NORDSTROM SUPPLIER PORTAL

User Guide

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Getting Started

Overview

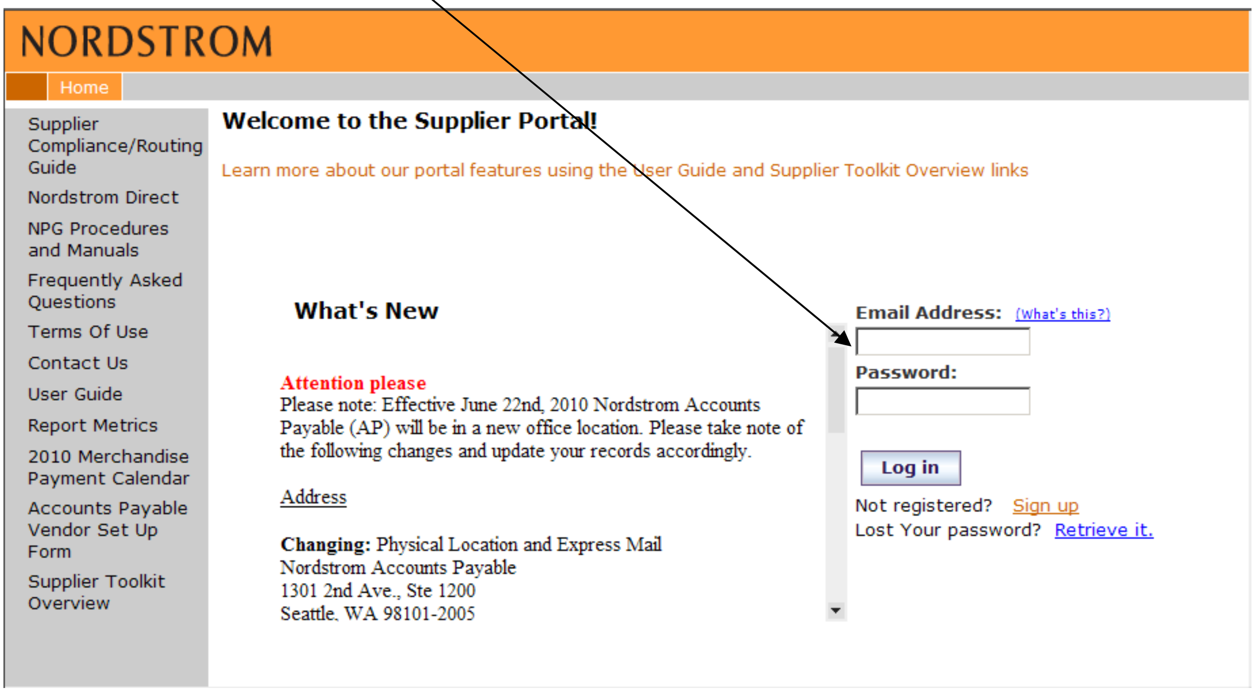
The current Supplier Portal provides access to Accounts Payable, NOVS and Supplier Toolkit information for both Suppliers and Pay-To-Vendors who have a valid Supplier/Vendor Account ID.

In addition to providing access to the above information for the users, the Supplier Portal will ensure that each individual user of the portal has a unique and valid email address to access the site. To facilitate this process, each individual user of the portal should register with their email address. Once registered, a designated administrator from the user's company, will grant the user to access the information that his account is setup for.

TIP: The email address used to register for the portal should be generic and one that several people can access. This not only supports unplanned absences but changes in responsibility or turnover as well.

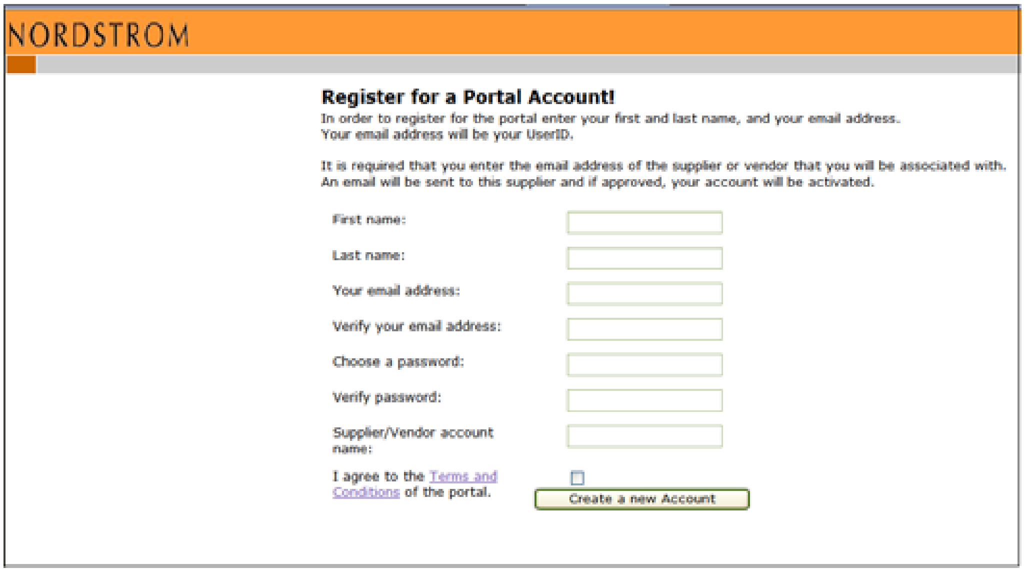
Sign Up

Users can click on the 'Sign Up' link on the Login page to register for the portal with their email address.



This will take them to the New User Registration page where the user will need to enter the following information:

- First Name
- Last Name
- Email Address (and Verify Email Address)
- Password and Verify Password, (7-10 characters long and includes at least one letter and one number)
- Supplier/Vendor Account Name - this is provided by Nordstrom
- Check the 'Agree to Terms and Conditions of the New Portal'
- Click 'Create a New Account' button



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Register for a Portal Account!

In order to register for the portal enter your first and last name, and your email address.
Your email address will be your UserID.

It is required that you enter the email address of the supplier or vendor that you will be associated with.
An email will be sent to this supplier and if approved, your account will be activated.

First name:

Last name:

Your email address:

Verify your email address:

Choose a password:

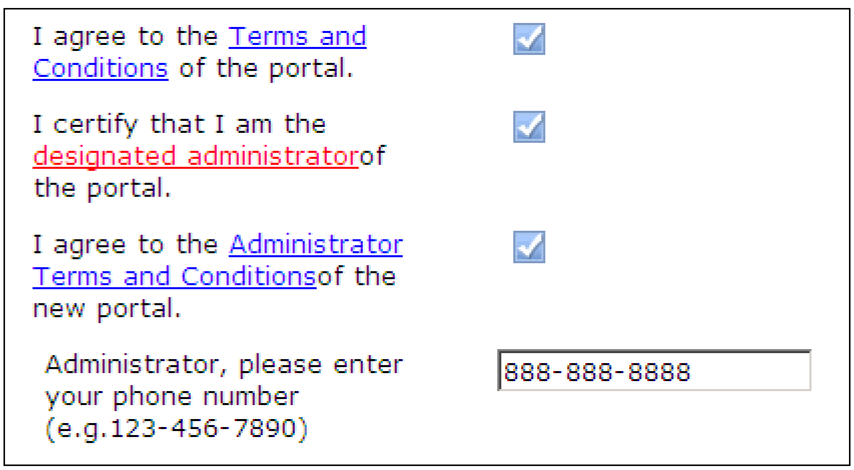
Verify password:

Supplier/Vendor account name:

I agree to the Terms and Conditions of the portal.

Create a new Account

NOTE: If registering as the administrator for the account (1 of the first 2 to register for your company's portal account), then please be sure to check the box certifying that you are the "designated administrator" on the account:



I agree to the Terms and Conditions of the portal.

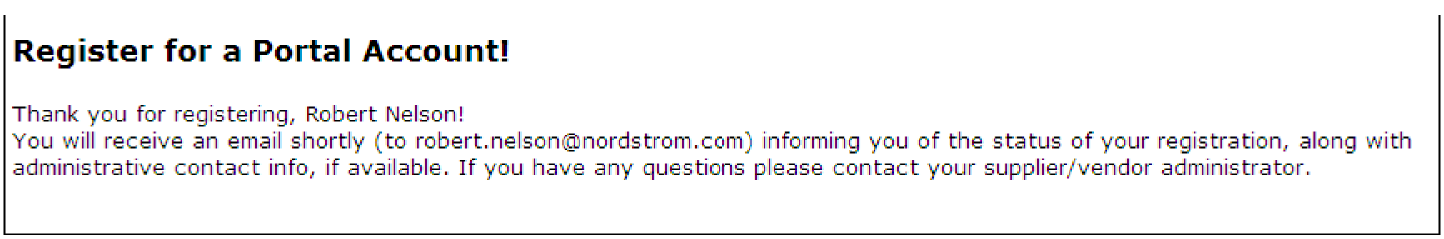
I certify that I am the designated administratorof the portal.

I agree to the Administrator Terms and Conditionsof the new portal.

Administrator, please enter your phone number (e.g.123-456-7890) 888-888-8888

Also, factors and users not directly associated with the registering company should not be granted admin access. Nordstrom requests that each company have two admins register for the account to ensure that registration approval and account updates can be completed in a timely manner if an admin were to leave the company or not have the ability to log on to the portal.

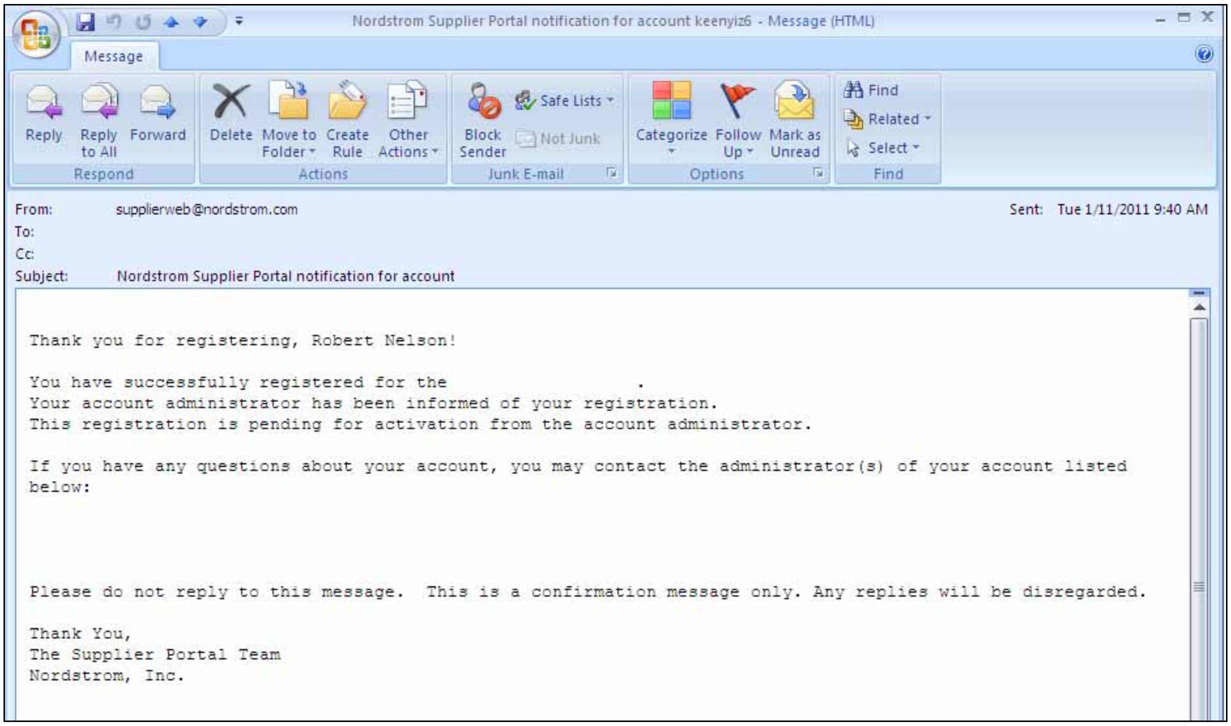
After registration, the following confirmation message displays:



