StampScan

Help and how to

Everything you need, from an order landing in your queue to your buyer watching it arrive. Keep this handy, or find the same guide any time in Settings under Help and how to.

Quick start

1. Add an order. Type it in by hand, import a CSV, or sync it from your connected store.
2. Open it and print the 4x6 label. StampScan adds the tracking barcode and ID for you.
3. Put your own stamp in the box marked Place stamp here.
4. Drop it in any USPS mailbox, then mark it dropped off so the timeline starts.
5. Your buyer follows a branded tracking page and gets email updates as it moves.

What StampScan does

Affordable tracking for mail you send with a regular stamp. Every label carries a USPS Intelligent Mail barcode (IMb), so real USPS scans show your buyer where their letter is without paying for a parcel service. It is built for sellers who move a lot of stamped envelopes and postcards.

Labels and formats

When you print, pick the shape that matches your mailpiece: #10 and #9 envelopes, A2, A6 and A7 card envelopes, a 6x9 booklet, 9x12 and 10x13 catalog flats, a 4x6 adhesive label, an Avery 5160 sheet (30 to a page), or your own custom 4x6 postcard.

The 4x6 and the #10 envelope scan the most reliably. The return address printed in the top left of the standard formats comes from Settings, under Return address.

Your custom 4x6

Upload a finished postcard design in Settings, under My 4x6 label. Keep the area below the recipient clear of artwork so the tracking barcode prints cleanly, then choose My 4x6 (custom) in the print picker.

Your artwork already carries your own return address, so the Return address field is only used by the standard formats.

Postage and mailing

StampScan does not sell postage. Mail these as normal First Class letters with your own stamp. A Forever stamp covers a standard 1 oz letter, and anything heavier or thicker needs the correct postage at current USPS rates.

Put the stamp in the marked box, then drop it in any mailbox or hand it to your carrier.

Tracking and the buyer's page

Every label gets a unique tracking ID and its own public tracking page with a live route map. As USPS scans the barcode, that page updates on its own.

Mark a letter dropped off to start its timeline before the first scan arrives. If a letter goes quiet for too long it is flagged as Needs Attn on your dashboard, and you can mark it delivered yourself once your buyer confirms it arrived.

One thing to know about letter mail: it rarely gets a final delivery scan the way a parcel does. The last scan you usually see is sorted for delivery at the buyer's local post office, so delivery is often inferred rather than confirmed.

Credits and reprints

Creating a label is free. You are charged 1 credit the first time you print it, and that first print opens a 5 day window in which you can reprint the same label as many times as you need at no extra cost.

After 5 days the label locks. You can add a fresh label for that same buyer, which costs 1 credit when you print it and starts a new window.

The Seller Plan is $9.99 a month, starts with a 14 day free trial, and includes 10 labels every calendar month. Past that, prepaid credits cover tracking at 1 credit per letter: 250 for $25, 1,000 for $80, or 5,000 for $300. Credits cover StampScan tracking only. Postage is always your own stamp.

Customer emails

Buyers are emailed automatically from service@stampscan.net, shown under your store name, with replies routed to your support email so they reach you.

For Shopify and Etsy orders the marketplace already sends its own shipped email, so StampScan does not double up. eBay's own email carries no tracking link, so StampScan sends one for you.

Connect your store

Shopify Connect once and new paid orders import on their own. Print the label and the order is fulfilled on Shopify automatically, with the tracking attached.

Etsy and eBay Connect once, then press Get new orders on the Orders page to pull in open orders. Printing a label marks them shipped with tracking.

No store Add orders by hand or import a CSV. Nothing needs to be connected.

The Orders page

Search by buyer name or order number. The To ship and Fulfilled tabs sort your queue, and StampScan recognizes orders you already fulfilled on the marketplace or here.

Each row shows what sold and the order total. Use Get new orders to sync your stores, and Retry to send fulfillment again if a marketplace update did not go through.

Analytics and branding

Analytics shows sales by channel over 1, 7 and 30 days for Shopify, Etsy and eBay, your average delivery time and delivered counts, and a map of everywhere your mail has gone at home and abroad.

Branding is where you set your store name, logo, brand color, support email and a note to customers. Those shape the tracking page and every email your buyers see.

Troubleshooting

- Tracking has not updated. Letters scan less often than parcels and can stay quiet for a day or two after drop off. Marking drop off keeps buyers reassured during that gap.
- An order did not fulfill on your store. Press Retry on the Orders page, and check the store is still connected in Settings.
- The barcode overlaps your artwork. Keep the area below the recipient clear on custom designs, then upload the file again.
- The PDF button shows a lock. That label's 5 day reprint window has ended. Add a fresh label for that buyer instead.
- You cannot find your custom design. Go to Settings, My 4x6 label, Upload a finished design, then pick My 4x6 (custom) when you print.

Still stuck

Email service@stampscan.net and we will help.