

## NORDSTROM | Supplier Compliance Contact Information

**Note:** The Supplier Compliance teams include all Nordstrom departments that provide input to our website [www.nordstromsupplier.com](http://www.nordstromsupplier.com), including groups below

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

Nordstrom **Floor Ready** Management, select option 1 or email [frm@nordstrom.com](mailto:frm@nordstrom.com)

For questions regarding: Hangers, Tickets, Packaging, Cartons and Carton Labels as well as ASN's

Nordstrom **Supplier Compliance**, select option 2 or email [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com)

For questions regarding: Initial EDI Setup, Missing PO and FA research

Nordstrom **EDI Group**, select option 3 or email [edi.group@nordstrom.com](mailto:edi.group@nordstrom.com)

For questions regarding: Technical Transmission of Data and EDI Mapping. (Initial EDI Setups contact Nordstrom Supplier Compliance)

Nordstrom **Transportation**, select option 4 or email [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Questions specific to the Routing Guide including Routing, Carriers, Store/DC List, select option 1

To schedule a Volume Load Pick Up, select option 2

Questions specific to the Freight Agreements, select option 3

Questions specific to the Freight Chargebacks, select option 4

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

For questions regarding: amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues and charges, please visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com>. If after using the web, you still need assistance, please send your inquiry and web findings to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).

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

For setting up initial access to the Portal or having problems with your access please email [web.admin@nordstrom.com](mailto:web.admin@nordstrom.com).

To be set up to access Nordstrom sales data via the Supplier Toolkit please email [supplier.reports@nordstrom.com](mailto:supplier.reports@nordstrom.com), they will also be able to help with any general inquiries or access issues. Please note there is a annual \$100 fee per supplier to access this information

Nordstrom **Customs Compliance**, select option 6

For help with US Customs entry and release

Nordstrom **Drop Ship** Onboarding and Operations, contact 206-454-5600

For assistance in initial setup in the dropship program [dsonboarding@nordstrom.com](mailto:dsonboarding@nordstrom.com)

For assistance with any questions related to the Drop Ship program [dropship@nordstrom.com](mailto:dropship@nordstrom.com)

## NORDSTROM Accounts Payable INQUIRY and CONTACT INFORMATION

The Nordstrom Merchandise Vendor Inquiry Website is the primary resource for invoice status, claim copies and check information (<https://portal.nordstrom.com>).

Inquiry Time Limit: 12 months (from 'invoice date' for open invoices and 'check date' for claims/chargebacks), per our PO Terms and Conditions which can be found on our Compliance Website, [www.nordstromsupplier.com](http://www.nordstromsupplier.com)

### INVOICE INQUIRIES

Please check invoice status using the "Inquire on: Invoice" function FIRST, before contacting Accounts Payable. You must include your web findings (status of invoice) in your email. Please note, failure to do so may result in your inquiry being returned for more information and delaying resolution:

**NOTE:** If you are inquiring on multiple invoices (more than 10), please list the invoices on an Excel spreadsheet attached to your email (include: **Vendor Number, Invoice number, Invoice Date, Due Date, PO Number, and Amount**) along with your web findings to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com). Templates are located under the 'Documentation' link. It is not necessary to send Proof of Delivery (POD) unless requested. We will research and advise if POD is needed.

**STATUS = "OPEN"**: Indicates your invoice has been received, but not yet processed for payment. If invoice is 2 weeks PAST DUE with Open status, email the invoice number, invoice amount, PO number, and your Vendor Number to your Vendor Relations Representative.

**STATUS = "NOT FOUND"**: Please verify you entered the invoice number correctly, and try again. Then try 'Inquire by PO' number, as the invoice number could be entered differently in our system. If it is still not found, retransmit the missing invoice(s). Check the web again after 5 business days (to allow time for upload). If, after 5 days it is still not found, contact [edi.group@nordstrom.com](mailto:edi.group@nordstrom.com) to determine why the invoice is rejecting.

**STATUS = "SCHEDULED FOR PAYMENT"**: The due date displayed is based on ROG (receipt of goods) calculation. Merchandise Payment Cycle occur weekly on Tuesday and Invoices with 10th of the month terms will be combined with the following weekly payment cycle if received timely. Payment cycles that fall on a holiday will move to the following business day. For your convenience, specific information regarding disbursement dates can be found on the Merchandise Payment Cycle Calendar posted under the 'Documentation Link' within the AP Application of our portal at <https://portal.nordstrom.com/pwe/welcome>. Please allow 2 check runs before inquiring on payment status with your Vendor Rep.

**STATUS = "PAID", "PARTIALLY PAID" or "CANCELLED"** – if you note any discrepancies or have not received your check for 'paid' invoices, send an email to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).

### MISCELLANEOUS INVOICE QUESTIONS

- If your invoice was paid, but is short/over of the amount you expected, send invoice copy, check remittance and explanation to PO BOX 91176, Seattle, WA 98111-9276 or send an email to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).
- Discount Disputes for discount taken off invoice at time of payment should be addressed with the buyer. The buyer will contact AP if a correction is needed. Post payment discount should be directed to [paudit@nordstrom.com](mailto:paudit@nordstrom.com)
- Corrected Invoice copies (status is 'open') – If EDI, transmit only the remaining balance. Otherwise, send paper copy with explanation to PO BOX 91176, Seattle, WA 98111-9276.
- *Nordstrom Direct INVOICING REQUIREMENTS – can be found in our Compliance Manual at [www.nordstromsupplier.com](http://www.nordstromsupplier.com). Click on the "Accounts Payable" section.*

### NEW VENDORS

If you are a new Vendor, the 'New Vendor Account Setup' form is required before any payments can be processed. The intent of this form is to accurately set-up your account. If you require a copy of this form, you can access this on the portal at <https://portal.nordstrom.com> or you can contact the Accounts Payable Vendor Desk, at [vendor.desk@nordstrom.com](mailto:vendor.desk@nordstrom.com)

## DEBIT STATEMENT INFORMATION

We have transitioned to the Oracle system, and there are changes in the way statement information is displayed for our suppliers. The following changes are now in effect:

- *Customer number*, which is a unique number created for each supplier in Oracle Accounts Receivable
- *Reference number*, which is the corresponding document number from Oracle Accounts Payable
- *Past Due Aging Detail* will be displayed to provide a clear understanding of the account
- *Document Type* and *Document Category* will replace Document Description
- Look and feel is different:
  - Your invoices in Accounts Payable become Credit Memos in Accounts Receivable
  - Chargebacks in Accounts Payable become our invoices in Accounts Receivable

Please note that documents older than 180 days may not appear on the statements, but are still owed to Nordstrom.

If you have questions regarding your statement, please send your inquiry to [apdebitar@nordstrom.com](mailto:apdebitar@nordstrom.com) or call 206-233-6280; option 6.