

NORDSTROM | Supplier Compliance Quick Start

This document is intended to be a high-level summary of compliance requirements to quickly & accurately move your shipments through our supply chain. We recommend that you refer to our compliance manuals, located at www.nordstromsupplier.com, for more details.

Floor Ready Compliance

Please reach out to our Floor Ready Compliance team if you have questions:

- Floor Ready: 1-877-444-1313 (option 1) or email frm@nordstrom.com
- EDI Setup, Missing PO & FA Research: 1-877-444-1313 (option 2) or email nordsupcmplnc@nordstrom.com

Brick & Mortar (FLS & Rack)

- **EDI Compliant*** – Trade electronically for PO, UPC Catalog, ASN, & Invoice. ASN 856 sent prior to merchandise being received. [Business Basics: Section 3](#)
- **Carton Labels*** – Use GS1 carton labels with your ASN. [Packaging & Labeling Standards: Section 3](#)
- **Store Pack** – Pack by store and shipped to designated DC. [Packing Standards: Section 1](#)
- **Ticket each Item** – With VPN, UPC, color, size and retail except for shoes and most cosmetics. [Ticketing Standards: Section 1 \(FLS\) Section 2 \(Rack\)](#)
- **Insert VICS Hangers** – Women’s Apparel, Girls, Infants, Toddlers; No sizers/logo’s. [Hanging Standards: Section 1](#)

*Suppliers who are not yet EDI compliant, should be working toward EDI enablement; [Business Basics](#) covers non-EDI shipments as well

Brick & Mortar (Reserve Stock) Additional Requirements

- **Polybags** – Pack each unit in individual sealed polybag for all but shoes. [Packing Standards: Section 2](#)
- **Ticketing** – Tickets on each item must be clearly visible through the polybag. [Ticketing Standards: Section 4](#)
- **Hangers** – Only inserted for men’s suits, and wool/cashmere coats; No sizers/logos. [Hanging Standards: Section 1](#)
- **Single SKU Cases** – Shipping cartons must be packed one style, color and size per carton with the exception of small SKU runs. [Packing Standards: Section 3](#)

On-Line Differences (Nordstrom.com and nordstromrack.com | HauteLook)

- **Polybags** – Pack each unit in individual sealed polybag for all but shoes in boxes; pack multi piece items together. [Packing Standards: Section 2](#)
- **UPC Barcode** – A UPC barcode must be on the outside of polybag. [Ticketing Standards: Section 3](#)
- **Hangers** – Only inserted when specified; No sizers/logos. [Hanging Standards: Section 1](#)
- **Single SKU Cases** – Shipping cartons must be packed one style, color and size per carton with the exception of small SKU runs. [Packing Standards: Section 3](#)

Transportation and Routing

Please reach out to our Transportation team if you have questions after reviewing the information in the [Nordstrom Routing Guide](#):

- Transportation: 1-877-444-1313 (option 4) or email traffic@nordstrom.com

Carrier Selection / Routing

- Nordstrom prefers to have all freight move collect using our preferred carrier policy
- Nordstrom can work with you directly to find the best carrier based on expected shipment sizes and origin.