



Extranet: Manage Tickets

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Manage Tickets Overview

To achieve our goal of offering exceptional service and quick response times to our valued suppliers, we have created a ticket system where extranet users can log a ticket for any given request/issue. Our ticket system is the best way to reach out to a representative for a range of Tickets will be immediately assigned to a Wayfair specialist and acted upon accordingly.

- Submitting a ticket is available on all extranet pages via the purple 'Submit Ticket' button on the left hand side
- To navigate to the Manage Tickets page, please click the Manage Tickets tab

Service Level Score Card			
ALL TICKETS	ORDER RELATED TICKETS		
Total Ticket Count	Tickets Within SL	Tickets out of SL	Tickets at Risk (1 hr left)
12	4	8	0

[Need Help Using This Page?](#)

Order Related Tickets

All Open (8) Replacement Parts (3) Closed (14) Show 10 entries Search:

Ticket Number	PO#	Ticket Type	Date Entered	Time in SL	Response Count	Ticket Status ?	Last Response From
Update 2317166	28384203-R-442755	Unconfirmed Part Request	12/12/2014	-119	1	Pending Response - Supplier	Wayfair
Update 2317167	28385277-R-442756	Unconfirmed Part Request	12/12/2014	-119	1	Pending Response - Supplier	Wayfair
Update 2317168	28385277-R-442756	Unconfirmed Part Request	12/12/2014	-118	1	Pending Response - Supplier	Wayfair
Update 2317387	27694615	Wrong Product Verification	12/18/2014	-83	1	Pending Response - Supplier	Wayfair
Update 2317649	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update 2317650	123456789	Other	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update 2317651	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update 2317652	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair

Showing 1 to 8 of 8 entries

First Previous 1 Next Last

Business Related Tickets

All Open (2) Closed (3) Show 10 entries Search:

Ticket Number	Ticket Type	Date Entered	Response Count	Ticket Status ?	Last Response From
Update 2286218	Product Updates	10/01/2014	4	Pending Approval - Supplier	Wayfair
Update 2317511	Product Additions	12/24/2014	1	Pending Response - Supplier	Wayfair

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Submit a Ticket

When you logon to the Extranet you will be able to submit a ticket from any page, just look for the following icon on the middle left hand side.

Submit Ticket


Submit a Ticket ✕

Submit a Ticket for [Ticket System Guide](#)

Please Select

Ticket Type

Please Select

 [Need Help Using This Page?](#)

Submit a Ticket ✕

Submit a Ticket for [Ticket System Guide](#)

- Please Select
- Accounting
- Inventory & EDI
- Joss & Main Inquiries
- Order & PO Management
- Pricing, Programs and Promotions
- Product Updates
- Update Lead Times or Carriers

 [Need Help Using This Page?](#)

Accounting Tickets

The only available option for Accounting is General Payment Inquiry, once you choose the two drop downs you will see this screen, fill out information as necessary and someone from our finance team will follow up with you about your concerns.

Submit a Ticket ✕

Submit a Ticket for [Ticket System Guide](#)
Accounting ▾

Ticket Type
General Payment Inquiry ▾

Ticket For:

Ticket Regarding:

- Unpaid Invoices
- Balance Dues (sales tax, drop ship fee, etc.)
- Issues With Processing Payment

If you are attaching invoices or statements, please be sure they include Wayfair PO numbers for our team to review.

Inventory & EDI Tickets

All of our suppliers share inventory levels and other important information electronically, usually via EDI (Electronic Data Interchange). Any questions related to these data transfers or your inventory in general can be addressed with this ticket.

Ticket Type Options:

1. Report a Problem with Existing EDI Documents (Other than Inventory Feed)

- a. Please use this ticket to notify your Data Integration Performance contact of failed EDI transmissions or if you are receiving requests for information that should have been transmitted via EDI. Such requests can often indicate incorrect data or specifications sent to Wayfair.

