

**BN361\_Upload Error Report Troubleshooting****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: DC, FBMC, and VNAV/VRS Upload Reports.

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) review the errors on these reports and make corrections in Cardinal as necessary.

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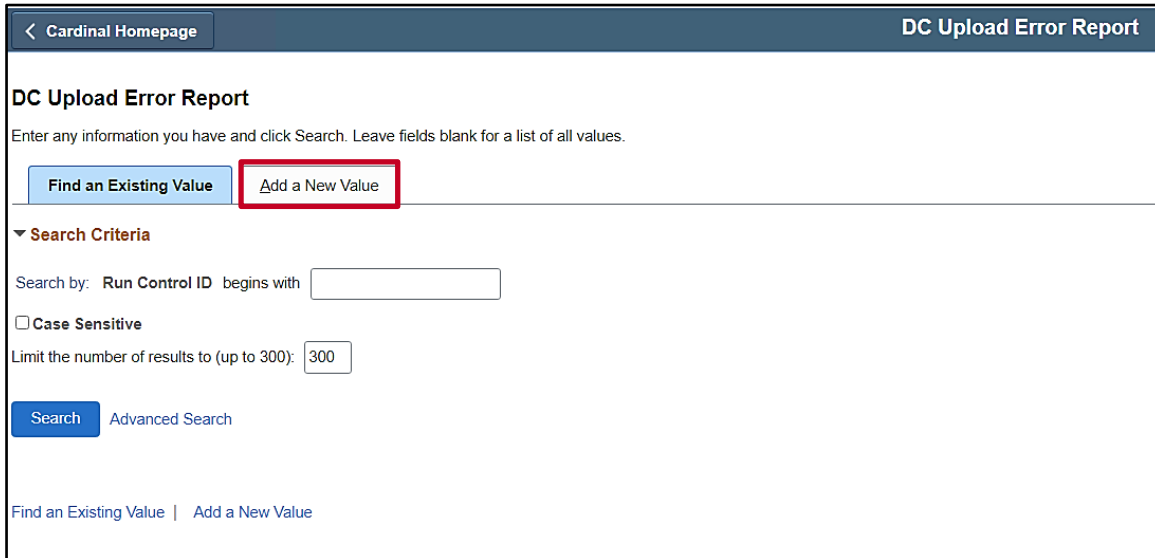
**BN361\_Upload Error Report Troubleshooting****Defined Contribution Elections Upload Error Report**

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.

1. Navigate to the **DC Upload Error Report** page using the following navigation path:

**Menu > Benefits > Reports > DC Upload Error Report**

The **DC Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.



The screenshot shows the 'DC Upload Error Report' page. At the top, there is a navigation bar with '< Cardinal Homepage' on the left and 'DC Upload Error Report' on the right. Below the navigation bar, the page title 'DC Upload Error Report' is displayed. A sub-header reads 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this, there are two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is highlighted with a red box. Underneath the tabs, there is a 'Search Criteria' section with a dropdown arrow. Below the search criteria, there is a search field labeled 'Search by: Run Control ID begins with' with an empty input box. There is also a checkbox for 'Case Sensitive' and a text input for 'Limit the number of results to (up to 300):' with the value '300'. At the bottom of the search criteria section, there is a 'Search' button and a link for 'Advanced Search'. At the very bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.



The screenshot shows the 'DC Upload Error Report' page with the 'Add a New Value' tab selected. The 'Find an Existing Value' tab is now disabled. Below the tabs, there is a text input field labeled 'Run Control ID' which is highlighted with a red box. Below the input field, there is a blue 'Add' button, also highlighted with a red box. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

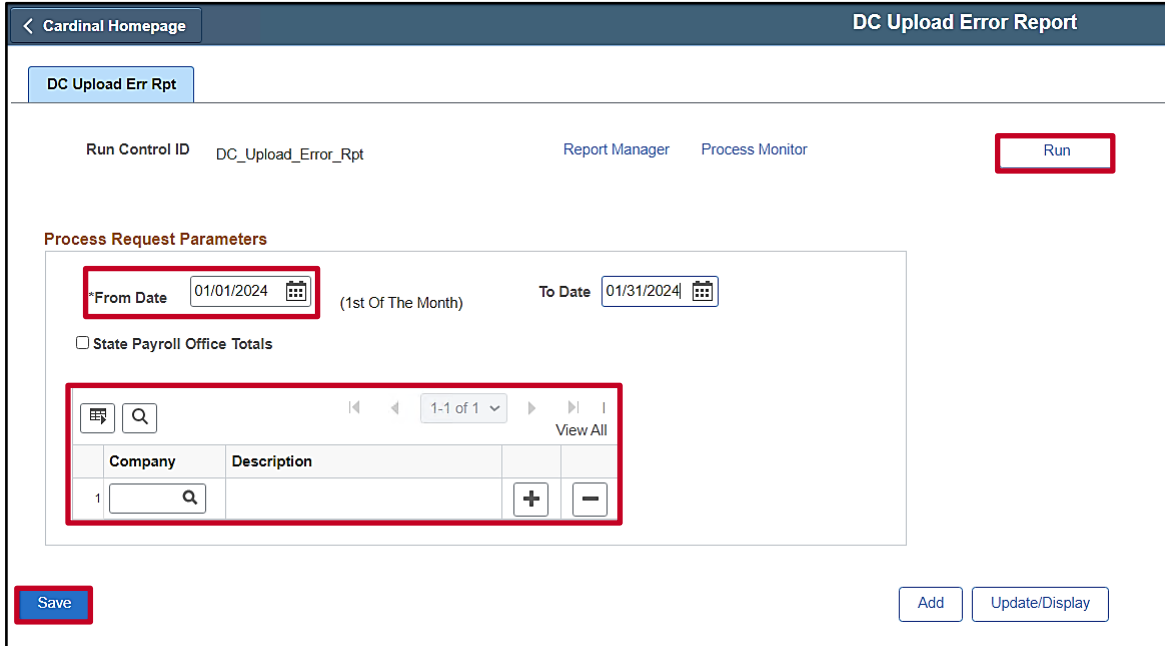
3. Enter a name in the **Run Control ID** field (e.g., "DC\_Upload\_Error\_Rpt").

**Note:** Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

4. Click the **Add** button.

**BN361\_Upload Error Report Troubleshooting**

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



Cardinal Homepage DC Upload Error Report

DC Upload Err Rpt

Run Control ID: DC\_Upload\_Error\_Rpt Report Manager Process Monitor **Run**

**Process Request Parameters**

**From Date** 01/01/2024 (1st Of The Month) **To Date** 01/31/2024

State Payroll Office Totals

Company	Description		
1		+	-

**Save** Add Update/Display

5. Select the applicable from date using the **From Date Calendar** icon.

**Note:** The from date is always the first day of the month.

6. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

- a. Selecting the applicable company using the **Company Look Up** icon
- b. Click the **Add a Row (+)** icon and repeat as needed to add additional companies

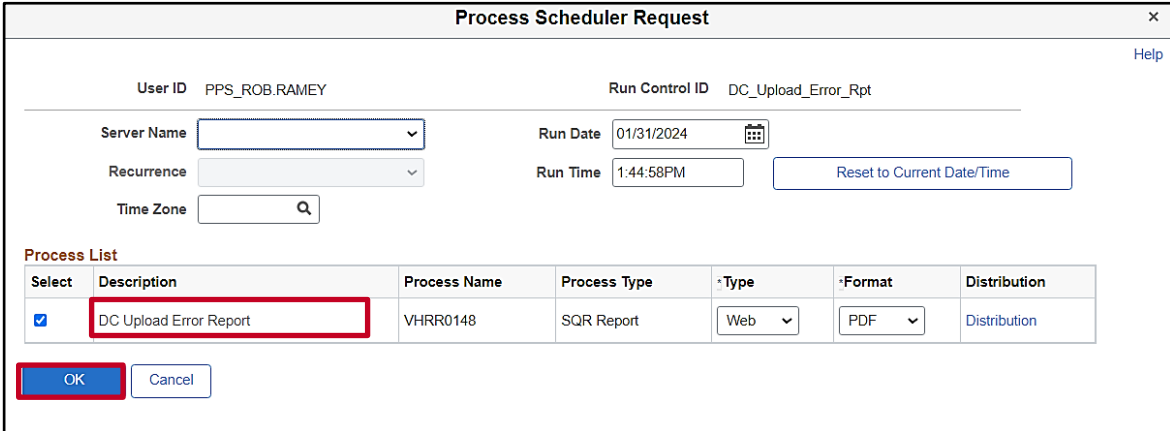
**Note:** Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

