

# Known Issue KI9.2-37\_EX BOR\_KK\_OPEN\_TAUTH\_ENC Query Not Returning Accurate Results

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**POSTED:** April 14, 2016

**STATUS:** Active

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The BOR\_KK\_OPEN\_TAUTH\_ENC query is returning invalid results, primarily Travel Authorizations that were applied to an Expense Report and are now in a Closed status. When a Travel Authorization is applied to an Expense Report and line(s) deleted, if the Expense Report has previously been budget checked, the second budget check causes the amount(s) of the deleted line(s) to be re-populated on the KK\_LIQUIDATION table, giving the appearance that the encumbrance amounts for the deleted lines were NOT liquidated. Since the BOR\_KK\_OPEN\_TAUTH\_ENC query is written off of KK\_LIQUIDATION, this issue is causing it to return Travel Authorizations that do NOT have open encumbrances.

## **FUNCTIONAL WORKAROUND**

Until the issue is resolved, institutions can monitor encumbrance balances using the following reports and queries:

- Budget Activity Report
  - BOR Menu > BOR General Ledger > BOR GL Reports > Budget Activity Report
- BOR\_GL\_LEDGER\_BALANCES
  - Reporting Tools > Query > Query Manager
  - Returns pre-encumbrance, encumbrance, and expended amounts by Chartstring
- BOR\_KK\_LEDGER\_ACTIVITY
  - Reporting Tools > Query > Query Manager
  - Returns amount by Chartstring and accounting period
  - For encumbrances, enter DETAIL\_EN for the ledger value

## **ESTIMATED RESOLUTION:**

ITS is examining the travel authorizations affected and will identify the best solution for removing the invalid values from the KK\_LIQUIDATION table so that the BOR\_KK\_OPEN\_TAUTH\_ENC query will return accurate results. A service request has been initiated with Oracle, and they are in the process of investigating the cause of this issue.

**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>. SG services status, please visit <http://status.usg.edu>.