

Make room for your next big thing.

Warehousing, ecommerce fulfilment and B2B distribution, shaped around your products, orders and next stage of growth.



WAREHOUSING. FULFILMENT. FORWARD.

INFORMATION PACK

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sales@csg3pl.com

csg3pl.com

SERVICES

One connected operation. Built around your stock.

Bring your storage, order handling and distribution requirements into one conversation. The scope is agreed around your product and sales profile.

01	Ecommerce fulfilment	Receiving, product identification, picking, packing and dispatch. Define the order flow, packing rules and handling requirements before stock moves.
02	Warehousing and storage	CBM and pallet storage options, with inventory handling and stock-visibility requirements included in the assessment. Quantities, stock age and access needs shape the plan.
03	B2B and wholesale	Carton and pallet dispatch for wholesale and business orders. Share retailer instructions, dispatch patterns, labelling and any special preparation requirements.
04	Returns	Agree the receiving, inspection and restocking stages you need. Return-to-inventory decisions depend on product condition and the instructions agreed for your business.
05	Value-added services	Branded packaging, kitting, labelling and additional handling can be scoped with the core service. Materials, complexity and product fit are confirmed case by case.

Start with product fit.

Share dimensions, weights, stock characteristics and unusual handling needs. Product acceptance and service fit are confirmed before stock is sent.

HOW IT WORKS

A clear route from first conversation to go-live.

The detail is agreed around your operation. Timing depends on the scope, stock readiness and system requirements.

ILLUSTRATIVE ONBOARDING SEQUENCE

- 1 Share your profile**
 Products, order volumes, storage, sales channels and what needs to change.
- 2 Agree the scope**
 Confirm service fit, cost components, responsibilities and commercial terms.
- 3 Prepare the data**
 Map product records, order information, packing instructions and the connection method.
- 4 Plan inbound stock**
 Agree the delivery plan, product identification and receiving requirements.
- 5 Start and review**
 Work through go-live checks, then review stock, orders and operational questions.

Technology starts with your data.

Product records

SKUs, barcodes, variants, dimensions and weights.

Order information

Channels, fields, fulfilment instructions and exceptions.

Stock visibility

Inventory movements and the reporting you need.

Dispatch updates

Tracking and status information to exchange.

Platform compatibility, connection methods, data flows and reporting are confirmed during assessment. Share the systems you use and the information your team needs to work with.

Know what goes into the quote.

A useful quote reflects the work your stock and orders create. Confirm the charging unit, frequency and inclusions for each component.

Cost component	What to clarify
Setup and transition	One-off setup, data preparation or stock-transfer work, where required.
Inbound receiving	Cartons, pallets or containers, receipt frequency, SKU mix and extra handling. Receiving can recur throughout the month.
Storage	CBM or pallet basis, occupied space, inventory profile and holding period. Confirm how the billing period and minimums apply.
Order fulfilment	Orders, picked items, product weight bands, repacked parcels and agreed packaging requirements.
Returns and extras	Only the stages and services requested: for example inspection, restocking, kitting, labelling or additional labour.
Freight	Outbound transport is a separate cost component. Confirm its scope, service, destinations and treatment of any return postage.

Plan the scope, then confirm the price.

Use the online tool to organise your requirements. Estimates are indicative. A tailored quote confirms GST, freight, exclusions and commercial terms.

[Explore cost planning](#)

PREPARING YOUR MOVE

Prepare once. Move with a plan.

A practical starting profile helps CSG assess fit and shape a useful quote. Estimates are welcome where exact numbers are still being checked.

YOUR QUOTE CHECKLIST

- ☐ **Product profile**
Categories, active SKUs, dimensions, weights and handling needs. Include the range, not just an average.
- ☐ **Order profile**
Normal and peak monthly orders, picked items per order, sales channels and the B2C/B2B mix.
- ☐ **Stock and inbound**
Storage quantities, holding period, delivery frequency and cartons, pallets or container receipts.
- ☐ **Packing and returns**
Packaging materials, kitting, labelling, expected returns and the stages you want handled.
- ☐ **Systems and reporting**
Platforms, product data, order flows, stock visibility and reporting requirements.
- ☐ **Transition priorities**
Desired start, current commitments, stock transfer plans, open orders and operational concerns.

Choose the route that suits your stage.

[Short quote request](#)

[Detailed questionnaire](#)

USEFUL ANSWERS

Let's work through your requirements.

Can CSG support ecommerce and wholesale?

CSG covers ecommerce fulfilment and B2B distribution. Share the parcel, carton and pallet mix so each workflow can be scoped.

Will my products be suitable?

Product and handling fit are assessed case by case. Include dimensions, weights, stock characteristics and anything that needs special care.

Can I use branded packaging or request kitting?

Include materials, pack instructions and expected volumes. Compatibility, preparation and handling are confirmed in the service scope.

How are systems connected?

Share your sales channels and business systems. The connection method, required data and reporting are agreed during assessment.

What happens to returned stock?

Agree the receiving and inspection steps and the conditions for restocking. Products return to inventory only under the agreed instructions.

When can we start?

The start plan follows the agreed scope, data preparation, stock readiness and inbound arrangements. Raise any fixed dates early.

Start with a tailored quote.

Tell us what you sell, how you fulfil today and what needs to work better in your next stage.

sales@csg3pl.com

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Service scope and commercial terms are confirmed in your CSG quote.