



QMS Job Aid: PPRM 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>

Review an Un-Assigned Corrective Action

1. Log into QMS. From the *QMS* homepage, Click **Agree and Login**.
2. Select **Manage 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 Guide, erinstaylor, and Log Out. Below the navigation bar, the user's role is displayed as 'Your QMS Role: PPRM Reviewer' and the organization as 'Your Organization: Processing Center'. A section titled 'Your Notifications' contains a 'Mark All As Read' button and a 'Delete All' button. Below this, a notification card for 'HRQMS - Corrective Action Pending Assignment (109)' is shown, containing details about the corrective action ID, update date, employee name, and creation date. The 'Manage Corrective Actions' link in the top navigation bar is highlighted with a red box.

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

The screenshot shows the 'Corrective Actions' table in the QMS system. The table has 12 columns: ID, Employee ID, Employee Name, Request Type, Nature of Action, Org Assigned, Person Assigned, Status, Priority, Submitted By, Date Submitted, and Days Old. The first row of data is highlighted with a red box around the ID '72'. The table is titled 'Corrective Actions' and includes a link to click on column names to sort them.

ID	Employee ID	Employee Name	Request Type	Nature of Action	Org Assigned	Person Assigned	Status	Priority	Submitted By	Date Submitted	Days Old
72	00018519	Schlicht, Candice	Correction Action	140 - Reins-Career	Processing Center	Lori Vorhies	Assigned	Normal	Candice Schlicht	4/17/20	4

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

[Back to Manage Corrective Actions](#)

Manage Corrective Action #72

*** Required**

Submitted By: Candice Schlicht Staff Offices Service Center	Date Submitted: April 17, 2020	Current Status: Unassigned	Assigned To: Unassigned Processing Center
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Select Employee*

Schlicht, Candice - [00018519] ☐ Show Inactive Employees

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

140 - Reins-Career ☐ 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 checked="" 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**

Correction Action

Select Action* **Select Assignee***

-- Select action --

[View Comments](#) [Add Comment](#) [History](#)

Processing Center

5. In **Select Action** select the action you are taking:

Select Action*

-- Select action --

-- Select action --

Assign

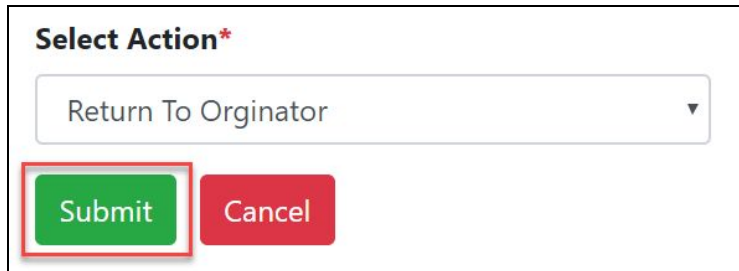
Close

Reroute to B&R

Return To Originator

- a. Assign - Assign to PPRM Specialist for processing
 - i. In **Select Assignee** select the PPRM specialist to assign to. If necessary add comments in the **Add Comment** Section.
- b. Close- Closes the Corrective Action. Select this option if your review

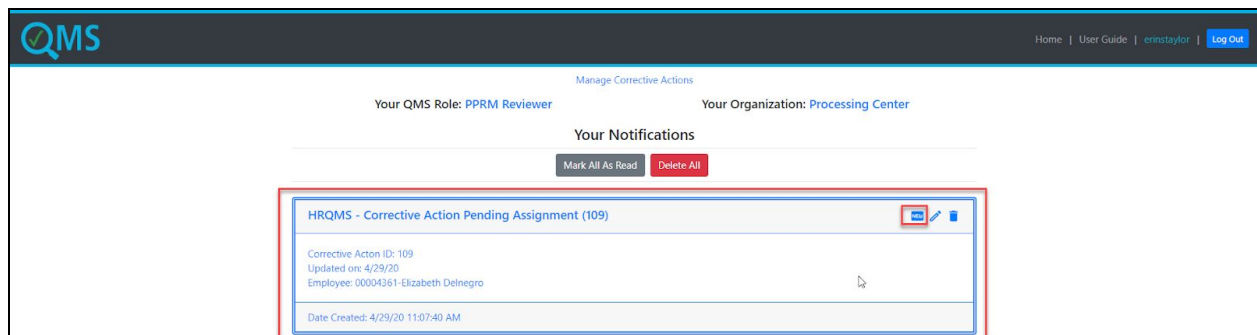
- determined the Corrective Action is no longer necessary
- c. Re-route to B&R - Routes the Correction Action to the Benefits & Retirement Center. Use this option if the Corrective Action requires action from B&R (involves a FEGLI or retirement plan correction).
 - d. Return to Originator - Routes the Corrective Action to the HR Specialist who submitted the request. Use this option if you need additional information from th Specialist in order to process the Corrective Action
6. In Select Action, choose **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.

