

# **Nordstrom Full Line and Rack**

## Supplier Compliance Manual

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## Our Strategy

At Nordstrom, our vendor/supplier relationships have always been a very valuable part of our business. We are dedicated to ensuring that our supplier standards are in conformity with those of the retail industry as a whole. We support Industry-wide technologies that utilize Universal Product Code (UPC), Electronic Data Interchange (EDI), Voluntary Inter-Industry Commerce Standards (VICS), and GS1 US standards.

Through the use of this technology and guidelines, Nordstrom can expedite merchandise through the Supply Chain ensuring an expedited flow from partners to the selling floor, better management of inventories, increased sales and enhanced customer service. This, in turn, will allow us to continue to build a more successful and mutually profitable partnership with our suppliers. Our required standards meet basic industry practices. Your partnership is critical in making this technology work successfully.

## How to Get Started

**What is EDI?** – EDI stands for Electronic Data Interchange. It is the computer-to-computer exchange of business documents between companies, using a public standard format. Rather than sending paper via fax or mail, users of EDI can exchange business data directly between computers.

**Attention New Suppliers** – In order to comply with our program, suppliers must meet all of the requirements for doing business. If suppliers do not have a technology program in place, please contact Nordstrom Supplier Compliance department at (877) 444-1313. We expect all shipments to be in compliance with the basic industry standards as outlined in this manual. Non-compliance will result in an expense offset fee. Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the [www.nordstromsupplier.com](http://www.nordstromsupplier.com) website.

## Industry Standard References

There are many resources for helping an organization use EDI. The table below lists a few of the organizations that can help companies get information in preparation to do EDI.

UPC Ticket Format and Marking Guidelines	GS1 US <a href="http://www.gs1us.org">www.gs1us.org</a>
VICS EDI Mapping Guidelines	Voluntary Inter-Industry Commerce Standards (VICS) Guidelines for Floor Ready Merchandising <a href="http://www.vics.org">www.vics.org</a>
NRF Color & Size Codes	National Retail Federation (NRF) Standard Color and Size handbook <a href="http://www.nrf.com">www.nrf.com</a>   202-783-7971

## How to use this manual

This manual is intended to outline the standards vendor/supplier partners must follow when doing business with Nordstrom Inc. This manual contains our merchandise technology, purchase order, and accounts payable policies. See the Routing Guide for distribution and transportation.

Nordstrom Supplier Standards Manual applies to: Nordstrom, Inc. (Nordstrom Product Group (NPG), and Nordstrom.com have additional requirements.)

**Note:** The information in this manual is updated periodically and can change without notice. It is not recommended for suppliers to print any section of this manual. Please refer to the online version which can be found at [www.nordstromsupplier.com](http://www.nordstromsupplier.com) to ensure the most current information is being used.

## Requirements & Responsibilities Summary

This manual includes all requirements for suppliers doing business with Nordstrom:

- Adhere to Purchase Order Terms and Conditions
- Create EDI documents following the VICS EDI guidelines and the Nordstrom mapping guides
- Utilize the NRF color and size codes
- Receive EDI purchase orders
- Maintain accurate, updated electronic UPC catalog via GXS or InterTrade, our third party service providers, or other mutually agreed upon transmission method
- Follow Nordstrom specifications for supplier UPC/Price ticketing, including UPC or EAN bar code
- Include Nordstrom retail price on all tickets
- Invoice via EDI
- Comply with Accounts Payable requirements for submitting invoices and related correspondence
- Provide an accurate, complete Advance Ship Notice at the carton level and mark all cartons with corresponding valid, GS1-128 shipping container labels
- Provide VICS Floor Ready Hangers in all applicable merchandise
- Pack the merchandise according to Nordstrom's packaging instructions
- Follow our Routing Guide including the use of only approved carriers
- Provide Automatic Replenishment/Quick Response programs on replenishment items as requested
- Review our website for updates to the Supplier Compliance Manual
- Once a supplier is EDI 850 compliant, acceptance of purchase orders by means other than EDI will result in an expense offset fee
- **Supplier contact information** must be kept up-to-date; please send an email with current contacts and email addresses to [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com) on a regular basis; address updates can be sent to [vendor.desk@nordstrom.com](mailto:vendor.desk@nordstrom.com)

## Required EDI Documents

- 810 – Electronic Invoice
- 850 – Electronic Purchase Order
- 856 – Advanced Ship Notice
- GS1-128 – Shipping Container label related to a valid ASN
- 997 – Functional Acknowledgment

## Nordstrom Supplier Compliance Contact Information

**Note:** The Supplier Compliance teams include all Nordstrom departments that provide input to our Supplier website [www.nordstromsupplier.com](http://www.nordstromsupplier.com), this includes the groups listed below. Questions regarding this manual should be directed to the correct Nordstrom's Supplier Compliance Hotline.

### Future Updates and Communications

Nordstrom's Compliance Manuals can be viewed or downloaded from our supplier website, [www.nordstromsupplier.com](http://www.nordstromsupplier.com). Please review this site periodically for current updates. Any updates will be posted under Vendor Communications on the 'homepage'.

**Supplier Compliance Hotline** (877-444-1313) between the hours of 8:00 AM and 4:00 PM Pacific Standard Time, Monday through Friday.

**Floor Ready Management**, select option 1 or email [frm@nordstrom.com](mailto:frm@nordstrom.com)

For inquiries regarding: Hangers, Tickets, Packaging, Carton Size, Carton Labels and ASN questions

**Nordstrom Supplier Compliance**, select option 2 or email [nordsupcmlnc@nordstrom.com](mailto:nordsupcmlnc@nordstrom.com)

For inquiries regarding: EDI Setup, Missing PO and FA research

**EDI Group**, select option 3 or email [edi.group@nordstrom.com](mailto:edi.group@nordstrom.com)

For inquiries regarding: Technical Transmission of Data and EDI Mapping, for initial EDI Setups contact Nordstrom Supplier Compliance

**Transportation**, select option 4 or email [traffic@nordstrom.com](mailto:traffic@nordstrom.com)

- select option 1 for questions regarding the Routing Guide (Routing, Carriers, Store/DC List)
- select option 2 to schedule a Volume Load Pick Up
- select option 3 for questions regarding Freight Agreements
- select option 4 for questions regarding Freight Chargebacks

**Accounts Payable**, select option 5 – contact information found on <http://portal.nordstrom.com>

For inquiries regarding the 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> first. If after using the web, assistance is still needed, please send inquiries and web findings to the corresponding Vendor Representative in our Accounts Payable Department. For a listing of the Accounts Payable Vendor Reps, please see the 'Contact Us' section of the website.

**Supplier Portal** Contact Information - <http://portal.nordstrom.com>

If suppliers are in need of setting up initial access to the Portal or having problems with access, please email [web.admin@nordstrom.com](mailto:web.admin@nordstrom.com). If a supplier needs to be set up with access to 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 inquires or access issues.

**Note:** There is a **\$100 fee per supplier** to access this information.

### Vendor Correspondence

Expense offset fee disputes should be identified within 60 days of deduction (as information becomes limited after 3 months). We encourage suppliers to inquire weekly to the expense offset summaries sent from the Nordstrom Supplier Offset Fees mailbox. All inquiries regarding these can be directed to [nordsupoffees@nordstrom.com](mailto:nordsupoffees@nordstrom.com). We request that supplier do not accumulate offset fees for inquiry on monthly, quarterly, seasonal, or annual basis.

## Children's Safety Requirements

All children's garments, toys, jewelry, bedding, etc., must be tested for safety. All children's items sold to Nordstrom must conform to existing U.S. laws and regulations and to any additional Nordstrom requirements. Children's items that do not meet these standards will fail the quality audit, resulting in offset fees.

### Federal Resources

Federal Trade Commission ([FTC](#)),  
U.S. Consumer Product Safety Commission ([CPSC](#)),

- Soft Bedding, [112732/5049](#) and [99/99091](#)

Code of Federal Regulations ([CFR](#)),

- Snug Fitting Requirements ([CFR 1615.1](#)),

### Children's Product Testing Guidelines (Children's Jewelry, Hair Accessories and Watches)

Nordstrom expects all of its suppliers to comply with the applicable laws and regulations of the United States and those of the respective country of manufacture or exportation. Nordstrom suppliers are expected to review, understand and comply with these laws and regulations. Congress and the Consumer Product Safety Commission are currently discussing what standards may need to be in place for children's products containing cadmium. Additionally, there is sufficient legislative activity at the federal level, including the introduction of the Children's Toxic Metals Act, to reasonably believe that a limitation on cadmium (and other metals, such as barium and antimony) in children's products, specifically jewelry, may soon apply to children's products. Because there is currently no United States standard for cadmium in children's jewelry, **as of April 1, 2010, and until a definitive U.S. standard is adopted, Nordstrom requires that all children's jewelry, hair accessories and watches pass the European Union standard for testing for migration of certain chemicals, including cadmium established under EN71-3** ([http://ec.europa.eu/growth/sectors/toys/index\\_en.htm](http://ec.europa.eu/growth/sectors/toys/index_en.htm)).

### Nordstrom Safety Requirements

An outline of federal standards and additional Nordstrom safety requirements is available online at [www.nordstromsupplier.com/NPG/productintegrity.html](http://www.nordstromsupplier.com/NPG/productintegrity.html), under the Apparel category, click on 'Performance Specifications'. This webpage includes information about the following children's safety issues:

- Drawstrings, ribbons and bows
- Sharp points
- Small parts
- Lead content
- Flammability
- Toxicity
- pH
- Formaldehyde level
- Pumice stones
- Soft bedding

## Nordstrom Partnership Guidelines

### STANDARDS FOR OUR BUSINESS SUPPLIERS

At Nordstrom, we recognize that our success is based on the quality of our relationships with customers, employees, agents, suppliers and communities. To maintain the high caliber of these relationships and to achieve our goal of always providing the best-value product in the most equitable manner, we have established standards for our business suppliers. In communicating these guidelines, we hope to identify potential suppliers who share our commitment to quality products, quality business principles and quality community relationships.

We will only engage business suppliers who demonstrate a commitment to contribute to the improvement of working conditions and strive to meet our requirements stated in the Nordstrom Partnership Guidelines.

### **LEGAL REQUIREMENTS:**

Nordstrom expects all its business suppliers ("suppliers" as used in these Partnership Guidelines must include all agents, vendors, manufacturers, factories and subcontractors) to comply with all applicable laws and regulations of the United States and those of the respective country of manufacture or exportation, including, but not limited to, the [Fair Labor Standards Act \(Department of Labor Monitoring Guide\)](#), [International Labor Organization \(ILO\) Conventions](#) and the [United Nations \(UN\) Guiding Principles on Business and Human Rights](#). All products must be accurately labeled and clearly identified as to their country of origin and content. The language to be used for purposes of notice and interpreting the meaning of these guidelines must be English. For more information on these other requirements, please visit [www.nordstromsupplier.com](http://www.nordstromsupplier.com).

### **CHANGE OF CONTROL:**

Suppliers must notify Nordstrom in writing if ownership, location, sale or purchase of any factory that houses Nordstrom production changes. All of the above requires the factory to undergo the New Supplier setup process.

### **SUBCONTRACTING:**

Suppliers must not subcontract any portion of the manufacturing process without written approval prior to production. As a condition of approval, subcontractors must agree to comply with the Partnership Guidelines.

### **DOCUMENTATION & INSPECTION:**

Nordstrom will review and may terminate its relationship with any supplier who is unwilling or unable to comply with the Partnership Guidelines. Nordstrom monitors compliance with our Partnership Guidelines and undertakes onsite inspections of suppliers' factories. Factories must be transparent and maintain all accurate documentation on file. Factories must authorize Nordstrom representatives and designated third-party monitors to engage in announced and unannounced monitoring activities to ensure compliance, including confidential worker interviews.

### **ANTI-CORRUPTION:**

Nordstrom expects all of its suppliers to comply with all applicable laws relating to bribery, money laundering and/or corruption, including, but not limited to, the Foreign Corruption Practices Act (FCPA), Corruption of Foreign Public Officials Act of Canada and the U.K. Bribery Act (Anti-corruption Laws). Suppliers must further have and maintain policies, programs, trainings and record-keeping practices in place to comply with all applicable Anti-Corruption Laws and prevent unlawful payments made for the purpose of obtaining or retaining business. If requested, suppliers must provide Nordstrom with reasonable assistance to perform any activities required by any government or agency in a relevant jurisdiction for the purpose of anti-corruption compliance.

### **CUSTOMS COMPLIANCE:**

Suppliers will comply with U.S. and Canada Customs importing laws and, in particular, will establish programs and maintain documentation to support country-of-origin production verification and preferential trade claims. Suppliers will comply with international supply-chain security requirements and criteria per U.S. Customs-Trade Partnership Against Terrorism (C-TPAT) and Canada Partners in Protection (PIP). Suppliers are subject to audits and corrective action plans as applicable.

### **CHILD LABOR:**

Factories will not employ anyone: under the age of 15, under the minimum age as established by applicable law in the country of manufacture, under the age of completing compulsory education, whichever is older. Factories must not expose anyone under the age of 18 to situations that are hazardous, unsafe or unhealthy, and will provide adequate protection from exposure to such conditions

and materials. Factories must also have established procedures for age verification as part of their hiring process. Refer to ILO Conventions 138 and the UN Convention on the Right of the Child.

#### **FORCED LABOR:**

Nordstrom will not conduct business with any supplier that uses involuntary labor of any kind; including prison labor, indentured labor, bonded labor or labor obtained through human trafficking, coercion, or slavery. Workers must not be restricted from movement or required to lodge "deposits" or identity papers upon commencing employment with the company. Refer to ILO Conventions 29 & 105.

#### **HARASSMENT & ABUSE:**

Suppliers must treat every worker with dignity and respect. Workers must not be subject to physical, sexual, psychological or verbal harassment or abuse. Suppliers must not use monetary fines as a disciplinary practice. Furthermore, workers must be free to voice concerns to Nordstrom or Nordstrom-appointed staff, without fear of retaliation by factory management. Refer to UN Guiding Principles 29 & 31.

#### **WAGES & BENEFITS:**

Wages, overtime and legally mandated benefits must be paid regularly, on time, with documentation and accordance to applicable laws. Employers must pay at least the minimum wage, the industry wage or the wage negotiated in a collective agreement, whichever is higher. Suppliers must not deduct wages that are not provided for by applicable local law. Suppliers are encouraged to pay workers a wage that meets basic needs and provides discretionary income. Refer to ILO Conventions 95 & 131.

#### **HOURS & OVERTIME:**

Workers' hours should not extend past 60 hours per week or above the local law. All overtime work must be voluntary and at a compensated rate per local law. Workers should be allowed one day off in seven. Refer to ILO Convention 14.

#### **HEALTH & SAFETY:**

Suppliers must provide safe, hygienic, and healthy working conditions. This includes written standards that comply with local laws. This includes safety standards related to building structure, electrical safety, fire safety, chemical safety, sanitation, emergency preparedness, first aid, personal protective equipment and other safety policies. Refer to ILO Convention 187.

#### **NONDISCRIMINATION:**

Suppliers must not discriminate in employment practices, including recruiting, hiring and promoting qualified people of all backgrounds, regardless of sex, race, color, national origin, religion, age, marital status, pregnancy, physical or mental disability, political opinion, personal characteristics and beliefs, sexual orientation, gender identity or any basis protected by local law. Refer to ILO Conventions 100 & 111.

#### **FREEDOM OF ASSOCIATION:**

Suppliers will respect workers' rights to freedom of association and collective bargaining. Refer to ILO Conventions 87, 98, and 154.

#### **ENVIRONMENT:**

Suppliers must comply with all applicable environmental laws and regulations in the country of operation. In addition, suppliers must have policies and procedures in place to manage and minimize environmental impacts to energy, air, emissions and water, and safely store, prevent or mitigate releases of chemicals and hazardous materials.



## **CONFLICT MINERALS & THE KIMBERLEY PROCESS:**

Nordstrom expects all of its suppliers to share its commitment to responsible sourcing and requires suppliers to adhere to all responsible sourcing regulatory requirements. Suppliers must comply with applicable laws and regulations relating to responsible sourcing, including the sourcing of Conflict Minerals and diamonds. Section 1502 of the Dodd-Frank Act relates to the responsible sourcing of Conflict Minerals, which include: tin, tantalum, tungsten and gold (collectively "3TG") mined in conditions of armed conflict and human rights abuses in the Democratic Republic of the Congo (DRC) or its adjoining countries. Under Section 1502, applicable suppliers must confirm the source of 3TG used in their products. The Kimberley Process resolution relate to the responsible sourcing of diamonds and requires that the seller guarantees that diamonds are conflict-free based on personal knowledge or a written guarantee provided by the supplier of the diamonds and stated on all invoices. See our [Conflict Mineral Policy \(PDF\)](#).

## **ANIMAL WELFARE:**

Suppliers must adhere to codes of practice that meet or exceed International, National and State Government, and best practice standards for animal welfare.

## **INTELLECTUAL PROPERTY:**

Nordstrom respects the intellectual property (IP) rights of others and expects the same of its suppliers. Unauthorized copying of third parties' designs or prints is not acceptable. Any authorized use of another's IP and the transfer of proprietary information must be handled in a secure manner that protects the IP and rights of the IP owner, Nordstrom and its suppliers. Nordstrom's trademarks, logos and proprietary work may only be used to fulfill contracted services, and shall not be released to any other party unless preapproved in writing by Nordstrom.

## **Vendor Administered Quality Procedures**

Vendors are responsible for shipping first quality merchandise. In order to ensure that only first quality goods are received in our facilities, we recommend that suppliers use an integrated total quality program that includes:

- Incoming materials inspection and testing
- Statistical in-process auditing
- Final 100% inspection
- Final statistical auditing of each production lot after packaging

For the final audit, we recommend that suppliers use the Single Sample Plan Level II (Normal), Acceptable Quality Level 4.0.

Measurement of the product must be included in the inspection and auditing process.

**Safety Data Sheet (SDS):** A completed SDS (formerly MSDS – Material Safety Data Sheet) sheet must be sent to 808 Traffic (808traffic@nordstrom.com) prior to shipping 'hazardous materials'.

There is a link to an example SDS Sheet below. All sections must be completed including:

- Transportation
- Identification
- Hazard(s) identification
- Fire-fighting measures
- Accidental release measures
- Physical and chemical properties
- Disposal considerations

## **[SDS](#) EXAMPLE**

This information can be found on the United States Department of Labor Website [OSHA](#).

A hazardous material is defined as a substance or material that has been determined by the Department of Transportation to be capable of posing an unreasonable risk to health, safety and property when in transportation. Materials that are hazardous to the environment (i.e., hazardous substance, hazardous wastes, and marine pollutants) are also regulated.

Hazardous Materials include but are not limited to many home surface cleaners, cosmetics, home diffusers, aerosols, anything containing a lithium battery.

Are there a lithium button cells or batteries in the watch?

- If no, please ship merchandise as normal.
- If yes, please provide as much of the following information as possible on the SDS:
  - The product data sheet on the battery
  - The manufacturer, type and model number
  - Any warranty info and specs on types of replacement batteries which would be acceptable

It is the responsibility of the person who initiates the shipment of a material to determine (or seek assistance to determine) if the material meets the definition of a hazardous material. Each vendor, prior to shipping product to Nordstrom, is required to know if the product meets this definition. Nordstrom requires an SDS sheet that includes the completed transportation section for any product that meets this definition and is therefore regulated as a hazardous material by the DOT be sent to us prior to shipping the product to any of our facilities.

Liquid hazardous material items must have the cap sufficiently sealed to prevent possible loosening or leakage during transportation (such as heat seal or other secondary means of closure).

