



### Results by Calendar Group/Calendar – Troubleshooting Guide Overview

The **Results by Calendar Group** and **Results by Calendar** pages can help Absence Administrators review detailed absence information processed by the Absence Calculation process for individual employees. This document serves as a guide to assist Administrators with using these pages for researching and troubleshooting issues.

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## Time & Attendance Job Aid

### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### Revision History

Revision Date	Summary of Changes
3/1/2025	Updated the screenshots of the Search pages ( <a href="#">Section 4</a> , after Step 1; <a href="#">Section 5</a> , after Step 1). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.



#### Results by Calendar Group and Calendar Data

The following data can be found on the results pages:

- **Calendar Group and Calendar Results:** Displays the Calendar Group ID, Calendar ID, period begin and end dates, and version number
  - **Calendar Group ID:** Refers to the period the data was processed in
  - **Calendar ID:** Refers to the period the data was effective in
- **Absence Data:** Lists processed absences by date, the calculated duration, hours paid, hours unpaid, remaining entitlement balance, and scheduled hours for each date
- **Accumulators:** Displays total leave year-to-date hours for absence takes, entitlements, adjustments, and balances. Also displays total hours taken and earned in the period for some leave types. See the complete list of accumulators at the end of this job aid.

Use the information on the **Results by Calendar Group and Calendar** pages to review adjustments and troubleshoot issues. For example, access previous calendars and recalculated versions of calendars to ensure if balance adjustments or retro transactions were processed for an employee. Accessing calendars may help identify the cause if an employee indicates their balances or accruals are not correct. The **Results by Calendar Group and Calendar** pages are often referenced when there is the need to investigate an issue, such as:

- Was the employee processed in the period and were absences calculated?
- Why didn't the employee accrue vacation or sick leave for the period?
- Why did the system generate Pay Docking (LNP) for an absence?
- Why is the employee's balance different than expected?
- How many hours were processed for a particular absence?
- When was a prior period reprocessed?
- What changed between the original and most recent reprocessed version of a calendar?

These pages give you clues and answers to those and many other questions about an employee and their absences. Specific examples for each of the above questions follow at the end of this reference guide in the **Additional Examples** section.

The **Absence Accumulator Results** query is a public query that can be used to pull the absence accumulator data from the **Results by Calendar Group and Calendar** pages. Details about this query are reviewed later in the **Absence Accumulator Results Query** section of this Job Aid. You can also review the Job Aid entitled **Cardinal HCM Reports Catalog** for more details about the query. This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.



### **TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide**

We start at the beginning of a pay period and set the stage for possible scenarios. When a new period is opened, the Absence Calculation process is run. In this first run of the pay period, the Absence Calculation process identifies all employees who are eligible for Absence Management and calculates absence takes, accruals, and adjustments as applicable in that period. From that point on, the Absence Calculation process only calculates/recalculates an employee if an iterative trigger (a current pay period action) or a retro trigger (a prior period action) is set that causes the employee to be picked back up for subsequent reprocessing. The final run of the pay period permanently stores all the data for the period, or any prior periods recalculated for each employee.



#### Triggers

There are two types of triggers:

- Iterative Trigger – An iterative trigger tells the system to process (or reprocess) an employee in the current open calendar when the employee data has changed
- Retro Trigger – A retroactive (or retro) trigger tells the system to reprocess previously calculated (closed) calendars when the employee data effective in a prior period has changed

There are multiple events configured in Cardinal Absence Management that set triggers. Many of these events fall into the following categories:

- The entry and/or modification to job data (except Company Seniority Date) – as long as the field is on an effective dated page. A change to the Company Seniority Date will NOT set a trigger and therefore, will not cause the Absence Calculation process to reprocess and recalculate the employee's accruals based on years or months of service; manual balance adjustments must be entered to correct balances in this case
- The entry and/or modification to an absence event
- The entry and/or modification to an absence balance adjustment
- The entry and/or modification to a work schedule

When any of the above occurs, a trigger will be set either in the current pay period calendar or in a prior period calendar. The calendars affected are based on the date when the event is effective. When a prior period is reprocessed, all calendar periods after that period up to and including the current period are automatically reprocessed in case the triggered event impacts subsequent periods.

#### Examples:

- The current calendar is SM1 2020SM109 (5/10/2020 – 5/24/2020). The employee submits a Vacation (VAC) absence request for 5/15/20 and it is subsequently approved. The current calendar would be reprocessed, and the new VAC absence take would be deducted from the ending VAC accumulator balance.
- The current calendar is SM1 2020SM109 (5/10/2020 – 5/24/2020). An update (from four 10/hr days to five 8/hr days) to the employee's schedule is entered with an effective date of 5/7/2020 on 5/11/2020. This action would set a retro trigger and the SM1 2020SM108 (4/25/2020 – 5/9/2020) calendar would be reprocessed in the current open Calendar Group (2020SM109) along with the current SM1 2020SM109 calendar.



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**Note:** The limit on how far back retro triggers can be processed is one year. Retro triggers are processed up to one year in the past based on the current open leave period begin date. For example, if the current open period is 2020SM123 (period begin date 12/10/20), then retro triggers back to 2019SM123, or with an effective date of 12/10/19, will be processed, but retro triggers prior to that leave period or date will not be processed. If a retro trigger needs to be processed prior to one year back for an employee, you can enter a balance adjustment and indicate the reason in the **Comments** field. You could also contact the Cardinal Post Production Support Team (PPS) by opening a Help Desk ticket to override the limit for the employee so that the trigger can be processed. Contacting PPS should be used as an exception.



#### Reviewing Results Options

You have two options for reviewing the data:

- **Results by Calendar Group**
- **Results by Calendar**

Both options show the same information; however, the information is displayed in different ways. You will want to consider what you are looking for and what information you already have to determine which option may be most useful for the scenario. Note that these pages display by Employee only, so the period displays will vary based on which Semi-monthly period the employee is processed in (based on job data absence Paygroup).

**Results by Calendar Group:** The **Results by Calendar Group** page displays absence data based on the semi-monthly leave period in which it was processed. The calendar group selected displays the corresponding calendar period along with any prior calendar periods that were reprocessed during that period due to retroactivity. If multiple periods were processed during the period you are viewing, you will need to scroll through the calendars to view the data for each period.

For example, if you know that a prior period change was entered in the current period and you want to see the results of that reprocessed calendar and the impacts the change has on subsequent periods, you would want to use the **Results by Calendar Group** page. This allows you to select the current Calendar Group ID (the results of the most recent Absence Calculation process run) to see the absence data for all the Calendar IDs (leave periods) processed as a result of the prior period change or trigger. Otherwise, if you use the **Results by Calendar** page, you would need to view the calendar with the prior period change and then go in and out of each subsequent Calendar ID to view the impacts on each period.

