



We are pleased to inform you that the Trail's End Popcorn Sales System is functioning well and councils and groups can successfully place orders. As is noted below, several new functionalities have been added and others are forthcoming.

In an effort to provide maximum assistance surrounding its new technology releases, Trail's End is rolling out an enhanced customer service center. In addition to the current email support, Trail's End will now have a customer support number to allow you to speak directly with a representative. We encourage you to share this information with your leaders so we may be of assistance as they work through setting up their group, ordering and tracking results. These details will also be posted on the Trail's End Popcorn System. Details on the customer service center are below:

- Hours of operation are 8 am to 10 pm Eastern Time, Monday - Friday.
- Emails can be sent to one of the following addresses. Upon receipt, an automated reply will be generated which will acknowledge that • Trail's End has received the email. It will also list answers to the most frequently asked questions, which could expedite responses.

- help@trails-end.com- Popcorn System questions
- scholarship@trails-end.com - Scholarship Program questions
- Calls can be made to 1-888-997-3897. If a customer service representative is not available, you will be able to hold for the next available representative or leave a voicemail.
- A ticket can be established directly in the Trail's End Customer Service system at support.trails-end.com. Once entered, the request will be directed to a Trail's End representative. This portal also has several frequently asked questions which may expedite responses.

Questions and issues can also be routed to your Trail's End Sales Representative.

This customer service center is not intended to handle consumer questions. Consumers should be encouraged to contact Trail's End via the methods listed on the product packaging.