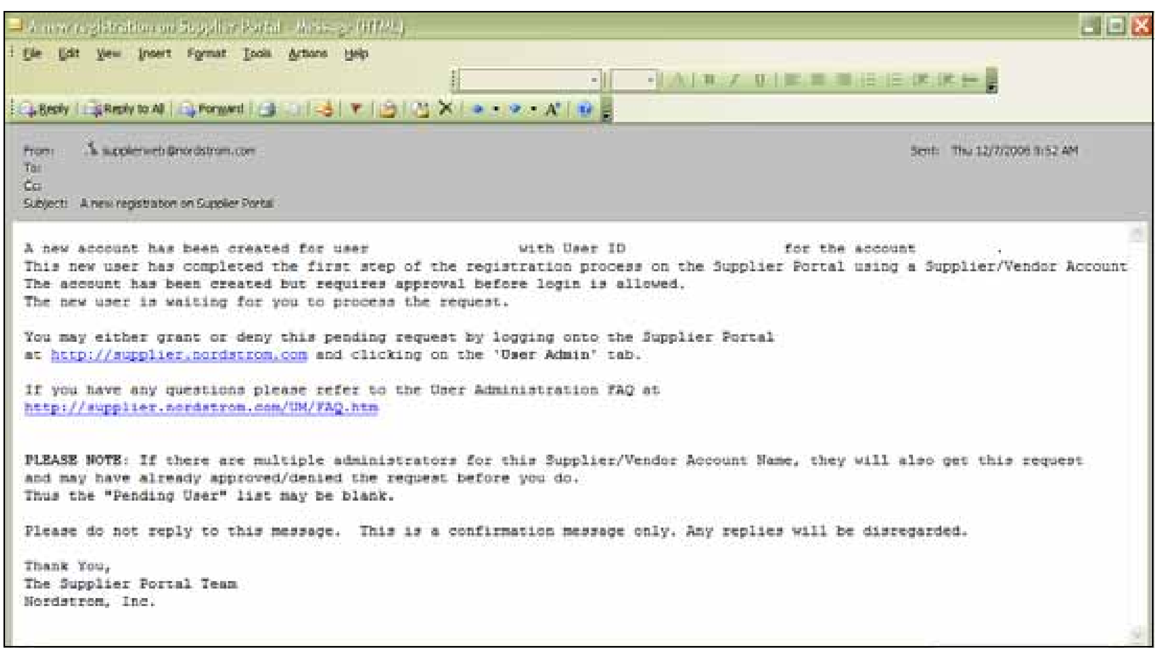
Register for a Portal Account!

Thank you for registering, Robert Nelson!
You will receive an email shortly (to robert.nelson@nordstrom.com) informing you of the status of your registration, along with administrative contact info, if available. If you have any questions please contact your supplier/vendor administrator.

The registered user will get an email confirmation about their registration:



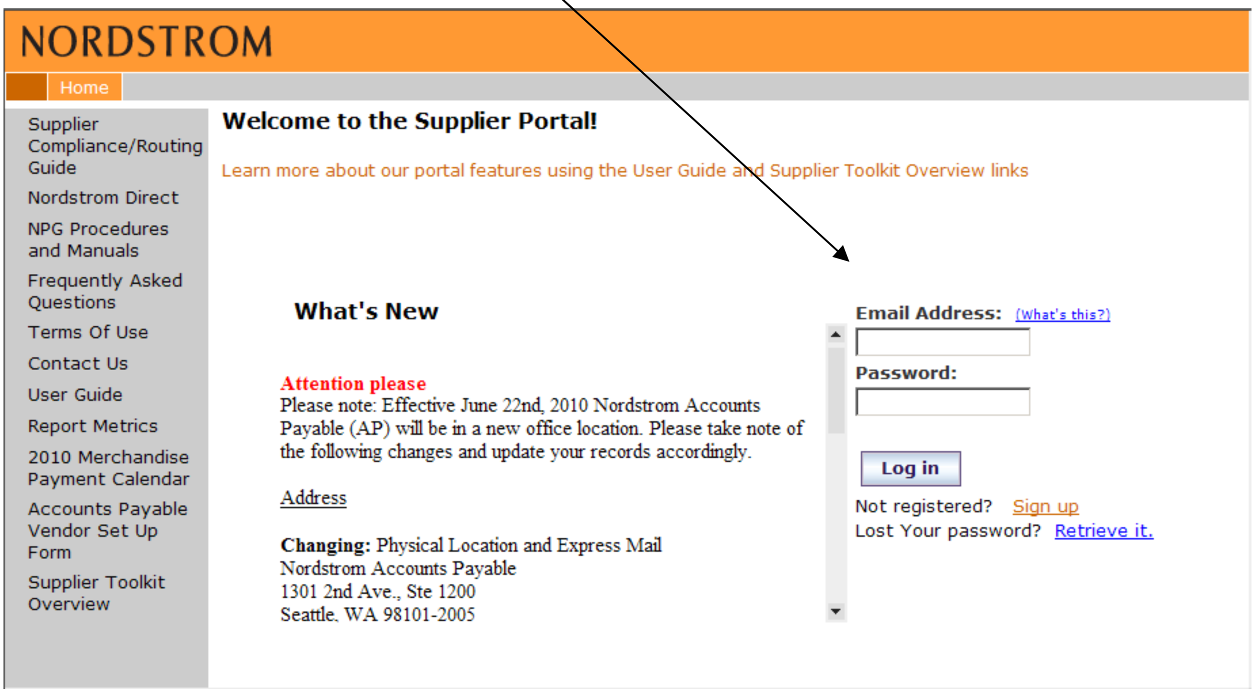
The designated administrator(s) for the account that the user registered for will also get an email notification requesting them to grant access to the user for the Supplier Portal. If you need further assistance after receiving the message above, or the listed administrator(s) are no longer with the company, please contact the Nordstrom Web Administrator at web.admin@nordstrom.com.



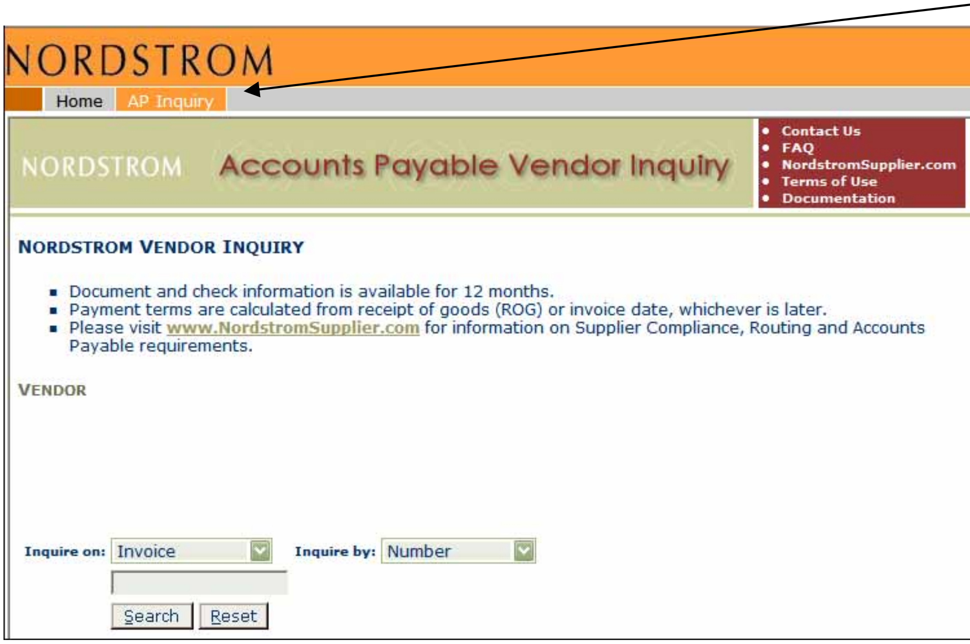
The user needs to wait until one of the administrators of their account grants them access to view the applications that are applicable for that account. Please refer to the '*User Administration*' section on this guide for details on how to grant access for a registered user.

Log In

Users can login using their email address on the Login page and access the applications allowed for their account in the new portal.

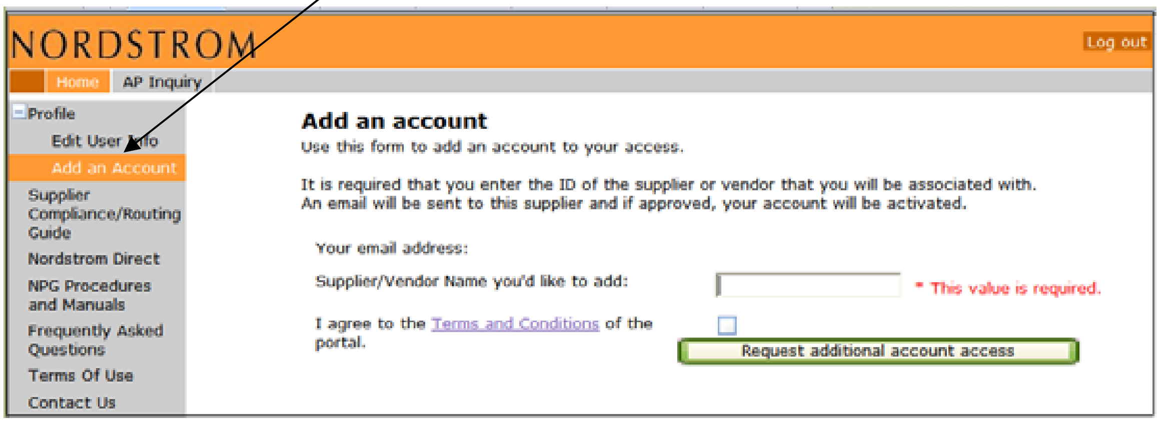


Based on the user's account access, application tabs will be dynamically displayed on the website after the user is logged in. For example, if the user's account allows access for AP-Inquiry application only, then a tab called 'AP-Inquiry' will be displayed and so on. A sample display of application tabs is listed below:



Adding an Account

Users can choose to add more supplier/vendor accounts to their email address by logging into the portal and clicking on ‘Add an Account’ link:

