



SellTrac - FAQ's

What is SellTrac?

SellTrac is a powerful seller management application. Users can easily send invoices to single or multiple customers, manage inventory of products with variations, receive payments and ship their paid order with one click shipping.

Can multiple team members access the system?

Yes, you can invite team members and assign roles/permissions (e.g., read-only, admin, invoicing only).

Is there a free trial?

Yes, we offer a 14-day free trial with access to all features. No credit card is required.

What platforms/devices can I use this on?

Our platform is web-based and mobile responsive. You can use it across all devices.

Can I customize the look of my invoices?

Yes, you can add your logo, company details, color scheme, and personalized messages in the setup screen.

How does multi customer invoicing work?

Easily invoice a single product to multiple customers. You can keep creating new sales for additional products and the customer invoices are automatically updated. Invoices are updated automatically even if they are already sent but not paid.

What is social media copy and paste?

Social Media Copy and Paste is a wonderful tool for social media sellers that saves them an incredible amount of time. Simply copy the comments from your social media post and paste them in the box. You can edit and make changes within the box to easily populate your sales for each customer.

Can I duplicate or copy a previous invoice?

Yes, easily “Duplicate” to create a new invoice with the same data.

How do I know if a customer has viewed the invoice?

We provide view and payment tracking. You’ll get a notification once the customer opens the invoice.

Can I accept online payments through the invoice?

Yes, our platform supports integrations with Stripe, PayPal, and other gateways. Just enable payment options in your settings. You can also manually update the status of invoices for in person or online payments. Also, customers can pay in full or make partial payment.

Do you store my customers' payment information?

No, all sensitive payment data is handled by the Payment gateways mentioned above.

Is there a way to track overdue payments?

Yes, overdue invoices are highlighted in red and listed in the “Overdue” tab. Automated payment reminders can also be enabled.

Can my products have variations?

Yes, you can create any attributes and variations for each product and no limitations to the number of variations.

Is it easy to update my inventory and/or prices?

Yes, our easy interface allows you to update the quantity and prices of individual or multiple products simultaneously. You can update prices by fixed amount or percentage.

How do I know if my order is paid?

Your invoice status will update once the order is partially or fully paid. You will also receive an email with the details.

Can I check my inventory by items and variations?

Yes, you can drill down on inventory by product and each variation.

Does the system alert me when stock is low?

Yes, you can set reorder thresholds to see stock levels fall below your set amount.

Can I import my existing inventory?

A: Yes, we support CSV imports. Use our template to upload your current product list in one go.

Can I ship my paid orders with SellTrac?

Yes, we are integrated with most of the shipping providers in the US and Canada. We also have integrations with over 100 providers worldwide.

What shipping carriers do you integrate with?

We integrate with major carriers like UPS, FedEx, DHL, USPS, Canada Post and more. You can link your existing accounts or use our discounted rates.

What kind of reports can I see?

Our reports section is quite exhaustive. You can see reports for sales, inventory, customers, vendors and more.

SUMMARY

SellTrac is a seller management application that allows users to send invoices, manage inventory with variations, receive payments, and ship orders. It offers features like multi-customer invoicing, social media copy/paste for sales population, customizable invoices, payment tracking, online payment integration, overdue payment tracking, and detailed reporting. The platform is web-based, mobile responsive, and supports team member access with assigned roles. It also includes a 14-day free trial, CSV inventory imports, stock alerts, and shipping integrations with various carriers.