



Re-opening and Reprocessing a Benefit Event Overview

This Job Aid provides the step-by-step instructions utilized by an Agency Benefits Administrator (BA) to re-open and reprocess a Benefit Event after the Benefit Event was validated and finalized. Re-opening a Benefit Event may be required in any of the following circumstances:

- Additional dependents need to be enrolled
- Additional enrollments need to be completed
- Updates or corrections to the enrollments or dependents information are needed

Benefit Events should only be re-opened within their original enrollment window. Request permission from the Office of Health Benefits (OHB) prior to re-opening a Benefit Event outside of the original enrollment window.

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.

Table of Contents

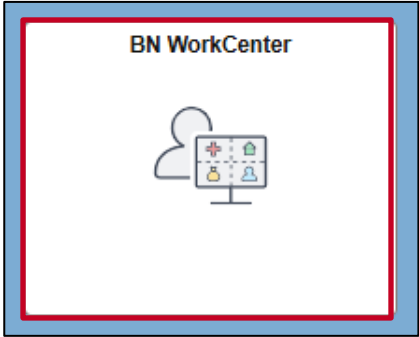
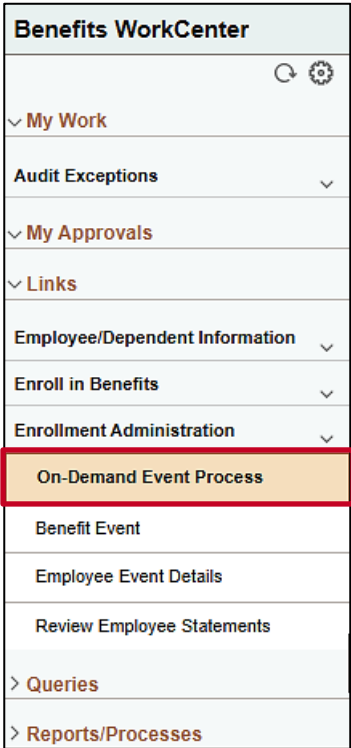
Revision History	2
Re-opening and Reprocessing a Benefit Event.....	3



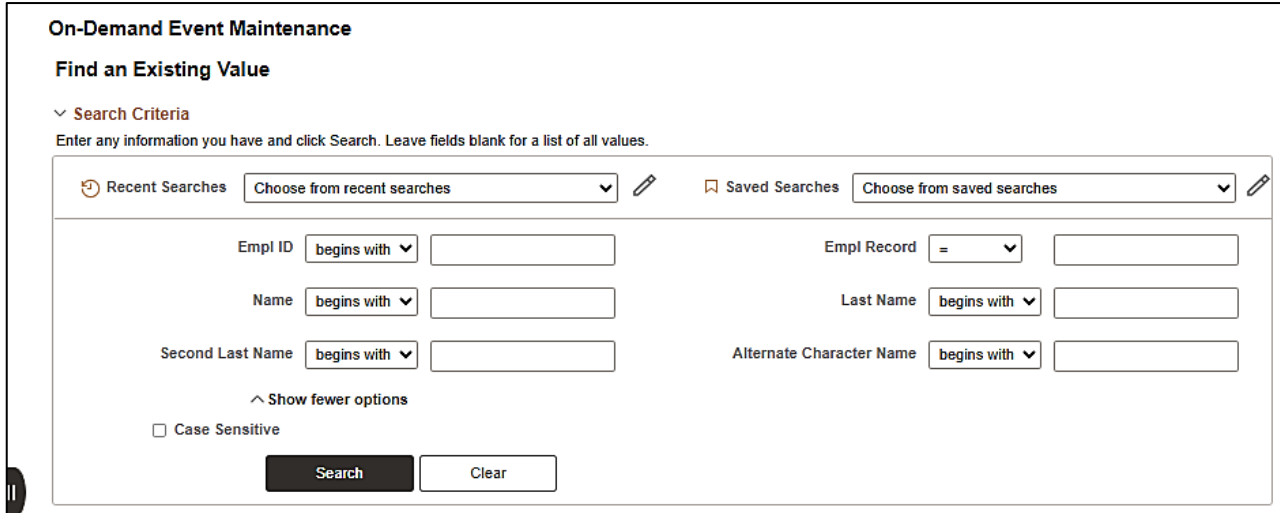
Revision History

Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
12/22/2025	Revised with updated screenshots, extra steps, and additional notes added.
3/1/2025	Updated the screenshots of the Search pages (Section 1 , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Re-opening and Reprocessing a Benefit Event