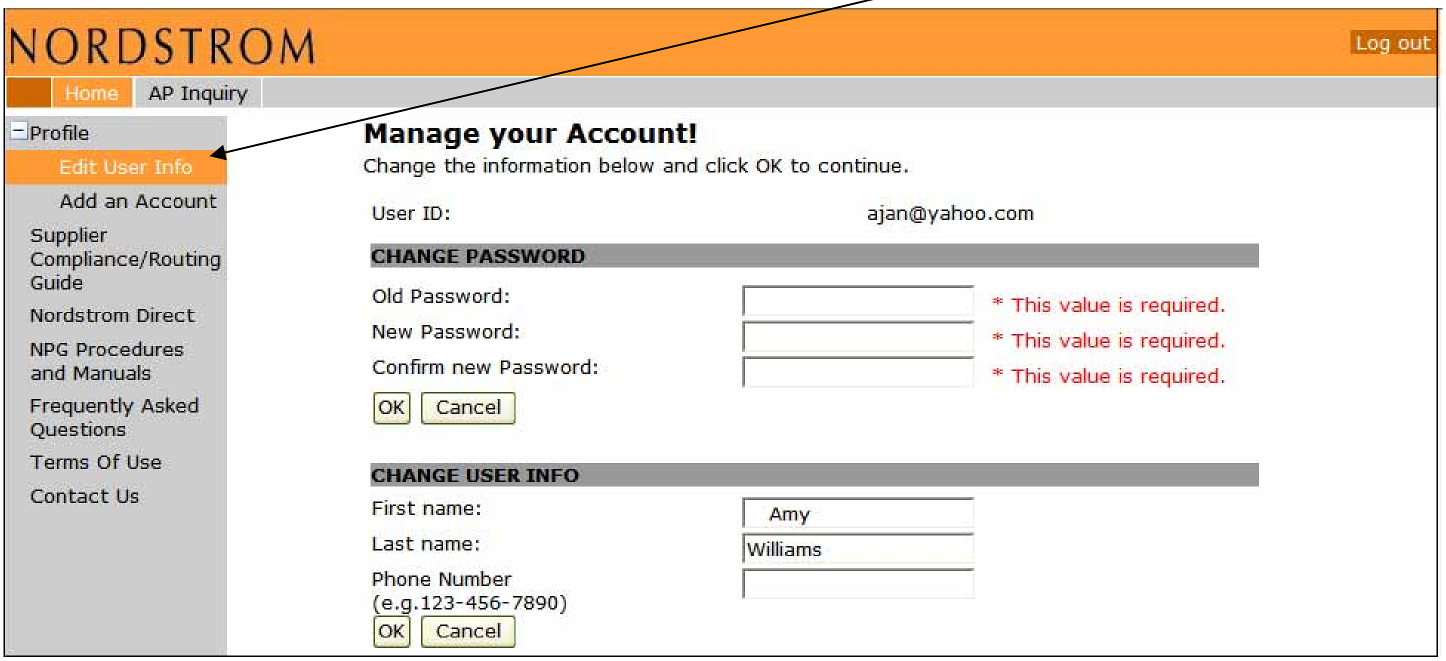


Users can enter the Supplier/Vendor account name that they wish to add to their access and click on ‘Request additional account access’ button. An email will be sent to the account administrator(s) requesting approval for this user to access their account.

Please refer to the ‘*User Administration*’ section for details on how to grant access for a registered user.

Edit User Profile

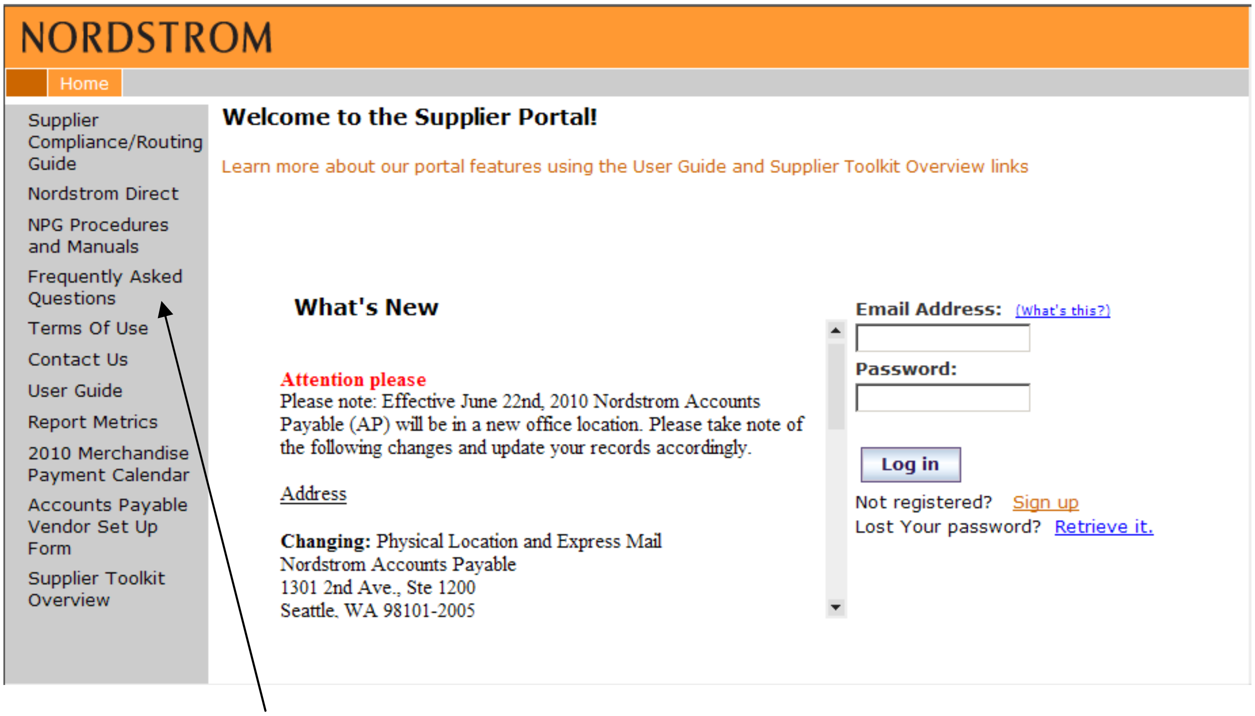
Users can edit their profile by logging into the portal and clicking on the 'Edit User Info' link:



Users can change their password or other information such as First Name, Last Name and Phone Number on this page Clicking 'OK' button on each section will update the information changed on that section alone. As previously noted, all passwords must be 7-10 characters long and includes at least one letter and one number.

What's New section and Other Links

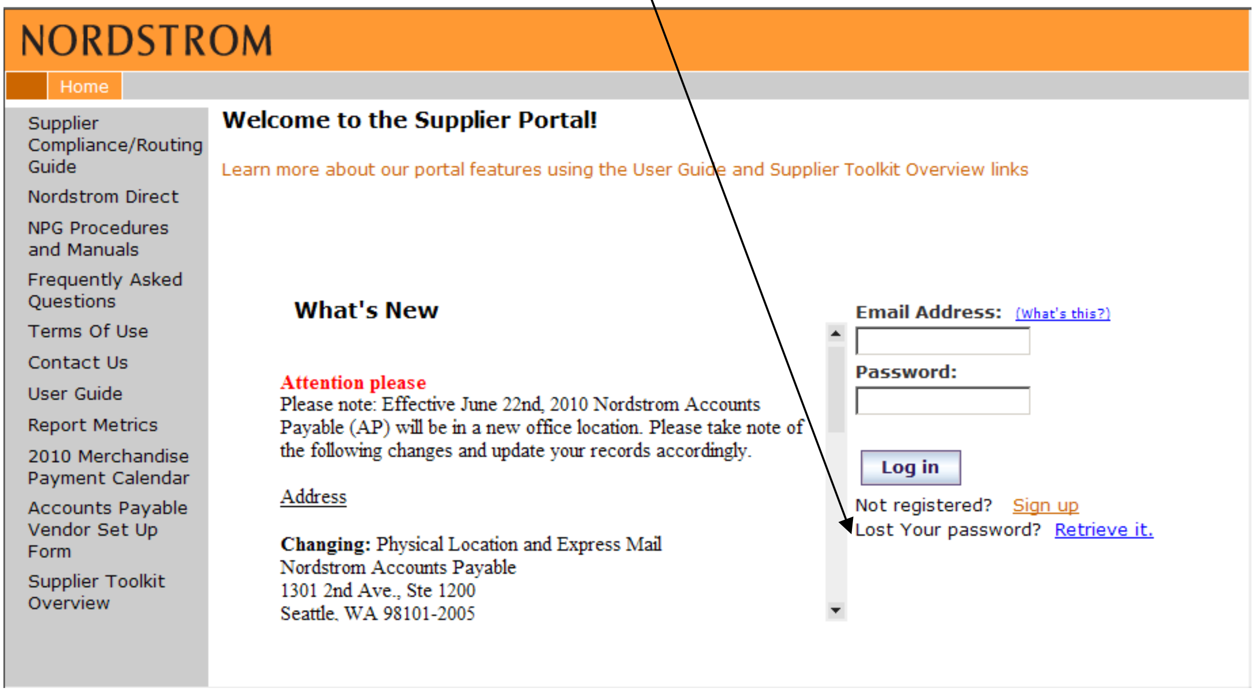
'What's New' lists all the alerts and keeps the user informed of new or upcoming changes at Nordstrom or to the portal. Users can scroll through the 'What's New' message box to view past and current alerts.



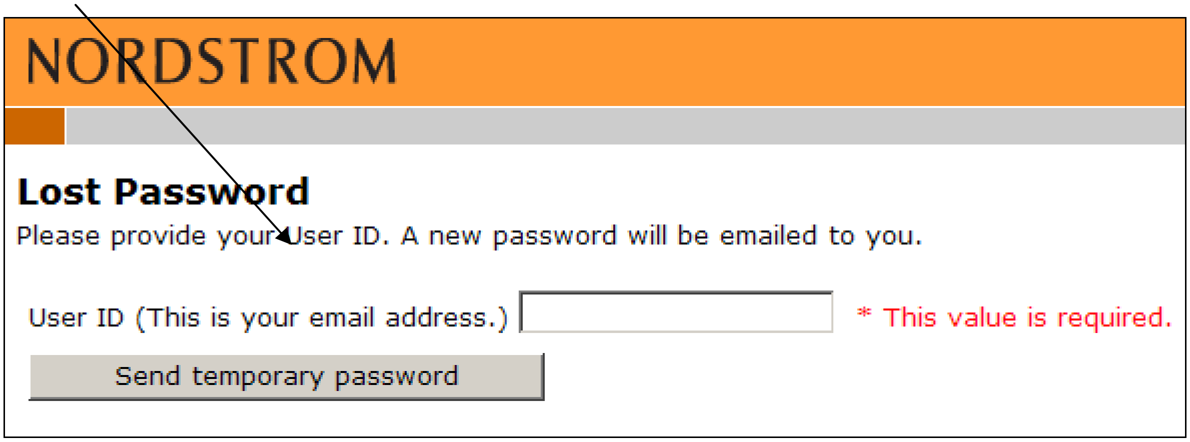
Users can view other linked documents such as 'Frequently Asked Questions', 'Terms of Use', 'Contact Us' etc. by clicking on appropriate links from the side navigation bar.

