CommerceESB

CommerceESB Case Study
From Declining Sales to Explosive Growth!

Business Problem

This seller* was once one of eBay's top sellers before their manual operations threatened their viability. Operating as a 100% drop shipper proved so challenging that their sales began a deep decline as the day-after-day headaches of managing manual operations wore down their interest and attention to the business.

In fact, things got so bad they finally shut down their store despite their past success.

CommerceESB Solution

The seller was set up with CommerceESB's web-based solution to automate their day-to-day drop ship operations:

- **Automatically keep the quantities showing in their eBay listings in synch with what their suppliers actually have on hand**. When the suppliers' quantity falls below a seller-designated threshold, CommerceESB automatically sets the listing to zero availability – thus avoiding stock outs.
- **Automatically download orders from eBay and route to the best suppliers** based upon the seller's business logic (such as preferred vendors or lowest-cost supplier).
- **Automatically transfer ship tracking data from suppliers and upload to eBay**
- **Leverage CommerceESB's listing tool integration to list 1000s of new items**

Business Benefits

Immediately upon using CommerceESB's software, the seller was able to turn their eBay store back on and reverse their downward sales trend – all the while eliminating stock outs. Within the second month of operations their sales were back on track to historical levels. **Within 11 months, their year-over-year sales grew a whopping 485%, putting them at 12-month run rate over 300% of where they were before using CommerceESB.**

* We keep our customers' (and their actual drop shippers') names confidential to ensure they maintain their strategic advantages. Every customer we have served has a similar story leading to success and delight. Contact us via e-mail ([info@CommerceESB.com)](info@CommerceESB.com) to set up a demo and learn how we can ease your drop shipping burdens and fuel your growth!

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