Trail's End System Manual

Reference Guide for Unit Leaders

www.Trails-End.com

Introduction

The Trail's End System makes it easy for you to manage all aspects of your Popcorn Sale using a convenient, web-based platform. Using this platform, you can:

- Order popcorn from your Council to sell and earn needed funds for your Unit
- Add other Unit Team Members to help organize your sale
- Invite Scouts to register an account to participate in the sale
- Set up storefront sites and shifts for your Scouts to register
- Track and manage Scout Storefront Sales, Wagon Sales, and Online Sales
- Track and manage your Unit's inventory (optional)
- Download and Print sales reports and invoice statements
- Manage Unit credit payments and Online Sale commissions

Your Council or an existing leader in your unit will setup your initial account and permissions in the Trail's End System. Users with administrative access (Leaders) will be able to change data in the system (add, edit or delete). Read-only users (Members) can only view data in the system, and manage their own personal account information. The menus and pages you see when you are logged into the System are determined by your role and your organizational responsibility.

Your Role – Some menus and other features are available only to Leaders. If you are a read-only user (member), these menus and features will not appear when you log in. If you are the Popcorn Kernel of more than one unit, your account may allow you access to multiple roles within your Trail's End account.

If you have any questions, email us at support@trails-end.com.

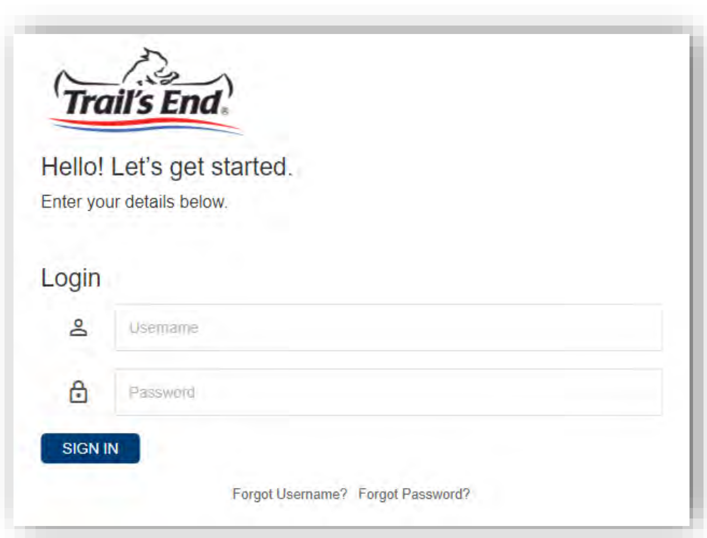
Table of Contents

Signing In

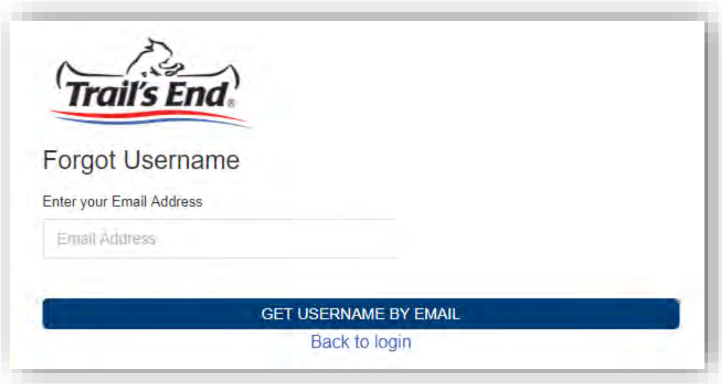
1. Go to **www.Trails-End.com** in your internet browser (Firefox and Chrome are preferred) and click the **Log In** button in the upper right corner.

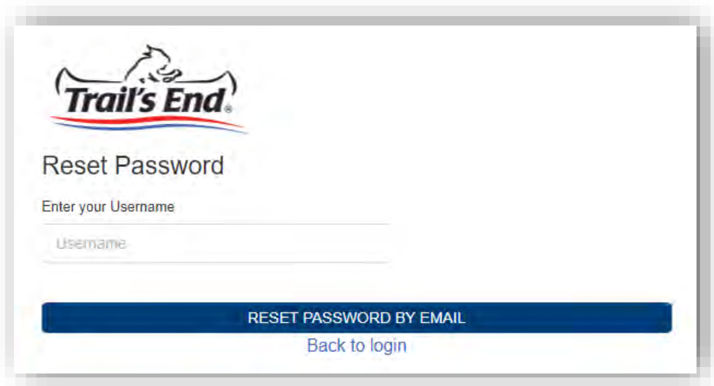
2. Type your Username and Password into the respective fields (if you do not have an account, please contact a Council admin user in your organization or support@trails-end.com).

3. Click the **Sign In** button



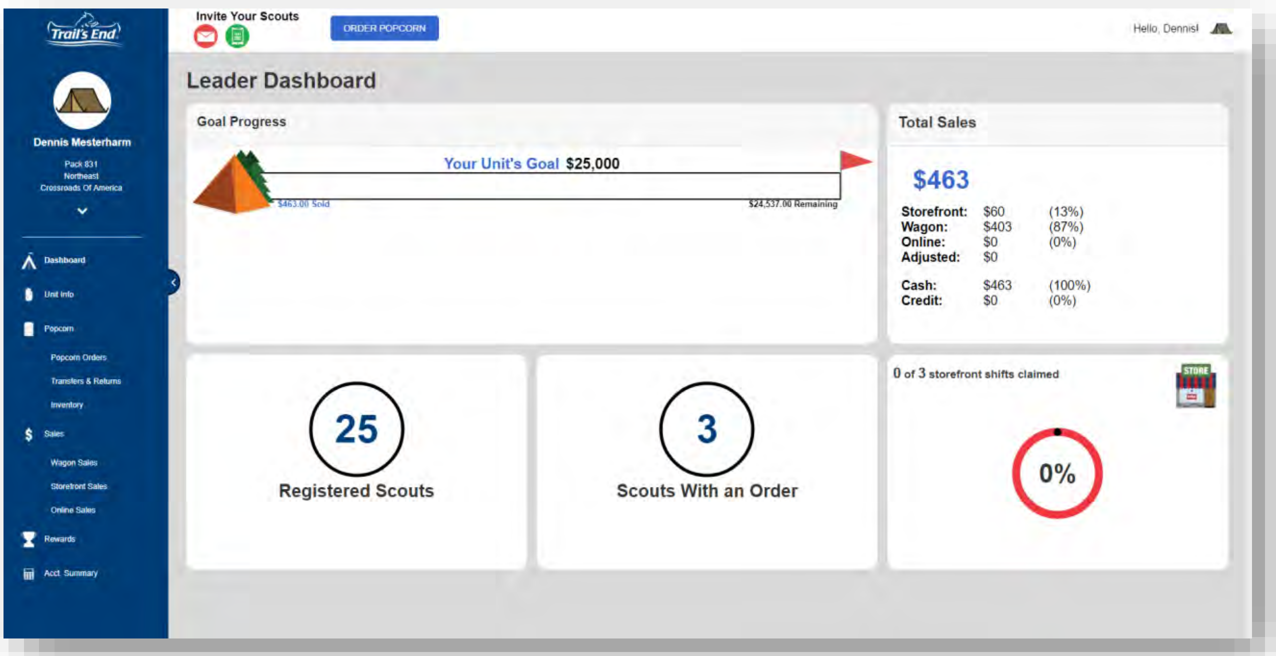
4. If you have forgotten your Username or Password, click the **Forgot Username?** or **Forgot Password?** links and follow the prompts to have your Username or Password emailed to your email address on record.


Trail's End
Forgot Username
Enter your Email Address
Email Address
GET USERNAME BY EMAIL
Back to login


Trail's End
Reset Password
Enter your Username
Username
RESET PASSWORD BY EMAIL
Back to login

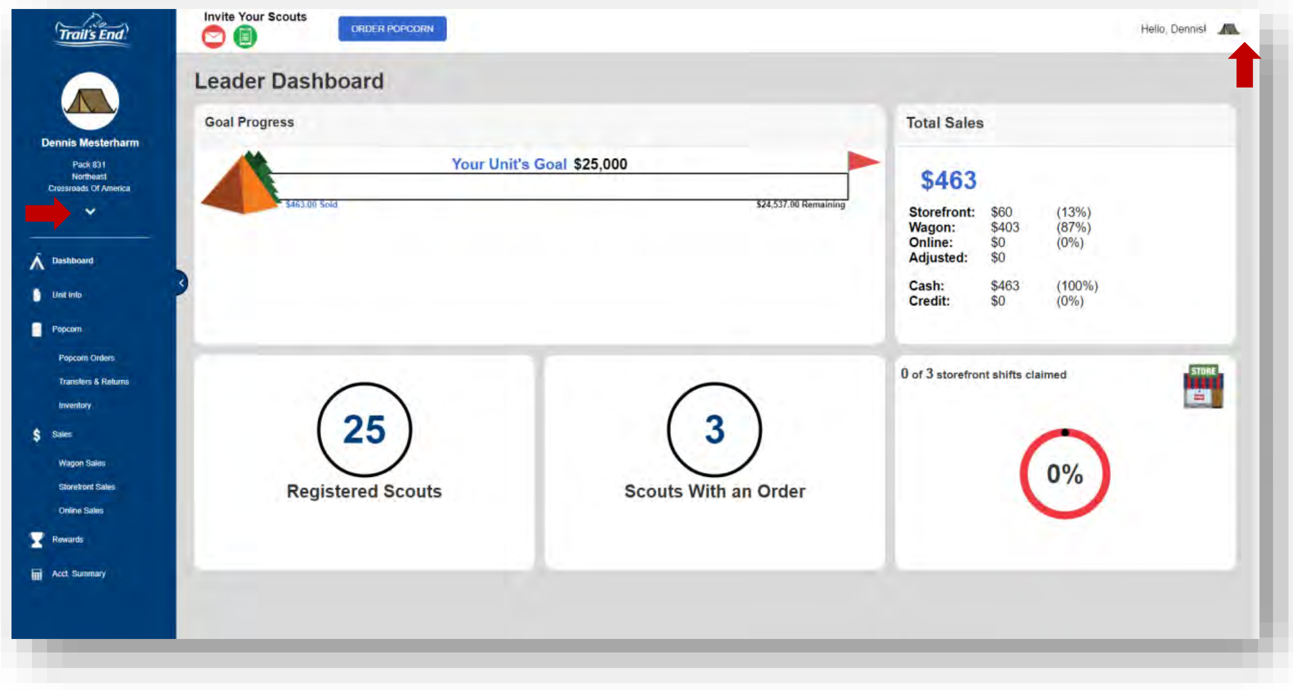
Unit Homepage

Your unit leader portal on www.trails-end.com has everything you need to set up and manage your unit's sale. The left navigation menu will easily guide you through the process of getting ready for a successful popcorn season.



Select a Role

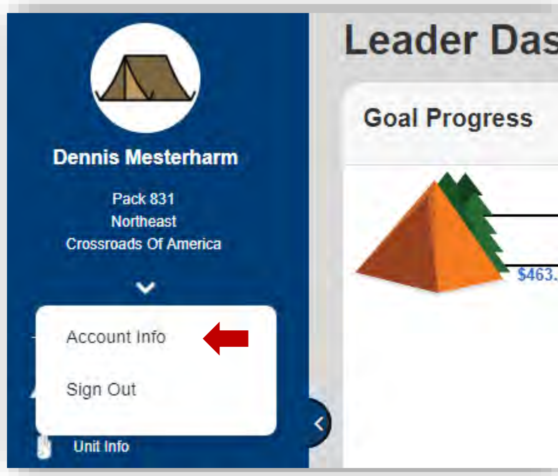
1. Depending on your access in the system, you may be assigned to one or many roles (i.e. Unit leaders can order popcorn for more than one unit). To switch between roles, click on the **arrow** under your Council, District, and Unit and click **Change Role**. OR, you can click the arrow in the upper right corner next to your name, then click Change Role.
2. Select the role in which you want to work. The role can be switched at any time during your session.

