

# Digital Cookie®

## Troop Refunding Orders (LBB Councils)

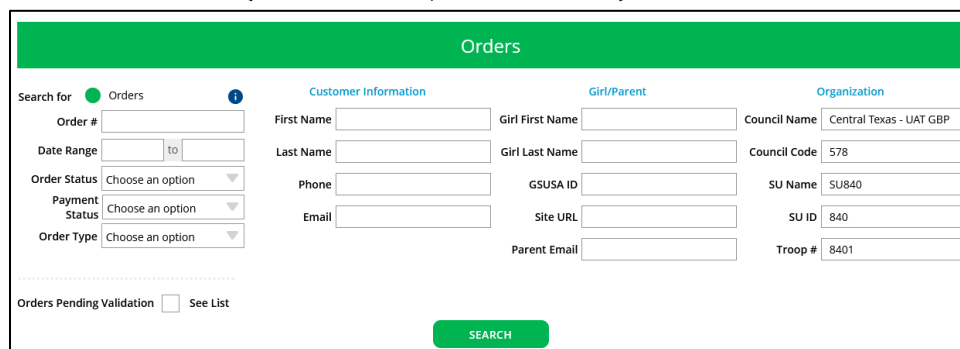
If your council has enabled this function, as a troop volunteer you will have the ability to refund in-person delivery, pickup and donation orders to customers.

**Step 1:** Start by navigating to the “Orders” tab on your troop dashboard. If you don’t have the tab, your council has not enabled it.



**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)



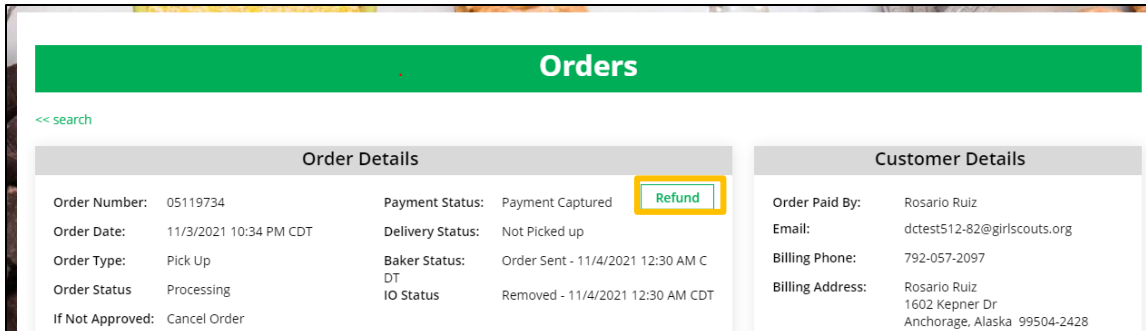
When you click “search” the results will come up if any match

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



The screenshot shows the 'Orders' page with a green header. Below the header, there is a search bar and two main sections: 'Order Details' and 'Customer Details'. In the 'Order Details' section, the 'Refund' tab is highlighted with a yellow box. The 'Order Details' section contains the following information:

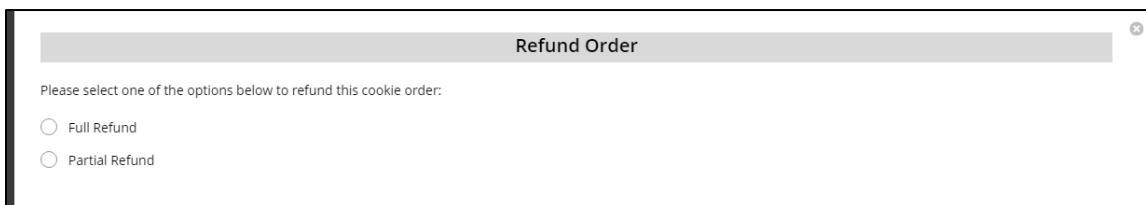
Order Details	
Order Number:	05119734
Order Date:	11/3/2021 10:34 PM CDT
Order Type:	Pick Up
Order Status:	Processing
If Not Approved:	Cancel Order
Payment Status:	Payment Captured
Delivery Status:	Not Picked up
Baker Status:	Order Sent - 11/4/2021 12:30 AM CDT
IO Status:	Removed - 11/4/2021 12:30 AM CDT

The 'Customer Details' section contains the following information:

Customer Details	
Order Paid By:	Rosario Ruiz
Email:	dctest512-82@girlscouts.org
Billing Phone:	792-057-2097
Billing Address:	Rosario Ruiz 1602 Kepner Dr Anchorage, Alaska 99504-2428

Clicking the refund tab will bring up another screen.

