

# NORDSTROM

## TICKET STANDARDS

Updated December 8, 2017

<b>SECTION 1</b>	<b>FLS TICKETS</b> .....	<b>2</b>
	FLS Requirements .....	2
	FLS Ticket Samples .....	3
<b>SECTION 2</b>	<b>RACK TICKETS</b> .....	<b>6</b>
	Rack Requirements .....	6
	Rack Ticket Samples .....	7
<b>SECTION 3</b>	<b>NORDSTROM.COM &amp; NRHL TICKETS</b> .....	<b>9</b>
	Nordstrom.com and Nordstromrack.com   HauteLook (NRHL) Requirements .....	9
	UPC Barcode.....	9
<b>SECTION 4</b>	<b>ADDITIONAL TICKET POLICIES &amp; RESOURCES</b> .....	<b>10</b>
	Nordstrom UPC/Retail Ticketing Policies .....	10
	Approved Ticket/Barcode Sticker Providers.....	10
	Rack Tickets Uploaded to FineLine's FASTRAK .....	10
	Bone/Bullet Hang Tag Attachment .....	11
	Return Hang Tags .....	11

**FLS Requirements**

**In House Printing**

- If UPC tickets are being printed in house do not print the Nordstrom logo (without Floor Ready approval), leave blank or add the supplier name. Blank ticket stock can be purchased from one of the ticket providers listed in Section 4 of this manual
- Follow the ticket examples as shown below. Do not leave off or cover any information needed on the price ticket. Always test barcode for scannability otherwise an expense offset fee may apply
- Questions can be directed to the Floor Ready department at [frm@nordstrom.com](mailto:frm@nordstrom.com)

**Ticket Detail**

Nordstrom Pertinent Ticket Information found on the EDI Purchase Order:

- Ticket Format can be found in the SAC Segment with the TC990101 Qualifier
- PO Type is found in the REF Segment in the PO header with a PD Qualifier
- Nordstrom Regular Retail can be found in the CTP segment with RES qualifier
- If ticketing for an event the special retail can be found in the CTP segment with PRP qualifier

**Retail Price**

Retail is required on all items and must match Nordstrom PO Retail with the exception of shoes and most cosmetic departments only.

Merchandise Type	Requirements					Ticket Format																		
	Color	Retail	Size	Style	UPC	NH01	NH02	NH03	NH01A	NH02A	NH03A	NJ01	NJ02	NJ03	NL01	NL02	NL03	NR01	NR02	NR03	NS01	NS02	NS03	
Product																								
Apparel (including intimates)	x	x	x	x	x	x	x	x	x	x	x													
Belts	x	x	x	x	x	x	x	x	x	x	x													
Bracelets, Necklaces, Watches		x		x	x																	x	x	x
Cosmetics <sup>#</sup>		x			x																			
Earrings		x		x	x							x	x	x										
Hair Accessories		x		x	x							x	x	x										
Hardlines / Gifts*		x		x	x										x	x	x					x	x	x
Handbags	x	x	x	x	x	x	x	x	x	x	x													
Hats, Gloves, Scarves, Neckwear	x	x	x	x	x	x	x	x	x	x	x													
Hosiery, Socks, Tights	x	x	x	x	x										x	x	x							
Pop-in <sup>+</sup>		x		x	x																			
Rings		x		x	x													x	x					
Shoes	x		x	x	x										x	x	x							
Sunglasses		x		x	x													x	x	x				
Wallets, Small Leather Goods	x	x		x	x	x	x	x																

Ticket Format Description	
One Piece	Two Piece
NH01 - Regular price	NH01A - Regular Price
NH02 - Anniversary	NH02A - Anniversary
NH03 - Off Price	NH03A - Off Price

NJ01 - Regular Price	NL01 - Regular Price
NJ02 - Anniversary	NL02 - Anniversary
NJ03 - Off Price	NL03 - Off Price

NR01 - Regular Price	NS01 - Regular Price
NR02 - Anniversary	NS02 - Anniversary
NR03 - Off Price	NS03 - Off Price

Updated 10/05/2017

<sup>#</sup> Departments 227, 276, 447, 489, 546 & 576 require a retail (all other cosmetic departments do not require retail)

