

Here's some information on hot topics about online selling, as well as some answers to frequently asked questions about online selling.

1. WHO CAN I CONTACT FOR HELP?

Please encourage your Scouts and leaders to view the FAQ page (located at the bottom of every page on our website) to see if they can find answers to their questions. If they cannot find the particular answer they are looking for, they can email support@trails-end.com. **When emailing, we request they include the following information:**

Name

Are you a leader or a Scout?

Council

District

Unit

Detailed information about inquiry

2. VALIDATION CODE

All leaders and councils registering to view online sales will need a validation code. The validation code is: **popcorn**. It is case sensitive. **Please announce this at all kickoffs and trainings.**

3. WHAT INFORMATION DO SCOUTS ENTER WHEN REGISTERING TO SELL ONLINE?

The following information is required for a Scout to register:

Unit Type

Unit Number

Zip Code

Birth Date (if they are under 13, they will need parent approval)

Email Address

Password

Email preference

First Name

Last Initial

Parent First Name

4. HOW TO REGISTER

Reminders: Each account must use a separate email address. Accounts for leaders and councils to view online sales are SEPARATE from their Popcorn System accounts.

a. SCOUTS

- Go to <http://scouts.trails-end.com> (you can also access this page by going to trails-end.com and clicking on SCOUTS at the bottom of the page)
- Click on Create An Account in the upper right-hand corner
- Fill in the required fields to create your account

b. LEADERS

- Go to <http://leaders.trails-end.com> (you can also access this page by going to trails-end.com and clicking on LEADERS at the bottom of the page)
- Click on View Online Sales in the upper right-hand corner
- You must enter your four-digit unit number
- Fill in the required fields to create your account

c. COUNCILS

- Go to <http://councils.trails-end.com> (you can also access this page by going to trails-end.com and clicking on COUNCILS at the bottom of the page)

- Click on View Online Sales in the upper right-hand corner
- Fill in the required fields to create your account

5. **REMINDER:** Leaders must enter their four-digit unit number when creating account. This means that if they are really Troop 16, they must register as Troop 0016.

6. **WHO GETS EMAILS FROM TRAIL’S END?**

Anyone who has created an account on our website and that has actively chosen to receive emails from Trail’s End. This can be changed at any time within any account.

7. **NEW FEATURES:**

- Those registered as leaders and councils can now also place orders on trails-end.com with that account.
- Scout Account updates – within a Scout account, it is clear what their “Fall Sale Period” dates are as well as which online sales count toward “Fall Sale Rewards”.
- Downloadable Reports (COMING SOON): leaders will have a report they can run (on their View Online Sales screen) to see all online sales within their “Fall Sale Period” to make it easier to include online sales within their unit prize order. Councils will have the same report leaders have as well as a report they can download with unit commission information for each fiscal month (this was the report many councils were requesting to make it easier to pay units).

8. **There are numerous places throughout the site with help tips. Below are a few key places:**



SIGN IN

Returning users please sign in:

Email

Password

Forgot your password?

Enter your email address below, and we'll send you a new password.

Email

CREATE A NEW ACCOUNT

If you have created a Scout account, you will need to use a different email address to create your leader account.

(*) Indicates a required field.

Validation Code *

[What is this?](#)

First Name *

Last Name *

Email Address * (this will be your User Name)

Create Password *

Confirm Password

What is this?

This is the validation code you need to create an account on this website. You should have received this code in an email from Trail's End. Please email us at support@trails-end.com if you did not receive your validation code.

SIGN IN

Returning users please sign in:

Email
Password

Forgot your password?

Enter your email address below, and we'll send you a new password.

Email

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- Scouts in the
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Watch the short
learn about what



CREATE A NEW ACCOUNT

If you have created a Scout account, you will need to use a different email address to create your leader account.

(*) Indicates a required field.

Validation Code * [What is this?](#)
First Name * Last Name *
Email Address * (this will be your User Name)
Create Password * Confirm Password * (must be 6 or more characters)

Yes, I'd like to receive emails from Trail's End about new products, promotions, and rewards.

Account Type *

Unit Leader

Council Name *

Unit Type * Unit Number * [No units found?](#)

No units found?

All unit numbers must be four digits. Please add a zero(s) before your unit number if it is not four digits in length. Example: If you are in Pack 60, try entering Pack 0060.

If adding a zero(s) does not work, your unit may be listed in our system with an additional number. Here is the breakdown of how some units are listed:

- Troops: 1000 - 1999
- Crews: 2000 - 2999
- Packs: 3000 - 3999
- Ships: 5000 - 5999
- Teams: 6000 - 6999

Example: If you are in Pack 196, try entering Pack 3196.



Sign In

Returning customer sign in:

Email

Password

Forgot your password?

Enter your email address below, and we'll send you a new password.

Email

Create a New Account

(*) Indicates a required field.

Account name, email address & password

First Name * Last Name *

Email Address * Create Password * (must be 6 or more characters)

Confirm Password *

Yes, I'm interested in receiving emails about new products and promotions.

Customer Type

[Why do we ask?](#)

Why do we ask?

Trail's End and the Boy Scouts of America are committed to providing the best products and service possible. Telling us your customer type allows us to tailor our product offerings and customer service to meet your needs.

Shipping Address

A shipping address is required to create an account. If you are a military member, you will be sent to the men and women in the U.S. Military, not to you.

Address Type *

Benefits of Creating an Account

Faster Checkout!

As a registered customer all of your information including your addresses is stored and you can move through checkout with just a few clicks.

Address Book

Our easy to use Address Book allows you to add, edit and save frequently used addresses to save time during checkout.

Promotions & Offers

As a registered customer, you can opt in to receive special offers and promotions before non-registered members see them. You'll be the first to know about special savings and new products that allow you to support your favorite Scout.