Step	Action
1.	Navigate to the On-Demand Event Process 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.
2.	Use the following navigation path in the WorkCenter: Links > Enrollment Administration > On-Demand Event Process Note: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

BN361 Re-opening and Reprocessing a Benefit Event

Step	Action
	The On-Demand Event Maintenance 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 located on the Cardinal website in Job Aids under Learning.
3.	Enter the employee's Employee ID in the Empl ID field. Note: Users can also search for the applicable employee using the various Name fields if the Employee ID is not known. However, it is recommended to use the Employee ID as every employee will have a unique Employee ID. 
4.	Click the Search button. 



Benefits Job Aid

BN361 Re-opening and Reprocessing a Benefit Event

Step	Action
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The **On-Demand Event Process** page displays for the applicable employee.

Person ID [] Ben Record 0

Activity Date [] Source [] Pending Activities 0 Show Activities Action

Event ID 0 Event Date [] Status [] Class [] Event Status Update

Prepare Options

Enrollment Statement Run Date

Frequency
☒ Deduction Frequency ☐ Annual Frequency

Election Entry Entered 0 of 0 Show Plans

Validate/Finalize Errors 0 Show Errors ☐ Finalize/Apply Defaults

Confirmation Statement Run Date

Reprocess Process Indicator N Normal Processing

Save Return to Search Notify



The **Pending Activities** field displays a “0” as there are no Benefit Events for this employee that are open for processing.

5. Click the **Event Status Update** button.

The **BenAdmin Event Status Update** page displays in a pop-up window.

Empl ID [] Ben Record 0

Event Status Update

Schedule ID EM00 Event Date 05/01/2026 Event ID 3 Event Class MAR Marriage Event Priority 420 Benefit Program SAL Process Status Finalized - Enrolled Action Source Manual Event

☐ Event Disconnected

☐ Address Eligibility Changed
☐ MultiJob Indicator Changed
☐ Job Eligibility Changed
☐ Event Out of Sequence
☐ Finalize/Apply Defaults

Print Option Print Confirmation Forms Only

*Process Normal Processing

*Event Status Closed to Processing

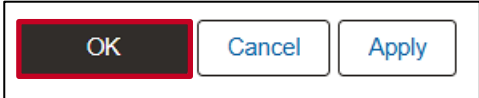
Schedule ID 257COV Event Date 07/01/2025 Event ID 0 Event Class OE Open Enrollment

