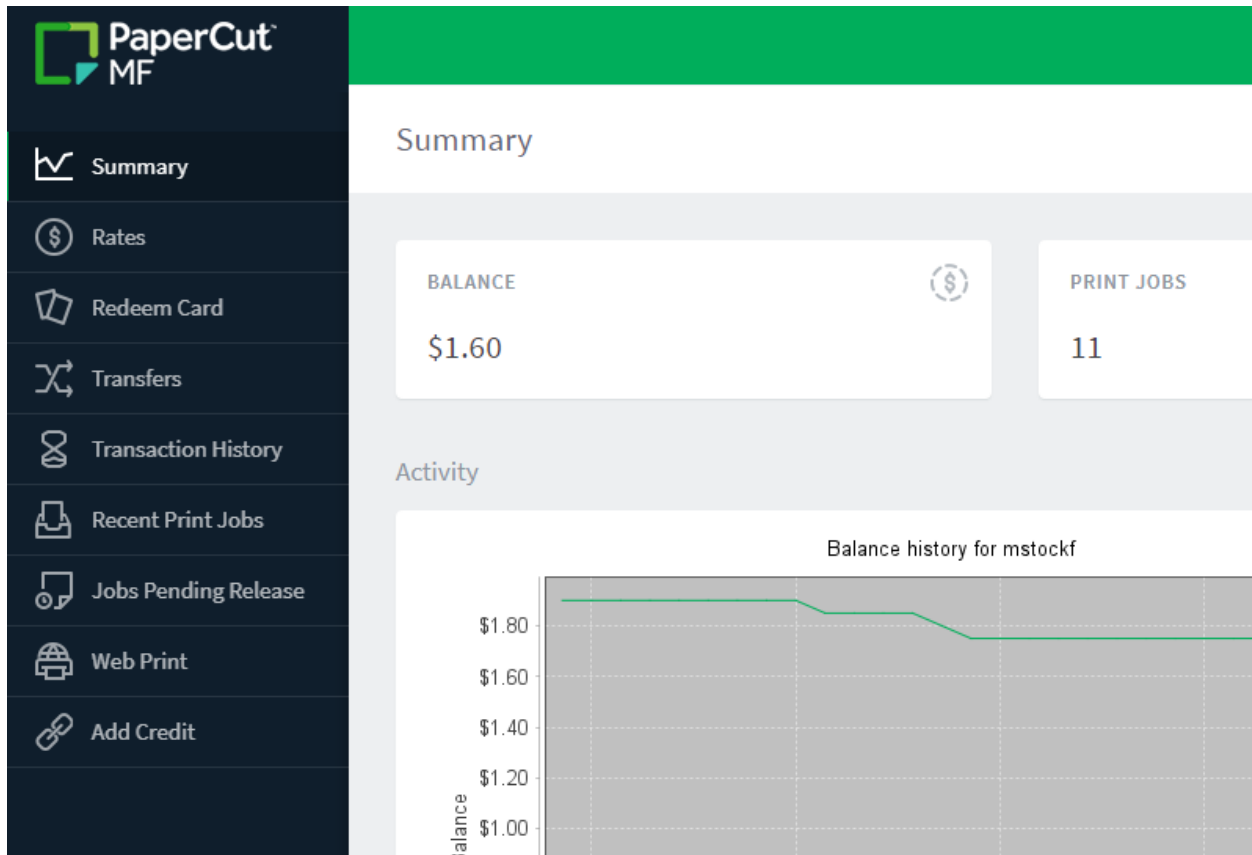


## REQUEST A REFUND

In order to request a refund for an incomplete print job, you will need to log in to the NMC PaperCut site (from an NMC computer) using your network username and password.

The direct link to this is <http://w2k19papercut1:9191/user>

After you login you will see the full interface:



Here you click on “Recent Print Jobs” and you’ll see your jobs.

Time	Account	Device	Jobs	Cost	Description	Settings	Status
Aug 3, 2022 4:59:07 PM	mstockf	device\PaperCut Test	1 (Color: 0)	\$0.05	[copying]	LETTER (ANSI_A) Duplex: No	Printed Refund Pending
Aug 3, 2022 4:39:03 PM	mstockf	w2k19papercut1\PaperCutTest	2	\$0.05	Microsoft Word - Document1	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Aug 3, 2022 2:43:28 PM	mstockf	w2k19papercut1\2nd Floor Clark Queue	2	\$0.05	Microsoft Word - Document2	LETTER (ANSI_A) Duplex: Yes	Cancelled Not Charged
Aug 2, 2022 1:55:43 PM	mstockf	w2k19papercut1\PaperCutTest	2	\$0.05	Microsoft Word - Document1	LETTER (ANSI_A) Duplex: Yes	Printed request refund

In the status column on the right – click request refund and you'll see the following:

All refund requests will be reviewed by the administrator.

**Job Details**

Time	Aug 3, 2022 4:39:03 PM
Pages	2
Cost	\$0.05
Document Name	Microsoft Word - Document1
Printer	w2k19papercut1\PaperCutTest

**Refund Details**

Refund Amount  Full amount  
 Partial amount:

Reason for Request

Submit the form and we'll review the request. After checking logs and depending on the reason, we will refund within 24 hours.

If you have any questions or issues please email Educational Technology:

[nmchelp@methodistcollege.edu](mailto:nmchelp@methodistcollege.edu)