



G10
FULFILLMENT

Making the Move

A Step-by-Step Guide to Switching 3PL Providers

Table of Contents

01

Introduction

02

**Red Flags, When Your Current 3PL
Is Holding You Back**

03

**Questions to Answer Before
You Switch**

04

What to Look for in a New 3PL Partner

05

How to Make a Smooth Transition

06

Why G10 Fulfillment?

Introduction

Third-party logistics (3PL) providers manage the day-to-day logistics so sellers can focus on growing their business. By taking over tasks like real-time inventory management, picking, packing, shipping, and processing returns, 3PLs free up time and resources for business owners so they can concentrate on strategy, growth, and building their brand.

That said, even if a 3PL started out as a good fit, it doesn't always mean they'll continue to meet your needs as your business evolves. Common reasons businesses outgrow or become dissatisfied with their 3PL include lack of scalability, frequent fulfillment errors, slow shipping times, poor communication, limited technology integration, and rising costs that no longer align with the value being provided. If you are currently working with a 3PL that is no longer supporting your growth, it may be time to consider switching to a new 3PL partner.

In this e-book, we offer a step-by-step guide to help you identify when it's time to change 3PLs, address common concerns about the transition process, and confidently transition to a partner that has the ability to scale with your business.

At G10 Fulfillment, our goal is to ensure that we manage our clients' logistics in a way that drives growth, profitability, and efficiency across their entire organization. As the Director of Sales at G10, I meet with potential clients who are looking to scale with a new partner. Through a discovery call, I learn about their needs, challenges, and goals to see whether G10 may be a good fit. If after reading through this e-book, you think G10 may be the right fulfillment partner to unlock scalable success for your business, please do not hesitate to reach out to me at MBradbury@G10Fulfillment.com.



Sincerely,

Matt Bradbury
Director of Sales

Red Flags: When Your Current 3PL Is Holding You Back

There are several common reasons businesses outgrow or become dissatisfied with their 3PL. If your business is experiencing any of these red flags, your current 3PL may be holding you back.



Late or inaccurate order fulfillment

If your 3PL doesn't offer same-day fulfillment or frequently ships the wrong items, you're damaging your brand and eroding customer trust. As you look to grow your business with higher order volume or by expanding into new markets, fulfillment issues will become more pronounced, because your current provider won't be able to keep up.



Poor communication or lack of transparency

If you are unable to reach the customer service team to get updates or clear answers from your 3PL, that's a major red flag that they don't value their relationship with you. Not to mention, delays in resolving issues and a lack of visibility into inventory or shipment status can lead to missed opportunities and increased costs.



Technology gaps

A 3PL without a robust warehouse management system (WMS) or real-time dashboard is not able to accurately track orders, analyze performance, and help you make informed decisions, which means you're essentially operating in the dark. As your business scales, the disadvantages of partnering with a 3PL that has technology gaps will only grow.



Inability to scale with your growth

If your 3PL has been struggling to adapt to your needs as your order volume has increased or as you've expanded into new markets, that is a red flag. In addition, if they can't handle seasonal spikes, multichannel fulfillment, or new SKUs efficiently, it may be time to upgrade.



High error rates or chargebacks

When you partner with a 3PL, they are supposed to take a weight off your shoulders, not create stress by making frequent picking/packing mistakes, losing your inventory, or failing to comply with retailer requirements that lead to chargebacks and revenue loss. These types of recurring errors often indicate a lack of quality control or inadequate operations processes.



Hidden fees or confusing pricing structures

Are you frustrated with your 3PL's invoices because they are hard to understand or you're constantly surprised by extra charges? A lack of transparency in billing statements and fees suggests that a 3PL isn't prioritizing clear communication or acting as a true partner. As your business continues to grow, clear and predictable pricing will become that much more important for planning and profitability.



It is a good idea to evaluate your current 3PL to see whether they are still meeting your needs. **Download our 3PL Scorecard to evaluate your current provider on a variety of important metrics.**

Questions to Answer Before You Switch

Now that you've evaluated your current 3PL provider through our 3PL Scorecard (see link above), and determined that they are no longer meeting your needs or that they can't scale with your business, we encourage you to answer the following questions to help clarify your needs and communicate them effectively when you interview potential providers.

Q Have you documented your pain points and performance metrics?

A Before interviewing new 3PLs, it's important to write a list of the pain points you are experiencing with your current provider. By documenting pain points—such as late shipments, poor communication, or high error rates—you can ask targeted questions about how potential 3PLs handle these specific challenges. This not only helps you avoid repeating past issues but also allows you to clearly communicate your expectations and define what success looks like in a new partnership.

