

BUSINESS BASICS



NORDSTROM

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Partnership Strategy

Vendor/supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry as a whole. We support Industry-wide technologies that utilize Universal Product Code (UPC)/International Article Number (EAN), Electronic Data Interchange (EDI), and GS1 US standards (includes those formerly known as VICS).

The use of these technologies allows the flow of merchandise through the supply chain, facilitating a rapid transfer of goods from our partners to our customers. This, in turn, allows Nordstrom to continue to build a more successful and mutually profitable partnership with our suppliers.

Industry Standard References

The following organizations serve as valuable resources for companies seeking information about EDI implementation:

UPC Ticket Format and Ticketing Guidelines	GS1 Canada www.gs1ca.org
GS1 CA (formerly VICS) EDI Mapping Guidelines	GS1 General Specification document for GS1 US Standards
NRF Color & Size Codes	Standard Color and Size Codes handbook by the National Retail Federation (NRF) www.nrf.com 202-783-7971

How to Use Our Standards and Manuals

Our standards and manuals are intended to outline the basic business standards our vendor/supplier partners must follow when doing business with Nordstrom. This manual contains our merchandise technology, purchase order, and accounts payable policies.

Distribution and transportation information can be found in the [Canada Routing Guide](#) found on www.nordstromsuppliercanada.com.

Future Updates and Communications

Nordstrom Supplier Standards and Manuals can be viewed or downloaded from our website, www.nordstromsuppliercanada.com. Review this site frequently for updates on our 'splash' page. Email or letter communications are also available under 'Vendor Communications' on the homepage.

NOTE: The information in these manuals are updated regularly and can change without notice. It is not recommended for suppliers to print any of Nordstrom's manuals but to refer to the online versions which can be found at www.nordstromsuppliercanada.com to ensure the most current information is being used.

Nordstrom Supplier Contact Information

Questions should be directed to the correct team on the Nordstrom Supplier Hotline or by reviewing the [Supplier Resources & Contacts](#).

Supplier Hotline (877-444-1313) between the hours of 8:00 AM and 4:00 PM Pacific Standard Time, Monday through Friday except for US holidays.

- **Floor Ready Management** Email frm@nordstrom.com - For further assistance via phone, please request an appointment through email for a Specialist to connect with you. First point of contact is our Supplier Standards on www.nordstromsupplier.com
- **EDI Setup**, (non-technical) Email edisetup@nordstrom.com - For further assistance via phone, please request an appointment through email for a Specialist to connect with you. For inquiries regarding non-technical EDI Setup (dropship suppliers: email dsonboarding@nordstrom.com)
- **EDI Group**, select **option 3** or email edi.group@nordstrom.com
For inquiries regarding: Transmission of Data, EDI Mapping, FA Research and Missing PO (for initial EDI Setups contact EDI Setup team).
- **Transportation**, select **option 4** or email traffic@nordstrom.com
 - email traffic@nordstrom.com* for questions after reviewing the [Routing Guide](#) found on www.nordstromsupplier.com
 - Questions regarding a Volume Load Pick Up; to **schedule** email volumeload@nordstrom.com
 - select **option 3** for questions regarding Freight Agreements
 - select **option 4** for questions regarding Freight Chargeback

* **NOTE:** for routing information use the [Routing Guide](#):

 - Go to the State Page that you ship from; find carrier to use by weight, by either totaling for all DCs or by DC
 - Go to the Carrier Page for BO: and contact information to request your pick up
- **Accounts Payable**, select **option 5** – contact information found on <http://portal.nordstrom.com>
For inquiries regarding the amount or timing of invoices, checks, claim cost differences, or any other accounts payable related issues and charges, visit Nordstrom's AP Vendor Inquiry at <http://portal.nordstrom.com> first. If after using the web, you still need assistance, send your inquiry and web findings to the corresponding Vendor Representative in our Accounts Payable Department. For a listing of the Accounts Payable Vendor Reps, see the 'Contact Us' section of the website.

Supplier Portal Contact Information

For initial access to the Portal (<http://portal.nordstrom.com>) or having problems with access, email web.admin@nordstrom.com.

Supplier Sales Reporting Contact Information

For access, access issues and general inquiries for Nordstrom sales data via the Supplier Sales Reporting (<https://partner.nordstrom.com>) email supplier.reports@nordstrom.com. **NOTE:** There is a **\$100 annual fee** per supplier to access sales data (does not support nordstromrack.com).

Floor Ready & EDI Non-Compliance Expense Offset Fee Correspondence

Expense offset fee disputes must be inquired within **60 days** of the document date, not payment/check date. Suppliers should inquire weekly after reviewing their offset fees on the Supplier Portal <https://portal.nordstrom.com> emailing the Offset Fees shared mailbox offsetfees@nordstrom.com. Do not accumulate offset fees for inquiry on monthly, quarterly basis as we can only research up to 60 days. Pictures of non-compliance are not provided.

Canadian Retail Resources

These [Canadian Resources](#) are provided by Nordstrom to you as a courtesy. The information contained within this document should not be taken as legal advice or as a legal guide to your situation or to any law, statute, or dealings with public authorities. This list is not comprehensive and is not intended to reflect all applicable Canadian regulations for any particular products.

Please refer any questions you may have about compliance with Canadian laws to your attorney.

Requirements and Responsibilities Summary

The Nordstrom Supplier website includes requirements for suppliers doing business with Nordstrom:

- Adhere to Purchase Order Terms and Conditions
- Create and use EDI documents using the GS1 CA (formerly VICS) EDI guidelines and the Nordstrom mapping guides
- Advance Ship Notice (ASN) must transmit 100% accurate and must match both shipment and PO down to the Store / SKU level
- Utilize the NRF color and size codes
- All suppliers (EDI & Non-EDI) must maintain an accurate, updated electronic UPC catalog via OpenText | GXS or InterTrade, our 3rd party service providers, or other mutually agreed upon transmission method
- Follow Nordstrom specifications for supplier UPC/Price ticketing, including UPC or EAN bar code
- Nordstrom Canadian retail (MSRP OK if it matches PO retail) on all tickets (excludes Nordstrom.com and Nordstromrack.com | HauteLook)
- Comply with Accounts Payable requirements for submitting invoices and related correspondence
- Mark all cartons with corresponding valid, GS1-128 shipping container labels if EDI Compliant
- Use GS1 CA (formerly VICS) Floor Ready Hangers in all applicable merchandise
- Pack the merchandise per Nordstrom's packaging instructions
- Follow our Routing Guide, using only approved carriers
- Provide Automatic Replenishment/Quick Response programs on replenishment items as requested
- Review Supplier Standards regularly on our website for updates
Supplier contact information must be kept up-to-date; send an email with current contacts and email addresses to Floor Ready Compliance frm@nordstrom.com whenever necessary; address updates can be sent to vendor.desk@nordstrom.com
- **Nordstrom.com:** Internet item selection: all items chosen for any catalog titles are also offered for sale on the [Nordstrom](#) website
- **Nordstrom.com:** Exclusive catalog styles - styles selected for any catalog titles must not be sold to any other catalog
- **Nordstrom.com:** All suppliers are encouraged to participate in the Nordstrom Marketing Program through the Nordstrom Media Network (NMN) designed to drive brand awareness, traffic, and conversion through digital channels at a minimum of 3% of annual cost receipts. Consult with your Buyer and the NMN team to learn more and plan your campaigns.
- **Nordstrom.com:** Customer returns due to manufacturing defects - all merchandise with manufacturing defects returned by customers will be claimed back to the supplier. Defective merchandise will be returned to the supplier when it is received from the customer, even if this occurs after the 'selling season.' This agreement is intended to simplify the claims filing and resolution process and, most importantly, to facilitate the equitable resolution of claims

