



Bulletin for all TSA Employees – 3/2/2018

Salary Adjustments Not Reflected in Employees' Paychecks

The OHCAccess Help Desk has received numerous calls from employees who expected a retroactive salary adjustment, but did not receive it in their paycheck. In general, when retroactive salary adjustments are processed, the retroactive pay is received in the same pay period the personnel action is processed. However, when a retroactive salary adjustment is processed late in a pay period the employees will see the retroactive pay reflected in the following paycheck.

As previously communicated, OHCAccess has a high volume of pending personnel actions. Therefore, we are processing personnel actions as late in the pay period as allowed, which may cause employees not to see their retroactive salary adjustments in the same pay period.

Employees can check their Statement of Earning and Leave (SEL) for confirmation. Retroactive salary adjustments are listed in the "Remarks" section of the SEL. A gross amount (GRO ADJ) and a net amount (NET ADJ) are listed, including a date range that specifies the pay periods covered by the retroactive personnel action (for example: PP252017 – PP022018). The net amount listed in the Remarks section is added to the employee's regular paycheck for that pay period.

In the meantime, if you have any questions, please contact the OHCAccess Help Desk. We apologize for the inconvenience.

Questions?

Please contact the OHCAccess Help Desk by phone at 1-877-872-7990, by fax at 1-877-872-7993, or by email at this [link](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Time (ET) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. ET Saturday and 12:00 p.m. to 4:00 p.m. ET Sunday. Visit the Office of Human Capital online at this [link](#), and check out OHCAccess online at this [link](#).