

# PACKING SLIP GUIDE — Nordstrom

## Introduction

Packing slips can be downloaded from the platform. If you prefer to create your own packing slips, this document provides instructions for replicating packing slips for Nordstrom. Please match the packing slip design requirements as closely as possible.

Once you have created your packing slips, please submit samples to Nordstrom for approval. Your packing slips must be approved by Nordstrom before you can use them.

**Note:** Packing slips are used for Nordstrom Drop Ship only. Packing slips or return labels are not used for Nordstrom Rack Drop Ship orders.

If you have any questions, contact Nordstrom directly or [contact Rithum Software Support](#).

## Packing Slip Requirements

Below is a summary of the rules that apply to Nordstrom packing slips.

**Paper:** 8 ½ x 11 Letter

**Primary Font:** Arial

Packing Slip Variables	Applies to this Retailer
Packing Slip Types:	
• Regular	Y
• Ship-To-Store	N/A
• Reprint	Y
• Gift	N/A
Returns Address	N/A
Sales Division	N/A
Special Printing Requirements	N/A
Barcode	N/A

Packing Slip Variables	Applies to this Retailer
Multiple Languages	N/A
Multiple Lines Per Packing Slip	Y
Multi-Page Packing Slip	Y
Computations	Y
Price Suppression	N/A

## Packing Slip Sample

Below is a sample of the Nordstrom packing slip.

<b>NORDSTROM</b> NORDSTROM.COM		<b>CREATE DATE</b> 20 JAN 2022
Nordstrom Customer Order Number: 10003320110 PO NUMBER: 33211000		
<b>SOLD TO:</b>  Tom Smith 1 Fuller Road Apt. 111 Albany, NY 12203 US	<b>SHIP TO:</b>  Mary Smith 123 Westmerre Parkway Albany, NY 12203 US	
Item prices and full order details are available online at <a href="https://www.nordstrom.com/myorder">Nordstrom.com/myorder</a> , by calling toll-free 1.800.282.6060 or by emailing us at <a href="mailto:orders@nordstrom.com">orders@nordstrom.com</a> .		
<b>PRODUCT</b>	<b>DESCRIPTION</b>	<b>QTY</b>
EAN: 1234567890000 SKU: FLEBSKUDEMO1 UPC: 102102102102102 SKU: FLEBSKUDEMO2	Style Name/Color/Size: Line 1 Item Sample Description Personalization:  Style Name/Color/Size: Line 2 Item Sample Description Personalization:	2   3
Return or exchange items at your local Nordstrom store or via mail (see directions below). For a prompt refund, enclose this form with your return. <b>Start your return online.</b> -Find your Nordstrom Customer Order Number above or in your confirmation email. -Go to <a href="https://www.nordstrom.com/returns">Nordstrom.com/returns</a> and print a prepaid shipping label. -Drop off your return at any USPS location.		
		TOTAL QUANTITY IN PACKAGE: 5

## Packing Slip Mapping

The Nordstrom packing slip sample below includes bracketed numbers that correspond to data elements received from the order. The tables in this section map each bracketed number with its corresponding flat-file field name and EDI segment.

**NORDSTROM**  
NORDSTROM.COM

**CREATE DATE**  
[119]

**Nordstrom Customer Order Number:** [108]  
**PO NUMBER:** [116]

**SOLD TO:**  
[197]  
Attn: [198]  
[201]  
[202]  
[203], [204] [205]  
[206]

**SHIP TO:**  
[97]  
Attn: [98]  
Store #: [196]  
[101]  
[102]  
[103], [104] [105]  
[106]

Item prices and full order details are available online at [Nordstrom.com/myorder](https://www.nordstrom.com/myorder), by calling toll-free 1.800.282.6060 or by emailing us at [orders@nordstrom.com](mailto:orders@nordstrom.com).

PRODUCT	DESCRIPTION	QTY
UPC: [115] EAN: [116] SKU: [110]	Style Name/Color/Size: [111] Personalization: [114]	[109]

Return or exchange items at your local Nordstrom store or via mail (see directions below). For a prompt refund, enclose this form with your return.  
**Start your return online.**  
-Find your Nordstrom Customer Order Number above or in your confirmation email.  
-Go to [Nordstrom.com/returns](https://www.nordstrom.com/returns) and print a prepaid shipping label.  
-Drop off your return at any USPS location.

