



Fulfill Orders from ShipBob Canada

Start shipping orders from ShipBob's
Canadian fulfillment center in Ottawa, Ontario.



Why ShipBob Canada?



Grow your ecommerce sales in Canada

Expanding to the Canadian market allows you to reach millions of new customers. For US-based businesses, Canada represents an easy cross-border opportunity given its proximity to the US and similar policies, taxes, and restrictions. For other global ecommerce businesses, Canada's exponential growth in the ecommerce sector provides many opportunities for growing brands.

- In 2020, [Canada's retail ecommerce sales](#) hit \$52.04B CAD, an increase of ~20% compared to 2019. Canada's ecommerce market is expected to grow to \$79.84B CAD by 2024.
- There are an estimated [25 million Canadian online shoppers](#) in 2021, an increase of 5.21M since 2018.
- Around half of Canadian consumers' [ecommerce purchases](#) are from non-Canadian businesses.

If you're looking to grow your ecommerce business internationally, selling to Canadian consumers is a great place to expand, and storing your inventory and fulfilling orders near them is the best way to do it.



Localize your ecommerce fulfillment strategy to drive better customer experiences and repeat sales

Whether you're already selling to Canadian customers or looking to get started, shipping orders to Canada from other countries is not ideal; It can be costly for your business and detrimental to the customer experience. Shipping from outside Canada means longer transit times, potential delays in customs, and additional charges or tariffs, leading to bad customer experiences, higher cart abandonment, and slower growth in the Canadian market. By storing inventory in Canada, you're able to meet the Amazon-level expectations of Canadian-based customers.



Provide your Canadian customers with fast and affordable shipping

ShipBob partners with Canada Post and FedEx to secure discounted shipping rates and fast delivery times. The average transit time from our Ottawa facility is 2-7 business days for our standard ship option and 1-3 business days for our expedited ship option.



Why ShipBob Canada?



Get ShipBob's best-in-class fulfillment services, integrated tech, and guidance in Canada

ShipBob's Canada fulfillment center is strategically located in Ottawa, Ontario, Canada's capital city. The state-of-the-art facility is our first in Canada.

Like the entire ShipBob fulfillment network, our Canada fulfillment center runs on ShipBob's proprietary warehouse management system, standard SLAs, and experienced support team to provide the same level of world-class fulfillment and transparency. Along with customs, duties, and becoming a non-resident importer, ShipBob will walk you through the process of sending freight to our Canada fulfillment center and other considerations.

IN OUR CUSTOMER'S WORDS

"As we expand our online presence into Canada, both directly and selling through Walmart, we knew we needed a trusted fulfillment partner with a physical presence in Canada.

We have seen that Canadian customers order more when they know the order ships from within Canada and they do not need to worry about additional taxes if the order comes from the US. From our history through the years with ShipBob, it was a no-brainer to expand into other markets with them knowing that they have done their due diligence to meet the ShipBob standard."



Marc Fontanetta
Director of Operations



BAKBLADE
Body Grooming Co.



✓ CHECKLIST

Ecommerce Success in Canada

Expanding into new markets is intimidating. But with ShipBob's expertise and global fulfillment solution, it's easy to start selling and shipping within Canada. Just follow these simple steps to get started!

✓ Confirm products can be sold and shipped

While product restrictions are largely the same across US and Canadian markets, you should always [check that your products can be sold and shipped within Canada](#).

✓ Complete business requirements to sell

To sell in Canada and to ensure ShipBob can ship your orders, you need to register for your [Goods and Services Tax \(GST\)](#) and [Non-Resident Importer \(NRI\)](#).

Don't have your GST or NRI? We recommend Canusa! Reach out and we can provide a direct introduction. Natural health product businesses also need to apply for a [Natural Product Number \(NPN\)](#). We recommend Canusa or Avalara and can provide direct introductions.

