

# SHIPGEAR AUTOMATED SHIPPING FOR QUICKBOOKS

CUSTOMER TESTIMONIAL

TowMate®



## V TECHNOLOGIES, LLC

V-Technologies is an Intuit Gold Developer specializing in integrated shipping software. Doing business since 1987, our **StarShip** & **ShipGear** products are used by thousands of companies to streamline shipping, boost efficiency in the warehouse, and integrate the shipping department to the front office.

ShipGear is also a recipient of the prestigious Sleeter Awesome Add-On Award.



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## ShipGear Pulls Its Weight for TowMate

Designing and manufacturing wireless tow lights for emergency and recovery vehicles since 1985, [TowMate](#) is dedicated to the mantra “never stop improving” which has resulted in a thriving business that ships 60 to 100 packages a day.

### THE CHALLENGE

As TowMate grew and shipping volume increased, the company’s manual shipping method was affecting accuracy and efficiency according to TowMate VP of Sales, Chris Anderson. “Having to enter data twice, once in QuickBooks and again in UPS WorldShip, slowed the process, increased our labor costs, and was beginning to result in too many errors. It got to a point where we were intercepting packages 3 or 4 times a week, only to re-send them to a corrected address.”

### THE SOLUTION

Chris discovered a solution after speaking with his UPS WorldShip account manager who recommended [ShipGear](#) by V-Technologies. He says, “I discovered that based on our shipping volume, we qualified for the [UPS Customer Technology Program](#) which subsidizes the cost of ShipGear and would cost us next to nothing.”

### THE RESULTS

Now TowMate has a simple and concise one-step process for orders and shipping. With the ShipGear 2-way integration, customer and order information entered in QuickBooks flows seamlessly to UPS WorldShip. After the package is shipped, freight charges and tracking information go back to QuickBooks instantly.

“It’s so much faster, easier, and we’ve completely eliminated human error from the process which also reduced the chargebacks we were paying,” boasts Chris. “And now that we no longer enter duplicate data in 2 systems, we’ve been **saving 20 hours per month** shipping and generating labels.”

The benefits of ShipGear have carried over to customer service as well according to Chris. “When customers call inquiring about their order, we no longer waste time switching back and forth between systems, piecing information together, then call the customer back. Just one click and we can respond right over the phone.”

“We’ve been extremely happy with ShipGear and the support at V-Technologies is top notch. I would highly recommended their solution to anyone,” says Chris. “We saved so much time and money, **ShipGear paid for itself in just a few weeks.**”

www.VTechnologies.com