BN361_Upload Error Report Troubleshooting

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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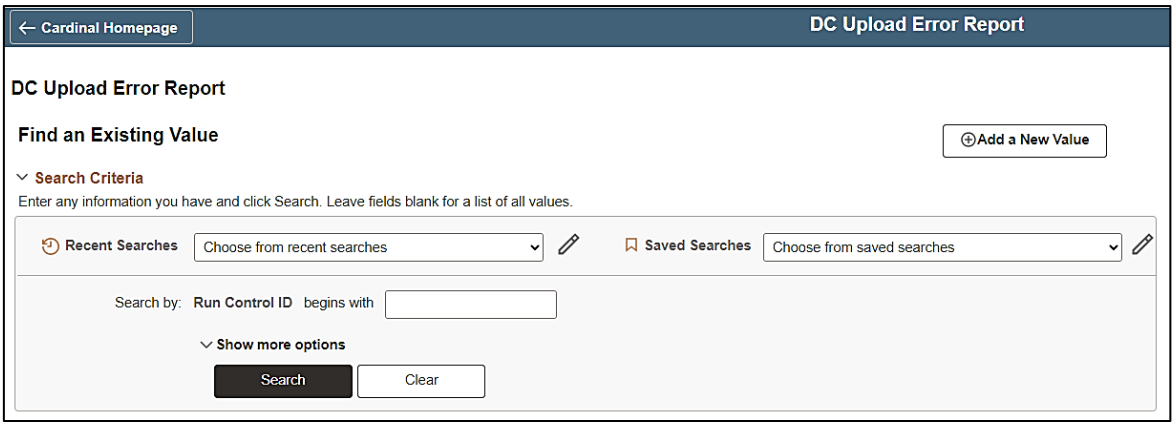
Revision History

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**
The **DC Upload Error Report Find an Existing Value** page displays. 	
	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.

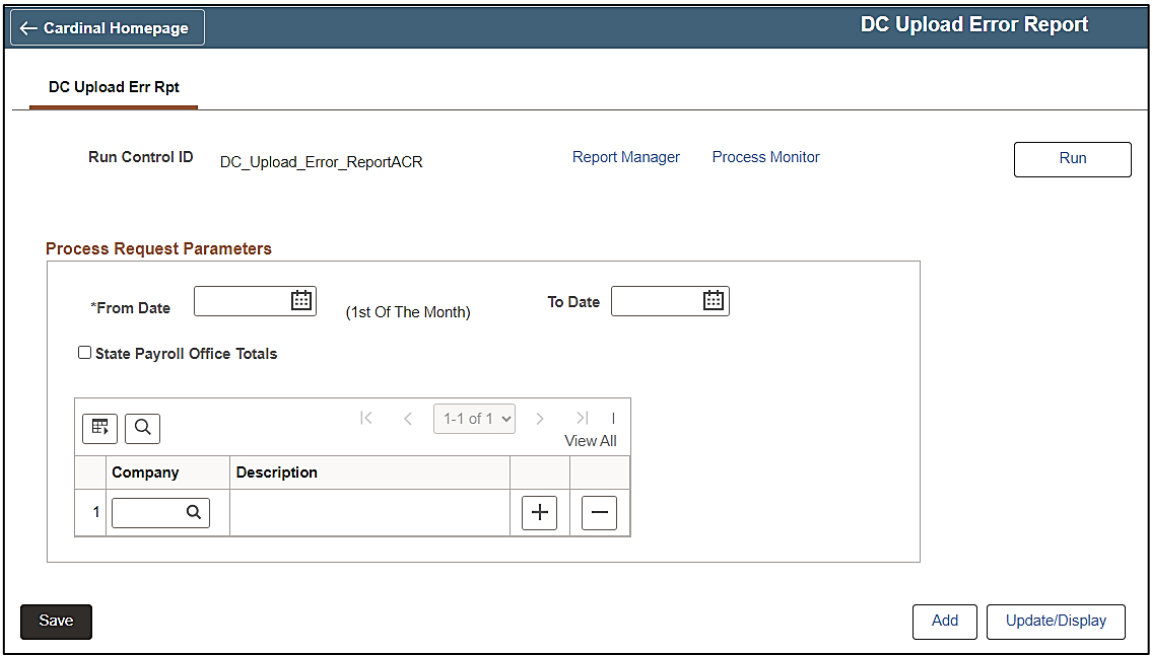
Step	Action
	The **DC Upload Error Report Add a New Value** page displays.

3.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • 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.	Click the **Add** button.

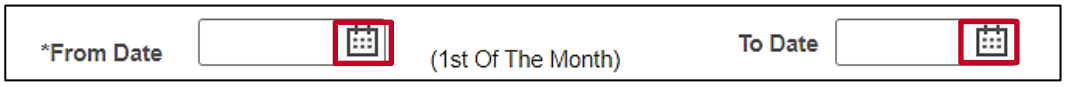
Step	Action

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.



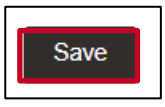
The from date is always the first day of the applicable month and the to date is the last day of the applicable month.

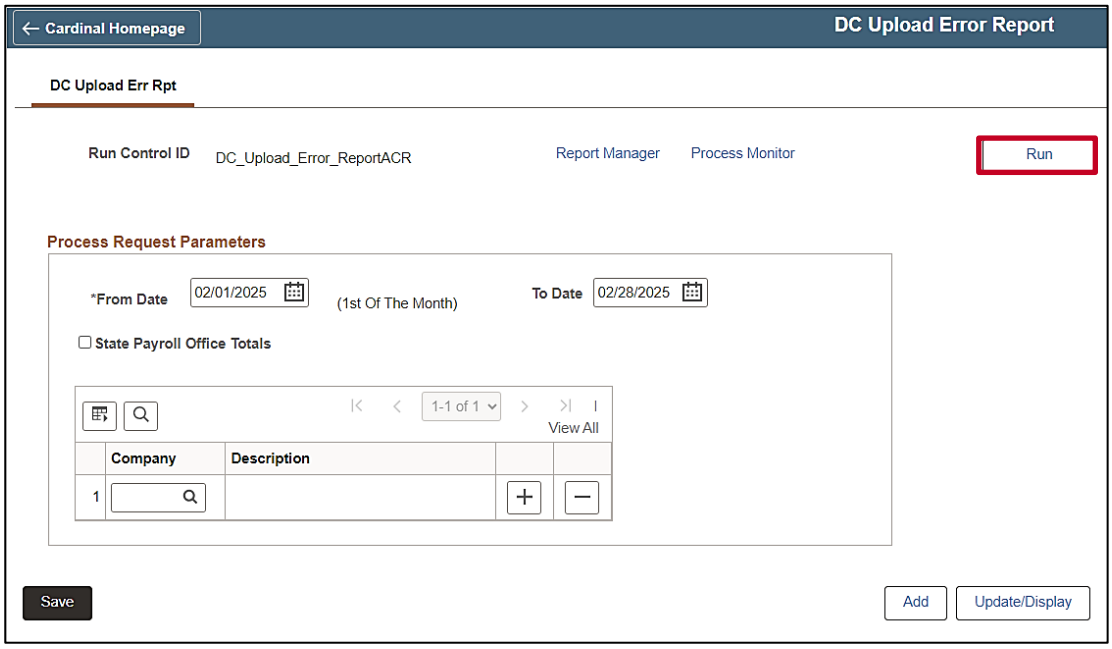
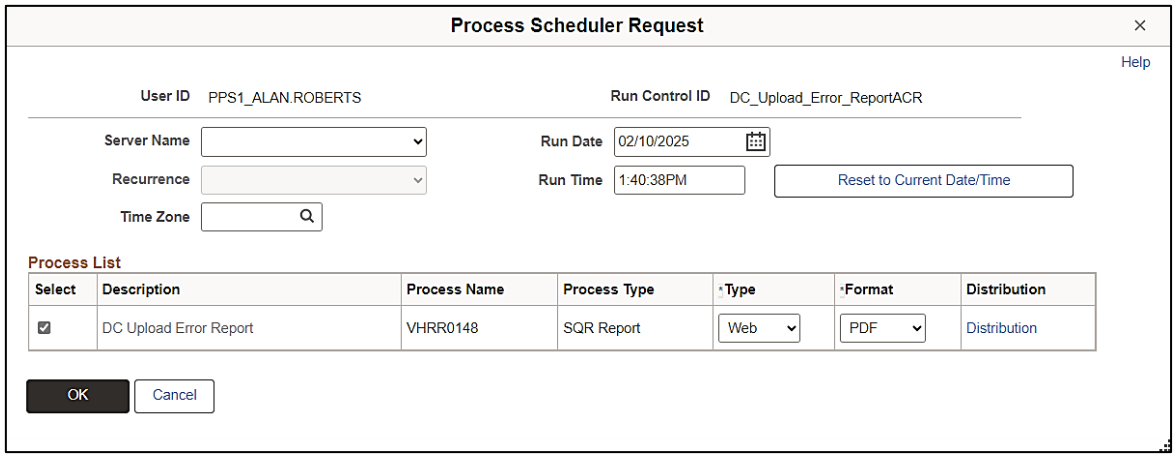
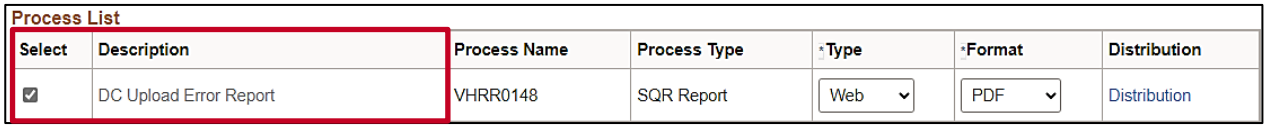
If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

- 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
7.	The page refreshes. Click the **Run** button. 
The **Process Scheduler Request** page displays in a pop-up window. 	
8.	Validate that the correct report is selected in the **Process List** section. 

