

## Read this First



From  
Our Family  
to Yours

Thank you for choosing Wolfgang Candy Company as your fundraiser. Wolfgang Candy has been made in the USA for more than 88 years and is backed by a 100% satisfaction guarantee. We offer an exceptional Customer Service Team and our promise of personal attention for your organization's fundraising needs.

To assist you, we have prepared an easy-to-use weekly outline to aid you in managing a successful fundraiser for your organization. Please make note of your Account Number and contact information for your Sales Representative and/or Customer Service.

**Account Number** \_\_\_\_\_  
**Sales Rep** \_\_\_\_\_  
**Sales Rep Phone** \_\_\_\_\_

**Customer Service Phone - 1-800-248-4273**  
**Customer Service Fax - 717-845-2881**  
**Web Site - [www.wolfgangcandy.com](http://www.wolfgangcandy.com)**

### Calendar Of Events For A Successful Wolfgang Candy Fundraiser

#### **Week 1 – Prepare for Sale**

- Recruit a committee of 4-5 volunteers
- Communicate the purpose of the fundraiser, reference [http://www.wolfgangcandy.com/downloads/cover\\_letter.pdf](http://www.wolfgangcandy.com/downloads/cover_letter.pdf) for a sample cover letter (all checks are to be made payable to your organization)
- Establish sale dates and delivery/pick up date
  - Orders are due at Wolfgang by **November 16, 2009, in order to guarantee delivery by Christmas** and by **March 4, 2010, in order to guarantee delivery by Easter**. However, if your sale and delivery dates have been established with your Sales Representative, your orders are due **three weeks prior to your scheduled delivery date**.
- Ready materials for distribution

#### **Week 2 – Distribute Materials**

- Distribute materials to sellers
- Promote sale, i.e., posters, e-mail, displays, school announcements and newsletters

#### **Week 3 – Promote Sale**

- Continue to promote your sale, i.e., posters, e-mail, displays, school announcements and newsletters

#### **Week 4 – Collect Orders/Money and Submit Order to Wolfgang Candy**

- Send a reminder letter, e-mail, or announcement to sellers that sale is ending
- Collect the top 3 (white, yellow, pink) copies of the order form from all sellers (**seller keeps gold copy**)
- Review the order form for legibility, completeness and accuracy
- Verify that the dollars remitted are correct
- Organize the order forms with paper clips by how you want your order received from Wolfgang Candy
- Complete the Pick-Up/Delivery Return Form and return it along with the top 2 (white and yellow) copies of the order form to Wolfgang Candy. **Keep the pink copy for your records.**

#### **Week 4 – Collect Orders/Money and Submit Order to Wolfgang Candy (continued)**

- To send the order to us free of charge affix the provided prepaid UPS label to the envelope and/or flattened cardboard box enclosed with your fundraising supplies.
  - DO NOT take the UPS package to the post office; **SEND VIA UPS ONLY.**
- If you choose to send your order via U.S. Postal Service, you must pay the cost. Do not use the UPS provided label.
- Return the order to Wolfgang Candy so that it arrives 3 weeks prior to your delivery or pick up date

#### **Week 5 – Order Received by Wolfgang Candy**

- Wolfgang Candy will confirm receipt of your order via email or phone and verify delivery/pick up date
- Data entry and processing begins.

#### **Week 6 – Late Orders**

- Collect late orders for one week after your sale and **fax or e-mail them** to Wolfgang Candy all at one time (no later than one week prior to delivery).
- Second orders are those received after the original order has left Wolfgang Candy; they will incur a freight charge (actual UPS charge).

#### **Week 7 – Send Reminders and Coordinate Volunteers**

- Wolfgang Candy processing order
- Send reminders 2 – 3 days prior to the delivery date
- Coordinate volunteers to help on delivery or pick up day

#### **Week 8 – Delivery or Pick Up Order**

- Delivery by Wolfgang Truck
  - Have volunteers help the driver unload skids
  - Unload the order and arrange by group
  - Have volunteers verify orders before sent/taken home
- Delivery by Common Carrier
  - You must have volunteers to help unload the truck. If not, the common carrier will bill you for this service.
  - Count and verify all cartons before signing the delivery receipt
  - Unload the order and arrange by group
  - Have volunteers verify orders before sent/taken home
- Pick Up
  - Determine the size of vehicle needed
    - Car – 200 packages
    - Station Wagon/Small Truck – 300 packages
    - Minivan – 300-450 packages
    - Open ½ ton truck – 350 packages
    - Closed ½ ton truck – 550 packages
  - Unload the order and arrange by group
  - Have volunteers verify orders before sent/taken home

