

## PaperCut(Print\Copy) Balance

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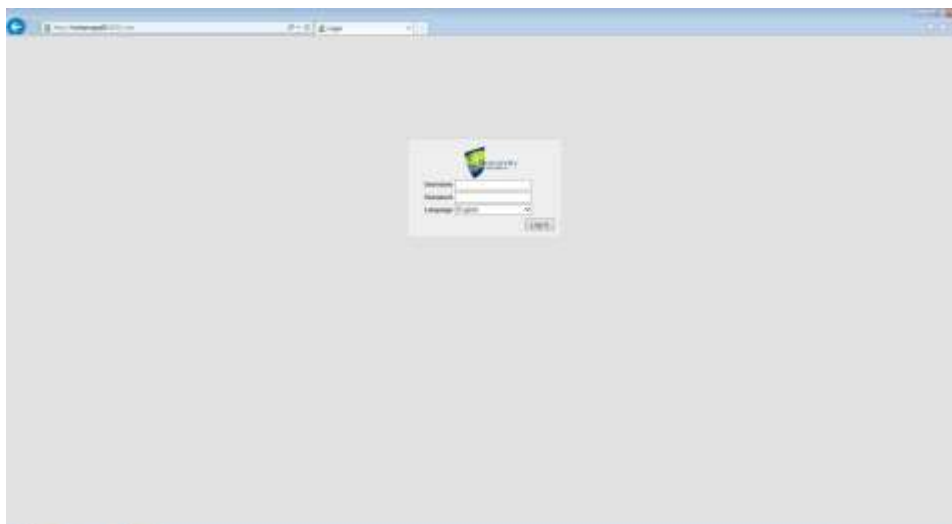
1. Log into a CQU computer
2. A **Popup Balance Window** will appear on the desktop, displaying your PaperCut (print\copy) account balance.



