

**From:** UFS Communications  
**Sent:** 06 December 2019 16:10  
**Subject:** Dispensation Requests

Dear All

We are aware of an issue when raising dispensation requests which is generating blank documentation. UIS have escalated to Microsoft as it follows on from similar issues reported this week of emails appearing to be blank.

They are expecting an announcement to be made but it appears to be affecting emails sent in plain-text format and only when messages are viewed in Outlook or Outlook webmail. They advise they will update when they have a response from Microsoft support.

If the issue continues beyond close of play today, we will create a manual form and circulate Monday December 9th 2019.

Issued by [Helen Wain](#), Head of Group Procurement

Sent to UFS Email Distribution Group and the UFS Key Contacts email Group

\* For All queries regarding this UFS communication or if you have a problem with the format please email [UFS\\_enquiries@admin.cam.ac.uk](mailto:UFS_enquiries@admin.cam.ac.uk)