Upload Error Report Troubleshooting Overview

This Job Aid is designed to walk through the most common errors that may be reflected on the following reports and how to troubleshoot the issues:

- The **Defined Contribution Elections Upload Error Report** is used to identify the transactions that the Defined Contributions Upload interface could not update in Cardinal, or which appear as warnings/informational.
- The **FBMC Upload Error Report** is used to identify the transactions in the Fringe Benefits Management Company (FBMC) Enrollment Data Upload file that appear as warnings or errors.
- The **myVRS Navigator (VNAV) Upload Error Report** will display the errors from the Virginia Retirement System (VRS) VNAV Upload process.

The Agency Benefits Administrators (BAs) must review the errors on these reports and make corrections in Cardinal as necessary.

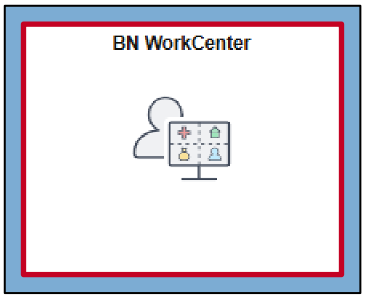
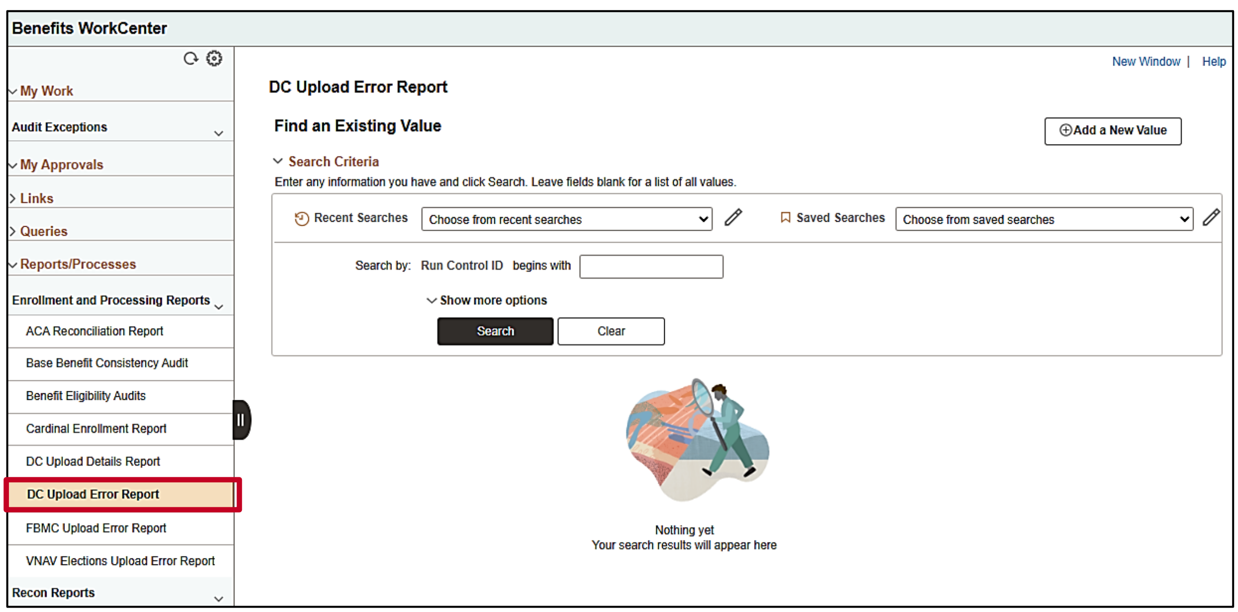
Table of Contents

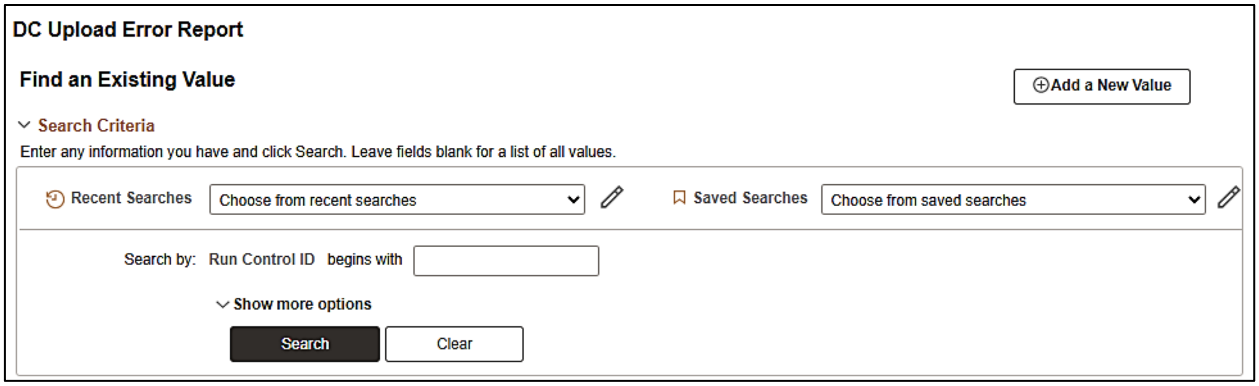
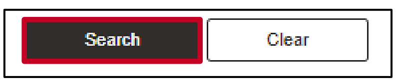
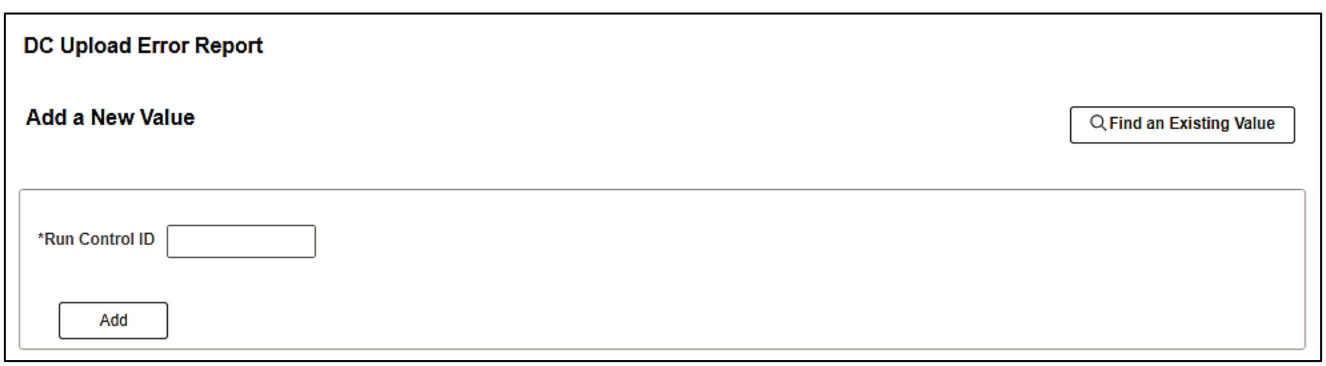
Revision History

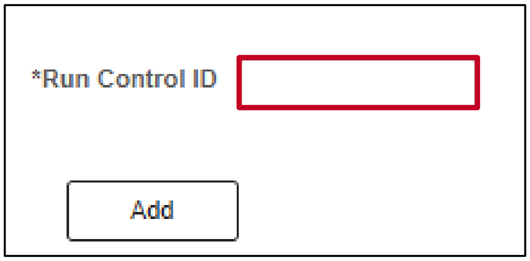
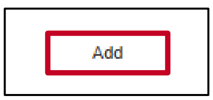
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Updated the screenshots of the Search pages. Added reference information to the **Overview of the Cardinal HCM Search Pages** Job Aid.

Defined Contribution Elections Upload Error Report

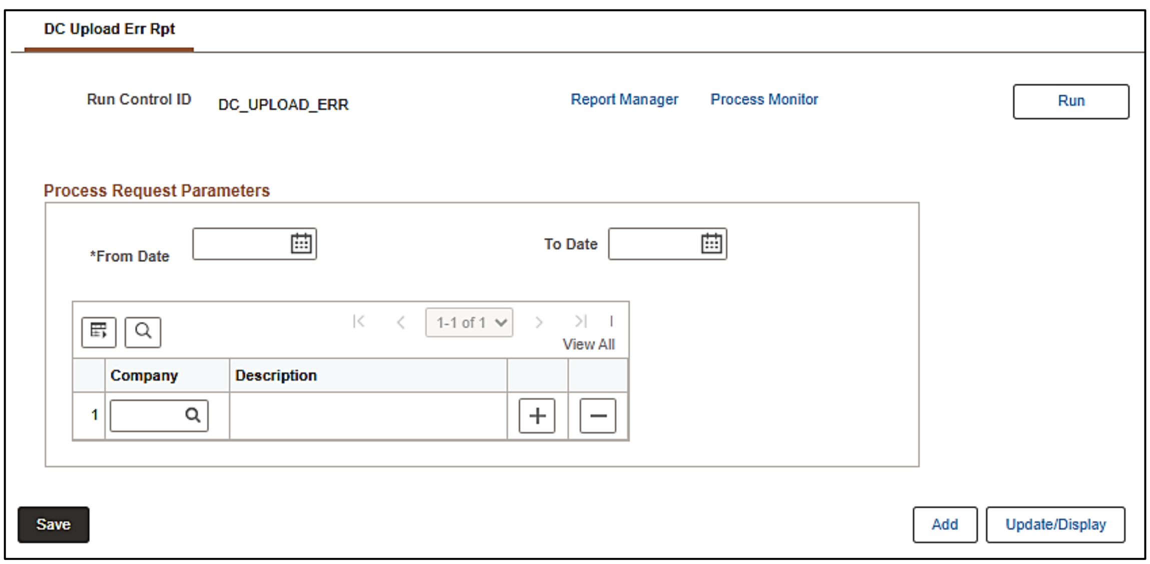
This report identifies Defined Contributions Uploads flagged as having either an error (“E”) or warning (“W”). Agency personnel update the employee’s Savings Plan elections in Cardinal as needed after reviewing the warnings and errors on the report.

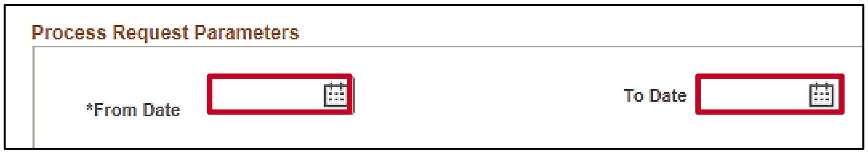
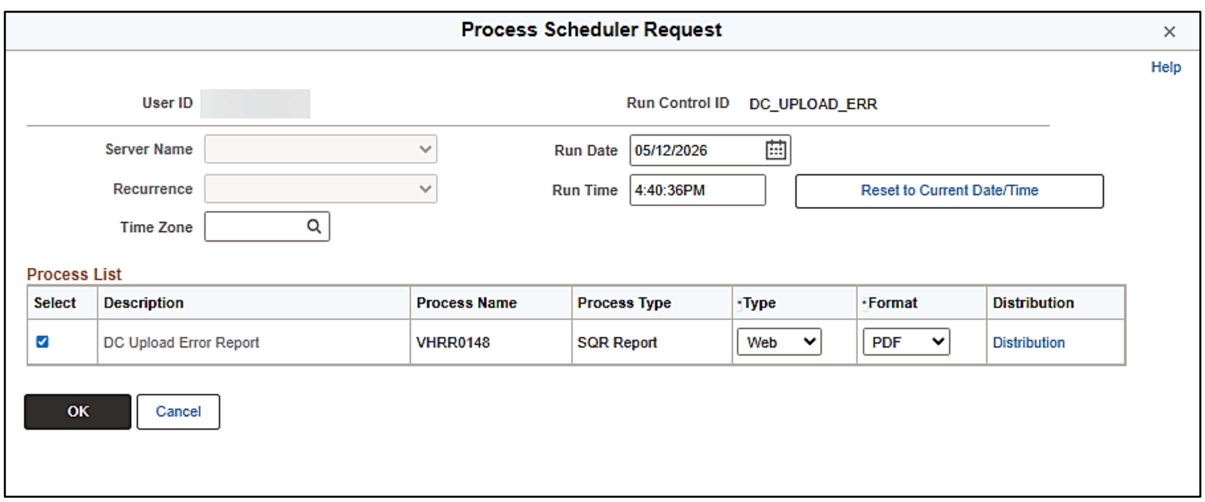
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the DC Upload Error Report page by clicking the BN WorkCenter tile.

</td></tr>
<tr><td></td><td>For more information pertaining to WorkCenters, see the Job Aid titled Overview of Cardinal HCM WorkCenters located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Reports/Processes > Enrollment and Processing Reports > DC Upload Error Report
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.

