



2020

END OF SALE GUIDE

PLEASE READ THE ENTIRE PACKET

Your unit is responsible for knowledge of the information included in this publication.

Important Dates:

Monday Nov 2 at midnight

**Take Orders due via
<https://scouting.trails-end.com/>**

Nov 24

Adventure Packets due online

Nov 17-21

Take Order Distribution. Various locations. See inside of packet for your District's location/date/time

Dec 13

Final payment due to Northern Star Council

End of Sale Checklist

Use this checklist to close out your Unit's Popcorn Sale.

S&D in the notes section denotes that item only pertains to Show & Deliver Units.

TASK Done	By Date	Where	Notes
Invoice Corrections	Nov 17	Online www.trails-end.com Then email jnash@northernstar.org	S&D Only
Product Return	Nov 1-2	Various locations	S&D Only See Locations on Website or Return Guide
Take Order Product	Nov 2	Online http://scouting.trails-end.com/	Order in Cases and/or containers
Order Hometown Heroes/American Heroes	Nov 2	Online http://scouting.trails-end.com/	The online system will say American Heroes. That is our Hometown Heroes Program. You MUST order your these orders via the site. See this packet for more details.
Adventure Prize Order	Nov 24	Online www.buyscoutpopcorn.com	All \$1500+ sellers will be emailed
Pick up Take Order Product, Patches and Bonus Prizes	Nov 17- 21	Various Locations	See website for details

Invoice Corrections—deadline Nov 17

****Show and Deliver Units Only**

Make sure that all of your Add on, return and transfers are correctly entered before Nov 17. This allows for each unit to make sure their total popcorn checked out is correct, and all of the changes are correct on the unit's account.

1. Log into Trails End at <http://scouting.trails-end.com/>
2. Click on Acct. Summary (on the left hand side of the screen. Then look at Invoice Statement (Blue Button) . If all looks good, no contact with the office is needed. If it looks incorrect go to step 4.
3. Make sure your Commission rates look correct. 32% for base, 3% for watching the Training video by Oct 20, and if you are a Troop/Crew and took the cash option, the 4%. Online will always be 35% no matter what.
4. Click on Reports, then Inventory Transaction Report. That will bring up a screen that has all of the add-ons and returns on it please note that the date you picked up or returned will not correspond with the date entered, compare the changes with the carbon sheets or transfer info from other units you dealt with. You can download the information and check with your records.
5. If you have a discrepancy or additional orders, please report it to Jana at jnash@northernstar.org 612-261-2403 before Nov 17 at 12pm.

Ordering Product—deadline Nov 2 at midnight

Below is a list of steps a Unit Popcorn Chair should take to ensure quick and stress free product ordering.

1. **Communicate out a DEADLINE to your Scout families for getting all Scout orders to you.** Inform them that their product will be delivered LATE or be unavailable if they do not get orders into you by the deadline set.
 - a. Note: Base your deadline on **Take Orders being due to Council by Monday Nov 2 at 11:59pm.** Work backwards from when you have time to enter in the order.
2. **Gather all of your Scout's orders and compile a list of product you need to order.** Compile that list in number of **CONTAINERS** you need to order. This will be useful later in the process.
 - a. If you sold Show and Deliver, fill these orders with any product you have left before you return product or order more. Download the UNDELIVERED ITEMS BY SCOUT report in the Trails End Leader portal that allows you to see what product is undelivered and make sure to order that.
3. **Order product needed at the website**
 - a. Go to <http://scouting.trails-end.com/> and then log into the Trails End System.
 - i. What if I don't have a username and password?
Check with Jana at jnash@northernstar.org. Make sure to include your district and your unit type and number. (*Example-Three Rivers, Pack 123*)

- b. Click on ORDER POPCORN button at the top of the screen.
- c. Click on TO (for take order) in the Choose Delivery Drop Box
- d. You can order singles and cases. The easiest way to do this is to enter the total amount of singles you need in the CONT area and TAB over, it will auto calculate how many cases and singles you need. *Note: CS=cases of product, CT equals containers of product*
- e. Hit **SUBMIT** order. The order is not complete until this step is done.

FAQs for Product Ordering

Q: I've ordered by Take Order and a Scout brought me an order form late, what can I do?

