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FAQs

Frequently Asked Questions



Can the Analytics tab on the ScoutIQ App be reset?

No. Unfortunately, the data on the Analytics Tab cannot be reset at this time. However, other customers have requested that this feature be added. If you would like to "upvote" this feature, for consideration by our Product Team, click [here](#).

For more information about the Analytics Tab, read [this article](#).



What are ScoutIQ Triggers?

ScoutIQ Triggers are a set of customizable rules used to determine which [Target Price](#) is selected by the app for analysis in evaluating whether or not the item will be profitable for resale on Amazon. The app comes preloaded with [Default Triggers](#). These triggers are the product of extensive research and can be used just as they are, or customized to suit your preferences. If you are new to ScoutIQ or just getting started, we strongly recommend utilizing the default triggers. They can be trusted to provide reliable results as they are designed to maximize profits and minimize risk.

Once you have a solid understanding of the information provided on the [Scout Screen](#) and understand your specific business strategy and risk tolerance you can consider customizing these triggers to align the app's decision-making process with your preferences.

You can find articles about triggers [here](#). If you're interested in our free, small-group, interactive customer coaching class Beyond Accept & Reject: ScoutIQ Triggers, click [here](#).



What is eScore?

eScore is a ScoutIQ metric that tracks a book's demand by counting how many days it sold at least once in the past 180 days. This helps smooth out fluctuations in Sales Rank and provides a clearer picture of a book or media item's sales history and popularity, especially for items with seasonal demand.

Learn more about eScore [here](#).



How do I get a refund?

Per [Threecolts LLC's Terms of Use Agreement](#), which customers agree to upon sign-up, "No refunds will be given for weekly, monthly, or annual memberships once the period of subscription has started".

If you wish to cancel, please be sure to take note of your trial end date or the term of your current billing cycle under the [billing section of our web portal](#) to ensure you cancel your subscription in time.

For more information please read the following article: [How to Cancel ScoutIQ](#).



Do I need an Amazon Professional Seller account to use Tactical Arbitrage?

Yes, you do.

The **Tactical Arbitrage** platform **requires** an **active Amazon Professional Seller account**.

Still interested?

Click [here](#) to create your Amazon Professional Seller account and select the region that relates to you from the drop down flag in the top right corner of the page before proceeding.



How to integrate Amazon with Tactical Arbitrage?

You can connect your Tactical Arbitrage account to Amazon with a simple **Authorize** button.

You can visit **Settings** > [Amazon Authorization](#) and click **Connect** to Authorize.

It'll just take about a minute.

For more details, visit our [Connecting Your Tactical Arbitrage Account With Amazon](#) article.



Can I change my Tactical Arbitrage plan?

Yes, you can update your subscription on the [Threecolts Manager](#) page.

Just click on **View** and **Edit Plan** to proceed with the change.

If you have any questions, feel free to contact us via Live Chat or email support@tacticalarbitrage.com.



Where can I find my invoice?

You can find your invoices by going to the [Threecolts Manager Billing](#). You can also download your invoices on that page.



Do you offer any discounts?

We don't have subscription discounts right now, but we've got something just as good! Use the code **TAKE10** for a free **10-day trial**. It's the perfect way to dive in and see all the amazing features we have to offer—on the house!



Can I scan site that is not available in Tactical Arbitrage?

Want to scan a site that isn't in **Tactical Arbitrage**? No problem! You'll need an **XPath** file for that domain, which you can either create yourself or hire someone to make. We recommend checking out www.tacticalbucket.com. They keep domains up-to-date and usually throw in an **Easy Bulk** list too. Makes your life a lot easier!



What are your terms, conditions, and privacy policy?

We're serious about respecting your personal information and data security.

Check out the footer on the [Tactical Arbitrage homepage](#).

That's where you'll find links to our Terms & Conditions and Privacy Policy, too. Those pages describe general usage terms and privacy details, including your rights under the EU's GDPR (General Data Protection Regulation).

