

- Log Into Your PaperCut User Page:

<https://paperc-prd-app1.its.yale.edu:9192/user>



PaperCut MF
Print Management Software
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- Click on [Recent Print Jobs]

- Find the print job that you want refunded
- On the right “Status” column, click [Request Refund]. You will now be brought to the “Refund Request” page.

PaperCutMF[®] cp765

Summary
Shared Accounts
Transfers
Transaction History
Recent Print Jobs
Jobs Pending Release
Web Print
FAQ
Adding Funds

Recent Print Jobs

Filter on

DATE	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS.	STATUS
Dec 6, 2019 3:14:19 PM	YPPS	device\SM1_ADA1_120High	1 (Color: 0)	\$0.02	[copying]	LETTER (ANSI_A) Duplex: No	Printed request refund
Dec 6, 2019 3:14:19 PM	YPPS	device\SM1_ADA1_120High	24 (Color: 0)	\$0.40	[copying]	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Dec 6, 2019 3:08:35 PM	YPPS	device\Basa4_120High_Concourse	12 (Color: 0)	\$0.27	[copying]	LETTER (ANSI_A) Duplex: No	Printed request refund
Dec 5, 2019 3:59:27 PM	YPPS	device\IaleMed_300Geo_6011	1	\$0.00	[scanning]		Scanned
Dec 5, 2019 3:34:18 PM	YPPS	device\IaleMed_300Geo_6177	1	\$0.00	[scanning]		Scanned
Dec 5, 2019 3:30:17 PM	cp765	paperc-prd-ps5\VMG_300George_6177	1 (Color: 1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 3:30:15 PM	cp765	paperc-prd-ps5\VMG_300George_6177	1 (Color: 1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 1:41:44 PM	YPPS	device\IaleMed_220WC_202	2	\$0.00	[scanning]		Scanned
Dec 5, 2019 1:07:38 PM	cp765	paperc-prd-ps5\VMG_220WestCampus_202	1 (Color: 1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 12:49:52 PM	cp765	paperc-prd-ps5\VMG_100CSS_E160	2 (Color: 2)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 12:49:36 PM	cp765	paperc-prd-ps5\VMG_220WestCampus_140	2 (Color: 2)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 4, 2019 1:16:00 PM	cp765	paperc-prd-ps4\G4C_255P_334A_PCL	1 (Color: 0)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 4, 2019 11:50:03 AM	cp765	paperc-prd-ps3\PPS_KYO_3553	14 (Color: 0)	\$0.84		LETTER (ANSI_A) Duplex: Yes	Printed

https://paperc-prd-app1.its.yale.edu:9192/app/services/direct/1/UserPrintLogs/printLogs/refund&psId=20329043

- Type the reason for the refund request in the text box, then click [Send].

PaperCutMF[®] cp765

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Refund Request

All refund requests will be reviewed by the administrator.

Job Details	
Time	Dec 6, 2019 3:14:19 PM
Pages	1
Cost	\$0.02
Document Name	[copying]
Printer	device\SM1_ADA1_120High

Refund Details	
Refund Amount	<input type="radio"/> Full amount <input checked="" type="radio"/> Partial amount: \$0.00
Reason for Request	<input type="text" value="Type Here"/>

PaperCut MF 18.3.4 (Build 47777 2018-12-18)
 Print Management Software
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- The print job status will change to "Refund Requested" and will be processed within 24 hours.

PaperCutMF cp785

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✓ Your refund request has been sent.

Recent Print Jobs

Filter on

DATE	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Dec 6, 2019 3:14:19 PM	YPPS	device\$SM1_ADA1_120High	1 (Color:0)	\$0.02	[copying]	LETTER (ANSI_A) Duplex: No	Printed Refund Pending
Dec 6, 2019 3:14:19 PM	YPPS	device\$SM1_ADA1_120High	24 (Color:0)	\$0.40	[copying]	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Dec 6, 2019 3:08:35 PM	YPPS	device\$Bass4_120High_Concourse	12 (Color:0)	\$0.27	[copying]	LETTER (ANSI_A) Duplex: No	Printed request refund
Dec 5, 2019 3:59:27 PM	YPPS	device\$aleMed_300Geo_6011	1	\$0.00	[scanning]		Scanned
Dec 5, 2019 3:34:18 PM	YPPS	device\$aleMed_300Geo_6177	1	\$0.00	[scanning]		Scanned
Dec 5, 2019 3:30:17 PM	cp785	paperc-prd-ps5VMG_300George_6177	1 (Color:1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 3:30:15 PM	cp785	paperc-prd-ps5VMG_300George_6177	1 (Color:1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 1:41:44 PM	YPPS	device\$aleMed_220WC_202	2	\$0.00	[scanning]		Scanned
Dec 5, 2019 1:07:38 PM	cp785	paperc-prd-ps5VMG_220WestCampus_202	1 (Color:1)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 12:49:52 PM	cp785	paperc-prd-ps5VMG_100CSS_E160	2 (Color:2)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 5, 2019 12:49:36 PM	cp785	paperc-prd-ps5VMG_220WestCampus_140	2 (Color:2)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed
Dec 4, 2019 1:16:00 PM	cp785	paperc-prd-ps6fG6C_25SP_334A_PCL	1 (Color:0)	\$0.00		LETTER (ANSI_A) Duplex: Yes	Printed

Refund Pending
 Amount requested: \$0.02
 Reason: Type Here
 Requested: Dec 5, 2019 9:31:18 AM

javascript:void(0);