



Real-Time Shipping Estimator for NetSuite Web Store

“Let me tell you that it’s a breath of fresh air to work with a company who delivers a well-engineered work product. We’re very pleased with the solution!”

- Darren Nickerson, President, iFAX Solutions, Inc

Background: iFax™ Solutions, Inc. is an online retailer of telephony products specializing in supporting fax (HylaFAX) and VoIP (Asterisk) Open Source solutions. They utilize two web sites, www.ifax.com and www.telephonydepot.com, to provide focused customer experience for the fax and VoIP product customers. The Telephony Depot site utilizes the NetSuite Web Store for informational, catalog, cart, and checkout operations. The iFax™ team is continuously looking for opportunities to evolve their sites and increase the rate of conversion.

Issue: Real-time shipping rate estimates are important for every modern e-commerce website. The NetSuite Web Store offers this capability in a limited fashion. From the NetSuite shopping cart, a customer can enter their zip code to receive a real-time shipping quote. However, the result set is limited to only the default shipping item. Therefore, if a customer wishes to compare pricing for expedited delivery, they must proceed through the checkout process. After customer research and analysis of cart abandonment by the iFax™ team, it was determined that providing real-time shipping rates for all available shipping options from the shopping cart was needed. iFax™ turned to Explore Consulting looking for a cost-effective solution.

Solution: The Explore Consulting team has developed a solution using client-side SuiteScript and a hosted Suitelet that requests a customer’s postal code and makes calls to USPS, FedEx, and UPS. Actual shipping charges are obtained from these shippers based on item weight, quantity, postal code, and the customer’s negotiated rates. By requesting the postal code and country, the shipping estimator is able to obtain international rates and shipping methods without the

customer being required to log into NetSuite or create an account. The shipping estimator supports 245 countries making it easy for anyone around the globe to use.

Once the customer enters their postal code into the shipping estimator, it is cached for the duration of the session or until they wish to modify it. The calls to USPS and FedEx take place very quickly and the solution provides customers feedback while briefly waiting for the response. Each time quantities change or a new item is added or removed from the cart, the shipping estimator recalculates the shipping prices.

Estimate Shipping

Postal Code

Country

Estimate Rates

Estimated Shipping Rates	
FedEx Priority Overnight	33.13
FedEx Standard Overnight	29.39
FedEx 2Day	14.01
FedEx Express Saver	11.43
FedEx Ground	7.05
USPS Express Mail	28.92
USPS Priority Mail	6.04

Change Location


[Log in](#) | [My Account](#) | [Customer Service](#) | [Help](#)


VIEW CART: 3 items

CHECKOUT

800-337-1358

[Phones](#) [Analog Adapters \(ATAs\)](#) [Asterisk TDM Cards](#) [Gateways](#) [Channel Banks](#) [Phone Systems](#) [Phone Services](#) [IP Surveillance](#) [Networking](#) [Headsets](#)

Shopping Cart >

Image	Item	Qty	Description	Options	Rate	Amount	Remove
	Grandstream HandyTone 286 - HT286	<input type="text" value="2"/>	Grandstream HandyTone 286 - HT286		\$28.95	\$57.90	<input type="button" value="X"/>
	Digium AEX410	<input type="text" value="1"/>	Digium AEX410		\$240.00	\$240.00	<input type="button" value="X"/>
Total						\$297.90	

Estimate ShippingPostal Code

Country

United States

- Or use -



Fast checkout through Google



The safer, easier way to pay

Results: The iFax™ team was able to achieve their goal of comprehensive real-time rates within the NetSuite shopping cart. Cart abandonment has decreased and customers are able to comparison shop more effectively.

About Explore Consulting

Based in Bellevue, Washington, Explore Consulting was founded in 2001 and is a professional services company dedicated to providing innovative and cost-effective solutions for their customers' database and IT systems needs. Having specialized in SaaS solutions for more than 8 years, Explore Consulting is the largest and most experienced NetSuite reseller and solution provider in the Northwestern United States. Not only is Explore a licensed reseller of the NetSuite product suite, but an experienced NetSuite implementation and integration partner. Whether you

are looking for assistance with your NetSuite purchase and implementation or needing to integrate your NetSuite account to any external data source with our industry-leading CloudConnect™ service, we are your one stop NetSuite service provider. Explore Consulting is well-known as a leader in NetSuite customization, integration and extensibility. While NetSuite can run most businesses using out-of-the-box functionality, we're experts on adapting the product to meet your specific business requirements. Explore Consulting was recently included on the Inc. 5000 list of fastest growing privately owned companies in the U.S. for the third year in a row as well as the Puget Sound Business Journal's 100 Fastest Growing Private Companies. Explore has also been a 5-time NetSuite Star Performer and is well recognized as a leader in integration and mobile solutions for NetSuite. For more information, visit www.exploreconsulting.com.