

Upload Error Report Troubleshooting Overview

This Job Aid is designed to walk through the most common errors that may be reflected on the following reports and how to troubleshoot the issues:

The Defined Contribution Elections Upload Error Report is used to identify the transactions that the Defined Contributions Upload interface could not update in Cardinal, or which appear as warnings/informational.

The FBMC Upload Error Report is used to identify the transactions in the Fringe Benefits Management Company (FBMC) Enrollment Data Upload file that appear as warnings or errors.

The myVRS Navigator (VNAV) Upload Error Report will display the errors from the Virginia Retirement System (VRS) VNAV Upload process.

The Agency Benefits Administrators (BAs) must review the errors on these reports and make corrections in Cardinal as necessary.

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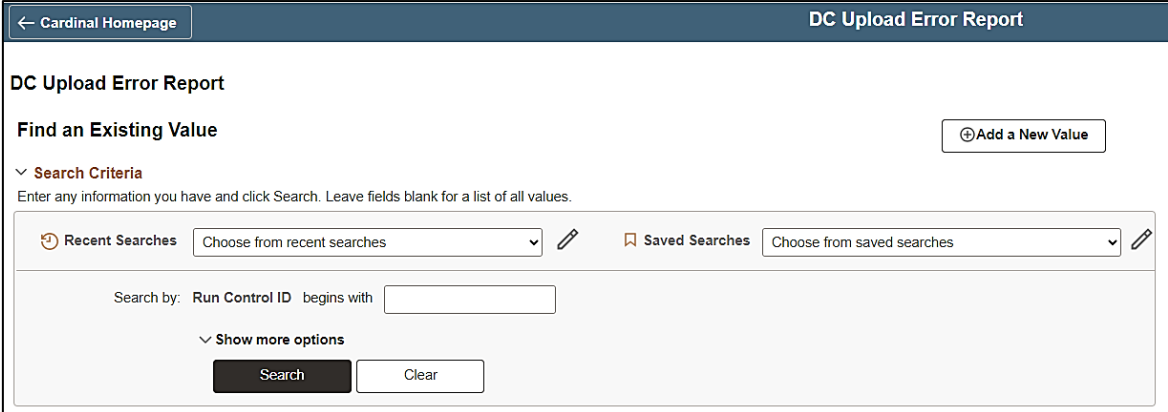



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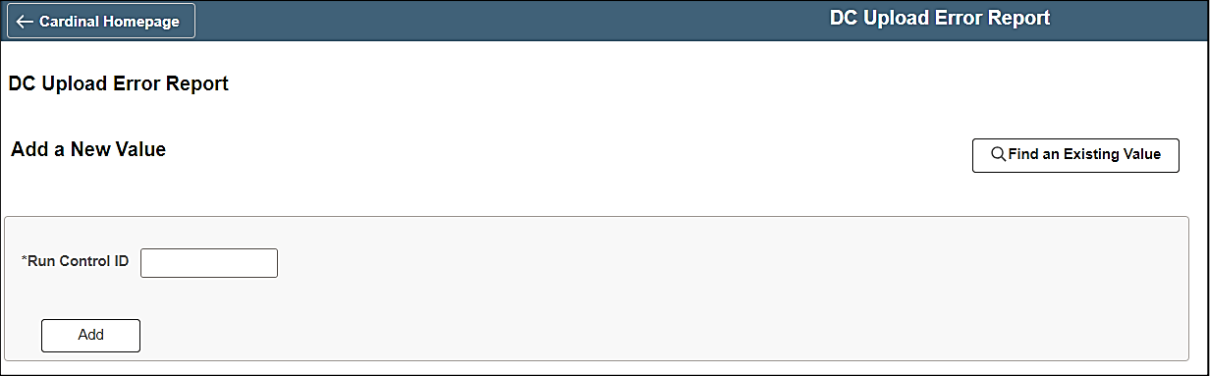
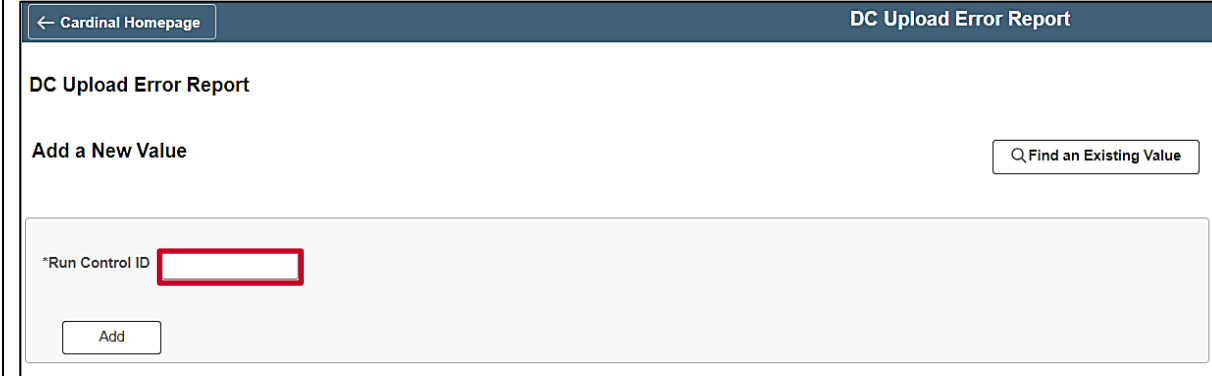
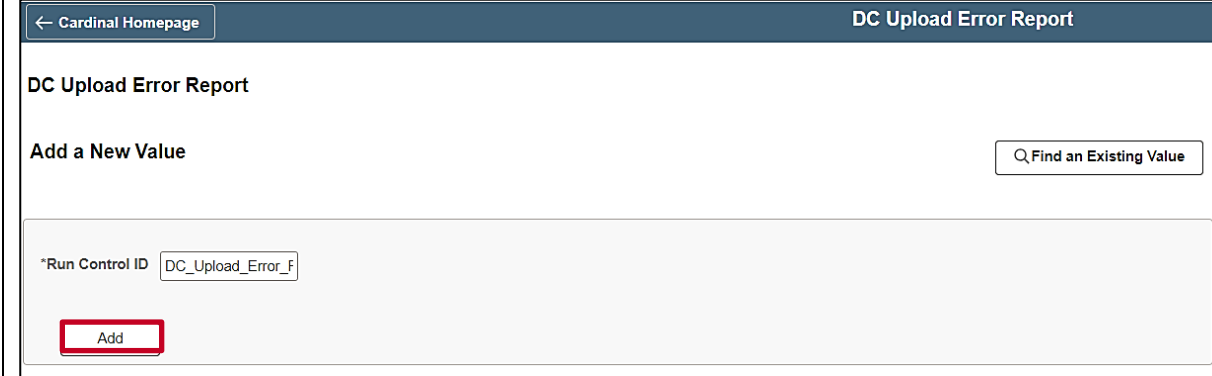
Revision History

Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1; Section 2 , after Step 1; Section 3 , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Defined Contribution Elections Upload Error Report

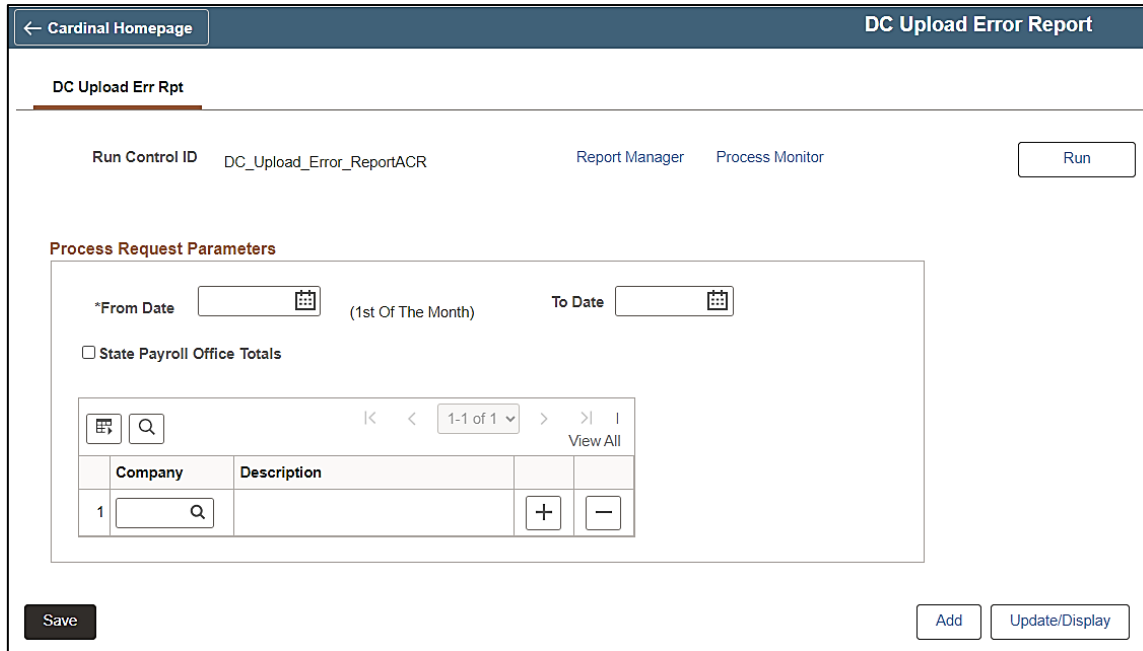
This report identifies Defined Contributions Uploads flagged as having either an error ('E') or warning ('W'). Agency personnel update the employee's Savings Plan elections in Cardinal as needed after reviewing the warnings and errors on the report.

Step	Action
1.	Navigate to the DC Upload Error Report page using the following navigation path: NavBar > Menu > Benefits > Reports > DC Upload Error Report
<p>The DC Upload Error Report Find an Existing Value page displays.</p> 	
	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
	If this is not the first time generating this report, always search for and use an existing Run Control ID before creating a new one. Users cannot delete Run Control IDs once they are created and saved. The instructions provided in Steps 2 - 4 assume that this is the first time that this report is being generated.
2.	Click the Add a New Value button. 

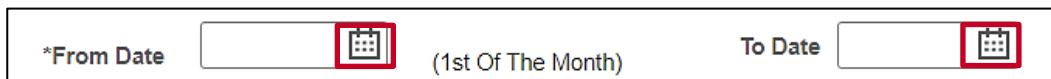
Step	Action
	<p>The DC Upload Error Report Add a New Value page displays.</p> 
3.	<p>Enter a Run Control ID in the Run Control ID field based on the following guidelines:</p> <ul style="list-style-type: none"> • The Run Control ID must be unique and should be descriptive enough to help locate for future use • Up to 30 characters are allowed • No blank spaces can be used. However, and underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
4.	<p>Click the Add button.</p> 

Step	Action
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The DC Upload Err Rpt tab displays.



5. Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **From Date Calendar** and **To Date Calendar** icons.



The from date is always the first day of the applicable month and the to date is the last day of the applicable month.



