	Revision:	1.0		
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FAQ – How do I request a print refund?				

Purpose

This guide details the steps to request a print refund due to a printer error.

Requirements

1. An active Wilkes account.
2. Access to the Green Print Console from an open access computer.

Notes

If you were charged for a print job that did not complete due to a printer error, please gather the information outlined below in the Process section and email it to: printrefund@wilkes.edu

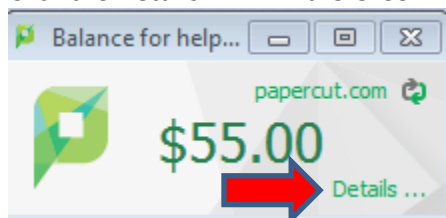
Process


Gather the following information and email it to printrefund@wilkes.edu

1. Name.
2. Email address.
3. Asset tag of the computer that you attempted to print from.
 - a. There will be a sticker on the back of the computer with this information.
4. Time of day that the print job was attempted.
5. Amount of pages that were printed.
6. Amount that your Green Print account was charged.
7. Error message that was displayed on the printer (if applicable).

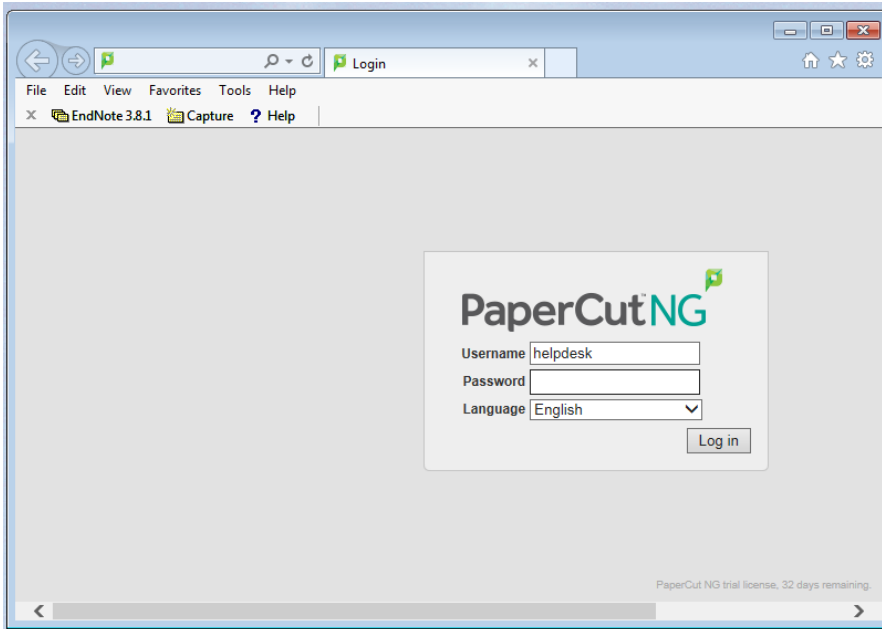
Much of this information can be found by logging in to the Green Print Console.

1. Click the **Details...** link in the Green Print balance window.

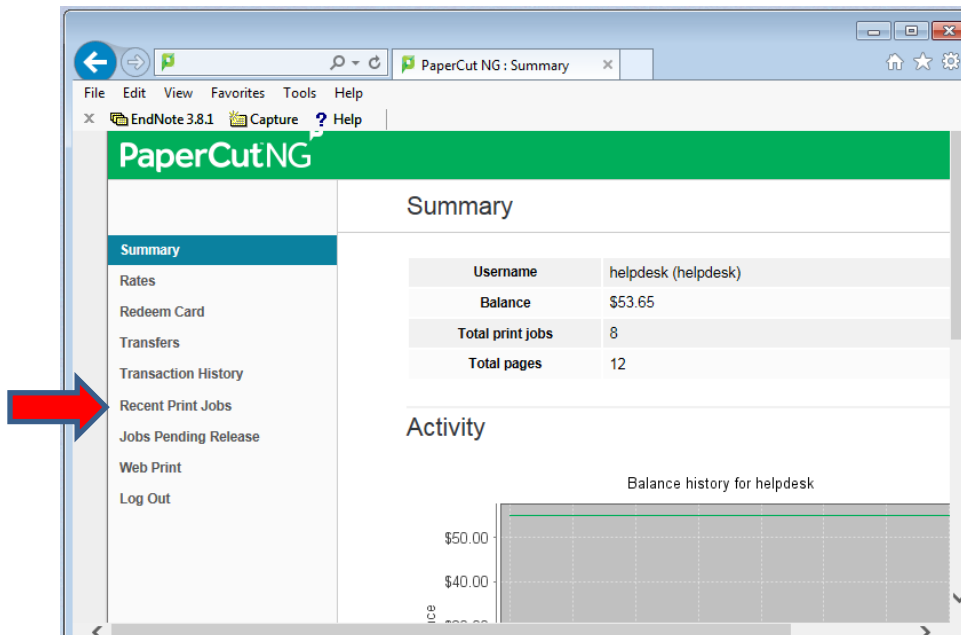



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2. Log in with your Wilkes account credentials.