Lost Password

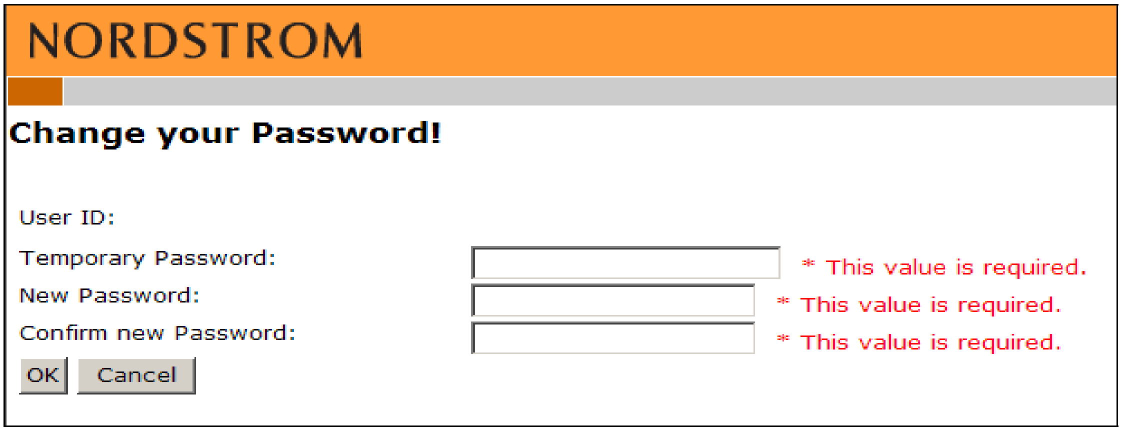
Users can click on the 'Retrieve it' link next to the 'Lost Your Password?' phrase to get a temporary password sent to their email address.



Users need to enter their email address that they used during registration and click the 'Send temporary Password' button. A temporary password will be generated and sent to the email address provided.



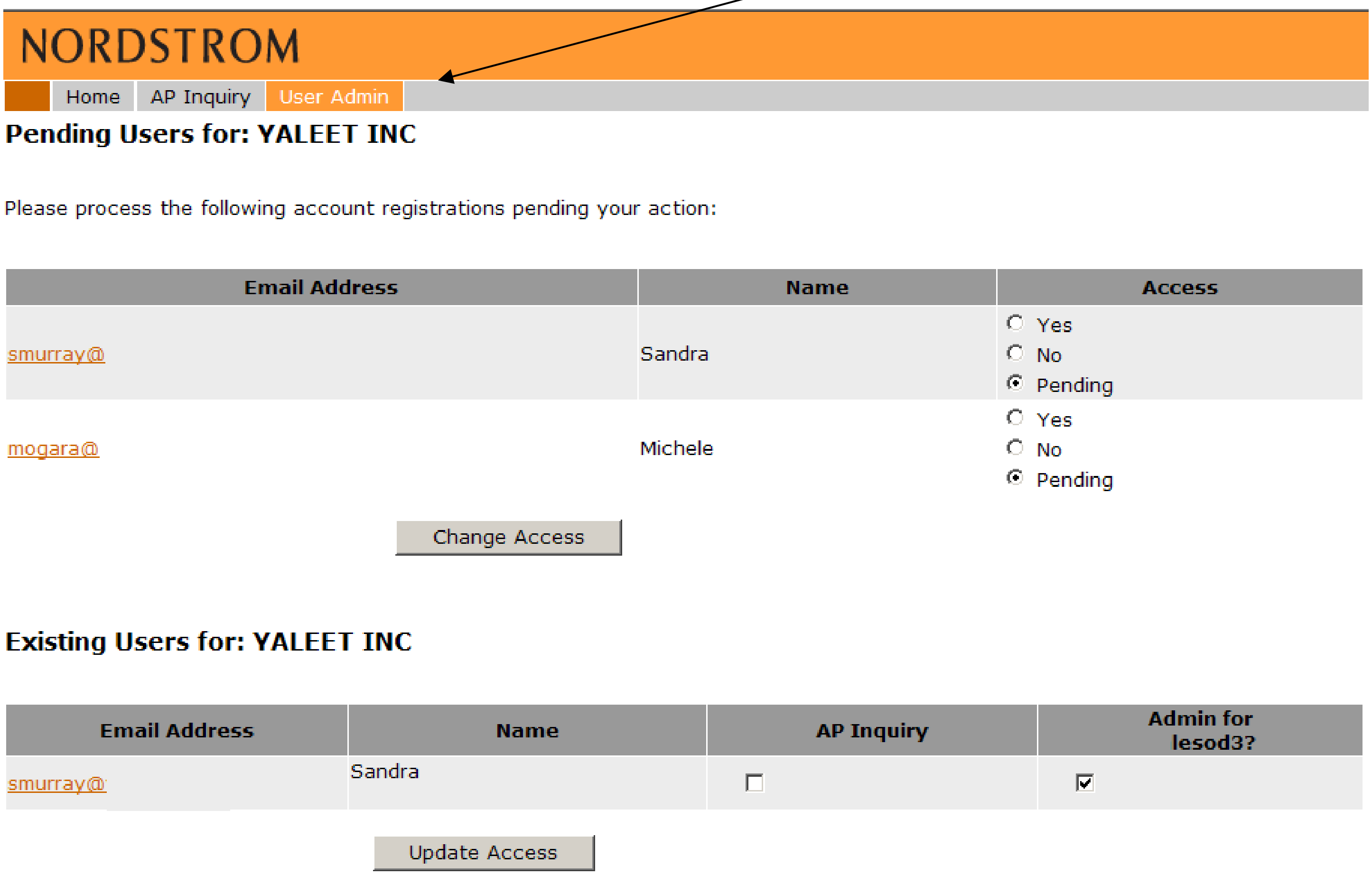
Users can login to the portal using this email address and temporary password. Upon logging in, they will be prompted to change their password.



Users will be prompted to enter their old password (the temporary password), choose a new password that is 7-10 characters long and includes at least one letter and one number and then click the ‘OK’ button.

User Administration

Administrators can login to the portal and click on the ‘User Admin’ tab to administer their account.



<u>Pending Users</u>

An administrator can view the list of all the registered users under this section. The admin has the option to grant or deny access to each user. He/she can grant or deny access by clicking the ‘Yes’ or ‘No’ radio button for each user requesting access. By default, all registered users initial access is set as ‘Pending’. Nordstrom requests that all admins review access requests within 48 hours of receiving the email notification.

When a user is granted access, they will be listed under ‘Existing Users’ section. The user will be notified by email when an administrator grants or denies access to the account.

<u>Existing Users</u>

An administrator can update access to any existing user under this section. He/she can designate other users as ‘Administrator’ for that account or can add or remove access to the applications that the user can view.

If any user has both check boxes checked, this means that this user has access to the applications allowed for that account and the user is also an administrator for that account. If any user has only application box checked and the Admin box unchecked, this means that the user has access only to the applications allowed for that account and cannot perform administrator tasks.

If any user has the Admin box checked and the application box unchecked, then this user can only perform administrator tasks on that account and cannot view the applications that are allowed for that account. If any user has both check boxes unchecked, then this user will be deleted from the portal records. The portal asks for a confirmation before deleting this user permanently from the portal.

If an administrator on the account leaves the company, then his/her access can be removed by another admin on the account. If all admins on the account leave the company and access is needed by a 'pending' user, please contact Nordstrom's Web Administrator at web.admin@nordstrom.com for further instruction on how to properly update the portal account being sure to include the vendor name, vendor #, and portal request in the subject line of the email.

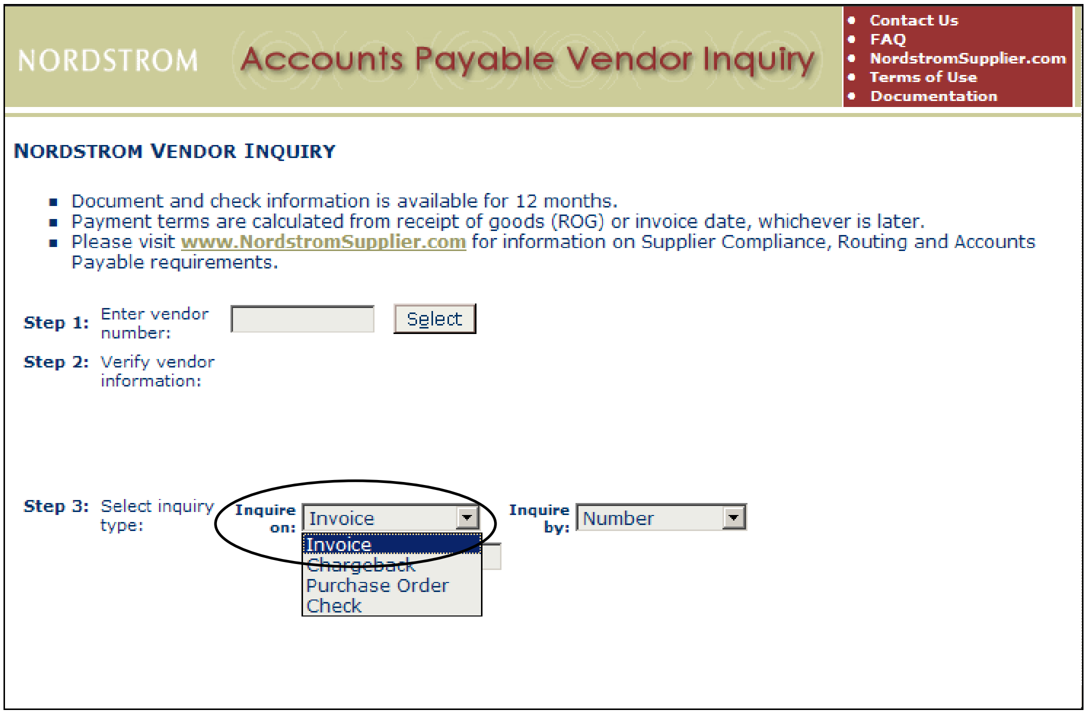
A/P Inquiry Navigation

Overview

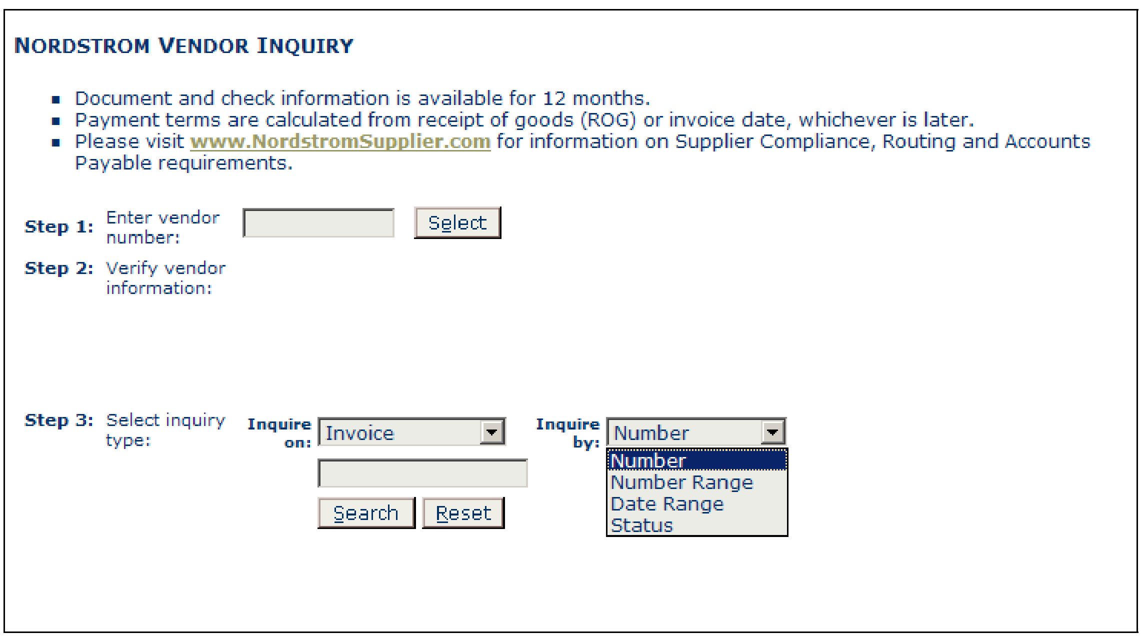
The A/P inquiry function of the portal provides vendors the ability to obtain a wide variety of information that will help with many of the invoice, chargeback, and payment inquiries that may arise. The information included in the following sections will provide a tutorial on how to navigate the portal and retrieve the information that is available to all registered users for their specific account. Once registered, users can click on the “A/P Inquiry” tab to access the initial inquiry screen.

