

Digital Cookie®

Troop Refunding Orders (ABC Councils)

Prefer a video? A step-by-step demonstration is available [here](#).

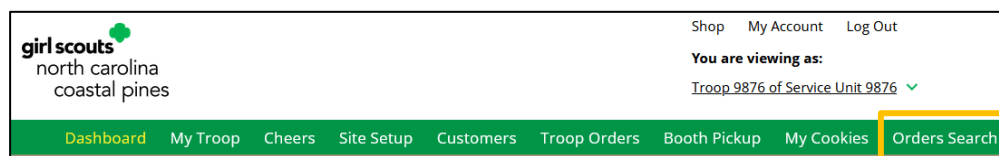
If your council has enabled this feature, troop volunteers can:

- Refund **in-person delivery**, **pickup**, and **donation** orders
- Cancel **cash orders**

Tip: For the best experience, use a **desktop computer** rather than a mobile device.

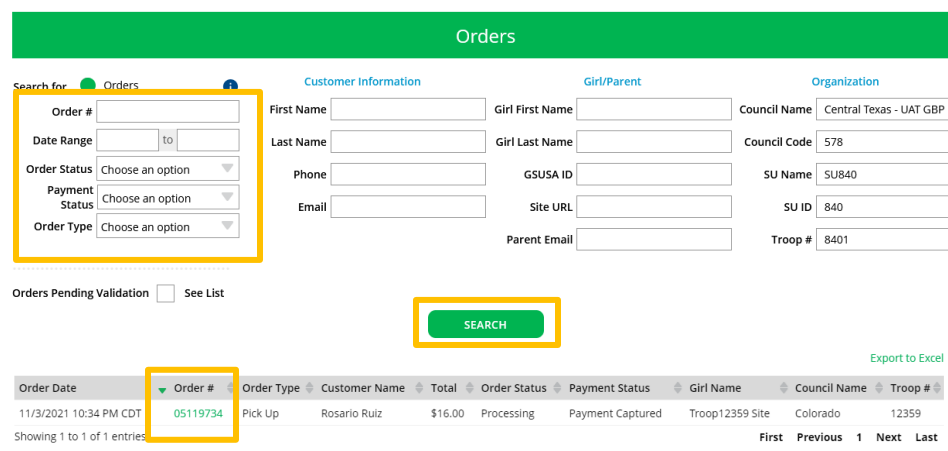
Step 1: Access the Orders Page

- Navigate to the Orders Search link on your troop dashboard.
- If you do not see this page, your council has not enabled the feature.



Step 2: Search for an Order

- On the **Orders** tab, select **one** of the following lookup options (using more than one may cause errors):
 - Order #
 - Customer Email Address
 - Parent Email Address
 - Girl Name (first and last)
 - Customer Name (first and last, minimum 2 letters)
- Click **Search** to view matching results.
- Click the **green Order #** to open order details.

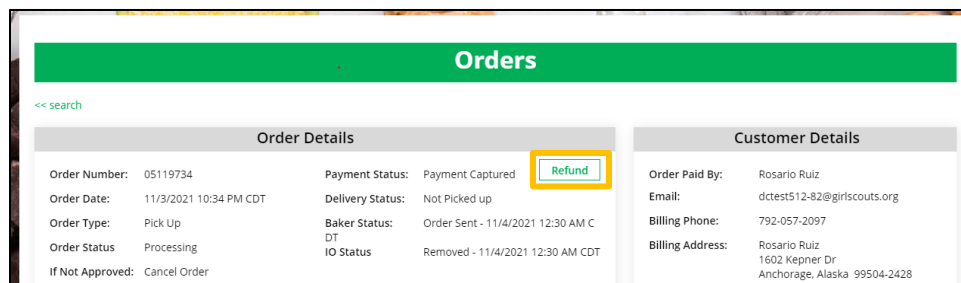


Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

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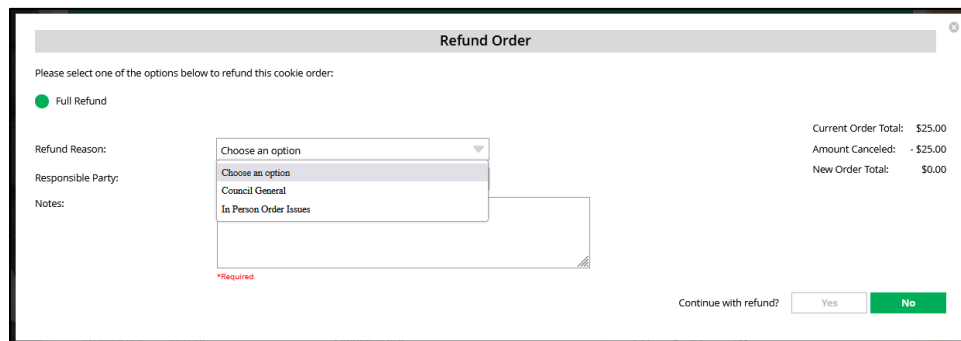
Step 3: Process the Refund

- On the Order Details page, locate the Refund button next to Payment Status.
- Click Refund, then select Full Refund.



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

- Choose a Refund Reason (usually “In-person delivery issues” unless instructed otherwise by your council).
- Add a detailed note explaining why the refund was issued. This helps anyone reviewing the order later, including national customer service.
- Click Yes to confirm. The system will process the refund automatically.



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

☒ Full Refund

Refund Reason: Choose an option

Responsible Party: Choose an option

Notes: Choose an option

Current Order Total: \$25.00
Amount Canceled: -\$25.00
New Order Total: \$0.00

Continue with refund?

Note: Depending on the customer’s bank, refunds may take several weeks to appear on their account.

Verify the Refund

- Scroll to the bottom of the order details page.
- Look for “refund_follow_on” in the Payment Transactions section and confirm the date processed.

If you encounter errors or issues, contact [Digital Cookie Customer Support](#).

Payment Transactions				
Type	ID	Status	Amount	Date
AUTHORIZATION	e8gqv3y5	ACCEPTED	\$120.00	8/7/24 2:50 PM CDT
CAPTURE	e8gqv3y5	ACCEPTED	\$120.00	8/7/24 2:50 PM CDT
REFUND_STANDALONE	awx68z4a	ACCEPTED	\$120.00	8/8/24 5:17 AM CDT