HR351
Cardinal Employee Data Setup and Maintenance

Instructor Led Training

Rev 2/11/2025

Revision History

Revision Date	Summary of Changes
2/11/2025	Baseline

Welcome to Cardinal Training

This training provides participants with the skills and information necessary to use Cardinal and is not intended to replace existing Commonwealth and/or agency policies.

The following Human Capital Management (HCM) training materials are located on the Cardinal website (www.cardinalproject.virginia.gov) under **Learning**.

- Job Aids on topics across all functional areas
- Functional process and instructional videos

The **Cardinal HCM Human Resources Reports Catalog** is located on the Cardinal website under **Resources**.

The system screenshots included in the Cardinal HCM training courses show system pages and processes that some users may not have access to due to security roles and/or how specific responsibilities relate to the overall transaction or process being discussed.

For a list of available roles and descriptions, see the **Statewide Cardinal Security Handbook** on the Cardinal website in the **Security** section under **Resources**.

Course Objectives

After completing this course, you will be able to:

- Understand how the Cardinal HCM functional areas work together
- Understand Effective Dating in Cardinal
- Understand the HR data types and relationships
- Add, clone, and maintain a position
- Process hire and rehire transactions
- Process Intra-Agency and Inter-Agency transfers

Course Objectives (continued)

- Manage Leaves of Absence
- Enter Additional Pay and Rewards & Recognition
- Run Reports and Queries
- Complete Separations / Terminations
- Enter and Maintain Disciplinary Actions and Performance Ratings for VPA Employees

Agenda

1. Cardinal HCM Overview
2. Key Concepts: Effective Dating
3. Key Concepts: HR Data Types
4. Position Data Management
5. Processing Hire/Rehire Transactions
6. Overview of HR Data Freeze

Agenda

7	Managing Employee Personal Data
8	Managing Intra-Agency Transfers
9	Managing Inter-Agency Transfers
10	Managing Leaves of Absence
11	Managing Employee Additional Pay
12	Managing Rewards and Recognition

Agenda

Lesson

1 Cardinal HCM Overview

This lesson covers the following topics:

- Overview of Cardinal
- Cardinal HCM Responsibilities and Relationships
- Cardinal Human Resources Functionality
- Cardinal HCM integrations with Cardinal Financials

Cardinal Overview

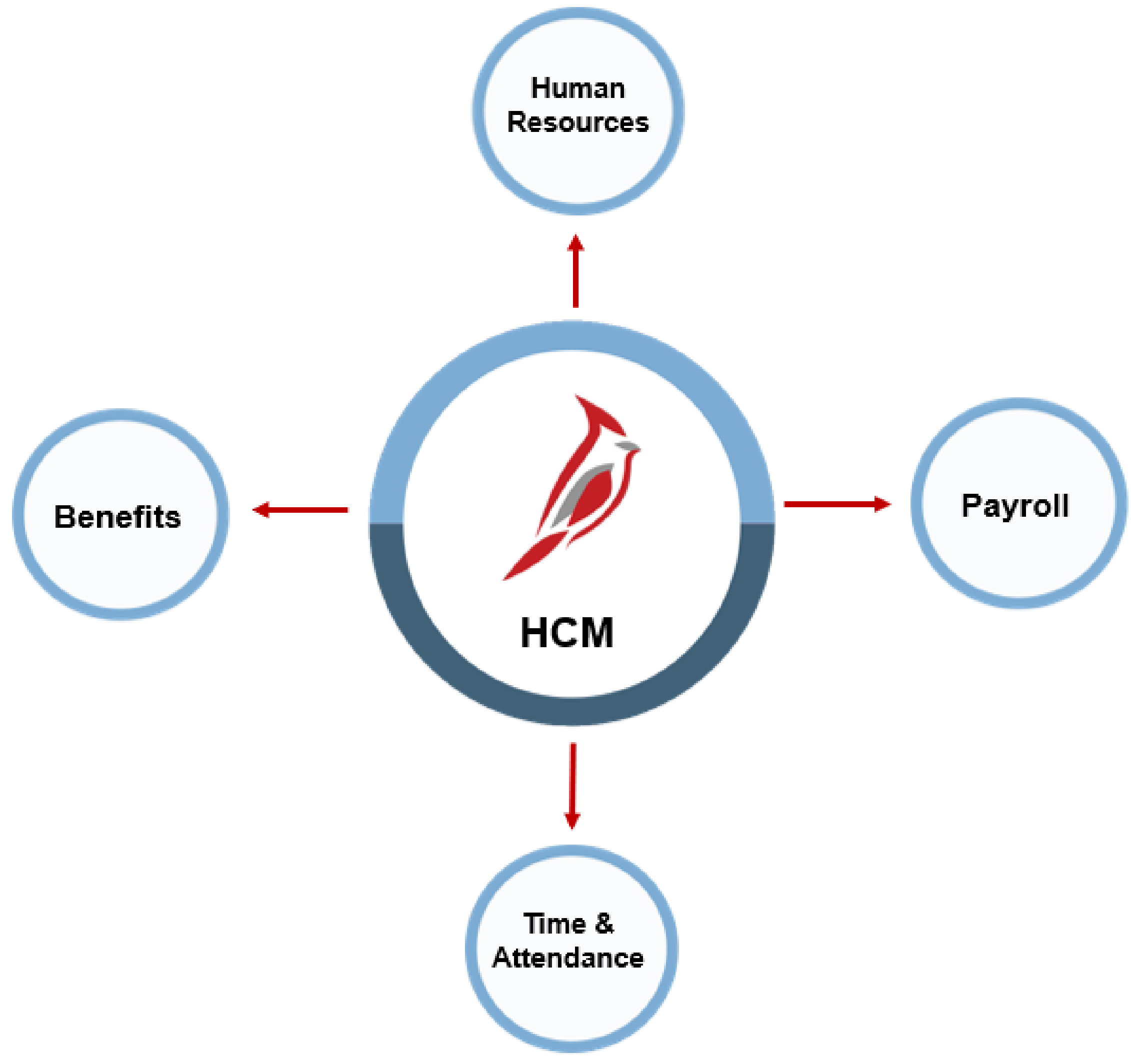
Cardinal provides better access to essential business functions and improved single sign-on technology.

The Cardinal system is comprised of two applications: Human Capital Management (HCM) and Financials (FIN).

Cardinal Human Capital Management (HCM)

In Cardinal HCM, HR Administrators, BN Administrators, TL Administrators, Payroll Administrators, and State Payroll Operations (SPO) work together so that all employees are paid on time and accurately and are benefited properly.

All these roles and their unique responsibilities flow to one another in order to ensure that all employee records are accurate and up-to-date.



Cardinal HCM Responsibilities and Relationships

State Payroll Operations (SPO)
- Defines Operations Calendar
- Runs Payroll Processes
- Runs Year End Processes

Human Resources (HR)
- Position
- Personal Data
- Job Data

Benefits (BN)
- Medical
- Flexible Spending Accounts (FSA)
- Retirement

Time & Attendance (TA)
- Time Entry
- Absence Entry
- Approvals

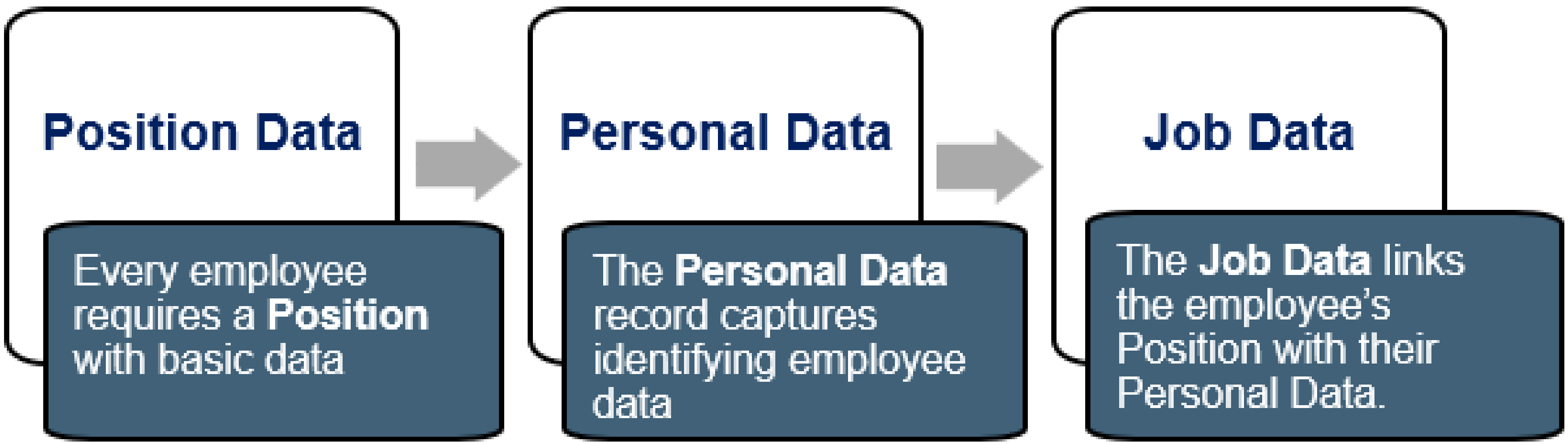
Payroll (PY)
- Earnings
- Deductions
- Taxes
- Review Paychecks

Accurate Paycheck and Benefits

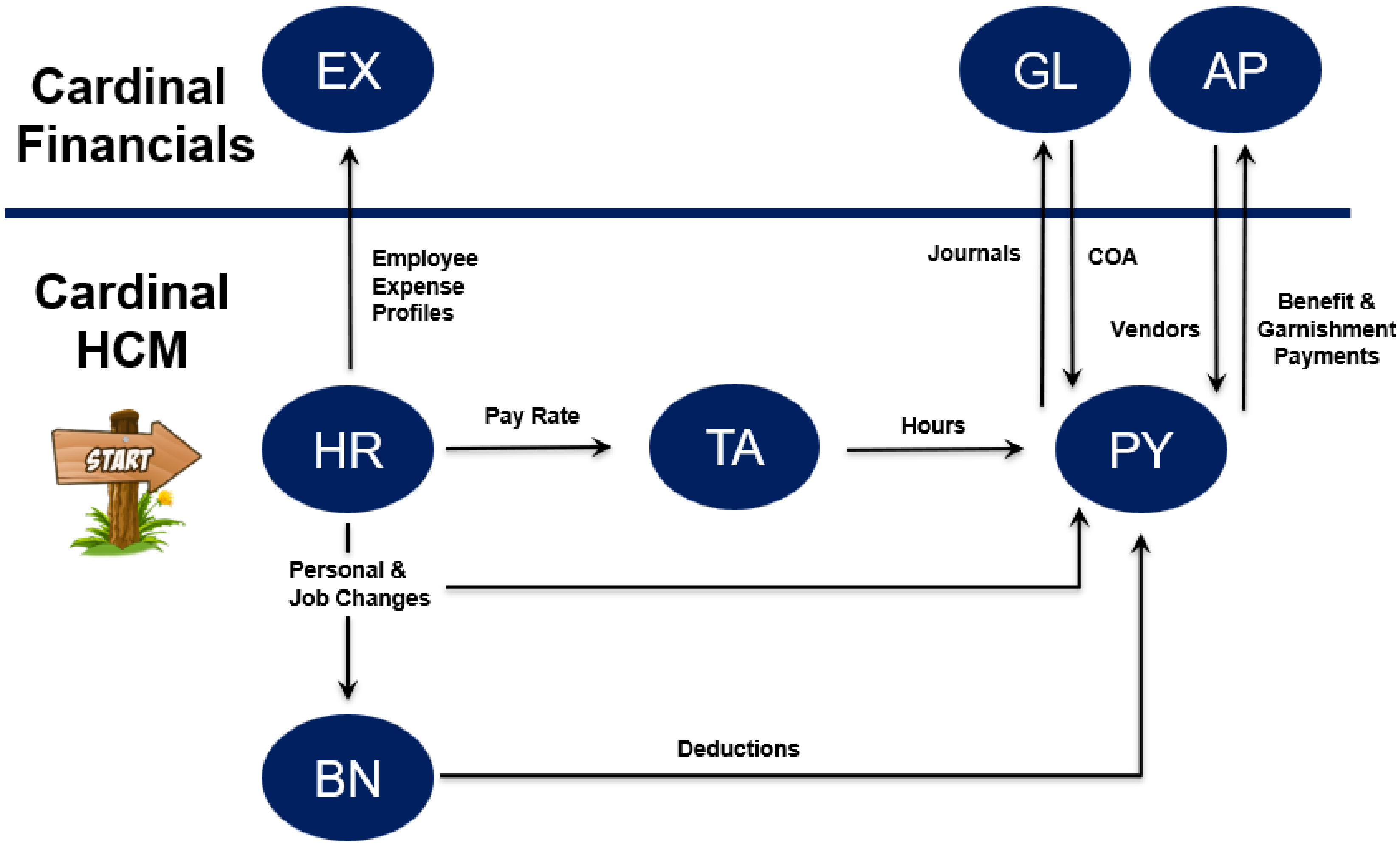
Overview of the Human Resources Functionality