FYI, here are the links:

- [Terms & Conditions](#)
- [Privacy Policy](#)



Are Tactical Arbitrage updates free?

The best things in life are free. Like our **Tactical Arbitrage** updates.

We often add new features, sometimes on a weekly basis. We're always looking for new ways to improve platform efficiency and to help you generate a positive ROI.



How can I cancel Tactical Arbitrage account?

You can cancel your account anytime by:

1. Logging in to [Manage Account](#)
2. Go to **Billing** > **Account**
3. Click **Cancel** button
4. Confirming the Cancellation

Please Note: Cancellation must be completed by the customer via the portal.

If you are in a trial period, your account will close at the end of the trial period. For paid subscription, the subscription will automatically expire at the end of the billing cycle.

For a more detailed explanation of how to cancel your account, visit this [page](#) and contact us via live chat or email support@tacticalarbitrage.com if you have any questions!



Can I get a refund?

As per our [Terms & Conditions](#), refunds are **NOT** available for weekly, monthly, or annual memberships once the subscription period begins.

If you decide to cancel or terminate your subscription, please check your trial end date or the current billing cycle in the billing section of our web portal to ensure you cancel your subscription on time.

After cancellation, you'll retain access to the service until the end of the paid period.



What sites are available in Tactical Arbitrage?

We've put together a comprehensive list of online stores for product sourcing. View the list [here](#), which continues to grow as we add more stores over time!

In addition, **Tactical Arbitrage** boasts a feature that allows you to (with a little coding know-how), add your own sites to scan over and above the built-in options.

Contact our support at support@tacticalarbitrage.com if you have any questions!



Will ScoutIQ work for me if I sell on eBay but not Amazon?

We have many users who sell on eBay and other platforms as well as Amazon. But if you sell exclusively on Amazon, please note that our proprietary [eScore](#) is related only to Amazon data. But we offer a pre-filled custom link, under the [ScoutIQ Settings Tab](#) on the app, that will allow you to view eBay Completed, eBay Sold, or eBay Active as a custom link, that will be clickable from the chain-link button on the bottom left of the scout screen.



I upgraded, why don't I see the database icon on my app?

After upgrading your subscription from Live to LivePro online, you need to go to **Settings** on the app, scroll to the bottom of the screen, and log out. Then log back in to see the upgraded version of the app.

For more information about upgrading or downgrading your ScoutIQ Subscription, check out [this article](#).



What's the difference between ScoutIQ and the Amazon Seller App?

ScoutIQ offers advanced features like customizable triggers, faster database scanning (available offline with LivePro subscriptions), and profit calculations that factor in shipping and fees. Unlike the Amazon Seller App, ScoutIQ looks at a comprehensive view of 15 offers and builds logic based on the item's [eScore](#) to make a more informed purchasing decision.



How can I tell if ScoutIQ will be worth the subscription cost for me?

ScoutIQ's features can save you significant time and help you make more profitable buying decisions. The ability to scan offline, use customized triggers, and check real-time prices from Amazon will help you avoid bad buys. You can track your profit from sales and compare it to the subscription cost to see if it adds value to your process. We think it will.



Can ScoutIQ help me avoid purchasing restricted books?

Yes, if your [Amazon Pro-Seller account is paired with ScoutIQ](#), ScoutIQ can run [personalized restriction checks](#). These checks will show you if you're eligible to sell a book. This helps you consider whether to purchase the item and apply for approval to build your reputation with Amazon or avoid buying books you will have to apply for approval for, as you prefer.



Can I use ScoutIQ in areas with limited or no cell service?

Yes! One of ScoutIQ's biggest advantages is its offline database mode, available with our [LivePro subscription](#). You can download the latest book data, and then use the app to scan books and media items even in areas with no cell service. This is particularly useful when scouting at remote thrift stores, estate sales, or large events.



How does ScoutIQ work with other tools, like listing and repricing software?

