



## NEMESIS Annual Meeting Payment by Check & Refund FAQ

The University of Utah now uses a new eCommerce system for all online storefront financial transactions. The responses to the frequently asked questions (FAQ) listed in this document reflect guidance for the new system.

**FAQ #1:** Can I use a check for payment?

**Ans #1:** Yes. Customers can create a **New Customer** account on the University of Utah [storefront website](#). The site allows all registered customers to pay by ACH check. Please do not mail checks via USPS to the NEMESIS TAC Program.

**FAQ #2:** Can a customer submit a request for a refund?

**Ans #2:** If the customer submits a written request for a refund 14 days before the event, the TAC will approve and start the refund process. If the refund request is less than 14 days before the start of the conference, no refund will be issued.

**FAQ #3:** Can a customer cancel an order in Nelnet after the purchase?

**Ans #3:** Customers cannot cancel their orders in the Nelnet system. A refund request must be submitted to the NEMESIS TAC via [support@nemsis.atlassian.net](mailto:support@nemsis.atlassian.net) 14 days before the meeting. If approved, the TAC will process the cancellation and submit a refund through the University process.

**FAQ #4:** How is the refund processed?

**Ans #4:** All transactions made in the Nelnet system are processed through the University of Utah Income Accounting System. The refund must be issued using the SAME MODE of processing that was used for the original transaction. The TAC team will complete the refund process for customers.

**FAQ #5:** What is the refund timeframe?

**Ans #5:** The cardholder can expect to see the refund on their account within 3-5 business days. Business days do not include weekends and holidays. If the cardholder does not see the refund on their statement online, they can contact the TAC or call their card issuer to confirm the refund is pending.

**FAQ #6:** How will the customer be notified or refund process?

**Ans #6:** The TAC team lead will email the customer a copy of the processed refund statement.