Known Issue: KI9.2-37_EX BOR_KK_OPEN_TAUTH_ENC Query Not Returning Accurate Results

UPDATED	November 4, 2016
STATUS:	RESOLVED
IMPACT:	As of July 1, 2016, Travel Authorizations no longer encumber funds. Therefore, the BOR_KK_OPEN_TAUTH_ENC query is no longer valid. The new query for monitoring Approved Travel Authorizations is BOR_EX_APPROVED_TAUTHS.
ORIGINALLY POSTED:	April 14, 2016

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 Menus > 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. (This service requires a user ID and password. E-mail 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. For USG services status, please visit http://status.usg.edu.