If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

- Selecting the applicable company using the **Company Look Up** icon
- Click the **Add a Row (+)** icon and repeat as needed to add additional companies

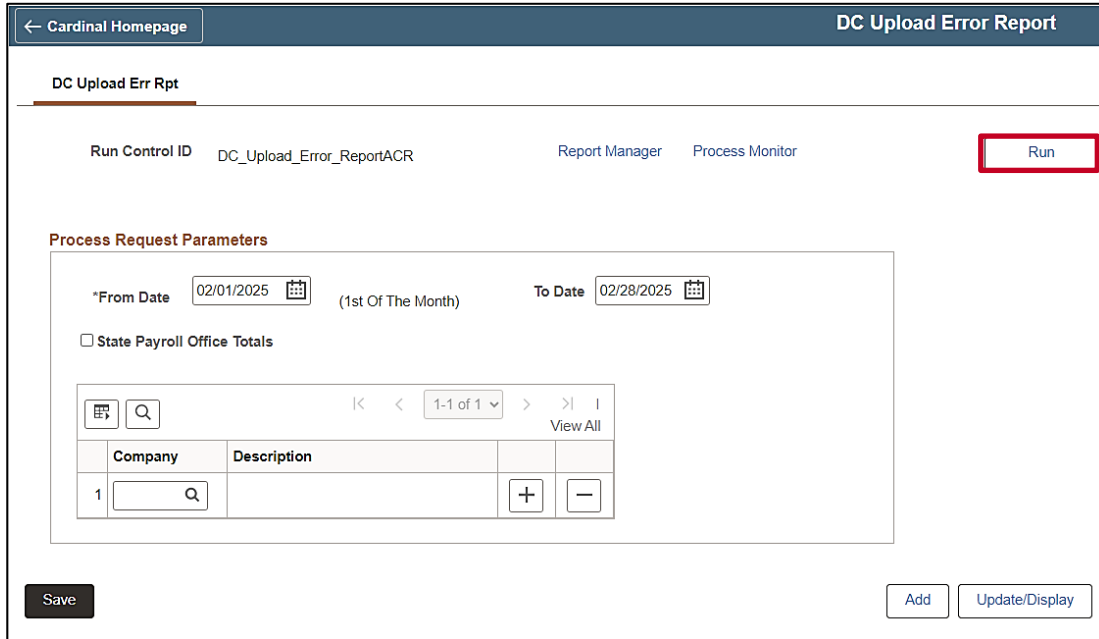
Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

6. Click the **Save** button.



Step	Action
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7. The page refreshes.
Click the **Run** button.



← Cardinal Homepage DC Upload Error Report

DC Upload Err Rpt

Run Control ID: DC_Upload_Error_ReportACR Report Manager Process Monitor Run

Process Request Parameters

*From Date: 02/01/2025 (1st Of The Month) To Date: 02/28/2025

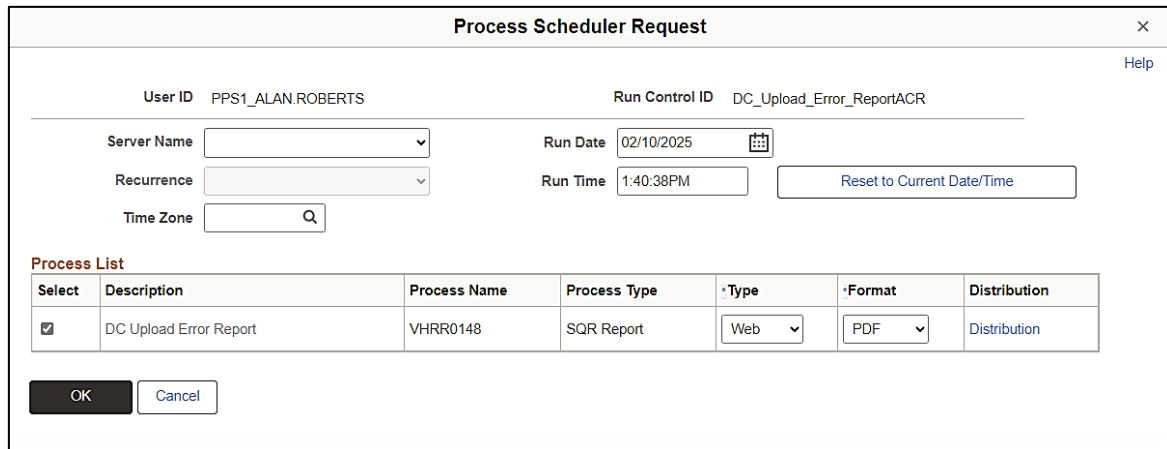
State Payroll Office Totals

1-1 of 1 View All

Company	Description		
1		+	-

Save Add Update/Display

The **Process Scheduler Request** page displays in a pop-up window.



Process Scheduler Request X Help

User ID: PPS1_ALAN.ROBERTS Run Control ID: DC_Upload_Error_ReportACR

Server Name: [Dropdown] Run Date: 02/10/2025

Recurrence: [Dropdown] Run Time: 1:40:38PM Reset to Current Date/Time

Time Zone: [Dropdown]


Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution

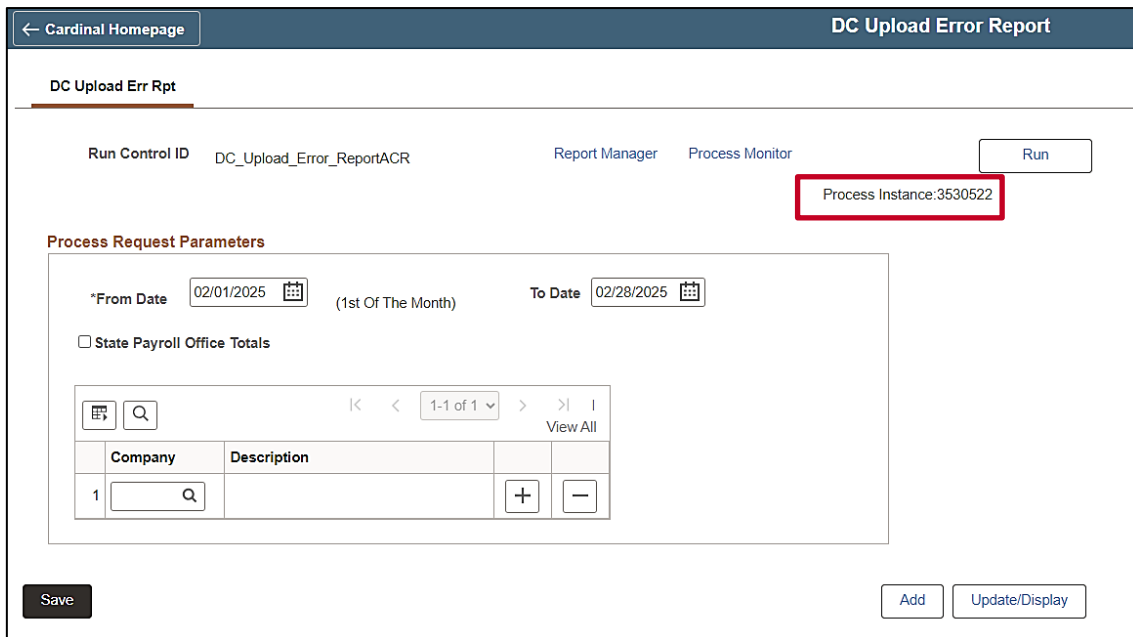
OK Cancel

8. Validate that the correct report is selected in the **Process List** section.


Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution


Step	Action																					
9.	<p>The Type field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the Distribution link to identify the email address to send the report to.</p> <table border="1"> <thead> <tr> <th colspan="7">Process List</th> </tr> <tr> <th>Select</th> <th>Description</th> <th>Process Name</th> <th>Process Type</th> <th>Type</th> <th>Format</th> <th>Distribution</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>DC Upload Error Report</td> <td>VHRR0148</td> <td>SQR Report</td> <td>Web</td> <td>PDF</td> <td>Distribution</td> </tr> </tbody> </table>	Process List							Select	Description	Process Name	Process Type	Type	Format	Distribution	<input checked="" type="checkbox"/>	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution
Process List																						
Select	Description	Process Name	Process Type	Type	Format	Distribution																
<input checked="" type="checkbox"/>	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution																
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	<p>Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal Website under Resources.</p>																					
11.	<p>Click the OK button.</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> OK Cancel </div>																					

The **DC Upload Err Rpt** tab redisplay with the assigned Process Instance Number.

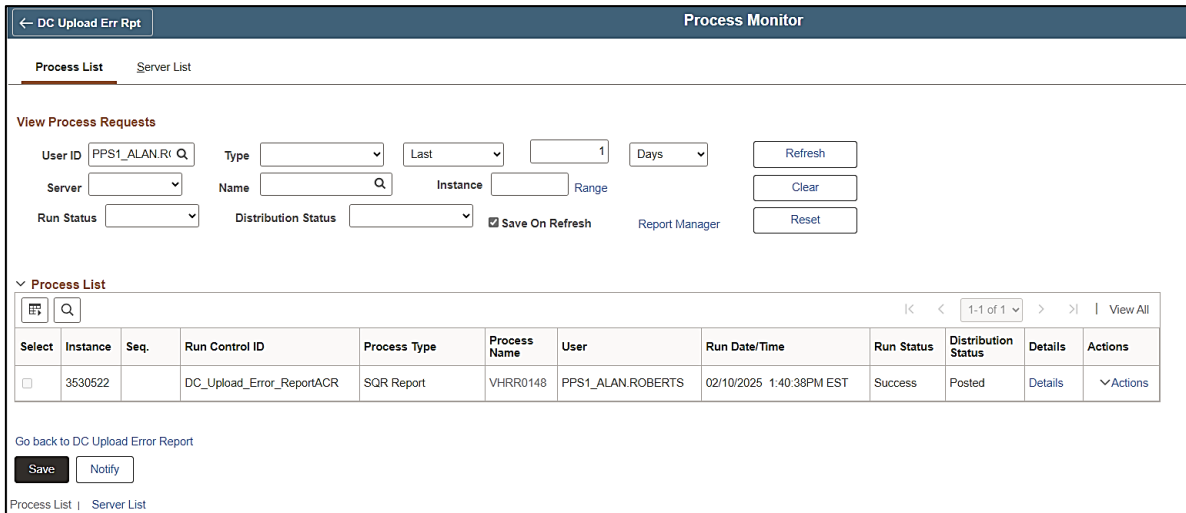


The screenshot shows the 'DC Upload Error Report' interface. At the top right, there is a 'Run' button. Below it, the 'Process Instance:3530522' is displayed and highlighted with a red box. The 'Process Request Parameters' section includes 'From Date' (02/01/2025) and 'To Date' (02/28/2025). At the bottom, there are 'Save', 'Add', and 'Update/Display' buttons.

