

# Digital Cookie®

## Troop Refunding Orders (LBB Councils)

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

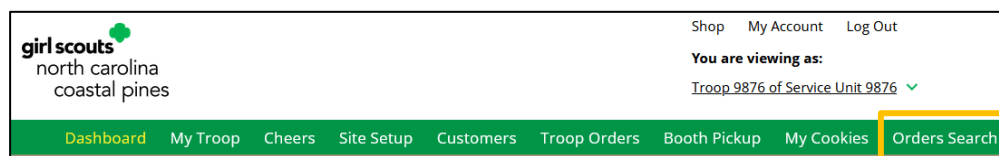
If your council has enabled this feature, troop volunteers can:

- 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.



girlscouts  
north carolina  
coastal pines

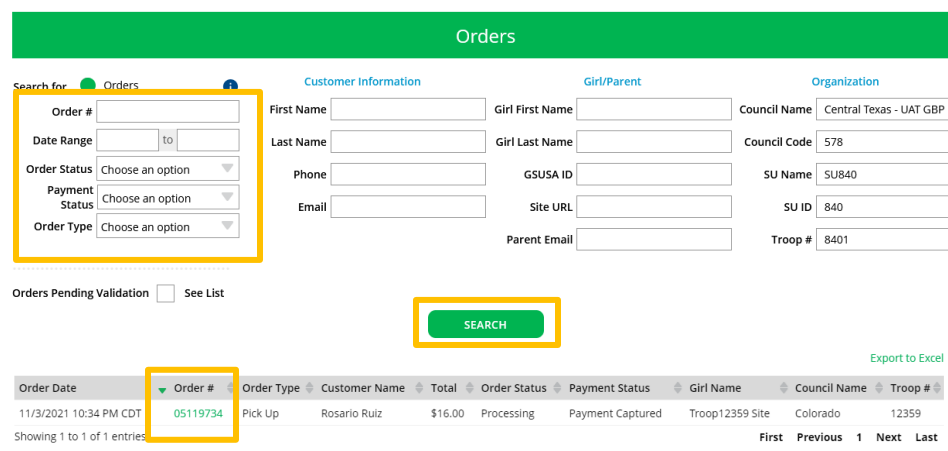
Shop My Account Log Out

You are viewing as:  
Troop 9876 of Service Unit 9876 ✓

Dashboard My Troop Cheers Site Setup Customers Troop Orders Booth Pickup My Cookies **Orders Search**

### 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.



Orders

Search for: Orders

Order #

Date Range  to

Order Status

Payment Status

Order Type

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**

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	<b>05119734</b>	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

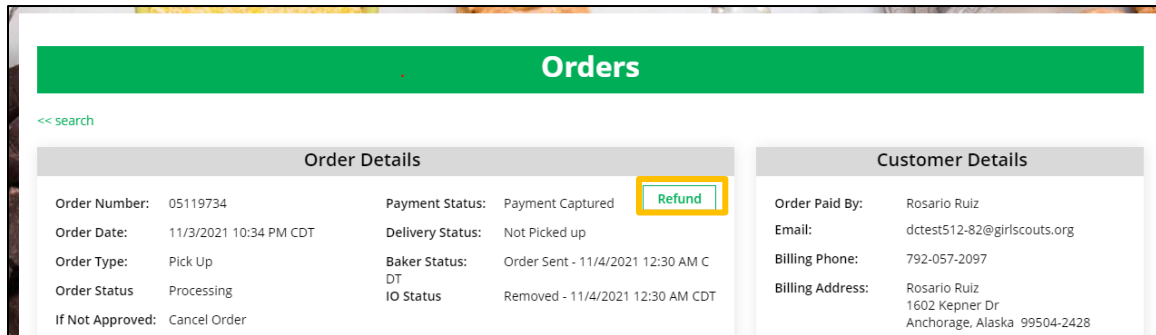
Showing 1 to 1 of 1 entries

First Previous 1 Next Last

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## Step 3: Process the Refund

- On the Order Details page, locate the Refund button next to Payment Status.
- Click refund.
  - Determine whether you are refunding the entire order or issuing a partial refund (for cases where the customer received some items but not all).

