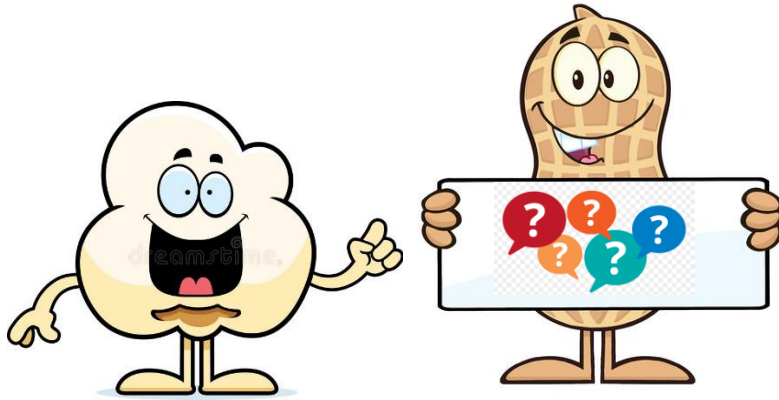


Frequently Asked Questions



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

The two companies have their own ordering systems and are trademark 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? You have 7 days from pick up to report damaged product. Contact Myrna Walker or Robin Kotzmoyer to arrange exchange of damaged product for undamaged product.

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 Consignment Packages. Consignment product can be ordered on the Council website. Look for the Consignment button under Fall Product Sale.

I ordered too much Show & Sell product. Can I return the extras to the council for a refund? Yes. You may return product Thursday, 10/13/22 and Friday, 10/14/22 during a scheduled time. Returns will not be accepted after 10/14. Please plan accordingly - during the sale, if you know that you will have extra product, contact your District Kernel, District Executive, or Myrna Walker. We can arrange a transfer of popcorn and/or nuts from one unit to another with the appropriate council paperwork.

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? At the end of each month, 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 2022 - 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 product available through the holidays so please let us know your needs. Your customers can also order product online before November 30th. 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 Kernel, District Executive or Myrna Walker. 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 PA 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 product 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.

