

**From:** The Cardinal Project <cardinal-comms@public.govdelivery.com>  
**Sent:** Tuesday, June 6, 2023 1:44 PM  
**To:** Cardinal Project <ProjectCardinal@doa.virginia.gov>  
**Subject:** IMPORTANT: Cardinal HCM: Automated Email Notice - Direct Deposit

**This communication is being sent to HR Directors, HR Administrators, Payroll Read Only, and Payroll Administrators at Cardinal Payroll Agencies.**



Cardinal recently implemented an automated direct deposit email notification when changes are made to user's direct deposit information. As HR Administrators, Payroll (PY) read-only, and PY Administrators, you may receive inquiries from your users about this direct deposit notification. Please read the following to ensure you understand the process, any actions that should be taken by the user, and support you will need to provide.

ESS users will receive the automated email notification from [noreply.CardinalProd@doa.virginia.gov](mailto:noreply.CardinalProd@doa.virginia.gov) with the subject line, "ALERT: Your Payroll Direct Deposit information has been changed in Cardinal".

This email notification is triggered when one or more of the following actions occur:

- Direct deposit is initially set up
- User requested changes to direct deposit data via a form and changes were keyed into Cardinal
- A Virginia Employee Loan is initially set up, updated, or stopped
- A notification was received from the users' bank that an account is closed or invalid

My user has received the notification, what are the **next steps**?

1. If an employee receives this email notification **and** authorized the change, **no further action** is required.
2. If an employee receives this notification but **did not authorize** any changes to their direct deposit data, they should **contact** their **agency payroll office** immediately to report their concern.
  - If your agency uses PSB, please work with them to discuss the process.
  - **Cardinal Tip:** PY Read-Only and PY Admins can use the Direct Deposit Audit Query to analyze what was changed and who made the change
    - **Navigation: Reporting Tools > Query > Query Viewer > V\_PY\_DIR\_DEP\_AUDIT**
    - Use the [Running an HCM Query](#) job aid for support
3. If the agency payroll office (or PSB, as appropriate) cannot confirm one of the above actions was taken, **the employee** should **immediately send an email** to [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) with "Cardinal Direct Deposit Change Not Authorized" in the subject line and include their contact information. Note: These instructions are included in the email notification.

A communication will be sent tomorrow, Wednesday, June 7, to Cardinal ESS users with Payroll access (i.e., users who receive a paycheck from Cardinal). In this communication, we will discuss the new direct deposit notification and recommend users bookmark the Cardinal site.

Please encourage your workforce to **read and act** on all Cardinal communications!

## Questions?

Cardinal functional/technical questions, submit a help desk ticket to [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) and include "**Cardinal** - ..." in the subject line with a brief summary for routing.

- In the email, provide detailed information about your issue (i.e., functional area, page, actions, error).
- Be sure to include your name, email address, and a phone number where you can be reached.

Regards,

The Cardinal Team