, DC number, carton count by PO number.

### **Scheduling a pickup**

**Pick-ups must be scheduled by 3:00 pm EST the day prior to requested pickup date.**

After all POs for the requested pickup day have been validated and shipping paperwork has been matched to the Vendor ASN 856:

- Contact Gilbert East and request a pickup form be sent to you.
- You must fax a pickup request form to Gilbert East to obtain a pickup number. They will give you a 4-hour pickup window, and you must have your shipment ready by the start of that window.
- If you miss the 3:00 p.m. EST deadline and your PO ship window will not allow for pickup 2 business days later, you must contact the PO's Nordstrom buyer for a PO extension.
- The pickup number must be used as the Carrier Pro number in the Vendor ASN 856.
- The SCAC code of the pickup carrier must be used in the Vendor ASN 856.
- Your Vendor ASN 856 must not be sent to Nordstrom until *after* the driver has signed for carton totals on your Bill of Lading, i.e. no discrepancies were found and no changes were made to the BOL.
- If the driver makes any changes to the carton count on your Bill of Lading, your Vendor ASN 856 must be edited to reflect the actual physical shipment picked up by the driver before it is transmitted.
- The date of the driver's signature must match the Vendor ASN 856 Ship Date field.

### **Commercial Invoices:**

**Important: You must provide a commercial invoice, required for Customs entry, covering all po's being shipped on your BOL.** To view our Commercial Invoice requirements, see the "Commercial Invoice Requirements" link under "Supplier Requirements When Nordstrom is Importer" on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) .

All Commercial Invoices **MUST** be provided to Gilbert as early as possible after pickup request is made, but ***NO LATER than the day the pickup is made.*** Any delay in providing the Commercial Invoice will result in your order not shipping to Canada in a timely manner. If the Commercial Invoice is not received by Gilbert within two business days after the pickup, storage/handling charges will be billed (per diem) to you by Gilbert until the Commercial Invoice is received. If a consistent pattern of late Commercial Invoices develops, Nordstrom will contact the shipper to work on resolution and/or chargeback for the late commercial invoices.

**NOTE:** Freight not shipped to Canada within seven (7) business days after pickup due to incorrect terms of sale, or missing Commercial Invoice will be returned to the shipper at the shipper's expense. Freight will not be released back to the shipper without shipper having paid the storage/handling/pickup charges to Gilbert.

## SBA

### **Carrier Contact Information**

- Toll-Free 1-866-536-6267
- Direct 705-727-4993
- Email: [sbayyz@sbaglobal.com](mailto:sbayyz@sbaglobal.com)
- Office Hours: 8:00 am-5:00 pm Eastern Monday-Friday (except holidays)

### **Verifying PO and Pick-Up Scheduling**

- Contact SBA at least 1 business day in advance of desired pickup date
- Inform them of shipment mode: Surface or Air.
- Provide them with either a copy of your completed BOL including all Nordstrom Canada purchase orders being shipped (completed per instructions to follow), or send a list of the Nordstrom purchase orders being shipped, and a requested pickup date.
- SBA will verify the purchase orders, and provide the shipper with a pickup/SBA reference number.

### **Bill of lading Instructions**

Create one BOL covering all Nordstrom purchase orders being shipped to Nordstrom Canada DC 868 on a given day.

Consigned to:

Nordstrom Canada DC 868  
c/o National Logistics Services  
110A Iron Street  
Etobicoke, ON M9W 5L9

Include the following data:

- Nordstrom purchase order Number
- Purchase Order department number
- Number of cartons per PO
- Total weight of cartons per PO
- At the bottom of the BOL, sum the total number of cartons being shipped, the total weight being shipped, and the number of pallets being shipped (if applicable).
- Provide a brief description of the merchandise being shipped in the 'description' field

Freight charges should be marked 'Collect' or 'Bill 3<sup>rd</sup> Party', with the 'Bill Freight Charges to' field containing the following address:

Nordstrom Canada c/o  
Veraction  
3400 Player's Club Parkway, Ste. 300  
Memphis, TN 38125

**IMPORTANT:** For Nordstrom Import shipments, you must include a commercial invoice, required for Customs entry, with each BOL tendered. See Appendix links on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) for example.

## New Penn – Gilbert East

### **Carrier Contact Information**

- Phone: (800) 950-5046, extension 4370
- Fax: (717) 274-5593
- Website: [www.newpenn.com](http://www.newpenn.com)

### **Verifying PO and Pick-Up Scheduling**

- Call (800) 950-5046, extension 4370.

