

CastleGate Fulfillment Account Integration

04/30/2025 3:17 pm CDT

Overview

CastleGate is a logistics and supply chain solution provided by Wayfair that works with many suppliers and offers easy deliveries at low costs – similar to Fulfillment by Amazon (FBA). Shipping with CastleGate Fulfillment involves storing your products in warehouses operated by Wayfair. When a customer places an order on Wayfair's platform, the products are picked, packed, and shipped directly from these CastleGate warehouses. After the items are shipped, Sellercloud receives tracking information for these orders and sends back the corresponding invoice.

Integrating CastleGate allows you to synchronize their platform with Sellercloud, improving order fulfillment efficiency, reducing shipping times, and enhancing the overall customer experience. The integration works through EDI documents, transmitting information between the two services.

If necessary, you can open a ticket with [Sellercloud Support](#) to request additional customizations or other plugins for this integration. Any such modifications will be billable.

To have a dedicated representative complete the testing for your account and ensure that the setup is configured correctly, we recommend [Premium Support](#).

Prerequisites

Sellercloud integrates with CastleGate via plugins and [Scheduled Tasks](#). Before you can integrate CastleGate, complete the following requirements.

Sellercloud Support

Open a ticket with [Sellercloud Support](#) and request the following plugins be installed on your server:

- **CastleGate EDI850 Order Import** – Imports orders from CastleGate to Sellercloud in EDI 850 format.
- **CastleGate EDI945 Tracking Import** – Imports tracking from CastleGate to Sellercloud in EDI 945 format.
- **CastleGate EDI 810 Order Export** – Exports invoices to CastleGate to Sellercloud in EDI 810 format.
- *(Optional)* **CastleGate Inventory Import** – Imports physical inventory count from CastleGate to Sellercloud in EDI 846 format.
- *(Optional)* **CastleGate Inventory Adjustments** – Imports inventory adjustments from CastleGate to Sellercloud in EDI 846 format.

It is **strongly recommended** to integrate CastleGate into a separate company other than the regular Wayfair account. Otherwise, it may be difficult to differentiate orders since both are marked as Wayfair; the only difference is that CastleGate orders have **CastleGate** in the username.

CastleGate Support

Contact Wayfair Support for the following:

- Your **SFTP details: Server Name, Username, and Password**. You will need them when setting up the scheduled tasks to automate the plugins.
- The CastleGate fulfillment centers list so you can [create them](#) in Sellercloud. Ensure that your warehouses are named exactly as seen in the list.
- Provide CastleGate with your Customer ISA ID and qualifier.
- Request Wayfair to use the **CASTLEGATE ID** on their end for CastleGate EDI documents.

Custom Company Settings

Create the following [Custom Company Settings](#):

Default company:

- **GSControlNumber** – Set to 1.
- **STControlNumber** – Set to 1.
- **ISAControlNumber** – Set to 1.

ISAControlNumber, **GSControlNumber**, and **STControlNumber** can all start at 1. The tracking and inventory exports will increment this number accordingly as jobs are processed. If the settings already exist and have values in them, **do not** edit them.

Queued Job's company:

- **CastleGate_ISAID** – CastleGate's ISA ID. This should be set to CASTLEGATE.
By default, Wayfair may use their regular Wayfair ID; you must request CASTLEGATE to be used as the identifier for this integration instead.
- **CastleGate_CustomerISAID** – Your ISA ID. Typically, this is your phone number, but can be whatever you set up with CastleGate. It must match the ReceiverID from the file.
- **CastleGateWH** – Warehouse ID for inventory import.
- *(Optional)* **CastleGate_CreateOrderPayment** – Defaults to FALSE. If set to TRUE, the plugin will create a payment for the imported order and mark it as **FullyPaid**.
- *(Optional)* **EnableInventoryCountForCastleGateOrders** – Set to FALSE to ensure CastleGate orders will not deduct inventory from your warehouses upon import. If set to TRUE, inventory will be deducted.
- *(Optional)* **CastleGate_EnableLocationMapping** – Set to TRUE to enable the [Multiple Locations Workflow](#).
- *(Optional)* **UseOriginalProductIDInEDI** – Set to TRUE to send the order item's ProductIDOriginal instead of the current product ID. Used by CastleGate EDI 810 Order Export Plugin.

