

<https://www.caleres.com/retailers/our-retail-partners> Caleres NuORDER brand portals, please contact your Sales Representative or customer service at customercare@caleres.com, or by phone at 888-882-7954 Monday through Saturday 8:00 a.m. – 5 p.m. Central.

Q: How do I request access to the Caleres brand portals?

A: Please download and fill in the form located on the **Request NuORDER Account page** of the [Retailer section of caleres.com](#) and email it to Customer Service at customercare@caleres.com.

Q: How do I browse the full collection in the portal? (Why can't I find the product search bar on the homepage? Why can't I find the "Products" link in the navigation panel?)

A: If the brand offers the product gallery to buyers, allowing the browsing of the full collection, navigate to the portal homepage, and locate the **"PRODUCTS"** link on the Homepage.

If the brand does not offer the product gallery, navigate to the **LINESHEETS** Tab to view the brand's current offerings.

Q: How do I change my shipping/billing address?

A: To update your shipping/billing address, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: How do I adjust delivery windows or Prebook items?

A: When you [add a product to your cart](#) from the **Product Details** page, you can enter quantities for each size in a delivery window. You can edit a delivery window by selecting the arrow to the right of the date range or Display Name. You can also add a delivery window by selecting **Add Delivery** and then selecting **Choose Date Range** or **Prebook**.

Within the **Working Order's** Products tab, you can use the options to the right of each product to specify the delivery type (example: prebook) and a delivery window date range.

Learn more with the [Buyer Selections](#) section of the [Delivery Windows Overview](#) guide. This guide includes instructions and images on how to edit delivery windows from the product details page and directly in the working order.

Q: What if the item does not have a Prebook delivery option?

The product is not available for prebook. If you wish to inquire about a product being available for Prebook, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: Where can I find the available inventory for an item?

A: The Product Details page displays inventory for each size by each delivery window (upper-right corner). Scroll down the Product Details Page (past the Available Colors section) to find the **Inventory Arriving Table** and a toggle for Total Units or Units Arriving. The Inventory Arriving table contains future delivery windows and the expected inventory.

Q: I can't find the size or pack that I'm looking for.

A: Sizes are listed in the grids in the following format: US/EU/UK/Width. Below is a general width guide. Please be sure to scroll all the way to the right of the size grid when looking for a particular size/width combination. Available Packs will be listed at the end of the grid.

Width	Kids	Men (MN)	Women (WM)
N		Slim	Narrow
M	Medium	Medium	Medium
W	Wide	Wide	Wide
WW			Extra Wide
T	Toddler		
K	Kids		

If you still can't find the size you're looking for or have additional questions regarding sizing in NuORDER, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: Why did the price change in the cart? (Real time pricing)

A: When products are added to the shopping cart, any pre-negotiated discounts will be automatically applied and reflected in the working order. For pricing inquiries, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: Can I adjust the price of a product on an order?

A: Caleres Brand Portals do not allow pricing to be adjusted directly on an order. For pricing inquiries, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: Why did my order split into multiple orders?

A: Caleres brand portals are configured to automatically split orders based on the Ship Start and Ship End. For example, if your order includes multiple delivery windows, then when that order is submitted, it'll split into separate orders: one for each delivery window. Each split order is differentiated by a dash and a number at the end of the Order Number. For example, [Order #]-1, [Order #]-2, and [Order #]-3.

Q: How do I edit or cancel a submitted order?

A: To edit or cancel your submitted orders, contact your Sales Representative or Customer Service at customercare@caleres.com.

Q: How do I pay for my orders?

A: Caleres utilizes **SAP's Cloud for Customer Payments (CCP)** platform to process and manage all payments for your account. Please see the **CCP page** of the [Retailer section of caleres.com](#) site for more details.

Q: How do I know if my order has shipped?

A: Navigate to the **Orders Tab** in the portal. The Status of your order will be updated to "Shipped" once the order has shipped. To find the tracking link, select your order to open the order summary page. Scroll down to the bottom of the grey panel on the order summary page. Once your order has shipped, a tracking link will be provided here.