

How to Credit Print Quotas

Web Resources

PaperCut Upgrade Article:

http://www.itap.purdue.edu/newsroom/news/150824_PaperCut_print_upgrade.html/

Quotas and Costs per Page:

<https://www.itap.purdue.edu/facilities/instructionallabs/printing/costs.html>

Where students can add value via BoilerExpress:

<http://www.purdue.edu/business/card/index.html>

ITaP Printing FAQ:

<https://www.itap.purdue.edu/facilities/instructionallabs/printing/faq.html>

Crediting Tool URL:

<https://wpvapppcprt01.itap.purdue.edu:9192/admin>

Be Careful

Exercise caution when using this tool. It is used campus-wide and every staff, faculty, and student's print quota is listed in this interface.

Reasons for Crediting Print Jobs

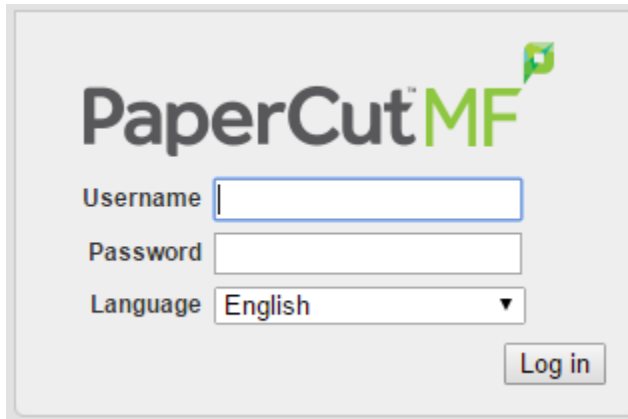
Remember, ITaP only refunds print jobs that are **ONLY DUE TO PHYSICAL ISSUES WITH A PRINTER**. Some examples of these issues include:

- **Toner issues** (streaking, blank spots, too light to read, etc.)
- **Paper issues** (pages got mangled in the printer, crooked prints, etc.)
- **Machine issues** (printer didn't all print the pages, printer jammed, printer failed to print)

Also, there must be a record of the print job in the log in order for you to apply a refund. Accidentally printing a document is not a valid reason to request a refund. If you have questions about refunds, please contact ITaP.

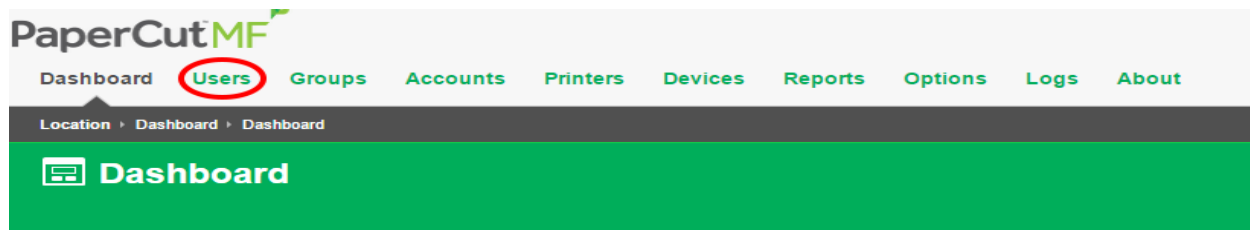
Instructions for Crediting Accounts

1. Log into **PaperCut** at this URL: <https://wpvappccprt01.itap.purdue.edu:9192/admin> with your career account credentials.