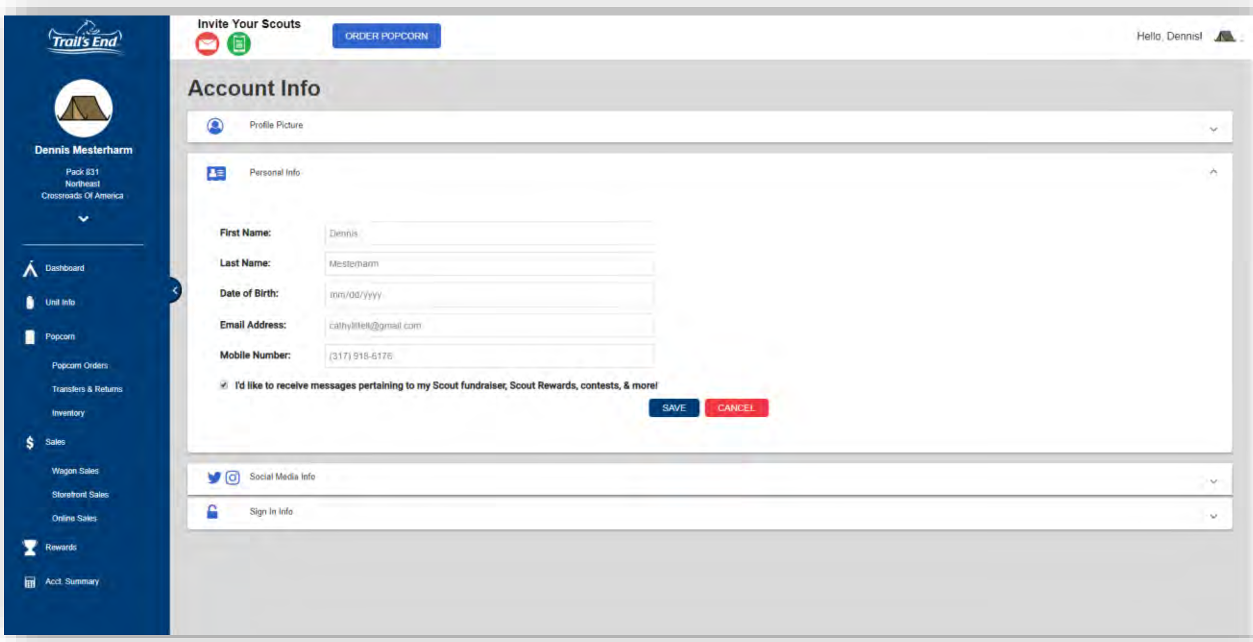

Invite Your Scouts
ORDER POPCORN
Hello, Dennis!
Leader Dashboard
Dennis Mesterharm
Dashboard
Unit Info
Popcorn
Popcorn Orders
Transfers & Returns
Inventory
Sales
Wagon Sales
Storefront Sales
Online Sales
Rewards
Acct. Summary
Goal Progress
Your Unit's Goal $25,000
Total Sales
$463
Storefront: $60 (13%)
Wagon: $403 (87%)
Online: $0 (0%)
Adjusted: $0
Cash: $463 (100%)
Credit: $0 (0%)
25
Registered Scouts
3
Scouts With an Order
0 of 3 storefront shifts claimed
0%

Manage Your Account

View Your Account

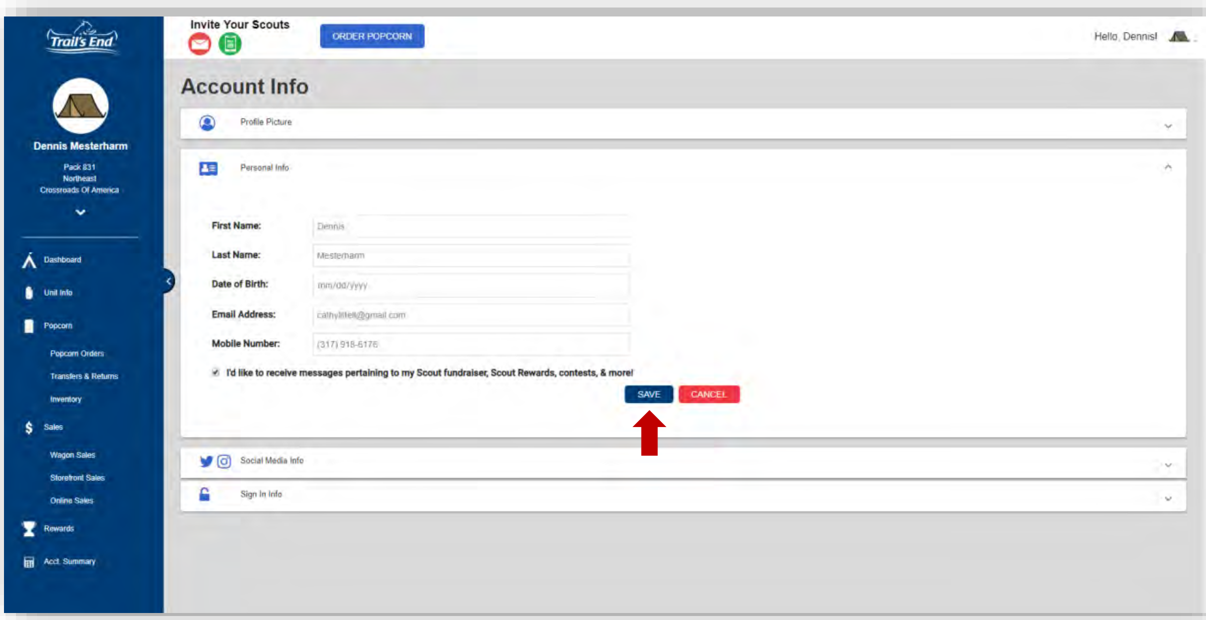
1. Click the **arrow** under your Council, District, and Unit OR click the **arrow** in the upper right corner to display a drop-down list of options.
2. Click **Account Info** to view your account details.





Edit Your Profile

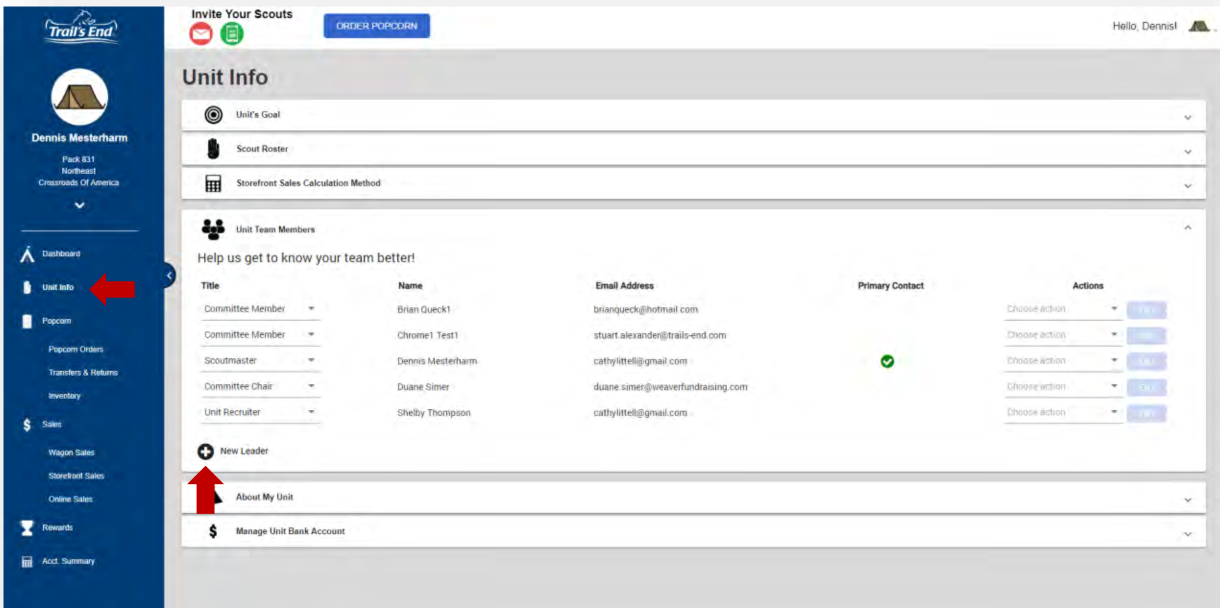
1. Once in **Account Info**, expand the different submenus to make any necessary changes, including the ability to change your password under **Sign In Info**.
2. Click Save within each submenu to save your changes.
3. To leave with section without saving changes, click the **Cancel** button.

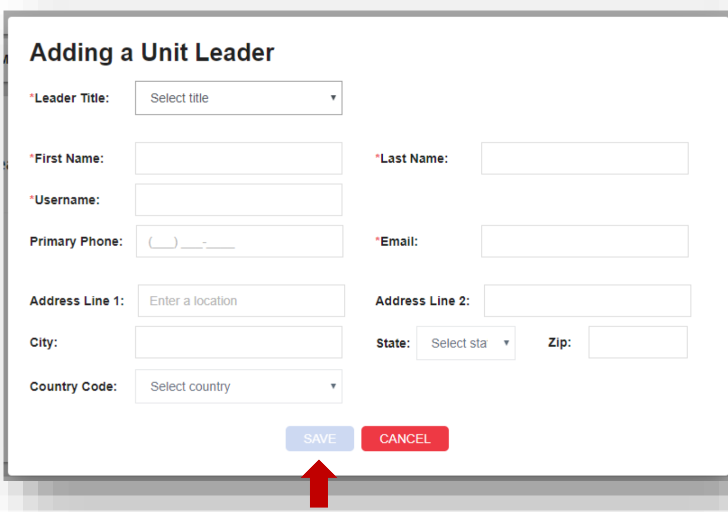


Users – Creating, Editing, Viewing and Deleting

Create a Unit User

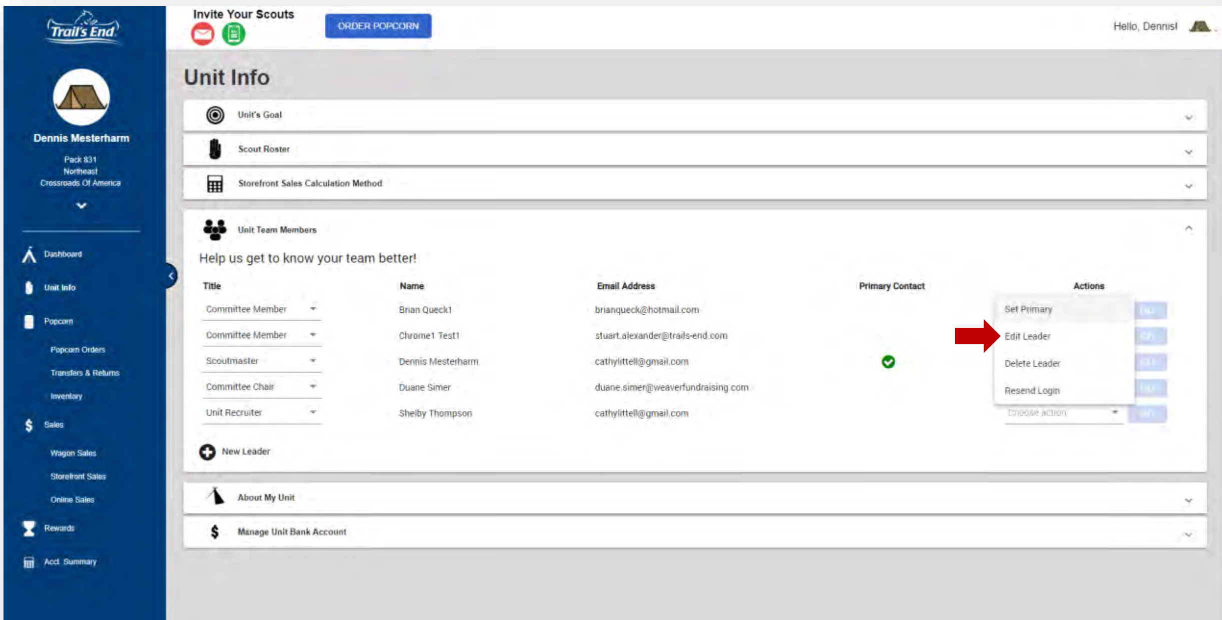
1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Unit Team Members** section.
3. Click "+ New Leader".
4. Fill out the fields and click **Save**.