	<p>Take note of the Process Instance Number for use later in this process.</p>
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Step	Action
12.	<p>Click the Process Monitor link.</p> 

The **Process Monitor** page displays.



Process Monitor

Process List | Server List

View Process Requests

User ID: PPS1_ALAN.RI Q | Type: | Last: | 1 | Days: | Refresh |

Server: | Name: | Instance: | Range: | Clear |

Run Status: | Distribution Status: | Save On Refresh: | Report Manager | Reset |

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN.ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	Actions

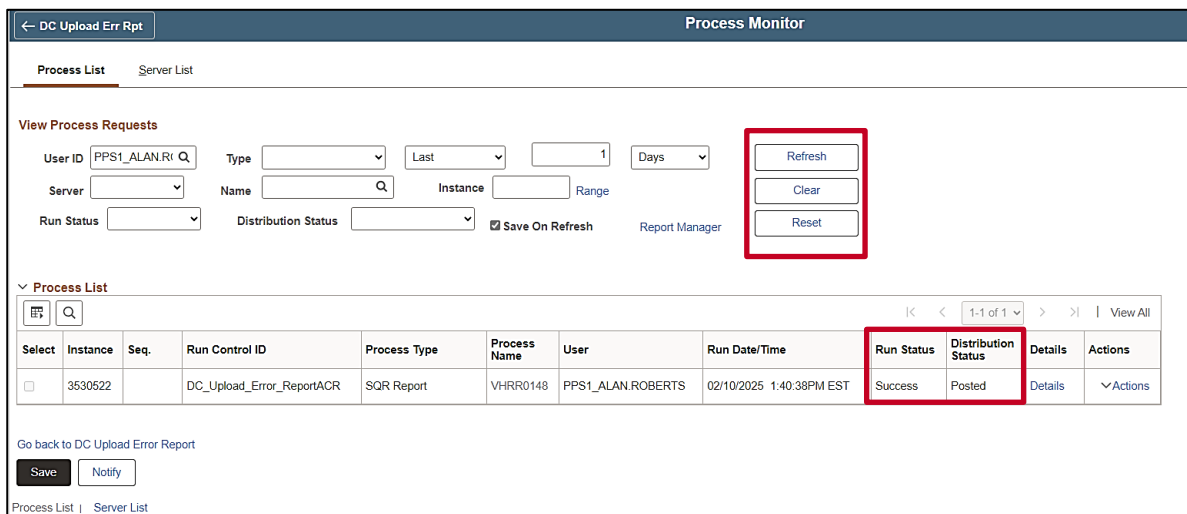
Go back to DC Upload Error Report

Save | Notify

Process List | Server List

13. Locate the applicable report within the **Process List** section using the Process Instance Number previously captured. The report can be viewed once the **Run Status** field updates to either “Success” or “Error” and the **Distribution Status** field updates to “Posted”. Periodically click the **Refresh** button until these two status fields update.

- The **Clear** button can be used to clear any defined view parameters
- The **Reset** button can be used to reset back to the last saved view parameters



Process Monitor

Process List | Server List

View Process Requests

User ID: PPS1_ALAN.RI Q | Type: | Last: | 1 | Days: | Refresh |

Server: | Name: | Instance: | Range: | Clear |

Run Status: | Distribution Status: | Save On Refresh: | Report Manager | Reset |

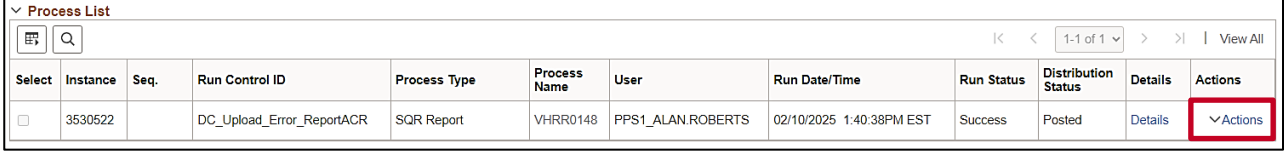
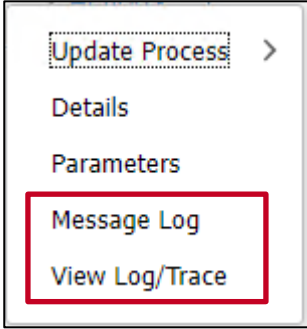
Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN.ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	Actions

Go back to DC Upload Error Report

Save | Notify

Process List | Server List

Step	Action																								
14.	<p>Click the corresponding Actions dropdown button.</p>  <p>The screenshot shows a table titled "Process List" with the following data:</p> <table border="1"> <thead> <tr> <th>Select</th> <th>Instance</th> <th>Seq.</th> <th>Run Control ID</th> <th>Process Type</th> <th>Process Name</th> <th>User</th> <th>Run Date/Time</th> <th>Run Status</th> <th>Distribution Status</th> <th>Details</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>3530522</td> <td></td> <td>DC_Upload_Error_ReportACR</td> <td>SQR Report</td> <td>VHRR0148</td> <td>PPS1_ALAN ROBERTS</td> <td>02/10/2025 1:40:38PM EST</td> <td>Success</td> <td>Posted</td> <td>Details</td> <td>▼ Actions</td> </tr> </tbody> </table>	Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions	<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	▼ Actions
Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions														
<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	▼ Actions														
15.	<p>The Actions menu displays.</p> <p>If the report completed with a Run Status of "Success", click the View Log/Trace list item.</p> <p>If the report completed with a Run Status of "Error", use the Message Log list item to review why the error occurred.</p>  <p>The screenshot shows the Actions dropdown menu with the following items:</p> <ul style="list-style-type: none"> Update Process > Details Parameters Message Log View Log/Trace 																								

Step	Action
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The **View Log/Trace** page displays in a pop-up window.

View Log/Trace ×

[Help](#)

Report

Report ID	2701651	Process Instance	3530522	Message Log
Name	VHRR0148	Process Type	SQR Report	
Run Status	Success			

DC Upload Error Report

Distribution Details

Distribution Node	hrrmir	Expiration Date	<input type="text" value="03/12/2025"/>
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File List

Name	File Size (bytes)	Datetime Created
SQR_VHRR0148_3530522.log	2,209	02/10/2025 1:49:21.071771PM EST
vhrr0148_3530522.PDF	36,867	02/10/2025 1:49:21.071771PM EST
vhrr0148_3530522.out	0	02/10/2025 1:49:21.071771PM EST

Distribute To

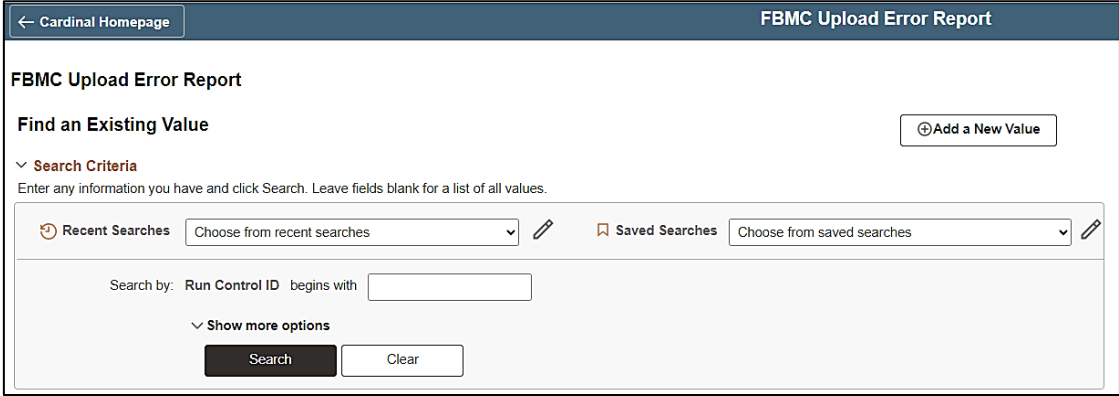



Distribution ID Type	*Distribution ID
User	PPS1_ALAN.ROBERTS

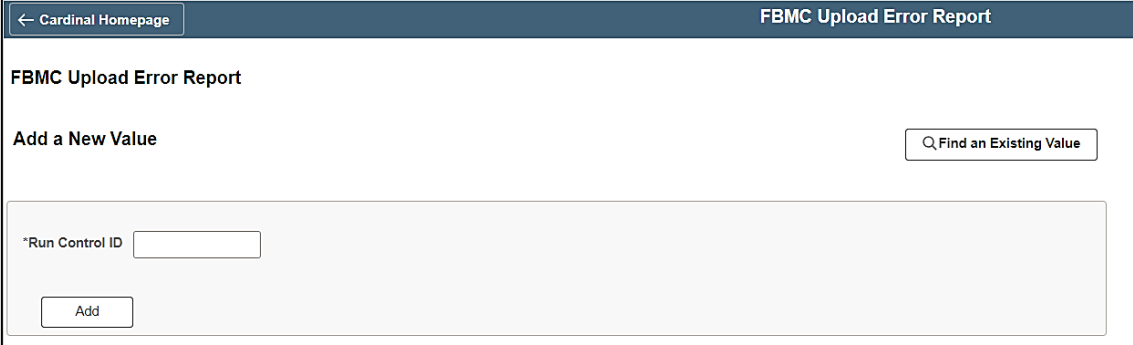
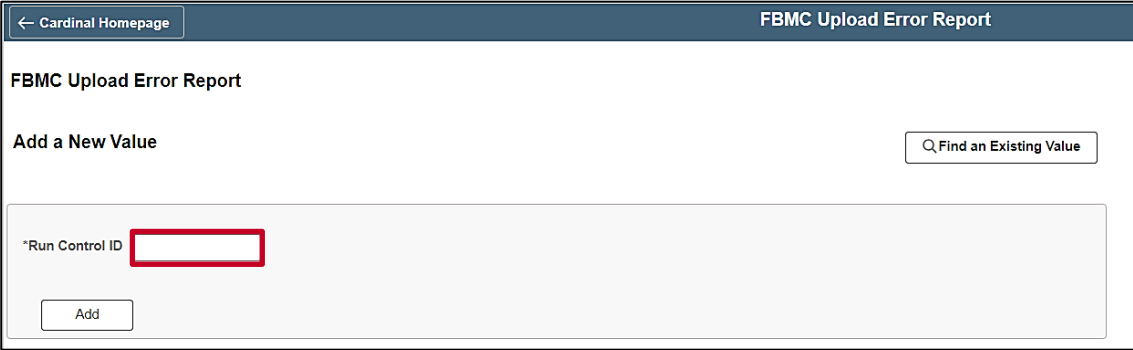
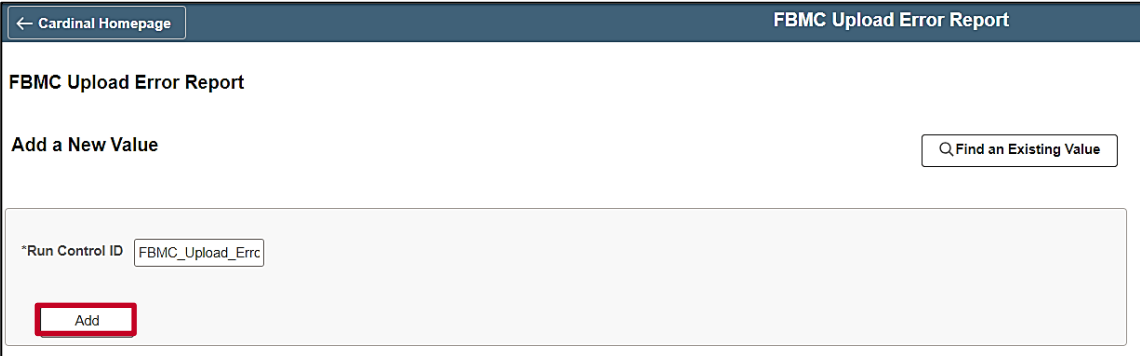
16.	<p>Click the .PDF link within the File List section to view the generated report in PDF format.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>File List</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="text-align: left;">Name</th> <th style="text-align: left;">File Size (bytes)</th> <th style="text-align: left;">Datetime Created</th> </tr> </thead> <tbody> <tr> <td>SQR_VHRR0148_3530522.log</td> <td>2,209</td> <td>02/10/2025 1:49:21.071771PM EST</td> </tr> <tr style="border: 2px solid red;"> <td>vhrr0148_3530522.PDF</td> <td>36,867</td> <td>02/10/2025 1:49:21.071771PM EST</td> </tr> <tr> <td>vhrr0148_3530522.out</td> <td>0</td> <td>02/10/2025 1:49:21.071771PM EST</td> </tr> </tbody> </table> </div>	Name	File Size (bytes)	Datetime Created	SQR_VHRR0148_3530522.log	2,209	02/10/2025 1:49:21.071771PM EST	vhrr0148_3530522.PDF	36,867	02/10/2025 1:49:21.071771PM EST	vhrr0148_3530522.out	0	02/10/2025 1:49:21.071771PM EST
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vhrr0148_3530522.PDF	36,867	02/10/2025 1:49:21.071771PM EST											
vhrr0148_3530522.out	0	02/10/2025 1:49:21.071771PM EST											
17.	<p>Once the Report displays, review as needed.</p>												

