



Bulletin for All TSA Employees – 09/04/2020

Hardship Payment Request

A Hardship Case is defined as an employee who would face a financial hardship if he/she had to wait the normal 2-week payroll cycle before receiving the next salary payment. The payment may be expedited if the employee's financial situation justifies the special handling. Since the justification for the hardship case is a relevant part of the request, you are reminded of the importance of providing the full explanation for the hardship to include the following:

- Why AWOL/LWOP hours were reported;
- A Local T&A Correction; and
- Name and email address of the person who may be contacted, if additional information is needed.

Note: All relevant information must be included with the hardship case prior to forwarding to HCAccess to avoid processing delays.

A **Completed Hardship Payment Request** may be submitted to the HCAccess Helpdesk via email at HelpDesk@mailserver-hraccess.tsa.dhs.gov, or click this [link](#).

A **job aid on how to create a local T&A Correction** can be found on the Payroll Services iShare page under Job Aids linked [here](#).

Questions?

Due to the current COVID-19 pandemic, live agents are not available to answer telephone calls received at the HCAccess Help Desk. Employees can contact the HCAccess Help Desk by e-mail at HelpDesk@mailserver-hraccess.tsa.dhs.gov or at this [link](#), by fax at 1-877-872-7993, or by phone at 1-877-872-7990 and leave a voicemail. Employees can visit the HCAccess website for valuable Human Resources (HR) information on a wide variety of topics at this [link](#) and visit Human Capital online at this [link](#).