

GeorgiaFIRST Financials V8 Known Issue

KI8045: PO Printing Incorrect Vendor Contact Information

UPDATE: February 21, 2009

RESOLUTION: This issue has been resolved as part of Release 1.08, which was applied to all Production databases on February 21, 2009.

POSTED: February 4, 2009

SUBJECT: Known Issue KI8045 – PO Printing Incorrect Vendor Contact Information

PURPOSE: To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding Purchase Orders being printed with incorrect Vendor contact information.

FUNCTIONAL IMPACT: The POPO005.sqr, which generates a printed Purchase Order, is randomly populating the printed Purchase Orders with incorrect Vendor contact information. This situation occurs for Purchase Orders that are dispatched in batch, and typically does not impact all Purchase Orders distributed in that batch.

Although the Vendor contact information is correct in the Vendor tables, the affected Purchase Orders print with incorrect Vendor contact Phone and/or Fax numbers that, in some cases, are pulled from either an alternate address of the appropriate Vendor or, in other instances, are populated with contact numbers from a completely different Vendor.

The POPO005.sqr has been modified and will be included in Release 1.08, scheduled for February 21, 2009. Until the modified SQR is released, you can use one of two of workarounds:

1. Dispatch Purchase Orders individually.
2. When a PO is identified as having incorrect Vendor contact information after being dispatched in batch, navigate to the PO Reconciliation Workbench and dispatch the Purchase Order(s) individually. This will produced an Authorized copy with the correct Vendor contact information.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: Contact the **OIIT HELPDESK** at

http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. For emergency, business interruptions, or production down situations, call the **OIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697).