Step	Action
	The report will display data by Company, Employee ID, Name, Benefit Plan, Coverage Elect, Pre-Tax Amount, Post Tax Amount, Effective Date, Plan Type, Number of Pays, Contract Months, Error Type, and Error Message. For further information on running a report, refer to the Job Aid titled "NAV225_Generating an HCM Report". This Job Aid can be found on the Cardinal website in Job Aids under Learning .

FBMC Upload Error Report

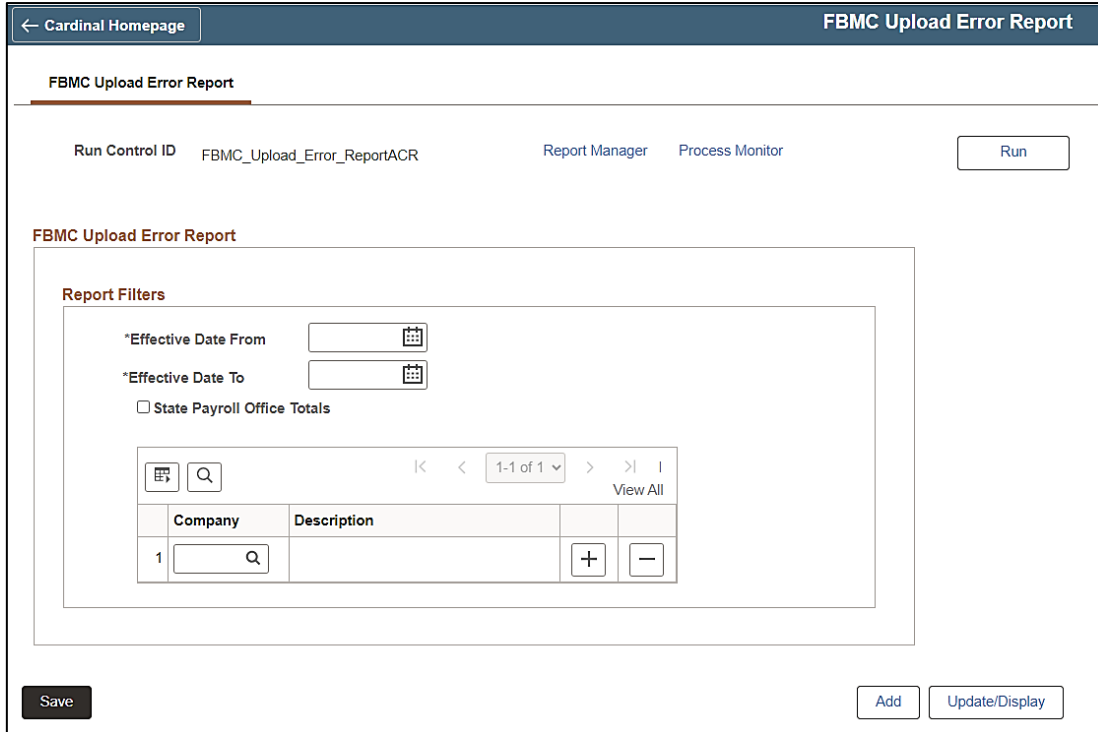
This report is used to identify transactions received in the FBMC Upload that did not successfully upload into the Cardinal system.



Step	Action
1.	Navigate to the FBMC Upload Error Report page using the following navigation path: NavBar > Menu > Benefits > Reports > FBMC Upload Error Report
	<p>The FBMC Upload Error Report Find an Existing Value page displays.</p> 
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
	<p>If this is not the first time generating this report, always search for and use an existing Run Control ID before creating a new one. Users cannot delete Run Control IDs once they are created and saved. The instructions provided in Steps 2 - 4 assume that this is the first time that this report is being generated.</p>
2.	Click the Add a New Value button. 


Step	Action
	<p>The FBMC Upload Error Report Add a New Value page displays.</p> 
3.	<p>Enter a Run Control ID in the Run Control ID field based on the following guidelines:</p> <ul style="list-style-type: none"> • The Run Control ID must be unique and should be descriptive enough to help locate for future use • Up to 30 characters are allowed • No blank spaces can be used. However, and underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
4.	<p>Click the Add button.</p> 

Step	Action
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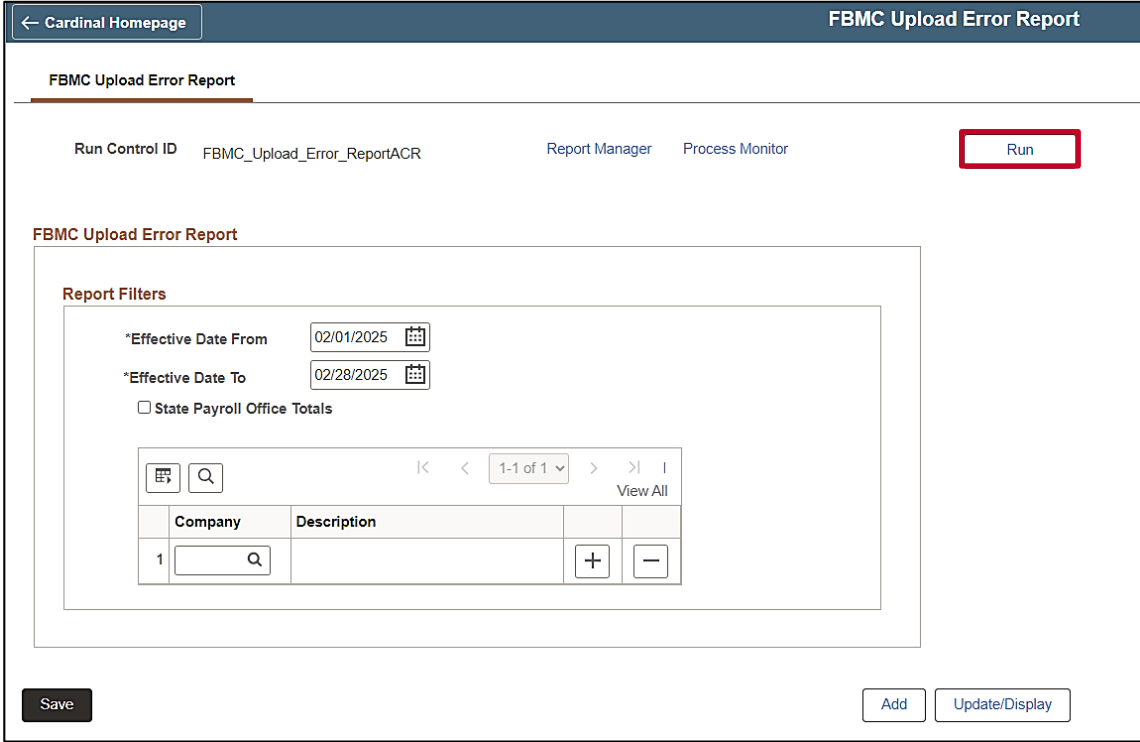
The **FBMC Upload Error Report** tab displays.



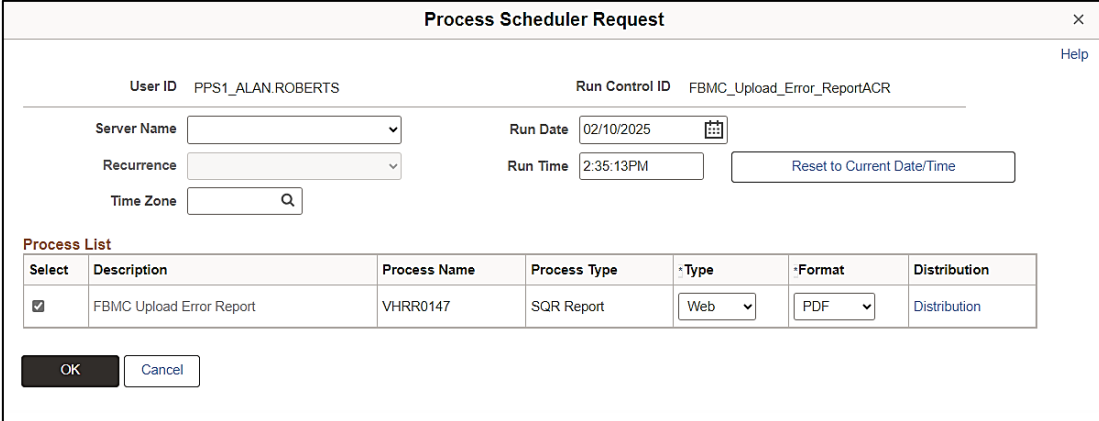
5.	<p>Enter the desired parameters for the report within the corresponding fields.</p> <p>Select the applicable from and to dates using the Effective Date From Calendar and Effective Date To Calendar icons.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>*Effective Date From <input type="text"/> </p> <p>*Effective Date To <input type="text"/> </p> </div>
----	---

	<p>If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:</p> <ul style="list-style-type: none"> Selecting the applicable company using the Company Look Up icon Click the Add a Row (+) icon and repeat as needed to add additional companies <p>Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.</p>
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6.	<p>Click the Save button.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">Save</p> </div>
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Step	Action
7.	<p>The page refreshes. Click the Run button.</p>  <p>The screenshot shows the 'FBMC Upload Error Report' interface. At the top right, there is a 'Run' button highlighted with a red box. Below it, there are 'Report Filters' including 'Effective Date From' (02/01/2025) and 'Effective Date To' (02/28/2025). A table below the filters shows a single entry with 'Company' and 'Description' columns. At the bottom, there are 'Save', 'Add', and 'Update/Display' buttons.</p>

The **Process Scheduler Request** page displays in a pop-up window.

