

Known Issue: KI9.2-28_PO Purchase Order Quantities Highlighted on Printed POs

UPDATED: February 26, 2016

STATUS: RESOLVED

IMPACT: In Release 5.12 applied to production 2/26/2016, the PO Print BI Publisher report template was modified to ensure the Quantity field is no longer highlighted on the printed purchase order.

ORIGIANLLY POSTED: January 15, 2016

Following the 5.10 release on December 19, 2015, an issue was found in which the PO quantity on all printed Purchase Orders is highlighted. This issue has the potential to affect schools that print out Purchase Orders using a greyscale printer and then manually fax the orders to their Suppliers. Sample Purchase Orders faxed to ITS show poor legibility for the quantities, which could cause a problem with orders being misread by Suppliers.

Functional Workaround:

In order to minimize any issues with your supplier being able to read the PO quantity, ITS recommends the following options:

1. Print Purchase Orders on a color printer. The PO will print with yellow shading on the quantity, which will improve the legibility of your faxed copy for the supplier.
2. Scan your Purchase Order and email it to the Supplier.
3. Use a third party fax tool.

In the event that your institution is unable to use any of the recommended options and is having issues with your suppliers reading the quantity on your faxed PO's, please contact ITS.

Estimated Resolution:

An update to the PO Print template to resolve this issue is planned for Release 5.12, tentatively scheduled for February 27th, 2016.

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>.