☐ Event Disconnected

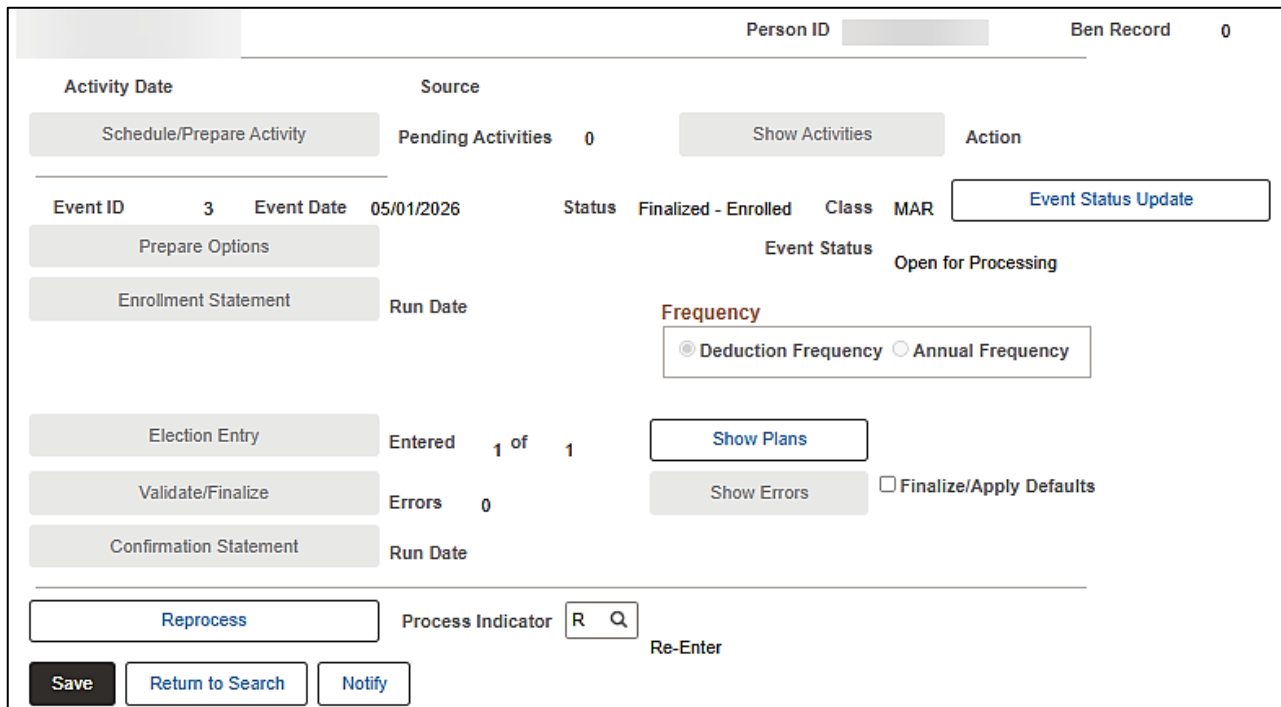
☐ Address Eligibility Changed
☐ MultiJob Indicator Changed
☐ Job Eligibility Changed
☐ Event Out of Sequence



BN361 Re-opening and Reprocessing a Benefit Event

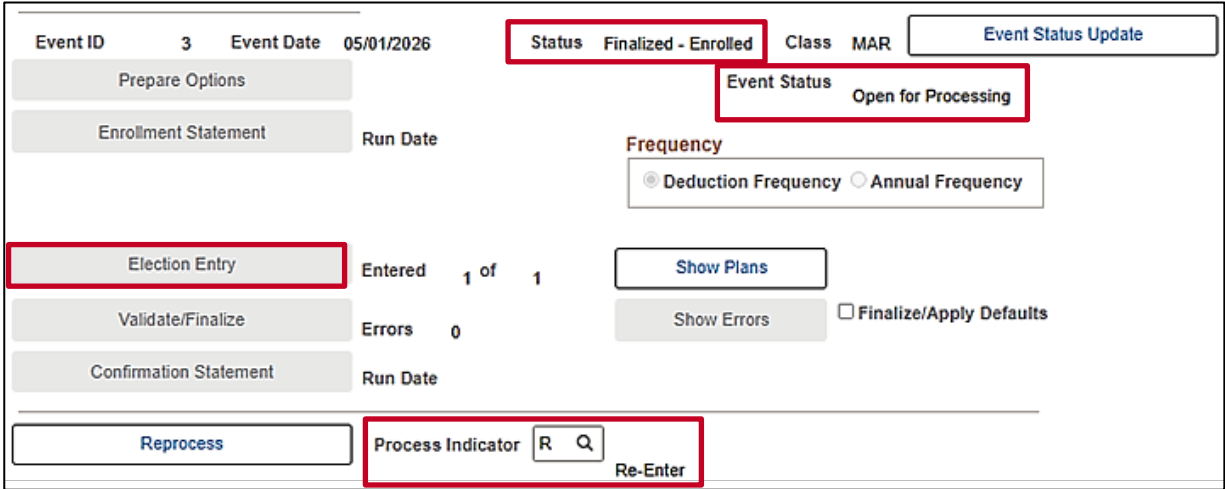
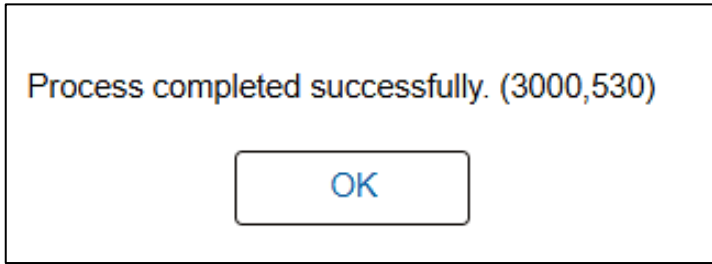
Step	Action
	Review the Benefit Event information (e.g., Event Class , Event Date fields) to ensure that the correct Benefit Event is displayed. Use the scroll bar on the right side of the page as needed to navigate to the applicable Benefit Event.
6.	Click the Process dropdown button and select “Re-Enter”. 
7.	Click the Event Status dropdown button and select “Open for Processing”. 
8.	Click the OK button. 