Inquiring on Invoice Status

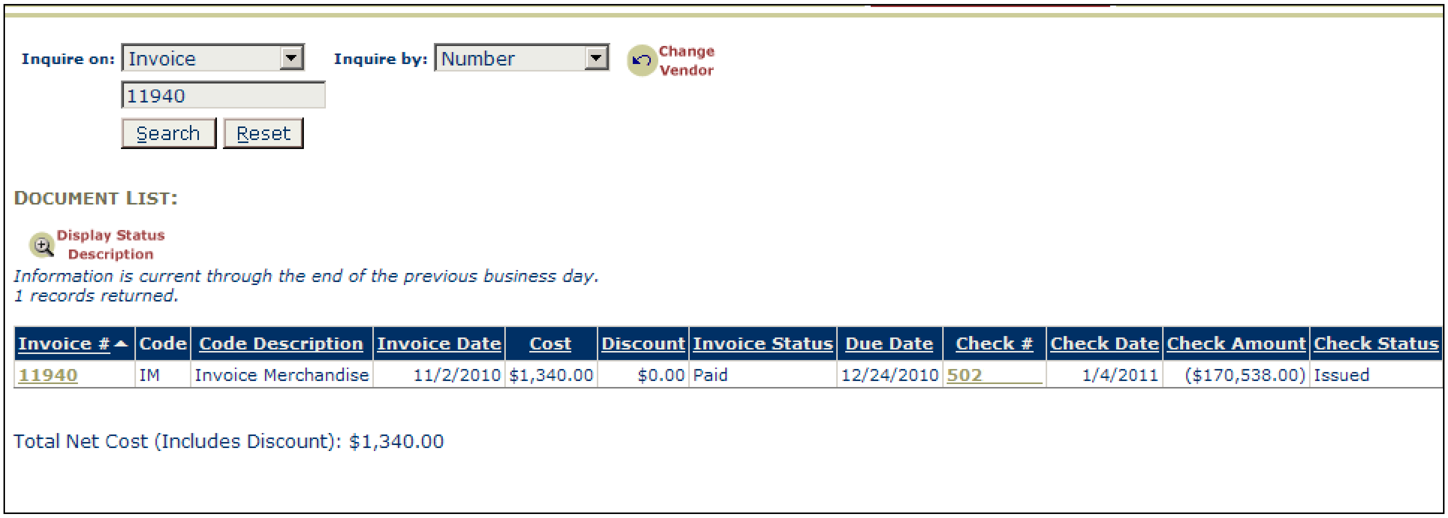
At the header screen of the portal click on the drop down button next to "Inquire on" and select "Invoice".



Select what you would like to "inquire by" (i.e. Number, Number Range, Date Range, or Status):



Once selected, the requested invoice or invoice list will populate on the screen noting the Invoice #, Code, Code Description, Date, Cost, Discount (if applicable), Status, Due date, Check #, Check Date, Amount of check, Check status, & PO. Please note that the Portal retains information up to one year to the day, so anything inquired on past 12 months will show as "not found" on the portal.



Inquire on: Invoice Inquire by: Number Change Vendor

11940

Search Reset

DOCUMENT LIST:

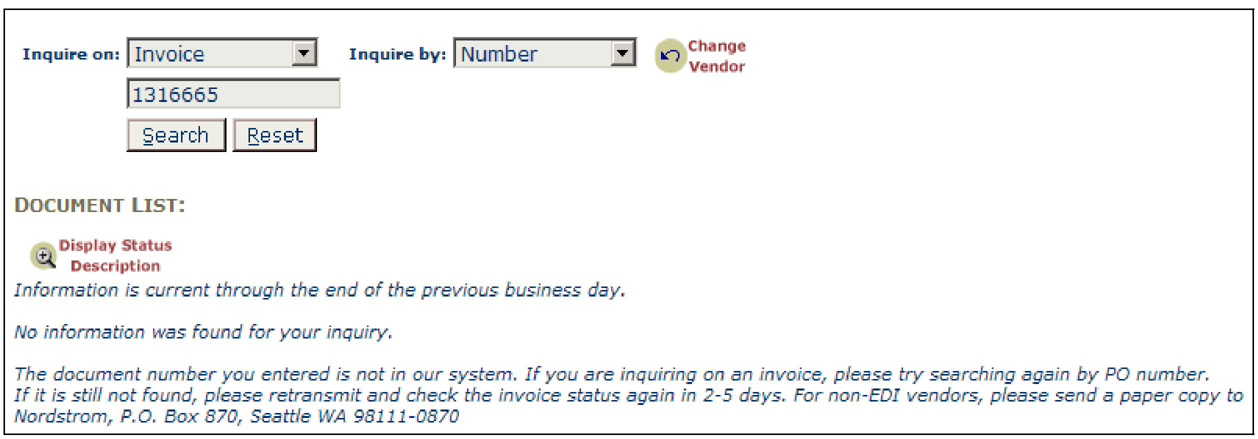
Display Status Description

Information is current through the end of the previous business day.
1 records returned.

Invoice #	Code	Code Description	Invoice Date	Cost	Discount	Invoice Status	Due Date	Check #	Check Date	Check Amount	Check Status
11940	IM	Invoice Merchandise	11/2/2010	$1,340.00	$0.00	Paid	12/24/2010	502	1/4/2011	($170,538.00)	Issued

Total Net Cost (Includes Discount): $1,340.00

If you receive a message stating that "*No information was found…*", then the inquired invoice is not in Nordstrom's system. Per the message displayed in the screenshot below, if the invoice is "not found", please retransmit and check the invoice status again in 2-5 days. For non-EDI vendors, please send a paper copy to Nordstrom, PO Box 870, Seattle, WA 98111-0870.



Inquire on: Invoice Inquire by: Number Change Vendor

1316665

Search Reset

DOCUMENT LIST:

Display Status Description

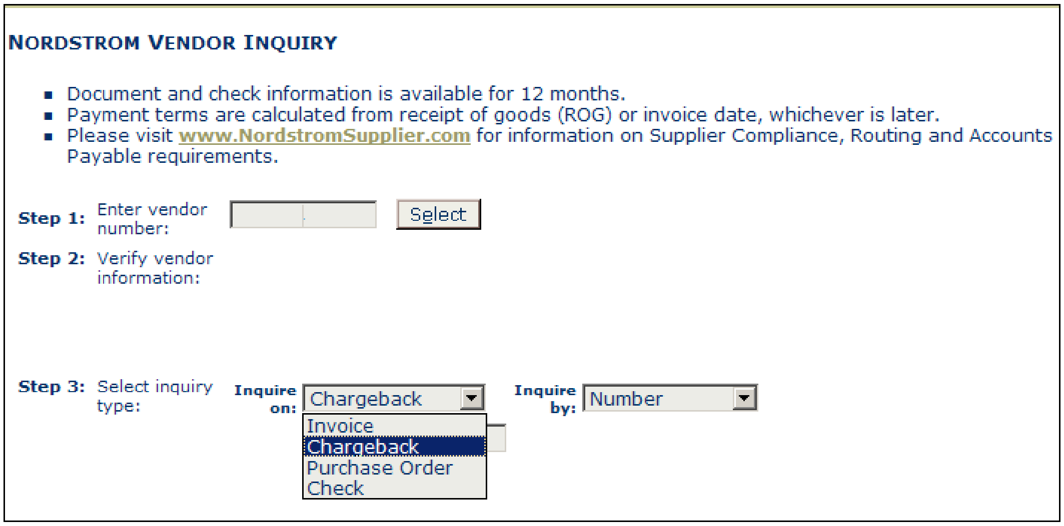
Information is current through the end of the previous business day.

No information was found for your inquiry.

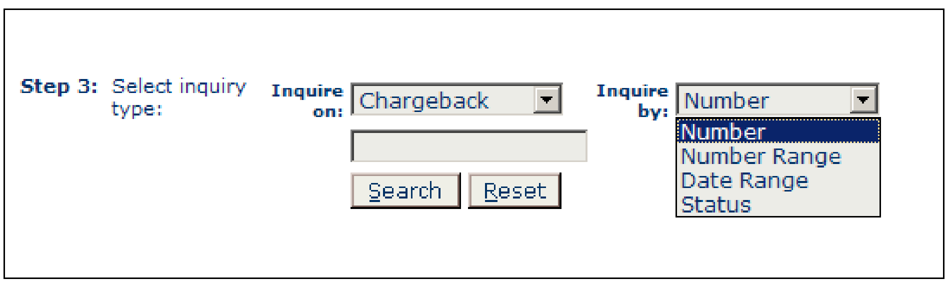
The document number you entered is not in our system. If you are inquiring on an invoice, please try searching again by PO number. If it is still not found, please retransmit and check the invoice status again in 2-5 days. For non-EDI vendors, please send a paper copy to Nordstrom, P.O. Box 870, Seattle WA 98111-0870

Chargeback Inquiry and Detail

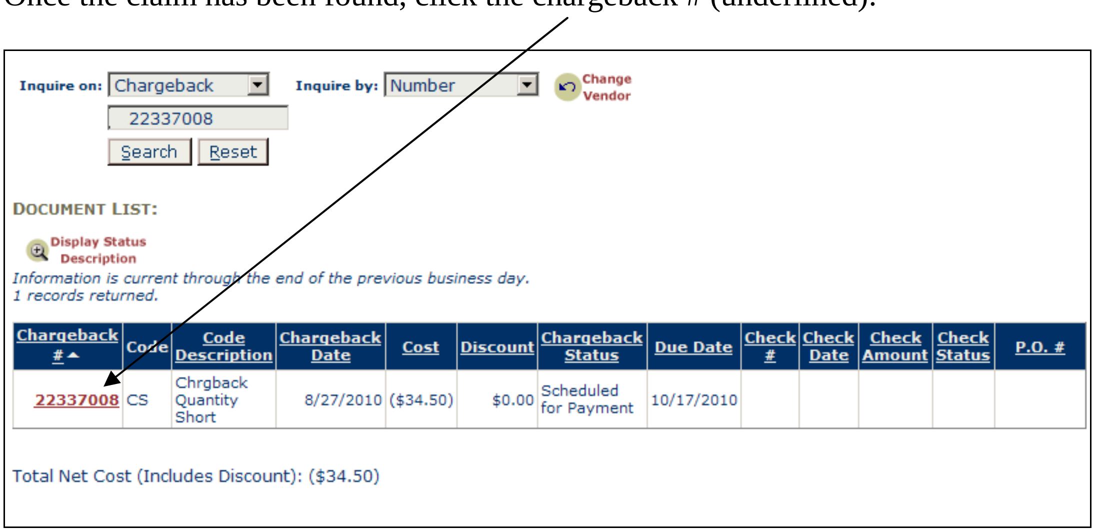
At the header screen of the portal click on the drop down button next to "Inquire on" and select "Chargeback".



