

# Stocking Purchase Orders (SPOs): Partner Home & FAQs

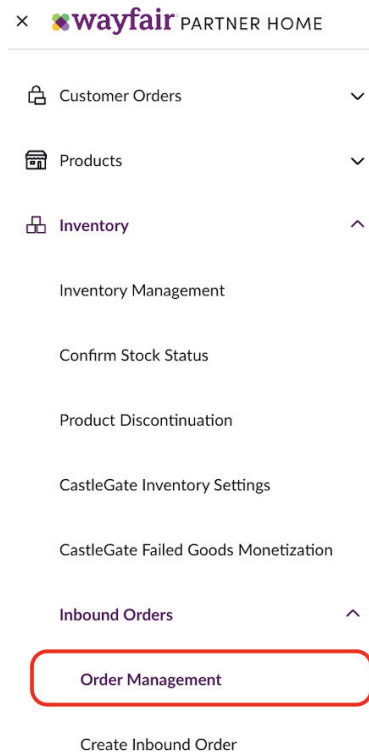
Created July 3, 2025

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## Order Management

### Where do I locate my Order (SPO)?

In Partner Home, navigate to the "[Order Management](#)" tab under Inventory → Inbound Orders → Order Management. You can also use this URL to go directly to the landing page <https://partners.wayfair.com/d/manage-inbound-orders>. If orders do not show up immediately, refresh your page, or reach out to your Supplier Inventory Manager.



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### What if the Wholesale Cost (WSC) is incorrect for an item(s) on the SPO?

Wayfair's Supplier Inventory Management (SIM) team can update the WSC in Order Management, even after the SPO has been placed. Please reach out to your SIM contact to request an update. If necessary, request that your SIM resend the SPO via EDI

Inbound Orders Open Cancel Order

Ocean Destination Dray CastleGate Induction

Order Shipment (1) Documents (0) Feedback Help

**Order Details** [Edit](#)

|   |   |                          |  |
|---|---|--------------------------|--|
| Supplier PO Number<br>STOCKING-CG-0324001 | Services<br>Ocean, Destination Dray, CastleGate Induction         | Factory<br>[Redacted]    | Created Date<br>2025-03-24 6:32 PM UTC       |
| Freight Forwarding Order ID<br>FFODXCZR7  | Incoterms<br>FOB  | Overseas Agent<br>Maersk | Estimated Cargo Ready Date<br>2025-03-29 UTC |
| Origin<br>Port Ningbo Pt                  | Destination<br>CastleGate Warehouse Wayfair Warehouse Perris (LP) | Ocean Rate Type<br>--    | Shipping Mode<br>FCL                         |
| Not Ship Before<br>2025-03-25             | Must Ship By<br>2025-03-28  | Consignee<br>Wayfair LLC |  |

**Order Items** [Edit](#) Download Labels

| <input type="checkbox"/> | Part Number | ↑ | Planned Qty | Shipped Qty | Received at Warehouse Qty | Case Pack Qty | Carton Qty | Wholesale Price USD | Number of Labels |
|--------------------------|-------------|---|-------------|-------------|---------------------------|---------------|------------|---------------------|------------------|
| Totals for All           |             |   | 8           | 0           | 0                         | --            | --         | 83.2                | 8                |
| <input type="checkbox"/> | M5321C      |   | 8           | 0           | 0                         | 1             | 1          | 83.2                | 8                |

**What if an item is out of stock or all units are not able to be fulfilled?**

You can delete items or reduce quantities directly from the SPO in Order Management, and update the items and quantities you plan to ship in Partner Home. If you plan to remove items, please inform your SIM contact, including the reason for removal and the estimated back-in-stock date. The items and quantities on the SPO must always match the shipment received at Wayfair’s facility exactly.

Alternatively, Wayfair or your SIM contact can make these adjustments on your behalf, if needed.

