

Frequently Asked Questions



Why are there two separate order systems for Popcorn and Nuts?

The two companies have their own ordering systems and are trademarked protected. While this does increase paperwork, we recommend that units still sell both to maximize their sales.

I picked up my order and have damaged product. What do I do?

Contact the Council office to report the damaged product. You have 7 days from pick up to report damaged product. Council staff will make arrangements to receive your damaged product and will contact you with replacement instructions.

We have sold out of some of our popcorn and nuts for our Show & Sell. Can we get more?

Unit Kernels will have the opportunity to order supplemental Show & Sell popcorn and nuts. Please refer to the 2021 Fall Product Calendar for those deadlines. You will receive an email when your order is delivered to the Council.

I ordered too much Show & Sell product. Can I return the extras to the council for a refund?

Yes. You may return product on Sunday October 17th, 2020 by appointment if you have not exceeded your 80% allotment and if you have not purchased supplemental popcorn and nuts. After 10/17 we cannot accept any more product and the unit will be billed for what had been signed out. Please plan accordingly. During the sale, if you know that you will have extra product, let your district kernel know. Other units in your neighborhood are often looking for extra product and they may be able to take some off your hands. We can arrange a transfer of popcorn from one unit to another with the appropriate paperwork. Only council paperwork will be accepted for transfers. Please, remember if you sign the Popcorn Waiver when placing your order or if products are damaged and you had not previously reported them you cannot return them.

I have a problem with my bill. Who do I call?

Call the Pennsylvania Dutch Council Office at 717-394-4063 between 8:30 AM and 4:30 PM, Monday through Friday or email Robin Kotzmoyer at Robin.Kotzmoyer@scouting.org.

How do I check what Scouts have sold online for Whitley's Nut Sales?

Periodically, Whitley's Nuts will send online sales reports to the Council office. The Council office will send out that information to units who had online sales.

How do I check what Scouts have sold online for Pecatonica River Popcorn sales?

Unit Kernels will use the following steps.

- Go to PRPopcorn.com and click on "My Account"
- Enter in your username and password
- On the dashboard page, click "Reports" from the top navigational menu
- Click "Online Invoices"
- Sales Season = Fall 2021
- Click "Search"
- Click Select all
- Click Generate Report
- Report will show the Scouts with online sales, customer who ordered, amount of order, date of order, commission earned on sale

Can people order additional product from my unit after the official sale is over?

Yes, they can. We generally have some additional popcorn available through the holidays so please let us know your needs. Your customers can also order product online before November 30th and purchase popcorn with a credit card. The product is shipped directly from Pecatonica River Popcorn or Whitley's Nuts. Your unit and Scouts receive credit for the sale. The Pennsylvania Dutch Council will distribute the appropriate commission to units on any online sales.

I have a problem with my Prize Order. Who do I call for help?

If you need assistance with ordering, please contact your District Executive or your District Kernel. If you need assistance tracking a lost order or have damaged prizes contact Keller Marketing at 888-351-8000. If you do not hear back from either contact, please contact Robin or Matt at the Pennsylvania Dutch Council Office.

I was previously enrolled in the Trail's End Scholarship program. Can I still add to it?

No. Trails End ended their program in Spring of 2020 and we are not using Trail's End for our popcorn portion of the sale. Contact Trails End for information on how to redeem your Scholarship. Please see the Trail's End links on the Council Fall Product webpage.

Are product purchases tax deductible?

Because you receive products in exchange for your payment, only a portion of your purchase is tax deductible. The portion that is tax deductible is typically the difference in the amount you would normally pay if you bought a similar item at the grocery store vs. the price of the product you purchased. For online sales, Shipping and Handling charges are NOT tax deductible. We urge you to consult your tax professional to confirm this as well.

Military Donation:

When you purchase the Military Donation you are making a charitable contribution since you don't receive actual product in exchange for your payment. This means that the purchase is 100% tax deductible. As always, make sure to double check this with your tax professional, as tax laws often change.