Pickup requests must be made by **4:00 pm** the business day prior to desired pickup date. **Same day pickup requests may not be possible and should be avoided, especially if shipping toward the end of the purchase order ship window.**

### **Bill of Lading Instructions**

Create a Bill of Lading for the all Nordstrom Canada purchase orders being shipped on the same day. Freight terms should be marked 'Collect'. This BOL will act as a Master Bill of Lading, since it is for purchase orders destined to only one Nordstrom Canada DC. Sub-Bills of Lading are not required for these shipments.

- Include all Nordstrom Canada purchase orders being shipped that day.
- Include department number, with carton count and weight for **each** PO.

**IMPORTANT:** You must include a commercial invoice, required for Customs entry, with each BOL tendered. See Appendix links on [nordstromsupplierCanada.com](http://nordstromsupplierCanada.com) for example.

### **Bill of Lading Consignee Address**

Fill out the Consignee address exactly as listed below. **DO NOT** include DC 868's physical address on the Bill of Lading.

Nordstrom Canada DC #868  
c/o Gilbert East  
1000 Riverside Drive  
Keasbey, NJ 08832

### **Vendor ASN 856 Guidelines**

Prior to requesting pick-up you must:

- Verify all POs that will be physically presented to the carrier driver on the requested pickup day.
- Edit your Bill of Lading and physical cartons to match the verified POs planned for the shipment. Only valid POs may be presented to the carrier driver.
- Your Vendor ASN 856 must match your Bills of Lading and physical cartons exactly!
- Key Matching Fields: Bill of Lading numbers, DC number, carton count by PO number.

### **Scheduling a pickup**

**Pick-ups must be scheduled by 3:00 pm EST the day prior to requested pickup date.**

After all POs for the requested pickup day have been validated and shipping paperwork has been matched to the Vendor ASN 856:

- Contact Gilbert East and request a pickup form be sent to you.
- You must fax a pickup request form to Gilbert East to obtain a pickup number. They will give you a 4-hour pickup window, and you must have your shipment ready by the start of that window.
- If you miss the 3:00 p.m. EST deadline and your PO ship window will not allow for pickup 2 business days later, you must contact the PO's Nordstrom buyer for a PO extension.
- The pickup number must be used as the Carrier Pro number in the Vendor ASN 856.
- The SCAC code of the pickup carrier must be used in the Vendor ASN 856.
- Your Vendor ASN 856 must not be sent to Nordstrom until *after* the driver has signed for carton totals on your Bill of Lading, i.e. no discrepancies were found and no changes were made to the BOL.
- If the driver makes any changes to the carton count on your Bill of Lading, your Vendor ASN 856 must be edited to reflect the actual physical shipment picked up by the driver before it is transmitted.
- The date of the driver's signature must match the Vendor ASN 856 Ship Date field.

## UPS Small Package

### Carrier Contact Information

- Phone: (800) 742-5877 or (800) PICK-UPS
- UPS.com

### Shipment Classifications

These instructions apply to both 'Domestic' and 'Nordstrom Import' shipment classifications. There are additional instructions for 'Nordstrom Import' shipments listed below.

We recommend that you review the links found under 'How to Ship to Nordstrom Canada by UPS' on [NordstromsupplierCanada.com](http://NordstromsupplierCanada.com) for a thorough explanation of creating shipments on UPS systems.

### **Shippers must have an active UPS account number in order to use Nordstrom Canada's 3rd Party UPS account.**

If you do not have an active UPS account number, you may sign up online at <https://www.ups.com/myups> and click 'Register' at the bottom of the page. Or you may call (800) 742-5877. You can request UPS shipping software, WorldShip, to put on your computer if you are a daily pick up account. WorldShip can also be downloaded from: <http://www.ups.com/worldship>

### Shipment Addressing

Unless otherwise directed by Nordstrom, All Nordstrom Canada shipments are to be addressed to:

Nordstrom Canada DC 868  
c/o National Logistics Services  
110A Iron Street  
Etobicoke, ON M9W 5L9

DO NOT include any other information than is listed above in the "Ship To" Field.

### Shipment Reference

**The Nordstrom PO being shipped MUST be listed in Reference 1 field when setting up your shipment.** Failure to include this number will result in the charges for the shipment being rebilled to your account, and could result in chargeback fines as well. This is CRITICAL information.