Step	Action
9.	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.

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
☑	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution

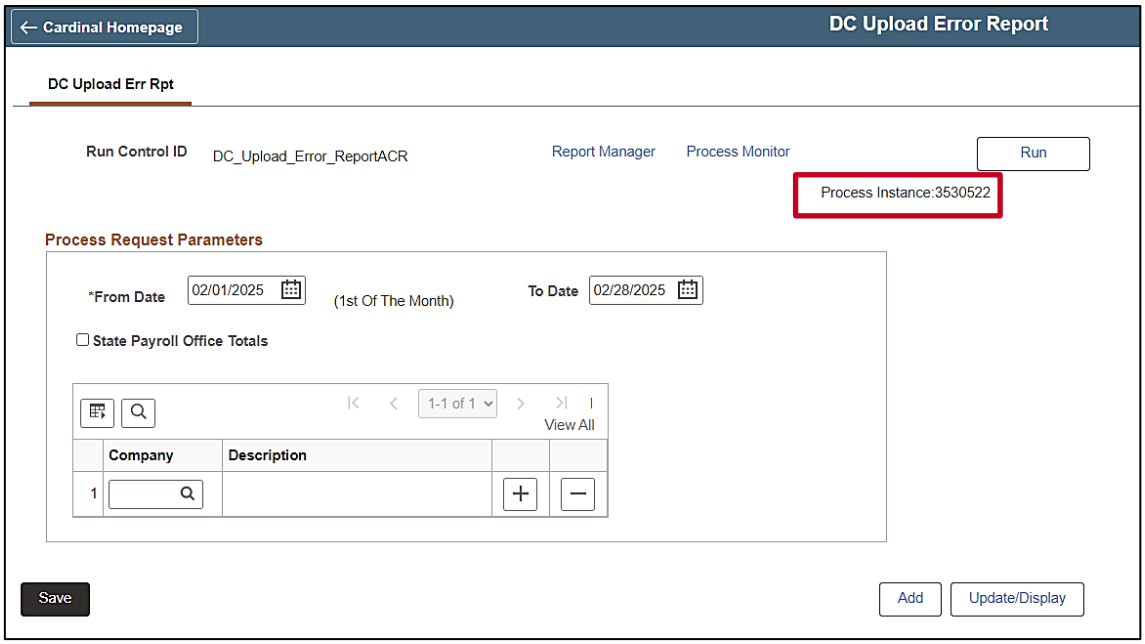
10.	The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
☑	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution

	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**.
11.	Click the **OK** button.

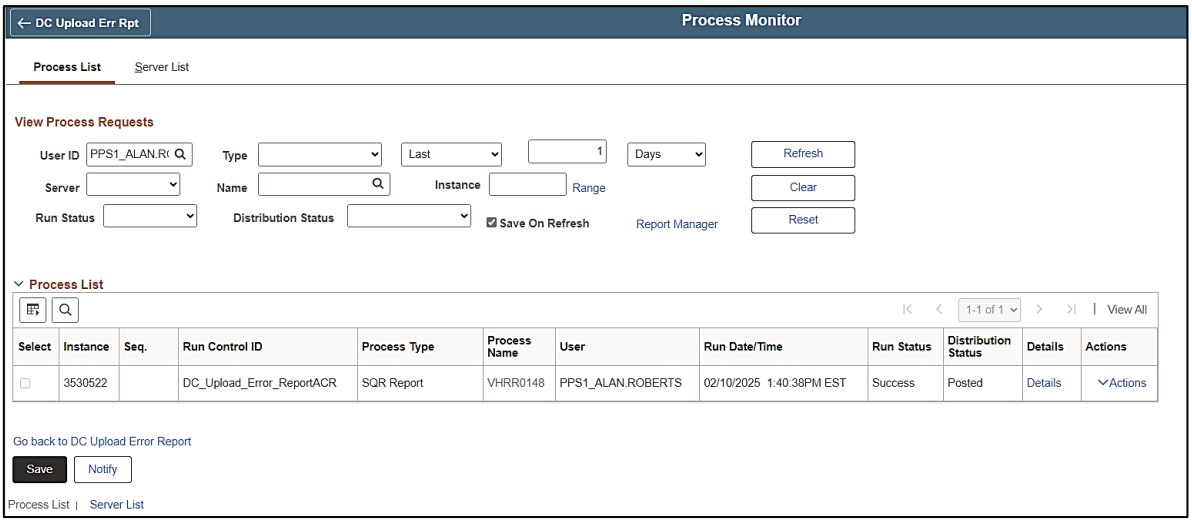
The **DC Upload Err Rpt** tab redisplays with the assigned Process Instance Number.



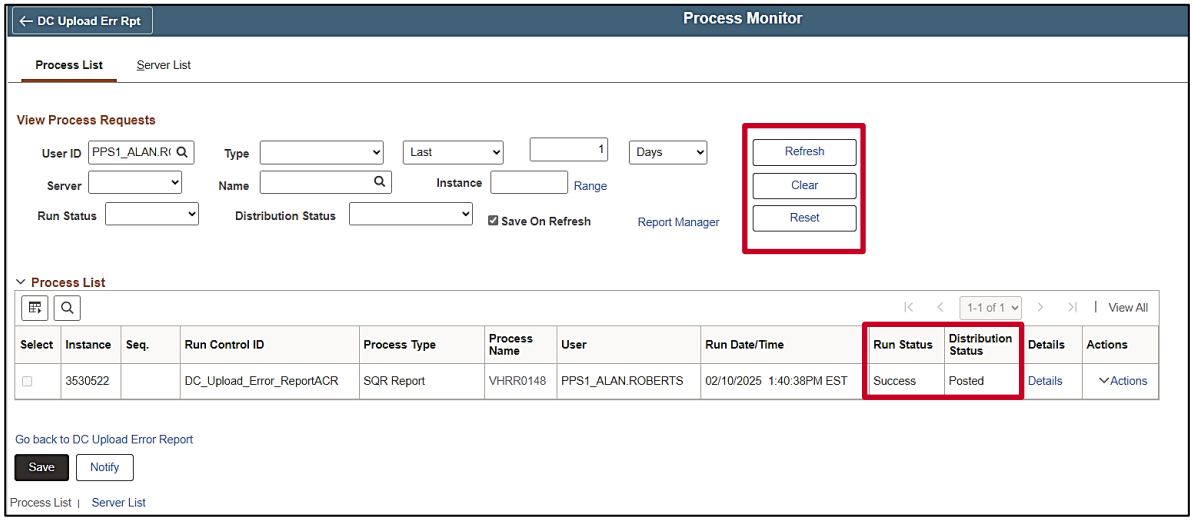
	Take note of the Process Instance Number for use later in this process.

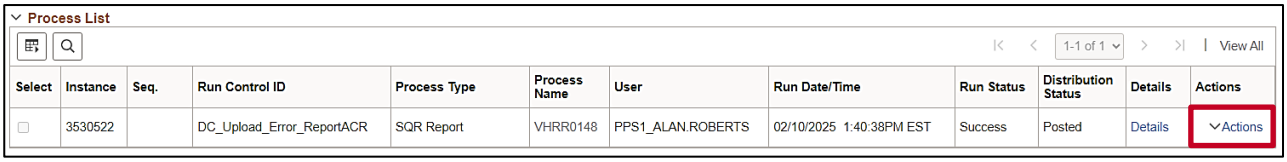
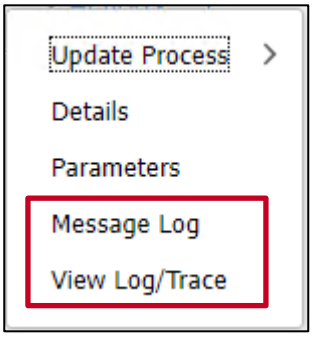
Step	Action
12.	Click the **Process Monitor** link.

The **Process Monitor** page displays.



