

Approving and Denying Documents Overview

This Job Aid provides step-by-step instructions for Benefits Administrators (BAs) on how to review, approve, and deny documentation submitted by employees through the ESS Life Event process in Cardinal. It outlines how to review uploaded documents, determine whether they meet requirements, approve or deny documentation, update dependent status, and ensure employees receive accurate system notifications. The Job Aid also describes the correct sequence for approving dependents and documentation to maintain proper workflow and support employees as they complete benefit enrollments for newly added dependents.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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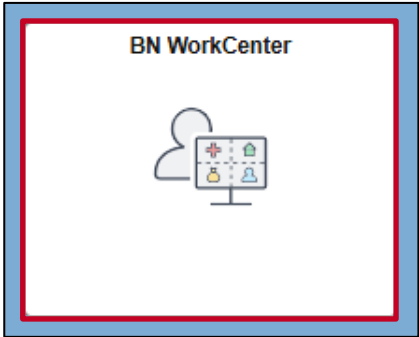
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Revision History

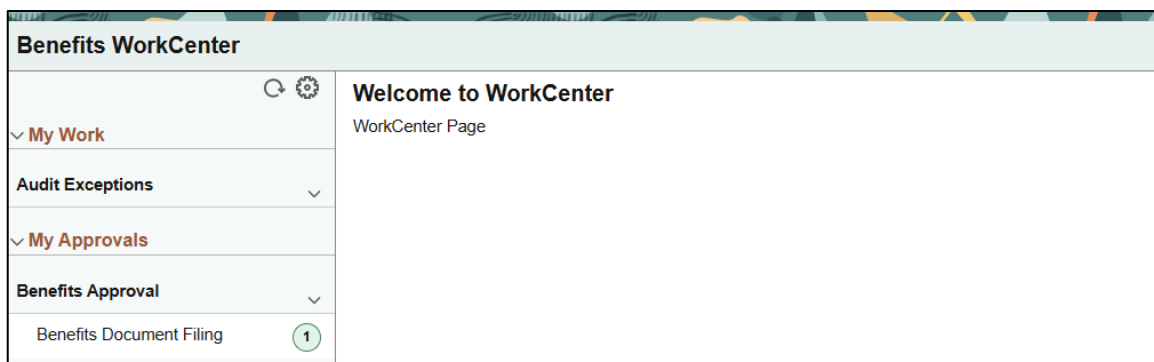
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
1/2/2026	Baseline.

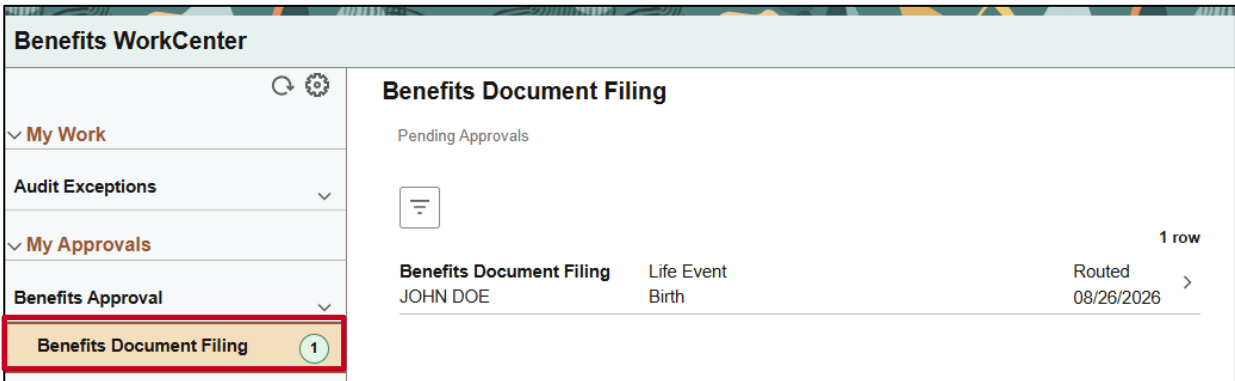
Reviewing Uploaded ESS Life Event Required Documentation

Step	Action
1.	Navigate to the Benefit Document Filing page by clicking the BN WorkCenter tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning .

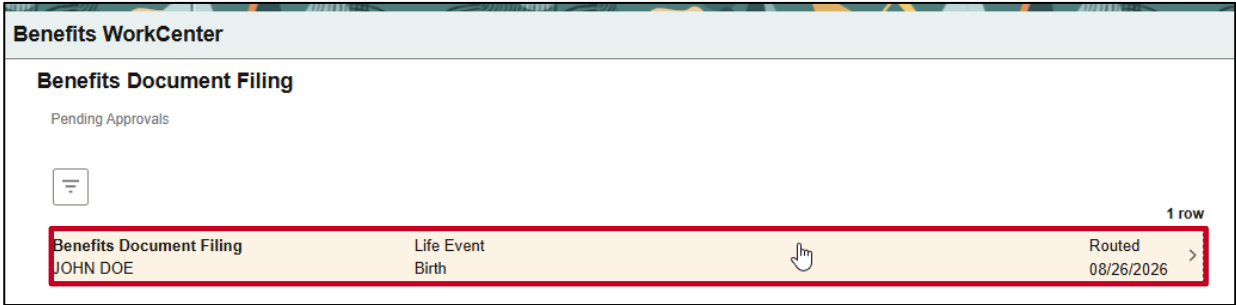
The **Benefits WorkCenter** page displays.

Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles.

