

Frequently Asked Questions



Where do I pick up my Consignment or additional product orders now that the York Service Center is closed?

Camp Tuckahoe will now be our hub for picking up additional products, consignment orders, or returns. Our field and support staff work from the Mechanicsburg Service Center and are not based out of Camp. You must schedule time on the days open for transactions to ensure someone can assist you. You may also contact your District Executive for assistance or work through Christina Stout, Christina.Stout@Scouting.org, to help you coordinate availability.

Why does the Council limit what I can order for some products?

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 a 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 Christina Stout to arrange an exchange of a damaged product for an undamaged product.

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

Unit Kernels can order additional products, as we plan to use a limited amount to help fulfill any needs between the two scheduled reorders. Products can be ordered on the Council website or by Christina Stout at the Council Service Center.

I ordered too many Show & Sell products. Can I return the extras to the Council for a refund?

Yes. You may return up to 25% of your Show & Sell product order on Friday, 10/11, Saturday, 10/12, and Monday, 10/14, to the Mechanicsburg Service Center or Camp Tuckahoe at a scheduled time. Returns will only be accepted through 10/14. Please plan accordingly.

I have a problem with my order / my invoice. Who do I call?

Call the New Birth of Freedom Council Service Center at 717-766-1591 between 8:30 AM and 4:30 PM, Monday through Friday. Talk to Christina Stout. You may also email Christina.Stout@Scouting.org, and Christina will research your issue.

Does Whitley's Nuts offer online sales this year?

Whitley's Nuts does have an online store, but you can order their product through the Council web store.

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 "My Account," and enter your Username and Password. On the dashboard page, click "Reports," then "Online Invoices." Select Fall 2024, Search, Select All, then Generate Report. The report will show the Scouts' online sales, customers who ordered, the number of orders, the date of the order, and the commission earned on sale.

Can people order additional products from my unit after the official sale?

Customers can order online through November 30th and have the commission count towards your unit. Late orders accepted through November 1st will earn a 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?

Contact your District Executive or Christina Stout if you need assistance with ordering. 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, contact Christina Stout.