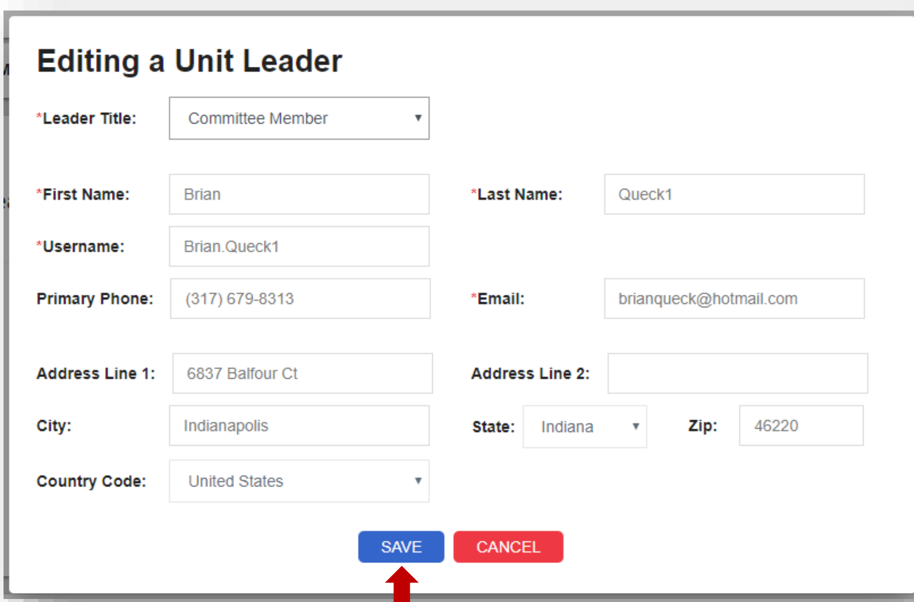




Edit a Unit User

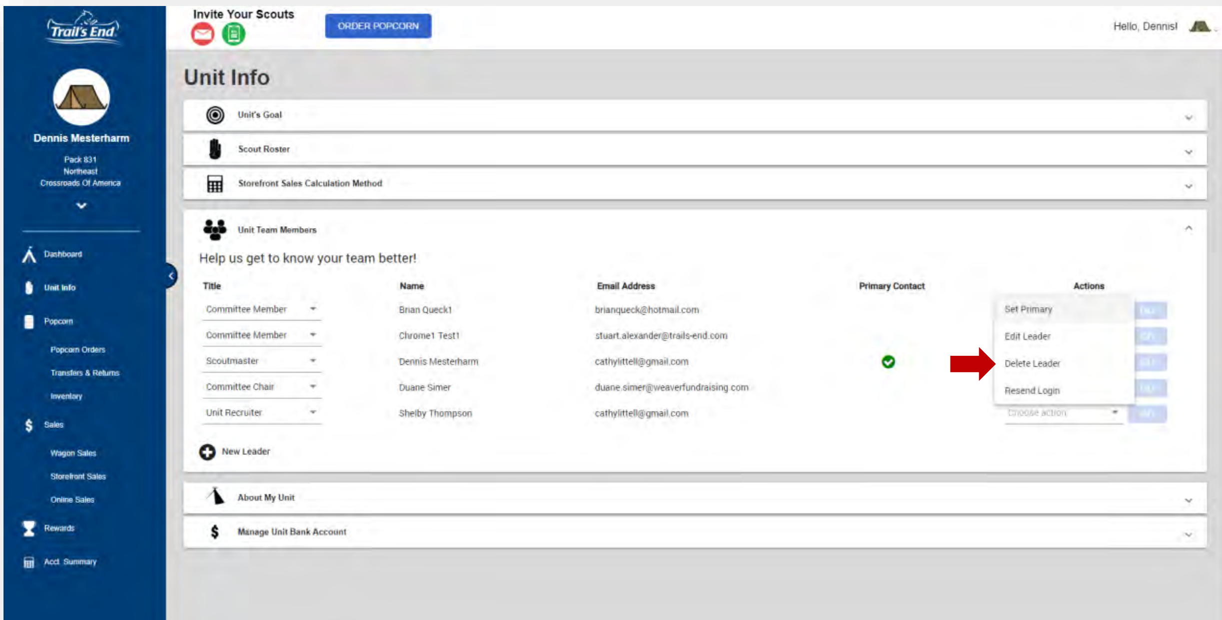
1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Unit Team Members** section.
3. Next to the user, under the Actions column, click **Choose Action** to display a list of dropdown options. Choose **Edit Leader** then click **Go**.
4. Make the necessary changes, then click **Save**.

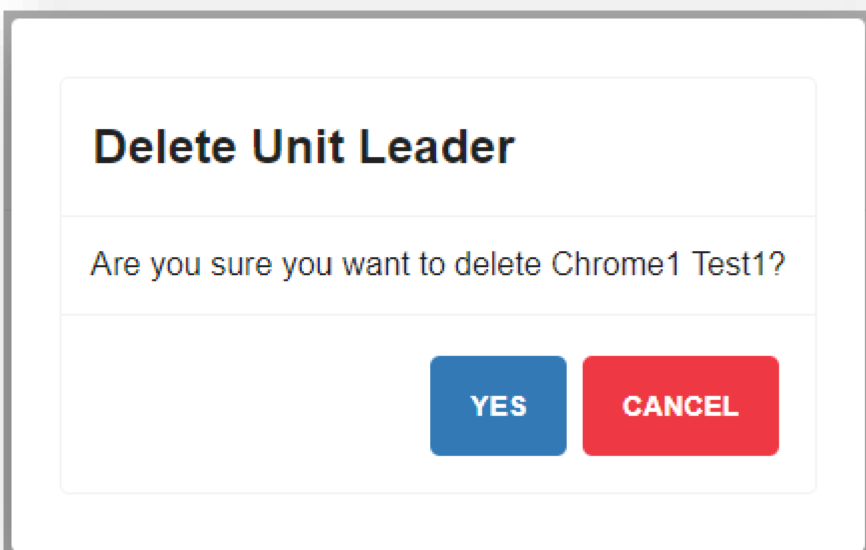




Delete a Unit User

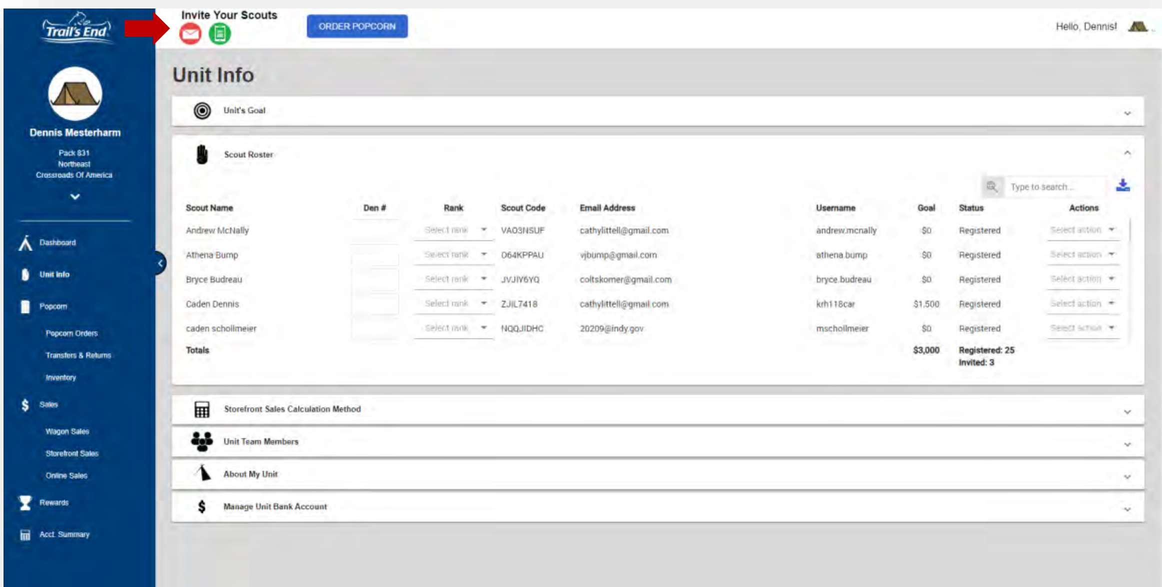
1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Unit Team Members** section.
3. Next to the user, under the Actions column, click **Choose Action** to display a list of dropdown options. Choose **Delete Leader** then click **Go**.
4. Click **Yes** in the pop-up to confirm the deletion of the user.

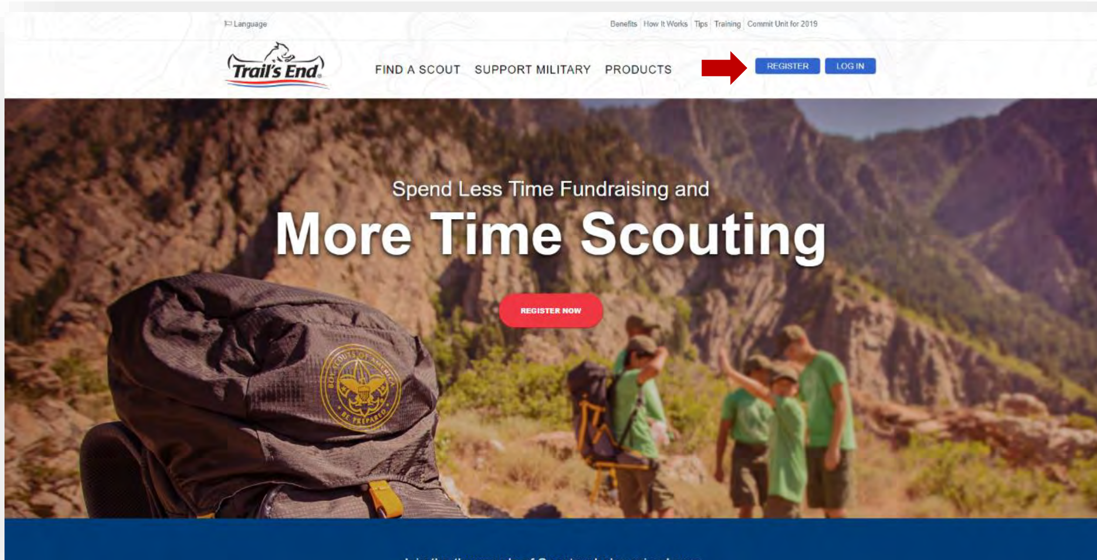




Scout Roster

A Scout must have a registered Trail's End account to appear on the Unit's Scout Roster. You can invite Scouts to create an account with your unit by clicking the email or text icons under Invite Your Scouts in the top navigation menu. Scouts can also visit www.trails-end.com and click the blue Register button in the upper right corner.





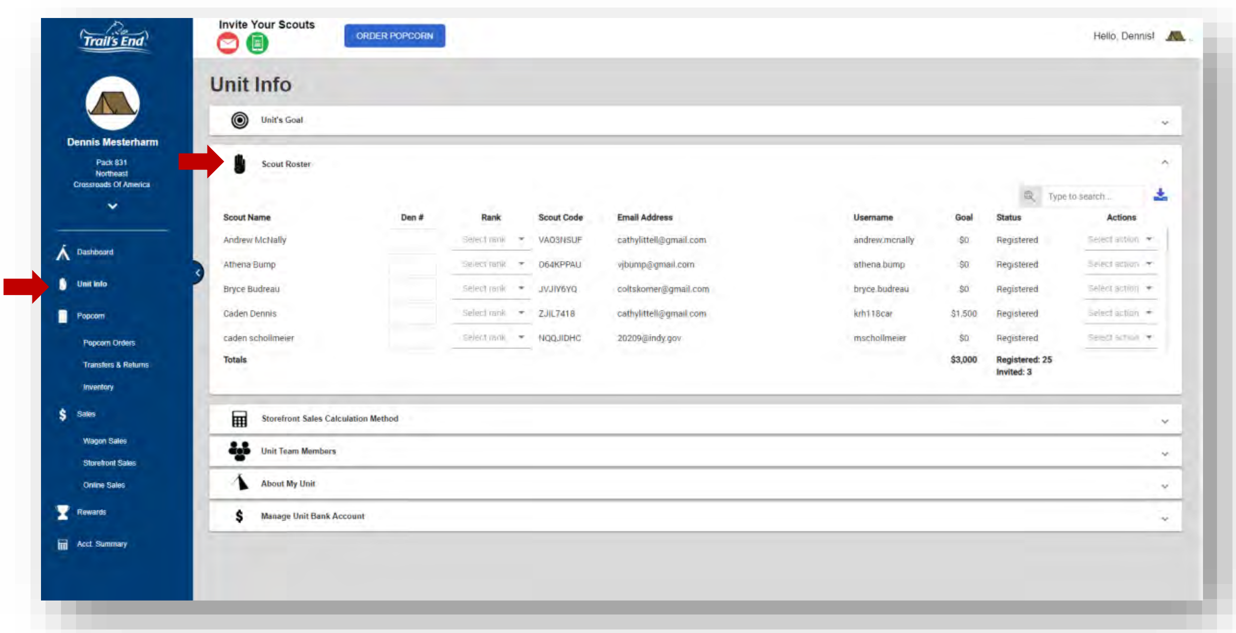
Invite Scout(s)

1. From the unit leader dashboard, in the upper left corner under **Invite Your Scouts**, click the **Email** or **Text** icon.
2. Enter the information of the Scout and the Scout's parent.
3. Click **Add 1 more Scout** to add additional lines to invite multiple Scouts at once.
4. Check the box to agree to the Terms of Use.
5. Click **Send Invites**.
6. These Scouts will now appear on your **Scout Roster** with an **Invited** status. Once they finish the registration process, they will convert to **Registered** status.

