

# Digital Cookie®

## Troop Refunding Orders (LBB Councils)

If your council has enabled this function, as a troop volunteer 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.



My Account Log Out

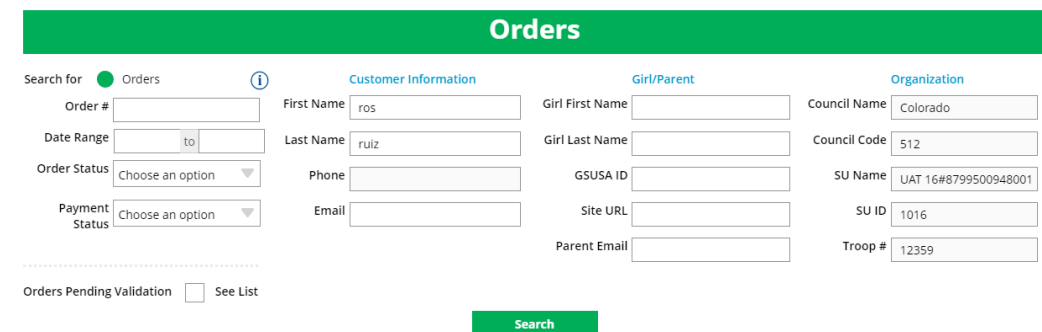
You are viewing as:

Troop 1006 of Service Unit SU101

Dashboard **Orders** My Troop Link My Troop Orders Virtual Booths Troopcheers

**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

Order #

Date Range  to

Order Status

Payment Status

Customer Information

First Name

Last Name

Phone

Email

Girl/Parent

Girl First Name

Girl Last Name

GSUSA ID

Site URL

Parent Email

Organization

Council Name

Council Code

SU Name

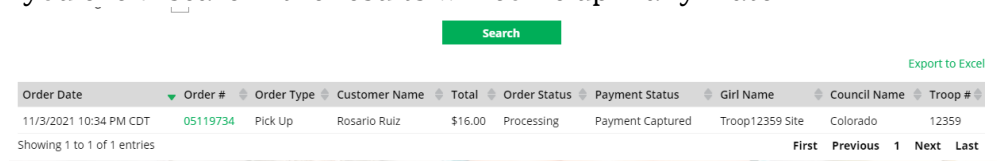
SU ID

Troop #

Orders Pending Validation ☐ See List

Search

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



Search

Export to Excel

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

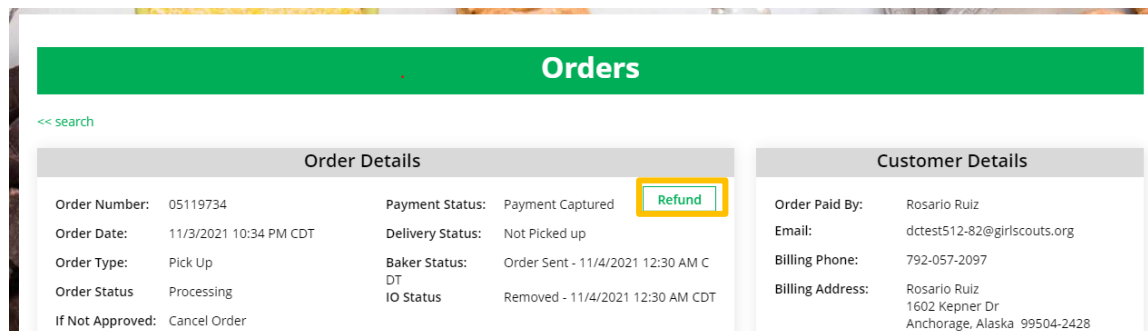
Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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



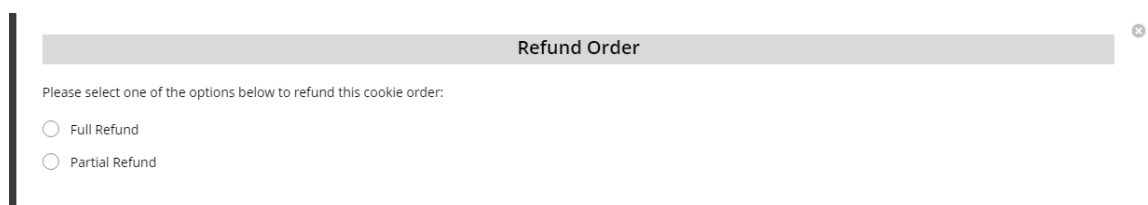
**Orders**

<< 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**

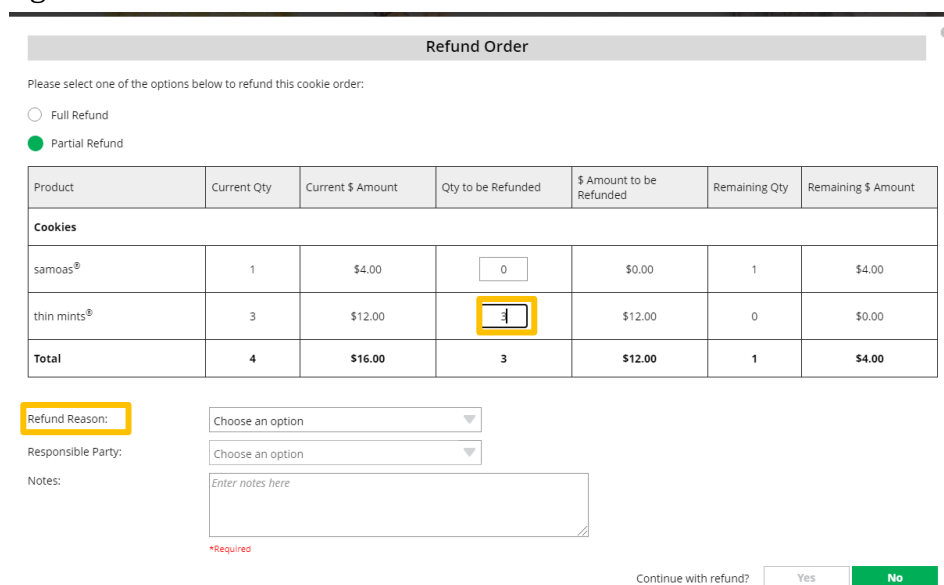
Please select one of the options below to refund this cookie order:

☐ 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.



**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
<b>Cookies</b>						
samoas®	1	\$4.00	0	\$0.00	1	\$4.00
thin mints®	3	\$12.00	1	\$12.00	0	\$0.00
<b>Total</b>	<b>4</b>	<b>\$16.00</b>	<b>3</b>	<b>\$12.00</b>	<b>1</b>	<b>\$4.00</b>

**Refund Reason:** Choose an option

**Responsible Party:** Choose an option

**Notes:** Enter notes here

\*Required

Continue with refund?

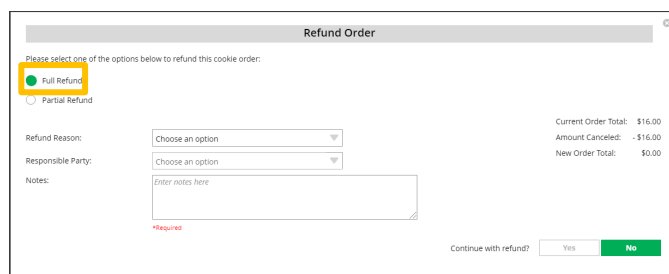
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You will select an option for refund reason. In general, you will choose “In person delivery issues” unless otherwise instructed by your council.

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.



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.

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