

## How To Request A Refund Within PaperCut

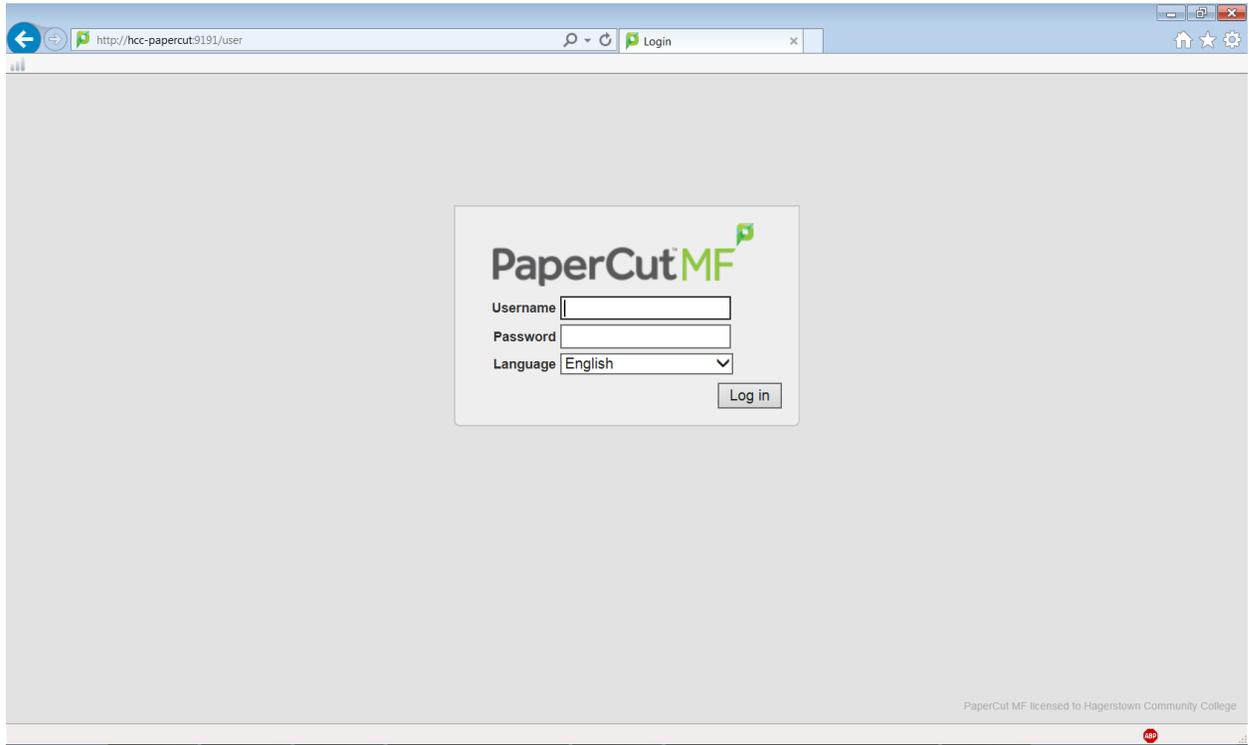
1. Navigate to the following link: <http://hcc-papercut:9191/user>
  - a. Or click the *Details...* link located on the balance window displayed when first logging in to a campus computer:



