

GUprint web – a user guide

GUprint web gives you access to view your account balance, transaction history, job history and to request a refund.

The software behind GUprint web is called PaperCut. It can be reached in two ways:

1 From the copyprint service information pages via the link To GUprint
The information pages are located at www.gu.se/utskrift



2 If you download software for printing from your own computer you will also be installing a PaperCut client with a small so called widget. From the widget you can go to GUprint by clicking on the link Details ... The link Portalen takes you to the Student Portal.



The balance shown here is the sum of your internal account and your PayEx account.

Log in to GUprint web (same as to the Student Portal)

You can change your language to English (engelska) in the login window.

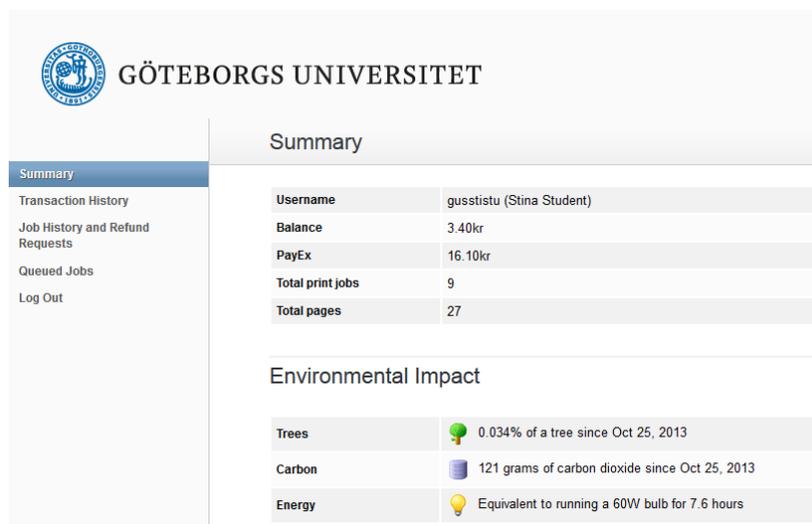


Summary

This is the starting page in GUprint web.

Here you can see your internal account balance (refunds will be posted to this account) and your PayEx balance.

Your combined balance (internal + PayEx) is displayed in the widget, on the page Queued jobs in GUprint web and on the printer screen when you first log in.



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Summary

Username	gusstistu (Stina Student)
Balance	3.40kr
PayEx	16.10kr
Total print jobs	9
Total pages	27

Environmental Impact

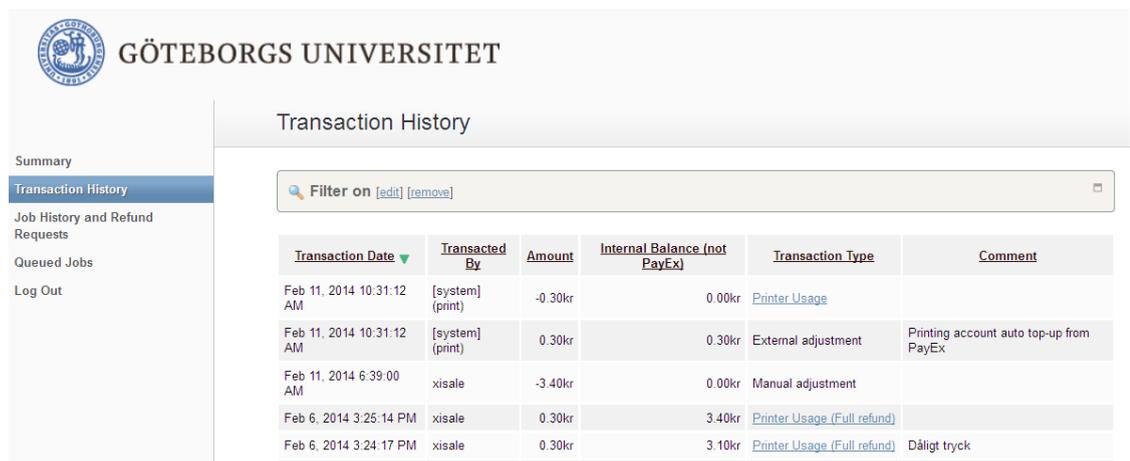
Trees	🌳 0.034% of a tree since Oct 25, 2013
Carbon	🌫️ 121 grams of carbon dioxide since Oct 25, 2013
Energy	💡 Equivalent to running a 60W bulb for 7.6 hours

Transaction history

Lists different types of economic transactions: adjustments to your internal account, job payments etc.

Refills to your PayEx account are not listed here. The column Internal balance does not include your PayEx balance but you can see that money for transactions has been transferred from PayEx to your internal account (External adjustment).

