



- ✓ Single Multi-Carrier Interface
- ✓ Fast Return On Investment
- ✓ Tools to Control Shipping Costs



cps™ Shipper in Action...

Case Study - Niagara Cycle



new 12,000 square foot warehouse presents the kinds of challenges that every new business would like to have. With their very successful web site, sales through multiple channels, and even a booming retail store, efficient shipping is a fundamental they need to count on everyday.

Selling everything from complete bikes, parts, accessories, scooters and even unicycles, Niagara Cycle's growth from shipping 10 packages per day to today's 1,000 per day has happened in just 3 short years. Growing in three years from a living room operation to selling 50,000 items from a

Starting in 2005, Niagara Cycle immediately saw the advantage of using Endicia to speed up their package shipping, even with their early shipping volume. "We ship packages that can weigh from 2 ounces to 50 pounds, so we took advantage of the speed of shipping with Endicia, which was much faster than manual shipping. Then we added other carriers to help us as we grew," said Jennifer Tuck, Niagara Cycle's operations director. Getting the best rate is a key component, but comparing post office rates kept in one system with another carrier's rates in a different system consumed too much time. With more and more boxes everyday and with cost comparisons becoming more complex, Niagara Cycle turned to Harvey Software's Computerized Parcel System (CPS™) to help.

"I consider CPS a competitive advantage," said Ms. Tuck. CPS integrates Endicia post office shipping along with the other carriers, so every package is shipped using CPS. "We do not know the weight of our packages until they are packed to be shipped," said Ms. Tuck. CPS can automatically determine residential or commercial status for each address so rate comparisons include this "residential or commercial" factor. Niagara Cycle developed a proprietary method to work with the automatic rating in CPS so they are sure they get the best rate for every package. This means that, on a package-by-package basis, a customer's choice of delivery method can be used or Niagara can tell CPS to get the "best rate". "We have always used Endicia. Now, with CPS, we use Endicia to the best advantage for us every time," stated Ms. Tuck.

"As an engineer, I don't just want good, I want optimal. CPS lets me use my data in real time easily and CPS allows unlimited growth since CPS is easily configurable for more stations as we grow," explained Ms. Tuck. Using multiple sales channels means every order may need to be treated differently. With their shipping data, Niagara Cycle tells CPS to ship the package and also specifies whenever a SHIP eLERT® email shipping notification should be sent from CPS to the customer. "The selectable SHIP eLERT is handy," Ms. Tuck stated. CPS helps this family owned business continue its goal to provide exceptional quality merchandise and reasonable prices, and keep the same high level of service to every customer as it did when starting out in 2005.

"Because Everyone Should Be Biking" is Niagara Cycle's motto, and CPS and Endicia are helping Niagara Cycle get everyone riding. To learn more about Niagara Cycle, visit <http://www.NiagaraCycle.com/>



About Harvey Software, Inc.

Founded in 1983, Harvey Software, Inc. is a highly regarded provider of effective, reliable shipping software to solve the parcel shipping problems of today's multi-carrier businesses. Harvey Software's CPS is a FedEx® Compatible Solution, UPS Ready®, USPS® certified and works with Endicia® Internet Postage. All Harvey products may be used in standalone or multi-user configurations. CPS users ship over 200 million packages per year. For additional information, contact Harvey Software Sales at <http://www.HarveySoft.com>.