



Success Story: Future Hi-Tech, Inc.

Future Hi-Tech Gets High Marks for Shipping with ShipRush USPS for eBay

Company:

Future Hi-Tech, Inc.
www.FHTStore.com

Industry:

eBay business

Z-Firm Solution:

ShipRush USPS for eBay

Other eBay Tools Used:

Listing Manager Pro

Results:

- Enables bulk-shipping, expediting processing of multiple items at once.
- Reduces average daily shipping time from an hour down to just five minutes a day.
- Supports more same-day shipping and keeps shipping stars and overall feedback high.

"We've cut shipping time from two minutes per shipment to under 10 seconds literally. ShipRush is the most efficient shipping tool I've seen for eBay volume shipping."

— Billy Li, Account Manager,
Future Hi-Tech, Inc.

In the competitive computer peripherals market, many buyers turn to eBay to find the products they're looking for at the best prices. In business since 1998 offering computer services, peripherals and electronics, Future Hi-Tech of California's Bay Area jumped into eBay selling in 2006.

In just the first year, the company achieved eBay Platinum PowerSeller status and approached nearly three-quarters of a million dollars in sales. As sales volume increased, employees at Future Hi-Tech found they spent at least an hour processing shipments every day.

For USPS shipping, employees used eBay's PayPal Multi-Order Shipping, but found it too time-consuming. "Every shipment required about 10 clicks to complete," said Billy Li, Account Manager. "It was taking too much time for the volume of orders we had."

Looking to maintain its high eBay "stars" rating for shipping and 99.9% overall feedback rating, Future Hi-Tech sought a better shipping solution.

Just a Couple of Clicks

Li learned about ShipRush USPS for eBay from Endicia. Designed for eBay sellers who ship via United States Postal Service (USPS), ShipRush USPS for eBay eliminates the need to manually type buyer addresses into separate shipping sites. ShipRush automatically imports ship-to addresses and sets the shipment reference to the eBay auction ID.

ShipRush is also seamlessly integrated with eBay and Listing Manager Pro, the store's eBay listing tool, so ShipRush fits right into the company's end-to-end eBay workflow.

To ship, Future Hi-Tech employees click on an order in Listing Manager Pro and the shipping screen pops up with the buyer's information pre-populated. They hit "Ship," and ShipRush prints the bar-coded shipping label with postage – all in just a couple of clicks.

Future Hi-Tech further reduces shipping time with ShipRush's bulk shipping capabilities. When the "Bulk" mode is set, employees can select a group of items to ship all at once, either with the same or different weights and shipping types. When ready, they select "Ship," and all the labels print at once.

ShipRush also reduces shipping processing time by automatically emailing shipping confirmations, with tracking numbers, to buyers.

For more information, visit us at www.zfirm.com or

More Hours to List Items

Automated shipping significantly expedites the process for Future Hi-Tech employees, reducing average daily shipping time from an hour down to just five minutes a day. Across 150 shipments a week, that adds up to a net gain of nearly five hours.

“ShipRush is absolutely convenient,” Li said. “We’ve cut shipping time from two minutes per shipment to under 10 seconds, literally. ShipRush is the most efficient shipping tool I’ve seen for eBay volume shipping.”

ShipRush lets Future Hi-Tech employees spend more time on productive, revenue-generating activities, like listing more items for sale – ultimately increasing the bottom line.

With easier same-day shipping, the company gets more packages out within its same-day shipping goal, which keeps customers happy. That also helps ensure that Future Hi-Tech maintains high marks for shipping and its near-perfect overall feedback score. Buyers’ comments specifically applaud the company’s “fast shipping” and notification practices.

“Our shipping stars have always been at the top on eBay, but ShipRush makes it easier to maintain quick shipping and satisfied customers as our business continues to grow,” Li said.

About Z-Firm LLC

Z-Firm makes parcel shipping integrated and easy. We bring large-firm automation to smaller firms, and allow warehouses to operate without needing six-digit shipping automation systems.

Founded in 1992, Z-Firm has been making parcel shipping software since 1998. Our solutions have the relevant authorizations and certifications from the shipping carriers (ShipRush is a USPS approved Compatible solution). Our out-of-box integrated software integrates with accounting, POS and CRM software from the major publishers (Intuit, Microsoft, and Sage).

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