Nordstrom Partnership Guidelines

STANDARDS FOR OUR BUSINESS SUPPLIERS

At Nordstrom, we recognize that our success is based on the quality of our relationships with customers, employees, agents, suppliers and communities. To maintain the high caliber of these relationships and to achieve our goal of always providing the best-value product in the most equitable manner, we have established standards for our business suppliers. In communicating these guidelines, we hope to identify potential suppliers who share our commitment to quality products, quality business principles and quality community relationships.

We will only engage business suppliers who demonstrate a commitment to contribute to the improvement of working conditions and strive to meet our requirements stated in the [Nordstrom Partnership Guidelines](#) found on the left sidebar of www.nordstromsuppliercanada.com.

Vendor Administered Quality Procedures

Vendors are responsible for shipping first quality merchandise. In order to ensure that only first quality goods are received in our facilities, we recommend that suppliers use an integrated total quality program:

- Incoming materials inspection and testing
- Statistical in-process auditing
- Final 100% inspection
- Final statistical auditing of each production lot after packaging

For the final audit, we recommend that you use the Single Sample Plan Level II (Normal), Acceptable Quality Level 4.0. Measurement of the product must be included in the inspection and auditing process.

Children's Safety Requirements

All children's apparel, sleepwear, toys and jewellery that are imported, sold and advertised in Canada must be tested for safety and meet the requirements set out in the Canada Consumer Product Safety Act (CCPSA) and corresponding regulations and/or guidance documents.

Children's Apparel and Sleepwear

Children's apparel must meet the flammability requirements set out in the Textile Flammability Regulations. Note that children's sleepwear is separately regulated by the Children's Sleepwear Regulations and is exempt from the requirements of the Textile Flammability Regulations.

Children's apparel must also meet the requirements set out in the Textile Labelling Act and Textile Labelling and Advertising Regulations to ensure accurate and meaningful labelling information. For information on textile labelling requirements, please see the 'General Labelling Requirements' section of this manual.

For information on the flammability and labelling requirements related to children's apparel and sleepwear, you may consult the following legislation and Health Canada and Competition Bureau guidance documents:

- *Textile Flammability Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2011-22/>
- *Textile Labelling Act*
<http://www.laws.justice.gc.ca/PDF/T-10.pdf>
- *Textile Labelling and Advertising Regulations*
http://lois-laws.justice.gc.ca/PDF/C.R.C.,_c._1551.pdf
- *Children's Sleepwear Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2011-15/>

Drawstrings, Ties, Bows and Ribbons

HAZARD: Drawstrings, draw cords, ties, ribbons, etc. can catch on such items as playground equipment, bus doors, car doors and cribs, dragging the child or possibly wrapping around the neck and strangling the child.

REGULATIONS: The Canada Consumer Product Safety Act prohibits the sale of products that pose a danger to human health or safety.

Health Canada guidance documents recommend compliance with ASTM F1816-97 Standard Safety Specification for Drawstrings on Children's upper outerwear. The standard can be obtained from ASTM at www.astm.org.

REQUIREMENT: All children's garments must meet CCPSA safety requirements related to drawstrings.

Sharp Points and Sharp Edges

HAZARD: Sharp points or edges can puncture, poke or injure a child. Sharp points such as safety pins used to attach bows or decorative items to the center front neck can puncture the larynx, resulting in breathing difficulty and possibly permanent damage. Sharp edges on metal hardware can cause lacerations

REGULATION: The Canada Consumer Product Safety Act (CCPSA) prohibits the sale of products that pose a danger to human health or safety.

DEFINITION: Sharp Point/ Edge – any object that has a point/edge sharp enough to activate the test device (sharp point tester) is considered a sharp point. This includes but is not limited to safety pins, sharp points on metal hardware (rivets, zipper pulls, zipper teeth, hasps, metal tips on belts and collars), protruding tacks in footwear, star-shaped buttons, hook & loop tape (Velcro), etc. and trims containing metal or glass edges

REQUIREMENTS:

- No sharp points, safety pins, or broken needles on children's garments
- No pins on folded garments. Use plastic clips as an alternative
- Hook & Loop tape must meet requirements for Sharp Points Testing
- No protruding tacks or nails on children's footwear

Small Parts

HAZARD: A child can put a small part in their mouth, which could result in a choking, aspiration or ingestion hazard.

REGULATION: The Canada Consumer Product Safety Act prohibits the sale of products that pose a danger to human health or safety.

Health Canada guidance documents recommend that clothing used by a child less than three years of age should not have small parts or separable components that can detach through reasonably foreseeable use of the garment. For general guidance on assessing reasonably foreseeable use, please see the Health Canada Product Safety Laboratory Method M01.1: Test Procedures to Determine the Mechanical Hazards of Toys – Reasonably Foreseeable Use. While these test procedures relate specifically to toys, you may refer to their standards for general guidance.

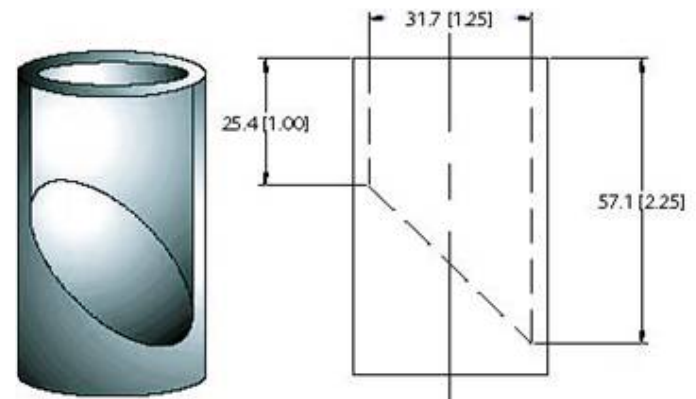
DEFINITION: Small Parts – any part of a garment or accessory that detaches from the garment or accessory and fits into the Health Canada Small Parts cylinder using a force of less than 1 pound.

Some Small Parts examples include but are not limited to snaps, buttons, zipper components, hasps, appliqué, patches, rhinestones, beads, sequins, decorations, embellishments, bows, bells, male part of Velcro strips, etc.