### **Hazardous Materials: Transportation of Lithium Batteries**

Effective February 6, 2015 The Department of Transportation (DOT) Pipeline and Hazardous Materials Safety Administration (PHMSA), in consultation with the Federal Aviation Administration (FAA), is modifying the requirements governing the transportation of lithium cells and batteries. This final rule revises hazard communication and packaging provisions for lithium batteries and harmonizes the Hazardous Materials Regulations (HMR) with applicable provisions of the United Nations (UN) Model Regulations, the International Civil Aviation Organization's Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions) and the International Maritime Dangerous Goods (IMDG) Code.

Details of these requirements are available at [www.phmsa.dot.gov](http://www.phmsa.dot.gov) reference '79 FR 46011 – Final Rule'.  
[Lithium Battery Communication](#)

### **Labeling Requirements**

Nordstrom requires that all labeling meet current U.S. Federal Trade Commission (FTC) requirements and be in compliance with all U.S. Customs Service regulations. It is the responsibility of the supplier to understand and apply all labeling rules and requirements.

For further information about federal labeling requirements contact the FTC at [www.ftc.gov](http://www.ftc.gov) or (202) 326-3553

**NOTE:** Items that are not labeled in accordance with all current U.S. laws and regulations will fail the quality audit, resulting in offset fees.

### **Textiles, Wool and Fur**

For information about other labeling requirements for textiles, wool and fur (including fiber content, country of origin, etc.), consult the FTC's [Textile Products Identification Act](#) and the FTC's Facts for Businesses: [Threading Your Way Through the Labeling Requirements Under the Textile and Wool Acts](#).

## Apparel

It is imperative that any apparel product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Fiber content
- Company Name or Registration Number (RN#)
- Complete and accurate care instructions

**Care Instructions:** For information about writing a care label, please consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

## Miscellaneous Apparel Labeling Points:

- **Button Bags:** A paper button bag is preferred to plastic. We encourage suppliers to affix extra buttons to the inside seams of garments
- **Dye Lots:** At the request of the Nordstrom.com buyer, suppliers may be required to identify dye lots on their labels. Suppliers will receive advance notification if this is necessary
- **Vendor Logo Labels:** Vendor logo labels must be legible and permanent

## Footwear

It is imperative that any footwear product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or leather)

For additional information about footwear labeling resources and Nordstrom policy, please consult [www.nordstromsupplier.com/NPG/productintegrity.html](http://www.nordstromsupplier.com/NPG/productintegrity.html) (click on 'Quality & Manufacturing' and then 'General Labeling Requirements').

## Accessories

It is imperative that any accessories product sold to Nordstrom be correctly labeled with the following information:

- Country of origin
- Content (if textile or faux leather)
- Complete and accurate care instructions (excluding handbags and hats)

## Care Instructions

For information about writing a care label, please consult the FTC's Facts for Businesses: [Clothes Captioning: Complying with the Care Labeling Rule](#).

For additional information about accessories labeling resources and Nordstrom policy, please consult [www.nordstromsupplier.com/NPG/productintegrity.html](http://www.nordstromsupplier.com/NPG/productintegrity.html).

## Jewelry

For Jewelry see the FTC's [Jewelry Guides](#). Information about the care and cleaning of jewelry items is available at the websites of the American Gem Trade Association ([www.agta.org](http://www.agta.org)) and the Gemological Institute of America ([www.gia.edu](http://www.gia.edu)).

## Food/Perishables

Nordstrom requires its suppliers to fully comply with all applicable Federal, State and local laws. Specific examples include, but are not limited to: the [Federal Food, Drug and Cosmetic Act](#), the [Consumer Product Safety Act](#), [California Proposition 65](#), etc.

Examples of FDA-regulated Foods are:

- Food and food additives for man or animals
- Dietary supplements and dietary ingredients
- Infant formula
- Beverages (including alcoholic beverages and bottled water)
- Fruits and vegetables

- Fish and seafood
- Dairy products and shell eggs
- Raw agricultural commodities for use as food or components of food
- Canned foods
- Live food animals
- Bakery goods, snack food, and candy

**NOTE:** California Proposition 65 – vendors should be aware that shipping to any of our stores, distribution centers and fulfillment centers can lead to product being sold in California. All vendors are advised to familiarize themselves with this and similar laws and to comply with all such laws and regulations.

### **Wool**

Any product made from or that contains wool must comply with the Wool Products Labeling Act and Rules (exceptions include rugs, carpets and upholsteries). They must disclose wool fibers by percentage of weight; indicate the name of manufacturer or RN number and the label to show the country where wool product was processed or manufactured in accordance with the requirements of the Wool Act and Rules.

### **Bamboo**

Products can only be marketed as ‘bamboo’ if they are made from actual bamboo which has only been mechanically processed. For example, hard goods that are made of the bamboo plant can be labeled and marketed as a bamboo product.

Apparel and other textile products that are made from fibers derived from bamboo must be correctly labeled as ‘*rayon from bamboo*’ or ‘*viscose from bamboo,*’ or even more simply as ‘*rayon*’ or ‘*viscose.*’

### **Made in the USA**

For product to say ‘*Made in USA,*’ all or virtually all of the product must be made in the US (i.e., made from US parts and assembled in the US). Manufacturers are responsible for making sure that products labeled and marketed as ‘*Made in the USA*’ meet the requirements to make that claim or are properly qualified. A product that has been ‘*Assembled in USA*’ does not necessarily mean that the product has been ‘*Made in USA.*’

### **Fur and Faux Fur Labeling**

Every fur and faux fur product you sell to Nordstrom must comply with state and federal laws and regulations on fur and faux fur labeling. Nordstrom expects you to properly label all fur and faux fur products including footwear, accessories, handbags, hats, scarves, wraps, gloves, pillows, throws and rugs.

### **Real Fur**

Products containing real fur (including shearling, calf hair and pony hair) must be labeled with:

- The name(s) of the animal(s) that produced the fur
- The name of the country of origin of any imported furs used in the fur product
- The words: ‘Real Fur’ or ‘Genuine Fur’; please note indicating that the fur is ‘100%’ or ‘Natural’ is not an acceptable substitution for the words ‘real’ or ‘genuine’
- All other information required by fur labeling and other applicable regulations

**NOTE:** Nordstrom does not accept any products made from or containing Asiatic Raccoon (raccoon dog or finn raccoon) fur; Nordstrom only accepts raccoon fur originating from North America.

When Nordstrom sets up fur product in our systems, suppliers will be asked to provide a letter from the furrier certifying the following information:

- Common name of the animal
- Genus and species of the animal
- Country of origin of the fur
- Country of manufacture of final product (e.g., 'Made in')
- VPN (Vendor Product Number/Style) of the fur product

### **Faux Fur**

Products containing Faux Fur must be labeled with:

- The words: 'Faux Fur'
- All other information required by the textile and/or wool labeling and other applicable regulations

### **Non Compliance**

Vendors not meeting these labeling or content requirements are subject to RTVs, fees and/or chargebacks, at Nordstrom's discretion, pursuant to our purchase order terms and conditions. In addition, the purchase order terms and conditions require vendor/suppliers to defend and indemnify Nordstrom against any claims, fines, or lawsuits arising from product issues such as these labeling requirements.

The links below may be helpful, but are not intended as an all-inclusive resource for compliance guidance. The supplier is responsible for complying with all regulations for all states and countries.

[Federal Textile and Wool Acts](#)

[Federal Fur Product Labeling Act](#)

[New York](#)

[Massachusetts](#)

[New Jersey](#)

[Delaware](#)

[Fur Labeling Vendor Communication](#)

## SECTION 2

## EDI REQUIREMENTS

Nordstrom supports Electronic Data Interchange (EDI). It is our intention to eliminate all paper media by trading business electronically via VICS EDI. Suppliers must send or receive each of the documents listed below or an expense offset will be assessed to the 810, 832, 850, 856 and related GS1-128 label documents.

To participate in the vendor generated order program, suppliers must be able to accept an EDI 850 Purchase Order in response to an EDI 855 vendor generated order.

### Required Electronic Documents

The following are the types of electronic data Nordstrom is using:

810	Invoice	4010VICS
832	UPC Catalog data	4010VICS
850	Purchase Order	4010VICS
856	Advance Ship Notice with related GS1-128	4010VICS
997	Functional Acknowledgement	4010VICS

Optional EDI Documents:

852	Product Activity data	4010VICS
855	Inbound Purchase Order/Purchase Order acknowledgement	4010VICS
860	PO Change Buyer Initiated	4010

### Notes:

- Nordstrom.com drop ship suppliers should continue to follow the existing EDI requirements for all Nordstrom.com drop ship orders
- Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only
- Sales data is available via our web based Supplier Portal at [www.portal.nordstrom.com](http://www.portal.nordstrom.com). Please contact the buyer for more information

**All EDI documents are traded at the UPC (or EAN) level;** therefore, suppliers must be 100% supplier UPC marked and provide OpenText or InterTrade their UPC catalog before trading EDI. All suppliers whether or not they are EDI must provide a UPC catalog.

### Third Party Providers

Please contact the Nordstrom Supplier Compliance department at [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com) for a current listing of our certified Third Party Providers.

## EDI Sender/Receiver ID's

Nordstrom's production EDI Sender/Receiver information is listed below. Please contact the Nordstrom Supplier Compliance department at [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com) or call (877) 444-1313 (option 2) for information regarding testing.

### **Nordstrom Full-Line, Rack and Direct**

Purchase Order ([EDI850](#)), Purchase Order Change ([EDI860](#)), P.O. Acknowledgement ([EDI855](#)) – buyer approval required, Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), and return Functional Acknowledgment ([EDI997](#))

Qualifier : 01

ID: 007942915

Advanced Ship Notice ([EDI856](#)) and return Functional Acknowledgment ([EDI997](#))

Qualifier : 12

ID: 2062336664

### **Product Activity Data ([EDI852](#)) prior approval only**

Qualifier : 12

ID: 2062336352

### **Nordstrom Product Group (NPG) Only**

Purchase Order ([EDI850](#)), Full Replacement (850FR), Purchase Order Change ([EDI860](#)), P.O. Acknowledgement ([EDI855](#)) – buyer approval required, Invoices ([EDI810](#)), Remittance Advice ([EDI820](#)), and return Functional Acknowledgment ([EDI997](#))

Qualifier : ZZ

ID: NORDNPG

Advanced Ship Notice ([EDI856](#)) – Domestic only -- and return Functional Acknowledgment ([EDI997](#))

Qualifier : ZZ

ID: NORNPGA

PASN Advanced Ship Notice - P856 - Carbon Copy Relationship (Foreign Only)

Qualifier ZZ

ID: NORDASN

## UPC Catalog

The use of UPC/EAN to identify merchandise is a retail industry standard. This allows us to have one universal identifier for merchandise. OpenText | GXS and InterTrade are Nordstrom's selected 3<sup>rd</sup> party UPC catalog providers. If the required UPC/EAN catalog is not provided, an expense offset fee will be assessed.

**Note: Please note ALL suppliers, whether or not they are EDI compliant, are required to have a UPC catalog.**

### SUNRISE 2005/GTIN

Nordstrom is Sunrise 2005 compliant. We are able to receive, scan and process EAN-8, UPC-A (12 digits), and EAN-13 Global Trade Item Numbers (GTINs). Nordstrom does not currently support the EAN-14 (GTIN). All item communication between Nordstrom and our trading partners must be through the use of the EAN-8, UPC-A, or EAN-13 GTINs. These GTINs are not to be sent with any leading zeros to mimic an EAN-14. The GTIN on item communication must exactly match the GTIN as bar coded on the item.

### UPC/EAN Assignment & Catalog Requirements

- Assign UPC/EAN numbers at the product ID, color and size level. These should be unique numbers
- Adherence to the Trade Item Identification and Communications Guidelines for General Merchandise and Apparel published by the GS1 US
- Use of NRF color and size codes
- UPC/EAN catalog data must be provided through our 3<sup>rd</sup> party service providers, OpenText | GXS or InterTrade
- UPC/EAN catalog must include: UPC, Product ID, Product ID description, NRF color, Color description, NRF size, Size description, Cost, and MSRP. If you sell pre-pack shoes you must have a pack UPC in the catalog
- Nordstrom requires all UPCs and core attributes to be loaded into the catalog at time of market or product introduction, or within one-week post market. Please ensure styles are loaded within this timeframe to avoid any non-compliance expense offset fees
- Consistency between the UPC/EAN catalog and documents containing item identification such as tickets, line list and pack slips
- UPC/EAN codes must be assigned for all Gifts with Purchase (GWP) and Purchase with Purchase (PWP) items. Include these items in your catalog

### UPC Creation Steps

To get started on creating UPCs obtain a GS Block ID at [www.gs1us.org](http://www.gs1us.org) or call 937-435-3870. Once obtained create UPCs by following the guidelines listed on the GS1 website [www.gs1us.org](http://www.gs1us.org). Any additional questions about UPC creation please contact Nordstrom's UPC team at [upc@nordstrom.com](mailto:upc@nordstrom.com).

**We strongly recommend that suppliers never re-use UPCs.**



## Advance Ship Notice Requirements

Noncompliance of the ASN guidelines may result in expense offset fees. These requirements apply to the Nordstrom Full Line, Nordstrom Rack stores, Nordstrom.com and NPG Domestic (for more information regarding NPG refer to the NPG Compliance Manual).

### Notes:

- The Internal Vendor Number (IA) is the Nordstrom assigned Supplier Number or AP assigned Vendor Number. This information must be sent in either the REF/IA or N1/SF
- If Nordstrom sends a company a **case pack UPC** (unit of measure of 'CA' in PO103); we require the 856 back at the individual component level (an individual UPC for each item)

### Consolidated ASN Requirements

Expense offset fees will apply if the following requirements are not met:

- One VICS 856 ASN with carton level information per shipment, per ship-to location (DC)
- Each ship notice must contain its own unique sub-bill of lading number
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the distribution center
- Please reference the EDI 856 Version 4010 PDF document for mapping details

### UPS ASN Requirements

- Nordstrom requires one VICS 856 ASN per carton for all UPS shipments
- The tracking number provided by UPS must populate the sub-bill of lading field (REF\*BM segment) and the PRO number field (REF\*CN segment)
- The ASN must be transmitted and received by Nordstrom's warehouse management system prior to the shipment's arrival in the DC
- Please reference the EDI 856 Version 4010 PDF document for mapping details

### Masterpack ASN Requirements

In the event that small individual store cartons for multiple stores (going to the same DC) are combined for one purchase order into a masterpack. Nordstrom maintains two masterpack ASN requirements depending on the mode of transportation used:

1. **Non UPS shipments**: ASNs for consolidated master-packed shipments must include the following:
  - REF\*BM (sub-bill of lading) segment containing the unique sub-bill of lading number.
  - N1\*ST segment containing the correct ship-to location (i.e. distribution center)
  - N1\*BY segment containing the appropriate store destination
  - MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
  - The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word 'Masterpack' on the outside of the case
2. **UPS shipments**: ASNs for consolidated master-packed shipments for UPS must include the following
  - REF\*BM segment (sub-bill of lading) containing the UPS tracking number
  - N1\*ST segment containing the correct ship-to location (i.e. distribution center)
  - N1\*BY segment containing the appropriate store destination
  - MAN segments reflect the correct GS1-128 case IDs for all the cases within each master case
  - The outer (master) carton must be clearly identified as a masterpack by writing or labeling the word 'Masterpack' on the outside of the case

### **ASNs for 'No Charge' Merchandise**

- Shipments containing 'no charge' merchandise (i.e. testers, samples) must be packed in separate cases from the retail merchandise and clearly marked as 'no charge'
- Separate inner cartons of 'no charge' merchandise may be packed within large cases of retail merchandise and must be clearly marked as 'no charge' and maintain separation from retail merchandise. ASNs are not required for 'no charge' merchandise shipped in this manner
- 'No charge' merchandise shipped in any other manner, including loose within cases containing retail merchandise must have valid UPCs within the Nordstrom inventory system and must be accurately represented within the ASN for that shipment
- Expense offset fees will be assessed for inaccurate ASNs containing 'no charge' merchandise that do not meet these requirements

### **Vendor Accuracy Audit Program**

Nordstrom uses warehouse management technology to receive merchandise via the supplier's ASN. Suppliers must make every effort to ensure that shipments are 100% accurate. Nordstrom's audit program samples a percentage of all shipments received against the corresponding ASN to monitor accuracy. If the sample does not match what was indicated per the ASN an inaccurate offset expense will result.

### **Re-transmitting ASN Data**

ASN data can be retransmitted to Nordstrom at any time prior to the shipment's arrival in the distribution center. If retransmitting, please use the same ASN number (BSN02) and a code of '07' in the BSN01. To ensure correct retransmission the new or corrected ASN must maintain the same sub-bill of lading value PO/DC combination as the original. This is the value sent in the REF/BM. This will allow the 'new' ASN to overwrite the original ASN in our warehouse management system. If the 'new' data reaches our warehouse management system before the warehouse personnel begin to process the shipment and all other information within the transmission is accurate, no expense offset fee should be incurred. However, if the shipment arrives before the 'new' ASN is received the shipment will be received with the original ASN data. Please note, to avoid duplication errors, we advise waiting 60 minutes before re-transmitting the corrected EDI 856.

**Note:** Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only. A 997 does not indicate the data was processed through Nordstrom's warehouse management system successfully. To ensure Nordstrom is receiving any 856 files sent, please be sure to monitor 997's received.

## SECTION 3

## INVOICING AND CLAIMS

### Invoicing Instructions

Enrollment and testing are required prior to sending an invoice (810) transmission. Suppliers may take care of EDI in-house or utilize a 3rd party service bureau. Please contact Nordstrom Supplier Compliance at (877) 444-1313 (option 2), or email [nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com) for information about enrollment and testing procedures.

### Non-compliance

Suppliers that are currently required to transmit via EDI will incur a \$10 per invoice expense offset fee for any paper invoices sent to Accounts Payable. Invoicing errors will be assessed a \$25 per invoice fee if AP is required to make manual corrections.

For questions regarding EDI transmission problems, contact our EDI department at (877)444-1313 (option 3) or email [EDI.Group@nordstrom.com](mailto:EDI.Group@nordstrom.com).

**We require ONE invoice per PO, per destination ('DC' for DC shipments, or 'Store' on direct -to-store shipments), per shipment (if multiple shipments per PO).** A non-compliance expense offset fee of \$10 per invoice will be assessed for every non-consolidated invoice (i.e., whenever multiple invoices are sent per shipment, per 'ship-to' location).

**Non-EDI suppliers**, please mail original paper invoices to the following address:

Nordstrom Accounts Payable  
PO BOX 870  
Seattle, WA 98111-0870

**Note:** All Drop Ship invoices must be submitted electronically. If you are a non-EDI Drop Ship supplier, refer to the [Nordstrom.com Drop Ship Manual](#) or Drop Ship Operations ([dropship@nordstrom.com](mailto:dropship@nordstrom.com)) for instructions.

### Required Information

The following information is required on Merchandise Invoices:

- Purchase Order (PO) Number
- Vendor Number
- Invoice Date (which should be the ship date of the merchandise)
- Unique Invoice Number
- Department Number
- Packing Slip Number
- Payment Terms
- Store Number: (N1-ST field on 810) 'sold to' store # (or DC # on DC shipments)
- 'Ship to' Location: (N1-BY field on 810) Distribution Center or Store Number to which merchandise was shipped
- Style Numbers and Number of Units per style
- Unit Cost and Total Cost per style
- Total Units Shipped (per invoice, excluding 'back ordered' or 'no charge' items)
- Total Cost, special charges itemized separately
- Do NOT include freight charges (see 'Freight Invoicing and Reimbursement' below)

### Notes:

- Invoices missing any of the required fields or which include freight charges will be rejected
- Required: ONE invoice, per PO, per destination, per shipment (if multiple shipments per PO)

Nordstrom sends a 997 (functional acknowledgment) back within 24 hours for any inbound file we receive. Please be aware a 997 indicates receipt of a file only. A 997 does not indicate the data was processed through Nordstrom's AP system successfully. To ensure Nordstrom is receiving any 810 files sent, please be sure to monitor 997's received back.