The Human Resources functional area includes all processes required for the maintenance of:

- the agency's Position Data
- each individual employee's Personal Data and Job Data for their entire lifecycle of employment



Cardinal HCM Integrations with Cardinal Financials



Financials: Expenses (EX), General Ledger (GL), Accounts Payable (AP)

HCM: Human Resources (HR), Benefits Administration (BN), Time & Attendance (TA), Payroll (PY)

Lesson Summary

1 Cardinal HCM Overview

In this lesson, you learned:

- An overview of Cardinal
- An overview of the Cardinal HCM Responsibilities and Relationships
- An overview of the Human Resources Functionality
- An overview of the Cardinal HCM integrations with Cardinal Financials

Lesson

2 Key Concepts: Effective Dating

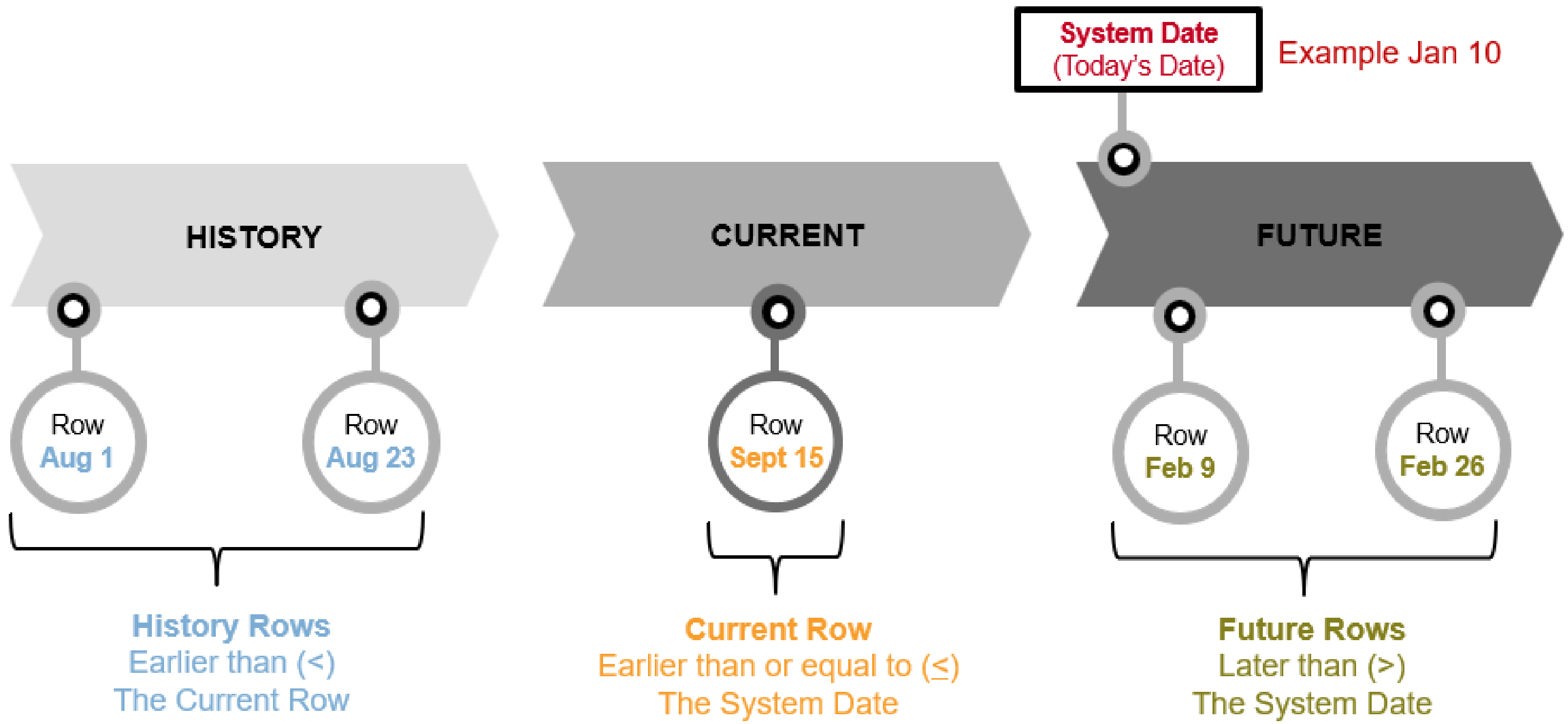
This lesson covers the following topics:

- Overview of Cardinal Effective Dating

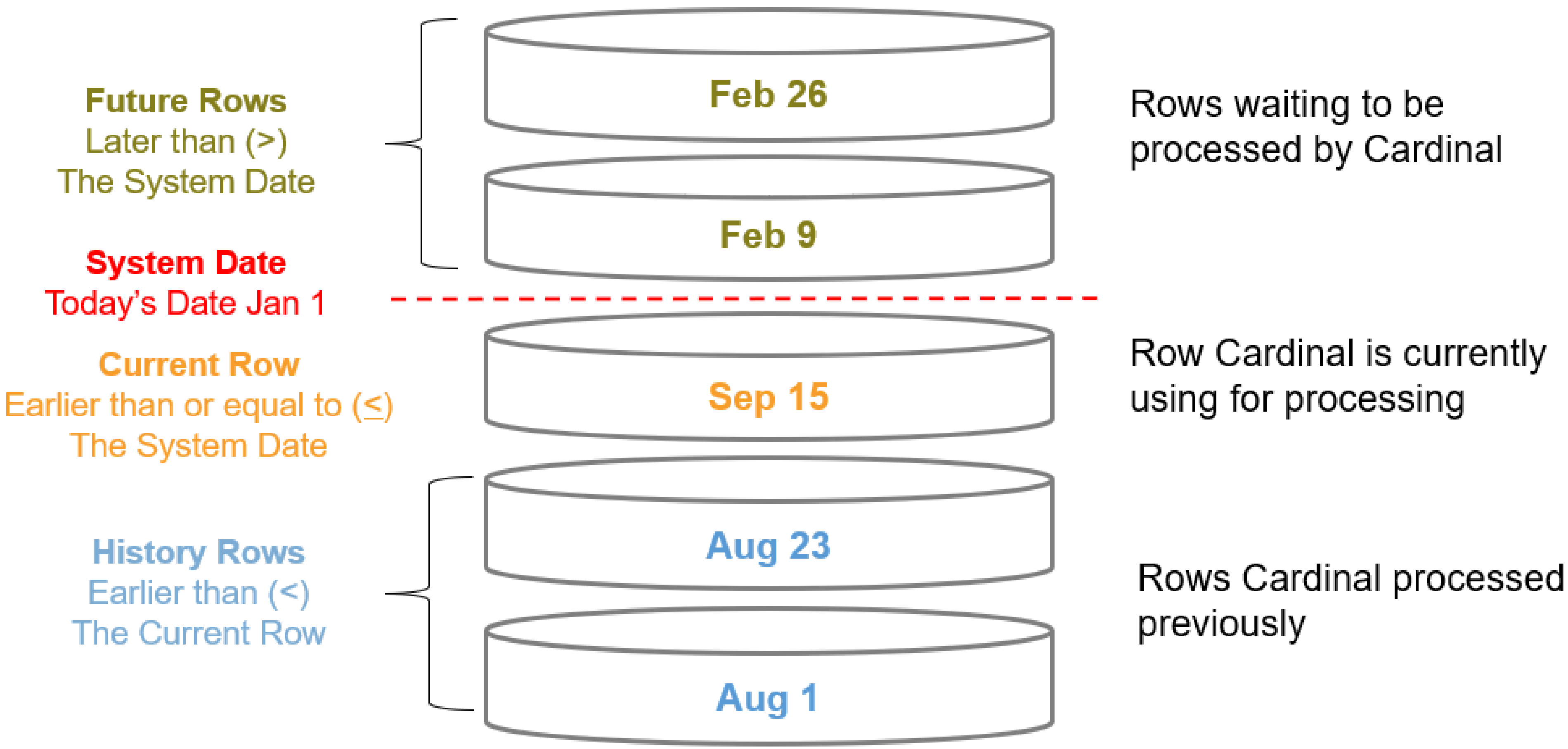
Cardinal Effective Dating

Effective dating provides the ability to keep historical, current, and future-dated information and the ability to update existing information without losing or overwriting the data already in Cardinal. To retain history, insert a data row identified by a date that indicates when the new information goes into effect: an effective date.

For further information on effective dating, see the job aid titled **HR351 Overview of Effective Dating**. This job aid can be found on the Cardinal website in **Job Aids** under **Learning**.



Cardinal Effective Dating – Layer Cake



Note: Send an email to vccc@vita.virginia.gov with Cardinal in the Subject to submit a helpdesk ticket.

