



Salary advances in programmes for Mobile Staff using the Salary Advance Request Tool (SART)

Step-by-Step guide for Mobile Staff (Requester of advances)



Topics covered in this document

- Overall high-level process
- Register to the Salary Advance Request Tool (SART)
- Submit a salary advance request through the Salary Advance Request Tool (SART)
- Collect the requested salary advance
- Common questions and answers

Salary advances in programmes for Mobile Staff - overall process



Salary advances in programmes for Mobile Staff - behind the scenes



OD HQ verifies and sorts

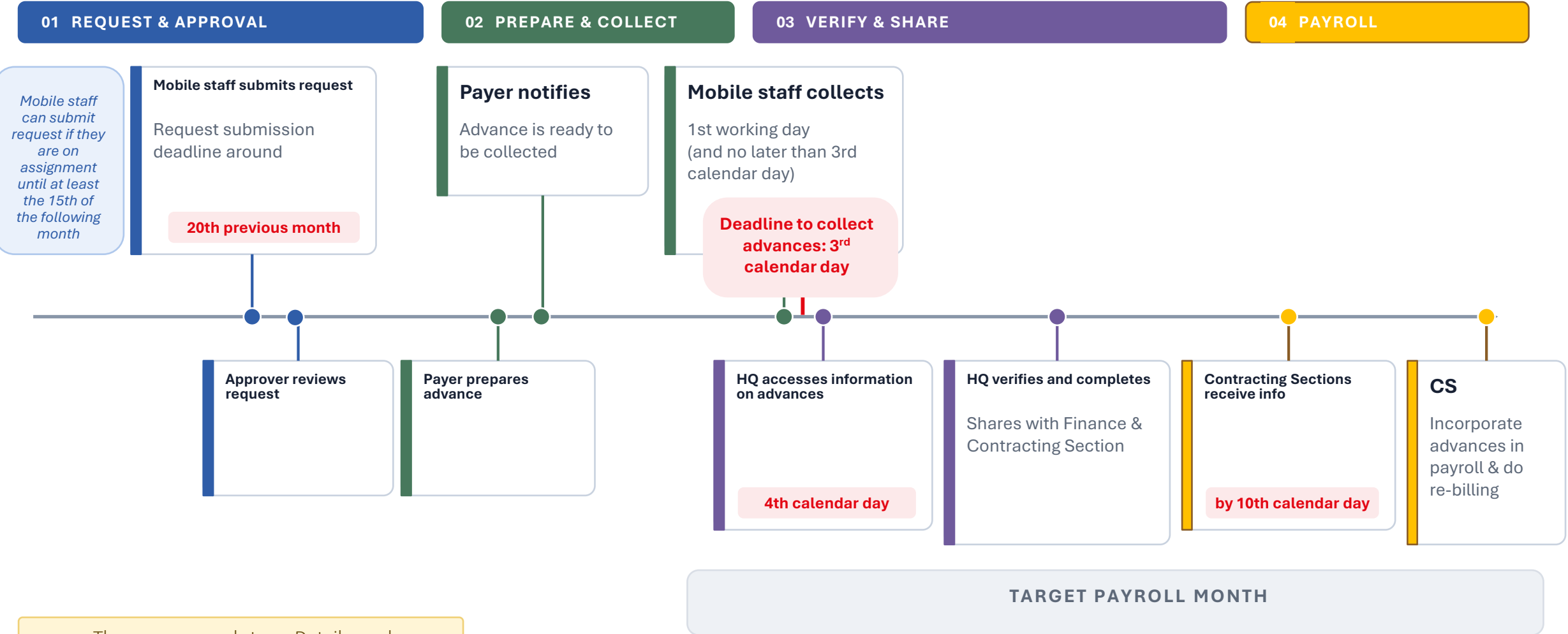
ODs compile, verify and sort information before sharing with the **relevant Contracting office**



Contracting office process payroll

Contracting offices make necessary deductions in their payroll.