</td></tr>
</table>

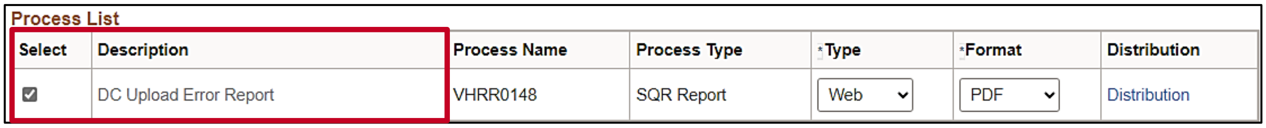
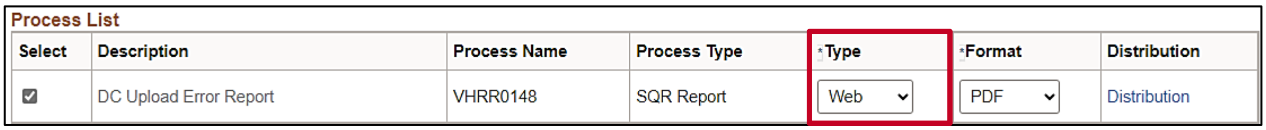
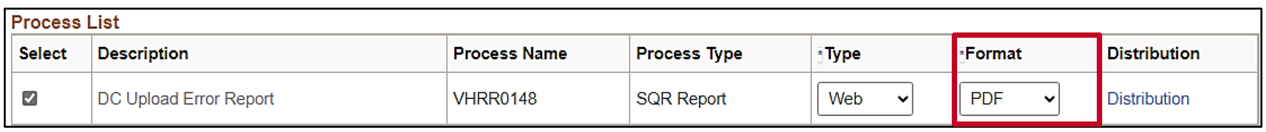
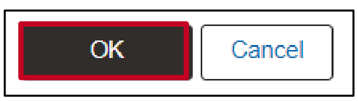
Step	Action
	The **DC Upload Error Report Find an Existing Value Search** page displays. 
	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled **Overview of the Cardinal HCM Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
3.	If the user has a saved Run Control ID, click the **Search** button, select the Run Control ID from the Search Results, and proceed to **Step 7**.  If this is the first time the user is running this report, proceed to the next step.
	For more information on generating reports, see the Job Aid titled **NAV225 Generating an HCM Report** located on the Cardinal website in **Job Aids** under **Learning**.
4.	Click the **Add a New Value** button. 
	The **DC Upload Error Report Add a New Value** page displays. 

Step	Action
5.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • The Run Control ID must be unique and should be descriptive enough to help locate for future use (once created Run Control IDs cannot be deleted) • Up to 30 characters are allowed • No blank spaces can be used; however, an underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
6.	Click the **Add** button. 

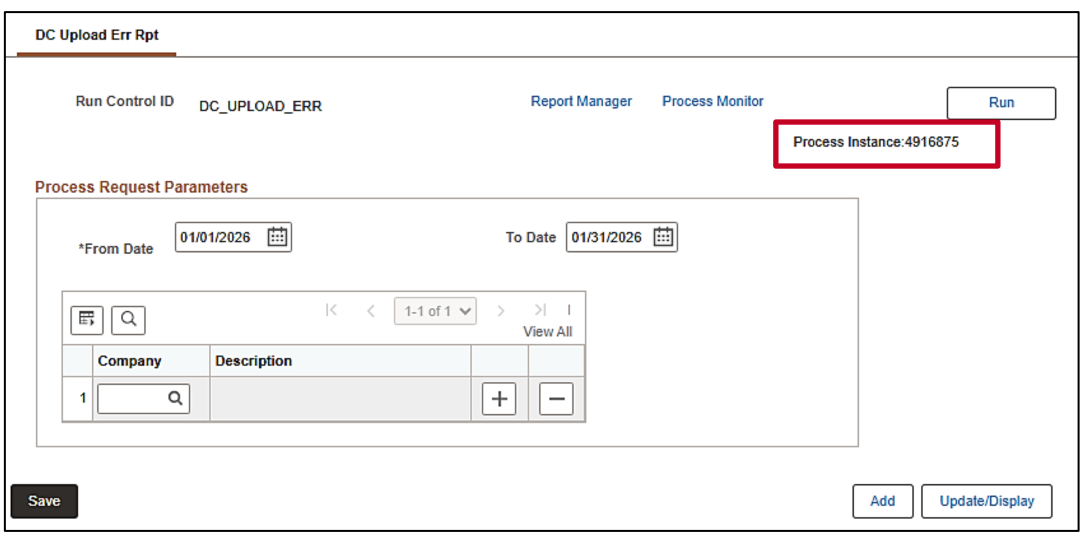
The **DC Upload Err Rpt** page displays.



Step	Action
7.	Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **From Date Calendar** and **To Date Calendar** icons. 
(i)	The **From Date** is always the first day of the applicable month and the **To Date** is the last day of the applicable month. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by: • Selecting the applicable company using the **Company Look up** icon • Clicking the **Add a Row** (**+**) icon and repeating as needed to add additional companies **Note**: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.
8.	Click the **Run** button. 
	The **Process Scheduler Request** page displays in a pop-up window. 

Step	Action
9.	Validate that the correct report is selected in the **Process List** section. 
10.	The **Type** field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the **Distribution** link to identify the email address to send the report. 
11.	The **Format** field defaults based on the report being generated. Update as needed if other formats are available for the report being generated. 
	Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal website under **Resources**.
12.	Click the **OK** button. 

The **DC Upload Err Rpt** page redisplays with the assigned Process Instance Number.



<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

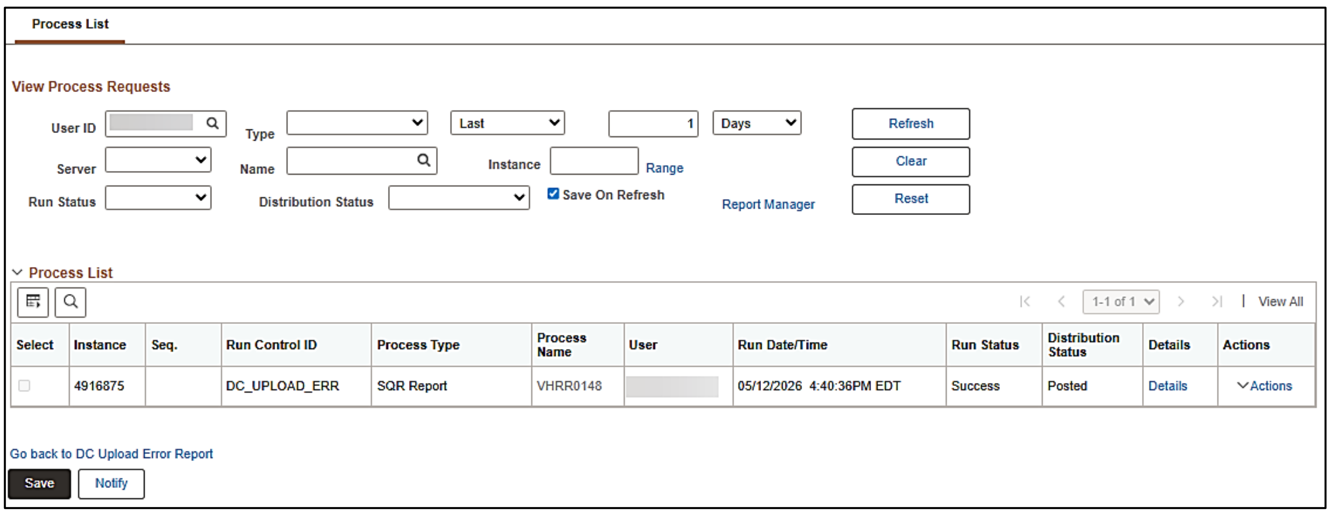
The Process Instance Number displays. Users should take note for use later in this process.

</td></tr>
<tr><td>13.</td><td>

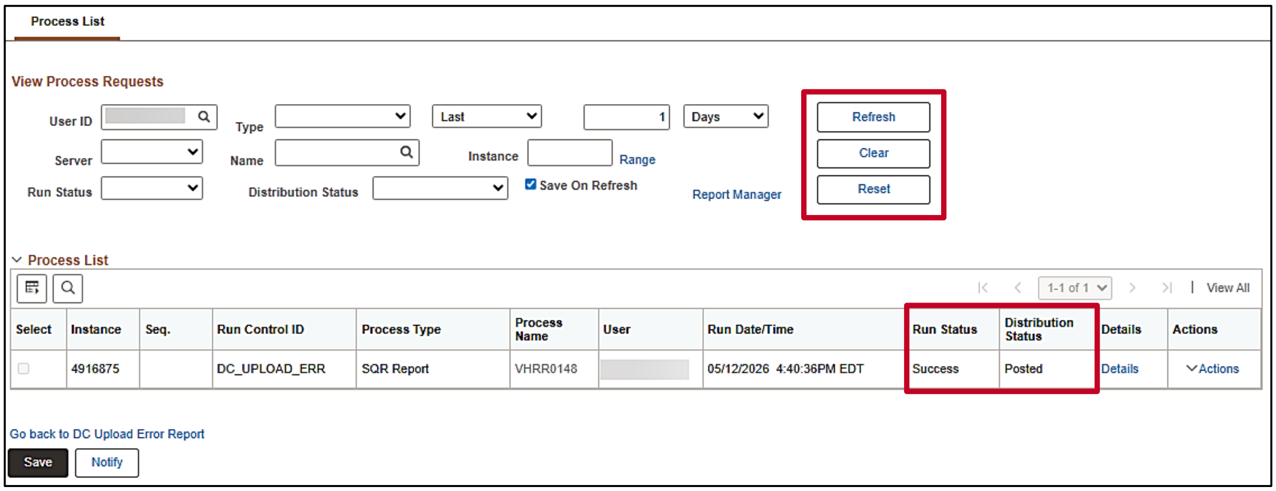
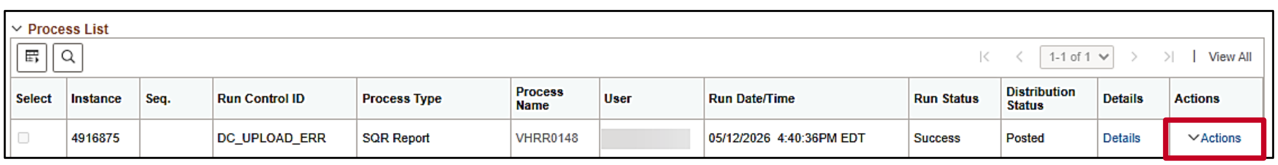
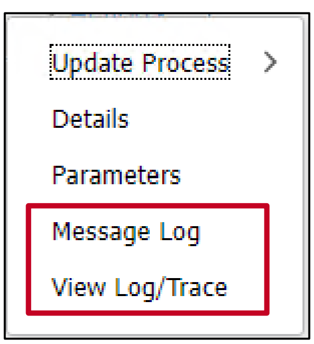
Click the **Process Monitor** link.

</td></tr>
<tr><td colspan="2">

The **Process List** page displays.