**Results by Calendar:** The **Results by Calendar** page displays absence data based on the semi-monthly leave period in which it was effective. The calendar selected displays the most recent version of the data effective in that calendar period along with any other versions of that same calendar period that may have been reprocessed during a different calendar period due to retroactivity. If the calendar was reprocessed during multiple periods, you will need to scroll through the calendar groups to view the various versions of the data for the period.

For example, if you know the calendar period an entry was effective in, but you do not know when the entry was processed, you would want to use the **Results by Calendar** page. This allows you to select the Calendar ID (the period the entry was effective in) and scroll to the highest Calendar Group ID (most recent version of the calendar) to see the most recent results or you can scroll through each version to see exactly when the entry was calculated and how retro triggers impacted that calculation – accruals may be different in each period depending upon the trigger. Otherwise, if you use the **Results by Calendar Group** page, you would need to go in and out of each Calendar Group ID to see if an entry was reprocessed in any of the subsequent calendar periods.



Using the examples from the **Triggers** section:

- For the current period trigger (Scenario 1), you could go to either the **Results by Calendar** page for Calendar SM1 2020SM109 or the **Results by Calendar Group** page for Calendar Group 20SM109. Since it's the current calendar and it has not been finalized, you will only find it in the current Calendar Group on the **Results by Calendar Group** page.
- For the retro/prior period trigger (Scenario 2), if you went to the **Results by Calendar Group** page for Calendar Group 2020SM108 and looked at the SM1 2020SM108 calendar, you would still see the results of the four 10-hr day schedule because that was in effect when the 2020SM108 Calendar Group was finalized. Each absence take would have calculated at 10 hours for a full day. In order to see the correct and current results, you'd want to go to the **Results by Calendar** page and look at the SM1 2020SM108 Calendar. You would see that it was first processed in the 2020SM108 Calendar Group (the absence takes for the period = 10 hour days) and then again in the SM1 2020SM109 Calendar where the takes with an absence date on or after 5/7/20 (work schedule effective date) would have been recalculated as 8 hour takes. As a result of these calculations, you will also notice that the employee has additional hours in the YTD balance accumulator since only 8 hours were subtracted where it was 10 under the prior version.

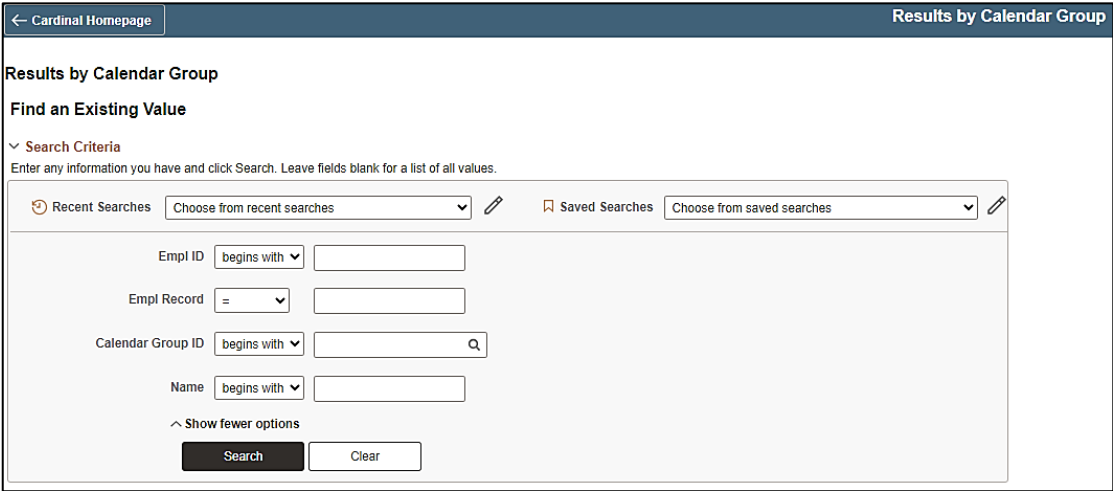







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#### Reviewing Results by Calendar Group

Step	Action
1.	<p>Navigate to the <b>Results by Calendar Group</b> page using the following path:</p> <p><b>NavBar &gt; Menu &gt; Global Payroll &amp; Absence Mgmt &gt; Absence and Payroll Processing &gt; Review Absence/Payroll Info &gt; Results by Calendar Group</b></p>
<p>The <b>Results by Calendar Group Search</b> page displays.</p> 	
	<p>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 <b>Job Aids</b> under <b>Learning</b>.</p>
2.	<p>Search for the applicable employee by entering the Employee ID or known portion of the Employee ID in the <b>Empl ID</b> field.</p> <p><b>Note:</b> You can also search by Employee Record or name using the corresponding field. However, it is recommended to use the Employee ID as it is a unique identifier for each employee.</p> 
3.	<p>Click the <b>Search</b> button.</p> 



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### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step	Action
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The **Search Results** display in the bottom portion of the page.

← Cardinal Homepage Results by Calendar Group

**Results by Calendar Group**

**Find an Existing Value**

▼ Search Criteria  
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

Empl ID begins with

Empl Record =

Calendar Group ID begins with

Name begins with

^ Show fewer options

▼ Search Results  
3 results - Empl ID

1-3 of 3 View All				
Empl ID	Empl Record	Calendar Group ID	Name	
<input type="text"/>	0	2024SM114	<input type="text"/>	>
<input type="text"/>	0	2024SM115	<input type="text"/>	>
<input type="text"/>	0	2024SM116	<input type="text"/>	>

