

## 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), this includes the groups listed 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 CMIO Compliance**, select option 2 or email [cmio.compliance@nordstrom.com](mailto:cmio.compliance@nordstrom.com)

For questions regarding: EDI Setup, Missing PO, FA research and all General Inquiries

**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, for initial EDI Setups contact CMIO 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>

If you are in need of setting up initial access to the Portal or having problems with your access please email [web.admin@nordstrom.com](mailto:web.admin@nordstrom.com)

If you need 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 \$100 fee per Supplier, annually, to access this information.

## 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 Check runs occur weekly on Tuesdays and Invoices with 10th of the month terms will be combined with the following weekly check run if received timely. Check runs 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 Check Run 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 870, Seattle, WA 98111 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 (found in the 'discount amount' column on your check remit) should be addressed with the buyer. The buyer will contact AP if a correction is needed. Post payment discount should be directed to [apaudit@nordstrom.com](mailto:apaudit@nordstrom.com)
- Corrected Invoice copies (status is 'open') – If EDI, transmit only the remaining balance. Otherwise, send paper copy with explanation to PO BOX 870, Seattle, WA 98111.
- *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 will 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 206-303-1080; option 6.

# NORDSTROM

## Document Description mapping AP Website and Check Remittance

Code (on AP website)	Document Category (on remit)	Document Type (on remit & AP website)	Detailed definition of document types	Style Detail On Web	Contact information	Required information or backup
AA-AE, AM-AT, AV, AZ, A1-A9, S1-S9	ALLOWANC	ADV CO-OP	Deduction, Adjustment, Reinstatement, or Cancellation of Advertising Co-Op charges		advcoop@nordstrom.com	Vendor Number, Chargeback Number, Check Number
AF-AL	ALLOWANC	APA	Deduction or Adjustment of Additional Payment Agreement (APA) Co-Op			
CA	ALLOWANC	CLAIM ALLOWANCE	Allowance agreement for additional discount or lower pricing		Contact your sales rep (RA# noted on check under 'PO NO')	
UC, UH, UI, UM, UO, US, UT, UW, U1-U9	ALLOWANC	COSM REBATE	Deduction, Adjustment, Reinstatement, Credit, or Cancellation of Cosmetic Rebate charges		A-Z ginny.grover@nordstrom.com	Vendor Number, Chargeback Number, Check Number
SA, SI, SJ	ALLOWANC	DIRECT CO-OP	Nordstrom Direct Advertising Co-Op claim			
CA	ALLOWANC	EXPENSE OFFSET	Allowance agreement for miscellaneous expenses (travel, style shows, fixtures, etc.)			
CA	ALLOWANC	FREE SHIP PROMO	Free customer shipping promotion for Direct division		advcoop@nordstrom.com	
CP	ALLOWANC	VENDOR CONTEST	Vendor sponsored contest, per signed vendor agreement			
CA	ALLOWANC	VFMD	Vendor Funded Markdowns or other allowances, per signed vendor agreement			
QT	CHRGBACK	187 QUALITY CEN	Nordstrom Quality Center - defective product claim (customer returns)	Yes	nqch@nordstrom.com	Claim Number
CE	CHRGBACK	ALTERATIONS	Charges incurred by Nordstrom to alter or hem garments for sale to customer		Jeanie Ahn 206-303-2651	
C9, DQ	CHRGBACK	AUDIT COST ADJS	Post Payment Audit - price discrepancies found on 'CHRGBACK' transactions		apaudit@nordstrom.com	PO Number, Claim Number and explanation
CR	CHRGBACK	COST DIFFERENCE	Price discrepancy - invoiced price is greater than PO price	Yes	merch.ap@nordstrom.com	Invoice/Claim number, PO number, PO Copy, portal findings and explanation
CU, C1-C6	CHRGBACK	COST/DISC ADJST	Chargeback corrections and adjustments		merch.ap@nordstrom.com	Invoice/Claim number, PO number, portal findings and detailed explanation
MO	CHRGBACK	CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		apaudit@nordstrom.com	Invoice Number, PO Number, Claim Number, explanation
QF	CHRGBACK	DESTROY IN FIEL	Defective product - Destroyed in Field per agreement (vs. returning to vendor)	Yes	Issuing Store (contact Store Information Manager)	
CW	CHRGBACK	GRATIS MERCHAND	RTV for COST of product pulled per Gratis agreement (Cosmetics)	Yes	See claim detail on AP website for store number	
CM	CHRGBACK	INTL CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		ngpintlpmnts@nordstrom.com	
CS	CHRGBACK	QUANTITY SHORT	Quantity discrepancy - Invoiced for more items than received	Yes	merch.ap@nordstrom.com	Invoice/Claim number, PO number, number of cartons shipped on invoice, ASN 856 detail and/or case detail, portal findings and explanation
MJ	CHRGBACK	STATEMENT CREDI	Credit issued by vendor, on monthly statement		apaudit@nordstrom.com	
CX	CHRGBACK	TESTER STOCK	Claim for product pulled for in-store testers	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
NW	CHRGBACK	TOOLKIT SUBSCRI	Annual subscription fee to access Portal reporting tool for Sales and Stock-on-hand reports (Supplier Toolkit)		cmio.chargebacks@nordstrom.com	Vendor Number, Chargeback Number
FD	FRT CHGB	ADJUSTMENT	Adjustment to a freight chargeback		Contact Issuing DC Traffic department	Signed BOL, buyer emails, freight contract or PO showing allowance
FC	FRT CHGB	AGREEMENT	Chargeback for freight cost per PO agreement		89dctrffic@nordstrom.com	
FI	FRT CHGB	MERCH INVOICE	Freight chargeback for freight included on merchandise invoice in error		299dctrffic@nordstrom.com	
FC	FRT CHGB	PO TERMS	Chargeback for freight cost per PO terms		399dctrffic@nordstrom.com	
FC	FRT CHGB	PO VIOLATION	Chargeback for in-bound freight cost for merchandise not ordered (PO Violation)		499dctrffic@nordstrom.com	
FC	FRT CHGB	ROUTING VIOLATI	Chargeback for freight routing violation		599dctrffic@nordstrom.com	
FC	FRT CHGB	ROUTING VIOLATI	Chargeback for freight routing violation		699dctrffic@nordstrom.com	
CK, F1-F9	FRT CHGB	CANCEL	Cancellation of outbound freight/handling on RTVs if product returned or Nordstrom error		799dctrffic@nordstrom.com traffic@nordstrom.com for additional questions.	
CR, DQ	INVOICE	AUDIT COST ADJS	Post Payment Audit - deduction for price discrepancy found on 'INVOICE' transactions		apaudit@nordstrom.com	Claim Cost Difference, Discount Correction
IU, I1-I9	INVOICE	COST ADJSTMNT	Merchandise invoice payment adjustment		merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
	INVOICE	DEBIT BALANCE M	Debit balance move from AP to AR		apdebitar@nordstrom.com	
DP, DA-DC	INVOICE	DISC ADJSTMNT	Discount reimbursement for discount (DO) taken in error		AP Audit (code DC) - apaudit@nordstrom.com Vendor Relations (codes DA-DB, DP) - merch.ap@nordstrom.com	If description states Audit, please email AP Audit, otherwise please provide Invoice number, PO number, portal findings and detailed explanation
SM	INVOICE	DROP SHIP FREIG	Automated Freight reimbursement for Drop Ship vendors		merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
FB, FL, FP	INVOICE	FREIGHT BILL	Freight bill payment to carrier		Contact issuing DC Traffic department at address above	

