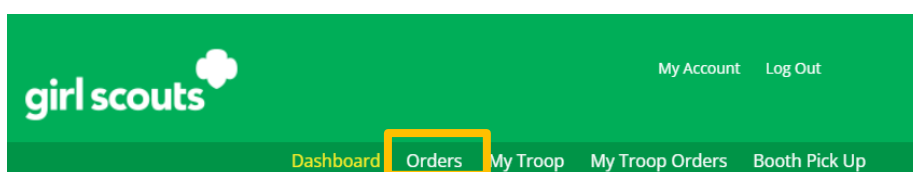


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Troop Refunding Orders

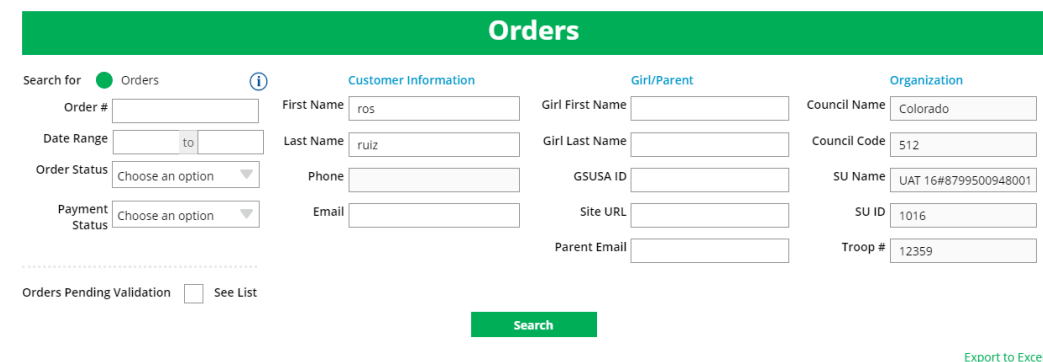
If your council has enabled this function, as a troop leader you will have the ability to refund in-person delivery, pickup and donation orders to customers.

Step 1: Start by navigating to the “Orders” tab on your troop dashboard. If it is a lighter color or you can’t click on it, your council has not enabled it and you will need to consult your council to make any customer refunds.



Step 2: Once you are in, you can look up the order a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
- Customer Name (first and last, min 2 letters)



Orders

Search for: ☒ Orders

Customer Information

Order #

Date Range to

Order Status

Payment Status

Girl/Parent

First Name

Last Name

Phone

Email

Girl First Name

Girl Last Name

GSUSA ID

Site URL

Parent Email

Organization

Council Name

Council Code

SU Name

SU ID

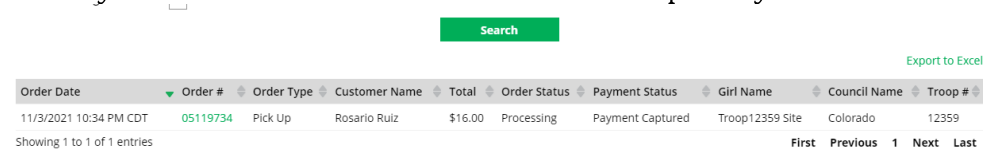
Troop #

Orders Pending Validation ☐ See List

[Search](#)

[Export to Excel](#)

When you click “search” the results will come up if any match



Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

Showing 1 to 1 of 1 entries

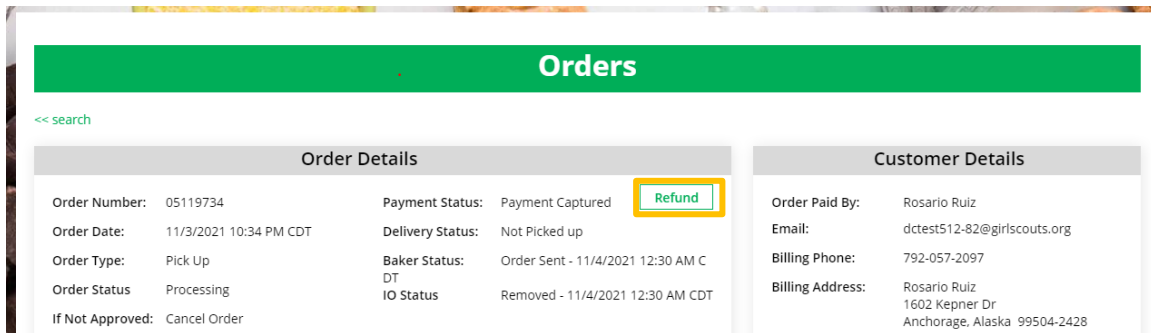
First Previous 1 Next Last

[Export to Excel](#)

Click on the green order # to bring up the details and refund.

