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Subject: Jostens update
Date: Monday, March 23, 2020 5:42:32 PM
Attachments: [image001.png](#)
Importance: High

Hello P4s!

Unfortunately we are hearing about a lot of confusion from those of you that contacted Jostens regarding your reimbursement for cap and gown orders. At this time we would like our P4 students to **stop contacting Jostens regarding reimbursements**. The Jostens team is overwhelmed with all the cancellations occurring across the country and unfortunately most of you are getting mixed messages about how to receive your reimbursement.

Hilda and I are changing direction. We are going to personally work on your behalf with Jostens to make sure you receive your reimbursement. **Please do not contact Jostens about your reimbursement.**

Next steps:

1. All University of Michigan Pharmacy orders HAVE BEEN CANCELLED (disregard any Jostens representative that told you that your order was already shipped)
2. Orders placed using a credit card will receive a reimbursement to THAT credit card within 4 to 8 weeks (we know this is a very long time but Jostens is trying their very best to manage the return and reimbursement process with all the cancellations that are occurring nationwide)
3. Orders placed using a check, send me or Hilda an email so that we know you paid by check. Jostens has a different process for reimbursing these payments. We will work with them on your behalf.

Don't call Jostens. I will be on the P4 class meeting call Wednesday so I can address any questions there, or you can let me or Hilda know through email if you have any questions or issues about reimbursement.

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