



E-Commerce Refund Request Procedure

Please follow this procedure for requesting refunds for your e-commerce customers.

***Departmental Deposits are no longer needed!

- 1) Always refund back to the card used in the original transaction. If the cardholder asks for an exception, the answer is NO.
 - a. If the customer had their card replaced due to fraud, the card issuer will redirect the refund to the new card issued.
 - b. If the customer closed that account, the card issuer will process a refund to the customer.
 - c. If the card is paid in full, the card issuer will either leave a credit on their account or issue a refund.
- 2) Complete the attached Refund Request Form.
 - a. If you have multiple App_Types to refund, only put 1 App_Type on a form.
 - b. Include the "Req ID" from the WFG Credit Card Detail (also found under Transactions in pay-admin.app). OR include the Nelnet Order# found in Storefront.
 - c. Include the amount to refund. You may refund any amount UP TO the total amount of the original transaction.
 - d. Email completed form to Sherrie Johnson: sherrie.johnson@income.utah.edu
- 3) You will not receive an email when the refund has been completed. You may verify the refund either in the WFG Credit Card Detail or in your Nelnet account.

PLEASE NOTE: Refunds will show in the WFG Credit Card Detail OR in Nelnet Storefront the day after they are processed. The cardholder may not see the money back on their card account for another 3-5 business days. Business days do not include weekends and holidays. If the cardholder does not see the refund on their account online, but we have processed it, they need to call their card issuer to confirm the refund is pending.

Get the E-commerce Refund Request Form [HERE](#).

Please refer any questions to Stu Schragger, 5-5686, stuart.schragger@income.utah.edu or Lorrie MacGregor, 1-3132, lorrie.macgregor@utah.edu