4. Click the corresponding link for the **Calendar Group ID** column for the period you want to review.

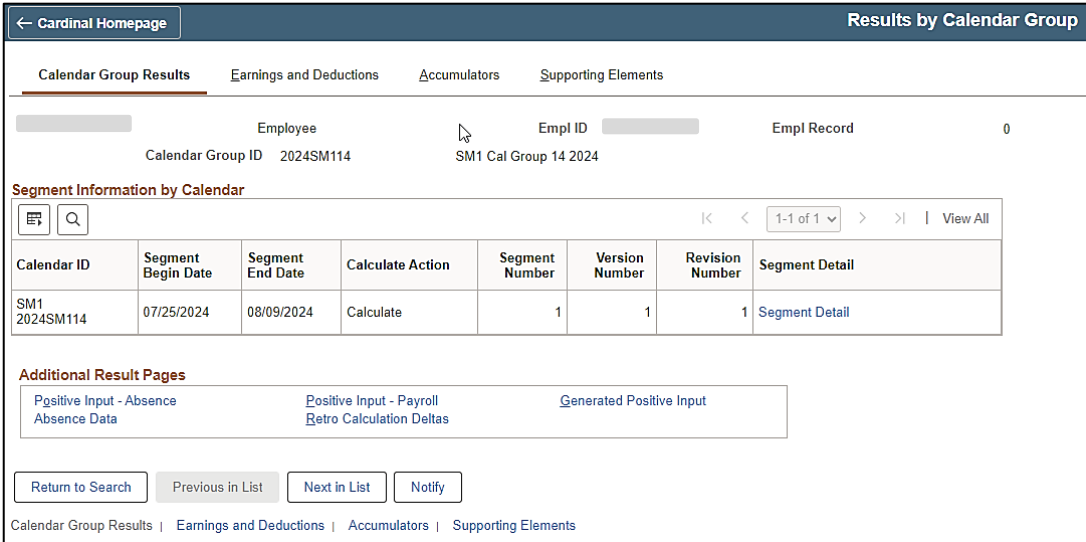

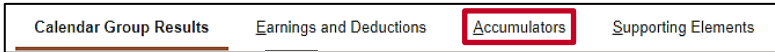
▼ Search Results  
3 results - Empl ID

1-3 of 3 View All				
Empl ID	Empl Record	Calendar Group ID	Name	
<input type="text"/>	0	2024SM114	<input type="text"/>	>
<input type="text"/>	0	2024SM115	<input type="text"/>	>
<input type="text"/>	0	2024SM116	<input type="text"/>	>



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### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step	Action
	<p>The <b>Results by Calendar Group</b> page displays with the <b>Calendar Group Results</b> tab displayed by default.</p> <div></div>
5.	<p>Review the Calendar Group Results information as needed. This tab displays the corresponding Calendar ID for the Calendar Group ID previously selected as well as any Calendar IDs with retroactive changes that were reprocessed in the Calendar Group ID selected. Within the <b>Segment Information by Calendar</b> section, the first Calendar ID listed is the ID with the oldest retroactive changes. The Version Number of a Calendar ID increments by 1 each time the calendar is reprocessed.</p> <p>In this example, the Calendar Group ID selected was 2019SM124. The <b>Calendar Group Results</b> tab includes all of the Calendars that were reprocessed for this employee when this period was processed by the Absence Calculation process (the current period (SM12019SM124) and two prior periods (SM12019SM123 and SM12019SM122) in this example).</p> <p>The full periods get reprocessed and will display whether or not anything has actually changed. For example, there could be a job data change to update the employee's department which has no impact on absences at all, but, the Absence Calculation process will still reprocess all periods back to the effective date. Likewise, if an absence is updated to change the absence reason value, it will reprocess even though the reason does not change the calculated results.</p>
	<p>The <b>Earnings and Deductions</b> tab is not used in Cardinal.</p>
6.	<p>Click the <b>Accumulators</b> tab.</p> <div></div>



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Step	Action
	<p>The <b>Accumulators</b> tab displays.</p> <div></div>
7.	<p>Review the Accumulators information as needed. This tab displays total leave year-to-date hours for absence takes, entitlements, adjustments, and balances. There are also accumulators for total hours taken and earned in the period for some leave types. If more than one Calendar ID has been calculated in the Calendar Group ID you are viewing, you will need to scroll through each Calendar ID to see the corresponding accumulator results. Click the <b>View All</b> link as needed to review the complete list of accumulators for each Calendar ID.</p>
	<p>If more than 100 rows of data are available, Cardinal displays a maximum of 100 rows at a time and the link shows “<b>View 100</b>”.</p>
8.	<p>Once the review is complete, click the <b>Calendar Group Results</b> link.</p> <div></div>



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Step

Action

The **Calendar Group Results** tab returns.

← Cardinal Homepage

Results by Calendar Group

Calendar Group Results

Earnings and Deductions

Accumulators

Supporting Elements

Employee

Empl ID

Empl Record

Calendar Group ID 2024SM114

SM1 Cal Group 14 2024

0

Segment Information by Calendar

1-1 of 1

View All

Calendar ID	Segment Begin Date	Segment End Date	Calculate Action	Segment Number	Version Number	Revision Number	Segment Detail
SM1 2024SM114	07/25/2024	08/09/2024	Calculate	1	1	1	<a href="#">Segment Detail</a>

Additional Result Pages

[Positive Input - Absence Absence Data](#)

[Positive Input - Payroll Retro Calculation Deltas](#)

[Generated Positive Input](#)

Return to Search

Previous in List

Next in List

Notify

Calendar Group Results | Earnings and Deductions | Accumulators | Supporting Elements

9.

Click the **Absence Data** link within the **Additional Result Pages** section.

Additional Result Pages

[Positive Input - Absence Absence Data](#)

[Positive Input - Payroll Retro Calculation Deltas](#)

[Generated Positive Input](#)



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### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step

Action

The **Absence Data** tab displays.

Calendar Group Results

Absence Data

Retro Calculation Deltas

Employee

Empl ID

Empl Record 0

Calendar Group ID 2024SM114

SM1 Cal Group 14 2024

Calendar Information

Calendar ID SM1 2024SM114

Pay Group SM1

Segment Number 1

Version 1

Revision 1

Gross Result Value 0.000000 USD

Net Result Value 0.000000 USD

Absence Daily Data

Absence Detail1

Absence Detail2

Begin / End Data

Schedule Data and Config Fields

Related Elements

View All

Element Name	Description	Absence Date	Day	Day Count	Paid	Unpaid	Entitlement Balance	Balance Detail
STD TAKE ELEM	VSDP Short Term Disability	11/29/2019	Friday	2.000000	2.000000			Balance Detail
FML TAKE ELEM	Family and Medical Leave	11/29/2019	Friday	4.000000	4.000000		32.000000	Balance Detail
SDP TAKE ELEM	VSDP Sick Leave	11/28/2019	Thursday	8.000000	8.000000		19.000000	Balance Detail

Return To Main Result Pages

Return to Search

Previous in List

Next in List

Notify

Calendar Group Results | Absence Data | Retro Calculation Deltas

10.