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IM	INVOICE	LAST CHANCE	Invoice payment for merchandise sold to Last Chance store(s)		apdebitar@nordstrom.com	
IM, IO	INVOICE	MERCHANDISE	Merchandise invoice payment or adjustment		merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
IM	INVOICE	SAMPLE	Invoice payment for sample merchandise		advcoop@nordstrom.com	
QX	MRCH RTN	ACCOMMODATION	Return to Vendor - overstock/ slow selling merchandise - per vendor agreement	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
C9, DQ	MRCH RTN	AUDIT COST ADJS	Post Payment Audit - Deduction for cost/pricing or discount correction on 'MRCH RTN' claim		apaudit@nordstrom.com	Corrections
CU	MRCH RTN	COST/DISC ADJST	RTV claim adjustment for cost variance - vendor reimbursement		merch.ap@nordstrom.com	Claim number and corresponding details as indicated on the 'RTV Cost Adjustment template' posted under the Documentation link within the AP Application on the portal and explanation. Note: please submit all inquiries via the 'RTV Cost Adjustment template'
EX	MRCH RTN	DAMAGED	Merchandise return due to on damages on an inbound shipment		*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to merch.ap@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QV	MRCH RTN	DC CONSOLIDATIO	Distribution Center return for multiple stores (consolidated) per agreement	Yes	*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies (on DC/FC issued claims), Contact Issuing DC Claims dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Claim Number, Check number and explanation. Note: <u>Price discrepancies</u> - please submit claim number and all corresponding details via the 'RTV Cost Adjustment template' (inclusive of PO) posted under the Documentation link within the AP Application on the portal and explanation <u>Unit discrepancies</u> , please contact claims department of generating DC for POD
CD, QQ	MRCH RTN	DEFECTIVE	Defective product returns (or Destroy in Field for specific Cosmetic vendors) or Quality inspection at FC or DC finds product defect or product that was not ordered in shipment	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
ER	MRCH RTN	EARLY SHIP/PST CAN	Merchandise return due to inbound shipment sent outside ship window		*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to merch.ap@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation

