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DOMESTIC SUPPLIER STOCKING ORDER PROCESSING GUIDE

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Note that changes to the Wayfair Domestic Supplier Stocking Order Processing Guide may be updated quarterly. Notification of changes will be provided via email or the Wayfair Extranet Portal.

Domestic Supplier Stocking Program Overview

The Wayfair Domestic Supplier Stocking Program is designed exclusively for domestic suppliers who provide high volume products to Wayfair. In this program, Wayfair purchases bulk quantities of items from the supplier and will maintain an inventory of the products Wayfair has selected to carry. This differs from the CastleGate Program, in which suppliers maintain ownership of inventory while it is stored in a CastleGate warehouses awaiting purchase and shipment. The Domestic Supplier Stocking Program also allows Wayfair to offer next-day and two-day shipping on the supplier's products, while accelerating the suppliers' sales.

To succeed, Wayfair must work closely with its suppliers, using technology, efficient processes, and mutual respect. This Domestic Supplier Stocking Order Processing Guide outlines the processes for fulfilling orders from Wayfair as well as the expectations of Wayfair for its suppliers.

For questions not addressed by this guide, please submit a ticket via the Supplier Extranet portal or the supplier may contact the corresponding category manager for more information.

Supplier Extranet

The Supplier Extranet is a portal for suppliers to manage all aspects of the fulfillment process for Wayfair orders. From the Extranet suppliers can confirm the details of an order, make changes to an order if necessary, and answer common questions about the fulfillment process with Wayfair.

From the home page of the Extranet, hover over “**Stocking Orders**” to display a menu from which the supplier can manage all current orders.

- **Unconfirmed Stocking order:** From this page suppliers can make changes to unconfirmed stocking SPOs and add information.
- **Confirmed Stocking Orders:** From this page suppliers can view the details of all confirmed stocking SPOs.
- **Shipped Stocking Orders:** From this page suppliers can view details and track the progress of all Shipped stocking orders.

The screenshot displays the Wayfair Extranet interface. At the top left is the Wayfair logo and 'EXTRANET'. On the right, there is a user profile icon and the text 'Viewing /'. Below the logo is a navigation bar with tabs: Reporting, Tickets, Orders, Stocking Orders (highlighted with a red box), Fulfillment, Inventory & EDI, Products, and Events. A dropdown menu is open under 'Stocking Orders', listing: Unconfirmed Stocking Orders, Late Stocking Orders, Confirmed Stocking Orders, Shipped Stocking Orders, Create Stocking Orders (Fulfillment Services), and Stocking Item Alerts. Below the navigation bar, there are search filters for SPO #, Wayfair Warehouse (set to 'All Orders'), Wayfair SKU, Part #, SPO Placed Date Range, and Expected Ship Date Range. There are 'Clear Filters' and 'Search All' buttons. At the bottom, there are three filter buttons: Unconfirmed, Confirmed, and Shipped.

Confirming a Stocking Order

Wayfair will send the supplier an SPO containing all necessary information such as pricing, quantity, part number, etc. If any information is missing from the SPO, the supplier may contact the Inventory Planning and Availability team for appropriate category to resolve the issue.

If the SPO does not contain any errors or the errors have been resolved, follow the steps below on the **Unconfirmed Stocking Orders** page.

1. Select "Ship from WH".
2. Select "Confirmed" in Supplier Status Field.
3. Enter in date in Confirmed Ship Date Field.
 1. Supplier may enter different confirmed ship dates.
 2. The expected ship date is subject to change.
4. Then click "Save Changes" and the page will refresh and the order will be confirmed.
5. The supplier can click on any of the fields to expand the order and view additional details.

SPO #	Destination Wayfair WH	Date Sent	Ship Not Before	Must Ship By	Total Qty	Total Cost
WHS-19128-3284225	PerrisSmallParcel	07/19/2018	07/19/2018	NaN/NaN/NaN	243	\$4,798.64

Wayfair SKU	Wayfair Shipment ID	Supplier Part Number	Description	Expected Qty	Price Each	Ship From WH State/Zip	Supplier Status	Reason	Wayfair Status	Confirmed Qty	Cancelled Qty	Confirmed Ship Date
GIBS1002.8693178	2627893	100366.03	Amanda 2.25 Gallon Beverage Dispenser	2	\$17.20	CA 90040	Confirmed			2		07/25/2018

Updating Confirmed Shipments

On the **Confirmed Stocking Orders** page, the supplier may perform the following actions.