**Order Items** [Edit](#) Download Labels

| <input type="checkbox"/> | Part Number | ↑ | Planned Qty | Shipped Qty | Received at Warehouse Qty | Case Pack Qty | Carton Qty | Wholesale Price USD | Number of Labels |
|--------------------------|-------------|---|-------------|-------------|---------------------------|---------------|------------|---------------------|------------------|
| Totals for All           |             |   | 6           | --          | 0                         | --            | --         | 203.22              | 6                |
| <input type="checkbox"/> | 1085WBL     |   | 6           | --          | 0                         | 1             | 1          | 203.22              | 6                |

| Part Number    | ↑ | Planned Qty                    | Shipped Qty      | Received at Warehouse Qty | Case Pack Qty                  | Carton Qty | Wholesale Price USD | Number of Labels | Delete |
|----------------|---|--------------------------------|------------------|---------------------------|--------------------------------|------------|---------------------|------------------|--------|
| Totals for All |   |                                | 6                | --                        | 0                              | --         | 203.22              | 6                |        |
|                |   |                                | + Add a New Item |                           |                                |            |                     |                  |        |
| 1085WBL        |   | <input type="text" value="6"/> | --               | 0                         | <input type="text" value="1"/> | 1          | 203.22              | 6                |        |

**'What are the UCC-128 labeling requirements?**

All items, including those fulfilled on Stocking SPOs, must apply **Wayfair-generated UCC-128 labels** to each carton. These labels can be obtained directly from Inbound Order Management. Additional guidance can be found in the [Help Center article](#) on UCC labeling.

**Important Notes:**

- Unlabeled cartons require manual processing at our fulfillment centers, leading to delays and potential errors.
- Suppliers **should not use their own UCC labels** unless they have completed integration and testing with Wayfair’s Integration team

To print labels for your items, either select all items by clicking on the checkbox at the top of the table, or click on individual items. Then, click on the “Download Labels” button. After a few seconds, your labels will be available in a separate tab in PDF format. The total “Number of Labels” should equal the number of cartons that you will be shipping.

**Order Details**

|                              |  |                      |  |
|------------------------------|--|----------------------|--|
| Supplier PO Number           | Services<br>CastleGate Induction                                   | Factory              | Created Date<br>02/24/2024 12:52 AM UTC  |
| Freight Forwarding Order ID  | Incoterms<br>--  | Overseas Agent<br>-- | Estimated Cargo Ready Date<br>03/01/2024 |
| Origin<br>Supplier Warehouse | Destination<br>CastleGate Warehouse Wayfair Warehouse Perris2 (SP) |                      |  |

**Order Items**

| <input checked="" type="checkbox"/> Part Number ↑ | Planned Qty | Shipped Qty | Received at Warehouse Qty | Case Pack Qty | Carton Qty | Number of Labels |
|---|-------------|-------------|---------------------------|---------------|------------|------------------|
| Totals for All                                    | 708         | 708         | 708                       | 20            | 20         | 708              |
| <input checked="" type="checkbox"/> [Redacted]    | 6           | 6           | 6                         | 1             | 1          | 6                |
| <input checked="" type="checkbox"/> [Redacted]    | 10          | 10          | 10                        | 1             | 1          | 10               |
| <input checked="" type="checkbox"/> [Redacted]    | 16          | 16          | 16                        | 1             | 1          | 16               |
| <input checked="" type="checkbox"/> [Redacted]    | 40          | 40          | 40                        | 1             | 1          | 40               |

## Transportation Management

### Can an SPO arrive at CastleGate in multiple shipments?

**NO.** CastleGate can only receive one shipment per SPO. If multiple shipments are necessary (e.g., due to staggered lead times or overfilled truckloads), suppliers must notify their SIM contact of how the shipments will be split up, i.e. which items and quantities will be on shipment 1, shipment 2, etc. Your SIM contact will then update & create additional SPOs for each additional shipment.

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## Does Wayfair require palletized or floor-loaded shipments?