7. Click the **Save** button.

8. Click the **Run** button.

**BN361\_Upload Error Report Troubleshooting**

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



**Process Scheduler Request**

User ID PPS\_ROB.RAMEY Run Control ID DC\_Upload\_Error\_Rpt

Server Name [Dropdown] Run Date 01/31/2024 [Calendar]

Recurrence [Dropdown] Run Time 1:44:58PM [Reset to Current Date/Time]

Time Zone [Search]

**Process List**

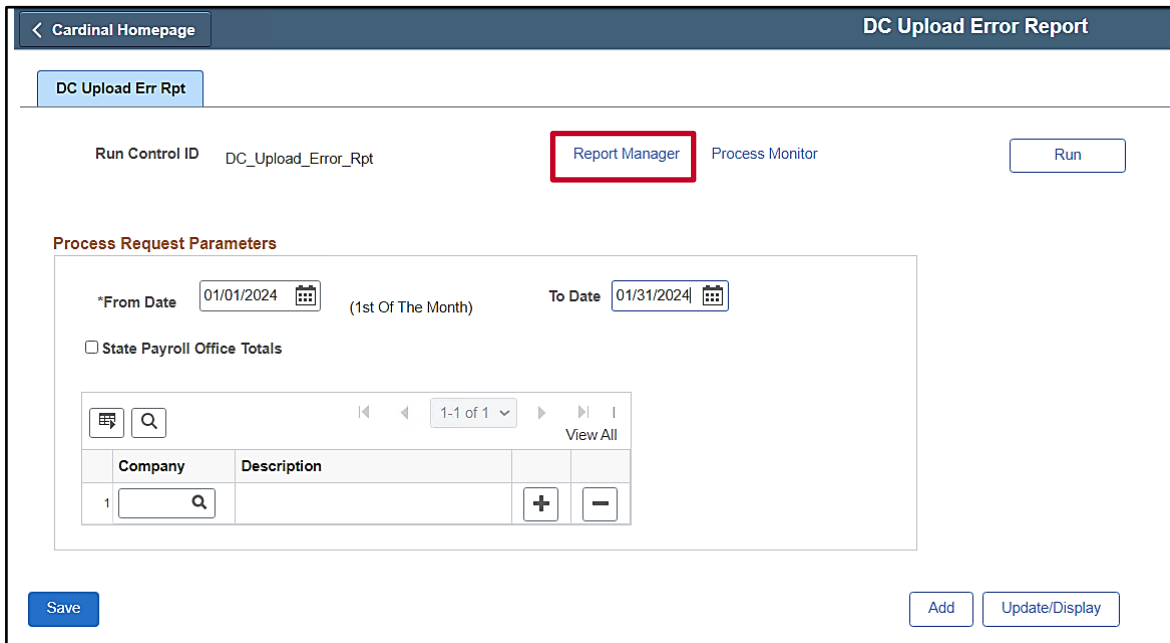
Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	DC Upload Error Report	VHRR0148	SQR Report	Web	PDF	Distribution

OK Cancel

9. Validate that the correct report is selected.

10. Click the **OK** button.

The **DC Upload Error Report** page redispays.



< Cardinal Homepage **DC Upload Error Report**

DC Upload Err Rpt

Run Control ID DC\_Upload\_Error\_Rpt **Report Manager** Process Monitor Run

**Process Request Parameters**

\*From Date 01/01/2024 (1st Of The Month) To Date 01/31/2024

State Payroll Office Totals

1-1 of 1 View All

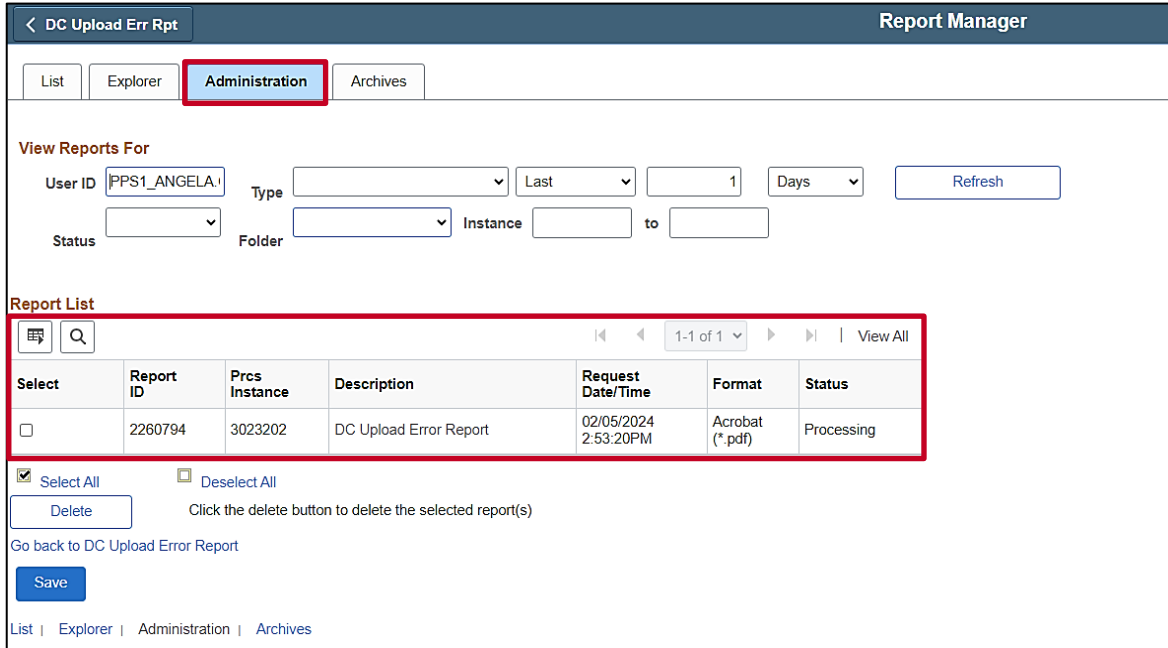
Company	Description		
1	[Search]	+	-

Save Add Update/Display

11. Click the **Report Manager** link.

**BN361\_Upload Error Report Troubleshooting**

The **Report Manager** page displays with the **List** tab opened by default.



The screenshot shows the 'Report Manager' interface. At the top, there are navigation tabs: 'List', 'Explorer', 'Administration' (highlighted with a red box), and 'Archives'. Below the tabs is a 'View Reports For' section with fields for 'User ID' (PPS1\_ANGELA), 'Type', 'Last', 'Days' (1), and a 'Refresh' button. There are also fields for 'Status', 'Folder', and 'Instance'. Below this is the 'Report List' section, which contains a table with one report entry. The table has columns for 'Select', 'Report ID', 'Prcls Instance', 'Description', 'Request Date/Time', 'Format', and 'Status'. The report entry has a checkbox, Report ID 2260794, Prcls Instance 3023202, Description 'DC Upload Error Report', Request Date/Time '02/05/2024 2:53:20PM', Format 'Acrobat (\*.pdf)', and Status 'Processing'. Below the table are 'Select All' and 'Deselect All' checkboxes, a 'Delete' button, and a 'Save' button. At the bottom, there are breadcrumb links: 'List | Explorer | Administration | Archives'.

