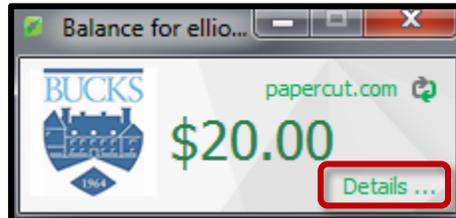


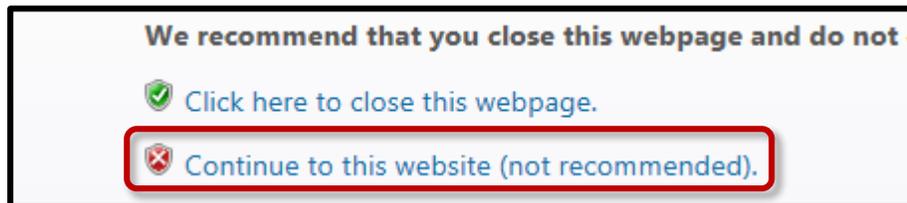
PaperCut – Requesting a Refund

If you need to request a refund due to a printer jam, poor printing quality, or other circumstance, you can do so through the PaperCut website. Refunds will normally be processed within 24 hours of the initial request. After the refund has been accepted, your balance will immediately reflect the correct amount.

1. In the upper right corner of your Desktop, click **Details...** in the PaperCut window to open a web browser where you will log into your PaperCut account.



2. A security warning should appear in your browser.
 - For Windows computers, click **Continue to this website (not recommended)**.



- For Mac computers, click **Open**.



- Click **I Understand the Risks** then **Add Exception**.



- Click **Confirm Security Exception**.



- Enter your Bucks username and password and click **Log in** to proceed to your PaperCut account.

- Click **Recent Print Jobs** to find the printing job that you need to request a refund for.

- You'll find a listing of all printing you have done. Look for the particular printing instance and click **request refund** under the **Status** column.

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Nov 7, 2015 10:46:47 AM		lbc dc01\LBC-108	2 (Color: 1)	\$0.13	https://www.accup... rd.do? CSRF=6G9Q-PI4E	LETTER (ANSI_A) Duplex: No Grayscale: No 140 kB LBC108-24 PCL6	Printed request refund

6. The details of the print job will be listed here. You can request a full or partial refund depending on the circumstances. For instance, if the first four pages of your five page document printed but the last one did not, you can choose the partial refund option and enter the amount requested. Please enter the **Reason for Request** to help expedite the process of refunding. When you are finished, click the **Send** button.

Refund Request

All refund requests may be reviewed by the administrator.