### Nordstrom Third Party Bill to Account Number

Contact [Traffic@nordstrom.com](mailto:Traffic@nordstrom.com) to receive the Nordstrom Canada UPS account number to ship on.

**NOTE:** *The Nordstrom Canada Third-Party Account is different than the account used for shipments from the U.S. to Nordstrom U.S. Distribution Centers. Also, the Intra-Canada Domestic UPS account number is different than the US-to-Canada account number.*

- Please provide your supplier number, contact information and PO number(s) you are shipping. We will email our 3rd Party Account and Address to you no later than the next business day after receiving your email. If you are shipping on behalf of a supplier (i.e. 3rd Party Warehouse/Shipper) please advise what supplier you are shipping on behalf of, the PO number(s) you are shipping, and your contact information.



- Once we have provided you with the account number, please keep it in a secure location and use it for all Nordstrom UPS shipments going forward. Should we change the UPS account number for any reason, we will update the Routing Guide alert section on the home page of [www.nordstromsuppliercanada.com](http://www.nordstromsuppliercanada.com). You will then need to follow the above process to receive the new account number. Please check the Routing Guide regularly to be sure to get any updates.

**NOTE:** *This account will only be valid for shipping Nordstrom purchase orders. UPS will re-bill the charges for any incorrect use of this account to the shipper's account, along with a per-package rebilling fee.*

## UPS General Instructions

- You must use the correct Nordstrom-supplied account number to bill third party to Nordstrom.
- In order to transmit electronic Package Level Detail (PLD) for each shipment, you must use a UPS shipping system, such as World Ship, UPS Internet, or a UPS compatible shipping system.
- It is **IMPORTANT** to complete the 'End of Day' process when using UPS systems like World Ship at least once per day for your shipment data to be transmitted to UPS. This is a critical step that is needed to ensure your packages are shipped and received without delay. Failure to perform this task could result in a freight chargeback due to incorrect pickup date being shown on the tracking information reported by UPS to Nordstrom.
- **The use of hand-written air bills is not authorized. Your shipment could be delayed or returned unless system-generated shipping labels are created using a UPS system or UPS-compatible shipping systems.**
- All packages **must** have the Nordstrom Canada PO number (example: '1234') clearly entered in the 'Reference 1' field of the shipping system and appear on the shipping label.
- If you do not have a daily pickup from UPS: When preparing a shipment on UPS World Ship system, and scheduling a pickup for your packages on line, only request a pickup for the first package you process. **DO NOT** request more than one pickup per day.
- Please be sure that the UPS shipping label does not cover up the GS1-128 carton label, or any other carton labeling.
- We suggest that all small package shippers track each shipment to delivery.

## IMPORTANT:

- *The day your UPS shipment is created is the date that is transmitted to Nordstrom as the actual ship date. Keep this in mind if you are creating UPS labels prior to actual ship date, as it could result in a charge back if the reported ship date falls outside the PO ship window.*
- *If Nordstrom is paying the freight charges for your shipment, **DO NOT ship on your own account and ask that Nordstrom reimburse you—we must have UPS charges billed to our account in order to receive our contracted rates.***
- *When shipping more than one package per purchase order (i.e. for multiple stores) you must create a "shipment" for all packages. The commercial invoice you provide must include all packages in your shipment. Do not ship each package individually with a separate commercial invoice for each.*

## Service Selection

For shipments to Nordstrom Canada, you may use the following based on the mode of transportation listed on the PO.

### US to Canada:

- If PO specifies 'Air', use UPS Worldwide Expedited service level
- If PO specifies 'Surface', use UPS Standard service level.

### Intra-Canada

- If PO specifies 'Air', use UPS Express Saver service level
- If PO specifies 'Surface', use UPS Standard service level.

Please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) prior to shipping if you are being requested to use any other service level unless previously authorized by either Nordstrom Traffic or Nordstrom Expedite teams. Nordstrom will not pay for use of any other service level without prior permission.

## UPS Claims/Liability

### ***The shipper must file all cargo claims with UPS directly.***

- The shipper is responsible for all loss and damage regardless of the purchase order terms.
- Nordstrom Canada pays for merchandise that is received in good repair only. If your shipment is never received or is received short or damaged, the balance of your invoice must be covered by your cargo claim with UPS. UPS allows a timeline of 9 months from the day of delivery or from the scheduled day of delivery if delivery was not made for the filing of claims for domestic packages.
- International package claims must be filed within 60 days of the date of delivery.

