Request a Refund for a PaperCut Print Job


- Click on ‘To log into your PaperCut user page, click here’ link.

- Enter your NetID in the Username box. Enter your NetID password in the Password box. Click Log in button.

- Click on ‘Recent Print Jobs’. 
- Find the print job that you want refunded. Click on ‘request refund’.

- Click on the Full amount radio button if you want a full refund. Click on the Partial amount radio button if you want a partial refund. Enter the partial amount to refund in the Partial amount box. Enter a reason for the refund in the Reason for Request box. Click Send. Refunds are not automatic and need to be reviewed and approved by the system administrator.
- The status for the job updates to Printed – Refund Pending. Your account will be credited when the refund is approved.

-Close the window.