

## **FAQ's**

### **What's the difference between the [Master Class](#) and the [Mini Master Class](#)?**

Our Master Class is an A-Z, step-by-step shipping course designed for anyone that uses shipping on a regular basis. All shippers, regardless of what stage your business is in, will find extreme value in our content designed by industry experts. The structure of the course is designed to deliver critical information in an easy to understand, focused lesson format that is short and to the point. By the end of the class, you'll have a solid shipping strategy in your hand by using our follow-along workbook. In addition, you'll know more about shipping than 99% of your competition. Please download the Master Class [outline](#) to view the topics covered in the course.

The Mini Master Classes are designed to provide focused information about one specific topic at a time regardless of how many packages you are shipping.

\*

### **How can SHIPBUSTERS content help my brand?**

Shipbusters content is developed by experts in the shipping industry. The topics we cover are designed to improve revenue, save you time and keep your customers happy. We've also designed targeted content aimed at what you need most which is easily digestible, because we know your time is limited. If you choose to become a member or partner with us, we also provide direct support for topics not found in our Master Class.

### **What's the difference between Member and Partner levels?**

We provide best in class customer service to all of our valued shippers. The Partner level is best in class value because they enjoy a more comprehensive service, saving more money and increasing customer satisfaction. Partners receive a review of their contracts, invoices and strategy, peak season supply chain advice, faster support ticket help and more.

SHIPBUSTERS also provides extra help with the complexities of international shipping. Studies show that by shipping to two more countries, you can add 20% or more to your revenue. Whether you are currently shipping internationally or thinking about expanding in that direction, Partners receive critical training and support regarding moving products across borders.

### **Can SHIPBUSTERS content be used to train my employees?**

Absolutely. In fact, we designed the Master Class to do just that. The Master Class, which was created by industry experts and educators, will train anybody how to ship. Whether your brand is currently shipping or you have a new employee that has never shipped before.

### **How will the [Master Class Workbook](#) teach me shipping?**

Our workbook is a step-by-step process of how to set up most shipping programs. After working through the [Master Class](#) with your workbook, you'll have a roadmap specific to running your shipping. Because each brand is different, additional questions can be fielded through our support ticket system on our website.

**Does SHIPBUSTERS consult?**

Yes! The service is called “Fast Track”.

**How does the “Fast Track” work?**

After calling our support line at 385-466-9076 or filling out the “Let’s Chat” form, we’ll gather important information about your goals and work with you to accomplish amazing shipping success.

**Is Shipbusters content up to date?**

We update our content regularly. The shipping environment is constantly changing and we change with it.

**I’m already shipping. Will this help my brand?**

Absolutely. The Master Classes were designed by shipping experts to address the needs of active shippers.

**Do you offer free content?**

Absolutely, simply use the search bar and type in what you’re looking for.

**Do you read emails sent to [support@shipbusters.com](mailto:support@shipbusters.com)?**

Yes, we read all of our inquiries!

**How do I apply to become a case study?**

Periodically SHIPBUSTERS accepts applications for case studies. Email [support@shipbusters.com](mailto:support@shipbusters.com) include “Case Study” in the subject line.

**How Do I Sign Up**

After your purchase, you will be prompted to set up your personal account and you will have access to your video library.

**Do You Offer Customer Support**

We offer customer support for our members and partners through the support ticket system. If you are not a member or partner you can send questions to [support@shipbusters.com](mailto:support@shipbusters.com)

**Can I Upgrade**

Yes! You can upgrade anytime.

**Is there a Done For You shipping option**

Yes! It’s called “Fast Track”. Simply fill out the Let’s Chat form or call us at 385-466-9076.

**Can I cancel my membership**

Yes, but please let us know how we can better serve you by sending an Email to [dave@shipbusters.com](mailto:dave@shipbusters.com)

**Do you have a Corporate Plan**

Not yet, but check back soon because it's in the works.

**Are You Hiring**

Yes, check the Become a SME link for shipping subject matter experts. All other career opportunities can be found under careers.

**Can I request content to be made**

Yes, Email your issue or question to [support@shipbusters.com](mailto:support@shipbusters.com)

**When can I expect a response using a Support Ticket**

We try our best to meet these time frames:

Partner Level - 24-hour turn around

Member Level - 2-3 days

**What if I'm only shipping one item**

We have lessons for every type of shipping, simply use the search bar to look for your solution.

**I'm a member/partner, how do I send my contract, agreement, invoice for review**

Simply Email [support@shipbusters.com](mailto:support@shipbusters.com) with your business name and "Review" in the subject line and attach your documents.