Cardinal HCM Payroll Administrator Forum - FAQ

Thursday, October 20, 2022

Q: What reason would the calculation of wages not work when an employee is terminated by HR using a date other than the beginning of a pay period?

A: A termination entered with an effective date in the middle of the pay period will result in a proration of salary pay (as long as the termination is entered prior to the HR freeze).

Q: We were told Addl Pay needs to be updated before the paysheets are created so that it can upload to the pay sheet prior to the HR freeze. Has that time constraint changed?

A: It is best to enter Addl Pay prior to creating paysheets so they show up during the first pay calculation (Day 1 of the pay period). However, if changes are made during the pay period, they will show up the next time payroll is recalculated up until the HR freeze.

Q: Question about Garnishment checks available at the Treasury, is SPO picking up the checks for all agencies?

A: Garnishment checks are available at SPO and not Treasury.

Q: Is there any consideration being given to allowing coding to be put in on a SPOT transaction? There are instances where the coding may be different for these transactions and currently it has to be fixed on the backend manually before the extract is loaded back to our system.

A: We are considering it for a future enhancement, but it will not be implemented in the near future.

Q: Are we supposed to wait for HR to submit (spreadsheet or email) before creating the SPOT transaction? Or can we just enter the SPOT transaction from the original pay document reflecting the bonus?

A: You should follow your normal agency procedures. For further clarification you may contact SPO.

Q: I was under the impression that non-discretionary bonuses would be calculated over the life of the bonus, by using the date fields to show the life of the bonus. If that is not correct, how do we comply with FLSA?

A: That is correct. The dates used for bonuses affect the FLSA calculation so the appropriate dates should be used.

Q: When double deducting for health or VRS, in CIPPS we keyed a transaction for both the employer and employee portion of the benefit. How do we handle the agency portion of the benefit in Cardinal?

A: You will need to use the appropriate deduction classes to account for both the employee and the employer portion of the benefit. It should be two separate entries, one for each deduction class, in the SPOT transaction.

Q: Please demonstrate a pay reclassification via SPOT, such as Reg Pay to VSDP for a prior pay period.

A: For prior pay periods, enter a negative RGS and a positive STD for each of the prior periods (e.g., enter RGS -1 hour with a rate of 500.00. This will make a -500.00 amount, then enter STD with amount = 500.00). It is best to enter it for each of the FLSA periods using the begin and end dates.

Q: Is there a limit of how many SPOT transactions you can do for one employee in a given pay period?

A: There is no limit to how many SPOT transactions you do for an employee. Keep in mind that every SPOT transaction adds to the check. For example, if you enter a $100 payment and realize it should have been $150, you need to enter a $50 dollar payment to achieve the desired amount.

Q: Can you do an earning and deduction correction on the same SPOT transaction?

A: Batches are either earnings or deductions, therefore you would need two separate batches to do earnings and deductions corrections during SPOT transactions.

Q: I do not see the same screen that you are showing (during the presentation) when I log into Cardinal HCM. Is it because I do not have the correct access requested?

A: Our presenter is logged into a test environment and has a higher access level than a normal Payroll Administrator. Each person’s Cardinal home page will vary depending on the roles they are assigned.

Q: How are non-paid updates entered? In CIPPS we used HPTSA and when we reclassified items such as VSDP, we entered the date, the amount deducted from Reg pay, and then added to the VSDP.

A: To do a correction or reclassification of earnings you enter a negative for one earning and an equal positive for the other earnings. (e.g., enter RGS -1 hour with a rate of 500.00. This will make a -500.00 amount, then enter STD with amount = 500.00)

Q: For reclassification before 9/25/2022 - 10/09/2022, is it okay to use 9/25/2022 - 10/09/2022 as the begin and end dates? Are the dates just informational?

A: For reclassifications prior to the start dates in Cardinal, use the first period in Cardinal. Dates are important because they are factored into FLSA calculations.

Q: How do you key retro overtime (OT) due to a pay increase in a SPOT transaction? The hours are correct, but an additional amount would be due.

A: You should use the begin and end dates of the original OT, but enter the additional amount using the appropriate OT code.

Q: If you need to back out OT from a prior pay period and you put in a negative hours line does the employee need OT in the current period to work?

A: To back out OT from a prior pay period, use the dates of the prior pay period and enter negative OT hours and amount. The employee doesn't need overtime in the current period.

Q: The presenter stated the end date could not exceed the pay period end date. Is this incorrect?

A: You cannot enter earnings end dates beyond the current pay period end date (you can't have future end dates)

Q: Can you do a SPOT transaction collecting mobile device reimbursement that should not have been paid on a previous check?

A: Any earnings can be retracted from the current pay check using a negative earnings amount for the earnings code originally used.

Q: To confirm, did I hear that "before-tax" means employee deduction and "non-taxable" means employer deduction?

A: Yes, that is correct. Before-tax and after-tax are employee deductions while Non-Taxable are typically employer deductions.

Q: I have 2 employees who were laid off and they have already received all of their severance pay. How do we continue to process their imputed life and group life insurance for the remainder of the 12 months?