Select	Report ID	Prcls Instance	Description	Request Date/Time	Format	Status
<input type="checkbox"/>	2260794	3023202	DC Upload Error Report	02/05/2024 2:53:20PM	Acrobat (*.pdf)	Processing

**Note:** The DC Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

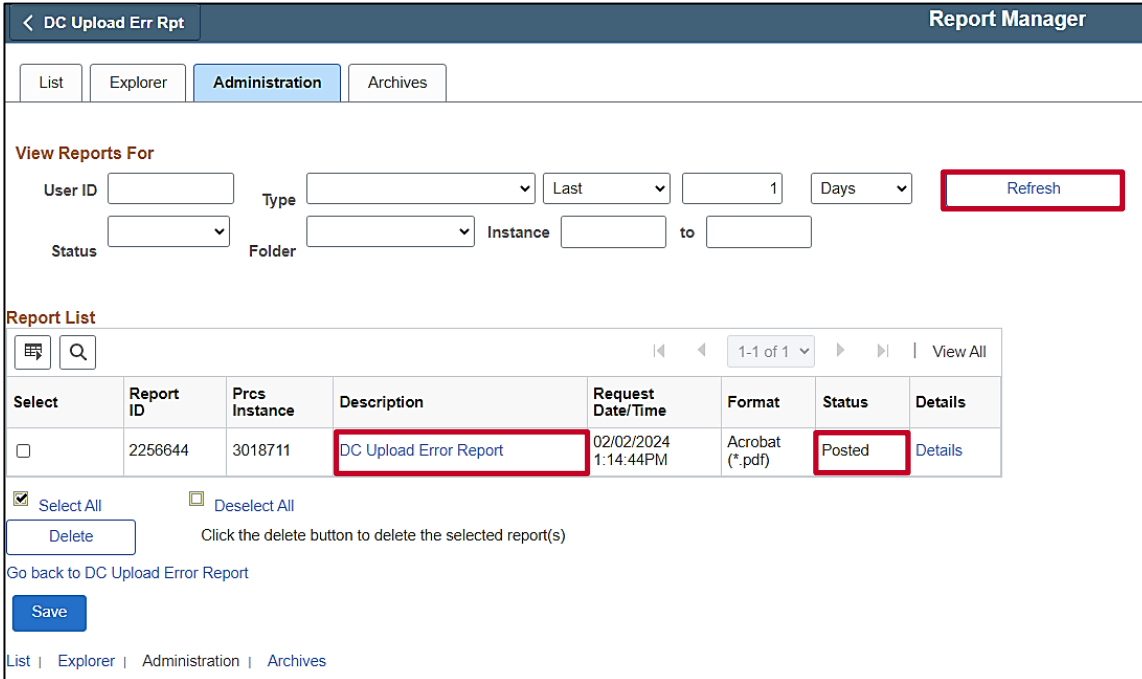
- Click the applicable **Report** link within the **Reports** section and proceed to Step 16.

**Note:** If the required report is not listed, continue to Step 13.

- Click the **Administration** tab.

**BN361\_Upload Error Report Troubleshooting**

The **Administration** tab displays.



DC Upload Err Rpt Report Manager

List | Explorer | **Administration** | Archives

**View Reports For**

User ID  Type  Last  1 Days  Refresh

Status  Folder  Instance  to

**Report List**

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	2256644	3018711	DC Upload Error Report	02/02/2024 1:14:44PM	Acrobat (*.pdf)	Posted	Details

Select All  Deselect All

Delete Click the delete button to delete the selected report(s)

Go back to DC Upload Error Report

Save

List | Explorer | Administration | Archives

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".
15. Click the applicable report's **Description** link within the **Report List** section.
16. Once the Report displays, review as needed.

**Note:** 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**.

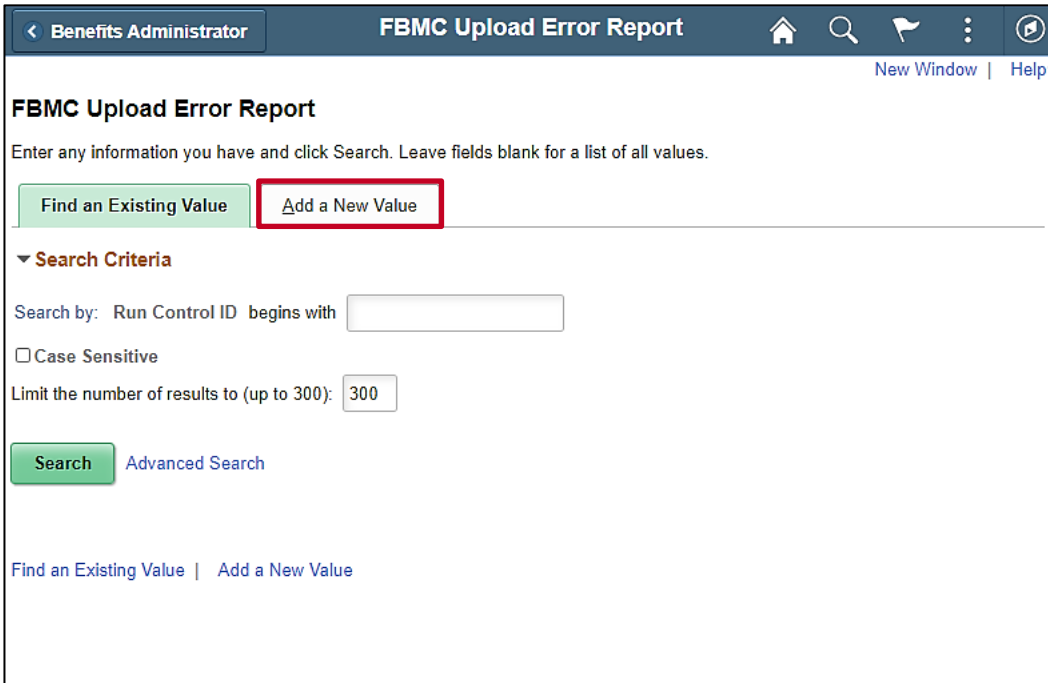
**BN361\_Upload Error Report Troubleshooting****FBMC Upload Error Report**

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

1. Navigate to the **FBMC Upload Error Report** page using the following navigation path:

**Menu > Benefits > Reports > FBMC Upload Error Report**

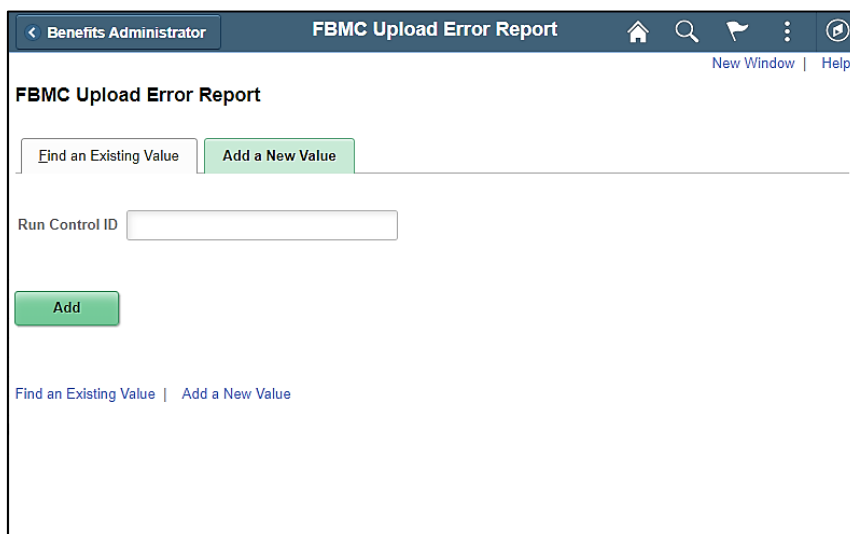
The **FBMC Upload Error Report** page displays with the **Find an Existing Value** tab displayed by default.



The screenshot shows the 'FBMC Upload Error Report' page in a web browser. The browser's address bar shows 'Benefits Administrator' and the page title is 'FBMC Upload Error Report'. The page has a dark blue header with navigation icons and 'New Window | Help' links. Below the header, the page title 'FBMC Upload Error Report' is displayed. A message says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Find an Existing Value' (selected) and 'Add a New Value'. Below the tabs is a 'Search Criteria' section with a dropdown arrow. It contains a 'Search by:' field with 'Run Control ID begins with' and an empty text input. There is a checkbox for 'Case Sensitive' and a 'Limit the number of results to (up to 300):' field with '300' entered. A green 'Search' button and a blue 'Advanced Search' link are at the bottom. At the very bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.