Custom Product Columns

Create the following [Custom Product Column](#):

- **CASTLE_GATE_SKU** – The product's SKU on CastleGate. If the SKU in Sellercloud does not match the Vendor Number in the file, the plugin will check this column. If the Vendor Number from the file matches the value of the custom column, we will update this SKU.

Order Custom Columns

Create the following [Order Custom Columns](#):

- **CastleGate_SupplID**
- **CastleGate_WarehouseID**

Order Import

The **CastleGate EDI850 Order Import** plugin imports order data from CastleGate to Sellercloud in EDI 850 format. It creates the orders in Sellercloud with a **Dropship Requested** status and prevents them from being imported into Shipbridge.

Automate Order Import

To create a [Scheduled Task](#) that imports orders:

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.

2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Import Orders**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. The following message appears at the bottom of your screen: "Scheduled task created successfully. **Click Here** to configure the task details." – click the link.
5. Click the **Edit** button at the top right corner.
6. In the **Details** panel:
 - a. Click **Create Orders For Company** and select the company designated for this integration.
 - b. Click the **Plugin** menu and select **CastleGate EDI850 Order Import**.
7. In the **Import Options** panel, set **Import From** to **FTP** and fill out the FTP fields with the credentials provided by Wayfair.
8. In the **Frequency** panel, specify the task frequency. For optimal performance, select a range between thirty minutes and one hour.
9. In the **General** panel, click the **Enable** button.
10. Click **Save**.

GENERAL	
Task Name	CastleGate Order Import
Task Type	Import_Orders
Company	CastleGate Westin Outdoor
Priority	Normal
Note	

DETAILS	
Create Orders For Company	CastleGate Westin Outdoor
Plugin	CastleGate EDI850 Order Import [v1.0.1.8]

IMPORT OPTIONS	
<input type="checkbox"/> Consider Task Failed If No File Found	
Import From	FTP
FTP Server	sftp.wayfair.com
FTP User	
FTP Password
Confirm Password
FTP Port	22
FTP Directory	/outgoing
FTP File Name	*.edi
FTP Encoding	Default
<input type="checkbox"/> Use Passive <input type="checkbox"/> Use Binary <input type="checkbox"/> Use SSH FTP With Key Authentication <input checked="" type="checkbox"/> Use Secure FTP	
Secure FTP Type	SSH
<input checked="" type="checkbox"/> Override SSL Allowed Ciphers	
SSL Allowed Ciphers	arc4,aes256-cbc, aes128-cbc, 3des-cbc, rc4, rsa512, rsa1024, rsa128
<input type="checkbox"/> Delete Files After Processing <input type="checkbox"/> Archive Files Instead Of Delete <input checked="" type="checkbox"/> Ignore Files Before Last Successful Execution	

FREQUENCY	
Start At	11/4/2020 4:00 PM
Recurrence	
<input type="radio"/> Minutes	Every <input type="text" value="30"/> minute(s)
<input checked="" type="radio"/> Hours	Every <input type="text" value="1"/> hour(s)
<input type="radio"/> Daily	Run on these day(s): <input checked="" type="checkbox"/> Mo <input checked="" type="checkbox"/> Tu <input checked="" type="checkbox"/> We <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sa <input checked="" type="checkbox"/> Su
<input type="radio"/> Monthly	Every <input type="text" value="1"/> date of month <input type="checkbox"/> Last Day Of Month
<input type="radio"/> Custom	Run on these day(s): <input checked="" type="checkbox"/> Mo <input checked="" type="checkbox"/> Tu <input checked="" type="checkbox"/> We <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sa <input checked="" type="checkbox"/> Su
Time of Day	<input type="text" value="Click here to select time"/> ⌚
Existing Times *	
Expire Schedule	<input checked="" type="radio"/> Never <input type="radio"/> On Date <input type="text" value="Click here to select date"/> 📅

EMAIL ALERTS	
<input type="checkbox"/> Send Email Alerts Upon Completion	
Send Task Success Email To (Separate By Semicolon)	
Send Task Failure Email To (Separate By Semicolon)	
<input type="checkbox"/> Send Task Failure Email Even If No Records Found	

Tracking Import

The **CastleGate EDI945 Tracking Import** plugin imports tracking from CastleGate to Sellercloud following the 945 EDI format. The plugin will mark the orders as fully shipped and add the tracking information.