Health Canada Small Parts Cylinder

REQUIREMENT: No Small Parts (refer to the Small Parts definition above) on Children's garments sizes:

- Infant- 0-24 Months
- Toddler- 2-4T



Notes:

- not to scale
- dimensions in millimetres
- parenthesized dimensions in inches and for information only

Children's Jewellery

Children's jewellery must comply with applicable safety and labelling regulations, including lead content level limits and testing procedures. Information on safety and labelling requirements for children's jewellery, see the following legislation and Health Canada and Competition Bureau guidance documents:

- *Children's Jewellery Regulations*
<http://laws-lois.justice.gc.ca/PDF/SOR-2011-19.pdf>
- Health Canada, "Industry Guide for Children's Jewellery"
<http://www.fjata.org/wp-content/uploads/Canada-Industry-Guide-to-Childrens-Jewellery.pdf>
- *Precious Metals Marking Act*
<http://www.laws.justice.gc.ca/eng/acts/P-19/>
- *Precious Metals Marking Regulations*
http://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1303/
- Competition Bureau, "Guide to the Precious Metals Marking Act and Regulations"
[http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/vwapj/guide-precious-metals-2006-07-04-e.pdf/\\$file/guide-precious-metals-2006-07-04-e.pdf](http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/vwapj/guide-precious-metals-2006-07-04-e.pdf/$file/guide-precious-metals-2006-07-04-e.pdf)

Children's Toys

Children's toys, such as plush toys, soft toys, pull and push toys, toy steam engines, finger paints, rattles, elastics, yo-yo type balls, and batteries, etc., are required to comply with specific CCPSA regulations and Health Canada administrative guidance. These regulations address key hazards and include standards and testing methods specific to certain toy products and toy product categories.

Certain children's toy products have special regulations that prescribe specific standards, which may depend on the toy's design, construction and contents, amongst other features. Regulations may be applicable to certain toy categories, such as:

- Electrically operated and/or heated toys
- Toys with small parts, metal, glass, wood or plastic edges & wire frame
- Toys with safety valves, stops or locking devices
- Toys that include spring-wound driving mechanisms, fasteners, enclosures or projectile components
- Stuffed toys
- Toys that contain textile or flammable materials
- Toys with heated surfaces, parts or substances
- Toys containing specific toxic substances or in surface coatings
- Toys containing corrosive substances, irritants or sensitizers
- Toys containing plastic materials
- Science education sets
- Certain children's toys are prohibited from being sold in Canada, including:
 - Certain teethingers for babies
 - Certain kite strings and kites
 - Certain lawn darts
 - Jequirity beans

Certain general hazards and concerns, including the following, are addressed through the Toys Regulation and other related legislation:

- Electrical and thermal hazards
- Electrically Operated Toys
<http://shop.csa.ca/en/canada/appliances/c222-no-149-1972-r2009/invvt/27007031972/>
- Mechanical hazards
- Flammability hazards
- Auditory and hearing damage hazards
- Health Canada, "Test method to determine the noise level of toys (M04)"
<http://www.hc-sc.gc.ca/cps-spc/prod-test-essai/method-engin-ingen-eng.php>
- Strangulation or suffocation hazards
- Microbiological or toxicological hazards
- *Surface Coating Materials Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2005-109/index.html>
- *Science Education Sets Regulations*
http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._934/index.html
- *Phthalates Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-298/index.html>
- *Consumer Products Containing Lead (Contact with Mouth) Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2010-273/FullText.html>

For a list of prohibited consumer products, you may consult Schedule 2 of the CCPSA.

The main regulation and administrative guidance addressing children's toys is the Toys Regulation and Health Canada's "Industry Guide for Toys":

- Toys Regulations
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2011-17/index.html>
- Health Canada, "Industry Guide for Toys"
<http://www.hc-sc.gc.ca/cps-spc/pubs/indust/toys-jouets/index-eng.php>

Stuffed toys

The labeling of stuffing materials and stuffed products, which may include certain stuffed and soft toys, is regulated by provincial legislation in Ontario, Manitoba, and Quebec. For information on applicable provincial labelling and other requirements, please consult the provincial legislation and authorities in the 'Stuffed Articles' section of the 'General Labelling Requirements' section of this manual.

Toys must not contain plant seeds as stuffing material. For further information, you may consult the following legislation and Health Canada guidance documents:

- *Toys Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2011-17/index.html>
- *Industry Guide for Toys (specific toxic substances)*
<http://www.hc-sc.gc.ca/cps-spc/pubs/indust/toys-jouets/index-eng.php>

Toys Containing Magnets

Toys with small powerful magnets pose a recognized health hazard to children. Health Canada recommends that magnetic toys using powerful magnets never contain loose magnets or magnetic toy pieces that are small enough to be swallowed. Health Canada does not consider a warning on a toy package sufficient to protect children from this serious hazard.

Labelling, Advertising, and Packaging

For additional information on labelling, advertising, and packaging of children's toys, including packaging requirements regarding toys wrapped by a flexible film bag, you may consult the following:

- *Toys Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/SOR-2011-17/index.html>
- *Health Canada, "Industry Guide for Toys"*
<http://www.hc-sc.gc.ca/cps-spc/pubs/indust/toys-jouets/index-eng.php>
- *Consumer Packaging and Labelling Act*
<http://lois-laws.justice.gc.ca/eng/acts/C-38/>
- *Consumer Packaging and Labelling Regulations*
<http://laws-lois.justice.gc.ca/eng/regulations/C.R.C., c. 417/>

Hazardous Materials

Safety Data Sheet (SDS): A completed [SDS](#) must be filled out once for each UPC/style and sent to 808traffic@nordstrom.com prior to shipping 'hazardous materials'. These will be kept on file.

There is a link to an example SDS Sheet above. All sections must be completed including:

- Transportation
- Identification
- Hazard(s) identification
- Fire-fighting measures
- Accidental release measures
- Physical and chemical properties
- Disposal considerations

A hazardous material is defined as a substance or material that has been determined by the Department of Transportation to be capable of posing an unreasonable risk to health, safety and property when in transportation. Materials that are hazardous to the environment (i.e., hazardous substance, hazardous wastes, and marine pollutants) are also regulated.

Hazardous Materials include but are not limited to many home surface cleaners, cosmetics, home diffusers, aerosols, anything containing a lithium battery. Liquid hazardous material items must have the cap sufficiently sealed to prevent possible loosening or leakage during transportation (such as heat seal or other secondary means of closure).

Example: Are there a lithium button cells or batteries in the watch? If no, ship merchandise as normal; if yes, provide as much of the following information as possible on the SDS:

- The product data sheet on the battery
- The manufacturer, type and model number
- Any warranty info and specs on types of replacement batteries which would be acceptable

It is the responsibility of the person who initiates the shipment of a material to determine (or seek assistance to determine) if the material meets the definition of a hazardous material. Each vendor, prior to shipping product to Nordstrom, is required to know if the product meets this definition. Nordstrom requires an SDS sheet that includes the completed transportation section for any product that meets this definition and is therefore regulated as a hazardous material by the DOT be sent to us prior to shipping the product to any of our facilities.