#### **Week 9 – After Delivery**

- Wait 3-5 days before reporting missing or damaged items, **REPORT ALL DISCREPANCIES AT ONE TIME.** Multiple calls may result in a processing fee.
- Thank all who were involved with fundraiser, i.e., sellers, parent, teachers, volunteers
- Evaluate your Fundraiser

## **Week 10 – Payment**

- Submit payment to Wolfgang Candy

### **Additional Useful Information**

#### **Profit Schedule**

Profits are based on Retail Sales as follows:

<u>Retail Sales</u>	<u>Profit to your Organization</u>
\$0 - \$7,499	40% *
\$7,500 - \$9,999	45%
\$10,000 and up	50%

\***Reward** your organization with **an additional 3% profit** by picking up your order at our warehouse.

#### **Payment Terms**

Please make **one check** payable to Wolfgang Candy Company. If payment is made within 15 days of delivery/pick up date, receive an additional 1% off the invoice amount; otherwise, total payment is due in 30 days. A finance charge of 18% APR or monthly periodic rate of 1.5% will be charged on late accounts. Accounts are considered late on the first day following the due date. Returned checks are subject to a \$25.00 return check fee.

#### **Customer Service and Warehouse Hours**

*November 21, 2009 thru December 12, 2009*

Weekdays 8:00 AM – 5:00 PM

Saturdays 9:00 AM – 1:00 PM

*March 6, 2010 thru March 29, 2010*

Weekdays 8:00 AM – 5:00 PM

Saturdays 9:00 AM – 1:00 PM

#### **Shipping Volume Discount**

Free shipping for orders exceeding \$4,000 Retail\*

\$50.00 Delivery Charge for Orders between \$2,000 and \$4,000\*

\$75.00 Delivery Charge for Orders less than \$2,000\*

*\*Trucking and/or UPS fuel surcharges may apply.*

#### **New Accounts**

There are 3 different methods to establish credit for your first-time sale with Wolfgang Candy:

1. Complete and return the new account credit application and submit to Wolfgang Candy prior to the start of your sale. Upon credit approval, your account may be invoiced and paid according to Wolfgang's normal terms.
2. C.O.D. If your organization intends to pick up its order, you may choose to pay for it at time of pick-up.
3. If neither of the above options are convenient, you may choose to make payment in advance of delivery. You would need to submit a check, money order or credit card for payment. After your check clears the bank, your order will be shipped. In this case, allow 4 weeks to process your order.

#### **Wolfgang Candy's Position on Sales Tax & School Fundraising**

Wolfgang Candy provides products for fundraising sales for school, religious organizations, non-profit groups and others. These products in turn are sold to the general public to help them raise funds for their specific school or organization.

Each organization should know if they are tax-exempt or are required to collect and pay sales taxes to the state in which it is located. It is not our position, **NOR ARE WE ALLOWED**, to have tax monies sent to Wolfgang Candy for remittance to your taxing authority for you.

If you are in doubt of your tax status, Wolfgang Candy recommends you contact a tax and/or legal professional for help.

### **Year-round On-line Fundraising Profit**

Your organization's family, friends and other VIP's across the country can participate in your Wolfgang Candy sale. By logging on to [www.wolfgangcandy.com](http://www.wolfgangcandy.com), they can order candy using your organization's account number. Your organization will receive 50% profit for one year on retail priced sales, excluding shipping costs. (Normal UPS/USPS rates apply.)

You may send a personalized message to as many contacts as you wish. Simply go to <http://www.wolfgangcandy.com> or call Customer Service for further instructions.

All profit checks for on-line sales are issued four times per year: January, April, July and October

### **Referral Bonus Reward from Wolfgang Candy Company**

Refer an organization or school to Wolfgang Candy Company. If they sign up and complete a successful sale, you will receive a Sweet Treat and a Cash Reward from Wolfgang Candy Company. Receive \$25.00 for an organization of 50 or more sellers or \$100.00 for an organization of 200 or more sellers. The sale must be completed before the reward is paid. For details, you may do one of the following: return the prepaid Referral Post Card, contact your sales representative, contact our Customer Service Department at 1-800-248-4273 or visit our website at [www.wolfgangcandy.com](http://www.wolfgangcandy.com)

### **Chairperson's Notes:**

**Visit the Wolfgang Chocolate Factory for a Free tour**

***Monday – Friday 10:00AM and 2:00PM***

**50 East 4<sup>th</sup> Avenue, York, PA 17404  
800-248-4273 Fax: 717-845-2881  
[www.wolfgangcandy.com](http://www.wolfgangcandy.com)**