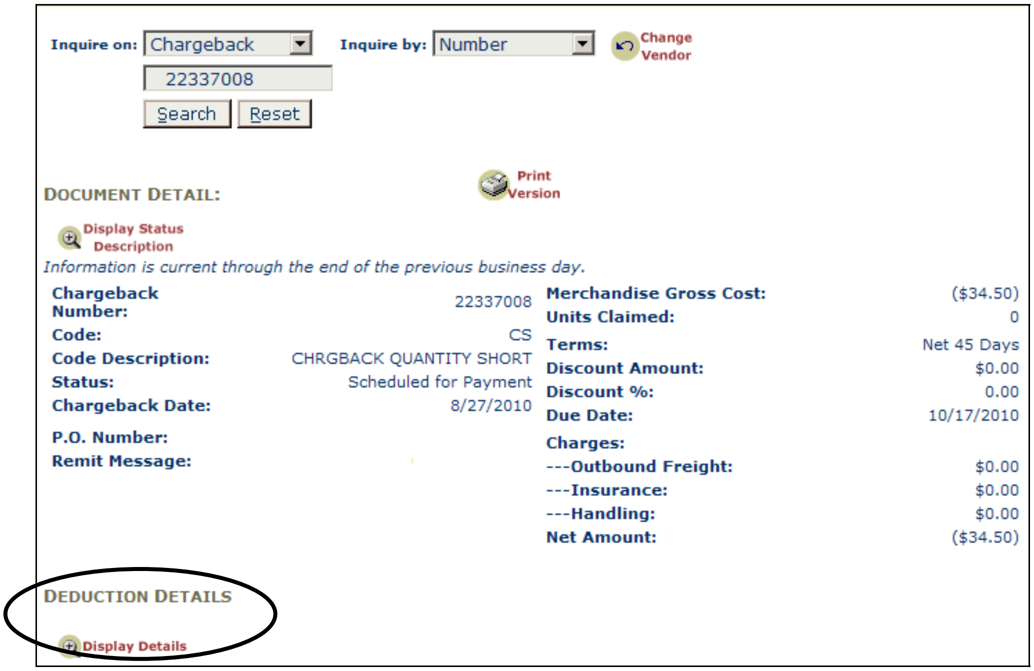
Then select what you would like to "inquire by" (i.e. Number, Number Range, Date Range, or Status).



Once the claim has been found, click the chargeback # (underlined):



This will direct you to the Document Detail of the chargeback/claim:



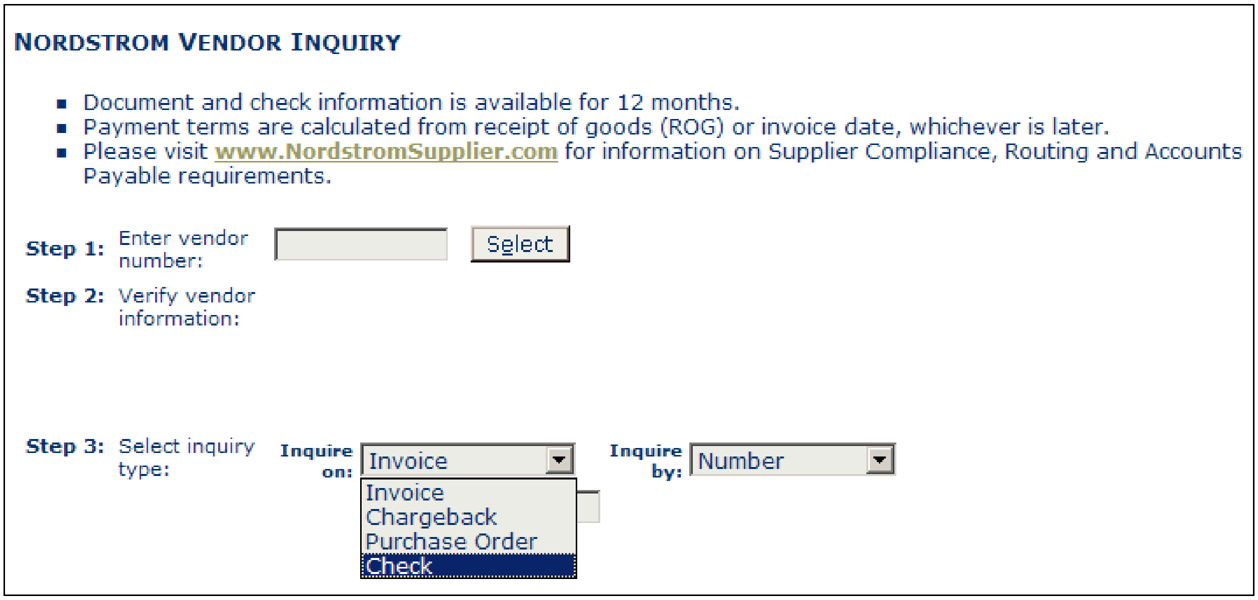
To see the detail of the claim (i.e. cost discrepancies, units short, style, etc.), click the "Display Details" icon at the bottom of the Document Detail:

Store	Invoiced or Returned Style	Item Description	Invoice Cost	Units	Ordered Style	P.O. Cost
89	108558		($11.50)	3		
0				0		

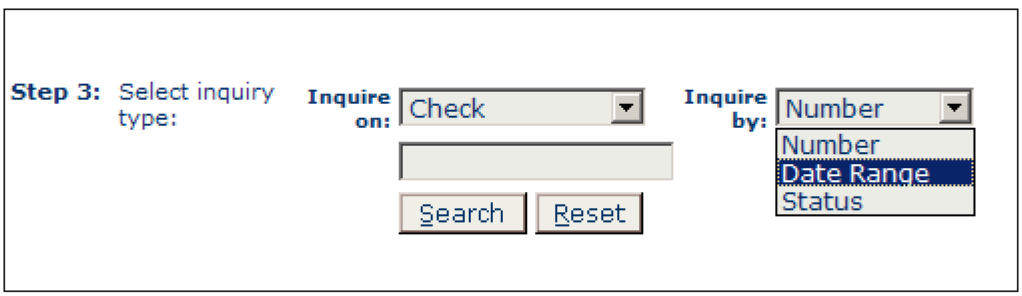
If no detail is available, but is needed, contact the Nordstrom department issuing the chargeback by using the Supplier Resource Document discussed in section III of this guide.

Retrieving Check Detail and Download

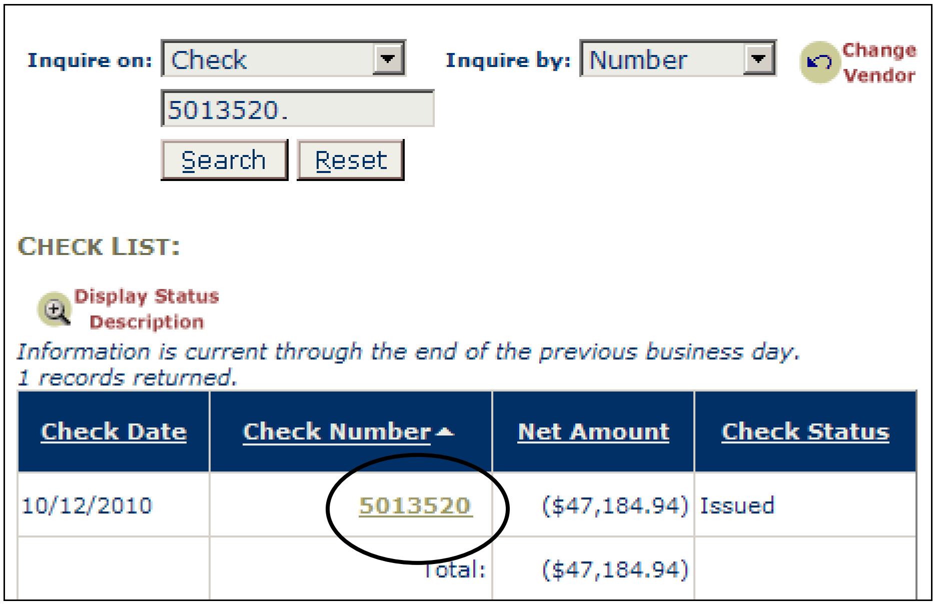
At the header screen of the portal click on the drop down button next to "Inquire on" and select "Check".



Then select what you would like to "inquire by" (i.e. Number, Date Range, or Status):

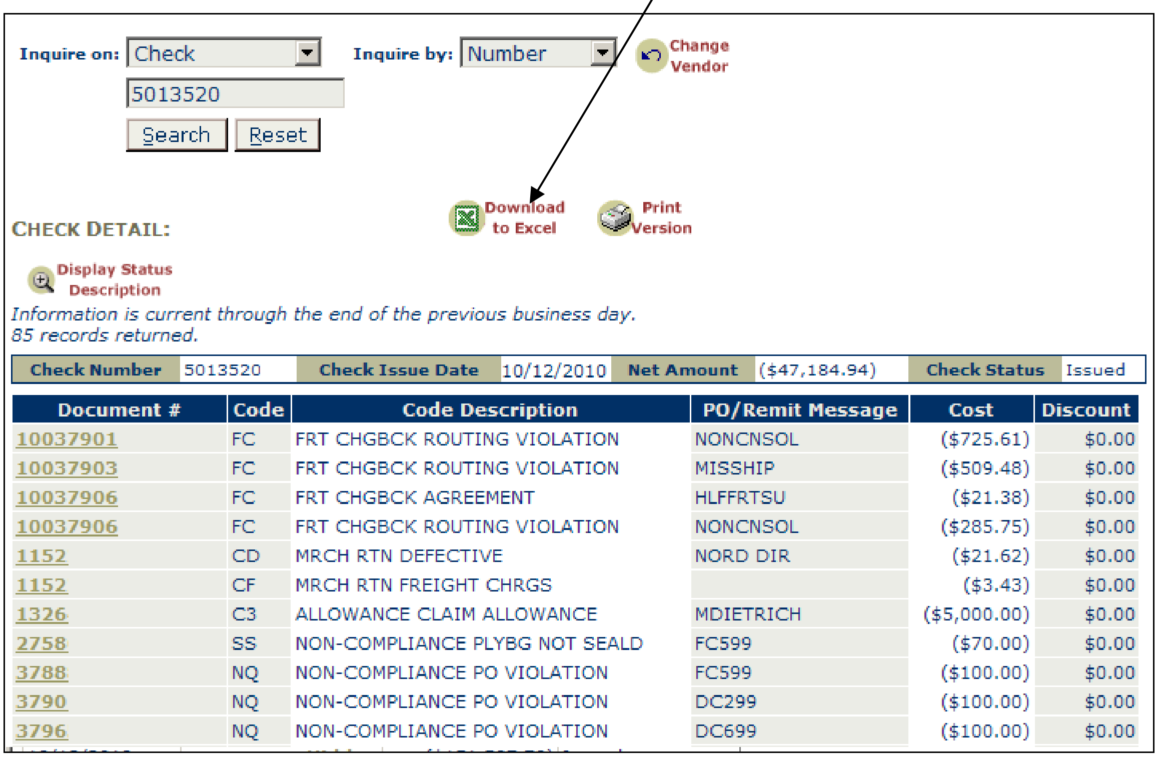


Once the check has been found, click the underlined check # to be directed to the detail of the check:



Check Date	Check Number	Net Amount	Check Status
10/12/2010	5013520	($47,184.94)	Issued
	Total:	($47,184.94)	