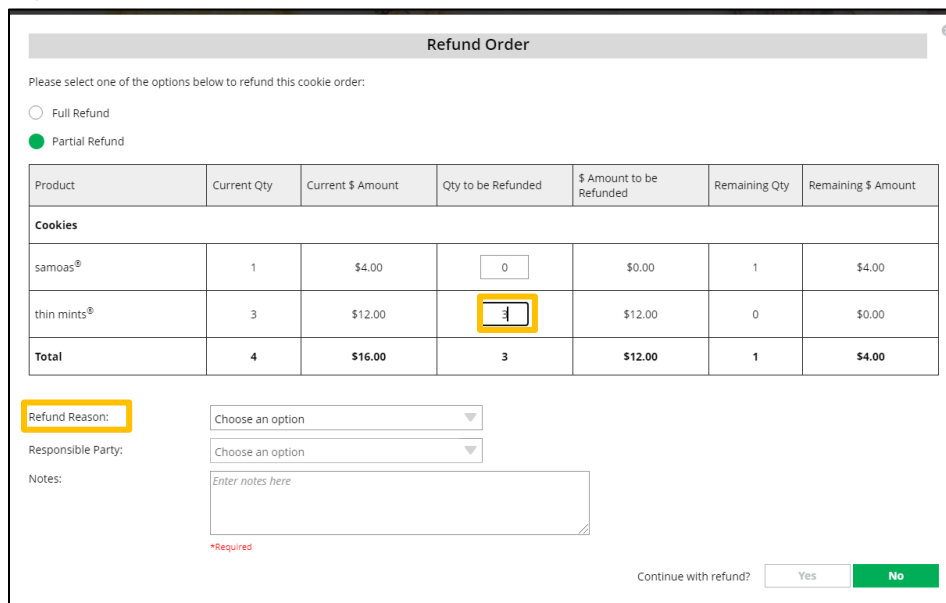
You will first need to decide if you are refunding the entire order, OR, in the event the customer got some of their order, but not all of it, select “partial refund”.



The screenshot shows the 'Refund Order' screen with a grey header. Below the header, there is a message: 'Please select one of the options below to refund this cookie order:'. There are two radio button options: 'Full Refund' and 'Partial Refund'. The 'Partial Refund' option is selected.

Select one of the options.

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



The screenshot shows the 'Refund Order' screen with a grey header. Below the header, there is a message: 'Please select one of the options below to refund this cookie order:'. There are two radio button options: 'Full Refund' and 'Partial Refund'. The 'Partial Refund' option is selected. Below the options, there is a table with the following columns: Product, Current Qty, Current \$ Amount, Qty to be Refunded, \$ Amount to be Refunded, Remaining Qty, and Remaining \$ Amount.

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>

Below the table, there is a 'Refund Reason:' dropdown menu, a 'Responsible Party:' dropdown menu, and a 'Notes:' text area. At the bottom right, there is a 'Continue with refund?' button with 'Yes' and 'No' options.

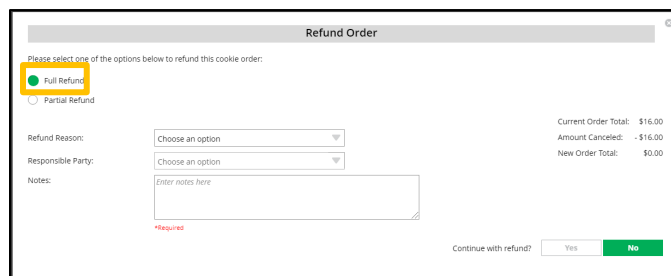
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You will select an option for refund reason. In general, you will choose “In person delivery issues” unless otherwise instructed by your council.

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. If you receive an error or have issues refunding an order, 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