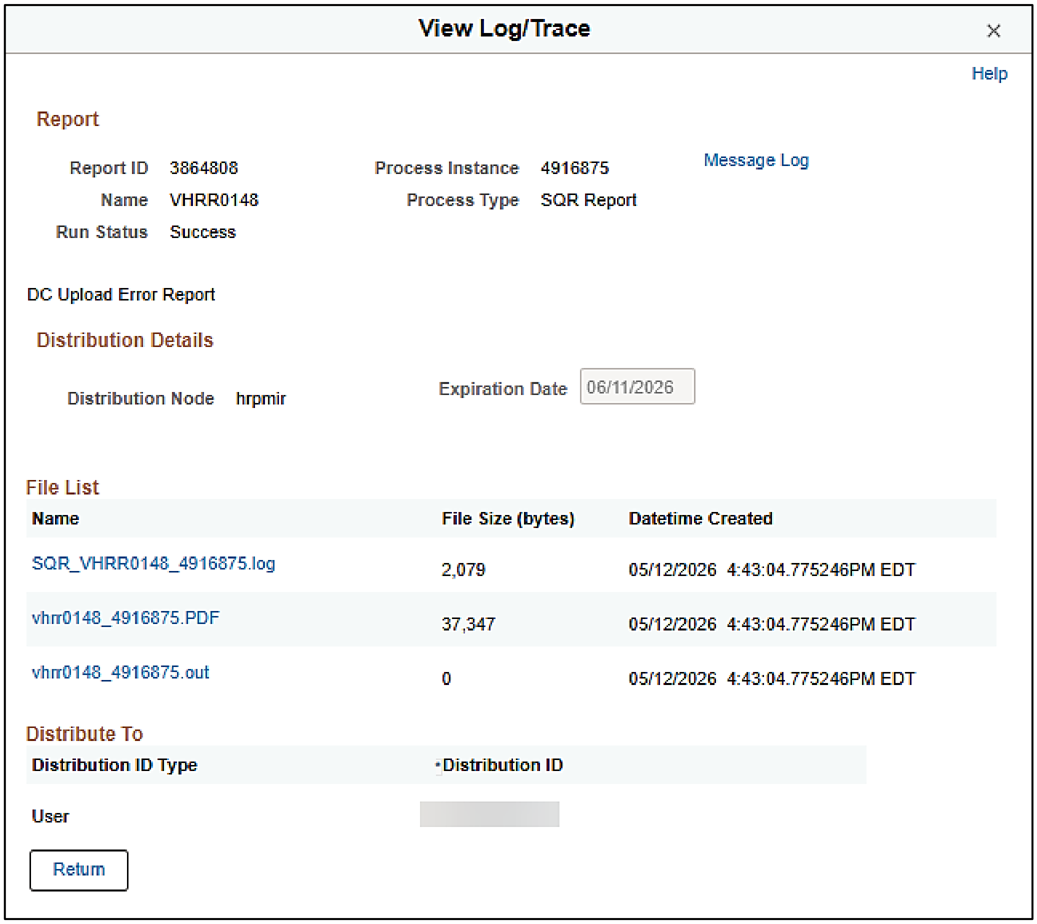


</td></tr>
</table>

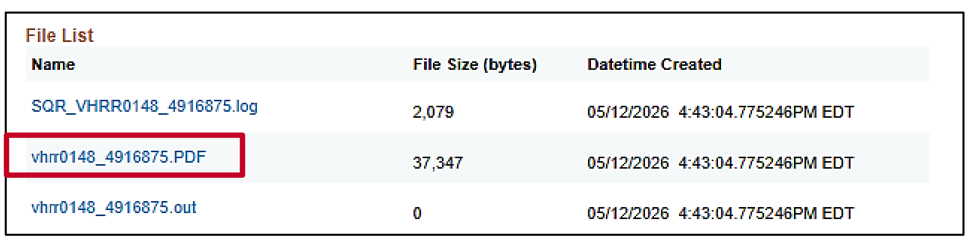
Step	Action
14.	Locate the applicable report within the **Process List** section using the Process Instance Number previously captured. The report can be viewed once the **Run Status** field updates to either “Success” or “Error” and the **Distribution Status** field updates to “Posted”. Periodically click the **Refresh** button until these two status fields update. • The **Clear** button can be used to clear any defined view parameters • The **Reset** button can be used to reset back to the last saved view parameters 
15.	Click the **Actions** link. 
16.	The **Actions** menu displays. If the report completed with a **Run Status** of “Success”, click the **View Log/Trace** list item. If the report completed with a **Run Status** of “Error”, click the **Message Log** list item to review why the error occurred. 

Step	Action

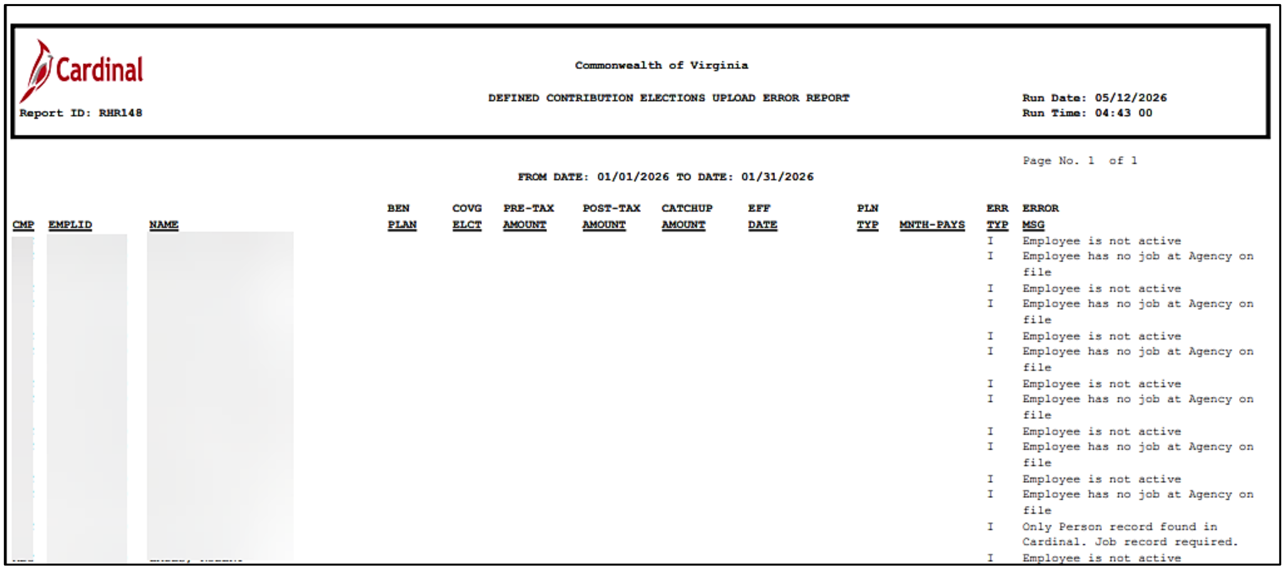
The **View Log/Trace** page displays in a pop-up window.



Step	Action
17.	Click the **.PDF** link within the **File List** section to view the generated report in PDF format.



Step	Action
The report displays in another tab on the browser.	



Commonwealth of Virginia

Report ID: RHR148

DEFINED CONTRIBUTION ELECTIONS UPLOAD ERROR REPORT

Run Date: 05/12/2026
Run Time: 04:43 00

Page No. 1 of 1

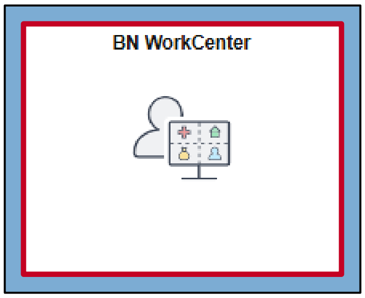
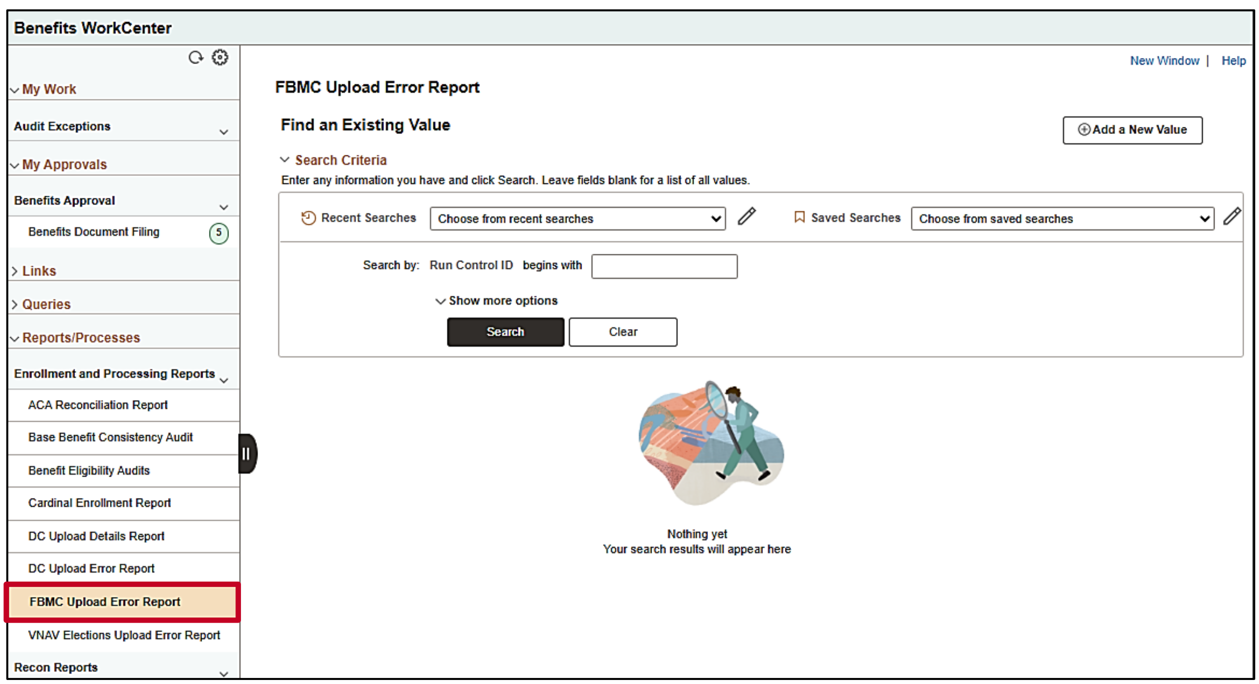
FROM DATE: 01/01/2026 TO DATE: 01/31/2026

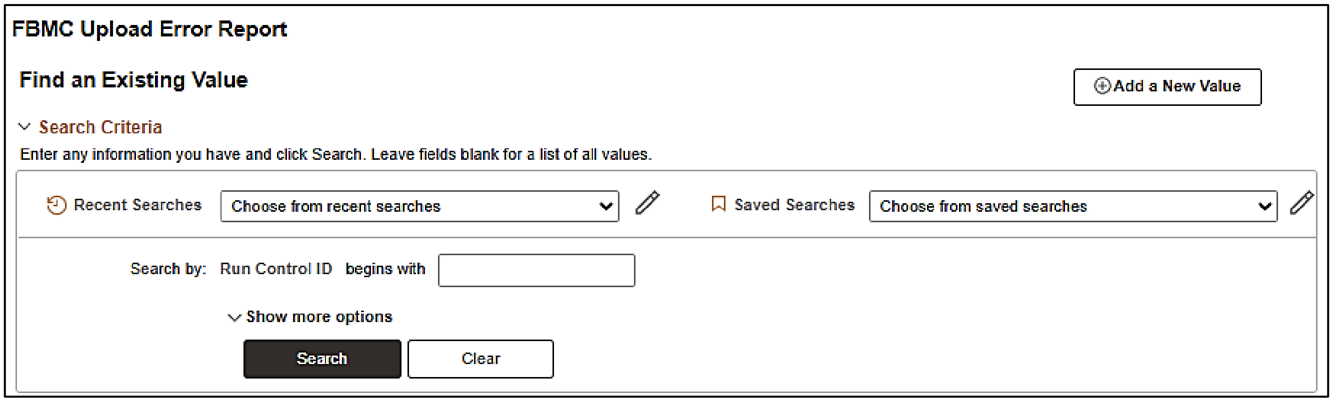
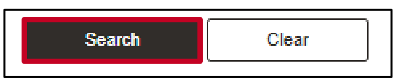
CMP	EMPLID	NAME	BEN PLAN	COVG ELCT	PRE-TAX AMOUNT	POST-TAX AMOUNT	CATCHUP AMOUNT	EFF DATE	PLN TYP	MNTH-PAYS	ERR TYP	ERROR MSG
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Employee is not active
											I	Employee has no job at Agency on file
											I	Only Person record found in Cardinal. Job record required.
											I	Employee is not active

Step	Action
18.	Review as needed.
	The report will display data by Company, Employee ID, Name, Benefit Plan, Coverage Elect, Pre-Tax Amount, Post Tax Amount, Effective Date, Plan Type, Number of Pays, Contract Months, Error Type, and Error Message. For further information on running a report, refer to the Job Aid titled **NAV225 Generating an HCM Report**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

FBMC Upload Error Report

This report is used to identify transactions received in the FBMC Upload that did not successfully upload into the Cardinal system.

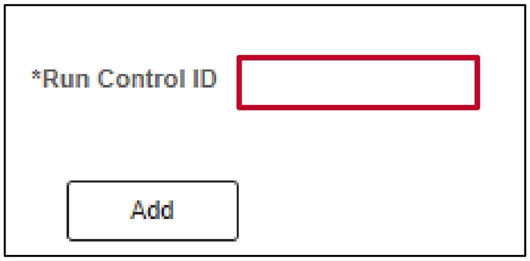
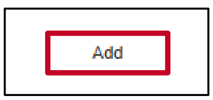
Step	Action
1.	Navigate to the **FBMC Upload Error Report** page by clicking the **BN WorkCenter** tile. 
ℹ	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of Cardinal HCM WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.
2.	Use the following navigation path in the WorkCenter: **Reports/Processes > Enrollment and Processing Reports > FBMC Upload Error Report** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The FBMC Upload Error Report Find an Existing Value Search page displays.

</td></tr>
<tr><td></td><td>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.</td></tr>
<tr><td>3.</td><td>If the user has a saved Run Control ID, click the Search button, select the Run Control ID from the Search Results, and proceed to Step 7.


