



## How to Request a Print / Copy Refund

Brad Christ - 2019-12-05 - Comments (0) - Paper, Printing and Copying

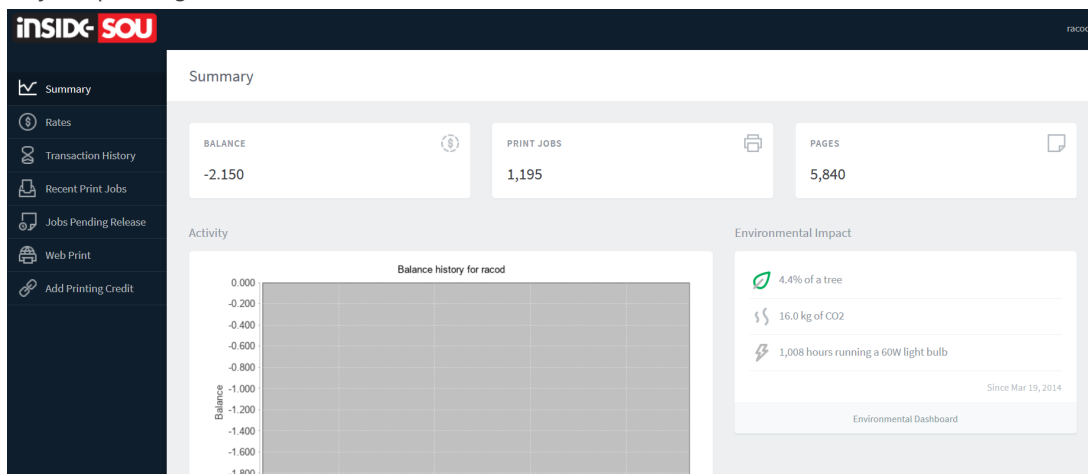
**To request a print / Copy refund, you must use our print accounting system. This includes any copies made in the library.**

**If you are a graduating student, use this link to request a [refund of your unused print credits](#).**

To get started, click the Printing Portal link on InsideSOU or by following this link:

<https://printing.sou.edu/>

After successfully logging in, you should be presented with a summary screen for your account. This screen will show your recent printing activity and the environmental impact of your printing.




Next, click Recent Print Jobs in the side menu.

DATE	CHARGED TO	PRINTER	PAGES	COST	DOCUMENT NAME	ATTRIBS.	STATUS
Nov 29, 2018 10:22:41 AM		apprint01v\LabLC-2	6	0.300	Final Paper Outline - Google Docs	LETTER (ANSI_A) Duplex: No	Printed request refund
Oct 11, 2018 10:23:52 AM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Oct 4, 2018 10:20:23 AM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Oct 2, 2018 10:19:07 AM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Oct 2, 2018 10:18:39 AM		apprint01v\LabLC-1	2	0.100	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Sep 25, 2018 1:40:03 PM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Sep 25, 2018 1:36:55 PM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Sep 25, 2018 1:34:59 PM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Printed request refund
Sep 25, 2018 1:31:47 PM		apprint01v\LabLC-1	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Denied Not Charged
Sep 25, 2018 1:31:13 PM		apprint01v\LabLC-2	1	0.050	Research - Google Docs	LETTER (ANSI_A) Duplex: Yes	Denied Not Charged

To request a refund, find the print job and click Request Refund.


**We only issue refunds for printer or computer malfunction, not because of unwanted copies, formatting issues, or other non-technical reasons. So, please check your work carefully and use Print Preview before pressing the Print button. If you are a graduating student then use this link for your [refund](#).**


To check for credits from refunds or balance history, click Transaction History.


 Summary

 Rates

 **Transaction History**

 Recent Print Jobs

 Jobs Pending Release

 Web Print

 Add Printing Credit