Lesson Summary

2 Key Concepts: Effective Dating

In this lesson, you learned:

- An overview of Cardinal Effective Dating

Lesson

3 Key Concepts: HR Data Types

This lesson covers the following topics:

- HR Data Relationships
  - Position Data
  - Personal Data
  - Job Data

Overview of the Human Resources Functionality

The Human Resources functional area includes all processes required for the maintenance of:

- the agency's Position Data
- each individual employee's Personal Data and Job Data for their entire lifecycle of employment

Position Data → **Personal Data** → **Job Data**

Every employee requires a **Position** with basic data

(i.e., Effective Date, Position Number, Location, FLSA Status, Department, Reports To, Supervisor, Telework Eligibility)

The **Personal Data** record captures identifying employee data

(i.e., Effective Date, Employee ID, Name, DOB, SSN, Address, Legal Gender, Email Address)

The **Job Data** links the employee's Position with their Personal Data. Job Data is maintained for the lifecycle of employment

(i.e., Effective Date, Pay Group, Employee Classification, Benefit Eligibility, Compensation, Telework Eligibility)

Lesson Summary

3 Key Concepts: HR Data Types

In this lesson, you learned:

- There are 3 Data Types in Human Resources: Position Data, Personal Data, and Job Data

Lesson

4 Position Data Management

This lesson covers the following topics:

- Overview of Position Data
- Creating Positions
- Cloning Positions
- Updating Positions
- Overview of the EPR Tool

Overview of Position Data

Agencies who use Cardinal to maintain employee job information and/or participate in state health benefits must create/maintain positions in Cardinal. The following guidelines apply:

- Positions are required and tracked when vacant or filled
- Approval is obtained outside of Cardinal for the new position
- Cardinal does not create Position Numbers; they are provided by the agency. Each Agency must develop a process to track their Positions
- The Position Number must be unique and begin with the 3-character alpha prefix that represents the Agency (i.e., CJS)
- Positions are associated with job codes when created
- Decisions are made regarding budget, location, supervisor, telework eligibility, etc. before entry into Cardinal
- Parent Agencies can enter positions for child Agencies
- Once created, Positions can not be deleted by the Agency HR Administrator (Positions can be frozen or inactivated)
- There are 3 types of Positions:
  - Standard Position – headcount of 1 (one employee filling the position)
  - Shared Position – headcount of more than 1 (multiple employees assigned to the same position)
  - Pooled Position – headcount of more than 1 (all ORP retirees assigned to an ORP retiree position. Only used by agencies that have ORP retirees)

Creating a Position Overview

The Position is entered into Cardinal with an effective date and must be created before an employee is hired. The effective date of the Position **must** be before the effective date of the Hire transaction.

There are 4 steps (pages) in Cardinal that are used when creating Positions.

Some of the data entered while creating the Position will carry to the employee's Job Data record (Position Number, Position Description, Reports To, Supervisor, Job Code, Telework Eligibility, etc.)

For further information on Creating Positions, see the Job Aid titled **HR351_Managing Position Data** located on the Cardinal website in **Job Aids** under **Learning**.

Cloning a Position

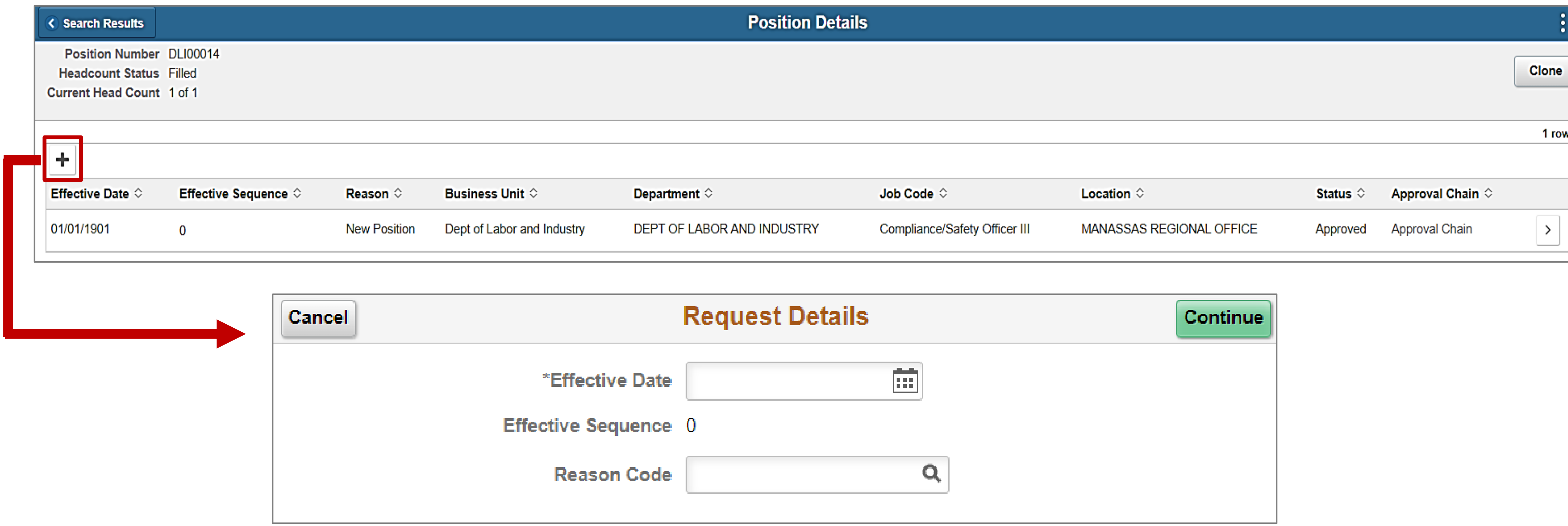
If there are several identical or similar positions that need to be created, the clone functionality can be used to minimize data entry.

For further information on cloning Positions, see the Job Aid titled **HR351_Managing Position Data**. This Job Aid can be found on the Cardinal website in Job Aids under Learning.

Updates to Positions with Incumbents

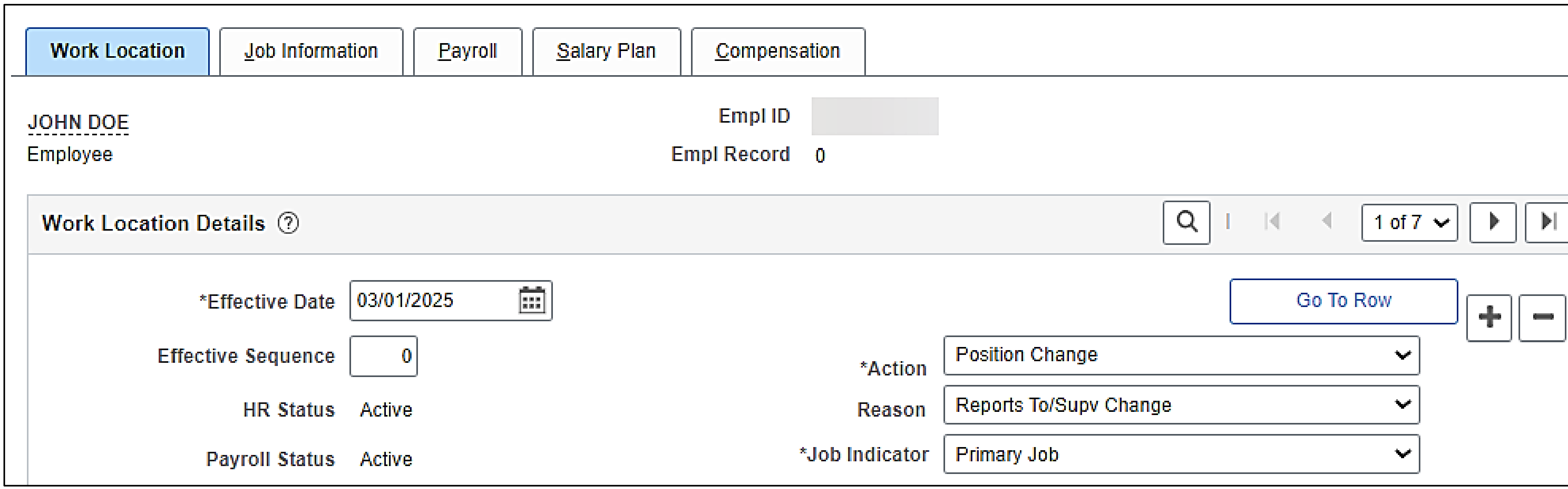
Changes made to a position are carried over to the incumbent employee's job data. Prior to making a change to the position, check the incumbent employee's job data to verify that the current effective dated row is prior to the proposed effective date of the position change. If it is not, the position change will not flow to the incumbent's employee job data without entering a help desk ticket to VCCC - vccc@vita.virginia.gov

Example: If the effective date for the position change is 3/1/2025 then the top row of the incumbent employee's job data must be dated prior to 3/1/2025 in order for the position change to flow to the incumbent's employee job data without requiring a help desk ticket.



Position Change Reflected in Job Data

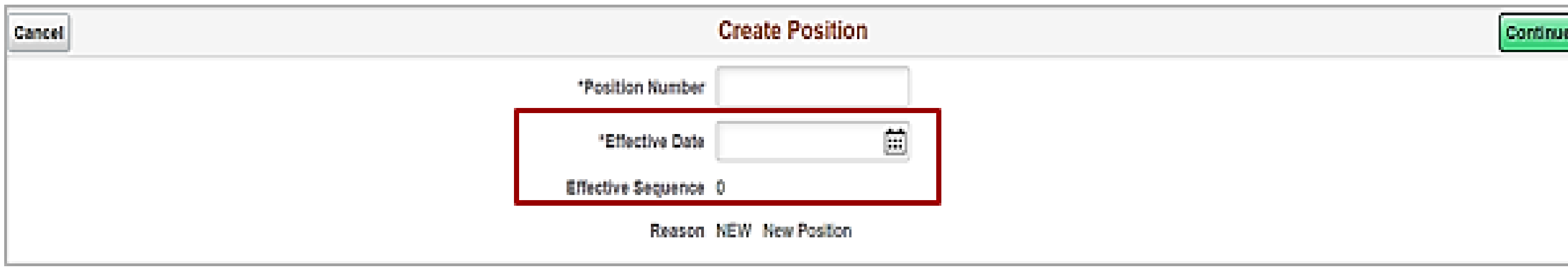
The change made to the position flows to job data for the employee in the position. It is placed at the top of the stack of the employee's job data.



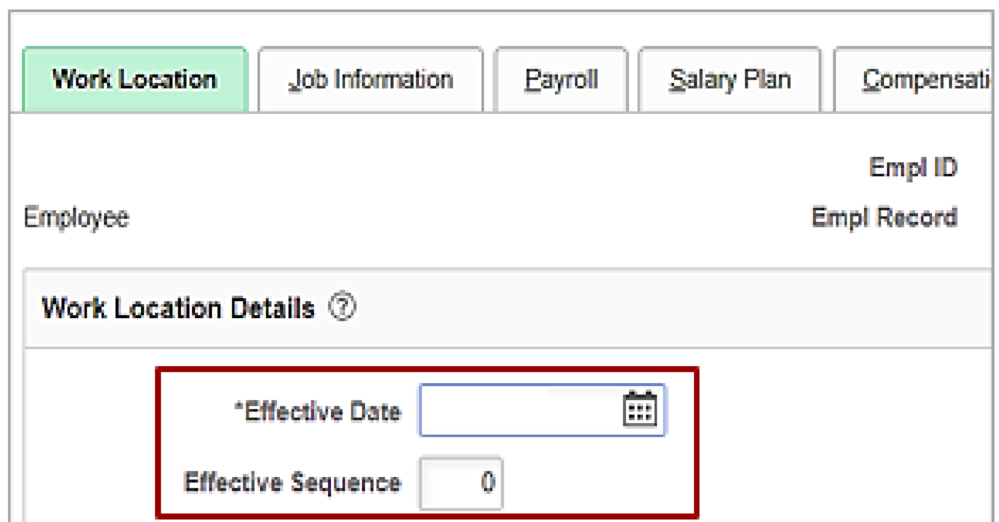
For further information on updating a position with an incumbent, see the Job Aid titled **HR351_Managing Position Data** located on the Cardinal website in **Job Aids** under **Learning**.

