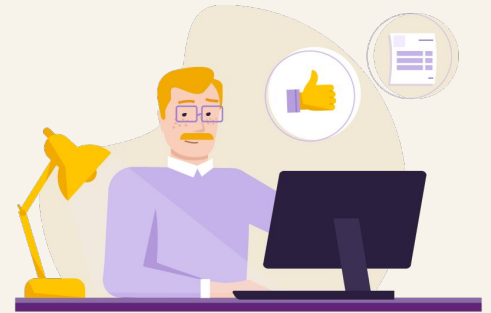


Upcoming improvements to our CastleGate Forwarding and Fulfillment invoicing

We developed our CastleGate Forwarding (CGF) and CastleGate Fulfillment (CG) services to help unlock your earning potential with Wayfair. We know that confusing invoices, vague charges, and delayed timing can cause frustrations and reduce your trust in our CGF and CG programs.

Improving the invoicing processes for our logistics services will continue to be a top priority for us this year. Through your feedback, we have several planned initiatives that will make our invoices more accurate, timely, and transparent. To help us achieve this goal, we created a dedicated team that has been working diligently to address the inconsistencies and issues with our billing systems and the frustrations you've experienced as a result.



RECENT IMPROVEMENTS

Timely invoicing

We've invested time and resources to reduce the average CGF invoice delivery time, including ocean and drayage, from 60+ days down to 35 days on average from departure of origin. In 2023, we'll continue working to get invoices to you even sooner.

Proactive communication on errors and delays

We now send you proactive email notifications whenever we identify an error or delay in our invoicing. These notifications outline the issue, expected impact, and time to resolution to provide you with greater transparency throughout the process.

Consistency across charges and invoice formats

We've added additional fields to our invoices to make it easier to review charges for accuracy. We've also updated our system so manually entered charges will show full charge details instead of showing as "admin adjustments."

STAY INFORMED

Visit the Help Center for more information about [CastleGate Invoice Details](#).

Improvements coming in 2023

Q2 2023

Clearer information on your invoices

We're adding "Cubic Meters" (CBM) and "Gate In" data points into the CSV invoice to make it easier to validate invoice charges.

Faster response times

Invoice-related tickets will be resolved within seven days. Dispute-related tickets will be resolved within 30 days. We're also committing to sending invoices for accessorials charges within three days of containers being returned.

Improved data accuracy

We're improving our systems to eliminate known bugs that cause duplicate or incorrect charges to be generated.

Q3 2023

Better cost transparency

We're providing full visibility into landed cost for all CastleGate Forwarding shipments. All CGF shipments will have distinct invoices, with accessorials invoiced separately.

Updated invoice details in Partner Home

Updates made to clarify charges on the CSV will be reflected directly in Partner Home, providing more information no matter how you view your invoices.



Q4 2023

Ability to manage financing preferences

We will allow you to request that credit balances are applied to invoices. We're clarifying instructions and requirements for paying invoice balances that include disputes, and we are centralizing dispute tracking directly in Partner Home to provide traceable resolutions.

NEED A HAND?

Our team is here to help. To get support or learn more about the improvements we're making to our invoicing process, reach out to your [Relationship Management team](#) or your CG or CGF Account Manager.