

Fact Sheet

Error Messages

This guide is for use by medical officers and support staff to help resolve errors encountered on the web application version of Oracle iExpense as a medical officer user. The web application is accessible on SA Health and personal devices, the latter requiring SA Health network access via VPN.

When encountering an error, find the specific error message in the alphabetical lists on this page and click the link to take you to resolution instructions. If the first point in the instructions does not resolve the error, continue to the next point and so on.

Errors at [Oracle login screen](#)

- [Error: Authorization Failure – please try again](#)
- [System error. Please re-try your action. If you continue to get this error, please contact the Administrator.](#)
- [The user account is locked or disabled. Please contact the System Administrator.](#)
- [Your E-Business suite account has expired. Please contact your System Administrator.](#)

Errors when submitting an expense report (Steps 1 – 3)

- [Account validation error: The RI - Combination of first four segments is invalid. The RI must be predefined in the system. Please contact your system administrator to correct this error.](#)
- [Administrator Comments: Credit Card Expense report cannot contain a Cash Expenses line, please remove the line and ensure all lines are linked to Credit Card Transactions.](#)
- [Approver: The specified approver is not defined as a user of the application. Please enter another approver, or select one from the list of values.](#)
- [Cost Centre is missing. Please enter a Cost Centre](#)
- [Receipt dates must fall within a valid employment period.](#)

Validation messages (Step 4)

- [Credit Card Expense report cannot contain a Cash Expenses line, please remove the line and ensure all lines are linked to Credit Card Transactions.](#)
- [Line \[number\] ... Airfares - Please provide appropriate travel attachments and receipts.](#)
- [Line \[number\] IT Accessories Ind/Set <= \\$300 - Amount must not be greater than \\$300.](#)
- [Use alternate Expense Type that allows entry of 100% Private Use.](#)
- [You have gone above your allocated allowance. Your current balance is \[\\$\]](#)

Additional instructions

- [Clearing the cache of your browser](#)



Errors at [Oracle login screen](#)

“Error: Authorization Failure – please try again”

1. In the User Name field, ensure:
 - a. you are using your HAD ID (the same as you use to log in to an SA Health desktop);
 - b. you are only typing your HAD (e.g. JSMITH01) and not including a prefix such as ‘HAD’ before the username;
 - c. there are no typos.
2. If your SA Health email account has received an email from Digital Health stating the Oracle system is temporarily down then refer to that email for instructions, otherwise go to step 3.
3. If you have changed or gained a different employee number since you last attempted to log in (or have not had access to Oracle previously) and:
 - a. **have not** received an email from Health.PDReimbursement@sa.gov.au noting your continued access, complete [this form](#) (choosing *Access: Medical Officer*) and forward to Health.PDReimbursement@sa.gov.au.
 - b. **have** received an email from Health.PDReimbursement@sa.gov.au stating your access is active, try logging in again next Monday. If the same error message appears on Monday, contact Health.PDReimbursement@sa.gov.au.
4. If none of the above apply, contact Health.PDReimbursement@sa.gov.au stating the error message and that you have followed the steps in this document.

“System error. Please re-try your action. If you continue to get this error, please contact the Administrator.”

1. Ensure you are using Microsoft Edge when visiting <https://erp.had.sa.gov.au>. Oracle iExpense is currently only compatible with this browser (if using a Mac, Safari needs to be running as Microsoft Edge – [click here](#) for instructions on how to achieve this).
2. Clear the cache of your browser ([click here](#) for guidance).
3. If you are unable to log in after attempting any of the above, please contact Health.PDReimbursement@sa.gov.au stating the error message and that you have followed the steps in this document.

“The user account is locked or disabled. Please contact the System Administrator.”

1. This error message often denotes the use of an incorrect password when trying to log in - please try entering your HAD password, ensuring there are no typos.
2. Clear the cache of your browser ([click here](#) for guidance).
3. If you are unable to log in after attempting any of the above, please contact Health.PDReimbursement@sa.gov.au stating the error message and that you have followed the steps in this document.