ScoutIQ is a scouting tool focused on helping you make purchasing decisions. It doesn't directly integrate with listing or repricing software, but it ensures you buy inventory at the right prices. After sourcing with ScoutIQ, you can use separate listing and repricing tools to optimize your sales strategies.

The downloadable Accept List on our [Analytics Tab](#) is formatted to work well with fellow Threecolts product [Inventory Lab](#). And many of our users have found fellow Threecolts product [SmartRepricer](#) to be a great addition to their business as well! More integrations with other products in the Threecolts Suite are coming soon!



What happens if I accidentally buy a counterfeit book?

ScoutIQ doesn't verify the authenticity of the books you are scanning. It's important that you inspect each item carefully for signs of counterfeiting, especially for textbooks.

We recommend cross-checking with [Amazon's Anti-Counterfeiting Policy](#) and relying on good sourcing practices to avoid this issue.



Can I use ScoutIQ on multiple devices at once?

No. ScoutIQ is designed for use on one device per Seat, and only one User at a time can be logged in with a given email address. Logging in to the app on one phone or device will cause that user to be logged out of the app on any other phones or devices, and the app will not function properly if logged in to the app on more than one phone or device. However, [LivePro subscribers](#) can pay to add additional Seats at a reduced cost.

You may find the following articles helpful:

[How to Add Seats & Users \(also called Team Members\)](#)

[Seats & Users Defined](#)

[How to Remove Users and Seats \(also known as Team Members\)](#)

[Multi-User and Additional Seats for ScoutIQ](#)



Does ScoutIQ offer a trial period?

Yes, ScoutIQ offers a free 14-day trial with access to both with bot our Live and LivePro plans. This allows you to test the platform fully before committing to a subscription.

To learn about signing up for ScoutIQ click [here](#).

To cancel an existing trial, please click [here](#).



How does Tactical Arbitrage compares or it's similar?

Tactical Arbitrage is a powerful online arbitrage tool that helps you find profitable products from hundreds of sources and determine if they offer a good return on investment (ROI) when selling on Amazon, whether as FBA or MF.

Out of respect for our competitors, we don't provide direct comparisons between **Tactical Arbitrage** and other tools. However, we're proud to say that many sellers consider TA their go-to choice for product sourcing.

If you'd like to hear from real users and get their insights, feel free to join our Facebook group: [Tactical Arbitrage Community!](#)



Do you offer a Military discount?

Yes! We're proud to offer a 10% discount to those who serve or have served. This includes active duty, reservists, National Guard members, retirees, and veterans. Simply provide proof of your military status to claim your discount. Reach out to our support team at support@tacticalarbitrage.com for more detailed information!



What tools does ScoutIQ offer to help mitigate Amazon restriction risks for books and media?

ScoutIQ helps mitigate Amazon restriction risks by providing **Personalized Restriction Checks**, which alert you when a book or media item is restricted for your account. This feature runs checks through your Amazon Professional Seller account to ensure real-time accuracy for gated products before you purchase. These checks will show you if you're eligible to sell a book. This helps you consider whether to purchase the item and apply for approval to build your reputation with Amazon or avoid buying books you will have to apply for approval, as you prefer.

It saves time by preventing restricted inventory buys, helping to focus only on sellable items. If restriction checks stop appearing, troubleshooting tips can restore functionality.

For more on restriction checks, see [this article](#).



Can I turn off my computer while Tactical Arbitrage is scanning?

Yes! All scans and results are stored on **Tactical Arbitrage**'s servers, so you can safely turn off your computer and log back in later, even from a different device. To stay updated, you can set up notifications in your [Settings](#) to alert you when a scan is complete.



Can I pause my Tactical Arbitrage account?

No, we don't offer a hold or pause option. You will need to [cancel](#) your subscription, which will remain active until the end of your billing cycle. When you're ready to rejoin, we'll help you set things back up.

Be sure to download any data you need, as it will be removed after 30 days due to Amazon's policy.



