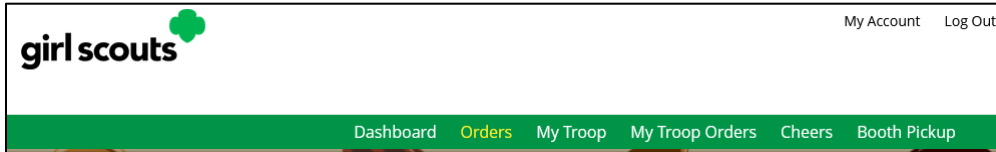


# Digital Cookie®

## Troop Refunding Orders (ABC 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:** On the Orders 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:

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

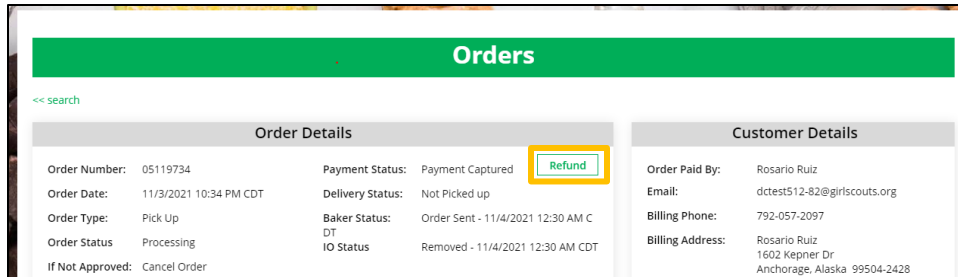
When you click “search” the results will come up if any match

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

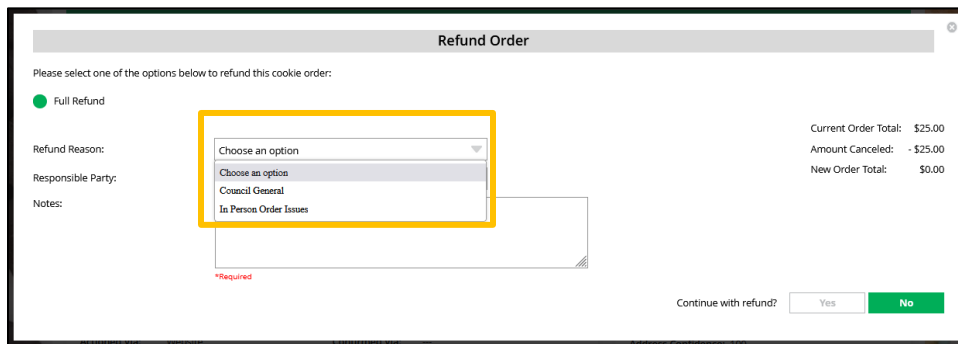
Click on the green order # to bring up the order details to begin processing a refund.

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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. 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