Transportation of Lithium-ion, Lithium Metal or Rechargeable Batteries ([Lithium Battery Communication](#))

The Department of Transportation ([DOT](#)) Pipeline and Hazardous Materials Safety Administration ([PHMSA](#)), in consultation with the Federal Aviation Administration ([FAA](#)), has modified the requirements governing the transportation of batteries containing lithium-ion or lithium metal or rechargeable batteries. This final rule revises hazard communication and packaging provisions for lithium batteries and harmonizes the Hazardous Materials Regulations (HMR) with applicable provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization's ([ICAO](#)) Technical Instructions for the [Safe Transport of Dangerous Goods by Air](#) and the International Maritime Dangerous Goods ([IMDG](#)) Code.

The HM224F affects the process of how we ship merchandise to our customers. Full details of these requirements are available at [PHMSA](#) website reference '[79 FR 46011 – Final Rule](#)'. Nordstrom requires the following information be provided prior to shipping these batteries to Nordstrom:

- Company name, address & contact info
- Product name
- UPC
- Number of Batteries inside item
- Number of Batteries outside item
- Battery Type
- Watt Hours per battery or cell
- Number of Grams per battery
- Battery passed UN Testing Criteria ([UN38.3](#))
- Number of Batteries Shipped Outside the Product
- Hazmat UN Number

Labeling Requirements

Nordstrom expects all suppliers to comply with the applicable Canadian laws/regulations, Competition Bureau and Canada Border Services Agency requirements and those of the respective country of manufacture or exportation. As a Nordstrom supplier you are expected to review, understand and comply with these laws and regulations (items not labelled in accordance with all current laws and regulations will fail the quality audit, resulting in offset fees and/or return). For further information about federal labelling requirements, you may contact the Competition Bureau:

- **Website:** <http://www.competitionbureau.gc.ca>
- **Phone:** 819-997-4282

Apparel

Textile apparel products must be correctly labelled with all required disclosures. Subject to limited exceptions, they must be labelled with regard to the following:

- Country of origin
- Fibre content (in English and French)
- Dealer identity information or CA number

Footwear

Footwear products must be correctly labeled with all required disclosures. Subject to limited exceptions, they must be labelled with country of origin; fibre content and shoe size. Size can be stamped in the sole, printed or stamped in the shoe upper; or an adhesive label can be used if it is not be easily removed.

Accessories

Accessories must be correctly labelled with all required disclosures. Some accessories products that contain textile fibres, such as handbags and belts, are exempt from certain textile labeling requirements. Subject to these limited exceptions, they must be labeled with the following:

- Country of origin
- Fibre content (if includes textile fibre) (in English and French)
- Dealer identity information or CA number (if includes textile fibre)

Additional Textile Products Information

Specific disclosure information may be required in relation to certain textile products depending on product composition and claims regarding the product. You may consult the 'Textile Labelling and Competition Bureau Guidance' section below for information regarding labelling requirements for consumer textile products, including:

- Fibre content labelling
- Generic fibre names
- Bilingual language requirements
- Form and application of labels
- The use of the terms 'all' or 'pure'
- Labelling of linings, trimmings & findings
- Exempted products
- CA numbers

Textile Labelling Legislation and Competition Bureau Guidance

- *Textile Labelling Act* <http://www.laws.justice.gc.ca/eng/acts/T-10>
- *Textile Labelling and Advertising Regulations* http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._1551/FullText.html
- *Guide to the Textile Labelling and Advertising Regulations* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01249.html>
- *Guidance on the Labelling of Textiles for Businesses* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/02392.html>
- *Guidance on Labelling Textile Articles Derived from Bamboo* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03021.html>

Down and Feather Products

For information about labelling requirements for products that contain down, feather, and animal hair or fur that has been removed from an animal skin, you may consult the following legislation and Competition Bureau Guidance:

- *Guide to the Labelling of Down and Feathers* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01237.html>
- *Textile Labelling Act* <http://www.laws.justice.gc.ca/eng/acts/T-10/>
- *Textile Labelling and Advertising Regulations* http://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._1551/FullText.html
- *Guide to the Textile Labelling and Advertising Regulations* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01249.html>

Fur and Faux Fur Labeling

Nordstrom expects supplier to properly label all fur and faux fur product sold to Nordstrom. Being compliant with all provincial and federal laws and regulations on fur and faux fur labeling (including footwear, accessories, handbags, hats, scarves, wraps, gloves, pillows, throws and rugs).

REAL FUR – Products containing real fur (including shearling, calf hair and pony hair) must be labeled with:

- The name(s) of the animal(s) that produced the fur
- Indicating that the fur is '100%' or 'Natural' is not an acceptable substitution for the words 'Real Fur' or 'Genuine Fur'
- The country of origin of any imported furs used in the fur product
- All other information required by fur labeling and other applicable regulation

NOTE: Nordstrom does not accept any products made from or containing Asiatic Raccoon (raccoon dog or finn raccoon) fur; Nordstrom only accepts raccoon fur originating from North America.

When fur product is set-up in our systems, suppliers will be asked to provide a letter from the furrier certifying the following information:

- Common name of the animal
- Genus and species of the animal
- Country of origin of the fur
- Country of manufacture of final product (e.g., 'Made in')
- VPN (Vendor Product Number/Style) of the fur product

FAUX FUR – Products containing Faux Fur must be labeled with:

- The words: 'Faux Fur'
- All other information required by the textile and/or wool labeling and other applicable regulations

Jewellery (also review ‘Children’s Jewellery’ under ‘Children’s Safety Requirements’ above)

Products that contain a precious metal that are marked for quality must meet description and quality marking standards, including those set out in the *Precious Metals Marking Regulations* and *Precious Metals Marking Act*.

Certain standards regarding quality marks, such as for platinum articles, may vary from standards in countries such as the U.S. (see below link to: Competition Bureau, ‘What Every Jewellery Dealer Needs to Know about the Marketing of Imported Platinum Articles’).

For further information consult the following legislation and Competition Bureau guidance documents:

- *Precious Metals Marking Act* <http://www.laws.justice.gc.ca/eng/acts/P-19/>
- *Precious Metals Marking Regulations* http://lois-laws.justice.gc.ca/eng/regulations/C.R.C.,_c._1303/
- *Guide to the Precious Metals Marking Act and Regulations* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01234.html>
- *What Every Jewellery Dealer Needs to Know about the Marketing of Imported Platinum Articles* <http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01281.html>

Additional information on industry standards and guidelines can be found in the Jewellers Vigilance Canada Canadian Guidelines with Respect to the Sale and Marketing of Diamonds, Gemstones and Pearls http://www.jewellersvigilance.ca/docs/Gemstone_Guidelines_Revised_Edition_2009.pdf.

Information about the care and cleaning of jewellery is available at the website of the Canadian Jeweller’s Association <http://canadianjewellers.com>.