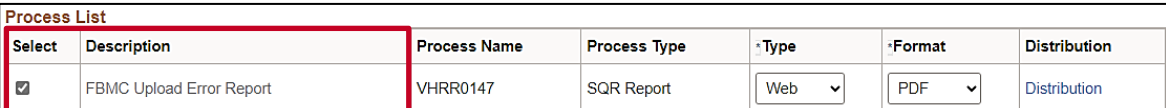


The screenshot shows the 'Process Scheduler Request' pop-up window. It contains fields for 'User ID' (PPS1_ALAN.ROBERTS), 'Run Control ID' (FBMC_Upload_Error_ReportACR), 'Server Name', 'Run Date' (02/10/2025), 'Recurrence', 'Run Time' (2:35:13PM), and 'Time Zone'. Below these fields is a 'Process List' table with the following data:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	FBMC Upload Error Report	VHRR0147	SQR Report	Web	PDF	Distribution


At the bottom of the window are 'OK' and 'Cancel' buttons.

8. Validate that the correct report is selected in the **Process List** section.



The screenshot shows a close-up of the 'Process List' table. The first row is highlighted with a red box, showing the following data:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	FBMC Upload Error Report	VHRR0147	SQR Report	Web	PDF	Distribution

Step	Action																					
9.	<p>The Type field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the Distribution link to identify the email address to send the report to.</p> <table border="1"> <thead> <tr> <th colspan="7">Process List</th> </tr> <tr> <th>Select</th> <th>Description</th> <th>Process Name</th> <th>Process Type</th> <th>*Type</th> <th>*Format</th> <th>Distribution</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>FBMC Upload Error Report</td> <td>VHRR0147</td> <td>SQR Report</td> <td>Web</td> <td>PDF</td> <td>Distribution</td> </tr> </tbody> </table>	Process List							Select	Description	Process Name	Process Type	*Type	*Format	Distribution	<input checked="" type="checkbox"/>	FBMC Upload Error Report	VHRR0147	SQR Report	Web	PDF	Distribution
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	<p>Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal Website under Resources.</p>																					
11.	<p>Click the OK button.</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> OK Cancel </div>																					

The **FBMC Upload Error Report** tab redisplay with the assigned Process Instance Number.

← Cardinal Homepage
FBMC Upload Error Report

Run Control ID FBMC_Upload_Error_ReportACR
Report Manager Process Monitor

Process Instance:3530523

FBMC Upload Error Report

Report Filters


*Effective Date From

*Effective Date To

State Payroll Office Totals

1-1 of 1

Company	Description		
1	<input type="text" value=""/>	<input style="width: 20px; height: 20px;" type="button" value="+"/>	<input style="width: 20px; height: 20px;" type="button" value="-"/>

Step	Action
	Take note of the Process Instance Number for use later in this process.
12.	Click the Process Monitor link. <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Report Manager Process Monitor Run </div> <p style="text-align: center;">Process Instance:3530522</p> </div>

The **Process Monitor** page displays.

← FBMC Upload Error Report
Process Monitor

Process List
Server List

View Process Requests

User ID Type Last 1 Days Refresh

Server Name Instance Range Clear

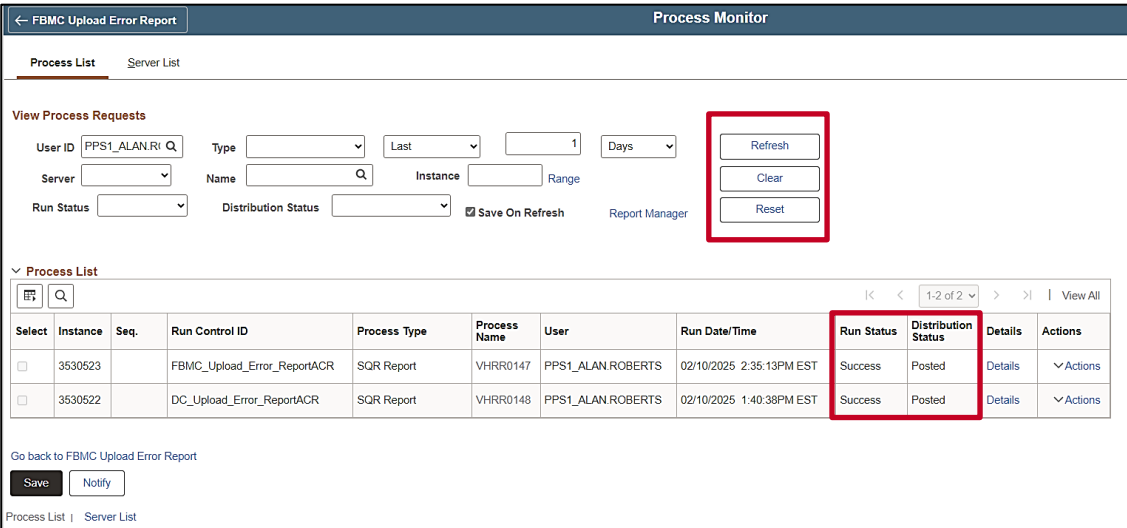
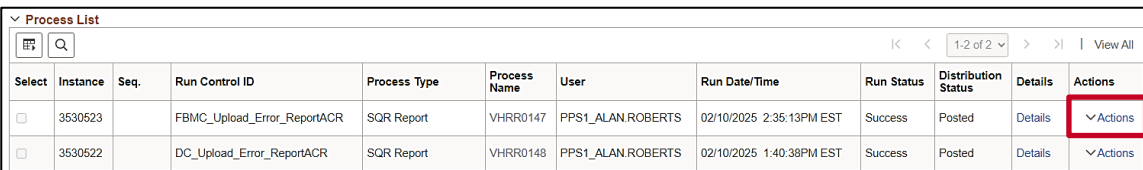
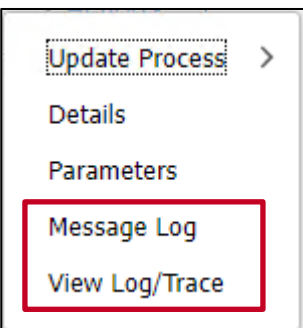
Run Status Distribution Status Save On Refresh Report Manager Reset

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	3530523		FBMC_Upload_Error_ReportACR	SQR Report	VHRR0147	PPS1_ALAN.ROBERTS	02/10/2025 2:35:13PM EST	Success	Posted	Details	▼ Actions
<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN.ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	▼ Actions

Go back to FBMC Upload Error Report

Process List
Server List

Step	Action
13.	<p>Locate the applicable report within the Process List section using the Process Instance Number previously captured. The report can be viewed once the Run Status field updates to either “Success” or “Error” and the Distribution Status field updates to “Posted”. Periodically click the Refresh button until these two status fields update.</p> <ul style="list-style-type: none"> • The Clear button can be used to clear any defined view parameters • The Reset button can be used to reset back to the last saved view parameters 
14.	<p>Click the corresponding Actions dropdown button.</p> 
15.	<p>The Actions menu displays.</p> <p>If the report completed with a Run Status of “Success”, click the View Log/Trace list item.</p> <p>If the report completed with a Run Status of “Error”, use the Message Log list item to review why the error occurred.</p> 

Step	Action
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The **View Log/Trace** page displays in a pop-up window.

×
Help

View Log/Trace

Report

Report ID	2701652	Process Instance	3530523	Message Log
Name	VHRR0147	Process Type	SQR Report	
Run Status	Success			

FBMC Upload Error Report

Distribution Details

Distribution Node	hrmir	Expiration Date	03/12/2025
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File List

Name	File Size (bytes)	Datetime Created
SQR_VHRR0147_3530523.log	2,213	02/10/2025 2:38:59.311880PM EST
vhrr0147_3530523.PDF	36,892	02/10/2025 2:38:59.311880PM EST
vhrr0147_3530523.out	0	02/10/2025 2:38:59.311880PM EST