\* Hardlines or Gifts use the most appropriate ticket type for your product

<sup>+</sup> Pop-in use the most appropriate ticket type for your product

# FLS Ticket Samples

**Dept.:** A three-digit number. Fill with zeros at the beginning if the department number is less than 3 digits (dept. 12 = 012)

**Style:** Product Identification number (PID) or Vendor product number (VPN) on purchase order.

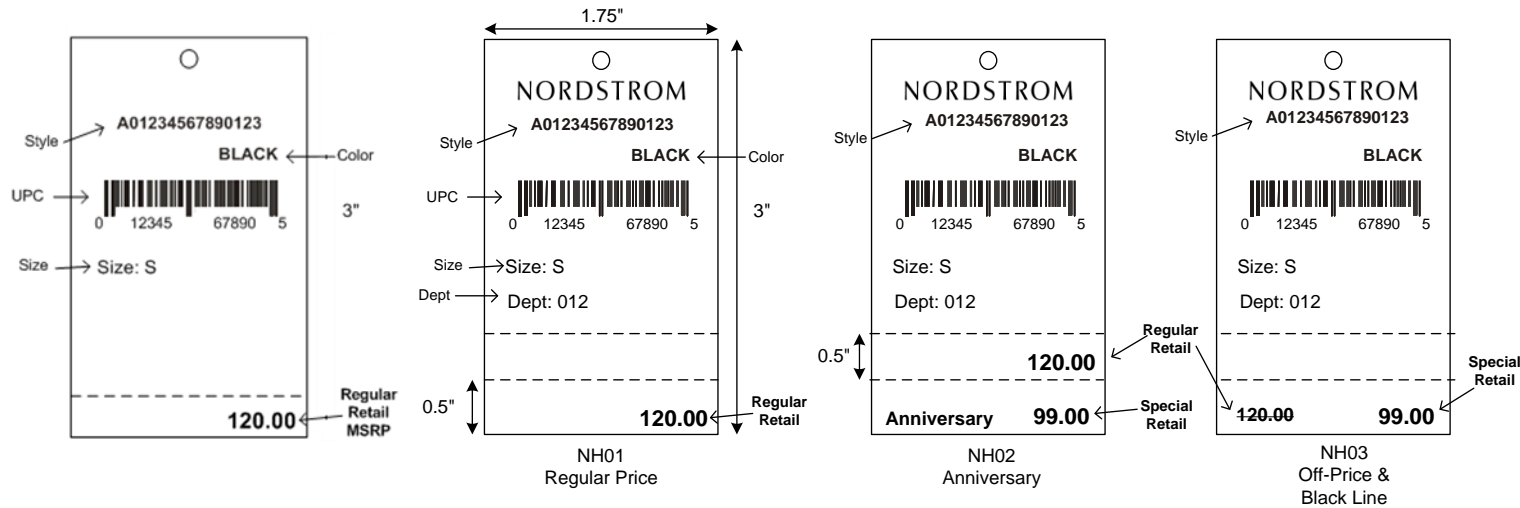
**Color:** Color description (e.g. Black, Brown)

**Regular Retail:** Items sold at regular retail price as designated on purchase order

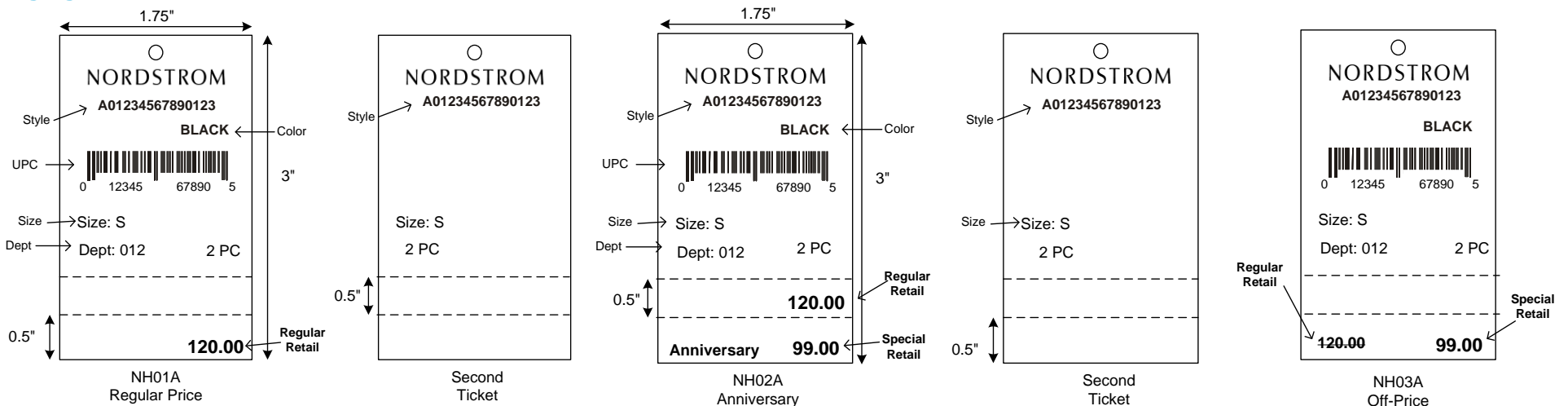
**Anniversary Retail:** Discounted retail for duration of Anniversary Event

