

A stylized graphic for 'Popcorn Sales 2017 FAQ'. The words 'POPCORN SALES' are in large, bold, yellow and red letters with a black outline. '2017' is in black. 'FAQ' is in red, italicized letters. The background features yellow lightning bolts and popcorn kernels.

# POPCORN SALES

## 2017

### FAQ

## Flyer Questions

**Q: How do I get all my Unit Kernels set up to place orders on the system?**

**A:** You will receive a spreadsheet to get the requested information such as full name and e-mail of the Unit Kernel. Once all the listed information is complete, e-mail the spreadsheet to [NDC.PrizeIncentiveProgram@scouting.org](mailto:NDC.PrizeIncentiveProgram@scouting.org) for processing.

**Q: How do I create my prize flyer?**

**A:** Send your signed & complete contract agreement then your Territory Manager will send you the Prize Selection Template which is an excel sheet used to select the prizes for your flyer. It is strongly recommended that you complete this at least 2 weeks prior to your print deadline to account for any edits. Remember no more than 4 prizes per level can be selected.

**Q: Who do I contact if I have changes or questions?**

**A:** [SupplyGroup.Marketing@scouting.org](mailto:SupplyGroup.Marketing@scouting.org)

**Q: How long will it take to get my flyer proof back? How do I handle changes?**

**A:** You will receive your PDF proof within a week after your Territory Manager has approved it. If you have changes, please provide your comments via return email ([SupplyGroup.Marketing@scouting.org](mailto:SupplyGroup.Marketing@scouting.org)). Otherwise if you have no changes to the proof, please reply "APPROVED" in the subject line.

**Q: Can I add my own Council provided prizes to some of the levels?**

**A:** Yes, you can provide a 300 jpeg high resolution image of the item to any level 8 - 14 plus the bonus level.

**Q: If I want to print my own flyers, how do I notify Symphonix that I will use my own printer?**

**A:** You need to indicate a quality of "1" when you place your flyer order.

**Q: Will I be charged for using Symphonix printing?**

**A:** Yes, the flyer printing cost appears on the site.

## Order Distribution Questions

**Q: What are the hours for placing orders?**

**A:** This site is active 24 hours / 7 days a week.

**Q: Can I place an order on behalf of a Unit?**

**A:** If you are a Council Approver, you have the ability to place an order on behalf of your Unit and will not be required to approve your own order, it will automatically be submitted for processing.

**Q: How are the Approvers set up? Can I have multiple approvers?**

**A:** No, there can only be 1 approver per Council.

**Q: Can I make additional changes to an order?**

**A:** If you are a Council Approver, then you can modify the items in an order by deleting an item, changing the order quantity, deleting the entire order, approving the order, or rejecting specific items in the order.

**Q: Do we order popcorn patches on this site?**

**A:** Yes, include a popcorn patch with each unit order.

**Q: Can I order custom patches and have them distributed by the NDC?**

**A:** Yes, you will need to purchase the custom patch and the quantity needed. NDC will assign a SKU number to the custom patch and ship it out as long as they are in stock prior. At the end of the program if you have any custom patches left over, NDC will send them back to the council.

**Q: Are all participating Scouts awarded a popcorn patch or do they receive it once a certain level is reached?**

**A:** Scouts earn the popcorn patch at the prize level designated by your council. Please review your prize flyer to determine the qualifying level.

**Q: Are all prizes shipped to me for distribution to the individual Scouts?**

**A:** Prize shipments are sent directly to the individual who submitted the order.

**Q: How are bonus prizes awarded?**

**A:** Some Councils have offered bonus prizes in addition to the prize level met. Refer to your prize flyer. If your Council has a bonus level and your Scout reaches this in sales, he qualifies for the bonus prize plus another at the appropriate level. In this case, you would place an order for both prizes.

**Q: If a Scout sells \$335, is he eligible to get multiple prizes from different levels?**

**A:** Yes, a Scout can select multiple prizes up to the sales level he achieved; however, this is determined by the Council prior to the program starting.

**Q: Will the website display the item pricing to the Unit Kernels? A:** No

**Q: How will my shipment arrive - USPS or FedEx?**

**A:** All Prize Incentive Program shipments are being shipped FedEx ground. A signature is NOT required; Packages can be left at the door by the carrier.

**Q: When should Scouts receive their prizes if I place the order by the end of the month? A:**

Orders ship within 2 weeks after the order has been approved by the Council Approver.

**Q: I received my shipment today but I am missing items and/or the shipment was damaged. What can I do?**

**A:** Call NDC Customer Service Center at 800-323-0736 (between the hours of 8:00 a.m. and 7:00 p.m. EST). We will be happy to expedite the replacement items.

**Q: If we would like to be able to enter orders as they come in, is it possible to save the order and submit at a later time?**

**A:** Yes, the system will hold anything placed in the shopping cart.

**Q: Can I make any additions or changes to an order that has been submitted to the Approver already?**

**A:** No, once an order has been submitted only the Approver can modify the order. Reach out to your Approver and let him/her know the action needed. If you have left an item off the order you cannot add to the existing order. You will need to submit an additional order and contact your Approver.

**Q: I forgot my order number, how can I get it?**

**A:** Contact NDC Customer Service Center at 800-323-0736, and we will be happy to assist you.

**Q: Can I track my order?**

**A:** Yes, you can click on the "order tracking report" and see the tracking # if it has been approved and shipped. You will also receive a shipping notification e-mail with a link to your tracking number.

# Reporting Questions

**Q: What type of reporting is available that will allow me to keep up with all of my orders?**

**A:** You will have the following reports available: (located in the Reports Tab on the site header)

1. Budget Detail Transaction Report
2. Order Tracking Exportable Report
3. Council Supplied Items Report
4. Pending Order Report
5. Manager Approval Status

**Q: Will I be able to see my percent of Sales?**

**A:** Yes, the report will provide you with this calculation.

**Q: Do we add the Show and Sell totals in the total products sold?** **A:** Yes, Show and Sell sales count for your Scout's prizes.

## Carton Label Example

- A carton ID sticker is placed on each carton as it is shipped from the National Distribution Center.
- Each carton shipped has its own Carton ID Number that is directly associated with the OrderNumber and carton(s) shipped.
- Examples of Carton ID Stickers below:



## EXCHANGES

If you have received a damaged or defective item, please choose option A or B below:

### OPTION A

- 1) Send an email to [NDC.PrizeIncentiveProgram@scouting.org](mailto:NDC.PrizeIncentiveProgram@scouting.org). Please include the following information in your message:
  - BSA Order Number and/or Customer PO

- Item number(s) and quantity of damaged/defective item(s)
- Ship-to address (if different from what is on the order)

2) Replacement item(s) will ship to you at no additional charge. A customer service representative will provide further instructions.

3) Look for the “No Charge” credit line on your replacement shipment invoice. This line automatically adjusts the original invoice with “no charge” for the damaged/defective item(s), then adds another bill line to ship the new item(s) out, all in one transaction.

**OPTION B**

1) If the damaged or defective item is a standard BSA item and a regular National Scout Shop stock item, the Scout can exchange the item at his local National Scout Shop.

If the item is not in stock, the local Scout Shop staff will call Customer Service Center at 800-323-0736 and the replacement order will be created. The order will be fulfilled and shipped within 24 hours, at no charge.