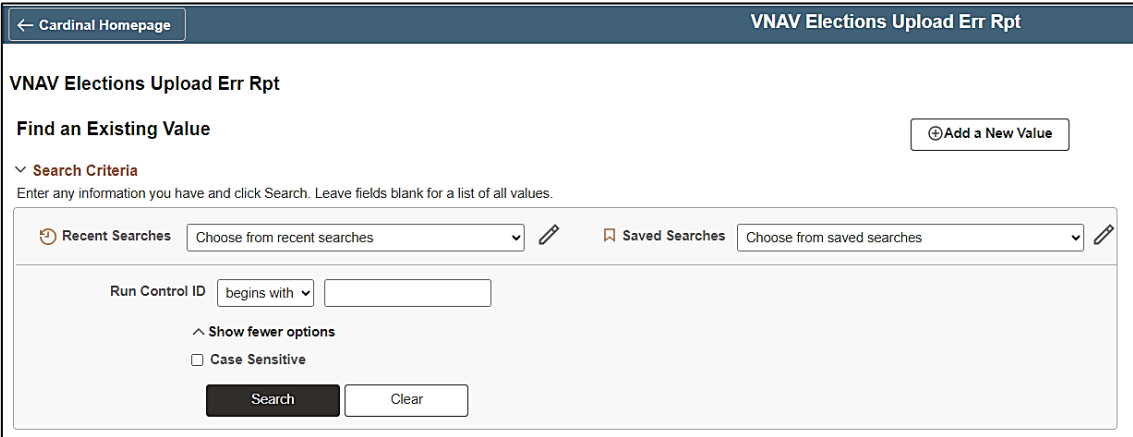



Distribute To

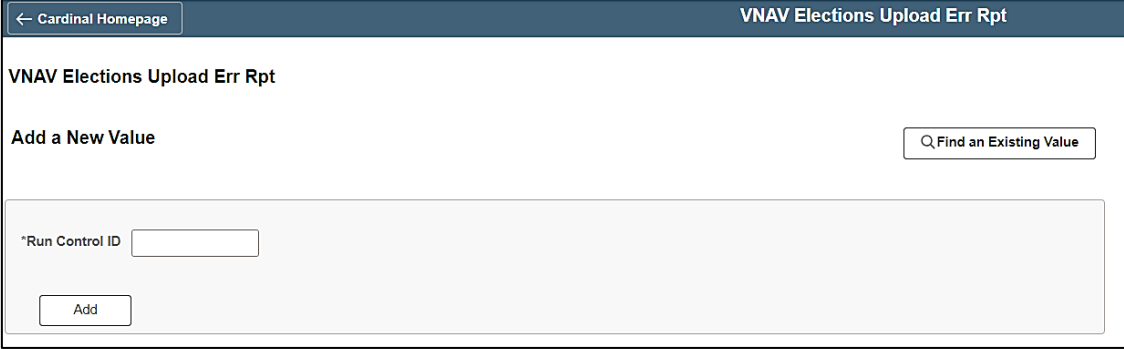
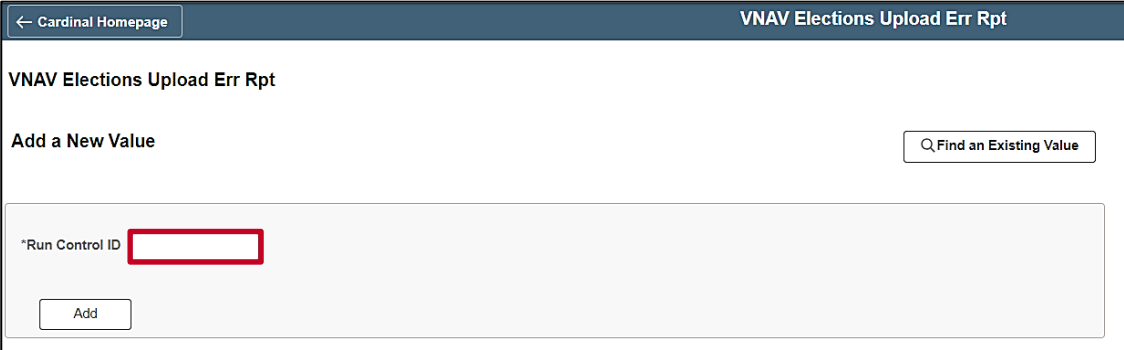
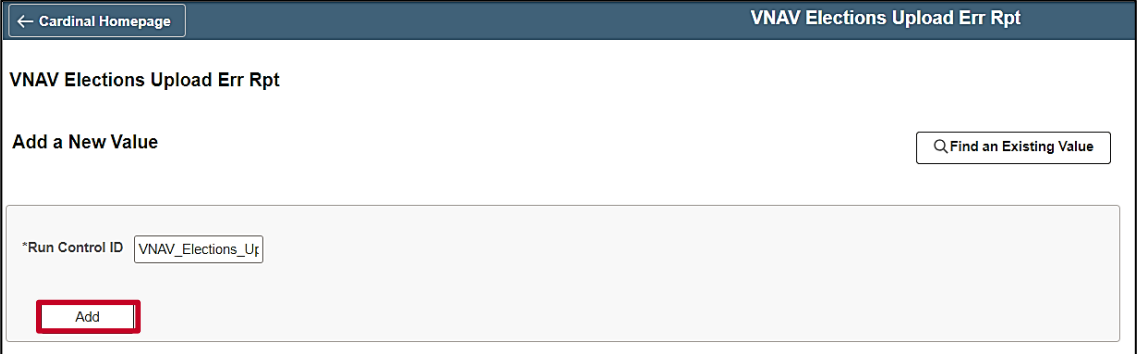
Distribution ID Type	*Distribution ID
User	PPS1_ALAN.ROBERTS

16.	<p>Click the .PDF link within the File List section to view the generated report in PDF format.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>File List</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="width: 40%;">Name</th> <th style="width: 20%;">File Size (bytes)</th> <th style="width: 40%;">Datetime Created</th> </tr> </thead> <tbody> <tr> <td>SQR_VHRR0147_3530523.log</td> <td style="text-align: center;">2,213</td> <td style="text-align: right;">02/10/2025 2:38:59.311880PM EST</td> </tr> <tr style="border: 2px solid red;"> <td>vhrr0147_3530523.PDF</td> <td style="text-align: center;">36,892</td> <td style="text-align: right;">02/10/2025 2:38:59.311880PM EST</td> </tr> <tr> <td>vhrr0147_3530523.out</td> <td style="text-align: center;">0</td> <td style="text-align: right;">02/10/2025 2:38:59.311880PM EST</td> </tr> </tbody> </table> </div>	Name	File Size (bytes)	Datetime Created	SQR_VHRR0147_3530523.log	2,213	02/10/2025 2:38:59.311880PM EST	vhrr0147_3530523.PDF	36,892	02/10/2025 2:38:59.311880PM EST	vhrr0147_3530523.out	0	02/10/2025 2:38:59.311880PM EST
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vhrr0147_3530523.out	0	02/10/2025 2:38:59.311880PM EST											
17.	<p>Once the Report displays, review as needed.</p>												

VNAV Upload Error Report

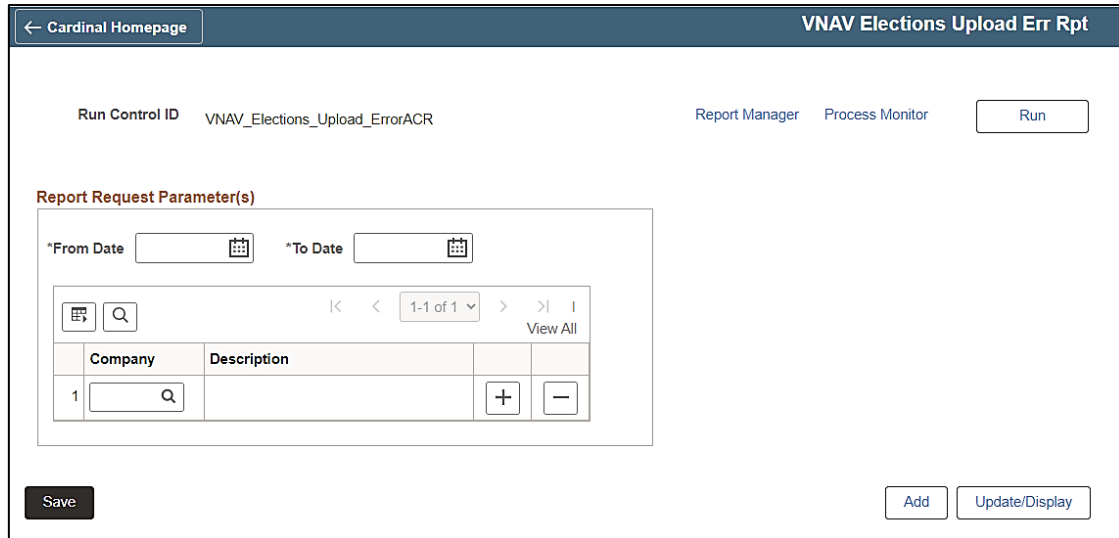
This report will display the errors encountered during the semimonthly VRS VNAV Upload process.

Step	Action
1.	Navigate to the VNAV Elections Upload Err Rpt page using the following navigation path: NavBar > Menu > Benefits > Reports > VNAV Elections Upload Err Rpt
<p>The VNAV Elections Upload Err Rpt Find an Existing Value page displays.</p> 	
	<p>For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
	<p>If this is not the first time generating this report, always search for and use an existing Run Control ID before creating a new one. Users cannot delete Run Control IDs once they are created and saved. The instructions provided in Steps 2 - 4 assume that this is the first time that this report is being generated.</p>
2.	Click the Add a New Value button. 

Step	Action
	<p>The VNAV Elections Upload Err Rpt Add a New Value page displays.</p> 
<p>3.</p>	<p>Enter a Run Control ID in the Run Control ID field based on the following guidelines:</p> <ul style="list-style-type: none"> • The Run Control ID must be unique and should be descriptive enough to help locate for future use • Up to 30 characters are allowed • No blank spaces can be used. However, and underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
<p>4.</p>	<p>Click the Add button.</p> 

Step	Action
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The **VNAV Elections Upload Err Rpt** page displays.



5. Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **From Date Calendar** and **To Date Calendar** icons.



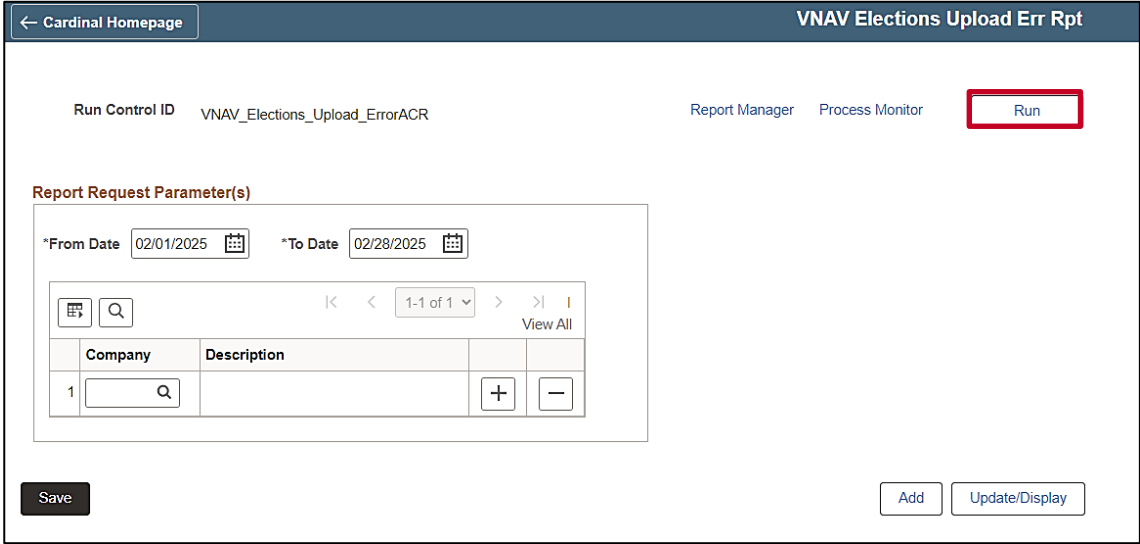

If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

- Selecting the applicable company using the **Company Look Up** icon
- Click the **Add a Row (+)** icon and repeat as needed to add additional companies

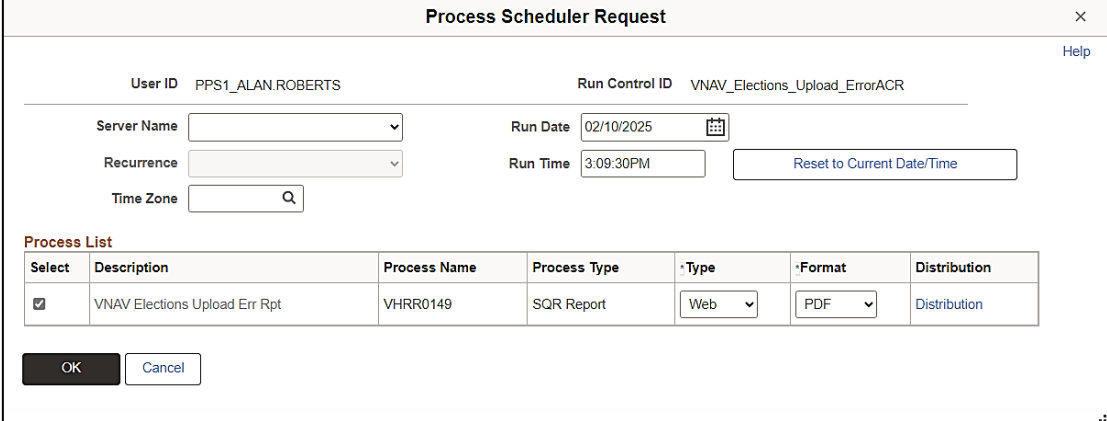
Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

6. Click the **Save** button.



Step	Action
7.	<p>The page refreshes. Click the Run button.</p> 

The **Process Scheduler Request** page displays in a pop-up window.