### **Liability Limits:**

UPS liability limits for air and ground shipments (U.S. origin > Canada, Canada origin>Canada) is \$100 per package or actual value of the contents of the package, whichever is less.

### **Damage Claims:**

Concealed damage must be reported to UPS within 9 months of the date of delivery (Domestic) and within 60 days of the date of delivery (International). A written claim must be submitted to UPS for standard Limit of Liability loss and damage claims.

### **Time Limit for Filing Claims for Loss or Damage to Property**

As a condition precedent to recovery, all claims for loss or damage to property must be filed in writing or electronically with UPS within the following time limits:

- Domestic shipments, claims must be filed within nine months after delivery of the package or in case of failure to make delivery then within nine months after a reasonable time for delivery has elapsed.
- International shipments, claims must be filed within sixty (60) days after delivery of the package or in the case of non-delivery, within sixty days after a reasonable time for delivery has elapsed.
- Written claims must be sent to UPS (address on the UPS Claim form found at <https://www.ups.com/myups>) Attn: Cargo Claims.
- Shippers tendering unauthorized packages are responsible for paying the list rate charges published by UPS.

## Verification of Delivery

Nordstrom strongly recommends that Proof of Delivery (POD) inquiries be made within 90 days of the ship date. It is always best to verify delivery within **two weeks** of the ship date.

## Jewelry and Watch Shipping Procedures

These instructions apply to both 'Domestic' and 'Nordstrom Import' shipment classifications. There are additional instructions for 'Nordstrom Import' shipments listed below.

Nordstrom purchase orders that consist of jewelry and watch items destined for departments **89 and 589** require Declared Value protection based on the invoice value at the time of shipment. Nordstrom's authorized carrier for these shipments is UPS.

All jewelry and watch POs shipping to Nordstrom Canada for these departments will ship to **DC 868**, unless otherwise instructed by Nordstrom traffic.

**IMPORTANT: For 'NI' shipment classification orders: In order to ship on the Nordstrom High-Value Jewelry UPS account, the shipper's account must have a UPS International High-Value Waiver assigned to it. This is a process that UPS Security must go through before any shipment can be sent internationally—and can take 2-3 weeks to complete. Please contact your UPS Account Executive to begin this process. Domestic (Intra-Canada) shipments are exempt from this requirement.**

## Shipping Jewelry and Watches via UPS

When shipping jewelry or watches via UPS, it is very IMPORTANT that the correct packaging, labeling and account number be used. All of these instructions are designed to ensure that your shipment arrives at its destination without loss, damage or delay. Shippers must follow these instructions **exactly** in order to be reimbursed for lost or damaged packages. Failure to do so will result in the shipper being liable for any loss or damage incurred with the shipment.

## Creating a UPS shipment

- You must create your UPS shipment on a UPS system like WorldShip, I-Ship, UPS.com, or other UPS-Package-Level Detail compliant shipping system, and use a system-generated shipping label on each carton. Hand-written AWBs or shipping labels are not permitted, and if used will result in the shipper being liable for any loss, damage or delay.
- An 'end of day' manifest upload must be performed at least daily, to make sure that the shipment details are uploaded to UPS. Failing to do so could result in delayed visibility to tracking information for your packages, or denial of declared value coverage by UPS in the event of loss or damage. Check with UPS if you have any questions about this process, and to confirm that your system is compatible.
- The Nordstrom PO number you are shipping **must** be entered in the 'Reference 1' field of the shipping label.
- The Nordstrom department number, found on your purchase order, must also be entered in the 'Reference 2' field, i.e. 'Dept. 89', or 'Dept. 214' etc.
- Do not include PO number or department number on the same line as the consignee name/address of your shipping label. This information belongs in the reference fields as described above.
- For packages that will contain items with a declared value of \$1,000 or more, it is recommended that you create a duplicate shipping label per carton by using the "reprint label" function of your shipping system. This duplicate label will be applied to the inner carton (see "Packaging

Procedures” below) as extra protection in case the label on the outer shipping carton is somehow damaged or removed.

**IMPORTANT: Do Not** create a new shipping label for this task—make sure you are only reprinting (or photocopying) an existing label.

