

# Known Issue: KI9.2-50\_PO - Some Users Unable to Print Purchase Orders

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**POSTED:** November 21, 2016

**STATUS:** Active

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Following Release 5.20, when attempting to print purchase orders via the Print POs page, users may receive the following error message:

“You cannot dispatch purchase order XX000/00005XXXXX for buyer authorization reason (10220,74).”

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

Users may also notice that the purchase orders they print are not in their Report Manager.

The issue seems to affect only users who have the security to print purchase orders but not dispatch them. This would typically include members of the accounts payable staff. Buyers and other purchasing staff with security to Dispatch POs should not be impacted by this issue.

## **Functional Workaround:**

Until a solution is provided, please coordinate with members of your institution’s Purchasing department to print out purchase order copies as needed.

## **Estimated Resolution:**

This is a known Oracle bug and a fix has been identified. The fix will be included in a future 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](http://www.usg.edu/customer_services). (This service requires a user ID and password. E-mail [helpdesk@usg.edu](mailto: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](http://www.usg.edu/customer_services/service_level_guidelines). For USG services status, please visit <http://status.usg.edu>.