Review the Absence Data information as needed. This tab displays the processed absences by date, the calculated duration, hours paid, hours unpaid, remaining entitlement balance, and scheduled hours for each date. The absences are displayed in daily data format with the number of processed hours for each day, even if the absence was entered as a range of dates. If more than one Calendar ID has been calculated in the Calendar Group ID you are viewing, you will need to scroll through each Calendar ID to see the corresponding absences processed for each period. Click the **View All** link as needed to review the complete list of absences for each Calendar ID.

View All

11.

Click the **Return to Search** button after the review is complete.

Return to Search

Previous in List

Next in List

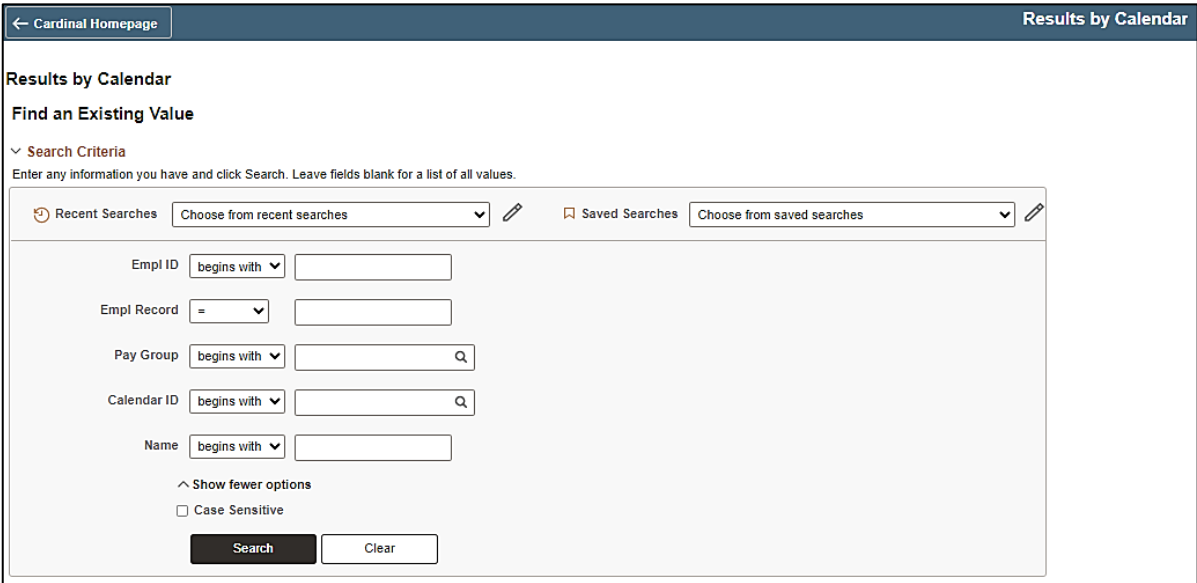



Notify



## Time & Attendance Job Aid

### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### Reviewing Results by Calendar

Step	Action
1.	<p>Navigate to the <b>Results by Calendar</b> page using the following path:</p> <p><b>NavBar &gt; Menu &gt; Global Payroll &amp; Absence Mgmt &gt; Absence and Payroll Processing &gt; Review Absence/Payroll Info &gt; Results by Calendar</b></p>
<p>The <b>Results by Calendar Search</b> page displays.</p> 	
	<p>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 <b>Job Aids</b> under <b>Learning</b>.</p>
2.	<p>Enter the employee’s Employee ID in the <b>Empl ID</b> field.</p> <p><b>Note:</b> Users can also search for the applicable employee using the various Name fields if the Employee ID is not known.</p> 
3.	<p>Click the <b>Search</b> button.</p> 



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Step	Action
------	--------

The search results display in the bottom portion of the page.

← Cardinal Homepage

Results by Calendar

Results by Calendar

Find an Existing Value

▼ Search Criteria

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches

Choose from recent searches

✎

Saved Searches

Choose from saved searches

✎

Empl ID

begins with

Empl Record

=

Pay Group

begins with

Q

Calendar ID

begins with

Q

Name

begins with

^ Show fewer options

☐ Case Sensitive

Search

Clear

Save Search

▼ Search Results

3 results - Empl ID

<<

<

1-3 of 3

>

>>

View All

Empl ID	Empl Record	Name	Pay Group	Payment Date	Calendar ID	
	0		SM1	09/09/2024	SM1 2024SM116	>
	0		SM1	08/24/2024	SM1 2024SM115	>
	0		SM1	08/09/2024	SM1 2024SM114	>