Note: The registration link the Scout/parent receives will automatically populate their Council, District, and Unit information for them.

View Scout Roster

7. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
8. Expand the **Scout Roster** section.
9. You can assign Den # and Rank to each Scout (optional).
10. Scouts will show as **Registered** or **Invited**.



Edit Scout Roster – Move or Remove

1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Scout Roster** section.
3. Next to the Scout, under the Actions column, click **Select Action** to display a list of dropdown options. Click **Move** or **Remove**.
4. If you click **Move**, you will get a pop-up to designate which District and Unit the Scout should be moved to.

5. If you click **Remove**, you will be prompted to confirm removal of the Scout from your unit. Click **Yes** to confirm.

You do not have the ability to edit a Scout's personal info. The Scout must make these changes within their account.

Storefront Site, Shift and Sale Management

Storefront Sales are recorded at popcorn tables or booths you set up in your community, such as a grocery store or any other high foot traffic location. Your unit has three options for splitting storefront sales credit – **INDIVIDUAL**, **SHIFT**, and **DAY**.

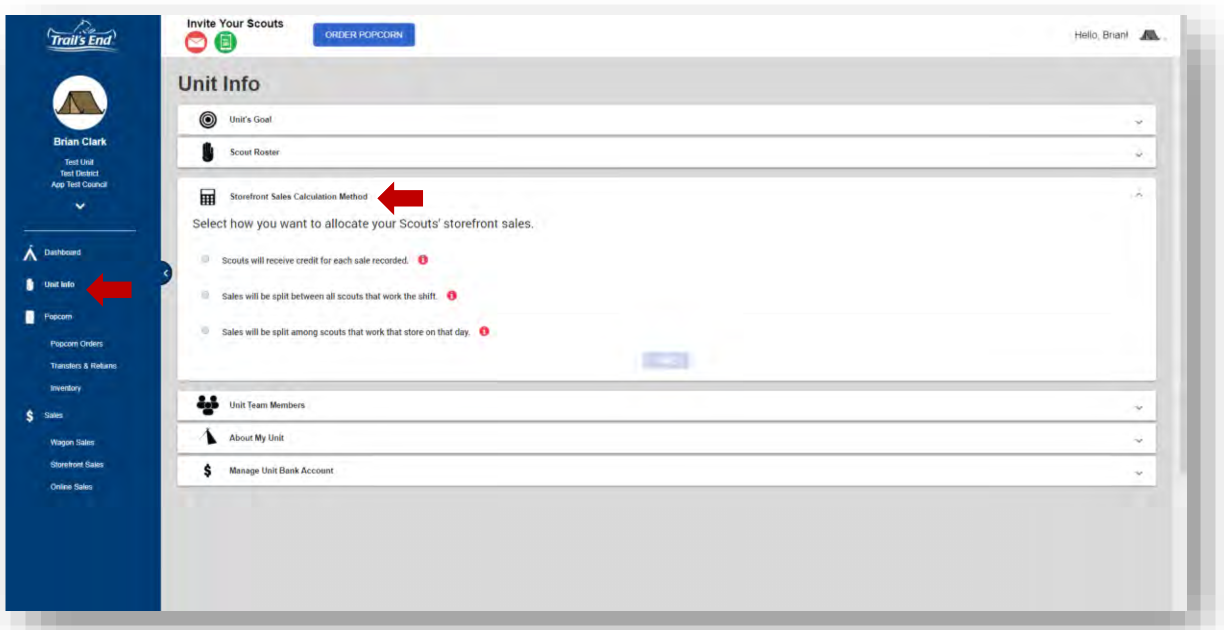
INDIVIDUAL: Scouts will receive credit for each sale recorded.

SHIFT: Sales will be split between all Scouts that work the shift.

DAY: Sales will be split among Scouts that work that store on that day. Total sales are divided by the number of hours worked, and each Scout is given sales credit according to the number of hours they worked.

Setting Your Storefront Sales Calculation Method

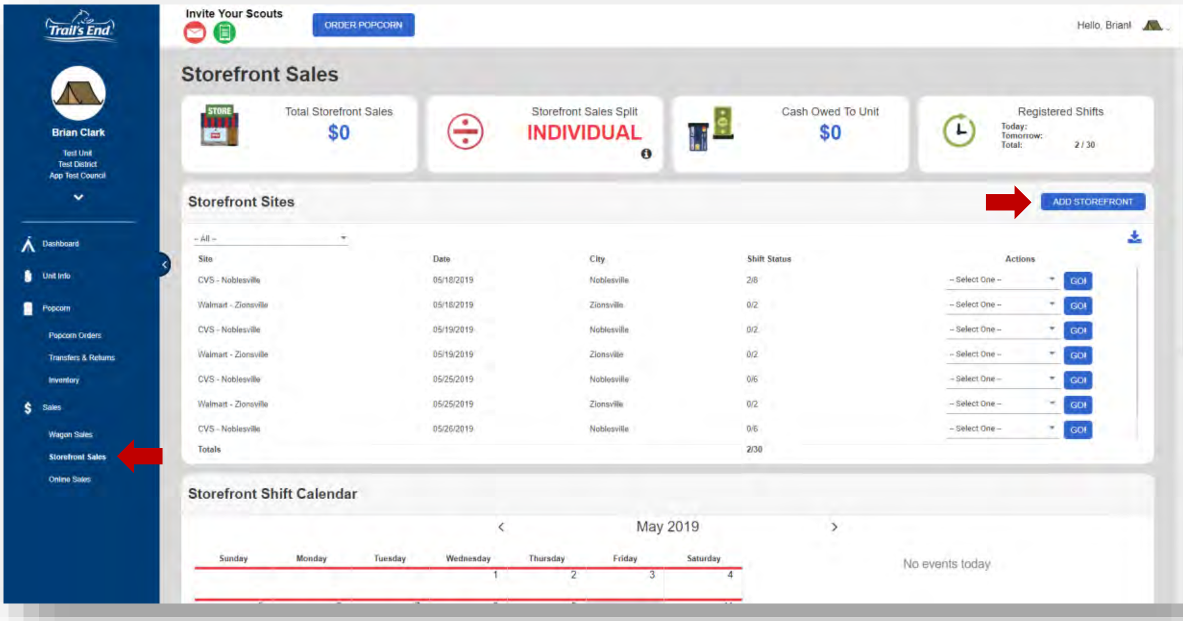
1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Storefront Sales Calculation Method** section.
3. Select how you want to allocate your Scouts' storefront sales.



Adding a Storefront Site

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Click the blue **Add Storefront** button.

3. Fill out the fields for that location.
4. Click **Save & Close**.



Editing a Storefront Site

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Edit Site** then click **Go**.
4. Make your edits then click **Save & Close**.

Copying a Storefront Site

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Copy Site** then click **Go**.
4. Select one or more dates to copy the site to, then click **Save and Close**.
5. Make your edits then click **Save & Close**.

Deleting a Storefront Site

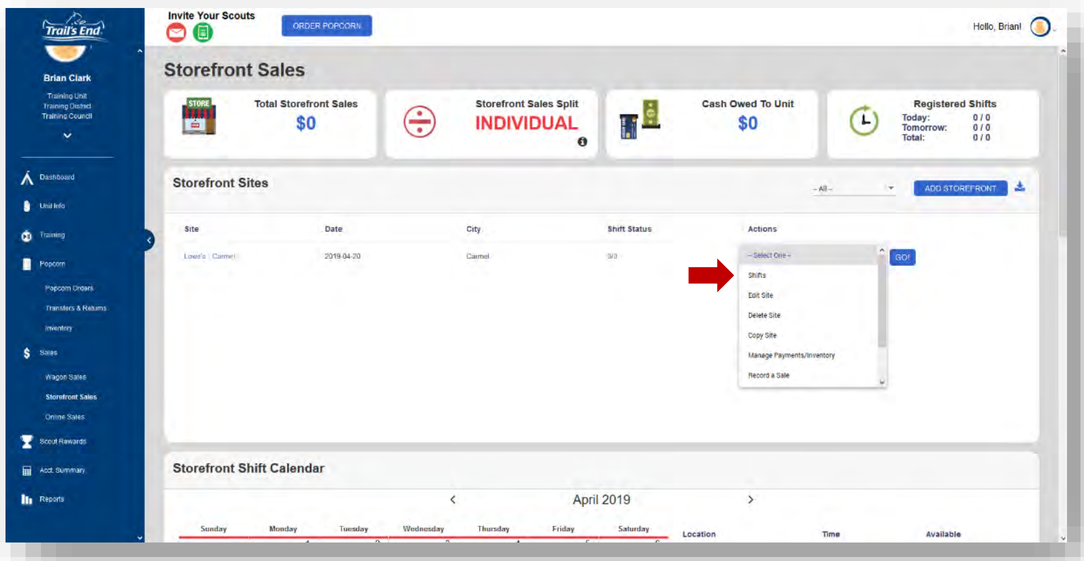
1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Delete Site** then click **Go**.

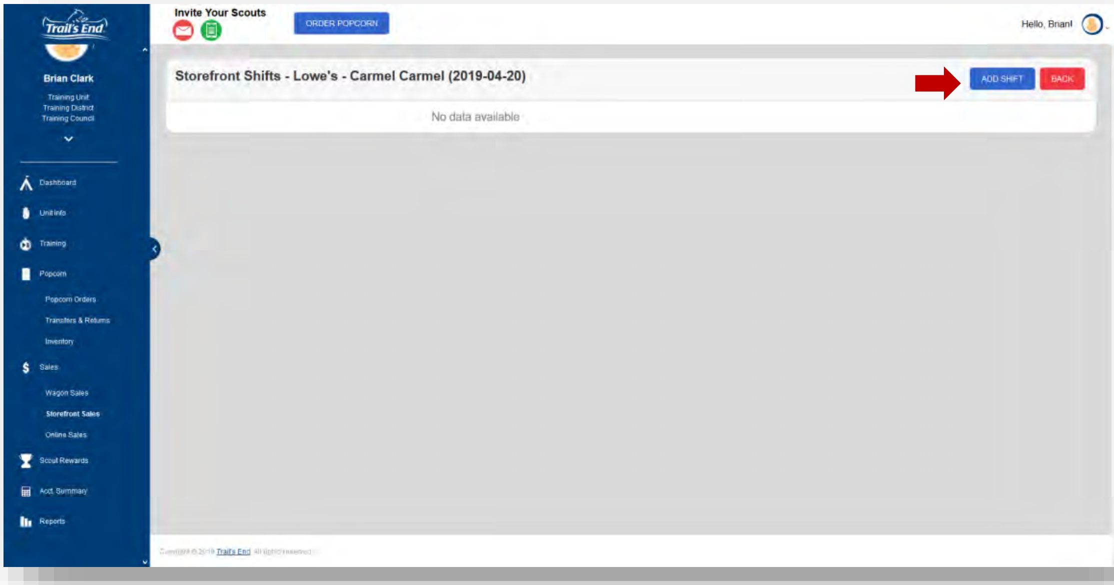
4. Click **Continue** to confirm deletion of the site.