✓ Request access in the ShipBob dashboard

To activate the fulfillment center within the ShipBob dashboard, [simply request access in-app \(on the Locations page\)](#). You should also review pricing and shipping zones with your direct ShipBob contact, or reach out to support@shipbob.com. Once you have approved access, you can view your pricing in the dashboard on the Pricing page.

✓ Secure a freight partner to move inventory

You'll need a freight partner who can ship your goods to Canada. A freight forwarder will help manage and transport your inventory to our Canada facility. We recommend Canusa and Freightos, and can provide direct introductions.

✓ Send inventory to ShipBob

Simply follow instructions for our [standard WRO process](#) to move your inventory to our fulfillment center.

If you're a current ShipBob customer and want to transfer inventory from another ShipBob fulfillment center, you can work with your ShipBob contact or email support@shipbob.com to set up an [internal transfer](#).

✓ Start shipping orders!

Once our Canada fulfillment center receives your inventory, please allow the standard 5-business day receiving SLA before we fulfill your first order. All order information will be found on the same pages in your ShipBob dashboard.

✓ Optimize your Canadian ecommerce strategy

Tell your Canadian customers that you'll be fulfilling locally. Reduce cart abandonment previously attributed to the perceived pains of international deliveries like expensive shipping, long transit times, and having to pay customs and import duties.

Mitigate consumer confusion and increase confidence by updating your checkout to show local rates and estimated delivery times, and make sure your Canadian store is in local currency (CAD).

Frequently Asked Questions

? **How can I contact somebody to learn more or get started?**

To request a meeting with a ShipBob fulfillment expert, visit [this page](#) and complete the questions and we'll get in touch shortly. If you're a current client, you can also reach out to your primary ShipBob contact or support@shipbob.com for more information.

? **What is required to sell in Canada?**

You need to register for your Goods and Services Tax (GST) and become a Non-Resident Importer (NRI). Natural health ecommerce businesses also need to set up a Natural Product Number (NPN). If you do not have this set up today, we recommend Canusa or Avalara, and are happy to provide a direct introduction to their teams.

? **Which carriers does ShipBob use in Canada?**

We partner with Canada Post and FedEx for shipments within Canada.

? **What shipping options are available in Canada?**

ShipBob offers both standard and expedited services for Canada to Canada shipments.

? **What is the average time in transit?**

The average transit time within Canada is 1-7 business days. Standard is typically 2-7 business days and expedited is 1-3 business days.

? **Can I ship from the Canada fulfillment center to the United States or other nearby countries?**

Our Canada fulfillment center will only fulfill orders that are shipped within Canada. We plan to support Canada to US shipments in the near future.



Frequently Asked Questions

? What is the pricing for Canada fulfillment?

Pricing is calculated the same way across all fulfillment centers, according to [standard ShipBob pricing](#).

If you're a current ShipBob customer, simply request access for Canada on the [Locations page](#) in your ShipBob dashboard. Once you've been approved for the location, you will be able to view Canada pricing on the Pricing page. You can also reach out to your ShipBob contact to review your pricing for the Canada location.

If you're not a current ShipBob customer, you can [request a quote](#) and work with one of our fulfillment experts to build out a pricing plan based on your unique needs.

? What are the standard operations at the Canada fulfillment center?

We are committed to consistency across all of our global fulfillment centers. All of ShipBob's fulfillment centers adhere to the same [standard operations](#).

? Is B2B/wholesale fulfillment supported at the Canada fulfillment center?

Yes, our Canada fulfillment center shares the same capabilities as our other fulfillment center locations. While we still primarily fulfill DTC orders, if you need help with small batches of [B2B orders](#), we can help. We do not support EDI orders at this time.

? Is FBA prep or FBM supported at the Canada fulfillment center?

Our Canada fulfillment center also supports FBA prep and FBM.

? Are returns supported at the Canada fulfillment center?

Yes, our Canada fulfillment center will process returns for orders that originated from that facility and return labels generated from within Canada. Customers can purchase return labels directly from ShipBob.

