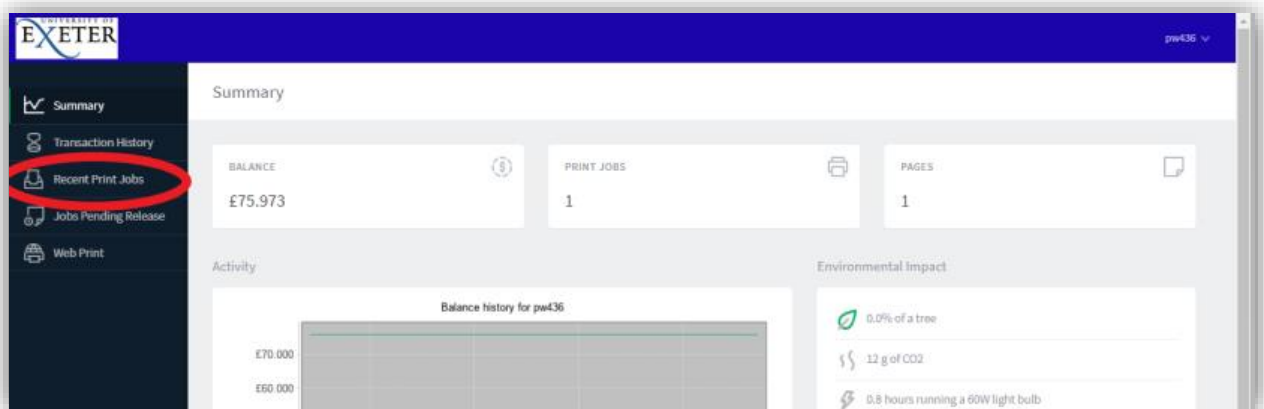


Student Check Credit – Request Re-credit How To Guide

- 1) To add credit to your print account please browse to the following location www.epay.ex.ac.uk/printing/ and follow the instructions.
- 2) To check your balance or request a re-credit for a spoilt print please browse to the following location <https://print.exeter.ac.uk/user>
- 3) Logon with username and password.

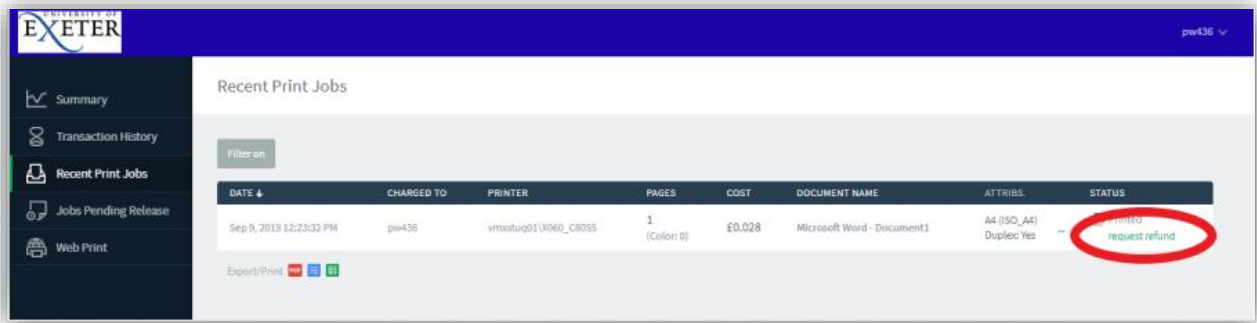


- 4) Once logged in you will see this page.
- 5) Select "Recent Print Jobs".