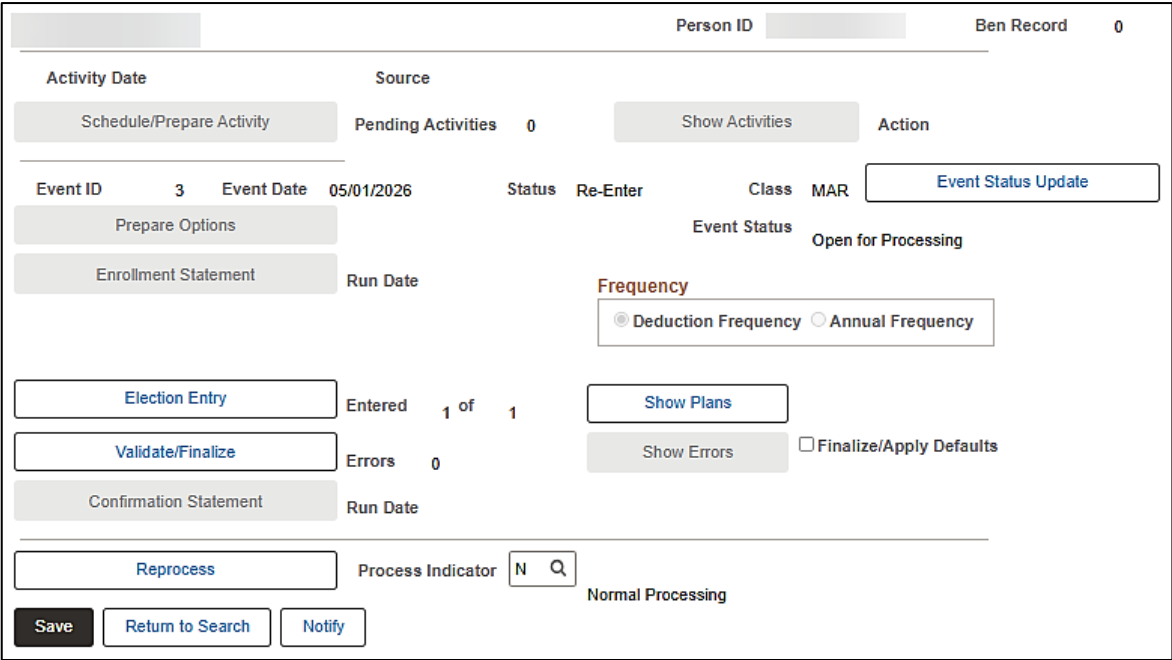
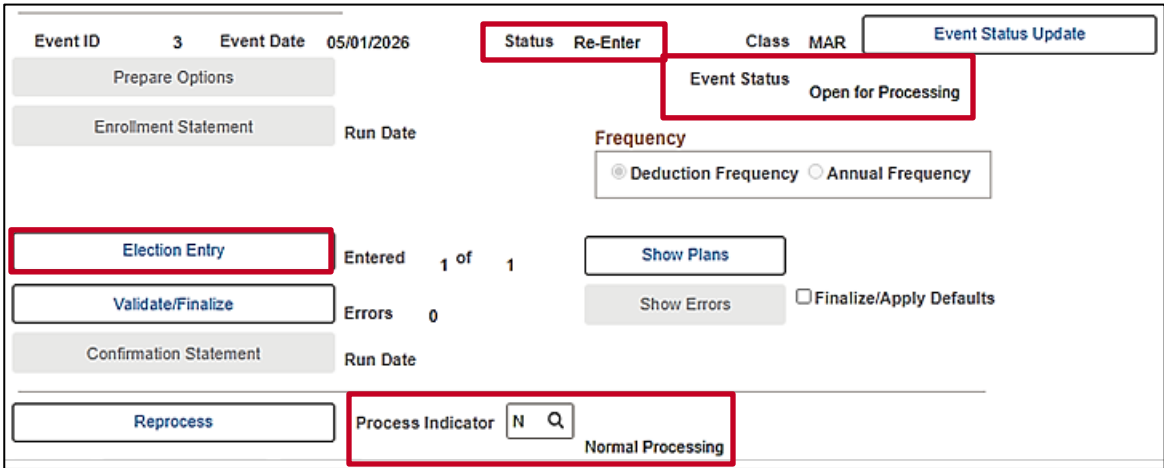
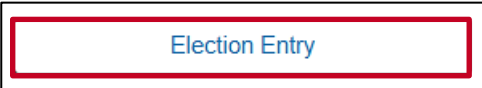
The **On-Demand Event Process** page redisplay with the applicable Benefit Event.