2. Report a Problem with Our Inventory Feed

- a. Please use this ticket to notify your Data Integration Performance contact of any potential issues or concerns with your existing feed or connection method.

3. Set up an Inventory Feed with Wayfair

- a. Please use this ticket to initiate the setup of an inventory feed with Wayfair. Providing accurate inventory information is crucial to ensuring that proper stock status is displayed on Wayfair. Our EDI team will reach out to you with a contact that will discuss your current capabilities and determine the best method to move forward with.

Depending on what ticket type you choose you will have to fill in further information about the request.

To report problems with our inventory feed or request set up you will need to have a Tech Contact Name, Email, and Phone Number for someone at your company who will be the admin of this function.

Order & PO Management Tickets

Any requests or issues regarding specific POs should be addressed through these tickets.

Choosing the right ticket type here is imperative to get you the quickest answer as they get routed to various departments.

Ticket Type Options:

- 1. Cannot Print a BOL/Packing Slip or Shipping Label**
 - a. Please use this ticket if you are experiencing technical issues when trying to download or print documents. Specific PO #s and screenshots will be extremely helpful in resolving the issue in a timely manner. This ticket type goes to our tech team who will troubleshoot the issue with you, if you want to request a carrier change see number 4.
- 2. Cannot Register a White Glove Order**
 - a. Please use this ticket if you are experiencing technical issues while trying to register a White Glove order. Specific PO #s and screenshots will be extremely helpful in resolving the issue in a timely manner. Our tech team will reach out to troubleshoot the issue with you.
- 3. Carrier did not Come on Time for Pickup/ Missed Pickup**
 - a. Please use this ticket if you experience issues with the carrier pickup for an order registered through our Extranet. Our Freight Team will reach out to the carrier to discern the root cause of the issue and implement next steps to prevent from occurring again.
- 4. Change Ship Method or Carrier on PO Due to Item Count/Size**
 - a. Please use this ticket to request and obtain authorization for a ship method or carrier change due to the number of items or size of an order. Our Freight team will review each request on a case-by-case basis.
- 5. Customer Information Clarification Needed**
 - a. Please use this ticket if there are any missing customer information or additional clarification needed that will prevent your organization from shipping in a timely manner.
- 6. General Carrier Questions**
 - a. Please use this ticket for any general carrier related questions. A member of our Freight team will reach out to discuss further.
- 7. Need EDI PO to be Resent**
 - a. Please use this ticket if a PO needs to be resent via EDI for any reason. Your organization's Data Integration Performance specialist will be able to resend the purchase order.
- 8. Problem with an Order/Other**
 - a. Please use this ticket if there are any discrepancies on the order that will prevent your organization from shipping in a timely manner. An Operations representative will reach out to clarify and make any necessary changes.
- 9. Received a Return for Another Supplier / Return Came to Wrong Address**
 - a. Please use this ticket if you experience issues receiving or incorrectly receiving a return order. A member of our Operations team will assist with next steps to resolve and work to prevent the issue from arising

Pricing, Programs, and Promotions Tickets

Please use this ticket to submit changes to wholesale pricing, stocked pricing and MSRP. Requests will be sent to your Account Manager, who will review the pricing and get back to you with any next steps.

Ticket Type Options:

1. Update Pricing

- a. This will re-route you to the Pricing Updates page of the extranet found under Catalog Management, please look through this page and update any pricing discrepancies. You can download and upload a pricing sheet here or manually do it by clicking through each line. Once done choose “Submit Price Update” please note that this can take up to 60 days before pricing goes into effect.

2. Programs and Promotions

- a. Please use this ticket for inquiries related to Marketing programs and promotions. You can request to partner with us on a new marketing program, present a promotional opportunity, or request to offer your products Joss & Main or AllModern.com.

3. Questions About Partner Sites

- a. Please use this ticket with any inquiries related to our Retail Partner Sites. These open-ended questions and requests will be sent directly to your Account Manager.

