



QMS Job Aid: HR Service Center Specialist Role

The Quality Management System (QMS) is a tool that assists OHRM in enhancing HR data quality. QMS allows users to route data errors on Personnel Action Requests (PARs) to the Processing and Personnel Records Management Center and the Benefits and Retirement Center for resolution. Future versions of QMS will assist OHRM in identifying, tracking, and resolving Enterprise Human Resources Integration (EHRI) errors.

[QMS Site Link](#)

Create a Corrective Action

1. Log into QMS. From the QMS homepage, Click **Agree and Login**.
2. Create an action by clicking on **Create Corrective Actions**.

The screenshot shows the QMS homepage. At the top left is the QMS logo. To the right are links for Home, User Guides, Help, lorimvorhies, and a Log Out button. Below the header, there are two buttons: 'Create Corrective Action' (highlighted with a red box) and 'Manage Corrective Actions'. Below these buttons, it says 'Your QMS Role: Service Center Specialist' and 'Your Organization: Staff Offices Service Center'. Underneath is a section titled 'Your Notifications' with two buttons: 'Mark All As Read' and 'Delete All'. Below the notifications is a card titled 'HRQMS - Corrective Action Pending Assignment (107)' with a trash icon. The card contains the following information: 'Corrective Action ID: 107', 'Updated on: 4/29/20', 'Employee: 00014154-Patricia Rancier', and 'Date Created: 4/29/20 10:30:16 AM'.

3. Enter the details of the request:
 - a. Type the employee's last name in the **Select Employee** field. Select employee name and employee ID number from the list that appears. Be sure to check the **Show Inactive Employees** if the corrective action is on an inactive employee.
 - b. In the **Select NOA field** select the NOA of the PAR that needs to be corrected or canceled. If requesting a retro PAR, enter the NOA/effective date of the retro action you are requesting.

- c. In **Effective PAR Date**, enter the effective date of the PAR that needs to be corrected or canceled. If requesting a retro PAR, enter the effective date of the PAR you are requesting.
- d. Check the Payment Discrepancy box if the corrective action involves a payment discrepancy.
- e. In the **Error Categories** selection box, check one or more of the categories of the error.
- f. In the Select **Request Type** choose the type of corrective action request needed:
 - i. Correction Action – PAR action requires update or correction
 - ii. Cancellation of Action – Request cancellation of a PAR
 - iii. Retro Action – Select this option if you are submitting a late PAR in HR Links (for example, a missed career ladder promotion or a missed conversion to career appointment). You also need to generate the missed PAR in HR Links; however, submitting this request in QMS alerts PPRM that there is a retroactive action that needs attention.
- g. **Enter Correction Details** in the comments box. If you chose “Retro Action” as the Request Type, please include details as to why the PAR is being submitted retroactively. Please supply any details to help complete this request.

New Corrective Action Request

*** Required**

Select Employee*

Enter last name or employee ID ☐ Show Inactive Employees

*Enter the NOA information on the PAR that needs to be corrected or canceled.
If requesting a retro PAR, enter the NOA/effective date of the retro action you are requesting.*

Select NOA* **Effective PAR Date*** **Payment Discrepancy?**

-- Select nature of action -- 06/01/2020 ☐ Yes, a payment discrepancy is involved.

Error Categories* (select at least one)

<input type="checkbox"/> Bargaining Unit Status	<input type="checkbox"/> Legal Authority Code	<input type="checkbox"/> Position Description	<input type="checkbox"/> Security Clearance
<input type="checkbox"/> Department/Organization	<input type="checkbox"/> Location Code/Duty Station	<input type="checkbox"/> Position Number	<input type="checkbox"/> Service Computation Date
<input type="checkbox"/> Double Encumbered	<input type="checkbox"/> Nature of Action	<input type="checkbox"/> Position Occupied	<input type="checkbox"/> Step
<input type="checkbox"/> Effective Date	<input type="checkbox"/> Not to Exceed Date	<input type="checkbox"/> Position Title	<input type="checkbox"/> Sub-Agency
<input type="checkbox"/> FEGLI	<input type="checkbox"/> Occupational Series	<input type="checkbox"/> Remarks	<input type="checkbox"/> Supervisor Level
<input type="checkbox"/> FLSA Category	<input type="checkbox"/> Pay Plan	<input type="checkbox"/> Reports to	<input type="checkbox"/> Tenure
<input type="checkbox"/> Grade	<input type="checkbox"/> Pay Rate Determinant	<input type="checkbox"/> Retirement Plan	<input type="checkbox"/> Veteran Preference
<input type="checkbox"/> Hours	<input type="checkbox"/> Personnel Office ID	<input type="checkbox"/> Salary Admin Plan	<input type="checkbox"/> Work Schedule
<input type="checkbox"/> WGI Date			

