

**NOTE:** Our supplier teams include all Nordstrom departments that provide input to our website [www.nordstromsupplier.com](http://www.nordstromsupplier.com), including groups below:

**Supplier Hotline: 877-444-1313** (Hours of Operation 8:00 AM and 4:00 PM Pacific, Monday - Friday, Excluding Observed Holidays)

## FLOOR READY MANAGEMENT

**Option 1** or email [frm@nordstrom.com](mailto:frm@nordstrom.com)

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

## SUPPLIER COMPLIANCE (EDI SETUP)

**Option 2** or email [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com)

Questions regarding: Initial EDI **Non-Technical** Setup , Missing PO and FA Research

## EDI Group

**Option 3** or email [edi.group@nordstrom.com](mailto:edi.group@nordstrom.com)

Questions regarding: **Technical** Transmission of Data and EDI Mapping. (Initial EDI Setup contact Nordstrom Supplier Compliance)

## TRANSPORTATION

**Option 4** or email [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

Routing Guide questions, including Routing, Carriers, Store/DC List: sub-option 1

Volume Load Pick Up scheduling: sub-option 2

Freight Agreement questions: sub-option 3

Freight Chargeback questions: sub-option 4

## ACCOUNTS PAYABLE

**Option 5** – contact information found on <http://portal.nordstrom.com>

Prior to contacting Nordstrom with 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 include you AP Vendor Inquiry findings, to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com). **Note:** For non-compliance offset fees please email [nordsupoffees@nordstrom.com](mailto:nordsupoffees@nordstrom.com) after researching on the web.

## SUPPLIER PORTAL

@ <http://portal.nordstrom.com>

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

For access to the Supplier Toolkit (sales data) email [supplier.reports@nordstrom.com](mailto:supplier.reports@nordstrom.com), and for general toolkit inquires and access issues.

**Note:** There is a annual \$100 fee per supplier (label) to access this information; the deduction number will be the supplier number plus the 2-digit year on the end

## CUSTOMS COMPLIANCE

**Option 6**

For help with US Customs entry and release

## DROP SHIP

Onboarding and Operations, contact **206-454-5600**

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

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

# NORDSTROM | Accounts Payable Inquiry & Contact Information

Updated 5-18-18

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

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

## INVOICE INQUIRIES

Prior to contacting Merch AP (accounts payable) suppliers must use the 'Inquire on: Invoice' function **FIRST** on the inquiry website. Include your web findings (status of invoice) in your email; failure to research on the website or provide the results can result in your inquiry being returned for more information, delaying resolution :

**Note:** Inquiries on multiple invoices (more than 10), must be listed on an Excel spreadsheet attached to the email (always include: **Vendor Number, Invoice number, Invoice Date, Due Date, PO Number, and Amount**) along with 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. Merch AP 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 the invoice number on the query was entered in correctly, and try again. If no results try 'Inquire by PO', as the invoice number could be entered different in our system. If still not located, retransmit the missing invoice(s). Check the portal 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(s) is rejecting.

**STATUS = 'SCHEDULED FOR PAYMENT':** The due date displayed is based on ROG (receipt of goods). Merchandise payment 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 there are discrepancies or the payment has not been received for 'paid' invoices, email [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com).

## MISCELLANEOUS INVOICE QUESTIONS

**Paid invoice:** short/over the amount expected: email invoice copy, check remittance and explanation to [merch.ap@nordstrom.com](mailto:merch.ap@nordstrom.com) or mail to **PO BOX 870, Seattle, WA 98111**

**Discount Disputes:** discount taken off invoice at time of payment (in the 'discount amount' feild on remit) contact the buyer; they 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**

## NEW VENDORS

**New Vendors:** 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

Key information reading your Debit Statement (questions regarding statements can be directed to [apdebitar@nordstrom.com](mailto:apdebitar@nordstrom.com) or 206-303-1080 option 6):

- Customer number:* a unique # created for each supplier in Oracle Accounts Receivable
- Reference numbe:* the corresponding document # from Oracle Accounts Payable
- Past Due Aging Detai:* displayed to provide a clear understanding of the account
- Document Type & Document Categor:* the 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