Both options are accepted, but **palletized shipments are strongly preferred** as they simplify unloading. Note:

- **Floor-loaded shipments are not eligible** for Live Unload appointments. Please keep this in mind if you're managing the inbound freight yourself
- Live Unload availability is limited network-wide and requires advanced appointment bookings in C3. 10+ business days is advised

To ensure timely delivery, suppliers should:

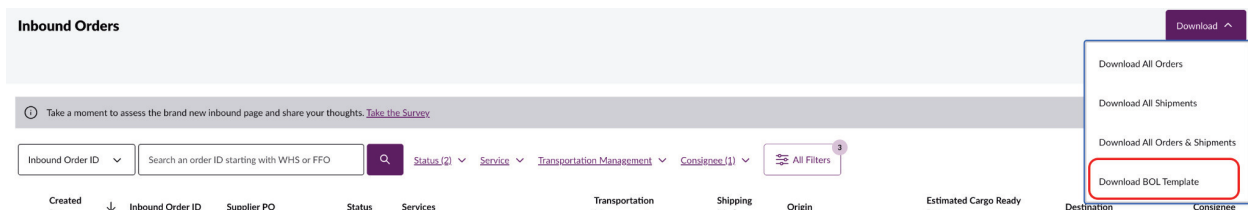
- Schedule pickups and appointments at least **7+ business days** in advance.
  - If using their own carriers, confirm they have agreements to support **drop appointments**.
- 

## Does the supplier need a Bill of Lading (BOL)?

**Yes.** A BOL is required for **all shipments**.

Suppliers can:

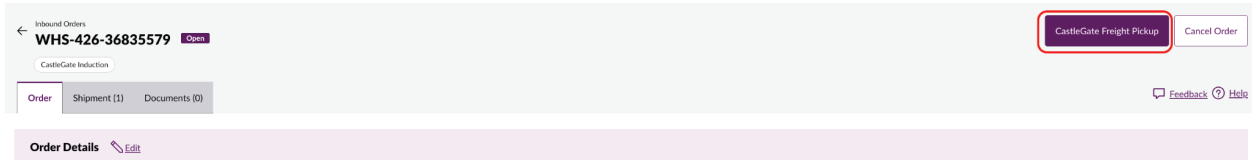
- **Download a BOL from Partner Home**  
Navigate to the Inbound Order Management Home Page, click the **Download** button (top-right), and select **Download BOL Template**. A PDF will be saved to your computer.



- **OR Request a blank BOL template by emailing [stockinginbound@wayfair.com](mailto:stockinginbound@wayfair.com)**
-

## How do I request Freight Pickup if Wayfair is managing the freight?

If you plan to ship the order using Wayfair's carriers, go to the Order Detail Page, click Request in the top-right corner, and a window will pop up.



Then, fill out the load details to start your request, and click Submit. Alternatively, follow the link provided in the order kick-off email to get to the Load Details survey.

### Load Details

In order to ship freight under the Stocking account, we require that you fill out this form to ensure we are routing your load correctly.

[Cloud icon](#)

\* Indicates required question

Please enter your SPO # here and make sure to replace each Z with "-". (ex: WHS- \*  
xxx-xxxxxxx)

Your answer \_\_\_\_\_

What is your preferred pickup date? \*

Please enter a date that is at least 7 days into the future

Date

dd.mm.yyyy

What is the total volume of your load? \*

Your answer \_\_\_\_\_

What is the total weight of your load? \*

Your answer \_\_\_\_\_

LTL Shipments: If your shipment is less than 800 cubic feet of volume, we leverage Estes-Express as the carrier.

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## What steps do I take if I (the supplier/shipper) is managing the freight?

You will need to schedule an unloading appointment for your shipment (SPO) using C3 (Carrier Portal) Refer to the [Carrier Portal user guide](#)