A: Call Jana at the office at 612-261-2403 or email popcorn@northernstar.org and she can enter in a late order if it is before we place the large order to Trails End.

Q: How many are in each case?

A: It varies by product. If you look at the small numbers under the product's logo, it will tell you. For example. 12:1 under the Salted Caramel (Anchor), means there are 12 containers in 1 case.

Q: What does CT mean on the order screen?

A: CT means containers, aka single bags/tins of product. Note that Cheese Lovers are 1 container to 1 case.

Q: I am returning excess product to the Show and Deliver product returns; can I get more product there that I need? Should I wait to place a take order?

A: Yes to both. You can pick it up if we have it in stock. You only would need to order product you did not receive. Do NOT place an online order for anything you pick up at the return site. We do that in house based on the paperwork you fill out there.

Q: All I have to order are Hometown Heroes Orders, how to I do that?

A: Order them via the Take Order like any product. You do not need to pick anything up for them. Please note they are titled American Heroes in the system, and our Council calls them Hometown Heroes. See the FAQ section about Hometown Heroes later in this document.

The screenshot shows a 'Reports' dashboard with five report cards, each with a 'RUN REPORT' button. The reports are:

- Master Shift Report:** This report provides a list of all storefront shifts over the specified date range.
- Undelivered Items by Scout:** This report serves to create a list of packing slips for each Scout. That way the PK knows what popcorn each Scout needs to fill their undelivered orders.
- Inventory Transaction Report:** This report provides a list of inventory transactions for your unit, Scouts, and storefronts.
- Sales Transaction Report:** This report provides a list of sales transactions.
- Sales Transaction Detail Report:** This report provides a list of transaction details by sale.

Callout boxes provide additional context:

- Left Callout:** If you do your Storefronts by the entire sale, you will need to download this one to recalculate and then use those results to adjust sales. (Points to Master Shift Report)
- Bottom-Left Callout:** Use this one to get a detailed record of ALL of the sales. (Points to Sales Transaction Report)
- Right Callout:** This one will give all of your order adjustments from Transfers, Add ons and returns. (Points to Inventory Transaction Report)
- Bottom-Right Callout:** Use this to see what to order for take order if your Scouts have all been using the app correctly. (Points to Sales Transaction Detail Report)

Picking up Product & Prizes

Check the schedule below to see when/where your District's Take Order Pick up Site is. Make sure someone from your Unit picks up your Take order during your District's time.

FAQs for Product Ordering

Q: Can I pick up more products at the site if I have a late order?

A: No. The product at the sites is calculated down to the single bag, so no extra will be available for pick up. Any late orders will need to go through the Council offices for pick up.

Q: Do I, the popcorn chair, have to be the one to pick up?

A: No, anyone you designate to pick up the product can do it.

PICK UP LOCATIONS WILL BE ANNOUNCED NO LATER THAN NOV 4.

Ordering Prizes

Steps for placing your Trails End Rewards order:

1. Scouts must have a registered Trail's End account to qualify for Trail's End Rewards.
 - Make sure you have submitted all American Hero Donations to your council.
 - The total of all Scout sales cannot exceed the total value of popcorn ordered from your council plus online sales.
2. Once all Scout sales totals are correct, click the "Submit Scout Rewards" button.
3. **If your unit invoice is not paid in full with your council, your unit Rewards order will remain in pending payment status until paid in full.**
4. Scouts' Amazon.com Gift Cards will be released for redemption in their Trail's End Scout account 5 days after submission, unless your unit invoice is not paid in full and if your order requires additional review.
5. You may recall your Rewards submission within the 5 day window to make changes; however, resubmitting restarts the 5 day approval process.
6. All gift card amounts are final once released.
7. Scouts can continue to reach additional Rewards levels after the first submission if sales qualify them for the next level. If this happens, you will need to submit an additional order for these Scouts.
 - Once a Rewards Order is submitted, only sales occurring after the order submission date can be adjusted.

BONUS PRIZES

Northern Star will use data from the Trails End app to give units the prizes earned

Q: How do the bonus prizes work?

A: Bonus Prizes are cumulative, meaning Scouts earn each one as they pass that sales level.