Effective Sequence in Position and Job Data

The **Effective Sequence** field is located directly below the **Effective Date** field on the Position and Job Data pages. This field defaults to 0 whenever a transaction is entered but increases (either systematically or manually) whenever the same effective date is used consecutively.



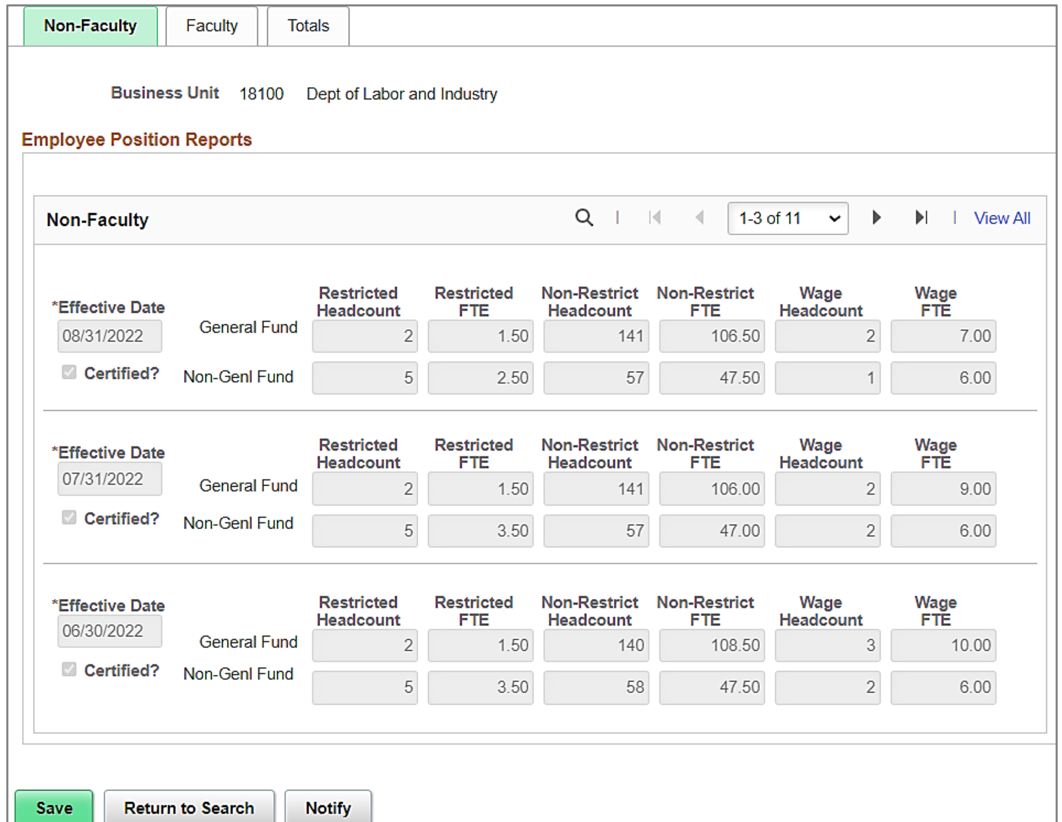
Position Data page – Effective Sequence updates **systematically**



Job Data page – Effective Sequence is updated **manually**

Using the Employee Position Report (EPR) Tool

The Employee Position Reports (EPR) Tool is used to report staffing levels by type of funding across a broad diversity of executive, legislative, judicial, independent Agencies, colleges, and universities. The report is generated and submitted once a month (special security role required).


Non-Faculty | Faculty | Totals

Business Unit 18100 Dept of Labor and Industry

Employee Position Reports

Non-Faculty — 1-3 of 11 — View All

*Effective Date	Certified?	Fund	Restricted Headcount	Restricted FTE	Non-Restrict Headcount	Non-Restrict FTE	Wage Headcount	Wage FTE
08/31/2022	✓	General Fund	2	1.50	141	106.50	2	7.00
		Non-Genl Fund	5	2.50	57	47.50	1	6.00
07/31/2022	✓	General Fund	2	1.50	141	106.00	2	9.00
		Non-Genl Fund	5	3.50	57	47.00	2	6.00
06/30/2022	✓	General Fund	2	1.50	140	108.50	3	10.00
		Non-Genl Fund	5	3.50	58	47.50	2	6.00

Save | Return to Search | Notify

For further information on using the EPR Tool, see the Job Aid titled **HR351_EPR Tool Overview** located on the Cardinal website in **Job Aids** under **Learning**.

Lesson Summary

4 Position Data Management

In this lesson, you learned:

- An overview of Position Data
- How to create Positions
- How to clone Positions
- How to update Positions
- An overview of the EPR Tool

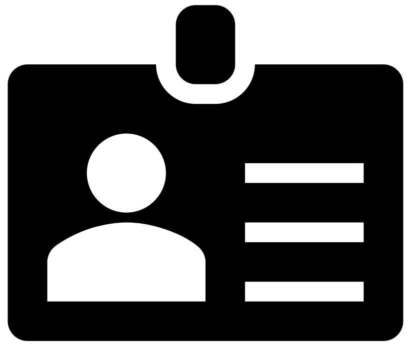
Lesson

5 Processing Hire/Rehire Transactions

This lesson covers the following topics:

- Overview of the Hire Processes
- SSN Guidance
- Processing New Hires
- Processing New Hires (Personal Data Exists)
- Processing Rehires
- Overview of Interfacing Hire Information

Hire Processes Overview



Hire Processes:

- New Hire
- New Hire (Personal Data already exists for the employee)
- Rehire

The Search/Match functionality and some additional research is used to determine which process is applicable for the employee. The employee's SSN is required to complete the Search/Match.

The following guidelines apply:

- If a match is not found, Cardinal assigns a new Employee ID during the Hire process
- If a match is found, the Agency HR Administrator must go to the **Person Organizational Summary** page to determine how to process the hire. (i.e., rehire if a terminated employee record is found or transfer if an active employee record is found)

SSN Guidance

If the employee does not have an SSN (e.g., Foreign Nationals), a temporary SSN must be obtained. For further information on how to assign a temporary SSN to an employee, see the Job Aid titled **HR351_Assigning and Monitoring Temporary SSNs** located on the Cardinal website in **Job Aids** under **Learning**.

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New Hire

New Hire General Information

This process begins with a Search/Match and is used when the employee does not currently exist in Cardinal (No Search Results Found).

For processing New Hires, the following guidelines apply:

- Ensure that all required paperwork is on hand prior to processing a Hire per Agency business practices and/or policy
- The Position must be identified or created as applicable
- If the Position exists in Cardinal, ensure that any required updates are made (Telework Eligibility, Reports To, Supervisor, etc.)
- Completing a New Hire transaction includes entering both Personal Data and Job Data
- The effective date of the Position must be equal to or prior to the effective date of the New Hire transaction (Job Data)
- For New Hires, the Job Data effective date represents the first day worked. This date must be equal to or later than the effective date of the employee's Personal Data.
- Cardinal HCM leverages the VITA Okta Tool to authenticate users. This tool requires a valid email address to complete the authentication process. To ensure that all employees can access Cardinal Employee Self-Service (ESS), a "preferred" email address must be entered for the employee during the Hire process (Personal Data)

For details on entering a new hire, see the Job Aid titled **HR351_Creating a New Hire** located on the Cardinal website in **Job Aids** under **Learning**.

New Hire
(Personal Data Exists)

Personal Data Only in Cardinal

There are situations when a new employee's personal data may already exist in Cardinal. Some examples include:

Example 1: Only personal data was entered into Cardinal.	**Example 2:** Only personal data was converted into Cardinal because they were terminated prior to 2021.	**Example 3**: Employee was previously in Cardinal as a dependent.

New Hire (Personal Data Exists) General Information

This process begins with a Search/Match and is used when the employee's personal data already exists in Cardinal (Search Results Found).

For processing New Hires when Personal Data already exists, the following guidelines apply:

- Ensure that all required paperwork is on hand prior to processing a Hire per Agency business practices and/or policy
- The Position must be identified or created as applicable
- If the Position exists in Cardinal, ensure that any required updates are made (Telework Eligibility, Reports To, Supervisor, etc.)
- Completing a New Hire transaction where personal data already exists includes entering Job Data and reviewing/updating Personal Data
- The effective date of the Position must be equal to or prior to the effective date of the New Hire transaction (Job Data)
- For New Hires, the Job Data effective date represents the first day worked. This date must be equal to or later than the effective date of the employee's Personal Data.
- Cardinal HCM leverages the VITA Okta Tool to authenticate users. This tool requires a valid email address to complete the authentication process. To ensure that all employees can access Cardinal Employee Self-Service (ESS), a "preferred" email address must be entered for the employee during the Hire process (Personal Data)

For details on entering a new hire, see the Job Aid titled **HR351_Creating a New Hire** located on the Cardinal website in **Job Aids** under **Learning**.

Rehire

Rehire General Information

This process begins with a Search/Match and is used when an employee is being rehired.

For processing Rehires, the following guidelines apply:

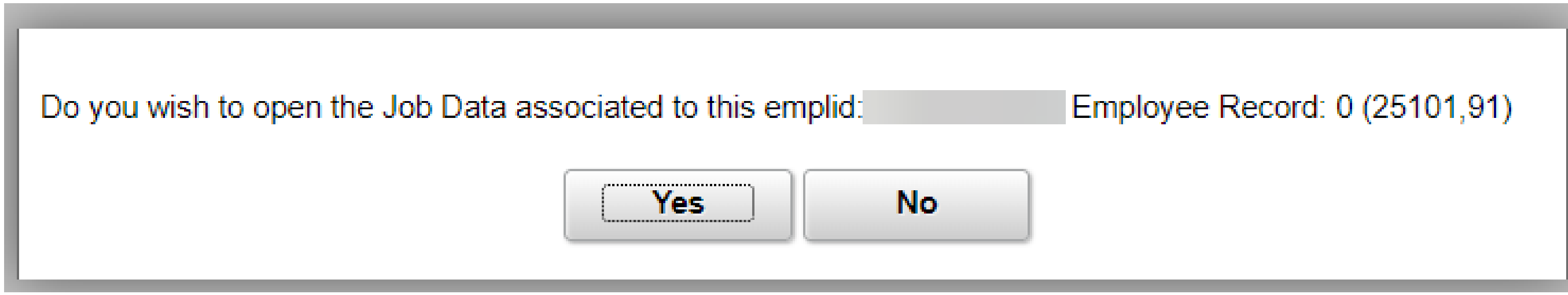
- Ensure that all required paperwork is on hand prior to processing a Rehire per Agency business practices and/or policy
- The Position must be identified or created as applicable
- If the Position exists in Cardinal, ensure that any required updates are made (Telework Eligibility, Reports To, Supervisor, etc.)
- Completing a Rehire transaction includes entering/updating Job Data and then reviewing/updating Personal Data
- The effective date of the Position must be equal to or prior to the effective date of the Rehire transaction (Job Data)
- For Rehires, the Job Data effective date represents the first day worked.
- Cardinal HCM leverages the VITA Okta Tool to authenticate users. This tool requires a valid email address to complete the authentication process. To ensure that all employees can access Cardinal Employee Self-Service (ESS), a “preferred” email address must be entered for the employee during the Rehire process (Personal Data)

For details on entering a rehire, see the Job Aid titled **HR351_Completing a Rehire** located on the Cardinal website in **Job Aids** under **Learning**.

Rehire - Adding a New Employment Instance

After completing the search/match for the employee, a rehire must be completed using the **Add Employment Instance** page.