“Your E-Business suite account has expired. Please contact your System Administrator.”

1. If you are aware that your current contract is not reflected on CHRIS21, follow up with your local admin/business support or direct line manager for advice on when the contract will be uploaded to CHRIS.
2. If Step 1 does not apply (i.e. you have not recently changed contract or you are unsure if CHRIS21 has been updated) or you are aware that your contract has been uploaded to CHRIS this week, please try logging into Oracle from next Monday (to allow for the weekly, automated data refresh on Sunday).
3. If the above does not apply, please contact Health.PDReimbursement@sa.gov.au stating the error message and that you have followed the steps in this document.

Errors when submitting an expense report (Steps 1 – 3)

“Account validation error: The RI - Combination of first four segments is invalid. The RI must be predefined in the system. Please contact your system administrator to correct this error.”

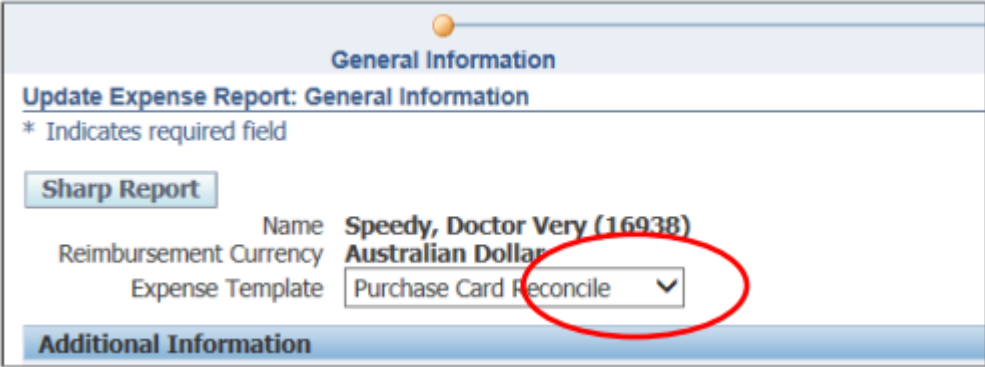
This error is typically triggered when an expense report is drafted prior to the medical officer moving to a different Salary RI / Cost Unit but not progressed/submitted until after moving to the new Salary RI. To resolve:

1. If you are willing to re-create the expense report, creating a new expense report (Log in to Oracle > Internet Expenses > Create Expense Report) should resolve the error but will mean you need to re-enter all the information and attachments and delete the old expense report.
2. If you are unwilling or unable to create a new expense report (perhaps because the expense report has many lines), please contact Health.PDReimbursement@sa.gov.au.

“Administrator Comments: Credit Card Expense report cannot contain a Cash Expenses line, please remove the line and ensure all lines are linked to Credit Card Transactions.”

This message suggests a non-MOPD template was selected at Step 1 of 4. To resolve:

1. Navigate to Step 1 of the expense report (either by using the ‘Back’ buttons, towards the bottom and top right of the screen, if you are already on Step 2 to 4 of the expense report or by selecting the expense report on Expenses Home under the Update Expense Report heading/table);
2. On the top left hand of your screen, select the Expense Template dropdown menu and change to either ‘MOPD non travel’ or ‘MOPD Travel expenses’



The screenshot shows the 'General Information' section of the 'Update Expense Report' form. The 'Expense Template' dropdown menu is highlighted with a red circle, indicating the current selection is 'Purchase Card Reconcile'. Other visible fields include 'Name: Speedy, Doctor Very (16938)' and 'Reimbursement Currency: Australian Dollar'.

3. Because you have changed the template you will need to reinput the declarations on Step 1, the Expense Types on Step 2 and any EWRI declarations in the Details page for each line.
4. Complete the rest of the expense report as normal, navigating using the Next and finally Submit buttons to submit the expense report for approval.