**Special Retail (Off Price):** Discounted retail

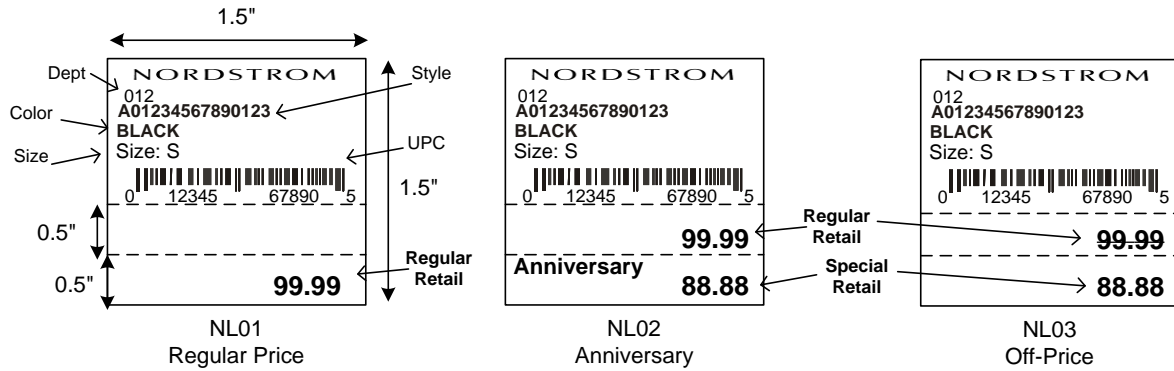
## Sample VICS Hangtag Ticket Hangtag - Barcoded



