

Handling Invoicing Issues for Nordstrom

Suppliers must follow this procedure if they experience an issue with Nordstrom invoicing:

1. Go to Nordstrom's AP Portal and review your invoices.
 - a. If the invoice data is in the Nordstrom AP Portal, great! Continue the invoicing process with Nordstrom. CommerceHub's Technical Support team does not handle payment status inquiries.
 - b. If the invoice data is not there, go to step 2.
2. Check your Dsco account and locate the invoices in your account. Go to Dsco Support to learn more about [Viewing Invoices](#).
 - a. If the invoices are in The Dsco platform, and are archived, skip to step 3.
 - b. If the invoices are not in The Dsco platform, and are NOT in the Nordstrom AP Portal, skip to step 3.
 - c. If the invoices are NOT in The Dsco platform, and ARE in the Nordstrom AP Portal, reach out to the Technical Support team at support@dsco.io They will help you understand why the invoices are not in The Dsco platform.
3. Send a list of the invoices to merchap@nordstrom.com separately from the CommerceHub ticket, and ask Nordstrom to review and determine whether there is an issue in your system or in Nordstrom's system.
 - a. If there is an issue in your system or in Nordstrom's system, please work with Nordstrom to resolve any issues, then continue to step 5.
 - b. If there is an issue in the Dsco platform, Nordstrom will request that you delete the invoices from the Dsco platform. Email the Technical Support team at support@dsco.io with a list of invoices to be deleted, including the PO Numbers, Invoice IDs, and evidence of Nordstrom requesting deletion.

Notes:

If an invoice is not in Nordstrom's Portal, that does *not* automatically mean it needs to be deleted from CommerceHub's Dsco platform. There could be a tech issue which prevented the invoice from completing in the Dsco platform, or a data or technical issue on Nordstrom's side.

Nordstrom does not request deletion for you. This ensures that you are aware of the issue and that the invoices are being deleted only when necessary.

4. The Technical Support team will review the list, and let you know which invoices will be deleted.
5. Re-upload the invoices to the Dsco platform. Go to Dsco Support to learn more about [Uploading invoices](#).