The screenshot shows the 'FBMC Upload Error Report' page with the 'Add a New Value' tab selected. The browser's address bar shows 'Benefits Administrator' and the page title is 'FBMC Upload Error Report'. The page has a dark blue header with navigation icons and 'New Window | Help' links. Below the header, the page title 'FBMC Upload Error Report' is displayed. There are two tabs: 'Find an Existing Value' and 'Add a New Value' (selected). Below the tabs is a 'Run Control ID' text input field. A green 'Add' button is positioned below the input field. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

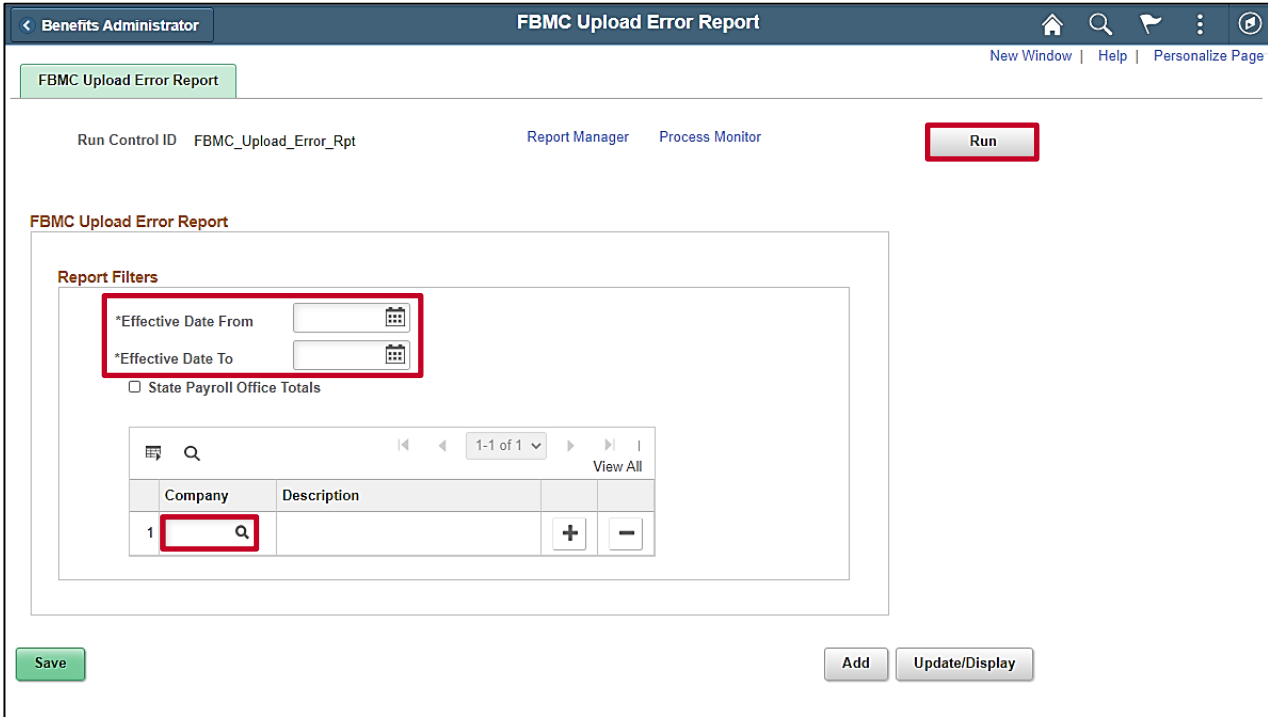
**BN361\_Upload Error Report Troubleshooting**

3. Enter a name in the **Run Control ID** field (e.g., "FBMC\_Upload\_Error\_Rpt").

**Note:** Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

4. Click the **Add** button.

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



The screenshot shows the 'FBMC Upload Error Report' interface. At the top, there's a navigation bar with 'Benefits Administrator' and 'FBMC Upload Error Report'. Below that, a 'Run Control ID' field contains 'FBMC\_Upload\_Error\_Rpt'. To the right are 'Report Manager' and 'Process Monitor' links, and a red-bordered 'Run' button. The main area is titled 'FBMC Upload Error Report' and contains a 'Report Filters' section. This section has two date pickers: '\*Effective Date From' and '\*Effective Date To', both with calendar icons. Below them is a checkbox for 'State Payroll Office Totals'. A table below the filters has columns for 'Company' and 'Description'. The first row has '1' in the 'Company' column and a search icon in the 'Description' column. At the bottom of the page are buttons for 'Save', 'Add', and 'Update/Display'.

5. Select the applicable dates using the **Effective Date From** and **Effective Date To** calendar icons.
6. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:
  - a. Selecting the applicable company using the **Company Look Up** icon
  - b. Click the **Add a Row (+)** icon and repeat as needed to add additional companies

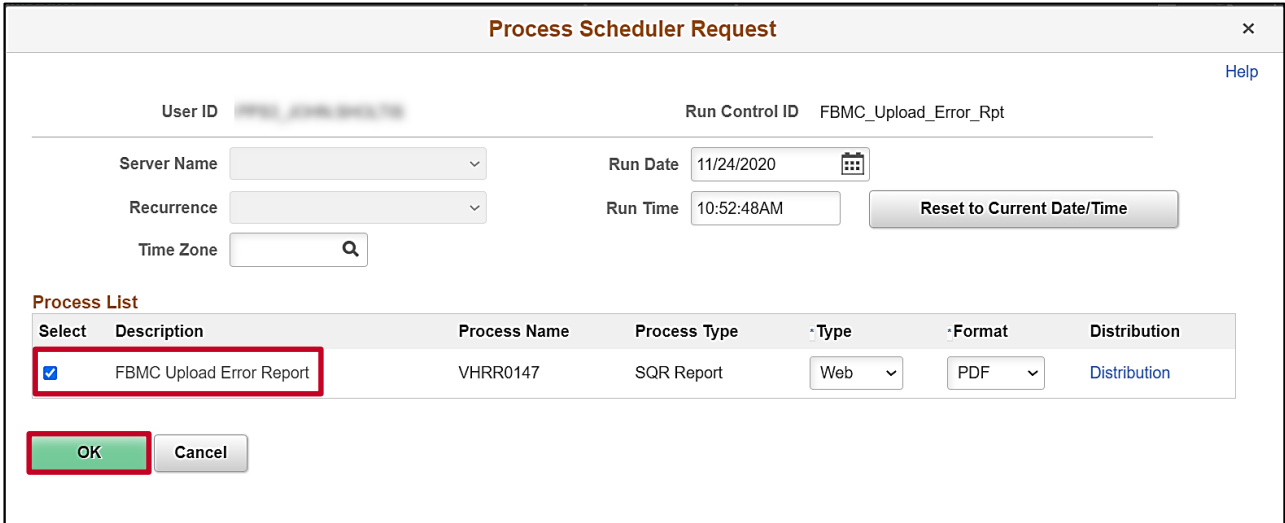
**Note:** Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

7. Click the **Save** button.
8. Click the **Run** button.



**BN361\_Upload Error Report Troubleshooting**

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



**Process Scheduler Request**

User ID: [Redacted] Run Control ID: FBMC\_Upload\_Error\_Rpt

Server Name: [Dropdown] Run Date: 11/24/2020 [Calendar Icon]

Recurrence: [Dropdown] Run Time: 10:52:48AM [Reset to Current Date/Time]

Time Zone: [Searchable Dropdown]

**Process List**

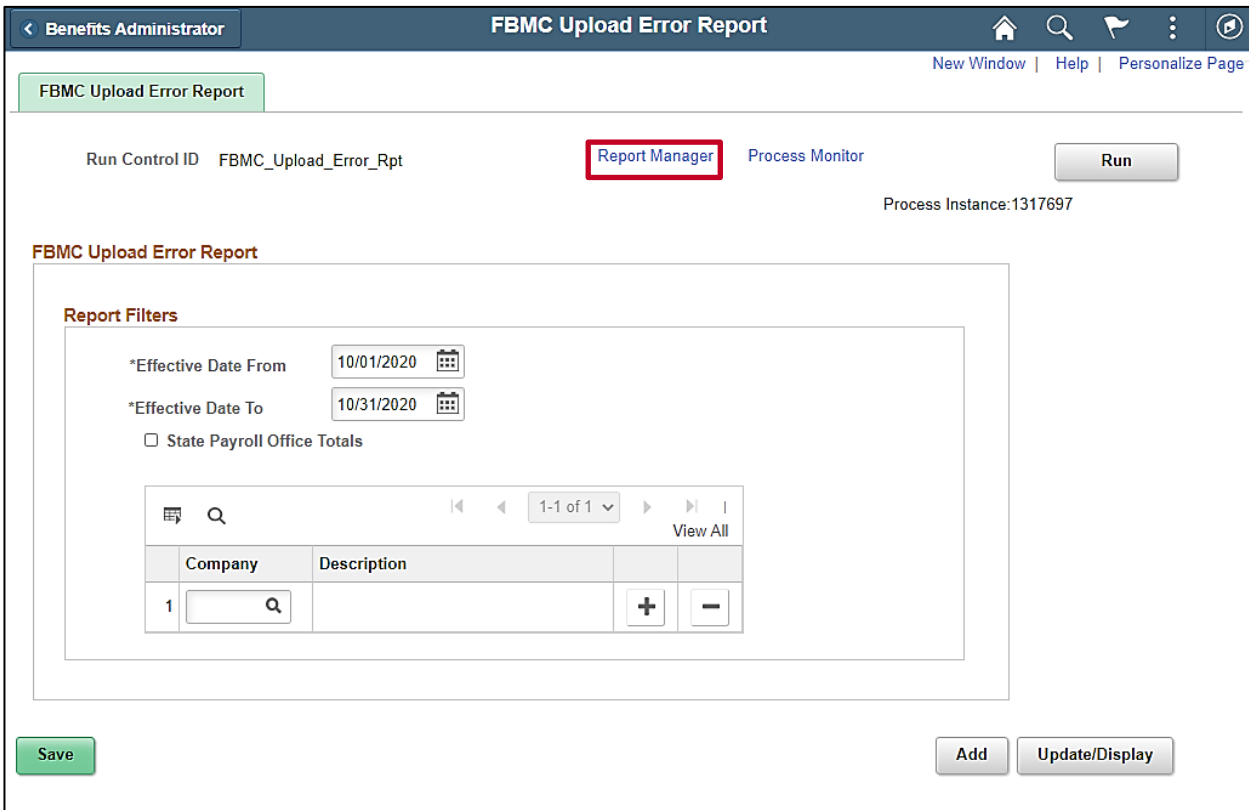
Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	FBMC Upload Error Report	VHRR0147	SQR Report	Web	PDF	Distribution

