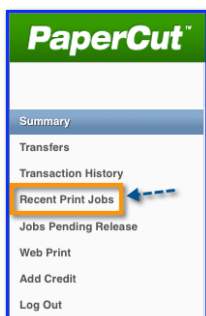


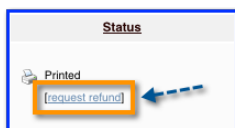
When you print a job and something malfunctions in the process, it is possible to request a refund to be credited back to your printing account.

Process Steps

1. Open a Web browser and go to *print.moody.edu*.
2. Click the “Recent Print Jobs” link on the left-hand side of the page.



3. Click the “Print Refund” link in the right-hand column, under status of your print job.



4. In the “Refund Request” box, under “Refund Details,” specify the amount to be refunded (1). In the “Reason for Request” box, give a detailed description of why the refund is being requested (2), and then click the “Send” button (3). *Please allow one business day for processing.*

The screenshot shows the 'Refund Request' form. It includes a 'Job Details' section with the following information:

Time	Oct 3, 2013 10:55:59 AM
Pages	5
Cost	\$1.25
Document Name	Bb Cohort Notes
Printer	pcprtch\SW01ETS

Below the job details is the 'Refund Details' section. It contains a 'Refund Amount' field with two radio buttons: 'Full amount' (selected) and 'Partial amount: \$0.00'. A blue arrow labeled '1' points to the 'Full amount' radio button. Below this is a 'Reason for Request' text area, which is highlighted with a green box and a blue arrow labeled '2'. At the bottom right of the form, there is a 'Send' button highlighted with a yellow box and a blue arrow labeled '3', and a 'Cancel' button next to it.