Why is My Database Scan different than my Live Scan?

Minor differences between Database and Live scans are normal due to data update timing and Amazon's frequent price changes.

1. Data Updates

- The ScoutIQ database refreshes every 24 hours, covering over 9 million items, while Live scans pull real-time data. Because Amazon prices change every 15 seconds, Live scans will always show the latest information.

2. Variation Between Scans

- Minor differences, especially for items on the borderline between "Accept" and "Reject," are expected. Small price shifts should be disregarded, as prices may continue to fluctuate until your items are live on Amazon.

3. Database Timing

- If you download the database early in the 24-hour cycle, variations may be slightly larger. Update your database before each scouting session for the best results.

4. Reporting Issues

- If large discrepancies persist, report these to support with screenshots of both scans and the database's last update timestamp. We track these to identify any bugs that may need further investigation.



<https://onsite.threecolts.com/agent/knowledge-base/faq/FrequentlyAskedQuestions2?export=pdf&options=%7B%22ids%3A%5B%5D%7D>



Can I have multiple trials in Tactical Arbitrage?

No, our system is designed to allow only **one trial per user**. This policy helps ensure a fair experience for all users. If you have any questions or need assistance during your trial, feel free to reach out to our support at support@tacticalarbitrage.com!



How many Amazon accounts can I connect?

Each Tactical Arbitrage subscription allows connection to one Amazon Seller Account per region. Visit this [article](#) if you want to connect more than one Amazon Seller Account with **different** regions.



Can I skip the trial and go straight to a paid subscription?

Yes, you can! To do so, please contact our support team at support@tacticalarbitrage.com for further assistance.



What payment options are available in Tactical Arbitrage?

We offer flexible subscription options to suit everyone, from beginners to seasoned pros. You can choose between monthly and annual plans, with the freedom to upgrade from monthly to annual at any time for a prorated fee.

Ready to get started? [Click here to view our pricing and sign up.](#)



Do I need an Amazon Pro-Seller Account to use ScoutIQ?

You can get start scanning on ScoutIQ right away, with or without an Amazon Professional Seller account.

However, ScoutIQ is designed for Amazon Pro-Sellers, and pairing your account with our app is *strongly recommended*, since doing so will enable you to view personalized restriction checks.

These checks allow you to know whether or not you are gated by Amazon from selling a particular item and will need to apply for approval. As a result connecting your Amazon account will help you make more informed purchasing decisions.

If you wish to pair your Amazon Professional Seller account, [this visual step-by-step guide](#) will walk you through the process.



I am having trouble logging in to ScoutIQ

There are several reasons you may not be able to login to the ScoutIQ app. The following potential causes pertain to your parent/main account.

If the error you are receiving is “Error please enter a valid email address/password” this indicates one of the following causes:

- You are typing your email address or password incorrectly. In this case, make sure there are no hidden spaces before or after your email address, or before or after your password. Be sure to use the eye icon to double-check that you have typed your password correctly.
- You have signed up for an account with our parent company, Threecolts, but have not yet completed the process of subscribing to ScoutIQ. You will know this is the case if you can login online at manager.threecolts.com, but when you click "Products" on the menu, on the left side of the screen, you do not see ScoutIQ listed as an active process.

To remedy this issue, you'll need to complete the sign-up process by staying on the "Products" menu and then scrolling down to find ScoutIQ under "Discover More Products". Once you have located ScoutIQ, click the "Try" button and proceeding through the subscription process. You will need to add a credit card, and we will authorize the card to start your 14-day trial, but you will not be charged until your trial ends

“Error 101 or 106: Inactive Account” indicates that your account is Past Due or has been Canceled. You can confirm, by logging in at manager.threecolts.com.

- If it is Past Due you will need to update your payment method. The article [How to Update Your Payment Method](#) will walk you through the process.
- If your account has already been canceled, the article [How to Reactivate Your Subscription](#) will help you to resubscribe.