Should an invoice sent via EDI reject from Nordstrom's AP system, as a courtesy, the Nordstrom EDI Group will send an email within 2 weeks of receiving the transmitted data.

Invoices for **REPAIRS, SAMPLES and FREIGHT should NOT be transmitted EDI**. Please send REPAIR invoices to the Department Manager at the store ordering the repair. Please send SAMPLE invoices to the Buyer who requested the sample.

### **Duplicate Invoices**

Invoices sent with the same invoice number and invoice date will reject out of our Accounts Payable system as a duplicate invoice. If an invoice needs to be sent for additional monies owed, a new invoice number or the same invoice number with a different invoice date must be sent.

### **Retransmission of Invoices Not in AP System**

Our technical team is only capable of viewing invoices transmitted within the past 30 days. If an invoice has been sent before this time period and our Accounts Payable website is showing 'not found', please retransmit the invoice and email our EDI Technical group at [edi.group@nordstrom.com](mailto:edi.group@nordstrom.com) with the AP vendor number, invoice number, transmission date, and ISA number. The EDI Group can then monitor the invoice transmission to ensure the data has been received and loaded into our Accounts Payable system.

### **Invoice and Claim Inquiries**

#### **12-month time limit on all inquiries**

Invoice, Claim and Check stats can be found on the Accounts Payable Vendor Inquiry website at <http://portal.nordstrom.com>. Vendors are asked to use this website as the first point of contact. Follow-up questions can be directed to the correct department by utilizing the 'Contact Us' section of the Accounts Payable Inquiry website (include web findings in the email).

### **Payment Terms**

Payment terms will be calculated from the receipt of goods (ROG) at destination (not consolidator) or receipt of invoice, whichever is later. 'End of Month' (EOM) dating for shipments received after the 20<sup>th</sup> of the month will be considered next month's business Payments shall be issued on the next weekly check run following the due date if documents are received timely. Purchaser reserves the right to offset any amounts claimed by Purchaser against any amounts otherwise due Seller.

### **Response Time**

All correspondence is worked within 10 business days, in date order received: however, there are circumstances that may require additional research time. Please wait three weeks before resubmitting a request.

### **Freight Invoicing and Reimbursement**

Information on Freight Invoicing and Reimbursement can be found in the ROUTING GUIDE section of this website.

## ACH Payment and EDI 820

Nordstrom offers ACH (Automated Clearing House) as a payment option. ACH payments are issued weekly and provide efficient access to cash by automating deposits to a supplier's bank account. Payment remittance details are sent directly to the supplier's company via the EDI 820 document (Payment Order/Remittance Advice). Activating the EDI 820 document is not a requirement to enroll in the ACH payment option; if a supplier's company is not able or chooses not to receive remittance advice detail via EDI 820, payment detail may be accessed at <http://portal.nordstrom.com>. Please note that payment format is CCD and is included in the BPR segment of the 820.

**Note:** If working with a factor, suppliers do not need to complete any ACH paperwork, as we will be working with the factor separately to set them up with ACH payments.

The benefits of ACH payments include:

- Improved cash forecasting
- Trips to the bank for deposit drop-off are eliminated
- Potential for check fraud is eliminated
- Environmentally friendly through reduced paper use

Nordstrom's EDI 820 will be sent under EDI ID of 01/007942915. (Please note this is the same ID used to transmit Nordstrom's 850 PO and 810 Invoice.) Nordstrom can help suppliers initiate the implementation of this new document one of two ways. First, we can provide a sample file for setup or second, suppliers have the option to test the 820 document with Inovia, our third party enabler. Nordstrom Supplier Compliance ([nordsupcmplnc@nordstrom.com](mailto:nordsupcmplnc@nordstrom.com)) will be able to assist with either option. Mapping for the [EDI 820](#) can be found on our sidebar under EDI Mapping Documents.

The Merchandise ACH Payment and EDI 820 Setup Form can be found under the 'Contacts Us & Resources' section of this website. Suppliers are required to fill out the request for Taxpayer ID Number (W9). Please fax the completed forms to 206-233-6331. For questions on completing the form, please contact the Nordstrom Vendor Desk at 206-233-6330 or via email at [vendor.desk@nordstrom.com](mailto:vendor.desk@nordstrom.com).

## PO Violation

Nordstrom requires that shipments match the final purchase order.

A Purchase Order (PO) violation offset fee will be issued when we receive items under the following conditions:

- **EXCEEDS PO** shipment included units in excess of what was ordered
- **ITEM NOT ORDERED** shipment included UPC/VPN/style substitutions or store allocations that were not valid in our system or not valid for the PO at the time of DC receipt
- **PO CLOSED/CANCLD** shipment received on a closed/cancelled PO
- **EARLY SHIP/PAST CAN** order shipped outside of the not before/not after dates
- **INVALID PO** shipment received on an invalid PO number
- **STORE NOT ON PO** shipment received included store(s) not allocated for that order
- **DAMAGED** shipment received included damaged merchandise
- **SUPPLIER MISMATCH** shipment received when supplier number does not match the PO
- **MIS SHIP** shipment included Stores not allocated for the receiving DC

## Defective Claims - Nordstrom Quality Center (NQC)

The NQC issues defective claims and these claims can be identified by the 'NQC' prefix, ending in **187**.

A claim receipt details the merchandise disposition as defective on a rolling month to date. This is an automatic deduction once the claim receipt is systematically generated. When a claim receipt is generated it is passed to the supplier via email. We recommend a representative from the supplier visit our facility to review our operation and inspect or sample the defective product.

### Information on Claim copies and POD

To better serve the supplier's account, suppliers are requested to please follow the instructions listed below for inquiries on **Claims**. This will allow us to research and respond to these requests in a timelier manner.

### Claim Inquiries must be submitted in writing or emailed:

Mail to: Nordstrom Quality Center      Email to: [NQCChargeBacks@nordstrom.com](mailto:NQCChargeBacks@nordstrom.com)  
1000 Andover Park West  
Tukwila, WA 98188 (unless otherwise noted)

Include the information below on all requests:

- Vendor Number
- Vendor Name
- Inquirer
- Phone
- Message

### Claim copies and requests for Proof of Deliveries (PODs)

- Discrepancies on returns (price/pieces) – send claim copy, reference any related invoices and PO numbers, note number of cartons received and give a brief explanation
- Discounts on return claim disputes – These are paid back on Accommodations only. Not on a defective claim as no handling fee is charged to offset our cost for returning the merchandise. This is why we do not refund any discount

**PLEASE REMEMBER NORDSTROM HAS A 12-MONTH TIME LIMIT ON ALL INQUIRIES**

### Shipping Requirements

When defective merchandise is shipped back the supplier is to either provide their **UPS shipping number** or have a **Call Tag issued** for merchandise pick up. When the merchandise is returned a packing slip is sent with the merchandise. For inquiries about these claims contact the Nordstrom Quality Center [NQCChargeBacks@nordstrom.com](mailto:NQCChargeBacks@nordstrom.com).

**Note:** AP does not have **NQC 187** claim copies or **POD** information for these claims. Inquiries without proper supporting documentation in the required time frame will not be addressed.

## SECTION 4

## FULL-LINE STORES (FLS) – FLOOR READY

### FLS UPC/Retail Ticketing Policies

All merchandise must be received at our Distribution Centers with a scannable UPC or EAN barcode attached to the merchandise. Do not use both UPC & EAN. All 2 Piece items must be ticketed with 2 Piece tickets. See below for more details.

Non-compliant expense offset fees are applicable if product is received without barcodes or non-scannable barcodes. Details about expense offset fees are available in the Nordstrom Full Line and Rack Expense Offset Policies document on the [www.nordstromsupplier.com](http://www.nordstromsupplier.com) website.

### FLS Ticket Requirements

Merchandise Type	Ticketing Requirement	Ticket Type	Ticket Placement
Belts	UPC, Style, Color, Size, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price	Attached through belt buckle or through belt hole. Men's belts preference is attached to back side (sewn in).
Bracelets, Necklaces	UPC, Style, Retail	NS01- Regular Price NS02- Anniversary NS03 Off-Price	Around bracelet or necklace
Earrings	UPC, Style, Retail	NJ01- Regular Price NJ02- Anniversary NJ03- Off-Price	Placed on back of earring card or bottom of box.
Gifts, Pop-in, Furniture, Hardlines, Soaps, Toys, iPhone Cases	UPC, Style, Retail	Varies by merchandise type (Please choose from the ticket style numbers and images shown in this section).	Tickets should be placed near UPC barcode or bottom / back of item/box. Due to various sizes, shapes, merchandise types and packaging select the ticket type/label that best fits your merchandise and packaging.
Hair Accessories	UPC, Style, Retail	NJ01- Regular Price NJ02- Anniversary NJ03- Off-Price	Placed on back of card.
Handbags	UPC, Style, Color, Size, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price	Required ticket placement attached to inside zipper pull.
Hats, Scarves, Neckwear	UPC, Style, Color, Size, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price	Attached to vendor label inside hat Attached to vendor label (Scarves & Neckwear).
Hosiery	UPC, Style, Color, Size, Retail	NL01-Regular Price NL02-Anniversary NL03-Off Price	Placed on front upper-right hand corner of packaging.
Intimate Apparel	UPC, Style, Color, Size, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price <u>2 pc items</u> NH01A-Regular Price NH02A- Anniversary NH03A- Off-Price	Bras: Attached to left side seam or left front strap.  Panties: Attached to left side seam or through care label.

<b>Merchandise Type</b>	<b>Ticketing Requirement</b>	<b>Ticket Type</b>	<b>Ticket Placement</b>
Kid's & Men's Shoes	UPC, Style, Color, Size	NL01-Regular Price NL02-Anniversary NL03-Off Price	Placed on short end of shoe box.
Men's/Kid's Apparel	UPC, Style, Color, Size, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price <u>2 pc items</u> NH01A-Regular Price NH02A- Anniversary NH03A- Off-Price	Tops: Attached to left sleeve cuff seam or through neck label (if Mock, Turtle or Funnel neck use left cuff seam only).  Bottoms: Attached to left waistband seam.
Rings	UPC, Style, Retail	NR01- Regular Price NR02- Anniversary NR03- Off-Price	Attached around ring.
Socks, Tights	UPC, Style, Color, Size, Retail	NL01Regular Price NL02-Anniversary NL03-Off Price	Placed in center of back portion of packaging.
Sunglasses	UPC, Style, Retail	NR01- Regular Price NR02- Anniversary NR03- Off-Price	Attached to right arm hinge.
Swimwear	UPC, Style, Color, Size, Retail	VICS Hangtag Ticket NH01-Regular Price NH02-Anniversary NH03-Off Price <u>2 Pc items</u>	Tops/1-piece: Left side seam.  Bottoms: Left side or through vendor label.
Wallets, Small Leather Goods	UPC, Style, Color, Retail	NH01-Regular Price NH02- Anniversary NH03- Off-Price	Attached to wallet or inside wallet.
Watches	UPC, Style, Retail,	NS01- Regular Price NS02- Anniversary NS03- Off-Price	Around Watchband.
Women's Shoes	UPC, Style, Color, Size	NL01-Regular Price NL02-Anniversary NL03-Off Price	Placed on short end of shoe box.
Women's Apparel, Brass Plum, Sleepwear	UPC, Style, Color, Size, Retail	VICS Hangtag Ticket NH01-Regular Price NH02-Anniversary NH03-Off Price <u>2 Pc items</u>	Tops: Attached to left sleeve cuff seam or through neck label (if sleeves are rolled, attach ticket at left underarm seam).  Bottoms without crease: Attach to left waistband seam.  Bottoms creased front to back: Attach to back waistband seam.



## Approved Ticket Providers

These approved ticketing providers can supply pre-printed or blank ticket stock with the pewter Nordstrom Logo:

Name & Address	Contact
FineLine Technologies 3145 Medlock Bridge Road Norcross, GA 30071	Customer Service Phone: (800) 500-8687 Email: <a href="mailto:orders@finelinetech.com">orders@finelinetech.com</a> Website: <a href="http://www.finelinetech.com">www.finelinetech.com</a>
Nexgen Packaging (Chicago IL and Hong Kong)	Kelly Schmitz Phone: (630) 455-5500 (press 2 for Customer Service) Email: <a href="mailto:Kelly.Schmitz@nexgenpkg.com">Kelly.Schmitz@nexgenpkg.com</a> Website: <a href="http://www.nexgenpackaging.com">www.nexgenpackaging.com</a>
PAX Tag & Label, Inc. 9528 East Rush Street South El Monte, CA 91733	Sandra Phone: (800) 729-8247 Email: <a href="mailto:info@paxtag.com">info@paxtag.com</a> Website: <a href="http://www.paxtag.com">www.paxtag.com</a>
R.E.R. International 116-55 Queens Boulevard, Suite 222 Forest Hills, NY 11375 (Resource for string tags)	Daniel Etra or Lina Radonjic Phone: (718) 793-3900 Email: <a href="mailto:sales@rerinternational.com">sales@rerinternational.com</a> Website: <a href="http://www.rerinternational.com">www.rerinternational.com</a>

### In House Printing

- If UPC tickets are being printed in house do not print the Nordstrom logo, leave blank or add the vendor name. Blank ticket stock can also be purchased from one of the ticket providers listed
- 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:

- 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

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

### FLS 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.

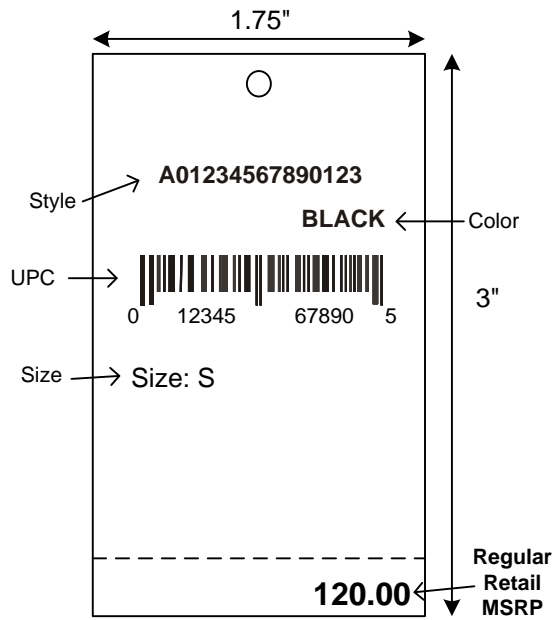
**Color:** Color description (e.g. Black, Brown).

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

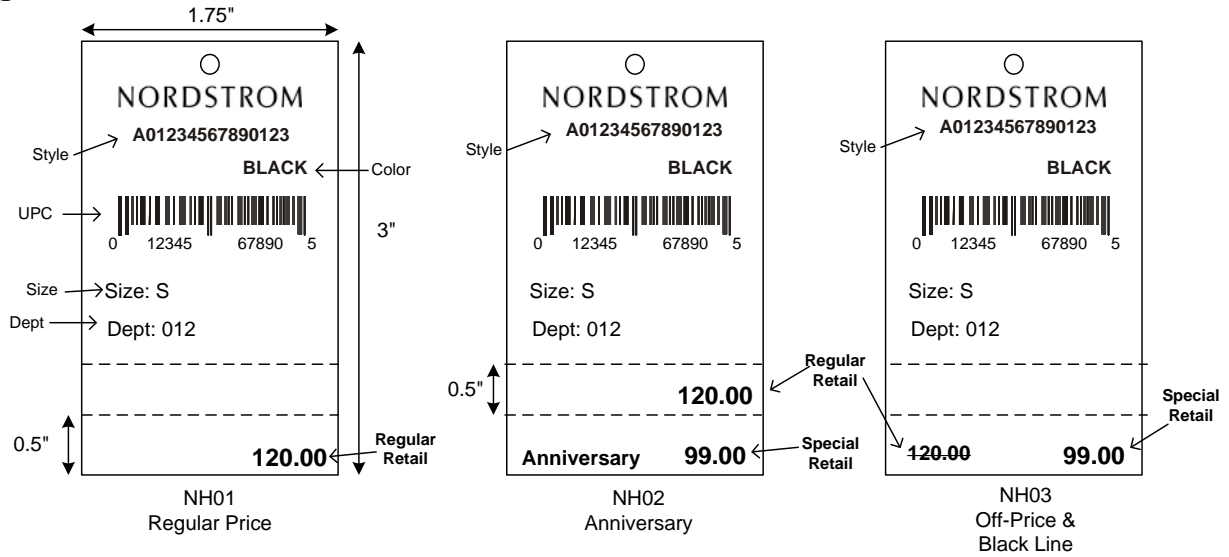
**Anniversary Retail:** Discounted retail for duration of Anniversary Event.

**Special Retail:** Discounted retail.

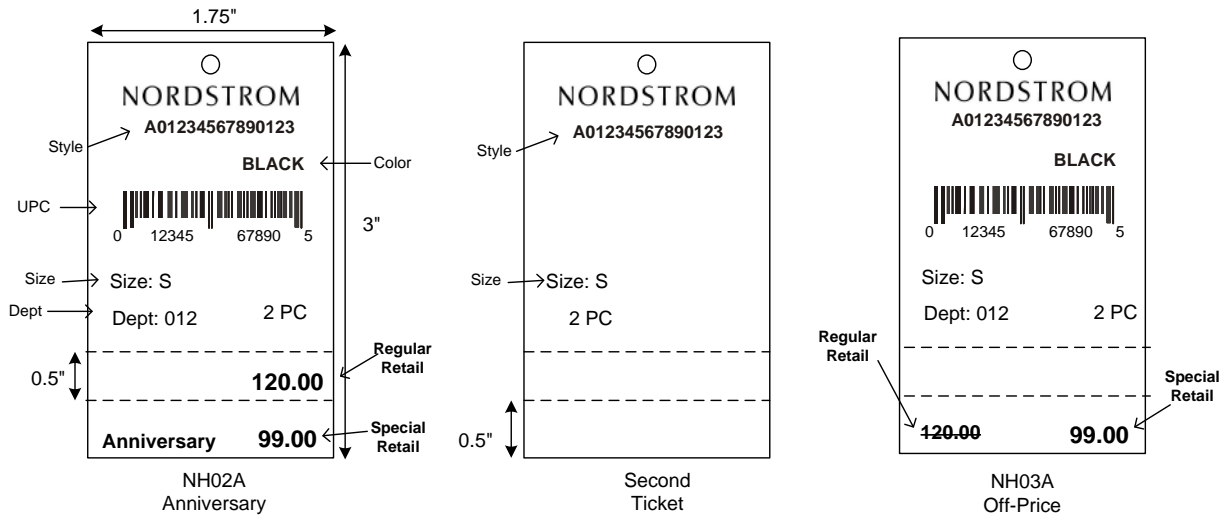
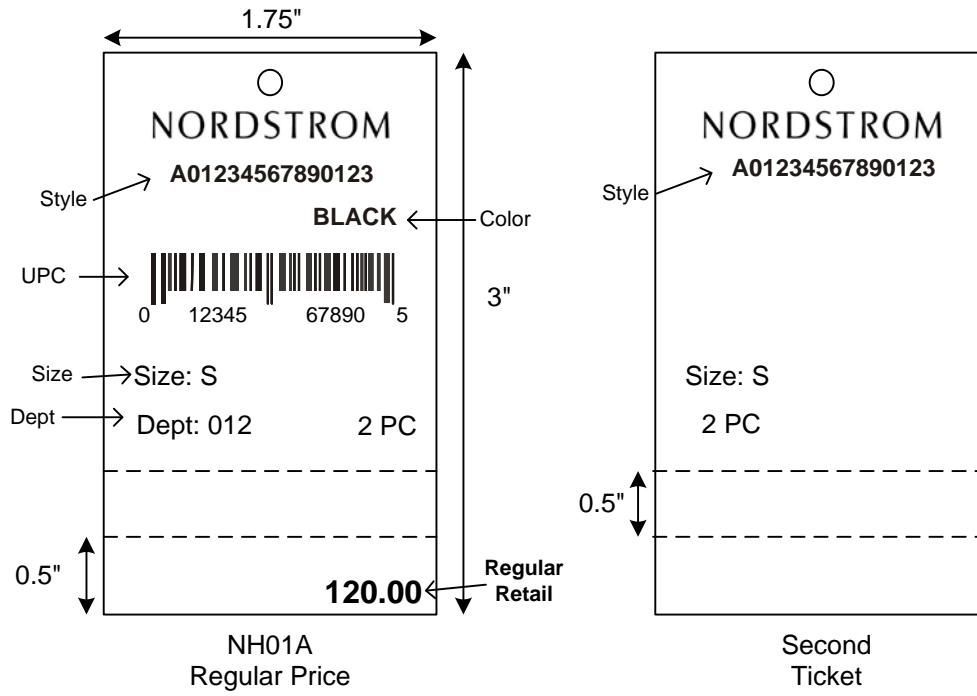
### Sample VICS Hangtag Ticket