Stuffed Articles

The labelling of stuffing materials and stuffed products is regulated by provincial legislation in Ontario, Manitoba, and Quebec. Depending on the product composition and standards in each province, stuffed articles may include certain outerwear, shoes, and other apparel items. For more information on provincial labelling and other requirements related to stuffed articles, you may consult the applicable provincial legislation and authorities:

- **Ontario**
 - *Upholstered and Stuffed Articles Program, Technical Standards & Safety Authority* www.tssa.org
 - *Upholstered and Stuffed Articles Regulations* http://www.e-laws.gov.on.ca/html/reg/english/elaws_regs_010218_e.htm
- **Manitoba**
 - Manitoba Consumer’s Bureau, Consumer Services <http://www.gov.mb.ca/ccp/cpo>
 - *Bedding and Other Upholstered or Stuffed Articles Regulation* <http://web2.gov.mb.ca/laws/reg/pdf/p210-078.04.pdf>
- **Quebec**
 - Ministry of Economic Development, Innovation and Export Trade Department www.mdeie.gouv.qc.ca
 - *An Act Respecting Stuffing and Upholstered and Stuffed Articles* http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=/M_5/M5_A.html
 - *Regulation Respecting Stuffing and Upholstered and Stuffed Articles* http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=/M_5/M5R1_A.HTM

Care Instructions [Fabric Care Symbol Guide](#)

Where care information is provided, the information must appear in a manner which is neither false nor misleading and must accurately reflect an appropriate method of care for the article to which it applies. Information about writing a care label, you may consult Industry Canada, “Guide to Apparel and Textile Care Symbols” http://www.ic.gc.ca/eic/site/oca_bc.nsf/eng/ca02009.html

Approved care label providers can supply care labels that are compliant with Canadian regulations:

Company (Location)	Contact	Email	Website
Laven labels and Trims	Customer Service	Lorraine@laven.com or Frank@laven.com	www.laven.com

Country of Origin

All products must comply with applicable country of origin marking regulations of the Canada Border Services Agency, which include manner of marking requirements relating to the language and permanence of country of origin labels, among other requirements.

Information on country of origin labelling, you may consult the following legislation and Canada Border Services Agency guidance documents:

- *Marking of Imported Goods Regulations* <http://laws-lois.justice.gc.ca/eng/regulations/SOR-94-10/FullText.html>
- *Marking of Imported Goods* <http://www.cbsa-asfc.gc.ca/publications/dm-md/d11/d11-3-1-eng.html>

Products Contained in Packages

If a garment is wrapped or packaged at the time of purchase so that the required disclosure label is not visible, the wrapping or packaging, in addition to the garment, must include the required disclosures.

Photo Sample Requirements

Suppliers must provide samples for photography that accurately depict the production item and must be made of production quality fabric/material.

Photo Sample when requested without a PO – Keep in mind the following when sending photo samples to our photo studios:

- The Product Coordinator will provide you with photo sample due dates, sample size preference and shipping location.
- Photo samples are considered a cost of doing business. Nordstrom.ca should not be invoiced for samples or their shipping cost.
- Photo sample shipping box size may differ from the required box size for bulk shipments.

Photo Samples when requested using a PO

- Suppliers will follow the shipping location indicated on the PO
- Follow supplier guidelines as listed in our standards documents: Business Basics, Packing, Tickets, Hanging and Packaging & Labeling
- Photo sample shipping box size may differ from the required box size for bulk shipments

SECTION 3

EDI REQUIREMENTS

Electronic Data Interchange (EDI) is industry standard and Nordstrom **requires** all supplier to be EDI enabled within **60 days** of set-up. There are many benefits to EDI: increased speed to market, improved accuracy, higher efficiency and overall cost savings. Suppliers must send or receive each of the required documents listed below or expense offset fees will be assessed.

Third Party EDI Providers

Below is a list of 3rd party providers that Nordstrom has had success with in the past (this list does not represent an endorsement nor is it intended to limit supplier choices). Suppliers using one of these proven providers will be enabled for EDI production without going through testing:

Provider Name	Contact	Phone	Website	Email	Additional Resources
DiCentral	Sales	281-480-1121 Option 4	www.dicentral.com	sales@dicentral.com	Click here to learn more
eZCom Software Inc.	Sales	877-765-3564	www.ezcomsoftware.com	sales@ezcomsoftware.com	Click here to learn more
Innovative Systems	Matt Sperr	949-707-1560	www.isllc.com	edisupport@edidirect.net	
InterTrade	Sales	800-873-7803	www.intertrade.com	solutions@intertrade.com	
OpenText/GXS/Inovis	Sales	877-446-6847	www.opentext.com	support@opentext.com	
Roundhouse Group	Stuart Fishman	212-244-8081	www.roundhousegroup.com	sales@roundhousegroup.com	
Spring Systems	Sales	888-275-2160	www.springsystems.com	support@springsystems.com	
TradeLinkOne	U.S. Sales	203-876-1301	www.tradelinkone.com	Erich.kranz@tradelinkone.com	Click here to learn more

Note: Suppliers are free to use any 3rd party EDI provider or to do in-house EDI, however testing through OpenText Compliance Link is required, contact edisetup@nordstrom.com for non-technical EDI setup & testing questions. **After initial setup any changes to your EDI (both in-house or 3rd Party) must be communicated immediately to EDI Setup at edisetup@nordstrom.com.**

Required Electronic Documents

The following are the types of electronic data Nordstrom uses:

810	Invoice	4010VICS
850	Purchase Order	4010VICS
856	Advance Ship Notice with related GS1-128	4010VICS
997 [#]	Functional Acknowledgement	4010VICS

Optional EDI Documents:

820	Payment Order / Remittance Advice	4010VICS
850 FR	Purchase Order Full Replacement	4010VICS
852	Product Activity data	4010VICS
855*	Inbound Purchase Order/PO Acknowledgement	4010VICS
860	PO Change	4010

[#]997 is sent within 24 hours indicating only that the file was received; it does not validate document usability | *855 requires merchant approval

NOTE: Drop Ship Suppliers: drop ship orders please use the requirements found in [Nordstrom.com Drop Ship Manual](#) & the [Nordstromrack.com Drop Ship Manual](#)

EDI 860 vs. EDI 850FR

There are differences between the EDI 860 vs. EDI 850FR that suppliers should be aware of, so they can make the best choice for their company.

- EDI 860
 - All changes made to the PO and will include ONLY the changes up until the NOT AFTER DATE
 - Will only be sent after the original PO has been approved and sent
- EDI 850 FR
 - A COMPLETE REPLACEMENT PO; includes all updates from original approval to the Default FR date (30 days before the 'Not After Date')
 - After the Default FR date any changes that happen will trigger the 850FR (complete PO) up until the 'Not After Date'

NOTES:

- The EDI 850FR will be sent with a code of 07 = Duplicate to denote the full replacement or 01 = Cancellation if the PO is being cancelled. The 00 = Original (EDI 850) will continue to be sent for the initial purchase order.
- Suppliers who are not currently receiving a EDI 860 or want to change to the 850FR, where applicable, can contact edisetup@nordstrom.com and ask to be activated.
- **All EDI documents are traded at the UPC (or EAN) level;** suppliers must be 100% supplier UPC marked and provide (and keep updated) OpenText or InterTrade their UPC catalog before trading EDI.

EDI Sender/Receiver IDs

Nordstrom's production EDI Sender/Receiver information is listed below.