Automate Tracking Import

To create a [Scheduled Task](#) that imports order tracking:

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Import Orders**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. The following message appears at the bottom of your screen: "Scheduled task created successfully. [Click Here](#) to

configure the task details.” – click the link.

5. Click the **Edit** button at the top right corner.

6. In the **Details** panel:

a. Click **Create Orders For Company** and select the company designated for this integration.

b. Click the **Plugin** menu and select **CastleGate EDI945 Tracking Import**.

7. In the **Import Options** panel, set **Import From** to **FTP** and fill out the FTP fields with the credentials provided by Wayfair.

8. In the **Frequency** panel, specify the task frequency. For optimal performance, select a range between thirty minutes and one hour.

9. In the **General** panel, click the **Enable** button.

10. Click **Save**.

The screenshot displays the configuration interface for the CastleGate EDI945 Tracking Import plugin, organized into five main panels:

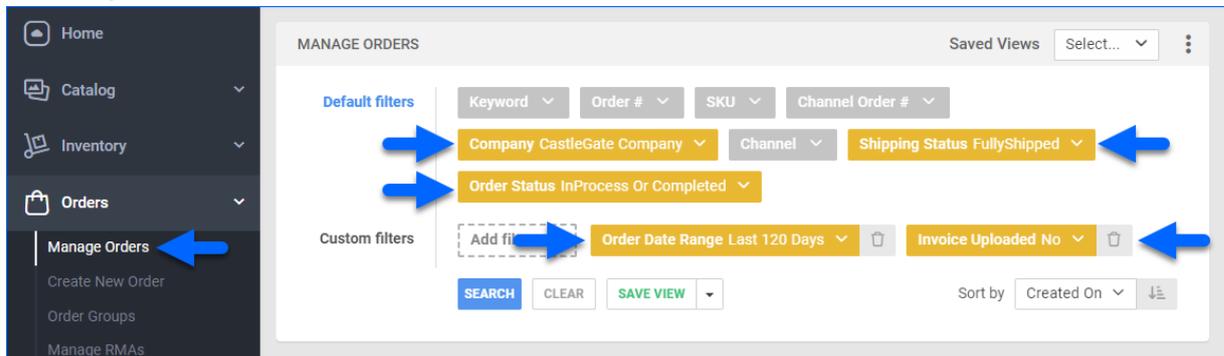
- GENERAL** (Blue header):
 - Task Name: CastleGate Order Tracking Import
 - Task Type: Import_Orders
 - Company: CastleGate Company
 - Priority: Normal
 - Note: (Empty field)
- DETAILS** (Blue header):
 - Create Orders For Company: CastleGate Company
 - Plugin: CastleGate EDI945 Tracking Import [v1.0.0.4]
- IMPORT OPTIONS** (Dark Grey header):
 - Consider Task Failed If No File Found
 - Import From: FTP
 - FTP Server: sftp.wayfair.com
 - FTP User:
 - FTP Password:
 - Confirm Password:
 - FTP Port: 22
 - FTP Directory: /outgoing
 - FTP File Name: *
 - FTP Encoding: Default
 - Use Passive
 - Use Binary
 - Use SSH FTP With Key Authentication
 - Use Secure FTP
 - Secure FTP Type: SSH
 - Override SSL Allowed Ciphers
 - SSL Allowed Ciphers: arc4,aes256-cbc, aes128-cbc, 3des-cbc, rc4, rsa512, rsa1024, rsa128
 - Delete Files After Processing
 - Archive Files Instead Of Delete
 - Ignore Files Before Last Successful Execution
- FREQUENCY** (Orange header):
 - Start At: 11/5/2020 4:00 AM
 - Recurrence:
 - Minutes: Every 30 minute(s)
 - Hours: Every 1 hour(s)
 - Daily: Run on these day(s): Mo Tu We Thu Fri Sa Su
 - Monthly: Every 1 date of month Last Day Of Month
 - Custom: Run on these day(s): Mo Tu We Thu Fri Sa Su
 - Time of Day: (clock icon)
 - Existing Times: *
 - Expire Schedule: Never On Date (calendar icon)
- EMAIL ALERTS** (Pink header):
 - Send Email Alerts Upon Completion
 - Send Task Success Email To (Separate By Semicolon):
 - Send Task Failure Email To (Separate By Semicolon):
 - Send Task Failure Email Even If No Records Found