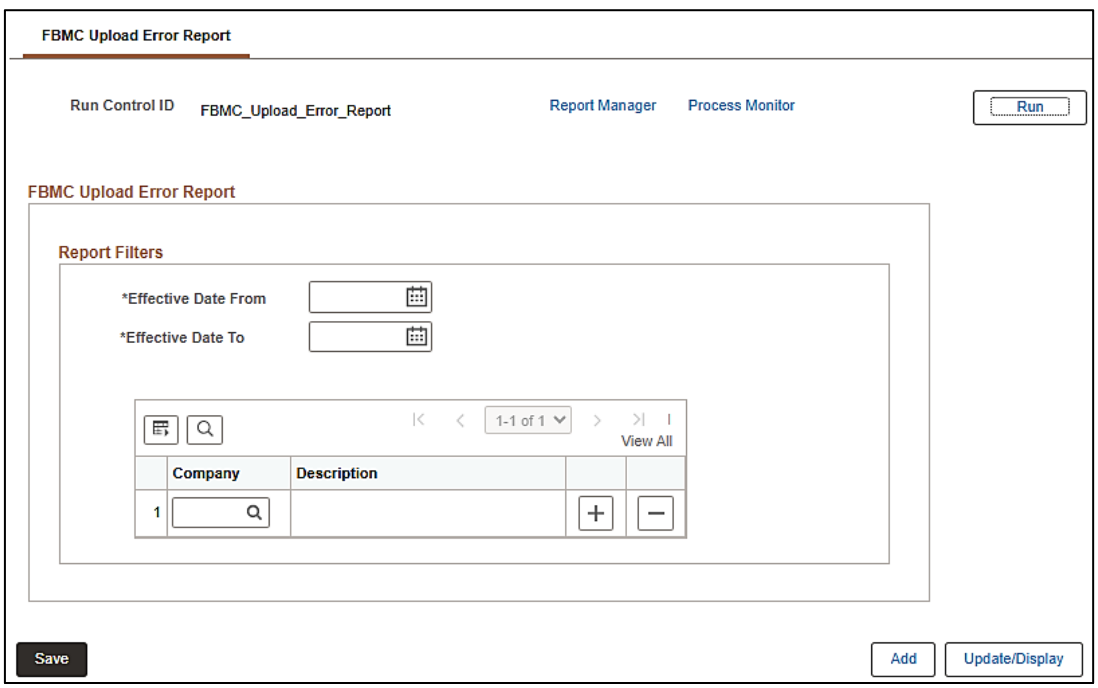
If this is the first time the user is running this report, proceed to the next step.</td></tr>
<tr><td></td><td>For more information on generating reports, see the Job Aid titled NAV225 Generating an HCM Report located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>4.</td><td>Click the Add a New Value button.

</td></tr>
<tr><td colspan="2">The FBMC Upload Error Report Add a New Value page displays.

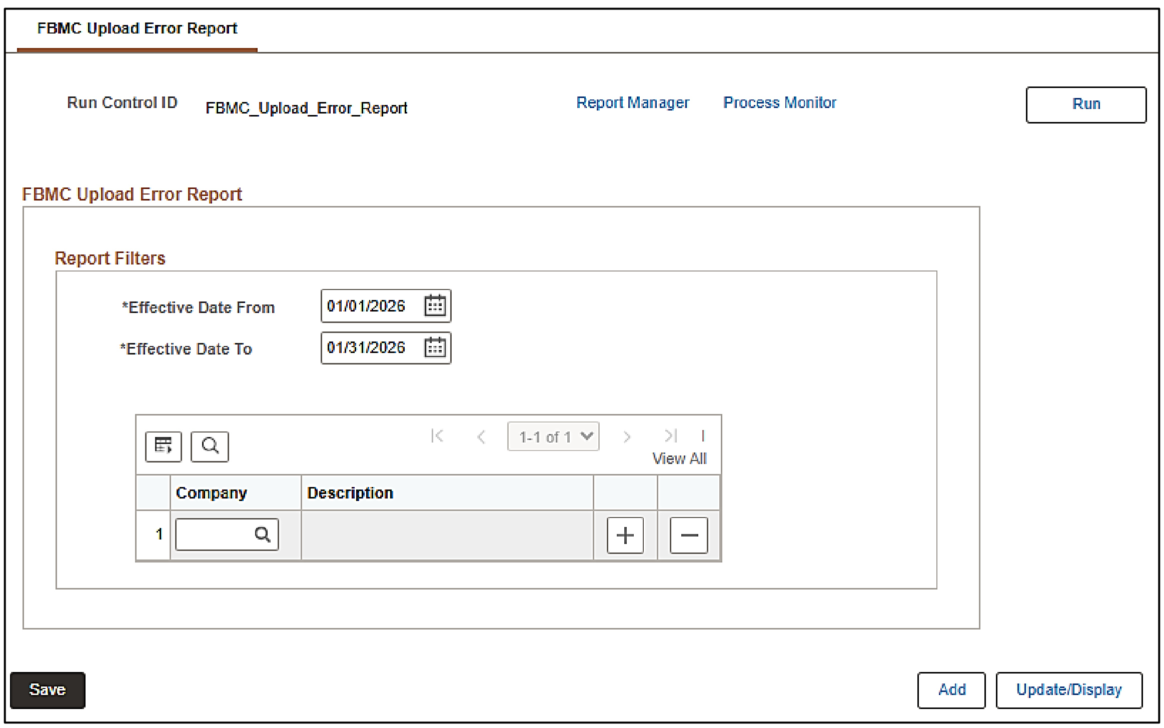
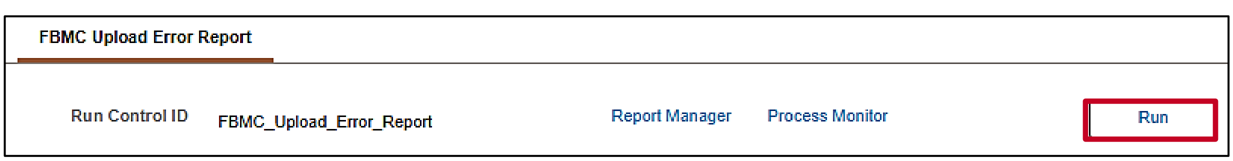
</td></tr>
</table>

Step	Action
5.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • The Run Control ID must be unique and should be descriptive enough to help locate for future use (once created Run Control IDs cannot be deleted) • Up to 30 characters are allowed • No blank spaces can be used; however, an underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
6.	Click the **Add** button. 

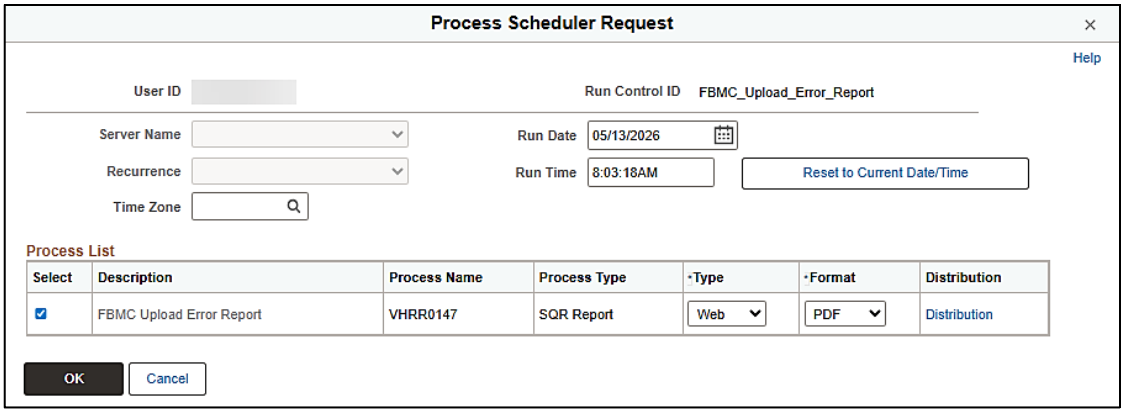
The **FBMC Upload Error Report** page displays.

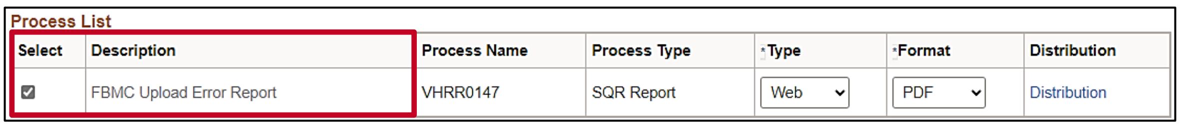


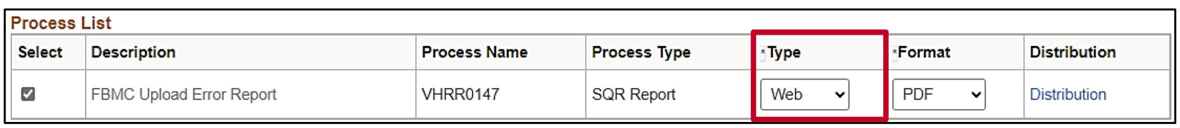
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7.</td><td>Enter the desired parameters for the report within the corresponding fields.
Select the applicable from and to dates using the Effective Date From Calendar and Effective Date To Calendar icons.

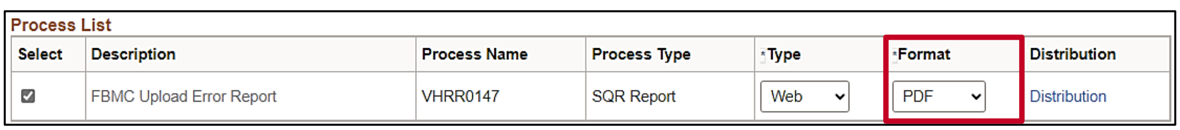
</td></tr>
<tr><td>ℹ</td><td>If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:
• Selecting the applicable company using the Company Look up icon
• Clicking the Add a Row (+) icon and repeating as needed to add additional companies
Note: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.</td></tr>
<tr><td colspan="2">The FBMC Upload Error Report page refreshes.

</td></tr>
<tr><td>8.</td><td>Click the Run button.

</td></tr>
</table>

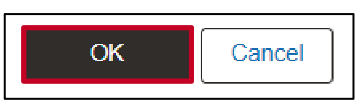
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Process Scheduler Request page displays in a pop-up window.


</td></tr>
<tr><td>9.</td><td>Validate that the correct report is selected in the Process List section.

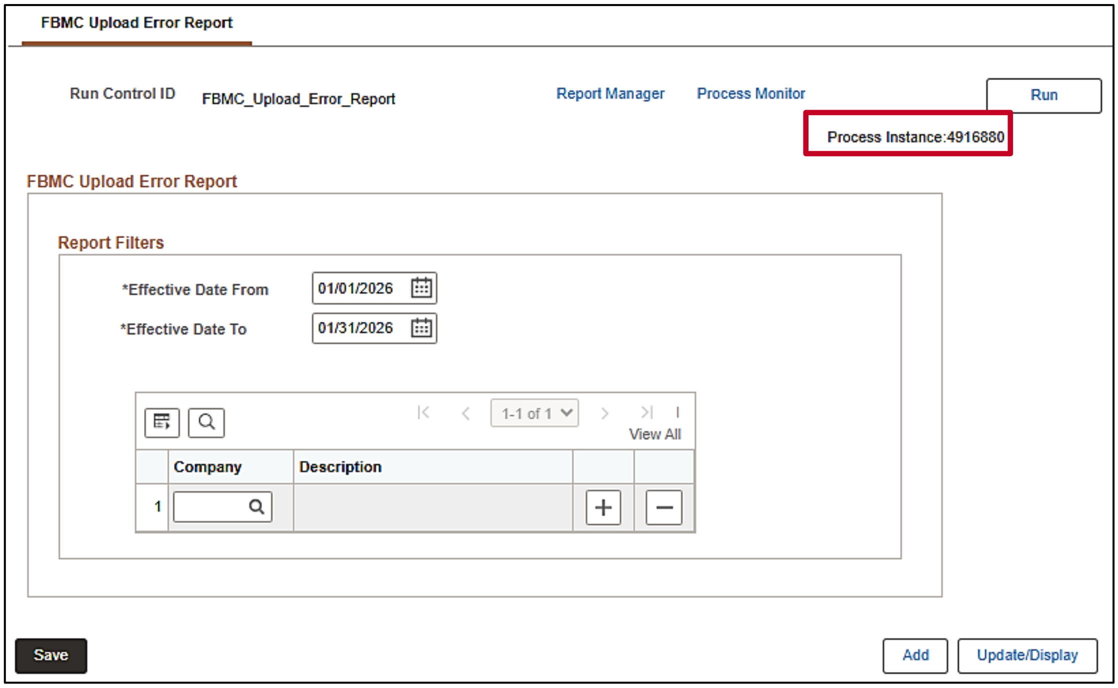

</td></tr>
<tr><td>10.</td><td>The Type field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the Distribution link to identify the email address to send the report.


</td></tr>
<tr><td>11.</td><td>The Format field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.


</td></tr>
<tr><td></td><td>Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal website under Resources.</td></tr>
<tr><td>12.</td><td>Click the OK button.


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The FBMC Upload Error Report page redisplays with the assigned Process Instance Number.