Remittance Advice for Canada & US

- Remittance Advice ([EDI820](#))
Qualifier: 01 ID: 01 / 007942915

Nordstrom Full-Line, Nordstrom.com, Rack

- Invoices ([EDI810](#)), Purchase Order ([EDI850](#)), Full Replacement ([850FR](#)), Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier: 01 ID: NORDJWN
- Advanced Ship Notice ([EDI856](#)) and return Functional Acknowledgment ([EDI997](#))
Qualifier: 12 ID: NORDJWNASN

Nordstrom International Only

- Invoices ([EDI810](#)), Purchase Order ([EDI850](#)), Full Replacement ([850FR](#)), Purchase Order Change ([EDI860](#)) and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORDINTL
- Advanced Ship Notice ([EDI856](#)) – Domestic only and Return Functional Acknowledgment ([EDI997](#))
Qualifier : ZZ ID : NORDJWNASN

NOTE: Full copies of EDI Mapping Documents are posted on www.nordstromsuppliercanada.com on the left sidebar

UPC Catalog **ALL SUPPLIERS**, EDI Capable/Compliant or Not Must Have A UPC Catalog

The use of UPC/EAN to identify merchandise is a retail industry standard. Allowing us to have one universal identifier. OpenText | GXS and InterTrade are Nordstrom's selected 3rd party UPC catalog providers. If the required UPC/EAN catalog is not provided, an expense offset fee will be assessed. To get started on creating UPCs obtain a GS1 Company Prefix by [subscribing at www.gs1ca.org](http://www.gs1ca.org). Once obtained create UPCs by following the guidelines listed on the GS1 Canada www.gs1ca.org. Any additional questions about UPC creation contact your catalog provider.

GTIN (Global Trade Item Number)

Nordstrom can receive UPC-A (12 digits) and EAN-13 Global Trade Item Numbers (GTINs) but does not support the EAN-14 (GTIN). All item communication between Nordstrom and our trading partners must be through the use of the UPC-A or EAN-13 GTINs. These GTINs are not to be sent with any leading zeros to mimic an EAN-14. The GTIN on item communication must exactly match the GTIN as bar coded on the item.

UPC/EAN Assignment & Catalog Requirements

- Assign UPC/EAN numbers at the product ID, color and size level (should be unique numbers)
- Adherence to the [Trade Item Identification and Communications Guidelines for General for Electronic Data Interchange](#) published by the GS1 US
- Use [NRF](#) color and size codes
- UPC/EAN catalog data must be provided through our 3rd party service providers, OpenText | GXS or InterTrade
- UPC/EAN catalog must include: UPC, Product ID, Product ID description, NRF color, Color description, NRF size, Size description, Cost, and MSRP. If you sell pre-pack shoes you must have a pack UPC in the catalog
- All UPCs and core attributes must be loaded into the catalog at time of set up, typically a certain amount of days before the Not Before date. The basic rules are 40 days for designer; 90 days for shoes and 60 days for all other areas; Work with your merchant team to identify when this is.
- Consistency between the UPC/EAN catalog and documents containing item identification such as tickets, line list and pack slips
- UPC/EAN codes must be assigned for all Gifts with Purchase (GWP) and Purchase with Purchase (PWP) items and be included in your catalog

Never Re-Use UPCs: GS1 standards on the re-use of GTIN (Global Trade Item Number), across all industries, any GTIN allocated to a trade item will no longer be able to be reallocated to another item. Eliminating GTIN reuse is due to the growth of selling products across various channels. The standard was ratified and published in July 2017. Details can be found here: [GS1 General Specifications 17.1](#).

Advance Ship Notice (ASN) Requirements

These requirements apply to the Nordstrom Full Line stores, Rack stores, Nordstrom.com, Nordstrom.ca, NordstromRack.com | HauteLook.com and NPG Domestic (for more information regarding NPG refer to the [NPG Partner Standards](#)). Non-compliance of these guidelines may result in offset fees;

Nordstrom does not provide pictures of non-compliance.

NOTES:

- The Internal Vendor # (IA) is the Nordstrom assigned Supplier # or AP assigned Vendor #. This must be sent in either the REF/IA or N1/SF
- If Nordstrom sends a **case pack UPC**, U.O.M. of 'CA' in PO103; the 856 must be at the individual component level (individual UPC for each item)
- ASNs must be received in our system a minimum of 30 minutes prior to your order reaching our DC/FCs

ASNs for 'No Charge' Merchandise

- Shipments with 'no charge' product (i.e. testers, samples) must be packed separately from retail merchandise and clearly marked as 'no charge'
- Separate inner cartons of 'no charge' merchandise may be packed within large cases of retail merchandise and must be clearly marked as 'no charge' and maintain separation from retail merchandise; 'no charge' shipped in this manner should **not** be included on the ASN
- 'No charge' merchandise shipped in any other manner, including loose within cases containing retail merchandise must have valid UPCs within the Nordstrom inventory system and must be accurately represented within the ASN for that shipment
- Expense offset fees will be accessed for inaccurate ASNs containing 'no charge' merchandise that do not meet these requirements

Consolidated ASN Requirements

- One GS1 US 856 ASN 4010VICS with carton level information per shipment, per ship-to location (DC)
- Each ship notice must contain its own unique sub-bill of lading number
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Reference the GS1 US EDI 856 4010VICS PDF document for mapping details
- Nordstrom requires one GS1 US 856 ASN 4010VICS per carton for all UPS shipments
- The tracking # provided by UPS must populate the sub-bill of lading field (REF*BM segment) and the PRO number field (REF*CN segment)
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Reference the GS1 US EDI 856 Version 4010VICS PDF document for mapping details

UPS ASN Requirements

Masterpack ASN Requirements

Small individual store cartons for multiple stores (going to the same DC or small single SKU cases going to Nordstrom.com) may be combined for one PO into a masterpack. Nordstrom maintains two masterpack ASN requirements depending on the mode of transportation used:

Non-UPS shipments: ASNs for consolidated master-packed shipments must include the following:

- REF*BM (sub-bill of lading) segment containing the unique sub-bill of lading number.
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified by writing or labeling the word 'Masterpack' on the outside of the case with no GS1 label

UPS shipments: ASNs for consolidated masterpack shipments for UPS must include the following

- REF*BM segment (sub-bill of lading) containing the UPS tracking number
- N1*ST segment containing the correct ship-to location (i.e. distribution center)
- N1*BY segment containing the appropriate store destination
- MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
- The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word 'Masterpack' on the outside of the case

NOTE: The BOL and Sub-BOL must consist of a maximum of 20 alpha and numeric characters; special characters cannot be used (i.e. -, \, /, *, etc.)

Vendor Accuracy Audit Program

Nordstrom uses warehouse management technology to receive merchandise via supplier's ASN; shipments must be 100% accurate. Nordstrom's samples all shipments against corresponding ASNs to monitor accuracy. If the sample and ASN do not match an expense offset will result.