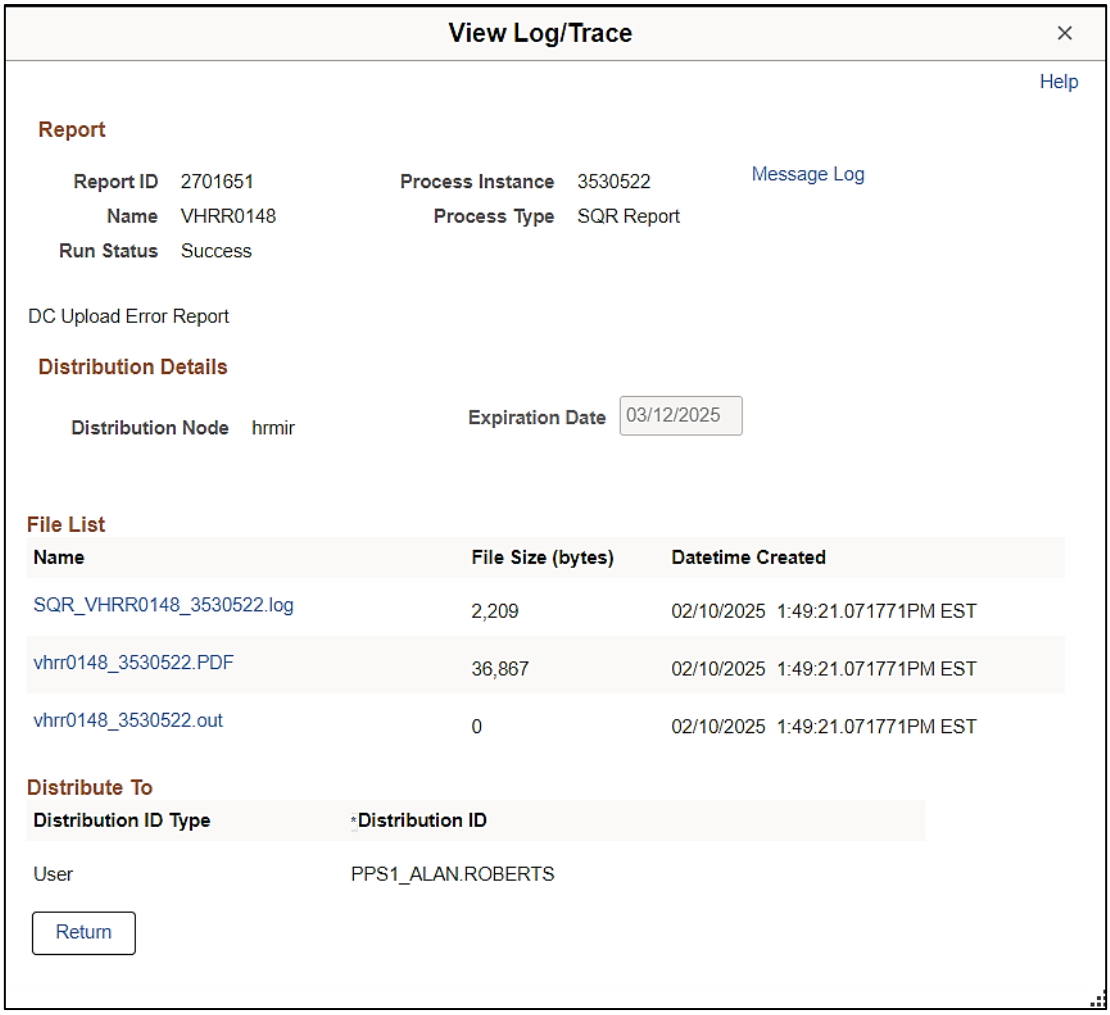
13.	Locate the applicable report within the **Process List** section using the Process Instance Number previously captured. The report can be viewed once the **Run Status** field updates to either "Success" or "Error" and the **Distribution Status** field updates to "Posted". Periodically click the **Refresh** 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



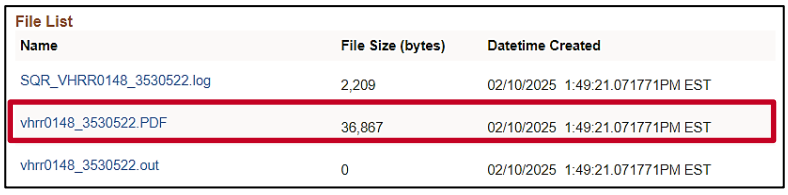
Step	Action
14.	Click the corresponding **Actions** dropdown button. 
15.	The **Actions** menu displays. If the report completed with a Run Status of “Success”, click the **View Log/Trace** list item. If the report completed with a Run Status of “Error”, use the **Message Log** list item to review why the error occurred. 

Step	Action

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



16.	Click the .PDF link within the **File List** section to view the generated report in PDF format.

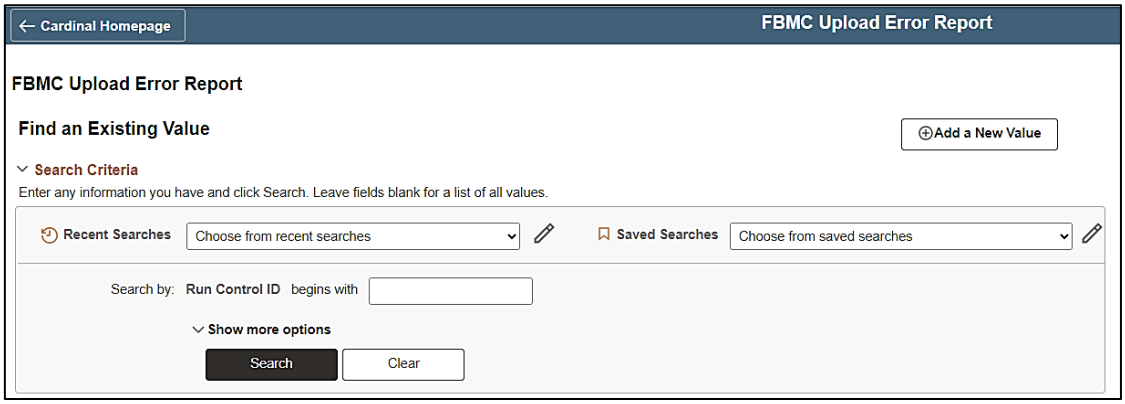


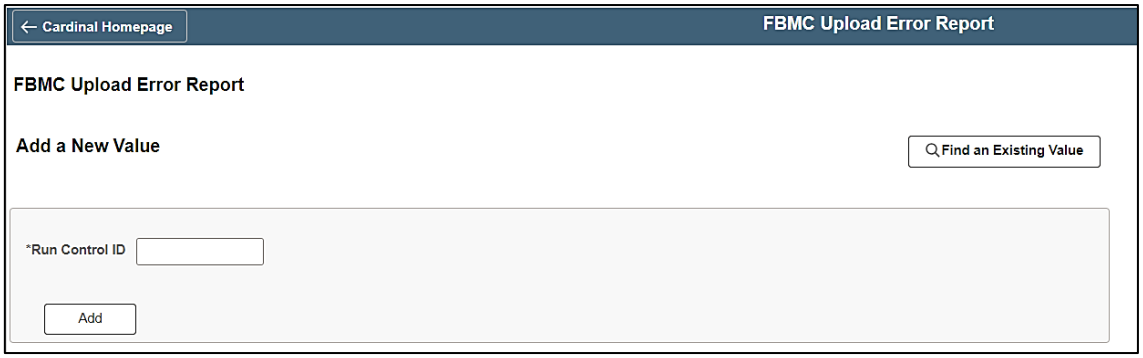
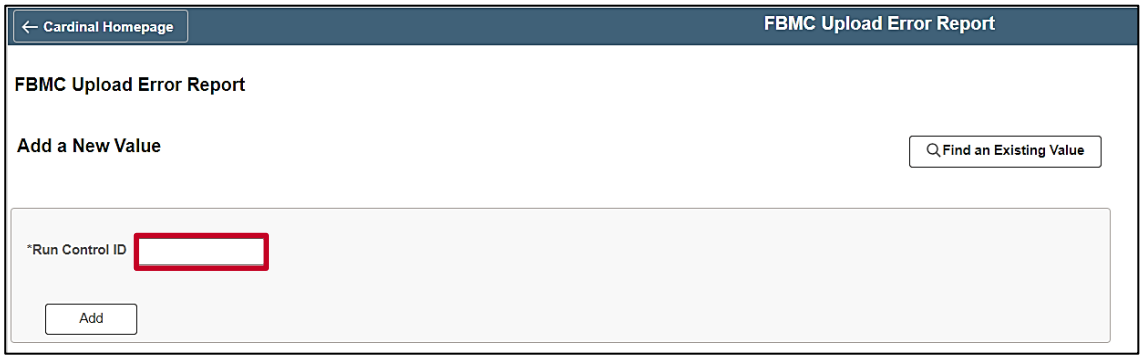
17.	Once the Report displays, review as needed.

