

Dear Nordstrom Partner,

We appreciate your continued partnership and collaboration as we navigate and adapt to today's dynamic retail environment. During 2020 and 2021, our investment in partnerships with our brands required flexibility on both sides, and some leniency in service levels, given how much we were all navigating. As we see more certainty return and build on our strengthened resiliency, our expectation is that all of us can return to stronger performance and greater reliability in our service of each other.

We remain committed to our Closer to You Strategy to serve our customers when and where they want with the best products. To do so, we are focused on getting your products in front of our customers as quickly as possible and improving our speed from supplier to shelf. As part of this, we are **recommitting to our shipment compliance requirements**.

Nordstrom requires all suppliers to ship in alignment with retail industry standards. Today, we often provide exemptions for products that fail to meet our shipment guidelines, as set forth in prior communications, increasing processing time and impacting the speed with which we can get product in front of our customers. Going forward:

- **We will stop granting exemptions as of August 1, 2022**
- **Non-compliant shipments** received on or after this date will **incur our published offset fees**

**Our expectation is for our suppliers to become compliant with our requirements.** Please visit the [Nordstrom Supplier Portal](https://nordstromsupplier.com) ([nordstromsupplier.com](https://nordstromsupplier.com)) for details on our requirements and fees.

Recommitting to our shipment compliance requirements is the first in a series of updates we are making to be more in line with our industry peers, including **RFID ticketing**. We previously communicated the requirement for RFID ticketing in 2021 and heard your feedback asking for additional support to achieve compliance. We are committed to **requiring RFID ticketing in 2022** and will follow up with additional details and tools to support compliance. Thank you to those who have already taken steps to comply with our RFID ticketing requirements.

We are here to support you during this transition and encourage you to reach out to your Nordstrom buyer with any questions. We've also attached an FAQ to this email.

We want to thank you for your partnership as we work to best serve our customers.

*Teri*

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