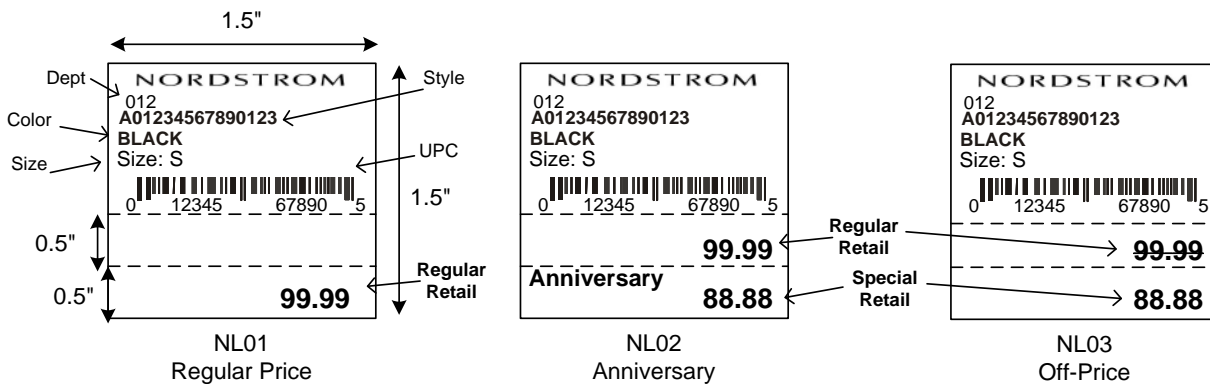
### Hang Tag - Barcoded Ticket



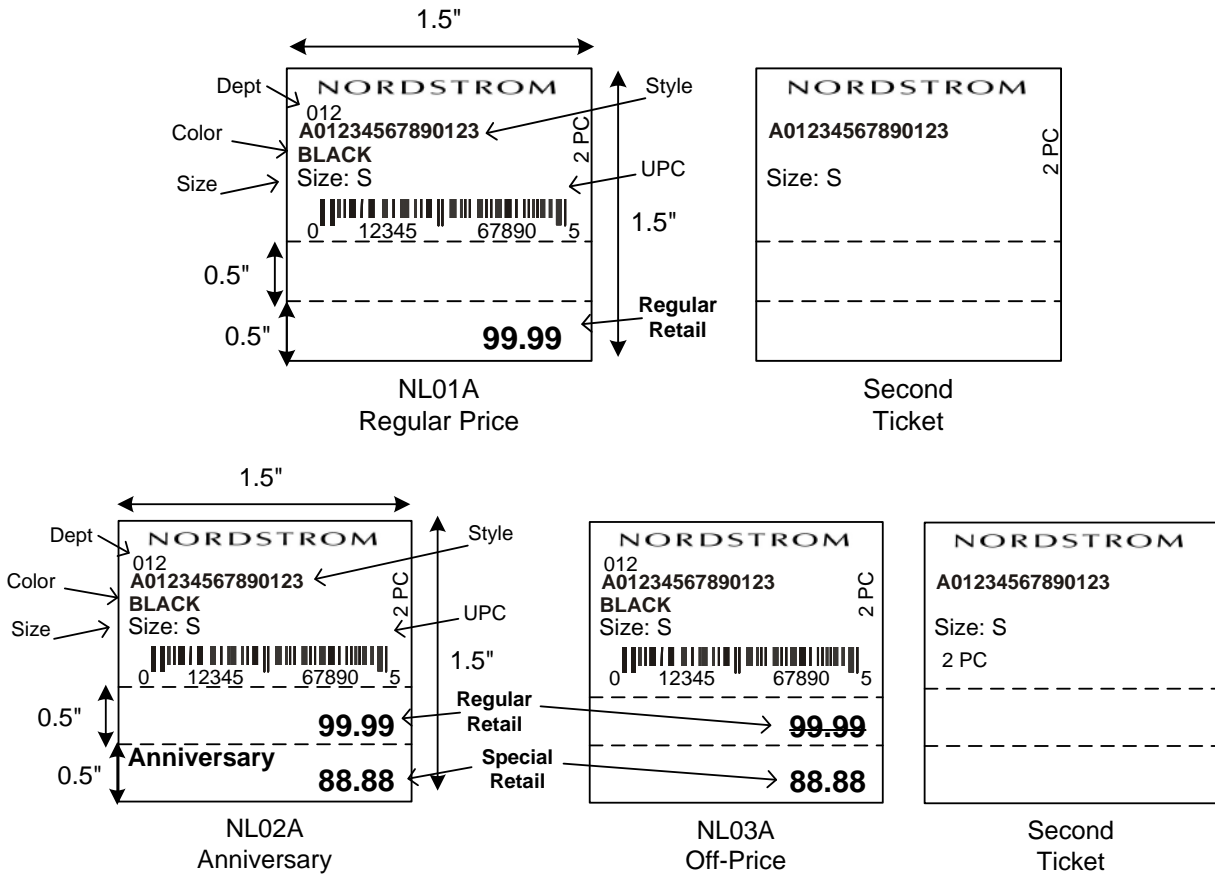
## Hang Tag Barcoded – 2 Piece Format



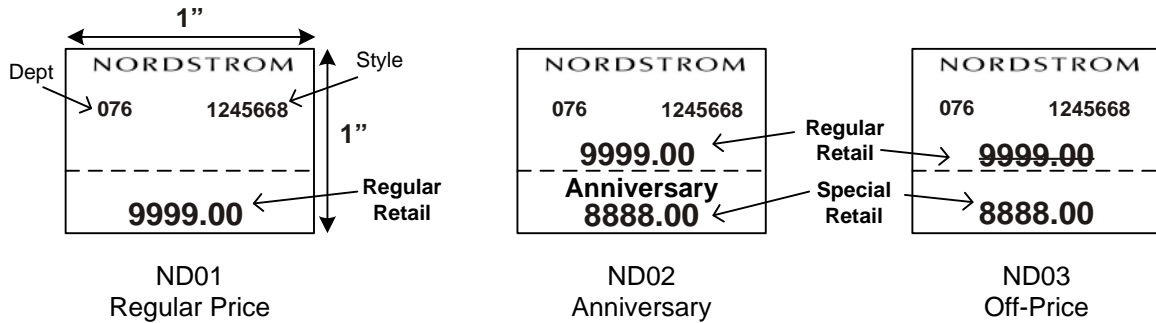
## Item Label – Barcoded



## Item Label - Barcoded – 2 Piece Format



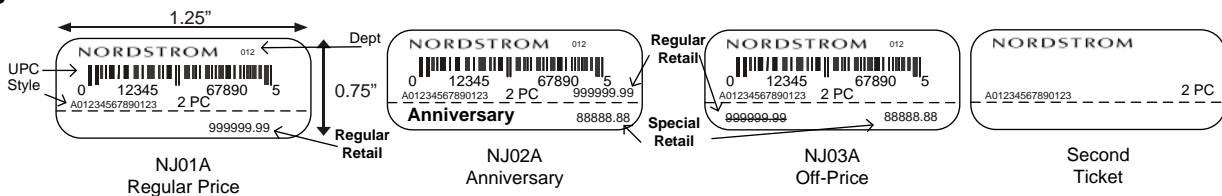
## Dept -Retail- Label Non-barcoded (1' x 1')



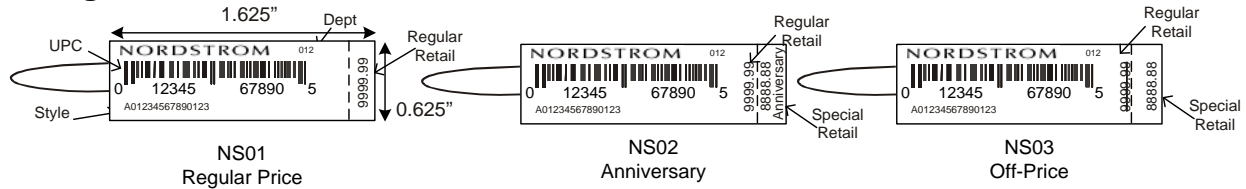
## Jewelry Label – Barcoded



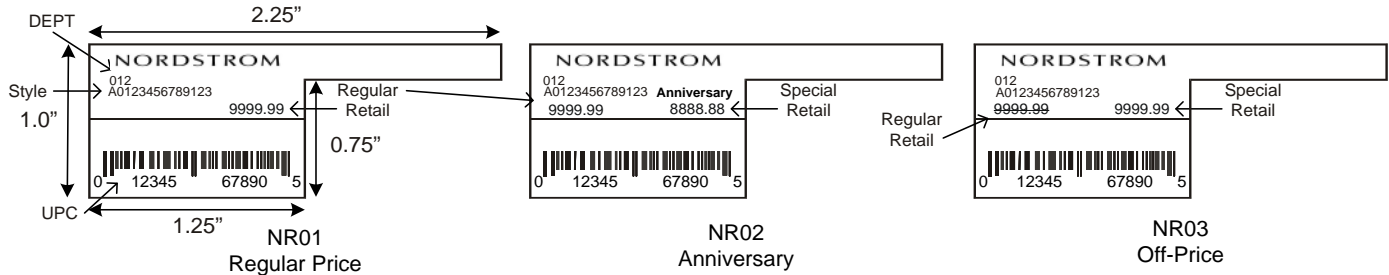
## Jewelry Label - Barcoded – 2 Piece Formats



## Jewelry String Ticket - Barcoded



## Retail Label - Barcoded



## 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. Hang tags must be attached to the inner seam in such 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** – Hangtag should be placed at left side seam at waist level or underneath the zipper if zipper is on left side seam
- **2 & 3 Piece Outfits/Dresses** – Hangtag should be placed at skirt's left side seam, 3" below where the top hem hits when on body or underneath the zipper if zipper is on left side seam
- **Swimwear & Intimates** – Hangtag should be attached to the sewn in supplier label (each piece) or seam if tag-less
- **Bottoms** – Hangtag should be placed at skirt's left side seam, 3" below where the top hem hits when on body or underneath the zipper if zipper is on left side seam

Contact information:

Attention: Standard Register

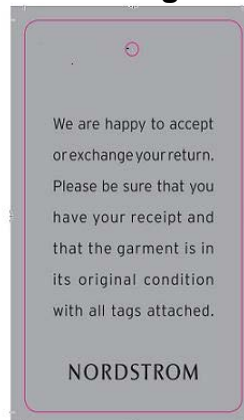
PH. (800) 877-0723 FAX (866) 512-4210

Email: [Nordstrom@standardregister.com](mailto:Nordstrom@standardregister.com)

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

Dept. No.	Description	Item types
8	Swimwear	All (each piece)
9	Daytime Dresses	All (skirt only if set)
22	Intimates	Bustier only
39	Petite Day Dresses	All (skirt only if set)
85	Special Occasion	All (skirt only if set)
134	Encore Dresses	All (skirt only if set)
472	Maternity	All
520	Petite Special Occasion	All (skirt only if set)

### Return Tag



### Placement



Waist

Hang Tag

Left Side Seam

## FLS Hanger Requirements






Only specific product types require hangers. Product sent on hangers that do not require hangers will incur expense offset fees. Hangers must be inserted into the product and shipped in cartons. **Expense offset fees are applicable for shipments received without a hanger when required or does not meet VICS standards when specified (see table below).** Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the [www.nordstromsupplier.com](http://www.nordstromsupplier.com) website.





### Additional Specifications:

- Use a combination of top and bottom hangers for all 2-piece coordinates/sets
- Some merchandise may require rubberized grippers to prevent damage or slippage and should be used for scoop neck tops and fine gauge knits
- Bottoms must be hung at the waist

### The following is unacceptable:

- Size indicators and vendor logos or stickers on hangers
- Full foam covers on top hangers; foam (mini covers) for sleeveless garments
- Loose foam or fabric swatches on bottom hangers








FLS Hanger Specifications				
This listing is a general guide. Any questions regarding hanger requirements, please contact Nordstrom Floor Ready Department at (877) 444-1313 (option 1)				
<b>Apparel</b>				
Nordstrom Department	Merchandise Description	Hanger Type	Style/ Color	Hanger
Active wear Brass Plum Dresses Individualist Narrative Petites POV Savvy TBD Sleepwear Studio	Tops, blouses, sweaters, robes, sleepwear, dresses, light weight jackets, swimwear (1pc and 2pc tops) and daywear	VICS 17" Top	484 / Black	
	Bottoms and 2pc swimwear (bottoms) Tube tops, strapless and halters	VICS 12" Bottom	6012 / Black 6212/Black 12" soft clip with rubber pad	
Coats –3329 Required for these Departments:  02- Better Coats 132-Petites	Denim bottoms	VICS 12"	6012 / Black	
	Jackets, coats, heavy weight robes and heavy weight coats, outerwear	VICS 17" Coat	3329 / Black	
Intimate Apparel	Intimate apparel: bras, panties, daywear and slips	VICS 10" Intimate	GS –23 / Clear	

Nordstrom Department	Merchandise Description	Hanger Type	Style/ Color	Hanger
Encore	All Encore department: tops, blouses, sweaters, dresses, light weight jackets	VICS 19" Top	479 / Black	
	Encore bottoms, large bottoms and 2pc swimwear	VICS 14" Bottom	6014 / Black 6214/Black 14" soft clip With rubber pads	
	Encore Denim Bottoms	VICS 14"	6014 / Black	
	Encore Outerwear, lightweight Jackets and Coats	VICS 19" Jackets and Coats	3319/ Black	

### Children's Apparel

This listing is a general guide. Use the most appropriate hanger style from the selection below that provides the best fit for the garment:

- All kid's sleepwear must have bottom hanging behind top instead of hanging inside the top
- All kid's sleepwear 3 piece sets with two bottoms must have bottoms hung together on one pant hanger. The bottoms must have longest garment hanging in the middle of the set. Bottoms must hang behind top and not inside the top

Nordstrom Department	Merchandise Description	Hanger Type	Style/ Color	Hanger
Children's Departments:  58-Little Boys 59-Boys 8-20 61-Little Girls 62-Girls 7-16 60-Infant Girls 57-Toddler Girls 341-Infant Boys 342-Toddler Boys	Children's (girls 7-16 and boys 7-20)	VICS 15" Top	485 / Black	
	Children's (girls and boys sizes 5-6)	VICS 12" Top	498 / Black	
	Outerwear and coats	VICS 15" Coat	3315 / Black	
	Children's (girls 7-16 and boys 7-20)	VICS 12" Bottom	6012 / Black	
	Children's (girls and boys sizes 5-6)	VICS 10" Bottom	6010 / Black	
	Infant and Toddlers (sizes 0-4T)	VICS 10" Top	497 / Black	
	Infant and Toddlers (sizes 0-4T)	VICS 8" Bottom	6008 / Black	

## SECTION 5

## RACK – FLOOR READY

### RACK UPC/Retail Ticketing Policies

All merchandise must be received at our Distribution Centers with a scannable UPC or EAN barcode attached to the merchandise. Do not use both UPC & EAN. All 2 Piece items must be ticketed with 2 Piece tickets. See below for more details.

Non-compliant expense offset fees are applicable if product is received without barcodes or have non-scannable/readable barcodes. Details regarding these expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document found on [www.nordstromsupplier.com](http://www.nordstromsupplier.com).

### RACK Ticket Requirements

Merchandise Type	Ticketing Requirement	Ticket Type	Ticket Placement
Apparel: Women's, Men's, Kid's	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT <b>2 pc items</b> RH01A-Regular Price RH02A/RL- Rack 2PC Compare At/Rack Clearance Compare At HT	Tops: Attached to left sleeve cuff seam or through neck label Bottoms: Attached to left waistband seam
Belts	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT	Attached through belt buckle or through belt hole
Bracelets, Necklaces	UPC, Style, Retail, Department	RS01- Regular Price RS02/RL-Rack Compare At/Rack Clearance Compare At String Tag	Around bracelet or necklace
Cosmetics	UPC, Style, Retail, Department,	RJ01- Regular Price RJ02/RL-Rack Compare At/Rack Clearance Compare At Jewelry Label	Tickets should be placed near UPC barcode or bottom / back of item/box
Earrings	UPC, Style, Retail, Department,	RJ01- Regular Price RJ02/RL-Rack Compare At/Rack Clearance Compare At Jewelry Label	Placed on back of earring card
Gifts, Pop-in, Furniture, Hardlines, Soaps, Toys, iPhone Cases	UPC, Style, Retail, Department	Varies by merchandise type (Please choose from the ticket style numbers and images shown in this section).	Tickets should be placed near UPC barcode or bottom / back of item/box. Due to various sizes, shapes, merchandise types and packaging select the ticket type/label that best fits your merchandise and packaging.



Merchandise Type	Ticketing Requirement	Ticket Type	Ticket Placement
Hair Accessories	UPC, Style, Retail, Department	RJ01- Regular Price RJ02/RL-Rack Compare At/Rack Clearance Compare At Jewelry Label	Placed on back of card
Handbags	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT	Required ticket placement attached to inside zipper pull
Hats, Scarves, Neckwear	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT	Attached to vendor label inside hat Attached to vendor label (Scarves and Neckwear)
Hosiery	UPC, Style, Color, Size, Retail, Department	RL01- Regular Price RL02/RL-Rack Compare At/Rack Clearance Compare At Item Label	Placed on front upper-right hand corner of packaging
Intimate Apparel	UPC, Style, Color, Size, Retail	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT <u>2 pc items</u> RH01A-Regular Price RH02A/RL- Rack 2PC Compare At/Rack Clearance Compare At HT	Bras: Attached to left side seam or left front strap Panties: Attached to left side seam or through care label
Rings	UPC, Style, Retail, Department	RR01- Regular Price RR02/RL-Rack Compare At/Rack Clearance Compare At Rattail	Attached around ring
Shoe Accessories	UPC, Style, Color, Size, Retail, Department	RL01- Regular Price RL02/RL-Rack Compare At/Rack Clearance Compare At Item Label	Varies by merchandise type
Socks, Tights	UPC, Style, Color, Size, Retail, Department	RL01- Regular Price RL02/RL-Rack Compare At/Rack Clearance Compare At Item Label	Placed in center of back portion of packaging
Sunglasses	UPC, Style, Retail	RR01- Regular Price RR02/RL-Rack Compare At/Rack Clearance Compare At Rattail	Attached to right arm hinge
Swimwear	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT <u>2 Pc items</u> RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At H	Tops/1-piece: Left side seam Bottoms: Left side or through vendor label
Wallets, Small Leather Goods	UPC, Style, Color, Size, Retail, Department	RH01-Regular Price RH02/ RL- Rack Compare At/Rack Clearance Compare At HT	Attached to wallet or inside wallet
Watches	UPC, Style, Retail	RS01- Regular Price RS02/RL-Rack Compare At/Rack Clearance Compare At String Tag	Around Watchband

## Approved Ticket Providers

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

Name & Address	Contact
FineLine Technologies 3145 Medlock Bridge Road Norcross, GA 30071	Customer Service Phone: (800) 500-8687 Email: <a href="mailto:orders@finelinetech.com">orders@finelinetech.com</a> Website: <a href="http://www.finelinetech.com">www.finelinetech.com</a>
Nexgen Packaging (Chicago IL and Hong Kong)	Kelly Schmitz Phone: (630) 455-5500 (press 2 for Customer Service) Email: <a href="mailto:Kelly.Schmitz@nexgenpkg.com">Kelly.Schmitz@nexgenpkg.com</a> Website: <a href="http://www.nexgenpackaging.com">www.nexgenpackaging.com</a>
PAX Tag & Label, Inc. 9528 East Rush Street South El Monte, CA 91733	Sandra Phone: (800) 729-8247 Email: <a href="mailto:info@paxtag.com">info@paxtag.com</a> Website: <a href="http://www.paxtag.com">www.paxtag.com</a>
R.E.R. International 116-55 Queens Boulevard, Suite 222 Forest Hills, NY 11375 (Resource for string tags)	Daniel Etra or Lina Radonjic Phone: (718) 793-3900 Email: <a href="mailto:sales@rerinternational.com">sales@rerinternational.com</a> Website: <a href="http://www.rerinternational.com">www.rerinternational.com</a>

### In House Printing

- If UPC tickets are being printed in house do not print the Nordstrom logo, leave blank or add the vendor name. Blank ticket stock can also be purchased from one of the ticket providers listed
- 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:

- PO Type is found in the REF Segment in the PO header with a PD Qualifier
- Rack PO Types are RO, NA (Rack Event), RC (Rack Catalog), RN (Rack New Store), RX (Rack New Store Bulk), RB (Rack Bulk), RE (Rack Bulk Event), RV (Rack Hold and Release), PM (Rack Pack and Hold 297 and 298), RT (Rack Thanksgiving)
- Department number can be found in the REF/DP field
- Nordstrom Regular Retail can be found in the CTP segment with RES qualifier
- The 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.