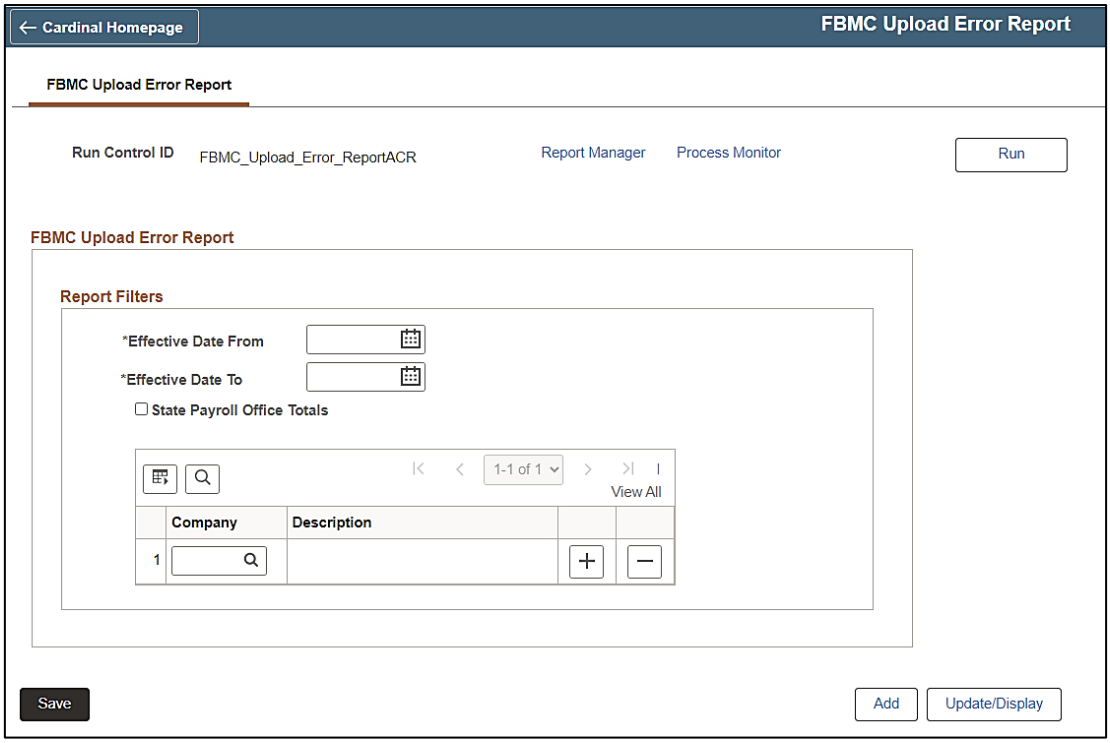
Step	Action
	The report will display data by Company, Employee ID, Name, Benefit Plan, Coverage Elect, Pre-Tax Amount, Post Tax Amount, Effective Date, Plan Type, Number of Pays, Contract Months, Error Type, and Error Message. For further information on running a report, refer to the Job Aid titled “NAV225_Generating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

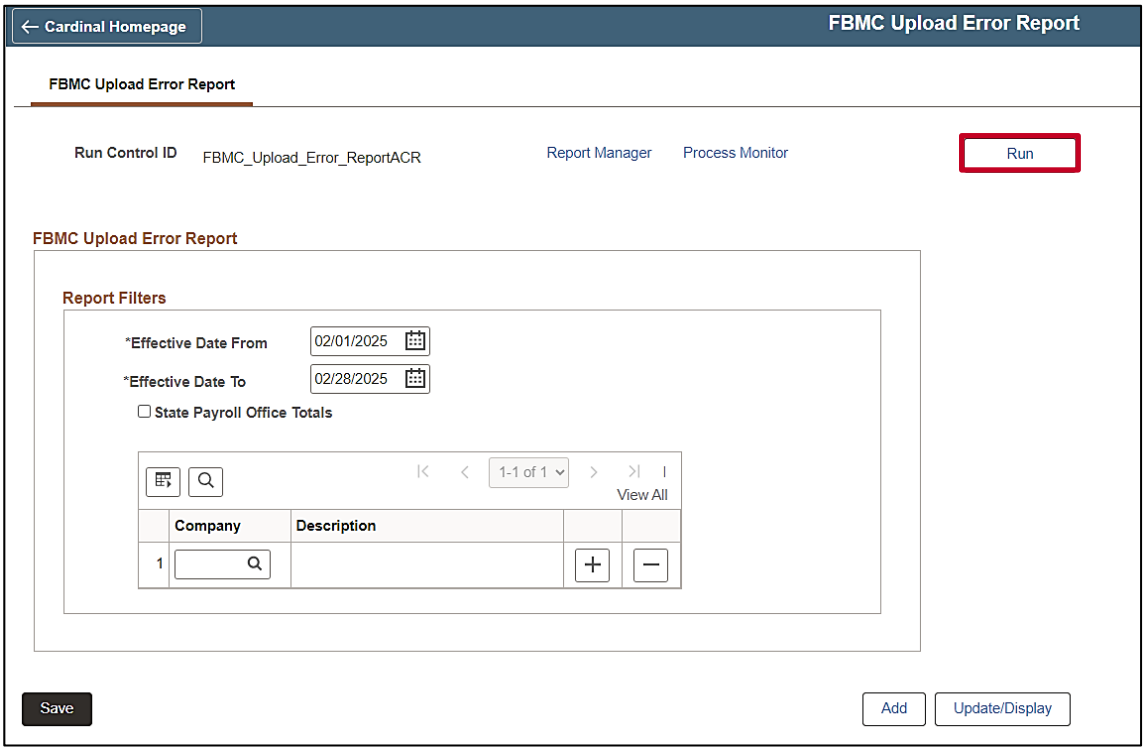
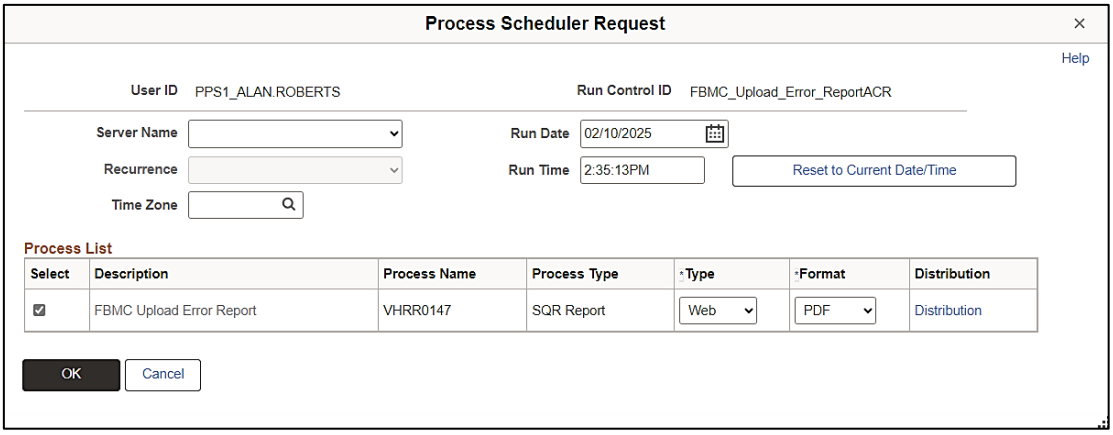
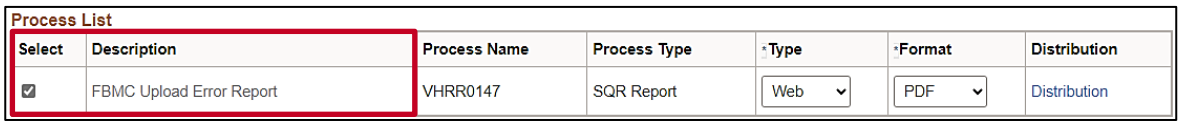
FBMC Upload Error Report

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

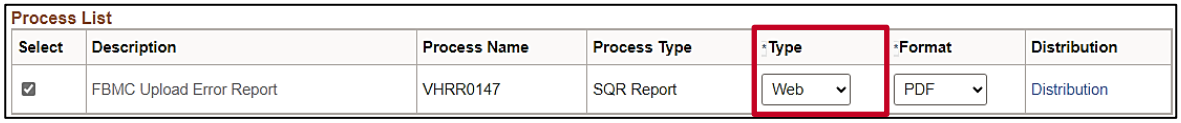
Step	Action
1.	Navigate to the **FBMC Upload Error Report** page using the following navigation path: **NavBar > Menu > Benefits > Reports > FBMC Upload Error Report**
The **FBMC Upload Error Report Find an Existing Value** page displays. 	
	For more information pertaining to the Cardinal HCM Search 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.

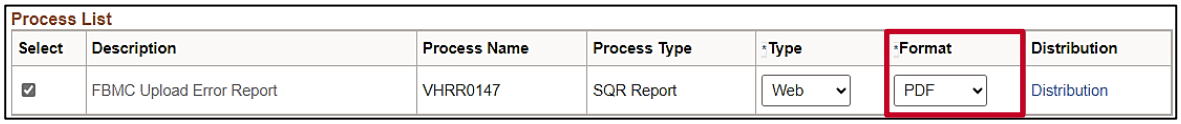
Step	Action
	The **FBMC Upload Error Report Add a New Value** page displays. 
3.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • The Run Control ID must be unique and should be descriptive enough to help locate for future use • Up to 30 characters are allowed • No blank spaces can be used. However, and underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
4.	Click the **Add** button.

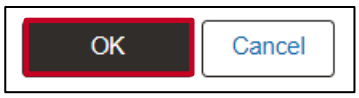
Step	Action
	The **FBMC Upload Error Report** tab displays. 
5.	Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **Effective Date From Calendar** and **Effective Date To Calendar** icons.
	If the Agency BA has access to multiple 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.	The page refreshes. Click the **Run** button. 
The **Process Scheduler Request** page displays in a pop-up window. 	
8.	Validate that the correct report is selected in the **Process List** section. 