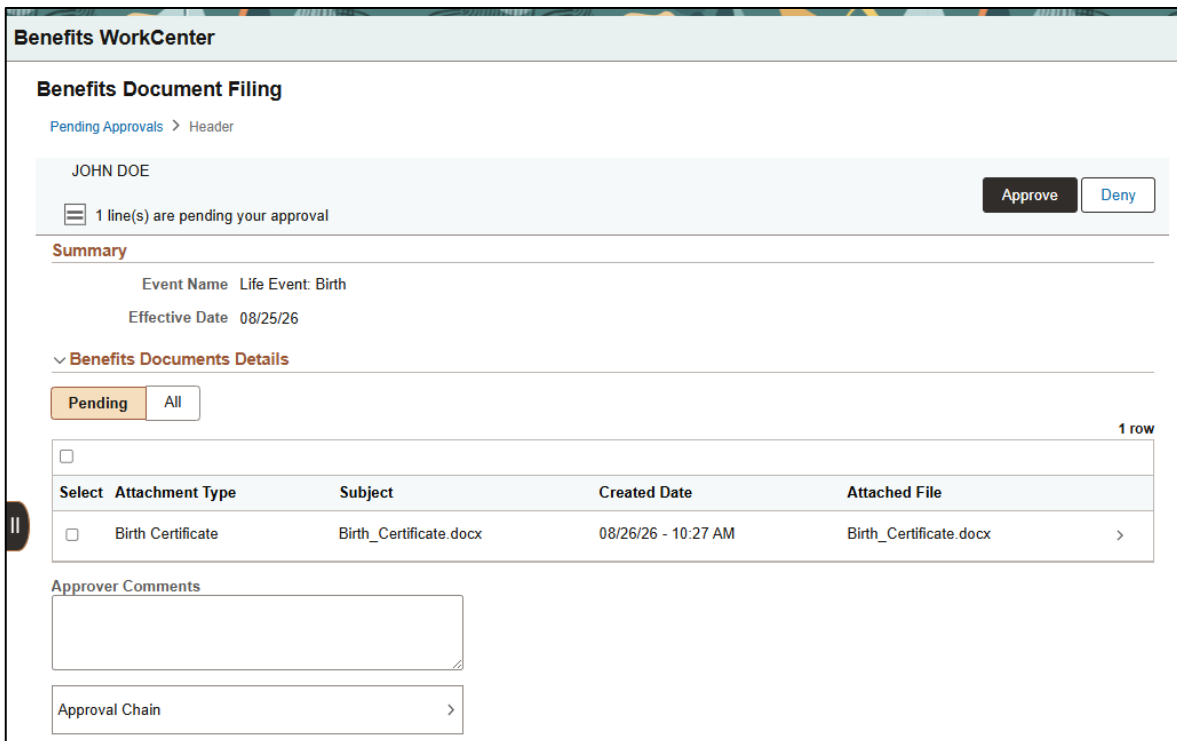


2.	Use the following navigation path in the WorkCenter: My Approvals > Benefits Approval > Benefits Document Filing 
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Step	Action
	For more information pertaining to Document Approval, see the Job Aid titled BN361 Creating and Completing a Life Event on Behalf of an Employee located on the Cardinal website in Job Aids under Learning .
	If the employee has started a Life Event through ESS but prefers to provide a hard copy to the BA, the employee will have to cancel the life event and reach out to their BA.
3.	Select the applicable pending approval document. 

The **Benefits Document Filing** page redispays with the applicable dependent's required document.



Benefits WorkCenter

Benefits Document Filing

Pending Approvals > Header

JOHN DOE

1 line(s) are pending your approval

Summary

Event Name Life Event: Birth

Effective Date 08/25/26

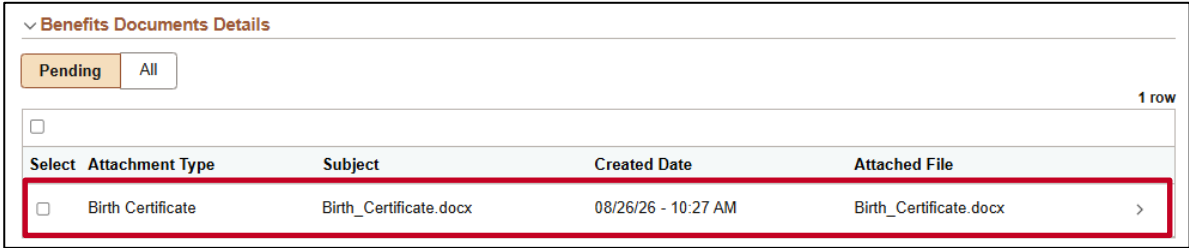
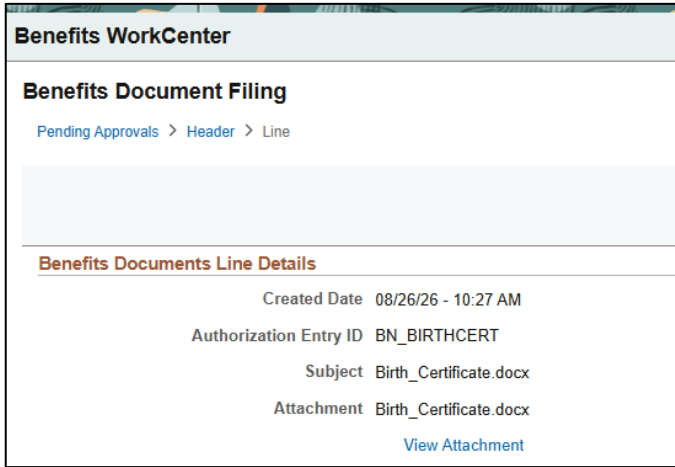
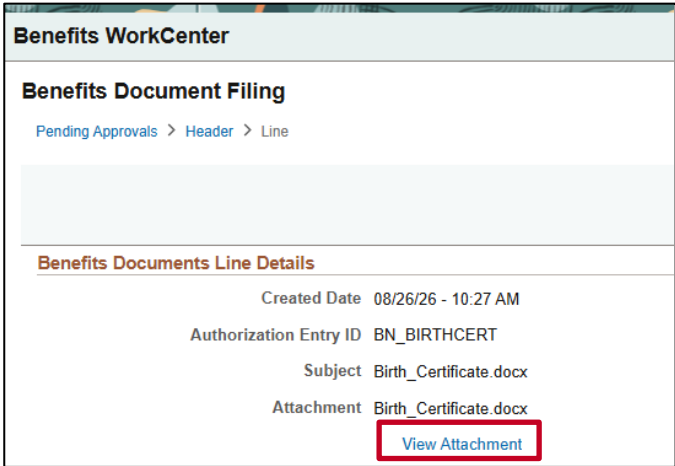
Benefits Documents Details

