

Frequently Asked Questions

What's new this year? Online Direct! Scouts can sell everything from the online sale, directly to customers through the app. The online store rotates items throughout the sale. Items will be sent directly to the customer, so the Scout never has to touch cash or deliver product. Customers do pay shipping. \$7.99 for the first item and \$0.99 for all other items.

When is payment for the Popcorn due? Payment is due at the distribution site when picking up popcorn on November 21, 2020. Units/Scouts are encouraged to collect money when taking order in order to avoid payments issues. For Show and Sell a post dated check is required at the August 15th pick up.

How is payment made? Council only accepts one unit check, money order or cashier's check for the amount due to council. Units keep their commission portion. Units may print under the report tab in Trail's End website an invoice reflecting what they owe. Units without bank accounts are encouraged to pay with a money order or cashier's check.

To whom should the checks be written? Customers should make their checks payable to your unit. The unit writes one check payable to Sam Houston Area Council for the amount due on the invoice (Retail sales less unit commission). Payment is due on distribution day November 21, 2020.

What if I have extra Popcorn? Can I return it for credit? No. Units are expected to order what they need or can sell. Units must verify their order and pay for any product they order during the take order process due October 30, 2020. Note: Once you place your popcorn order, please verify the confirmation email you receive verifying unit order is correct. If you find an error, you must notify 576popcorn@scouting.org immediately so the error can be fixed before council order is placed.

How do I order the participation patch? Patches will be given to every Scout reported to have participated in the sale. After your final order is placed your district executive will be given the correct number of patches for your unit to deliver to you.

Where and when do I pick up the Popcorn? Popcorn distribution is scheduled for November 21, 2020 at Freeway Logistics, 5910 W by NW Blvd. Houston, TX. A sign up for times will come out closer to the date. All orders must be picked up and paid in full, so please be prepared and make appropriate arrangements.

How do I view my unit's online sales? On the unit dashboard in the Trails-End.com system. Use FireFox or Chrome!

How do I request my unit's commission? If your unit accepts credit cards through the Trail's End App. You will have given Trail's End your unit's banking information and they will be able to pay you commission directly! You will be able to request commission payouts throughout the sale by logging onto the Trail's-End.com website, selecting "Acct. Summary", and then selecting "Request Payout"

Safety Tips

- NEVER enter anyone's home
- NEVER sell after dark unless you are with an adult
- DON'T carry large amounts of cash with you
- ALWAYS walk on the sidewalk and driveway
- ALWAYS sell with another Scout or with an adult

Selling Tips

- Wear your uniform. Smile and introduce yourself. Tell your customers why you are selling popcorn
- Know the different kinds of popcorn you are selling. Say "Thank You", even if they don't make a purchase.
- Sell the Program: People buy popcorn to support the Scouting program (they do realize that they can get the popcorn cheaper at Wal-Mart, but also realize that they cannot buy the Scouting experience for a young person through popcorn at Wal-Mart)
- Don't ask people IF they will buy, ask which level they would like to support your Scout, with the various popcorn products and prices representing the various levels.
- Visit more people—Most people who do not buy popcorn, do not buy because they did not get asked...over 80% of people will buy popcorn when asked!
- Over 90% of people who buy popcorn from a Scout have made up their mind to support Scouting before they have even seen what the Scout is selling!
- Share you Scouts online profile!
- Make videos of your Scout asking for support from friends and family and share multiple times.
- Follow up with friends who like your Scouts social media posts with a phone call from your Scout.