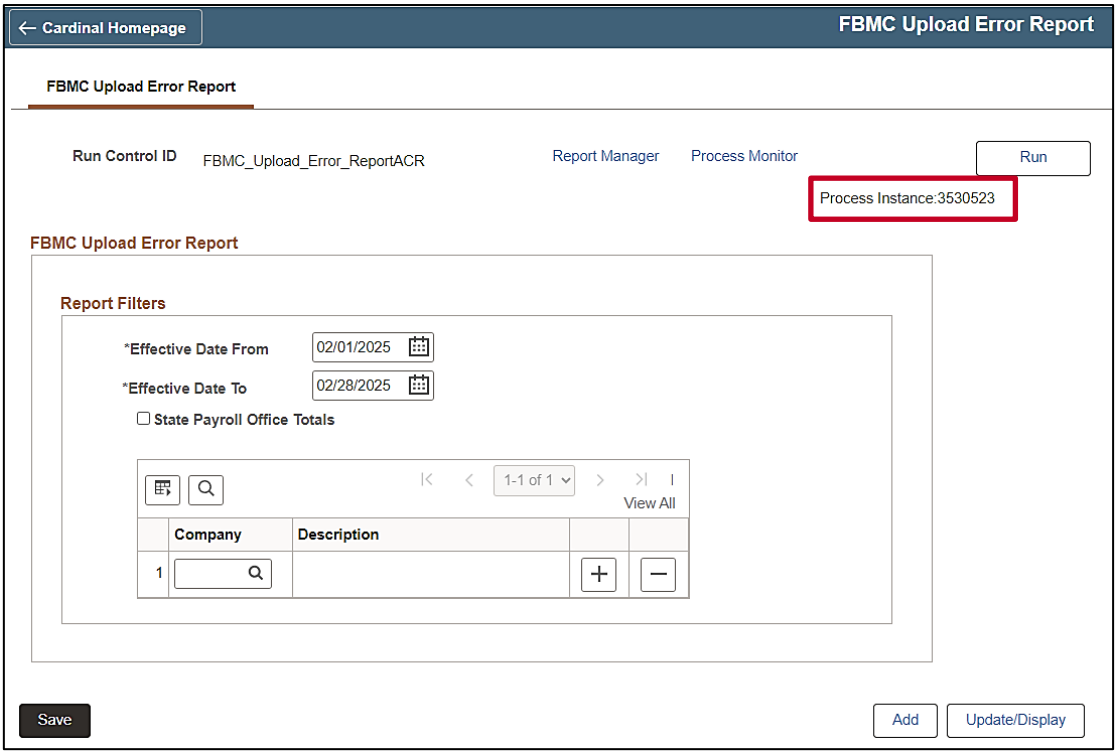
Step	Action
9.	The **Type** field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the **Distribution** link to identify the email address to send the report to.
10.	The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.
	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**.
11.	Click the **OK** button.

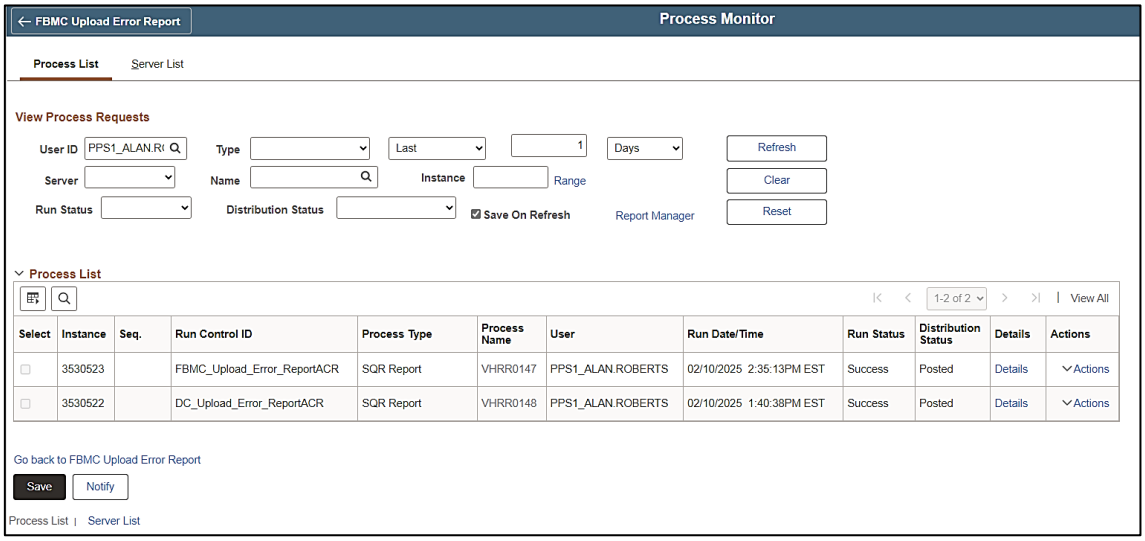


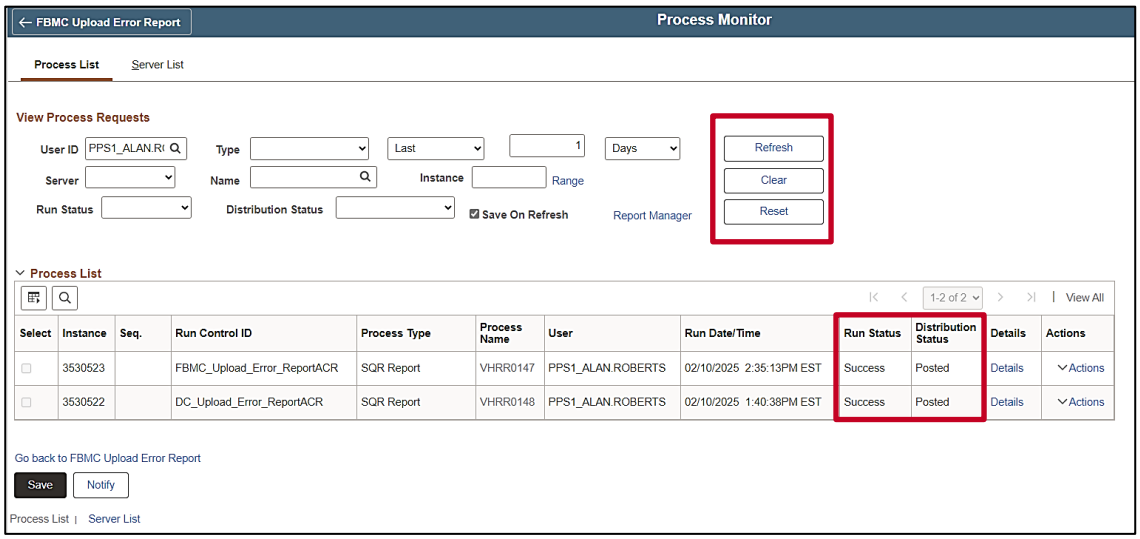
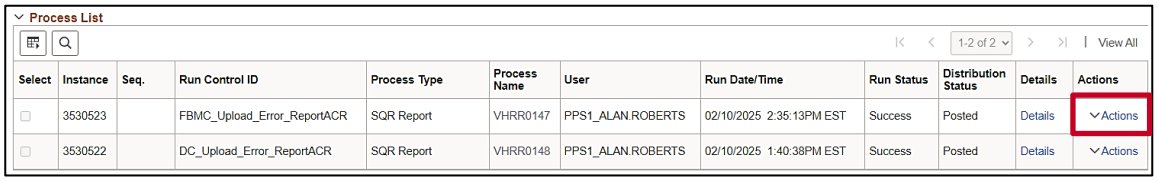
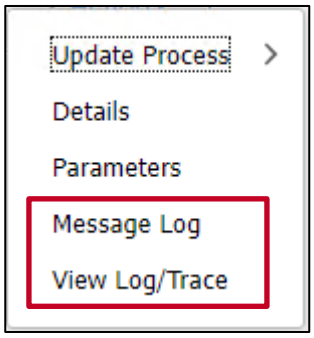