- Mark an order as shipped by entering the tracking/reference number and ship date. After saving the changes, this order will move to the Shipped section.
- Edit the ship date if the order didn't ship. Change the Supplier Status to "Change Ship Date" and enter in the new confirmed date. Save changes.
- If the supplier does not have a carrier, would prefer a different one, or would like the ship speed changed, please email inboundops@castlegatelogistics.com with the information listed below. The Inbound Operations team will assist in making the necessary changes to the order.
 - SPO# (or Shipload# if order is already confirmed).
 - Description of the issue.
 - Requested action to resolve the issue.

Shipping Load ID	Expected Ship Date	Supplier	Destination Wayfair WH	Ship From WH State/Zip	Carton Qty	Pallet Qty	Total Weight (lbs)	Total Volume (cu ft)	BOL	Ship Speed	Carrier	Tracking Number	Date Shipped	Consolidation Lock
20895576	05/02/2018		UK Luttenworth	Barcelona 08495			23072.92	2.865.33	22953V19388917	Truck Freight				<input type="checkbox"/>
25006328	05/16/2018		Erlanger	SC 29302			6920	566.81	9632V23499723	Truck Freight				<input type="checkbox"/>
25006169	05/31/2018		Erlanger	SC 29302				0.00	9632V23499564	Truck Freight				<input type="checkbox"/>
25213323	06/11/2018		UK Luttenworth	IL 60007			407.96	115.68	35952V23706729	Truck Freight				<input type="checkbox"/>
22884676	06/11/2018		Erlanger	SC 29302			7920	1.696.40	9632V21378000	Truckload				<input type="checkbox"/>

Supplier Extranet Alerts

- Update Unconfirmed Stocking Orders should be verified and updated within 24 hours.
 - If the Stocking Order is not updated within 24 hours, an alert will be created which will need to be cleared within 4 business hours.
 - Unconfirmed stocking orders can be confirmed manually on the Extranet ~~or the supplier can manually send Wayfair an 855 form.~~
- Late Confirmation alerts should be cleared within 4 business hours.
 - Clear these alerts using the tracking number and ship date OR by providing a new expected ship date.
- When a Confirmed Stocking order goes past its expected ship date and Wayfair has not received tracking information or a new expected ship date, an alert will be created.
 - Update the Confirmed Stocking Order either with a new expected ship date or with a tracking number within 4 business hours.

Supplier Extranet Communication Expectations

- All suppliers must use the Supplier Extranet to provide dates when their warehouse or offices will be closes and / or shipping will be delayed.
- Supplier should assign a main contact to handle extranet updates.
 - Wayfair recommends that suppliers have a backup contact in cases where the principle contact is out of office.

Generating BOL and Requesting Freight Pickup

Creating a BOL:

On the **Confirmed Stocking Orders** page

- Prior to generating the BOL for an order, all inventory should be prepared and staged for pickup.
- Stocking orders will be grouped by a “Shipping Load ID” – When generating a BOL and requesting routing through Wayfair, the items showing in the Shipping Load ID will only be sent to the carrier and populate on the BOL. It is possible to have multiple SPOs show under one Shipping Load ID.
 - Expand all items in a shipment by clicking any of the fields.
 - Look over the items on each shipload to verify what is being shipped.
 - Wayfair will provide a BOL for all LTL or Truckload shipments.
 - Select “Get BOL/Routing”
 - Please note if multiple SPO#s are confirmed with the same ship date, ship from and ship to locations then the SPOs will frequently combine into one shipload in the Confirmed Stocking Orders section of the Extranet.