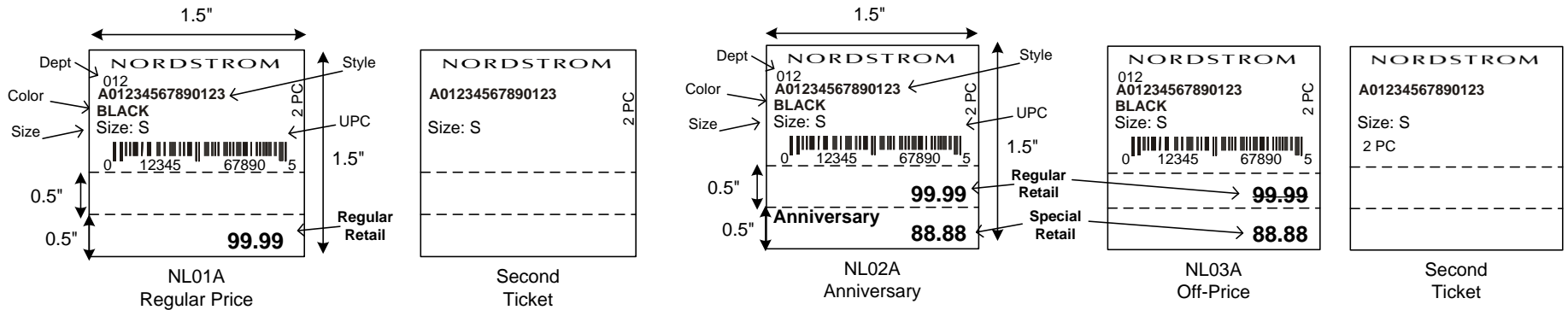
## Hangtag - 2 Piece Barcoded



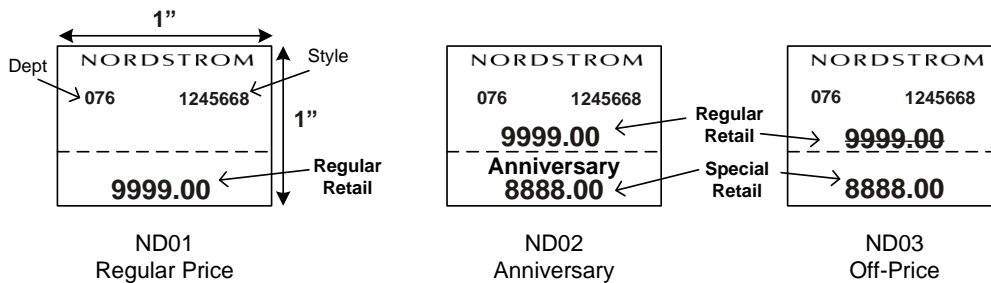
### Item Label - Barcoded



### Item Label - 2 Piece Barcoded



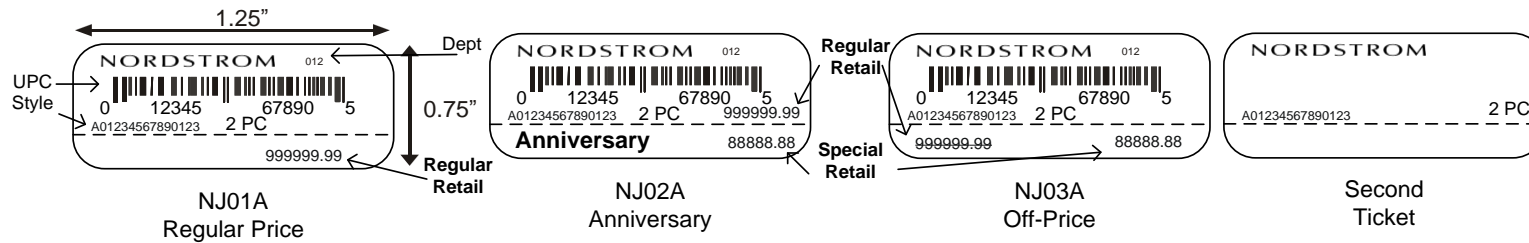
### Dept./Retail Label - Non-barcoded



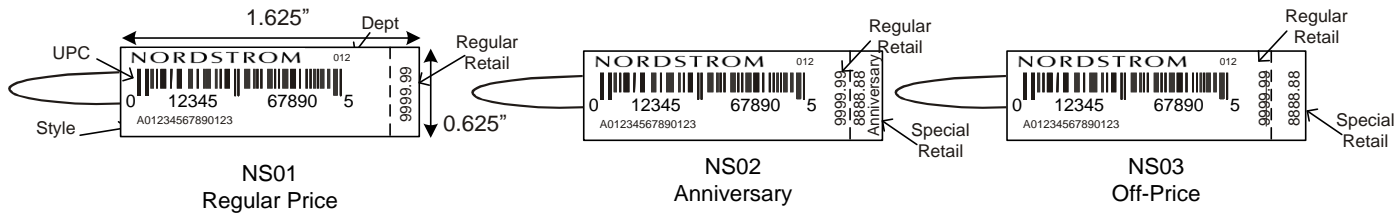
### Jewelry Label - Barcoded



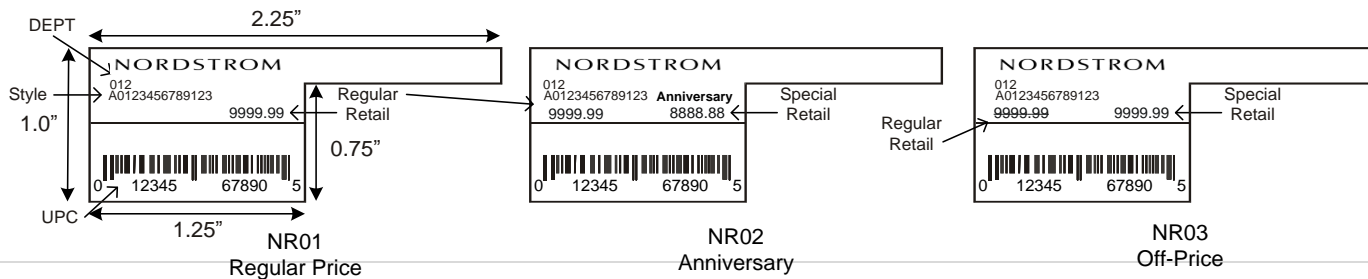
### Jewelry Label - 2 Piece Barcoded



### Jewelry String - Barcoded



### Retail Label - Barcoded



## SECTION 2

## RACK TICKETS

### Rack Requirements

#### In House Printing

- UPC tickets being printed in house cannot have Nordstrom Rack logo without Floor Ready approval. The Nordstrom Rack logo is not required; the ticket can also be blank or have the supplier name. Blank ticket stock can be purchased from one of the approved ticket providers listed in Section 4 of this manual
- Follow the ticket examples as shown. Do not leave off or cover any information needed on the price ticket. Always test barcode for scannability otherwise an expense offset fee may apply
- Questions can be directed to the Floor Ready department at [frm@nordstrom.com](mailto:frm@nordstrom.com)

#### Ticket Detail

Nordstrom Pertinent Ticket Information found on the EDI Purchase Order:

- Ticket Format can be found in the SAC Segment with the TC990101 Qualifier
- Rack PO Type is found in the REF Segment in the PO header with a PD Qualifier
- Department number can be found in the REF/DP field
- Nordstrom Regular Retail can be found in the CTP segment with RES qualifier
- Special retail can be found in the CTP segment with PRP qualifier

#### Retail Price

Merchandise requires Nordstrom's retail on the UPC ticket. The ticket retail price must match Nordstrom's PO retail price.