The following message displays:



Below is guidance as to when to click the **Yes** or **No** button.

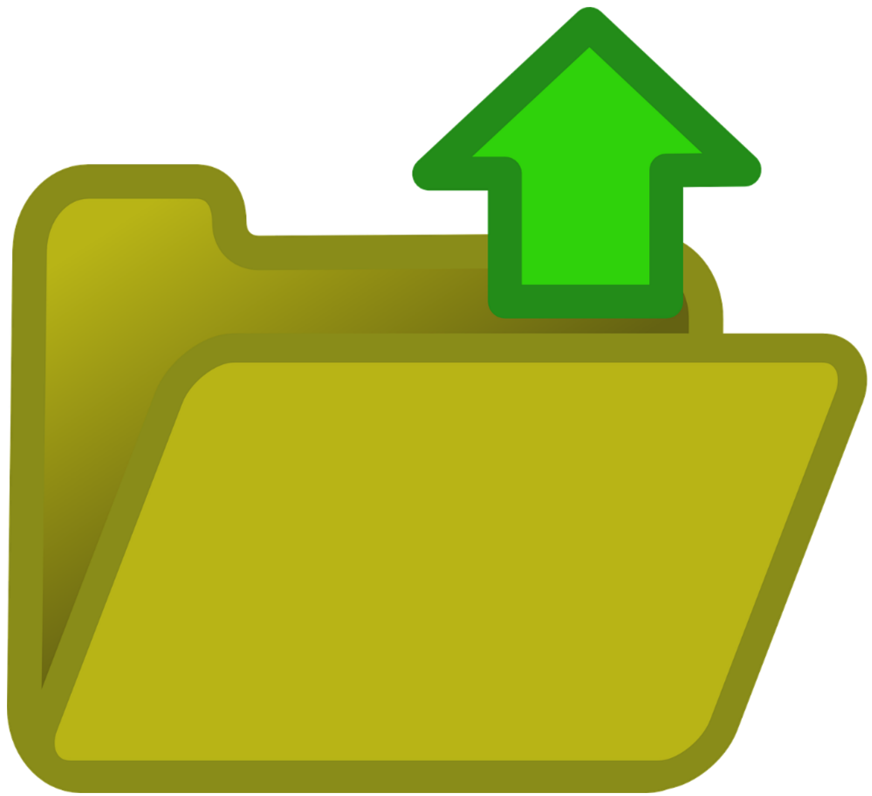
Click the **Yes** button when
- Rehiring for the Same Agency **AND**
- Rehiring for same type (i.e., Salary to Salary, Wage to Wage)

Click the **No** button when
- Rehiring but to a different agency **OR**
- Rehiring for different type (i.e., Wage to Salary, Salary to Wage)

For further information on rehiring an employee, see the Job Aid titled **HR351_Completing a Rehire** located on the Cardinal website in **Job Aids** under **Learning**.

Interface General Information

For agencies with their own HR systems that elect to interface with Cardinal HCM, an upload interface allows agencies to send employee new hire records without an employee ID number. Cardinal then assigns the employee ID as part of the upload step. The process to complete a new hire upload interface is covered in the Job Aid titled **HR351_Interface Administration.** This Job Aid can be found on the Cardinal website in **Job Aids** under **Learning**.



Agency Next Steps after Hire/Rehire

- ❑ Once a Hire/Rehire process is completed, Cardinal automatically creates Benefit Events that are used to complete the employee's initial benefit elections. Coordinate with an Agency Benefits Administrator to ensure that eligible employees complete their benefit elections (within 30 days per OHB policy)
  - For further information on completing benefit elections, see Job Aid titled, **BN361_Completing a New Hire Enrollment** located on the Cardinal website in **Job Aids** under **Learning**

- ❑ Coordinate with Agency Time and Labor (TL) Administrators to ensure that all employees are assigned the applicable Work Schedule (can be assigned by either a TL Administrator or the employee's supervisor) and review their TA eligibilities (i.e., overtime, comp leave, etc.)
  - For further information on assigning work schedules and entering leave balance adjustments, see Job Aids titled, **TA_Maintaining Employee Work Schedules** and **TA374_ Managing Balance Adjustments** located on the Cardinal website in **Job Aids** under **Learning**

- ❑ Coordinate with an Agency Payroll Administrator, or Payroll Service Bureau (PSB), to ensure that the Employee completes their state and federal withholding forms, direct deposit form, etc.
  - For further information on completing benefit elections, see the Job Aids titled, **PY381_Maintaining Employee Tax Information** and **PY381_Entering and Updating Direct Deposits** located on the Cardinal website in **Job Aids** under **Learning**

Lesson Summary

5 Processing Hire / Rehire Transactions

In this lesson, you learned:

- An overview of the Hire processes
- SSN Guidance in Cardinal
- How to process New Hires
- How to process New Hires (Personal Data exists)
- How to process Rehires
- An overview about Interfacing Hire information

Lesson

6 Overview of HR Data Freeze

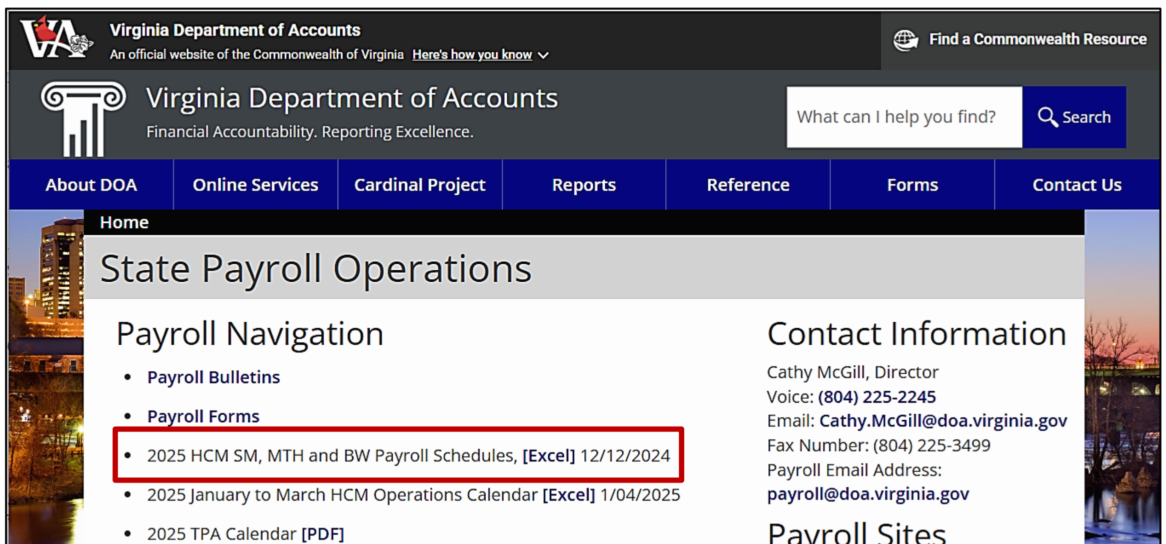
This lesson covers the following topics:

- Overview of HR Data Freeze
- Using the Payroll Processing Calendar

Payroll Processing Calendar Considerations

HR Administrators should be mindful of the Payroll Processing Calendar when entering transactions.

- HR transactions that impact pay and have an effective date within or prior to the end date of the pay cycle being processed should be held and entered **after 3 pm on the day of Confirm Pay**.
- Transactions entered between the Data Freeze and Confirm Pay, with an effective within or prior to the end date of the pay cycle being processed, may cause the employee's paycheck to drop off the payroll register or otherwise impact the employee's pay in an unexpected manner.
- If a change is needed for the employee during the current payroll cycle that is in progress, please contact your agency Payroll Administrator immediately for guidance and assistance.



https://www.doa.virginia.gov/reference/payroll/ - 2025 HCM SM, MTH and BW Payroll Schedules, (Excel) 12/12/2024

Payroll Processing Calendar

Cardinal Hourly Pay Cycle - Calendar Year 2025														
Pay Period End BW1 Sun to Sat BW1MMDDYY	Pay Period End BW2 Mon to Sun BW2MMDDYY	Pay Period End BW3 Fri to Thurs BW3MMDDYY	Pay Period End BW4 Wed to Tues BW4MMDDYY	Per Ind	Pay Per #	Create Paysheets 3:00 - 5:00 PM	Interfacing Agencies Timesheet Deadline 10:00 PM	Final Time Load* 12:00 - 12:45 PM	Data Freeze 12:00 - 12:45 PM	Confirm Pay 1:00 - 3:00 PM	Payday	Off Cycle On request after On Cycle Confirm	Confirm Off Cycle 1:00 - 3:00 PM	Off Cycle Payday
12/28/2024	12/29/2024	12/26/2024	12/31/2024	1	1	12/29/2024	1/2/2025	1/3/2025	1/3/2025	1/7/2025	1/10/2025	OBW010125	1/13/2025	1/15/2025
1/11/2025	1/12/2025	1/9/2025	1/14/2025	2	2	1/13/2025	1/16/2025	1/17/2025	1/17/2025	1/22/2025	1/24/2025	OBW011525	1/27/2025	1/29/2025
1/25/2025	1/26/2025	1/23/2025	1/28/2025	1	3	1/27/2025	1/30/2025	1/31/2025	1/31/2025	2/4/2025	2/7/2025	OBW012925	2/10/2025	2/12/2025
2/8/2025	2/9/2025	2/6/2025	2/11/2025	2	4	2/10/2025	2/13/2025	2/14/2025	2/14/2025	2/19/2025	2/21/2025	OBW021225	2/24/2025	2/26/2025
2/22/2025	2/23/2025	2/20/2025	2/25/2025	1	5	2/24/2025	2/27/2025	2/28/2025	2/28/2025	3/4/2025	3/7/2025	OBW022625	3/10/2025	3/12/2025
3/8/2025	3/9/2025	3/6/2025	3/11/2025	2	6	3/10/2025	3/13/2025	3/14/2025	3/14/2025	3/18/2025	3/21/2025	OBW031225	3/24/2025	3/26/2025
3/22/2025	3/23/2025	3/20/2025	3/25/2025	1	7	3/24/2025	3/27/2025	3/28/2025	3/28/2025	4/1/2025	4/4/2025	OBW032625	4/7/2025	4/9/2025
4/5/2025	4/6/2025	4/3/2025	4/8/2025	2	8	4/7/2025	4/10/2025	4/11/2025	4/11/2025	4/15/2025	4/18/2025	OBW040925	4/21/2025	4/23/2025
4/19/2025	4/20/2025	4/17/2025	4/22/2025	1	9	4/21/2025	4/24/2025	4/25/2025	4/25/2025	4/29/2025	5/2/2025	OBW042325	5/5/2025	5/7/2025
5/3/2025	5/4/2025	5/1/2025	5/6/2025	2	10	5/5/2025	5/8/2025	5/9/2025	5/9/2025	5/13/2025	5/16/2025	OBW050725	5/19/2025	5/21/2025
5/17/2025	5/18/2025	5/15/2025	5/20/2025	0	11	5/19/2025	5/22/2025	5/23/2025	5/23/2025	5/28/2025	5/30/2025	OBW052125	6/2/2025	6/4/2025
5/31/2025	6/1/2025	5/29/2025	6/3/2025	1	12	6/2/2025	6/5/2025	6/6/2025	6/6/2025	6/10/2025	6/13/2025	OBW060425	6/16/2025	6/18/2025
6/14/2025	6/15/2025	6/12/2025	6/17/2025	2	13	6/16/2025	6/18/2025	6/20/2025	6/20/2025	6/25/2025	6/27/2025	OBW061825	6/30/2025	7/2/2025

