



Digital Printing Policy

Digital printing is available for students and community member as a fee for services. This policy governs digital printing for these areas. Printers are available at the following locations:

- ◆ Gardner Campus
 - Crossroads Business Center
 - LaChance Library

- ◆ Devens Campus

- ◆ Leominster Campus

No Monetary Refunds Will be Given.

Any funds in your print account must be used towards printing. Any remaining balances will not be refunded.

Safeguard the Balance of Your Print Account.

ALWAYS LOGOUT from a workstation when finished working. If you do not logout, you run the risk of someone else printing with your print account funds. If you need to leave a workstation while logged in, exit your browser application (e.g. Firefox) first. This will assure that your print session is terminated and another person cannot gain access to your print account.

Print Attentively.

Be sure that you know what you're printing, how many pages are being sent, etc.. before releasing the print job at the printer. Funds will not be credited back to your print account due to print problems such as:

- Accidentally sending more than one copy to a printer
- Accidentally printing the "wrong" file
- Formatting problems not caused by a bug/malfunction in the system or printer
- Forgetting to log out and someone else using your print account funds
- Print jobs that a user fails to pick up from a printer
- Print jobs delayed several minutes due to heavy user load

Credits Due to Malfunctions.

Your account may be credited for each unsatisfactory page multiplied by the per-page cost if the problem was caused by:

- A printer malfunction (e.g. paper jams, streaks, low toner, etc...)
- A malfunction of the print accounting system

FEES CANNOT BE REVERSED FROM PREVIOUS SEMESTERS.

To request a fee reversal, contact: **papercut_refund@mwcc.mass.edu**

Print Account Activation and Deactivation.

Print accounts will remain active and account balances will rollover to the following semester as long as you are enrolled at MWCC or remain a community user. **Print account balances ARE transferable between users.**

Please note that the print accounting system is designed so that a user's print account is only debited for pages that actually emerge from a printer. Users are not charged for unprinted pages, or print jobs that are delayed or "stuck" and are subsequently removed from the print queue.

02-02-17/asm