



See
Delivery
Differently
An ILG Company

eCommerce delivery



Managed Multi-Carrier Services

Multi-Carrier shipping made simple – with GFS by your side

Managing multiple suppliers can be complex and time-consuming. But there is another way.

With GFS Managed Multi-Carrier Services you can:

- Access **1,000+ carrier services** to **220+ worldwide destinations**
- **Integrate multi-carrier technology** for tracking, labelling, reporting and more
- Get **specialist delivery advice** and carrier advice
- Take advantage of **end-to-end parcel management**, resource planning and business contingency

All through one integration, one invoice and one single relationship.



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We've got your back every step of the way...

We are here to help you save time, reduce overheads, maximise customer satisfaction and avert risk. GFS Managed Multi-Carrier Services comes with:



Access to in-depth delivery expertise

Our experienced Account Managers are on hand with ongoing advice and solutions. Our international development team is committed to helping you grow your business in new markets.

GFS Operations for contingency and peak management

With our own fleet of vehicles, we're ready to step in with practical logistics support to protect the customer experience at all times.

Pro-active parcel management

Our Customer Care team pro-actively tracks and monitors parcels to spot and solve parcel problems before they impact the end customer.

Global returns platform

Our self-service returns portal enables customers to choose from **200+ global returns services** or select an alternative to exchange.

Single collection service

We can collect all your parcels at one time, for any combination of carriers and inject parcels directly into the carrier network.

Optimised global delivery

GFS International is our own dynamic international delivery service that matches the best and most cost-effective carrier service to each parcel.



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Streamline despatch and gain delivery insights with Enterprise Carrier Management

Our value-added Enterprise Carrier Management (ECM) system optimises every stage of the delivery journey through a single integration. With ECM, you can view and manage parcel labels, tracking, queries and performance metrics via a secure online portal.

Key systems include



GFS Seeker

Our parcel management portal enables track and trace across all carriers, capturing proof of delivery and GPS location.



GFS Selector

Automated multi-carrier labelling and parcel routing with address validation.



GFS Reportor

Review and analyse delivery data across all carriers and locations at a glance.





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Achieve more with our additional services

GFS International eCommerce Services

From the Netherlands to New Zealand, our dynamic international service routes parcels to the best-performing, most cost-effective service. Available in three service options, depending on your business needs.



GFS International Plus

Courier delivery solution; faster than postal, cheaper than Express; fully tracked door to door; proactive exception management.



GFS International Economy

Untracked or Tracked

Perfect for low-value or lightweight goods; flexible pricing per 100g; checkpoint delivery scans; no volumetric charging.



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GFS Europe



**Bypass complex EU/UK customs processes with
intra-EU order fulfilment:**

**Ship orders from
within the EU to
consumers across
Europe and ROW**

**Returns via GFS
Global Returns Pro
and consolidated
returns back to the UK**

**Localised checkout
delivery options with
40,000+ Click &
Collect locations**

**Warehousing and
fulfilment: Store, pick,
pack, fulfil from GFS
Europe facilities in the
Netherlands**





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Why customers work with GFS



As the pioneer of Enterprise Carrier Management, GFS is at the very forefront of the industry. Our customer proposition is unique, and includes:

- **Expertise and experience**
We've been managing parcels since 2001 and have more than 30 million parcels under our care each year
- **Scale and resource**
Our carrier partnerships and own network of vehicles and warehouses provides niche solutions and additional capacity when needed
- **Responsiveness**
We are just one phone call away
- **Competitive pricing**
As one of the biggest buyers of carriage in the UK we have extensive buying power that we can pass on to our customers
- **Technology**
We were the first to bring Enterprise Carrier Management to market and are committed to the continual development of our delivery technology
- **Global capability**
We deliver to more than 220+ countries with technology to simplify Taxes & Duties and Customs documentation
- **Flexibility and contingency**
We pull out all the stops to protect the customer experience at all times



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Helping businesses boost sales and customers satisfaction

We help customers overcome their challenges and take full advantage of opportunities for growth.

By working with GFS, businesses can:



Increase customer satisfaction by providing a wider range of delivery services that offer them greater convenience and control.

Adapt to market changes, from the highs and lows of peak to international regulatory requirements.

Streamline internal manual processes with a single invoice, Customer Care team and technology integration.

Scale your operation in line with peaks in demand and business growth.

Sell more worldwide with access to insights and services in new markets.





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Single access to the widest choice of carrier partners





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Choose from a range of delivery options



Economy



Deferred



Nominated



Click & Collect



Next day



Timed



Parcel Lockers



www.gfsdeliver.com

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