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Originating Office:	Information Technology Services
Responsible Executive:	Vice President of Administration and Information Technology Services
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Pharos Printing Refunds

Policy Contents

I.   REASON FOR THIS POLICY

The purpose of this policy is to define the reprint policy and other options when a print job is unusable due to printer malfunction.

II.   STATEMENT OF POLICY

There will be no refunds given for print jobs that are damaged, misprinted, or otherwise unusable. However, reprints are offered by contacting lab consultant or the ITS Helpdesk. There is a 4 hour reprint holding period.

III.   DEFINITIONS

PHAROS PRINTING: Printing from either a lab computer or a personal computer through the Pharos Pay-for-Print software System to an University owned printer or multifunction copier.

REPRINT HOLDING: Set time that a print job is saved on the server and can be reprinted by an administrator of the Pharos system.

> Note: Reprinting a job does not refresh the hold time. It is based on the original print time of the job.

IV. PROCEDURES

- If a print job is unable to be used, take the print job to a lab consultant in the library or to the ITS Helpdesk.

- Provide them your username, where you printed, and about what time you printed.

- The consultant or helpdesk technician will reprint the job at the closest compatible printer.

V. RELATED DOCUMENTS, FORMS AND TOOLS

List of Pharos printers:

http://link.usd.edu/289