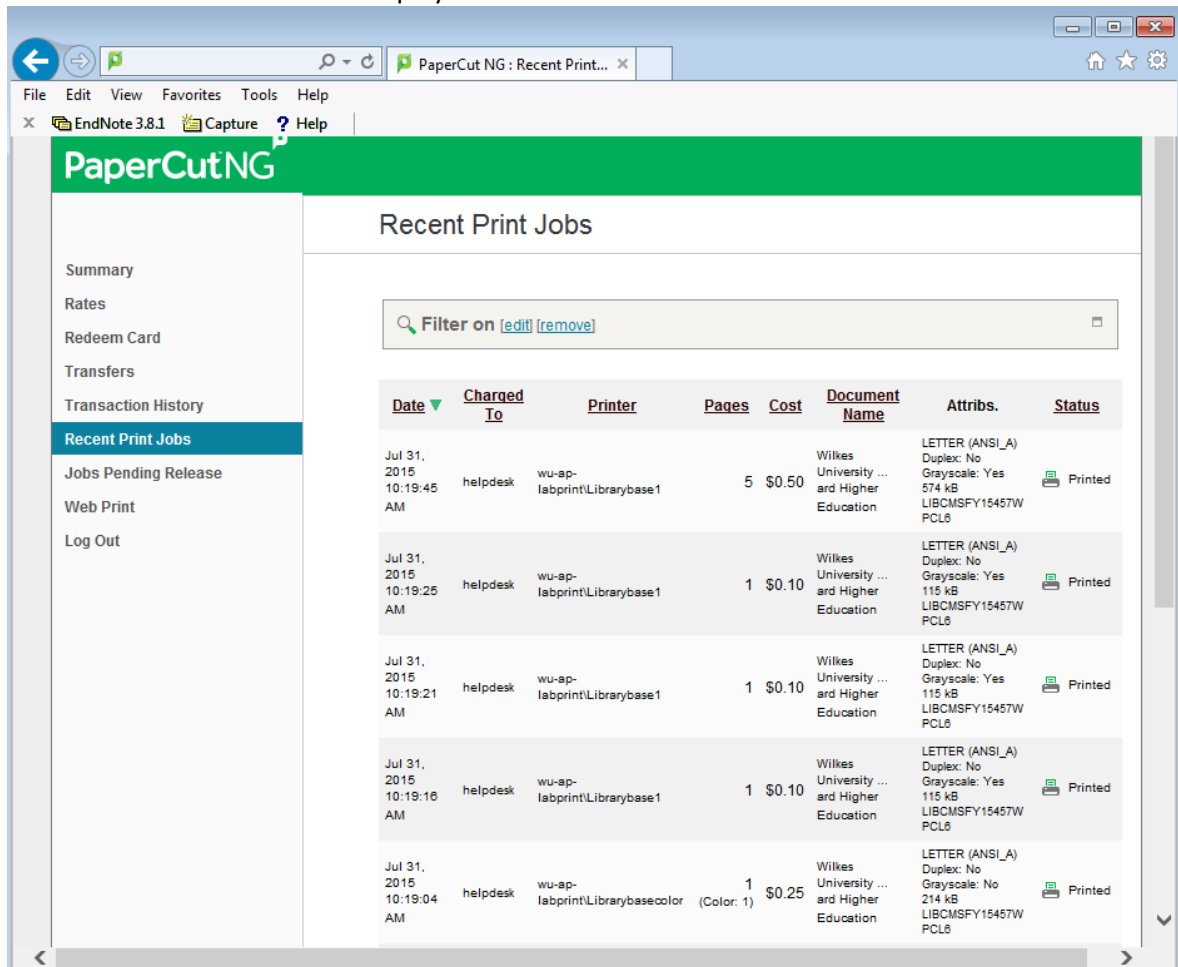


3. Click the **Recent Print Jobs** link.



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4. A list of Recent Print Jobs will display.



The screenshot shows the PaperCut NG web interface. The left sidebar contains navigation options: Summary, Rates, Redeem Card, Transfers, Transaction History, **Recent Print Jobs**, Jobs Pending Release, Web Print, and Log Out. The main content area is titled "Recent Print Jobs" and features a search filter bar. Below the filter is a table of print jobs.

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Jul 31, 2015 10:19:45 AM	helpdesk	wu-ap-labprint/Librarybase1	5	\$0.50	Wilkes University ... ard Higher Education	LETTER (ANSI_A) Duplex: No Grayscale: Yes 574 kB LIBCMSFY15457W PCL6	Printed
Jul 31, 2015 10:19:25 AM	helpdesk	wu-ap-labprint/Librarybase1	1	\$0.10	Wilkes University ... ard Higher Education	LETTER (ANSI_A) Duplex: No Grayscale: Yes 115 kB LIBCMSFY15457W PCL6	Printed
Jul 31, 2015 10:19:21 AM	helpdesk	wu-ap-labprint/Librarybase1	1	\$0.10	Wilkes University ... ard Higher Education	LETTER (ANSI_A) Duplex: No Grayscale: Yes 115 kB LIBCMSFY15457W PCL6	Printed
Jul 31, 2015 10:19:16 AM	helpdesk	wu-ap-labprint/Librarybase1	1	\$0.10	Wilkes University ... ard Higher Education	LETTER (ANSI_A) Duplex: No Grayscale: Yes 115 kB LIBCMSFY15457W PCL6	Printed
Jul 31, 2015 10:19:04 AM	helpdesk	wu-ap-labprint/Librarybasecolor	1 (Color: 1)	\$0.25	Wilkes University ... ard Higher Education	LETTER (ANSI_A) Duplex: No Grayscale: No 214 kB LIBCMSFY15457W PCL6	Printed

5. When finished, click **Log Out**.