

SUBJECT: Ordering New Signature Cards for AP Check Printing

POSTED: December 7, 2010

ANNOUNCEMENT

In working with institutions experiencing issues with new signature cards, it has come to our attention that signature cards recently ordered from ACOM Solutions have been created using a different “fill pattern” than the one traditionally used. A fill pattern is a set of characters that is sent along with the Escape Sequence to instruct the printer to use the correct signature font. Because we do not currently have the functionality to change the fill pattern that gets sent to the printer, we have had a few institutions receive cards that they were unable to use.

ITS has contacted ACOM and confirmed that a signature card CAN be ordered with a specific fill pattern and also a specific escape sequence. However, these requirements must be stated at the time of the order.

Therefore, if your institution needs to order a new signature card, please instruct the vendor to use the same fill pattern as the previous signature card. You may also instruct them to use the same escape sequence as the previous card; however, we do have the capability to change the escape sequence in PeopleSoft Financials.

SUPPORTING DOCUMENTATION

Refer to Business Process AP.010.020 – AP Check Print Options Page for additional information on using the Check Print Options page.

MORE INFORMATION AND SUPPORT

For a production down, business interrupting (emergency) situation, call the ITS Helpdesk immediately at 706-582-2001 or 1-888-875-3697 (toll-free within Georgia). For anything else, contact the ITS Helpdesk at http://www.usg.edu/customer_services (self-service support requests requires a User ID and Password; contact the ITS Helpdesk to obtain self-service login credentials), or email helpdesk@usg.edu.

ADDITIONAL RESOURCES

For information about ITS maintenance schedules or Service Level Guidelines, please visit <http://www.usg.edu/oit/policies>.