**Note:** Documents older than 180 days will not appear on the statements, but are still owed to Nordstrom.

# NORDSTROM | Document Description mapping AP Website and Check Remittance

Updated 05-18-18

Code on AP website	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	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		apclaims@nordstrom.com	
UC, UH, UI, UM, UO, US, UT, UW, U1-U9	ALLOWANC	COSM REBATE	Deduction, Adjustment, Reinstatement, Credit, or Cancellation of Cosmetic Rebate charges		cboinvoices@nordstrom.com	
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	Vendor Number, Chargeback Number, Check Number
CA	ALLOWANC	VFMD	Vendor Funded Markdowns or other allowances, per signed vendor agreement			
CP	ALLOWANC	VENDOR CONTEST	Vendor sponsored contest, per signed vendor agreement			
QT	CHRGBACK	187 QUALITY CEN	Nordstrom Quality Center - defective product claim (customer returns)	Yes	NQCChargeBacks@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	
M9	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		npintlpymnts@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). Document # is the Supplier # and the 2-digit year added to the end		nordsupoffees@nordstrom.com	Vendor Number, Chargeback Number
FD	FRT CHGB	ADJUSTMENT	Adjustment to a freight chargeback			
FC	FRT CHGB	AGREEMENT	Chargeback for freight cost per PO agreement		Contact Issuing DC Traffic department	
FI	FRT CHGB	MERCH INVOICE	Freight chargeback for freight included on merchandise invoice in error		89dctrffic@nordstrom.com	
FC	FRT CHGB	PO TERMS	Chargeback for freight cost per PO terms		299dctrffic@nordstrom.com	
FC	FRT CHGB	PO VIOLATION	Chargeback for in-bound freight cost for merchandise not ordered (PO Violation)		399dctrffic@nordstrom.com	Signed BOL, buyer emails, freight contract or PO showing allowance
FC	FRT CHGB	ROUTING VIOLATI	Chargeback for freight routing violation		499dctrffic@nordstrom.com	
CK, F1-F9	FRT CHGB	CANCEL	Cancellation of outbound freight/handling on RTVs if product returned or Nordstrom error		569trffcoff@nordstrom.com	
M9	INVOICE	AUDIT COST ADJS	Post Payment Audit - deduction for price discrepancy found on 'INVOICE' transactions		599dctrffic@nordstrom.com	Claim Cost Difference, Discount Correction
IU, I1-I9	INVOICE	COST ADJSTMNT	Merchandise invoice payment adjustment		apaudit@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
	INVOICE	DEBIT BALANCE M	Debit balance move from AP to AR		merch.ap@nordstrom.com	
DP, DA-DC	INVOICE	DISC ADJSTMNT	Discount reimbursement for discount (DQ) taken in error		apdebitar@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		AP Audit (code DC) - apaudit@nordstrom.com Vendor Relations (codes DA-DB, DP) - merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
FB, FL, FP	INVOICE	FREIGHT BILL	Freight bill payment to carrier		merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
IM	INVOICE	LAST CHANCE	Invoice payment for merchandise sold to Last Chance store(s)		Contact issuing DC Traffic department at address above	
IM, IO	INVOICE	MERCHANDISE	Merchandise invoice payment or adjustment		apdebitar@nordstrom.com	
IM	INVOICE	SAMPLE	Invoice payment for sample merchandise		merch.ap@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
QX	MRCH RTN	ACCOMMODATION	Return to Vendor - overstock/ slow selling merchandise - per vendor agreement	Yes	advcoop@nordstrom.com	
M9	MRCH RTN	AUDIT COST ADJS	Post Payment Audit - Deduction for cost/pricing or discount correction on 'MRCH RTN' claim		Issuing Store (contact Store Information Manager) See claim detail on AP website for store number	
CU	MRCH RTN	COST/DISC ADJST	RTV claim adjustment for cost variance - vendor reimbursement		apaudit@nordstrom.com	Corrections
					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'

Code on AP website	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
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 <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 569trffcoff@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	Claim Number, Check number and explanation.
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	*Unit discrepancies (on DC/FC issued claims),	Note: <b>Price discrepancies-</b> please submit claim number and all corresponding details via the 'RTV'
QI	MRCH RTN	DISCONTINUED	Cosmetics that have been discontinued from product line	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 <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 569trffcoff@nordstrom.com 808clvndrrqst@nordstrom.com dc699cl@nordstrom.com dc799cl@nordstrom.com	Invoice number, PO number, portal findings and detailed explanation
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 569trffcoff@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

Code on AP website	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
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 569trffcoff@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 569trffcoff@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
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 <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 569trffcoff@nordstrom.com 808clvndrrqst@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	

Code on AP website	Document Category on remit	Document Type on remit & AP website	Definition of Document Type	Style Detail On Web	Contact Information	Required Information or Backup
NL	NON-COMP	128 LBL MISSING	Missing GS1-128 carton label		nordsupoffees@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 (this is for differences between ASN and what was shipped; not ASN and what was on the PO)			
NH	NON-COMP	INCORRCT HANGER	Merchandise not on correct VICS hanger		merch.ap@nordstrom.com	
NE	NON-COMP	INVOICE CORRECT	Correcting vendor invoice errors in AP system			
NA	NON-COMP	UNUSABLE ASN	ASN Unusable or Missing at time shipment is received at DC/FC. (ASNs sent late or are unusable will receive a functional acknowledgement (EDI997) while the data was received in Nordstrom's system it does not mean that it was useable)		nordsupoffees@nordstrom.com	
ND	NON-COMP	MISSING BARCODE	Barcode missing from hangtag (ticket)			
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 one invoice per PO, per shipment, per destination		merch.ap@nordstrom.com	
IE	NON-COMP	NON-EDI INVOICE	Expense offset fee for failure to transmit EDI 810 Invoice - paper copy received		nordsupoffees@nordstrom.com	
SN	NON-COMP	PBAG SEALD INCR	Polybag sealed incorrectly		nordsupoffees@nordstrom.com	
SS	NON-COMP	PLYBG NOT SEALD	Polybag not sealed			
NQ	NON-COMP	PO VIOLATION	Merch Not Ordered (Overage or Misallocation)			
SX	NON-COMP	POLYBAG MISSING	Polybag missing (where required)			
SB	NON-COMP	QUALITY ASSURAN	Merchandise does not me Quality Standards			
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			