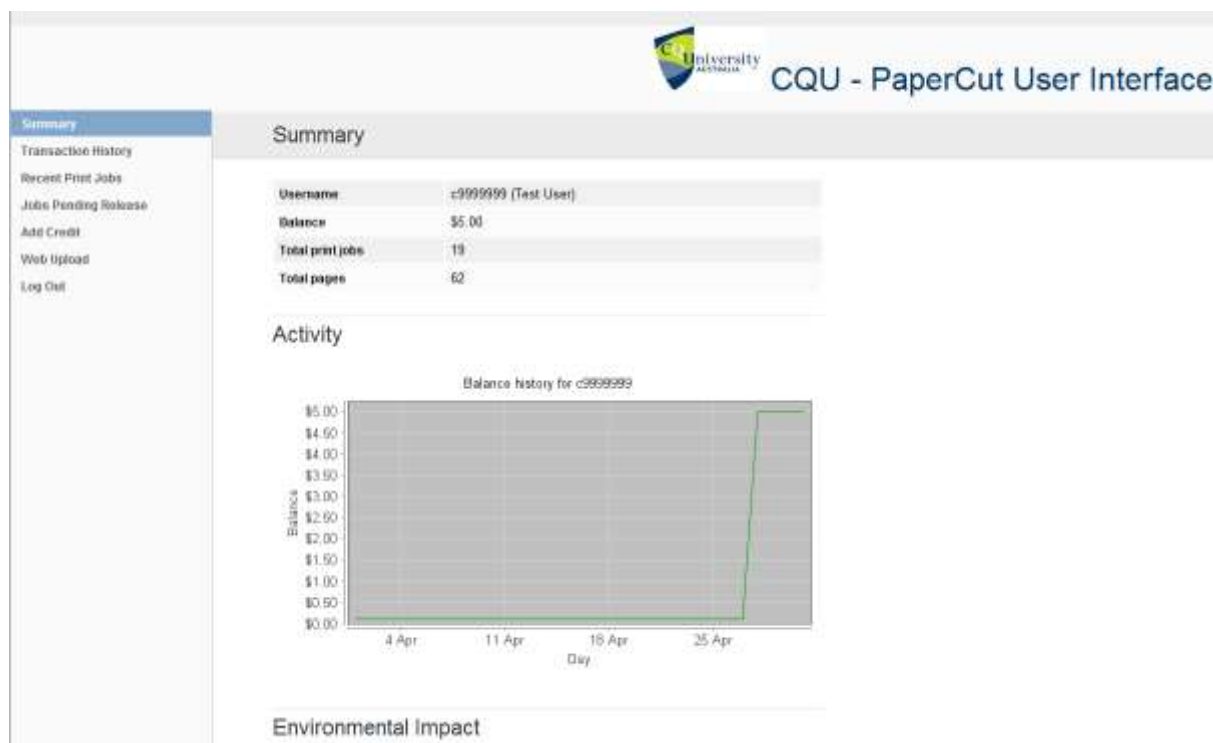
## CQU – PaperCut User Interface

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1. Click on **Details ...** in the **Popup Balance Window** to open **CQU - PaperCut User Interface** from the web browser
2. In **CQU - PaperCut User Interface** enter your CQU credential as you would log into a CQU computer



### 3. You can do the following things in CQU – PaperCut User Interface:



- **Summary** - of balance, total print jobs, total page print, your day activity graph and environmental impact report of your usage
- **Transaction History** – List of your transaction history with filter search function, exporting to PDF, HTML & CSV files and also print transaction history.
- **Recent Print Jobs** – List of all your print/copy/scan jobs with filter search function, request refund for print job, exporting to PDF, HTML & CSV files and also print recent print jobs.
- **Jobs Pending Release** – List of your jobs pending release on the “Toshiba FindMe Student – Melbourne” printer queue, waiting to be release from the photocopier and cancelling print jobs (cancel of print jobs can also be done on the photocopier)
- **Add Credit** – Adding credit using Visa or MasterCard to your PaperCut account.
- **Web Upload** - Web Upload is a service to enable printing from laptop, tablet and mobile device without the need to install print queue “Toshiba FindMe Student – Melbourne” on CQU Wireless Network

# Add Credit to PaperCut Account

Accepted only MasterCard or Visa

1. In **PaperCut User Interface**, click on the navigation menu **Add Credit** on the left hand side
2. In **Add Credit** select **Amount to add** from the dropdown list and then click on **Add Value** button



The screenshot shows the 'CQU - PaperCut User Interface' with a navigation menu on the left. The 'Add Credit' option is selected. The main content area is titled 'Add credit using CommWeb' and contains the following fields:

Username	toshiba
Current Balance	\$0.95
Amount to add	\$2.00

An 'Add Value' button is located at the bottom right of the form.

3. In **Card Selection** click on **Visa** or **MasterCard** icon



The screenshot shows the 'Commonwealth Bank' 'Card selection' page. It includes the following information:

- Merchant name: CENTRAL QUEENSLAND UNIVERSITY AUSTRALIA
- Payment method selection: VISA and MasterCard icons.
- Warning: TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO MERCHANT'S WEBSITE.

4. In **Card details** enter required information and click on **Pay** button



The screenshot shows the 'Commonwealth Bank' 'Card details' page. It includes the following information:

- Merchant name: CENTRAL QUEENSLAND UNIVERSITY AUSTRALIA
- Payment method: VISA (selected)
- Card details form:
 

Card Number (16)	<input type="text"/>
Expiry Date (2)	<input type="text"/> / <input type="text"/>
Security Code (3)	<input type="text"/>
Cardholder Name (1)	<input type="text"/>
Amount to add (1)	AUD \$2.00
- Warning: TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO MERCHANT'S WEBSITE.

- Once processing has completed, you will be returned to your account window, and if the transaction was successful, you will see the selected amount of funds, have been added to your CQU account as shown below