OK Cancel

9. Validate that the correct report is selected.

10. Click the **OK** button.

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



**FBMC Upload Error Report**

Run Control ID: FBMC\_Upload\_Error\_Rpt

[Report Manager](#) Process Monitor Run

Process Instance: 1317697

**FBMC Upload Error Report**

**Report Filters**

\*Effective Date From: 10/01/2020 [Calendar Icon]

\*Effective Date To: 10/31/2020 [Calendar Icon]

State Payroll Office Totals

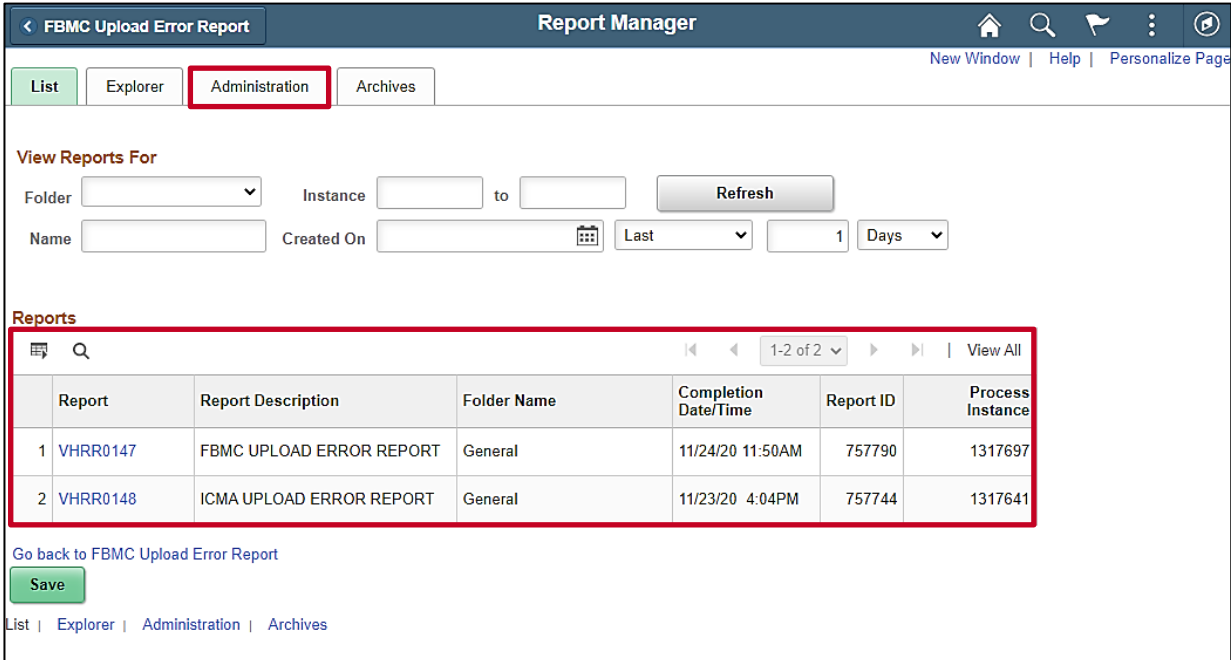
Company	Description		
1	[Searchable]	+	-

Save Add Update/Display

11. Click the **Report Manager** link.

**BN361\_Upload Error Report Troubleshooting**

The **Report Manager** page displays with the **List** tab displayed by default.



The screenshot shows the 'Report Manager' interface for 'FBMC Upload Error Report'. The 'Administration' tab is selected. Below the navigation tabs, there are filters for 'View Reports For' including 'Folder', 'Instance', 'Name', and 'Created On'. A 'Refresh' button is present. The 'Reports' section contains a table with the following data:

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 <a href="#">VHRR0147</a>	FBMC UPLOAD ERROR REPORT	General	11/24/20 11:50AM	757790	1317697
2 <a href="#">VHRR0148</a>	ICMA UPLOAD ERROR REPORT	General	11/23/20 4:04PM	757744	1317641

Below the table, there is a 'Go back to FBMC Upload Error Report' link and a 'Save' button. The breadcrumb trail at the bottom reads: List | Explorer | Administration | Archives.

**Note:** The FBMC Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

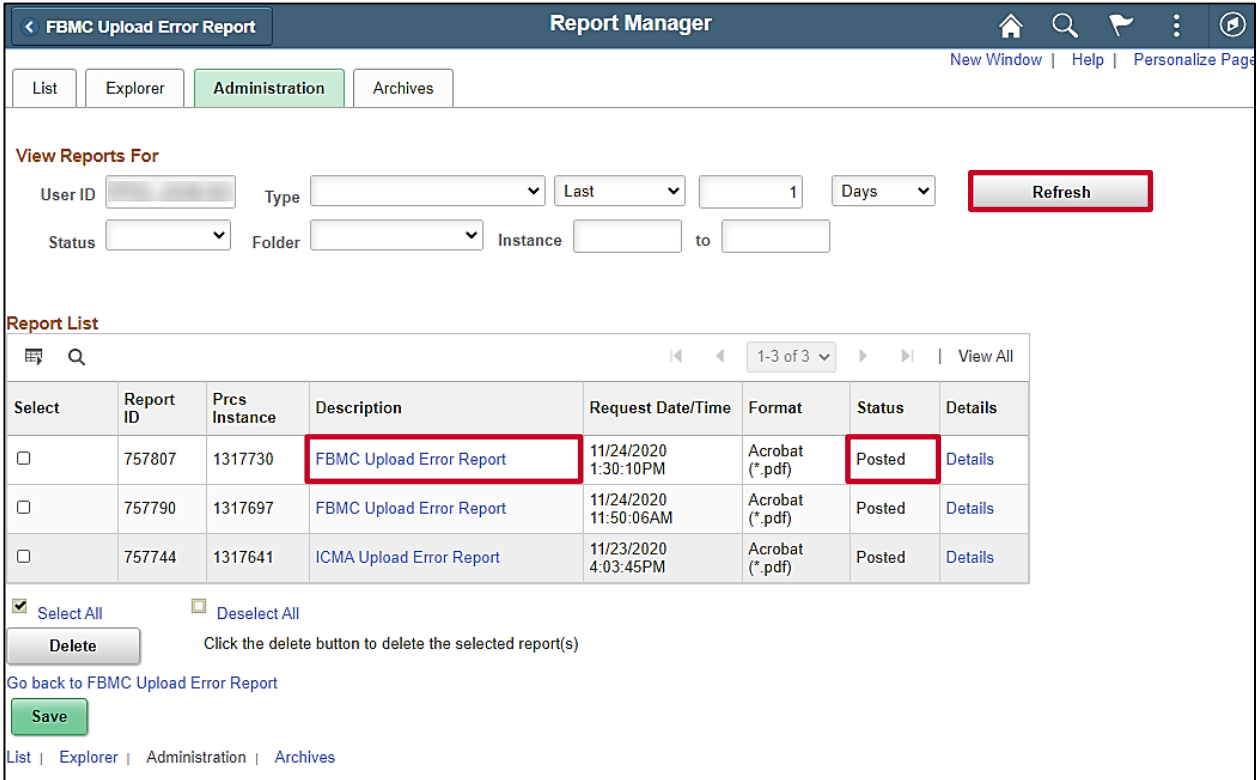
- Click the applicable **Report** link within the **Reports** section and proceed to Step 16.

