



QMS Job Aid: Benefits and Retirement 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: <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**.

The screenshot shows the QMS homepage. At the top left is the QMS logo. On the right, there are links for 'Home', 'User Guide', 'erinstaylor', and a 'Log Out' button. Below the header, there are two main sections: 'Your QMS Role: BRC Reviewer' and 'Your Organization: Benefits and Retirement Center'. In the center, there is a 'Your Notifications' section with a 'Mark All As Read' button and a 'Delete All' button. Below this, there is a box titled 'HRQMS - Corrective Action Pending Assignment (109)'. Inside this box, there is a table with the following information: 'Corrective Action ID: 109', 'Updated on: 4/29/20', 'Employee: 00004361-Elizabeth Delnegro', and 'Date Created: 4/29/20 11:07:40 AM'. The 'Create Corrective Action' button is highlighted with a red box in the top navigation area.

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 to another B&R Reviewer

New Corrective Action Request

*** Required**

Select Employee*

☐ Show Inactive Employees

Select NOA*

-- Select nature of action --

Effective PAR Date*

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 --

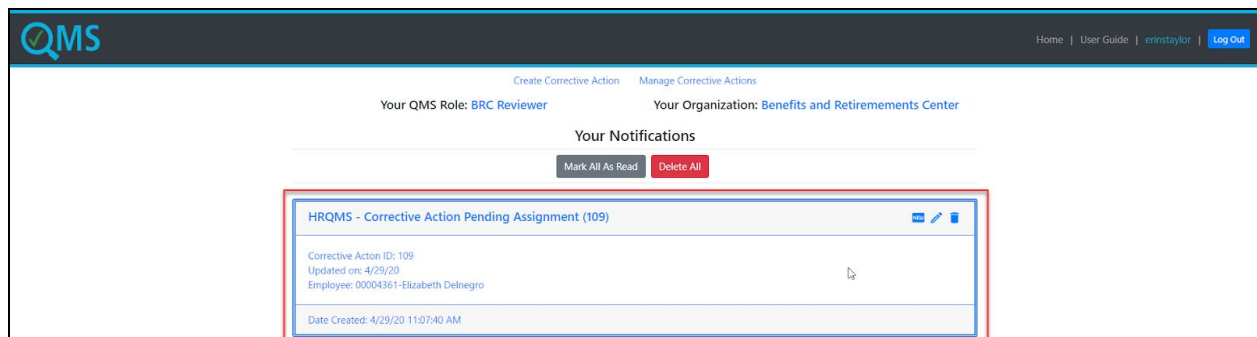
-- Select action --
 Save as Draft
 Submit for Resolution
 Submit for Review

5. Select **Submit**.

Review a Corrective Action

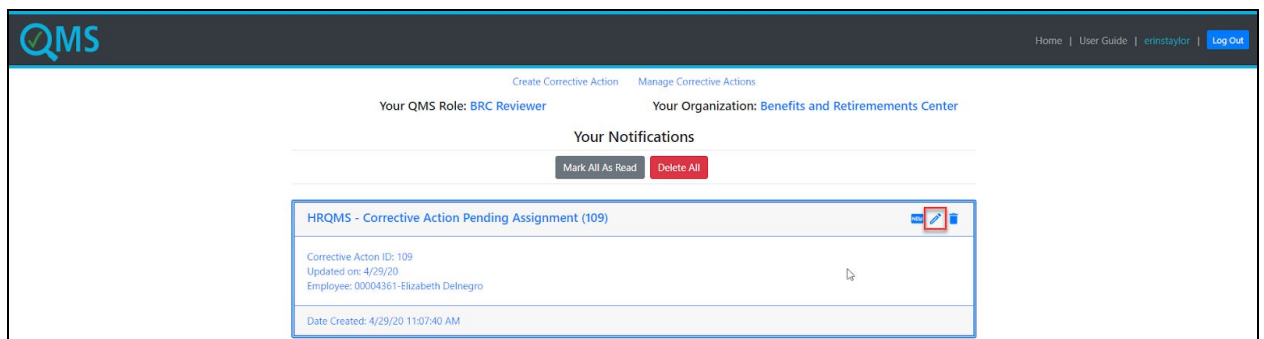
When a Corrective Action has been assigned to you, you will receive an email.

