



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 to helpdesk@tamusa.edu or 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.

<i>Office Use Only</i>	
Date _____	Approved _____