“Approver: The specified approver is not defined as a user of the application. Please enter another approver, or select one from the list of values.”

1. Contact Health.PDReimbursement@sa.gov.au for assistance.

“Cost Centre is missing. Please enter a Cost Centre”

1. Try logging in next Monday to allow for the weekly data refresh.
2. If you are unable to login on Monday, please contact Health.PDReimbursement@sa.gov.au for assistance.

“Receipt dates must fall within a valid employment period.”

1. Contact Health.PDReimbursement@sa.gov.au for assistance.

Validation messages (Step 4)

“Credit Card Expense report cannot contain a Cash Expenses line, please remove the line and ensure all lines are linked to Credit Card Transactions.”

This message suggests a non-MOPD template was selected at Step 1 of 4. To resolve:

1. Navigate to Step 1 of the expense report (either by using the ‘Back’ buttons, towards the bottom and top right of the screen, if you are already on Step 2 to 4 of the expense report or by selecting the expense report on Expenses Home under the Update Expense Report heading/table);
2. On the top left hand of your screen, select the Expense Template dropdown menu and change to either ‘MOPD non travel’ or ‘MOPD Travel expenses’

The screenshot shows the 'Update Expense Report: General Information' form. The 'Expense Template' dropdown menu is highlighted with a red circle, showing 'Purchase Card Reconcile' selected. The form also displays the name 'Speedy, Doctor Very (16938)' and the reimbursement currency 'Australian Dollar'.

3. Because you have changed the template you will need to re-input the declarations on Step 1, the Expense Types on Step 2 and any EWRI declarations in the Details page for each line.

“Line [number] IT Accessories Ind/Set <= \$300 - Amount must not be greater than \$300.”

If you have multiple items that fit this expense type and are all under \$300 but collectively equate to greater than \$300, to avoid a potential FBT charge that comes with changing the expense type to “...>\$300”, we recommend spreading the items of as many lines as to have none of the lines containing these items have an amount over \$300. To achieve this:

1. Log in to Oracle, go to Internet Expenses;
2. Under the Update Expense Reports heading/table, click on the EXP in question;
3. Click the Next button to get to Step 2 of 4;
4. At Step 2 of 4, create three additional lines so you can spread the value of claims over multiple lines, all under \$300;
5. Complete the ‘Details’ section for each line by clicking the Details icon in the rightmost column of one of the lines – you can navigate through the Details section of each line by clicking the Continue and Back buttons – click Return to return to Step 2 of 4 (the list of all the expense lines);
6. Once you have returned to Step 2 of 4, click Next and Next again on Step 3 of 4. This should take you to Step 4 of 4.
7. At Step 4 of 4, ensure you have no ‘Validation Messages’ above the General Information section – if you have a Validation Message here, after you click Submit, the claim will likely be ‘Returned’ to you. If you receive a Validation Message and are unsure how to resolve, please take a screenshot and send it in reply to this email.
8. If you receive no Validation Message, click Submit. To confirm the claim has been submitted successfully, click Expenses Home (in the top left corner) and check that the EXP can be seen under the ‘Track Submitted Expense Reports’ table with Report Status ‘Pending Manager Approval’.

“Line [number] ... Airfares - Please provide appropriate travel attachments and receipts.”

Ensure attachments are attached to the lines in question. If attachments exist for those lines, remove any itemization from the line(s) by following this guide: [How to remove itemization \(PDF 304KB\)](#).

“Use alternate Expense Type that allows entry of 100% Private Use.”

