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FAQs: **Sign-up**

Q. Do I need to sign up to participate?

A. Yes, this helps us recognize your donation and participation. Plus, we'll share important information and updates via email that you'll need throughout the candy season! Please register to participate [here](#).

Q. I signed up to collect candy but didn't receive an email confirmation. What should I do?

A. Once you have successfully registered you will receive a confirmation email. If you did not receive a confirmation email, please double-check your email address for accuracy, then check your Inbox and Spam folders. Also, please note that our website is not optimized for mobile devices so if your "submit" button does not go live/activate or you did not see a "submit" button it may be necessary for you to move to a desktop to complete your registration. If you are still unable to locate/receive a confirmation email, please send an email to candy@operationgratitude.com.

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FAQs: **Candy and the Collection Process**

Q. What kind of candy can I donate?

A. Individually wrapped, fun- or bite-sized candy is accepted. No powdered candy, unwrapped, or homemade items.

Q. Do I need to sort the candy?

A. No, just remove any powdered candy (Pixy Stix, Fun Dip, etc.) to avoid a mess.

Q. Can I donate chocolate?

A. Yes! We are accepting chocolate candy this year.

Q. Can I donate items other than candy?

A. We accept handwritten letters, hygiene items (toothbrushes and travel-size items), and [Wish List items](#) all year - but we do ask that those be sent as a separate donation as our candy donations will be going to a new Candy Processing Center which is in a different location than our FOB.



Q. Do you collect candy all year?

A. No, the Halloween Candy Give-Back program lasts for a few weeks and provides us with hundreds-of-thousands of pounds for the care packages. We will be accepting candy between November 1-15, 2020. If shipping candy, we ask you postmark your mail to arrive between this time frame.

FAQs: Drop-Off Locations

Q. Where is a drop-off location near me?

A. Due to Covid19, we are unable to post locations of local drop off sites where individuals can drop off their candy.

You may either pay to ship your candy to us, or better yet, we suggest contacting a local Military Base, Veteran Organization or First Responder Department in your area and **ASK if they are interested** and able to take candy. Please note that because of Covid, many departments may be unable to accept donations, so it's important we don't just leave it outside their office or station and that you contact them in advance for **permission** and directions on how to donate your candy.

Alternatively, if you have a local dentist or orthodontist office you are a patient of and you believe they would enjoy participating in collecting candy, you can always send them the [link to sign up!](#) As a current patient of theirs, you would likely be able to find out information on how to drop off candy to their office.

Q. Can I drop candy off at Operation Gratitude's headquarters in Chatsworth, California?

A. No, please do not bring any candy donations to our FOB. However, we have a **NEW LOCATION** for all our candy donations! Candy can be dropped off at our Candy Processing Center during the following hours:

Please drop off candy here:

OG Candy Processing Center
8967 Oso Avenue, Building D
Chatsworth, CA 91311



Q: When can I drop off candy at the CPC?

A: Dates-November 1-13
Days-Monday, Wednesday, Friday
Times-10am-4pm

Q. When is the drop-off deadline?

A. If you are dropping candy off directly at the Candy Processing Center in Chatsworth, California, the last day to drop off will be November 13th between 10am-4pm

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FAQs: Preparing & Shipping Your Candy

Q. How do I prepare my candy for shipping?

A. Line the box with plastic or place the candy in plastic bags to avoid spillage if the box gets damaged in transit. Boxes should be smaller than 24"x24"x20" and weigh less than 30lbs.

Q. Who pays for shipping?

A. You are responsible for all costs involved in getting the candy to Operation Gratitude.

Q. Do I need barcodes to put in the box(es) I'm shipping?

A. No. Barcodes are not required this year to ship your candy. Please fill out our online [Donation Form](#). (available after **October 19th**) Once you submit your form you will receive an email confirming your donation. Check your Inbox and Spam folders.

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Q. When is the shipping deadline?

A. Candy must be postmarked by November 13

Q. Why is the deadline to ship so soon?

A. We want to be able to ship our care packages to deployed troops overseas as close to Halloween as possible. In order to do this, we need to receive all the candy at our headquarters before our scheduled assembly day.

Q. Where do I ship my candy?

A. Candy should be mailed to:



OG Candy Processing Center
8967 Oso Ave Building D
Chatsworth, CA 91311

****Please do not include financial donations with your candy shipment, as they will get lost in the shuffle.***

Q. What if I cannot afford to ship my candy?

A. We understand that shipping can be costly, however, because we receive hundreds of thousands of pounds of candy we cannot help with shipping costs. We encourage you to contact local freight and trucking companies in your area to see if they can assist. You may also consider asking each donor to also include \$1 with their candy to help offset shipping costs. Please remember that the cost of shipping your donation to us is tax-deductible.

We also suggest contacting a local Military Base, Veteran Organization or First Responder Department in your area and **ASK if they are interested** and able to take your candy donation. Please note that because of Covid, many departments may be unable to accept donations, so it's important we don't just leave it outside their office or station and that you contact them in advance for **permission** and directions on how to donate your candy.

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FAQs: Misc.

Q. Can I send other items with my candy?

A. No, If you wish to send items other than candy please complete a separate "Product Donation Form" as those items will be processed at our FOB and should not be sent to the Candy Processing Center.

Q. I know of a First Responder Department or Veteran Organization who would like to receive donated candy, what should I do?

A. We would LOVE to hear from them! Please have their official Point Of Contact (POC) sign up on our page by sharing this link with them. [Candy Recipient Sign Up Link](#)

Q. I received cash donations in addition to candy, should I use it to buy more candy?

A. No, please use the money to purchase items from [our wishlist](#) or make a financial donation to cover our cost of shipping care packages instead! Donations can be made [here](#) or by sending a check to:



Operation Gratitude
P.O.Box 260257
Encinco, CA 91426-0257

****Do not ship candy or other items to this PO Box address.***

Q. We aren't participating with candy this year due to Covid19, is there a virtual way to support the Halloween Candy Give Back Program?

A. Yes! We've just added a Halloween Candy Give Back Program campaign to the candy page on our website. Please help us sponsor the shipping of 2,020 Candy Care Packages by making a donation to [this campaign](#). Every \$15 donated gives a box of candy wings to get to our deserving Military, Veterans and First Responders!

Q. My Halloween Candy Give-Back question is not answered here. How do I contact you?

A. If you do not find an answer on our website or within these FAQs, please email us at candy@operationgratitude.com. Our team will get back to you with an answer as soon as possible!