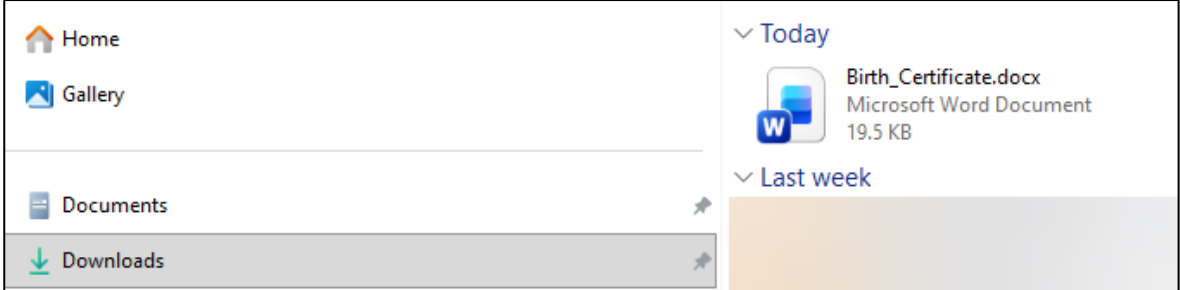
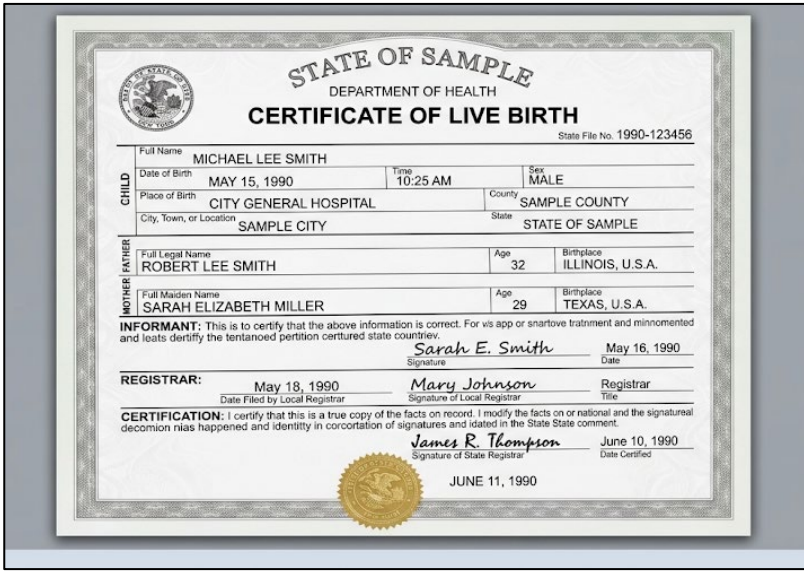
Pending All

Select	Attachment Type	Subject	Created Date	Attached File
☐	Birth Certificate	Birth_Certificate.docx	08/26/26 - 10:27 AM	Birth_Certificate.docx

Approver Comments

Approval Chain

Step	Action
4.	Click on the attachment in the Benefits Documents Details section to review the uploaded documentation. 
The Benefits Document Filing page redispays with the attachment details. 	
5.	Click the View Attachment link. Note: The document will download to the user's local drive. 

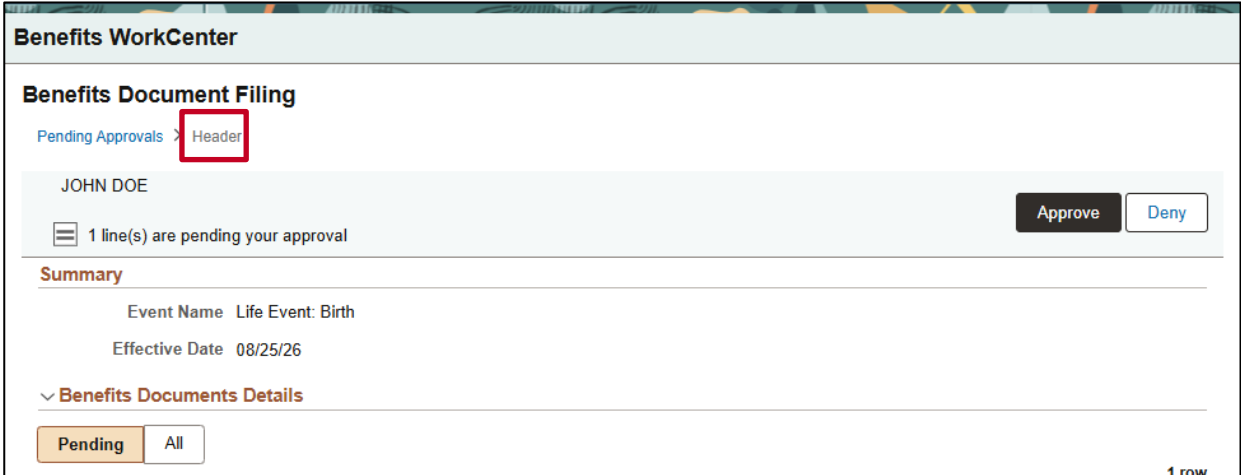
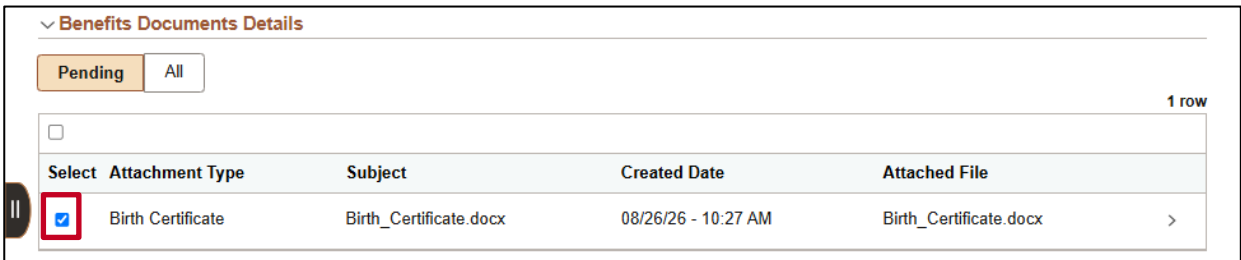
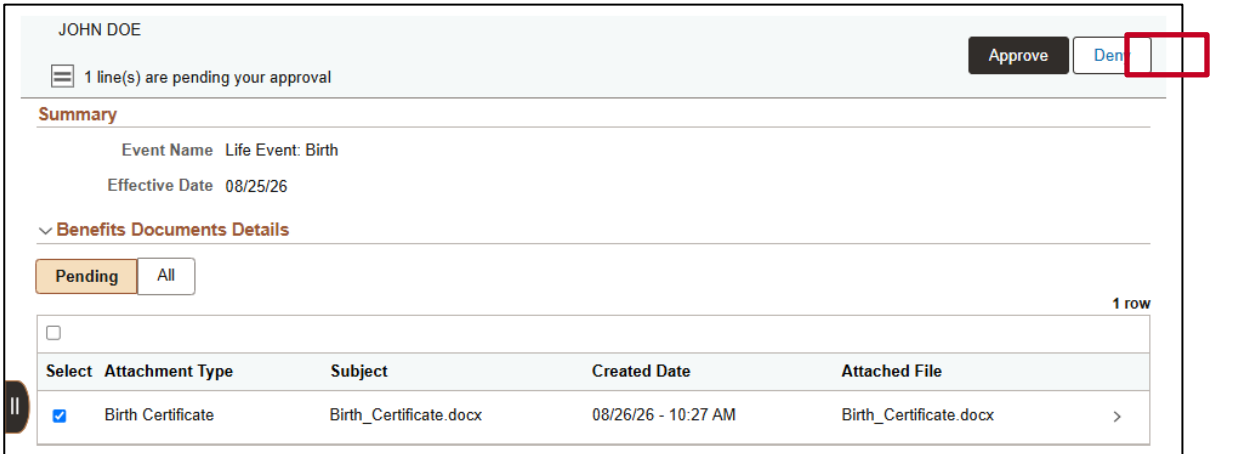
Step	Action
6.	Search for and find the document on the local hard drive. 
7.	Select the applicable document to review. 
8.	Review the document and ensure the information aligns with the ESS information input by the employee. 