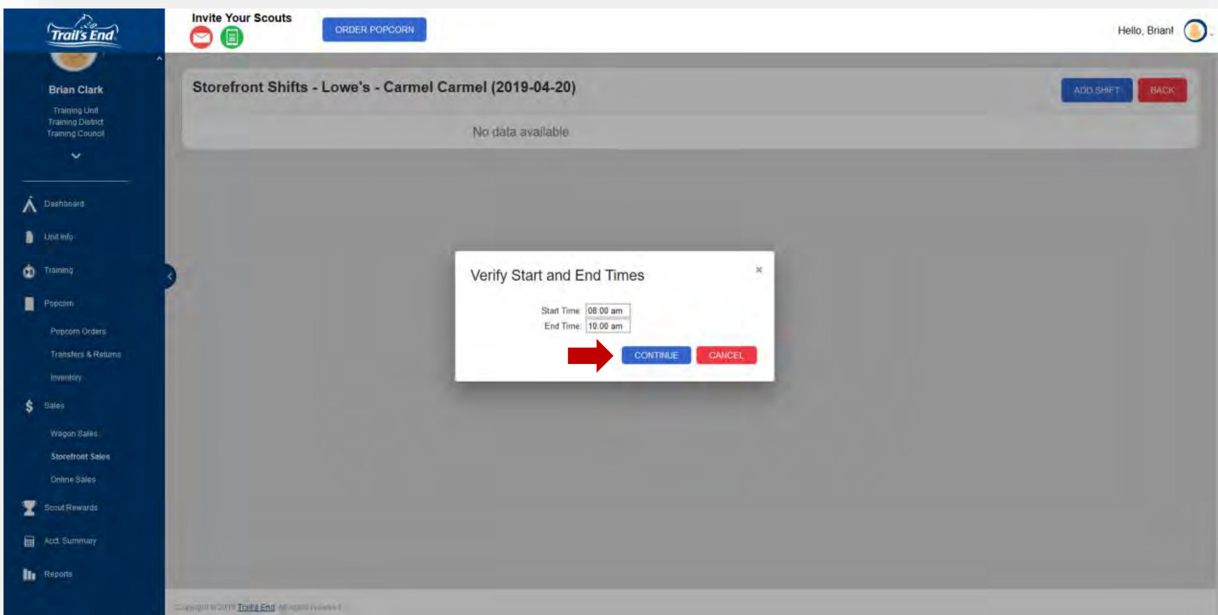
Note: A Storefront Site cannot be deleted if it has shifts.

Adding Shifts to a Storefront Site

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Shifts** then click **Go**.
4. Click the **Add Shift** button.
5. Enter the Start Time and End Time, then click **Continue**.







Deleting Shifts from a Storefront Site

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Shifts** then click **Go**.
4. Next to the shift you wish to delete, click **Delete**.

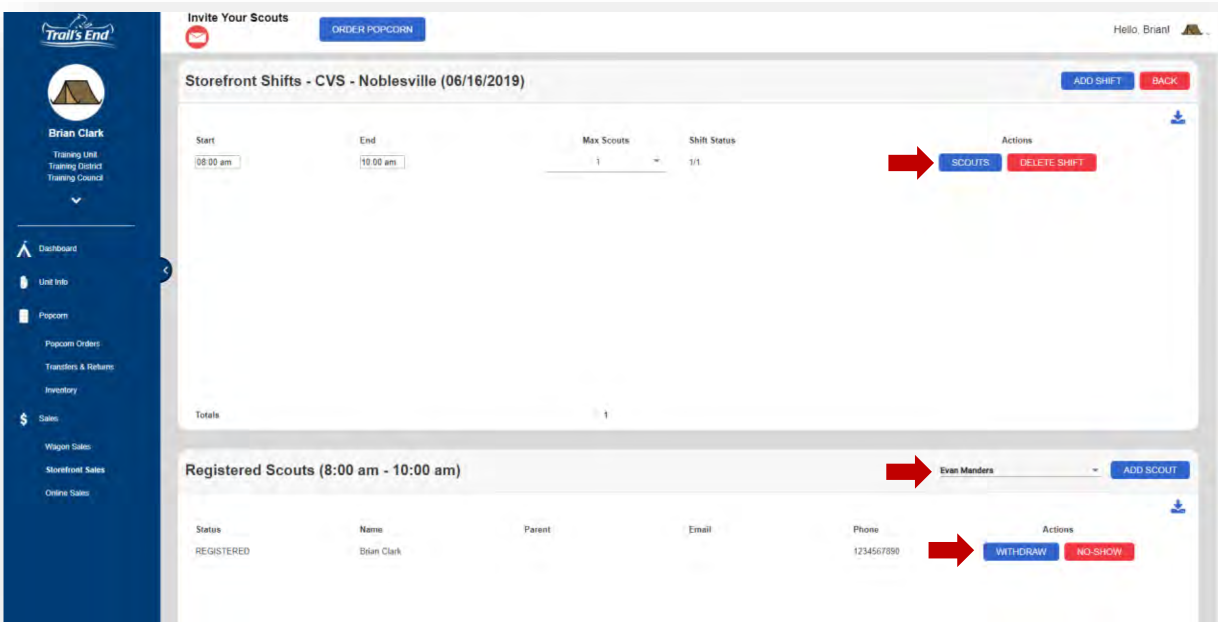
View Scout(s) Registered for a Shift

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Shifts** then click **Go**.
4. Next to the shift, click **Scouts**.

Add/Withdraw Scout from Shift

Scouts will sign up and withdraw from shifts via the app, but as the unit leader you also can add or withdraw Scouts from shifts before and after the shift has occurred.

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Shifts** then click **Go**.
4. Next to the shift, click **Scouts**.
5. A **Registered Scouts** window should appear.
6. Choose a Scout from the dropdown menu and click **Add Scout** to add a Scout to that shift.
7. Next to an already registered Scout, click **Withdraw** (before shift) or **No-Show** (after shift) to remove the Scout from that shift.



Record a Storefront Sale

Scouts will record sales at storefronts via the app, but unit leaders can also record a cash sale after the fact.

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Record a Sale** then click **Go**.
4. Fill out the fields for the order.
5. Choose a specific Scout to receive credit, if applicable.

View Sales Summary / Run Sales Report

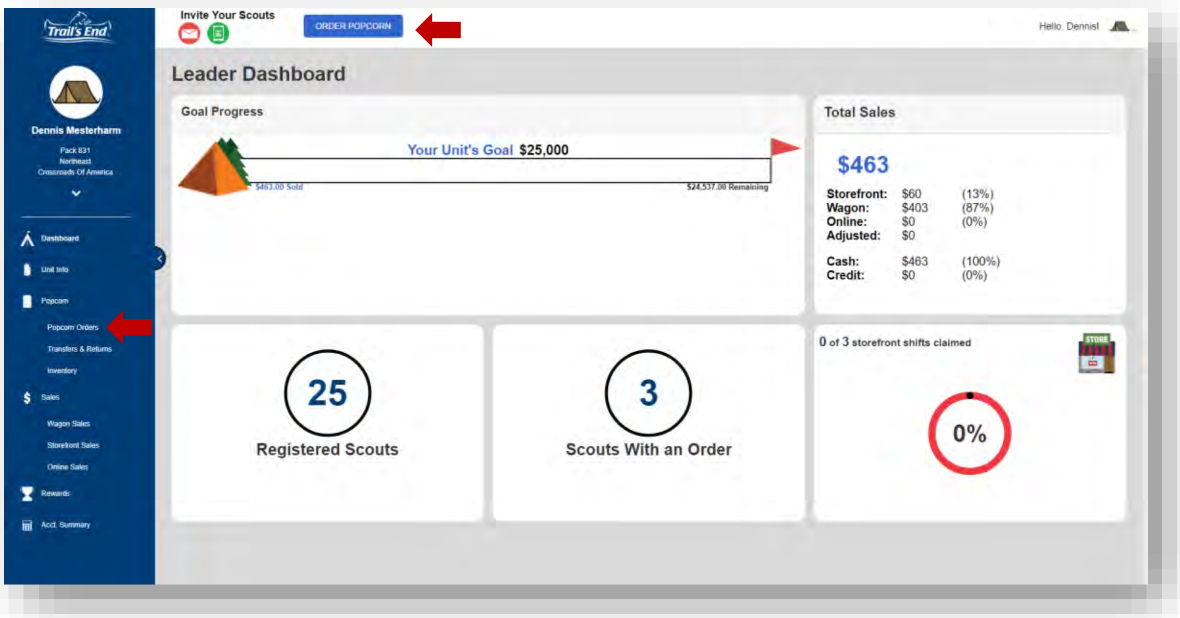
Download and review a sales summary of your site(s) at the end of each day.

11. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
12. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
13. Choose **Sales Summary** or **Run Sales Report** then click **Go**.

Unit Popcorn Ordering

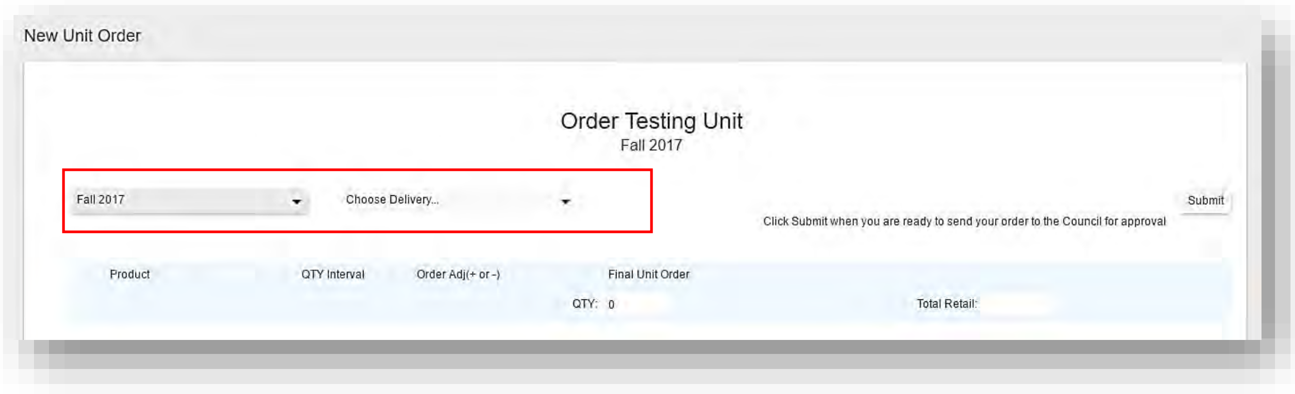
Placing a Unit Order

1. From the unit dashboard, click the **Order Popcorn** button. Or, you can go to **Popcorn Orders** from the left navigation menu, then click **Order Popcorn**. This will take you to the New Unit Order screen.
   a. To view last year's invoice statement, once on the Order Popcorn page, choose the appropriate year from the campaign dropdown and then click Invoice Statement.

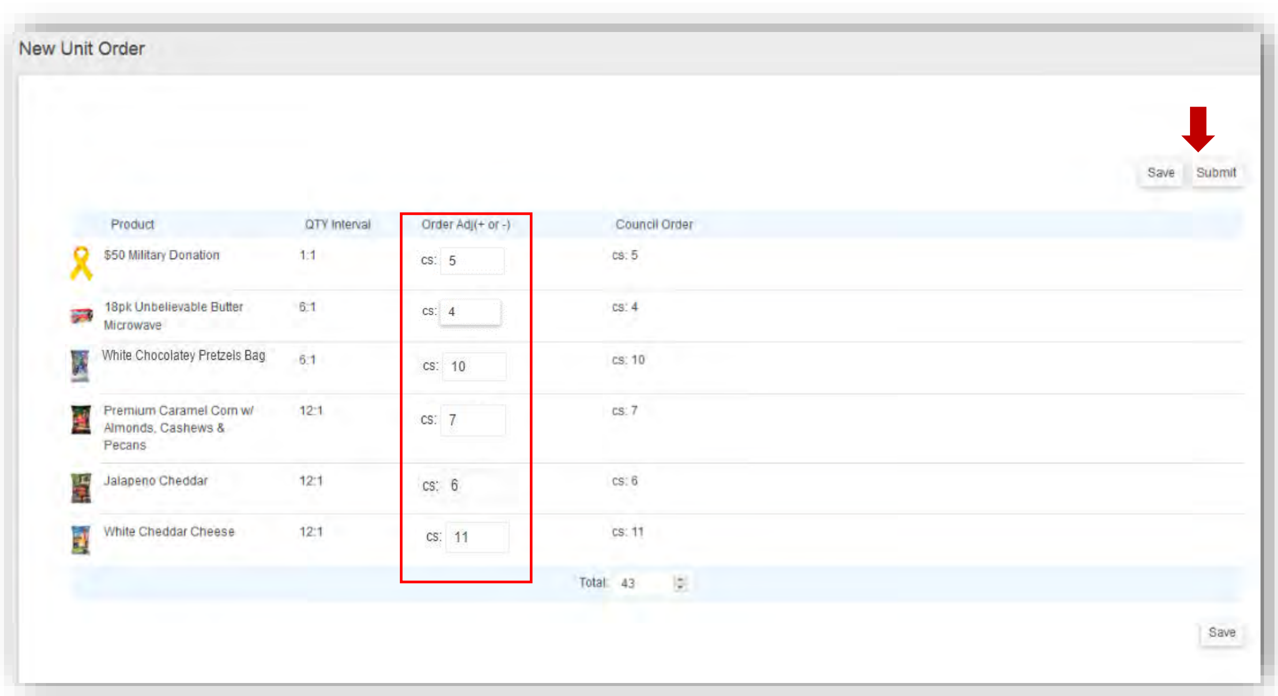


2. From the dropdown menus, double check to make sure that the correct campaign year is set (automatically defaults to the current year) and select the appropriate order from the **"Choose Delivery"** dropdown box to populate the product ordering rows.

