Printing Refund Requests

This document explains the process for printing refund requests. Students can request printing refunds within 24 hours of printer error using the process below.

Before You Start

Administrative Process for handling refund Requests

- All refund requests will be reviewed by CIT.
- Once the request is sent, a printing administrator within CIT is notified.
- The printing administrator will review the given information and approve or deny the request as needed.
- The refund will go into the requestor's printing allocation and not be refunded in cash.

Examples for when to request a refund:

- Paper jam
- Print quality issues
- Printer malfunction

Below are examples for when a refund will not be issued:

- Requests entered more than 24 hours past the print job submission
- Printed the same document multiple times
- Printed the wrong document
- Printed a slide per page when you intended to print multiple slides to a page
- Printed to color when you intended to print black and white
- Requests submitted with no reason

Steps

1. Log in to the user web interface at http://printers.geneseo.edu/app using your Geneseo username and password.
2. Click on the Recent Print Jobs link located on the left side of the screen.
3. Locate the failed print job on the Recent Print Jobs page.
4. Click the Request Refund link.
5. Enter a reason for the submission.
6. Click Send.

Remember that refund requests must be submitted within 24 hours of the related incident.

A reason for requesting a refund is required or the request will be denied.

Related Articles

- PaperCut Web Print
- 3D Printing Instructions
- Adding Geneseo Cloud Printers to Windows
- HP Printer Support
- Specify LDAP Server Popup
- Toshiba Copier Support
- Adding a Network Printer to Windows
- Toshiba Multifunction Device Supplies
- Printing @ Geneseo
- Adding Geneseo Cloud Printers for macOS
- Google Cloud Print
- Manually Releasing Printouts
• Cloud Printing at Geneseo
• Adding a Network Printer for macOS
• Updating Printer Passwords on Macs

More Help

For questions, contact the CIT HelpDesk by calling (585) 245-5588, or visiting our online service desk.