



**Company:**  
Scheduleview.com

**Industry:**  
Software

**Z-Firm solution:**  
ShipRush® with QuickBooks

**Results:**

- Scheduleview.com manages both order entry and shipping information in QuickBooks, eliminating time lost to manual entry in multiple programs.
- The company enhances customer service and responsiveness with tracking numbers automatically stored in QuickBooks and emailed to customers.
- The staff saves several minutes in processing each order and eliminates the possibility for errors due to manual re-keying.
- Scheduleview.com stays on top of the "afternoon rush," now sending all packages out the same day.

*"ShipRush definitely helps with our end-of-the-day rush. Now, we usually ship everything out the same day, so customers receive their packages sooner."*

— Harry Selent, President,  
Scheduleview.com

**For more information, visit us at [www.zfirm.com](http://www.zfirm.com) or call (206) 812-RUSH**

## Success Story: Scheduleview.com

Scheduleview.com Accomplishes Same-Day Shipping, Speedier Customer Service with ShipRush®

In 2001, Scheduleview.com released its Schedule VIEW™ appointment scheduling software to help medical practices and service businesses nationwide keep their offices and appointments organized. Since then, the software's popularity – and sales – have grown quickly.

As order volumes increased, the company found it was slowed by its manual process for preparing shipments. Customer service and sales reps entered customer data twice, first in the QuickBooks accounting system, then again on the FedEx® web site. Locating tracking numbers in paper files usually took five to ten minutes, typically requiring customer service reps to call customers back. The manual, paper-based process affected staff efficiency, data accuracy and customer service.

"All the manual entry increased the chance for error," said Harry Selent, President of Scheduleview.com. "Tracking was another issue. If a customer called wanting to know the status of a shipment, we had to run around looking for the paperwork. It was just a nightmare, and time-consuming, to do all that."

"We were looking for a way to streamline all that and be able to have all the information in one place so that we could provide better customer service," Selent added.

### Cutting Clicks with Centralized Invoicing, Shipping

With ShipRush® from Z-Firm, Scheduleview.com now centralizes and automates the steps of preparing packages for shipping. Integrated with the company's QuickBooks accounting software, ShipRush lets sales and customer service reps manage both order entry and shipping information from the accounting system.

ShipRush offers optimal productivity for shippers who use QuickBooks by supporting electronic scales and thermal label printers, and by integrating with several QuickBooks screens including purchase orders.

Right in QuickBooks, users prepare FedEx shipments as they create customer invoices. With an invoice open, staff select their FedEx shipping option from the ShipRush menu that then pops up already populated with the customer's information. Users fill in a few additional details such as weight, then hit "Ship." The FedEx tracking number is automatically printed on the QuickBooks invoice and is stored in QuickBooks. At the same time, ShipRush emails the tracking number to customers, giving them the information they need to check on the status of shipments.

## Results: Expediting Order Processing, Customer Service

Centralizing invoicing and shipping preparation in one application saves the staff several minutes in processing each order and eliminates the possibility for errors due to manual re-keying. Staff can focus their time and efforts on more productive activities, rather than keying in and searching for shipping information.

Though customers receive tracking numbers via email, some still call to check on orders. In those cases, the staff also responds more quickly with ShipRush. Rather than sorting through paper FedEx slips, reps simply call up the customer's record in QuickBooks to locate tracking numbers.

"We can go directly to the invoice in QuickBooks, click on a couple of buttons and we've got the shipment and tracking information," Selent said. "There's less confusion and it's speedier to get a response back to the customer."

Order processing efficiency with ShipRush also allows Scheduleview.com to get packages out the door faster – especially in the afternoon rush of trying to make shipping deadlines.

"Before, we would sometimes have to hold a couple of packages for the next day because we just got swamped and didn't have time to manually type everything," Selent said. "ShipRush definitely helps with our end-of-the-day rush. Now, we usually ship everything out the same day, so customers receive their packages sooner."

### About Scheduleview.com

Based in Port Charlotte, Florida, Scheduleview.com develops appointment scheduling software for the medical community and service businesses nationwide. Schedule VIEW™ software helps users organize and manage their time more effectively, to ultimately save valuable time and money. The powerful, flexible appointment scheduling application allows entire staffs to schedule appointments, events, groups, meetings, conference rooms and resources effortlessly, enabling everyone in an office to view and share schedule information with the click of the mouse.

### About Z-Firm LLC

Z-Firm is the "button" company. Our job is to take common tasks—like mail merge, merge fax, order entry, and shipping—and reduce them to a button. One click. The OmniRush Family includes CashRush, EmailRush, FaxRush, PrintRush, and ShipRush Server. The OmniRush Family of products is a suite of utilities every business can use. OmniRush Family members provide true CRM integration for shipping, email, fax, and print. The OmniRush Family can also be integrated into nearly any SQL based application using the database platforms already used by most companies, including Oracle, SQL Server, MySQL and others.

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