



QMS Job Aid: HR Service Center 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**.

The screenshot shows the QMS homepage. At the top is the QMS logo. To the right are links for 'Home', 'User Guide', 'candiceschlicht', and a 'Log Out' button. Below the header, there are two main buttons: 'Create Corrective Action' (highlighted with a red box) and 'Manage Corrective Actions'. Below these buttons, it says 'Your QMS Role: Service Center Specialist' and 'Your Organization: Staff Offices Service Center'. Underneath is a section titled 'Your Notifications' with two buttons: 'Mark All As Read' and 'Delete All'. At the bottom, there is a notification box titled 'HRQMS - Corrective Action Created (135)' with details: 'Corrective Action ID: 135', 'Updated on: 5/6/20', 'Employee: 00018519-Candice Schlicht', and 'Date Created: 5/6/20 11:40:32 AM'.

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.
 - i. If the Error Categories of: **FEGLI or Retirement Plan** are selected it will route to a Benefit and Retirement Reviewer
 - ii. If any of the other Error Categories are selected it will route to a Service Center Reviewer or PPRM Reviewer for resolution
- 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 – 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.
- d. **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.

New Corrective Action Request

*** Required**

Select Employee*

Enter last name or employee ID ☐ Show Inactive Employees

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

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 Service Center Reviewer if a non-Retirement and Benefits Error Category was selected in step #3
 - ii. Will route to a Benefits and Retirements Reviewer if a Retirement and Benefits Error Category was selected in step #3
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

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Create Corrective Action Manage Corrective Actions

Your QMS Role: Service Center Specialist Your Organization: Staff Offices Service Center

Your Notifications

Mark All As Read Delete All

HRQMS - Corrective Action Created (135)

NEW

Corrective Action ID: 135
Updated on: 5/6/20
Employee: 00018519-Candice Schlicht

Date Created: 5/6/20 11:40:32 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.

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Create Corrective Action Manage Corrective Actions

Your QMS Role: Service Center Specialist Your Organization: Staff Offices Service Center

Your Notifications

Mark All As Read Delete All

HRQMS - Corrective Action Created (135)

NEW

Corrective Action ID: 135
Updated on: 5/6/20
Employee: 00018519-Candice Schlicht

Date Created: 5/6/20 11:40:32 AM

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 ☒ 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 --

Close

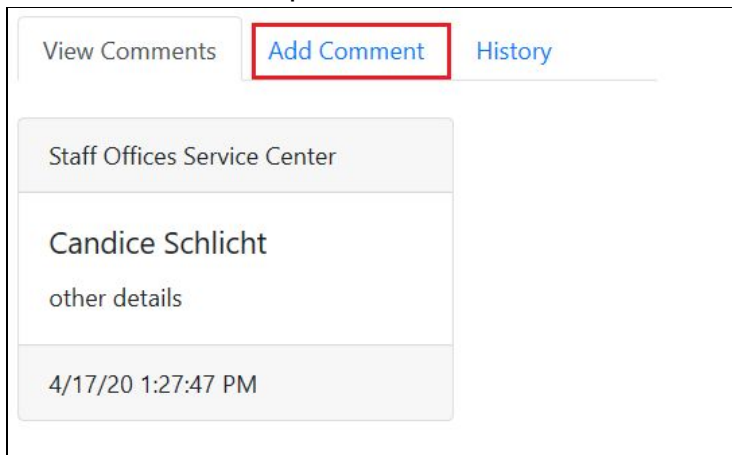
Submit for Resolution

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
- c. Submit for Review - for review or assistance with action detail
 - i. Will route to a Service Center Reviewer if a non-Retirement and Benefits NOA was selected in step #3
 - ii. Will route to a Benefits and Retirements Reviewer if a Retirement

and Benefits NOA was selected in step #3

8. 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.