Shipping Load ID	Expected Ship Date	Supplier	Destination Wayfair WH	Ship From WH State/Zip	Carton Qty	Pallet Qty	Total Weight (lbs)	Total Volume (cu ft)	BOL	Ship Speed	Carrier	Tracking Number	Date Shipped	Consolidation Lock
17751942	01/12/2018		PerisSmallParcel	NY 14212			24	5.81	32024V16244843	Truck Freight	RoadRunner Transportation Services			<input type="checkbox"/>

Wayfair SKU	SPO #	Wayfair Shipment ID	Supplier Part Number	Description	Confirmed Qty	Price Each	Supplier Status	Reason	New Confirmed Qty	Cancelled Qty	New Confirmed Ship Date	Received Qty	Receipt Date
UMB25417384521	WHS-837-2500514	2126781	244863-834-REM	Marble Frieal Drapery Curtain Single Rod Size: 36 - 88" W	8	\$17.31						0 (0)	
UMB2893.8922917	WHS-837-2500513	2126782	358777-040	Dime Mirror Finish: Black	15	\$15.92						0 (0)	
UMB3095.10740738	WHS-837-2500513	2126782	246610-758-REM	Classic Single Curtain Rod	2	\$22.20						0 (0)	
UMB315710685778	WHS-837-2500513	2126782	245976-111-REM	Ceppo Single Curtain Rod Size: 3.94" H x 66 - 120" W x 3.15" D	26	\$19.82						0 (0)	
UMB3165.10710167	WHS-837-2500513	2126782	246623-411-REM	Elle Single Curtain Rod Size: 4.13" H x 36 - 72" W x 3.35" D	4	\$17.34						0 (0)	

Showing 1 to 5 of 5 entries
Supplier Name:

[Get BOL/Routing](#) [Save Changes](#)

- Selected Get BOL/Routing - the BOL information will pop up on the screen (make sure pop up blockers are not turned on).
- Confirm that both the “Ship From” and “Ship To” are accurate.
- Confirm “Contact Phone Number (Appointment)”.
 - This is the number the carrier will use to contact the supplier.
- Enter in “Contact Email Address”.
 - This is the email that the carrier will use to contact the supplier.

Shipping Info

Ship From:	950 Hoff Road, O'Fallon, 63366
Ship To:	48 Station Road, Cranbury, 08512
Ready for Pickup Date:	2017-02-28
Contact Phone Number(Appointment):	<input type="text" value="800-568-8857"/>
Contact Email Address:	<input type="text"/>

Add Pallets to the BOL:

- Select “Palletized”.
- Adjust length, width, height, and weight to match pallet size.
- Select the box for “stackable” if the pallets can be stacked for shipping.
- If the supplier has multiple pallets with the same dimensions, make sure to change the quantity of pallets .
- If the supplier has pallets with different dimensions then select “Add New Pallet” and enter the information for al differently sized pallets.
 - The supplier does not need to click on Add New Pallet for each pallet. If there are 20 pallets that are all the same dimension, then the supplier only need to change the qty to 20 and update the dimensions. If there are 20 larger pallets and 20 smaller pallets, the supplier would need to click on Add New Pallet for each size.

- Enter the total number of cartons on all pallets
- Please note that orders do not have to ship on pallets. Orders may ship palletized, floor loaded, or a combination of both. The information needed to be filled in will change when a shipment form is selected.

Carton/Pallet Info

Shipment Form Palletized Floor Loaded Palletized & Floor Loaded

Add New Pallet

Qty	Length	Width	Height	Total Weight	NMFC	Class	Stackable	Remove
<input type="text" value="1"/>	<input type="text" value="48"/>	<input type="text" value="49"/>	<input type="text" value="48"/>	<input type="text" value="0"/>	<input type="text" value="82270-4"/>	<input type="text" value="150"/>	<input checked="" type="checkbox"/>	Remove

Carton Count for Palletized Items

Total Estimated Volume (cb. ft):

Total Estimated Weight:

- The shipment info section lists the items that are shipping. If any of the weights, NMFC, or classes do not match please update at the top of the web page. All dark greyed sections are auto filled when the carton/pallet section is updated.
- When done, select “Get Shipping Docs” and BOL will open in a new page.

Shipment 2126782 (Unit Count:47, 241.64 lb, 16 cbft.)

