



# SCOUTSHOP.CA Group Ordering Tool

The new **Group Ordering Tool** on ScoutShop.ca is a new feature which allows members of a Group to place and pay for individual orders which will be combined and shipped to one address with no fees charged for shipping. The person who sets up and coordinates the order doesn't have to make the purchase on behalf of their Group and doesn't have to collect money from parents/participants.

**IMPORTANT! GROUP ORDERS MUST MEET A MINIMUM \$500 ORDER VALUE IN ORDER TO BE RELEASED AND FULFILLED.**

## How to Set Up a Group Order

Anyone can set up a Group Order as long as they have an ScoutShop.ca account and are signed in when initiating the Group Order. It is easy to set up and coordinate the order. Here's how to do it:

1. Click on "**Group Orders**" in the top navigation bar (or in the hamburger menu when using a mobile device or tablet) on the main landing page.
2. You will then see the Group Ordering page and must enter the shipping address for the order in the fields provided. Not providing a Group shipping address will result in delays in fulfillment.
3. A link to the Group Order is automatically generated. This is the link that anyone included in the Group Order must use, and it should be shared with all individuals participating in the order. **When sharing the link, it is a good idea to remind individuals that the order will be shipped to you and then distributed and not to them personally.**

**Important:** You must click "**Save**" before sharing the automatically generated link with the members of the Group or it will not be active.





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## Group Ordering

By using our group order feature, all orders new orders started with the same share link will be sent to the shipping address specified below. The group order will not be shipped until you release the shipping hold. Only group orders that accumulate a total over \$500 can be released and qualify for free shipping.

**Share Link**

### Group Orders

Current Share Link:

[https://www.scoutshop.ca?group\\_order\\_id=f89f52](https://www.scoutshop.ca?group_order_id=f89f52)[Copy Share Link](#)

Date	Group Order ID	Orders	Total	Status	Action
2023-05-04	f89f52a6a7154b5926bb	0	\$0	on hold	<a href="#">Release Hold</a>

### Group Shipping Address

Name

Street

Street 2

City

Province




Postal Code

[Save](#)**Save**

4. After creating the Group Order, you can share the active link with parents and/or participants in the Group by email. The gold banner at the top of the page will indicate they are in a Group Order. The discount code for free shipping will automatically generate.
5. A deadline for orders to be completed should be communicated to Group members. This deadline should not be longer than two (2) weeks. We recommend a last call email before releasing a Group Order to avoid any late orders being missed.

**Important:** There is no way to set the deadline in the Group Ordering Tool. The deadline for your order is one you set and communicate to your Group when sharing the link.

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Copy Share Link

Date	Group Order ID	Orders	Total	Status	Action
2023-05-04	f89f52a6a7154b5926bb	1	\$372.89	on hold	<a href="#">Release Hold</a>

### Group Shipping Address

Name

Mark Roninson

Street

29 Grammercy Park

Street 2

Street 2

City


Ottawa





Province



Throughout the duration of the **Group Ordering Period**, you can view the details of the order by clicking on **“Orders”**. A pop-up window appears, listing the individual orders and items purchased by the Group members.

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Copy Share Link

**Group Shipping Address**

Name: Mark Robinson

Street: 29 Grammercy Park

Street 2:

City:

Province:

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Copy Share Link

Date	Group Order ID	Orders	Total	Status	Action
2023-05-04	f89f52a6a7154b5926bb	4	\$725.78	on hold	<a href="#">Release Hold</a>

You are viewing group order: f89f52a6a7154b5926bb

Customer	Item	Qty
Mark Robinson	TENT - MACKENZIE 4 PERSON	1
Heather Main	BUCKET HAT-BEAVER SCOUTS UNIFORM - S	1
Heather Main	VEST - BEAVER SCOUTS UNIFORM - XS	1
Heather Main	Trail Scout Self - Inflating Mattress - Thermarest	1

Ottawa

Province

Ontario




Group orders can be released at any point before the deadline once the minimum order value of \$500 has been reached. You must **“Release Hold”** to submit the Group order.





**Important:** Due to programing constraints, we are unable to edit orders within a Group order once they have been placed. No additions to the order can be made once the hold on the order has been released.

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Ottawa

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Ontario



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## Receiving and Distributing the Group Order Shipment

As the individual coordinating a Group Order, you will receive the shipment at the address you entered when setting up the order. Upon receipt of the shipment, you will be responsible for the following:

1. Providing your signature to confirm receipt of the delivery. You will receive a shipment notification with Canpar tracking that will allow you to manage your delivery preferences.
2. Ensuring all items ordered by members of the Group have been received. You will receive all packing slips for each individual order to help you distribute orders correctly. If an item is missing or if there are any other issues with the order, please contact Customer Care at [customercare@scouts.ca](mailto:customercare@scouts.ca) or call: 1-800-203-7982.
3. Communicating with members of your Group and distributing their respective items to them.

