



QMS Job Aid: HR Service Center Reviewer 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, a 'Log Out' button, and links for 'Home', 'User Guides', 'Help', and 'candice.schlicht'. Below the navigation bar, the user's role is 'Service Center Reviewer' and the organization is 'Staff Offices Service Center'. A 'Your Notifications' section contains a 'Mark All As Read' button and a 'Delete All' button. A notification box titled 'HRQMS - Corrective Action Created (135)' is displayed, showing details: 'Corrective Action ID: 135', 'Updated on: 5/6/20', 'Employee: 00018519-Candice Schlicht', and 'Date Created: 5/6/20 11:40:32 AM'. The 'Create Corrective Action' button is highlighted with a red box.

3. Enter the details of the request:
 - a. Type the employee's last name in the **Select Employee** field. Select the employee name and employee ID number from the list that appears. Be sure to check **Show Inactive Employees** if the corrective action is on an inactive employee.
 - b. In the **Select NOA field** select the NOA 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, 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 or the Benefits and Retirement Center (BRC) if it's a benefit-related correction.
 - c. Submit for Review - for review or assistance with action detail by another HR Service Center 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*

Submit for Review

-- Select action --

Save as Draft

Submit for Resolution

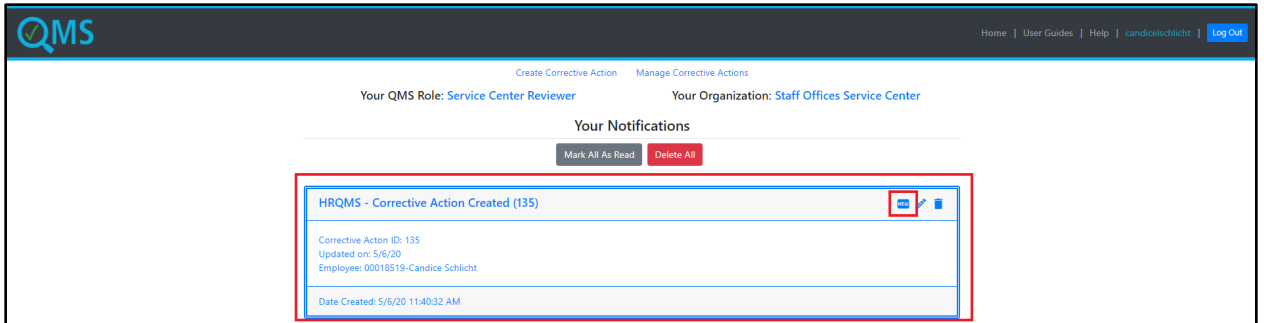
Submit for Review

5. Select **Submit**.

Review/Edit a Corrective Action that has been Returned to You

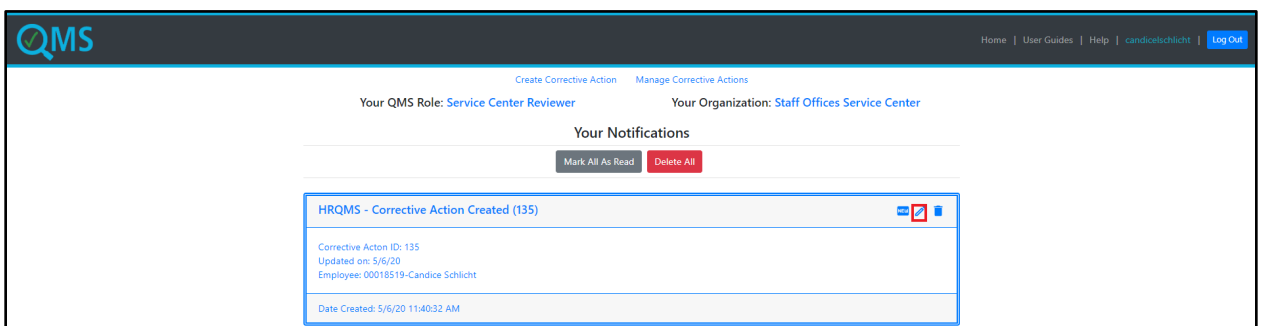
When a Corrective Action has been returned to you by PPRM or BRC for additional information, you will receive an email.

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:

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*

Submit for Review

-- Select action --

Save as Draft

Submit for Resolution

Submit for Review

6. Review action, including the Correction Details.
7. In **Select Action** select the action you are taking:

Select Action*

-- Select action --

Close

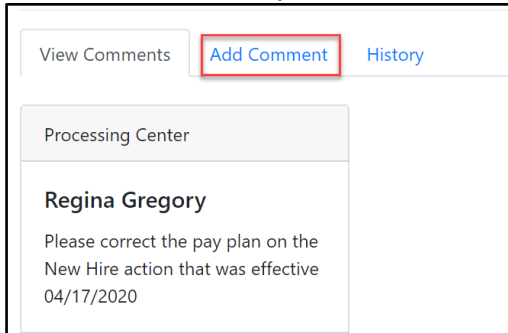
Submit for Resolution

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 or the BRC
- c. Submit for Review - for review or assistance with action detail by another

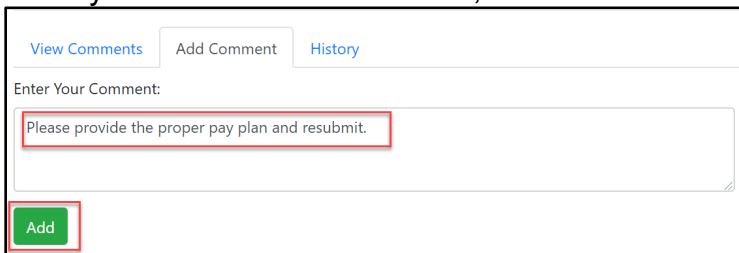
HR Service Center Reviewer

8. Add Comment. Use **Add Comment** to document the updates you made to the corrective action request.



The screenshot shows a web interface for an HR Service Center Reviewer. At the top, there are three tabs: 'View Comments', 'Add Comment' (highlighted with a red box), and 'History'. Below the tabs, there is a section titled 'Processing Center' which contains the name 'Regina Gregory' and a comment: 'Please correct the pay plan on the New Hire action that was effective 04/17/2020'.

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



The screenshot shows the 'Add Comment' tab selected. Below the tabs, there is a text input field with the placeholder text 'Enter Your Comment:'. The input field contains the text 'Please provide the proper pay plan and resubmit.' (highlighted with a red box). Below the input field, there is a green 'Add' button (highlighted with a red box).

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

Manage a Corrective Action if Pending Review

When an action has been submitted to you as a Service Center Reviewer, you can close it, return an action to the originator, or submit the Corrective Action for resolution.

1. From the QMS homepage, Click **Agree and Login**.
2. To update an action click on **Manage Corrective Actions**.
3. Click on the **ID** of the action you want to review.
4. In **Select Action** select:
 - a. Closed - No Action Needed - If review determined the action is no longer necessary
 - b. Return - return action back to originator for update, cancellation, closing
 - c. Submit for Resolution - If ready for corrective action to be processed by PPRM

Select Action*

-- Select action --

-- Select action --

Closed - No Action Needed

Return

Submit for Resolution

5. Hit **Submit**.

Withdraw or Return a Corrective Action that is Unassigned

You can pull back an action when it has been submitted for resolution to PPRM or B&R Reviewer but is unassigned.

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

Note: you can select a name in Select Assignee but system will ignore

5. Hit **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
5. Click **Submit**