



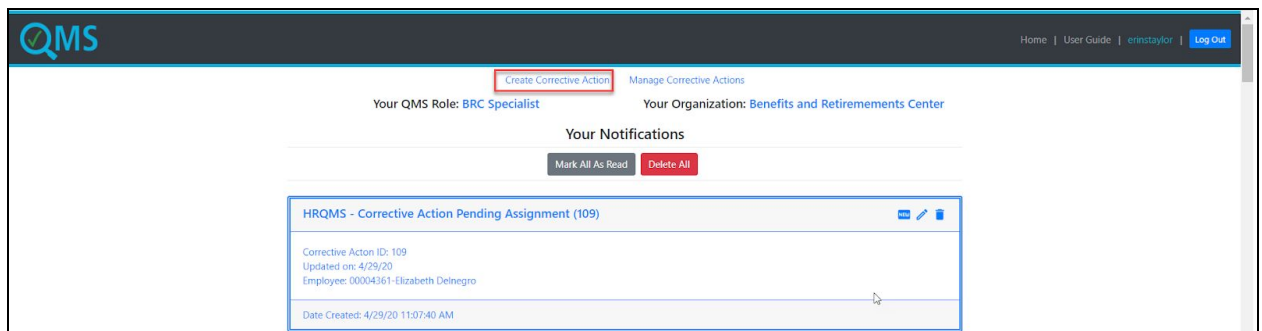
## QMS Job Aid: Benefits and Retirement Specialist Role

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: <https://hrqms.gsa.gov/Home/Warning>

### 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**.



3. Enter the details of the request:
  - a. Enter the employee's name in the **Select Employee** field. Start by entering the employee's last name, this will be the employee who the HR action needs to be corrected on. All GSA employee names will auto-populate. Select employee name and employee ID number. 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 appropriate NOA for the corrective action from the auto-populated list. Enter the **Effective PAR Date**, which is the effective date the original PAR was entered. Be sure to check the Payment Discrepancy box if the corrective action involves a payment

discrepancy. In the **Error Categories** selection box, check one or more of the categories of the error.

- c. 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 – Requires data prior to HRLinks
- d. **Enter Correction Details** in the comments box

4. In **Select Action** select:

- a. Save As Draft- if you require further investigation or are not ready to route action
- b. Submit for Resolution - If ready for corrective action to be processed by PPRM
- c. Submit for Review - for review or assistance with action detail
  - i. Will route to a Benefits and Retirement Reviewer

### New Corrective Action Request

**\* Required**

**Select Employee\***

☐ Show Inactive Employees

**Select NOA\***

-- Select nature of action --

**Effective PAR Date\***

mm/dd/yyyy

**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 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\***

-- Select request type --

**Enter Correction Details**

**Select Action\***

-- Select action --

-- Select action --

Save as Draft

Submit for Resolution

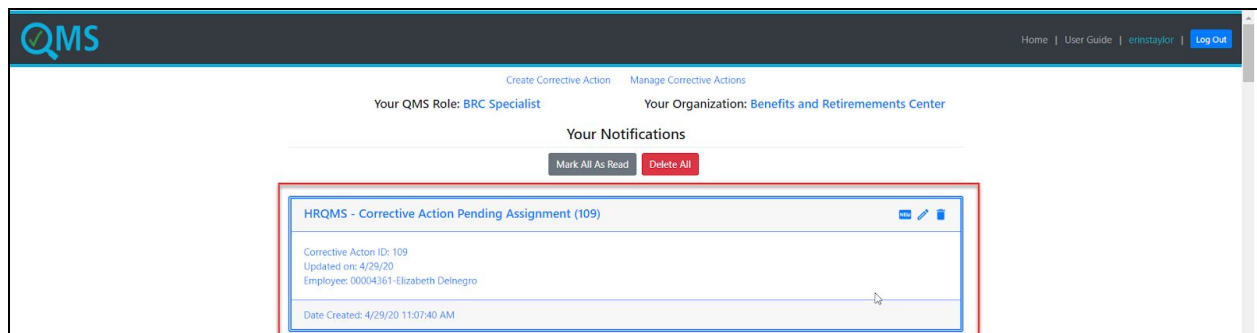
Submit for Review

5. Select **Submit**.

## Review a Corrective Action

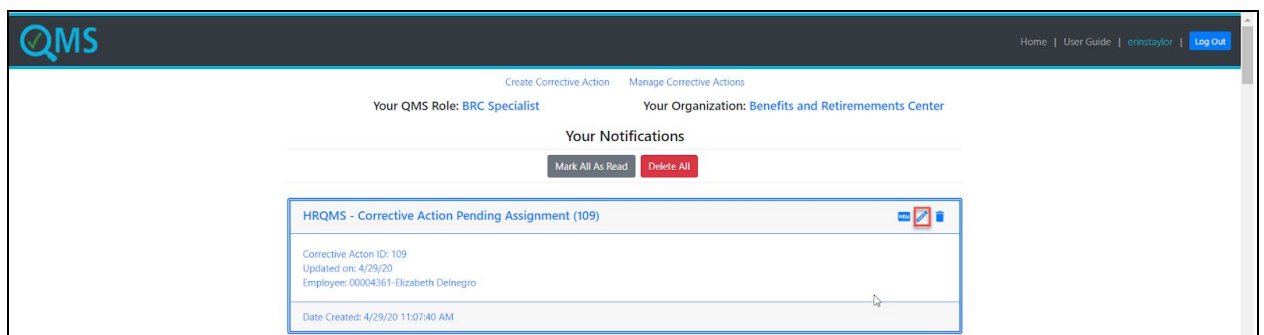
When a Corrective Action has been assigned to you, you will receive an email.

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:

[Back to Manage Corrective Actions](#)

### Manage Corrective Action #71

**\* Required**

<b>Submitted By:</b> Candice Schlicht Staff Offices Service Center	<b>Date Submitted:</b> April 17, 2020	<b>Current Status:</b> Draft	<b>Assigned To:</b> Candice Schlicht Staff Offices Service Center
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**Select Employee\***

Schlicht, Candice - [00018519] ☐ Show Inactive Employees

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

300 - Retirement-Mandatory  ☒ 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\*** **Enter Correction Details**

Correction Action

**Select Action\***

-- Select action --

6. Review action, including the Correction Details.
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

- a. Close- Closes the Corrective Action. 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
  - c. Submit for Review - Routes the Corrective Action to a B&R Reviewer. Use this option if you need more guidance on how to handle the correction
2. Once you choose the appropriate Select Action, 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

3. Enter your comment, then click Add.

View Comments Add Comment History

Enter Your Comment:

Please provide the proper pay plan and resubmit.

**Add**

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

**Select Action\***

Return To Orginator ▼

**Submit** **Cancel**