

Wayfair x PartnerLinQ

Connect Possibilities.

Beginning in 2024, Wayfair transitioned to our new modern cloud-based EDI platform **PartnerLinQ (PLQ)**. PartnerLinQ is helping Wayfair streamline supplier onboarding, improving operational efficiency, and enabling real-time visibility across service and dispatch operations.

Benefits of PartnerLinQ:

- **Improve supplier onboarding experience**, including reducing onboarding time by 85%+.
- Full **real-time transaction monitoring** enabled via Google Cloud & automated alerts.
- **Optimized EDI document integrations**, improved multi-channel integrations, inventory visibility, & order processing.
- Shift from costly on-prem to cloud-native PartnerLinQ **reduced operational expenses**.
- Faster supplier enablement & improved efficiency **positions Wayfair ahead of competitors**.
- **Self-serve onboarding & automation** frees internal teams for high-value tasks.
- **Scalable infrastructure & analytics** ensures continued optimization & growth.



Key PLQ Features:

- **GraphQL-based EDI**, API based layer
- **Automated** transaction monitoring & alerts
- **Optimized** EDI documents & data pipelines
- **Scalable cloud infrastructure** (Google Cloud + PLQ)

A Look into the Future

PLQ strives to:

- **Enable opportunities** for a complete EDI revamp to support industry standards
- Set up **large scale expansion** in supplier onboarding
- **Expand** Multi-Channel (MC) offering via EDI & API
- Incorporate **pre built integrations** with ERP/OMS for easier onboarding

"Wayfair had built an in-house EDI platform that was quite customized and challenging to maintain, resulting in stability issues, periodic EDI outages that impacted Wayfair, our suppliers, as well as not meeting our long term goals to drive platform scalability. By migrating to PartnerLinQ, we've been able to focus more on our upstream and downstream systems, industry-standard EDI configurations, and unlock our ability to further invest in better automations for our partner testing and notification processes. This has resulted in **fewer EDI issues, more up time streamlined workflows**, and ultimately **better outcomes for our suppliers and customers**."



Gordon Mangum
Associate Director, Global Partner Support