

# 2017 NATIONAL PRIZE PROGRAM

**Q: What are the hours for placing orders?**

**A:** This site is active 24 hours / 7 days a week.

**Q: Can I place an order on behalf of a Unit?**

**A:** If you are a Council Approver, you can place an order on behalf of a Unit. It will not be required you to approve the order, it will automatically be submitted for processing.

**Q: How are the Approvers set up? Can I have multiple approvers?**

**A:** No, there can only be 1 approver per Council.

**Q: Can I make additional changes to an order?**

**A:** If you are a Council Approver, then you can modify the items in an order by deleting an item, changing the order quantity, deleting the entire order, approving the order, or rejecting specific items in the order.

**Q: How will my shipment arrive - USPS or FedEx?**

**A:** All Prize Incentive Program shipments are being shipped FedEx ground. A signature is NOT required; packages can be left at the door by the carrier.

**Q: When should Scouts receive their prizes if I place the order by the end of the month?**

**A:** Orders ship within 2 weeks after the order has been approved by the Council Approver.

**Q: I received my shipment today but I am missing items and/or the shipment was damaged. What can I do?**

**A:** Call NDC Customer Service Center at 800-323-0736 (between the hours of 8:00 a.m. and 7:00 p.m. EST). We will be happy to expedite the replacement items.

**Q: If we would like to be able to enter orders as they come in, is it possible to save the order and submit later?**

**A:** Yes, the system will hold anything placed in the shopping cart.

**Q: Can I make any additions or changes to an order that has been submitted to the Approver already?**

**A:** No, once an order has been submitted only the Approver can modify the order. Reach out to your Approver and let him/her know the action needed. If you have left an item off the order you cannot add to the existing order. You will need to submit an additional order and contact your Approver.

**Q: I forgot my order number, how can I get it?**

**A:** Contact NDC Customer Service Center at 800-323-0736, and we will be happy to assist you.

**Q: Can I track my order?**

**A:** Yes, you can click on the "order tracking report" and see the tracking # if it has been approved and shipped. You will also receive a shipping notification e-mail with a link to your tracking number.

# Reporting Questions



## **EXCHANGES**

If you have received a damaged or defective item, please choose option A or B below:

### **OPTION A**

1) Send an email to [NDC.PrizeIncentiveProgram@scouting.org](mailto:NDC.PrizeIncentiveProgram@scouting.org). Please include the following information in your message:

- BSA Order Number and/or Customer PO
- Item number(s) and quantity of damaged/defective item(s)
- Ship-to address (if different from what is on the order)

2) Replacement item(s) will ship to you at no additional charge. A customer service representative will provide further instructions.

3) Look for the “No Charge” credit line on your replacement shipment invoice. This line automatically adjusts the original invoice with “no charge” for the damaged/defective item(s), then adds another bill line to ship the new item(s) out, all in one transaction.

### **OPTION B**

1) If the damaged or defective item is a standard BSA item and a regular National Scout Shop stock item, the Scout can exchange the item at his local National Scout Shop.

If the item is not in stock, the local Scout Shop staff will call Customer Service Center at 800-323-0736 and the replacement order will be created. The order will be fulfilled and shipped within 24 hours, at no charge.

If you have additional questions please email; [mccpopcorn@scouting.org](mailto:mccpopcorn@scouting.org)