The error “Error 104: Error encountered, please log out and log back in again. If the issue persists please contact support” indicates that your app is out of date. You can update your app in the AppStore or Google Play Store, or uninstall the app completely, reboot your phone, and then reinstall the app and try your login once more.

The error "Error 107: Account does not exist" indicates that the email you are attempting to sign-in with does not have a ScoutIQ account. If you have multiple email addresses, it may be helpful to double-check the email address where you receive your ScoutIQ invoices and try once more.

If Error 107 is encountered by a secondary user/ team member account the primary or parent account should ensure that the proper access has been assigned to this user, by revisiting step 11 of [this article](#).

Please chat with us live at manager.threecolts.com or email support@scoutiq.co if you have any further issues, and our customer support team will be happy to help!



How can I cancel ScoutIQ?

You can cancel your account by logging in [Threecolts Manager](#)

Go to "Billing" > "Accounts" then click the **red** Cancel button and proceed through the confirmations and survey until you reach a confirmation page.

Please Note: Cancellation must be completed by the customer via the portal.

For a detailed visual walkthrough of this process click [here](#).

Please let us know if you need any further assistance by emailing support@scoutiq.co or chatting with us at manager.threecolts.com.



Which countries are supported by ScoutIQ?

Right now, ScoutIQ is only available for the US (amazon.com) and UK (amazon.co.uk) marketplaces.

We will be expanding to other countries as well. If you'd like us to consider your country, register your interest [here!](#)



I signed up for ScoutIQ, who is Threecolts?

ScoutIQ was acquired by Threecolts in 2022. Threecolts is the most comprehensive cloud suite for Amazon businesses in the market. Think of manager.threecolts.com as a hub where you can find and subscribe to a variety of products to help you with your Amazon Selling business.

If you're already a ScoutIQ customer, you can learn more about other products [in the Threecolts suite by logging in on Threecolts Manager](#) and scrolling down to "Discover More Products".

If you haven't begun your trial yet, visit www.threecolts.com for more information.



Can I use ScoutIQ in Canada?

Right now, ScoutIQ is only available for the US (amazon.com) and UK (amazon.co.uk) marketplaces.

It is currently unclear what the timeframe for a possible Canadian version of the app will be. However, we have many Canadian users selling in the Amazon US Marketplace. If you're interested in doing so, you can chat with other users doing this in our Facebook Group for more information:

<https://www.facebook.com/groups/ScoutIQ>

To express your interest and ensure that you're notified about any potential developments in Canada, please register your interest [here](#).



What if I receive an error when attempting to Connect ScoutIQ with Amazon?

Scenario 1: *You attempted to pair your account using the instructions provided in [this article](#), but your connection shows "Pending":*

If your account is brand new or you recently upgraded to a Professional Seller's Account, Amazon may delay the approval of your credentials for a few hours (or even a day or two). The best advice is to try again in a few days. If you are still unable to connect your Amazon Account after a week has passed you may need to reach out to Amazon Seller Central Support.

Scenario 2: *You followed the instructions provided in [this article](#), but received an error stating, "You are not permitted to take this action. You must be the primary user of a Professional selling account to take advantage of apps. If you are the primary user you may upgrade your plan. Click here to upgrade your plan."*

This error indicates that you have an *Individual* seller account rather than a Professional seller account. The primary difference is that Amazon Individual seller accounts do not have a monthly subscription fee. In contrast, Professional seller accounts have a monthly subscription fee of \$39.99. However, individual sellers pay a \$0.99 fee for each item sold. The professional plan is designed for sellers who plan to sell more than 40 items per month. You can upgrade using the link provided in the error if you choose.



What if my personalized restriction checks stop appearing?

If your [personalized restriction checks](#) stop appearing it is likely because you need to reauthorize ScoutIQ to access your Amazon account on your behalf. Amazon will typically authorize your connection with third-party apps (like ScoutIQ) for 12 months.