Product Name	Part Num	Expected Qty	Item Weight	Total Weight	Class	NMFC
UMB2893.8922917	358777-040	15	<input type="text" value="8"/>	<input type="text" value="120"/>	150	
UMB3095.10740738	246610-758-REM	2	<input type="text" value="5.29"/>	<input type="text" value="10.58"/>	150	
UMB3157.10685778	245976-111-REM	26	<input type="text" value="3.81"/>	<input type="text" value="99.06"/>	150	
UMB3165.10710167	246623-411-REM	4	<input type="text" value="3"/>	<input type="text" value="12"/>	150	

Get Shipping Docs

Cancel Without Saving
BOL Printed Successfully

- Print the BOL, be sure to save a copy of the PDF as the BOL will not be accessible after this point. Wayfair recommends printing three copies (one for the supplier, one for the carrier, and one for Wayfair).
- Finally, select BOL Printed Successfully (this process can Cancel without Saving at any time).
 - If the supplier is routing with their own carrier **DO NOT** select BOL Printed Successfully. Please review the instructions for scheduling a warehouse appointment in the section Scheduling with You Own Carrier below.

The destination warehouse of a shipment can be found on the confirmed shipments page.

Shipping Load ID	Expected Ship Date	Supplier	Destination Wayfair WH	Ship From WH State/Zip	Carton Qty	Pallet Qty
16487940	01/10/2018	[REDACTED]	PerrisSmallParcel	NJ 07719		

Requesting Freight Pickup from Wayfair

After selecting **BOL Printed Successfully** an email will be generated and sent to the carrier to request freight pickup.

- The supplier is responsible for updating shipment information as outlined in the Updating Confirmed Stocking Orders section.
- The assigned carrier is responsible for scheduling an appointment at the appropriate warehouse 5-7 days prior to the desired appointment date.

Scheduling Warehouse Appointments with Your Own Carrier

This section outlines the process for scheduling a delivery at the destination Wayfair warehouse using your own carrier for your shipment.

1. After generating and printing the BOL, select 'Cancel Without Saving' to avoid automatic carrier assignment.
2. Scheduling a carrier and update the shipping information as outlines in the Updating Confirmed Stocking Orders section.
3. Schedule a warehouse delivery appointment using the contact information for warehouse scheduling teams listed in the section below.
 - The assigned warehouse for the order can be found on the confirmed orders page.

Contact Warehouse Appointment Team

KY-Hebron:	HebronAppointments@wayfair.com
KY-Erlanger:	ErlangerAppointments@wayfair.com
CA-Perris (Small Parcel):	CAappointments@wayfair.com
CA-Perris (Large Parcel):	CAappointments@wayfair.com
NJ-Cranbury:	CranburyAppointments@wayfair.com
NJ-Cranbury (Large Parcel):	CranburyLargeParcel@wayfair.com
GA-McDonough:	McDonoughAppointments@wayfair.com
ON-Mississauga:	MississaugaAppointments@wayfair.com
TX-Lancaster	LancasterTXappointments@wayfair.com

When contacting the Warehouse Appointment team, please include the information below.

- Contact info- phone and email
- PO/WHS#
- Live or drop
- Pallets or floor load
- How many pallets/pieces
- Copy of the BOL
- Trailer#

Important Considerations when making a Warehouse Appointments

- Appointments should be scheduled at least **5-7 days** in advance of arrival time and the supplier must receive an **appointment confirmation** prior to the shipment leaving the origin facility.
- There are two types of appointments:
 - Live unloads – trucker shows up at a designated time and the warehouse unloads the truck within a specified time. This method is less ideal because of limited capacity and potential to disrupt other appointments.
 - Drop trailers – truckers drop off loaded containers at the warehouse and return in 2-3 days for the empty container. This method is **strongly** preferred. Please reach out to your carrier to pre-negotiate this method.
- Drop deliveries are required for full truckloads; if a live delivery must be made, they are available in limited quantities.
- Unit constraints for live unloads are as follows:

If your shipment has...	Then...
500 small-medium parcel units or less	You are eligible for a live delivery appointment.
200 large parcel units or less	You are eligible for a live delivery appointment.
Greater than 500 small-medium parcel units	You must schedule a drop delivery appointment.
Greater than 200 large parcel units	You must schedule a drop delivery appointment.