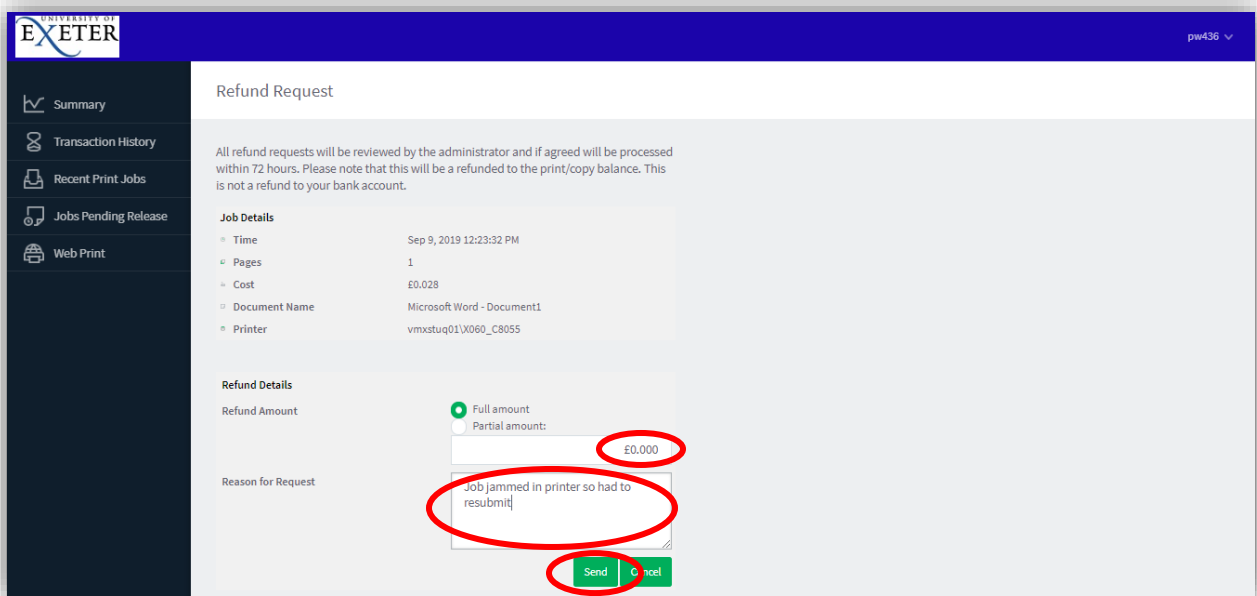


Student Check Credit – Request Re-credit How To Guide

- 6) Your recent print jobs will be listed.
- 7) Select “Request Refund” for the spoilt print job.

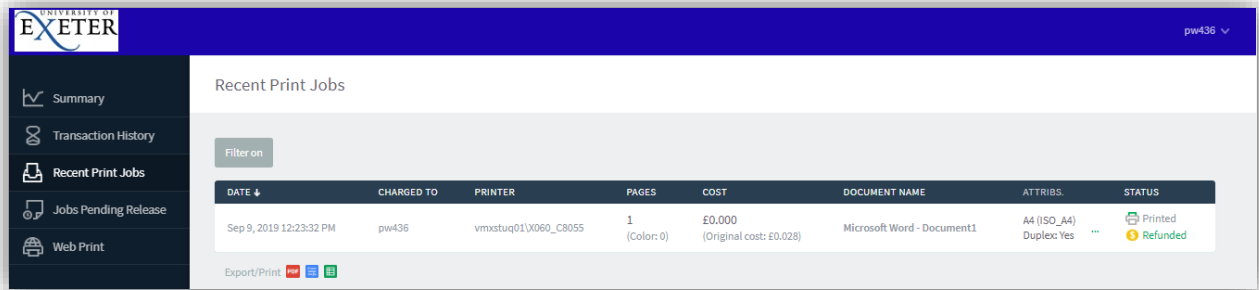


- 8) Enter the amount you wish re-credited (either the full or partial value) and the reason why.
- 9) Click “Send”.



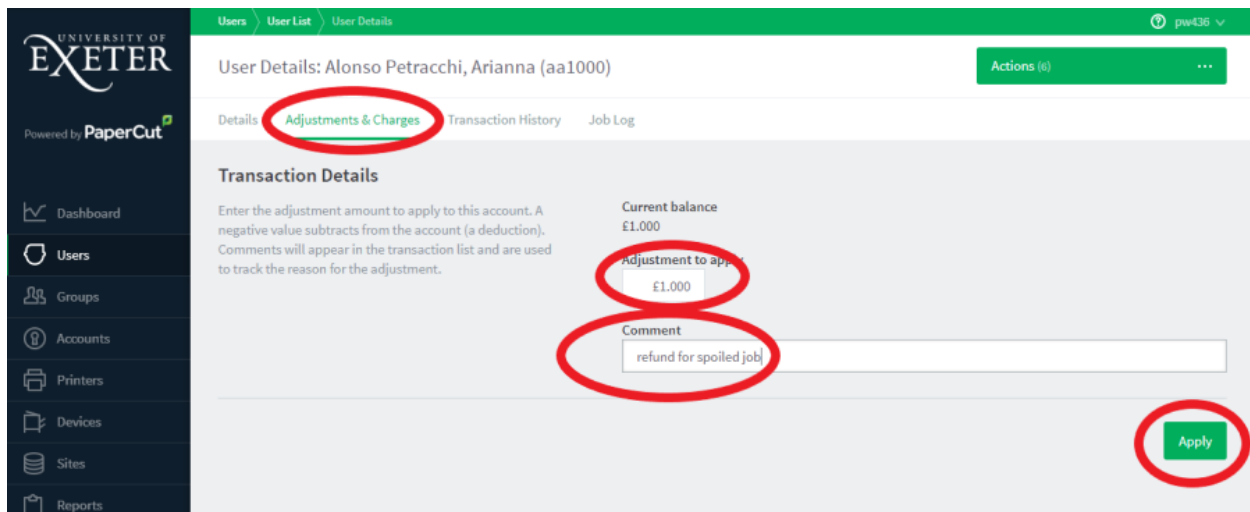
Student Check Credit – Request Re-credit How To Guide

- 10) The refund will be processed after validation.
- 11) The job will now be listed as refunded.