**Note:** If the required report is not listed, continue to Step 13.

- Click the **Administration** tab.

**BN361\_Upload Error Report Troubleshooting**

The **Administration** tab displays.



The screenshot shows the 'Report Manager' interface with the 'Administration' tab selected. The 'View Reports For' section includes a 'Refresh' button. The 'Report List' table contains the following data:

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	757807	1317730	<a href="#">FBMC Upload Error Report</a>	11/24/2020 1:30:10PM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>
<input type="checkbox"/>	757790	1317697	<a href="#">FBMC Upload Error Report</a>	11/24/2020 11:50:06AM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>
<input type="checkbox"/>	757744	1317641	<a href="#">ICMA Upload Error Report</a>	11/23/2020 4:03:45PM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>

Below the table, there are 'Select All' and 'Deselect All' checkboxes, a 'Delete' button, and a 'Save' button. A 'Go back to FBMC Upload Error Report' link is also present.

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".
15. Click the applicable report's **Description** link within the **Report List** section.
16. Once the Report displays, review as needed.

**Note:** 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**.

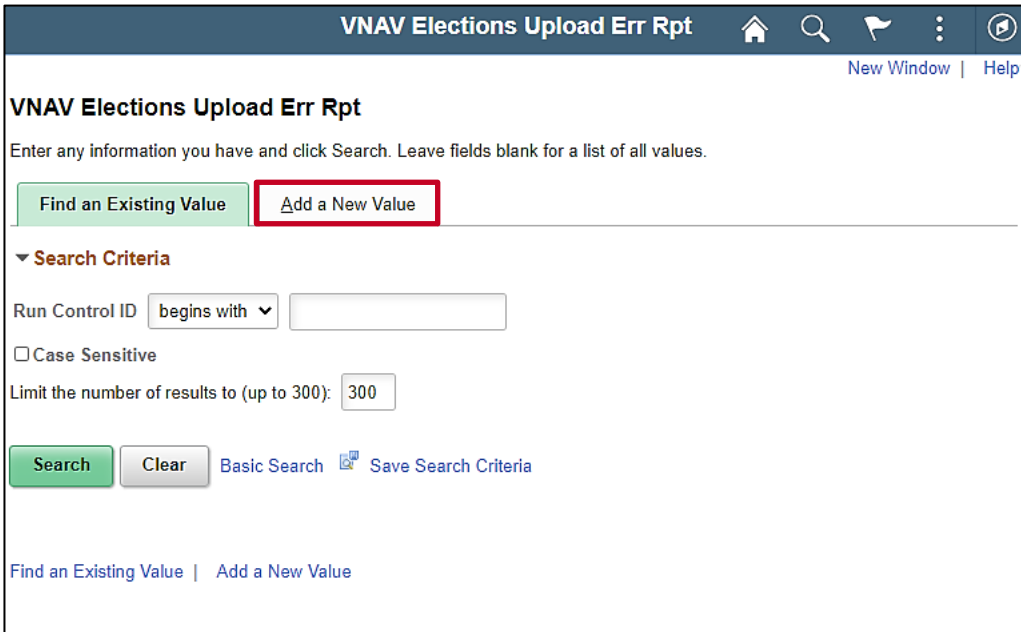
**BN361\_Upload Error Report Troubleshooting****VNAV Upload Error Report**

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

1. Navigate to the **VNAV Elections Upload Err Rpt** page using the following navigation path:

**Menu > Benefits > VNAV Elections Upload Err Rpt**

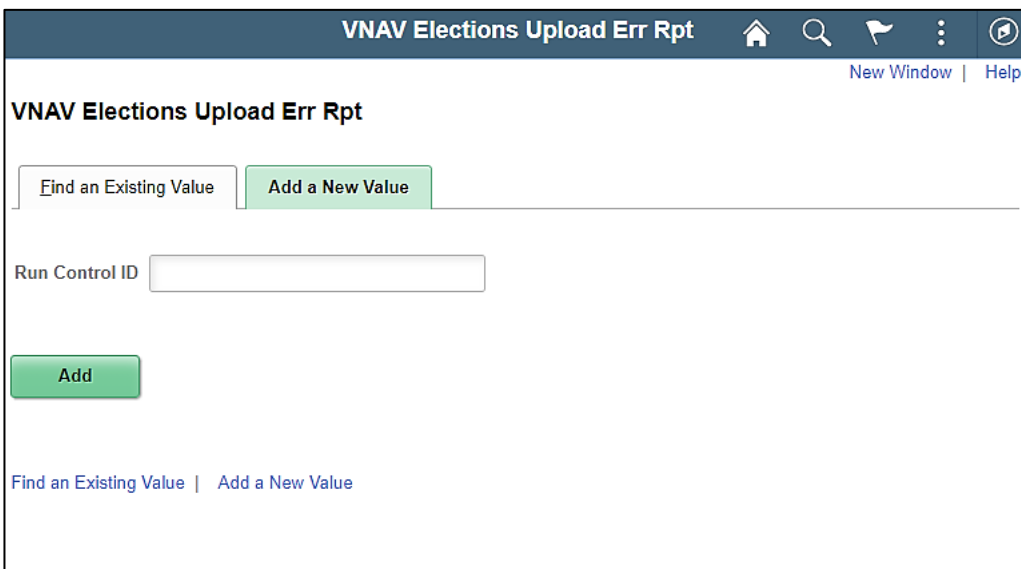
The **VNAV Elections Upload Err Rpt** page displays with the **Find an Existing Value** tab displayed by default.



The screenshot shows the 'VNAV Elections Upload Err Rpt' page. At the top, there is a navigation bar with a home icon, a search icon, a flag icon, a menu icon, and a refresh icon. Below the navigation bar, the page title 'VNAV Elections Upload Err Rpt' is displayed. To the right of the title are links for 'New Window' and 'Help'. Below the title, there is a search instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this instruction are two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is highlighted with a red border. Below the tabs is a section titled 'Search Criteria' with a dropdown arrow. Under 'Search Criteria', there is a 'Run Control ID' field with a dropdown menu set to 'begins with' and an empty input field. Below this is a checkbox for 'Case Sensitive'. Below the checkbox is a text input field for 'Limit the number of results to (up to 300):' with the value '300' entered. Below the input fields are two buttons: 'Search' and 'Clear'. To the right of these buttons are links for 'Basic Search' and 'Save Search Criteria'. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

2. Click the **Add a New Value** tab.

The **Add a New Value** tab displays.



The screenshot shows the 'VNAV Elections Upload Err Rpt' page with the 'Add a New Value' tab selected. The 'Find an Existing Value' tab is now inactive. Below the tabs is a 'Run Control ID' input field. Below the input field is an 'Add' button. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

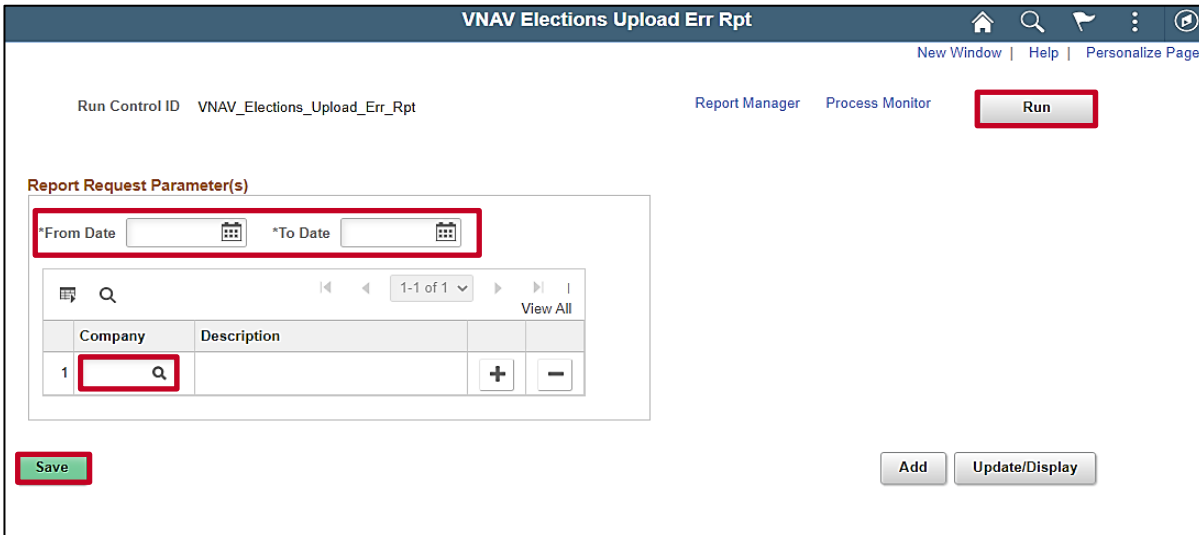
**BN361\_Upload Error Report Troubleshooting**