Process Scheduler Request

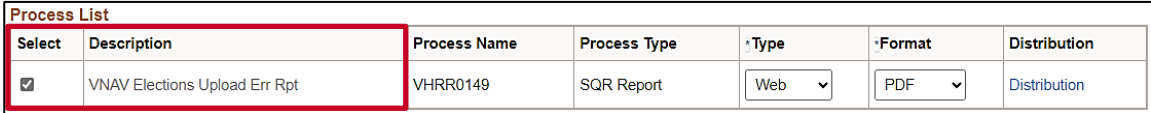
User ID: PPS1_ALAN.ROBERTS Run Control ID: VNAV_Elections_Upload_ErrorACR


Server Name: Run Date: 02/10/2025

Recurrence: Run Time: 3:09:30PM

Time Zone:

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution

8.	<p>Validate that the correct report is selected in the Process List section.</p> 
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Step	Action																					
9.	<p>The Type field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the Distribution link to identify the email address to send the report to.</p> <table border="1"> <thead> <tr> <th colspan="7">Process List</th> </tr> <tr> <th>Select</th> <th>Description</th> <th>Process Name</th> <th>Process Type</th> <th>*Type</th> <th>*Format</th> <th>Distribution</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>VNAV Elections Upload Err Rpt</td> <td>VHRR0149</td> <td>SQR Report</td> <td>Web</td> <td>PDF</td> <td>Distribution</td> </tr> </tbody> </table>	Process List							Select	Description	Process Name	Process Type	*Type	*Format	Distribution	<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution
Process List																						
Select	Description	Process Name	Process Type	*Type	*Format	Distribution																
<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution																
10.	<p>The Format field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.</p> <table border="1"> <thead> <tr> <th colspan="7">Process List</th> </tr> <tr> <th>Select</th> <th>Description</th> <th>Process Name</th> <th>Process Type</th> <th>*Type</th> <th>*Format</th> <th>Distribution</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>VNAV Elections Upload Err Rpt</td> <td>VHRR0149</td> <td>SQR Report</td> <td>Web</td> <td>PDF</td> <td>Distribution</td> </tr> </tbody> </table>	Process List							Select	Description	Process Name	Process Type	*Type	*Format	Distribution	<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution
Process List																						
Select	Description	Process Name	Process Type	*Type	*Format	Distribution																
<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution																
	<p>Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal Website under Resources.</p>																					
11.	<p>Click the OK button.</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <input type="button" value="OK"/> <input type="button" value="Cancel"/> </div>																					

The **VNAV Elections Upload Err Rpt** page redisplay with the assigned Process Instance Number.

← Cardinal Homepage
VNAV Elections Upload Err Rpt

Run Control ID: VNAV_Elections_Upload_ErrorACR

Report Manager
Process Monitor


Process Instance:3530524

Report Request Parameter(s)

*From Date: 02/01/2025 *To Date: 02/28/2025

1-1 of 1
View All

Company	Description	
1		+ -

	<p>Take note of the Process Instance Number for use later in this process.</p>
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Step	Action
12.	Click the Process Monitor link. <div style="border: 1px solid black; padding: 10px; text-align: center;"> Report Manager Process Monitor Run Process Instance:3530522 </div>

The **Process Monitor** page displays.

← VNAV Elections Upload Err Rpt
Process Monitor

Process List
Server List

View Process Requests

User ID Type Last Days

Server Name Instance Range

Run Status Distribution Status Save On Refresh Report Manager

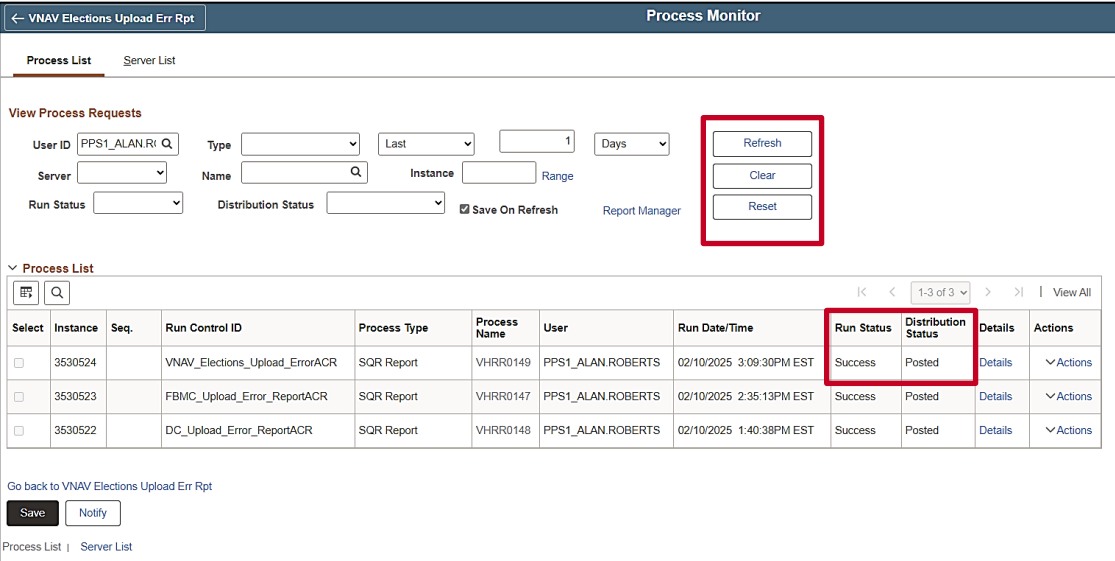
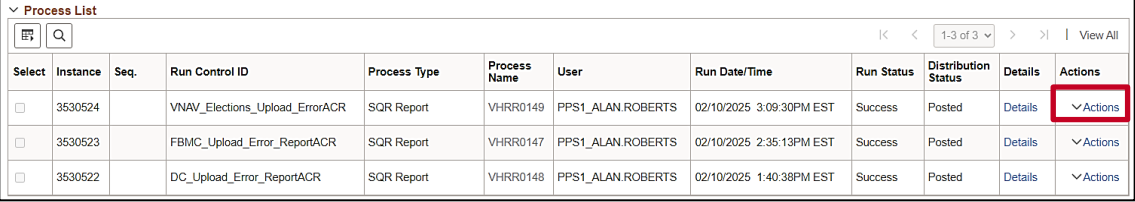
Process List

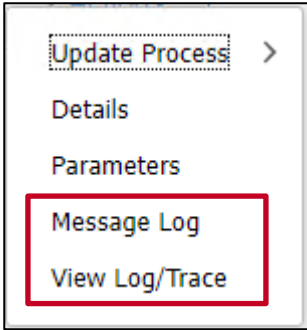
1-3 of 3
View All

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	3530524		VNAV_Elections_Upload_ErrorACR	SQR Report	VHRR0149	PPS1_ALAN.ROBERTS	02/10/2025 3:09:30PM EST	Success	Posted	Details	Actions
<input type="checkbox"/>	3530523		FBMC_Upload_Error_ReportACR	SQR Report	VHRR0147	PPS1_ALAN.ROBERTS	02/10/2025 2:35:13PM EST	Success	Posted	Details	Actions
<input type="checkbox"/>	3530522		DC_Upload_Error_ReportACR	SQR Report	VHRR0148	PPS1_ALAN.ROBERTS	02/10/2025 1:40:38PM EST	Success	Posted	Details	Actions

Go back to VNAV Elections Upload Err Rpt

Process List | Server List

Step	Action
13.	<p>Locate the applicable report within the Process List section using the Process Instance Number previously captured. The report can be viewed once the Run Status field updates to either “Success” or “Error” and the Distribution Status field updates to “Posted”. Periodically click the Refresh button until these two status fields update.</p> <ul style="list-style-type: none"> • The Clear button can be used to clear any defined view parameters • The Reset button can be used to reset back to the last saved view parameters  <p>The screenshot shows the 'Process Monitor' interface. At the top, there are tabs for 'Process List' and 'Server List'. Below the tabs, there are search filters for 'View Process Requests' including User ID, Type, Last, Days, Server, Name, Instance, Range, Run Status, and Distribution Status. There are also buttons for 'Refresh', 'Clear', and 'Reset'. Below the filters is a table titled 'Process List' with columns: Select, Instance, Seq., Run Control ID, Process Type, Process Name, User, Run Date/Time, Run Status, Distribution Status, Details, and Actions. The 'Run Status' and 'Distribution Status' columns for the first three rows are highlighted in red. At the bottom, there are 'Save' and 'Notify' buttons.</p>
14.	<p>Click the corresponding Actions dropdown button.</p>  <p>The screenshot is a close-up of the 'Process List' table. The 'Actions' column for the first row is highlighted in red, showing a dropdown arrow.</p>

Step	Action
15.	<p>The Actions menu displays.</p> <p>If the report completed with a Run Status of "Success", click the View Log/Trace list item.</p> <p>If the report completed with a Run Status of "Error", use the Message Log list item to review why the error occurred.</p>  <p>The screenshot shows a dropdown menu with the following items: 'Update Process' (with a right-pointing arrow), 'Details', 'Parameters', 'Message Log', and 'View Log/Trace'. The 'Message Log' and 'View Log/Trace' items are enclosed in a red rectangular box.</p>

Step	Action
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The **View Log/Trace** page displays in a pop-up window.

