



## 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 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 left is the QMS logo. To the right of the logo are links: Home, User Guides, Help, einstaylor, and Log Out. Below the logo, there are two buttons: 'Create Corrective Action' (highlighted with a red box) and 'Manage Corrective Actions'. Below these buttons, it says 'Your QMS Role: BRC Reviewer' and 'Your Organization: Benefits and Retirement Center'. In the center, there is a section titled 'Your Notifications' with two buttons: 'Mark All As Read' and 'Delete All'. Below this, there is a table with one row showing a notification: 'HRQMS - Corrective Action Pending Assignment (109)'. The table has columns for 'Corrective Action ID: 109', 'Updated on: 4/29/20', 'Employee: 00004361-Elizabeth Delnegro', and 'Date Created: 4/29/20 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 to another B&R Reviewer

**New Corrective Action Request**

**\* Required**

**Select Employee\***

☐ 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	<input type="checkbox"/> 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\***

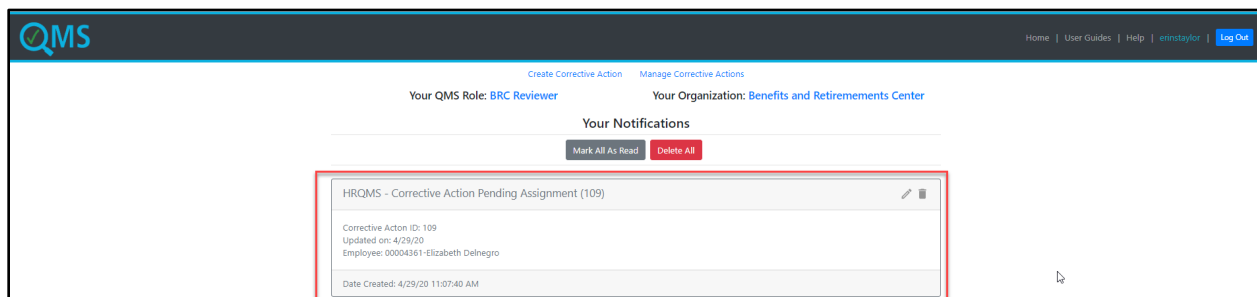
**Select Action\***

5. Select **Submit**.

## Review a Corrective Action

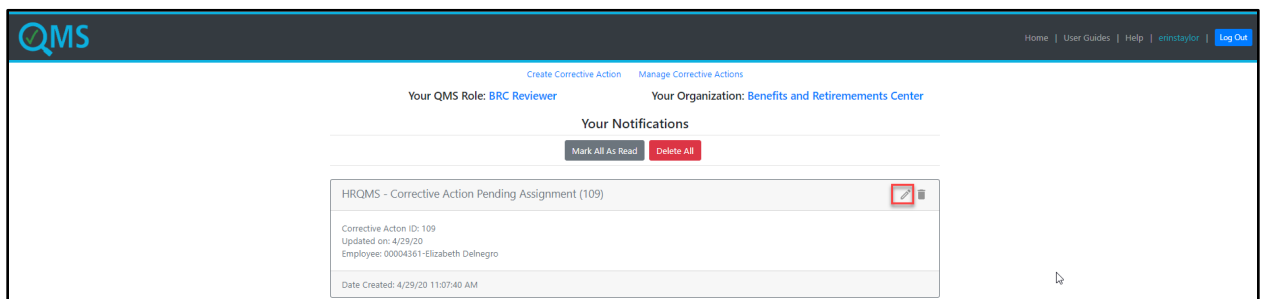
When a Corrective Action has been assigned to you, you will receive an email.

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:

**Manage Corrective Action #109**

**\* Required**

**Submitted By:** Al Ortega  
Immediate Office

**Date Submitted:** April 29, 2020

**Current Status:** Closed - No Action Required

**Assigned To:** Unassigned  
Processing Center

**Select Employee\***

Rowley, Kris - [00015881] ☐ 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\*** 147 - Transfer SES Noncareer **Effective PAR Date\*** 04/14/2020 **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 checked="" 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 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 checked="" 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\*** Retro Action **Enter Correction Details\*** useful details here to help resolve the issue.