Re-transmitting ASN Data

ASN data can be retransmitted to Nordstrom at any time up to 30 minutes prior to the shipment's arrival in the DC. The entire ASN (not just changes or add-ons) must be retransmitted using the same ASN number (BSN02) and a code of '07' in the BSN01. The corrected ASN must maintain the same sub-bill of lading value PO/DC combination as the original (the value sent in the REF/BM) to allow the 'new' ASN to overlay the original in our system. If the 'new' data reaches our warehouse management system prior to receipt at our facility and all other information within the transmission is accurate, no expense offset fee should be incurred. If the shipment arrives before the 'new' ASN is received the shipment will be received with the original ASN data. To avoid duplication errors, wait a minimum of 60 minutes before re-transmitting the corrected EDI 856.

NOTE: Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.

SECTION 4

INVOICING, CLAIMS and OFFSET FEES

Invoicing Instructions

Enrollment and testing are required prior to sending an invoice (810) transmission. Suppliers may take care of EDI in-house or utilize a 3rd party service bureau. Contact Nordstrom EDI Setup team via email edisetup@nordstrom.com for information on enrollment and testing.

Non-compliance

Suppliers that are currently required to transmit via EDI will incur a \$10 per invoice expense offset fee for any paper invoices sent to Accounts Payable. Invoicing errors will be assessed a \$25 per invoice fee if AP is required to make manual corrections.

EDI transmission questions/issues, missing PO and FA research contact the EDI Group: (877)444-1313 (option 3) or email EDI.Group@nordstrom.com

Nordstrom requires ONE invoice per PO, per destination ('DC' or 'FC' for DC/FC shipments, or 'Store' on direct-to-store shipments), **per shipment** (if multiple shipments per PO). A non-compliance expense offset fee of \$10 per invoice will be assessed for every non-consolidated invoice (i.e., whenever multiple invoices are sent per shipment, per 'ship-to' location). Questions contact Merch AP at 877-444-1313 Option 5 or email to nordmerchinv@nordstrom.com.

Non-EDI suppliers (until EDI compliant), Email copies of invoices to merchap@nordstrom.com with the following Billing Address:

Nordstrom Canada Retail, Inc
Accounts Payable
PO BOX 91176
Seattle, WA 98111-9276

Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) number
- Vendor number
- Invoice date (should be the ship date of the merchandise)
- Unique invoice number
- Department number
- Payment terms
- Store number: (N1-ST field on 810) 'sold to' store # (or DC/FC # on DC/FC shipments)
- 'Ship To' location: (N1-BY field on 810) DC /FC or Store Number to which merchandise was shipped
- UPC numbers and number of units per UPC
- Unit cost and total cost per style
- Total units shipped (per invoice, excluding 'back ordered' or 'no charge' items)
- Total cost, special charges itemized separately
- Do NOT include freight charges (see 'Freight Invoicing and Reimbursement' below)

NOTES:

- Invoices missing any of the required fields or which include freight charges will be rejected
- If you are registered and required to bill GST/HST (VAT) in Canada, please list GST/HST separately (refer to page 24 of our EDI 810 mapping document) and include your business number if submitting paper invoice.
- Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. A 997 indicates receipt of a file only and does not indicate the data was processed through Nordstrom's warehouse management system successfully.
- Nordstrom requires 1 invoice, per PO, per destination, per shipment (if multi shipments per PO); questions: contact nordmerchinv@nordstrom.com
- If an invoice sent via EDI reject from Nordstrom's AP system, as a courtesy, the Nordstrom EDI Group will send an email within 2 weeks of receiving the transmitted data.

REPAIR, SAMPLE and FREIGHT INVOICES should NOT be transmitted EDI. Send **REPAIR** invoices to the department manager at the store ordering the repair. Send **SAMPLE** invoices to the Buyer who requested the sample. **FREIGHT** Invoicing and reimbursement can be found in the [Routing Guide](#) section of this www.nordstromsuppliercanada.com.

Duplicate Invoices

Invoices sent with the same invoice number and invoice date will reject out of our Accounts Payable system as a duplicate invoice. If an invoice needs to be sent for additional monies owed, a new invoice number or the same invoice number with a different invoice date must be sent.

Retransmission of Invoices Not in AP System

Our technical team is only capable of viewing invoices transmitted within the past 30 days. If an invoice has been sent before this time period and our Accounts Payable website is showing 'not found', retransmit the invoice and email our EDI Technical group at edi.group@nordstrom.com with the AP vendor number, invoice number, transmission date, and ISA number. The EDI Group can then monitor the invoice transmission to ensure the data has been received and loaded into our Accounts Payable system.

Invoice and Claim Inquiries

12-month time limit on all inquiries

Invoice, Cost & Quantity Claims and Check stats can be found on the Accounts Payable Vendor Inquiry website at <http://portal.nordstrom.com>. Vendors are asked to use this website as the first point of contact. Follow-up questions can be directed to the correct department by utilizing the 'Contact Us' section of the Accounts Payable Inquiry website (include web findings in the email).

NOTE: Non-compliance Expense Offset Fees have a 60-day limit on inquiries, if made after this time they cannot be researched due to limited information availability. Include in your subject line your Vendor # & Document number being inquired on or in the body of the email. **Nordstrom does not provide pictures of non-compliance.**

Payment Terms

Payment terms will be calculated from the receipt of goods (ROG) at destination (not consolidator) or receipt of invoice, whichever is later. 'End of Month' (EOM) dating for shipments received after the 20th of the month will be considered next month's business Payments shall be issued on the next weekly check run following the due date if documents are received timely. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

Response Time

All correspondence is worked within 5 business days, in date order received: however, there are circumstances that may require additional research time. Allow three weeks before resubmitting a request.

Expense Offset Policies

60-Day time limit on all expense offset fee inquiries

Expense offset fees will be assessed for all merchandise and data not in compliance with our standards. These fees are only to recoup expenses incurred as a result of the non-compliance; see our [Nordstrom Expense Offset Policies](#) found on www.nordstromsupplier.com. Compliance supports our common goal of expediting the flow of merchandise to the selling floor. **Nordstrom does not provide pictures of non-compliance.**

Offset Fees post to the Supplier Portal (<https://portal.nordstrom.com>) when fees are charged. Supplier must review the portal regularly to ensure they are able to inquire timely. **Suppliers have 60 days from the date of the document to inquire.** It is the responsibility of the supplier to ensure we have accurate and updated contact information. To update your contact information please send an email to frm@nordstrom.com and include contact name, email, phone, contact type (i.e. EDI; Ticketing; Hanging; Warehouse; RTV Summary; etc.) and all relevant pay-to vendor numbers these apply to.

EFT Payment and EDI 820

Nordstrom offers EFT (Electronic Funds Transfer) as a payment option. EFT payments are issued weekly and provide efficient access to cash by automating deposits to a supplier's bank account. Payment remittance details are sent directly to the supplier's company via the EDI 820 document (Payment Order/Remittance Advice). Activating the EDI 820 document is not a requirement to enroll in the ACH payment option; if a supplier's company is not able or chooses not to receive remittance advice detail via EDI 820, payment detail may be accessed at <http://portal.nordstrom.com>. Payment format is CCD and is included in the BPR segment of the 820.

