



# TEXAS A&M UNIVERSITY SAN ANTONIO

## Auxiliary Services

Received by (ITS Staff Initials): \_\_\_\_\_

Date: \_\_\_\_\_

### **Request for Print Credit Form**

(Please Print Legibly)

Name: \_\_\_\_\_

“K” Number or Username: \_\_\_\_\_ Call back number: \_\_\_\_\_

TAMU-SA/Jaguar email address: \_\_\_\_\_

Date & Time of error: \_\_\_\_\_

Location where error occurred: OAL \_\_\_\_\_ University Library \_\_\_\_\_ Other: \_\_\_\_\_

Number of Sheets in Job: \_\_\_\_\_

Number of Defective Pages: \_\_\_\_\_

Description of Issue: \_\_\_\_\_

Document type (check all that apply): Word \_\_\_\_\_ Excel \_\_\_\_\_ Power Point \_\_\_\_\_

PDF \_\_\_\_\_ Blackboard \_\_\_\_\_ Internet based \_\_\_\_\_ Other \_\_\_\_\_

Please scan this form and deliver to the ITS Helpdesk in CAB 233.

Notes: Credit requests will be verified against printing records and will be reviewed and credited with the appropriate number of pages. Denied credit requests will receive an email message explaining the reason. Approved credit request will receive an email notification indicating the approved amount. If you have any concerns about the determination of your request, please contact the ITS Helpdesk. Any submitted print jobs will be discarded 96 hours after notification sent or as requested otherwise. Credits are granted for printing problems that are the result of printer jams, poor print quality, incomplete print jobs, or server network problems. User errors, such as typos, printing the wrong document, printing too many pages of the document, leaving without logging out, improper usage of staplers or hole punchers are non-refundable.

*Office Use Only*

Date \_\_\_\_\_ Approved \_\_\_\_\_