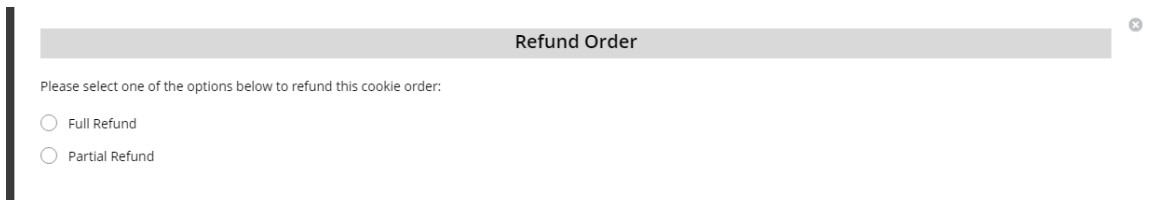
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Step 3: Clicking on the details will bring up all of the order information for that customer. At the top will appear a “refund” tab



Orders			
<< search			
Order Details		Customer Details	
Order Number: 05119734	Payment Status: Payment Captured	Order Paid By: Rosario Ruiz	
Order Date: 11/3/2021 10:34 PM CDT	Delivery Status: Not Picked up	Email: dctest512-82@girlscouts.org	
Order Type: Pick Up	Baker Status: Order Sent - 11/4/2021 12:30 AM CDT	Billing Phone: 792-057-2097	
Order Status: Processing	IO Status: Removed - 11/4/2021 12:30 AM CDT	Billing Address: Rosario Ruiz 1602 Kepner Dr Anchorage, Alaska 99504-2428	
If Not Approved: Cancel Order			

Clicking the refund tab will bring up another screen. You will first need to decide if you are refunding the entire order, OR, in the event the customer got some of their order, but not all of it, select “partial refund”.



Refund Order

Please select one of the options below to refund this cookie order:

☐ Full Refund
☐ Partial Refund

Select one of the options.

If selecting partial, you will need to indicate what packages in the order you are refunding.

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Refund Order

Please select one of the options below to refund this cookie order:

☐ Full Refund
☒ Partial Refund

Product	Current Qty	Current \$ Amount	Qty to be Refunded	\$ Amount to be Refunded	Remaining Qty	Remaining \$ Amount
Cookies						
samoas®	1	\$4.00	0	\$0.00	1	\$4.00
thin mints®	3	\$12.00	3	\$12.00	0	\$0.00
Total	4	\$16.00	3	\$12.00	1	\$4.00

Refund Reason:

Responsible Party:

Notes:

Choose an option

Choose an option

Enter notes here

*Required

Continue with refund? Yes No

You will select an option for refund reason. In general, you will choose “In person delivery issues” unless otherwise instructed by your council. Then add information to the notes section so that if anyone looked at this order in the future they would know why the refund was made. This might be a national customer service person, so please give a thorough explanation.

Then, continue with refund.

If you select Full Refund, you will still need to select a refund reason of “In Person Delivery Issues” and add the notes before processing the refund.

Refund Order

Please select one of the options below to refund this cookie order:

☒ Full Refund
☐ Partial Refund

Refund Reason:

Responsible Party:

Notes:

Choose an option

Choose an option

Enter notes here

Current Order Total: \$16.00

Amount Canceled: -\$16.00

New Order Total: \$0.00

*Required

Continue with refund? Yes No

At that point, the automated process to refund the consumer will execute. Depending on the customer’s bank, it can take a few weeks until their bank will show the refund on their account.

To verify the refund went through, you can scroll to the bottom of their order details and see “refund_follow_on” in the “Payment Transactions” section and see the date the system processed it.

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Type	ID	Status	Amount	Date
AUTHORIZATION	B80P0EC746E4	SUCCESSFUL	\$16.00	11/3/21 10:34 PM CDT
CAPTURE	B30P3B1E8585	SUCCESSFUL	\$16.00	11/4/21 12:24 AM CDT
REFUND_FOLLOW_ON	B40P0E8B7396	SUCCESSFUL	\$16.00	11/4/21 12:42 AM CDT