girl scouts

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**

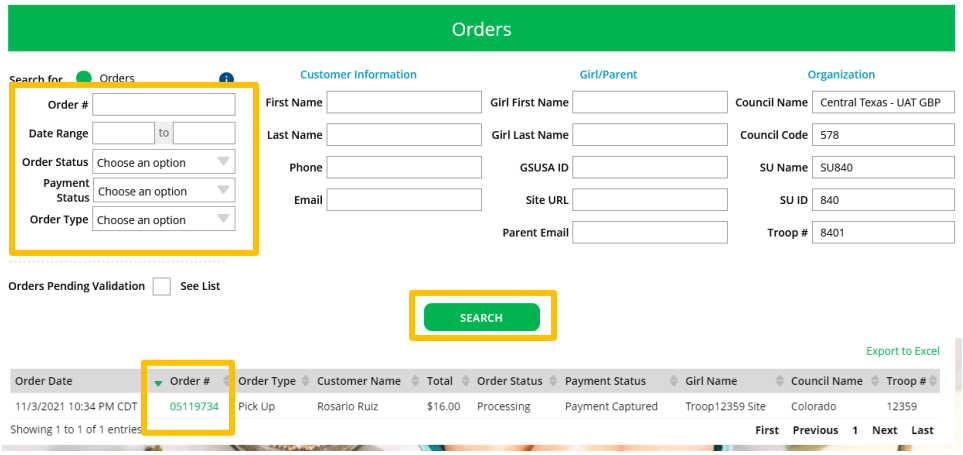
Tip: For the best experience, use a **desktop computer** rather than a mobile device.

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.

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.



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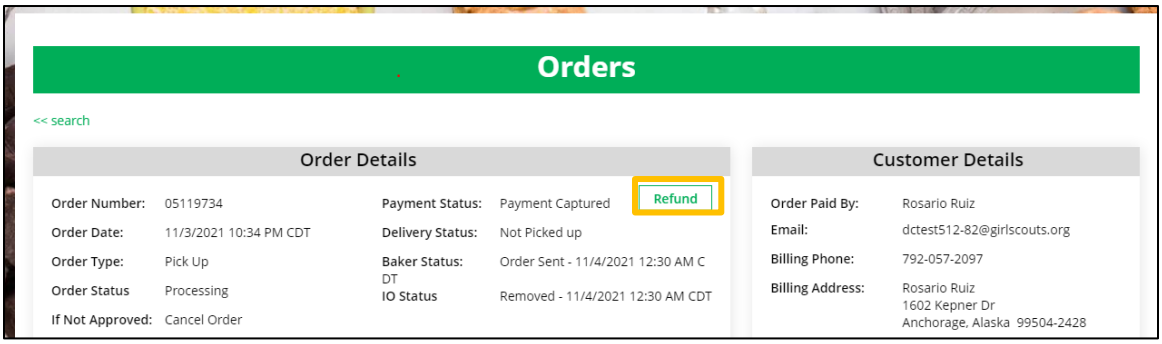
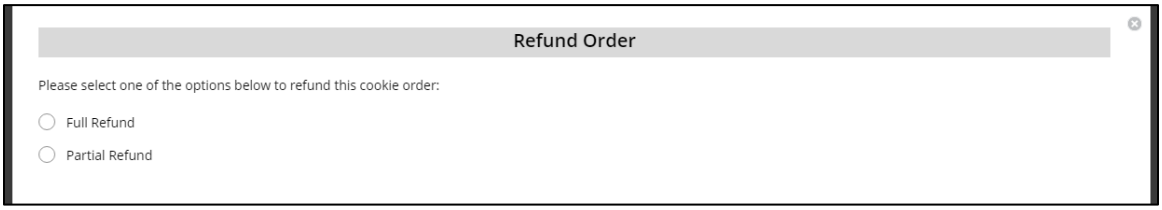
Step 3: Process the Refund