Data Freeze: Limited HR pulled into paychecks

Sample Payroll Calendar

Lesson Summary

6 Overview of HR Data Freeze

In this lesson, you learned:

- An overview of HR Data Freeze
- How to use the Payroll Processing Calendar

Lesson

7 Managing Employee Personal Data

This lesson covers the following topics:

- Overview of Personal Data updates
- Approvals Tile

Overview of Personal Data Updates

Common Updates Include:

- Email
- Address
- Emergency Contacts
- VA Person
- Disability Status

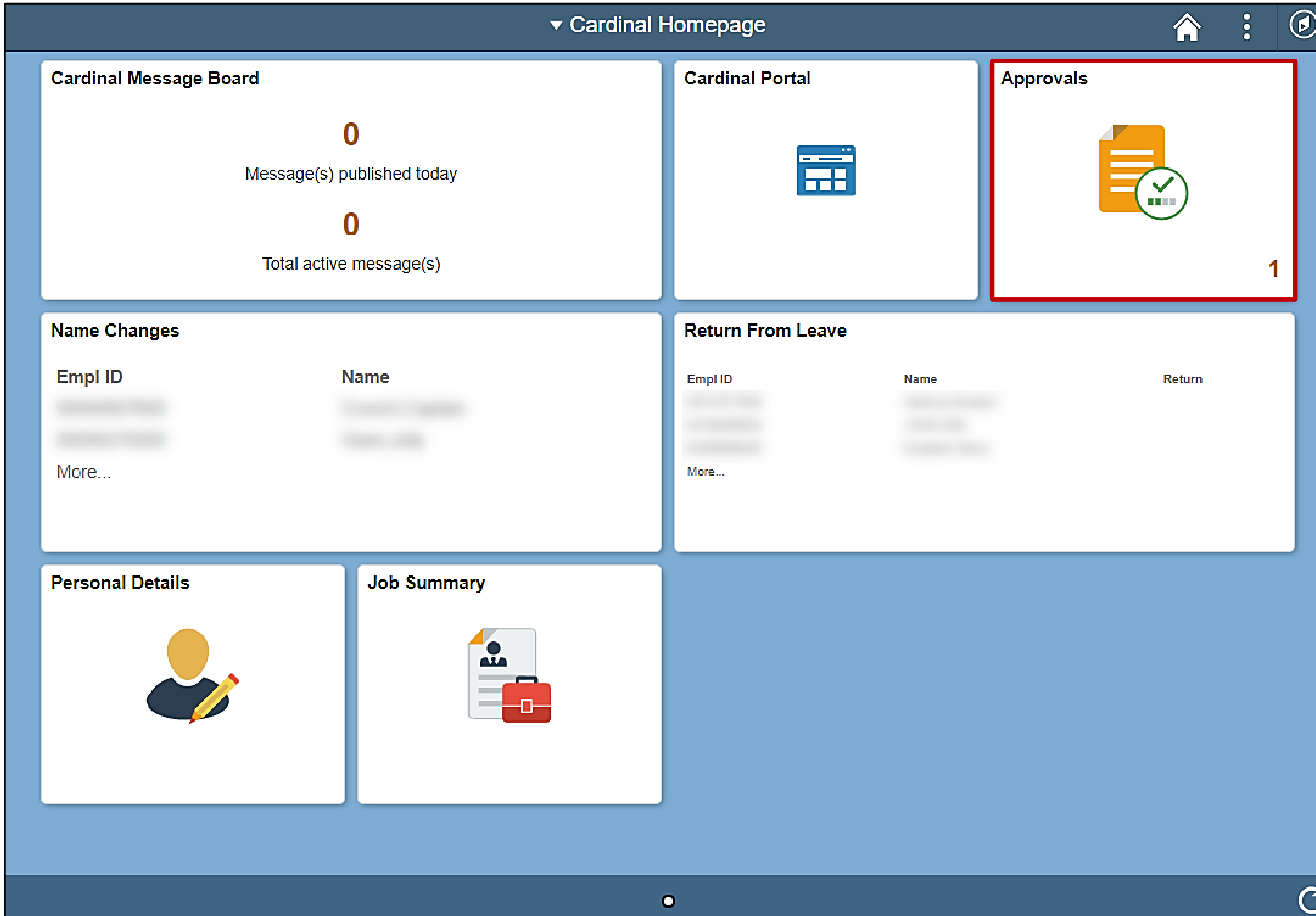
For more details on updating Personal Data, see the Job Aid titled **HR351_Viewing and Modifying Personal Data** located on the Cardinal website in **Job Aids** under **Learning**.

For Agencies that use Employee Self-Service (ESS), the employee can update their own Personal Data.

Name changes made through ESS require HR Administrator approval.

Approvals Tile

Navigation: Cardinal Homepage > Approvals Tile



Agency Next Steps after Personal Data Updates

- For address changes, Cardinal automatically creates a Benefit Event that is used to update the employee's benefit election when needed. Coordinate with an Agency Benefits Administrator to ensure that Benefit Election updates are completed as applicable. For all other Personal Data updates (marriage, divorce, etc.), an Agency Benefits Administrator will need to manually create a Benefit Event

- For some Personal Data updates, communicate with an Agency Payroll Administrator, or Payroll Service Bureau (PSB), to identify if any state and federal withholding forms, direct deposit form, etc. need to be updated

- If the Preferred Email Address is updated, communicate to the employee that they need to re-register for ESS

Lesson Summary

7 Managing Employee Personal Data

In this lesson, you learned:

- An overview of Personal Data updates
- About the Approvals Tile for Name Changes

Lesson

8

Managing Intra-Agency Transfers

This lesson covers the following topics:

- Overview of Intra-Agency Transfers
- Overview of Updating Employee Compensation

Intra-Agency Transfer Overview

- Intra-Agency Transfer is the movement of an employee from one position to another within the same Agency
- Agency HR updates employee's **Job Data** page and all applicable data fields (i.e., compensation)
- **Action** and **Action Reason** fields maintain active HR and Payroll Statuses
- When completing a change from a wage position to another wage position, or salary to another salary position, it is not necessary to terminate the wage/hourly employee and rehire them into a new wage/hourly position
- A wage position and salaried position cannot exist on the same employee record

For detailed information on Intra-Agency Transfers, see the Job Aid titled **HR351_Managing the Intra-Agency Transfer Process** located on the Cardinal website in **Job Aids** under **Learning**.

Updating Employee Compensation

Intra-Agency Transfers may require the employee's compensation to be updated, including:

- Salary position to a Wage position *
- Wage position to a Salary position *
- Promotion
- Statewide Salary Increases (submit mass uploads to PPS for upload)

Compensation parameters (i.e., Pay Bands) only overridden by DHRM

- Errors if pay rate exceeds limits
- Discipline pay rate changes at least 5%

* The HR Admin will insert a row and select an **Action/Reason** of "Termination/Resignation". Then the new employee record will be created by adding a New Employment Instance to hire the employee into the new position. The **Action/Reason** for the movement into the new position is "Hire/New Hire".

For further details on Employee Compensation Changes, see the Job Aid titled **HR351_Updating an Employee's Compensation** located on the Cardinal website in **Job Aids** under **Learning**.

Agency Next Steps – Wage to Salary

- ❑ Cardinal automatically creates Benefit Events that are used to complete the employee's initial benefit elections. Coordinate with an Agency Benefits Administrator to ensure that eligible employees complete their benefit elections (within 30 days per OHB policy)
  - For further information on completing benefit elections, see Job Aid titled, **BN361_Completing a New Hire Enrollment** located on the Cardinal website in **Job Aids** under **Learning**

- ❑ Coordinate with Agency Time and Labor (TL) Administrators to ensure that all employees are assigned the applicable Work Schedule (can be assigned by either a TL Administrator or the employee's supervisor) and review their TA eligibilities (i.e., overtime, comp leave, etc.)

  - For further information on assigning work schedules and entering leave balance adjustments, see Job Aids titled, **TA_Maintaining Employee Work Schedules** and **TA374_ Managing Balance Adjustments** located on the Cardinal website in **Job Aids** under **Learning**

Agency Next Steps – Salary to Wage

- ❑ Cardinal automatically creates a Termination Benefit Event that will stop the employee's previous benefit enrollments

- ❑ Coordinate with Agency Time and Labor (TL) Administrators to ensure that all employees are assigned the applicable Work Schedule (can be assigned by either a TL Administrator or the employee's supervisor) and review their TA eligibilities (i.e., overtime, comp leave, etc.)

    - For further information on assigning work schedules and entering leave balance adjustments, see Job Aids titled, **TA_Maintaining Employee Work Schedules** and **TA374_ Managing Balance Adjustments** located on the Cardinal website in **Job Aids** under **Learning**

Lesson Summary

8 Managing Intra-Agency Transfers

In this lesson, you learned:

- An overview of Intra-Agency Transfers
- An overview of Updating Employee Compensation

Lesson

9 Managing Inter-Agency Transfers

This lesson covers the following topics:

- Overview of Inter-Agency Transfers

Managing Inter-Agency Transfers Overview

When employees transfer from one Commonwealth of Virginia Agency to another Commonwealth of Virginia Agency, this is known as an Inter-Agency Transfer. This process must be completed correctly in order to ensure that there is no break in service or interruption of benefits for the employee.

General Guidelines:

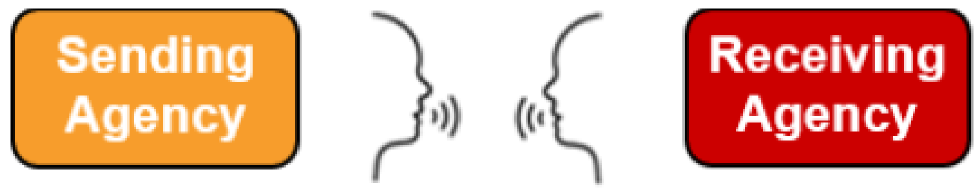
- There are two Agencies involved in this process; the Sending Agency (employee leaving from) and the Receiving Agency (employee going to)

- The two Agencies must coordinate the Effective Date for the HR transactions in order to ensure that there is no break in service or interruption of benefits for the employee (same Effective Date on both HR transactions)

- The Sending Agency must complete the Transfer Out HR transaction **before** the Receiving Agency can complete the Transfer In HR transaction

For detailed information on Inter-Agency Transfers, see the Job Aid titled **HR351_Managing an Inter-Agency Transfer** located on the Cardinal website in **Job Aids** under **Learning**.

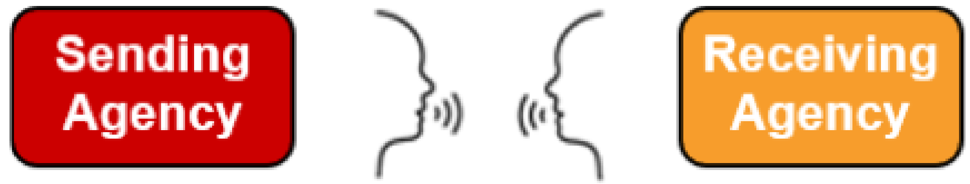
Sending Agency



The Sending Agency HR Administrator completes a “Termination/Transfer Out” transaction with an effective date equal to the date last worked at the Agency by the employee.