NOTE: Suppliers using a factor do not need to complete any ACH paperwork, Nordstrom will work with the factor directly for ACH payments.

Nordstrom's EDI 820 will be sent under EDI ID of 01/007942915. There's no testing for EDI 820, however Nordstrom can provide a generic sample file for setup. The EDI Setup team edisetup@nordstrom.com will be able to assist with either option. Mapping for the [EDI 820](#) can be found on our sidebar under EDI Mapping Documents.

The Nordstrom Canada Retail Inc. EFT Payment and EDI 820 Setup Form can be found under the 'Contacts Us & Resources' section of www.nordstromsuppliercanada.com. For questions on completing the form, contact the Nordstrom Vendor Desk at 206-233-6330 or via email at vendor.desk@nordstrom.com.

EDI Non-Compliance Inquiries

Non-compliance Expense Offset Fees have a 60-day limit on inquiries. Inquiries made after this time cannot be researched due to limited information availability. Include Vendor # & Document # in the subject or in the body of the email **Nordstrom does not provide pictures of non-compliance**. Upon Nordstrom response, provide research results to your EDI department to facilitate corrections that will help prevent future expense offset fees.

Issue from Portal	Action to take prior to submitting inquiry	What we need to further research
BOLs do not match	Compare Bill of lading with the EDI transmission to ensure that the bill of lading numbers is the same	A copy of the signed bill of lading for this shipment
Case IDs do not match	Escalate to your EDI department	**
SKU level ASN-no case information	Escalate to your EDI dept. – does not meet requirements	**
No BOL transmitted in ASN	Escalate to your EDI department – required segment	**
Unusable ASN – no ASN in our warehouse system at time of receipt of goods; it doesn't indicate non-receipt of your ASN transmission	Check for late ASN by comparing your transmission date with our DC receipt date. Verify accurate PO/DC combination was included in your transmission (check N1 ST segment for the correct/valid DC along with finding the correct PRF segment under that DC for the PO that has received the fee)	If we confirm that we were not in receipt of an ASN, we may ask for you to provide the ISA number for the FA 997 (functional acknowledgement). We do not need this information to initiate research; do not provide unless requested
Inaccurate ASN	Difference between the UPC/EANs physically in the carton as compared to the UPC/EANs on the shipments ASN	

** All inquiries must include vendor number, document number and an explanation. Send via email to: offsetfees@nordstrom.com

If		Then
Non-compliant PO	The PO number is invalid for your company	Ask your sales staff if the order was not accepted via a method other than EDI, i.e. fax, email, etc.
UPC catalog	Were VPN(s) noted loaded prior to the pull date? The VPN(s) that missing/lacked information are emailed to suppliers, check with your company UPC contact to review the VPN(s)	Provide the date the UPC information was loaded into GXS or InterTrade catalog to offsetfees@nordstrom.com

Charge Type	Most Common Cause
GS1- 128 carton labels	<ul style="list-style-type: none"> • GS1-128 label is missing from cases • Does not scan or scans incorrectly; barcode and human readable are different • More/less than 20 digits or Invalid characters (symbols or alpha characters) • Duplicate barcodes • Photocopies of labels or poor print quality will cause the label not to scan correctly (barcode prints with 'skip lines' if printer skipped while printing) • Defaced or taped over label (including 'clear' tape) or partially missing • No quiet space around barcode • Barcode is too big or too small
GS1 Hanger (formerly VICS Hanger)	<p>Incorrect</p> <ul style="list-style-type: none"> • Size indicators and vendor logos or stickers on hangers (excludes Rack) • Full foam covers on top hangers; foam (mini covers) for sleeveless garments • Loose foam or fabric swatches on bottom hangers • Incorrect GS1 US hanger according to Nordstrom guidelines • Hanger present on nordstromrack.com, Nordstrom.com, Reserve Stock POs for non-specified product type <p>Missing</p> <ul style="list-style-type: none"> • See the Nordstrom Hanger Standards for guidelines on merchandise areas that require hangers
Invoice	Paper invoices sent can cause non-compliant offset fees (i.e. past due invoices, factor sends duplicate, etc.)
Barcode	All merchandise received must have a scannable UPC or EAN barcode attached to the item. Do not use both UPC & EAN.

PO Violation

Nordstrom requires that shipments match the **final** purchase order (PO). A PO violation offset fee will be issued when we receive items under the following conditions:

Violation Type	Most Common Cause
Exceeds PO	Shipment includes units in excess of what was ordered at Store / SKU level (unless Bulk which is just SKU level)
Items Not Ordered	Shipment included UPC/VPN/style substitutions or store allocations not matching final PO
PO Closed/Cancl'd	Shipment received on a closed/cancelled PO
Early Ship/Past Can	Order shipped outside of the not before/not after dates
Invalid PO	Shipment received on an invalid PO number
Store Not on PO	Shipment received included store(s) not allocated for that order
Damaged	Shipment received included damaged merchandise
Supplier Mismatch	Shipment received when supplier number does not match the PO
Mis-Ship	Shipment included Stores not allocated for the receiving DC/FC

NOTE: Non-compliance Expense Offset Fees have a 60-day limit on inquires; if made after this time charges cannot be researched due to limited information availability. Include Vendor # & Document # in subject and or body of email. **Nordstrom does not provide pictures of non-compliance.**

SECTION 5

HOW-TO-MEASURE & FOLDING STANDARDS

Nordstrom has set specific guidelines which are intended to ensure that the same system of measurement is used to evaluate all products and that these measurements are described using a shared terminology. This standardization allows us to maintain consistency and accuracy in measuring. The [Nordstrom.com Measuring and Folding Guidelines](#) provide detailed instructions about:

- How to fold flat-packed merchandise
- What polybag size should be used for each type of flat-packed merchandise

SECTION 6

MISCELLANEOUS POLICIES

Legal Disclaimer

Materials provided on NordstromSupplier.com and NordstromSupplierCanada.com, or otherwise provided by Nordstrom, may reference or describe legal compliance requirements. These materials are provided as a reference only and should not be considered legal advice. Suppliers are accountable for ensuring compliance with all applicable laws, and there may be additional laws and regulations not covered in these materials that apply to a particular supplier. Nordstrom encourages all suppliers to independently determine what steps they need to take in order to comply with all applicable laws.

Alterations

It is inevitable that a few garments may arrive needing minor repairs, due to circumstances beyond both our control. We recognize that if the defects comprise a large quantity or amount, we would more than likely want to return the product or handle the issue another way. However, at times it may be more economical to repair the product at Nordstrom, saving time, shipping costs, as well as saving the sale.

Gift Acceptance Policy

Nordstrom's Gift Acceptance Policy prohibits employees from accepting gifts or favors at any time. We appreciate supplier's cooperation in refraining from placing themselves or any Nordstrom employee in an embarrassing position. We value the relationship between Nordstrom employees and the companies with which we do business and hope we can rely on you in honoring our gift acceptance policy without affecting our working relationship.