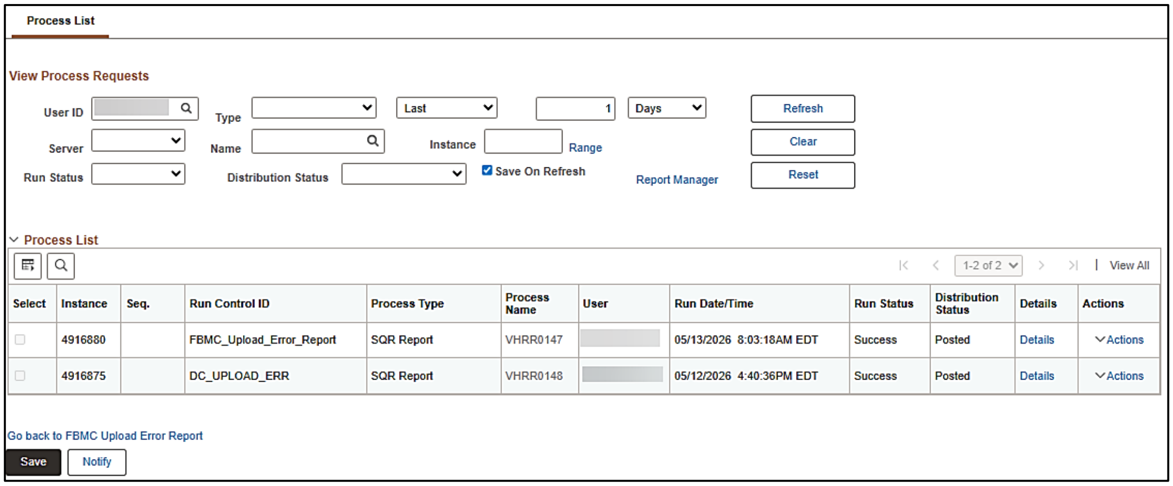

</td></tr>
<tr><td></td><td>The Process Instance Number displays. Users should take note for use later in this process..


</td></tr>
<tr><td>13.</td><td>Click the Process Monitor link.


</td></tr>
</table>

Step	Action

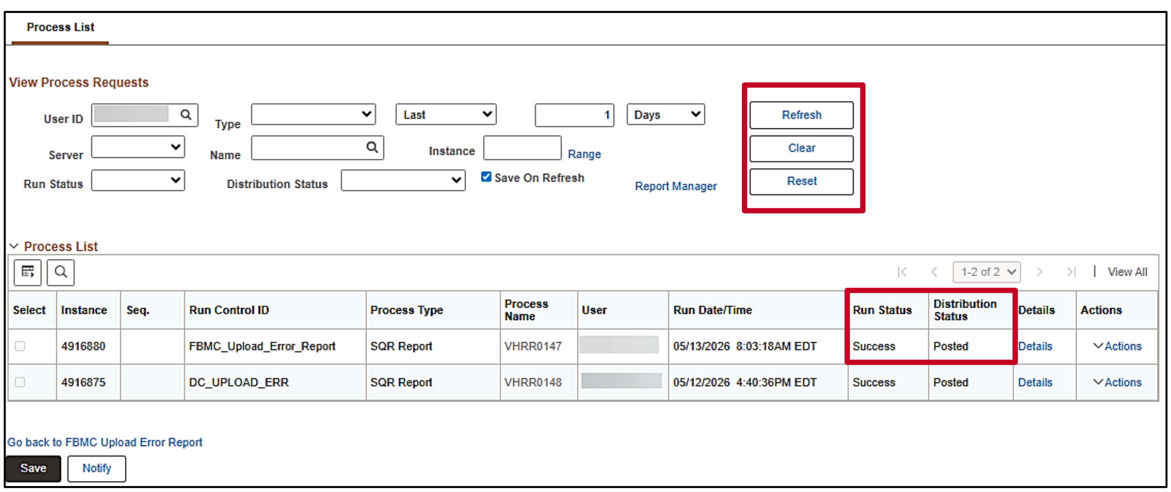
The **Process List** page displays.



14. Locate the applicable report within the **Process List** section using the Process Instance Number previously captured.

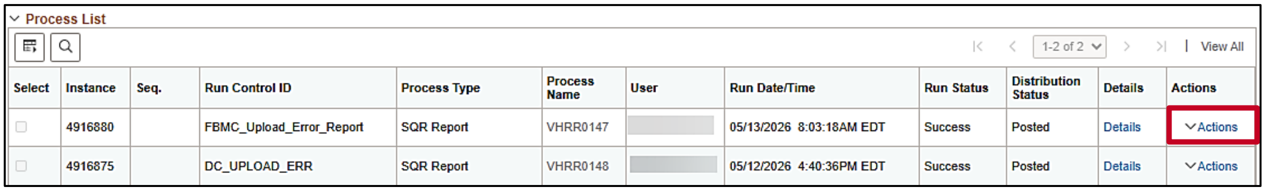
The report can be viewed once the **Run Status** field updates to either "Success" or "Error" and the **Distribution Status** field updates to "Posted". Periodically click the **Refresh** button until these two status fields update.

- The **Clear** button can be used to clear any defined view parameters
- The **Reset** button can be used to reset back to the last saved view parameters



<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>15.</td><td>

Click the corresponding **Actions** dropdown button.

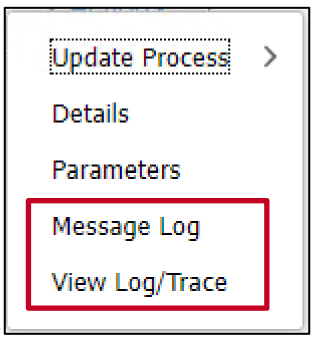


</td></tr>
<tr><td>16.</td><td>

The **Actions** menu displays.

If the report completed with a **Run Status** of “Success”, click the **View Log/Trace** list item.

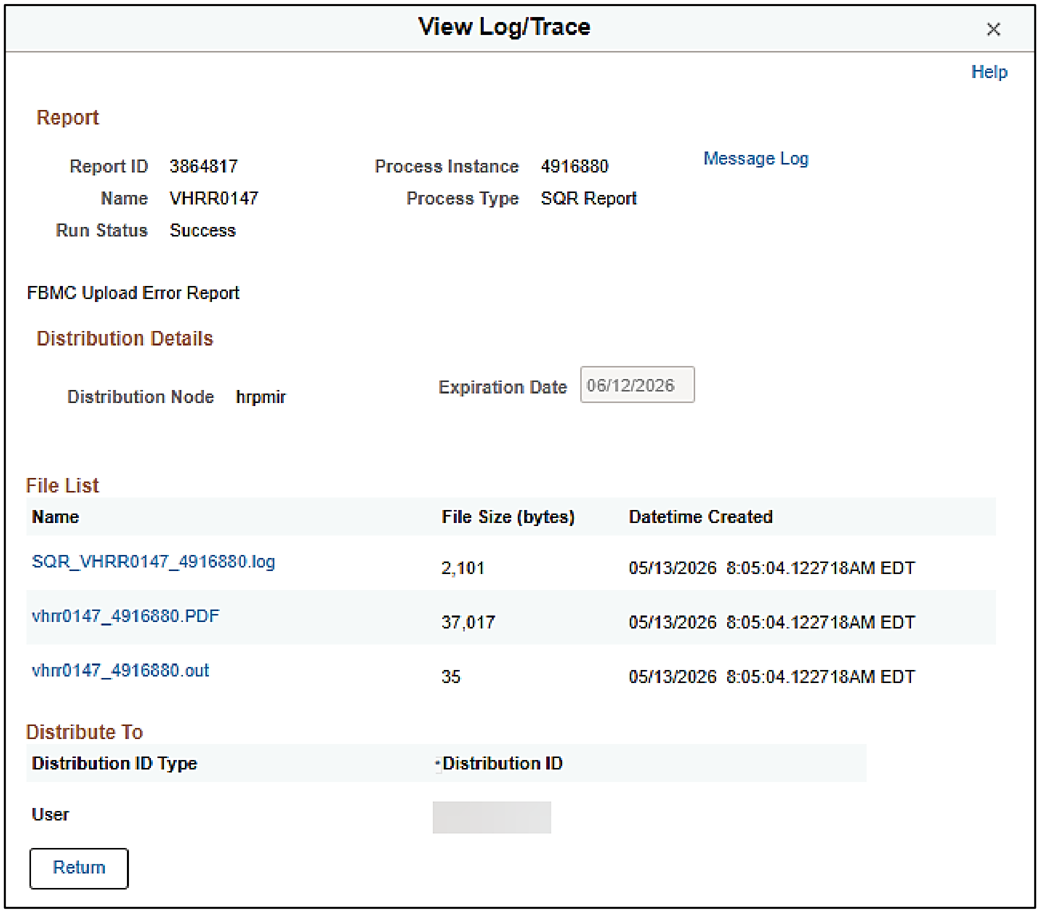
If the report completed with a **Run Status** of “Error”, click the **Message Log** list item to review why the error occurred.



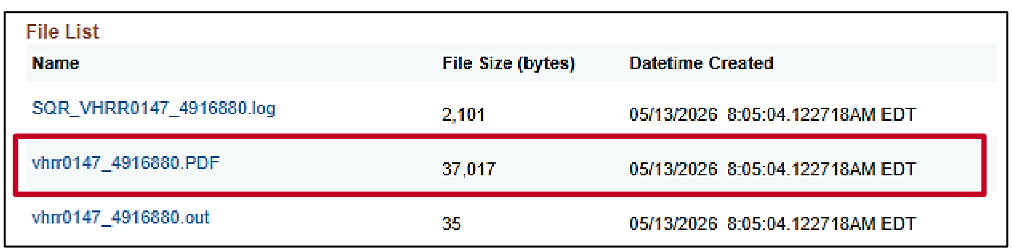
</td></tr>
</table>

Step	Action

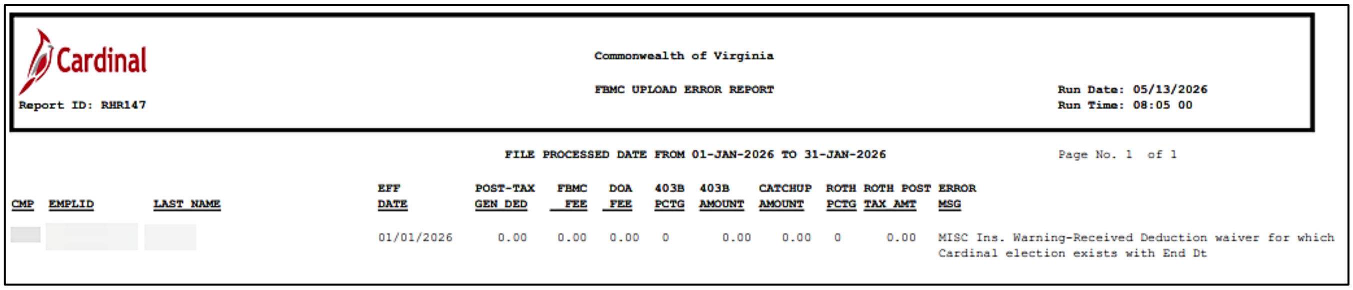
The **View Log/Trace** page displays in a pop-up window.



Step	Action
17.	Click the **.PDF** link within the **File List** section to view the generated report in PDF format.



Step	Action
	The report displays in another tab on the browser.



Cardinal

Commonwealth of Virginia

FBMC UPLOAD ERROR REPORT

Report ID: RHR147

Run Date: 05/13/2026

Run Time: 08:05 00

FILE PROCESSED DATE FROM 01-JAN-2026 TO 31-JAN-2026

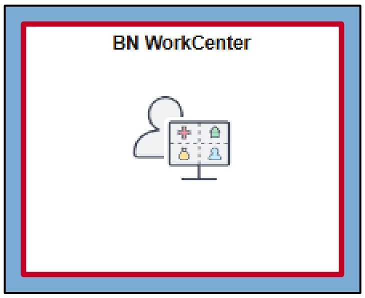
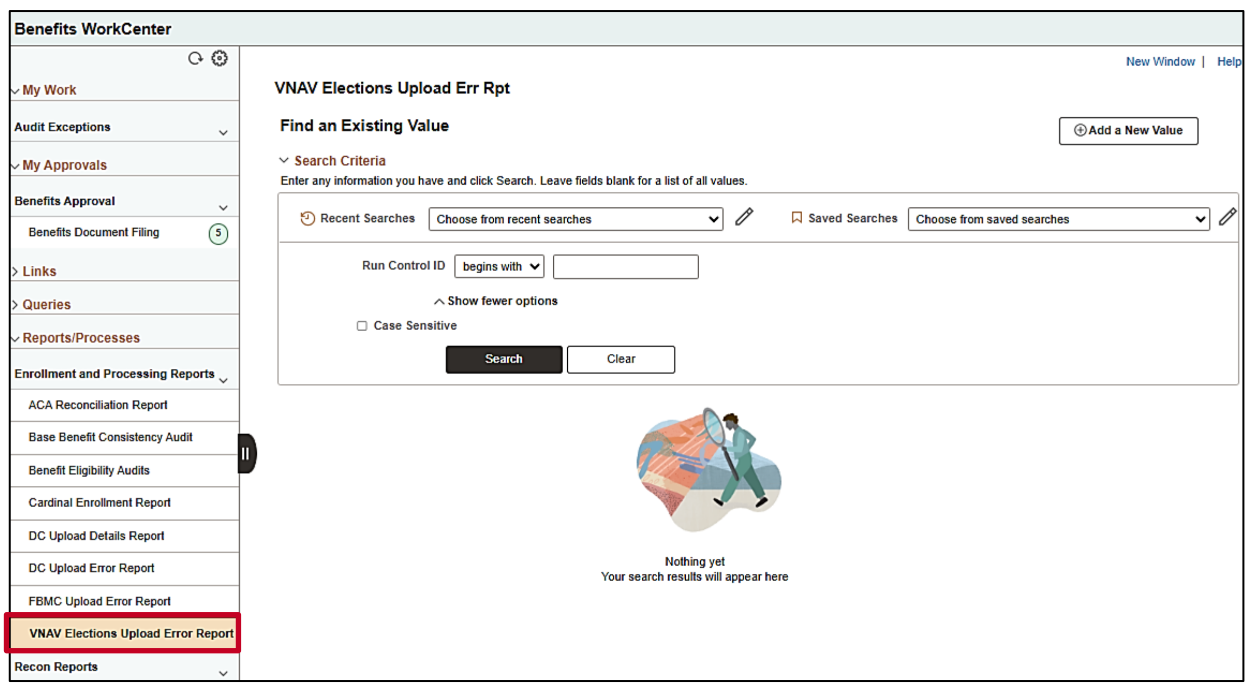
Page No. 1 of 1

