


How do I request a printing refund?

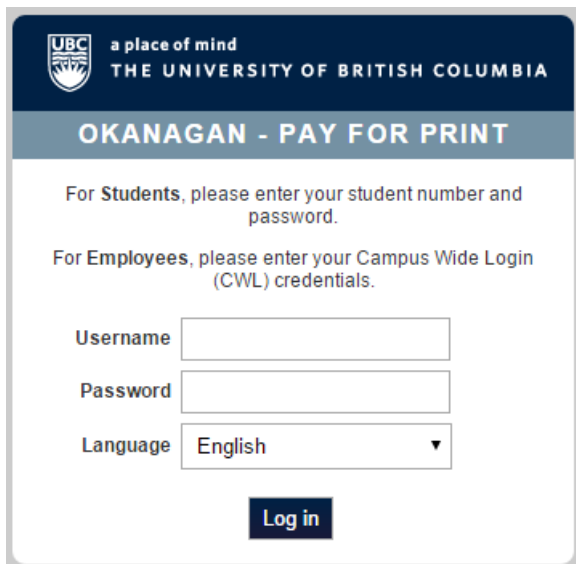
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The following document details the process on how to request a refund for a recent print job. Feel free to request a refund if your job was never printed and were mistakenly charged or if the print quality of the job was poor.

 **NOTE: All refund requests need to be submitted WITHIN 48 HOURS of printing a job.** Proof of printing problems, if available, will need to be presented at the IT Services Helpdesk (ADM024) in order to process the refund. Please provide as much information as possible to help in processing your request. If you need immediate assistance, please ask a staff member in the Library.

Instructions:

1. Login to the **Pay for Print** web page using your **Student Number** and Password (same as Workstation Login).



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OKANAGAN - PAY FOR PRINT

For **Students**, please enter your student number and password.

For **Employees**, please enter your Campus Wide Login (CWL) credentials.

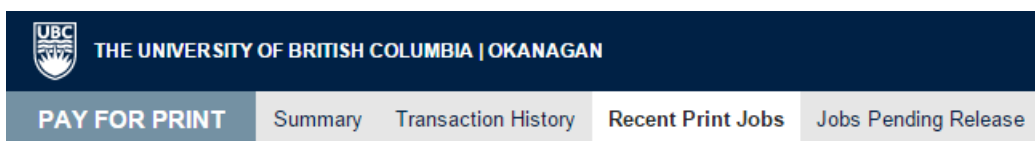
Username

Password

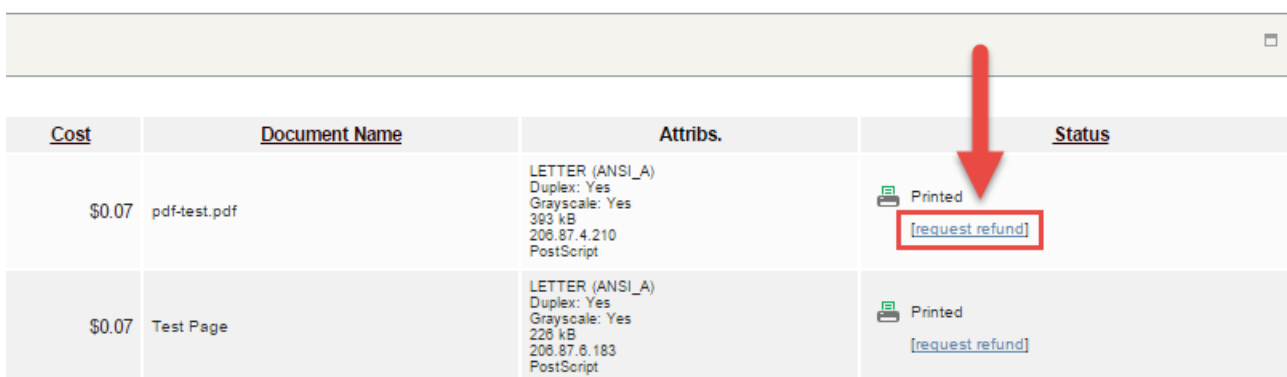
Language

[Log in](#)

2. Logging in will immediately redirect you to the **Jobs Pending Release** page, so click on the **Recent Print Jobs** link from the top menu.



3. On the far right of the page, click on the **request refund** link under the **Status** heading of the print job you would like to request a refund for.



| Cost | Document Name | Attribs. | Status |
|--------|---------------|--|---|
| \$0.07 | pdf-test.pdf | LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 393 kB 208.87.4.210 PostScript | Printed request refund |
| \$0.07 | Test Page | LETTER (ANSI_A) Duplex: Yes Grayscale: Yes 226 kB 208.87.6.183 PostScript | Printed request refund |

4. Enter your refund details by a) selecting either the **Full amount** or a **Partial amount**, b) filling in your **Reason for the Request** and c) clicking the **Send** button to submit your refund request.

Refund Request

All refund requests will be reviewed by the administrator. Proof of printing problems, if available, will need to be presented at the Helpdesk (ADM024) in order to process the refund. Please provide as much information as possible below to help in processing this request.

| Job Details | |
|---------------|-------------------------|
| Time | Sep 15, 2015 2:08:42 PM |
| Pages | 1 |
| Cost | \$0.07 |
| Document Name | pdf-test.pdf |
| Printer | n11\SP0235-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"/> |
| a | b |
| c | <input type="button" value="Send"/> <input type="button" value="Cancel"/> |

For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

Note refund requests need to be submitted within 48 hours of printing a job. Refund requests will automatically be rejected after 30 days if they have not been verified.

Posted by: Clay Pakenham - Thu, Sep 17, 2015 at 11:09 AM. This article has been viewed 6610 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-do-i-request-a-printing-refund-348.html>