4. Click the corresponding link for the **Calendar ID** you want to review.

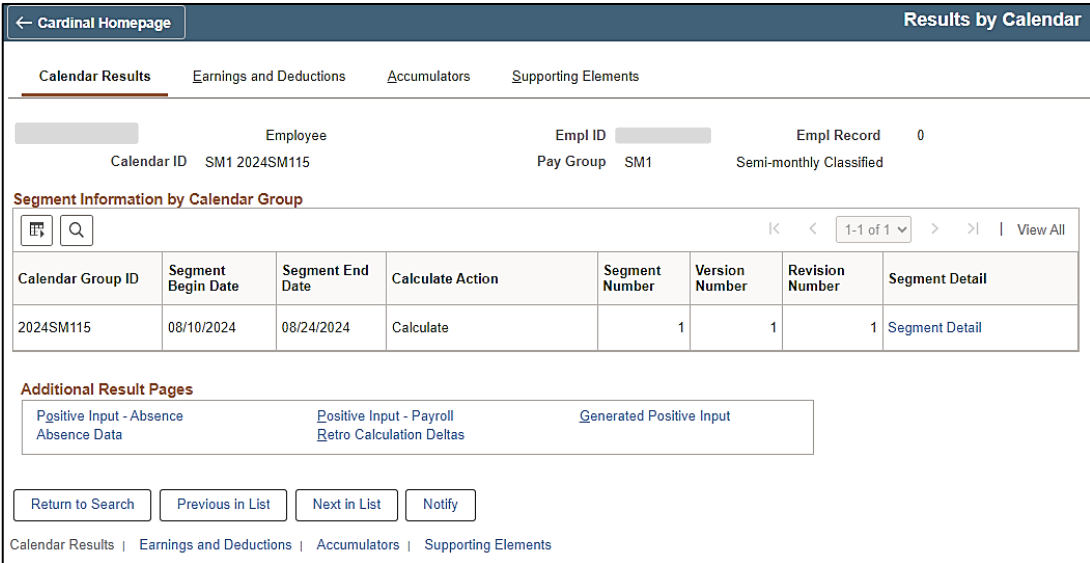



Calendar ID
SM1 2024SM116
SM1 2024SM115
SM1 2024SM114





## Time & Attendance Job Aid

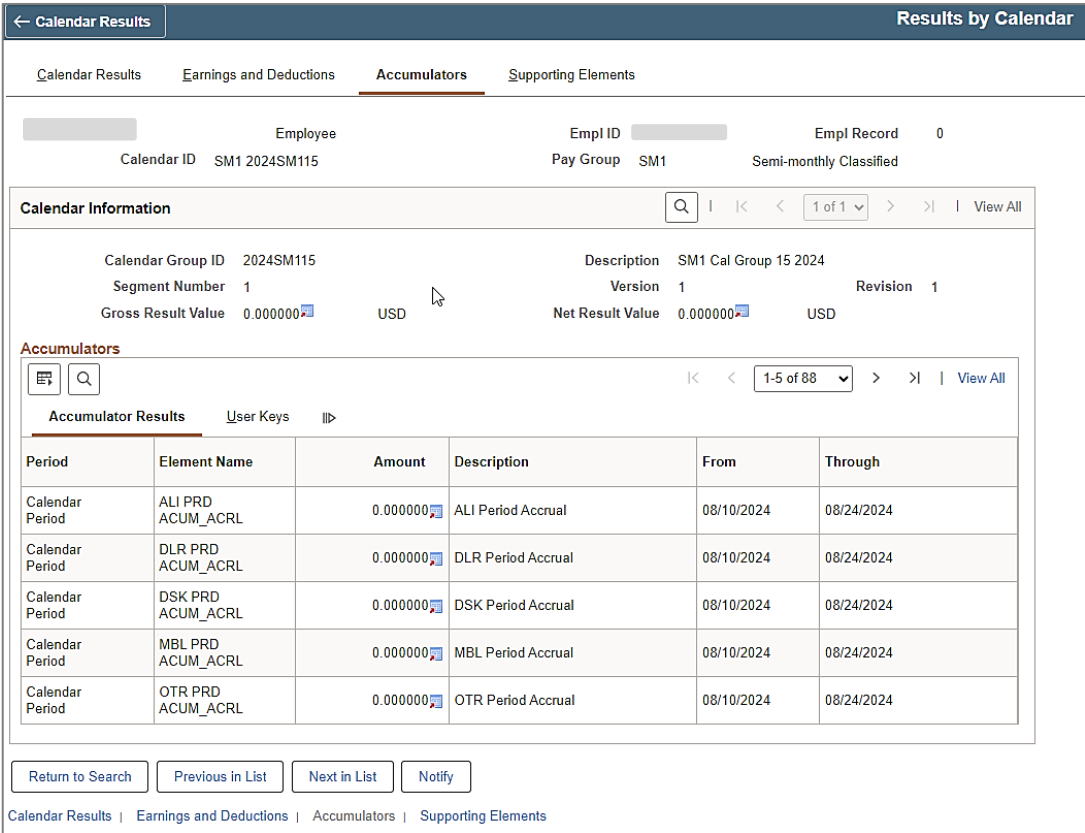


### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step	Action
	<p>The <b>Results by Calendar</b> page displays with the <b>Calendar Results</b> tab displayed by default.</p> 
5.	Review the Calendar Results information as needed.
	<p>This tab may display the corresponding Calendar ID for the Calendar previously selected as well as any Calendar IDs with retroactive changes that were reprocessed in this Calendar Group ID. Within the <b>Segment Information by Calendar</b> section, the first Calendar ID listed is the ID with the oldest retroactive changes. The Version Number of a Calendar ID increments by 1 each time the calendar is reprocessed.</p> <p>The <b>Calendar Results</b> tab includes all of the Calendars that were reprocessed for this employee when this period was processed by the Absence Calculation process.</p> <p>The full periods get reprocessed and display whether or not anything has actually changed. This does not necessarily mean that the data in the calendar period has changed, but it does indicate that a prior period change or trigger was made for the 2024SM115 period that may or may not have affected the original version of that Calendar.</p>
	The <b>Earnings and Deductions</b> tab is not used in Cardinal.
6.	<p>Click the <b>Accumulators</b> tab.</p> 



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Step	Action
	<p>The <b>Accumulators</b> tab displays.</p> <div></div>
7.	<p>Review the Accumulators information as needed. This tab displays total leave year-to-date hours for absence takes, entitlements, adjustments, and balances. There are also accumulators for total hours taken and earned in the period for some leave types. If more than one Calendar ID has been calculated in the Calendar Group ID you are viewing, you will need to scroll through each Calendar ID to see the corresponding accumulator results. Click the <b>View All</b> link as needed to review the complete list of accumulators for each Calendar ID.</p>
	<p>If more than 100 rows of data are available, Cardinal displays a maximum of 100 rows at a time and the link shows "<b>View 100</b>".</p>
8.	<p>Once the review is complete, click the <b>Calendar Results</b> link.</p> <div></div>



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## TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step

Action

The **Calendar Results** tab returns.

← Cardinal Homepage

Results by Calendar

Calendar Results

Earnings and Deductions

Accumulators

Supporting Elements

Mikaela DoenchEmployeeEmpl ID 00863075600Empl Record 0

Calendar ID SM1 2024SM115Pay Group SM1Semi-monthly Classified

Segment Information by Calendar Group

1-1 of 1

View All

Calendar Group ID	Segment Begin Date	Segment End Date	Calculate Action	Segment Number	Version Number	Revision Number	Segment Detail
2024SM115	08/10/2024	08/24/2024	Calculate	1	1	1	Segment Detail

Additional Result Pages

Positive Input - Absence Absence Data

Positive Input - Payroll Retro Calculation Deltas

Generated Positive Input

Return to Search

Previous in List

Next in List

Notify

Calendar Results | Earnings and Deductions | Accumulators | Supporting Elements

9.

Click the **Absence Data** link within the **Additional Result Pages** section.

Additional Result Pages

Positive Input - Absence Absence Data

Positive Input - Payroll Retro Calculation Deltas

Generated Positive Input

The **Absence Data** tab displays.