This transaction must be completed by the Sending Agency **before** the Receiving Agency HR Administrator processes the “Hire/Transfer In” transaction.

Receiving Agency



Ensure that all position updates have been made (i.e., correct effective date, job code, location code and telework eligibility).

The Receiving Agency HR Administrator completes a “Hire/Transfer In” transaction with an effective date equal to the date last worked at the previous Agency by the employee (to avoid break in service).

This transaction must be completed by the Receiving Agency **<u>after</u>** the Sending Agency HR Administrator processes the “Termination/Transfer Out” transaction (check the **Person Organizational Summary** page to verify if the transaction has been entered by the sending agency).

Note: If the employee is returning to the receiving agency, it may be possible to use their existing employee record.

Agency Next Steps – Receiving Agency

- The Sending Agency transaction triggers an “XFO” Benefit Event. This Benefit Event will carry over the eligible* employee’s Health Insurance, Premium Rewards, Imputed Life, and FSA enrollments with no gap.

- The Receiving Agency transaction triggers an “XFR” Benefit Event. This Benefit Event will automatically process and close after 29 days.

- Generally, this Benefit Event does not allow the employee to make changes to their enrollments. However, this Benefit Event remains open for 29 days for instances where the employee was enrolled in an HMO plan that they are no longer eligible for the new Agency based on region (Northern VA or rest of VA).

- Coordinate with the TA Administrator to ensure the employee’s Leave Balances are accurate or updated as needed.

Lesson Summary

9 Managing Inter-Agency Transfers

In this lesson, you learned:

- An overview of Inter-Agency Transfers

Lesson

10

Managing Leaves of Absence

This lesson covers the following topics:

- Overview of Paid and Unpaid Leaves of Absence
- Overview of Return From Leave of Absence

Leave of Absence Overview

There are two categories of Leaves of Absence in Cardinal: Paid and Unpaid.

Paid Leave – For paid leaves of absence (Short Term Disability (STD), Long Term Disability (LTD) or Worker's Compensation Leave), there are additional processing steps. These leave types require manual processing of payments by the Payroll Administrator.

The HR Administrator must: (agencies serviced by PSB do not do these steps)

- Turn off the automatic semi-monthly payments generated by the SM1 or SM2 pay groups
  - This stops the automatic processing of the employee's salary and any additional pay in progress
  - The Payroll Administrator manually calculates the employee's pay based on the percentages allowed by the STD plan and pay this amount via the SPOT (Single Use Payroll Online Tool)
  - Also, if the employee has leave that they would like to use to supplement the disability payment, the Payroll Administrator and TA Administrator can determine how much leave is required to do so
- On the Payroll tab, the HR Administrator must change the Holiday Schedule from "HOLSAL" to "HOLSTD"
  - This affects the holidays the employee is paid for while on this type of leave

Unpaid Leave – This type of leave is simpler to enter because the employee is not getting paid.

- Selecting the Action of Unpaid Leave stops the employee's pay from processing

Return from Leave – When the employee physically returns from leave, this entry is made in Cardinal.

Agency Next Steps – Leaves of Absence

- ❑ **Paid Leave**:
  - Notify the Payroll Administrator (or PSB)
  - Notify Agency TA Administrator

Note: There is no Benefit impact with a Paid Leave of Absence

- ❑ **Unpaid Leave**:
  - Notify the Payroll Administrator (or PSB)
  - Notify Agency TA Administrator

Note: Unpaid Leave transactions generate automatic Benefit events that are used to stop, modify, or continue Benefit enrollment.

Lesson Summary

10 Managing Leaves of Absence

In this lesson, you learned:

- Overview of Paid and Unpaid Leaves of Absence
- Overview of Return From Leaves of Absence

Lesson

11 Managing Employee Additional Pay

This lesson covers the following topics:

- Adding Additional Pay
- Updating Additional Pay
- Stopping Additional Pay

Additional Pay Overview

Additional pay processes the additional amount of pay that is to be added to the employee's paycheck per pay period.

Types of Additional Pay include:

- Fixed, Recurring Payments in addition to Regular Pay
  - Cell Phone Reimbursement
  - Adjunct Pay
  - Temporary Pay

The following guidance applies:

- Only HR can enter Additional Pay transactions
- For Retroactive Effective Dates:
  - Payroll Admin calculates retroactive amount
  - Payroll Admin processes the payment in SPOT
- For partial amounts due to Mid-Pay Period changes:
  - Effective Date is the actual date the additional pay became effective
  - Payroll Admin calculates prorated amount
  - Payroll Admin processes the payment in SPOT

For further information on Additional Pay, see the Job Aid titled **HR351_Processing Additional Pays** located on the Cardinal website in **Job Aids** under **Learning**.

Additional Pay Earnings Codes

Here are the earnings codes HR Administrators are responsible for managing.

Typical Additional Pay Earnings Codes				
Earn Code	**Description**	**Add to Gross Income**	**Taxable**	**Notes**
CAR	Reimb Use of Personal Car	Y	Y	
CCR	Company Car	N	Y	
MIL	Military Supplement	Y	Y	
MNT	Mobile Device Nontaxable	Y	N	
MTB	Mobile Device Taxable	Y	Y	
SEV	Work Study Student	Y	Y	
TMN	Temp Pay Non Paid Agys	N	N	
TMP	Temporary Pay	Y	Y	
TPD	Taxable Per Diem	Y	Y	
TTR	Taxable Tuition	Y	Y	
VRS	VRS Contribution Base	N	N	Loaded by Batch Program
PRW	Premium Reward	Y	Y	Loaded by Interface

Agency Specific and Higher Education Earnings Codes

Agency Specific Additional Pay Earnings (e.g. supplement for working conditions)				
Earn Code	Description	Add to Gross Income	Taxable	Notes
TXB	Misc Agency Specific Pay	Y	Y	
SP1	Misc Agency Supplemental Pay 1	Y	Y	
SP2	Misc Agency Supplemental Pay 2	Y	Y	
SPA	Misc Agency Specific Pay Amt	Y	Y	
AGY	Misc Agency Specific Pay	Y	Y	
Typical Additional Pay Earnings for Higher Education				
Earn Code	**Description**	**Add to Gross Income**	**Taxable**	**Notes**
WSS	Work Study Student	Y	Y	
SSN	Student Stipend Non Taxable	Y	Y	
SST	Student Stipend Taxable	Y	Y	
FOT	Faculty Other Pay (Adjust for Salary)	Y	Y	
AJT	Adjunct Faculty	Y	Y	

Viewing the Additional Pay Page

Lesson Summary

11 Managing Employee Additional Pay

In this lesson, you learned:

- How to add Additional Pay
- How to update Additional Pay
- How to stop Additional Pay

Lesson

12 Managing Rewards and Recognition

This lesson covers the following topics:

- Overview of Rewards and Recognition
- Entering a Monetary Reward

Rewards and Recognition Overview

Employee Rewards and Recognition include both leave and monetary rewards for an employee.

These rewards are entered on the **Rewards and Recognition** page and not in Job Data.

The information entered on the **Rewards and Recognition** page is for tracking and reporting and does not produce pay for the employee.

Leave and monetary rewards entry varies based on whether it is a leave or monetary award.

Consolidated reporting pulls leave awards from Cardinal to show statewide totals of leave awards. For further information on Reports, see the **Cardinal HCM Human Resources Reports Catalog** located on the Cardinal website under **Resources**.

Rewards and Recognition Types

Cardinal Rewards and Recognition tracks the following:	
529	Sign On/Retention 529 PMT
ALI	Annual Leave Incentive
ERB	Employee Recognition Bonus
ERL	Employee Recognition Leave
ERN	Employee Recognition Non Mon
ESL	Employee Suggestion Leave
ESP	Employee Suggestion PMT
IBB	Inband Bonus
PBB	Project Based Bonus
RLP	Referral PMT
RNB	Retention Bonus
SAL	Service Award Leave
SOB	Sign on Bonus
SOL	Sign on Leave
SRS	Sign/On/Retention Student Load

Rewards and Recognition – Leave Rewards

Leave Rewards are entered differently depending on whether the agency is using Cardinal Absence Management or not.

- Agencies **NOT** using Cardinal Absence Management
  - Enter the Leave Reward information through Cardinal **Rewards and Recognition** page
  - Enter the Leave Reward hours in external leave system of record

  Note: Cardinal does not interface to external leave systems of record

- Agencies using Cardinal Absence Management
  - Enter the Leave Reward as balance adjustment or entitlement in Cardinal Absence Management

For further information on how to enter the balance adjustments into Cardinal, see the Job Aid titled **TA374_Managing Absence Balances** located on the Cardinal website in **Job Aids** under **Learning**.

Rewards and Recognition – Monetary Rewards

- Agency HR tracks employee’s:
  - Written Agreement
  - Expiration date of the Written Agreement per incentive bonus
  - Payment Installments (singular or multiple – as needed)
- Agency HR works with the Agency Payroll Administrator to have these bonus payments paid using the Single Use Payroll Online Tool (SPOT)

For further information on Rewards and Recognition see the Job Aid titled **HR351_Rewards and Recognition** located on the Cardinal website in **Job Aids** under **Learning**.

Agency Next Steps – Managing Rewards and Recognition

- ❑ For monetary rewards, coordinate with the Payroll Administrator
- ❑ For balance adjustments, coordinate with the TA Administrator as needed

Lesson Summary

12 Managing Rewards and Recognition

In this lesson, you learned:

- An overview of Rewards and Recognition
- How to enter a monetary reward

Lesson

13 Running Reports and Queries

This lesson covers the following topics:

- HCM Reports Catalog
- Accessing and Running a Report
- Accessing and Running a Query

HCM Reports Catalogs

The **Human Capital Management (HCM) Human Resources Reports Catalog** contains queries and reports specific to the Human Resources functional area.

The **HCM Human Resources Reports Catalog** can be found on the Cardinal website under **Resources**. There are reports catalogs available for each of the functional areas (i.e., Benefits, Payroll and Time and Attendance).

- The **NAV225_Cardinal Reporting (HCM)** Web Based Training (WBT) course provides training and interactive demonstrations that cover the fundamentals of how to run or access reports and queries. This course is available in Cardinal Learning and on the Cardinal Website

- Reports/queries may be used by more than one functional area; thus, you may need to use the search/find feature to locate a specific report/query that may be in a different functional area

In Cardinal:

- To run a report, the full navigation path for a specified report can be found in any of HCM Reports Catalogs
- To run a query, Navigate to: **NavBar > Menu > Reporting Tools > Query > Query Viewer** and search for the query name

For further information on reports and queries in Cardinal, see the Reports Catalog titled **Cardinal HCM (Human Resources**, **Benefits**, **Payroll**, or **Time and Attendance) Reports Catalog** located on the Cardinal under **Resources**.

Lesson Summary

13 Running Reports and Queries

In this lesson, you learned:

- How to access the HCM Reports Catalog
- How to run Reports
- How to run a Query

Lesson

14 Managing Separations / Terminations

This lesson covers the following topics:

- Overview of Separations / Terminations
- Overview of Separations / Terminations – Death and Death with a Dependent
- Entering Separations / Terminations

Separations / Terminations Overview

Types of Separations/Terminations covered in this section of the course:

- Layoff
- Standards of Conduct
- Unsatisfactory Performance during Probationary Period
- Inability to Perform Duties.
- Resignation
- Retirement: Service Retirement, Retirement In Lieu of Layoff, or Enhanced Retirement
- Separation: Completion of Limited Appointment or Contract
- Death of Employee

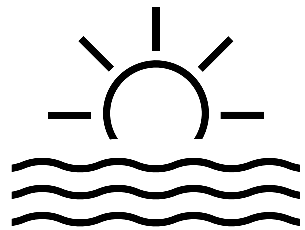
Separations / Terminations – Death and Death with Dependent

There are two Action / Reason combinations related to an employee's death:

- Termination/Death
- Termination/Death with Dependent.