First, attempt to re-authorize your Amazon Account using the steps outlined in [this article](#).

If that does not work you can view your active credentials with Amazon Seller Central [here](#), find ScoutIQ in the list, then click the "Re-Authorize" button and you'll be good to go for another year!

If neither of these solutions remedy the issue, please email support@scoutiq.co.

SellerRunning General



How does Amazon to Amazon compliant dropshipping work?

Amazon-to-Amazon-compliant dropshipping refers to selling products sourced directly from another seller on Amazon.

There are only four major steps in Dropshipping.

- A customer sees an item you have listed on Amazon and purchases it.
- You buy your customer's order from your Amazon buyer account and send it to the warehouse.
- Your order will arrive at the warehouse address you specified in your Amazon account.
- Through SR House or your contracted warehouse solution, your order reaches your customer from the warehouse with your seller account information.

In summary, if you have an Amazon buyer and seller account and a warehouse solution, you can start dropshipping very quickly.



Can I integrate all Amazon the marketplaces with my account ?

Yes you can. SellerRunning currently serves as the source store for Amazon.com (USA) and as the selling stores for:

- Amazon.ca (Canada), Amazon.com.mx (Mexico), Amazon.co.uk (UK), Amazon.de (Germany), Amazon.fr (France), Amazon.it (Italy), Amazon.es (Spain), Amazon.ae (United Arab Emirates), Amazon.com.au (Australia), Amazon.sg (Singapore), Amazon.jp (Japan), Amazon.sa (Saudi Arabia), Amazon.pl (Poland), Amazon.se (Sweden), Amazon.com.be (Belgium), Amazon.nl (Netherlands) and Brazil.br (Brazil) marketplaces.



Does SellerRunning offer an Affiliate program?

If you are a content creator, manage social media channels, or have your own channel, you can promote SellerRunning using a personalized discount coupon code and earn commissions from payments made by users who register through your links.

You can also monitor all affiliate activities through the Threecolts Manager dashboard.

You can find more information about our Affiliate program by clicking [here](#).



Does SellerRunning offer a Referral program?

Yes, [The Referral Program](#) is available to all SR users and allows you to invite new users with a personalized link, offering them a 10% discount.

You earn a 15% commission on each user's registration through your link. Copy and share your unique link and 15% of the payments made by users who sign up using your link will be transferred to your account.

You can find more information about our referral program by clicking [here](#)



What are the benefits of using SellerRunning?

[SellerRunning](#) is automation software designed for Amazon sellers using dropshipping and the FBM method. It operates in the background 24/7, constantly controlling the connected stores.

Let's dive deeper into the SellerRunning Advantages;

Everything is in the cloud.

It allows you to easily add products to your store and automatically update their prices and stock. You don't have to deal with tasks like downloading/uploading files.

It helps you create orders automatically with just one click. It automatically matches orders in the buyer account with orders in the seller account.

When an order in the buyer account is shipped, the shipping information is automatically transferred to the seller account, and the order is automatically confirmed.

SellerRunning services track every order you send to the customer. They record when the order was delivered or returned and notify you when necessary.

It emails your customers asking for feedback on orders delivered to them. This helps improve your sales metrics.



What are the system requirements for using SellerRunning?

SellerRunning is a web-based platform that can be accessed from any device with an internet connection and any web browser.



For more information and also registration, you can get much more information from [here](#).

SellerRunning also has a community on [Facebook](#) too. For Udemy lessons, you can click [here](#).



Can I use SellerRunning with other Threecolts products?

Yes, you can use SellerRunning with SmartRepricer.

[SmartRepricer](#) includes an integration module with SellerRunning. This allows users to connect and sync their data seamlessly, update their pricing in real-time, and manage inventory across multiple channels.

For more information, please visit [here](#)



Can I suggest a new feature?

Absolutely! [You can contact us](#) to share your needs and suggestions. If your suggestion benefits all our users, we can add that feature as part of SellerRunning, or you can request it be implemented exclusively for you at an additional cost.