## 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').

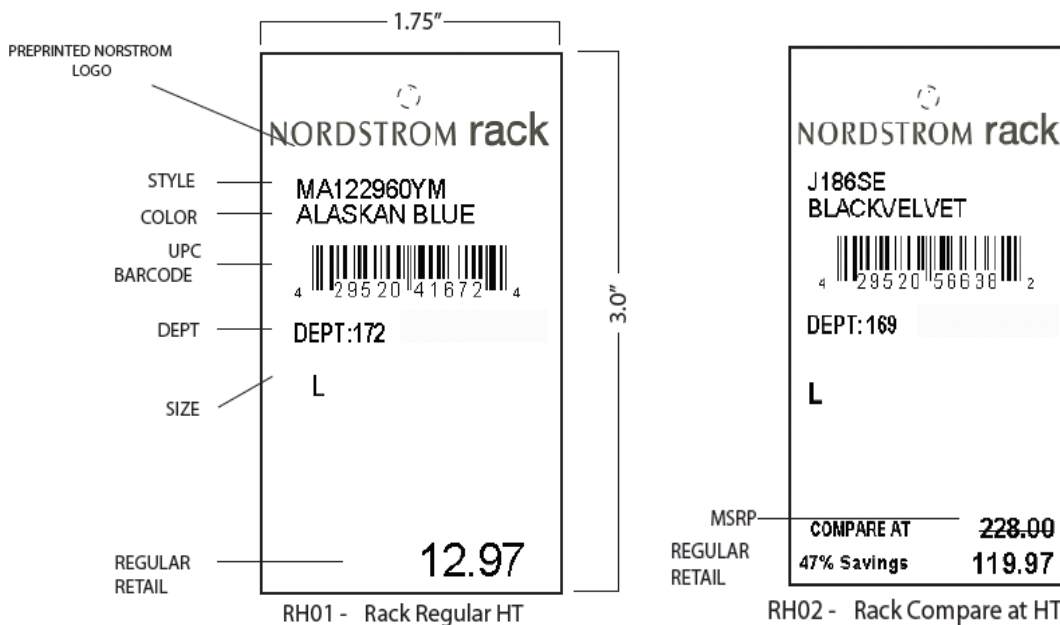
**Style:** Product Identification number (PID) or Vendor product number (VPN) on purchase order.

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

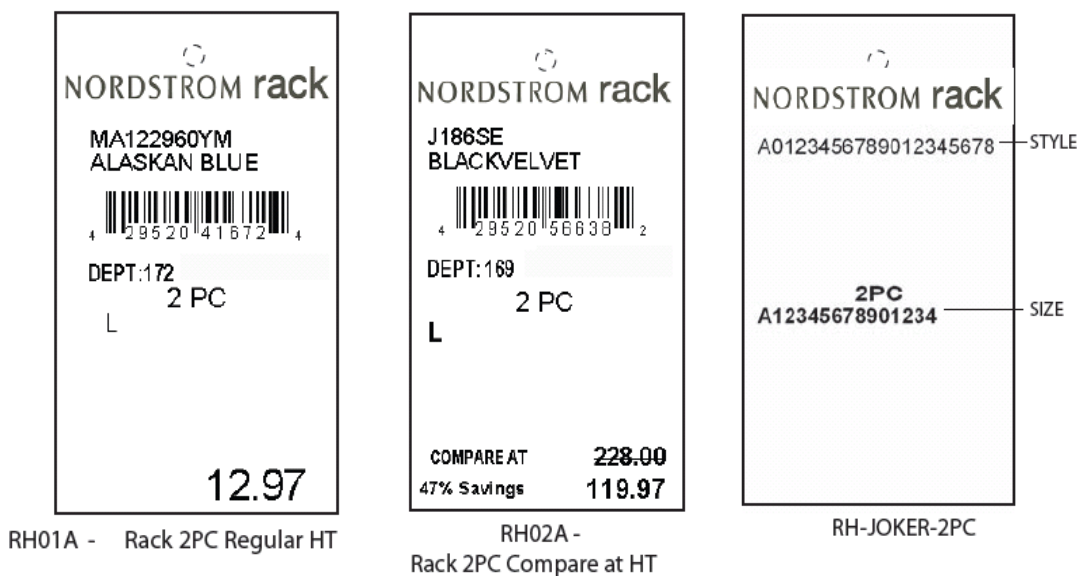
**Regular Retail:** Items sold at regular retail price as designated on purchase order.

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

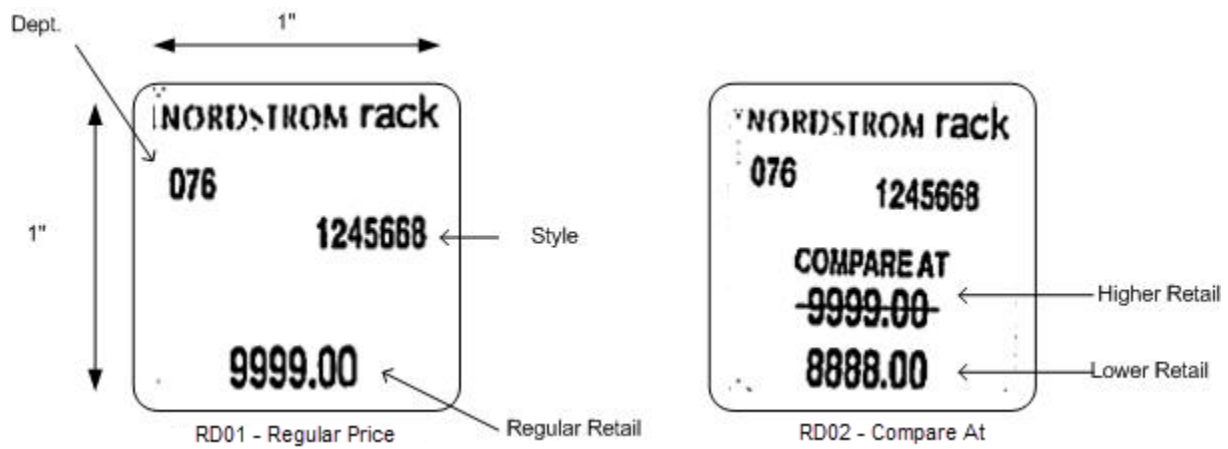
## RACK Hang Tag – Barcoded



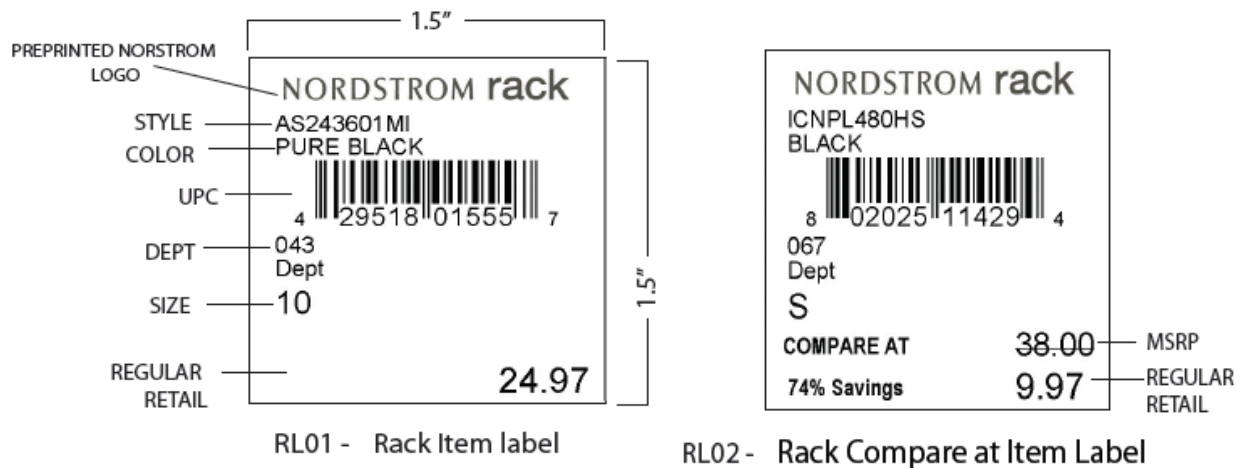
## RACK 2 Piece Hang Tag – Barcoded



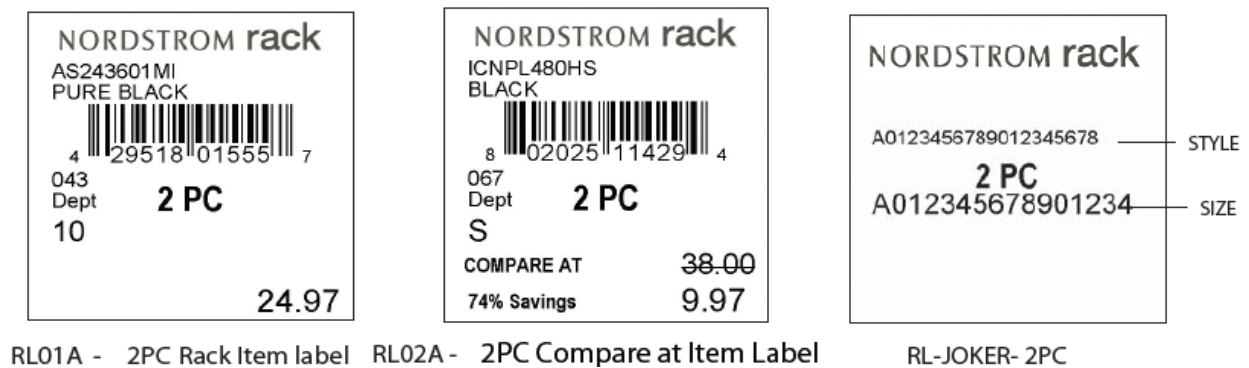
## RACK Dept-Item Label Non-Barcoded



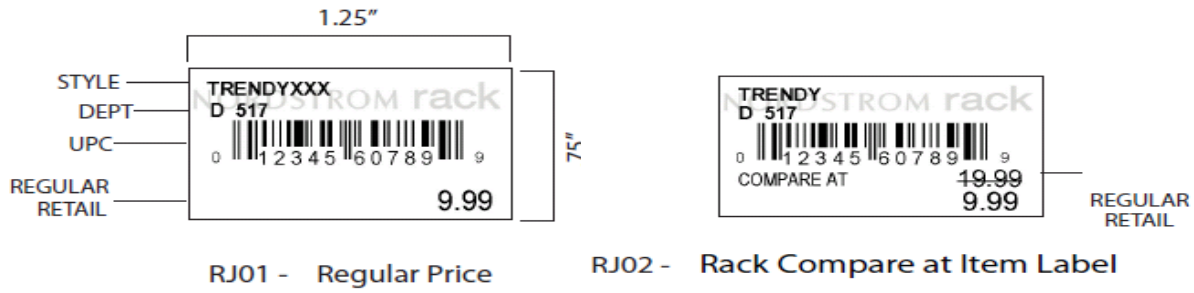
## RACK Item Label – Barcoded



## RACK Item Label - Barcoded – 2 Piece Format



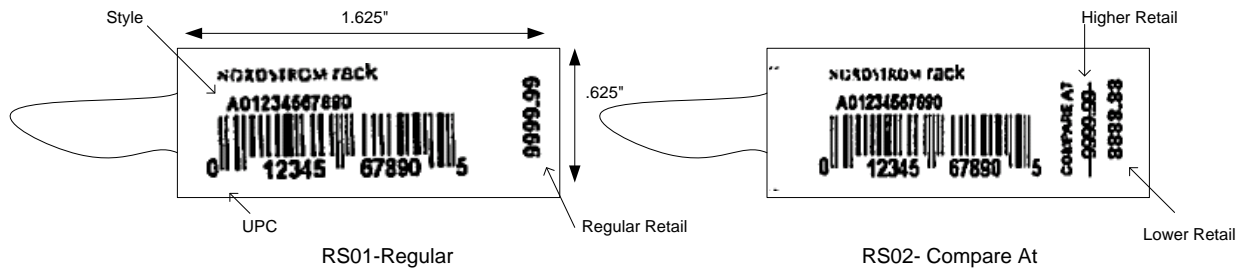
## RACK Jewelry Label – Barcoded



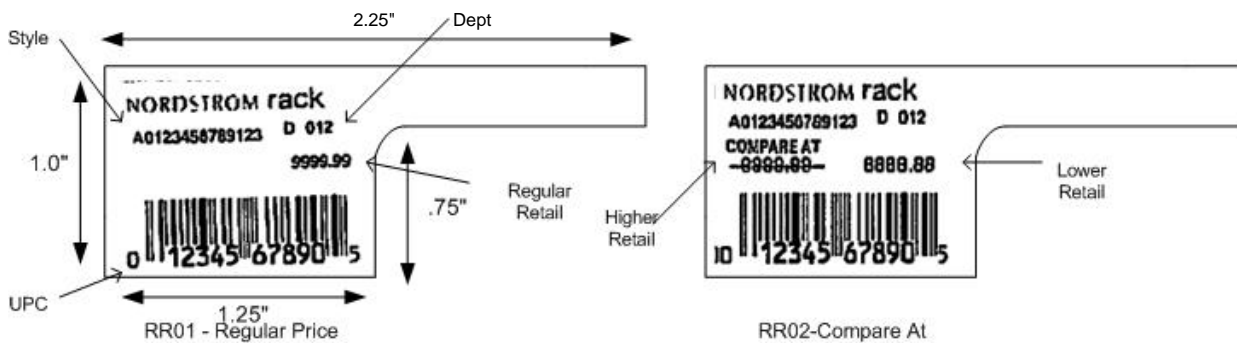
## RACK Jewelry Label - Barcoded – 2 Piece Format



## RACK String – Barcoded



## RACK Rattail Label – Barcoded



## RACK Hanger Requirements

Shipments to the Nordstrom Rack should meet hanger requirements as specified by the Buyer. Merchandise must be shipped in cartons with hangers inserted in the garment. If hangers are not specified and they do not meet the product type below do not send on or with a hanger.

**Any** hanger type may be used EXCEPT:

- Wire
- Wood

Additional specifications:

- Use a combination of top and bottom hangers for all 2-piece coordinates/sets.
- Bottom hangers are available if needed with a clear rubberized padding (soft pad gripper) to prevent damage or slippage to the garment.
- Use rubberized grippers on all top hangers to prevent damage or slippage. Gripper hangers are identified on the purchase order as hanger type 483, which is a VICS 484 hanger with rubber grippers attached.

RACK Hanger Specifications		
Any questions regarding hanger requirements, please contact the Nordstrom Floor Ready department at (877) 444-1313 (option 1)		
RACK DEPARTMENT	MERCHANDISE DESCRIPTION	HANGER TYPE
Women's Apparel	Tops, Blouses, Robes, Sleepwear, Dresses, Light Weight Jackets, Sweaters	17" Top with rubberized grippers (Use gripper for all except turtlenecks and mock necks)
	1 pc Swimwear and Daywear	17" Top
	Jackets, Coats, heavy weight Robes and Outerwear	17" Coat
	Heavy weight Coats	17" Heavy Weight Coat
	Large Bottoms and 2pc Swimwear	14" Bottom
	Bottoms and 2pc Swimwear	12" Bottom
	Intimate Apparel: Bras, Panties, Daywear and Slips	10" Intimate
All Children's	Children's (girls 4-16 and boys 4-20)	15" Top
	Toddler	12" Top
	Infant	10" Top
	Outerwear and Coats	15" Coat
	Children's	12" Bottom
	Toddler Bottom	10" Bottom
	Infant Bottom	8" Bottom
Men's Suits	BLACK SUIT HANGER: 18.5" Style #70-DB-SB	
Men's Coats	BLACK COAT HANGER: 18.5" Style # 70-NB-SB	

## SECTION 6

## PACKAGING AND CARTON LABEL REQUIREMENTS

Careful packaging is essential to assure safe delivery of product. These requirements apply to Nordstrom Full Line and Nordstrom Rack stores. These guidelines do not supersede or absolve the Supplier's responsibility for providing proper protective packaging.

**Note:** Nordstrom.com maintains additional compliance requirements to support their Direct-to-Consumer business model.

### General Packaging Specifications

#### All Categories of merchandise

- Polybags are not required for store shipments. If used our preferred method of polybagging is multiple pieces per polybag
- Pack merchandise in conveyable cartons
- Do not ship merchandise in envelopes, jiffy, burlap or plastic bags
- Pack each Purchase Order separately
- Do not mix Purchase Orders within the same carton
- Do not mix multiple DCs in a single carton
- All merchandise should be shipped in conveyable corrugated cartons

#### Store Pack orders

Packed by store and shipped to the DC or to the 'override' DC listed in the N1\*ST segment according to the Store/DC Table provided in the [Routing Guide](#).

- Pack merchandise by store
- Do not mix merchandise for more than one store within the same carton
- Consolidate same styles when possible
- Store pack shipment 'mark for' location is the Store

(ASN requirement for store-pack shipments is that there is one ASN for each ship-to location (DC) that the shipment is being sent to. Standard ASN requirements still apply - there must be one ASN per shipment per ship-to location (DC) per day with a unique sub-bill of lading number in the REF\*BM segment of the ASN data. In the case of store-packed shipments the 'mark-for' segment is the Store.)

#### DC Routing – Rack 'Exception' POs

How to determine how to pack and what DC to ship Rack 'exception' POs:

- Rack Pack & Hold PO Types (PM) the order will be cross docked to one location/DC. This means that all cartons are shipped/routed to one location. This is an exception process
- Bulk PO, the order may be cross docked to multiple locations/DCs. This means that all cartons are shipped/routed to those locations. This is an exception process.

**NOTE:** Suppliers should have received email directions from the buyer regarding exception POs.

#### Bulk Packed Merchandise (PO received via EDI 850)

If the REF\*QC\*BULK segment is present at the header level of the PO/POC, the merchandise should be packed in bulk and shipped to the designated DC. The individual store quantities in the SDQ can be ignored. Use the SDQ to determine the DC location only. In some instances, the item may be listed twice – once for the stores that default to the designated DC and once for those which do not. This occurrence should have an N1\*ST override within the PO1/POC loop.

