

## 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.

### **Why does Council limit what I can order for some of the product?**

Council cannot return over-ordered products to Pecatonica River or Whitley's Nuts. To protect the Council, items that are not popular are limited.

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

The Council has a small window of time to report damaged products, so you have 7 days from pick up to report damaged products. Contact Myrna Walker or Robin Kotzmoyer to arrange an 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 the Fall Product Sale tab.

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

Yes. You may return product Thursday, 10/12/23 and Friday, 10/13/23 to the Lancaster warehouse at a scheduled time. Returns will not be accepted after 10/13/23. Please plan accordingly.

### **I have a problem with my order / my invoice. 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. Talk to Robin Kotzmoyer or Myrna Walker. You may also email [Robin.Kotzmoyer@Scouting.org](mailto:Robin.Kotzmoyer@Scouting.org) AND [Myrna.Walker@Scouting.org](mailto:Myrna.Walker@Scouting.org) and Robin or Myrna will research your issue.

### **Does Whitley's Nuts offer online sales this year?**

Whitley's Nuts does have an online store, but it is NOT connected to our fundraiser this year.

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

Unit Kernels can access the information through the Pecatonica River Popcorn site. Go to PRPopcorn.com, click on "My Account", enter your Username and Password. On the dashboard page, click "Reports", then "Online Invoices". Select Fall 2023, Search, Select All, then Generate Report. The 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 products from my unit after the official sale is over?**

Customers can order online through November 30<sup>th</sup> and have the commission count towards your unit. Late orders, which will be accepted through November 1<sup>st</sup>, will earn unit commission and we will do our best to fill those late orders. Leftover products will be sold through the Council Shop but will not be credited to units.

### **I have a problem with my prize order. Who do I call for help?**

If you need assistance with ordering, contact your 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 Keller Marketing, reach out to Myrna Walker.