

Known Issue: KI9.2-3 Print Run Control Page—Number of Copies

POSTED: Friday, November 6, 2015

STATUS: Active

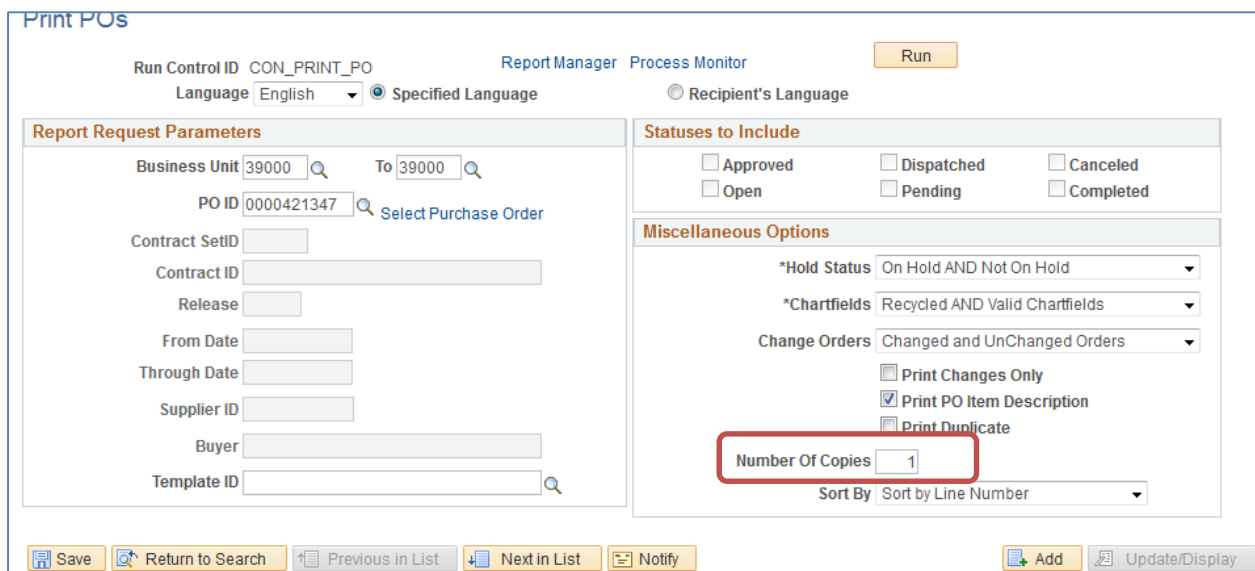
PO Print Run Control Page- Number of Copies

When entering a value of '1' in the Number of Copies field, two copies are printing.

Note: PO Dispatch appears to be working correctly and does not have this issue.

Navigation: Purchasing > Purchase Orders > Review PO Information > Print POs

Functional Workaround: When entering the desired value of Number of Copies to print, reduce your number by 1 to obtain the desired number of copies. If you wish to print only 1 copy, you should enter a zero (0).



The screenshot shows the 'Print POS' (Purchase Order) interface. The 'Run Control ID' is 'CON_PRINT_PO'. The 'Language' is set to 'English'. The 'Report Request Parameters' section includes fields for 'Business Unit' (39000), 'To' (39000), 'PO ID' (0000421347), 'Contract SetID', 'Contract ID', 'Release', 'From Date', 'Through Date', 'Supplier ID', 'Buyer', and 'Template ID'. The 'Statuses to Include' section has checkboxes for 'Approved', 'Open', 'Dispatched', 'Pending', 'Canceled', and 'Completed'. The 'Miscellaneous Options' section includes dropdowns for '*Hold Status' (On Hold AND Not On Hold), '*Chartfields' (Recycled AND Valid Chartfields), and 'Change Orders' (Changed and UnChanged Orders). There are checkboxes for 'Print Changes Only', 'Print PO Item Description', and 'Print Duplicate'. The 'Number Of Copies' field is highlighted with a red box and contains the value '1'. The 'Sort By' dropdown is set to 'Sort by Line Number'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'.

Estimated Resolution:

This issue is currently being researched and an update will be provided when an expected resolution date is determined. It will not be resolved in the 5.0 release.

MORE INFORMATION AND SUPPORT: For business impact emergency issues, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For non-urgent issues, contact the ITS Helpdesk via the self-service support website at http://www.usg.edu/customer_services. (This service requires a user ID and password. E-mail helpdesk@usg.edu to obtain self-service login credentials.)

ADDITIONAL RESOURCES: For information about ITS maintenance schedules or Service Level Guidelines, please visit http://www.usg.edu/customer_services/service_level_guidelines. For USG services status, please visit <http://status.usg.edu>.