Q: Who is eligible for the Bonus Prizes?

A: Any Scout who sells and reaches the bonus prize sales level(s), no matter if the unit took cash option or not.

Q: What is the Unit Popcorn Chairs responsibility for Bonus Prizes?

A: Making sure the app is up to date with Scout sales by Nov 10, 2020.

Q: How Do I get the bonus prizes?

A: At the Take Order sites Nov 17-21. We will use the sales report in the Trails End app to determine how many patches (sell 1 item), water rockets (\$750+ in sales), Crayola tickets (\$900+ in sales) your unit can pick up at the Take order site.

Q: But what if I don't have any product to pick up?

A: Its ok, your bonus prizes will be at the district's assigned pick up site.

Q: What if I don't pick them up?

A: Then they will be available at Base Camp to pick up until Dec 15.

Q: What if my Scouts didn't use the app?

A: You will need to submit a prize request form no later than Nov 10, 2020 to popcorn@northernstar.org. Prize request form can be found on www.buyscoutpopcorn.com

ADVENTURE PRIZE FAQs

Q: Does the Unit Chair order the individual Adventure Prizes?

A: No. The Parent needs to enter in the Adventure prize choices for their \$1500+ selling Scouts by Nov 24. Northern Star will be sending emails to the Scouts via the Trails End app that sold \$1500 or more.

Q: What happens after a parent submits their Scout's adventure prize choices and email address?

A: The Council will contact the Scouts and confirm and send final information for the adventures.

HOMETOWN HEROES

Last year, over \$80,000 in popcorn and snacks were purchased to support our local hometown heroes. This program has grown each of the last three years.

Customers choose to purchase Hometown Heroes and it is presented to local Heroes of the Scout Unit's choosing.

Q: What is Hometown Heroes (HH)?

A: It is a way for Scouts and the public to say thank you to community heroes, including (but not limited to) military, Police, Fire, EMS, Covid nurses and doctors, etc.

Q: How does it work?

A: It is just like selling any other product, but the customer does not receive any popcorn to take with them. The Scout receives the same amount of commission for the sale. The customer is supporting the Hometown Heroes program in their area with their purchase.

Q: How much is it?

A: Donations to the program can be made in any increment through the Trails End app.

Q: Is it tax deductible?

A: Yes, it is 100% tax deductible.

Q: How do we order it?

A: You order it via the Take Order on the Trails End website. All Hometown Heroes orders need to be placed. On the Trails End site, it will come up American Heroes.

Q: Can we distribute ours locally, how does that work?

A: Yes. After the sale, your unit will get an email with the amount of Hometown Heroes that your unit ordered, and the unit can choose to pick up product from the take order site, or the unit can choose to have Northern Star Council distribute it.

Q: Can we use our product we have leftover to fulfill our Hometown Heroes we sold?

A: No. We need that product to fill Take Orders in a timely fashion for the hundreds of Scouting units that need it. You cannot trade out leftover product for Hometown Heroes credits. We need that leftover product to fill take orders. We use the overage of product to fill Hometown Heroes to help the Council with product that is over returned. Our entire show and deliver and return processes are designed around this. If units start to fill their own HH, we not only don't know how much in HH we officially sold, but we then have to start lowering the return percentage and potentially changing costs/commissions. Please help us keep things they way they are and order Hometown Heroes as normal and do NOT fill them yourself. We appreciate your understanding.

Q: What if I have other questions?

A: No problem! Contact Bill at billa-h@northernstar.org or 612-261-2405

Payments---due Dec 14

- Payments are due to the Council Office by Friday December 14, 2020.
- One check, made out to Northern Star Council.
- **WE DO NOT EMAIL OUT INVOICES. You must download your own via the Leader portal**
- Invoices can be downloaded at the Trails End Website. Click on Acct Summary and then INVOICE Statement.
- Units keep their commission up front, only paying what is due.
- Payments can be dropped off at:

Northern Star Scouting
6202 Bloomington Road
Fort Snelling, MN 55111
- They can also be mailed to the Office address above.
- Please put “Popcorn” and the Unit Type and Number in the Memo line of the check if not paying with a Unit check.

I Have other questions? What do I do?

Contact us. We are here to help!

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