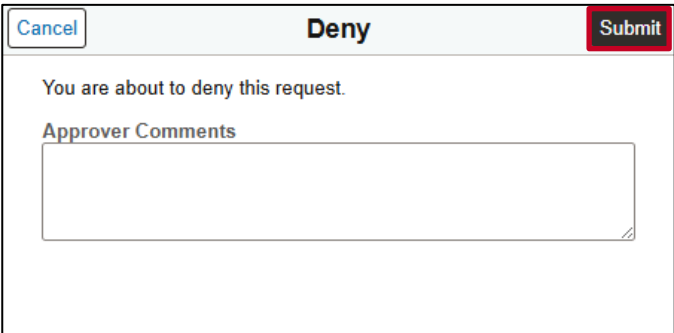


Step	Action
9.	If the documentation is deemed acceptable by the BA and the documentation needs to be approved, proceed to Step 10 in the Approving a Dependent Submitted Through ESS Life Event section of this Job Aid. If the documentation is deemed unacceptable by the BA and the documentation needs to be denied, proceed to Step 10 in the Denying Uploaded ESS Life Event Required Documentation section of this Job Aid.

Denying Uploaded ESS Life Event Required Documentation

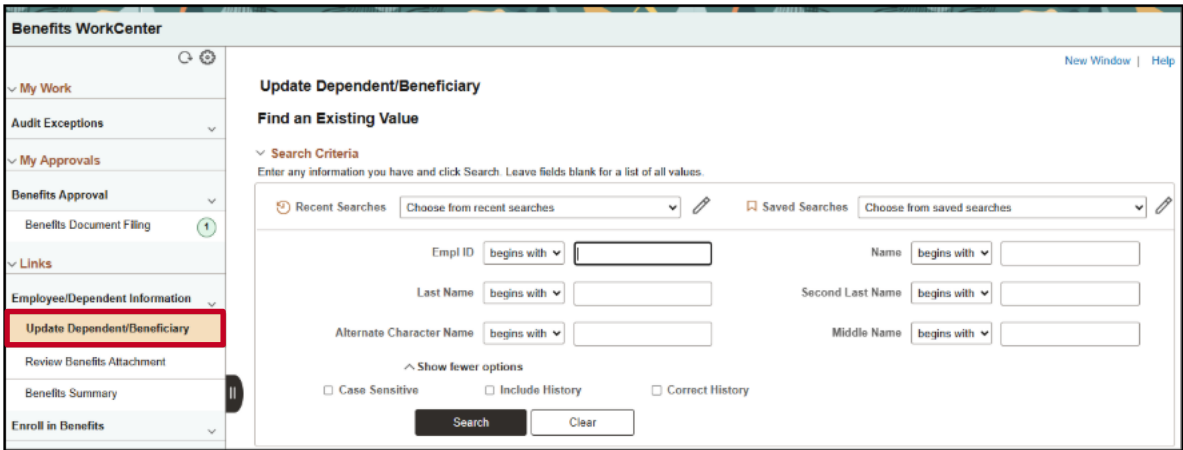
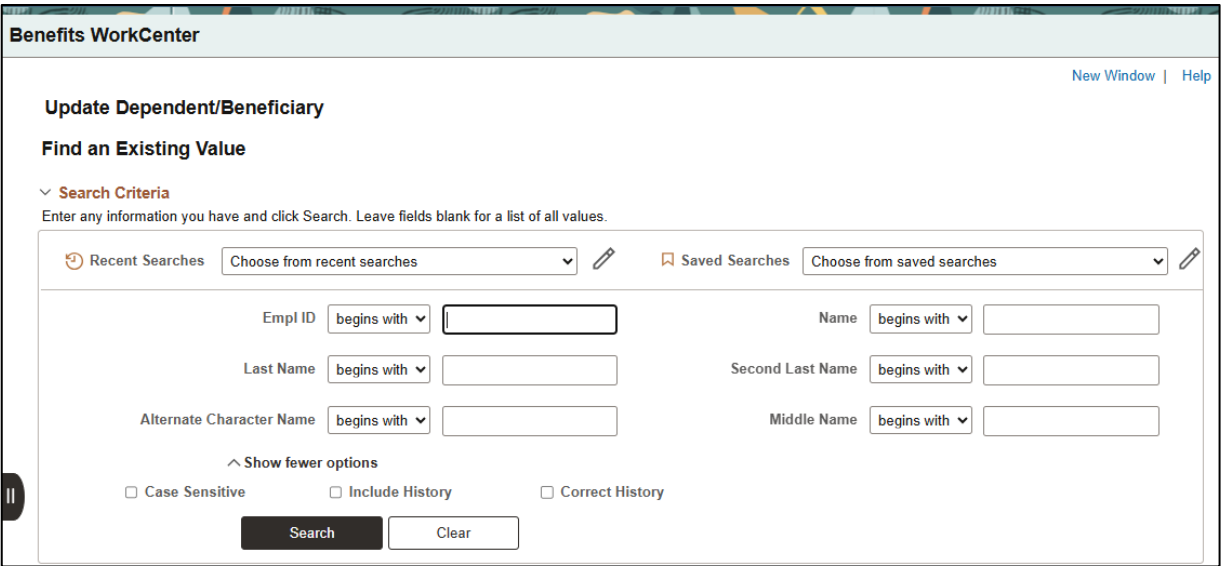
After the documentation is reviewed and is deemed unacceptable, the documentation needs to be denied.