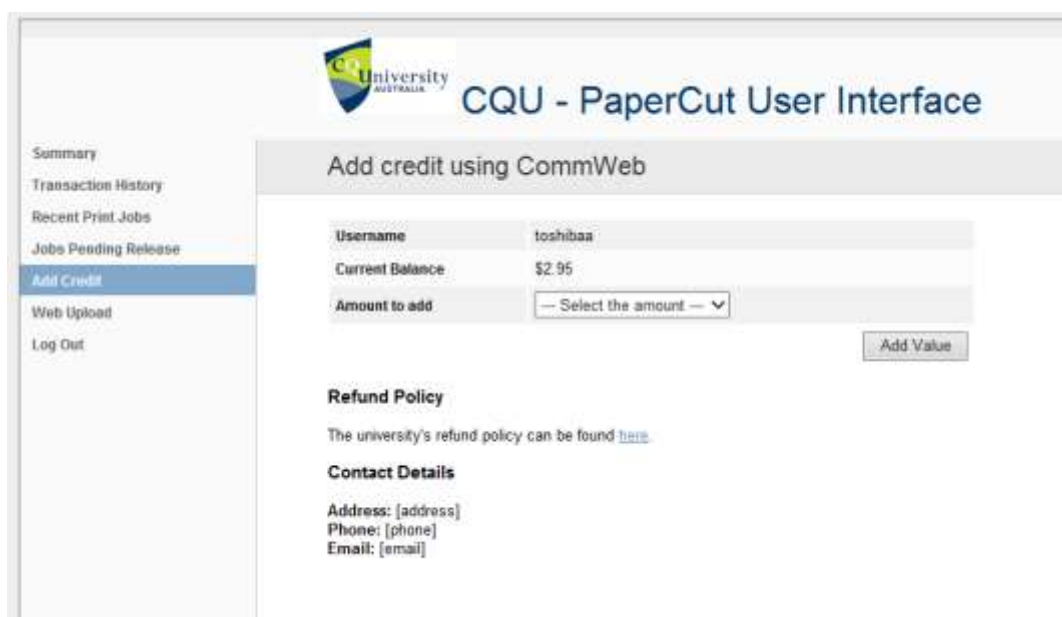
Your details will be sent to and processed by **The Commonwealth Bank of Australia** and will not be disclosed to the merchant

Merchant name: **CENTRAL QUEENSLAND UNIVERSITY AUSTRALIA**

Your payment has been **approved**.  
Please wait while you are redirected back to the merchant...

TO AVOID BEING CHARGED INCORRECTLY  
DO NOT CLOSE THE BROWSER WINDOW  
OR USE THE BACK BUTTON UNTIL  
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)



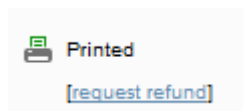
The screenshot shows the 'CQU - PaperCut User Interface' for adding credit. On the left is a navigation menu with options: Summary, Transaction History, Recent Print Jobs, Jobs Pending Release, **Add Credit** (highlighted), Web Upload, and Log Out. The main content area is titled 'Add credit using CommWeb' and contains a form with the following fields:

Username	toshitaa
Current Balance	\$2.95
Amount to add	-- Select the amount --

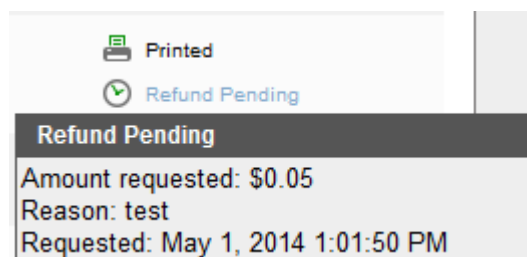
An 'Add Value' button is located to the right of the 'Amount to add' field. Below the form, there are sections for 'Refund Policy' (with a link to the university's policy) and 'Contact Details' (with placeholder text for address, phone, and email).

# Refund Request

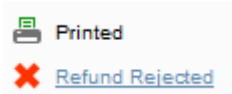
1. In **PaperCut User Interface**, click on the navigation menu **Transaction History** on the left hand side
2. In **Transaction History** search for the print job on the list you would like to request a refund
3. Click on **[request refund]** below **Printed** in the **Status** column



4. In **Refund Request** select a full amount or enter a partial amount and type in your refund reason and click on the send button
5. Once you have sent a refund request for the print job, in **Transaction History** list the requested refund print job will have a **Refund Pending** icon.
6. Mouse over **Refund Pending** will popup refund request details; refund amount, reason and requested time.



7. Within 2-3 working days, you will receive an email notification if your refund request has been approved or rejected and an update in **Transaction History**
  - A Refund Rejected icon for the print job refund request



- A Refund Approved icon for the print job refund request