Please keep in mind that implementing the feature may take some time.



Can I add more than one store to my account?

Yes, you can, but only one store per marketplace. But, if you want to add a second store from the same marketplace, you need to create a new SellerRunning account.



What do I do if I encounter technical issues with SellerRunning?

If you encounter technical issues while using SellerRunning, such as error messages or problems with specific features, you can take the following steps:

- **Check the SellerRunning FAQ and documentation:** SellerRunning may have provided solutions or guidance for common technical issues in their FAQ or documentation. Review these resources to see if they address your problem.
- **Contact SellerRunning support:** If you can't resolve the issue on your own, reach out to SellerRunning's support team for assistance. They can provide troubleshooting guidance and help you resolve technical problems.
- **Provide detailed information:** When reporting a technical issue to SellerRunning support, be sure to provide as much detail as possible about the problem. Describe the steps you took, any error messages you encountered, and any relevant information that can help them understand and diagnose the issue.
- **Stay up to date:** Keep an eye on any updates or notifications from SellerRunning regarding known technical issues or system maintenance. They may provide information on when issues are expected to be resolved.

Remember that technical issues can sometimes occur due to factors beyond your control, such as server outages or system updates. In such cases, SellerRunning's support team will work to address the problem and minimize any disruptions to your use of the platform.

Contact SellerRunning support through their official channels, such as their website or customer support email, for the most accurate and timely assistance with technical issues.



Does SellerRunning offer a mobile app?

While SellerRunning can be accessed via a mobile web browser, we don't currently have a mobile app.



Im a new seller. Is SellerRunning suitable for me?

Yes! SellerRunning can be highly suitable for new sellers venturing into online retail or drop shipping. Here are a few reasons why it might be a good fit for you:

- **Ease of Use:** Its user-friendly interface makes it accessible even for those new to e-commerce platforms.
- **Automation:** As a new seller, you might not have the ability to hire a team to handle tedious tasks. SellerRunning automates time-consuming tasks like inventory updates and price adjustments, helping you operate more efficiently.
- **Time Savings:** Automating repetitive tasks allows you to focus on other important business areas, such as marketing, customer service, and expanding your product line.
- **Reduced Errors:** Automation helps minimize human inventory and price management errors, which is crucial for maintaining customer satisfaction and operational integrity.
- **Scalability:** As your business grows, SellerRunning can grow with you. Its features can accommodate scaling up, making it a long-term solution.
- **Competitive Pricing:** It helps you stay competitive by automatically adjusting your prices based on market conditions, improving your chances of winning customers.
- **Comprehensive Support:** As a new seller, having access to reliable customer support can be invaluable. SellerRunning offers support to help you navigate challenges and make the most out of the tool.
- **Educational Resources:** Besides direct support, SellerRunning often provides guides, tutorials, and other resources that can be especially helpful for new sellers looking to learn the ropes.
- **Real-Time Updates:** This ensures that your inventory levels and prices are always current, which is important for customer satisfaction and avoiding overselling.

Overall, SellerRunning can be a great tool for new sellers. It simplifies inventory and price management, minimizes errors, and allows you to focus on growing your business.

Features & Filters



You can find more information about product search using the right filters in our video tutorial [here](#).



What is the common product pool feature?

SellerRunning monitors product warnings our users receive and automatically adds these problematic items to a shared restricted pool.

In this way, we aim to minimize "Policy Warning" notifications that may come from Amazon in the future and to make your account safer by detecting problematic products in advance, thanks to other SellerRunning users, even if they are not in your inventory.

You can add products to your Restricted product list by selecting the products from the [pool](#).

For more information, you can watch our educational video from [here](#).



What is the common brand pool feature ?

The [“common brand pool”](#) feature on SellerRunning refers to a database of well-known brands that may have trademark or intellectual property restrictions. This pool helps users avoid listing products that could cause trademark violations when dropshipping on Amazon.

