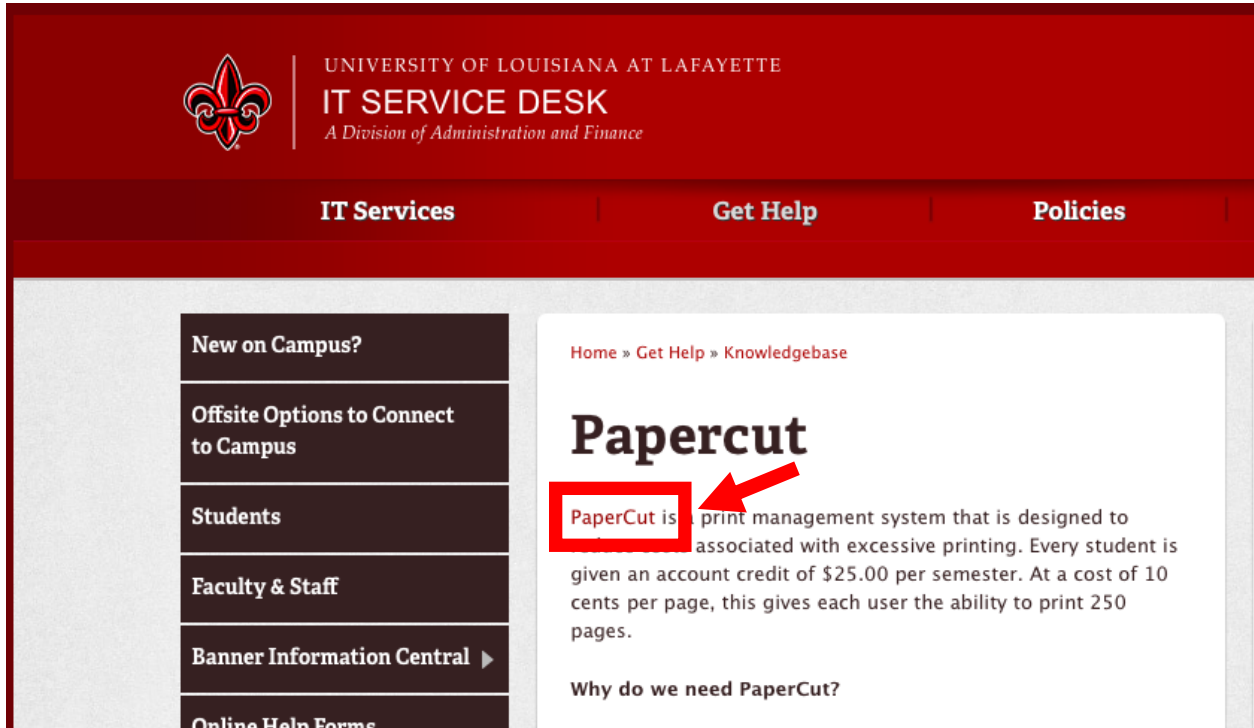
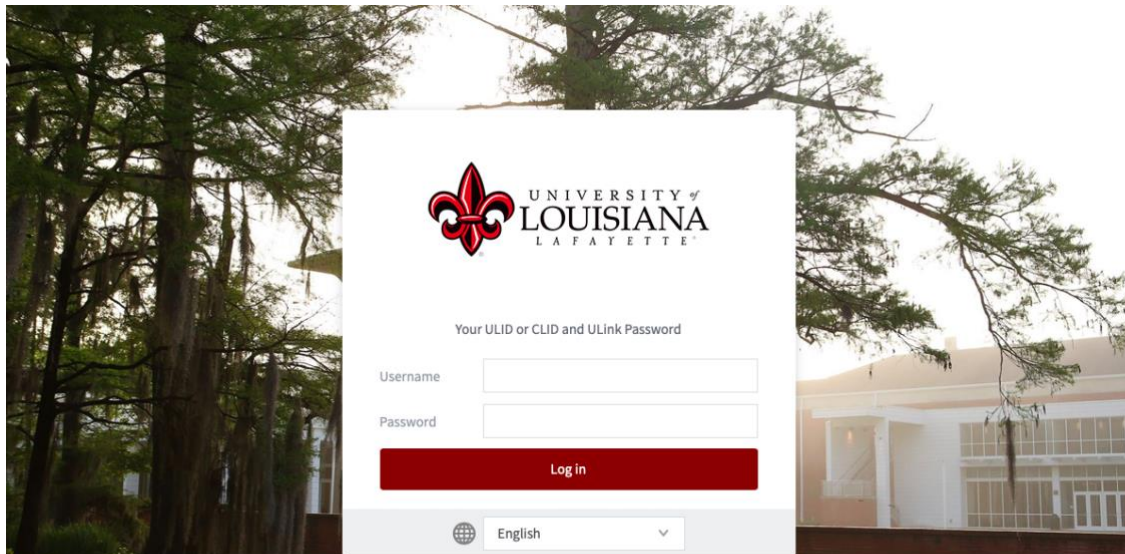