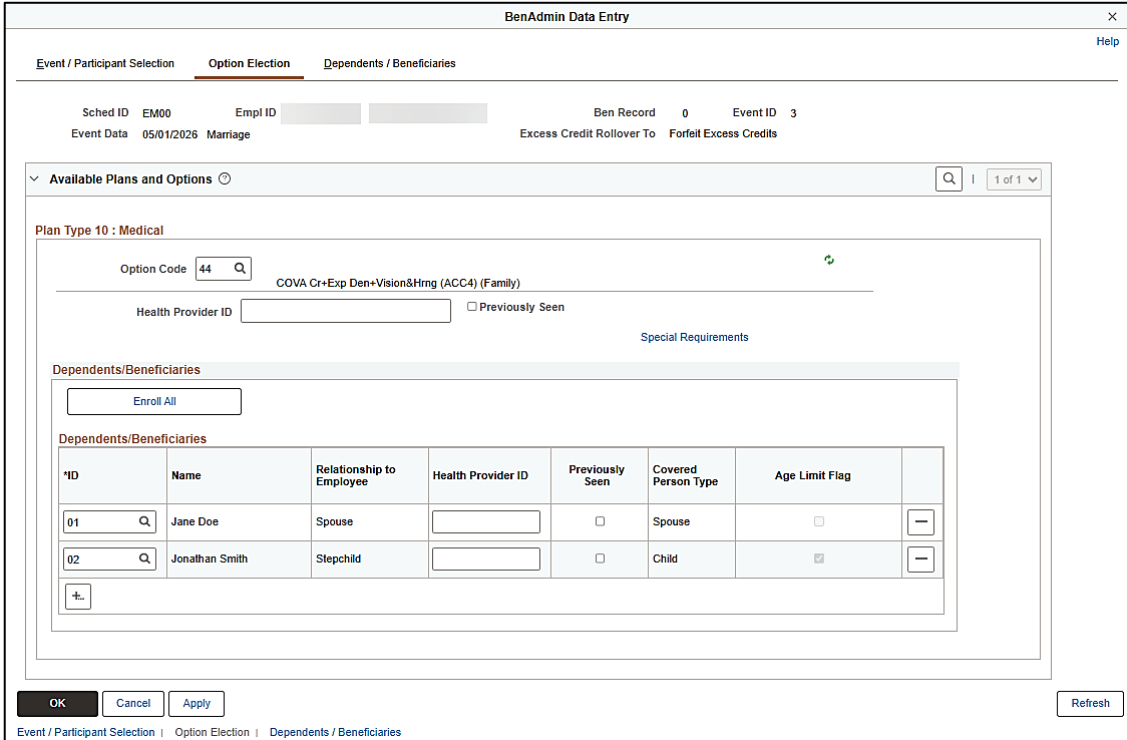
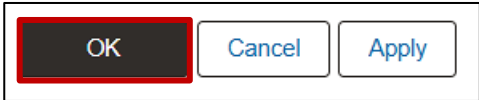
The screenshot displays the 'On-Demand Event Process' page. At the top right, there are fields for 'Person ID' and 'Ben Record' (0). Below this, a table lists various activities: 'Schedule/Prepare Activity', 'Pending Activities' (0), 'Show Activities', and 'Action'. The 'Event ID' is 3, 'Event Date' is 05/01/2026, 'Status' is 'Finalized - Enrolled', and 'Class' is 'MAR'. The 'Event Status' is 'Open for Processing'. There are buttons for 'Event Status Update', 'Prepare Options', 'Enrollment Statement', 'Run Date', 'Frequency' (with radio buttons for 'Deduction Frequency' and 'Annual Frequency'), 'Election Entry', 'Entered' (1 of 1), 'Show Plans', 'Validate/Finalize', 'Errors' (0), 'Show Errors', 'Finalize/Apply Defaults', 'Confirmation Statement', 'Run Date', 'Reprocess', 'Process Indicator' (R), 'Q', 'Re-Enter', 'Save', 'Return to Search', and 'Notify'.