**NOTE:** The REF\*QC\*BULK determines how the PO should be packed only. It is not intended to be used for Bulk/Release orders.

## **Bulk-Pack orders**

Packed by style, color and size and shipped to the specified DC in the PO. Bulk shipments should be packed and marked by the ship to 'DC' location.

- Pack merchandise by SKU
- Do not mix merchandise for more than one DC in a carton
- Consolidate by style, color, and size when possible. (if not, mark carton as 'Mixed SKU')
- Bulk shipment 'mark for' location is the DC

ASN requirement for bulk shipments is that there is one ASN for each ship-to location (DC) that the shipment is being sent to. Standard ASN requirements still apply - there must be one ASN per shipment per ship-to location (DC) per day with a unique sub-bill of lading number in the REF\*BM segment of the ASN data. In the case of bulk shipments, the 'mark-for' segment is the DC.

## **Apparel**

- Use a single piece of cardboard on the top and bottom of each carton for protection when opening
- Ready to Wear is to be flat packed with the proper VICS hanger inserted in the garment.
- Hanger packs may be used for men's suits
- Carton width must allow the hanger to fit squarely in the carton (not at an angle)

## **Shoes**

- Pack shoeboxes 1 box deep in the 1 direction with the shoebox labels facing the top of the carton
- Do not double stack
- Micro Mold Chip in each shoe box
- If using empty shoebox as carton filler, mark boxes as empty and deface UPC

## **Packaging Materials**

Nordstrom is an environmentally responsible company. We encourage the use of environmentally sensitive packaging materials (recycled and recyclable). Avoid excess packaging by using material that maximizes protection while minimizing an environmental impact.

### **Acceptable Packaging Materials**

Anti-mold chip, cardboard partition/dividers, cardboard fittings, corrugated cardboard, and Kraft paper. The use of molded polystyrene, bubble wrap, micro-foam, Instapak foam packaging, and inflated polyethylene air packets is tolerated, but discouraged due to the increasing difficulty of disposing these items.

### **Unacceptable Packaging Materials**

Silica packs, expanded polystyrene loose fill 'peanuts', straw, fiberglass, real popcorn, hard plastic, newspaper, bamboo, plastic shoe forms, plastic shoe sticks, foam dividers and liners in clothing and shoes.

## **Fragile Items: Glass, Stemware, and Ceramics**

- Fragile or breakable items must be packed with cushioning material around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit
- Fragile items and their component parts must be individually wrapped and padded
- Multiple fragile items packed in a carton must be separated with cardboard partition/dividers (no less than 1/8' thickness) to prevent internal contact
- Inner cartons must be packed tightly within the master carton to prevent movement in transit
- Do not over or under pack cartons
- Sharp edged items (blades, knives, pruning shears, etc.) must be packed with a protective guard or sheath securely attached to the item



## Food/Drink

To prevent leakage during shipping and to ensure product safety **ALL** caps and lids (including twist caps) on bottled liquids/foods must be secured with tamper evident indicators either under the lid or on the outside of the lid. Units should be packaged so they will not break and possibly create a safety hazard during storage, shipment preparation, or being delivered to the store. A fragile unit must be packaged in either a six solid-sided box, or completely secured in bubble wrap, or using corrugated dividers so the unit is not exposed in any way.

## Cosmetics

Tamper resistant seals must be included on all cosmetic merchandise. In addition, all cosmetic must be secured with tamper evident indicators either under the lid or on the outside of the lid. Units should be packaged so they will not break and possibly create a safety hazard during storage, shipment preparation, or being shipped to the DC and then onto the store.

## Furniture

- Items requiring more than one carton (e.g. a bed and its components) must be marked with the style on the carton in an 'x of y' format. For example: if style XYZ requires 3 cartons, then:
  - Carton 1 will be marked: Style XYZ 1 of 3
  - Carton 2 will be marked: Style XYZ 2 of 3
  - Carton 3 will be marked: Style XYZ 3 of 3
  - In such instances, only 1 GS1-128 carton label, on the lead carton, is required
- Large component pieces (bed rails, chair legs, table legs, etc.) must be wrapped with protective padding and shipped in a separate carton. Securely cap ends of such pieces with bubble wrap, cardboard or other appropriate padding material to protect the piece and prevent potential injury
- Furniture must be shipped in a carton. Contact the Floor Ready department at (877) 444-1313 option 1 or email [frm@nordstrom.com](mailto:frm@nordstrom.com) for exceptions
- Wicker/rattan pieces must arrive with Kraft wrap or thin corrugate wrap for protection
- Rugs must be folded and packed in cartons. If a rug cannot be folded, contact the Floor Ready Department at (877) 444-1313 option 1 or email [frm@nordstrom.com](mailto:frm@nordstrom.com) for packaging instructions
- All hardware must be secured in the package. Tape must not come in contact with finished surfaces
- All boxes should allow for opening to inspect the piece inside, resealing, and shipping to the customer in the same box

## Master Packing

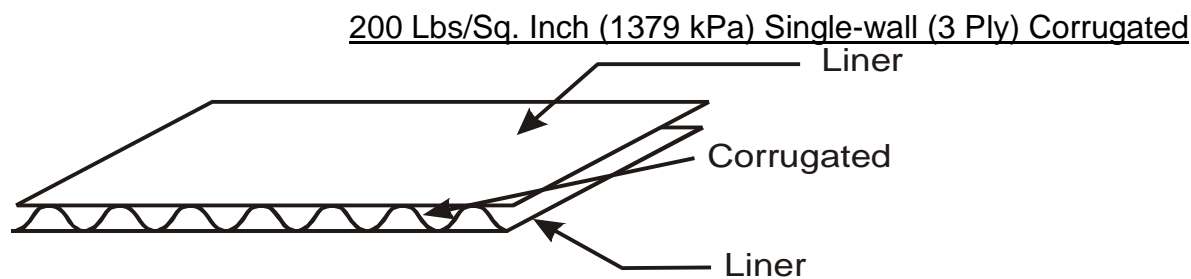
- The cases for multiple stores can be combined for one purchase order into a Masterpack
- Identify carton as Masterpack by writing or labeling 'MASTERPACK' (in English)
- Ship to Address: Receiving DC# and Address
- PO#
- Identify inner cartons of the Masterpack by writing the letter 'M' beside each GS1-128 carton label
- Inner cartons must be store packed and marked by store number
- Inner cartons must have a GS1-128 shipping label properly affixed
- Inner cartons must be made of shippable cardboard. Plastic bags are unacceptable
- Masterpack (outer) cartons must comply with the maximum carton weight/dimension requirements
- Nordstrom maintains two Masterpack ASN requirements depending on the mode of transportation used. Please review the ASN requirements section of this manual for more information

## Packing Slip Requirements (Packing slips are only required for non-EDI shipments)

- Create one packing slip per PO/store combination
- All pack slips must be attached and removable from the outside of one carton per store and clearly marked 'Packing Slip Enclosed'
- Masterpack shipments: packing slips (1 per PO, per store) put on the outside of the inner cartons by store
- Shipper's name & address
- Ship-to Distribution Center name and address
- Purchase order number
- Department number
- Store number
- Description of goods
- Total number of cartons by store
- Total of style/color/size by carton
- Total units by store

## Carton Specifications

Shipping cartons must be constructed of corrugated cardboard with a minimum bursting strength of 200 lbs per square inch (18 kg/cm) to prevent crushing.



## Weight and Dimensions

Do not ship any single carton larger than the maximum dimension and weight:

	Length	Width	Height	Weight
Maximum	36 inches	27 inches	30 inches	50 lbs

*Maximum weight allowed for fragile 'Home' product is 40 lbs.*

If product requires cartons that exceed these size and weight requirements, suppliers must contact [frm@nordstrom.com](mailto:frm@nordstrom.com) for approval to ship with over size cartons.

Carton weight and dimensions must be written on the outer carton in letters 1.5 inches for cartons that exceed the maximum carton dimensions and weight listed above. Pack in a manner that maximizes carton space and minimizes damage during shipping. Over-packing can cause carton bulging and under-packing can cause carton crushing.

## Carton Sealing

- Cartons (top and bottom) must be sealed with ONE KIND of tape
- Use 2" or 3" (inch) patterned vinyl tape or paper-reinforced security tape
- Do not use cellophane or clear tape
- Do not consolidate or seal with bands, staples, strings, straps or any sealant other than tape
- All tapes must be moisture/temperature resistant and have an adhesive quality that resists drying in transit
- The tape pattern (if any) may be anything that will make it easy to determine that the carton seal has been broken

## Carton Label Requirements for NON-EDI Shipments

- Carton markings must be large enough to be easily read
- Mark one end and one side of each carton with the following information:
- Ship to Address: Must include the Receiving DC# and DC Address OR when shipping via CTE, Norcon, or Gilbert East use the carrier's address only with the DC Number (no DC address)
- Carton number (format = X of Y by DC)
- PO number
- Department number
- Mark-for Location (\*Store Pack=Store # /Bulk Pack= DC #).
- Total pieces per carton
- Sale or Event, i.e. Half-Yearly or Anniversary (if applicable)
- 'Fragile' (if applicable)
- 'Samples' (if applicable)
- 'Hazardous Materials' (if applicable)
- 'On Dry Ice' (if applicable)

## GS1-128 Shipping Label – Required for EDI Shipments

In accordance with GS1 US, Nordstrom's label requirements follow standard GS1/EAN SSCC-18 common label formats. Detailed information about the SSCC-18 data structure and associated GS1/EAN-128 symbol can be found online at [www.gs1us.org](http://www.gs1us.org).

Expense offset fees are applied if the GS1-128 labels are missing or un-scannable. A label would be identified as missing or un-scannable if:

- GS1-128 label is missing from cases
- Does not scan at all
- Scans incorrectly (sometimes the number will 'wrap' (the last digit is read as being the first))
- More/less than 20 digits
- Invalid characters (presence of symbols or alpha characters)
- Duplicate barcodes (duplicate barcodes will not be accepted into warehouse system)
- Photocopy (photocopies of labels taped to cases will not scan correctly)
- Poor print quality will cause the label not to scan correctly (barcode prints with 'skip lines' if printer skipped while printing)
- Defaced
- Partially missing
- No quiet space around barcode (cannot 'bleed' off the edge of the label)
- Barcode and human readable are different (barcode must decode to the human readable number printed on the label)
- Barcode is too big (bleeds to edge of label) or too small
- Tape over label (including 'clear' tape)

## GS1/EAN 128 Requirements

- Ship-to address: Must include the distribution center number and address, or distribution center number and consolidator's address. Store address is ONLY utilized in the rare case of direct to store shipments
- Vendor name and address
- Ship-to postal code
- Carrier name
- Pro-number (preferred, but optional)
- Bill of Lading – If not available, leave blank \*Required in EDI 856 Data.

- Purchase order number
- Department number
- Carton X of Y (by DC)
- Mark-for Location (**30 pt bold font**) \*Store Pack=Store # /Bulk Pack= DC #.
- Store barcode
- 20 Digit SSCC number: Include barcode and human readable
- The label must be 4" x 6" (105mm x 148mm) conforming to GS1 standards

### **Label Placement**

- The GS1-128 label must be placed on the longest side of the carton
- Barcodes must be printed in vertical bar configuration
- Placement of the label must be such that the bottom edge of the barcode containing the SSCC-18 is located at least 1.25" from the bottom of the shipping container
- The outermost bar of the barcode cannot be closer than 1.25" from the vertical edge of the shipping container
- Based on the dimension of a supplier's cartons, if unable to have the barcode containing the SSCC-18 at least 1.25" inch from any edge of the shipping container we ask that you place the GS1-128 carton label on 'top' of the shipping container (avoiding the seam/not taping over) so there is 1.25" clearance around the barcode



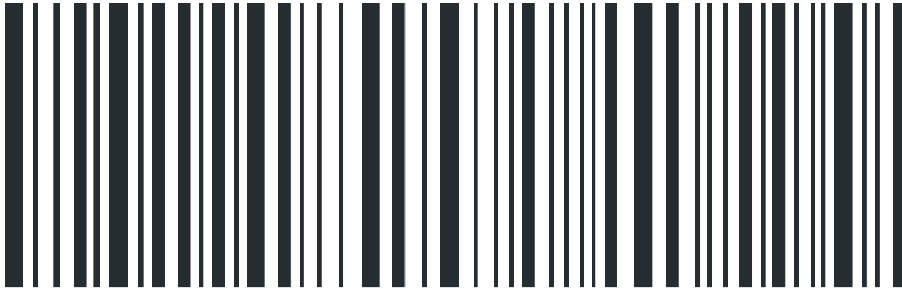
**Note:** Cartons should only contain one unique GS1-128 label. All additional 20-digit 'internal' barcodes on the carton must be marked out or covered as this is in conflict with the barcode on the GS1 -128 shipping label.

### **Symbol Quality**

- Minimum print quality is 1.5 (C)
- Recommended print quality is 2.5 (C)
- Measurement aperture is 0.01" (0.254mm)
- Inspection wavelength is 670 nm (+ or - 10 nm)

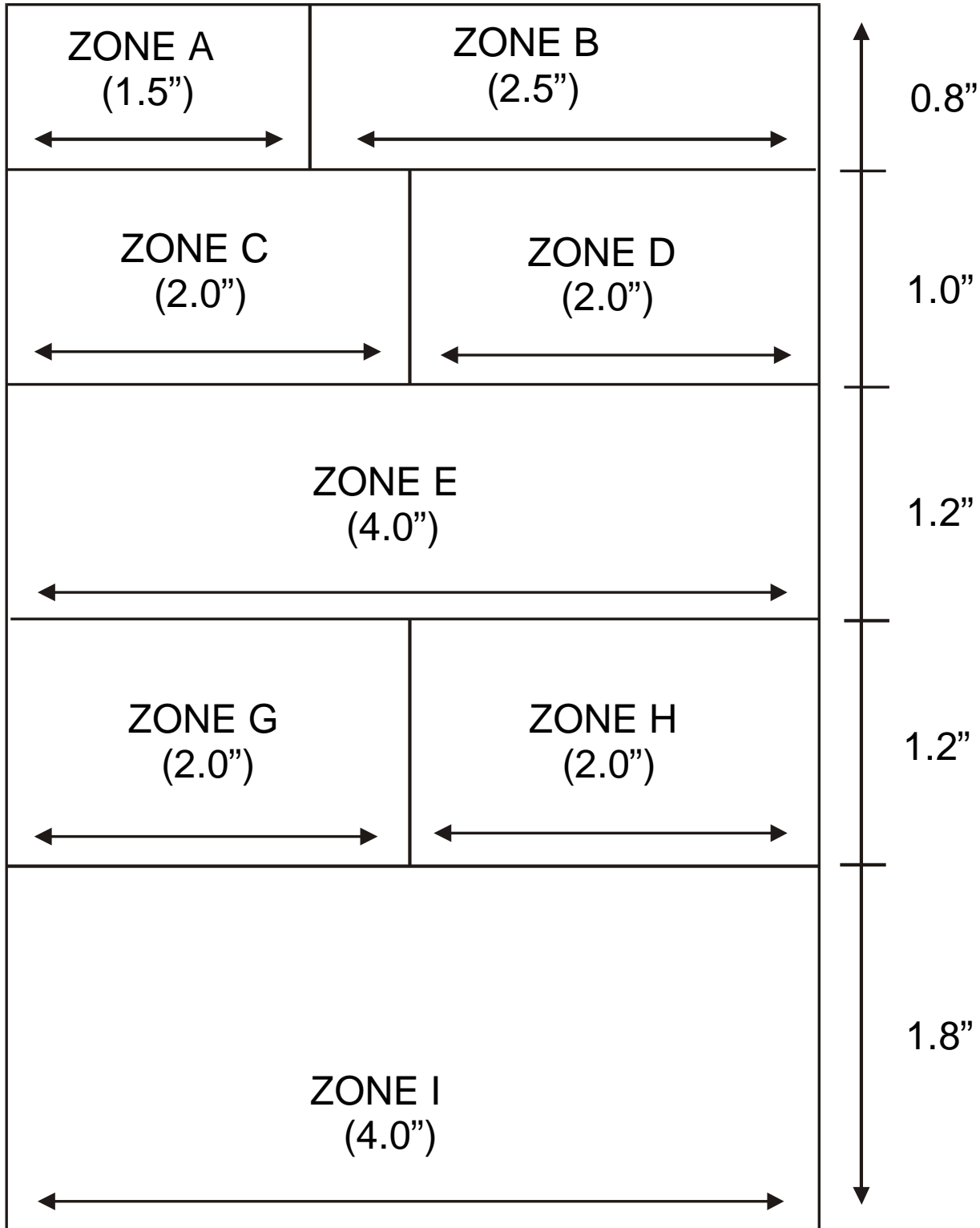
# GS1-128 Label Format and Sample

(Actual size of label is 4 inches x 6 inches; sample below is enlarged.)

From Vendor Name Address Line 1 Address Line 2 Address Line 3	TO DC Number (#) Consolidator Address or DC Address Address Line 1 Address Line 2 Address Line 3 (utilize Store Address only when shipping direct to store)
(420) SHIP TO POSTAL CODE (420) 90266 	CARRIER <b>CARR: Carrier Name</b>  PRO: 12345678901234567890123456789 B/L #: 12345678901234567890123456789
PO #: 12345678901234      Carton 1 of 2 DEPT: 0012 DC #: 699 VEND: 1234567      CASE QTY: 1234	
STORE (91) 0001 	<b>STORE # 0001</b>  (Must be 30 PT Bold Font)
SSCC-18 (00) 0 0046863 000008235 7 	

### Nordstrom GS1/EAN 128 Label Zones and Dimensions

The label is formatted into several information zones. Zones include both human readable information and GS1/EAN-128 information. Each zone contains a zone title indicating the information contained in that zone. These titles should be placed in the upper left-hand corner of the zone in 6 pt. text.



## SECTION 7

## RESERVE STOCK (RS) GUIDELINES

### Vendor Compliance – Reserve Stock

**Single SKU Cases:** Shipping cartons must be packed one size and color per carton (single SKU). If a single SKU does not completely fill a carton, leave the carton partly empty.

**No Hangers:** All merchandise must be shipped flat with the exception of Men's Suits and Wool and Cashmere Coats.

**Polybags:** All merchandise must be individually polybagged. Units sold as sets (2 or multi piece items using one UPC number) must be packed in the same polybag.

**Standard Carton Sizes:** Ship in the compliant carton size that best fits flat folded items. Do not mix Narrow and Wide cartons within the same PO. Do not switch between Narrow and Wide cartons on subsequent shipments of the same item.

**UPC Tag:** All goods shipped to Reserve Stock must have a UPC/Retail ticket/tag and must be clearly visible through the top side of the polybag.

**Rubber Banding:** Each individual shoebox must be rubber banded. Shoeboxes must be packed one layer deep, with shoebox labels facing the top of the carton.

**Folding Guidelines:** The Nordstrom [Reserve Stock Folding Guidelines](#) (found on the left sidebar of [www.nordstromsupplier.com](http://www.nordstromsupplier.com)) must be followed and provide detailed instructions on how to fold and which size polybag to use.

**NOTE:** All shipments that are not in conformity with our compliance program are subject to expense offset fees. Please refer to the [Nordstrom Expense Offset Policies](#) on our website [www.nordstromsupplier.com](http://www.nordstromsupplier.com).

### Packaging and Labeling Requirements – Reserve Stock

The following guidelines will provide a clear picture of how merchandise is to be packaged for shipment to Reserve Stock.

Merchandise **must** be packaged according to these guidelines. Any variances will cause delays and may result in non-compliance [Nordstrom Expense Offset Policies](#) which can be found on the website [www.nordstromsupplier.com](http://www.nordstromsupplier.com).