### Service Level

Use UPS Worldwide Expedited service level when creating your shipping labels. You may ship on any business weekday except Friday. High-value packages should not be in transit over a weekend or holiday. Shipments originating in the Toronto area may be shipped via UPS Standard service level.

### Nordstrom UPS 3rd Party Account Number

Use Nordstrom’s Third-Party UPS inbound account number for all fine jewelry/watch shipments to Nordstrom Canada. Contact Nordstrom at [traffic@nordstrom.com](mailto:traffic@nordstrom.com) to receive the correct UPS account number. Please provide the following information when requesting the Nordstrom Account number:

- Vendor name
- Shipper name (if different than vendor name)
- Shipping location (City/State-Province/Zip-Postal Code)
- Nordstrom PO number that you will be shipping
- State in your message that you are a Fine Jewelry shipper

Nordstrom will respond with the account number as soon as possible, but not later than the next business day. This account number must be used to bill freight and declared value charges third-party; “Collect” or “Bill Receiver” options will not be accepted, and will result in charges being billed directly to the shipper by UPS.

**NOTE:** *This account will only be valid for shipping Nordstrom purchase orders. UPS will re-bill the charges for any incorrect use of this account to the shipper’s account, along with a per-package rebilling fee.*

### Declared Value Guidelines

It is very IMPORTANT that all shipments for Fine Jewelry departments destined for Nordstrom Canada be shipped with values declared per below table.

**IMPORTANT:** *Nordstrom will not reimburse shippers for loss or damaged shipments for which our Declared Value guidelines were not followed.*

Invoice Value (U.S. or CAN Dollars) per Package	Value to Declare
\$100-\$299	Do not declare value
\$300-\$1,999	Actual invoice value
\$2,000-\$4,999	\$5,000
\$5,000-\$50,000	Actual Invoice Value

If the invoice value is more than \$50,000 per package, split the shipment between as many packages as required to keep the maximum declared value per package at \$50,000 or less. If the shipment cannot be split (i.e. one item valued at more than \$50,000) please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for instructions on how to ship.

## Customer-Owned Goods/Repaired Items

Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for routing instructions for Customer-Owned merchandise.

## Packaging Procedures

All jewelry and watch shipments sent to Nordstrom Canada via UPS must be double boxed to ensure that they are securely packaged. Please follow these shipping and packaging procedures exactly:

- Place the jewelry and/or watch item(s) in a plastic bag.
- Place the plastic bag in a UPS Small Box or other sturdy corrugated cardboard carton, taping the bag to the bottom of the carton to prevent any rattling or shifting inside the box. Mark the top of this inner box with the correct Nordstrom store number, PO number and department number.
- If you created a duplicate shipping label (as recommended in “Creating a UPS Shipment” above), apply the extra label to the inner carton---this will allow UPS to deliver the carton should the shipping label on the outer carton become damaged or lost.
- Verify the shipping value and contents per your company’s security procedures and seal the box.
- Place the small box inside a UPS medium or large box or other sturdy corrugated cardboard carton, adding packing material as needed to prevent the inner box from moving during transit, and then seal the outer box.
- Attach the UPS shipping label to the top of the outer carton.

## Carton Markings

The outside of the shipping carton must not provide any indication (including label or brand names) that the shipment may contain jewelry, watches or other high value items. In addition to the shipping label (see “Creating a UPS Shipment” above), each carton should be marked with the following information:

- Nordstrom Canada PO number
- Nordstrom store number
- Nordstrom department number (i.e. ‘Dept. 89’, ‘Dept. 214’ etc.)
- Write on the carton the month shipped, as the month number with a circle around it. (i.e. a package shipped in December would be represented by a circled number “12”)

***Do NOT use a UPS Drop-Box or UPS Store for shipment. You must contact UPS and ask for a pickup if you do not already have a daily pickup with UPS.***

Additional Instructions for Shipment Classification: Nordstrom Import (NI)

## Required Export Documentation:

- Commercial Invoice per purchase order
- See UPS Carrier Pages in Section 4 for general instructions for this Shipment Classification

## **Section 8: Shipments Requiring Special Handling**

The shipment types discussed in this section require special handling above and beyond the general shipping guidelines.

### **Dangerous Goods**

***Shippers are legally and solely responsible for identifying, packaging, marking, labeling and documenting each Dangerous Goods shipment.*** Documentation for all Air shipments must be in compliance with IATA regulations, Ground or Surface shipments must comply with 49 CFR or Transport Canada regulations depending on origin. Shippers must also comply with any additional government regulations in effect at the time of shipment.