Select Request Type* **Enter Correction Details***

Correction Action

-- Select action --

Save as Draft

Submit for Resolution

Submit for Review

-- Select action --

4. In **Select Action** select:

- Save As Draft- if you require further investigation or are not ready to route action
- Submit for Resolution - If ready for corrective action to be processed by PPRM (or the Benefits & Retirement Center if it's a benefit-related correction)
- Submit for Review - if your Service Center's business process requires that your Corrective Action Request be reviewed by a Service Center Reviewer before being forwarded to PPRM or the Benefits and Retirement Center.

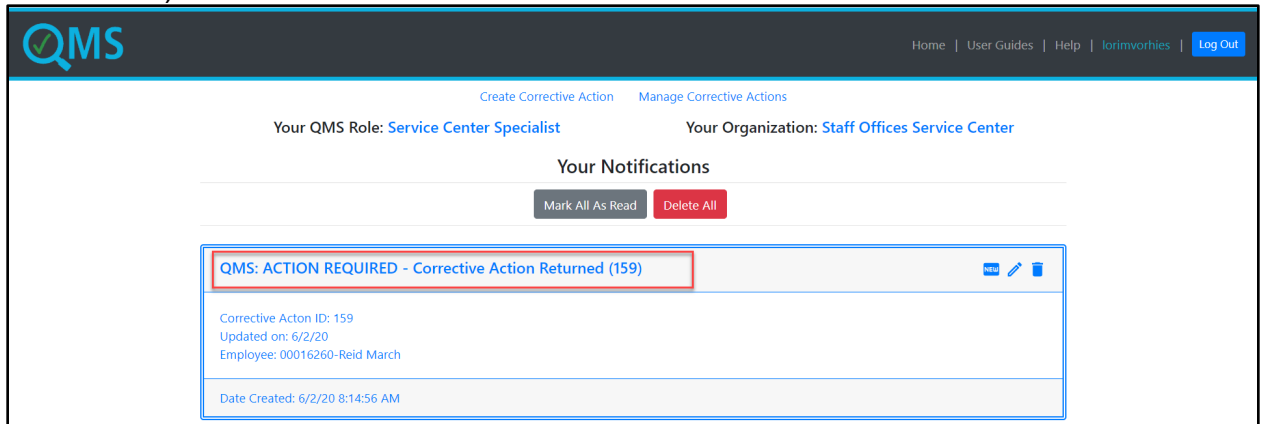
5. Select **Submit**.

Review a Corrective Action

When a Corrective Action has been returned to you for additional information, you will receive an email.

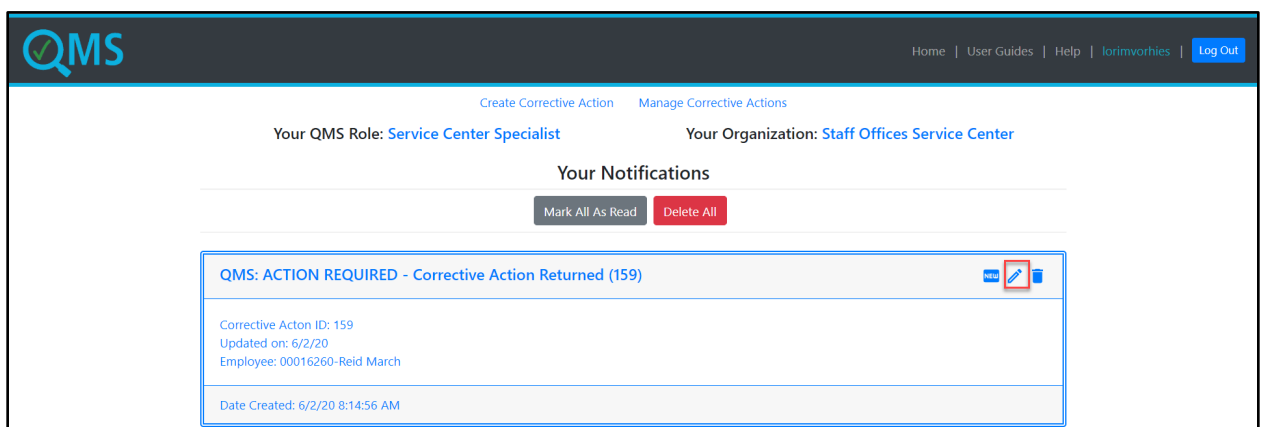
- Select the hyperlink in the email notification.

