



## 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 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, there is a navigation bar with the QMS logo and links for Home, User Guides, Help, einstaylor, and Log Out. Below the navigation bar, there are two buttons: 'Create Corrective Action' (highlighted with a red box) and 'Manage Corrective Actions'. The user's role is listed as 'BRC Specialist' and the organization as 'Benefits and Retirement Center'. Below this, there is a 'Your Notifications' section with 'Mark All As Read' and 'Delete All' buttons. A notification card is visible, titled 'HRQMS - Corrective Action Pending Assignment (109)', showing details for Corrective Action ID: 109, updated on 4/29/20, for employee 00004361-Elizabeth Delnegro, created on 4/29/20 at 11:07:40 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.
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\***

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 --  mm/dd/yyyy ☐ 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\***

-- Select request type --

**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')

**QMS** Home | User Guides | Help | erinstaylor | Log Out

Create Corrective Action Manage Corrective Actions

Your QMS Role: **BRC Specialist** Your Organization: **Benefits and Retirements Center**

**Your Notifications**

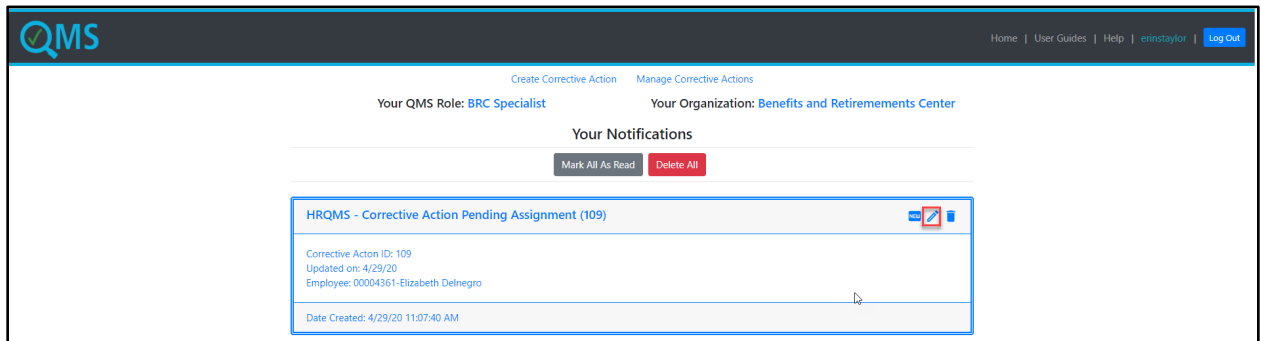
Mark All As Read Delete All

**HRQMS - Corrective Action Pending Assignment (109)**

Corrective Action ID: 109  
 Updated on: 4/29/20  
 Employee: 00004361-Elizabeth Delnegro  
 Date Created: 4/29/20 11:07:40 AM

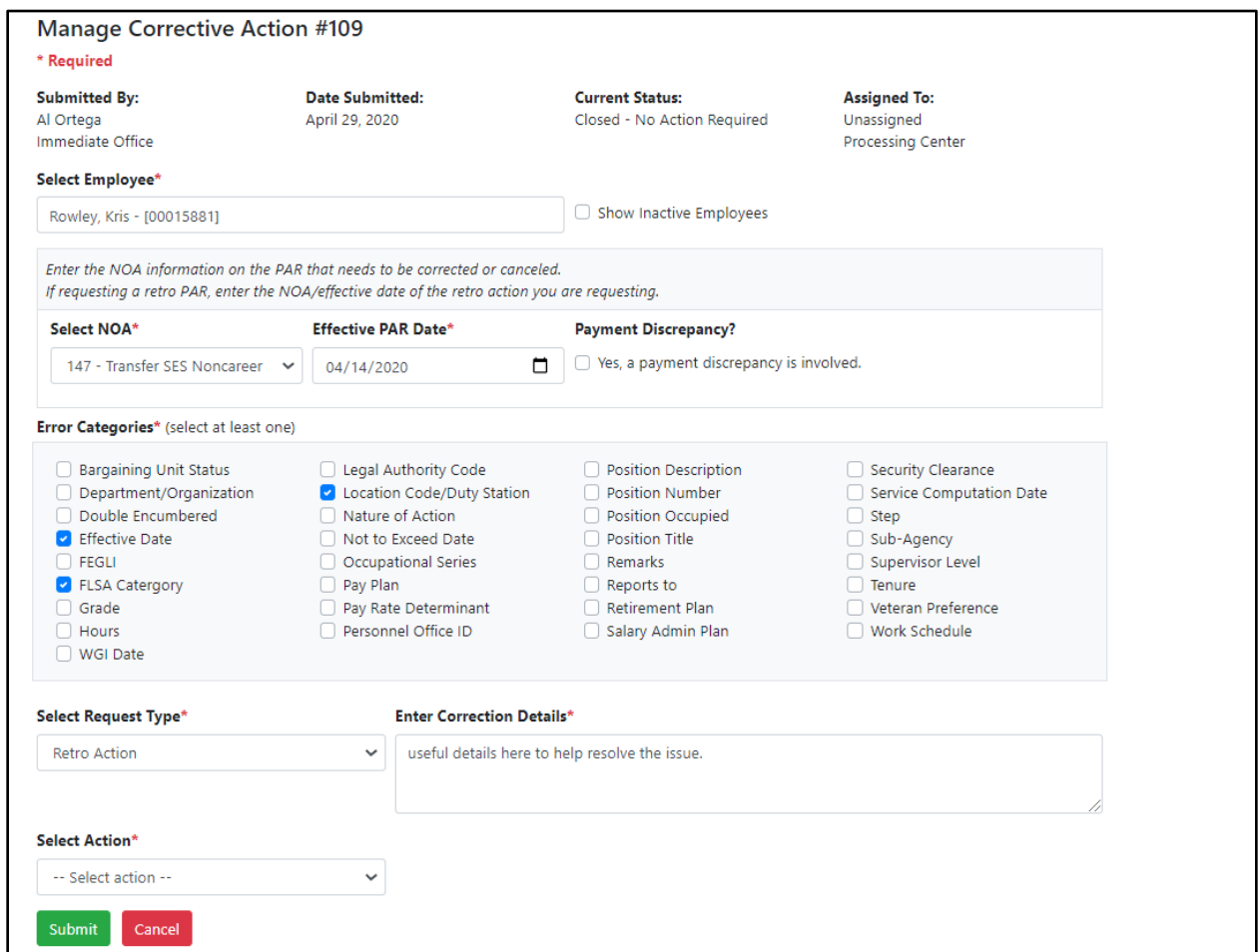
*Note: You can dismiss the notification from your Notification page by clicking the trash can icon.*