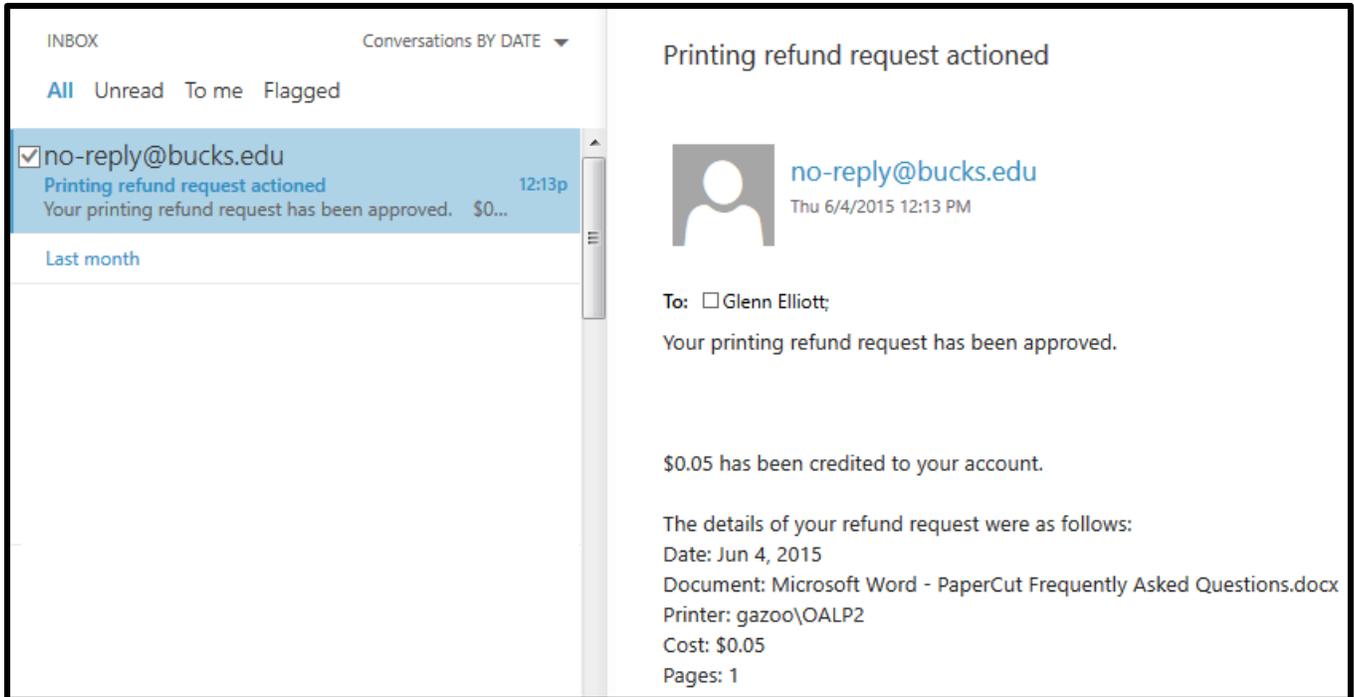
Job Details	
 Time	Jun 4, 2015 10:53:51 AM
 Pages	1
 Cost	\$0.05
 Document Name	Microsoft Word - PaperCut Frequently Asked Questions.docx
 Printer	gazoo\OALP2

Refund Details	
Refund Amount	<input checked="" type="radio"/> Full amount <input type="radio"/> Partial amount: <input type="text" value="\$0.00"/>
Reason for Request	<input type="text" value="Poor printing quality, toner was low."/>

7. After your request has been submitted, you will be returned to the Recent Print Jobs page.

 Your refund request has been sent.	<table><thead><tr><th colspan="2">Status</th></tr></thead><tbody><tr><td> Printed</td><td></td></tr><tr><td> Refund Pending</td><td></td></tr></tbody></table>	Status		 Printed		 Refund Pending	
Status							
 Printed							
 Refund Pending							

8. An email will be sent to your student email account when the refund has been processed.



The screenshot shows an email client interface. On the left is an inbox list with a selected email from 'no-reply@bucks.edu' with the subject 'Printing refund request actioned' and a preview of the message content. On the right is the main view of the email, titled 'Printing refund request actioned'. It includes a sender profile for 'no-reply@bucks.edu' dated 'Thu 6/4/2015 12:13 PM'. The recipient is listed as 'To: Glenn Elliott;'. The message body states: 'Your printing refund request has been approved.' followed by '\$0.05 has been credited to your account.' Below this, it provides details of the refund request: 'The details of your refund request were as follows: Date: Jun 4, 2015; Document: Microsoft Word - PaperCut Frequently Asked Questions.docx; Printer: gazoo\OALP2; Cost: \$0.05; Pages: 1'.

9. Return to your PaperCut account (Step 1) and view your **Transaction History** to verify.



The screenshot shows the 'Transaction History' page. At the top, there is a search bar with the text 'Filter on [edit] [remove]'. Below this is a table with the following data:

Transaction Date	Transacted By	Amount	Balance After	Transaction Type
Jun 4, 2015 12:13:54 PM	admin	\$0.05	\$20.00	Printer Usage (Full refund)