   **Your council must assign a pickup location to your unit before you can place your order. If you receive this error message, please contact your council.*



3. Use the Order Adj column to enter and/or adjust the order quantities (use positive or negative integers to adjust), and then click **Submit** to send your order to your Council for approval, or click **Save** to hold your quantities to be submitted at a later time. The Final Unit Order column will reflect your final order quantity to your Council.



Inventory & Cash Management (optional)

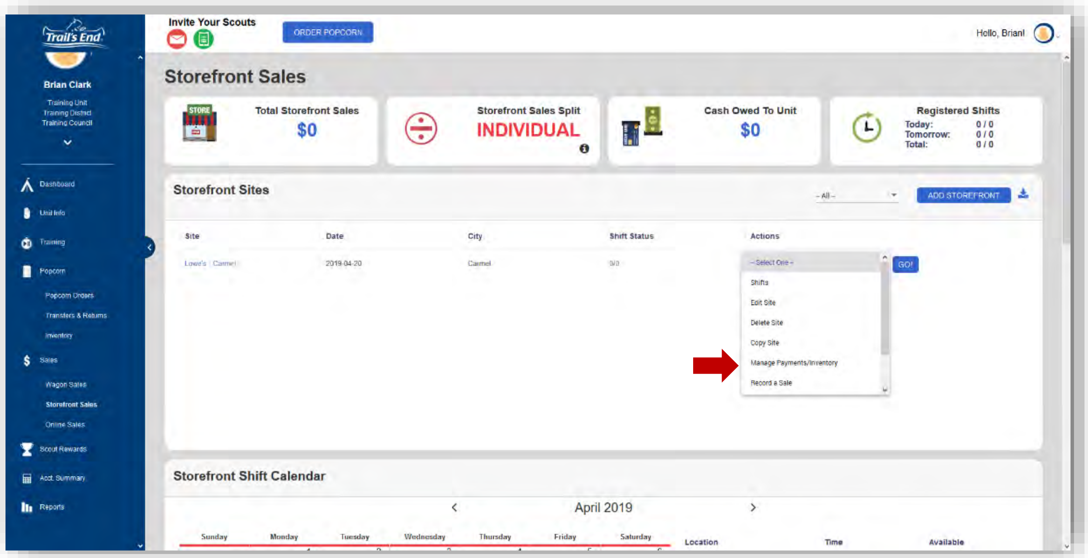
Assigning Unit Inventory to Sites and/or Scouts

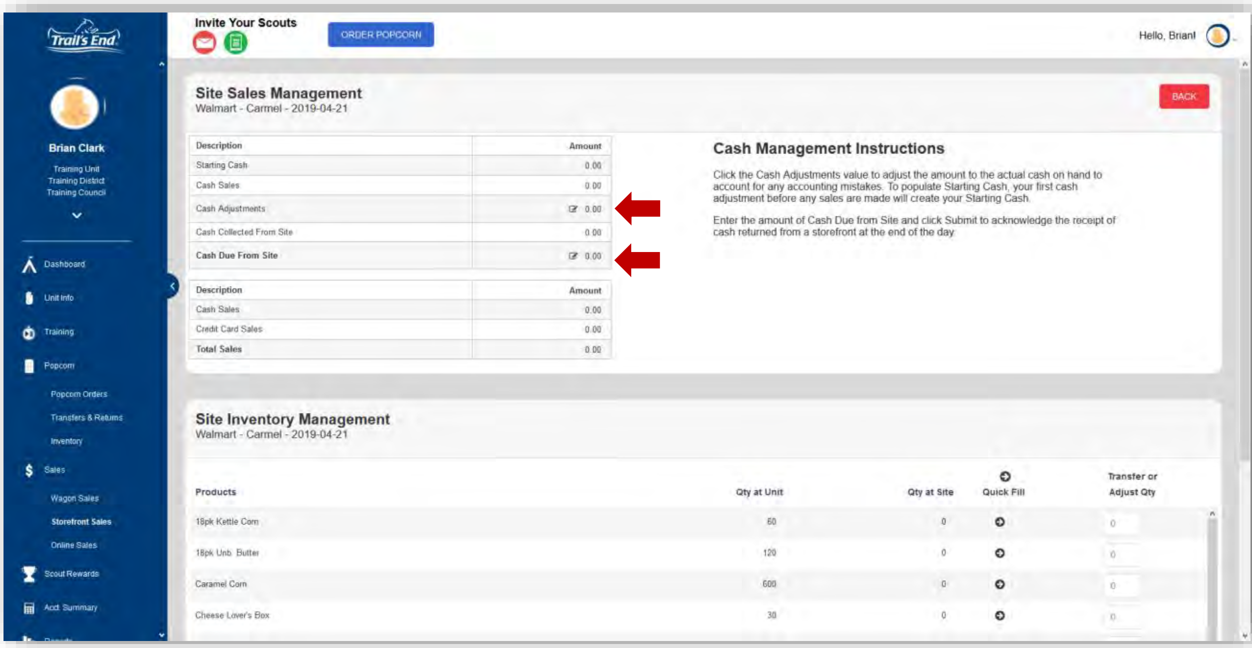
1. From the unit leader dashboard, click **Inventory** on the left navigation menu.
2. Enter the number of containers to transfer next to each product.
3. Click **Transfer to Site or Scout**, **Receive from Site or Scout**, or **Adjust Unit Inventory**. Transferring and receiving inventory does not affect your overall inventory. Adjusting inventory will increase or decrease your overall inventory.

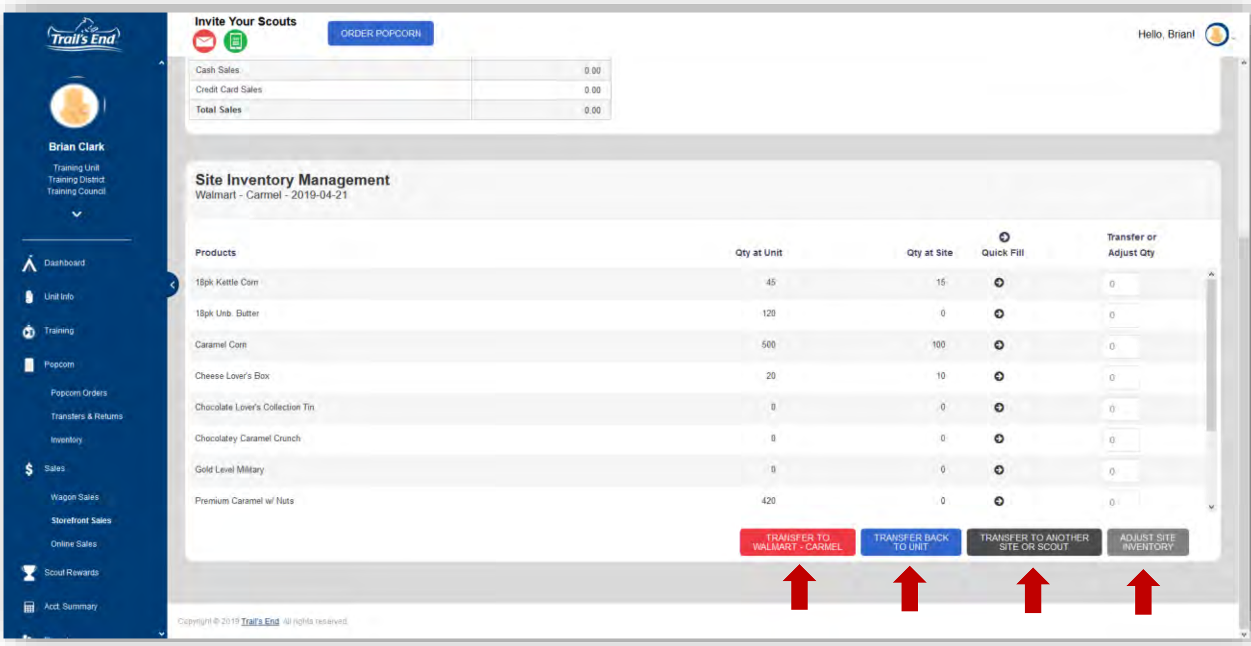
Storefront Sales

While not required, you can track payments and inventory for each storefront. Adjust starting cash (petty cash in your cash box) and cash due to unit (starting cash plus any cash sales), as well as transfer inventory to and from a storefront from your unit inventory.

1. From the unit leader dashboard, click **Storefront Sales** on the left navigation menu.
2. Next to the Storefront Site, click the dropdown menu under the **Actions** column.
3. Choose **Manage Payments/Inventory** then click **Go**.



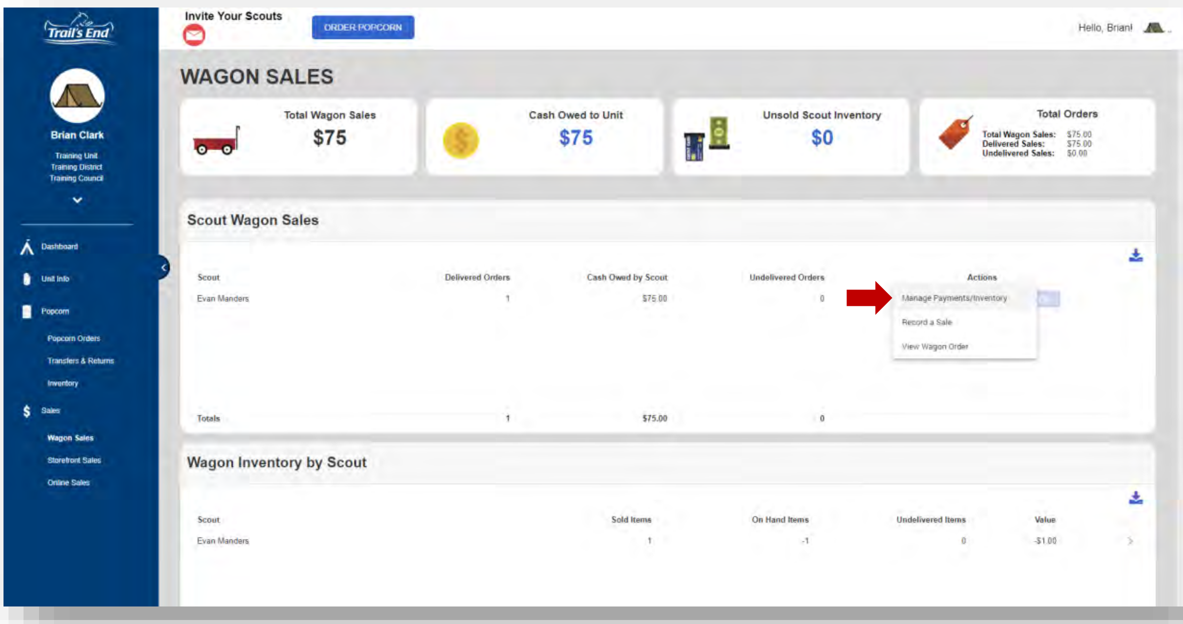

Invite Your Scouts
ORDER POPCORN
Hello, Brian!
Brian Clark
Training Unit
Training District
Training Council
Dashboard
Unit Info
Training
Popcorn
Popcorn Orders
Transfers & Returns
Inventory
Sales
Wagon Sales
Storefront Sales
Online Sales
Scout Rewards
Acct. Summary
Site Sales Management
Walmart - Carmel - 2019-04-21
BACK
Description
Amount
Starting Cash
Cash Sales
Cash Adjustments
Cash Collected From Site
Cash Due From Site
Credit Card Sales
Total Sales
Cash Management Instructions
Click the Cash Adjustments value to adjust the amount to the actual cash on hand to account for any accounting mistakes. To populate Starting Cash, your first cash adjustment before any sales are made will create your Starting Cash.
Enter the amount of Cash Due from Site and click Submit to acknowledge the receipt of cash returned from a storefront at the end of the day.
Site Inventory Management
Walmart - Carmel - 2019-04-21
Products
Qty at Unit
Qty at Site
Quick Fill
Transfer or Adjust Qty
18pk Kettle Corn
18pk Unb. Butter
Caramel Corn
Cheese Lover's Box


Invite Your Scouts
ORDER POPCORN
Hello, Brian!
Brian Clark
Cash Sales
Credit Card Sales
Total Sales
Site Inventory Management
Walmart - Carmel - 2019-04-21
Products
Qty at Unit
Qty at Site
Quick Fill
Transfer or Adjust Qty
18pk Kettle Corn
18pk Unb. Butter
Caramel Corn
Cheese Lover's Box
Chocolate Lover's Collection Tin
Chocolatey Caramel Crunch
Gold Level Military
Premium Caramel w/ Nuts
TRANSFER TO WALMART - CARMEL
TRANSFER BACK TO UNIT
TRANSFER TO ANOTHER SITE OR SCOUT
ADJUST SITE INVENTORY

Wagon Sales

While not required, you can track payments and inventory by Scout. You can adjust starting cash and cash due to unit, as well as transfer products to and from a Scout from your unit inventory. As Scouts mark orders "Delivered" in the app, their inventory will decrease.