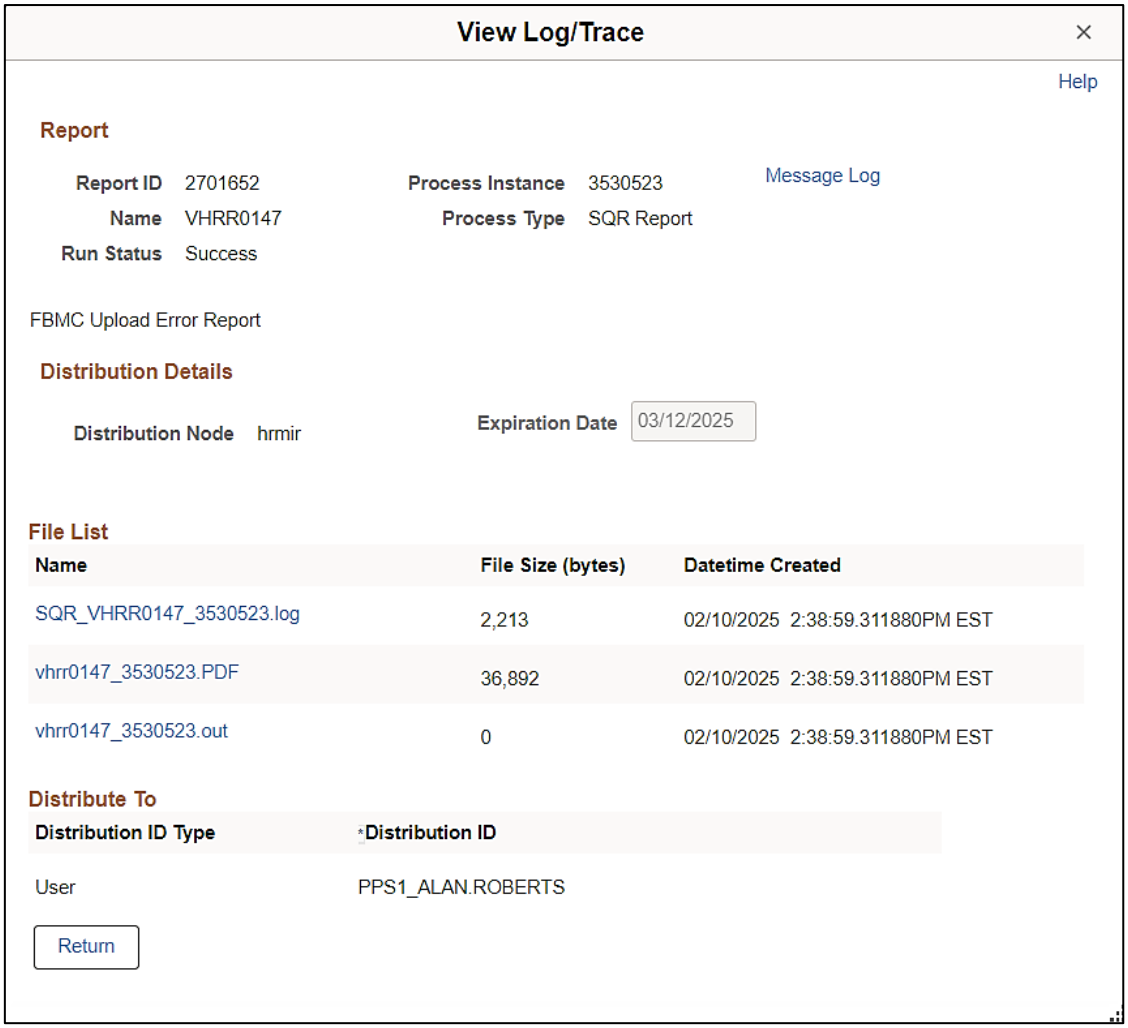
The **FBMC Upload Error Report** tab redisplays with the assigned Process Instance Number.



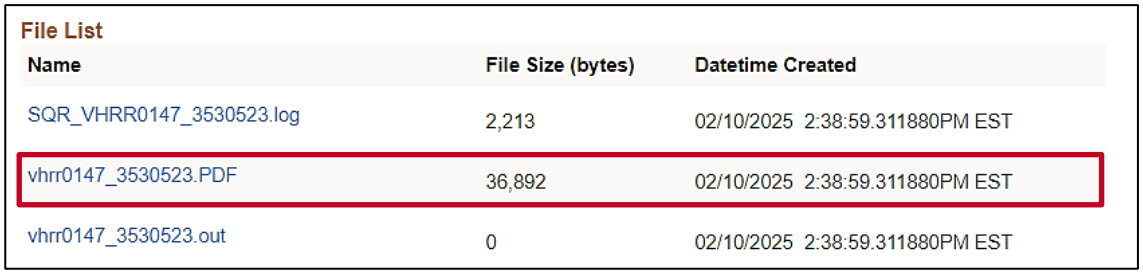
Step	Action
	Take note of the Process Instance Number for use later in this process.
12.	Click the **Process Monitor** link.
The **Process Monitor** page displays. 	

Step	Action
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 
14.	Click the corresponding **Actions** dropdown button. 
15.	The **Actions** menu displays. If the report completed with a Run Status of "Success", click the **View Log/Trace** list item. If the report completed with a Run Status of "Error", use the **Message Log** list item to review why the error occurred. 

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



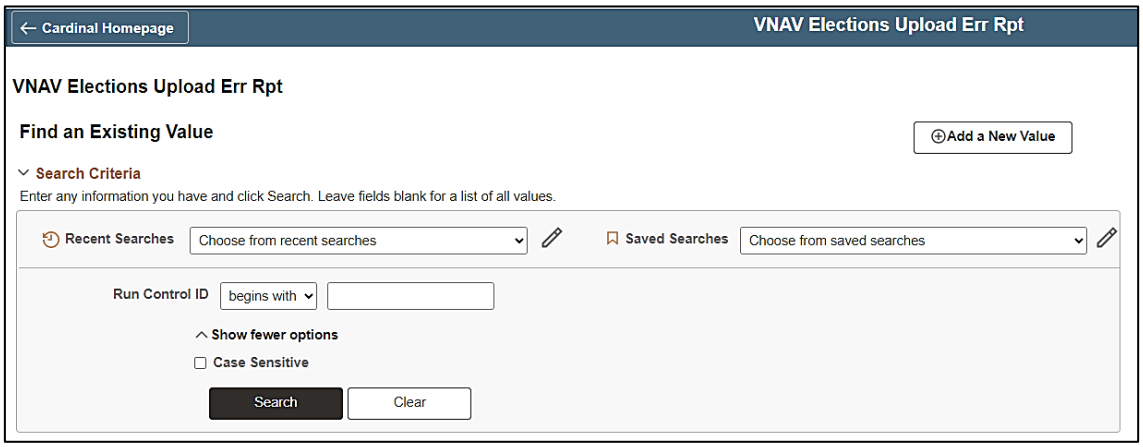
16.	Click the .PDF link within the **File List** section to view the generated report in PDF format.



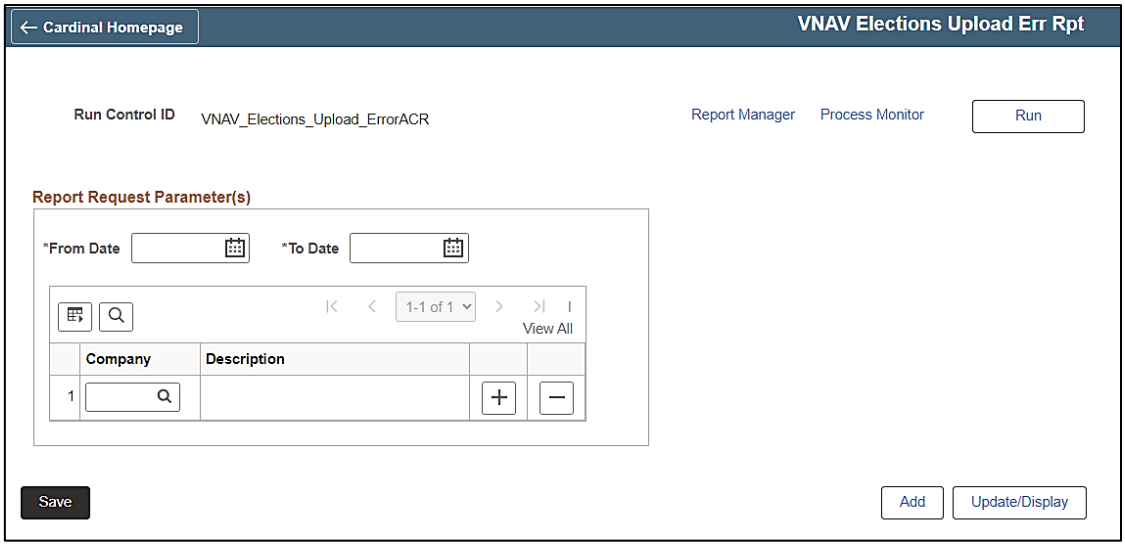
17.	Once the Report displays, review as needed.