← Calendar Results

Results by Calendar

Calendar Results

Absence Data

Retro Calculation Deltas

Mikaela DoenchEmployeeEmpl ID 00863075600Empl Record 0

Calendar ID SM1 2024SM115Pay Group SM1

Calendar Information

1 of 1

View All

Calendar Group ID 2024SM115Description SM1 Cal Group 15 2024

Segment Number 1Version 1Revision 1

Gross Result Value 0.000000USDNet Result Value 0.000000USD

Absence Daily Data

1-1 of 1

View All

Absence Detail1Absence Detail2Begin / End DataSchedule Data and Config FieldsRelated ElementsID

Element Name	Description	Absence Date	Day	Day Count	Paid	Unpaid	Entitlement Balance	Balance Detail
								Balance Detail

Return To Main Result Pages

Return to Search

Previous in List

Next in List

Notify

Calendar Results | Absence Data | Retro Calculation Deltas



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### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

Step	Action
10.	<p>Review the Absence Data information as needed. This tab displays the processed absences by date, the calculated duration, hours paid, hours unpaid, remaining entitlement balance, and scheduled hours for each date. The absences are displayed in daily data format with the number of processed hours for each day, even if the absence was entered as a range of dates. If the Calendar ID has been calculated in more than one Calendar Group ID, you will need to scroll through each Calendar Group ID to see the absences processed in each version of the Calendar. Click the <b>View All</b> link as needed to review the complete list of absences for each Calendar Group ID.</p> <p><a href="#">View All</a></p>
11.	<p>Once review is complete, click the <b>Return to Search</b> button.</p> <p><a href="#">Return to Search</a> <a href="#">Previous in List</a> <a href="#">Next in List</a> <a href="#">Notify</a></p>



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### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### Example of LNP (Pay Dock) Absence Data

Absence Daily Data ?								
Absence Detail1		Absence Detail2	Begin / End Data	Schedule Data and Config Fields		Related Elements		
Element Name	Description	Absence Date ▲	Day	Day Count	Paid	Unpaid	Entitlement Balance	Balance Detail
LNP TAKE ELEM	Pay Docking	12/11/2017	Monday	8.000000	8.000000			Balance Detail
LNP TAKE ELEM	Pay Docking	12/12/2017	Tuesday	8.000000	8.000000			Balance Detail
LNP TAKE ELEM	Pay Docking	12/13/2017	Wednesday	8.000000	8.000000			Balance Detail

Pay Dock (LNP) absences show the hours as Paid hours on the **Absence Data** page. If LNP is entered directly on the **Timesheet** or **Absence Event** page, you will see one line for each day LNP that was entered.

Absence Daily Data ?								
Absence Detail1		Absence Detail2	Begin / End Data	Schedule Data and Config Fields		Related Elements		
Element Name	Description	Absence Date ▲	Day	Day Count	Paid	Unpaid	Entitlement Balance	Balance Detail
VAC TAKE ELEM	Vacation	12/27/2017	Wednesday	4.000000	4.000000		40.000000	Balance Detail
LNP TAKE ELEM	Pay Docking	12/28/2017	Thursday	3.000000	3.000000			Balance Detail
ERL TAKE ELEM	Employee Recognition Program	12/28/2017	Thursday	8.000000	5.000000	3.000000		Balance Detail

If an absence event is processed when there are insufficient hours available to cover the full duration of the absence, the absence processes the unpaid hours as LNP. The **Absence Data** page will show two lines for each day where LNP was processed. One line shows the original leave type entered, the Day Count hours or duration, and the number of hours Paid and Unpaid. The second line shows the unpaid hours from the original entry as Paid LNP hours. In the example above, the employee entered 8 ERL hours on 12/28/2017, but only had 5 hours of ERL balance available. The employee will be paid for 5 ERL hours and will be docked 3 hours as LNP.



#### Notes:

- Once a Calendar Group ID is finalized via the Absence Calculation process at the close of the period (after the period end date and before payroll is allocated for the period), the Calendar Group ID is never recalculated. The Calendar ID is recalculated if there are prior period adjustments in the Calendar Group ID that is open at the time the change is entered or triggered.
- Absence data that has been processed by the Absence Calculation process in the current period is overwritten on the **Results** pages if a change is made since the last run of the Absence Calculation process. The data is not stored permanently until the current Calendar Group ID is finalized.
- The calendars that end in "00" (i.e. SM1 2018SM100) are annual Calendars that do not correspond to a leave period. These annual calendars are processed to carryover applicable balances from the old leave year into the new leave year and also grant the initial annual Volunteer Service Leave (CSL), VSDP Personal Leave (PER), and VSDP Sick Leave (SDP) balances for eligible employees.
- The Employee Leave Report pulls the most recent calculated version of the leave data as of the pay period end date entered. If you make a prior period adjustment for the period you are running the report for, you will see the changes reflected in the report after the next run of the Absence Calculation process.



#### Additional Examples

##### **Was the employee processed in the period and were absences calculated?**

The Absence Management Administrator is checking leave balances and finds an employee who did not appear to accrue VAC or Sick Leave (SCK) or an absence taken in the period does not seem to be deducted from the balance.

##### Review Job Data:

- If the employee is inactive for the whole period (on Unpaid Leave of Absence or Terminated), then they will not be calculated by the Absence Calculation process.
- If the employee is inactive for part of the period, then they will be calculated by the Absence Calculation process, but, will not accrue leave and will not process any absences during the part of the period they are inactive.
- If the employee has a Return from Leave row, the employee will not accrue in that period unless the employee returned to work on the first scheduled work day of the period.
- If the employee changed from hourly to salaried or salaried to hourly during the period, then they will be calculated by the Absence Calculation process, but will not accrue leave and will not process any absences during the part of the period they are hourly.
- If the employee is salaried and the agency is using Cardinal as the leave system of record, the employee should be enrolled in the Absence Management system (on the **Payroll** tab) in order to be calculated by the Absence Calculation process. All salaried job rows should show enrollment in Absence Management.
- If any changes to Job Data are made and the absences did not process as expected, wait until the next Absence Calculation process runs and processes the trigger to review the results.

##### Review Results by Calendar:

- If the employee was active for all or part of the period, the calendar ID associated with the period should exist. Go to the most recent version of the Calendar (highest Calendar Group ID) if the period was calculated more than once for the employee.
- On the **Accumulators** tab, check the VAC PRD ACUM\_ACRL or SCK PRD ACUM\_ACRL accumulators to see if the employee accrued VAC or SCK in the period and the number of hours accrued. Check the XXX PRD ACUM\_TAKE accumulator to see if the hours taken in the period were processed and the number of hours calculated.
- On the **Absence Data** tab, the take should display if calculated. Only approved absences will be calculated by the Absence Calculation process.
- If any changes to absences (on the **Timesheet** page or on the **Absence Event** page) are made at this time, wait until the next Absence Calculation process run processes the trigger to review the updated results.



### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### Why didn't the employee accrue VAC or SCK leave for the period?

The Absence Management Administrator is reviewing the accumulators on the **Results by Calendar** pages for a particular period and notices the VAC PRD ACUM\_ACRL or SCK PRD ACUM\_ACRL accumulators = 0. This indicates that the employee did not accrue VAC or SCK during the period.