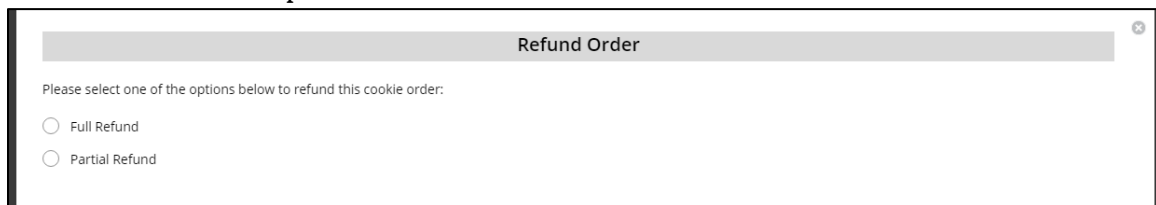


**Orders**

<< search

Order Details		Refund	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			

- Select full or partial refund

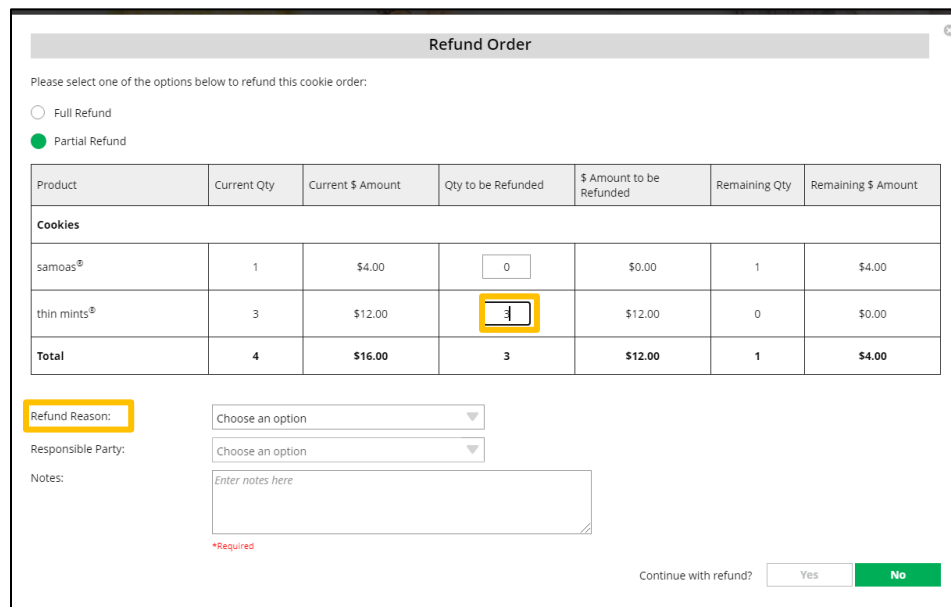


**Refund Order**

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

☐ Full Refund  
☐ Partial Refund

- If you choose Partial Refund, you will need to specify which packages in the order are being refunded.



**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:

Responsible Party:

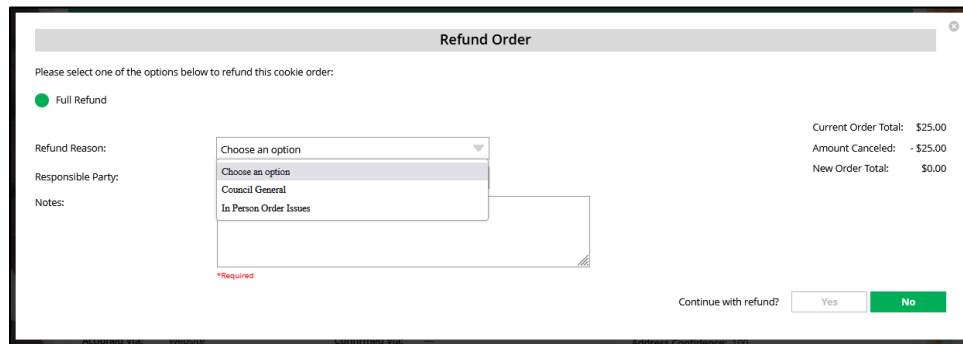
Notes:

\*Required

Continue with refund?

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- Choose a Refund Reason (usually “In-person delivery issues” unless instructed otherwise by your council).



The screenshot shows a "Refund Order" form. At the top, it says "Please select one of the options below to refund this cookie order:". There are two radio buttons: "Full Refund" (selected) and "Partial Refund". Below the radio buttons, there are three fields: "Refund Reason:" with a dropdown menu showing "Choose an option", "Responsible Party:" with a dropdown menu showing "Choose an option", and "Notes:" with a text area. To the right of these fields, there is a summary: "Current Order Total: \$25.00", "Amount Canceled: -\$25.00", and "New Order Total: \$0.00". At the bottom right, there is a "Continue with refund?" button with "Yes" and "No" options.

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