



CastleGate

Multichannel Fulfillment

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CastleGate offers easy access to global supply chain solutions including our reliable, cost-efficient, and easy-to-use fulfillment service. Now, you can use CastleGate's warehousing and fulfillment to serve all of your customers – including those ordering from other retailers or your own direct-to-consumer site.

WHY MULTICHANNEL

✔ **Boost sales**

CastleGate's forward-positioning capabilities enable fast and reliable delivery, leading to higher sales.

✔ **Maintain healthy inventory**

Selling across multiple retail channels helps optimize turns and expand your Wayfair catalog assortment.

✔ **Reduce inbound costs**

Multichannel fulfillment helps you consolidate shipments across channels to minimize inbound costs.

✔ **Streamline operational workflows**

Using CastleGate to serve multiple retail channels reduces the number of fulfillment providers that your team needs to support.

✔ **Save on fulfillment**

Our network density creates shorter delivery distances to your customers, which in turn lowers your outbound costs.

✔ **Track every order**

Fast, easy supplier integration with CastleGate through EDI provides tracking on each shipment.

ELIGIBLE ORDERS

We're still expanding multichannel fulfillment's capabilities. Our offering is limited to the following:

- Fulfillment is only for small-parcel, single-box items. These products must be live on Wayfair.
- All shipments move through Wayfair-approved carriers.
- Orders can only be shipped domestically – no cross-border shipments.
- CastleGate cannot accept returns from other retail channels.

Ready to get started? Sign up today.

1. Complete our interest survey for [North America](#) or [Europe](#).
2. Submit an EDI integration ticket and begin setup.†
3. Add your retail channels and shipping information to your [Partner Home account](#).
4. Submit your first order!

† Manual order processing is supported but not recommended. API integration is coming in April 2023.

WHAT TO KNOW

Multichannel rates

CastleGate's standard multichannel rates include a pick-and-ship fee per unit if you ship on Wayfair's account. If you prefer to use your own carrier account, Wayfair will charge you a premium on top of the standard rates. See the multichannel rate cards [here](#).

Order spikes and promotions

Fill out our forecasted sales surveys for [North America](#) or [Europe](#) to notify CastleGate about any upcoming major promotions or order spikes coming from other channels. This helps us plan ahead to keep orders flowing.

Inbound orders and SPO management

Multichannel fulfillment doesn't change anything about your order management processes. Continue fulfilling SPOs normally, accounting for CastleGate's SPO proposals and your own order forecasts. Continue adhering to our destination and Estimated Cargo Ready Date guidelines.

Customer data protection

Wayfair's multichannel program is compliant with privacy and data protection laws. The specific obligations for suppliers and Wayfair in regard to the procurement, transfer, and handling of personal customer data are defined and described in detail in the CastleGate Terms of Service agreement. Please [review the terms](#) for more information.

LEARN MORE

- [2023 rates](#)
- [Multichannel operating guide](#)