



Scout Popcorn

Calling All Popcorn Lovers

FAQ

Where do you ship?

Shipping is limited within Canada.

What are the shipping rates?

Shipping rates will be confirmed closer to April 15.

What is the expected shipping time?

Orders will be shipped to customer within 2–3 weeks, depending on Canada Post's schedule.

What about bulk shipping?

Bulk is defined as over \$500 in product. Those interested in placing bulk orders should contact popcorn@scouts.ca. Third party shipping rates will apply.

What types of payment methods are accepted?

Visa, Mastercard, Amex, PayPal and Apple Pay

What types of products are available?

Take a look at our sales brochure on our [Trello fundraising board](#) for all the details. Please note that all products come from a nut-free and gluten-free facility.

Will a popcorn crest be available?

Pre-ordering Popcorn Crests will be available online—during and after the campaign.

Who is Papa Jack Popcorn?

[Papa Jack Popcorn](#) is a family-owned and operated business out of Ottawa, ON. They are familiar with the fundraising process as well as supplying to large-scale retailers across Canada.

How do I allocate my order to a specific Group/Section/Committee?

At checkout, customers can select their preferred Group/Section/Committee from a drop-down menu. Please ensure the correct name has been selected as some Groups/Sections/Committees share similar names.

*Note: this is only available to those Groups who have previously registered by completing the Registration Form found [here](#).

What if I cannot find my preferred Group on the list?

This means that your preferred Group/Section/Committee did not choose to participate in the fundraiser or that they have not yet registered (see question above).

How do I select a specific youth's name that I wish to credit my order to?

At checkout, customers can add the youth's first and last name to their order by filling out the required field.

When placing an order, do you have to choose a Group/Section/Committee or youth?

No, you do not. You can select the "I do not want to choose a Scout Group" button and your order will be credited to Scouts Canada National.

How do I view the Dashboard to follow my Group/Section/Committee's sales?

This feature will be available once the campaign launches on April 15. More details to follow then in a detailed FAQ.

What percentage of the revenue goes to Groups/Sections/Committees and to Scouts Canada?

Groups/Sections/Committees will receive 45% of the retail price as profit. In addition, net profits will go to the No One Left Behind (NOLB) campaign, which provides children and youth from low-income families with the opportunity to participate in Scouting.

How do Groups/Sections/Committees receive their money?

Group/Section/Committees will be paid by Scouts Canada via direct deposit. As part of the registration to participate, your Group/Section/Committee will need to submit their updated banking information. This is not applicable if you have already updated your information for previous fundraising campaigns. Groups will be paid out by July 12.

What are your COVID-19 guidelines?

We ask Groups/Sections to follow Scouts Canada's COVID-19 guidelines. The fundraiser has been designed to be contactless to accommodate health and safety concerns.

Where can I direct my questions?

All questions pertaining to the Sales Dashboard, youth and Group allocations should be directed to popcorn@scouts.ca. All questions pertaining to orders and shipping should be directed to sales@papajackpopcorn.ca.