Merchandise Type	Requirements						Ticket Format													
	Color	Dept.	Retail	Size	Style	UPC	RH01	RH02	RH01A	RH02A	RJ01	RJ02	RL01	RL02	RR01	RR02	RS01	RS02		
Product																				
Apparel (including intimates)	x	x	x	x	x	x	x	x	x	x										
Belts	x	x	x	x	x	x	x	x												
Bracelets, Necklaces		x	x		x	x											x	x		
Cosmetics		x	x		x	x				x	x									
Earrings		x	x		x	x				x	x									
Hair Accessories		x	x		x	x				x	x									
Hardlines / Gifts*		x	x		x	x							x	x			x	x		
Handbags	x	x	x	x	x	x	x	x												
Hats, Gloves, Scarves, Neckwear	x	x	x	x	x	x	x	x	x											
Hosiery, Socks, Tights, Shoe Acc.	x	x	x	x	x	x							x	x						
Rings		x	x		x	x										x	x			
Shoes	x	x		x	x	x							x	x						
Sunglasses			x		x	x										x	x			
Wallets, Small Leather Goods	x	x	x	x	x	x	x	x												
Watches			x		x	x												x	x	

Ticket Format Description	
One Piece RH01 - Regular price RH02/RL - Rack Compare At / Rack Clearance Compare At HT	Two Piece RH01A - Regular Price RH02A/RL - Rack Compare At / Rack Clearance Compare At HT
RJ01 - Regular Price RJ02/RL - Rack Compare At / Rack Clearance Compare at Jewelry Tag	RL01 - Regular Price RL02/RL - Rack Compare At / Rack Clearance Compare At Item Label
RR01 - Regular Price RR02/RL - Rack Compare At / Rack Clearance Compare At Rattail	RS01 - Regular Price RS02/RL - Rack Compare At / Rack Clearance Compare At String Tag

Updated 10/05/17

\* Hardlines/Gifts use the most appropriate ticket type for your product

# Rack Ticket Samples

**Dept.:** A three-digit number. Fill with zeros at the beginning if the department number is less than 3 digits (e.g. dept. 12 would be shown as '012').

