

**KI8116:** PO BOR\_OPEN\_AMOUNT\_PO Query Timing Out

**UPDATED:** September 19, 2011

**STATUS:** Resolved. The query was removed from the database via Release 2.19, on Saturday, September 17, 2011.

**IMPACT:** The BOR\_OPEN\_AMOUNT\_PO is no longer available via Query Manager. Users may run the PO Open Enc as of Acctg Period report instead. Navigation is: BOR Menus>BOR Purchasing>BOR PO Reports>PO Open Enc as of Acctg Period.

**ORIGINALLY POSTED:** August 5, 2010

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**ORIGINAL KI8116: PO BOR\_OPEN\_AMOUNT\_PO QUERY TIMING OUT.**

To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 of a Known Issue regarding the BOR\_OPEN\_AMOUNT\_PO query timing out.

**FUNCTIONAL IMPACT**

Currently, when the BOR\_OPEN\_AMOUNT\_PO query is run, no results are returned and the query times out.

ITS will determine and implement a fix as quickly as possible. You will be notified when a fix has been implemented to resolve this issue.

**FUNCTIONAL WORKAROUND**

Until this issue is resolved, it will be necessary to manually calculate the open amount for a specified PO and Budget Period. This can be accomplished by querying the VOUCHER or DISTRIB\_LINE records for a specified PO ID to view all associated Vouchers.

**Note:** When subtracting Voucher activity from the original encumbrance amount, users should exclude all Vouchers with an Accounting Date greater than that of the final Accounting Date for the period in which they are attempting to calculate the remaining open encumbrance balance.

**SUPPORTING DOCUMENTATION**

N/A

**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/oiiit/policies>. For USG services status, please visit <http://status.usg.edu>.