×
Help

View Log/Trace

Report

Report ID	2701653	Process Instance	3530524	Message Log
Name	VHRR0149	Process Type	SQR Report	
Run Status	Success			

VNAV Elections Upload Err Rpt

Distribution Details

Distribution Node	hrmir	Expiration Date	03/12/2025
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File List

Name	File Size (bytes)	Datetime Created
SQR_VHRR0149_3530524.log	2,219	02/10/2025 3:12:46.591095PM EST
vhrr0149_3530524.PDF	36,632	02/10/2025 3:12:46.591095PM EST
vhrr0149_3530524.out	0	02/10/2025 3:12:46.591095PM EST

Distribute To

Distribution ID Type	Distribution ID
User	PPS1_ALAN.ROBERTS

16.	<p>Click the .PDF link within the File List section to view the generated report in PDF format.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>File List</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th style="width: 40%;">Name</th> <th style="width: 20%;">File Size (bytes)</th> <th style="width: 40%;">Datetime Created</th> </tr> </thead> <tbody> <tr> <td>SQR_VHRR0149_3530524.log</td> <td style="text-align: center;">2,219</td> <td style="text-align: center;">02/10/2025 3:12:46.591095PM EST</td> </tr> <tr style="border: 2px solid red;"> <td>vhrr0149_3530524.PDF</td> <td style="text-align: center;">36,632</td> <td style="text-align: center;">02/10/2025 3:12:46.591095PM EST</td> </tr> <tr> <td>vhrr0149_3530524.out</td> <td style="text-align: center;">0</td> <td style="text-align: center;">02/10/2025 3:12:46.591095PM EST</td> </tr> </tbody> </table> </div>	Name	File Size (bytes)	Datetime Created	SQR_VHRR0149_3530524.log	2,219	02/10/2025 3:12:46.591095PM EST	vhrr0149_3530524.PDF	36,632	02/10/2025 3:12:46.591095PM EST	vhrr0149_3530524.out	0	02/10/2025 3:12:46.591095PM EST
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vhrr0149_3530524.out	0	02/10/2025 3:12:46.591095PM EST											
17.	<p>Once the Report displays, review as needed.</p>												

Error Troubleshooting

Depending on the error message displayed, research may need to be performed in coordination with the HR Administrator. Evaluate the employee's HR Status to determine if a Job Action is required. Compare the current benefits enrollment with the record sent on the upload file to determine timing or retroactive enrollment requirements and any possible downstream effects to existing records. Agencies do not have access to enter any enrollments. If adjustments are required for such records, the administrator should first discuss the situation with State Payroll Operations (SPO) and then submit a ticket to the Cardinal Post Production Support (PPS) to remove the row. If the error indicates an invalid Employee ID and/or SSN, notify the Third-Party Administrator (TPA) to ensure that the information is correct in their system.

The charts on the following pages show warning messages and associated solutions for three benefit uploads (FBMC, DC, VRS VNAV) and includes a brief description of the manual entry steps for each upload type.

BN361_Upload Error Report Troubleshooting
Defined Contribution Elections Message Catalog:

Warning Message	Solution
Loaded Using SSN. EMPLID not on file in DC.	Informational message. EMPLID in the file is blank but there is a match for SSN. Verify correct record updated.
Election Not Processed – SSN does not match EMPLID. Research and manually add if necessary.	EMPLID and SSN combination in the file is not valid. Research and log a help desk ticket to request enrollment entry as needed.
Loaded Using EMPLID. SSN not on file in DC.	Informational message. SSN in the file is blank but there is a match for EMPLID. Verify correct record updated.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	No record found in Cardinal for the SSN or for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
ERROR: Election not processed. No EMPLID or SSN found on incoming file.	Both SSN and EMPLID in the file are blank. Research and log a help desk ticket to request enrollment entry as needed.
ERROR: Employee Status Terminated.	Employee has Payroll Status of 'T' (Terminated) or 'R' (Retired). Research and log a help desk ticket to request enrollment entry as needed.
Processing Note: Employee on LOA/Suspension. Election uploaded.	Employee has Payroll Status of 'L' (Leave of absence) or 'S' (Suspension).
ERROR: Election Not Processed. Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and log a help desk ticket to request enrollment entry as needed.
Processing Note: Election already exists for same date and amounts in Cardinal. Effdt is updated to effdt+1.	A row with the same amount and effective date exists and loaded with effective date one day later than existing election. No action required.
Processing Note: Election already exists for same date, but different amounts in Cardinal. Effdt is updated to effdt+1.	Effective Date of the record in the file equals an existing enrollment for the employee; however, the amounts do not match. Enrollment was loaded with effective date one day later than existing election. Research and log a help desk ticket to request update as needed.
The Company associated with the Employee in the file is different from PS_JOB	No job record found for Company in the file. If transaction is valid, add Cardinal employment instance, then log a help desk ticket to request enrollment entry as needed.

BN361_Upload Error Report Troubleshooting

Warning Message	Solution
Enrollment received for 0.00 Deferred Comp Deduction, but employee not currently enrolled in Cardinal.	Information only – no action required. Transaction on file to stop/terminate enrollment, but no active enrollment found.
Employee ID does not exist in BEN_PROG_PARTIC record.	Employee not assigned to a benefit program. Finalize Hire/Rehire benefit event then log a help desk ticket to request enrollment entry as needed.
Warning - No benefit plan found for employee Months and Pay Periods value on Job. Election loaded using default of value, 12-24. Verify and correct Months and Pay Periods. Update 457 plan election if necessary.	Eligibility Field 8 is blank so default used. Update Elig Field 8 on Job. Verify enrollment and manually update if necessary.
The Date of Birth in Cardinal is showing the employee as younger than 50 years of age.	Informational message. File indicates employee is age 50+ in the vendor's system but Cardinal age is lower. HR should verify with employee and update date of birth where applicable.
50PLUS indicator is populated. Please refer to the Savings Management Table.	Information only – no action required.
Catch Up indicator is populated. Please refer to the Savings Management Table.	Information only – no action required.
Multiple Catch-Ups were indicated in the input file, each extension has been entered into Savings Management table.	Information only – no action required.
ERROR: DC Agency does not use Cardinal Payroll.	Enrollment on file is for a non-Payroll agency.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket. Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the Ticket.

FBMC Message Catalog:

Warning Message	Solution
Warning – Election loaded, incorrect EMPLID on file at FBMC.	Informational message. No record found in Cardinal for EMPLID in the file but there is a match for SSN. Verify correct record updated.
Error - No Match on EMPLID or SSN, research and update manually.	No record found in Cardinal for the SSN or for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
Warning – Election processed using only EMPLID. SSN missing from incoming file.	Informational message. SSN in the file is blank but there is a match for EMPLID. Verify correct record updated.
Warning – Loaded election using SSN. EMPLID not on file at FBMC.	Informational message. EMPLID in the file is blank but there is a match for SSN. Verify correct record updated.
Election received for employee who is currently on Leave of Absence.	Employee has Payroll Status of 'L' (Leave of absence) or 'S' (Suspension).
Election already exists in Cardinal.	The existing row with the same amount exists. No action required.
Election exists for same EFFDT. Incrementing file effdt to effdt + 1.	A row with the same amount and effective date exists and loaded with effective date one day later than existing election. No action required.
Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and log a help desk ticket to request enrollment entry as needed.
Added End Date to MISC Ins, Deduction Amt: 0.00.	Information only – no action required.
Terminated DOAFEE, No Active FBMC Election.	Information only – no action required.
Added End Date to DOAFEE, No Active FBMC Election.	Information only – no action required.
Employee HR status is inactive in Cardinal.	Transaction not loaded because HR status is inactive. Research and log a help desk ticket to request enrollment entry as needed.
Added End Date to TPAFEE, No Active FBMC Election.	Information only – no action required.
Election received includes a 15 year catch up. Please refer to the Savings Management page.	Information only – no action required.

Warning Message	Solution
Employee didn't have benefit eligibility in Cardinal.	The employee is in a Benefit Program that does not include annuities. Research to determine if manual entry is required log a help desk ticket to request enrollment entry as needed.
Received Deduction waiver for which Cardinal election exists with End Dt.	Information only – no action required.
Election exists for same EFFDT with different amount, research and manual update if necessary.	Effective Date of the record in the file equals an existing enrollment for the employee; however, the amounts do not match. Enrollment was loaded with effective date one day later than existing election. Research and log a help desk ticket to request update as needed.
Warning: No benefit plan found for employee Months and Pay Periods value on Job. Election loaded using default of value, 12-24. Verify and correct Months and Pay Periods. Update 403 plan election if necessary.	Eligibility Field 8 is blank so default used. Update Elig Field 8 on Job. Verify enrollment and log a help desk ticket to request update as needed.
Election not processed, Both EMPLID and SSN not found on incoming file.	Both SSN and EMPLID in the file are blank. Research and log a help desk ticket to request enrollment entry as needed.
SSN on file does not match SSN for EMPLID.	EMPLID and SSN combination in the file is not valid. Research and log a help desk ticket to request enrollment entry as needed.
Invalid company for the Employee in Cardinal. Please Research and Manually Update.	No job record found for Company in the file. If transaction is valid, add Cardinal employment instance, and log a help desk ticket to request enrollment entry as needed.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket. Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the Ticket.

Note: The Payroll Administrator enters Post tax miscellaneous insurances, FBMC Administration Fee, and DOA Fee as General Deductions.

VRS VNAV Message Catalog:

Warning Message	Solution
Multiple Salaried Jobs Exist for this Employee in the Same Company.	The program could not determine the appropriate salaried job for which the enrollment should be loaded.
Employee is not associated with the Company.	The employee does not have a Job record in Cardinal for the Company in the file.
EMPLID Not Found.	No record found in Cardinal for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
Employee Not Active.	Employee is not in an active status.
BEN Program Not SAL or SPT.	Retirement is only applicable for employees in Benefit Program SAL or SPT.
VOL Contribution not within Established Limits.	Hybrid voluntary contribution amounts must be between 0 and 4 percent.
Election Date more than ___ days in the past.	The retroactive enrollment greater than a specified number of days in the past. Research and log a help desk ticket to request enrollment entry as needed.
Future dated election detected – Research Needed.	The effective date of the record is in the future. Validate the date and log a help desk ticket to request enrollment entry as needed.
Prior Service Buy-Back Effective Date is not dated the first of the month.	Purchase of Prior Service deductions should always start on the first of the month. Research and log a help desk ticket to request enrollment entry as needed.
General Deduction End Date is prior to Effective Date.	A PPS deduction was sent with the end date earlier than the effective date. Research and log a help desk ticket to request enrollment entry as needed.
Election was rejected because EFFDT matches the current record in Cardinal but there are differences in the Plan or Election Percentage.	Research is required to determine if the existing enrollment should be updated. Log a help desk ticket to request update as needed.
Warning – No change was made because the election received already exists in Cardinal.	A duplicate enrollment was received. No action required.
Enrollment Received and employee is enrolled in a different Retirement Plan, please review and manually enter the election.	A row exists with a date past the effective date of the row being sent. Research is needed to determine if the enrollment should be entered and if removal of the future dated row is required. Log a help desk ticket to request update as needed.

BN361_Upload Error Report Troubleshooting

Warning Message	Solution
Warning – Line Agency must review the requested Prior Service Adjustment requested and if necessary, enter a One Time Deduction Adjustment in SPOT.	An adjustment amount was received in the file for retroactive collection of a Prior Service Purchase amount. A SPOT transaction should be entered to collect this amount.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket. Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the Ticket.

Note: The Payroll Administrator enters purchase of prior service (“buyback”) General Deductions.