### 2. Scheduling a Delivery

- You must secure an appointment for both drop trailers and live loads at the appropriate fulfillment center based on the destination of your given shipment. Appointments are provided on a first come, first serve basis, based on our inbound plan and capacity. We recommend securing an appointment as early as possible (at least 7 days in advance) to avoid unnecessary shipment delays and cost. All appointment requests must be submitted through [CastleGate's Carrier Portal](#). Additional information and FAQs can be found in the [Carrier Portal User Guide](#).
- Shared carrier portal login information:
  - Username: portal
  - Password: portal
- Please include the following information as part of your Carrier Portal appointment requests:
  - Email Address
  - Delivery Type (Drop or Live)
  - Vehicle Type
  - Freight Load Type (Floor Loaded, Palletized, or Rugs)
  - Carrier
  - Trailer Number
  - Pallet Quantity
- For domestic truckloads, it is required that your carrier reach out at least 7 business days in advance of arrival time, and must receive an appointment confirmation prior to the shipment leaving your facility
- For international containers, it is recommended that your carrier reach out at least 5 days prior to arrival at the port of discharge or upon arrival at a railyard (if applicable) to receive an appointment
- While we strive to ensure adequate appointment availability based on our inbound plans, appointments are not guaranteed. Particularly during peak periods, promotional events, and other high demand time periods, it is recommended to reserve an appointment even further in advance
- Early and Late Arrival Guidance
  - If you know you will arrive earlier than your scheduled appointment, please amend your appointment request to an earlier time using your Carrier Portal account. Warehouses reserve the right to turn away trailers / containers arriving before their scheduled appointment date without approval
  - Carriers must amend their appointment requests using the Carrier Portal to reschedule a late arrival. Warehouses reserve the right to turn away trailers / containers that arrive after the date / time of their scheduled appointment, and cannot guarantee immediate future availability in these circumstances

For assistance with Carrier Portal appointment requests or amendments, please contact your [Wayfair Operations Performance Manager](#) or the warehouse directly at the email listed below. In the event that direct coordination with the warehouse is needed, please see below for contact information and also include your Wayfair Operations Performance Manager in the email communication.

### 3. Delivery Types

- CastleGate prefers that all suppliers leverage drop deliveries whenever possible. If a live delivery is required, they are available in limited quantities, and the same booking guidelines above apply
  - Drop trailers (preferred method)
    - Carriers drop off loaded containers or truckloads at the warehouse on the appointment date, and will be unloaded as soon as possible. *Note: The appointment date refers to the dropoff date, and in certain instances, the unload time may lag the appointment date based on unloading priority*
    - CastleGate will send email notification to the carrier when the trailer / container unload is complete, and empties must be picked up within 48 hours. This shipment status will also be posted to the Partner Home for visibility
    - CastleGate reserves the right to move any empty container to a CastleGate controlled off-site yard
    - If an empty has aged greater than 7 days, CastleGate reserves the right to arrange removal off premise at supplier's expense
  - Live unloads
    - Live unload trailers must be fully palletized to ensure swift offloading
    - The carrier shows up at a designated time and the warehouse unloads the truck. Unloading is typically completed within 2 hours but may take longer depending on the shipment's carton count
    - Live load shipments must arrive on the exact time of the appointment. In the event of late deliveries (15 minutes after appointment start time), CastleGate reserves the right to reject the trailer or convert the live appointment to a drop
    - Because of limited capacity, other unloading priorities, and varying receiving durations for live unloads, live appointments are not always available and each CastleGate facility's individual live load capacity may change. Particularly during peak times, live unloads may not be available or we may require that live unloads be palletized

Refer to [this help center article](#), specifically the Supplier Managed Transportation section for more details.

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### What if I want to ship via FedEx?

On occasion we may try to ship small cube / low quantity orders via FedEx to the store or Fulfillment Centers. Instructions are below with more details in [this help center article](#).

### Steps for Fedex:

1. Review the SPO for what you plan to ship via FedEx provided by your SIM contact
2. Print FedEx labels through your platform of choice

You can use any platform you wish to print your FedEx Ground label; Fedex software or website, your own shipping software, etc.

You need to generate master tracking numbers. The below information is mandatory to ensure we can receive the packages at our FCs

To: Wayfair - CG FedEx Inbound

Address: 1040 W Renwick Rd, Romeoville, IL 60446 (Example, replace with relevant FC address noted at the bottom of the document)

Reference: WHS-XXXX-YYYYY

Print a label for each box you are shipping; one label per outer box whether it is a sellable unit, a casepack, or a master carton.

You can consolidate multiple casepacks inside a master carton that maximizes the FedEx Ground Shipping weights and dimensions. Each one of your master cartons must adhere to [FedEx's weight and dimensions guidelines](#). You are required to affix a UCC label to each of your casepack/individual items depending on how they are set up.

**Only use FedEx Ground Services**, and only ship packages up to 140 lbs, up to 108" in length, and 165" in length plus girth.

