

GeorgiaFIRST Financials V8 Known Issue

KI8085: PO Online Inquiries Timing Out

POSTED: September 10, 2009

SUBJECT: Known Issue KI8085 – PO Online Inquiries Timing Out

PURPOSE: To notify users at institutions using GeorgiaFIRST PeopleSoft Financials Version 8.9 in the consolidated environment of a Known Issue with the **PO Activity Summary** and **PO Document Status** online inquiries timing out.

FUNCTIONAL IMPACT: Purchasing users may experience lengthy processing times when using the **PO Activity Summary** and **PO Document Status** online inquiries. In some instances, the system may timeout altogether.

OIIT is currently looking into what is causing both issues, with the goal of identifying a resolution as quickly as possible. In addition, OIIT is considering the creation and release of a delivered query that will retrieve all activity associated with a specific PO ID.

Updates will be provided via Wimba web conferences and other communications as additional information becomes available. You will be notified as soon as these issues have been corrected.

FUNCTIONAL WORKAROUND: Until these issues can be resolved, when it is not possible to retrieve results using either of these two online inquiries, query the following tables to identify all documents associated with the PO such as Requisition ID, Receiver ID(s), and Voucher ID(s).

1. **To determine if a Requisition is associated with a specific PO**, query the **PO_LINE_DISTRIB** table, specifying the PO ID and Business Unit.
2. **To determine all Receivers and Vouchers associated with a specific PO**, query the **PO_VOUCHER_LINE** table, specifying the PO ID and Business Unit.

Note: It is important to specify the **PO ID** and **Business Unit** when running these queries. Please consider that the results will not be real-time, due to the delay between the reporting and production instances.

SUPPORTING DOCUMENTATION: N/A

ADDITIONAL OIIT RESOURCES and SUPPORT: To create a new or update an existing production down, business interrupting (emergency) support request, call the **OIIT HELPDESK** immediately (706-583-2001; or toll free within Georgia 1-888-875-3697). For anything else, contact the **OIIT HELPDESK** at

http://www.usg.edu/customer_services (support request self-service) or e-mail helpdesk@usg.edu. (Note: Self-service requires login using a user ID and password. Contact the **OIIT HELPDESK** at helpdesk@usg.edu to obtain self-service login credentials.