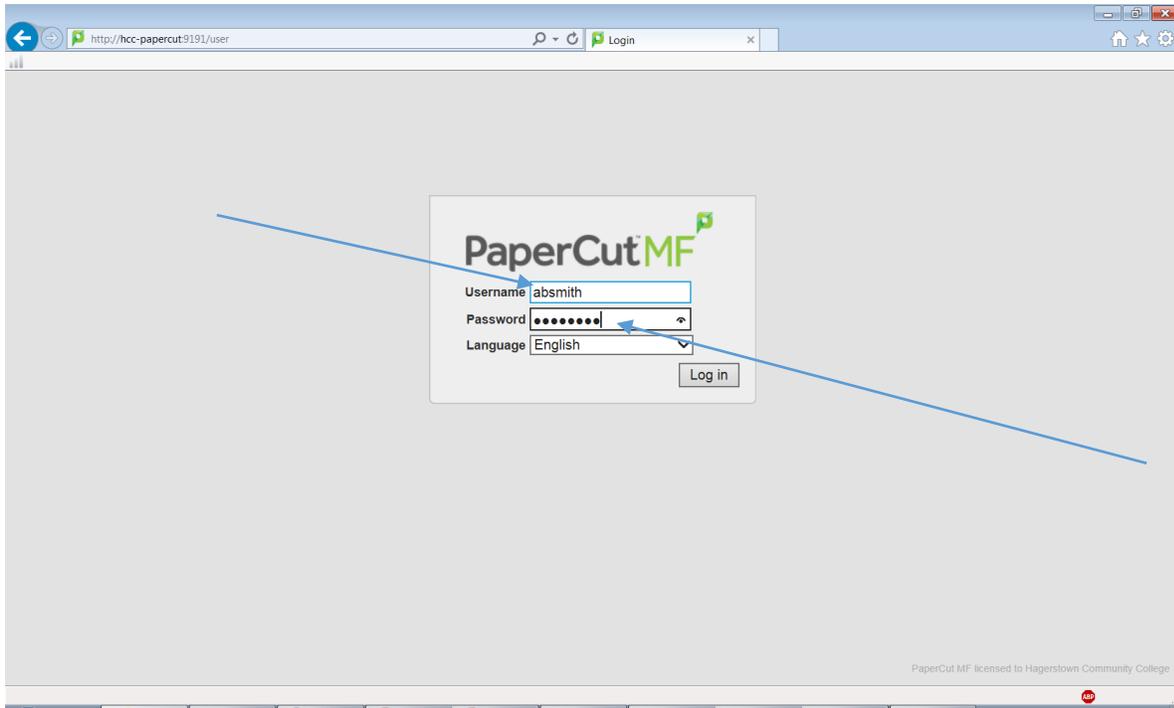
- b. If you do not see the above screenshot, click the PaperCut icon located on the taskbar:



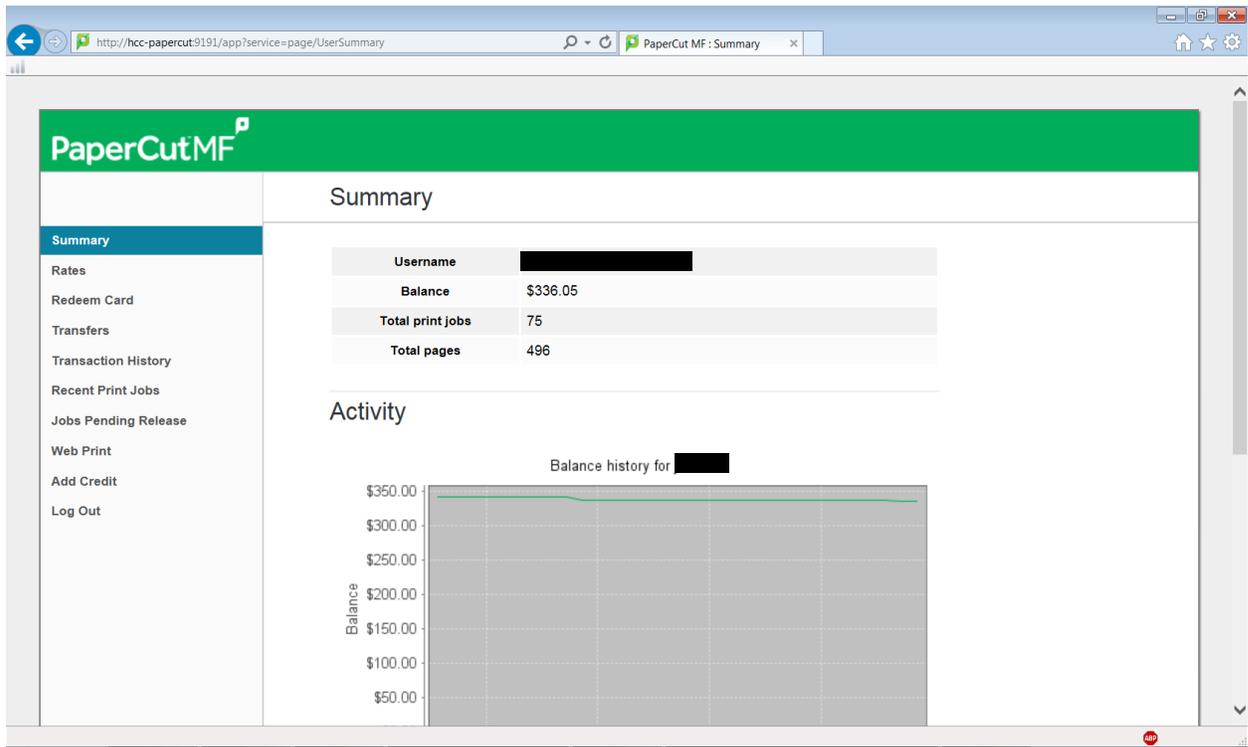
2. You should see a screen similar to the image below:



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).



