

## 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.
  - o 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.
  - o To generate the email to existing Scouts, Click "edit" and save. This will generate the email they need.

Scouts								
Scouts								
<input type="checkbox"/> Active Scouts <input type="checkbox"/> Inactive Scouts <input type="checkbox"/> All Scouts								
<input type="checkbox"/> Bulk Delete								
<input type="checkbox"/>	Inactive	First Name	Last Name	Email	Seller ID	Date Added		
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>				<input type="button" value="Add"/>
<input type="checkbox"/>	No	John	Doe	johndoe@email.com	0EAX6C	10/13/2017	<input type="button" value="Prizes"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	Yes	Joe	Smith	joesmith@email.com	6QJN1C	10/30/2017	<input type="button" value="Prizes"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	No	test	test	alisa.proskura@caspio1.com	S0211I	11/28/2017	<input type="button" value="Prizes"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	No	Benny	White	bwhite@test.com	XS1U2W	3/22/2018	<input type="button" value="Prizes"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Records 1-4 of 4

- To add a new Scout, enter in the required fields (white boxes at the top):
  - o First Name
  - o Last Name (we only need the first two letters of his/her last name)
  - o 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."
  - o 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?**

- There is Free Shipping for all online orders!