Step	Action
10.	Select the Header option from the breadcrumb trail to move backwards in the process. 
11.	Select the applicable documentation with the select button. 
12.	Click the Deny button. 

Step	Action
	The Deny page displays in a pop-up window. Note: Any comments added to the Approver Comments section will not be shared with the employee. 
13.	Click the Submit button. 
	The employee will be notified via email that the documentation uploaded was denied. Note: The employee will need to delete out the denied documentation before uploading new/correct documentation.

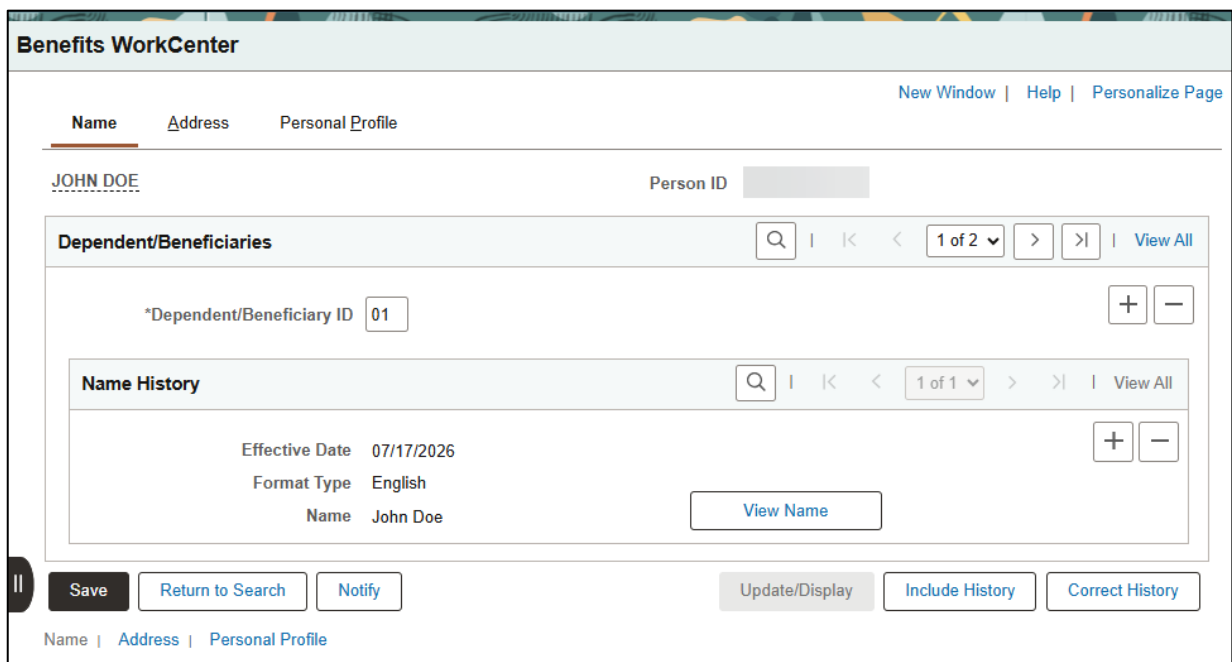
Approving a Dependent Submitted Through ESS Life Event

After the documentation has been reviewed and deemed acceptable, do not approve the documentation yet. First, approve the dependent.

Step	Action
10.	Use the following navigation path in the WorkCenter: Links > Employee Dependent Information > Update Dependent/Beneficiary Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	The Update Dependent/Beneficiary Find an Existing Value Search 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.

Step	Action
11.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search by name using the corresponding fields. However, it is recommended to use the Employee ID as it is a unique identifier for each employee. Empl ID begins with ▼
12.	Click the Search button. Search Clear

The **Dependent/Beneficiaries** page displays.



Benefits WorkCenter

[New Window](#) | [Help](#) | [Personalize Page](#)

[Name](#) | [Address](#) | [Personal Profile](#)