- Shipments from the U.S. to Canada must comply with all applicable 49CFR/IATA regulations.
- Shipments within Canada must comply with all applicable Transport Canada Transportation of Dangerous Goods ('TDG') regulations.

### **Furniture and Residential Shipments**

All furniture shipments and some residential shipments require special handling. For instructions on furniture and residential shipments, please contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com). Please provide the Nordstrom purchase order number you are being requested to ship.

### **Foods/Perishables**

Contact [traffic@nordstrom.com](mailto:traffic@nordstrom.com) for routing instructions of any food or perishable items.

## Section 9: Store/DC Addresses

### **Nordstrom Canada DC 868**

c/o National Logistics Services  
110A Iron Street  
Etobicoke, ON M9W 5L9  
416-246-9536

**NOTE:** Reserve Stock is Store 859

### **Nordstrom Store 830**

Chinook Centre  
6455 Macleod Trail SW #2150  
Calgary, AB T2H OK8  
587-291-2000

### **Nordstrom Store 831**

Rideau Centre  
50 Rideau St. #Y002  
Ottawa, ON K1N 9J7  
613-567-7005

### **Nordstrom Store 832**

799 Robson Street  
PO BOX 10435 LCD Pacific Centre  
Vancouver, BC V7Y 0A2  
604-699-2100

**NOTE:** Maximum vehicle height is 13'6", limited to 26' box truck (aka 5-ton) as maximum vehicle size for this location

### **Nordstrom Store 835**

Eaton Centre  
260 Yonge St  
POB 710  
Toronto, ON M5B 2L9  
416-552-2900

**NOTE:** Dock located on Bay St. between Albert & Hagerman Streets, across from the new city hall. Tractor trailers are allowed, however must not be highway tractor. City cab dual-axle is the maximum tractor size configuration.

### **Nordstrom Store 834**

Yorkdale Shopping Centre  
3401 Dufferin St  
Toronto, ON M6A 2T9  
416-780-6630

**NOTE:** Maximum vehicle height in delivery area: 13'; Maximum trailer length: 48'; Single axle tractors only.

### **Nordstrom Store 833 (opens 9/15/2017)**

Sherway Gardens  
25 The West Mall  
Toronto, ON M9C 1B8

### **Rack Store 841 (opens 3/22/2018)**

Vaughan Mills  
1 Bass Pro Mills Drive #E4  
Vaughan, ON L4K 5W4

### **Rack Store 846 (opens 4/26/2018)**

Deerfoot Meadows  
1180-33 Heritage Meadows Way SE  
Calgary, AB T2H 3B8

### **Rack Store 844 (opens 5/3/2018)**

One Bloor  
1844 Bloor St East  
Toronto, ON

**NOTE:** Maximum vehicle length 36' in dock area

### **Rack Store 842 (opens Fall 2018)**

South Edmonton Commons  
Edmonton, AB

### **Rack Store 845 (Opens Fall 2018)**

Ottawa Train Yards  
Ottawa, ON

### **Rack Store 843 (Opens Fall 2018)**

Heartland Town Centre  
Mississauga, ON

## Section 10 Store/DC List

Store	Processing DC
830 Chinook Centre	Nordstrom DC 868 110A Iron St Etobicoke, ON M9W 5L9
831 Rideau Centre	
832 Pacific Centre	
834 Yorkdale Centre	
835 Eaton Centre	
833 Sherway Gardens	
841 Vaughn Mills Rack	
846 Deerfoot Meadows Rack	
844 Bloor St. Rack	
842 South Edmonton Commons Rack	
845 Ottawa Train Yards Rack	
843 Heartland Town Centre Rack	
<b>859 Reserve Stock</b>	



## Section 11 Expense Offset Policies/Codes

For Routing Guide Violations, Nordstrom Canada may choose to deduct 100% of the cost of the shipment, which includes transportation, fuel, and fees, plus an additional \$100 handling fee from the supplier's invoice remit. The currency used for the handling fee will be the same as the currency used on the carrier's invoice (either USD or CAD).