**Select Action\*** -- Select action --

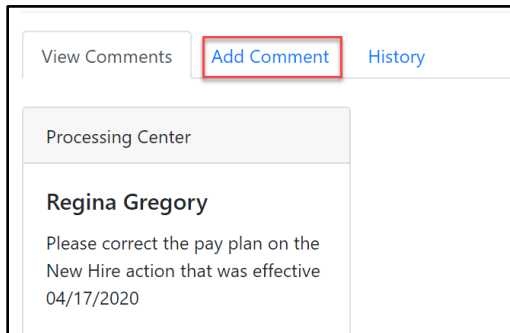
6. Review action, including the Correction Details and the Comments section to review the details on why the Corrective Action was assigned to you. Make any necessary adjustments to your request.
7. In **Select Action** select the action you are taking:

-- Select action --

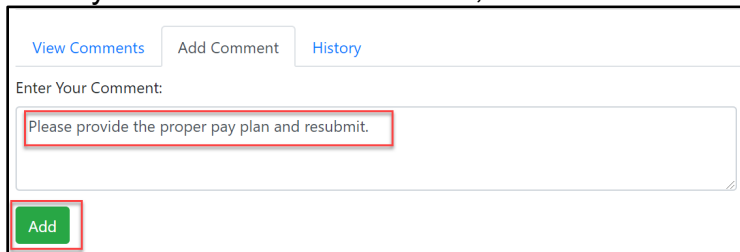
- Select action --
- Assign
- Close
- Return To Originator
- Submit for Resolution
- Withdraw

- 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

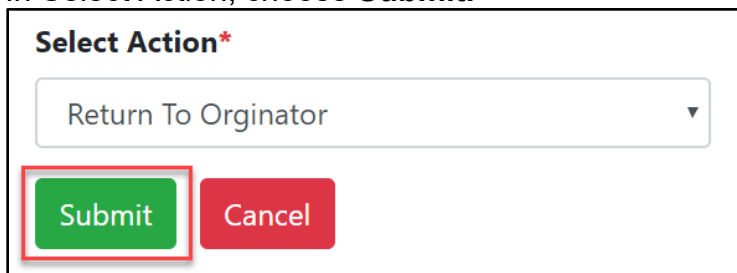
- d. Submit for Resolution - If ready for corrective action to be processed by PPRM
  - e. Withdraw - return action back for update, cancellation, closing if not yet assigned
8. Once you choose Select Action, Add Comment. Use **Add Comment** to document the corrections you made in HR Links. This is optional, but helps document how you resolved the issue. It also allows the HR Specialist to understand how it was resolved.



