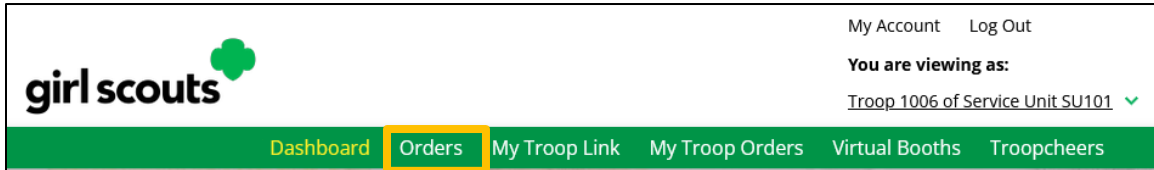


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## Troop Refunding Orders

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.



**Step 2:** On the Order tab you can look up orders 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)

The screenshot shows the 'Orders' search form. It has a green header with the word 'Orders'. Below the header, there are several search criteria sections: 'Search for' (with a radio button for 'Orders'), 'Customer Information' (with fields for Order #, Date Range, Order Status, Payment Status, First Name, Last Name, Phone, and Email), 'Girl/Parent' (with fields for Girl First Name, Girl Last Name, GSUSA ID, Site URL, and Parent Email), and 'Organization' (with fields for Council Name, Council Code, SU Name, SU ID, and Troop #). There is a 'Search' button at the bottom center and an 'Export to Excel' link at the bottom right.

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

The screenshot shows the search results table. It has a green header with the word 'Search' and an 'Export to Excel' link. The table has columns for Order Date, Order #, Order Type, Customer Name, Total, Order Status, Payment Status, Girl Name, Council Name, and Troop #. There is one entry in the table with the following data:

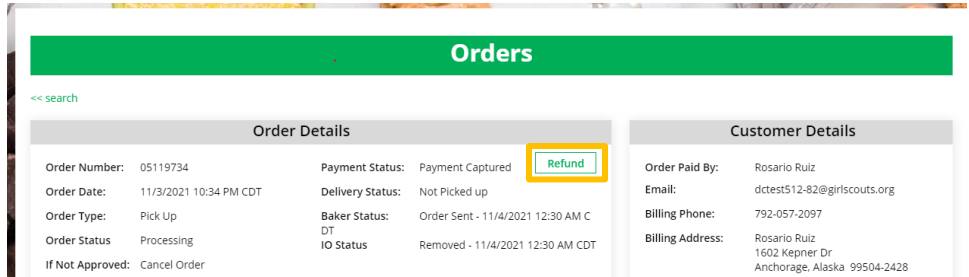
Order Date	Order #	Order Type	Customer Name	Total	Order Status	Payment Status	Girl Name	Council Name	Troop #
11/3/2021 10:34 PM CDT	05119734	Pick Up	Rosario Ruiz	\$16.00	Processing	Payment Captured	Troop12359 Site	Colorado	12359

Showing 1 to 1 of 1 entries

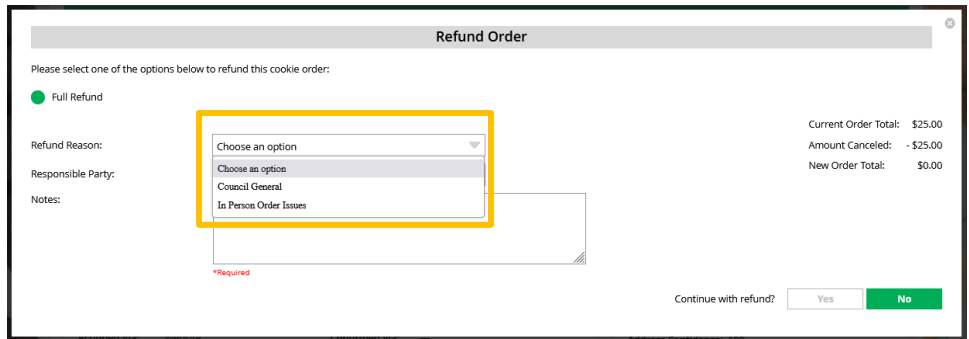
Click on the green order # to bring up the order details to begin processing a refund.

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**Step 3:** The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.



Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.



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.

Once all the information has been completed, click Yes to continue with 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