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**

Submitted By: Candice Schlicht Staff Offices Service Center	Date Submitted: April 17, 2020	Current Status: Draft	Assigned To: 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 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 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 details

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 --

Assign

Close

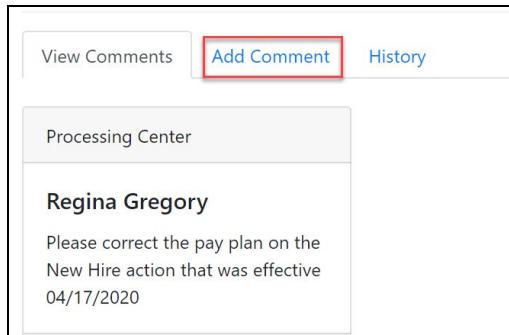
Return To Originator

Submit for Resolution

Withdraw

- a. Assign - Assign to PPRM Specialist for processing
- b. Close- Closes the Corrective Action. Select this option if your review determined the Corrective Action is no longer necessary
- c. 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

- d. Submit for Resolution - If ready for corrective action to be processed by PPRM
 - e. Withdraw - return action back for update, cancellation, closing if not yet assigned
8. Once you choose Select Action, Add Comment. 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.



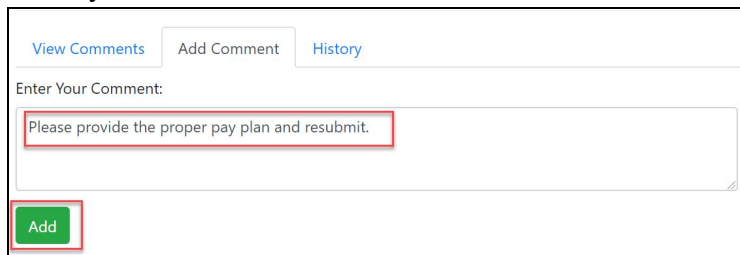
View Comments **Add Comment** History

Processing Center

Regina Gregory

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

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



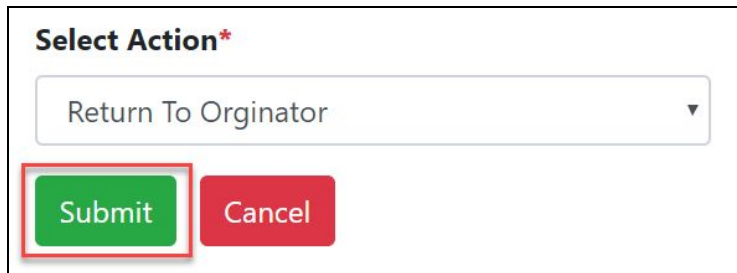
View Comments Add Comment History

Enter Your Comment:

Please provide the proper pay plan and resubmit.

Add

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



Select Action*

Return To Orginator ▼

Submit Cancel

Assign a Corrective Action

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

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[Create Corrective Action](#)
[Manage Corrective Actions](#)

Your QMS Role: BRC Reviewer Your Organization: Benefits and Retirements Center

Your Notifications

HRQMS - Corrective Action Pending Assignment (71) 📄 ✎ 🗑

Corrective Action ID: 71
 Updated on: 4/17/20
 Employee: 00018519-Candice Schlicht

Date Created: 4/17/20 1:43:09 PM

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

Corrective Actions

Create New

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
73	00024321	Von Canon, William	Correction Action	881 - FEGLI Chg	Benefits and Retirements Center		Reroute to RBC	Normal	Andy Von Canon	4/20/20	2
75	00003610	Vorhies, Lori	Retro Action	981 - Change in Organization	Benefits and Retirements Center		Unassigned	Normal	Andy Von Canon	4/20/20	2

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

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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 Retirement Center
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Select Employee*

Vorhies, Lori - [00003610] ☐ Show Inactive Employees

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

981 - Change in Organization 04/15/2020 ☐ 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 checked="" type="checkbox"/> Effective Date	<input checked="" type="checkbox"/> Not to Exceed Date	<input type="checkbox"/> Position Title	<input type="checkbox"/> Sub-Agency
<input checked="" 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 checked="" 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**

Retro Action Time to be done here

Select Action* **Select Assignee***

-- Select action -- -- Select assignee --

5. In **Select Action** select:
 - a. Assign - Assign to PPRM Specialist for processing
 - i. In **Select Assignee** select the specialist to assign to.

-- Select action --

-- Select action --

Assign

Close

Return To Originator

Submit for Resolution

Withdraw

6. 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.
7. Select **Submit**.

Close a Corrective Action

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:
 - a. Close - Closes the Corrective Action. Select this option if your review determined the Corrective Action is no longer necessary
5. Click **Submit**.