

ARE YOU FULFILLED?

We are leaders in Fulfillment, Third-Party
Logistics, and Customer Service.

LET'S GO!

Calgary, Alberta
Mississauga, Ontario
Richmond, British Columbia
Columbus, Ohio



www.godirectsolutions.com

WE DO FULFILLMENT RIGHT.

AT GO DIRECT, FULFILLMENT IS ALL WE CARE ABOUT.

30 Years of helping brands connect with their customers.

Multiple locations in Canada and US partnerships for a North American distribution model.

Trusted by clients in the Consumer Package Goods, Food & Beverage, Electronic, Medical, Nutrition, Nutraceutical & Travel sectors.

Agile and progressive Technology Platform.

Focus on maximizing profits, reduced wait times, removing inefficiencies and overall improve our client's business results.

As a best-in-class logistics service provider we bring a forward-thinking approach to create a clear path for our clients to best reach their customers.

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THE CLEAR PATH BETWEEN
YOU AND YOUR CUSTOMERS.



**YOUR BRAND,
LET'S GO DIRECT
WE DO WHAT YOU NEED**

Our mission is to be a seamless extension of your brand's promise to your customers. We'll work with you to find and solve your 'pain points'. We'll focus on efficient process management and ensure our solutions seamlessly integrate with your ecommerce platforms. And with GoDirect's custom technology solutions, we offer a best-in-class fulfillment experience based on inventory and shipping efficiencies, cost savings, and omni-channel logistical capabilities.

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**SOLVING YOUR
"PAIN POINTS"**



Pick-and-Pack Accuracy
Kitting Costs
Speed-to-Market
Customs + Duties
Customer Complaints

**BESPOKE
SOLUTIONS**



Custom Kitting + Assembly
Inventory + Demand Planning
Bonded Import Zones
Pallets + Racking Solutions

**SCALE
TO SUCCESS**



Over 300,000 total sq. ft and growing. Fulfillment centers located in key regional sectors. Coast-to-coast coverage across North America.

INNOVATE TO WIN



In-house innovation + dev teams.
Advanced transport, warehouse and operations management systems.
Custom turnkey API integration.
Integrated Audit + Analysis reporting.

GO DIRECT INTEGRATION WE ADAPT TO YOU

“I have too much on my plate already with the demand through my new custom ecomm storefront; how can I be sure my system will integrate with yours? I don’t have the budget or time to switch to something else.”



SEAMLESS INTEGRATION

A dedicated onboarding team that will lead you step-by-step through the integration process. From D2C to B2B, storefront retail or subscription sales, we can integrate with you.

PLATFORM AGNOSTIC

Whether you’ve chosen to launch your brand with Shopify, Amazon, Walmart, Magento or any other storefront or marketplace, we can adapt to you. Our platform agnostic interface means you don’t have to change a thing.


OMNI-CHANNEL CAPABLE


Most successful e-tailers know there is huge benefit to selling through more than one channel. We can support whatever point-of-sale service you use.


SITE PLANNING + SCALING

Do you have FEFO or FIFO requirements? Anticipate season fluctuations in demand? Can your current 3PL scale with your demand? We’ll build a plan with you that sets you up for today and the future.

GO DIRECT WAREHOUSE & INVENTORY MANAGEMENT

“I have different unit of measurement at the SKU level; we need to be able to move between ‘each’ and ‘pack’ seamlessly? Can you do this?” 

“Our SKUs require individual lot and serial code tracing. Are you able to handle this?” 

“I need to be able to forecast sales and have my 3PL be able to react to spikes in demand. If I can’t deliver when the customer is ready to buy, it’s bad for our reputation.” 

ORDER PICK, PACK & SHIP

We prioritize picking efficiencies with velocity planning, mapping high-volume route layouts, and clearly defined inventory sitemaps.

INVENTORY TRANSPARENCY

We’ve invested in our technology to track every item of every client’s stock, from the moment it lands on the loading dock to the day it is packed and shipped.

PRIORITY ALLOCATION

We ensure required allocation methods are build in to your solution, whether it be FEFO/FIFO requirements, or high-volume assembly SKUs.

LOT, SERIAL TRACKING

We can track any and all SKUs and provide Lot and Serial# tracing.

REVERSE LOGISTICS

No one likes returns. But when they happen, GoDirect ensures we receive, unpack, inspect and reconcile next steps with accurate reporting, and zero stress to you.

GO DIRECT CUSTOM KITTING & ASSEMBLY

KITTING & ASSEMBLY COST PLANNING

Worried about unexpected costs to kit your SKUs through Go Direct? Don't be! We conduct meticulous, real-time trial analysis of your brand's kitting requirements to lock down the cost to you. No one-size-fits-all algorithm. We are meticulous in pre-evaluating labour & time to keep our kitting efficient, accurate and monitored.

WHAT CAN WE KIT?