Q Are your fulfillment needs clearly defined for future growth?

A Knowing your current needs is only half the picture. If you plan to expand product lines, enter new markets, or need to scale during peak seasons, it's vital to partner with a 3PL that can grow with you. To find the right 3PL, you must be able to define what your fulfillment needs will look like in six, 12, or 24 months so you can filter out providers that aren't built to support your long-term vision.

Q What does a successful 3PL partnership look like for your business?

A Defining what you would see as a successful partnership with a 3PL is critical for building a strong, lasting relationship. While every business wants a 3PL who can help their business grow and succeed, it's important to define success in tangible ways such as same-day shipping, clear reporting, effective inventory management, responsive communication, and seamless technology integrations.

What to Look for in a New 3PL Partner

If you're feeling let down by your current 3PL partner, review these six points along with the "Top 10 Must-Have Capabilities in a 3PL" checklist (see link below) to help identify what to look for in a new 3PL partner.

Technology & Systems

A 3PL company should have the technology to offer real-time inventory tracking and seamless integrations with your sales channels and platforms. These tools are vital for streamlining operations, and they reduce errors, improve visibility, and provide the data you need to make smarter strategic decisions as your business scales.

Flexibility

Not all 3PLs are equipped to handle specialized requirements. If you need same-day shipping, kitting, branded packaging, compliance with hazmat regulations – or any other types of specific services – it is very important to choose a 3PL with flexible options so you can maintain (or improve) service quality and meet customer expectations.

Personalized Support vs. Ticketing Systems

There is nothing more frustrating than needing an urgent issue resolved and being forced to submit a ticket that sits in a queue. A 3PL that has dedicated account managers and an in-house customer service team to answer your calls and emails will be a responsive partner that can provide strategic advice and faster resolutions to any issues that arise.

Pricing Transparency

If you're tired of being surprised by hidden fees and confusing invoices, look for a 3PL with clear, upfront pricing and straightforward invoice layouts so you can understand what you're being billed for, confidently forecast costs, manage your margins, and avoid unwelcome surprises that disrupt your bottom line.

Proven Track Record and Client Testimonials

One of the best ways to predict whether a 3PL will do a good job for you is to read client testimonials that indicate they are reliable, meet or exceed expectations, and care about their customer's success. If they've delivered for others, they have the capability to deliver for you.

Onboarding & Transition Support

Switching 3PLs can feel overwhelming, which is why it's important to choose a new partner with a strong onboarding process and commitment to a seamless transition. When interviewing 3PLs, ask them to provide transition timelines and details about the transition support and hands-on guidance they offer to ensure a smooth and minimally disruptive move and onboarding process.



Download our **"Top 10 Must-Have Capabilities in a 3PL"** checklist so you know what to look for in a new 3PL partner.



Connor Perkins
Director of Fulfillment

How to Make a Smooth Transition

Connor's background in system integration and data management ensures new clients are quickly connected to G10's technology platforms, which establishes real-time visibility that reduces downtime. In addition, his focus on bridging operations and sales enhances communication during onboarding, aligning expectations and ensuring a more efficient, streamlined transition into G10's fulfillment systems.



"G10 works hard to ensure that our clients who are transitioning from a different 3PL are supported through the entire transition process. We review each client's specific needs and business complexities, set expectations, and create a strategy to minimize disruption during transition." - Connor Perkins



1

Setting a timeline for migration

The exact timeline for migrating your business to a new 3PL can vary depending on the complexities of your current fulfillment solution. The specific integration requirements, product arrival dates, and volume expectations of your business are major influences on the timeline of your transition. Other factors that may have an impact on the migration timeline include: how difficult it is to remove product from previous warehouses, the amount of product being moved, product seasonality, the complexity of the marketplaces you ship to, and whether dynamic integrations are required. Typically, the process is complete in four weeks or less and planned in such a way to minimize any downtime.

3

Data transfer and system integration

G10 offers customizable integrations and seamless connectivity to major retailers including Amazon, Walmart, Wayfair, Shopify, and Target to make the transition process as painless as possible and offer fast, reliable order processing right off the bat. System integration can begin after the initial onboarding kickoff, while the exact timeline will depend on the specific business needs of the customer. For example, integrating with an ERP system, managing multiple e-commerce channels, or connecting to specific retailer platforms may require more time and coordination to ensure everything functions smoothly and accurately from day one.