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CF	MRCH RTN	FREIGHT CHRGS	Outbound Freight charges, primarily associated to returned PO violation merchandise		merch.ap@nordstrom.com	PO Number, Claim Number, Copy of PO verifying what was ordered and detailed explanation
QG, QW	MRCH RTN	GWP/PWP OVERSTO	Overstock returns per agreement for Cosmetic Gift With Purchase or Cosmetic Purchase With Purchase	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
SK	MRCH RTN	INTERNET	Merchandise return from Direct division		808clvndrrqst@nordstrom.com.	
ET	MRCH RTN	INVALID PO	Merchandise return due PO number not valid		*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to merch.ap@nordstrom.com <b>*POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department</b> dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
E1-E9	MRCH RTN	MRCH RTN ADJUSTMENT	Claim adjustment for Merch Returns		*Cost and Discount discrepancies contact merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
CG, CL, CO	MRCH RTN	NOT ORDERED	RTV for PO violations - Merchandise not on PO or violations outside of the shipping window.	Yes	*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies (on DC/FC issued claims), Contact Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice Number, PO Number, Claim Number, explanation
CJ	MRCH RTN	OVERSTOCK	RTV direct from store per Return Authorization (RA) agreement	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
EI	MRCH RTN	PO CLOSED/CANCLD	Merchandise return due closed or cancelled PO		*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to merch.ap@nordstrom.com <b>*POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department</b> dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QS	MRCH RTN	RESTOCKING FEE	Claim payment/adjustment for restocking fees on sellable goods (per merchant agreement)		merch.ap@nordstrom.com	Claim Number, documentation supporting merchant agreement and detailed explanation

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EW	MRCH RTN	STORE NOT ON PO	Merchandise returns for stores not allocated for the PO		*Cost and Discount discrepancies contact merch.ap@nordstrom.com *Unit discrepancies require POD/Carton Count before inquiry is sent to merch.ap@nordstrom.com *POD request (on DC/FC issued claims) require vendors to include number of cartons received back when contacting the Issuing DC Claims department dc89cl@nordstrom.com dc299cl@nordstrom.com dc399cl@nordstrom.com dc499cl@nordstrom.com 808clvndrrgst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation	
QR	MRCH RTN	VENDOR RECALL	Return to vendor - recalled product	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number		
NL	NON-COMP	128 LBL MISSING	Missing GS1-128 carton label		cmio.chargebacks@nordstrom.com	Vendor Number, Chargeback Number, PO Number, portal findings and detailed explanation	
NG	NON-COMP	128 UNSCANNABLE	Unusable GS1-128 carton label				
NP	NON-COMP	EDI PO (850)	Expense offset fee when vendor is not able to receive an electronic PO (EDI 850) - as of 10/1/09 we no longer issue this deduction.				
SV	NON-COMP	FLAT SHIPD HANG	Merchandise ordered to ship flat but merchandise was received hanging				
NN	NON-COMP	INACCURATE ASN	Quantities received do not match ASN quantities				
NH	NON-COMP	INCORRECT HANGER	Merchandise not on correct VICS hanger				
NE	NON-COMP	INVOICE CORRECT	Expense offset fee for correcting vendor invoice errors in AP system				merch.ap@nordstrom.com
NA	NON-COMP	MISSING ASN	ASN Missing or Unusable at time shipment is received at DC/FC				
ND	NON-COMP	MISSING BARCODE	Barcode missing from hangtag (ticket)				cmio.chargebacks@nordstrom.com
NM	NON-COMP	NO VICS HANGER	Merchandise not on VICS hanger				
NI, NY, NZ	NON-COMP	NON-CONSOL INVO	Expense offset for non-consolidation of invoice - require only one per shipment				merch.ap@nordstrom.com
IE	NON-COMP	NON-EDI INVOICE	Expense offset fee for failure to transmit EDI 810 Invoice - paper copy received				cmio.chargebacks@nordstrom.com
SU	NON-COMP	NOT PCKD AS SLG	Merchandise missing display box - as of 10/1/09 we no longer issue this deduction.				
SN	NON-COMP	PBAG SEALD INCR	Polybag sealed incorrectly				cmio.chargebacks@nordstrom.com
SG	NON-COMP	PHOTO RESHT FIG	Expense Offset fee to reshoot original sample photo (on figure) when production item differs				
SF	NON-COMP	PHOTO RESHT FLA	Expense Offset fee to reshoot original sample photo (flat) when production item differs				
SS	NON-COMP	PLYBG NOT SEALD	Polybag not sealed				
NQ	NON-COMP	PO VIOLATION	Expense offset fee for handling merchandise PO Violations				
SX	NON-COMP	POLYBAG MISSING	Polybag missing - Nordstrom Direct				
SB	NON-COMP	QUALITY ASSURAN	Merchandise does not meet Quality Standards				
SE	NON-COMP	SMPL PHOTO TOUC	Expense Offset fee to touch-up original sample photo when production item differs				
NB	NON-COMP	UNSCANNABLE BAR	Barcode on hangtag (ticket) was unscannable				
NU	NON-COMP	UPC CATALOG	UPC Catalog data not loaded at time of item setup or UPC not available on Catalog at time of order				