3. Enter a name in the **Run Control ID** field (e.g., "VNAV\_Upload\_Error\_Rpt").

**Note:** Run Control IDs can be used multiple times once established. The user should not create a new one every time the report is run.

4. Click the **Add** button.

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



VNAV Elections Upload Err Rpt

Run Control ID VNAV\_Elections\_Upload\_Err\_Rpt

Report Manager Process Monitor **Run**

Report Request Parameter(s)

\*From Date  \*To Date

Company	Description		
1 <input type="text"/>		+	-

**Save** **Add** **Update/Display**

5. Select the applicable **From Date and To Date** using the **From Date** and **To Date Calendar** icons.

6. If the Agency BA has access to multiple companies, the BA can retrieve data for one specific company or multiple companies by:

- a. Select the applicable company using the **Company Look Up** icon
- b. Click the **Add a Row (+)** icon and repeat to add additional companies

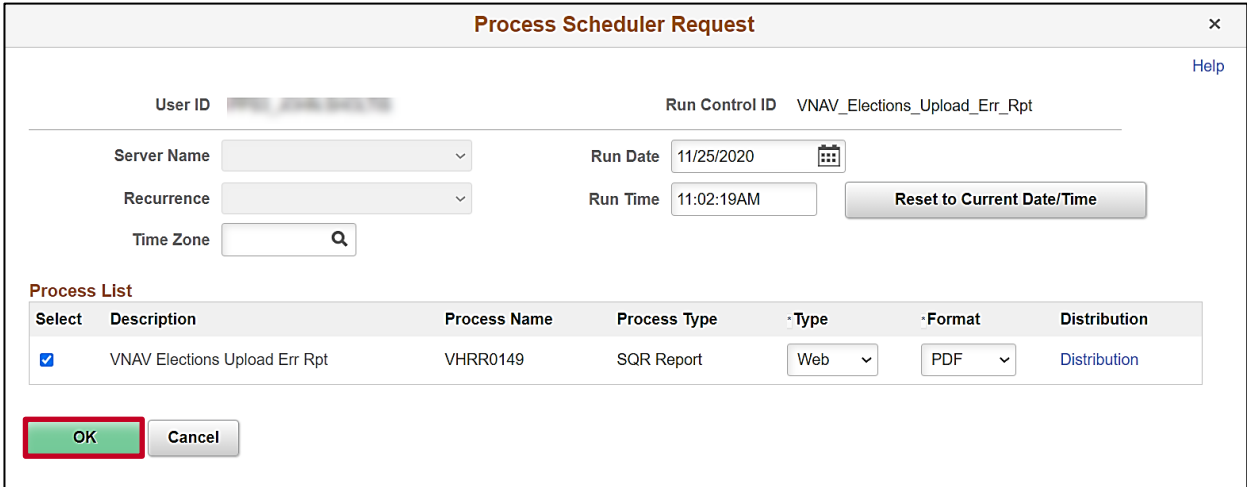
**Note:** Data for all applicable companies is retrieved if no specific companies are selected. Users are only able to view company-specific information to the companies for which they have access.

7. Click the **Save** button.

8. Click the **Run** button.

**BN361\_Upload Error Report Troubleshooting**

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



**Process Scheduler Request**

User ID: [Redacted] Run Control ID: VNAV\_Elections\_Upload\_Err\_Rpt

Server Name: [Dropdown] Run Date: 11/25/2020 [Calendar Icon]

Recurrence: [Dropdown] Run Time: 11:02:19AM [Reset to Current Date/Time]

Time Zone: [Search]

**Process List**

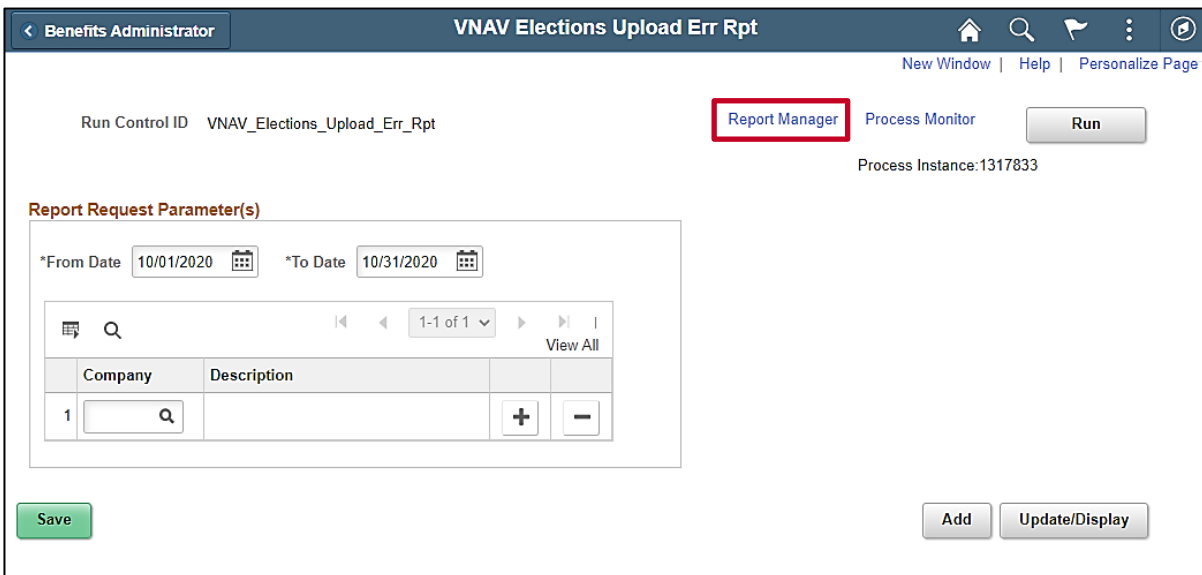
Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	VNAV Elections Upload Err Rpt	VHRR0149	SQR Report	Web	PDF	Distribution

