



Frequently Asked Questions

If I don't have a marketing website today, can I still take advantage of Unilog FastTrack?

Yes, provided you have your own website domain. In that case, you can simply redirect your company's domain to point to the URL provided by Unilog. The category browse page of your new online catalog then becomes your temporary home page.

Can Unilog build static web pages for my site, like an About Us or Locations page?

Our focus with Unilog FastTrack is getting your product catalog online fast. If your company is interested in a more robust eCommerce offering with unlimited static or dynamic web pages, we would be happy to demonstrate our broader eCommerce platform capabilities.

Does Unilog FastTrack integrate with my ERP or POS system?

No. The quickest way to get your company online with a new digital catalog and shopping cart is to NOT spend time integrating with other business systems. If this is a requirement for your business, we'd be happy to talk to you about Unilog's complete eCommerce platform solution.

How are orders from my Unilog FastTrack site processed?

When a buyer submits an online shopping cart request, an email is sent to your sales team for follow-up. The site sends an email confirmation to the buyer, as well. Your sales or customer service rep would be responsible for confirming inventory availability, adjusting for customer-specific pricing, and arranging for payment over the phone.

Can I accept online payment (credit cards) with Unilog FastTrack?

Because the site may not reflect customer-specific pricing and does not display real-time inventory availability, your sales team will need to confirm both with the customer before you can process any form of payment. Therefore, online payment is not an option. However, Unilog may consider alternative methods for online payment with a future release.

If we decide to upgrade to Unilog's complete eCommerce platform before our one-year term with FastTrack is done, will I be charged for the remaining months?

No. In that case, we would terminate your existing FastTrack contract upon signing an agreement for your new Unilog eCommerce site.