Cell phone	Cosmetics
Accessories	Gift Boxes
Toys and games	Subscription Boxes
Sporting equipment	Home Gardening
Product samples	Electronics
Consumer goods	And so much more...



DEDICATED KITTING ZONES

Designated kitting zones optimized for timely, accurate picks.



QUALITY CONTROL

When we pick and pack your SKUs we first make sure we've got the process fine-tuned through our kit test process.



FREE-TRADE ZONES

Designated Free-Trade zones, where SKUs can be stored tariff-free until the full order is ready to ship.

GO DIRECT TRANSPORTATION GET THE ADVANTAGE!

“I don’t have time to price shop my Carrier; but how can I be sure you’re getting the best rate on my behalf? How can I tell I’m getting the most efficient service for the price?” →

“Our business assembles multiple skus to meet mix-and-match options on our retail channel and Customs Fees can be a price shock. How do I avoid excess charges?” →

DIRECT-TO-CONSUMER, D2C

Your brand is our brand, and we’ll get it there with care.

DIRECT-TO-RETAIL, B2B

Shipping at scale is no problem. Ask us about our capabilities.

REAL-TIME RATE SHOPPING

GoDirect’s robust Transportation Management System gets you the best rate, every time. We crunch the numbers so you don’t have to.

ONE-STOP SHIPMENT LOOKUP

24/7 Visibility of delivery estimates and tracking data. No need to visit every carrier’s website; our tracking portal does that for you!

CROSS-BORDER EXPERTISE

Customs and Duties shouldn’t scare you away from expanding your customer base across the border.

AUDITS + ANALYTICS

GoDirect’s TMS allows us to analyze the costs and efficiency of every Carrier we use; we share our business intelligence to make sure your business is getting the best from us.

GO DIRECT ACCOUNTABILITY CUSTOMER SERVICE

WHERE IS MY ORDER?

We know that keeping your Brand's promise means being accountable to your customers. That's why our CSRs have access to all the information they need to answer any customer question any time.

We not only provide fast, friendly answers to the ever-recurring "Where is my order?" question, but we nurture the customer relationship as a whole and believe our job is to serve as ambassadors your Brand.

SUPPORT SERVICES

- ➔ Phone, email and live chat
- ➔ B2C and B2B industry experience
- ➔ Brand-immersive training
- ➔ Dedicated Brand Representatives
- ➔ Full access to reports, audits, tracking tools and up-to-the-minute inventory status.

GO DIRECT QUALITY & SAFETY

On-Site Quality Team

Lot Code Tracking

Expiration & Serial Code Tracking

FEFO/FIFO Allocation

Recall Management

SQF Audited www.sqfi.com

ISO Certified



Restricted Access Area

cGMP & GDP Procedures Followed

Natural Health Product License

Humidity Controlled

Temperature Controlled

24-Hour Video Surveillance

REGULATED, CERTIFIED, COMMITTED, AUDITED



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→ YOUR BRAND, LET'S GO DIRECT →

As leaders in the 3PL industry, we know how important a turn-key fulfillment partner is for your business' success. Here's just some of what we can do to fulfill your Brand's promise:

CUSTOM FIT FOR YOU

Seamless eCommerce Integration.

Advanced Warehouse & Inventory Systems.

Pick, Pack, Ship Accuracy & Audits.

Custom Kitting & SKU Assembly.

Custom Packaging Solutions.

Track Buys & Serial Code Tracking.

Real-Time Best Rate Shipping.

Transportation Tracking & Analytics.

Expert Onboarding Teams.

North American Coverage.

Flexible, Scalable Inventory Allocation.

24/7 Network Uptime

Ongoing Customer Service Support.

Advanced Metrics & Business Intelligence Reports.

FEFO/FIFO Allocation Priorities.

GO DIRECT REACH



Wherever your orders need to go, we can get them there. With fulfillment centres situated regionally throughout North America, there's no place we can't cover for you.

MISSISSAUGA,
ONTARIO

COLUMBUS,
OHIO

RICHMOND,
BRITISH COLUMBIA

CALGARY,
ALBERTA

CAPABILITY

Temperature Controlled

Humidity Controlled

SQF Audited / GDA Compliant

24/7 Security

Dedicated Kitting Zones

Bonded Import Solutions

FEFO/FIFO Allocation

CAPACITY

50+ operational docks

350,000+ total sq. ft

Custom storage capabilities

Scalable Racking + Pallet
Options

Free-Trade Zone (FTZ)

30+ BRAND PARTNERS

CATEGORY EXPERTISE

- Health & Nutrition
- Skin Care & Beauty
- Food & Beverage
- Gifts & Subscriptions
- Gaming & Electronics
- Automotive & Industrial
- Home & Garden
- Leisure & Entertainment
- Sporting Goods
- Infant & Child Care
- Industrial Supplies
- Appliances
- Home Décor
- Consumer Packaged Goods



LET'S DO THIS!

We believe fulfillment is the key to delivering your brand's promise to your customers. Let us know how we can fulfill your business' needs today.

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