2. From the QMS homepage, Click **Agree and Login**.
3. You'll see a list of **Your Notifications**. The **New** icon and the blue text indicates that the notification is unread. (Gray text indicates the assignment has already been 'read')




Note: You can dismiss the notification from your Notification page by clicking the trash can icon.

4. Click the pencil icon to view the details of the request.



5. You'll see the details of this request:



[Home](#) | [User Guides](#) | [Help](#) | [lorimvorhies](#) | [Log Out](#)

[Back to Manage Corrective Actions](#)

Manage Corrective Action #159

*** Required**

Submitted By:
Lori Vorhies
Staff Offices Service Center

Date Submitted:
June 01, 2020

Current Status:
Returned

Assigned To:
Unassigned
Staff Offices Service Center

Select Employee*

☐ Show Inactive Employees

Enter the NOA information on the PAR that needs to be corrected or canceled.
If requesting a retro PAR, enter the NOA/effective date of the retro action you are requesting.

Select NOA*
302 - Retirement-Voluntary

Effective PAR Date*
05/03/2020

Payment Discrepancy?
☐ Yes, a payment discrepancy is involved.

Error Categories* (select at least one)

<input type="checkbox"/> Bargaining Unit Status	<input type="checkbox"/> Legal Authority Code	<input type="checkbox"/> Position Description	<input type="checkbox"/> Security Clearance
<input type="checkbox"/> Department/Organization	<input type="checkbox"/> Location Code/Duty Station	<input type="checkbox"/> Position Number	<input type="checkbox"/> Service Computation Date
<input type="checkbox"/> Double Encumbered	<input type="checkbox"/> Nature of Action	<input type="checkbox"/> Position Occupied	<input type="checkbox"/> Step
<input checked="" type="checkbox"/> Effective Date	<input type="checkbox"/> Not to Exceed Date	<input type="checkbox"/> Position Title	<input type="checkbox"/> Sub-Agency
<input type="checkbox"/> FEGLI	<input type="checkbox"/> Occupational Series	<input type="checkbox"/> Remarks	<input type="checkbox"/> Supervisor Level
<input type="checkbox"/> FLSA Category	<input type="checkbox"/> Pay Plan	<input type="checkbox"/> Reports to	<input type="checkbox"/> Tenure
<input type="checkbox"/> Grade	<input type="checkbox"/> Pay Rate Determinant	<input type="checkbox"/> Retirement Plan	<input type="checkbox"/> Veteran Preference
<input type="checkbox"/> Hours	<input type="checkbox"/> Personnel Office ID	<input type="checkbox"/> Salary Admin Plan	<input type="checkbox"/> Work Schedule
<input type="checkbox"/> WGI Date			

Select Request Type*
Correction Action

Enter Correction Details*
please correct the retirement date for Reid

Select Action*

-- Select action --

[View Comments](#) [Add Comment](#) [History](#)

Staff Offices Service Center

Candice Schlicht
Return for correction and screenshot.
6/2/20 8:14:53 AM

6. Review action, including the Correction Details and the Comments section to review the details on why the Corrective Action was returned to you. Make any necessary adjustments to your request.
7. In **Select Action** select the action you are taking:

Select Action*

-- Select action --

-- Select action --
Closed - No Action Needed
Submit for Resolution
Submit for Review

- a. Closed - No Action Needed. Select this option if your review determined the Corrective Action is no longer necessary

- b. Submit for Resolution - If ready for corrective action to be processed by PPRM or the BRC
 - c. Submit for Review - if your Service Center's business process requires that your Corrective Action Request be reviewed by a Service Center Reviewer before being forwarded to PPRM or the Benefits and Retirement Center.
8. Add Comment. Use **Add Comment** to document the updates you made to the Corrective Action request.

