



## QMS Job Aid: PPRM Specialist Role

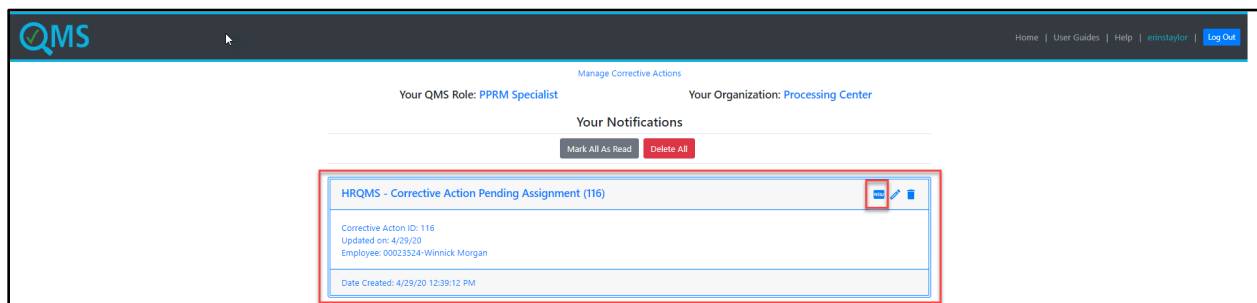
The Quality Management System (QMS) is a tool that assists OHRM in enhancing HR data quality. QMS allows users to route data errors on Personnel Action Requests (PARs) to the Processing and Personnel Records Management Center and the Benefits and Retirement Center for resolution. Future versions of QMS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

### [QMS Site Link](#)

### **Review a Corrective Action**

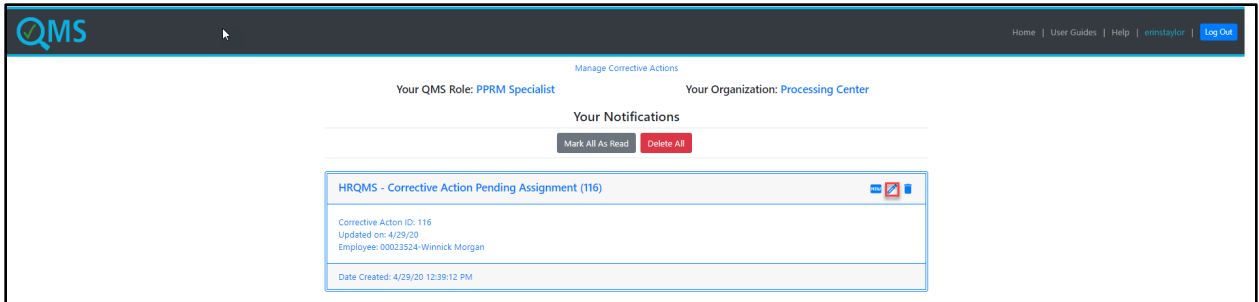
When a Corrective Action has been assigned to you, you will receive an email.

1. 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:

**Manage Corrective Action #116**  
**\* Required**

**Submitted By:** April Thomas  
 PBS Service Center

**Date Submitted:** April 29, 2020

**Current Status:** Returned

**Assigned To:** Unassigned  
 PBS Service Center

**Select Employee\***  
 Morgan, Winnick - [00023524] ☐ 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\*** 101 - Career-Cond Appt **Effective PAR Date\*** 04/01/2020 **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 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 checked="" 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\*** Correct employee's retirement plan to code OF (FERS, Further Revised Annuity Employees (FRAE) and FICA

**Select Action\*** -- Select action --

**Submit** **Cancel**

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 --

Close

Keep As Assigned

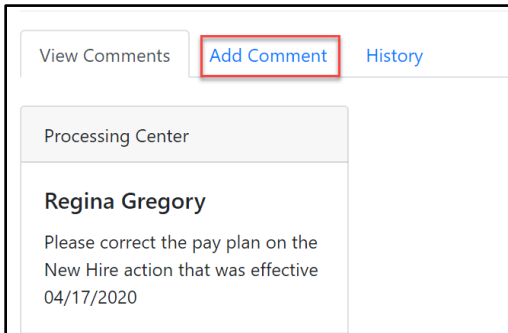
Reroute to B&R

Return To Originator

Submit For Review

- Close- Closes the Corrective Action. Select this option if your review determined the Corrective Action is no longer necessary
- Keep as Assigned - Saves the Correction Action to your work list. Once saved, you can return to it later to document the action you took to resolve the issue.