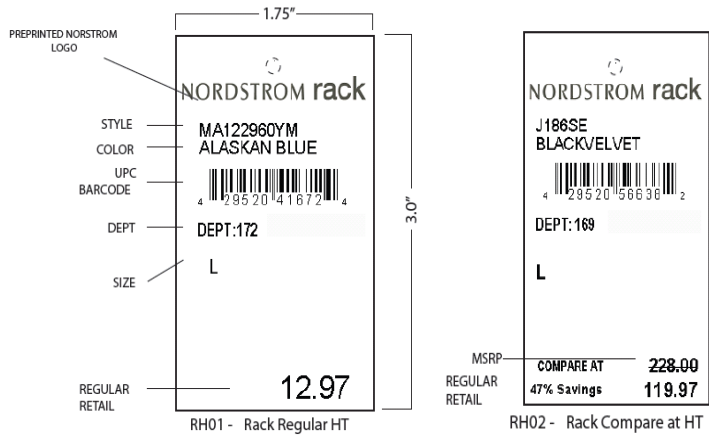
**Style:** Product Identification number (PID) or Vendor product number (VPN) on purchase order.

**Color:** Color description (e.g. Black, Brown).

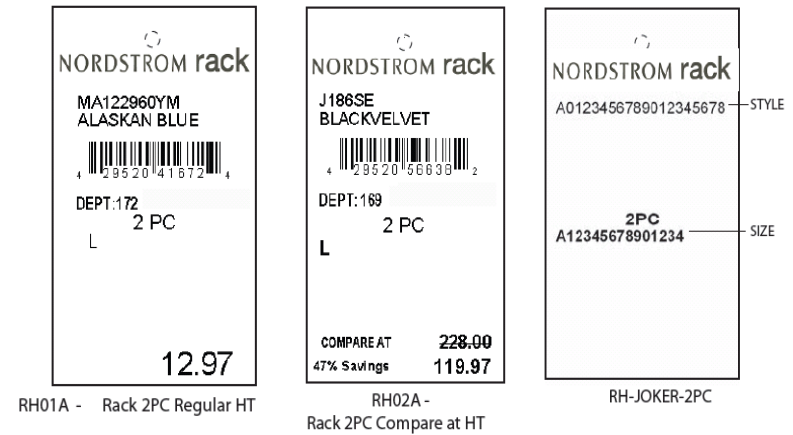
**Regular Retail:** Items sold at regular retail price as designated on purchase order.

**Compare-At Retail:** Higher (original) price vs. selling price with XX % Percent savings. Percent savings should be rounded to the nearest whole percent.

