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Troop Refunding Orders

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	
	1				You are viewin	ng as:	
girl scouts					Troop 1006 of 5	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)

arch for 🛛 🔵	Orders (i)	Customer Information		Girl/Parent		Organization
Order #		First Name	ros	Girl First Name		Council Name	Colorado
Date Range	to	Last Name	ruiz	Girl Last Name		Council Code	512
Order Status	Choose an option 🛛 🔻	Phone		GSUSA ID		SU Name	UAT 16#8799500948
Payment Status	Choose an option 🛛 🔍	Email		Site URL		SU ID	1016
				Parent Email		Troop #	12359
ders Pending							

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

				36	arch						
										Expo	rt to Exce
Order Date	🔻 Order # 👙	Order Type 🌲	Customer Name	Total 🔶	Order Status 👙	Payment Status	\$ Girl Name	\$	Council Name	≑ т	roop # 🔶
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site		Colorado	1	2359
Showing 1 to 1 of 1 entries							Fir	st	Previous 1	Nex	t Last
		and the second se									

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		C	ustomer Details				
Order Number:	05119734	Payment Status:	Payment Captured Refund	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 C	Billing Phone:	792-057-2097				
Order Status If Not Approved:	Processing Cancel Order	DT IO Status	Removed - 11/4/2021 12:30 AM CDT	Billing Address:	Rosario Ruiz 1602 Kepner Dr Anchorage, Alaska 99504-2428				

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	8
Please select one of the options below to refund this cookie order:	
O Full Refund	
O Partial Refund	

Select one of the options.

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

		F	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 optio Choose an optio Enter notes here		▼ ▼			
	*Required					
				Continue with	n refund?	Yes No



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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.

		Refund Order		0
Please select one of the op Full Refund Partial Refund	tions below to refund this cookie order:			
				Current Order Total: \$16.00
Refund Reason:	Choose an option	w.		Amount Canceled: - \$16.00
Responsible Party:	Choose an option			New Order Total: \$0.00
Notes:	Enter notes here			
	*Required			
			Continue with refund	2 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.

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