CMP	EMPLID	LAST NAME	EFF DATE	POST-TAX GEN DED	FBMC FEE	DOA FEE	403B PCTG	403B AMOUNT	CATCHUP AMOUNT	ROTH PCTG	ROTH POST TAX AMT	ERROR MSG
			01/01/2026	0.00	0.00	0.00	0	0.00	0.00	0	0.00	MISC Ins. Warning-Received Deduction waiver for which Cardinal election exists with End Dt

Step	Action
18.	Review as needed.
	The report will display data by Company, Employee ID, Name, Effective Date, Post-Tax General Deduction, FBMC Fee, DOA Fee, 403B Percentage, 403B Amount, Catchup Amount, Roth Percentage, Roth Post-Tax Amount, and Error Message. For further information on running a report, refer to the Job Aid titled **NAV225 Generating an HCM Report**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

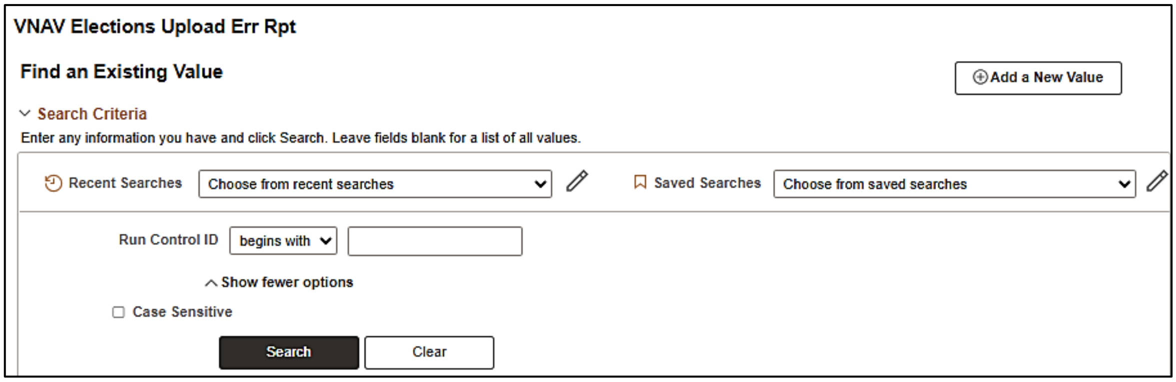
VNAV Elections Upload Error Report

This report will display the errors encountered during the semimonthly VRS VNAV Upload process.

Step	Action
1.	Navigate to the **VNAV Elections Upload Error Report** page by clicking the **BN WorkCenter** tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of Cardinal HCM WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.
2.	Use the following navigation path in the WorkCenter: **Reports/Processes > Enrollment and Processing Reports > VNAV Elections Upload Error Report** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

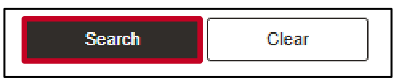
Step	Action

The **VNAV Elections Upload Err Rpt 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**.

3. If the user has a saved Run Control ID, click the **Search** button, select the Run Control ID from the Search Results, and proceed to **Step 7**.

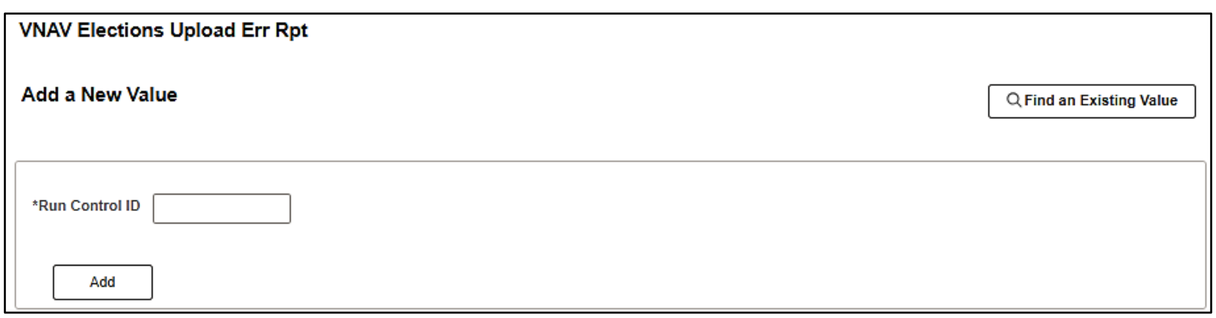


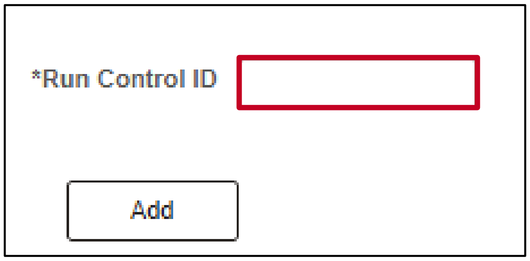
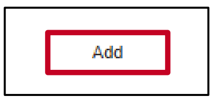
If this is the first time the user is running this report, proceed to the next step.

For more information on generating reports, see the Job Aid titled **NAV225 Generating an HCM Report** located on the Cardinal website in **Job Aids** under **Learning**.

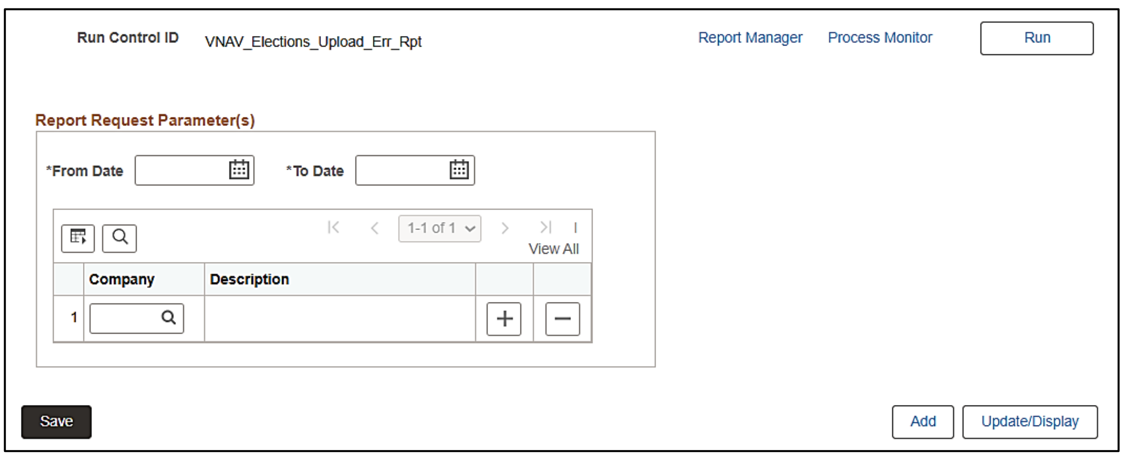
4. Click the **Add a New Value** button.

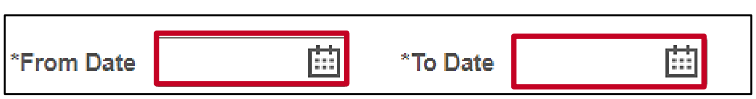
The **VNAV Elections Upload Err Rpt Add a New Value** page displays.



Step	Action
5.	Enter a Run Control ID in the **Run Control ID** field based on the following guidelines: • The Run Control ID must be unique and should be descriptive enough to help locate for future use (once created Run Control IDs cannot be deleted) • Up to 30 characters are allowed • No blank spaces can be used; however, an underscore can be used in lieu of spaces • Do not use wildcard symbols (%) 
6.	Click the **Add** button. 

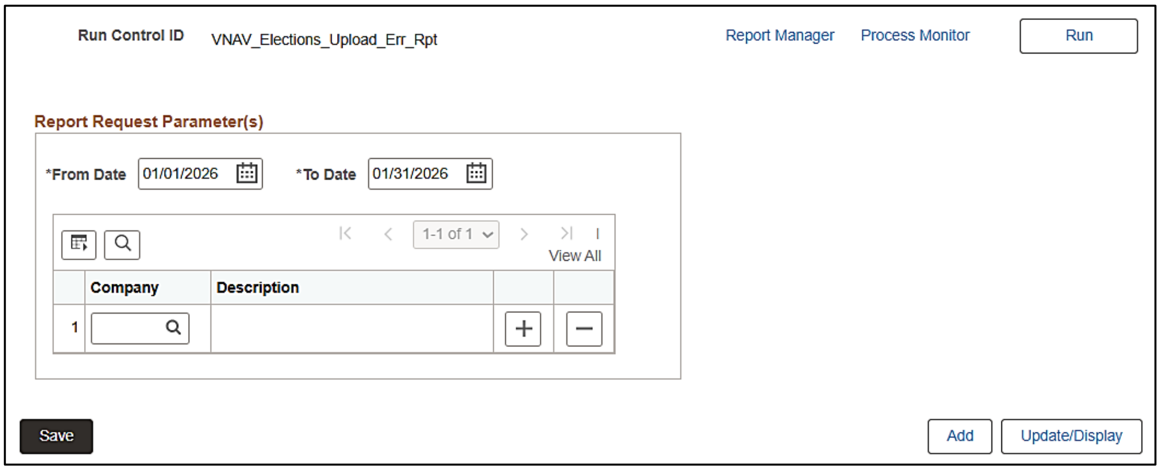
The **VNAV Elections Upload Err Rpt** page displays.



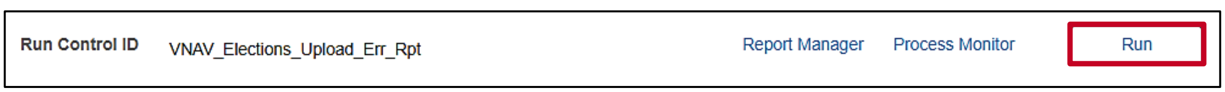
Step	Action
7.	Enter the desired parameters for the report within the corresponding fields. Select the applicable from and to dates using the **From Date Calendar** and **To Date Calendar** icons. 

Step	Action
	If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by: • Selecting the applicable company using the **Company Look up** icon • Clicking the **Add a Row** (**+**) icon and repeating as needed to add additional companies **Note**: Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

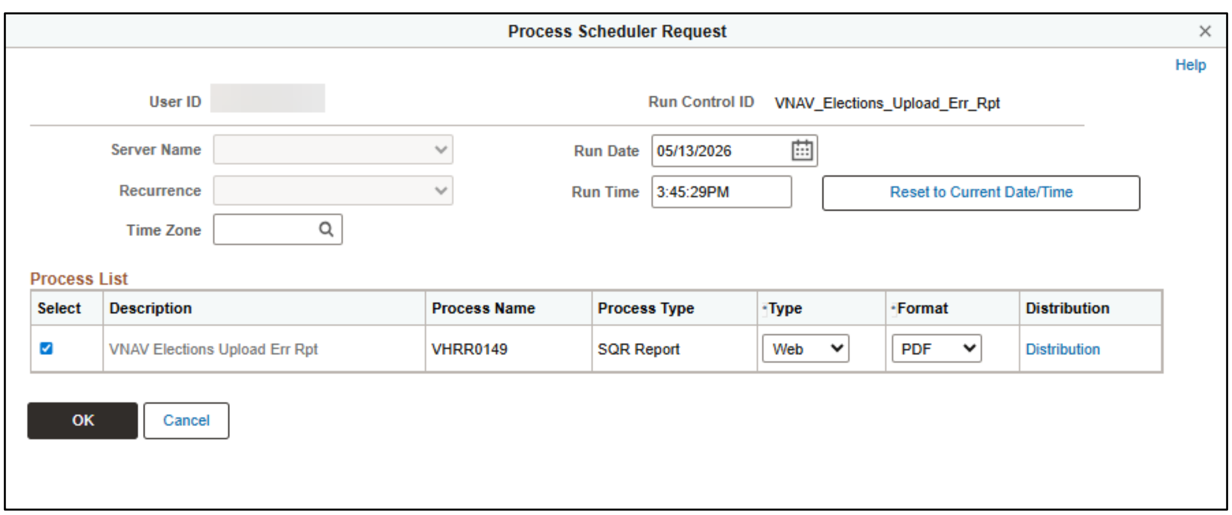
The **VNAV Elections Upload Err Rpt** page refreshes.

