

FAQs for Online Sales

- 1. Do I enter my unit's online sales with the Take Orders in the popcorn system?**
 - a. No. Online sales are their own entity. You do not need to order the popcorn for on-line sales because it automatically ships to your Scout's customer by Trail's End. It works just like Amazon or any other online store. You can see which Scouts have sales via your Trail's End login Leader tab.

- 2. But we still get credit for online sales, right?**
 - a. Absolutely! Your online sales, Take Order, and Show N Sell should all be factored into your Scout's total sale. Remember that your unit must grow your sale by 10% (and complete the requirements outlined on the [website](#)) to qualify for the top tier commission. Online sales can help you do that.

- 3. How do I look up my unit's online sales?**
 - a. You need to create a Leader account on www.trails-end.com. When you are on the home page, click on the red **LEADERS** at the top right of the page. Then click the *Create An Account* drop down menu at the top right of the new page and select Leader.
The validation code is "popcorn", all lowercase.
We are the **Atlanta Area Council**. Select your District and unit type. Cub Scouts (elementary age) are Packs, Boy Scouts (middle and high school age) are Troops, and Venturers (co-ed, age 14 and older) are Crews. If you do not select the correct unit type, you will have a leader account for an entirely different unit than your own.
 - b. Now that you have an account, you can view your Scouts' sales by clicking on My Unit on the blue bar near the top of the page.

- 4. Some of my Scouts are missing.**
 - a. Just as YOU needed to select the right unit type as a leader, so did your Scouts.
Contact the Scout's parents to check their accounts are associated with the correct Council, District, Unit type, and number. Once your Scouts are registered in the correct unit, all of their sales from should be visible.

- 5. But what about the sales the Scouts had before they were registered under the correct unit?**
 - a. Those still count. However, you MUST email me about it. Please tell me the Scout's name, the correct unit type and number, the unit they were registered under before (if you know it), and how much (dollar amount) the Scout had sold under the other unit. I do not have a way to look up individual Scouts at a Council level, so if you don't tell me about your Scout's prior sales under the wrong unit, I do not have a way to credit your unit for those sales.

- 6. How do we receive our profits?**
 - a. After the sale is over, Council will send you a check for the on-line profits. This is usually sent to the Committee Chair or Unit Leader in January.

- 7. I still have other questions about the online sales system.**
 - a. Contact support@trails-end.com. They are trained on the online system and will be able to troubleshoot any issues you have.