Questions regarding any of these guidelines, please call Floor Ready at (877) 444-1313 (option 1).

#### Packing

- Pack each purchase order separately.
- One SKU per carton

#### Polybags for Folded & Flat Merchandise

- All merchandise must be individually polybagged (unless sold as set; then polybagged together)

#### Polybag Composition

- Polybags for folded merchandise must be made of clear, BHT-free polyethylene (poly) and be a minimum thickness of 1.25 mil.

## Polybag Sizes

The maximum allowable polybag size is 14" x 20". See recommended polybag by merchandise type:

Recommended Polybag Dimensions	Merchandise Type
6" X 9"	Lingerie, Tights, Socks, Foundations, Men's Underwear, 2 pc. Swimwear, Men's Ties
9" x 14"	1 pc. Swimwear
11" x 14" or 11" x 16"	Denim Jeans & Shorts, Dress Pants, Leggings, Stirrup Pants, Skorts, Skirts, Blouses, Dresses, Jumpers, Tees, Sweaters, Lightweight Outerwear, Overalls
11" x 18"	Extended Sizes
11" x 14" x 3" or 11" x 16" x 3"	Multi-piece Items, Thick or Heavyweight Materials
14" x 20"	Heavyweight Outerwear, Robes, Bulky Hand Knit Sweaters, Robes, Men's Shorts, Men's Outerwear, Men's Turtlenecks, Men's Sweatpants/Sweatshirts
14" x 16"	Men's Tees/Polo Shirts

## Sealing

Polybags must be sealed securely so that merchandise remains in the polybag at all times (do not tie polybag). Use one of the following sealing methods:

- Heat Sealing
- Taping: Fold open end of polybag over and seal with one piece of 2" wide tape along the entire length of the open end
- Self-sealing bags may also be used

## Mandatory Safety Warning

All poly-bags with opening of 5" or greater must be marked with this safety warning, printed in black and in a font size that is at least 20-points. The warning label is required to be in English, French and Spanish:

**WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, BEDS, CARRIAGES OR PLAYPENS. THIS BAG IS NOT A TOY**

**AVERTISSEMENT: POUR EVITER TOUT DANGER DE SUFFOCATION, GARDEZ CE SAC HORS DE LA PORTÉE DES BÉBÉS ET DES ENFANTS. NE PAS UTILISER DANS UN LIT D'ENFANT, LITS, LANDAUS OU PARCS POUR BÉBÉS. CE SAC N'EST PAS UN JOUET.**

**PRECAUCION: PARA EVITAR EL PELIGRO DE ASFIXIA, MANTENGA ESTA BOLSA LEJOS DE BEBÉS Y NIÑOS. NO LA USE EN CUNAS, CAMAS, CARREOLAS O CORRALES DE JUEGO. ESTA BOLSA NO ES UN JUGUETE.**

## Vent Holes

Polybags sealed using the heat-sealing method must have three half-moon or butterfly-vent holes. The vents must be approximately ¼" in diameter, evenly spaced and must not interfere with any printing on the polybag.

## UPC Tickets and Placement – Reserve Stock

**ALL GOODS SHIPPED TO RESERVE STOCK MUST HAVE A BARCODE TICKET ATTACHED AND VISIBLE THROUGH TOP OF THE POLYBAG**

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



## Approved Barcode Sticker Providers

Name & Address	Contact
Barcodes West, LLC 1560 1st Avenue South Seattle, WA 98134	Denise Larsen or Jean Pang Phone: (800) 688-2633 or (206) 323-8100 Email: <a href="mailto:Denise_Larson@barcodeswest.com">Denise_Larson@barcodeswest.com</a> or <a href="mailto:Jean_Pang@barcodeswest.com">Jean_Pang@barcodeswest.com</a> Website: <a href="http://www.bcw-inc.com">www.bcw-inc.com</a>
FineLine Technologies 3145 Medlock Bridge Road Norcross, GA 30071	Customer Service Phone: (800) 500-8687 Email: <a href="mailto:orders@finelinetech.com">orders@finelinetech.com</a> ; Website: <a href="http://www.finelinetech.com">www.finelinetech.com</a>
PAX Tag & Label, Inc. 9528 East Rush Street South El Monte, CA 91733	Sandra Phone: (800) 729-8247 Email: <a href="mailto:info@paxtag.com">info@paxtag.com</a> ; Website: <a href="http://www.paxtag.com">www.paxtag.com</a>
R.E.R. International 116-55 Queens Boulevard Suite 222 Forest Hills, NY 11375	Daniel Etra or Lina Radonjic Phone: (718) 793-3900 Email: <a href="mailto:sales@rerinternational.com">sales@rerinternational.com</a> ; Website: <a href="http://www.rerinternational.com">www.rerinternational.com</a>

## Exception Packaging

### Jewelry cards

Jewelry cards help reduce damage during shipment. The following items must be placed on cards:

- Earrings
- Hair Accessories (with the exception of headbands)
- Rings
- Broaches/Pins
- Tie Clips
- Cuff Links

### Watches

If watches are shipped with watch case/box; watches must then be packed individually in their own watch case/box.

### Sunglasses

Sunglasses must be packaged and shipped in sunglass cases.

### Belts

Belts are to be shipped flat with plastic hangtags on belts. Metal or chain belts that are prone to damage or tangling should be packaged in individual presentation boxes or bubble bags.

### Hats

As necessary to retain shape, hats should be stuffed with tissue or other appropriate dunnage material.

### Men's Ties

Ties must be placed in a presentation box.

### Bottled Liquids/Lotions

To prevent leakage during shipping **ALL** caps and lids (including twist caps) on bottled liquids or lotions must be secured with a tamper proof seal or be taped down.

### Cosmetics

Tamper resistant seals must be included on all cosmetic merchandise. In addition, all cosmetic items must be completely sealed, with shrink-wrapping or heat sealing being the preferred methods. Liquid items must be protected with a layer of bubble wrap and a size-appropriate polybag.

**Glass/Fragile Items**

Fragile items include, but are not limited to, glass, stemware, ceramics, mirrors, beaded garlands, table top items, hurricanes, and candlestick holders and candles.

- Fragile or breakable items must be packed with cushioning material (i.e., bubble-wrap, foam, corrugate) around the top, bottom, and all four sides to limit interior movement and protect against vibration, shock and compression encountered in transit. A drop and vibration test should be performed on the individual package
- Barware must be packed in inner packs of 4
- Delicate stemware pieces must be individually wrapped in bubble-wrap or 3/32” micro-foam in interior corrugated dividers in inner packs of 4
- Beaded garlands and all items with loose, delicate pieces must be individually polybagged or boxed individually. Provide protective packaging: a layer of bubble wrap, paper or other cushioned material, around each poly-bagged item. Label the outside of each poly-bag with the style number

**Large Gifts**

Larger gift items (minimum dimensions 10” x 10” x 6”) must be packed ready to ‘ship alone’ to customers. Each item should be packaged appropriately and placed in its own box of sturdy corrugated construction with a minimum bursting strength of 200 lbs. The box must be new and should be as close to square or rectangular as possible and should be a good fit for the item. All empty space around the item should be filled with dunnage (i.e., bubble wrap, Kraft paper, foam wrap, etc.). No printed newspaper of any kind:

- No staples of any kind to be used in the packaging; boxes should be sealed with packing tape
- If the item is fragile, the box should be marked with a ‘Fragile’ sticker on two sides
- Barcode sticker must be placed on outside of box

**Polybags for Hanging Merchandise**

**ALL** hanging merchandise must be individually polybagged with the exception of units sold as one UPC for multiples, pairs or coordinates; then the items should be packed in the SAME polybag.

**Composition**

Hanging polybags must be made of clear, BHT-free polyethylene and be a minimum thickness of .75 mil.

**Sizes**

Required polybag sizes are listed below.

**Note:** Hanging polybags must extend a minimum of 2” and a maximum of 3” in length below the garment:

HANGING POLYBAG SIZES		
Size	Dimensions	Merchandise Types
SMALL	21” x 3” x 34” 53.3cm x 7.62cm x 86.36cm	Blouses, Women’s Pants, Shorts, Vests
MEDIUM	21” x 3” x 48” 53.34cm x 7.62cm x 121.92cm	Blazers, Men’s Pants, Dresses, Some Coordinates, Sportcoats
LARGE	21” x 3” x 72” 53.34cm x 7.62cm x 182.88cm	Some Coordinates, Long Dresses, Jumpsuits

**Sealing**

ALL Polybags must be sealed securely so that merchandise remains in the polybag at all times. Polybags can either be heat sealed or taped by folding the open end of polybag over and seal with one continuous piece of 2” wide clear tape along the entire length of the open end. Do not tie or staple the polybag closed.

## Vent Holes

Polybags sealed using the heat sealing method must have three half-moon or butterfly-vent holes. The vents must be approximately ¼” in diameter, evenly spaced and must not interfere with any printing on the polybag.

## Collar Protection

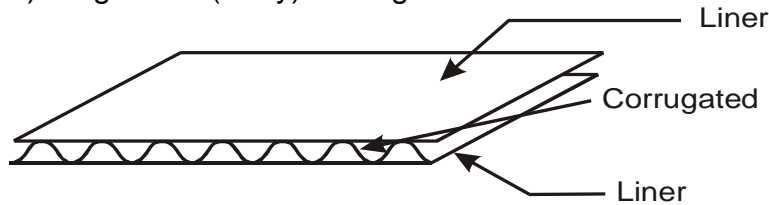
If the collar of the garment protrudes from the top of the hanging polybag, please protect with a collar protector. It is vendors’ responsibility to ensure the integrity of the garment from their door to ours.

## Shipping Carton Specifications – Reserve Stock

### Carton Specifications

Shipping cartons must be constructed of new corrugated cardboard with a minimum bursting strength of 200 lbs. per square inch (18 kg/cm) to prevent crushing.

200 lbs./sq. Inch (1379 kPa) Single-wall (3 Ply) Corrugated:



### Carton Transit Testing

Carton transit testing is required when one item is shipped per carton. Nordstrom holds all suppliers and agents accountable for providing documentation upon request of Vibration and Drop testing in accordance with the International Safe Transit Association industry standard test procedure, ISTA-1A & 1B.

#### Vibration test

A 45-minute carton vibration test: 15 minutes each in base down, side down, and back down orientations. The frequency of the test platform is to be adjusted until the package just leaves the platform surface (14,200 cycles on vibration tables on 2 sides.) The frequency of the vibration depends on the size and weight of the products. However, it will normally be approximately 200 cycles per minute.)

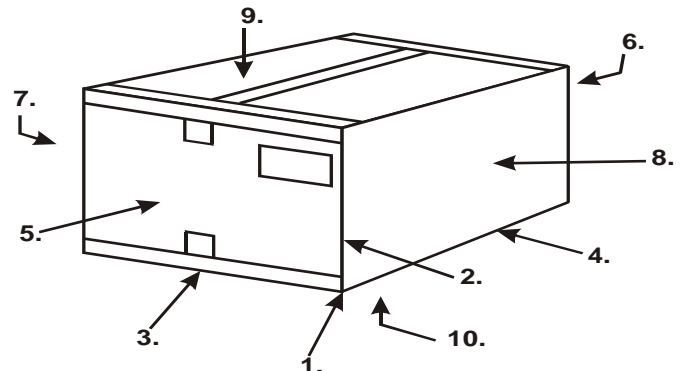
#### Drop test

A series of ten free fall drops from a height that varies with the carton weight as indicated below.

Package Gross Weight	Drop Height
1-20 lbs. 1-9 kg	30 inches 76 cm
21-40 lbs. 10-18 kg	24 inches 61 cm
41-60 lbs. 19-27 kg	18 inches 46 cm

The drop sequence and orientation of the impacts must be performed in the following order:

1. Most fragile corner;
2. Shortest edge radiating from that corner;
3. Medium-length edge radiating from that corner;
4. Longest edge radiating from that corner;
5. Flat on one of smallest surfaces;
6. Flat on the opposite smallest surface;
7. Flat on one of the medium-length surfaces;
8. Flat on the opposite medium-length surface;
9. Flat on one of the largest surfaces;
10. Flat on the opposite largest surface



## Weight and Dimensions

For merchandise shipped in a carton with a hanger inserted, use carton size appropriate for garment. For Merchandise shipped in a carton with no hanger inserted the following carton specifications must be met.

Shipping cartons must have the following exact measurements (in addition to the end perforation):

SUMMARY OF SHIPPING CARTON SPECIFICATIONS For Flat Merchandise Only		
Standard Carton Sizes	Maximum Carton Weight	Perforation
23" x 10" x 6" 58.42 cm x 25.40 cm x 15cm Short Narrow	40 lbs. 18 kgs.	Vertical: 5" Horizontal: 7"
23" x 10" x 12" 58.42cm x 25.40cm x 30.48cm Narrow	40 lbs. 18 kgs.	Vertical: 12" Horizontal: 4"
23" x 15" x 17" 58.42cm x 38.10cm x 43.18cm Wide	40 lbs. 18 kgs.	Vertical: 9" Horizontal: 9"

Short Narrow (23" x 10" x 6"): This size carton may be mixed with the Narrow carton for the purposes of reducing mixed SKUs or in the case of small quantity shipments. Cartons of this size are recommended for shipment of smaller dimension items such as swimsuits, lingerie, socks, hosiery, foundations, ties, wallets, accessories, and small gifts.

Narrow (23" x 10" x 12"): This size carton must have a full overlap opening. Cartons of this size must be used for flat-folded light-to-medium weight apparel. Wide (23" x 15" x 17"): This size carton must have a full overlap opening. Cartons of this size may be used to pack Shoes, men's apparel items as well as bulky items (e.g., heavy-weight robes, hand-knit sweaters or thermal knit sets).

- Please ship in the compliant carton size that best fits the flat folded items
- Do not mix Narrow and Wide cartons within the same PO
- Do not switch between Narrow and Wide cartons on subsequent shipments of the same item

### Wide vs. Narrow

The majority of flat-folded items should be shipped in Narrow (23" x 10" x 12") shipping cartons. If unsure about which size carton to use, please contact Floor Ready at (877) 444-1313 (option 1).

### Perforation

All cartons must be perforated to facilitate the creation of an opening. The perforation should be located at one end of the carton and should approximate the measurements shown in the 'Summary of Shipping Specifications' table above.

## Sealing and Marking Cartons – Reserve Stock

### Carton Sealing

- Cartons (top and bottom) must be sealed with ONE KIND of tape
- Use 2" or 3" (inch) patterned vinyl tape or paper-reinforced security tape
- Do not use cellophane or clear tape
- Do not consolidate or seal with bands, staples, strings, straps or any sealant other than tape
- All tapes must be moisture/temperature resistant and have an adhesive quality that resists drying in transit
- The tape pattern (if any) may be anything that will make it easy to determine that the carton seal has been broken

## Shipping Carton Suppliers – Reserve Stock

Carton Suppliers	Company Name/Address	Contact Name/Number
<b>United States</b>	<b>East Coast</b> Dawn Industries 450 Seventh Ave New York, NY 10123  (Stocks all three carton sizes)  Crown Products 450 Nepperhan Ave Yonkers, NY 10701	Phone: (888) DAWN-USA (888) 329-6872 or (212) 432-0035 Fax: (212) 563-0489 or (212) 596-0167 Contact: Jonathan Greenberg/Marla Perrino  Phone: (914) 968-2222 Fax: (914) 968-2567 Contact: Brian Goldstein Email: <a href="mailto:bgoldstein@crownproducts.com">bgoldstein@crownproducts.com</a> Web: <a href="http://www.crownproducts.com">www.crownproducts.com</a>
	<b>West Coast</b> California Supply 491 E. Compton Blvd. Gardena, CA 90248	Phone : (310) 532-2500 Fax : (310) 327-1849 Contact : Violet Parrish (x134) Mark Weinstein (x132)
	California Supply 30049 Ahern Street Union City, CA 94587	Phone: (510) 429-0426 Fax: (510) 562-2625 Contact: Phil Footlik(x121) Bob Johnson(x131)
	<b>Mid-West</b> Ability Enterprise 1150 North State Suite # 315 Chicago, Il 60610  Georgia Pacific 2150 Kerper Blvd. Dubuque, Iowa 52001	Phone: (773) 960-5791 Email: <a href="mailto:sales@abilityenterprises.com">sales@abilityenterprises.com</a>  Phone: (319) 480-4012 Fax: (563) 557-3199 Contact: Marcia Kray Email: <a href="mailto:mjkray@gapac.com">mjkray@gapac.com</a>
<b>Canada</b>	Paramount Paper Products 1300 Boul Jules Poitras St. Laurent, Quebec H4N1X7	Phone : (514) 331-0083 Fax : (514) 331-3274 Contact: Mr. John Bilikas E-mail: <a href="mailto:info@paramountpaper.com">info@paramountpaper.com</a>
<b>Spain</b>	Cartopesa	Phone: 96-663-0592 Fax: 96-663-2646
<b>Brazil</b>	Ind. Cartel S.A. Rodovia RA 130 KM 40, SEM NBR Legeado, Rs Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523
<b>Brazil</b>	Box Print Fabric Embalagens E Ondulado S.A. Avenida Dos Municipios 5238 Campo Bom 93-700-000 RA Brazil	Phone: 011-555-1597-1311 Fax: 011-555-1597-1523

## SECTION 8

## MISCELLANEOUS POLICIES

### Alterations

We at Nordstrom recognize that our success is based on the quality of supplier's merchandise, and we have great confidence in your quality control system. Understandably, it is invariable that a few garments may arrive needing minor repairs, due to circumstances beyond both our control. We are certain that you, like us desire to save the sale.

We recognize that should the defects comprise a large quantity or amount, we would probably want to return the garments or handle them in some other manner. However, it may be more economical to repair some at Nordstrom, saving both time and shipping costs, as well as saving the sale.

### Gift Acceptance Policy

Nordstrom's Gift Acceptance Policy prohibits employees from accepting gifts or favors at any time. We appreciate supplier's cooperation in refraining from placing themselves or any Nordstrom employee in an embarrassing position. We value the friendly and cooperative relationship between Nordstrom employees and the companies with which we do business and hope we can rely on you in honoring our gift acceptance policy without affecting our working relationship.

### Expense Offset Policies

An expense offset fee will be assessed for all merchandise not in compliance with our standards. The purpose of these fees is to recoup expenses incurred as a result of the receipt of non-compliant shipments. Compliance with these requirements supports our common goal of expediting the flow of merchandise to the selling floor.

Details about expense offset fees are available in the [Nordstrom Expense Offset Policies](#) document on the [www.nordstromsupplier.com](http://www.nordstromsupplier.com) website.

## Floor Ready Merchandise (FRM) Contact Sheet

Supplier completes FRM Contact Sheet and submits to Third Party Ticket Provider along with ticket order. Provider will produce ticket, check for scannability, approve ticket and fax to Nordstrom Floor Ready department to complete account setup process.

### TO BE COMPLETED BY SUPPLIER

SUPPLIER NAME:		
Label Name (s):		
Ship to Department Number (s):		Nordstrom Buyer (s):
Pay to Vendor #:		Starting PO #'s:
Supplier #:		Full Line or Rack:

### SUPPLIER FLOOR READY CONTACT PERSON

Contact Name and Title:

Phone:	Fax:	Email:
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Any additional supplier compliance questions outside of Floor Ready Merchandise can be directed to: (877) 444-1313 (option 1) or visit our website at [www.nordstromsupplier.com](http://www.nordstromsupplier.com)

### FLOOR READY SUPPLIER INFORMATION

UPC Barcode: Yes OR No	EDI Provider: QRS or Other
ASN Provided: Yes OR No	GS1128 Label Provided: Yes OR No
Merchandise Shipped on Hangers: Yes or No	Hangers Supplied By:

Shipping Manager: Contact Name: Phone: Email:

**NOTE:** *Non-Compliance with Nordstrom Floor Ready requirements may result in applicable expense offset fees.*

To be completed by Nordstrom Third Party Ticket Provider

Date Received:	Date Shipped:
Notes:	

\*\* Email ticket sample to [frm@nordstrom.com](mailto:frm@nordstrom.com) or Fax sample to (206) 303-2629 prior to ticketing merchandise.