TOTAL QUANTITY IN PACKAGE: [CALCULATED]

**Figure 1 Sample Regular Packing Slip with Order Message References**

## Packing Slip Mapping – Flat-file Field Name

Label	Description	Element	Notes
97	Ship To Company	ship_company	
98	Ship To Attention	ship_attention	
101	Ship To Name	ship_name	
102	Ship To Address	ship_address	
103	Ship To City	ship_city	
104	Ship To Region	ship_region	
105	Ship To Postal Code	ship_postal	
106	Ship To Country	ship_country	
108	Consumer Order Number	consumer_order_number	
109	Line Item Quantity	line_item_quantity	
110	Line Item SKU	line_item_sku	
111	Line Item Title	line_item_title	
114	Line Item Personalization	line_item_personalization	
115	Line Item UPC	line_item_upc	
116	PO Number	po_number	
116	Line Item EAN	line_item_ean	
119	Retailer Create Date	retailer_create_date	
196	Ship To Store Number	ship_store_number	
197	Bill To Company	bill_to_company	
198	Bill To Attention	bill_to_attention	

Label	Description	Element	Notes
201	Bill To Name	bill_to_name	
202	Bill To Address	bill_to_address	
203	Bill To City	bill_to_city	
204	Bill To Region	bill_to_region	
205	Bill To Postal Code	bill_to_postal	
206	Bill To Country	bill_to_country	

## Packing Slip Mapping – EDI Segment

Label	Description	Element	Notes
97	Ship To Company	N201	
98	Ship To Attention	N202	
101	Ship To Name	N102	
102	Ship To Address	N301	
103	Ship To City	N401	
104	Ship To Region	N402	
105	Ship To Postal Code	N403	
106	Ship To Country	N404	
108	Consumer Order Number	REF02	
109	Line Item Quantity	PO102	
110	Line Item SKU	PO107	
111	Line Item Title	PID05	
114	Line Item Personalization	REF03	
115	Line Item UPC	PO109	
116	PO Number	BEG03	
116	Line Item EAN	PO111	
119	Retailer Create Date	DTM02	
196	Ship To Store Number	REF03	
197	Bill To Company	N201	
198	Bill To Attention	N202	

Label	Description	Element	Notes
201	Bill To Name	N102	
202	Bill To Address	N301	
203	Bill To City	N401	
204	Bill To Region	N402	
205	Bill To Postal Code	N403	
206	Bill To Country	N404	



## Packing Slip Mapping – API Segment

Label	Description	Element	Notes
97	Ship To Company	shipping[company]	
98	Ship To Attention	shipping[attention]	
101	Ship To Name	shipping[name]	
102	Ship To Address	shipping[address]	
103	Ship To City	shipping[city]	
104	Ship To Region	shipping[region]	
105	Ship To Postal Code	shipping[postal]	
106	Ship To Country	shipping[country]	
108	Consumer Order Number	consumerOrderNumber	
109	Line Item Quantity	lineItems[quantity]	
110	Line Item SKU	lineItems[sku]	
111	Line Item Title	lineItems[title]	
114	Line Item Personalization	lineItems[personalization]	
115	Line Item UPC	lineItems[upc]	
116	PO Number	poNumber	
116	Line Item EAN	lineItems[ean]	
119	Retailer Create Date	retailerCreateDate	
196	Ship To Store Number	shipping[storeNumber]	
197	Bill To Company	billTo[company]	
198	Bill To Attention	billTo[attention]	

Label	Description	Element	Notes
201	Bill To Name	billTo[name]	
202	Bill To Address	billTo[address]	
203	Bill To City	billTo[city]	
204	Bill To Region	billTo[region]	
205	Bill To Postal Code	billTo[postal]	
206	Bill To Country	billTo[country]	

## Packing Slip Specifications

The table in this section contains the packing slip specifications. Elements are identified as either *fixed (F)* or *variable (V)*. Fixed elements are elements that remain the same regardless of any data received, i.e., static text. Variable elements contain changeable data as received from the order. The following packing slip sample includes location references to identify which sections of the sample are being addressed.

**NORDSTROM**  
NORDSTROM.COM  
  
Nordstrom Customer Order Number: 10003320110  
PO NUMBER: 33211000

**Order Header Section**

CREATE DATE  
20 JAN 2022

**SOLD TO:**  
Tom Smith  
1 Fuller Road  
Apt. 111  
Albany, NY 12203  
US

**Bill To/Ship To Section**

**SHIP TO:**  
Mary Smith  
123 Westmerre Parkway  
Albany, NY 12203  
US

Item prices and full order details are available online at [Nordstrom.com/myorder](https://www.nordstrom.com/myorder), by calling toll-free 1.800.282.6060 or by emailing us at [orders@nordstrom.com](mailto:orders@nordstrom.com).