For PO Violations: Nordstrom Canada may choose to deduct from the supplier's invoice remit any applicable brokerage fees, plus any duties, and taxes, and/or 100% of the invoice cost of the item found in violation of the po terms

### Freight Agreements

Should a transportation cost-sharing agreement be made between shipper and Nordstrom Canada via PO Shipping Instruction or Freight Partnership Contract, the options are as follows:

Surface or Air shipments (based on total shipment cost)\*:

- 100% of the shipment cost paid by Supplier
- 50% of the shipment cost shared between Nordstrom Canada and Supplier

Difference Between Surface and Air Agreements (Air Shipments)\*:

- 30% of the shipment cost (net cost difference between air freight and surface freight cost) absorbed by the Shipper

**\*Provided a Nordstrom Routing Guide Authorized carrier is used.** If an authorized carrier/account (for UPS shipments) is not used Nordstrom Canada will not share in any part of the cost of the shipment, and 100% of shipment cost will be absorbed by the shipper.

### Freight Agreement Codes/Descriptions

The following codes will appear on our remit to the supplier when a freight deduction is taken

Chargeback Reason Code	Handling Fee Y/N	Chargeback Reason	Chargeback Explanation
<b>For Shippers with Freight Agreement</b>			
A01	N	PER AGREEMENT-CHARGEBACK FULL FREIGHT	A Freight Partnership Contract exists between Nordstrom and Supplier to allow 100% shipment freight costs to be the responsibility of the shipper.
A02	N	PER AGREEMENT-CHARGEBACK HALF FREIGHT	A Freight Partnership Contract exists between Nordstrom and Supplier to allow 50% of shipment freight costs to be the responsibility of the shipper.
A03	N	PER AGREEMENT-DIFFERENCE BETWEEN AIR & SURFACE	A Freight Partnership Contract exists between Nordstrom and Supplier to allow 30% (the net cost difference between air shipment and surface) of shipment freight costs to be the responsibility of the shipper.

Chargeback Reason Code	Handling Fee Y/N	Chargeback Reason	Chargeback Explanation
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**For Shippers without Freight Agreement**

FOB	N	CHARGEBACK ADVANCE CHARGES BASED ON FOB POINT OF PO	As per the Purchase Order FOB point, the PU/XD charges only will be the responsibility of the shipper
F01	N	PER PO FREIGHT TERM-CHARGEBACK FULL FREIGHT.	The Purchase Order 'freight term' is specified as 100% responsibility of the shipper to be charged back.
F02	N	PER PO FREIGHT TERM-CHARGEBACK HALF FREIGHT.	The Purchase Order 'freight term' is specified as 50% responsibility of the shipper to be charged back
F03	N	PER PO-DIFFERENCE BETWEEN AIR & SURFACE FREIGHT	The Purchase Order 'freight term' is specified as 30% responsibility of the shipper to be charged back
M01	Y	MERCHANDISE SHIPPED TO INCORRECT DISTRIBUTION CNTR	Mis-shipped to incorrect destination based on PO and Routing Guide
P01	Y	PO VIOLATION-PO STATES SURFACE-SHIPPED AIR	Purchase Order specified the shipment mode of Surface but the shipment moved Air.
P02	Y	PO VIOLATION-PO STATES AIR-SHIPPED SURFACE	Purchase Order specified the shipment mode of Air but the shipment moved Surface.
P03	Y	PO VIOLATION-MERCHANDISE SHIPPED PAST CANCEL DATE	The origin shipment date exceeded the Purchase Order 'Not After' date
P04	Y	PO VIOLATION-MERCHANDISE SHIPPED TOO SOON	The origin shipment date preceded the Purchase Order 'Not Before' date
P13	Y	INVALID FRT CHARGES RELATED TO DDP SHIPMENT	Invalid freight costs have been paid related to a DDP freight type shipment
R01	Y	ROUTING VIOLATION-INCORRECT CARRIER USED	Shipper chose a carrier that is not specified in the Nordstrom routing guide for this origin to destination movement
R03	N	FREIGHT CHARGEBACK - MUST NOT USE DECLARED VALUE.	Shipper chose to add declared value to a shipment without Nordstrom purchase order or routing guide authorization.
R10	N	DETENTION CHARGES/VOLUME SHPMNTS EXCEEDS 2HR LIMIT	Shipper delayed the designated carrier from completing their pickup in a timely fashion, extra costs incurred to be charged back
Z99	Y	SEE CHARGEBACK EXPLANATION	Generic Chargeback Code; Nordstrom CB writer will enter the actual reason for this chargeback code. Handling fee is optional