The difference between the two events is that the benefits terminate on different dates.

When an employee passes away, the Benefit Administrator should review the employee's current health plan coverage code and advise the HR Administrator whether to use the "Termination/Death" or "Termination/Death with Dependent" Action/Reason combination.



Separations / Terminations Key Points

- Effective date of Termination transactions is generally the day immediately following last day worked
  - Example: If employee last worked on Friday, Termination Effective Date is Saturday

- The employee's email address must be updated in Cardinal after separation for the employee, their surviving family, or retirees, to gain access to Cardinal to view pay history and W2s
  - The HR Administrator obtains the personal email address and updates the email address in Cardinal from **Agency Provide**d to **Employee Provided**
  - HR Administrator must also check the personal email address as "Preferred"
  - Selecting this email address as "Preferred" is the driving factor for post-employment system access

- Separated employees will then have access to Cardinal for 18 months after the Termination Date. After 18 months, this access ends automatically. Agency HR does not need to go back in and remove the personal email address

After the Termination transaction is saved, all HCM functional areas are updated appropriately:

- Benefits status is updated in Cardinal Benefits (BN); COBRA eligibility is triggered if applicable
- Time Reporter is updated for Cardinal TA and leave accruals stop
- The updated Payroll status does not create a Paysheet for the employee

For further information on Separating Employees, see the Job Aid titled **HR351_Separation Statues** located on the Cardinal website in **Job Aids** under **Learning**.

Agency Next Steps – Separations / Terminations

- ❑ **Retirement Separation**: After the employee's retirement request has been processed in VNAV, the retiree Job record will be created under the VRSRT Business Unit through the Employee Data Upload (HR003). This can occur up to 40 days prior to the retirement effective date. Starting 40 days prior to the retirement date, the HR and/or BN Administrator should monitor Cardinal for the existence of that new Job so that they can communicate next steps to the employee. The **Person Organizational Summary** page should be used for this monitoring.
  - If the new Job record has been created, the new Job record will be displayed
  - If the new Job record is not listed, contact VRS to get a status on the new Job record creation

Note: Future dated transactions will not process into VNAV. If the Agency is future dating Retirements and Terminations, those transactions will require manual entry into VNAV.

For further information on Retirement Separation transactions, see the Job Aid titled **VRS Retirement and LTD Processes for HR and BN Admins** located on the Cardinal website in **Job Aids** under **Learning**.

Lesson Summary

14 Managing Separations / Terminations

In this lesson, you learned:

- An overview of Separations / Terminations
- An overview of Separations / Terminations – Death and Death with a Dependent
- How to enter Separations / Terminations

Lesson

15 Overview of Mass Uploads

This lesson covers the following topics:

- Overview of Mass Uploads

Mass HR Data Uploads

Agencies load large volumes of data into Cardinal using Excel-based mass upload tool. Agencies are responsible for populating the excel based mass upload tools, but they do not perform the upload into Cardinal in some cases.

For further information on, Performance Ratings, see the Job Aids titled **HR351_Performance Ratings** and **HR351_Performing a Mass Upload** located on the Cardinal website in **Job Aids** under **Learning**.

The following list identifies entities responsible for running mass upload processes in Cardinal:

	Mass Upload Data Types	Loaded by Agency	Loaded by SPO	Loaded by PPS
	Position Data			X
	Postion Default Funding	X		
	Job Data			X
	New Hires			X
	Performance Ratings	X		
	Rewards and Recognition	X		
	Leave Balance Adjustments	X		
	Additional Pay	X		
	General Deductions		X	

Lesson Summary

15 Overview of Mass Uploads

In this lesson, you learned:

- An overview of Mass Uploads

VPA Covered Employees Only

Lesson

16

Managing Additional HR Data for VPA Covered Employees

This lesson covers the following topics:

- Entering and Maintaining Disciplinary Actions
- Entering and Maintaining Performance Ratings

Entering and Maintaining Disciplinary Actions

The Cardinal Disciplinary Action pages are used to record and track written notices and disciplinary actions.

When the disciplinary action results in a change to the employee's job classification or compensation, an update to the employee's Job Record is required to impact the HR and Payroll functional areas (e. g., demotions, reductions in pay, terminations).

DHRM will allow agencies to delete written notices and the associated disciplinary actions from the disciplinary action pages vs. requiring DHRM intervention. Written notices can only be entered for VPA covered employees. Cardinal will not allow the user to enter a written notice for a non-VPA employee.

The Agency HR Administrator enters the written notice, along with the related details, which include the date of the offense, the nature of the offense, and any relevant agency notes.

The expiration date of the written notice will default based on the group level. No manual updates will be made to this field.

Agency HR can view the written notices via the online page or by using custom reports and queries.

If there is a reversal or update to the disciplinary action, Agency HR will have the ability to update as required on Disciplinary Actions page. However, DHRM involvement is still required to modify the employee's job data record and reverse the disciplinary action. This will require a Help Desk ticket to be created.

Agency HR Administrators will have display only access to Disciplinary Actions entered by other agencies for their active employees.

Types of Disciplinary Actions

After a written notice has been entered, the agency will record the disciplinary actions associated with the written notice.

Navigation: **NavBar > Menu > Workforce Administration > Labor Administration > Record Disciplinary Actions**

The types of **Disciplinary Actions** include:

- Disciplinary Pay Reduction (must accompany a Disciplinary Lateral Transfer and Demotion)
- XFR Invol Demotion Discipline
- Lateral Disciplinary XFR
- No Disciplinary Action
- Suspension
- Term– Involuntary (Violation of Standards of Conduct)

After recording this information on the **Disciplinary Actions** page, the employee's job data is updated by adding a new row to process the disciplinary action.

For further information on completing a Disciplinary Action, see the Job Aid titled **HR351_Entering and Maintaining Disciplinary Actions** located on the Cardinal website in **Job Aids** under **Learning**.

Entering and Maintaining Performance Rating

The Department of Human Resource Management (DHRM) maintains annual performance cycles and cycle effective dates. DHRM also communicates the applicable open/closed dates through normal business processes. Standard annual statewide employee performance management cycle is a 12-month period from October 25 – October 24

Performance Ratings are annually collected and entered for all VPA employees.

- Four possible ratings:
  - X – Extraordinary Contributor
  - C – Contributor
  - B – Below Contributor
  - L – Employee on Leave or Otherwise Not Rated

Entering and Maintaining Performance Rating (continued)

During the annual performance rating cycle, Agency HR will upload all ratings for their employees (X-Extraordinary, C-Contributor, B-Below Contributor, L-Employee on Leave or Not Rated).

- If rating is "B – Below Contributor", enter the planned re-evaluation date (no later than 90 days after evaluation)
- After re-evaluation, enter the actual re-evaluation date and updated rating

Navigation: **NavBar > Menu > Workforce Development > Performance Management > Performance Rating**

For further information on, Performance Ratings, see the Job Aids titled **HR351_Performance Ratings** and **HR351_Performing a Mass Upload** located on the Cardinal website in **Job Aids** under **Learning**.

Lesson Summary

16 Managing Additional HR Data for VPA Covered Employees

In this lesson, you learned:

- How to enter and maintain Disciplinary Actions
- How to enter and maintain Performance Ratings

Course Summary

HR351

HCM Cardinal Employee Data Setup and Maintenance

In this course, you learned:

- The relationship between position data, personal data, and job data
- How to add, clone, and maintain a position
- How to hire an employee online
- How to enter job data updates
- How to enter additional pay information
- How to enter and maintain Rewards and Recognition
- How to access the HCM Human Resources Reports Catalog
- How to run Reports and Queries
- How to enter and maintain Disciplinary Actions
- How to enter and maintain Performance Ratings

Appendix

- HCM Data Relationships
- How to Open a Cardinal Help Desk Ticket

HCM Data Relationships

1 POSITION DATA*

Position: DOA10001
Effective Date: MM/DD/YY
Pos Descr: Sr Account Analyst
Business Unit: 15100
Reports To: DOA10003

Position: DOA10002
Effective Date: MM/DD/YY
Pos Descr: Sr Account Analyst
Business Unit: 15100
Reports To: DOA10003

Position: ABC10012
Effective Date: MM/DD/YY
Pos Descr: Store Clerk
Business Unit: 99900
Reports To: ABC10123

3 JOB DATA*

Empl ID: 00100123400**
Effective Date: MM/DD/YY
Empl Rcd: 0
Position: DOA10001
Business Unit**: 15100
Benefit Program: SAL
Reports To**: DOA10003
Pay Rate: 40,200.00/yr

Empl ID: 00100123600**
Effective Date: MM/DD/YY
Empl Rcd: 0
Position: DOA10002
Business Unit**: 15100
Benefit Program: SAL
Reports To**: DOA10003
Pay Rate: 38,200.00/yr

Empl ID: 00100123600**
Effective Date: MM/DD/YY
Empl Rcd: 1
Position: ABC10012
Business Unit**: 99900
Benefit Program: WGE
Reports To**: ABC10123
Pay Rate: 12.00/hr

2 PERSONAL DATA*

Empl ID: 00100123400
Effective Date: MM/DD/YY
Name: Jane Doe
DOB: 5/1/2000
Address: 123 Main Street, Richmond, VA 23222
SSN: 123-45-6789
Legal Gender
Email Address

Empl ID: 00100123600
Effective Date: MM/DD/YY
Name: Mark Thomas
DOB: 5/1/2000
Address: 123 Valley Dr, Richmond VA 23222
SSN: 345-67-8999
Legal Gender
Email Address

*Fields listed are only a sample for representative purposes **Indicates a field on job data that is inherited from position and personal data

Opening a Cardinal Help Desk Ticket

The Cardinal Post Production Support (PPS) team is always available to help if you encounter an issue that cannot be resolved at your agency/locality or by using training materials.

When opening a Cardinal Help Desk ticket through the VCCC (VCCC@vita.virginia.gov), here are some tips that will help resolve your issue faster:

- Use “CARDINAL” in the subject line and add the functional area, if known (i.e., Cardinal – HR, Cardinal – BN, etc.)
- Be sure to include your contact information, including an email address and phone number where you can be reached.
- Details, details, details! Information such as the module you’re using (HR, Payroll, Benefits, etc.), the screen/page/tab you are viewing, the actions you are attempting to perform, and screen shots of error messages are all important.
- Sending screenshots? Attaching screenshots is a great way for the PPS team to see what is happening. However, DO NOT include the employee’s personal information on those screenshots. Make sure sensitive data not relevant to the issue is blurred or cropped out.
- DO NOT send “encrypted” emails (i.e., Virtu) to VCCC (VCCC@vita.virginia.gov) for ticket creation. You should not include protected personal information (SSN, Birthdate, address) when you submit a ticket. When this type of information is required for the issue to be resolved, please send a separate email to the respective Cardinal PPS Team email account using Virtu so that the PPS Team member who works on the issue can open the protected email.