You can find more information on what you can ship here: [FedEx General Packaging Guidelines](#)

Details on box sizes:

- Do not exceed 140 lbs., as this risks incurring a large fine from FedEx!
- If using smaller boxes, aim for 30-50 lbs. per box. Under 30, the cost economics deteriorate, and at 50 lbs., FedEx applies an Additional Handling Surcharge (AHS)
- If using larger boxes, avoid a max. dimension > 48", and a 2nd longest > 30", as exceeding these also incurs an AHS charge.
- Finally, avoid a length + girth of > 130" (girth = 2 x [2nd longest + 3rd longest dim]), as this incurs a heftier LPS surcharge. Example max. box sizes would be: 48" x 30" x 10", 36" x 30" x 24", 30" x 24" x 24"

#### Note:

- Your FedEx label must feature both of these references:
  - The SPO# for the box you are shipping
  - "Wayfair - CG Fedex Inbound"
- You **must** use this FedEx 3rd party billing account when shipping inventory to CG for replenishment: **200856905**.

Your FedEx label must be affixed to every Shippable Unit in your shipment.

3. Update your SPO with FedEx tracking numbers in Partner Home

Within the SPO in the [inbound orders page](#) in partner home, In the *Shipment* Tab:

- Click on the [Submit tracking information](#) button
- Select "Approved CG IB via Fx" from the Carrier dropdown.
- Enter only your master tracking number in the "Tracking Number" field.

Make sure you enter the correct tracking numbers under each SPO, and select the right carrier. We match the FedEx tracking numbers you entered with your SPOs when we receive your shipment. **Mismatching references may result in your shipment being rejected and returned to you**

The screenshot shows the 'Booking Details' form for a shipment. The 'Carrier' dropdown is highlighted with a red box and contains the text 'Approved CG IB via Fx'. The 'Tracking Number' field is also highlighted with a red box and is currently empty. The form includes various fields for shipment details, such as 'Receiving ID', 'Shipment ID', and 'Estimated Ship Date'.

4. Print your UCC label through Partner Home
  - a. We have all the information you need about using UCC labels here: [Labeling Guidelines](#)
  - b. [Click here for more information on UCC labels: Why we need them, how to generate them, correct label placement, and more](#)
5. FedEx will ship your inventory to Wayfair FC and we will bill you for the cost of shipping, unless pre-determined that Wayfair will cover the cost of shipping.

Self-Manage Your Inbound Shipment. Since you will be shipping your boxes via FedEx to us, we won't make arrangements to get your boxes picked up. All the information you need on Supplier-Managed Transportation is here: [About Supplier Managed Transportation](#)

You will see this charge in Partner Home associated to the SPO number as long as you have provided the master tracking number

**Note:** The Fedex to Fulfillment Center program is currently live only at our Cranbury SP, Perris, Romeoville and Port Wentworth FCs. If your SPO has a CG destination other than one of these locations, notify your SIM lead before proceeding with shipment.

## Fulfillment Center Addresses

| Cranbury SP                           | Perris SP                            | Romeoville                                 | Port Wentworth   |
|---------------------------------------|--------------------------------------|--|--|
| 46 Station Road<br>Cranbury, NJ 08512 | 3300 Indian Ave.<br>Perris, CA 92571 | 1040 W. Renwick Rd<br>Romeoville, IL 60446 | 310 International Trade Pkwy<br>Port Wentworth, GA 31407 |

## Invoicing

### For Non-EDI Suppliers

- After an order ships, email an invoice to: [finance@wayfair.com](mailto:finance@wayfair.com) or enter an [Finance ticket](#) on Partner Home with your invoices.
- Invoices should be sent on a daily basis once an order ships.
- Payment terms will start from the receipt of the goods in our system.

### Required Invoice Information: 1 invoice per SPO is preferred

- Invoice Number
- Invoice Date
- SPO
- Items/Product Information
- Quantity per item
- WSC per item

### Questions on the Status of an invoice:

- Submit a [finance ticket](#) in Partner Home.
- Alert your Supplier Relationship Manager if there are any concerns the account could go on hold while awaiting payment.