1. From the unit leader dashboard, click **Wagon Sales** on the left navigation menu.
2. Next to the Scout, click the dropdown menu under the **Actions** column.
3. Choose **Manage Payments/Inventory** then click **Go**.



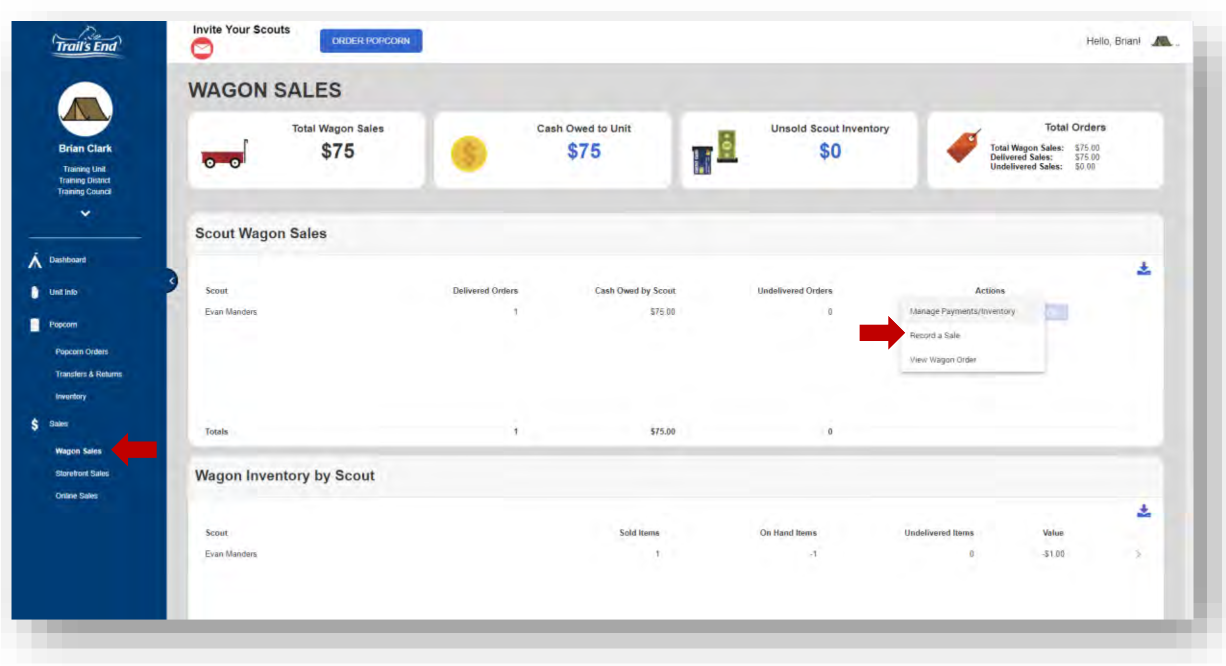
Wagon Sale Management

Wagon Sales are all of a Scout's personal sales that are not recorded at a storefront or online. Scouts receive full sales credit and are typically sales door-to-door, with friends and family, or from a parent's workplace. Wagon Sales can be marked **Delivered** or **Undelivered** if Scouts do not have product at the time of the sale. Unit Leaders and Scouts always have access to product delivery info, allowing the app to fully replace the paper Take Order form.

Record a Wagon Sale

Scouts will record Wagon Sales via the app, but unit leaders can also record a sale on their behalf.

1. From the unit leader dashboard, click **Wagon Sales** on the left navigation menu.
2. Next to the Scout, click the dropdown menu under the **Actions** column.
3. Choose **Record a Sale** then click **Go**.
4. Fill out the fields for the order.
    a. Customer Information
    b. Products and Quantity
    c. Delivered or Undelivered Status
5. Click **Record Sale**.



Re-send Wagon Order Receipt via Email or Text Message

1. From the unit leader dashboard, click **Wagon Sales** on the left navigation menu.
2. Next to the Scout, click the dropdown menu under the **Actions** column.
3. Choose **View Wagon Order** then click **Go**.
4. Next to the order, under the **Actions** column, click the dropdown menu.
5. Click **Email Recipt** or **Text Receipt**, then click **Go**.

View Wagon Order Details

1. From the unit leader dashboard, click **Wagon Sales** on the left navigation menu.
2. Next to the Scout, click the dropdown menu under the **Actions** column.
3. Choose **View Wagon Order** then click **Go**.
4. A list of that Scout's Wagon Orders will appear. In this view, you can mark items delivered or undelivered on behalf of a Scout.

Refund Wagon Order

1. From the unit leader dashboard, click **Wagon Sales** on the left navigation menu.
2. Next to the Scout, click the dropdown menu under the **Actions** column.
3. Choose **View Wagon Order**, then click **Go**.
4. Next to the order, under the **Actions** column, click the dropdown menu.
5. Click **Refund**, then click **Go**.

Note: Refunds will only be available for 48 hours after the sale is recorded.

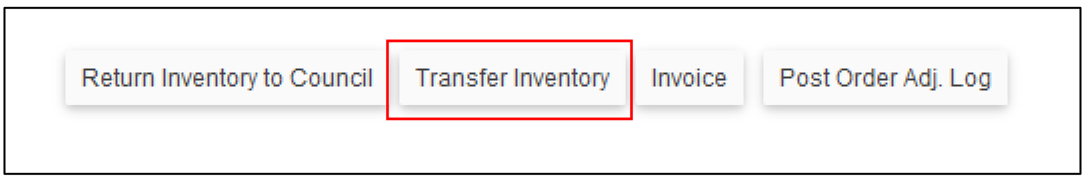
Unit to Unit Product Transfers & Product Returns

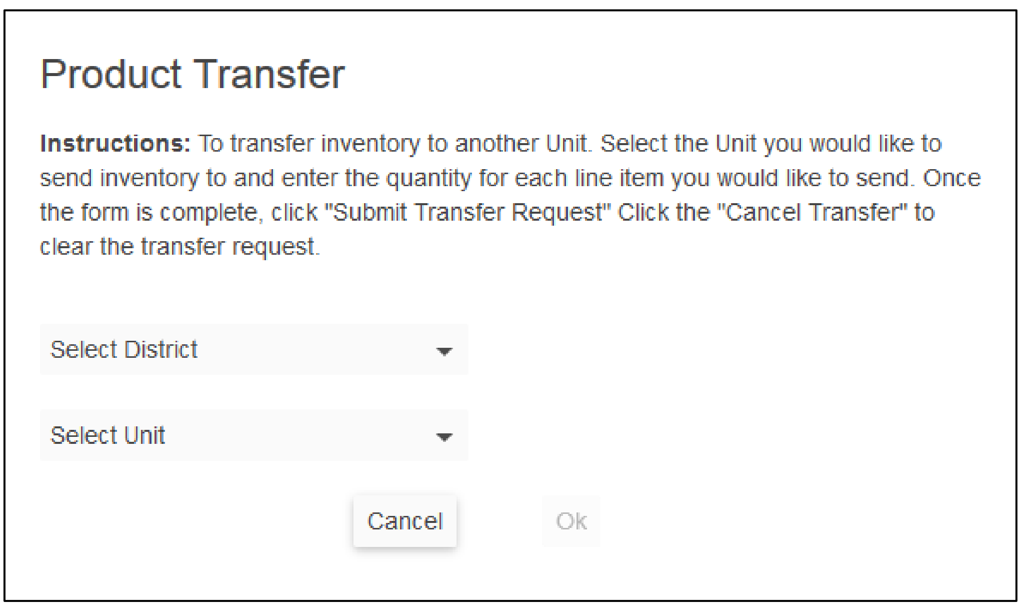
Unit to Unit Product Transfers

Many units will exchange excess products they've ordered with other units in their area in lieu of returning products to the Council. The Trail's End System will facilitate these transfers by allowing units to transfer products from their popcorn orders to another unit within their council.

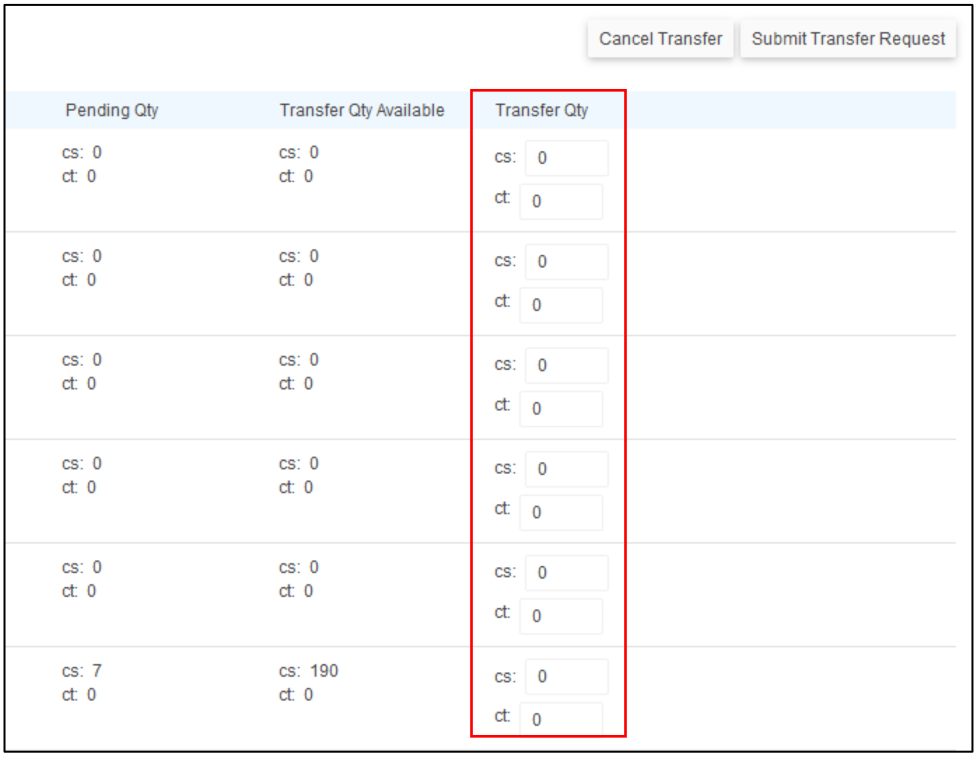
Giving Unit

1. Under the **Popcorn Orders** page, click **View** next to your approved unit order with the inventory to be transferred.
2. Click the Transfer Inventory button and select the District and Unit from the dropdowns menus of the unit that is receiving the inventory





3. Enter the quantities (cases and containers) to be transferred



4. Click the Submit Transfer Request to complete the form

5. If the receiving unit has not accepted the product transfer, the giving unit can cancel the product transfer by going to the **Transfers & Returns** page on the left navigation menu and clicking the Cancel button next to the transfer request.

