

Popcorn Questions

I am a parent and have more than one Scout in my family. Can I use the same email address for each Scout's account?

No, each account created on trails-end.com (Scout, leader, council, consumer) requires a separate email address.

Why do I keep getting the message that "No units were found for the provided Unit Type, Number, and Zip Code" when I try to create an account?

Some units are listed in our system with an extra digit. If you receive this message, please try adding an extra digit in front of your unit number, using the below format as a guide:

Troops: 1000 - 1999

Crews: 2000 - 2999

Packs: 3000 - 3999

Ships: 5000 - 5999

Teams: 6000 - 6999

For example, if you are in Pack 196, try entering Pack 3196. If you are in Troop 57, try entering Troop 1057. If you need additional help, you may email support@trails-end.com and the Trail's End customer service team will be able to assist you. It is important that you include the following information within your email:

Your Name

Your Council Name

Your District Name

Your Unit Type and Number

Your Charter Organization

Why do you ask for my Scout's birthday when creating a new account?

In order to create an account on scouts.trails-end.com, each Scout must provide his birth date. We ask for the birth date because it is legally required to do so in order to fully comply with the Children's Online Privacy Protection Act of 1998, which requires that we get parental approval for anyone under the age of 13. [Click here](#) for additional information.

How do I sell online?

As a Scout, you will need to self-register to sell online. Here are a few steps on how to get started:

1. Go to <http://www.trails-end.com/trailsend/scouts/> and click on Create An Account in the upper right-hand corner.
2. Create a new account with your unit information. If you are under the age of 13, you will need parental approval to activate your account.
3. Once your account is created, the website will automatically assign you a Scout ID. This can be found in the upper right-hand corner of every page when you are signed into your account.
4. Send emails from within your Scout account to friends and family members. They can click on your Scout-specific link (within the email you send from your Scout account) and make a purchase on your behalf. Trail's End will directly deliver the product to your customers.
5. Track your online sales once you are logged into your Scout account on <http://scouts.trails-end.com>.
6. All online sales from August 1 through your council's sale end date count toward your Scout Rewards. Your sale end date can be found on your Track My Sales page. Click [here](#) to learn more about online selling rewards throughout the rest of the year.

What is a Scout ID?

Your Scout ID is your unique identifier for selling online. When you create an account to sell online, a Scout ID is automatically generated for you, and can be found in your account profile. Your customers will use your Scout ID to make online purchases on your behalf. Please note: your Scout ID is NOT related to your BSA number.

Where do my customers go to place an order on my behalf?

Your customers will go to www.trails-end.com to make a purchase on your behalf. Make sure they enter your Scout ID or click on your Scout-specific link so you receive credit for their order!

I tried sending Scout emails from within my Scout account and some people did not receive them. What should I do?

The emails sent out will be sent from the email address used to create your Scout account. Some people receive these emails in their junk email or spam folders. Please advise your customers to check those folders in their email accounts. Here are additional tips to help the deliverability of these emails:

1. Make sure your email addresses were entered/spelled correctly.
2. Make sure there are no spaces before or after each email address.
3. Have your customers make sure their inboxes are not full.
4. Have your customers make sure the email did not get sent to spam or junk email folders.
5. Have your customers verify that their Internet Service Provider (ISP), email service or application, or personal computer protection software has not categorized the email as spam, or blocked it all together.

If you would like to create your own personalized email, you can customize this URL:
http://www.trails-end.com/estore/scouts/email_referral.jsp?id=#####

Make sure you enter your Scout ID after "id=" (replacing the seven pound signs). Your Scout ID should be a seven-digit number. This link will send family and friends to trails-end.com and they will be supporting you. Please make sure to test your link before you include it in an email.

How long does it take for orders to show up on my online sales history page?

Online orders will appear in your online sales history page once they have shipped, which can take up to two business days.

Online orders placed between August 1 and your fall sale end date count toward Fall Sale Rewards. Unit leaders and councils can download a report showing all sales between this time period when ordering rewards.

I need another order form, how do I get one?

Please contact your Sue Polidan

For questions that a customer might ask

http://www.trails-end.com/estore/content/single_content.jsp?pageName=faq