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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.
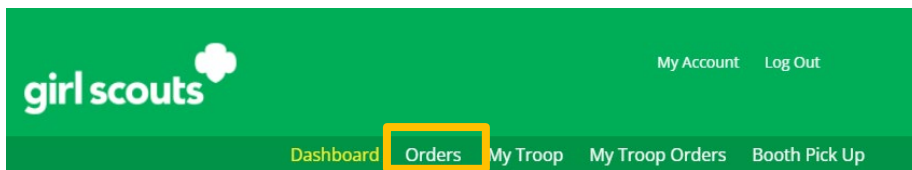
Step 2: Once you are in, you can look up the order a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

- Customer Order #
- Customer Email address
- Parent Email Address
- Girl Name (first and last)
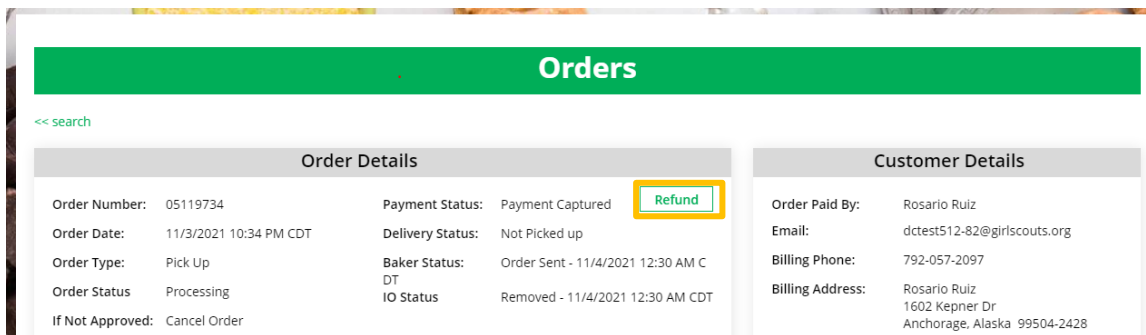- Customer Name (first and last, min 2 letters)

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


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

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".
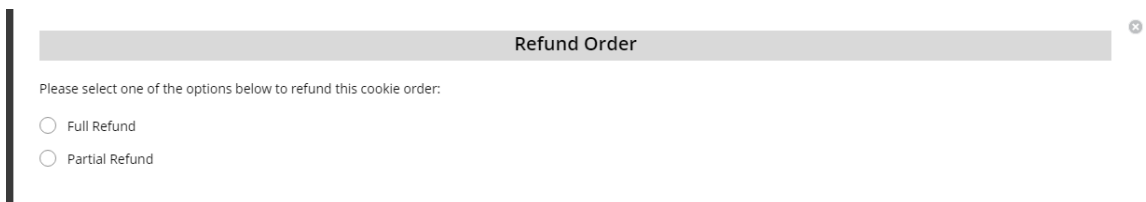
Select one of the options.

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

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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.

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Type	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