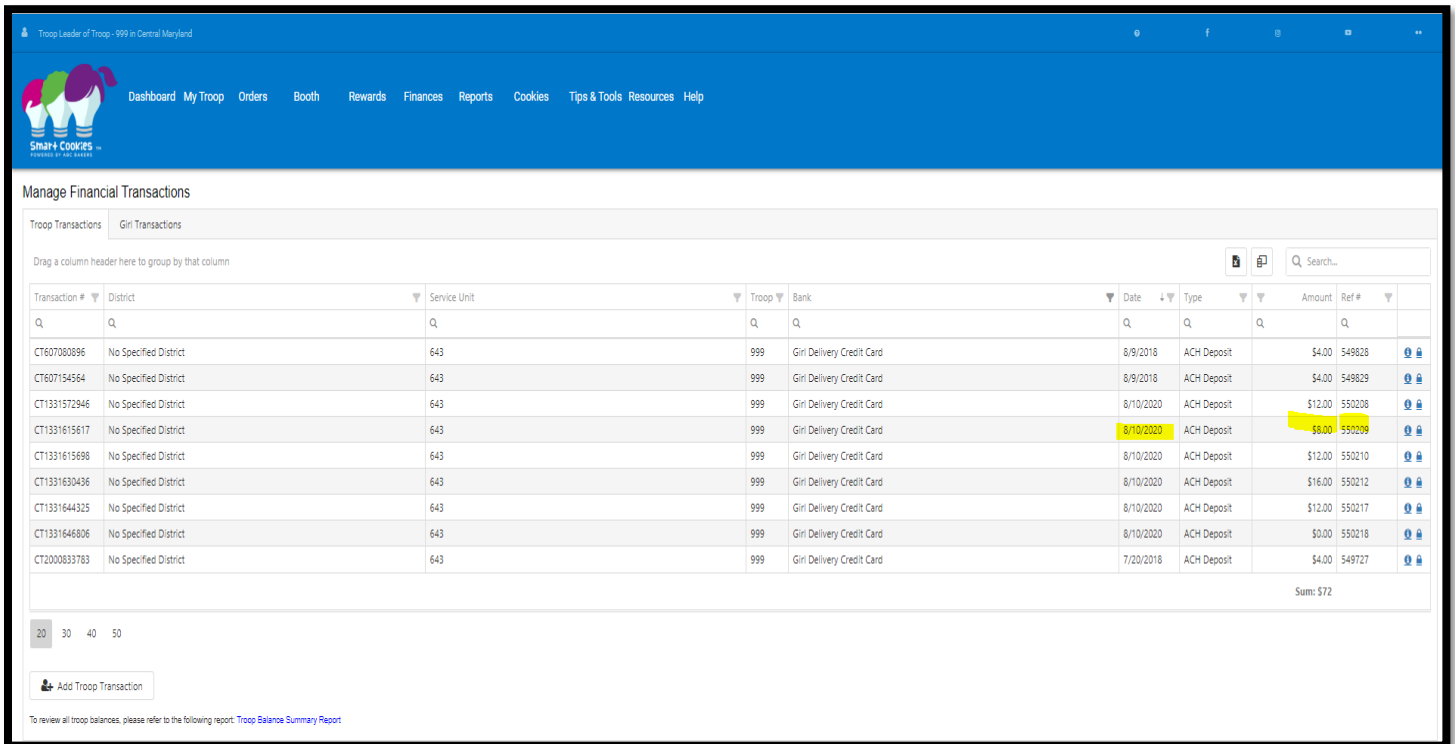


Pre-paid Girl Delivered Order Refunds

The refund feature is available as a permission for pre-paid Girl Delivered orders only. When a credit card payment is successfully processed on a girl delivered order, a financial transaction is created for both the Troop and the Girl. Direct Ship orders cannot be refunded or canceled as these orders are fulfilled by ABC Bakers directly.



Manage Financial Transactions

Troop Transactions Girl Transactions

Drag a column header here to group by that column

Transaction #	District	Service Unit	Troop	Bank	Date	Type	Amount	Ref #
CT607080896	No Specified District	643	999	Girl Delivered Credit Card	8/9/2018	ACH Deposit	\$4.00	549828
CT607154564	No Specified District	643	999	Girl Delivered Credit Card	8/9/2018	ACH Deposit	\$4.00	549829
CT1331572946	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	\$12.00	550208
CT1331615617	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	-\$6.00	550209
CT1331615698	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	\$12.00	550210
CT1331630436	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	\$16.00	550212
CT1331644325	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	\$12.00	550217
CT1331646806	No Specified District	643	999	Girl Delivered Credit Card	8/10/2020	ACH Deposit	\$0.00	550218
CT2000833783	No Specified District	643	999	Girl Delivered Credit Card	7/20/2018	ACH Deposit	\$4.00	549727
							Sum:	\$72