5

Internal team alignment and training

At G10, we make internal team alignment and training a top priority during onboarding to guarantee a smooth, stress-free transition for our customers. Our transition team proactively addresses potential roadblocks, establishes clear contingency plans, and sets up strong communication protocols before we go-live. Our goal is to be fully prepared so you can trust that your business is in good hands from day one.

Download our [3PL Transition Checklist](#) for help planning your transition to a new 3PL:

2

Communicating with your current 3PL

Communicating the end of the relationship with your current 3PL in the form of a clear and professional written notice is a critical step in the transition process. First, you will need to check your contract terms to see how much notice you are required to give. Most 3PL agreements require a minimum written notice period of 30 days, but some may require 60 or even 90 days. Failing to follow this timeline could lead to penalties.

Giving adequate notice also helps minimize disruptions, especially if your outgoing 3PL is still handling orders during the transition period. A well-planned, respectful exit can prevent delays and protect your supply chain as you move to a new fulfillment partner.

4

Inventory transfer and shipping pause planning

We understand how stressful it would be to pause order fulfillment for an extended period during a 3PL transition, which is why our team is committed to building trust by working diligently to minimize – or even eliminate – shipping downtime. Typically, our clients do not experience more than three business days of downtime because of our phased inventory transfer approach to keep seller operations running smoothly throughout the move. In practical terms, this means that we arrange to have half the seller's inventory sent to one of our warehouses so we can start filling orders while the remaining inventory is shipped over. In some cases, dual fulfillment may occur where both G10 and the prior 3PL temporarily operate in parallel during the transition. While G10 does not pay the cost of inventory transfer, our transfer strategies can save the client money by greatly reducing or even eliminating the need for downtime at all, depending on the clients' selling channels, complexity of the product catalog, and the distance between the old and new warehouses

Why G10 Fulfillment?

G10 Fulfillment is a full-service logistics partner that supports multichannel fulfillment for both B2B and D2C businesses by handling every aspect of their logistics needs. With over 30 years of industry expertise and a network of strategically located warehouses across the U.S., we have a proven track record of helping brands scale efficiently.

We work to build trust from the initial discovery call through the transition process, and every day thereafter by delivering on promises, offering flexible solutions, and maintaining clear, responsive communication.

Here are several reasons why you might benefit from a move to G10.

- We provide personalized account management through a dedicated account manager and a team of in-house customer care agents who are ready to answer phone calls and emails. Our clients never have to submit a ticket when they want to reach us to resolve an issue.
- Our customers depend on our same-day fulfillment service to get their products shipped quickly and reliably.
- B2B sellers and large ecommerce retailers value our investment in advanced technology, from our proprietary ChannelPoint™ system to advanced EDI integrations, because it improves speed and accuracy at every stage of the fulfillment process.
- ChannelPoint™ supports over 100 seamless integrations with popular seller platforms, creating efficient and automated order processing and real-time visibility and control of inventory.

- Our advanced warehouse management system (WMS) supports multi-warehouse setups and scales alongside your business as it grows.
- Our real-time inventory dashboard and analytics tools provide real-time visibility of inventory, orders, and overall logistics operations, allowing customers to accurately track orders and analyze performance so they can make faster and more informed strategic decisions.
- Businesses that sell Hazmat have come to rely on G10 because of our commitment to following stringent Hazmat laws and protocol to handle and ship their goods safely.
- Customers love our custom capabilities, from creating custom kits and bundles to precision engraving and embroidery that help them offer personalized products and stand out in a competitive market.



- Annabel Love,
Co-Founder & COO at NORI

"G10 brings a lot of value to people that really don't have a lot of experience within this [logistics] space, and they make you feel as though you're a true partner within it. G10 has been incredibly collaborative, communicative, dedicated, organized, and a true joy to work with."

Final Thoughts

Thank you for taking the time to read our e-book about transitioning to a new 3PL. I hope this guide helped answer any questions you had about what the transition process should look like and how G10 Fulfillment can support your business growth.

You deserve a 3PL partner that grows with you. If you believe your business is being held back by your current 3PL and you're considering making the move to a new 3PL, the next step is simple: reach out.

When you contact G10, we'll start by learning about your business, including your order volume, fulfillment challenges, growth goals, and any specialized needs. From there, my team and I will provide a personalized fulfillment assessment to help determine if now is the right time to make the move, and how G10 can support a seamless transition and your long-term success.

We're excited to talk with you about what's next for your business!
Schedule a Discovery Call today!



Sincerely,

Matt Bradbury

Director of Sales

MBradbury@G10Fulfillment.com