QMS Home | User Guide | erinstaylor | [Log Out](#)

Manage Corrective Actions

Your QMS Role: **PPRM Reviewer** Your Organization: **Processing 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

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

[Back to Manage Corrective Actions](#)

Manage Corrective Action #72

*** Required**

Submitted By: Candice Schlicht Staff Offices Service Center	Date Submitted: April 17, 2020	Current Status: Unassigned	Assigned To: Unassigned Processing Center
--	--	--------------------------------------	--

Select Employee*

Schlicht, Candice - [00018519]

☐ Show Inactive Employees

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

140 - Reins-Career ▼

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 checked="" 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*

Correction Action ▼

Enter Correction Details

details

Select Action*

-- Select action -- ▼

Select Assignee*

-- Select assignee -- ▼

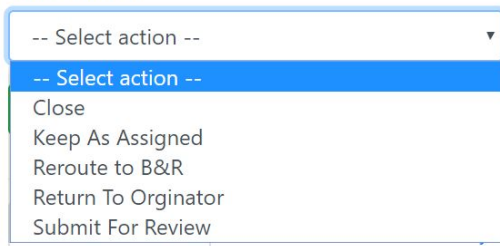
Submit
Cancel

[View Comments](#)
[Add Comment](#)
[History](#)

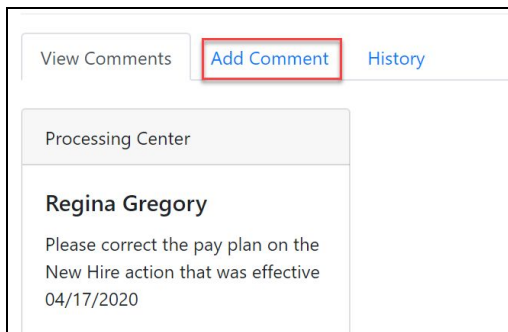
Processing Center

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

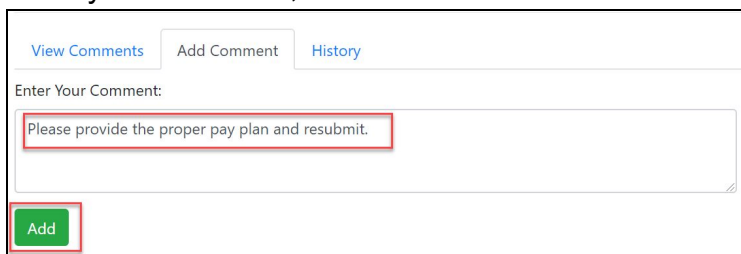
Select Action*



- a. Close- Closes the Corrective Action. Select this option if your review determined the Corrective Action is no longer necessary
 - b. Keep as Assigned - Choose this if you plan to resolve the Correction Action yourself instead of assigning it to another PPRM staff member for resolution
 - c. Reroute to B&R- Routes the Correction Action to the Benefits & Retirement Center. Use this option if the Corrective Action requires action from B&R (involves a FEGLI or retirement plan correction).
 - d. Return to Originator - Routes the Corrective Action to the HR Specialist who submitted the request. Use this option if you need additional information from th Specialist in order to process the Corrective Action
 - e. Submit for Review - Routes the Corrective Action to a PPRM Specialist for processing
8. If you chose to Keep As Assigned, skip to step 11. Otherwise, proceed to step 9.
9. If you chose Close, Return to Originator, or Submit for Review, select Add Comment:



10. Enter your comment, then click Add.



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

Select Action*

Return To Orginator ▼

Submit **Cancel**