A: Ensure the benefits are still active until the end of the year in Benefits. The deductions can be entered through SPOT for the employee after they are laid off.

Q: How can we change mode to correction mode?

A: You cannot, only Cardinal Post Production Support (PPS) has correction mode. To make a request for correction please submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal – Payroll Correction**" in the subject line. In the email, provide detailed information about the issue (i.e. functional area, page, actions). Be sure to include your name, email address, and a phone number where you can be reached.

Q: If a prenote runs and clears for a direct deposit account but later that account is removed and then added back again, will the prenote run again for that same account?

A: Yes, if a prior account is reentered, it will be prenoted again.

Q: At what point can a Payroll Administrator uncheck the prenote required option box? I tried when I was setting up the direct deposit and it did not allow me at that time.

A: The prenote required flag must be unchecked when you are entering the direct deposit. This must be done BEFORE the direct deposit is pulled into prenote. You can view the prenote status at the bottom of the Direct Deposit page. If you realized you did not uncheck the flag immediately after saving, you will need to insert a new row with a new effective date.

Q: If we need the employees check to come to the facility before using "due agency", what do we do to have it sent here, if not set it to "inactive"?

A: If the employee is receiving a check, then the checks would be distributed to you. If you have questions about when to use the "due agency" deduction, please contact SPO.

Q: Is there a way to delete a direct deposit prior to sending files to the bank? For example, noticed an error with employee's pay after confirmation (same day) submitted a reversal, can it be removed?

A: This process is handled by working with SPO, you will need to contact them for this type of scenario.

Q: Is there an audit trail query where we can see which user made which updates and when?

A: Currently there is not an audit trail query available. If a situation arises where you need this information submit a help desk ticket to vccc@vita.virginia.gov and include "Cardinal – Payroll Audit Trail" in the subject line. In the email, provide detailed information about your audit trail request (i.e., functional area, page, actions, error). Be sure to include your name, email address, and a phone number where you can be reached. Upon receipt of the ticket the Cardinal PPS Payroll team can review the audit table and provide the requested information.

Q: We are an interfacing agency, how and when can we see the payroll information in our accounting system (AIS)?

A: The information goes to GL on the GL Distribution schedule that SPO puts out. How this gets into your internal system we would not know. If you use the GL595 journal extract it may be read in from that.

Q: How do you get to the Employee Self Service (ESS) view?

A: Navigation: Payroll for North America > Payroll Processing USA > Produce Payroll > Review Self Service Paycheck

Q: For the tax query, is there a way to quickly find the FIT/SIT taxable differences if we want to look at the taxes for the year? Currently I filter the column for withholding only, then filter for the pay periods.

A: We are working on a new query to list the employees with FIT/SIT differences. In the meantime, you could extract FIT/SIT taxable gross for all employees and then manipulate and compare in Excel.

Q: For new agency employees, will there be payroll training provided?

A: We will begin offering HCM training sessions in early 2023, more information about training will be sent to HR/BN/TA/PY Admins in December 2022.

Q: For agencies not accepting Employee Self Service (ESS) direct deposit, can the employee continue to get the authorization form from Payline to submit for processing?

A: If the employee was paid from CIPPS, they can still pull the form from Payline. If they were not processed in CIPPS, Payline is not available to the employee.

Q: What reports should be used in place of the prior 10/33 balancing?

A: Refer to the Reports Crosswalk located under HCM Forms on the DOA Forms, Instructions, and Information page.

HCM Forms

Agency HCM Payroll Certification [PDF]
Balance Adjustments Request Form [Excel] - *Revised March 29, 2022*
Update Paysheets Request Form [Excel] - *Revised April 1, 2022*
HCM Check Reversal Form [PDF]
HCM Direct Deposit Reversal [Excel]
HCM Quarterly Recon and Certification Form [Excel] - *Revised July 6, 2022*
HCM VSDP Calculations [Excel]
Report Crosswalk [Excel]

Magnetic Media

If you are unable to identify one, please submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal – PY Reports**" in the subject line. In the email, provide detailed information about the report you are requesting (i.e., functional area, page, information). Be sure to include your name, email address, and a phone number where you can be reached.

Q: **Is there a query/report in Cardinal that will reflect the overtime hours that are being held (14 days) until the end of the pay period?**

A: There are time and labor reports that should show pending overtime. Reference the HCM Report Catalog for TA reports/queries. If you cannot find one, please submit a help desk ticket to vccc@vita.virginia.gov and include "**Cardinal –TA**" in the subject line. In the email, provide detailed information (i.e., functional area, page, etc.) and ask how to identify the OT pending payment. Be sure to include your name, email address, and a phone number where you can be reached.

Q: Will there be a demo for those of us balancing our first year end and first quarter in Cardinal?

A: SPO will be sending out the communication for the quarter and year end reconciliations.

Q: I need to take back an overpayment. Would I need to set that up as a deduction (we used to use "due agency") or would I reduce the gross pay by the overpayment amount?

A: You can enter a SPOT transaction with a negative amount to reduce the gross.