This message appears at Step 4 of 4 if you have selected the following combination of Expense Type and EWRI Declaration for a line item:

- **Expense Type** (on Step 2) is either:
 - Device – Laptop
 - Device – Mobile Phone
 - Device – Portable Other
 - Device – Tablet

- and **EWRI Declaration** (in Details page of the applicable line in Step 2) is either:
 - Primarily Private
 - Primarily Work – Non Required Replacement

To resolve this validation error, you either need to change the Expense Type or the EWRI Declaration. You would likely need to do one of the following:

1. If the item is primarily (50% or more) for work and is your first purchase of this item type for the FBT year, then change the **EWRI Declaration** for that line to **Primarily Work – Non Duplicate**.
2. If the item replaces a broken item of the same type, change **EWRI Declaration** to **Primarily Work – Replacement**.
3. If the item is primarily (less than 50%) private, change the **Expense Type** to **Device – Not primarily for work**. You will then need to choose a ‘Purpose’ in the Details screen for that line before submitting the expense report.
4. If you have previously purchased the same item within that PD year and the original item is not lost, stolen or broken, change the **Expense Type** to **Device – Dupl Non Replacement**.

“You have gone above your allocated allowance. Your current balance is [\$]”

Please consider the following in resolving this issue:

1. You may have other expense report(s) that are reserving a portion of your balance (any expense reports in the ‘workflow’, i.e. that are submitted and not yet paid nor withdrawn, provisionally deduct an amount from your balance). To remedy this, delete any expense reports that are no longer required and try resubmitting your claim.
2. If you intend to claim your remaining balance but your expense report total is greater, you will need to adjust your expense report total so it is equal to or less than your balance (this is because the system is unable to automatically adjust your claim total based on your balance):
 - a. Adjust your expense report total by navigating back to Step 2 of 4 and adjusting at least one of the line amounts.
 - b. Note that you will be able to claim the remaining amount on your receipt if/once you receive additional entitlement on 14th April.

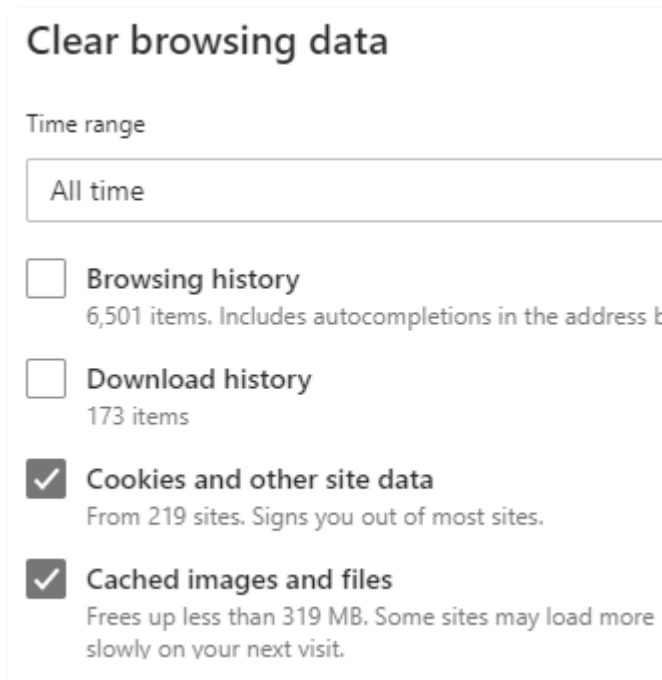
- If your current balance figure is not as you expect, contact your local PD office (go to the [MOPDRS website](#) and click on 'More information and support' on the **On this page** menu on the right side of the page).

For phone support, refer to the phone numbers at the bottom of the [MOPDRS intranet page](#).

Additional instructions

How to clear the cache of your browser

- While in your browser, press **Ctrl + Shift + Delete** simultaneously on the keyboard and a window ('Clear browser data' on Microsoft Edge) should pop up;
- Ensure at least 'Cookies and other site data' and 'Cached images and files' (on Edge) are selected [see pictured below];
- Click 'Clear now' (Edge);
- Restart the browser (i.e. close all tabs and reopen), navigate to <https://erp.had.sa.gov.au>.



For more information

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Medical Officer Professional Development Reimbursement System (MOPDRS)
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Health.PDR reimbursement@sa.gov.au
sahealth.sa.gov.au/reimburseme

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