



## Request for Print Reimbursement

**Criteria for Reimbursement:**

In the A&A print chargeback environment, if there was a technical issue that effected the quality of the print, you canceled a large format print as it began, or there was some other reason you feel you should not have incurred a charge, you may request a credit using this form. This form must be completed and returned within three (3) business days of the incident. Reimbursements are given only in the event of proven equipment malfunction or other reproducible technical issue, or if a large format print was canceled immediately at the start of printing such that supplies were therefore not used. Proper print job configuration and procedure as well as monitoring output is the responsibility of the user. Undesirable prints resulting from user errors, such as choosing the wrong layout, incorrect printer settings, improper equipment use, or other known issues that have been announced, will not be reimbursed. Refer to training documents, class notes, posted signs, or the AAIT website (<http://aaait.psu.edu>) to troubleshoot printing problems. More on Print Reimbursements can be found at <http://aaait.psu.edu/printing-reimbursement>.

**Process:**

Complete this form fully and return it to your department's Financial Coordinator or their office with the attached print(s). If you do not know who your support person is, ask your faculty for more information. Once a refund is granted or denied you will be notified by email of the result by the department staff. If you do not receive a reply it is your responsibility to follow up and ensure the form was received and processed. Any approved refunds will not appear on your Pharos account, they are deducted from the charges sent to the bursar. Charges are applied to your bursar account at the normal times determined by your department. You may request a photocopy of the processed form in person with the department staff.

**Name:** \_\_\_\_\_ **UserID** (e.g. xyz123): \_\_\_\_\_

**Major:** \_\_\_\_\_ **Year:** \_\_\_\_\_ **Printer Used:** \_\_\_\_\_

**Date & Time of Print:** \_\_\_\_\_ **Application Used:** \_\_\_\_\_

**Size and number of pages in print job** (e.g. 1 36x48): \_\_\_\_\_

**Exact Cost of Print:** \_\_\_\_\_

*(Log into any Pharos Release Station and review your Account to find these details.)*

**Description of Issue:** *(Include specifics about any errors displayed on the printer, description of what happened, and attach any bad or partial prints to this sheet. Use back if needed.)*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Use Only:**

**Approved:**  **Denied:**

**Budget Admin Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_