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



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

The screenshot shows the PaperCut MF web interface. The left sidebar contains a menu with the following items: Summary, Rates, Redeem Card, Transfers, Transaction History, **Recent Print Jobs** (highlighted with a blue arrow), Jobs Pending Release, Web Print, Add Credit, and Log Out. The main content area is titled 'Recent Print Jobs' and features a search filter bar with the text 'Filter on [edit] [remove]'. Below the filter is a table with the following columns: Date, Charged To, Printer, Pages, Cost, Document Name, Attribs., and Status. The table contains three rows of print jobs, each with a 'Printed' status icon and a 'request refund' link.

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Nov 30, 2015 9:20:21 AM	[REDACTED]	hcc-papercut/CPB130_COPIER_BW	3	\$0.17	P0025487.pdf	LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 1,955 KB CPB1300-09549 PCL5	Printed <a href="#">request refund</a>
Nov 30, 2015 9:20:02 AM	[REDACTED]	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 CPB1300-09549 PCL5	Printed <a href="#">request refund</a>
Nov 23, 2015 1:48:29 PM	[REDACTED]	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 CPB1300-09549 PCL5	Printed <a href="#">request refund</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:

This screenshot is identical to the one above, but with two blue arrows pointing to the 'request refund' link in the Status column of the first row of the table. The first arrow points to the text 'request refund' and the second arrow points to the link icon.

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

**PaperCut MF**

### Refund Request

All refund requests may be reviewed by the administrator.

Job Details	
Time	Nov 30, 2015 9:20:21 AM
Pages	3
Cost	\$0.17
Document Name	P0025487.pdf
Printer	hcc-papercut/CPB130_COPIER_BW

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"/>

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:

**PaperCut MF**

### Refund Request

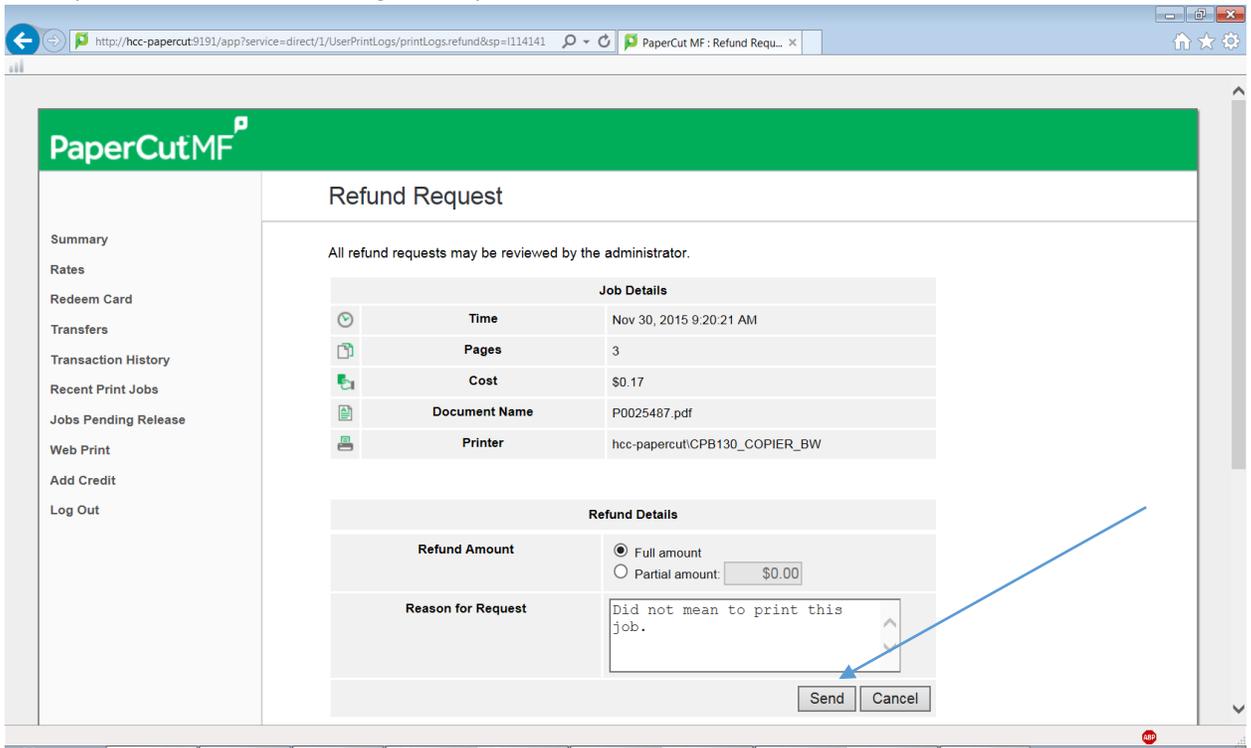
All refund requests may be reviewed by the administrator.