9. Once you've added the comment, select **Add** to save it.

10. In Select Action, choose **Submit**.

Return a Corrective Action

You can return an action to yourself for editing if you've submitted it to a Service Center Reviewer for review, and it is still in Pending Review status.

1. Log into QMS. From the QMS homepage, Click **Agree and Login**.
2. To update an action click on **Manage Corrective Actions**.

3. Select the ID number of the action you would like to work on.

<div>QMS</div> <div>Home User Guides Help lorimvorhies Log Out</div>											
Corrective Actions											
Create New											
<i>Click on column name to sort column:</i>											
ID	Employee ID	Employee Name	Request Type	Nature of Action	Org Assigned	Person Assigned	Status	Priority	Submitted By	Date Submitted	Days Old
160	00024696	Taylor, Aliyah	Correction Action	703 - Promotion NTE (date)	Staff Offices Service Center		Pending Review	Normal	Lori Vorhies	6/2/20	0

4. Review the details of the request and make any necessary corrections to the request

[Back to Manage Corrective Actions](#)

Manage Corrective Action #75

*** Required**

Submitted By:
 Andy Von Canon
 Staff Offices Service Center

Date Submitted:
 April 20, 2020

Current Status:
 Unassigned

Assigned To:
 Unassigned
 Benefits and Retirements Center

Select Employee*

☐ Show Inactive Employees

Select NOA*

Effective PAR Date*

Payment Discrepancy?
☐ Yes, a payment discrepancy is involved.

Error Categories* (select at least one)

☐ Bargaining Unit Status
☐ Department/Organization
☐ Double Encumbered
☒ Effective Date
☒ FEGLI
☐ FLSA Category
☒ Grade
☐ Hours
☐ WGI Date
 ☐ Legal Authority Code
☐ Location Code/Duty Station
☐ Nature of Action
☒ Not to Exceed Date
☐ Occupational Series
☐ Pay Plan
☐ Pay Rate Determinant
☐ Personnel Office ID
 ☐ Position Description
☐ Position Number
☐ Position Occupied
☐ Position Title
☐ Remarks
☐ Reports to
☐ Retirement Plan
☐ Salary Admin Plan
 ☐ Security Clearance
☐ Service Computation Date
☐ Step
☐ Sub-Agency
☐ Supervisor Level
☐ Tenure
☐ Veteran Preference
☐ Work Schedule

Select Request Type*

Enter Correction Details

Select Action*

Select Assignee*

5. In **Select Action** select:
 - a. Closed - No Action Needed. Select this if your review determined the action is no longer necessary
 - b. Return - return action back to you for update, cancellation, closing
 - c. Submit for Resolution - If ready for corrective action to be processed by PPRM
6. Click **Submit**.

Withdraw a Corrective Action

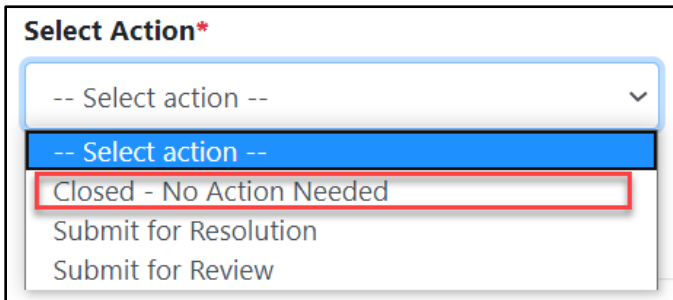
You can withdraw an action to yourself when action has been submitted for resolution to PPRM but has not yet been assigned to a PPRM Specialist.

1. From the QMS homepage, Click **Agree and Login**.
2. To update an action click on **Manage Corrective Action**.
3. Click on the **ID** of the action you want to withdraw.
4. In **Select Action** select
 - a. **Return to Originator** - return action back for update, cancellation, closing
 - b. **Withdraw** - returns action to self and status changes to Draft
5. Click **Submit**.

Close a Corrective Action

If an action is in your queue, you can close it at any time.

1. From the QMS homepage, Click **Agree and Login**.
2. To close an action click on **Manage Corrective Action**.
3. Click on the **ID** of the action you want to withdraw.
4. In **Select Action** select **Closed - No Action Needed**. Select this option if your review determined the Corrective Action is no longer necessary



Select Action*

-- Select action --

-- Select action --

Closed - No Action Needed

Submit for Resolution

Submit for Review

5. Click **Submit**.