Invoice Export

The **CastleGate EDI 810 Order Export** plugin exports invoices from Sellercloud to CastleGate in EDI 810 format. The plugin exports the invoice information after the orders are marked as shipped.

Before you move on, create a [Saved Search](#) for orders filtered by:

- **Company** – The company you created for the integration
- **Shipping Status** – Fully Shipped
- **Order Status** – InProcess Or Completed
- **Invoice Uploaded** – No



Automate Invoice Export

To create a [Scheduled Task](#) that exports invoices:

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Export Orders**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. The following message appears at the bottom of your screen: "Scheduled task created successfully. **Click Here** to configure the task details." – click the link.
5. Click the **Edit** button at the top right corner.
6. In the **Details** panel:
 - a. Click the **User ID** menu and select your ID.
 - b. Click the **Saved Search** menu and select the saved search you created earlier.
 - c. Click the **Export Via** menu and select **CastleGate EDI 810 Order Export**.
 - d. Check **This Is Invoice Export**.
7. In the **Export Options** panel, set **Export To** to **FTP** and fill out the FTP fields with the credentials provided by Wayfair.
8. In the **Frequency** panel, specify the task frequency. For optimal performance, select a range between thirty minutes

and one hour.

9. In the **General** panel, click the **Enable** button.

10. Click **Save**.

The screenshot displays a configuration interface for a task named "CastleGate Invoice Export". It is divided into several sections:

- GENERAL:** Shows task details like Task Name, Type, Company, Priority, and a Note field.
- DETAILS:** Includes fields for User ID, Saved Search, Export Via, File Name, and Max Records To Export. It also features a list of checkboxes for export options such as "Mark Orders As Exported", "This Is Tracking Export", "This Is Invoice Export", "This Is Order Ack (Accept)", "This Is Order Ack (Release)", "This Is Dropship Export", and "Export File Without Extension".
- EXPORT OPTIONS:** Configures the export destination (FTP or SSH) with fields for Server, User, Password, Confirm Password, Port, and Remote Folder. It includes checkboxes for "Use Passive", "Use Secure FTP", "Use SSH FTP With Key Authentication", "Override SSL Allowed Ciphers", and "Use Binary".
- FREQUENCY:** Sets the start time and recurrence pattern. The "Hours" option is selected, set to "Every 1 hour(s)". It also includes a weekly schedule grid and an "Expire Schedule" section with "Never" selected.
- EMAIL ALERTS:** Contains checkboxes for "Send Email Alerts Upon Completion", "Send Task Success Email To (Separate By Semicolon)", "Send Task Failure Email To (Separate By Semicolon)", and "Send Task Failure Email Even If No Records Found".

Inventory Import

The **CastleGate Inventory Import** plugin imports physical inventory from CastleGate to Sellercloud in the warehouse specified in the **CastleGateWH Custom Company Setting**. If any products in the file are missing or have no value, their warehouse inventory will be set to zero.

The **CastleGate Inventory Adjustments** plugin creates quantity adjustments from CastleGate to Sellercloud in the warehouse specified in the **CastleGateWH Custom Company Setting**. It will not zero out the inventory of any products without a value.

If the Sellercloud SKU does not match the Vendor Number in the file, the plugins will attempt to match the Vendor Number to the **CASTLE_GATE_SKU Custom Product Column**. If no match is found, the product will be skipped.

Only one of the two plugins should be used at any given time.