JOHN DOE Person ID

Dependent/Beneficiaries | | | 1 of 2 |

*Dependent/Beneficiary ID

Name History | | | 1 of 1 |

Effective Date 07/17/2026

Format Type English

Name John Doe

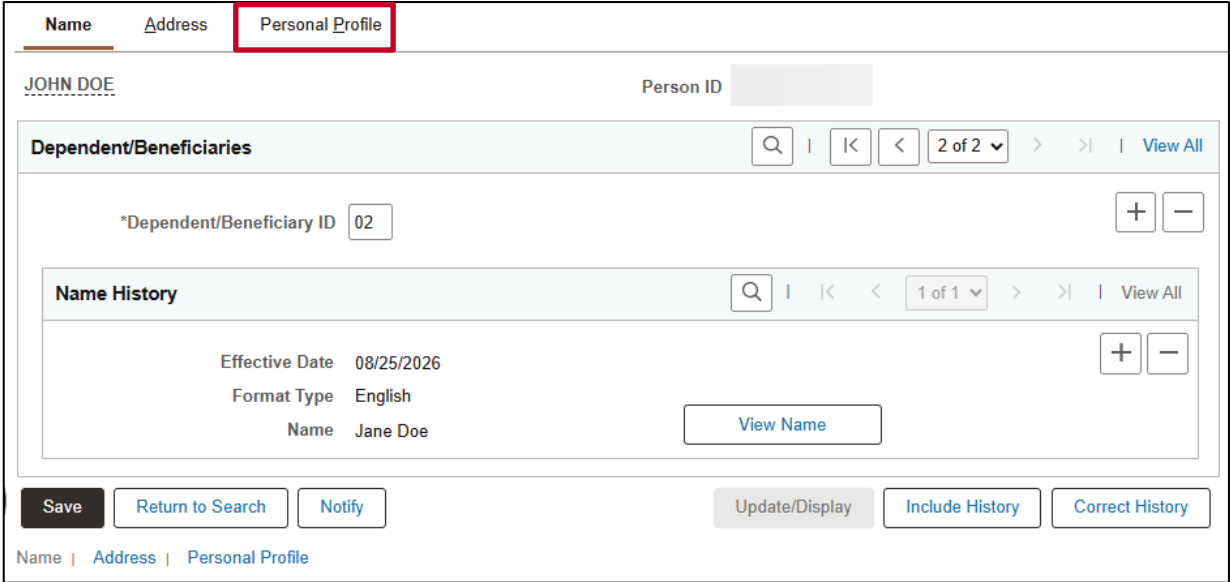
[Name](#) | [Address](#) | [Personal Profile](#)

13.	Click the Show next row button (>) in the Dependents/Beneficiaries section to find the applicable dependent that needs updating. Dependent/Beneficiaries Search Previous Next 1 of 2 Next View All *Dependent/Beneficiary ID 01 + -
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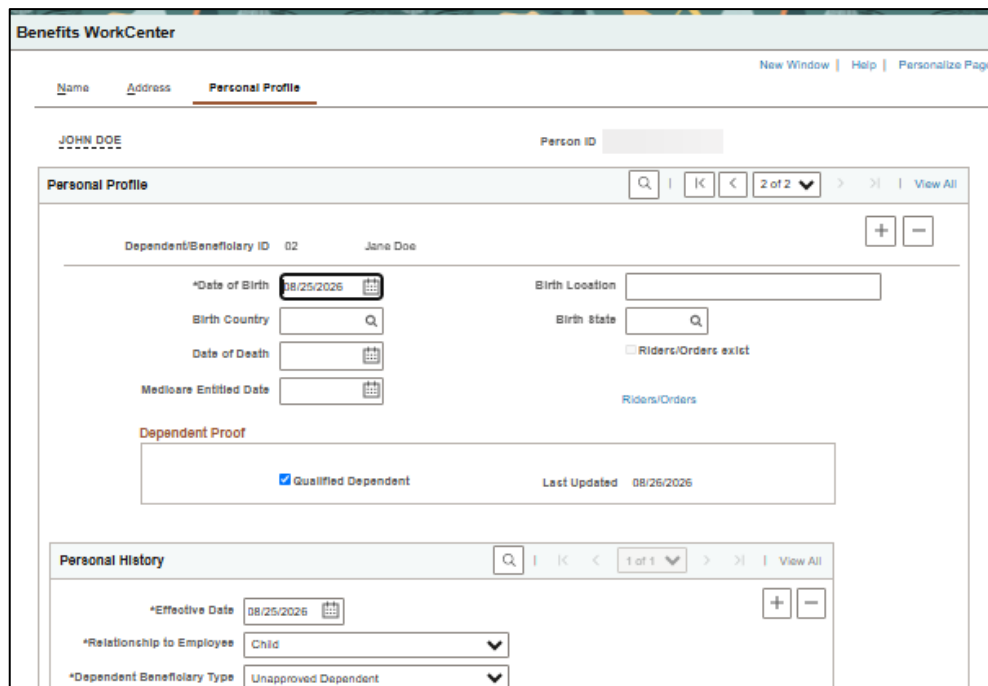


Benefits Job Aid

BN361 Approving and Denying Documents

Step	Action
14.	Once the applicable dependent appears, click the Personal Profile tab. 

The **Personal Profile** page displays.



