Online Sales FAQ's

How do I enter a Scout for an online Sales ID?

- Click "Scout Seller IDs" on the Dashboard.
- A list of Scouts with current online Seller ID's will populate.
  - ○ You do not have to enter a Scout every year for a new Seller ID. Scouts can use the same ID year after year while with this unit.
  - ○ To generate the email to existing Scouts, Click "edit" and save. This will generate the email they need.

- To add a new Scout, enter in the required fields (white boxes at the top):
  - ○ First Name
  - ○ Last Name (we only need the first two letters of his/her last name)
  - ○ Parent/Guardian email address
- Click "Add." A random Seller ID will be populated and an email will be sent to the parent/guardian letting them know their Scout's Seller ID.
- You may edit a Scout's information by clicking on "Edit."
  - ○ Only a Scout's first/last name and email can be edited. **The Seller ID cannot be changed**
- If a Scout is no longer selling popcorn, you may inactivate him/her which will hide all information tied to that Scout. If at any time you need to view that Scout's information again you simply click on "Inactive Scouts."

How can I view the online orders my Scouts have?

- View online sales under "manage orders" and they will show up under online sales.
- You can view by seller ID, click "reports-Online Invoices"

How long to online sales take to show up on my dashboard?

- Online sales take between 48-72 hours after the sale is processed to show up on your unit dashboard.

Can Popcorn bought through the online sales, be shipped over seas?

- No, currently we are only set up to ship to the US.

Are all products available to buy online?

- No, there is a limited variety based on what Scouts can sell traditionally.
- There are also different flavors offered online.

Who pays for shipping for online sales?

- The consumer incurs the cost of shipping.