DATE	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS	STATUS
Sep 9, 2019 12:23:32 PM	pw436	vmxtuq01V060_C8055	1 (Color: 0)	£0.000 (Original cost: £0.028)	Microsoft Word - Document1	A4 (ISO_A4) Duplex: Yes	Printed Refunded

- 12) Click the green arrow to right of your name/ID - this will open your account details.
- 13) Select “Adjustments & Charges”.
- 14) Enter the amount you wish re-credited and the reason why - then click the “Apply” button.



User Details: Alonso Petracchi, Arianna (aa1000)

Adjustments & Charges

Transaction Details

Enter the adjustment amount to apply to this account. A negative value subtracts from the account (a deduction). Comments will appear in the transaction list and are used to track the reason for the adjustment.

Current balance
£1.000

Adjustment to apply
£1.000

Comment
refund for spoiled job

Apply

- 15) The amount requested will be added to your account.
- 16) Select “Transaction History” to check your balance.
- 17) When finished you can logout.

Student Check Credit – Request Re-credit How To Guide

If Student request a print credit refund direct them to use the following procedure

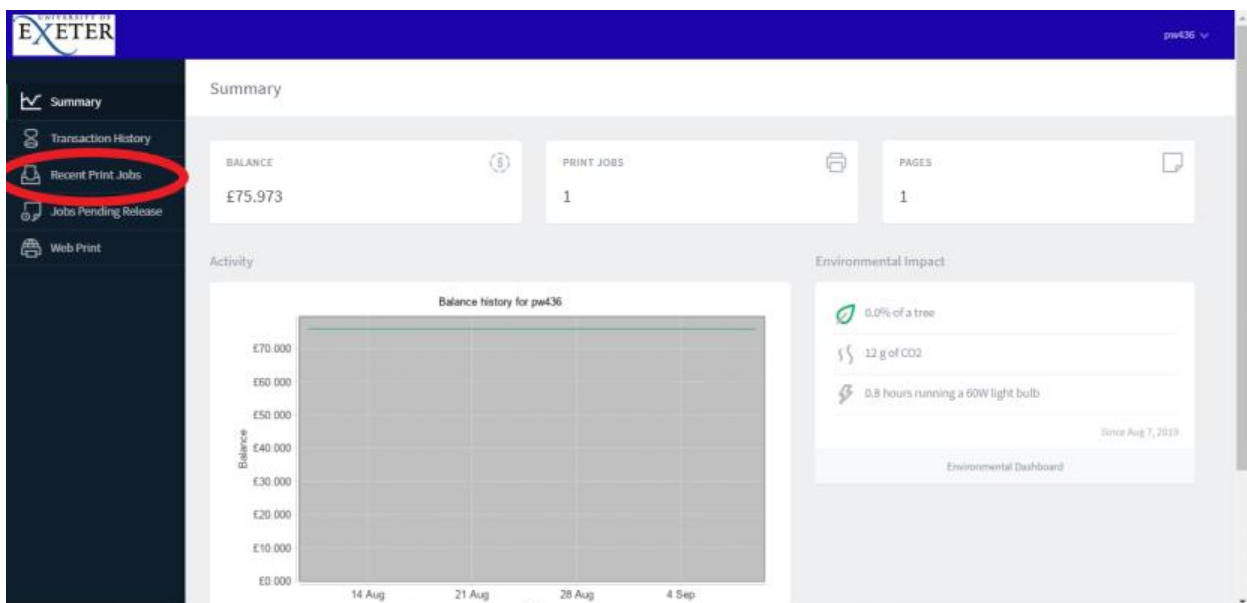
To request a print credit refund

<https://print.exeter.ac.uk/user>



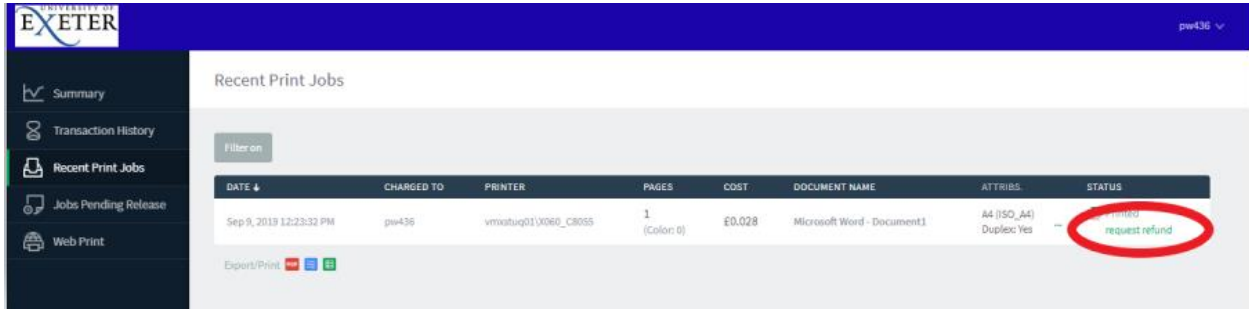
enter username and password

You will see this dashboard – select “recent print jobs”

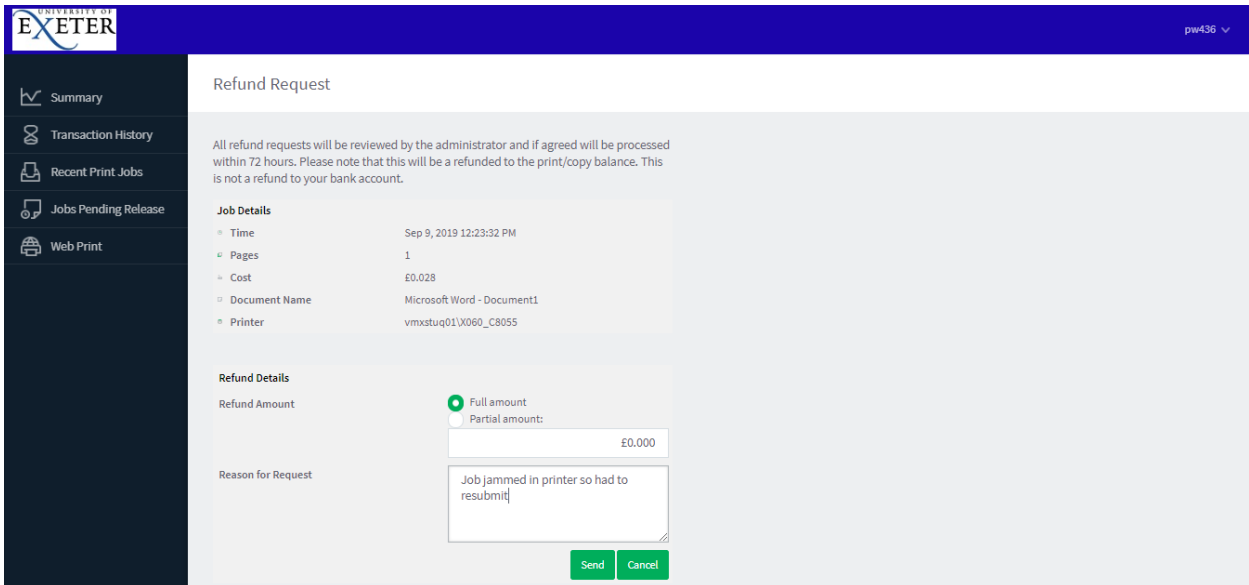


Student Check Credit – Request Re-credit How To Guide

This will present the following – your jobs will be listed – select “request refund” for the job



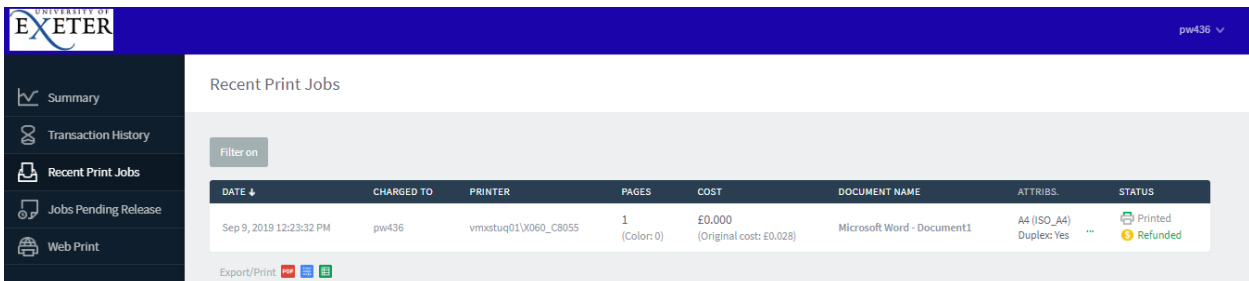
You will be required to enter a reason and the amount to be refunded – either “full” or Partial”



Hit “send”

The refund will be processed after validation

The job will now be listed as refunded



Student Check Credit – Request Re-credit How To Guide