BN361 Re-opening and Reprocessing a Benefit Event

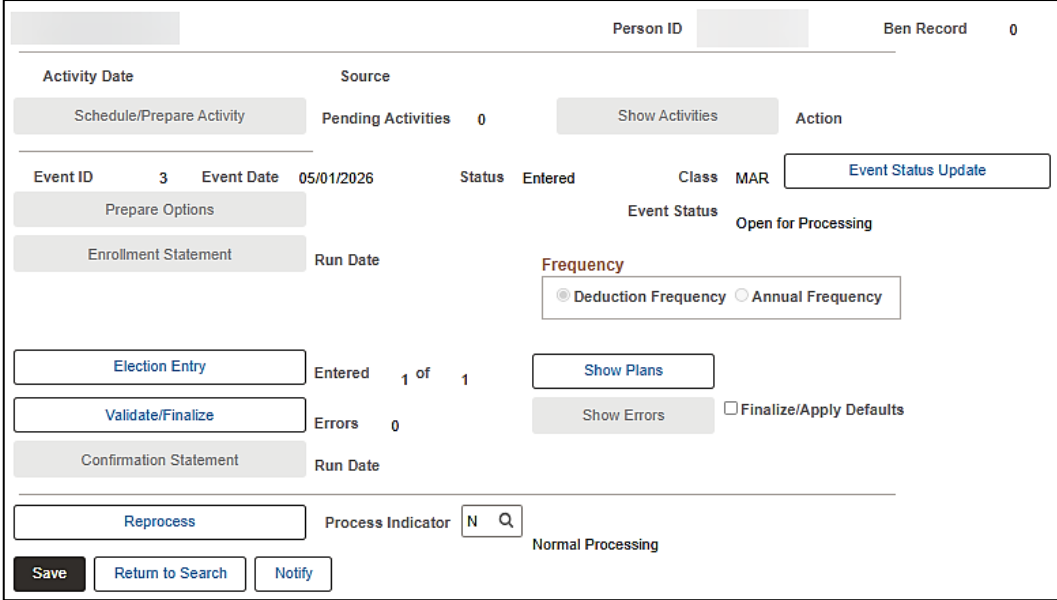
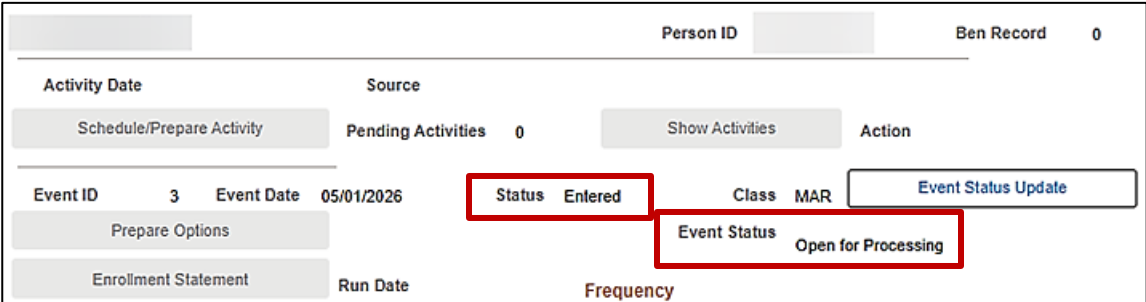
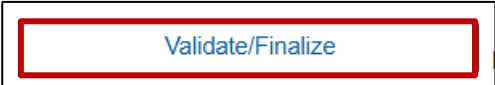
Step	Action
	The Status field still displays “Finalized – Enrolled”. The Event Status field now displays as “Open for Processing”. The Process Indicator field displays an “R” for Re-Enter. Notice that the Election Entry button is disabled. 
9.	Click the Reprocess button. 
	A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. 
10.	Click the OK button. 

