PaperCut Printing

Summary

In an effort to further advance the University’s sustainability goals related to paper use and to offer a more flexible service, we are pleased to announce that SOM has adopted a new printing service. We have selected print management software called PaperCut and reconfigured the printers at SOM.

PaperCut uses “follow me printing,” which allows you to print to a shared queue and then retrieve documents from any printer that is part of the system including many Yale printers outside of SOM.

Through monthly paper use reports, SOM administrators will be able to learn more about printing habits and use the information to create less paper-intensive processes, move toward electronic solutions, and start conversations with faculty, staff, and students about sustainable practices.

Features

- Just in time “follow me” printing which can be picked up from any printer on campus
- Log into a printer by waving your Yale ID card over the PaperCut ID reader or enter your NetID and password on the touchpad
- Release multiple documents at a time
- Scan and copy
- Fax from select printers

Who can use it?

PaperCut is available to all SOM faculty, staff, and students.

- Student printers are located in the following locations:
  
  **Evans Hall:**
  
  2nd Floor:
  
  - Hallway by 2240 – 1 black and white multi-function print/copy/scan/fax (203.436.8973), computer kiosks available
  - Hallway by 2461 – 1 color multi function print/copy/scan
  - Ross Library – 1 black and white multi-function print/copy/scan, iMacs
  
  4th Floor:
  
  - Hallway by 4453 – 1 color multi function print/copy/scan, computer kiosks available
  - Hallway by 4246 – 1 black and white print/copy/scan, computer kiosks available
  
  **199 Whitney:**
  
  - Suite 1/Bloomberg Lab – 1 color printer
  - Suite 2 - 1 black and white print/copy/scan

- Staff/Faculty printers are available on office floors (2-5).
- Department printers are the responsibility of each department and are requested when needed. Not all departments have departmental printers and they would use the Staff/Faculty printers mentioned above.

How much does it cost?

There is no cost to be setup with PaperCut software, however, there is a per page cost to printing:

- **Personal Account rates:** All students, and faculty and staff charging a personal account regardless of the machine you utilize:
  
  - Black and white print, 8½ x 11: $0.10 1st side and $0.02 2nd side. Printing duplex (i.e., both sides of the paper) offers a discount of $0.08 compared to printing on one side only
  - Black and white print, 11 x 17: $0.20 1st side and $0.04 2nd side
  - Color print, 8½ x 11: $0.25 per side
  - Color print, 11 x 17: $0.50 per side

- **Staff Printing rates:** Equipment monthly base rentals are billed on the Copier Rental billing and will vary by model and accessory options.
  
  Usage is billed to each Shared Account (COA) by users as follows:
• B&W $0.02 per image 1st side and $0.01 per image for the 2nd side
• Color $0.075 per image

Some departments request full reporting with no Shared Account (COA) chargebacks

How do I request a refund for jobs that did not print?

1. Navigate to YPPS PaperCut printing.
2. To log into the PaperCut site, click on click here in the middle of the page:

3. You will be redirected to log in with your NetID & NetID password:

4. Click on Recent Print Jobs in the left menu:

5. On the right side of each print job, you will click request refund:
6. The Request Refund page will appear:

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Refund Request

All refund requests will be reviewed by the administrator.

Job Details
- Time: Oct 24, 2019 3:48:52 PM
- Pages: 50
- Cost: $50.02
- Document Name: papercut-prd-ps2:SOM_IT_420

Refund Details
- Refund Amount
  - Full amount
  - Partial amount: $0.00
- Reason for Request

Send Cancel
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7. Input your reason then click send.

**How do I get it?**

SOM IT has set up your account which is linked to a printing account. Your account information is stored on a webpage and includes transaction history and print jobs that are pending release.

Download the PaperCut client & print queues to print from your laptop.

**Related Policy and Procedures**

- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

**Related Knowledge Articles**

- Charging Print Jobs to a Shared Printing Account (COA)
- Faculty and Staff Mac Black and White Printing Through PaperCut
- Faculty and Staff Mac Color Printing Through PaperCut
- Faculty and Staff Windows 10 Printing Through PaperCut
- Hold for Authentication Message (Mac)
- How to log into PaperCut Printing
- List of Ricoh (PaperCut) Printers
- PaperCut & SOMPrint Configurations for Mac
- PaperCut balance incorrect
- PaperCut known issue: Macs on Mojave
- PhD Candidate Printing
- Ricoh Multifunction Printers - print, copy, scan and fax
- Student Mac BW & Color Print through PaperCut
Student Shared Copiers/Scanners/Fax
Student Windows BW & Color Printing Through Papercut
Troubleshoot BluePrint/PaperCut printing - Windows
Updating Stored PaperCut Password (Mac)
Updating Stored PaperCut Password (Windows 10)