



2022 NEMESIS Annual v3 Implementation Meeting Refund Policy

FAQ #1: What is the process to request a registration refund?

Ans: #1: If the customer submits a request for a refund 14 days before the event, the TAC will approve the refund and ask the University to process a refund. If the refund request is less than 14 days before the start of the conference, no refund will be issued. If the TAC can not accommodate a customer due to space limitations, a refund will be issued, and a letter will be sent to the customer.

FAQ #2: How do you process a refund?

Ans #2: All UMarket transactions are processed through Income Accounting. The refund must be issued using the SAME MODE of processing that was used for the original transaction. The TAC team will follow the University of Utah refund procedure and send the [refund request form](#) to Matthew Hale at matthew.hale@income.utah.edu

FAQ #3: What is the refund timeframe?

Ans #3: The cardholder may not see the money back on their card account for 3-5 business days. Business days do not include weekends and holidays. If the cardholder does not see the refund on their statement online, but we have processed it, they need to call their card issuer to confirm the refund is pending.

FAQ #4: Can you cancel an order in UMarket after someone has paid?

Ans #4: Customers are not able to cancel their orders in the UMarket system. A refund request must be submitted to the NEMESIS TAC via nemesis@hsc.utah.edu 14 days in advance of the meeting, and we will process the cancelation and refund through the university process.

FAQ #5: How will the customer be notified or refund process?

Ans #5: The annual meeting team lead will email the customer and copy Matthew Hale in income accounting regarding the refund status.



FAQ #6: Who may acquire a NEMESIS User Account to access state-level data?

Ans #6:

Each state is allowed four NEMESIS User Accounts. Those accounts are assigned to the following individuals: EMS State Data Manager, State EMS Medical Director, State EMS Director and the EMSC Program Manager. Request a user account here: <https://nemsis.org/request-a-nemsis-account/>

If you are not a state-level EMS official and need to request data, please consider the following options for obtaining state-level data:

1. Visit the Emergency Medical Services website for the state of interest and review the procedures for acquiring access to state-level data.
2. Contact the state EMS office, explain the purpose for needing the data and make your request directly to the State EMS Manager. Contact information for State EMS Data Managers can be found on the NEMESIS website (www.nemsis.org). Click on the state of interest on the national map.

Please see NEMESIS User Account policy here: [NEMESIS User Account Policy](#).

If you have questions, please send us an email at <mailto:nemsis@hsc.utah.edu>.