Automate Inventory Import

To create a **Scheduled Task** that imports inventory:

1. Navigate to **Settings > Scheduled Tasks > Manage Scheduled Tasks**.
2. Click the green + icon: **Create New Scheduled Task**.
3. Complete as follows:
 - a. Click **Task Type** and select **Import Product Inventory**.
 - b. Set the **Task Name**.
 - c. Select the **Company**.
 - d. Select the **Start Time**.
 - e. Click **CREATE**.
4. The following message appears at the bottom of your screen: "Scheduled task created successfully. **Click Here** to configure the task details." – click the link.
5. Click the **Edit** button at the top right corner.
6. In the **Details** panel:
 - a. Click **Merge shadow inventory**.
 - b. Click the **Plugin** menu and select **CastleGate Inventory** or **CastleGate Inventory Adjustments**.
 - c. Select the **Warehouse**.
7. In the **Import Options** panel, set **Import From** to **FTP** and fill out the FTP fields with the credentials provided by Wayfair.
8. In the **Frequency** panel, specify the task frequency. For optimal performance, select a range between thirty minutes and one hour.
9. In the **General** panel, click the **Enable** button.
10. Click **Save**.

GENERAL		FREQUENCY	
Task Name	CastleGate Inventory Import	Start At	05/6/2024 11:00 AM
Task Type	Import_Product_Inventory	Recurrence	<input type="radio"/> Minutes Every <input type="text" value="30"/> minute(s) <input type="radio"/> Hours Every <input type="text" value="1"/> hour(s) <input checked="" type="radio"/> Daily Run on these day(s): <input type="checkbox"/> Mo <input type="checkbox"/> Tu <input type="checkbox"/> We <input type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sa <input type="checkbox"/> Su <input type="radio"/> Monthly Every <input type="text" value="10"/> date of month <input type="checkbox"/> Last Day Of Month <input type="radio"/> Custom Run on these day(s): <input type="checkbox"/> Mo <input type="checkbox"/> Tu <input type="checkbox"/> We <input type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sa <input type="checkbox"/> Su Time of Day <input type="text" value="Click here to select time"/> Existing Times ⁺
Company	CastleGate Company	Expire Schedule	<input checked="" type="radio"/> Never <input type="radio"/> On Date <input type="text" value="Click here to select date"/>
Priority	Normal	EMAIL ALERTS	
Note		<input type="checkbox"/> Send Email Alerts Upon Completion Send Task Success Email To (Separate By Semicolon) _____ Send Task Failure Email To (Separate By Semicolon) _____ <input type="checkbox"/> Send Task Failure Email Even If No Records Found	
DETAILS			
<input type="checkbox"/> Merge Shadow Inventory			
Plugin	MH CastleGate Inventory [v1.0.0.5]		
Warehouse	Castle Gate		
IMPORT OPTIONS			
<input type="checkbox"/> Consider Task Failed If No File Found			
Import From	FTP		
FTP Server	sftp.wayfair.com		
FTP User			
FTP Password		
Confirm Password		
FTP Port	22		
FTP Directory	/outgoing		
FTP File Name	*.edi		
FTP Encoding	Default		
<input type="checkbox"/> Use Passive			
<input type="checkbox"/> Use Binary			
<input type="checkbox"/> Use SSH FTP With Key Authentication			
<input checked="" type="checkbox"/> Use Secure FTP			
Secure FTP Type	SSH		
<input type="checkbox"/> Override SSL Allowed Ciphers			
SSL Allowed Ciphers	arc4,aes256-cbc,aes128-cbc,3des-cbc,rc4,rsa512,rsa1024,rsa128		
<input type="checkbox"/> Delete Files After Processing			
<input type="checkbox"/> Archive Files Instead Of Delete			
<input type="checkbox"/> Ignore Files Before Last Successful Execution			

Multiple Locations Workflow

If you have multiple CastleGate locations (warehouses), you must enable location mapping to ensure successful 810 transactions. To do so, you will need to create the custom company setting **CastleGate_EnableLocationMapping**.

Once this is enabled, the Sellercloud plugins will automatically detect the shipping location and set it as the **Ship From** warehouse on the order, provided the location names in Sellercloud match the locations (warehouses) exactly as seen in CastleGate.

Location mapping applies only to 850 and 810 EDI transactions, and CastleGate will continue to manage your inventory.