Step	Action
	The On-Demand Event Process page redisplay. 
	The Status field now displays “Re-Enter”. The Event Status field still displays as “Open for Processing”. The Process Indicator field now displays an “N” for Normal Processing. Notice that the Election Entry button is enabled. 
11.	Click the Election Entry button. 

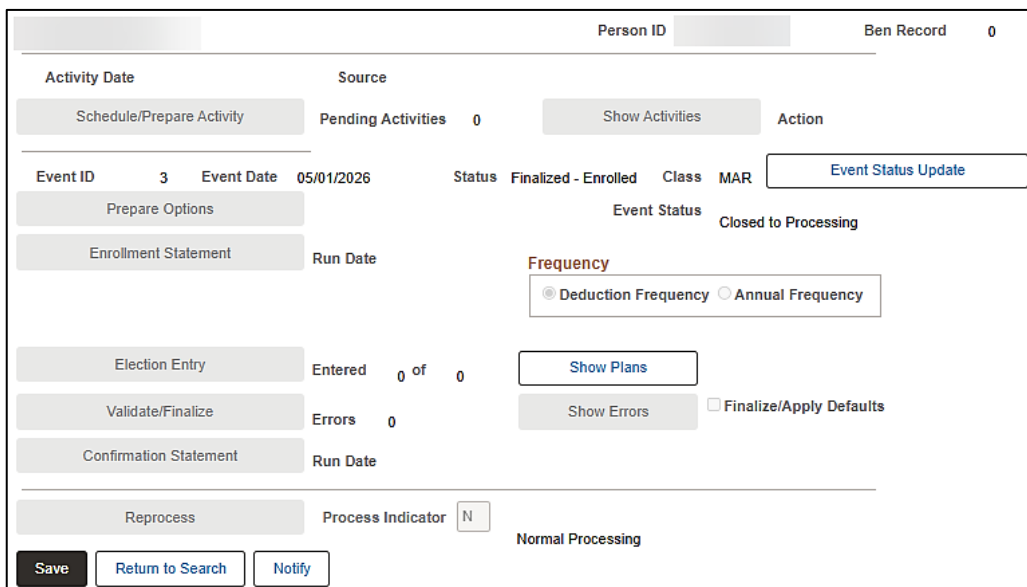
BN361 Re-opening and Reprocessing a Benefit Event

Step	Action
	The BenAdmin Data Entry page displays in a pop-up window with the Option Election tab displayed by default. 
	The Benefit Event can now be completed or updated as needed.
12.	Enter the applicable information to complete or update the Benefit Event.
13.	Click the OK button at the bottom of the page once all Benefit Event information has been completed/updated. 

BN361 Re-opening and Reprocessing a Benefit Event

Step	Action
	The On-Demand Event Process page redisplay. 
	The Status field will now display as “Entered”. The Event Status field will still display as “Open for Processing”. 
14.	Click the Validate/Finalize button. 
	This process will validate that all the elections are valid, close the Benefit Event, and update the Base Benefits Tables.

BN361 Re-opening and Reprocessing a Benefit Event

Step	Action
	A Confirmation message displays in a pop-up window to acknowledge that the manual Benefits Administration process has been completed successfully. Process completed successfully. (3000,530) OK
15.	Click the OK button to close the message. OK
	The On-Demand Event Process page redisplay. 
	The Status field will now display as “Finalized-Enrolled”. The Event Status field will display as “Closed to Processing”. 