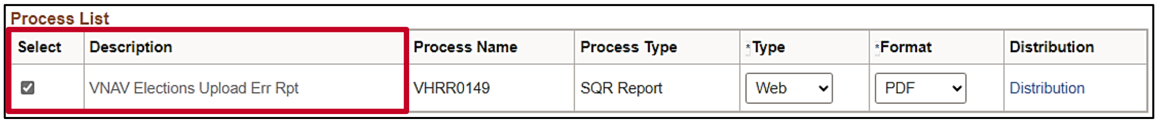
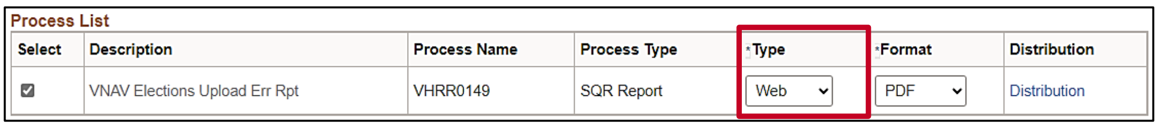
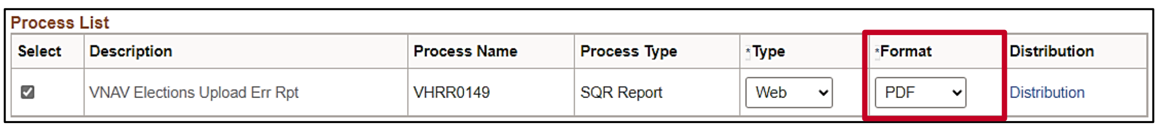
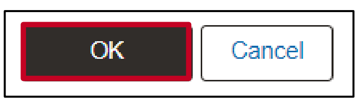
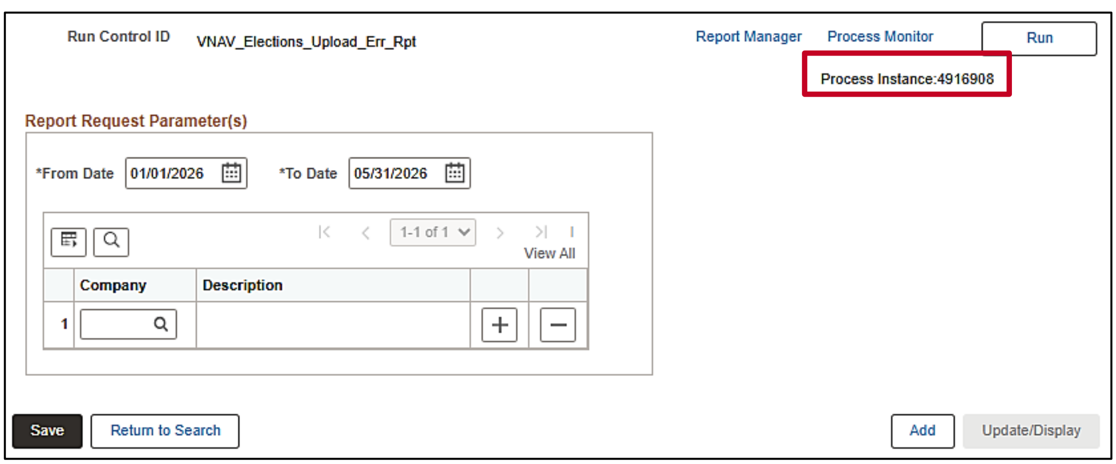


Step	Action
8.	Click the **Run** button.



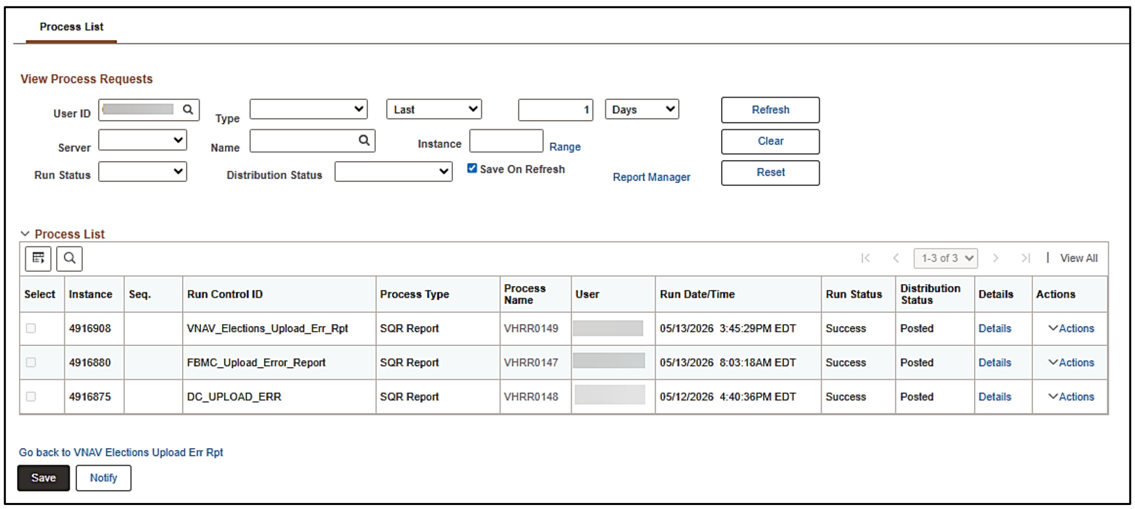
The **Process Scheduler Request** page displays in a pop-up window.

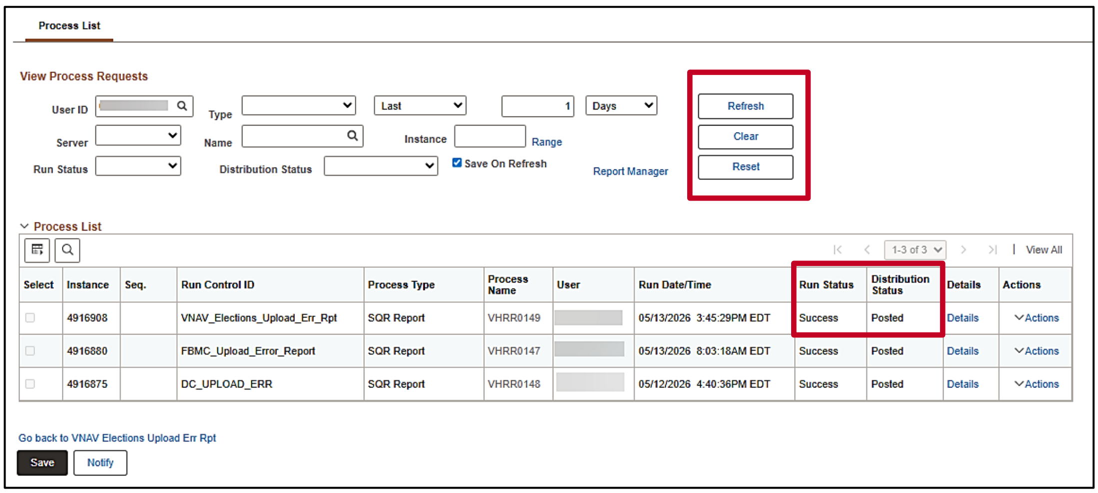
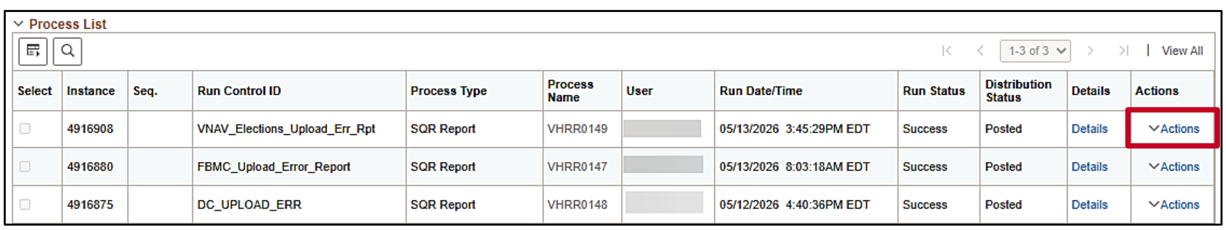


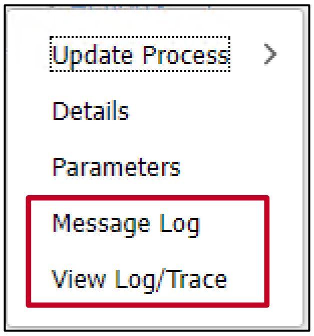
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9.</td><td>Validate that the correct report is selected in the Process List section.

</td></tr>
<tr><td>10.</td><td>The Type field defaults to “Web”. Update to “Email”, “File”, or “Printer” as desired. If “Email” is selected, use the Distribution link to identify the email address to send the report.

</td></tr>
<tr><td>11.</td><td>The Format field defaults based on the report being generated. Update as needed if other formats are available for the report being generated.

</td></tr>
<tr><td></td><td>Refer to the HCM Reports Catalogs to identify the formats available for each specific HCM Report. The HCM Reports Catalogs are located on the Cardinal website under Resources.</td></tr>
<tr><td>12.</td><td>Click the OK button.

</td></tr>
<tr><td colspan="2">The VNAV Elections Upload Err Rpt page redisplays with the assigned Process Instance Number.

</td></tr>
</table>

Step	Action
	The Process Instance Number displays. Users should take note for use later in this process.. 
13.	Click the **Process Monitor** link. 

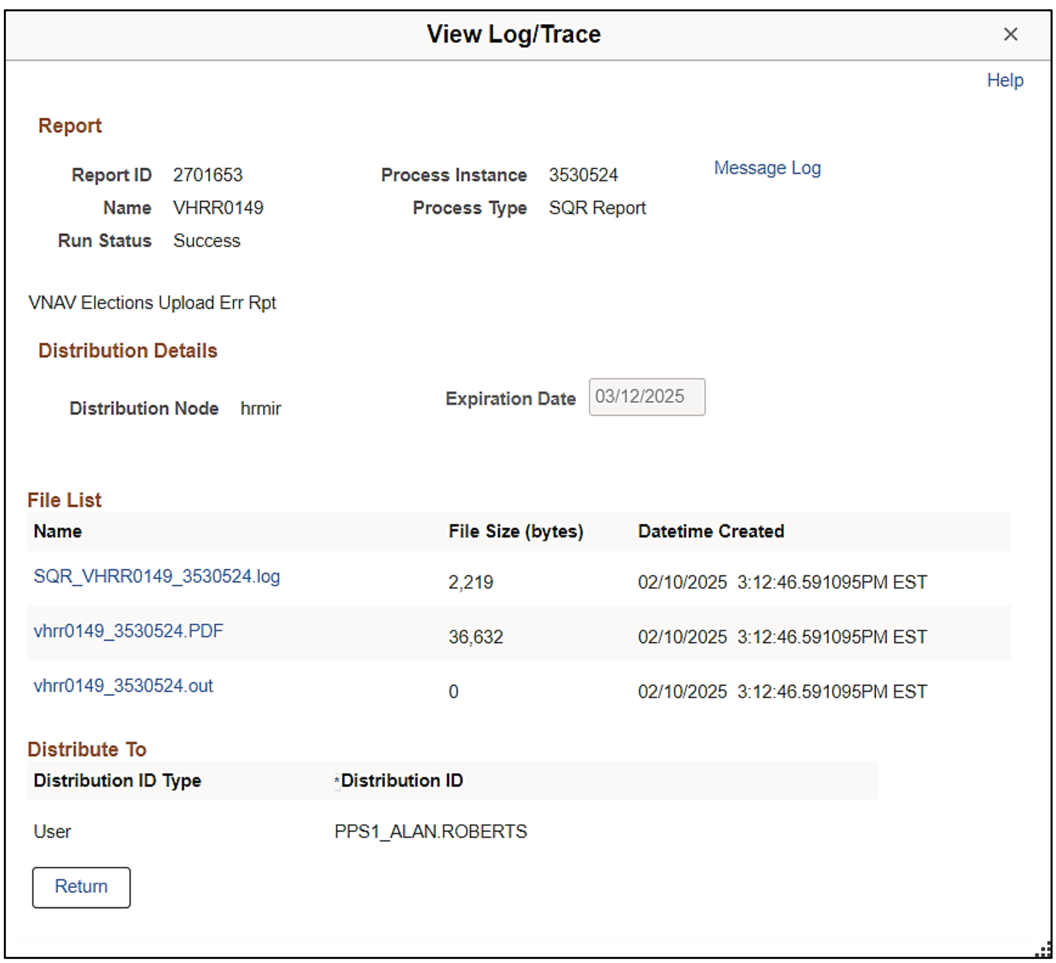
The **Process List** page displays.