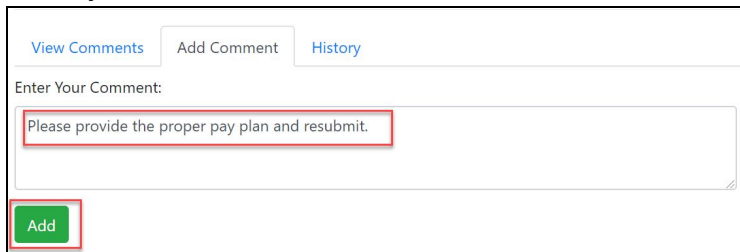
View Comments **Add Comment** History

Staff Offices Service Center

Candice Schlicht
other details

4/17/20 1:27:47 PM

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



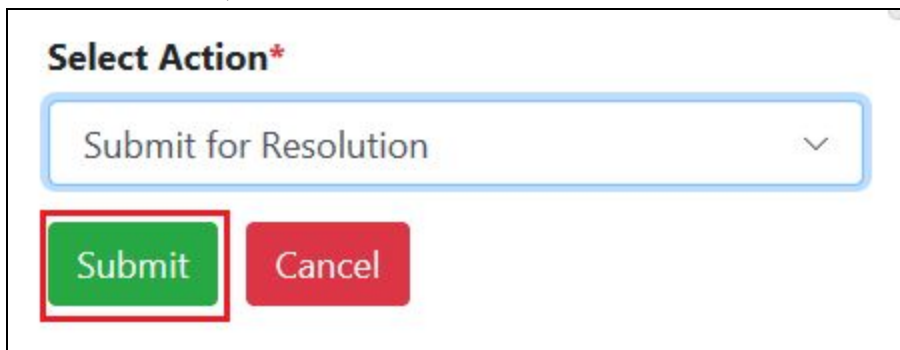
View Comments Add Comment History

Enter Your Comment:

Please provide the proper pay plan and resubmit.

Add

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



Select Action*

Submit for Resolution

Submit **Cancel**

Return a Corrective Action

(You can return an action to yourself when action has been submitted to Service Center Reviewer for review and is Pending Review)

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: **Service Center Specialist** Your Organization: **Staff Offices Service Center**

Your Notifications

[Mark All As Read](#) [Delete All](#)

HRQMS - Corrective Action Created (135)

Corrective Acton ID: 135
Updated on: 5/6/20
Employee: 00018519-Candice Schlicht

Date Created: 5/6/20 11:40:32 AM

- 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 Retirement Center		Reroute to RBC	Normal	Andy Von Canon	4/20/20	2
75	00003610	Vorhies, Lori	Retro Action	981 - Change in Organization	Benefits and Retirement Center		Unassigned	Normal	Andy Von Canon	4/20/20	2

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

[Back to Manage Corrective Actions](#)

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 Retirements 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"/> Department/Organization <input type="checkbox"/> Double Encumbered <input checked="" type="checkbox"/> Effective Date <input checked="" type="checkbox"/> FEGLI <input type="checkbox"/> FLSA Category <input checked="" type="checkbox"/> Grade <input type="checkbox"/> Hours <input type="checkbox"/> WGI Date	<input type="checkbox"/> Legal Authority Code <input type="checkbox"/> Location Code/Duty Station <input type="checkbox"/> Nature of Action <input checked="" type="checkbox"/> Not to Exceed Date <input type="checkbox"/> Occupational Series <input type="checkbox"/> Pay Plan <input type="checkbox"/> Pay Rate Determinant <input type="checkbox"/> Personnel Office ID	<input type="checkbox"/> Position Description <input type="checkbox"/> Position Number <input type="checkbox"/> Position Occupied <input type="checkbox"/> Position Title <input type="checkbox"/> Remarks <input type="checkbox"/> Reports to <input type="checkbox"/> Retirement Plan <input type="checkbox"/> Salary Admin Plan	<input type="checkbox"/> Security Clearance <input type="checkbox"/> Service Computation Date <input type="checkbox"/> Step <input type="checkbox"/> Sub-Agency <input type="checkbox"/> Supervisor Level <input type="checkbox"/> Tenure <input type="checkbox"/> Veteran Preference <input type="checkbox"/> Work Schedule
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Select Request Type* **Enter Correction Details**

Retro Action

Select Action* **Select Assignee***

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

5. In **Select Action** select:
 - a. Close - If review determined the action is no longer necessary
 - b. Return - return action back to you for update, cancellation, closing
 - c. Submit for Resolution - If ready for corrective action to be processed by PPRM
6. Click **Submit**.

Withdraw a Corrective Action

(You can withdraw an action to yourself when action has been submitted for resolution to PPRM but is unassigned)

1. From the QMS homepage, Click **Agree and Login**.
2. To update 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. Return to Originator - return action back for update, cancellation, closing
5. Click **Submit**.

Close a Corrective Action

6. From the QMS homepage, Click **Agree and Login**.

7. To close an action click on **Manage Corrective Action**.
8. Click on the **ID** of the action you want to withdraw.
9. In **Select Action** select:
 - a. Close - Closes the Corrective Action. Select this option if your review determined the Corrective Action is no longer necessary
10. Click **Submit**.