Receiving Unit

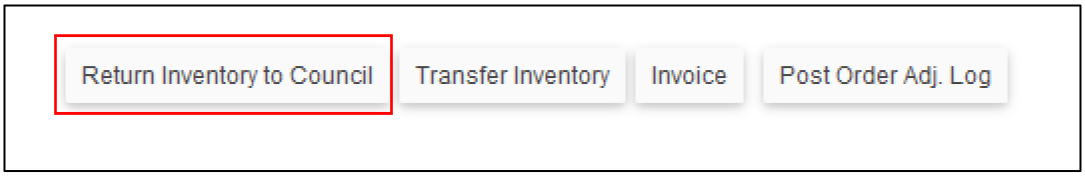
1. The primary contact of the receiving unit will be emailed a notification of the transfer request
2. Go to the **Transfers & Returns** page on the left navigation menu.
3. Review the pending products transfer. If correct, click the **Approve** button, or the **Reject** button if the transfer quantities are incorrect.

Once the receiving unit has accepted the product transfer, adjustments will be made to each unit's popcorn invoice statement to reflect the product transfer.

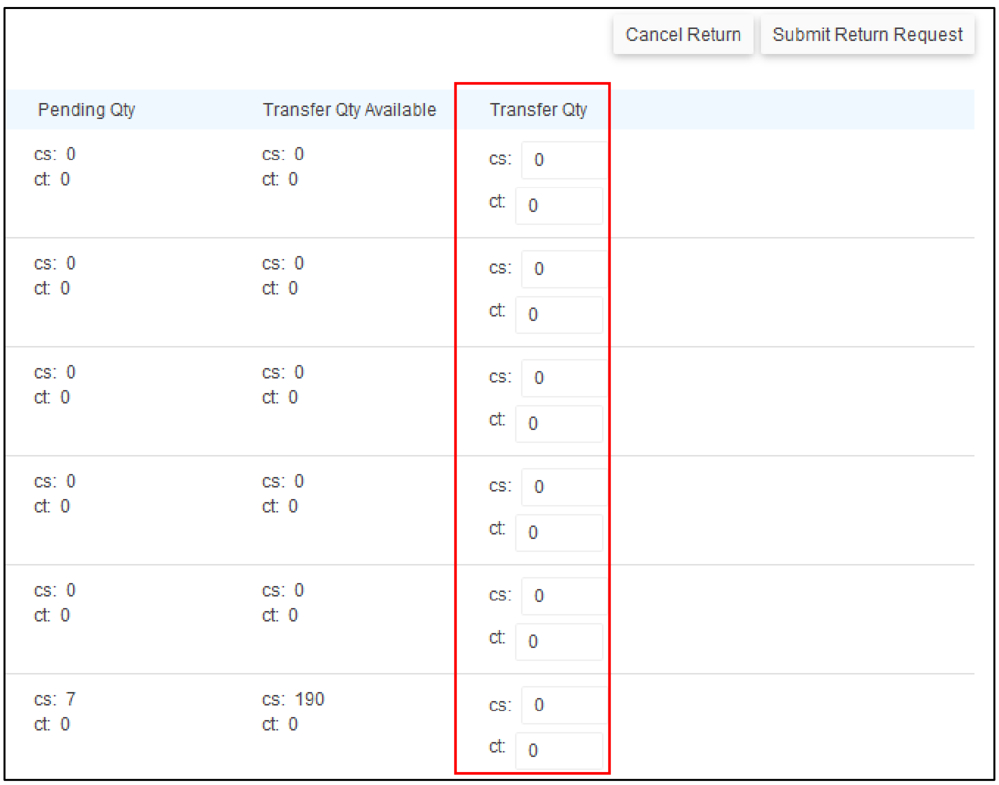
Returning Unsold Product to Council

Not all councils allow for product returns or only allow returns on certain products. Please refer to your council's product return policy before placing any returns.

1. Under the **Popcorn Orders** page, click **View** next to your approved unit order with the inventory to be returned.
2. Click the **Return Inventory to Council** button



3. Enter the quantities (cases and containers) to be returned



4. Click the **Submit Return Request** to complete the form

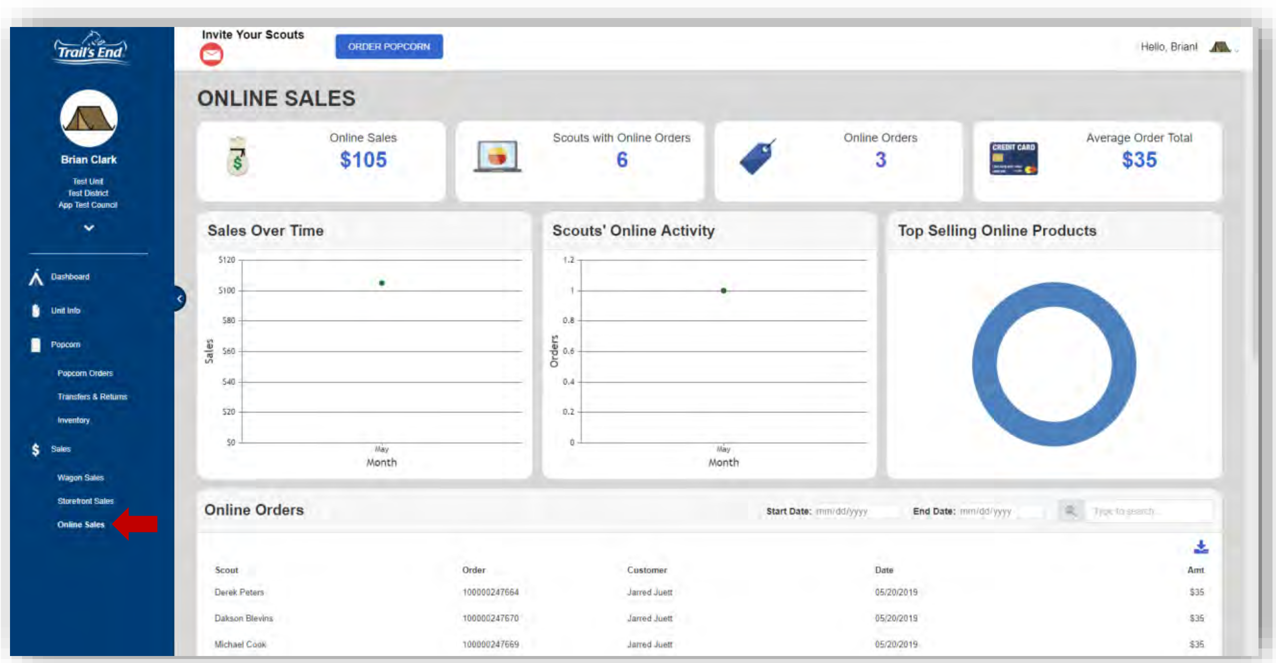
Once the council has accepted the product return, adjustments will be made to your popcorn invoice statement to reflect the returned products.

Online Selling

FREE SHIPPING FOR EVERY ONLINE ORDER!

Scouts can customize their own online fundraising page via the app or www.trails-end.com to share with family and friends far away. Customers place their order through www.trails-end.com and it ships directly to them. Plus, shipping is **FREE** for every online order, 24/7!

View your unit's online sales details from the **Online Sales** page on the left navigation menu. View Sales Over Time, Scouts' Online Activity, Top Selling Products, Online Orders, Customer Locations, and the Online Sales Leaderboard.



Unit Credit Payments

The Trail's End App allows every Scout to accept credit card payments with **FREE** credit card processing! The app is compatible with all Square readers, but a reader is not necessary to accept credit card payment. Whether swiped or manually typed by the Scout, there is **NO COST** to the unit.

If your unit has a balance due to council on your popcorn invoice statement…

- App credit card sales and unit commissions from online orders will be credited against the invoice statement.
  - Credited weekdays, two days in arrears.

If your unit has paid its balance in full…

- Add your unit or chartering organization's bank information into the **Unit Info** section of your Trail's End Account.
- Go to the **Account Summary** page and click **Request Payout to Unit**.
- Payouts will be direct deposited on the 14th and 28th of each month, or the next business day, depending on the date of your payout request.
- View the full payout schedule: app.trails-end.com.

A detailed history of all transactions, credits, and payouts can be found in the **Account Summary** section.

Adding Your Unit or Chartering Organization's Bank Account

1. From the unit leader dashboard, click **Unit Info** on the left navigation menu.
2. Expand the **Manage Unit Bank Account** section.
3. Fill out the required fields.
4. Click **Save**.

Trail's End Rewards

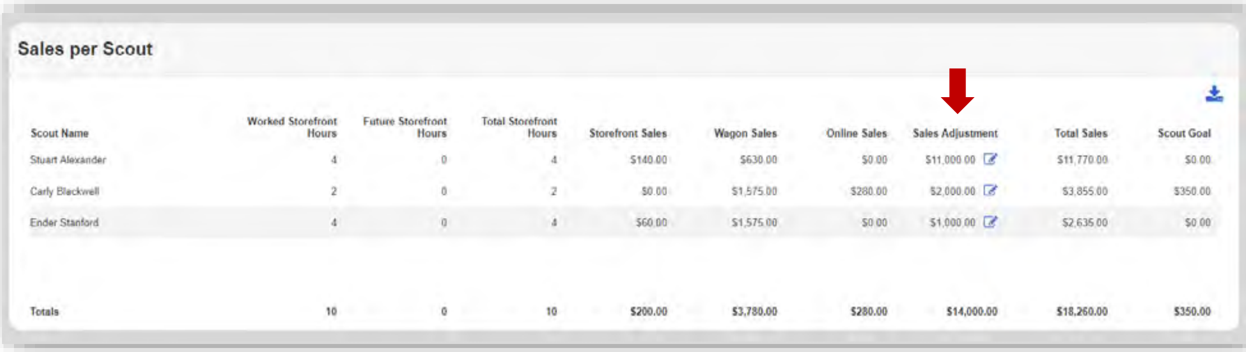
**Trail's End Rewards is a council specific program, and may or may not apply to your unit. Please refer to your council to determine the details of their selected prize program.*

Important Notes

- Scouts must have a registered Trail's End account to qualify for Trail's End Rewards.
- Any adjustments to Scout sale amounts should be done on the Sales page in the Sales Adjustment column.
    - The total of all Scout sales cannot exceed the unit's total retail orders and online sales.
    - Once a Rewards order is submitted, only sales occurring after the order submission date can be adjusted.
- Before you Submit Scout Rewards, make sure all Scout sales totals are correct and your unit invoice statement is paid in full with your council.
- Scouts' Amazon.com gift cards will be released for redemption in their Trail's End Scout accounts 7 days after submission, if not flagged for additional approval.
- You may recall your Rewards submission within the 7 day window to make changes; however, resubmitting restarts the 7 day approval window.
- All gift card amounts are final once released.
- Scouts can continue to reach additional Rewards tiers after the first submission if online sales qualify them for the next tier. If this happens, you will need to submit an additional order for these Scouts.

Finalizing Scout Sales Amounts

1. From the unit leader dashboard, click **Sales** on the left navigation menu.
2. Scroll to the **Sales per Scout** section.
3. Review Scout sales.
4. Use the **Sales Adjustment** column to make any adjustments by clicking the blue edit icon.



Sales per Scout

Scout Name	Worked Storefront Hours	Future Storefront Hours	Total Storefront Hours	Storefront Sales	Wagon Sales	Online Sales	Sales Adjustment	Total Sales	Scout Goal
Stuart Alexander	4	0	4	$140.00	$630.00	$0.00	$11,000.00	$11,770.00	$0.00
Carly Blackwell	2	0	2	$0.00	$1,575.00	$280.00	$2,000.00	$3,855.00	$350.00
Ender Stanford	4	0	4	$60.00	$1,575.00	$0.00	$1,000.00	$2,635.00	$0.00
Totals	10	0	10	$200.00	$3,780.00	$280.00	$14,000.00	$18,260.00	$350.00

View Trail's End Reward Tiers

1. From the unit leader dashboard, click **Rewards** on the left navigation menu.
2. Click **View Reward Tiers** in the upper right corner.

Submitting Trail's End Rewards

1. From the unit leader dashboard, click **Rewards** on the left navigation menu.
2. Review the information displayed.
3. Click **Submit Scout Rewards**.
4. Scouts' Amazon.com gift cards will be released for redemption in their Trail's End Scout accounts 7 days after submission, if not flagged for additional approval.

Recalling Your Rewards Submission **(available only within 7 day approval window)**

1. From the unit leader dashboard, click **Rewards** on the left navigation menu.
2. Click **Recall**.
3. Note that resubmitting your unit's rewards order restarts the 7 day approval process.