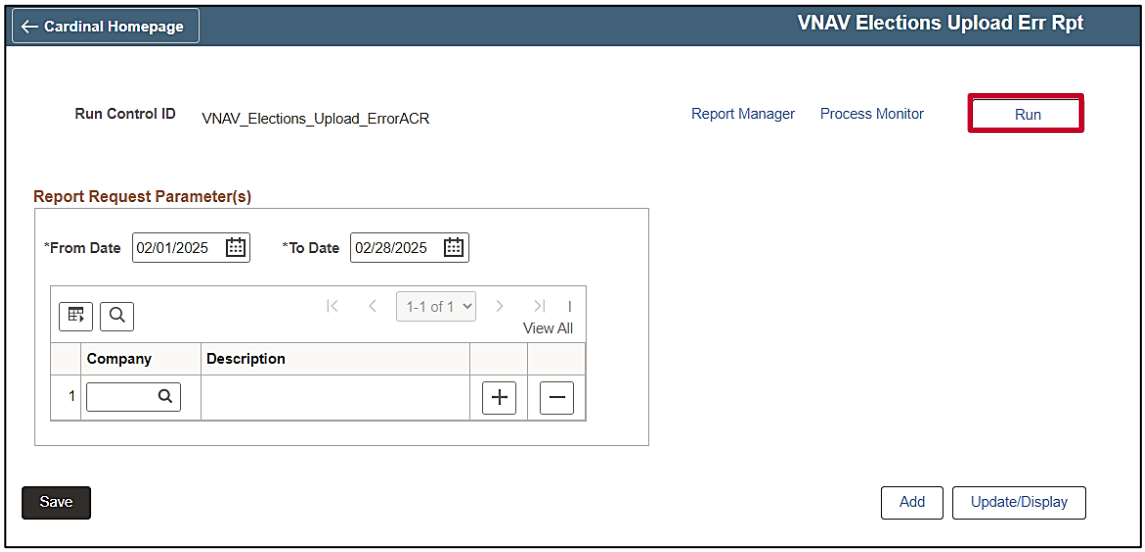
VNAV Upload Error Report

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

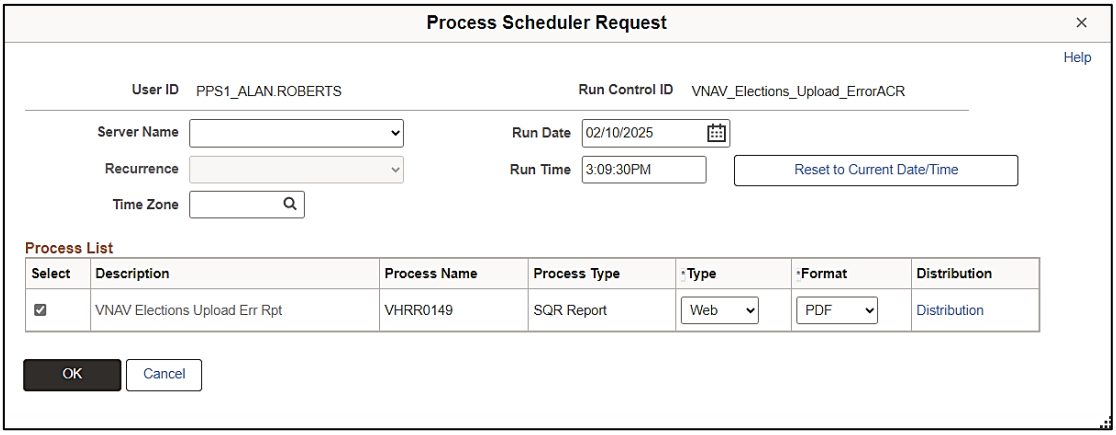
Step	Action
1.	Navigate to the **VNAV Elections Upload Err Rpt** page using the following navigation path: **NavBar > Menu > Benefits > Reports > VNAV Elections Upload Err Rpt**
The **VNAV Elections Upload Err Rpt Find an Existing Value** page displays. 	
	For more information pertaining to the Cardinal 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.

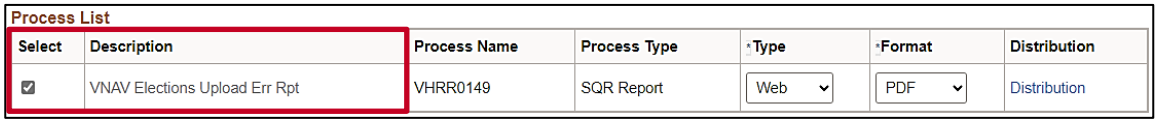
Step	Action
	The **VNAV Elections Upload Err Rpt Add a New Value** page displays.
3.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • The Run Control ID must be unique and should be descriptive enough to help locate for future use • Up to 30 characters are allowed • No blank spaces can be used. However, and underscore can be used in lieu of spaces • Do not use wildcard symbols (%)
4.	Click the **Add** button.

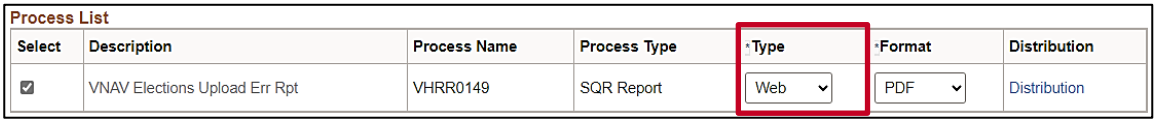
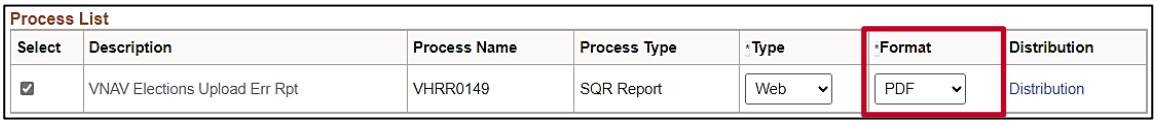
Step	Action
	The **VNAV Elections Upload Err Rpt** page displays. 
5.	Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **From Date Calendar** and **To Date Calendar** icons.
	If the Agency BA has access to multiple companies, 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.	The page refreshes. Click the **Run** button. 

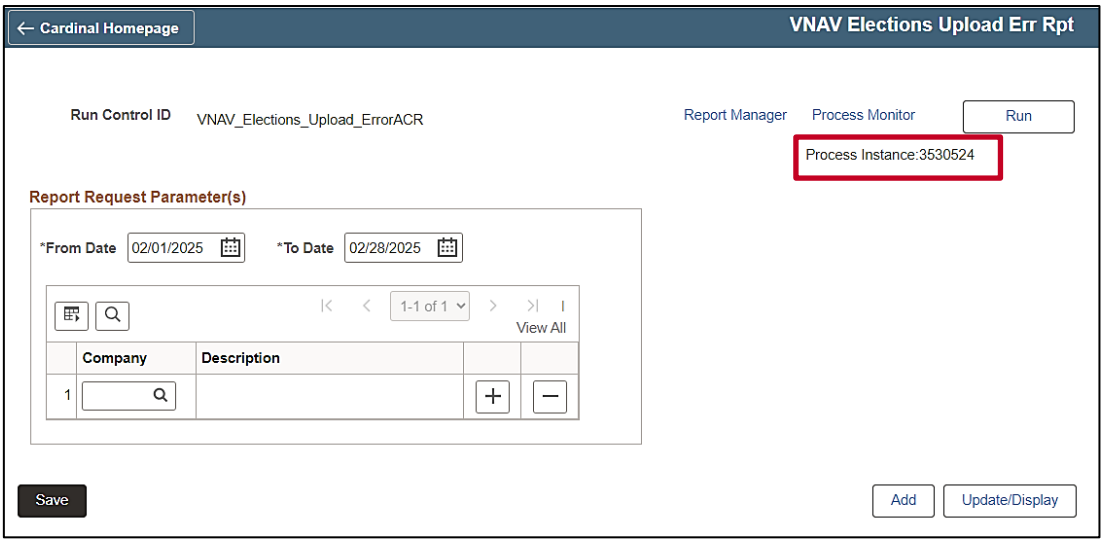
The **Process Scheduler Request** page displays in a pop-up window.



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

Step	Action
9.	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. 
10.	The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated. 
	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**.
11.	Click the **OK** button.

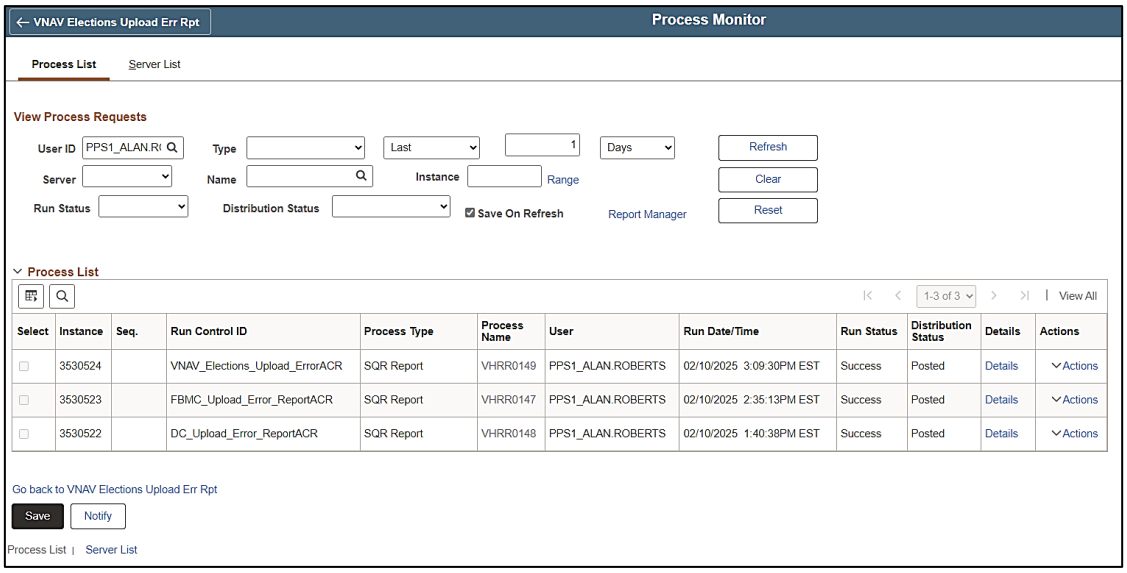
The **VNAV Elections Upload Err Rpt** page redisplays with the assigned Process Instance Number.