Benefits WorkCenter

Name Address **Personal Profile**

JOHN DOE Person ID

Dependent/Beneficiaries

*Dependent/Beneficiary ID 02

Name History

Effective Date 08/25/2026

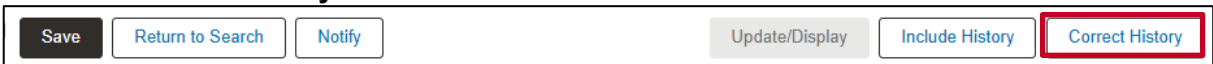
Format Type English

Name Jane Doe

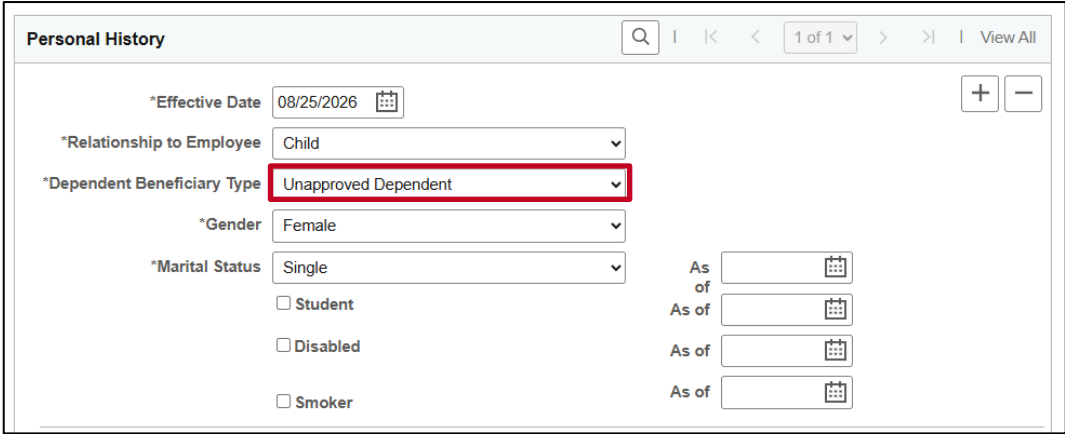
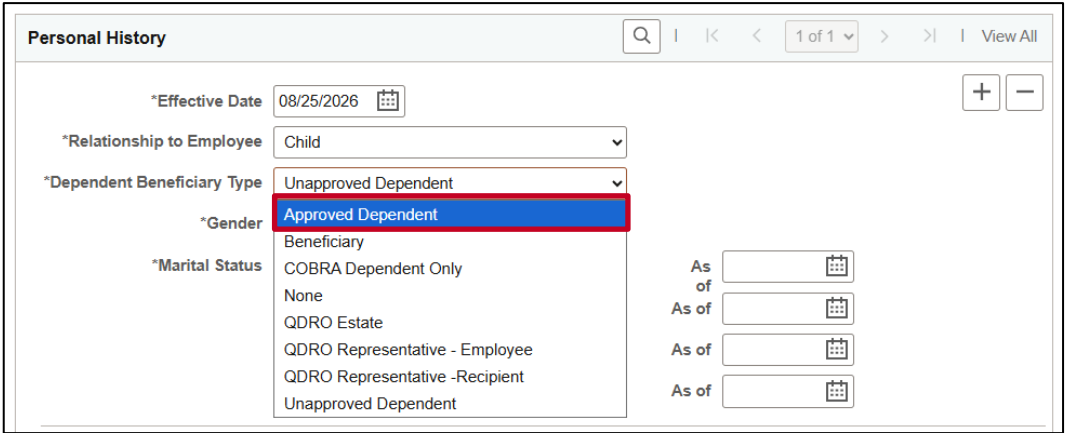
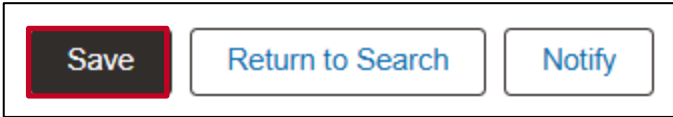
View Name

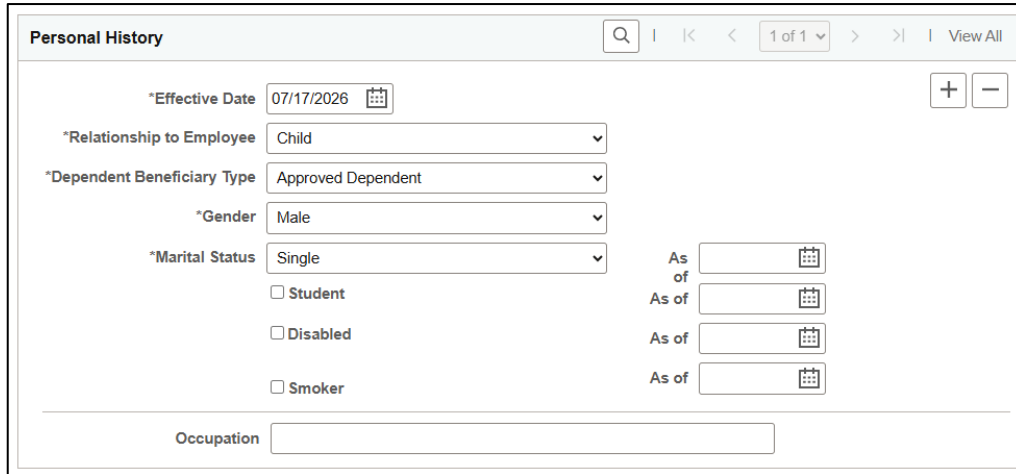
Save Return to Search Notify Update/Display Include History Correct History

Name | Address | Personal Profile

15.	Click the Correct History button. 
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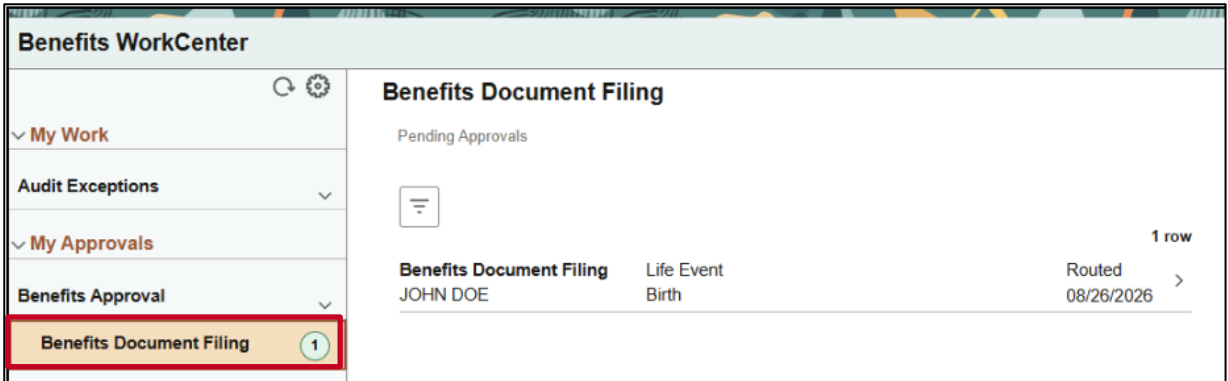
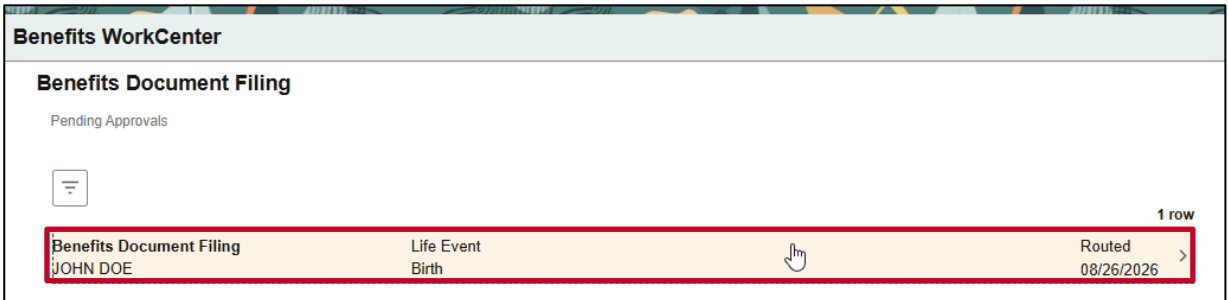