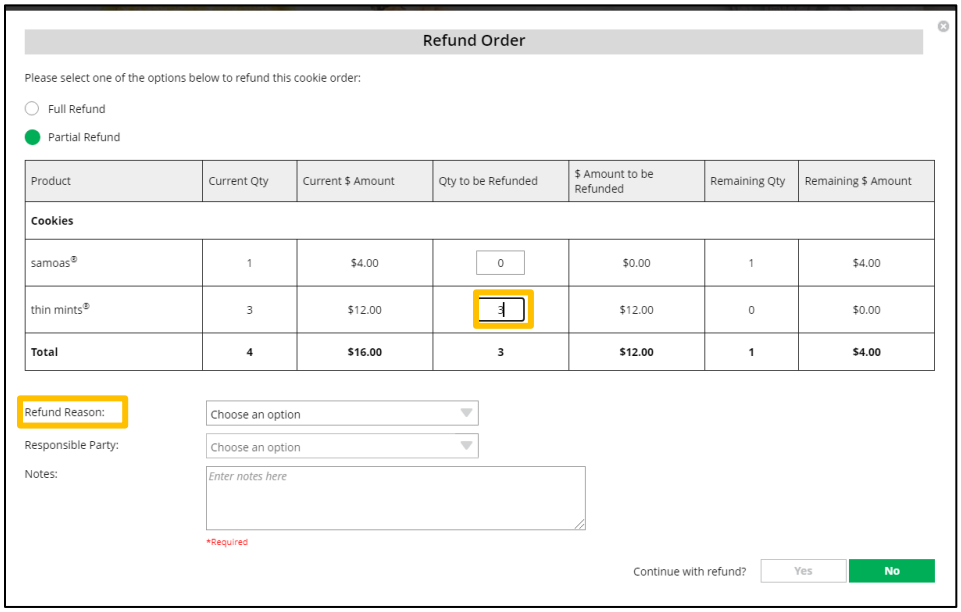
- On the Order Details page, locate the Refund button next to Payment Status.
- Click refund.
    - Determine whether you are refunding the entire order or issuing a partial refund (for cases where the customer received some items but not all).



- Select full or partial refund



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



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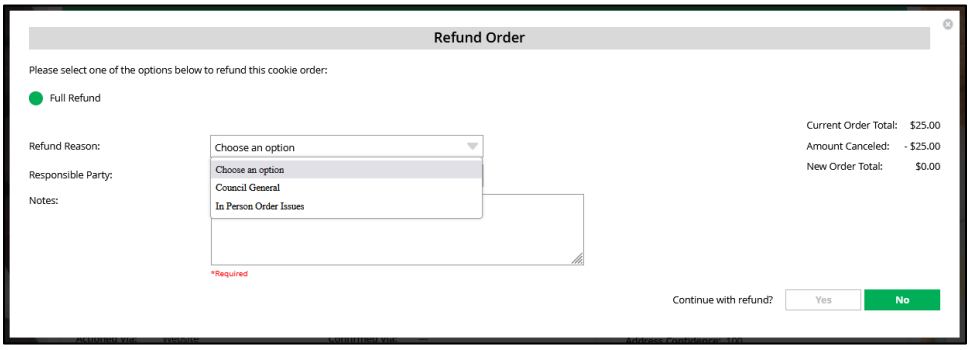
- Choose a Refund Reason (usually “In-person delivery issues” unless instructed otherwise by your council).

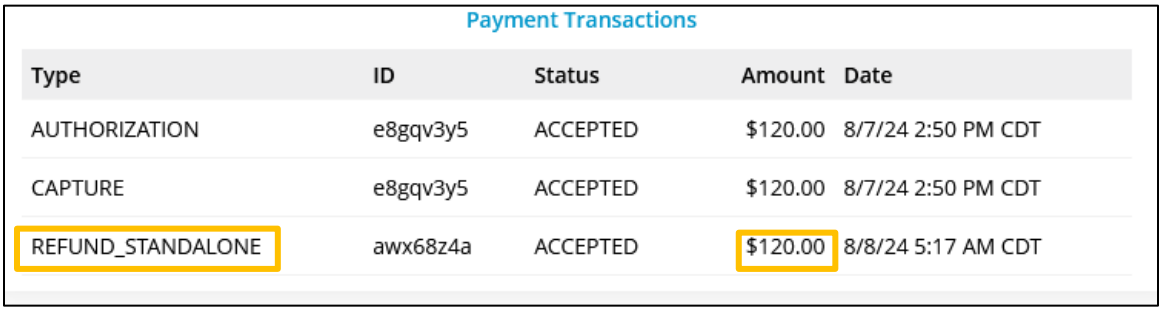


Note: Depending on the customer’s bank, refunds may take several weeks to appear on their account.

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

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