

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

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**UPDATED:** December 7, 2018

**POSTED:** Friday, November 6, 2015

**STATUS:** Active

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### **PO Print Run Control Page- Number of Copies (UPDATED)**

The Print PO process behaves differently depending on the type of Dispatch Method specified on the Purchase Order.

For POs where the Dispatch Method is EDX, 2 copies of the PO will be created in the Report Manager if the Number of Copies specified on the Print POs run control page is 1 or more. However, if you specify 0 in the Number of Copies box only 1 copy of the PO will be created.

For POs where the Dispatch Method is PRINT, 1 copy of the PO will be created in the Report Manager no matter what the Number of Copies specified on the Print POs run control page is.

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

### **Functional Workaround:**

For POs where the Dispatch Method is EDX: You can enter a zero (0) in the Number of Copies box on the PO Print run control page if you want only one copy of the PO to be created.

For POs where the Dispatch Method is Print: There is no workaround at this time within PeopleSoft, if you need more than one copy of the PO. You should instead adjust the number of copies to be printed on the printer dialog box.

**Estimated Resolution:**

This issue continues to be investigated and an update will be provided when a resolution is found.

**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>.