20 30 40 50

+ Add Troop Transaction

To review all troop balances, please refer to the following report: [Troop Balance Summary Report](#)

The order number is the internal Smart Cookies number. The transaction number is the credit card authorization number. Both numbers appear in the financial transactions and on the girls manage order page information

Edit Transaction

Service Unit	Troop	Locked
643	999	Yes
Bank	Type	
Girl Delivery Credit Card	ACH Deposit	
Transaction Date	Amount	Reference
8/10/2020	8.00	550209
Notes		
Credit Card Payment upload		

CG1331657287	No Specified District	643	999	Carie Rose	8/11/2020	CreditCard	\$32.00	550220	
CG1331657296	No Specified District	643	999	Carie Rose	8/11/2020	CreditCard	\$28.00	550221	
CG1331572846	No Specified District	643	999	Grayce Rose	8/10/2020	CreditCard	\$12.00	550208	
CG1331615817	No Specified District	643	999	GrnCindy GrSchaefer	8/10/2020	CreditCard	\$0.00	550209	
CG1331615886	No Specified District	643	999	GrnCindy GrSchaefer	8/10/2020	CreditCard	\$12.00	550210	
CG1331630436	No Specified District	643	999	Carie Rose	8/10/2020	CreditCard	\$18.00	550212	
CG1331644325	No Specified District	643	999	GrnCindy GrSchaefer	8/10/2020	CreditCard	\$12.00	550217	
CG1331646906	No Specified District	643	999	Carie Rose	8/10/2020	CreditCard	\$0.00	550218	

• Heartland Transaction Number

• Smart Cookie Order Number

To issue a refund, Girl Scouts should locate the order on the **Manage Orders** grid. They must click the three dots to the right of the order and select the **Refund** option from the menu. Troop or service unit users can mimic a girl account to assist with refunds by clicking the profile icon on the top left and selecting **Mimic a User**.

The screenshot shows the user interface for a Girl Scouts account. At the top, a user profile dropdown menu is open, with the option "Mimic a User" circled in red. Below this, the "Manage Girl Orders" section displays summary statistics and a table of 5 Girl Orders.

Customer	Order Date	Source	Type	Status	Amount	Paid	Payment Method	Actions
Cindy Schaefer	August 10, 2020	Social	Girl Delivery	Ordered	\$8.00	Yes	Credit Card	Update My Contact Info, Refund Order
Cindy Schaefer	August 10, 2020	Social	Girl Delivery	Delivered	\$12.00	Yes	Credit Card	
Cindy Schaefer	August 10, 2020	Social	Girl Delivery	Cancelled	\$12.00	No	Credit Card	
Cindy Schaefer	August 10, 2020	e-card	Girl Delivery	Ordered	\$4.00	No	-	
Cindy Schaefer	August 10, 2020	e-card	Girl Delivery	Ordered	\$12.00	Yes	Credit Card	

Confirm the order to refund.

Are you sure you want to refund this order? ✕

Order Details

First Name	Cindy
Last Name	Schafer
Email Address	ncschafers@gmail.com
Order Number:	550209
Date Ordered:	August 10, 2020
Type:	Girl Delivery
Payment Method:	Credit Card
Status:	Ordered
Transaction Number:	1331615617
Paid:	Yes
Amount:	\$8

Email Notification of Refund to Customer.

Dear Cindy,

Thank you for supporting your Girl Scout GirlCindy in Troop 999 in the **Girl Scouts of Central Maryland** by ordering Girl Scout Cookies. Unfortunately Girl Scout GirlCindy had to cancel your order. You can order more cookies here!

Your payment will be refunded on your credit card within 5 business days.

You can order more cookies here!

Cancelled Order Details

Order Number:	550209	Order Date:	8/10/2020 5:27:35 PM
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Customer Details

First Name:	Cindy
Last Name:	Schafer
Email Address:	ncschafers@gmail.com
Delivery Address:	10000 Greenpond Lane , Huntersville, NC 28078
Phone:	704-892-0881

Order Summary

S'mores	\$4.00	1
Lemonades	\$4.00	1
Total	\$8.00	2

The order status is changed to show the order has been refunded. The girls dashboard and order report reflect the change. The financial transactions created for Troop and Girl will show \$0. The transactions will remain to provide an audit trail.