By filtering out these brands, sellers can reduce the risk of legal issues and protect their Amazon accounts from potential suspensions due to non-compliance with Amazon’s trademark policies.

For more information you can watch our educational video from [here](#)

SR House



Starting with policies, Amazon's rule is simple: The seller information on all your orders must be yours and yours alone. Every order you send to your customers should only have your seller information on it, not other sellers.

Sending products directly from suppliers to the buyer is strictly against Amazon's policies. To account for this, SR House will remove the previous supplier label and add your name and information to send to the customer in a way that makes it evident that it came from you.

This is why Amazon has approved [SellerRunning](#) as an Amazon-compatible drop-shipping software.



Is SellerRunning House mandatory?

No, it's not. You do not have to use the SR House service to use SellerRunning. If you have a different warehouse contract, this is sufficient for your business's operation and you can use all the other features of SellerRunning.



What is the SR House Rewards Club?

The [“Rewards Club”](#) is a reward system where members earn points for every order they make with SR House. This system offers membership levels based on paid credit amounts or loyalty, each providing more advantages. To learn more about how to participate, check out our SR Rewards education video from [here](#).

You can also find more information about SR Rewards in our article [here](#)



What are the carrier options I can use on SR House?

UPS, FedEx, Purolator, APC, and USPS. These carriers also provide expedited shipping options at reasonable and pocket-friendly prices.

You can also access the starting prices of all cargo companies by clicking [here](#).



How to access SR House (Warehouse) agreement?

The warehouse contract is only available to users with an active subscription package. Without an active subscription, you cannot obtain a current warehouse contract.

You can access the warehouse contract from the SR House [‘General’](#) page,

Depending on your preferred intermediate warehouse and carrier cargo company, you can access it from [here](#) too.



How can I enable alternative carrier features?

When the default carrier you choose cannot ship your products for any reason, you can allow the warehouse service provider to use other carriers at additional costs.

By enabling this option, you agree that you will leave the carrier selection at the discretion of the warehouse service provider when products disallowed by your default carrier (liquid, dangerous products) are encountered.

You can enable this option by clicking [here](#).

Inventory Management



How long does it take to update prices and stocks?

SellerRunning commits to updating all the products in your store at least every 12 hours. This is the maximum duration. When it detects a change in a product's price or stock or realizes it doesn't meet the criteria you've set, it notifies Amazon on your behalf within 15 minutes. Amazon processes this request within a maximum of 15 minutes.



The product count on Seller Central may include products in a queue or awaiting approval but still need to be transferred to your store. For this reason, there may be inventory differences between your Amazon account and your SellerRunning account for some time.

Subscription & Billing



[You can visit](#) the SellerRunning website and navigate to the [Pricing](#) section to view the detailed pricing information, including the available plans and their respective costs.

If you have specific pricing-related questions or need assistance choosing the right business plan, contact SellerRunning support for personalized guidance.



What payment methods does SellerRunning accept?

SellerRunning accepts credit card payments. You can subscribe to SellerRunning's services using major credit cards Visa, MasterCard, American Express, and Discover.

If you have specific payment-related inquiries or issues with the payment process, you can contact [SellerRunning's support](#) team for assistance.



What is ASIN capacity, and what does it include?

Your ASIN capacity is the number of ASINs you can use in your [subscription package](#) for your membership.

Your ASIN capacity includes:

- Items that have been transferred to your store.
- Items that don't meet the criteria.
- Items in the queue.
- Items awaiting approval.

Items in the 'Doesn't Meet Criteria' section are checked regularly. When they meet your criteria, they are transferred back to your store, and the number of ASINs in your subscription package is reduced.



What happens if I exceed the ASIN capacity ?

If you exceed your ASIN capacity, you cannot add new products to your inventory and your products are not synchronized. To avoid this situation, you can consider upgrading to a higher package or delete some of your existing products.

After your deleted products, your ASIN right is renewed and you can continue to upload products.