UCC Labels

- Every box should be labeled individually with carton labels whether palletized or not.
- Suppliers may print UCC labels and Small Parcel shipping labels on the confirmed stocking order page under the BOL#.
- ~~If the supplier chooses to use an internally generated UCC labels, the label must meet the Wayfair standards and either an 856 or csv must be sent with the item/label information.~~

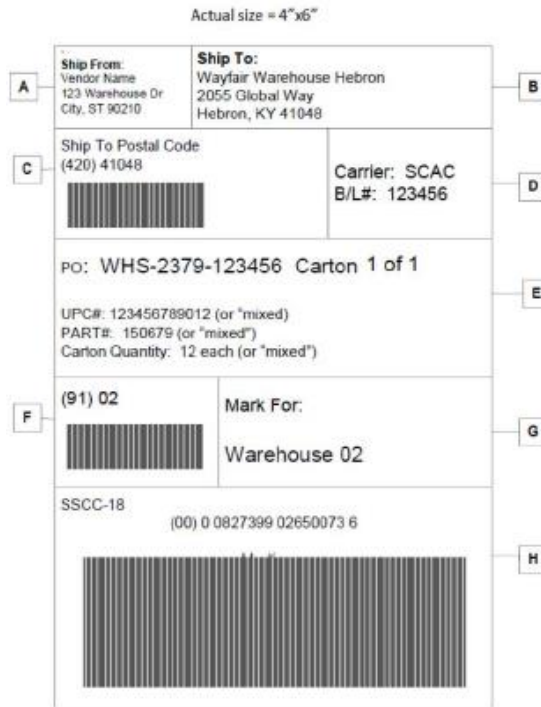
Important Labeling Information:

- Do not manually change or modify any information on the labels.
- Apply only one label to a box.
- UCC Labels must be visible and easily scannable when stacked.



- ~~Note that there are two ways to generate UCC Labels. The supplier can generate them off the Extranet or the supplier can use an internally generated UCC Label. If the supplier chooses to use an internally generated UCC label, the supplier will need to ensure that the label is properly format according to Wayfair guidelines so the labels can be properly scanned.~~
- To use a Wayfair UCC labels the supplier may print them off the confirmed orders page. No additional information will need to be sent.

Shipping Load ID	Expected Ship Date	Destination Wayfair WH	Ship From WH State/Zip	Carton Qty	Pallet Qty	Total Weight (lbs)	Total Volume (cu ft)	BOL
17114478	01/05/2018	PerrisSmallParcel				64	15.24	32023V15607340 Get Labels



~~For Suppliers who choose to use their own label - the labels must contain the information and formatting included here. The supplier must also send an 856 or a csv file for the destination warehouse to receive in the items.~~

Zone	Content
A	Vendor's Ship from name & Address. Height .8" Width 1.25" Text Size 8 to 10 pts
B	Ship To Name & Address Height .8" Width 2.75" Text Size 12 to 14 pts
C	Ship To Postal Code Height 1.0" Width 2.5" Text Size 8 to 10 pts
D	Carrier (SCAC), BOL# Height 1.0" Width 1.5" Text Size 10 to 16 pts
E	Stocking PO# (24pts), UPC, Vendor Part #, Qty (10pts), Carton Count: on per item basis (24pt) Height 1.2" Width 4.0"
F	Warehouse# Height 1.2" Width 1.5" Text Size 12pt
G	"Mark For" Warehouse # Height 1.2" Width 2.5" Text Size 24pt
H	Serial Shipping Container Code Height 2" Width 4" Barcode Height 1.25" minimum

Invoicing

~~For Non-EDI Suppliers~~

- After an order ships, email an invoice to: accounting@Wayfair.com.
- Invoices should be sent on a daily basis once orders ship.

Required Invoice Information:

- The date which the supplier is submitting the invoice.
- An invoice number.
- The SPO numbers.
- The supplier may send one invoice per order OR one invoice containing multiple orders.