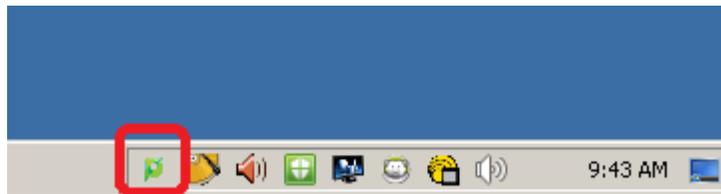


Instructions for requesting a printing refund

You can request a refund for substandard-quality printouts, directly from any campus computer.

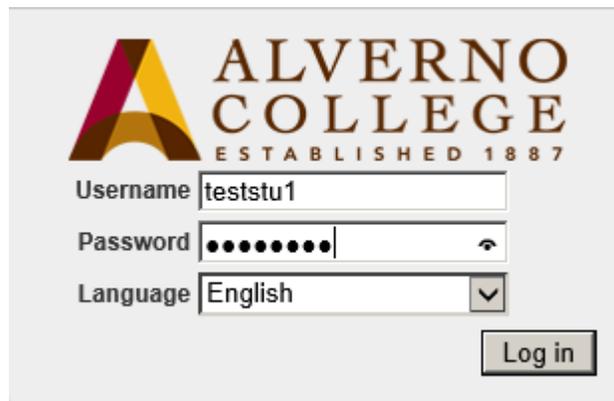
1) Click on the “Papercut” icon on the computer you are using. This is generally located at the bottom right hand side of the screen.



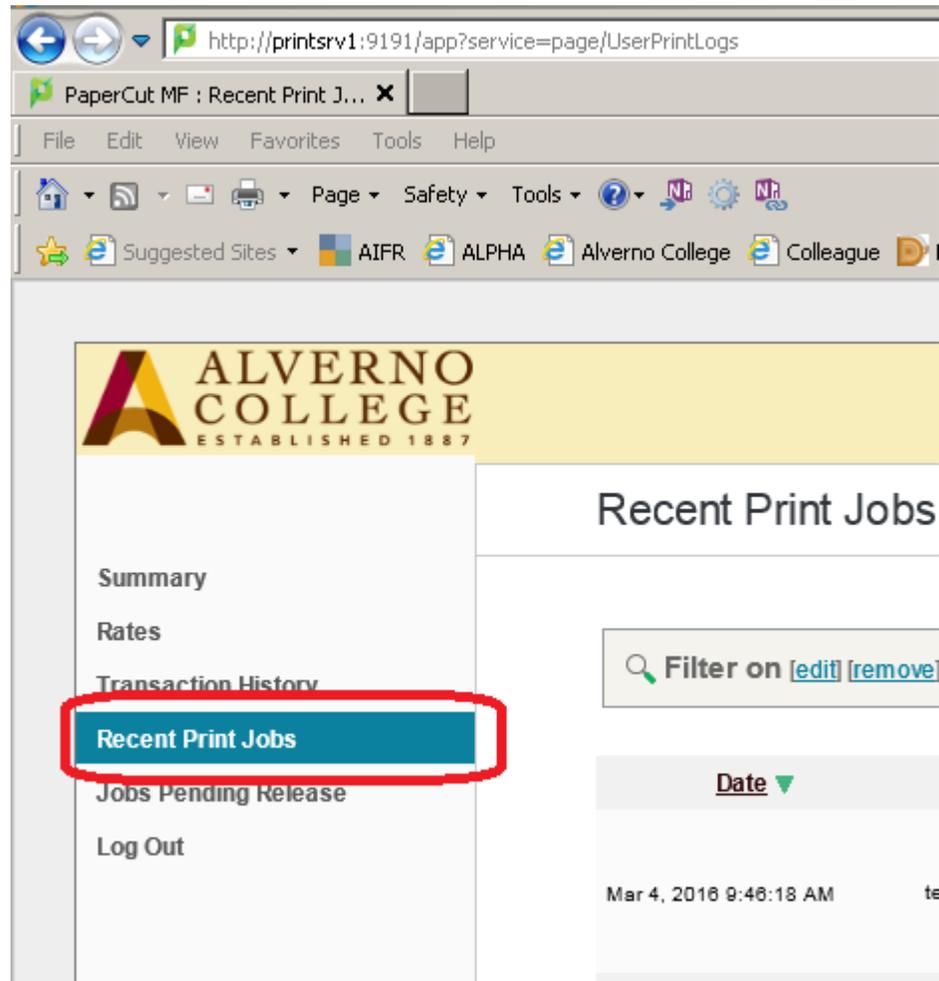
2) When your balance counter shows up on your screen, click on “Details...”



3) You will be prompted to Log in in with your Alverno Username and Password.

A screenshot of the Alverno College login page. It features the Alverno College logo and name. Below the logo are three input fields: "Username" with the value "teststu1", "Password" with masked characters, and "Language" with a dropdown menu set to "English". A "Log in" button is located at the bottom right of the form.

4) Click on “Recent Print Jobs” in the Left-hand column.



The screenshot shows a web browser window with the URL <http://printsrv1:9191/app?service=page/UserPrintLogs>. The page title is "PaperCut MF : Recent Print J...". The browser's address bar shows the URL. The page content includes the Alverno College logo and a navigation menu on the left. The "Recent Print Jobs" menu item is highlighted with a red rectangular box. Other menu items include Summary, Rates, Transaction History, Jobs Pending Release, and Log Out. The main content area is titled "Recent Print Jobs" and features a search filter box with "Filter on [edit] [remove]" and a table with a "Date" column.

5) Locate the Print job that you would like to have fully/partially refunded to you and click “request refund” next to it.

Recent Print Jobs

Filter on [\[edit\]](#) [\[remove\]](#)

Date ▼	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Mar 4, 2016 9:46:18 AM	teststu1	printsv2/RC109B1-HP4515	1	1.0	Microsoft Word - Document1	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 131 KB RC109B-75-30732 PostScript	Printed [request refund]
Feb 19, 2016 3:30:44 PM	teststu1	printsv1/vc118_hpm803	1	0.0 <small>(Original cost: 1.0)</small>	Microsoft Word - Document1	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 19 KB RC125-11-30508	Printed Refunded

6) Select the Refund Amount required (Full, or number of pages), enter in an explanation of what happened, and Click “**Send**”. That’s all there is to it!

Refund Request

All refund requests may be reviewed by the administrator.

Job Details

 Time	Mar 4, 2016 9:46:18 AM
 Pages	1
 Cost	1.0
 Document Name	Microsoft Word - Document1
 Printer	printsrv2\RC109B1-HP4515

Refund Details

Refund Amount

Full amount

Partial amount:

Reason for Request

Send

Cancel

You will be notified via email when your request has been processed.