If a download of the detail is needed, click the "Download to Excel" icon to download the check detail to a spreadsheet:



Check Number	5013520	Check Issue Date	10/12/2010	Net Amount	($47,184.94)	Check Status	Issued

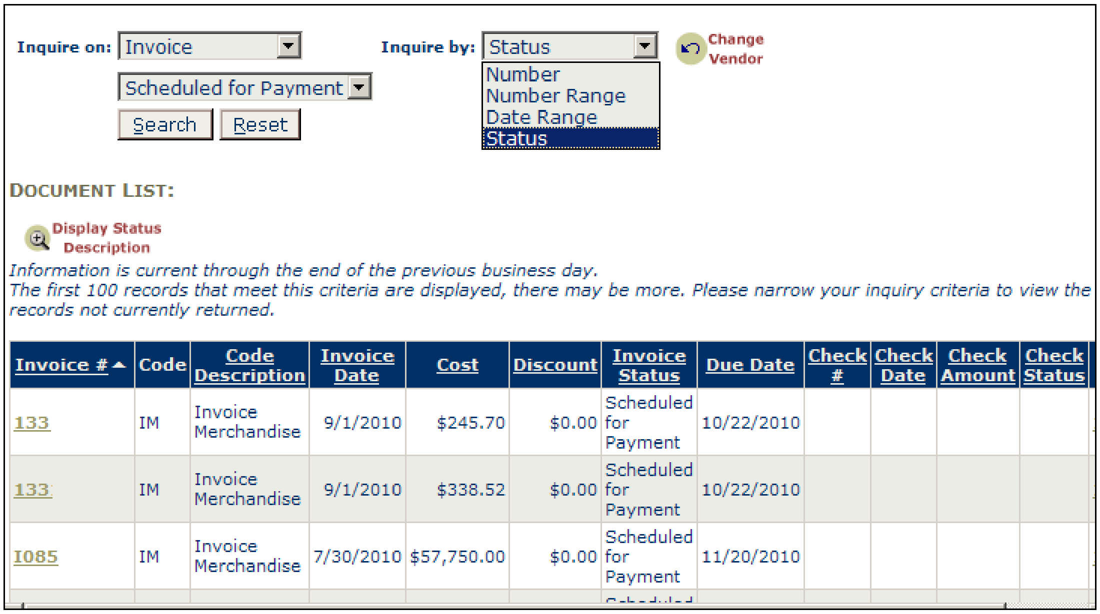
Document #	Code	Code Description	PO/Remit Message	Cost	Discount
10037901	FC	FRT CHGBCK ROUTING VIOLATION	NONCNSOL	($725.61)	$0.00
10037903	FC	FRT CHGBCK ROUTING VIOLATION	MISSHIP	($509.48)	$0.00
10037906	FC	FRT CHGBCK AGREEMENT	HLFFRTSU	($21.38)	$0.00
10037906	FC	FRT CHGBCK ROUTING VIOLATION	NONCNSOL	($285.75)	$0.00
1152	CD	MRCH RTN DEFECTIVE	NORD DIR	($21.62)	$0.00
1152	CF	MRCH RTN FREIGHT CHRGS		($3.43)	$0.00
1326	C3	ALLOWANCE CLAIM ALLOWANCE	MDIETRICH	($5,000.00)	$0.00
2758	SS	NON-COMPLIANCE PLYBG NOT SEALD	FC599	($70.00)	$0.00
3788	NQ	NON-COMPLIANCE PO VIOLATION	FC599	($100.00)	$0.00
3790	NQ	NON-COMPLIANCE PO VIOLATION	DC299	($100.00)	$0.00
3796	NQ	NON-COMPLIANCE PO VIOLATION	DC699	($100.00)	$0.00

The check detail will be automatically downloaded onto an excel spreadsheet for viewing.

NOTE: The check or EFT # will be listed as "Hidden" for 10 days after being issued for security reasons. Once 10 days have passed, the 8 digit check or EFT number will be visible on the portal.

How to Pull a Trial Balance of the Account

Vendors can pull the most recent net balance on their account by bringing forward the totals of both invoices and chargebacks scheduled for payment. In order to do this, first inquire on the portal for all invoices scheduled for payment as shown in the screenshots below:



Inquire on: Invoice
Scheduled for Payment
Search Reset
Inquire by: Status
Number
Number Range
Date Range
Status
Change Vendor

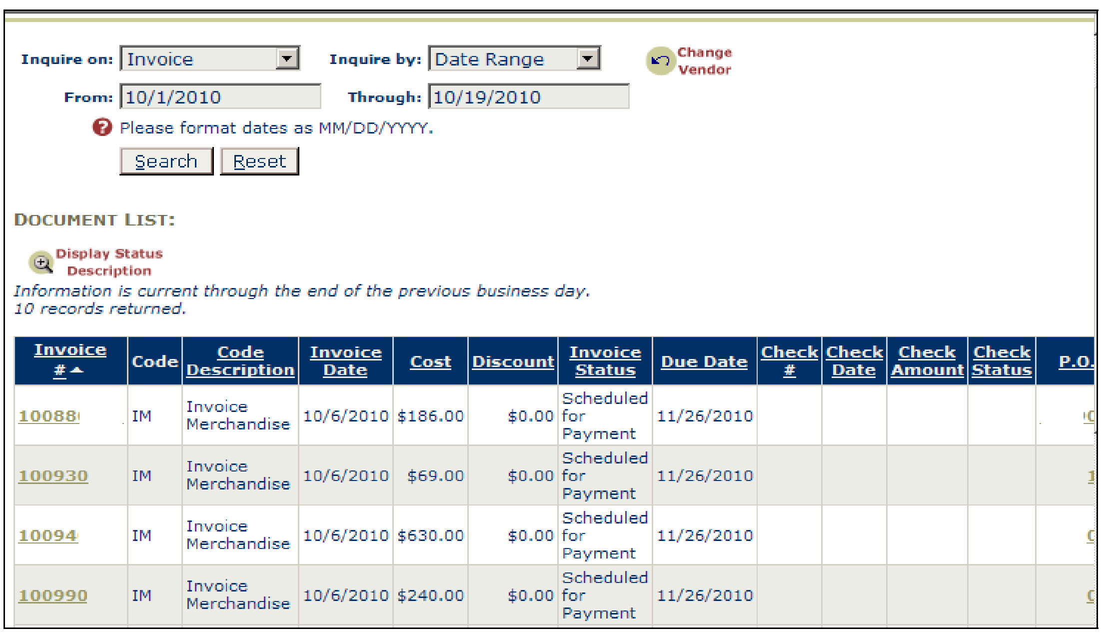
DOCUMENT LIST:

Display Status Description

Information is current through the end of the previous business day.
The first 100 records that meet this criteria are displayed, there may be more. Please narrow your inquiry criteria to view the records not currently returned.

Invoice #	Code	Code Description	Invoice Date	Cost	Discount	Invoice Status	Due Date	Check #	Check Date	Check Amount	Check Status
133	IM	Invoice Merchandise	9/1/2010	$245.70	$0.00	Scheduled for Payment	10/22/2010				
133	IM	Invoice Merchandise	9/1/2010	$338.52	$0.00	Scheduled for Payment	10/22/2010				
I085	IM	Invoice Merchandise	7/30/2010	$57,750.00	$0.00	Scheduled for Payment	11/20/2010				

This will pull all invoices scheduled for payment on the account, providing a total at the bottom of the screen. If there are more than 100 invoices scheduled for payment (like the example above), then multiple searches by consecutive "Date Range" will be required to retreive all invoices scheduled for payment.



Inquire on: Invoice
Inquire by: Date Range
Change Vendor
From: 10/1/2010
Through: 10/19/2010
Please format dates as MM/DD/YYYY.
Search Reset

DOCUMENT LIST:

Display Status Description

Information is current through the end of the previous business day.
10 records returned.

Invoice #	Code	Code Description	Invoice Date	Cost	Discount	Invoice Status	Due Date	Check #	Check Date	Check Amount	Check Status	P.O.
10088	IM	Invoice Merchandise	10/6/2010	$186.00	$0.00	Scheduled for Payment	11/26/2010					
100930	IM	Invoice Merchandise	10/6/2010	$69.00	$0.00	Scheduled for Payment	11/26/2010					
10094	IM	Invoice Merchandise	10/6/2010	$630.00	$0.00	Scheduled for Payment	11/26/2010					
100990	IM	Invoice Merchandise	10/6/2010	$240.00	$0.00	Scheduled for Payment	11/26/2010					

To pull the chargebacks scheduled for payment, follow the same steps as above, replacing “Invoice” with “Chargeback” in the “Inquire on” field.

Inquire on: Chargeback **Inquire by:** Status Change Vendor

Scheduled for Payment

Search Reset

DOCUMENT LIST:

Display Status Description

Information is current through the end of the previous business day.
6 records returned.

Chargeback # ▲	Code	Code Description	Chargeback Date	Cost	Discount	Chargeback Status	Due Date	Check #	Check Date	Check Amount	Check Status
102899	FC	Frt Chgbck Po Terms	10/16/2010	($3.65)	$0.00	Scheduled for Payment	10/16/2010				
10289	FC	Frt Chgbck Po Terms	10/16/2010	($9.41)	$0.00	Scheduled for Payment	10/16/2010				
102899	FC	Frt Chgbck Po Terms	10/16/2010	($61.08)	$0.00	Scheduled for Payment	10/16/2010				
10289	FC	Frt Chgbck Po Terms	10/16/2010	($3.85)	$0.00	Scheduled for Payment	10/16/2010				
1028990	FC	Frt Chgbck Po Terms	10/16/2010	($14.08)	$0.00	Scheduled for Payment	10/16/2010				

Again, the total dollar amount of chargebacks scheduled for payment will be noted at the bottom of the list. When calculating trial balance using the total dollar amount for both invoices and chargebacks, be sure to note the due date of the documents as that will affect the actual payment date of the documents.

I13538	NI	Non-compliance Non-consol Invoice	9/7/2010	($10.00)	$0.00	Scheduled for Payment	10/22/2010
I1353	NI	Non-compliance Non-consol Invoice	9/7/2010	($10.00)	$0.00	Scheduled for Payment	10/22/2010
I135388	NI	Non-compliance Non-consol Invoice	9/7/2010	($10.00)	$0.00	Scheduled for Payment	10/22/2010
I13580	NI	Non-compliance Non-consol Invoice	9/7/2010	($10.00)	$0.00	Scheduled for Payment	10/22/2010
I136489	CS	Chrgback Quantity Short	9/2/2010	($3,584.00)	$0.00	Scheduled for Payment	10/24/2010
I750759	M9	Invoice Audit Cost Adjustmnt	12/12/2008	($38.85)	$0.00	Scheduled for Payment	12/12/2008

Total Net Cost (Includes Discount): ($88,038.69)

Submitting an Inquiry to A/P after Portal Research

Overview

Nordstrom requests that all vendors/factors utilize the portal as the first point of contact when reconciling an account or researching items. If the information found on the portal does not answer the question at hand, an inquiry may be sent to your vendor rep via email to the Merch AP shared mailbox at merch.ap@nordstrom.com.

Supplier Resource Document & Contact Us

The Supplier Resource Document is a document provided to all vendors for the purpose of providing direction when submitting inquiries to different areas within Nordstrom. The Supplier Resource Document will direct you to the proper contact based on the code description. This document can be found on the portal as well as within the AP application documentation link and is a great resource for Nordstrom vendors. Please refer to this when submitting all inquiries as it will help Nordstrom process them quickly and enable us to respond to you as soon as possible.