OK Cancel

9. Validate that the correct report is selected.

10. Click the **OK** button.

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



Benefits Administrator | VNAV Elections Upload Err Rpt

Run Control ID: VNAV\_Elections\_Upload\_Err\_Rpt

Report Manager | Process Monitor | Run

Process Instance: 1317833

**Report Request Parameter(s)**

\*From Date: 10/01/2020 \*To Date: 10/31/2020

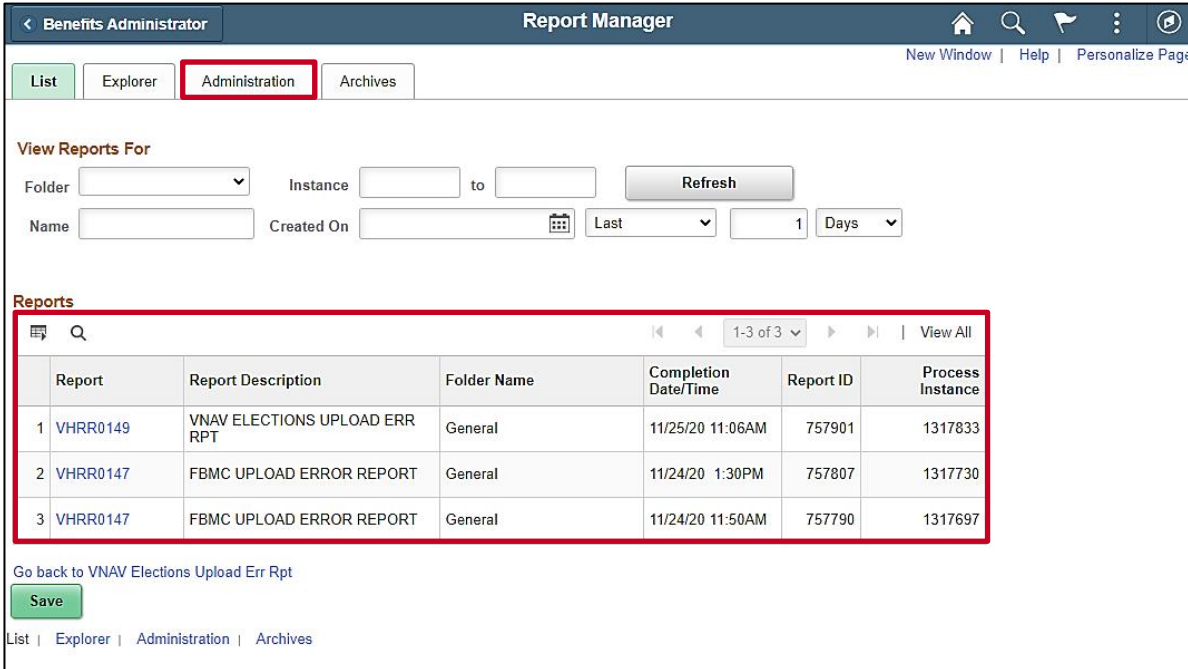
Company	Description		
1	[Search]	+	-

Save | Add | Update/Display

11. Click the **Report Manager** link.

**BN361\_Upload Error Report Troubleshooting**

The **Report Manager** page displays with the **List** tab displayed by default.



The screenshot shows the 'Report Manager' interface with the 'Administration' tab selected. The 'View Reports For' section includes filters for Folder, Instance, Name, and Created On. Below this is a 'Reports' section containing a table with 3 rows and 7 columns. The table is highlighted with a red border. Below the table is a 'Save' button and a breadcrumb trail: List | Explorer | Administration | Archives.

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 VHRR0149	VNAV ELECTIONS UPLOAD ERR RPT	General	11/25/20 11:06AM	757901	1317833
2 VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/24/20 1:30PM	757807	1317730
3 VHRR0147	FBMC UPLOAD ERROR REPORT	General	11/24/20 11:50AM	757790	1317697

**Note:** The VNAV Upload Error Report will not display on the **List** tab until the execution is complete and the report is ready to review.

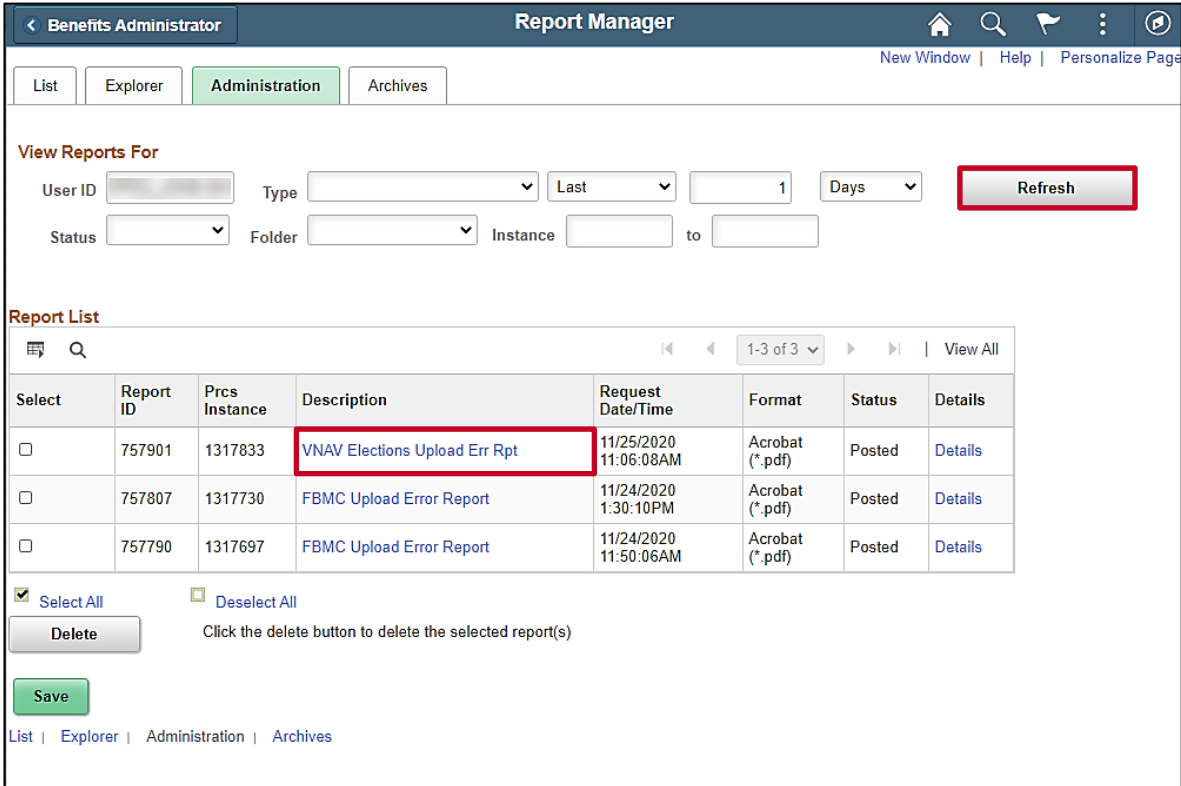
- Click the applicable **Report** link within the **Reports** section and proceed to Step 16.

**Note:** If the required report is not listed, continue to Step 13.

- Click the **Administration** tab.

**BN361\_Upload Error Report Troubleshooting**

The **Administration** tab displays.



The screenshot shows the 'Report Manager' interface with the 'Administration' tab selected. The 'View Reports For' section includes fields for User ID, Type, Last, Days, Status, Folder, and Instance, along with a 'Refresh' button. Below this is the 'Report List' section, which contains a table with the following data:

Select	Report ID	Prce Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	757901	1317833	VNAV Elections Upload Err Rpt	11/25/2020 11:06:08AM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>
<input type="checkbox"/>	757807	1317730	FBMC Upload Error Report	11/24/2020 1:30:10PM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>
<input type="checkbox"/>	757790	1317697	FBMC Upload Error Report	11/24/2020 11:50:06AM	Acrobat (*.pdf)	Posted	<a href="#">Details</a>

Below the table are 'Select All' and 'Deselect All' checkboxes, a 'Delete' button, and a 'Save' button. The 'Delete' button has a tooltip that reads: 'Click the delete button to delete the selected report(s)'. The 'Refresh' button in the 'View Reports For' section is highlighted with a red border in the original image.

14. Click the **Refresh** button as needed until the required report's **Status** field within the **Report List** section updates to "Posted".
15. Click the applicable report's **Description** link within the **Report List** section.
16. Once the Report displays, review as needed.

**Note:** 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**.



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**BN361\_Upload Error Report Troubleshooting****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.

**BN361\_Upload Error Report Troubleshooting**
**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.
<b>Processing Note:</b> 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.
<b>Processing Note:</b> 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.

**BN361 Upload Error Report Troubleshooting**

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.
50PLUS indicator is populated. Please refer to the Savings Management Table.	Information only – no action required.
Catch Up indicator is populated. Please refer to the Savings Management Table.	Information only – no action required.
Multiple Catch-Ups were indicated in the input file, each extension has been entered into Savings Management table.	Information only – no action required.
ERROR: DC Agency does not use Cardinal Payroll.	Enrollment on file is for a non-Payroll agency.

**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. Be sure to include as much detail as possible and ensure that “Cardinal” is within the Subject Line of the Ticket.

**BN361\_Upload Error Report Troubleshooting**
**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.

**BN361 Upload Error Report Troubleshooting**

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.
<b>Warning:</b> 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. 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.

**BN361\_Upload Error Report Troubleshooting**
**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.	No record found in Cardinal for the EMPLID in the file. Research and log a help desk ticket to request enrollment entry as needed.
Employee 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.
<b>Warning</b> – 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.

**BN361 Upload Error Report Troubleshooting**

Warning Message	Solution
<b>Warning</b> – 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. 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.