PaperCut Refunding User’s Print or Photocopying Jobs

To refund money to a user’s account, open a different browser than for making a deposit.

Each branch library will determine who has authority to refund print or photocopying jobs. Contact LS&IT to request permission to refund.

LS&IT has created a short cut to check printing history, print credit balance and Refunding on all Circulation computers. The branch login and password is pre-set. If the shortcut is not available URL: https://pc-cpas.usask.ca:9192/admin

Note: CPAS will time out within 30 minutes of login. To refresh press F5 on the keyboard

To refund money to a user’s account, open Mozilla on the taskbar. If logged in, the icon will have changed to PaperCut MF:

Log out of the branch login.

Log in with personal NSID & password.
*Only refund the specific print jobs or copier jobs from the location the job was printed.*

To locate the patron record, Type in a user’s NSID in the QuickFind search bar. Allow the dropdown box to appear and click onto the correct NSID.

Select Go
Select **View user’s job log**

Select **Refund**

The **Refund** button just “undoes” the print job, so you don’t deal with money. Fill in the comment section to explain why the print job was refunded.

Select **OK**

Logout

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