How To Request A Refund Within PaperCut

- 1. Navigate to the following link: <u>http://hcc-papercut:9191/user</u>
 - a. Or click the *Details...* link located on the balance window displayed when first logging in to a campus computer:

👂 Balanc 🗖 🗖 🔀	
papercut-mf.com ♀ \$334.52 Details ★	

b. If you do not see the above screenshot, click the PaperCut icon located on the taskbar:



2. You should see a screen similar to the image below:

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← → 🏳 http://hcc-papercut:9191/user	🔎 - び 🏴 Login 🛛 🗙	$\hat{\mathbf{n}} \star \hat{\mathbf{v}}$
Attp://hcc-papercut/9191/user	Prod Login	
	Pape	rCut MF licensed to Hagerstown Community College

- 3. Type your Active Directory username and password.
 - a. The username is typically your first initial, middle initial, and last name (i.e. absmith).
 - b. The password is typically the same as your HCC email (faculty/staff or student).

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	- PaperCut MF	
	Username absmith	
	Password	
	Log in	
		PaperCut MF licensed to Hagerstown Community College

4. Once logged in your screen should look similar to the image below:

PaperCutMF			
	Summary		
Summary	Username		
Redeem Card	Balance	\$336.05	
Transfers Transaction History	Total pages	496	
Recent Print Jobs Jobs Pending Release	Activity		
Veb Print Add Credit	\$350.00	Balance history for	
_og Out	\$300.00 -		
	\$250.00 -		
	8 \$150.00 -		
	\$100.00 -		
	\$50.00 -		

5. Click *Recent Print Jobs* on the left hand side of the screen:

e	http://hcc-papercut:9191/app?servic	e=page/UserPrintLogs		P → C PaperCut MF PaperCut MF : F http://tcc-pape	: Recent Pr Recent Print ercut:9191/a	int ×	e=page/UserPrintLogs		ſ	i
	PaperCutMF									
		Recent Pri	nt Jobs	6						
	Summary Rates Redeem Card	C Filter on	edit] [remove]						
	Transfers Transaction History	Date 🔻	<u>Charged</u> To	Printer	Pages	Cost	Document Name	Attribs.	Status	
	Recent Print Jobs Jobs Pending Release Web Print	Nov 30, 2015 9:20:21 AM		hcc- papercut\CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,355 kB CPB130D- 09549 PCL5	Printed [request refund]	
	Add Credit Log Out	Nov 30, 2015 9:20:02 AM		hcc- papercut\CPB130_COPIER_BW	1	\$0.07	W-9 2015 Lexmark ise Software LLC.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,935 kB CPB130D- 09549 PCL5	Printed [request refund]	
		Nov 23, 2015 1:48:29 PM		hcc- papercut\CPB130_COPIER_BW	3	\$0.17	Hagerstown - eFor turn 5.15.15 (1).pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 2,820 kB CPB130D- 09549 PCL5	Printed [request refund]	
								LETTER (ANSI A)		

6. Locate the job you wish to request a refund and click the *request refund* link underneath the **Status** column on the right side of your screen:

			PaperCut MF : F http://hcc-pape	Recent Print ercut:9191/a	Jobs app?servi	ce=page/UserPrintLogs			
PaperCutMF	Recent Pr	int Jobs	5						
Transfers Transaction History	Date 🔻	<u>Charged</u> <u>To</u>	Printer	Pages	<u>Cost</u>	Document Name	Attribs.	<u>Status</u>	
Recent Print Jobs Jobs Pending Release Web Print	Nov 30, 2015 9:20:21 AM	_	hcc- papercut\CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,355 kB CPB130D- 09549 PCL5	Printed [request refund]	
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og Out			Refund Details	
		Refund Amount	Full amount Partial amount: \$0.00	
		Reason for Request	\$	
			Send	

After clicking the *request refund* link your screen should look similar to the image below:

7. Underneath **Refund Details** select either *Full amount* or *Partial amount*. If *Partial amount* is selected, be sure to enter the dollar figure to be requested. Also, be sure to enter a **Reason for Request** in the designated area:

	Refund	l Request		
Summary	All refund re	equests may be reviewed by	y the administrator.	
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		Refund Amount	Full amount Partial amount: \$0.00	

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8. Once you have finished entering the required information click the *Send* button:

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dd Credit				
og Out			Refund Details	
		Refund Amount	Full amount Partial amount: \$0.00	
		Reason for Request	Did not mean to print this job.	
			Send Cancel	

9. After clicking the *Send* button you should automatically return to the **Recent Print Jobs** screen. Your screen should look similar to the image below. Indication of your request being successfully sent and of the refund request being in a *Refund Pending* status should be present:

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PaperCutMF									
C	Your refund reque	st has been	sent.						
Summary	Recent P	rint Jobs	6						
Rates									
Redeem Card									
Transfers	Filter on	[edit] [remove							
Transaction History									
Recent Print Jobs	Date 🔻	Charged	Printer	Pages	Cost	Document Name	Attribs.	Status	
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- Note: The message indication *"Your refund request has been sent"* will disappear after a few seconds or so.

- 10. Your refund request is sent to Hagerstown Community College's Information Technology department and will normally take 2-3 business days to process. If you have any questions or concerns, you may contact the department directly using the information below:
 - a. Student Help Desk 240-500-2891
 - b. IT Help Desk 240-500-2457
 - c. Email <u>hccit@hagerstowncc.edu</u>