PRODUCT	DESCRIPTION	QTY
EAN: 1234567890000 SKU: FLEBSKUDEM01 UPC: 102102102102102 SKU: FLEBSKUDEM02	Style Name/Color/Size: Line 1 Item Sample D Personalization: Style Name/Color/Size: Line 2 Item Sample D Personalization:	2 3

**Order Merchandise Table**

Return or exchange items at your local Nordstrom store or via mail (see directions below). For a prompt refund, enclose this form with your return.

**Start your return online.**

- Find your Nordstrom Customer Order Number above or in your confirmation email.
- Go to [Nordstrom.com/returns](https://www.nordstrom.com/returns) and print a prepaid shipping label.
- Drop off your return at any USPS location.

**Returns Section**

TOTAL QUANTITY IN PACKAGE: 5

**Figure 2 Sample Regular Packing Slip with Location References**

Data Element	Font Size	Font Style	F/V	Comments
<b>ORDER HEADER SECTION</b>				
<b>Note:</b> The elements described below are enclosed in a rectangle with a light grey background, as shown in the sample.				
LOGO			F	Nordstrom Logo.png
Label	9	All caps, bold, right justified	F	<b>CREATE DATE</b>
Retailer Create Date	9		V	
Label	9	Bold	F	<b>Nordstrom Customer Order Number:</b>
Consumer Order Number	9		V	
Label	9	All caps, bold	F	<b>PO NUMBER:</b>
PO Number	9		V	
<b>BILL TO/SHIP TO SECTION</b>				
Label	9	All caps, bold	F	<b>SOLD TO:</b>
Bill To Company	9		V	Shift line up if not present.
Bill To Attention	9		V	Shift line up if not present.
Bill To Name	9		V	
Bill To Address	9		V	
Bill To City	9		V	
Bill To Region	9		V	
Bill To Postal Code	9		V	
Bill To Country	9		V	Shift line up if not present.
Label	9	All caps, bold	F	<b>SHIP TO:</b>

Data Element	Font Size	Font Style	F/V	Comments
Ship To Company	9		V	Shift line up if not present.
Ship To Attention	9		V	Shift line up if not present.
Ship To Name	9		V	
Ship To Address	9		V	
Ship To City	9		V	
Ship To Region	9		V	
Ship To Postal Code	9		V	
Ship To Country	9		V	Shift line up if not present.
<b>ORDER MERCHANDISE TABLE</b>				
Static Text	8		F	<b>Item prices and full order details are available online at Nordstrom.com/myorder, by calling toll-free 1.800.282.6060 or by emailing us at orders@nordstrom.com.</b>
Label	15	All caps, bold	F	<b>PRODUCT</b>
Label	8	All caps, bold	F	Only print if <i>Line Item UPC</i> is present. <b>UPC:</b>
Line Item UPC	8		V	
Label	8	All caps, bold	F	Only print if <i>Line Item EAN</i> is present. <b>EAN:</b>
Line Item EAN	8		V	
Label	8	All caps, bold	F	<b>SKU:</b>
Line Item SKU	8		V	
Vertical Line			F	

Data Element	Font Size	Font Style	F/V	Comments
Label	15	All caps, bold	F	<b>DESCRIPTION</b>
Label	8	Bold	F	<b>Style Name/Color/Size:</b>
Line Item Title	8		V	
Label	8	Bold	F	<b>Personalization:</b>
Line Item Personalization	8		V	
Vertical Line			F	
Label	15	All caps, bold	F	<b>QTY</b>
Line Item Quantity	8		V	
Horizontal Line			F	
<b>RETURNS SECTION</b>				
Static Text	8		F	<b>Return or exchange items at your local Nordstrom store or via mail (see directions below). For a prompt refund, enclose this form with your return.</b>
Static Text	8	Bold	F	<b>Start your return online.</b>
Static Text	8		F	<b>- Find your Nordstrom Customer Order Number above or in your confirmation email.</b> <b>- Go to Nordstrom.com/returns and print a prepaid shipping label.</b> <b>- Drop off your return at any USPS location.</b>
Label	8	All caps, right justified	F	<b>TOTAL QUANTITY IN PACKAGE:</b>
CALCULATED	8		V	Print the total quantity in the package.