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

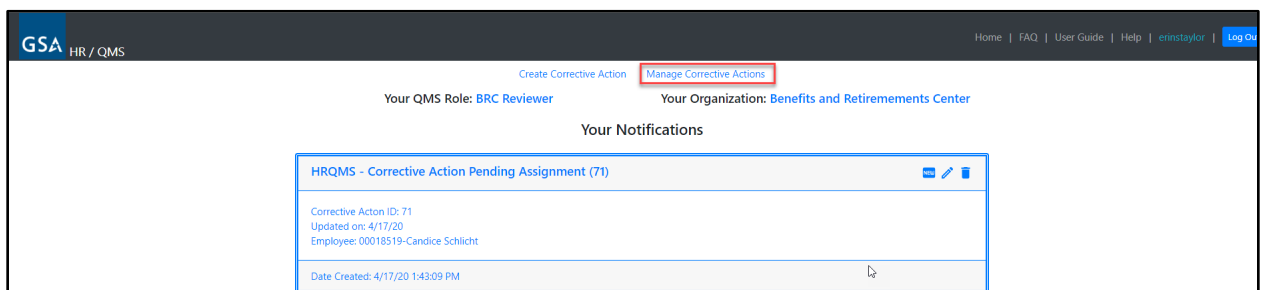


11. In Select Action, choose **Submit**.



## 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**.



- 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
126	00018457	Brizzi, Giancarlo	Correction Action	130 - Transfer	Benefits and Retirement Center		Reroute to RBC	High	Lisa Williams	4/29/20	33
130	00025037	Oliver, Kyle	Cancellation of Action	302 - Retirement-Voluntary	Benefits and Retirement Center	Sharon Hammonds	Closed - No Action Required	Normal	Dawn Smith	4/29/20	33
131	00013632	Wisner, James	Correction Action	101 - Career-Cond Appt	Benefits and Retirement Center		Closed - No Action Required	High	Teresa Oliver	4/30/20	33
133	00016562	Pearson, Pamela	Correction Action	130 - Transfer	Benefits and Retirement Center		Unassigned	High	Shanita Blake	5/5/20	28
134	00017049	Fields, Pamela	Correction Action	101 - Career-Cond Appt	Benefits and Retirement Center		Unassigned	High	Shanita Blake	5/5/20	28

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

### Manage Corrective Action #126

**\* Required**

**Submitted By:**  
Lisa Williams  
Executive Resources Service Center

**Date Submitted:**  
April 29, 2020

**Current Status:**  
Reroute to RBC

**Assigned To:**  
Unassigned  
Benefits and Retirement Center

**Select Employee\***

Brizzi, Giancarlo - [00018457] ☐ 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\***  
130 - Transfer

**Effective PAR Date\***  
05/26/2018

**Payment Discrepancy?**  
☒ Yes, a payment discrepancy is involved.

**Error Categories\*** (select at least one)

☐ Bargaining Unit Status  
☐ Department/Organization  
☐ Double Encumbered  
☐ Effective Date  
☐ FEGLI  
☐ FLSA Category  
☐ Grade  
☐ Hours  
☐ WGI Date

☐ Legal Authority Code  
☐ Location Code/Duty Station  
☐ Nature of Action  
☐ Not to Exceed Date  
☐ Occupational Series  
☐ Pay Plan  
☐ Pay Rate Determinant  
☐ Personnel Office ID

☐ Position Description  
☐ Position Number  
☐ Position Occupied  
☐ Position Title  
☐ Remarks  
☐ Reports to  
☒ Retirement Plan  
☐ Salary Admin Plan

☐ Security Clearance  
☐ Service Completion Date  
☐ Step  
☐ Sub-Agency  
☐ Supervisor Level  
☐ Tenure  
☐ Veteran Preference  
☐ Work Schedule

**Select Request Type\***  
Correction Action

**Enter Correction Details\***  
Correct employee's retirement plan to code OR (FERS Revised Annuity Employees (FRAE) and FICA).

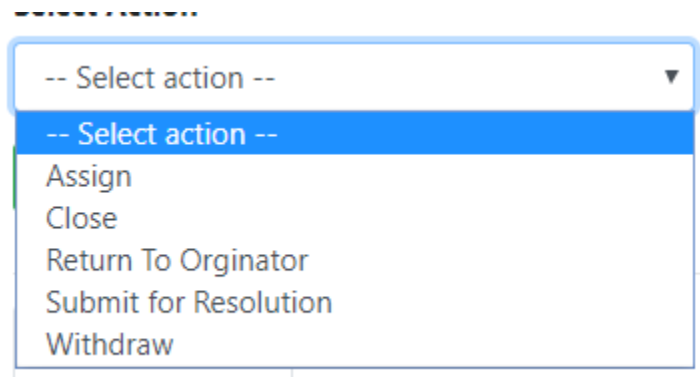
**Select Action\***  
-- Select action --

**Select Assignee\***  
-- Select assignee --

**Personnel Office ID Desc:**  
Executive Resources HR Service Center

Submit Cancel

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



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**