Request for Print Credit
Form (RPC)
(Please Print Legibly)

Name of Client: ______________________________________________________

“K” Number or Card Number: _________________________________________

TAMU-SA/Jaguar email address:_________________________________________

Date & Time of malfunction: ____________________________________________

Location where malfunction occurred:
Main Campus: OAL ______ University Library ______ Other:_______________
Brooks Campus: OAL ______ Other:______________________________________

Number of Sheets in Job: ______ Number of Defective pages:______________

Description of Issue: ________________________________ Document type (check all that apply):
Word ___ Excel___ Power Point____ PDF_____ Blackboard____
Internet based____ Other_______________________________________________

Please attach complete “Defective” print job to this credit request form and submit it to the ITS Helpdesk room 307 Main Campus or room 144 Brooks campus.

Notes: Credit requests will be verified against printing records and will be reviewed and credited with the appropriate number of pages. Denied credit requests will receive an email message explaining the reason. Approved credit request will receive an email notification indicating the approved amount. If you have any concerns about the determination of your request, please contact the ITS HelpDesk. Any submitted print jobs will be discarded 48 hours after notification sent or as requested otherwise. Credits are granted for printing problems that are the result of printer jams, poor print quality, incomplete print jobs, or server network problems. User errors, such as typos, printing the wrong document, printing too many pages of the document, leaving without login out, improper usage of staplers or hole punchers are non-refundable.

Texas A&M San Antonio ID Office Staff Use Only
Date __________ Station ID __________
Initials_______ Approved by:_______