4. Report MAP Violation (USA & CANADA Only)

- a. Please use this ticket if you have identified a MAP violation on our site. Your request will be sent to the Pricing Team for immediate review.

Product Updates Tickets

We strive to keep your product offering completely up-to-date on our sites. Please enter a ticket to update product info as soon as anything changes.

Ticket Type Options:

1. Add New Product(s)

- a. In this ticket you'll be redirected to our product addition page where you can download an [Item Spec Sheet](#), fill out as directed, upload and provide us with your products' images, videos and logos, you will receive a ticket number to keep track of the project.

Product Submission
Add new products on site by submitting your products to Wayfair

You Are Working On Entry Submission Project: Little Colorado_05/08/2015 Return To Holding Pen

Download Your Existing Wayfair Product Selection
*For any updates needed for products in this list, please submit a ticket via the manage tickets page.
For products missing from our selection or new items, please proceed through the steps below.*

Export Product Sheet

Is This A New Supplier? *

Yes
 No

Choose Brand(s) * ?

Beta Brand
Alpha Brand
Delta Brand

You can select or add up to a total of 10 brands by holding down the 'Ctrl' key and selecting each brand.

Don't see the brand name? [Add a New Brand](#)

[Show All Brands](#)

Download Blank Item Spec Sheet Template ?

Download

Upload Completed Item Spec Sheet * (Only .xlsx Excel files will be accepted.)

Browse

Availability Date * ?

Please enter the date these products will be in-stock and ready to ship.
Note: Item(s) must be added to inventory feed prior to going live on-site.

Do Any Products Have MAP? *

No
 Yes, all products
 Yes, some products

Do Products Need To Be Live By A Specific Date?

Enter the date:

Is This Line White Label? *

Yes
 No

Save Next

Ticket Type Options (continued):

2. Discontinue Products

- a. This ticket is only for suppliers that are not setup to send inventory with Wayfair. If you are setup with inventory please use that process to report any discontinuations. Otherwise please use this ticket to inform Wayfair of any product discontinuations.

3. Update / Add Images

- a. Please use this ticket to provide a new or replacement product image. You will be asked to provide the item # that correlates to each image. We ask that you make these instructions as specific as possible, to avoid excessive communication between our Marketing teams. You can attach image files to the ticket, or transfer files via FTP.

4. Update Part Numbers

- a. Please use this ticket to update Part Numbers (aka Item Numbers). This will be necessary when part numbers have changed at the factory, or if you've identified an error on our POs. Any changes to part numbers may impact the inventory feed, so please ensure that your systems are updated at the same time, we suggest using the "Effective Date" to properly coordinate this effort.

5. Update Product Descriptions

- a. Please use this ticket to update customer-facing product information for an item currently on the site. This is helpful if you notice an error or identify a missing piece of information while browsing your items on the site.

6. Update Pricing

- a. This will re-route you to the Pricing Updates page of the extranet found under Catalog Management, please look through this page and update any pricing discrepancies. You can download and upload a pricing sheet here or manually do it by clicking through each line. Once done choose "Submit Price Update" please note that this can take up to 60 days before pricing goes into effect.

Update Lead Times or Carriers Tickets

Please use these tickets to inform us of any non-PO specific changes to shipping specifications/instructions.

Ticket Type Options:

1. Change Pickup Carrier(s)

- a. Please use this ticket to if you need to change the carrier to one other than that specified on the Bill of Lading. A member of our Freight team will reach out to confirm the change and make the necessary updates.

2. Update Shipping Dimensions

- a. This ticket will redirect you to our 'Shipping Weights & Dimensions' page where you can export a complete list of product information and make any necessary updates.

3. Update Lead Time (Wayfair)

- a. Please use this ticket to update the lead time for a product(s) live on Wayfair. These requests will be sent directly to your Performance contact here at Wayfair and they will reach out to discuss further.