# How to Request a Refund from PaperCut

**Step 1:** Go to <https://servicedesk.louisiana.edu/get-help/knowledgebase/papercut>  
Click the hyperlinked text “PaperCut” shown below:



**Step 2:** Use your ULID and password to log in.



**Step 3:** On the left sidebar, click “Recent Print Jobs.”

The screenshot shows the University of Louisiana dashboard. On the left sidebar, the 'Recent Print Jobs' menu item is highlighted with a red box. The main content area displays a 'Summary' section with four cards: 'CARD/ID' with a '[show]' link, 'BALANCE' at '\$23.60', 'PRINT JOBS' at '36', and 'PAGES' at '159'. Below this is an 'Activity' section with a 'Balance History for c00472491' line graph showing a constant balance of \$23.60 from Jan 28 to Feb 18. To the right is an 'Environmental Impact' section with three items: '0.1% of a tree', '481 g of CO2', and '30.3 hours running a 60W light bulb', dated 'Since Dec 7, 2019'.

**Step 4:** All recent print jobs should appear.

On the right side of the page, under “Status,” click “request refund” for the print job for which a refund is needed.

### Recent Print Jobs

The screenshot shows the 'Recent Print Jobs' table. A 'Filter on' button is at the top left. The table has columns: DATE ↓, CHARGED TO, PRINTER, PAGES, COST, DOCUMENT NAME, ATTRIBS., and STATUS. A single row is visible with the following data: DATE: Feb 24, 2021 9:09:32 AM; CHARGED TO: c00; PRINTER: stepprtsrv\FGM STEP Lab P rinter; PAGES: 1; COST: \$0.10; DOCUMENT NAME: Microsoft Word - Document1; ATTRIBS.: LETTER (ANSI\_A); STATUS: Printed request refund. The 'STATUS' column and its content are highlighted with a red box. Below the table are 'Export/Print' icons for PDF, Print, and Grid.

DATE ↓	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS.	STATUS
Feb 24, 2021 9:09:32 AM	c00	stepprtsrv\FGM STEP Lab P rinter	1	\$0.10	Microsoft Word - Document1	LETTER (ANSI_A)	Printed request refund

**Step 5:** On the Refund Request page, detail the reason for your request in the box outlined below  
Click “Send”

## Refund Request


All refund requests will be reviewed by the administrator.

**Job Details**

Time	Feb 24, 2021 9:09:32 AM
Pages	1
Cost	\$0.10
Document Name	Microsoft Word - Document1
Printer	stepprtsrv\FGM STEP Lab Printer

**Refund Details**

Refund Amount  Full amount  Partial amount:

Reason for Request 

**Step 6:** Under “Status,” your requested print job should display “Refund Pending.”  
If approved, the refund will reappear in your PaperCut balance.

## Recent Print Jobs

Filter on

DATE ↓	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS.	STATUS
Feb 24, 2021 9:09:32 AM	c00472491	stepprtsrv\FGM STEP Lab Printer	1	\$0.10	Microsoft Word - Document1	LETTER (ANSI_A) ...	<input checked="" type="checkbox"/> Printed <input checked="" type="checkbox"/> Refund Pending

Export/Print 