

Registration Information

Register In the Popcorn System

1. **All units must re-register each year** in the popcorn system. Go to www.sell.trails-end.com and click on the Popcorn System link. Enter your username (firstname.lastname) and temporary password (popcorn). Once registered you will be able to go in and change your password.

Placing Your Order Online

1. The Kernel / Co-Chair goes to www.scouting.trails-end.com and logs into the Popcorn System.
2. Click on the ORDERS menu along the top.
3. Under “Popcorn” click “Unit Order for “Show & Sell” or “Take Order”
4. On the next screen, fill in the quantities for each product.
5. Click “Submit to Council”. You will get a confirmation email detailing what you ordered.

Basic Steps for Unit Prize Ordering Online:

Login to the popcorn system – www.scouting.trails-end.com

Click on “Unit Prize Order”. We are partnering with **Trails End** for our prizes. On the next screen, fill in the required information and continue to the next page.

When you are finished click “Submit to Council”. You will get a confirmation email detailing what you ordered. You will get an email once the Prize Order is shipped, including a tracking number.

No prize orders approved & sent out until final full payment is made to council. Deadline to submit prize orders is November 1, 2019.

Product Delivery & Returns

All Popcorn Orders are shipped to the Idaho Falls Council Headquarters. You **MUST** call and schedule a pick-up time with your District Executive. We will have your order ready when you come so you can check it out in a convenient manner.

When picking up product the unit signer/driver is responsible for checking to make sure product pulled matches their unit packing slip. If the driver is unsure, then stop the loading process and recount. Check any damaged cartons at the distribution site to ensure the product is not damaged. If the product is damaged, exchange it before you leave or contact the Council Service Center. **Adjustments may not be made after your unit leaves the warehouse/pick-up location and have signed off on the product count.**

If customers notice something wrong or are not satisfied with the product, please refer them to email: consumercare@trails-end.com, and they will arrange for replacement product to be sent directly to the customer.

Popcorn Returns

Product returns are accepted up until **Monday, October 14, 2019. NO POPCORN RETURNS WILL BE ACCEPTED AFTER THIS DATE.** All returns are to be brought by the unit or Scouting professional to the Council Headquarters in Idaho Falls. Your District Kernel or professional staff may be able to help you if you end up with excess product. Please contact them or your Staff Advisor well in advance if you foresee a problem.