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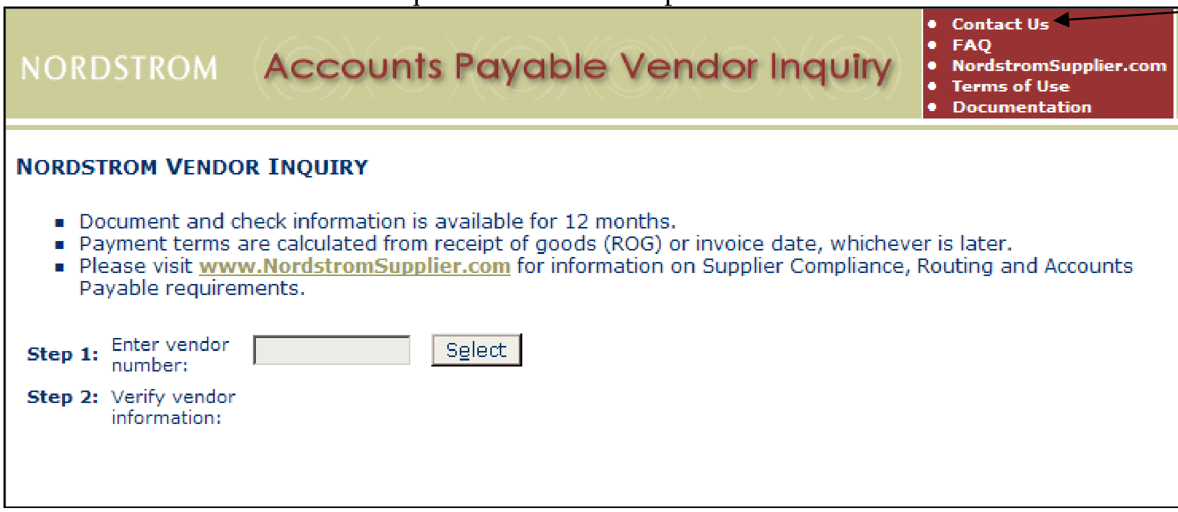
Document Description mapping AP Website and Check Remittance

Code (on AP website)	Document Category (on remit)	Document Type (on remit & AP website)	Detailed definition of document types	Style Detail On Web	Contact information
AA-AE, AM-AT, AV, AZ, A1-A9, S1-S9	ALLOWANC	ADV CO-OP	Deduction, Adjustment, Reinstatement, or Cancelation of Advertising Co-Op charges		advcoop@nordstrom.com
AF-AL	ALLOWANC	APA	Deduction or Adjustment of Additional Payment Agreement (APA) Co-Op		
CA	ALLOWANC	CLAIM ALLOWANCE	Allowance agreement for additional discount or lower pricing		Contact your sales rep (RA# noted on check under 'PO NO')
UC, UH, UI, UM, UO, US, UT, UW, U1-U9	ALLOWANC	COSM REBATE	Deduction, Adjustment, Reinstatement, Credit, or Cancelation of Cosmetic Rebate charges		A-Z ginny.grover@nordstrom.com
SA, SI, SJ	ALLOWANC	DIRECT CO-OP	Nordstrom Direct Advertising Co-Op claim		advcoop@nordstrom.com
CA	ALLOWANC	EXPENSE OFFSET	Allowance agreement for miscellaneous expenses (travel, style shows, fixtures, etc.)		
CA	ALLOWANC	FREE SHIP PROMO	Free customer shipping promotion for Direct division		
CP	ALLOWANC	VENDOR CONTEST	Vendor sponsored contest, per signed vendor agreement		
CA	ALLOWANC	VFMD	Vendor Funded Markdowns or other allowances, per signed vendor agreement		
QT	CHRGBACK	187 QUALITY CEN	Nordstrom Quality Center - defective product claim (customer returns)	Yes	nqch@nordstrom.com
CE	CHRGBACK	ALTERATIONS	Charges incurred by Nordstrom to alter or hem garments for sale to customer		Jeanie Ann 206-303-2551
C9, DQ	CHRGBACK	AUDIT COST ADJS	Post Payment Audit - price discrepancies found on 'CHRGBACK' transactions		apaudit@nordstrom.com
CR	CHRGBACK	COST DIFFERENCE	Price discrepancy - invoiced price is greater than PO price	Yes	merch.ap@nordstrom.com
CU, C1-C6	CHRGBACK	COST/DISC ADJST	Chargeback corrections and adjustments		merch.ap@nordstrom.com
MO	CHRGBACK	CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		apaudit@nordstrom.com
QF	CHRGBACK	DESTROY IN FIEL	Defective product - Destroyed in Field per agreement (vs. returning to vendor)	Yes	Issuing Store (contact Store Information Manager) See claim detail on AP website for store number
CW	CHRGBACK	GRATIS MERCHAND	RTV for COST of product pulled per Gratis agreement (Cosmetics)	Yes	
CM	CHRGBACK	INTL CREDIT MEMO	Deduction taken per Vendor's credit memo or statement credit		npgintlpymnts@nordstrom.com
CS	CHRGBACK	QUANTITY SHORT	Quantity discrepancy - Invoiced for more items than received	Yes	merch.ap@nordstrom.com

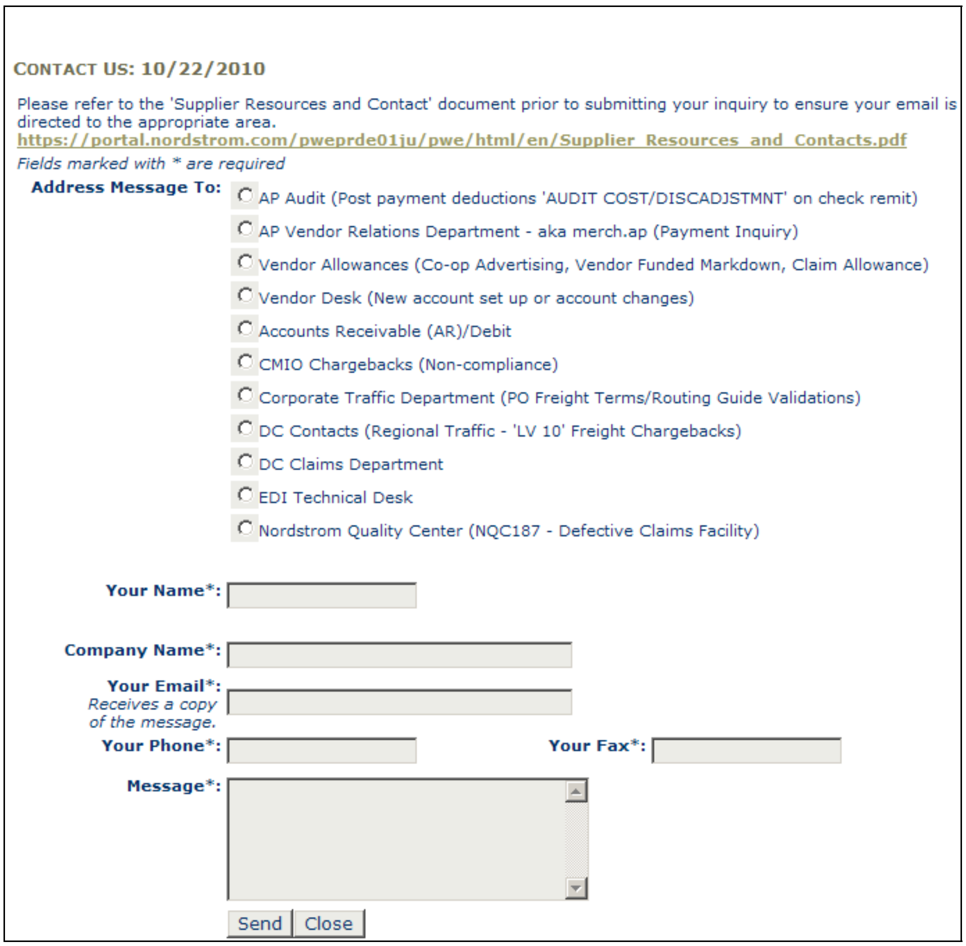
The link below will guide you to the full Supplier Resource Document:

https://portal.nordstrom.com/pweprde01ju/pwe/html/en/Supplier_Resources_and_Contacts.pdf

Vendors can also direct their inquiries to various departments via the 'Contact Us' link located on the portal:



Once clicked, the vendor will be directed to a list of departments. The vendor can click on the button of the department they would like to contact, complete the prompted form, and send it directly from the portal.



Requested Format of Submitted Inquiries

When sending inquiries to the Merch AP mailbox, it is important to have all the necessary information included to ensure the most accurate and quick response. Below is a list of tools and best practices when reconciling your account and communicating with Accounts Payable to ensure a speedy resolution when sending inquiries, including links to specific tools that can help make certain the inquiry is formatted correctly:

- Once all information from the portal has been obtained, utilize the excel template found under the documentation link within the AP application of the portal: http://i0319p08/apinquiry/UserDocs/Vendor Inquiry-Dispute Template.xls

- All invoice due dates are calculated off of the receipt of goods date, so please allow 2 check runs before inquiring on items with a "scheduled for payment" status. Please refer to the merchandise check run calendar posted on the portal: http://apinquiry/UserDocs/2011%20Merchandise%20Payments%20Calendar.pdf

- Invoices listed as "open" on the portal are currently being processed for payment. If the invoice remains "open" 2 weeks after the due date, please submit an inquiry to the Merch AP inbox.

- Inquiries must include web findings on spreadsheet (i.e. invoice is "scheduled for payment" or "open"). AP is unable to research items that are "not found" and asks that vendors resend "not found" invoices first, ensure the invoice is displayed on the portal, then wait 2 weeks prior to further inquiry. If you are having issues resending either the EDI transmission or paper invoice(s), please contact Nordstrom Vendor Relations at merch.ap@nordstrom.com.

- If the above templates do not apply to your inquiry, please send a free form email inquiry to merch.ap@nordstrom.com, being sure to include the web findings, as well as the invoice, claim, or PO # in question.

- All inquiries sent to the Merch AP mailbox should contain the following information in the subject line of the email (in the following order):
    - Vendor Name
    - Vendor Number
    - Brief description of inquiry

Please take the necessary steps to ensure that the items above are completed before submitting any inquiries to the Merch AP mailbox. All complete inquiries submitted to the mailbox will be responded to within 10 business days.

Here are several other links that may be helpful when using the portal:

- **User Guide:** https://portal.nordstrom.com/pweprde01ju/pwe/html/en/SupplierPortalUserGuide.pdf
- **FAQ:** https://portal.nordstrom.com/pweprde01ju/pwe/html/en/FAQ.htm
- **Terms & Conditions:** https://portal.nordstrom.com/pweprde01ju/pwe/html/en/terms.htm
- **Contact Us:** https://portal.nordstrom.com/pweprde01ju/pwe/html/en/contact.htm

These links will direct you to different sections on the portal and will provide a brief overview of how to navigate through the portal, answers to frequently asked questions, the terms & conditions of the portal, and a “Contact Us” page which provides direction on who to contact in regards to different issues.

Applying the steps listed in this reference guide will help in resolving your inquiry in the fastest, most efficient manner for both companies as well as ensure a cohesive working partnership with Nordstrom’s Accounts Payable.