Step	Action
16.	Click the Dependent Beneficiary Type field.  The screenshot shows the 'Personal History' form. The 'Dependent Beneficiary Type' dropdown menu is open, and 'Unapproved Dependent' is selected and highlighted with a red box. Other fields include 'Effective Date' (08/25/2026), 'Relationship to Employee' (Child), 'Gender' (Female), and 'Marital Status' (Single). There are also checkboxes for 'Student', 'Disabled', and 'Smoker', and 'As of' date fields.
17.	Click the Approved Dependent option.  The screenshot shows the 'Personal History' form. The 'Dependent Beneficiary Type' dropdown menu is open, and 'Approved Dependent' is selected and highlighted with a red box. Other fields include 'Effective Date' (08/25/2026), 'Relationship to Employee' (Child), 'Gender' (Beneficiary), and 'Marital Status' (COBRA Dependent Only). There are also checkboxes for 'None', 'QDRO Estate', 'QDRO Representative - Employee', 'QDRO Representative - Recipient', and 'Unapproved Dependent', and 'As of' date fields.
18.	Click the Save button.  The screenshot shows three buttons: 'Save', 'Return to Search', and 'Notify'. The 'Save' button is highlighted with a red box.

Step	Action
	The Personal Profile page refreshes with the updated Personal History section. 
	After updating the Dependent to “Approved”, proceed to the Approving Uploaded ESS Life Event Required Documentation section of this Job Aid.

Approving Uploaded ESS Life Event Required Documentation

After the documentation is deemed acceptable and the dependent status is updated to “Approved Dependent”, approve the documentation so the employee is notified and can proceed with enrolling their new dependent in benefits.

Step	Action
1.	Return to the Benefits Document Filing page. 
2.	Select the applicable pending approval document. 

Step	Action
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The **Benefits Document Filing** page redispays with the applicable dependent's required document.

Benefits WorkCenter

Benefits Document Filing

[Pending Approvals](#) > [Header](#)

JOHN DOE

1 line(s) are pending your approval

Approve

Deny

Summary

Event Name Life Event: Birth

Effective Date 08/25/26

Benefits Documents Details

Pending All

1 row

Select	Attachment Type	Subject	Created Date	Attached File
☐	Birth Certificate	Birth_Certificate.docx	08/26/26 - 10:27 AM	Birth_Certificate.docx >

Approver Comments

Approval Chain >

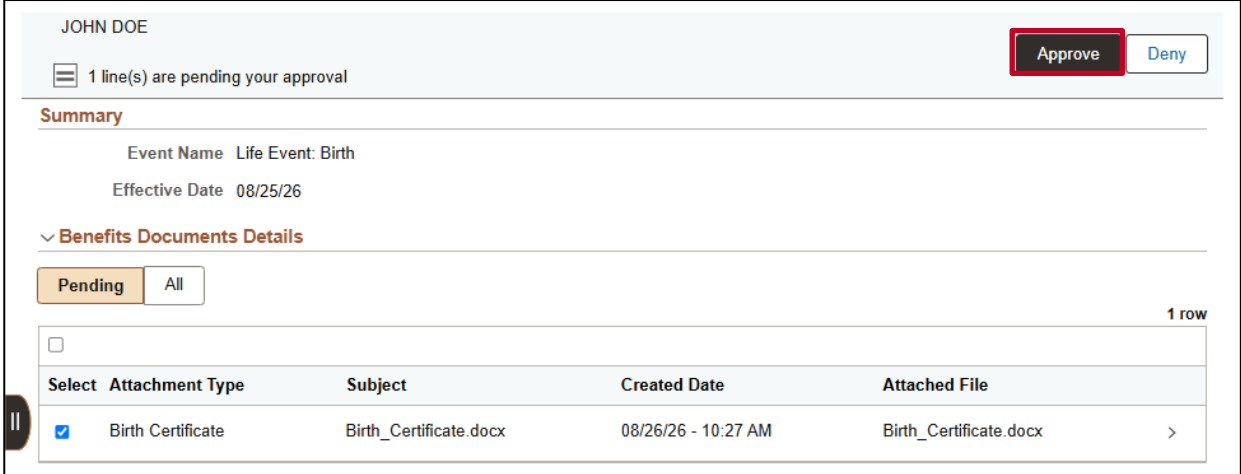
3. Select the applicable documentation with the **Select** button.

Benefits Documents Details

Pending All

1 row

Select	Attachment Type	Subject	Created Date	Attached File
☒	Birth Certificate	Birth_Certificate.docx	08/26/26 - 10:27 AM	Birth_Certificate.docx >

Step	Action
4.	Click the Approve button. 
The Approve page will display in a pop-up window. Note: Any comments added to the Approver Comments section will not be shared with the employee. 	
5.	Click the Submit button. 
	The employee will be notified via email that the documentation uploaded was approved and the ESS Benefits Enrollment step can be started.

Employee Unable to Upload Required Documentation

If an employee is unable or prefers not to upload their required documentation through ESS, they should **cancel the ESS Life Event and contact their Agency Benefits Administrator (BA)** for assistance. The BA will then transition the employee to a paper-based process.



Note: BAs should not upload documents on behalf of employees in the system, as Cardinal is not intended to serve as a repository for manually submitted documents.

1. **Employee responsibilities:**
 - a. Complete the applicable paper enrollment form
 - b. Provide the required supporting documentation directly to the BA
2. **Benefits Administrator responsibilities:**
 - a. Use the Life Event tool to manually create a Benefit Event for the employee
 - b. Enter the employee's benefit elections and process the event using the required paper documentation