

Agency Responsibilities

1. Check myVRS Navigator **DAILY** for transactions that **failed to load** from Cardinal HCM.
 - Use the “ER Centralized State Systems – Cancelled Records Report” in myVRS Navigator to identify records that were not loaded. Reference: [VRS Employer Manual: Enroll and Maintain Employees](#) and search on Cancelled Records Report
 - When a Cardinal transaction cannot be loaded into myVRS Navigator, **the agency must enter the change manually** as indicated on the report.
2. Check Cardinal HCM **DAILY** for transactions that **failed to load** from myVRS Navigator.
 - Use the **VNAV Elections Upload Error (RHR149)** report in Cardinal HCM to identify retirement enrollment changes that were **not loaded** to Cardinal. This report can be run by From/To Date and we recommend running based on your last run date.
 - Navigation: Menu > Benefits > Reports > VNAV Elections Upload Err Rpt
 - Note: Use the [NAV225 Generating an HCM Report](#) job aid for support.
 - When a **PPS/buyback general deduction** cannot be loaded, the report provides the general deduction code, effective date, end date, and deduction amount. **Agency Payroll Administrators** will use this information to **key the general deduction into Cardinal HCM**, as needed.
3. **Savings and Retirement Plan Enrollment - Catch up** (especially for ORP)
 - Create a help desk ticket by sending an email to vccc@vita.virginia.gov and include “**Cardinal - VRS Enrollment/Correction** (select appropriate option) **for Name (add name of employee)**” in the subject line.
 - In the email, provide the **employee's name** and **11-digit Cardinal Employee ID (EMPLID)**.
 - Include a **screenshot** of the election in myVRS Navigator (Person Account tab).
 - Include your name, agency, email address, and a phone number where you can be reached.

Cardinal HCM Responsibility

The Cardinal PPS BN Team will continue to resolve any retirement and hybrid savings plan errors arising from the VRS NVAV Election Upload into Cardinal HCM.

Questions?

If you have functional/technical questions, submit a help desk ticket to vccc@vita.virginia.gov and include “Cardinal - ...” in the subject line with a brief summary for routing.

- In the email, provide detailed information about your issue (i.e., functional area, page, actions, error).
- Include your name, email address, and a phone number where you can be reached.