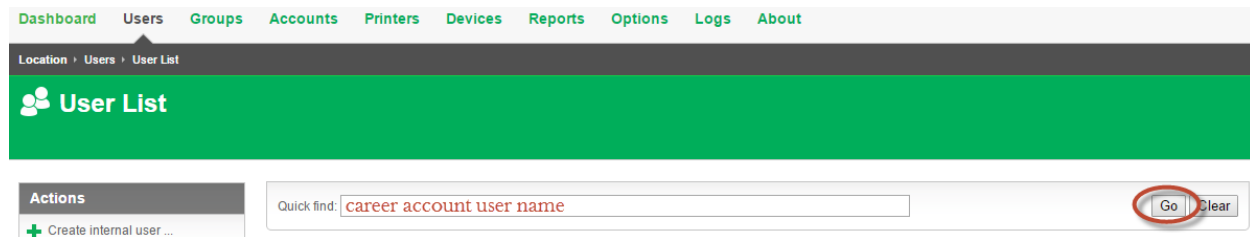


The image shows the PaperCut MF login interface. It features the PaperCut MF logo at the top. Below the logo are three input fields: 'Username' with a text box, 'Password' with a text box, and 'Language' with a dropdown menu currently set to 'English'. A 'Log in' button is located at the bottom right of the form.

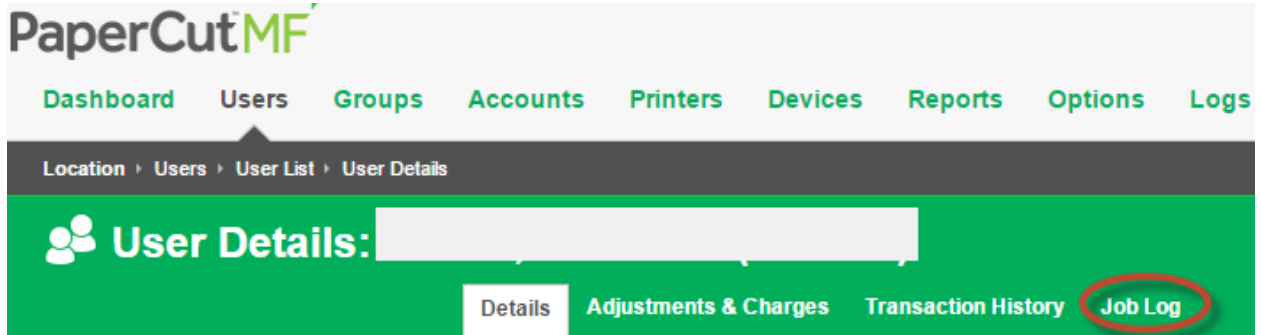
2. From the PaperCut Dashboard, click **Users**.



3. In the Quick find box, type the user's **career account user name** and then click the **Go** button.



- A User Details screen will open, displaying information about the user, including Adjustments & Charges, Transaction History, and a Job Log. Click Job Log



- A list of jobs will open, showing the date, the printer used, the cost of the job, etc. In the Status column, there is a refund link. Click [refund].

Date ▼	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Sep 3, 2015 11:32:17 AM		wpvappccprt02stew135-1	2	\$0.08		LETTER (ANSI_A) Duplex: No Grayscale: Yes 131 kB 1408STEW135P51 PCL6	Printed [refund]
Sep 3, 2015 11:07:25 AM		wpvappccprt02stew135-1	7	\$0.28		LETTER (ANSI_A) Duplex: No Grayscale: Yes 1,592 kB 1408STEW135P51 PCL6	Printed [refund]

(Note: The Charged To and Document Name fields are blank in this example to protect the student's identity.)

- In the Refund Print Job display box, the amount of the refund is already added to the Refund Action box. All you need to enter is the reason for the refund and click OK.

<p>Job Details</p> <p>Job details of the job to be refunded.</p>	<p>Date: Sep 3, 2015 11:32:17 AM</p> <p>Charged to:</p> <p>Pages: 2</p> <p>Document:</p> <p>Cost: \$0.08</p> <p>Printer: wpvappccprt02stew135-1</p>
<p>Refund Action</p> <p>Take an appropriate action.</p>	<p>Refund Amount</p> <p><input type="text" value="\$0.08"/></p> <p>Comment</p> <p><input type="text" value="Type the reason for this printing refund"/></p>

(Note: The Charged To and Document Name fields are blank in this example to protect the student's identity.)

And you have now completed the Refund Printing process!