- c. Re-route to B&R - Routes the Correction Action to the Benefits & Retirement Center. Use this option if the Corrective Action requires action from B&R (involves a FEGLI or retirement plan correction).
  - d. Return to Originator - Routes the Corrective Action to the HR Specialist who submitted the request. Use this option if you need additional information from the Specialist in order to process the Corrective Action
  - e. Submit for Review - Routes the Corrective Action to a PPRM Reviewer. Use this option if you need more guidance on how to handle the correction
8. If you chose to Keep As Assigned, skip to step 11. Otherwise, proceed to step 9.
9. If you chose Close, Re-Route to B&R, Return to Originator, or Submit for Review, select Add Comment:



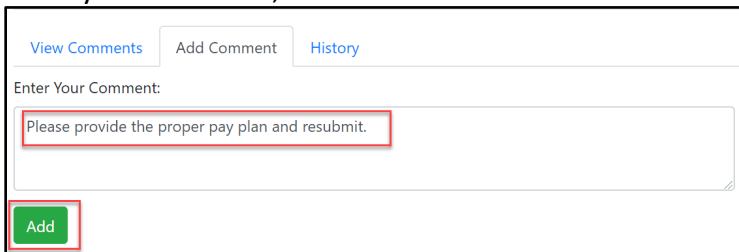
View Comments **Add Comment** History

Processing Center

**Regina Gregory**

Please correct the pay plan on the New Hire action that was effective 04/17/2020

10. Enter your comment, then click Add.



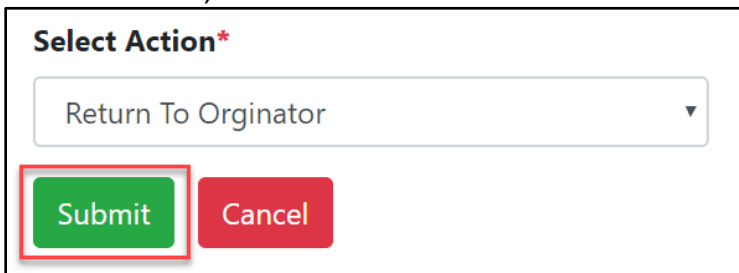
View Comments Add Comment History

Enter Your Comment:

Please provide the proper pay plan and resubmit.

**Add**

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



**Select Action\***

Return To Originator ▼

**Submit** **Cancel**

## Process/Close a Corrective Action

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

1. Log into QMS. From the QMS homepage, Click **Agree and Login**.
2. Select **Manage Corrective Actions**.

QMS

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Manage Corrective Actions

Your QMS Role: PPRM Specialist

Your Organization: Processing Center

Your Notifications

Mark All As Read

Delete All

HRQMS - Corrective Action Pending Assignment (116)

Corrective Action ID: 116

Updated on: 4/29/20

Employee: 00023524-Winnick Morgan

Date Created: 4/29/20 12:39:12 PM

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

GSA

HR / QMS

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Corrective Actions

Click on column name to sort column:

ID	Employee ID	Employee Name	Request Type	Nature of Action	Org Assigned	Person Assigned	Status	Priority	Submitted By	Date Submitted	Days Old
72	00018519	Schlicht, Candice	Correction Action	140 - Reins-Career	Processing Center	Lori Vorhies	Assigned	Normal	Candice Schlicht	4/17/20	4

4. Review the details of the request, including comments in the Enter Correction Details

[Back to Manage Corrective Actions](#)

### Manage Corrective Action #72

**\* Required**

<b>Submitted By:</b> Candice Schlicht Staff Offices Service Center	<b>Date Submitted:</b> April 17, 2020	<b>Current Status:</b> Assigned	<b>Assigned To:</b> Lori Vorhies Processing Center
--------------------------------------------------------------------------	------------------------------------------	------------------------------------	----------------------------------------------------------

**Select Employee\***

Schlicht, Candice - [00018519]

☐ Show Inactive Employees

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

140 - Reins-Career ▼

04/17/2020

☐ 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 checked="" 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**

details

**Select Action\***

-- Select action -- ▼

Submit

Cancel

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

Processing Center

5. If you need to re-route the action, refer to step 9 in the Review an Assigned Corrective Action section. If you are ready to process the correction in HR Links proceed to step 6.
6. Process the requested Corrective Action in HR Links.
7. Use **Add Comment** to document the corrections you made in HR Links. This is optional, but helps document how you resolved the issue. It also allows the HR Specialist to understand how it was resolved. Once you've added the comment, select **Add** to save it.
8. Under **Select Action**, choose **Close**.
9. Select **Submit**.