

Troop Refunding Orders

If your council has enabled this function, as a troop leader 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.

girl scouts				My Account	Log Out	
	Dashboard	Orders	My Troop	My Troop Orders	Booth Pick Up	

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)

to ose an option) First Name	Customer Information	Girl First Name	Girl/Parent	Council Name	Organization
	1	ros	Girl First Name		Council Name	
	Last Name				council Name	Colorado
ose an option 🛛 🛡		ruiz	Girl Last Name		Council Code	512
	Phone		GSUSA ID		SU Name	UAT 16#8799500948
ose an option 🔍	Email		Site URL		SU ID	1016
			Parent Email		Troop #	12359
ı click "se	earch"	the result	s will com	e up if any	y match	Export t
		S	earch			Export to Excel
🔻 Order # 🍦 O	rder Type 🌲 Cu	stomer Name 🍦 Total 🗧	🗘 Order Status 🍦 Payme	nt Status 🛛 🍦 Girl Nar	me 🍦 Council Nar	me 🍦 Troop # 🔶
	ck Up Ro	sario Ruiz \$16.00	Processing Paymer			
	lation See List	lation See List	lation See List	Parent Email	Parent Email	Aation See List Search

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	r Details			C	ustomer Details	
Order Number:	05119734	Payment Status:	Payment Captured Refund		der Paid By: ail:	Rosario Ruiz dctest512-82@girlscouts.org	
Order Date: Order Type:	11/3/2021 10:34 PM CDT Pick Up	Delivery Status: Baker Status: DT	Not Picked up Order Sent - 11/4/2021 12:30 AM C		ing Phone:	792-057-2097	
Order Status If Not Approved:	Processing Cancel Order	IO Status	Removed - 11/4/2021 12:30 AM CDT	Bill	ing 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
Plei	ase select one of the options below to refund this cookie order:	
0	Full Refund	
0	Partial Refund	

Select one of the options.

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



			Refund Order			
Please select one of the optic	ons 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	E	\$12.00	0	\$0.00
Total	4	\$16.00	3	\$12.00	1	\$4.00
Refund Reason:			-			
	Choose an optio					
Responsible Party:	Choose an optio	n	•			
Notes:	Enter notes here					
	*Required					
				Continue w	ith refund?	Yes No

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 optic	ons below to refund this cookie order:				
Full Refund					
O Partial Refund					
				Current Order Total: \$16.00	
Refund Reason:	Choose an option	∇		Amount Canceled: - \$16.00	
Responsible Party:	Choose an option			New Order Total: \$0.00	
Notes:	Enter notes here				
	*Required				
			Continue with refund?	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