4. Update Lead Time (Joss & Main)

- a. Please use this ticket to update the lead time for a product(s) included on a Joss & Main event. These requests will be sent directly to your Joss & Main coordinator here at Wayfair and they will reach out to discuss further.

CastleGate Fulfillment Tickets

These tickets are for requests specific to CastleGate Fulfillment Services. Select “CastleGate Fulfillment Services” from the dropdown.

Ticket Type Options:

1. Account / Profile Settings

- a. If you encounter any issues related to the Profile Settings page, or if you encounter management issues in general related to your CastleGate Fulfillment Services account. Some example issues include trouble setting or changing contacts, questions about your rate card, trouble setting up or managing packing slip or BOL templates, trouble with alert settings, or a page error. When in doubt, start here.

2. Inventory Management

- a. If you encounter any issues related to the Manage Inventory page, or if you encounter issues related to your inventory or products in general. Some examples include reporting an inventory discrepancy, questions about inventory availability, trouble with overpack or repack settings, or page errors.

3. Inbound Orders

- a. If you encounter any issues related to the Inbound Orders pages, whether entering a new order or managing existing orders. You can also use this ticket type to report an issue with inbound orders in general. Some example issues include trouble creating a new order, checking the status of an existing order, notifying CastleGate Fulfillment Services of a discrepancy on an existing order, or a page error.

4. Customer Orders

- a. If you encounter any issues related to the Customer Orders pages, whether entering a new order or managing existing orders. You can also use this ticket type to report an issue with outbound customer orders in general. Some example issues include trouble creating a new order, trouble adding a packing slip or a BOL to a new order, checking the status of an existing order, notifying CastleGate Fulfillment Services of a discrepancy on an existing order, or a page error.

5. Returns

- a. If you encounter any issues related to the Returns pages, whether creating a new return order or managing existing returns. Some example issues include trouble creating a new return, questions about an existing return, or page errors.

6. Invoices / Payment

- a. If you encounter any issues related to the Invoices pages. Some example issues include questions about an invoice, discrepancies on invoices, inquiry into status of a dispute, payment status inquiries, or page errors.

7. Special Service Request

- a. Request any special service that was not or cannot be entered in the portal. Some example service requests include, an open and inspect, photo services, kitting services, etc.

8. New Feature Request

- a. Request a feature to be added to the portal. We will evaluate it and prioritize accordingly. Unfortunately, we can't guarantee every request will be met.

9. Page Error

- a. Request assistance if you encounter any page errors or performance issues on the site. This may include pages timing out, pages not available or other error messages that prevent you from viewing pages or completing functions in the portal.

Warehouse Management Tickets

Ticket Type Options:

1. Warehouse Addition

- b. If you would like to add a warehouse to ship orders from this ticket will allow you to do so.

2. Warehouse Deactivation

- a. If you are no longer shipping from a warehouse this ticket will remove it as an available option.

3. Warehouse Changes

- a. If any of your existing warehouses are moving addresses or changing contact information please use this ticket.

Credit Recovery Tickets

Ticket Type Options:

1. Credit Recovery General Inquiry

- a. This ticket is intended to be used if you have any questions, disputes or requests for a pending credit before it can be approved.

Managing Tickets

When you login to the extranet you will be able to access your tickets in a few different ways. The first is by clicking on the “Manage Tickets” tab in your header, shown below.

Service Level Scorecard:

You are timed on responses to *Order Related* ticket types; these are displayed first on page as they will always be the most urgent.

- These tickets are measured on a 4 hour business response time because we want timely updates so that an order will not be delayed due to lack of correspondence. (You will not be expected to answer outside of business hours)
- Tickets in service level have been answered and closed within their timeframe
- Tickets at risk have an hour left to respond
- Tickets out of service level have not been answered in the proper amount of time and need to be updated immediately

Ticket Categories:

Order related tickets are tickets that are urgent and correlate to inquiries or technical difficulties pertaining to an existing order, these are timed on the four hour business response time as there is a customer on the other end waiting for an order so we never want to delay an order due to responses taking too long. Wayfair employees are held to the same standard for order related tickets to make sure they are updating within the four hour business response time frame.

