PaperCut Deposits – Correcting Errors in Deposits

If a mistake is made when entering a deposit (wrong NSID or incorrect amount of money), the error needs to be corrected with another transaction. The error must be corrected by the branch library that made the error.

It is best to do this on the same day if possible.

1. Make the correct deposit for the student. The student will temporarily have more print credit until CPAS support staff correct at their end.

   Do not combine more than one error on a correction. For example, if there were two errors on one patron’s account, please make two new correct deposits for accounting purposes.

   Bring to the attention of your supervisor right away.

2. Regular staff or the branch supervisor are to email CPAS_Support@usask.ca and c.c. deans.support@usask.ca to request that the erroneous deposit be corrected. Provide the NSID, Date, Deposit amount and Comment (Reference Number) of both the incorrect and correct transactions.

To obtain transaction details open the admin URL: https://pc-cpas.usask.ca:9192/admin

Log in with personal NSID and password.

From Quick find enter patron NSID. Select View user’s transactions.

Copy from the Comment field: cpas_libraryeduc|edc001|443c3867ea83e6df8d66a42abd81c9bf

[Library] [login] [Reference number]

See following page with sample emails to request deposit corrections.
Sample 1.

Email to CPAS_Support@usask.ca and c.c. deans.support@usask.ca

Please note: A CPAS deposit was added to the wrong NSID.

Incorrect transaction:

NSID: lmt100
Date: May 18, 2016 10:00am
Amount: .10
Reference number: cpas_libraryeduc|edc001|443c3867ea83e6df8d66a42abd81c9bf

This transaction was corrected:

NSID: lmt102
Date: May 18, 2016 11:00am
Amount: .10
Reference number: cpas_libraryeduc|edc001|7f6098614b0a965c4c5db9e02a47bec
Please adjust these users’ accounts.

Sample 2.

Email to CPAS_Support@usask.ca and c.c. deans.support@usask.ca

Please note: An incorrect amount of money was deposited to an NSID.

Incorrect transaction:

NSID: lmt100
Date: May 18, 2016 10:00am
Amount: .10
Reference number: cpas_libraryeduc|edc001|443c3867ea83e6df8d66a42abd81c9bf

This transaction was corrected:

NSID: lmt100
Date: May 18, 2016 11:00am
Amount: 1.00
Reference number: cpas_libraryeduc|edc001|7f6098614b0a965c4c5db9e02a47bec
Please adjust this user’s account.