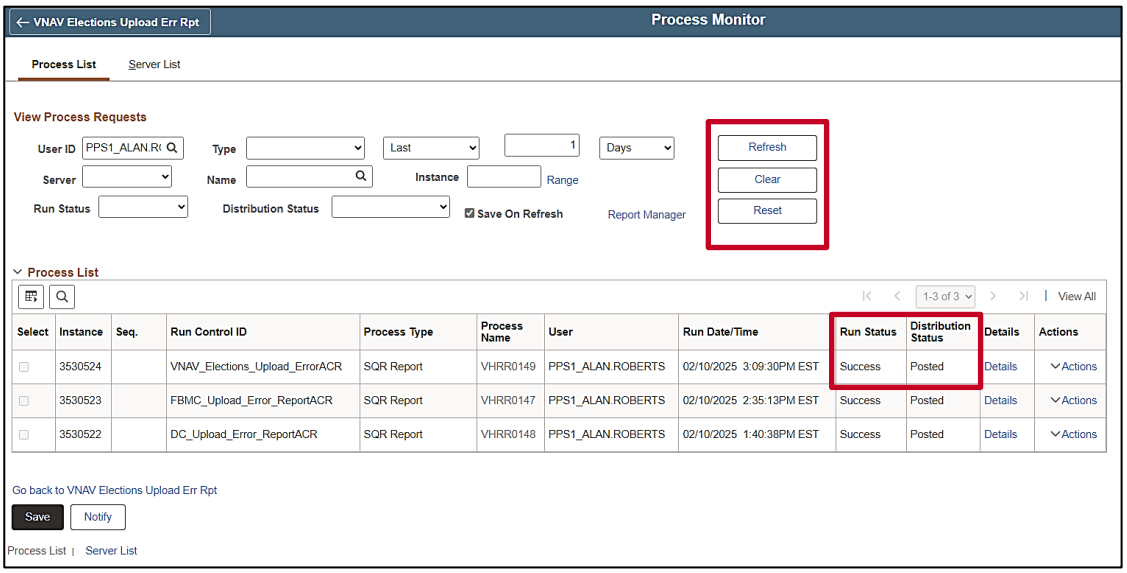
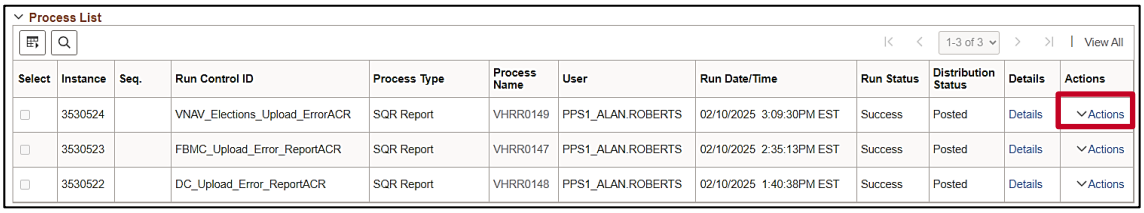


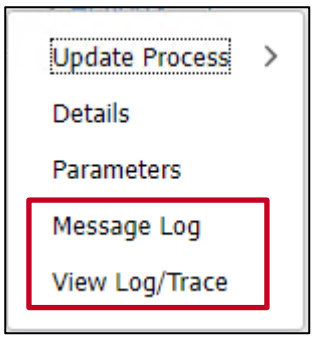
Take note of the Process Instance Number for use later in this process.

Step	Action
12.	Click the **Process Monitor** link.

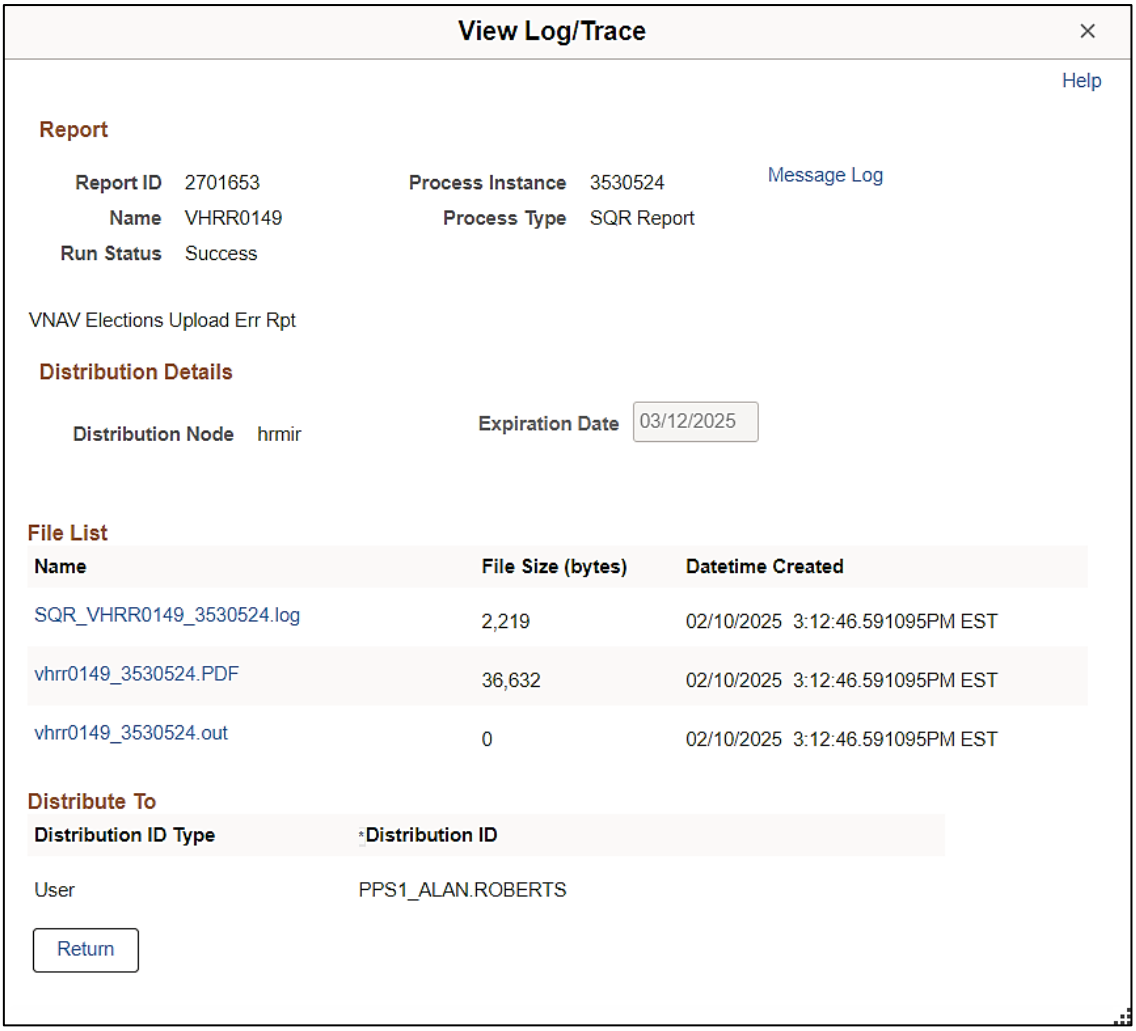
The **Process Monitor** page displays.



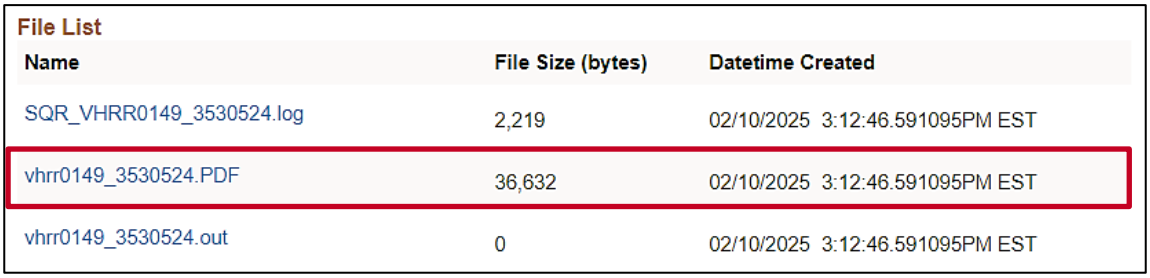
Step	Action
13.	Locate the applicable report within the **Process List** section using the Process Instance Number previously captured. The report can be viewed once the **Run Status** field updates to either "Success" or "Error" and the **Distribution Status** field updates to "Posted". Periodically 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 
14.	Click the corresponding **Actions** dropdown button. 

Step	Action
15.	The **Actions** menu displays. If the report completed with a Run Status of “Success”, click the **View Log/Trace** list item. If the report completed with a Run Status of “Error”, use the **Message Log** list item to review why the error occurred. 

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



16.	Click the .PDF link within the **File List** section to view the generated report in PDF format.



17.	Once the Report displays, review as needed.

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.

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.

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.