## CastleGate Warehouse & Physical Store Addresses

|                                   |  |
|-----------------------------------|--|
| Headquarters (Mailing Address)    | Wayfair LLC: 4 Copley Place Floor 7 Boston, MA 02116     |
| Erlanger Warehouse                | 1600 Donaldson Rd Erlanger, KY 41018                     |
| McDonough Warehouse               | 130 Distribution Dr McDonough, GA 30252                  |
| Port Wentworth                    | 310 International Trade Parkway Port Wentworth, GA 31407 |
| Perris Warehouse (Large Parcel)   | 3500 Indian Ave Perris, CA 92571                         |
| Perris2 Warehouse (Small Parcel)  | 3300 Indian Ave Perris, CA 92571                         |
| Lathrop Warehouse                 | 5120 Glacier St Lathrop, CA 95330                        |
| Jacksonville Warehouse            | 13483 103rd St Jacksonville, FL 32221                    |
| Cranbury Warehouse (Small Parcel) | 48 Station Road Cranbury, NJ 08512                       |
| Cranbury Warehouse (Large Parcel) | 18 Hightstown-Cranbury Station Rd Cranbury, NJ 08512     |
| Lancaster Warehouse               | 2820 N 35E Lancaster, TX 75134                           |
| Aberdeen Warehouse                | 1500 Woodley Rd Aberdeen, MD 21001                       |
| Romeoville Warehouse              | 1040 W. Renwick Rd Romeoville, IL 60446                  |
| Florence Warehouse                | 5101 Renegade Way Florence, KY 41042                     |

|  |  |
|--|--|
| Mississauga Warehouse                  | 2020 Logistics Drive Mississauga, ON L5S 1Z9, Canada                 |
| Richmond Warehouse (Canada)            | 8011 Zylmans Wy Richmond, BC, V6W 0C3                                |
| Lutterworth Warehouse (United Kingdom) | Wayfair Plot G, Argosy Way Magna Park Lutterworth Leicester LE17 4GG |
| AllModern 1                            | 310 Market Street Lynnfield, MA 01940                                |
| Joss & Main 1                          | 75 Middlesex Turnpike, Space Burlington, MA 01803                    |
| AllModern 2                            | 206 Legacy Place Dedham, MA 02026                                    |
| All Modern Lab                         | 19 Leonard St Norton, MA 02766                                       |
| Birch Lane 4                           | 2223 N Westshore Blvd #293 Tampa, FL 33607                           |
| Birch Lane-2                           | 140 University Town Center Dr Sarasota, FL 34243                     |
| Birch Lane 3                           | 9100 Strada PI #2130 Naples, FL 34108                                |
| Birch Lane 1                           | 309 Plaza Real Boca Raton, FL 33432                                  |
| Wayfair 1 Retail Store                 | 3232 Lake Avenue Suite 1 Wilmette, IL 60091                          |
| All Modern 3                           | 9722 Great Hills Trail Suite 150 & 145 Austin, TX 78759              |
| Birch Lane Lab                         | 19 Leonard St Norton, MA 02766                                       |
| Perigold 2                             | 3920 Westheimer Rd, Houston, TX 77027                                |
| Perigold 1                             | 700 S. Rosemary Avenue, West Palm Beach, FL 33401                    |

## Glossary

**BOL** = Bill of Lading

**Master Carton:** Contains multiple casepacks. Each master carton needs its own FedEx

**Master Tracking number:** A FedEx master tracking number is the first tracking number in a multiple-piece shipment (MPS) and associates all of the tracking numbers in the shipment. It can be used to track the status of one shipment and all of the associated shipments

**MIBO**= Inbound Order Management page on Partner Home

**Partner Home** = Supplier Portal for managing products, pricing, orders, shipments, etc.

**Sellable Unit:** Each individual unit your customers can order. Each sellable unit needs its own UPC label.

**Shippable Unit:** Refers to each box you are shipping separately. This can be a sellable unit, a casepack, or a master carton.

**SIM** = Supplier Inventory Manager

**SPO** = Supplier Purchase Order

**SRM** = Supplier Relationship Manager

**Stockinginbound@wayfair.com** = Wayfair team that supports transportation for Stocking SPOs

**Supplier PO** = Supplier's internal PO, which would tie 1 for 1 to an SPO

**Tracking Number.** Casepack: Contains multiple sellable units. Each casepack needs its own UCC label.

**UCC-128** = Individual carton labels