Business related tickets are separated into their own section in the bottom since these tickets tend to take a bit longer as they go through review processes. These tickets are held here to keep you organized as to what is a top priority and time sensitive to update.

Ticket Status:

When a ticket is **Pending Response-Supplier**, it is your responsibility to click ‘Update’, ‘click Add a New Update’, add a note to the ticket that answers the presented question/issue, and click ‘Submit’. If the question/issue has been answered and no further information is needed from Wayfair to complete, please click “Add a New Update’ and then ‘Close’.

When a ticket is shown **Pending Approval-Supplier** in the Ticket Status column, the Wayfair employee has completed the ticket internally. To approve this completion and close out the ticket, click ‘Add a New Update’ and ‘Close’. If further assistance is needed, please type your message into the ticket and submit again for Wayfair review.

Service Level Score Card

Service Level Score Card			
ALL TICKETS	ORDER RELATED TICKETS		
Total Ticket Count	Tickets Within SL	Tickets out of SL	Tickets at Risk (1 hr left)
12	4	8	0

Need Help Using This Page?

Order Related Tickets

All Open (8) Replacement Parts (3) Closed (14) Please Select Show 10 entries Search:

Ticket Number	PO#	Ticket Type	Date Entered	Time in SL	Response Count	Ticket Status ?	Last Response From	
Update	2317166	28384203-R-442755	Unconfirmed Part Request	12/12/2014	-119	1	Pending Response - Supplier	Wayfair
Update	2317167	28385277-R-442756	Unconfirmed Part Request	12/12/2014	-119	1	Pending Response - Supplier	Wayfair
Update	2317168	28385277-R-442756	Unconfirmed Part Request	12/12/2014	-118	1	Pending Response - Supplier	Wayfair
Update	2317387	27694615	Wrong Product Verification	12/18/2014	-83	1	Pending Response - Supplier	Wayfair
Update	2317649	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update	2317650	123456789	Other	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update	2317651	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair
Update	2317652	N/A	Order Registration Errors & Changes	01/02/2015	2	1	Pending Response - Supplier	Wayfair

Showing 1 to 8 of 8 entries

Sortable Headers and Search Tools

First Previous 1 Next Last

Business Related Tickets

Business Related Tickets

All Open (2) Closed (3) Please Select Show 10 entries Search:

Ticket Number	Ticket Type	Date Entered	Response Count	Ticket Status ?	Last Response From	
Update	2286218	Product Updates	10/01/2014	4	Pending Approval - Supplier	Wayfair
Update	2317511	Product Additions	12/24/2014	1	Pending Response - Supplier	Wayfair

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Updating a Ticket

Request# 2317650 - Problem with an Order / Other - BetaSupplier (1987)

Update History (10 most recent shown)
[Add a new update](#)
[Add Attachment ...](#)

1/2/2015 4:18:12 PM - Danielle Olean (Wayfair):
 PO#:CS123456789

Description: There is no ship to state listed on the customers address, please correct this.

No Attachments

Request# 2317650 - Problem with an Order / Other - BetaSupplier (1987)

Update History (10 most recent shown)
[Add a new update](#)

Wayfair Response Needed

The close button will close out the ticket to remove from your and Wayfair's queue. Please close out all tickets that have been adequately answered and resolved.

[Add Attachment ...](#)

1/2/2015 4:18:12 PM - Danielle Olean (Wayfair):
 PO#:CS123456789

Description: There is no ship to state listed on the customers address, please correct this.

No Attachments

If you need further assistance click 'Submit'

If the issue has been resolved, click 'Close'

Ticket Attachments Here