\*\* Ticket Formatting can be found on line at [www.nordstromsupplier.com](http://www.nordstromsupplier.com) under Tickets.

Tickets Produced by:

Affix Sample Ticket (s) here for approval.

## EDI Non-Compliant Inquiries

If not currently receiving Nordstrom's weekly expense offset fee summaries via email, please provide us with the following: vendor number, contact name, and an email address where the summaries should be sent. Send to the Nordstrom Supplier Offset Fees department at [nordsupoffees@nordstrom.com](mailto:nordsupoffees@nordstrom.com).

Please follow this guide in order to help us serve you better in researching EDI expense offset fees. Please provide our research results to your EDI department to facilitate corrections that will help prevent future expense offset fees.

'Reason' from summary:	Action to take prior to submitting inquiry:	What we need to further research:
BOLs do not match	Compare Bill of lading with the EDI transmission to ensure that the bill of lading numbers is the same	A copy of the signed bill of lading for this shipment
Case IDs do not match	Escalate to your EDI department	**
SKU level ASN – No case information	Escalate to your EDI department – this does not meet our requirements	**
No BOL transmitted in ASN	Escalate to your EDI department - this is a required segment	**
Missing or Unusable ASN – there was not an ASN present in our warehouse system; it does not indicate non-receipt of your ASN transmission	Check for late ASN by comparing your transmission date with our DC receipt date (provided on the summary) Verify the correct PO/DC combination was included in your transmission by checking the N1 ST segment for the correct DC (and that it is a valid DC number) along with finding the correct PRF segment under that DC for the PO that has received the fee	If we confirm that we were not in receipt of an ASN at all, we may ask for you to provide the ISA number for the FA 997 (functional acknowledgement). We do not need this information to initiate research
Inaccurate ASN	A fee occurs when there are discrepancies between the UPC/EANs physically contained within the carton as compared with the UPC/EANs listed on the corresponding ASN.	

\*\*For any inquiry include the vendor number and the charge numbers being inquired about. Please also include an explanation. Send this via email to: [nordsupoffees@nordstrom.com](mailto:nordsupoffees@nordstrom.com)

If:		Then:
Non-compliant PO	The PO number is invalid for your company	Verify with your sales staff that the order was not accepted via a method other than EDI, i.e. fax, email, etc.
UPC catalog	Was the VPN provided on the summary loaded prior to the pull date?	Provide the date that the UPC information was loaded into your GXS or InterTrade catalog to: <a href="mailto:nordsupoffees@nordstrom.com">nordsupoffees@nordstrom.com</a>



Charge Type:	Most Common Cause:
GS1– 128 carton labels	<ul style="list-style-type: none"> <li>• GS1-128 label is missing from cases</li> <li>• Does not scan at all</li> <li>• Scans incorrectly (sometimes the number will ‘wrap’, i.e., the last digit is read as being the first)</li> <li>• More/less than 20 digits</li> <li>• Invalid characters (presence of symbols or alpha characters).</li> <li>• Duplicate barcodes (duplicate barcodes will not be accepted into warehouse system)</li> <li>• Photocopy (photocopies of labels taped to cases will not scan correctly)</li> <li>• Poor print quality will cause the label not to scan correctly (barcode prints with ‘skip lines’ if printer skipped while printing)</li> <li>• Defaced</li> <li>• Partially missing</li> <li>• No quiet space around barcode (cannot ‘bleed’ off the edge of the label)</li> <li>• Barcode and human readable are different (barcode must decode to the human readable number printed on the label)</li> <li>• Barcode is too big (bleeds to edge of label) or too small</li> </ul>
VICS Hanger	<p><b>Incorrect</b></p> <ul style="list-style-type: none"> <li>• Size indicators and vendor logos or stickers on hangers</li> <li>• Full foam covers on top hangers; foam (mini covers) for sleeveless garments</li> <li>• Loose foam or fabric swatches on bottom hangers</li> <li>• Incorrect VICS hanger according to our guidelines</li> </ul> <p><b>Missing</b></p> <ul style="list-style-type: none"> <li>• Please refer to Hanger Requirements, by department, outlined in the Supplier Compliance Manual</li> </ul>
Invoice	Paper copies of invoices sent can cause non-compliant offset fees, including past due invoices, duplicate invoices sent by factor, etc.
Barcode	All merchandise must be received at our Distribution Centers with a scannable UPC or EAN barcode attached to the merchandise. Do not use both UPC & EAN.

Please be advised that fees over 3 months old will have limited details available. We strongly suggest inquiring on expense offset fees in a timely manner; doing so will allow us the opportunity to provide our suppliers with as many details as we have available. Details should be requested as the charges are incurred, and not accumulated and requested on a monthly, quarterly, seasonal or yearly basis.

## Glossary of Terms and Definitions

Term	Definition
Airway Bill (AWB)	The air industry's equivalent to the motor Carrier's Bill of Lading.
Advanced Ship Notice (ASN)	Electronic packing slip or 856.
Bill of Lading	A contract of carriage between shipper and Carrier. A Bill of Lading serves three purposes: <ul style="list-style-type: none"> <li>• It sets the terms and conditions of the contract</li> <li>• It acts as the receipt for the goods to be transported</li> <li>• It provides documentary evidence of the party entitled to deliver</li> </ul>
Bill Receiver	Freight invoice payment term unique to DHL Express. When a shipment is sent 'Bill Receiver,' charges are billed to Nordstrom.
Cancel Date	The Cancel Date shown on the Purchase Order. The Cancel Date is the last day to ship. It is commonly referred to as the 'Past Cancel Date'.
Claim	A deduction processed against a vendor's account for merchandise returns, shortages, cost differences, markdowns, advertising co-op, rebates, etc.
Cargo Claims	Claims written against a Carrier for recoupment of merchandise cost and freight charges as a result of damage or shortage of goods delivered or complete non-delivery.
Carrier Liability	A contract Carrier is liable for all loss, damage and delay with the exception of act of God, act of a public enemy, act of a public authority, act of the shipper, and the inherent nature of the goods.
Carton	A corrugation packaging type not to exceed 36" x 24" x 24" or 50 pounds.
Contract Carrier	A for-hire Carrier who does not serve the general public, but who serves shippers or consignees with whom the Carrier has a continuing contract.
Collect	Freight invoice payment terms indicating charges are billed to Nordstrom.
Consignee	The receiver of a freight shipment, usually the buyer.
Consolidation of Shipment	A Nordstrom requirement that all purchase orders going to the same DC on the same day must be consolidated onto one Bill of Lading or sub-bill, depending on which Carrier is being used.
Consolidator	Assembles interliner or LTL shipments, organizes the freight by DC and purchase order, manifests shipments by DC and transmits to each DC to pre-alert them of the merchandise and delivery date. Releases freight by assembly to the DC.
Cubic Feet	Carton length times width x height. Cubic feet measurement must be provided for Over Shipments.

Term	Definition																											
Customer's Owned Goods	Merchandise that has already been sold to a customer. Customer's Owned Goods are usually Repair Claims being sent back to Nordstrom from the repair vendor.																											
DC	Nordstrom Distribution Center. See <a href="#">Stores/DC List</a> in Nordstrom Routing Guide for stores serviced by each DC, and DC addresses and phone and fax numbers. The DC is usually the Ship to point on the Purchase Order.																											
Department Number	The department number is found on the Purchase Order under 'Dept. No.' The department number contains a type of merchandise belonging to a group of departments in a merchandise division.																											
DimWt	Carton length times width x height. DimWt or cubic feet measurement must be provided for Over Shipments.																											
EAN	European Article Number. A unique thirteen-digit vendor number, the European equivalent of a UPC code.																											
Earliest Ship Date	The Earliest Ship Date shown on the Purchase Order. The Earliest Ship Date is the first day to ship. It's commonly referred to as Start Ship Date.																											
EDI	Electronic Data Interchange or all-inclusive terms for Electronic Data interchange transactions. Ability to transmit EDI transaction types varies with each vendor.																											
Electronic Documents	The Electronic Documents utilized by Nordstrom include: <table border="0" style="width: 100%;"> <tr> <td>Electronic Invoice</td> <td>EDI810</td> <td>Version 4010VICS</td> </tr> <tr> <td>UPC Catalog</td> <td>EDI832</td> <td>Version 4010VICS</td> </tr> <tr> <td>Purchase Order</td> <td>EDI850</td> <td>Version 4010VICS</td> </tr> <tr> <td>Product Activity Data</td> <td>EDI852</td> <td>Version 4010VICS</td> </tr> <tr> <td>PO Acknowledgment</td> <td>EDI855</td> <td>Version 4010VICS</td> </tr> <tr> <td>Advance Shipment</td> <td>EDI856</td> <td>Version 4010VICS</td> </tr> <tr> <td>PO Buyer Initiated</td> <td>EDI860</td> <td>Version 4010VICS</td> </tr> <tr> <td>GS1-128 Carton Label</td> <td></td> <td>Version 4010VICS</td> </tr> <tr> <td>Functional Acknowledgement</td> <td>EDI997</td> <td>Version 4010VICS</td> </tr> </table>	Electronic Invoice	EDI810	Version 4010VICS	UPC Catalog	EDI832	Version 4010VICS	Purchase Order	EDI850	Version 4010VICS	Product Activity Data	EDI852	Version 4010VICS	PO Acknowledgment	EDI855	Version 4010VICS	Advance Shipment	EDI856	Version 4010VICS	PO Buyer Initiated	EDI860	Version 4010VICS	GS1-128 Carton Label		Version 4010VICS	Functional Acknowledgement	EDI997	Version 4010VICS
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Floor Ready	Term referring to merchandise that is received ready to be transferred directly to the selling floor.																											
Freight Allowance	Amount of freight the supplier pays per purchase order or signed Corporate Freight Partnership Contract (freight agreement): <table border="0" style="width: 100%;"> <tr> <td>0</td> <td>Supplier pays no (zero) freight costs.</td> </tr> <tr> <td>1 = 100%</td> <td>Full, Paid: Supplier pays 100% of the freight costs.</td> </tr> <tr> <td>2 = 50%</td> <td>½, Half: Supplier pays 50% of the freight costs.</td> </tr> <tr> <td>3 = 60%</td> <td>Difference between Air and Surface. On air shipments only, supplier pays 60% of the air freight costs.</td> </tr> <tr> <td>4 = 30%</td> <td>Half the difference between Air and Surface. On air shipments only, supplier pays 30% of the air freight costs.</td> </tr> </table>	0	Supplier pays no (zero) freight costs.	1 = 100%	Full, Paid: Supplier pays 100% of the freight costs.	2 = 50%	½, Half: Supplier pays 50% of the freight costs.	3 = 60%	Difference between Air and Surface. On air shipments only, supplier pays 60% of the air freight costs.	4 = 30%	Half the difference between Air and Surface. On air shipments only, supplier pays 30% of the air freight costs.																	
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Term	Definition
Freight-Only Invoice	An invoice for prepaid freight charges sent to the DC Traffic Office. Nordstrom only reimburses for freight charges associated with jewelry, watches, gourmet food shipments and consignment orders.
Freight Chargeback (See <a href="#">Freight Agreement and Freight Violation Chargeback Codes/Descriptions</a> in Nordstrom Routing Guide for chargeback reason codes and descriptions)	Supplier freight deduction document. There are two types of freight chargebacks: <ul style="list-style-type: none"> <li>• Agreement: Supplier agrees to share freight charges</li> <li>• Violation: Supplier is charged full freight charges plus a handling fee of \$100. Violation is either of Purchase Order contract or the Carrier Selection and Routing Guide. Nordstrom deducts freight charges owed from the next check remittance</li> </ul>
FOB Point	A term of sale that defines who will incur transportation charges for the shipment, who will control the movement of the shipment, or at which point the title to the goods passes to the buyer. The original meaning was 'free on board' ship. <ul style="list-style-type: none"> <li>• FOB Factory: Title of goods passes to the buyer at the factory. Supplier pays no (zero) freight, unless a freight allowance is applicable</li> <li>• FOB Consolidator: Title of goods passes to the buyer at the consolidation point. Supplier pays all freight costs to the point of consolidation, plus any additional freight costs, which are dependent on what is agreed in the freight allowance field on the PO</li> <li>• FOB Store: Title of goods passes to the buyer at the Nordstrom DC or Store. Supplier is liable for the shipment until it reaches Nordstrom. Please note that FOB Store does NOT mean ship Direct to Store. Refer to the 'FOB Point' Purchase Order field</li> </ul>
Full Freight	The supplier/shipper agrees to pay 100% of the freight charges. Refer to the 'Freight Allowance' Purchase Order field.
Full Load	Shipments weighing over 1,000 lbs. for Air shipments and 10,000 lbs. for Surface shipments. To have Full Load Shipments considered for possible Volume Shipment Routing, call the Nordstrom Volume Shipment Routing Desk at (503) 978-3042 at least 3 days prior to the requested ship date.
GOH	'Garment on Hanger', a hanging packaging shipping type.
Gourmet Foods	Perishable merchandise purchased in Department 52.
Hazardous Materials	A hazardous material is a substance that poses more than a reasonable risk to the health and safety of individuals and includes products such as explosives, flammables, corrosives, oxidizers, and radioactive materials. Includes perfumes and other contents packaged under pressure being shipped via Air and Air shipments that contain Dry Ice cold pack.

Term	Definition
Importer of Record	The company or individual who is listed as the importer with U.S. Customs at the time the goods enter the U.S. The Tax ID# or social security number of the 'Importer of Record' must also be submitted to Customs. The Importer of Record bears all responsibility and liability for the imported merchandise.
Inbound Freight	Freight en route to a Nordstrom facility (usually a Distribution Center).
Interliner	The pickup Carrier, usually for an LTL shipment. The Carrier transports merchandise from the vendor to a consolidator.
Jewelry	Jewelry and watch shipments are shipments for departments 28, 68, 72, 89 and 214. See <a href="#">Jewelry and Watch Shipping Procedures</a> (Section 3) in Nordstrom Routing Guide.
Landed Duty Paid	The total cost of a product delivered to a given location, i.e., the cost of production plus the transportation cost to the customer's location. U.S. Customs Clearance is the responsibility of the seller. The seller or agent of the seller is the 'Importer of Record'. All U.S. Customs duties and applicable taxes are for the account of the seller. Delivery to the named place of destination is for the account of the seller.
LTL	'Less than truckload', a shipment weighing less than the minimum weight required to use the lower truckload rate. A pickup/interliner Carrier direct to the DC's or into a consolidation. Usually shipments over 70 lbs. and under 10,000 lbs.
Lumper	A term applied to a person who assists a motor Carrier in the loading and unloading of property.
Manufacturer ID	The first six digits of the UPC number. This ID may be used to identify the manufacturer. A single manufacturer may have multiple manufacturer IDs.
Master Bill of Lading	A uniquely numbered contract of carriage document that summarizes more than one DC shipment or sub-bills of lading. The Master Bill of Lading is the document that is signed by the Carrier driver.
Mode	Method of transportation (service) used for shipments, usually Surface and sometimes Air. Refer to the 'Ship Via Routing Guide or shipping method' Purchase Order field.
Outbound Freight	Freight en route from a Nordstrom facility to another Nordstrom facility or a vendor.
Order Date	The date the order was placed with the vendor. This is <b>not</b> the Earliest Ship Date.
Pickup Carrier	The interliner Carrier, usually for an LTL shipment. The Carrier transports merchandise from the supplier to a consolidator

Term	Definition
PID	Product Information number or vendor style number. Also known as vendor product number or VPN.
POD	Proof of Delivery.
PO Verification	Purchase Order Verification is a service provided by our consolidators. It confirms that the Purchase Order is active and is ready to ship. PO Verification may also be performed via email to Nordstrom. See <a href="#">Section 2: Shipment Preparation</a> in Nordstrom Routing Guide for further information.
Prepaid	Freight invoice payment term indicating that charges are billed to the shipper or supplier.
Purchase Order	A legal, binding contract between the Nordstrom buyer and the supplier. The Purchase Order number is an 8-digit identifier and is required on all packaging and documentation.
QR	Quick Response. The capability to send sales information to a vendor and have merchandise replenished immediately via EDI transactions.
Refusal	A refusal occurs when a Purchase Order delivered to a consolidator or Nordstrom facility is in violation of the Purchase Order contract. Refusals are put On Hand and all expenses are borne by the seller. The seller has 30 days to give disposition to the agent in possession of the shipment. After 30 days, the shipment may be salvaged to recover expenses.
Return Authorization	An authorization number which is obtained from the supplier prior to the shipping return vendor claim.
Samples	Merchandise not for resale. Samples usually have no cost.
Shipper	The sender of the freight shipment, usually the seller or seller's warehouse.
Shipping Window	The period of time between (and inclusive of) the PO Earliest Ship Date and Cancel Date.
Short Shipments	Shipment contents which are less than the packing slip count or a Carrier shipment which has delivered less than the carton count on a Bill of Lading or freight delivery receipt.
SKU	Stock Keeping Unit. A SKU refers to a specific style, color and size of an item.
Store Pack	Packing by style, color and size (SKU) for a store.
Sub-Bill	A Bill of Lading always used in conjunction with a Master Bill of Lading. A sub-bill lists the detail information for a DC shipment, including PO's and department number, itemized by number of cartons and weight, etc.

Term	Definition
Supplier Number	Identifying number for the 'ordered from' company in the Nordstrom Merchandising System.
GS1-128	Scannable bar-coded label located on the outside of a shipping carton.
UPC	Universal Product Code. A unique twelve-digit vendor number. The first six digits are a supplier's UC Block ID; the next five digits are a specific product identifier (SKU); and the last digit is a check digit.
VAN	Value Added Network. The designated communication network used to transmit and receive EDI transactions.
Vendor Number	The Vendor Number is found on the Purchase Order 'Pay to Vendor' section.
VICS	Voluntary Inter-Industry Commerce Standards for EDI transactions.
VMR	Vendor Managed Replenishment. Vendor 'Basic Stock' system that automatically creates Purchase Orders and replenishes merchandise based on sales and model information via EDI852 sales and 855 Reverse Purchase Order.
Volume Shipments	<p>A Full Load that exceeds the standard size/weight guidelines.</p> <ul style="list-style-type: none"> <li>• Surface: 10,000 pounds or more, or over 1,800 cubic feet, per consolidated shipment</li> <li>• Air: 1,000 pounds or more per consolidated shipment</li> </ul> <p>Volume Shipments are considered by the DC for possible Full Load shipment routing.</p>
Weight Break	The weight at which Carrier determination is made.

## Notice of Disclaimer

The Nordstrom Full Line and Rack Supplier Compliance Manual, the Nordstrom.com Supplier Compliance Manual, the Nordstromrack.com | HauteLook Supplier Compliance Manual, the Routing Guide, the NPG Supplier Procedures Manual, the Nordstrom International Packing and Shipping Guide, the Drop Ship Program and the [www.nordstromsupplier.com](http://www.nordstromsupplier.com) website provide answers to questions commonly asked by Nordstrom vendors/suppliers and serves as a reference to state and federal laws regarding apparel, footwear and accessory products.

The information contained within the manual and the website should not be taken as legal advice or as a legal guide to your situation or to any law, statute, or dealings with public authorities.

Please refer any questions you may have about compliance with and/or violations of laws, citations by public authorities, court appearances, legal responsibilities, criminal or civil defenses, etc., to your attorney.

Nordstrom is not responsible for:

1. Your reliance on any information contained in or omitted from this manual
2. Your reliance on the accuracy of such information, including whether or not the information is correct, current or complete, and/or
3. The consequences of any action you or any other person takes or fails to take, whether or not based on information provided by or as a result of the use of this manual