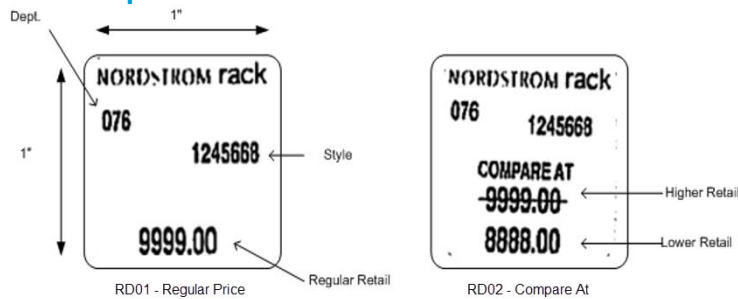
## Rack Hangtag - Barcoded



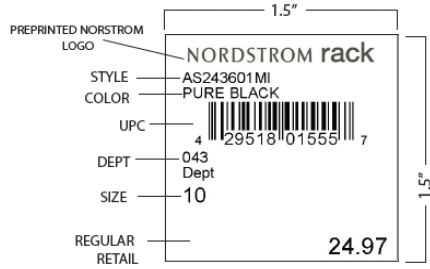
## Rack Hangtag - 2 Piece Barcoded



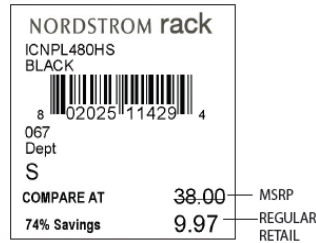
## Rack Dept./Item Label - Non-Barcoded



### Rack Item Label - Barcoded



RL01 - Rack Item label



RL02 - Rack Compare at Item Label

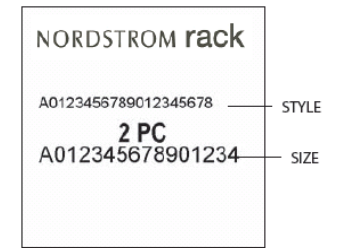
### Rack Item Label - 2 Piece Barcoded



RL01A - 2PC Rack Item label

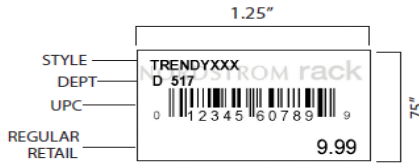


RL02A - 2PC Compare at Item Label



RL-JOKER-2PC

### Rack Jewelry Label - Barcoded



RJ01 - Regular Price



RJ02 - Rack Compare at Item Label



RJ01A - Regular Price

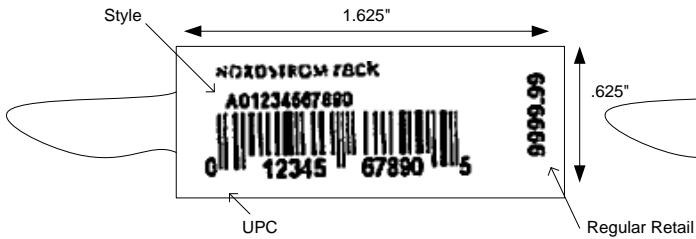


RJ02A - 2PC Compare at Item Label



RJ-JOKER-2PC

### Rack String - Barcoded

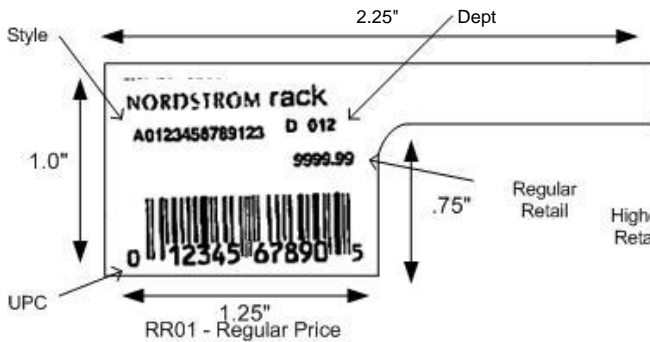


RS01-Regular

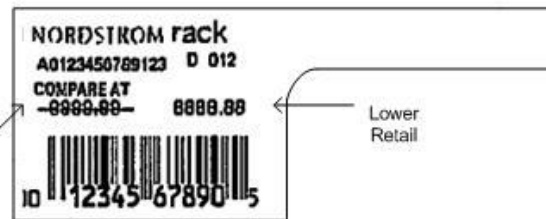


RS02- Compare At

### Rack Rattail Label - Barcoded



RR01 - Regular Price



RR02-Compare At



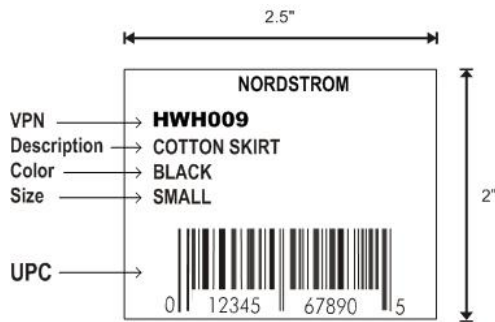
**Nordstrom.com and Nordstromrack.com | HauteLook (NRHL) Requirements**

Nordstrom.com and NRHL requires that all merchandise have a UPC hangtag or label attached to the product. Suppliers may use the same format as FLS for ticketing with the following exceptions:

- No event retail pricing (i.e.: Anniversary, Sale, etc.)
- Retail is optional, but must match the Nordstrom Retail on the PO, if provided
- MSRP is acceptable

**UPC Barcode**

Nordstrom.com requires all merchandise have a UPC barcode sticker attached to the outside of each selling unit’s polybag. See example below for preferred UPC barcode size and layout:



- VPN/Style
- Brief Description (from PO)
- Color Description (from PO)
- Size
- UPC Barcode (Scannable and Human Readable)

## SECTION 4

## ADDITIONAL TICKET POLICIES & RESOURCES

### Nordstrom UPC/Retail Ticketing Policies

All merchandise must be received at our Distribution Centers (DC) and Fulfillment Centers (FC) with a scannable UPC or EAN barcode attached to the merchandise as well as on the polybag for N.com and NRHL. All 2 Piece items must be ticketed with 2 Piece tickets. See ticket samples in Section 1 (Full Line) and 2 (Rack) for more details.