Job Details	
Time	Nov 30, 2015 9:20:21 AM
Pages	3
Cost	\$0.17
Document Name	P0025487.pdf
Printer	hcc-papercut/CPB130_COPIER_BW

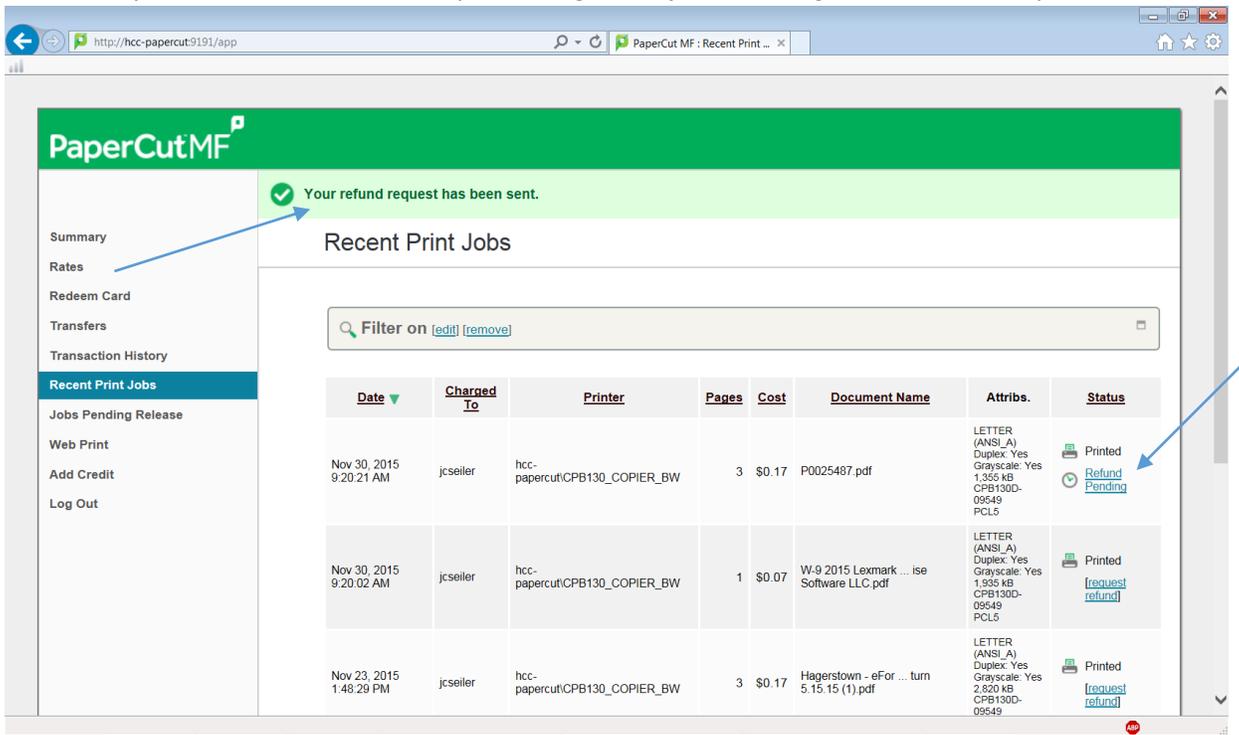
  

Refund Details	
Refund Amount	<input checked="" type="radio"/> Full amount <input type="radio"/> Partial amount: <input type="text" value="\$0.00"/>
Reason for Request	Did not mean to print this job.

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



- 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:



- 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 – [hccit@hagerstowncc.edu](mailto:hccit@hagerstowncc.edu)