Step	Action
14.	Locate the applicable report within the **Process List** section using the Process Instance Number previously captured. The report can be viewed once the **Run Status** field updates to either "Success" or "Error" and the **Distribution Status** field updates to "Posted". Periodically click the **Refresh** button until these two status fields update. • The **Clear** button can be used to clear any defined view parameters • The **Reset** button can be used to reset back to the last saved view parameters 
15.	Click the corresponding **Actions** dropdown button. 

Step	Action
16.	The **Actions** menu displays. If the report completed with a **Run Status** of “Success”, click the **View Log/Trace** list item. If the report completed with a **Run Status** of “Error”, click the **Message Log** list item to review why the error occurred. 

The **View Log/Trace** page displays in a pop-up window.



Step	Action
17.	Click the **.PDF** link within the **File List** section to view the generated report in PDF format.

File List

Name	File Size (bytes)	Datetime Created
SQR_VHRR0149_3530524.log	2,219	02/10/2025 3:12:46.591095PM EST
vhrr0149_3530524.PDF	36,632	02/10/2025 3:12:46.591095PM EST
vhrr0149_3530524.out	0	02/10/2025 3:12:46.591095PM EST

The report displays on another tab on the browser.

Cardinal

Commonwealth of Virginia

VNAV ELECTIONS UPLOAD ERROR REPORT

Report ID: RHR149

Run Date: 05/13/2026
Run Time: 04:23 00

Company:

Page No. 1 of 1

From Date: 01/01/2026
To Date: 01/31/2026

Transaction Errors. Online Entry Required

Business Unit:

Emplid	EmplRcd	Name	Hire Date	PY Stat	EFFDT	Elig Fld1	Elig Fld6	4W Vol Pctg	Prior Service Buyback General Deductions Ded Code	Deduction End Dt	Deduction Flat Amt	SPOT Entry Type	Amount
	0				01/01/2026		30999	0.00%	PPSRTB		0.00		0.00

All Error Messages:
No updates made because employee is not Active

Step	Action
18.	Review as needed.
	The report will display data by Employee ID, Employee Record, Name, Hire Date, Payroll Status, Effective Date, Elig Field 1, Elig Field 6, 4W Vol Percentage, Deduction Code, Deduction End Date, Deduction Flat Amount, SPOT Entry Type, Amount, and Error Messages. For further information on running a report, refer to the Job Aid titled **NAV225 Generating an HCM Report**. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.

Error Troubleshooting

Depending on the error message displayed, research may need to be performed in coordination with the HR Administrator.

Evaluate the employee's HR Status to determine if a Job Action is required.

Compare the current benefits enrollment with the record sent on the upload file to determine timing or retroactive enrollment requirements and any possible downstream effects to existing records.

Agencies do not have access to enter any enrollments. If adjustments are required for such records, the administrator should first discuss the situation with State Payroll Operations (SPO) and then submit a ticket to the Cardinal Post Production Support (PPS) to remove the row. If the error indicates an invalid Employee ID and/or SSN, notify the Third-Party Administrator (TPA) to ensure that the information is correct in their system.

The charts on the following pages show warning messages and associated solutions for three benefit uploads (FBMC, DC, VRS VNAV) and includes a brief description of the manual entry steps for each upload type.

Defined Contribution Elections Message Catalog:

Warning Message	Solution
Loaded Using SSN. EMPLID not on file in DC.	Informational message. EMPLID in the file is blank but there is a match for SSN. Verify correct record updated.
Election Not Processed – SSN does not match EMPLID. Research and manually add if necessary.	EMPLID and SSN combination in the file is not valid. Research and log a help desk ticket to request enrollment entry as needed.
Loaded Using EMPLID. SSN not on file in DC.	Informational message. SSN in the file is blank but there is a match for EMPLID. Verify correct record updated.
ERROR: Election not processed. No EMPLID or SSN found in Cardinal.	No record found in Cardinal for the SSN or for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
ERROR: Election not processed. No EMPLID or SSN found on incoming file.	Both SSN and EMPLID in the file are blank. Research and log a help desk ticket to request enrollment entry as needed.
ERROR: Employee Status Terminated.	Employee has Payroll Status of “T” (Terminated) or “R” (Retired). Research and log a help desk ticket to request enrollment entry as needed.
Processing Note: Employee on LOA/Suspension. Election uploaded.	Employee has Payroll Status of “L” (Leave of absence) or “S” (Suspension).
ERROR: Election Not Processed. Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and log a help desk ticket to request enrollment entry as needed.
Processing Note: Election already exists for same date and amounts in Cardinal. Effdt is updated to effdt+1.	A row with the same amount and effective date exists and loaded with effective date one day later than existing election. No action required.
Processing Note: Election already exists for same date, but different amounts in Cardinal. Effdt is updated to effdt+1.	Effective Date of the record in the file equals an existing enrollment for the employee; however, the amounts do not match. Enrollment was loaded with effective date one day later than existing election. Research and log a help desk ticket to request update as needed.
The Company associated with the Employee in the file is different from PS_JOB	No job record found for Company in the file. If transaction is valid, add Cardinal employment instance, then log a help desk ticket to request enrollment entry as needed.
Enrollment received for 0.00 Deferred Comp Deduction, but employee not currently enrolled in Cardinal.	Information only – no action required. Transaction on file to stop/terminate enrollment, but no active enrollment found.

Warning Message	Solution
Employee ID does not exist in BEN_PROG_PARTIC record.	Employee not assigned to a benefit program. Finalize Hire/Rehire benefit event then log a help desk ticket to request enrollment entry as needed.
Warning - No benefit plan found for employee Months and Pay Periods value on Job. Election loaded using default of value, 12-24. Verify and correct Months and Pay Periods. Update 457 plan election if necessary.	Eligibility Field 8 is blank, so default used. Update Elig Field 8 on Job. Verify enrollment and manually update if necessary.
The Date of Birth in Cardinal is showing the employee as younger than 50 years of age.	Informational message. File indicates employee is age 50+ in the vendor's system but Cardinal age is lower. HR should verify with employee and update date of birth where applicable.
File indicates 50+ but no age-based extension found on Savings Mgt. Manual update is needed.	Employee does not have a 457 age extension on the Savings Management page. SPO should manually key the limit extension.
ERROR: DC Agency does not use Cardinal Payroll.	Enrollment on file is for a non-Payroll Agency.
4W: Hybrid Voluntary change received but employee has no active hybrid voluntary election.	A hybrid voluntary DC election change is on the file, but the employee does not have an active hybrid voluntary DC election (Savings plan type 4W) in Cardinal. Agency review employee's current retirement elections. If necessary, log a helpdesk ticket requesting that this election be manually entered.
4W: Hybrid Voluntary change received for non-Hybrid retirement employee.	The vendor sent a hybrid voluntary DC election change for a non-hybrid employee. Review the employee's current retirement elections in Cardinal. If necessary, log a helpdesk ticket requesting this election be manually entered.
4W: Hybrid Voluntary election already exists.	A hybrid voluntary DC plan election with the same percentage already exists. The election on the file is not loaded. No action required.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket (vccc.vita.virginia.gov). Be sure to include as much detail as possible and ensure that "Cardinal" is within the Subject Line of the ticket.

FBMC Message Catalog:

Warning Message	Solution
Warning – Election loaded, incorrect EMPLID on file at FBMC.	Informational message. No record found in Cardinal for EMPLID in the file but there is a match for SSN. Verify correct record updated.
Error - No Match on EMPLID or SSN, research and update manually.	No record found in Cardinal for the SSN or for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
Warning – Election processed using only EMPLID. SSN missing from incoming file.	Informational message. SSN in the file is blank but there is a match for EMPLID. Verify correct record updated.
Warning – Loaded election using SSN. EMPLID not on file at FBMC.	Informational message. EMPLID in the file is blank but there is a match for SSN. Verify correct record updated.
Election received for employee who is currently on Leave of Absence.	Employee has Payroll Status of “L” (Leave of absence) or “S” (Suspension).
Election already exists in Cardinal.	The existing row with the same amount exists. No action required.
Election exists for same EFFDT. Incrementing file effdt to effdt + 1.	A row with the same amount and effective date exists and loaded with effective date one day later than existing election. No action required.
Enrollment exists for employee with a date greater than the new election, manually update if needed.	Effective Date of the record is earlier than an existing enrollment for the employee. Research and log a help desk ticket to request enrollment entry as needed.
Added End Date to MISC Ins, Deduction Amt: 0.00.	Information only – no action required.
Terminated DOAFEE, No Active FBMC Election.	Information only – no action required.
Added End Date to DOAFEE, No Active FBMC Election.	Information only – no action required.
Employee HR status is inactive in Cardinal.	Transaction not loaded because HR status is inactive. Research and log a help desk ticket to request enrollment entry as needed.
Added End Date to TPAFEE, No Active FBMC Election.	Information only – no action required.
Election received includes a 15 year catch up. Please refer to the Savings Management page.	Information only – no action required.

Warning Message	Solution
Employee didn't have benefit eligibility in Cardinal.	The employee is in a Benefit Program that does not include annuities. Research to determine if manual entry is required log a help desk ticket to request enrollment entry as needed.
Received Deduction waiver for which Cardinal election exists with End Dt.	Information only – no action required.
Election exists for same EFFDT with different amount, research and manual update if necessary.	Effective Date of the record in the file equals an existing enrollment for the employee; however, the amounts do not match. Enrollment was loaded with effective date one day later than existing election. Research and log a help desk ticket to request update as needed.
Warning: No benefit plan found for employee Months and Pay Periods value on Job. Election loaded using default of value, 12-24. Verify and correct Months and Pay Periods. Update 403 plan election if necessary.	Eligibility Field 8 is blank so default used. Update Elig Field 8 on Job. Verify enrollment and log a help desk ticket to request update as needed.
Election not processed, Both EMPLID and SSN not found on incoming file.	Both SSN and EMPLID in the file are blank. Research and log a help desk ticket to request enrollment entry as needed.
SSN on file does not match SSN for EMPLID.	EMPLID and SSN combination in the file is not valid. Research and log a help desk ticket to request enrollment entry as needed.
Invalid company for the Employee in Cardinal. Please Research and Manually Update.	No job record found for Company in the file. If transaction is valid, add Cardinal employment instance, and log a help desk ticket to request enrollment entry as needed.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket (vccc.vita.virginia.gov). Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the ticket.

Note: The Payroll Administrator enters Post tax miscellaneous insurances, FBMC Administration Fee, and DOA Fee as General Deductions.

VRS VNAV Message Catalog:

Warning Message	Solution
Multiple Salaried Jobs Exist for this Employee in the Same Company.	The program could not determine the appropriate salaried job for which the enrollment should be loaded.
Employee is not associated with the Company.	The employee does not have a Job record in Cardinal for the Company in the file.
EMPLID Not Found or Empl Rcd cannot be determined	No record found in Cardinal for the EMPLID, Company, and effective date in the file. Research and log a help desk ticket to request enrollment entry as needed.
No updates made because employee is not Active	Employee is not in an active status.
BEN Program Not SAL or SPT.	Retirement is only applicable for employees in Benefit Program SAL or SPT.
VOL Contribution not within Established Limits.	Hybrid voluntary contribution amounts must be between 0 and 4 percent.
Election Date more than ___ days in the past.	The retroactive enrollment greater than a specified number of days in the past. Research and log a help desk ticket to request enrollment entry as needed.
Future dated election detected – Research Needed.	The effective date of the record is in the future. Validate the date and log a help desk ticket to request enrollment entry as needed.
Prior Service Buy-Back Effective Date is not dated the first of the month.	Purchase of Prior Service deductions should always start on the first of the month. Research and log a help desk ticket to request enrollment entry as needed.
General Deduction End Date is prior to Effective Date.	A PPS deduction was sent with the end date earlier than the effective date. Research and log a help desk ticket to request enrollment entry as needed.
Election was rejected because EFFDT matches the current record in Cardinal but there are differences in the Plan or Election Percentage.	Research is required to determine if the existing enrollment should be updated. Log a help desk ticket to request update as needed.
Warning – No change was made because the election received already exists in Cardinal.	A duplicate enrollment was received. No action required.
Enrollment Received and employee is enrolled in a different Retirement Plan, please review and manually enter the election.	A row exists with a date past the effective date of the row being sent. Research is needed to determine if the enrollment should be entered and if removal of the future dated row is required. Log a help desk ticket to request update as needed.

Warning Message	Solution
Warning – Line Agency must review the requested Prior Service Adjustment requested and if necessary, enter a One Time Deduction Adjustment in SPOT.	An adjustment amount was received in the file for retroactive collection of a Prior Service Purchase amount. A SPOT transaction should be entered to collect this amount.

Note: The Cardinal Post Production Support (PPS) Team monitors this report and keys any enrollment errors if the employee is active at the Agency on File. If the Agency does not see the enrollment errors corrected within 2 business days, log a help desk ticket (vccc.vita.virginia.gov). Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the ticket.

Note: The Payroll Administrator enters purchase of prior service (“buyback”) General Deductions.