#### Review LNP Accumulator:

- On the **Accumulators** tab in the same period (most recent version or highest Calendar Group ID for Calendar ID), check the LNP PRD ACUM\_TAKE accumulator. If greater than 0, then LNP was calculated for the period and that is why VAC or SCK did not accrue.

#### Review LNP Absences:

- On the **Absence Data** tab in the same period (most recent version or highest Calendar Group ID for Calendar ID), if LNP was entered on the Timesheet or on the **Absence Event** page or if LNP was system generated due to insufficient balance of the original leave type entered, you will see it here on the **Absence Data** tab.
- If LNP was system generated, you will see the original leave type with the same absence date as the LNP row and the number of hours in the **Day Count Unpaid** column to show the number of hours not covered by the original leave type balance.
- If any changes to absences are made at this time (such as changing the original leave type to another leave type with available balance), wait until the next Absence Calculation process run processes the trigger to review the results again.

#### Why did the system generate LNP for an absence?

The Absence Management Administrator is reviewing the **Absence Data** tab on the **Results by Calendar** page and notices that the system generated LNP due to unpaid hours of the original leave type entered on that date.

#### Review the Balance Accumulator of Original Leave Type:

- Use the **Results by Calendar** page to go to the period before the absence was effective in (most recent version) to view the ending balance (XXX ENT ELEM\_BAL) on the **Accumulators** tab. Take note of the number of hours.
- Use the **Results by Calendar** page to go to the period the absence was effective in (most recent version) to view the period adjustment accumulator (XXX PRD ACUM\_ACRL)
  - For VAC and SCK, this value includes the accrual for the current period as well as any manual balance adjustments made for the Calendar. These hours are not available for use in the current period and cannot be used until the next period.
  - For all other leave types, this value includes manual balance adjustments made for the Calendar and these hours are available for use in the current period.
- Use the **Absence Data** tab on the **Results by Calendar** page to go to the period the absence was effective in (most recent version) to view other takes in the period of the same leave type prior to the date that processed as LNP. Absences are reduced from the available balance in chronological order. All or any part of an absence that cannot be covered by the available balance is processed as LNP.





### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### Why is the employee's balance different than expected?

An employee asks the Absence Management Administrator to review the balance calculation for a particular leave type, as they believe the number of hours available is not correct.

#### Review the Year-To-Date Calculations

- Use the **Results by Calendar** or **Results by Calendar Group** page to view the accumulators of the most recent version of the most recent calendar.
- Review the YTD hours accrued (only applies to VAC or SCK) by looking at the XXX ENT ELEM\_ENT accumulator. The number of hours should typically be equal to the number of periods calculated so far in the leave year times the accrual rate based on years of service. Remember that VAC or SCK does not accrue during periods of unpaid leave (LOA on Job Data) or periods where Pay Docking (LNP) is used or generated by the system.
- Review the YTD hours adjusted by looking at the XXX ENT ELEM\_ADJ accumulator. This value represents the total hours granted or removed via manual balance adjustments. Note that this value could be negative if a balance adjustment was entered to remove hours from the balance as an exception.
- Review the YTD hours taken by looking at the XXX ENT ELEM\_TAKE accumulator. This value represents the total hours used in the leave year.
- Review the YTD balance by looking at the XXX ENT ELEM\_BAL accumulator. Validate the calculation by using the accumulator values according to the following formula:  
$$(XXX\ ENT\ ELEM\_ENT + XXX\ ENT\ ELEM\_ADJ) - XXX\ ENT\ ELEM\_TAKE = XXX\ ENT\ ELEM\_BAL$$
- If necessary, review the YTD accumulator values with the employee to see which values they believe to be incorrect. You can then research further to see what might be missing or incorrect. For example, the employee may have an absence process that they did not end up taking and need to have it voided. The employee may have an absence process as LNP without expecting it and did not accrue VAC or SCK for a period. An Absence Management Administrator may have made a balance adjustment for the incorrect number of hours.

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**TA374\_Results by Calendar Group and Calendar –  
Troubleshooting Guide****How many hours were processed for a particular absence?**

An Absence Management Administrator notices that the value of an absence (or number of hours processed) is different than expected for a particular employee.

Review the Absence Data

- Go to the most recent version of the Calendar the absence was effective in and click the **Absence Data** link to view the absences processed for the period. The hours in the **Day Count** column represent the number of hours calculated for the day (based on full day absence or partial hours if partial hours are entered). The hours in the **Paid** column represent the number of hours paid (typically the same as the day count hours).

Review the Partial Hours Options

- While still on the **Absence Data** page, click the **Begin/End Data** tab under **Absence Daily Data**. Then, click the **Begin/End** link next to the absence. This shows what partial hours options, if any, were calculated for the absence.
- If any changes to the absence is made at this time (such as changing the partial hours options), wait until the next Absence Calculation process run processes the trigger to review the results again.

Review the Schedule

- While still on the **Absence Data** page, click the **Schedule Data** and **Config Fields** tab under **Absence Daily Data**. The **Scheduled Work Hours** column represents the number of hours the employee is scheduled to work on the date of the absence based on the employee's work schedule. If the employee's scheduled hours are incorrect, you will need to submit a Help Desk ticket to the Cardinal Post Production Support Team to correct the schedule if the row already exists.
- If any changes to the schedule are made at this time, wait until the next Absence Calculation process run processes the trigger to review the results again.



### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### When was a prior period reprocessed?

An Absence Management Administrator believes that an absence was approved or changed and re-approved after the period closed and wants to verify if, and when, the prior period was reprocessed.

#### Review the Results by Calendar

- The easiest way to find out if, and when, a particular period was reprocessed is to go to the **Results by Calendar** page to see if there is more than one version of the Calendar. On the **Calendar Results** tab, you will see all versions of the Calendar period listed in the **Segment Information by Calendar Group** section. If more than one **Calendar Group ID** is listed, you know that the period has been processed during more than one period. The Calendar Group ID represents the periods in which the Calendar ID was processed. The highest Calendar Group ID (which should also show the highest Version Number) is the most recent calculated version of the period and the data associated with that Calendar Group ID is the data that is used in reports and for time reporting and absence rules. You will not be able to determine a specific date or time that the information was reprocessed or specifically when an absence was changed or approved, just that it was sometime during the Calendar Group ID period

#### What changed between the original and most recent reprocessed version of a Calendar?

An Absence Management Administrator sees that a Calendar period was reprocessed for an employee and wants to determine what changed between the original and most recent reprocessed version of the Calendar.

