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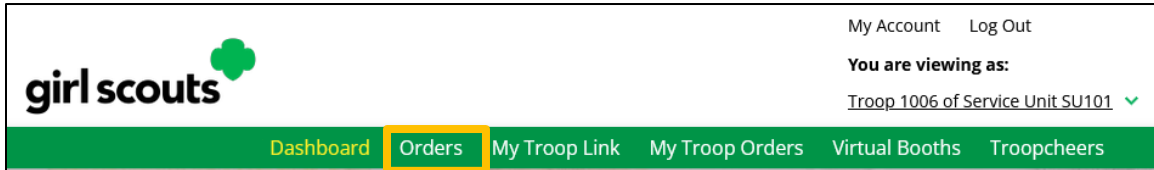
Step 2: On the Order tab you can look up orders a few different ways. Select one of the lookup options, selecting more than one can cause the results to not appear properly. The recommended lookup options are:

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

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

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

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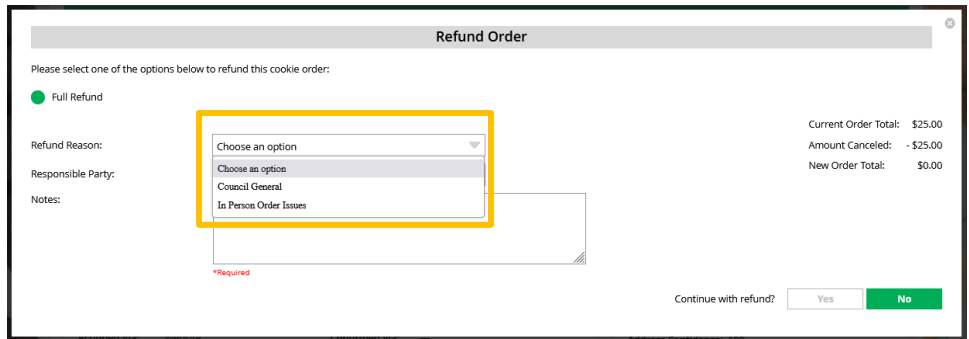**Step 3:** The Order details page include all order information including customer details. At the top, next to payment status will be a Refund button.
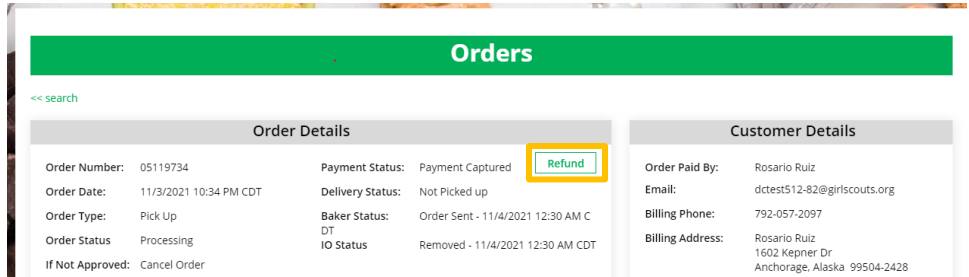
Clicking the Refund button will bring up another screen and you need to click Full Refund to continue with refund.

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.