If you want to see the PayEx transaction history then log in to your account at <https://wallit.payex.com/>



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Transaction History

Filter on [edit] [remove]

Transaction Date	Transacted By	Amount	Internal Balance (not PayEx)	Transaction Type	Comment
Feb 11, 2014 10:31:12 AM	[system] (print)	-0.30kr	0.00kr	Printer Usage	
Feb 11, 2014 10:31:12 AM	[system] (print)	0.30kr	0.30kr	External adjustment	Printing account auto top-up from PayEx
Feb 11, 2014 6:39:00 AM	xisale	-3.40kr	0.00kr	Manual adjustment	
Feb 6, 2014 3:25:14 PM	xisale	0.30kr	3.40kr	Printer Usage (Full refund)	
Feb 6, 2014 3:24:17 PM	xisale	0.30kr	3.10kr	Printer Usage (Full refund)	Dåligt tryck

Job history and refund requests

The job history lists your print, copy and scan jobs and their costs. Here you can also request a refund for a bad print/copy job.

In order to receive a refund you must present your printouts/copies to a staff person at the nearest Servicecenter or University Library. The refunded sum will be posted to your internal account upon staff approval. The money is not returned to your PayEx account even if the original payment was made by transfer from PayEx.

Refunds must be requested within a week from the date of the job.

The screenshot shows the 'Job History and Refund Requests' page. On the left is a navigation menu with options: Summary, Transaction History, Job History and Refund Requests (selected), Queued Jobs, and Log Out. The main content area has a search bar with 'Filter on [edit] [remove]'. Below is a table with the following data:

Date	Charged To	Printer	Pages	Cost	Document Name	Attribs.	Status
Feb 11, 2014 6:34:40 AM	gusleisto	printpcps\GUPRN318	1 (Color: 0)	0.30kr		A4 (ISO_A4) Duplex: Yes Grayscale: Yes 394 kB 130.241.38.99 PostScript	Printed request refund
						A4 (ISO_A4)	

Click on Request refund in the list.

Enter a reason for your refund request.

Click on Send.

Go to the nearest Servicecenter or University Library and show your bad copies/printouts.

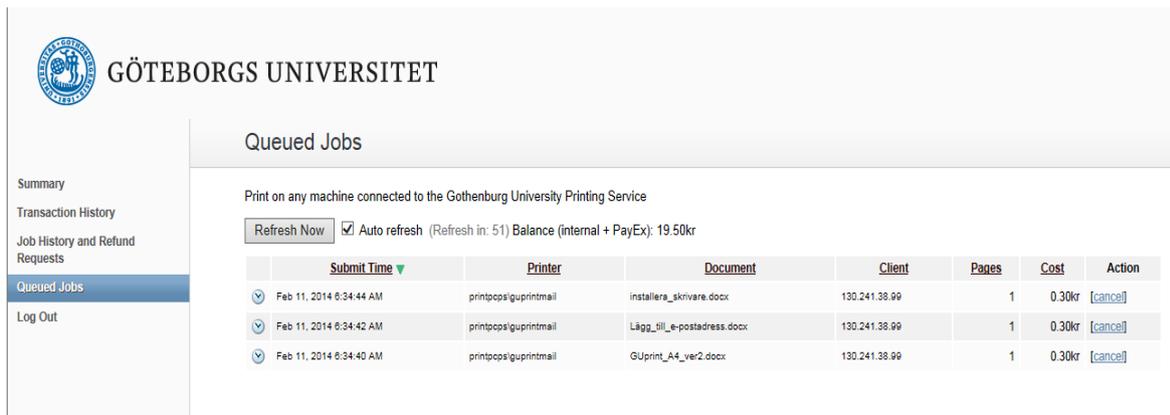
The screenshot shows the 'Refund Request' form. It includes instructions in Swedish and English: 'För att få återbetalning måste du visa upp din felaktiga utskrift/kopia på närmaste universitetsbibliotek eller Servicecenter inom en vecka' and 'In order to receive a refund you must present your bad copies/printouts to the staff at a university library or Servicecenter within a week.' The form is divided into two sections: 'Job Details' and 'Refund Details'. 'Job Details' includes fields for Time (Feb 11, 2014 6:34:40 AM), Pages (1), Cost (0.30kr), Document Name, and Printer (printpcps\GUPRN318). 'Refund Details' includes a 'Refund Amount' section with radio buttons for 'Full amount' (selected) and 'Partial amount' (0.00kr), and a 'Reason for Request' text area containing 'Paper wrinkled'. At the bottom are 'Send' and 'Cancel' buttons.

Queued jobs

Lists the jobs you have sent to the print queue GUprint but not yet printed. Here you can cancel a printout which you no longer need.

Your files will remain in the queue for 24 hours – after that they are automatically deleted.

The Balance sum is your combined internal account and PayEx balance.



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Queued Jobs

Print on any machine connected to the Gothenburg University Printing Service

Auto refresh (Refresh in: 51) Balance (internal + PayEx): 19.50kr

	Submit Time ▼	Printer	Document	Client	Pages	Cost	Action
▼	Feb 11, 2014 8:34:44 AM	printpcps/guprintmail	installera_skrivare.docx	130.241.38.99	1	0.30kr	[cancel]
▼	Feb 11, 2014 8:34:42 AM	printpcps/guprintmail	Lägg_bill_e-postadress.docx	130.241.38.99	1	0.30kr	[cancel]
▼	Feb 11, 2014 8:34:40 AM	printpcps/guprintmail	GUprint_A4_ver2.docx	130.241.38.99	1	0.30kr	[cancel]