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



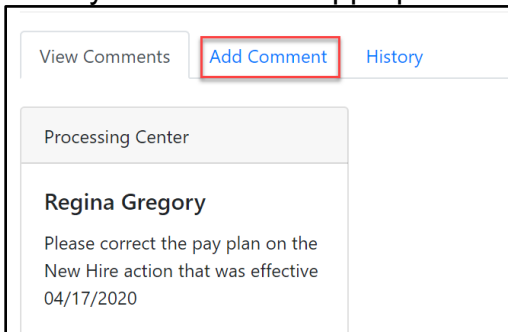
The screenshot shows the QMS (Quality Management System) interface. At the top, there's a navigation bar with the QMS logo and links for Home, User Guides, Help, einstaylor, and Log Out. Below the navigation bar, the user's role is listed as 'BRC Specialist' and the organization as 'Benefits and Retirement Center'. The main section is titled 'Your Notifications' and contains a button to 'Mark All As Read' and a 'Delete All' button. A notification card is displayed, titled 'HRQMS - Corrective Action Pending Assignment (109)'. The card includes details: 'Corrective Action ID: 109', 'Updated on: 4/29/20', 'Employee: 00004361-Elizabeth Delnegro', and 'Date Created: 4/29/20 11:07:40 AM'. A pencil icon is visible in the top right corner of the notification card, indicating it can be edited.

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



The screenshot shows the 'Manage Corrective Action #109' form. The form is divided into several sections. At the top, there's a header 'Manage Corrective Action #109' and a red asterisk indicating required fields. Below the header, there are four columns of information: 'Submitted By: Al Ortega, Immediate Office', 'Date Submitted: April 29, 2020', 'Current Status: Closed - No Action Required', and 'Assigned To: Unassigned Processing Center'. The 'Select Employee\*' section shows 'Rowley, Kris - [00015881]' and a checkbox for 'Show Inactive Employees'. The '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.' section contains three fields: 'Select NOA\*' (147 - Transfer SES Noncareer), 'Effective PAR Date\*' (04/14/2020), and 'Payment Discrepancy?' (Yes, a payment discrepancy is involved). The 'Error Categories\*' section (select at least one) lists various categories with checkboxes, including 'Effective Date' and 'FLSA Category' which are checked. The 'Select Request Type\*' section shows 'Retro Action'. The 'Enter Correction Details\*' section has a text area with the placeholder 'useful details here to help resolve the issue.'. The 'Select Action\*' section shows '-- Select action --'. At the bottom, there are 'Submit' and 'Cancel' buttons.

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



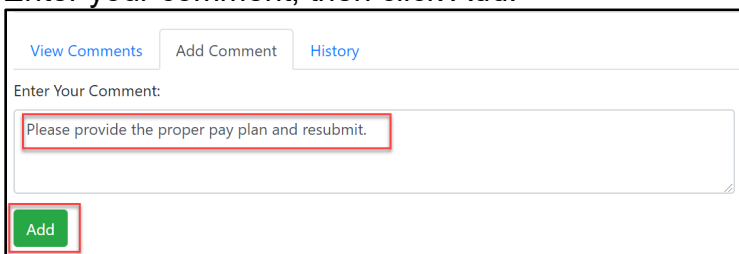
View Comments **Add Comment** History

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.



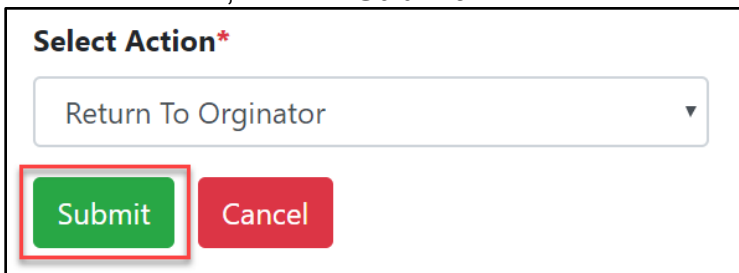
View Comments Add Comment History

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**