#### Compare the Original and Current Versions of Results by Calendar

- There isn't a specific place to look to see what specifically changed from one version of a Calendar period to the next. You need to use the various versions of the **Results by Calendar** pages to compare the Absence Data and accumulators of each version. You may first want to look at the **Absence Data** tab to see if any of the absence dates, leave types, or day count paid hours are different between the versions. You could then look at the **Accumulators** tab to see if any of the XXX ENT ELEM\_BAL accumulators are different between the versions. If you find a difference in the balance, you can then look at other accumulators to see if perhaps a manual balance adjustment was made or if the hours accrued or taken changed. You may also find that nothing changed between the versions. This can happen if the retro trigger does not affect absences. For example, a record added to Job Data effective in a prior period will create an absence retro trigger and reprocess the period, but, it does not necessarily impact absence calculations unless the standard hours, enrollment in Absence Management, or active/inactive status, etc. changed. Likewise, the employee's work schedule may have changed effective in a prior period which will create an absence retro trigger and reprocess the period, but, it does not necessarily impact absence calculations unless a scheduled day of work or number of scheduled hours on the day of a previously processed absence changes



## TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

### Absence Accumulator Results Query

This report provides Absence Management Administrators the ability to pull absence results data to review absence data for accuracy and to identify and resolve potential issues. The report is flexible to allow users to pull all absence data or very specific absence accumulators and allows users to select a specific leave period or a range of periods for an individual employee. The report includes an option to also select ALL rows or MAX rows. Depending upon the reason for running the report, the user will need to determine which prompt selection is more appropriate.

**V\_TA\_ABS\_ACCUM\_RESULTS - Absence Accum Results**

Business Unit

Employee ID

Accumulator (Blank for all)

Date From

Date Thru

MAX/ALL

View Results

Row	Business Unit	Name	Empl ID	Empl Rcd	Position	Calendar ID	Calendar Group ID	From Date	Through date	Element Name	Element Description	Calc Result Value
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**Business Unit:** You can run this query for one business unit or all business units. You can use the **Look Up** icon to search for a specific business unit.

**Employee ID:** You can only run this query for one employee at a time. You can use the **Look Up** icon to search for the employee by name, etc.

**Accumulator:** You can specify a specific accumulator name or you can use the “%” to filter. For example, VAC% returns all VAC related accumulators (including takes, entitlements, adjustments, balances). You could also enter %\_BAL if you want to return balances for all leave types or enter VAC PRD ACUM\_ACRL if you want to return the VAC hours accrued each period. The various types of accumulators are defined at the end of this Job Aid. If in doubt, you can enter just “%” to get all accumulators and export the data to Excel and manipulate the data as needed.

**Date From:** Enter the starting date for which you want to see results. If you want to view converted values, you would need to enter the conversion date (1 day before the first SM1 or SM2 period in Cardinal). You will be able to retrieve results for Calendars the date the employee was first enrolled in Absence Management in Cardinal.

**Date Thru:** Enter the ending date for which you want to see results.

**MAX/ALL:** Running with the **MAX** selection returns only the max or last updated version of each leave period specified if only the most recent values are needed. Running with the **ALL** selection returns all versions of each leave period specified so the user can review the history of accumulator changes.



## Time & Attendance Job Aid

### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

#### List of Accumulators

Below is a list of accumulators and their definitions for Basic and Special Accumulators, where “XXX” represents the 3 character code for the leave type. Please note that not all leave types have all the accumulators listed and some leave types have special accumulators. You may also see additional accumulators listed when reviewing results, but, they are not relevant for administrative purposes and are for use by the Cardinal support team for troubleshooting.

BASIC ACCUMULATORS	DESCRIPTION
XXX ENT ELEM_ENT	The total hours accrued by the system in the leave year based on policy
XXX ENT ELEM_ADJ	The total hours adjusted by administrators in the leave year (positive and negative balance adjustments)
XXX ENT ELEM_TAKE	The total hours taken in the leave year
XXX ENT ELEM_BAL	The current leave year-to-date balance, including any carryover hours from the previous leave year
XXX YTD ACUM_ACRL	The total hours accrued and adjusted in the leave year, including both system entitlements and manual adjustments
XXX PRD ACUM_ACRL	The total hours accrued and adjusted in the calendar period, including both system entitlements and manual adjustments
XXX PRD ACUM_TAKE	The total hours taken in the calendar period



## Time & Attendance Job Aid

### TA374\_Results by Calendar Group and Calendar – Troubleshooting Guide

SPECIAL ACCUMULATORS	DESCRIPTION
DLR DON ELEM_BAL	The total VAC hours donated to other employees in the leave year
DLR REC ELEM_BAL	The total DLR hours received from other employees in the leave year
FMLA EMP/FAM BAL	The total FML hours with a reason of Employee or Family taken in the leave year
FMLA MILITARY BAL	The total FML hours with a reason of Military or no reason taken in the past rolling 12 months
FMLA ROLLOVER BAL	The total FML hours (all reasons) taken in the past rolling 12 months
SCK FMLA TAKE BAL	The total SCK hours taken since a consecutive FML event began
SDP FMLA TAKE BAL	The total SDP hours taken since a consecutive FML event began
STD TAKE BAL DAYS	The total STD days taken in the leave year
STD VAC ACR LMT AC	The total STD days taken consecutively
WCL TAKE BAL DAYS	The total WCL or WCP days taken in the leave year
WCL VAC ACR LMT AC	The total WCL or WCP days taken consecutively
VAC XFR YTD_ADJ	The total VAC hours adjusted by administrators in the leave year for transferred employees
VAC XFR PRD_ADJ	The total VAC hours adjusted by administrators in the calendar period for transferred employees
SCK XFR YTD_ADJ	The total SCK hours adjusted by administrators in the leave year for transferred employees
SCK XFR PRD_ADJ	The total SCK hours adjusted by administrators in the calendar period for transferred employees
VAC FORFEIT HOURS	The total forfeited VAC hours at leave year end processed in the annual calendar based on policy (includes hours given back as an exception adjustment)
ERL PRD ACUM_EXPR	The total ERL hours expired in the period
ERL YTD ACUM_EXPR	The total ERL hours expired in the leave year
SRL PRD ACUM_EXPR	The total SRL hours expired in the period
SRL YTD ACUM_EXPR	The total SRL hours expired in the leave year
PAR PRD ACUM_EXPR	The total PAR hours expired in the period
SCK ENT FAM_TAKE	The total traditional sick hours taken in the leave year with reason of family