

Cardinal HCM: Manual Updates for Employees with Foreign or Missing Addresses

1 message

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This communication is being sent to Change Network Primary Contacts, HR SMEs, BN SMEs, HR Administrators, and BN Administrators for Release 3 agencies and localities with employees having foreign or missing addresses.

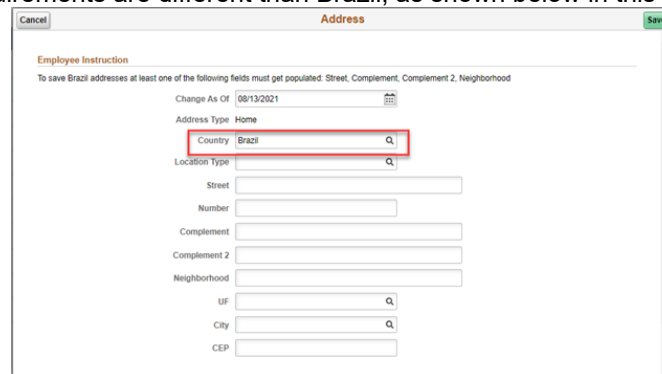


Foreign addresses were not converted into Cardinal. Addresses that were invalid were uploaded with "1 UNKNOWN ST". Release 3 (R3) agencies with employees that have foreign or defaulted addresses in their Personal Data record will need to either manually update those address fields in Cardinal or ensure that their employees do so using Cardinal Employee Self-Service (ESS). This should be completed within two weeks after go-live to help ensure there are no downstream impacts to health benefits coverage.

Guidance

Home Address is required and should never be inactivated. Failure to provide a home address will result in Benefits/Vendor extract errors.

- In Cardinal HCM, the Address field requires the HR Administrator or employee (via ESS) to select the country.
- Once the appropriate country is selected, the fields for the specified country are displayed. For instance, USA address field requirements are different than Brazil, as shown below in this ESS screenshot.



The screenshot shows the 'Address' form in the Cardinal HCM system. At the top, there are 'Cancel' and 'Save' buttons. Below them is an 'Employee Instruction' section with the text: 'To save Brazil addresses at least one of the following fields must get populated: Street, Complement, Complement 2, Neighborhood'. The form includes a 'Change As Of' date field set to '08/13/2021'. The 'Address Type' is set to 'Home'. The 'Country' field is set to 'Brazil' and is highlighted with a red box. Below the country field are several other fields: 'Location Type', 'Street', 'Number', 'Complement', 'Complement 2', 'Neighborhood', 'UF', 'City', and 'CEP', each with a search icon.

The recommended steps for validating and correcting your employees' personal addresses in Cardinal HCM include:

- Once Cardinal HCM is live for Release 3, generate a Personal Data Query (V_HR_PERSONAL_DATA) from Cardinal and compare employee addresses to your legacy system (PMIS/BES), current HR system, or address information in personnel files.

Note: For guidance regarding how to generate a query, refer to the [NAV225 Running an HCM Query](#) job aid available on the Cardinal website.

- Filter your query results in Excel by State, or search for the default address (Address1 = 1 UNKNOWN STREET), to isolate records that need to be corrected.
- If you are in an agency where employees have the ability to update personal data in ESS, you can ask them to log into Cardinal, click on the Personal Details tile on the HCM home page, then update their personal address by Tuesday, October 11, 2022. You may share the [ESS How to View and Update Personal Data](#) job aid with your employees.
- If the employee is unable to access and/or change their personal data in Cardinal (e.g., HR interfacing agencies), the HR Administrator will be able to enter the correct address manually in Cardinal.

Review the [HR351 Viewing and Updating Personal Data](#) job aid for additional information regarding updating employee personal data.

If you have issues with completing an update after reviewing the job aid above, please submit a help desk ticket to vccc@vita.virginia.gov and include "Cardinal" in the subject line. Please include a detailed description of your issue, your name, email address, and phone number where you can be reached.

Regards,

The Cardinal HCM Project Team