6 Girl Orders Search

[Print Report](#) [New Direct Ship](#) [New Girl Delivery](#)

Customer	Order Date	Source	Type	Status	Amount	Paid	Payment Method	Actions
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Refunded	\$8.00	No	Credit Card	⋮
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Delivered	\$12.00	Yes	Credit Card	✎ ⋮
Cindy Schafer	August 10, 2020	Social	Girl Delivery	Cancelled	\$12.00	No	Credit Card	⋮
Cindy Schafer	August 10, 2020	e-card	Girl Delivery	Ordered	\$4.00	No	-	✎ ⋮
Cindy Schafer	August 10, 2020	e-card	Girl Delivery	Ordered	\$12.00	Yes	Credit Card	✎ ⋮
Cindy Schafer	August 11, 2020	Social	Girl Delivery	Pending Approval	\$12.00	Pending	Credit Card	✎ ⋮

Girl Order Report Updates

Mimicking Girl of Girl - GirlCindy Girlschafer in Central Maryland

Dashboard My Orders My Troop My Skills Booth Tips & Tools Cookies Resources Help

ORDER REPORT Service Unit: 643 | Troop: 999 | GirlCindy Girlschafer | Date Printed: August 10, 2020

COOKIE TYPES CShare: Cookie Share **TAL:** Thanks-A-Lot **SMR:** S'mores **LEM:** Lemonades **SB:** Shortbread **TM:** Thin Mints **PBP:** Peanut Butter Patties
CD: Caramel deLites **PBS:** Peanut Butter Sandwich **GFC:** Caramel Chocolate Chip

ORDER ID TYPE	FULL NAME	PAID STATUS PAY METHOD CC TRANS #	CONTACT INFO	CShare	TAL	SMR	LEM	SB	TM	PBP	CD	PBS	GFC	TOTAL
550209 Girl Delivery	Cindy Schafer	No Refunded Credit Card 1331615617	10000 Greenpond Lane Huntersville, NC 28078 ncschafers@gmail.com (704) 892-0881	0	0	0	0	0	0	0	0	0	0	0 \$0.00
550210 Girl Delivery	Cindy Schafer	Yes Delivered Credit Card 1331615698	10000 Greenpond Lane Huntersville, NC 28078 ncschafers@gmail.com (704) 892-0881	3	0	0	0	0	0	0	0	0	0	3 \$12.00
550214 Girl Delivery	Cindy Schafer	No Cancelled Credit Card	10000 Greenpond Lane Huntersville, NC 28078 ncschafers@gmail.com (704) 892-0881	0	0	0	0	0	0	0	0	0	0	0 \$0.00
550216 Girl Delivery	Cindy Schafer	No Ordered	10000 Greenpond Lane Huntersville, NC 28078 ncschafers@gmail.com (704) 892-0881	0	0	0	1	0	0	0	0	0	0	1 \$4.00
550217 Girl Delivery	Cindy Schafer	Yes Ordered Credit Card 1331644325	10000 Greenpond Lane Huntersville, NC 28078 ncschafers@gmail.com (704) 892-0881	1	0	0	1	0	0	0	0	1	0	3 \$12.00
TOTAL				4	0	0	2	0	0	0	0	1	0	7 \$28.00

Girl Dashboard Updates

The dashboard features a blue header with the Girl Scouts logo and navigation links: Dashboard, My Orders, My Troop, My Skills, Booth, Tips & Tools, Cookies, Resources, and Help.

Manage Girl Orders

Summary Cards:

- TOTAL PACKAGES ORDERED:** 7 Packages, Total Value \$28
- TOTAL DIRECT SHIP ORDERED:** 0 Packages, Total Value \$0
- TOTAL GIRL DELIVERY ORDERED:** 7 Packages, Total Value \$28
- ACTION NEEDED:** 2 ORDERS NEED ACTION (4 Packages Not Delivered, \$4 Not Paid)

5 Girl Orders

Buttons: Print Report, New Direct Ship, New Girl Delivery

Customer	Order Date	Source	Type	Status	Amount	Paid	Payment Method	Actions
Cindy Schafte	August 10, 2023	Social	Girl Delivery	Refunded	\$0.00	No	Credit Card	
Cindy Schafte	August 10, 2023	Social	Girl Delivery	Delivered	\$12.00	Yes	Credit Card	
Cindy Schafte	August 10, 2023	Social	Girl Delivery	Cancelled	\$0.00	No	Credit Card	
Cindy Schafte	August 10, 2023	e-card	Girl Delivery	Ordered	\$4.00	No	-	
Cindy Schafte	August 10, 2023	e-card	Girl Delivery	Ordered	\$12.00	Yes	Credit Card	