**Note:** Reserve Stock only needs to have tickets clearly visible (facing up) through the polybag.

Non-compliant expense offset fees are applicable if product is received without appropriate tickets, barcodes or have non-scannable/readable barcodes. Details about [Nordstrom Expense Offset Fees](#) are available at [www.nordstromsupplier.com](http://www.nordstromsupplier.com). Nordstrom does not provide pictures of non-compliance

### Approved Ticket/Barcode Sticker Providers

These approved ticket providers can supply pre-printed or blank ticket stock with the Nordstrom or Nordstrom Rack logo:

Name & Address	Contact
FineLine Technologies 3145 Medlock Bridge Road Norcross, GA 30071	Customer Service Email: <a href="mailto:orders@finelinetech.com">orders@finelinetech.com</a> Website: <a href="http://www.finelinetech.com">www.finelinetech.com</a> Phone: (800) 500-8687 (Resource for string tags)
Nexgen Packaging (Chicago IL and Hong Kong)	Customer Service Email: <a href="mailto:chicagopd@nexgenpkg.com">chicagopd@nexgenpkg.com</a> Website: <a href="http://www.nexgenpackaging.com">www.nexgenpackaging.com</a> Phone: (630) 455-5500 press 2 for Customer service
PAX Tag & Label, Inc. 9528 East Rush Street South El Monte, CA 91733	Sandra Email: <a href="mailto:info@paxtag.com">info@paxtag.com</a> Website: <a href="http://www.paxtag.com">www.paxtag.com</a> Phone: (800) 729-8247

**Note:** **NPG Manufacturers** must order their tickets through the designated ticket provider which is listed on each PO.

### Rack Tickets Uploaded to FineLine's FASTRAK

Rack suppliers (both EDI and Non-EDI capable) can now access tickets at a PO level, making it much easier to order tickets for their Rack PO's, which will help with speed to store.

Nordstrom is uploading PO's to FineLine's FASTRAK system for all Rack POs once they have been approved. To get set up with a FASTRAK account simply reach out to [support@finelinetech.com](mailto:support@finelinetech.com) and provide your Nordstrom assigned supplier number. From there you will then be able to complete the registration process and will begin being notified by email when new POs have been uploaded. Ticket turnaround is 36-48 hours and can be produced in the US or China.

## Bone/Bullet Hang Tag Attachment

Bones or Bullets used to attach merchandise tags must not exceed a maximum of 3” long. Their end tabs should be large enough that the ticket cannot be removed and re-attached to the bone.

## Return Hang Tags

The item types sold in the departments listed in the below table require a ‘Return’ hang tag be swift attached to the item for both FLS & Nordstrom.com. Hang tags must be attached to the inner seam in a way that does not damage the fabric of the item. Please use the following guidelines for determining the best placement of the tag:

- **Dresses & Tops** – Placed at left side seam at waist level or underneath the zipper if zipper is on left side seam (when on the body)
- **2 & 3 Piece Outfits/Dresses** – Placed at skirt’s left side seam, 3” below where the top hem hits (when on the body) or underneath the zipper if zipper is on left side seam
- **Swimwear & Intimates** – Attached to the sewn in supplier label (each piece) or seam if tag-less
- **Bottoms** – Placed at skirt’s left side seam, 3” below where the top hem hits (when on the body) or underneath the zipper if zipper is on left side seam

### Contact Information

Attention: Taylor Communications

Phone: (800) 877-0723 Fax: (866) 512-4210

Email: [customerservice21@taylorcommunications.com](mailto:customerservice21@taylorcommunications.com)

**Note:** Reference Hangtag 14207 (available in packs of 250)

Dept. No.	Description	Item types
8	Swimwear	All (each piece if sold in sets)
9	Daytime Dresses	All (skirt only if multi piece sets)
22	Intimates	Bustier only
39	Petite Day Dresses	All (skirt only if multi piece sets)
85	Special Occasion	All (skirt only if multi piece sets)
134	Encore Dresses	All (skirt only if multi piece sets)
472	Maternity	All
520	Petite Special Occasion	All (skirt only if multi piece sets)
541	Bridal (Nordstrom.com only)	All (skirt only if multi piece sets)