Main steps and timelines for salary advance process



i These are general steps. Details can be found in the step-by-step guidelines.

Step 1: Access the Salary Advance Request Tool (SART)

Click this link to access the Salary Advance Request Tool:

<https://salary-advance.msf.org/login>

Open for use as from October 12th, 2026

Step 2: First time users: register to the SART

The screenshot shows the registration interface for the SART system. At the top, the Médecins Sans Frontières logo and 'Salary Advance' text are visible. The main heading is 'Welcome'. Below it are two buttons: 'Sign in' and 'Register'. A red arrow labeled '1' points from the 'Register' button to the first step in the list. Below the buttons is a text box explaining that users should use their personal email from HRIS. Underneath is an 'Email' input field. A blue arrow labeled '2' points from the input field to the second step in the list. Below the input field is a red 'Send registration code' button. A yellow arrow labeled '3' points from this button to the third step in the list. At the bottom, a note states that the email will be verified and a password will be chosen after the code is entered.

Médecins Sans Frontières
Salary Advance

Welcome

[Sign in](#) **Register**

Use your personal email that you reported on HRIS (at Contracting Office HRIS, or alternatively, at your Managing entity's). You may need to check the spam folder.

Email

Send registration code

We'll verify your email first. You'll choose a password after entering the code.

- 1 Click on "Register"
- 2 Enter your personal email (the one used for your Contracting Section or Operational Directorate).
- 3 Click on Send registration code

- When you use the SART for the first time:
- **1** Click on "Register"
- **2** Enter your personal email (the one used for your Contracting Section or Operational Directorate).
- **3** Click on Send registration code
- You will receive a registration code by email (please check your spam folder).

Step 3 : First time user: create a password & sign-in

Welcome

Sign in

Register

Enter your email and password. We'll email you a one-time code to complete sign-in.

Email

Password

Send sign-in code

[Forgot password?](#)

Once registered, you will need to create a password to sign in.

Every login (sign-in) requires a **2-step verification**:

- 1 Password
- 2 One-time verification code sent to the email address provided when registering

Welcome

If your details are correct, a 6-digit code was sent to **evasaizglez@hotmail.com**. Check your inbox and spam folder.

Code

Verify and sign in

Resend in 42s

[Change email](#)

Step 4: Submit a salary advance request

Submit request prior to deadline applicable in your programme location (usually the 20th of the month) by entering:

1 Personal identification

Name and last name as per contract, personal email and OD ID employee code

2 Assignment details

Operational Directorate, Programme Country and Programme location (project, capital)

3 Salary advance information

Enter your programme locations's standard amount and currency

4 Your Contracting office (office issuing your payslips e.g. ICO, Canada)

5 Any personal note

This can include date of arrival or justification for an exceptional advance. Please do not include details that are considered private or confidential.

6 Acceptance of advance deduction

Accept that the advances will be deducted from your pay. Click submit request.

The screenshot shows a web form titled "New salary advance request" with a "New request" button and a "Dashboard" link. The user is logged in as "evasaizglez@hotmail.com" with a "Sign out" button. The form includes a "Cutoffs" notice and several input fields. Numbered arrows from the instructions point to the following fields:

- 1** Points to the "Account email" field, which contains "evasaizglez@hotmail.com".
- 2** Points to the "Operational Directorate (OD)" dropdown menu.
- 3** Points to the "Advance amount" and "Currency" fields.
- 4** Points to the "Contracting office" dropdown menu.
- 5** Points to the "Note" text area.
- 6** Points to the checkbox for accepting the salary advance deduction.

Other fields visible include "First name", "Last name", "Employee OD ID code", "Country", and "Project / programme". The "Pay advance on arrival?" section has "Yes" and "No" radio buttons, with "No" selected. The "SUBMIT REQUEST" button is at the bottom right.

Step 5: See your request

You will be able to see your request through:

EMAIL: You will receive an automatic email highlighting the details of the request

✕

Your Salary Advance request #187 has been submitted

ST

Salary Advance Tool<srv_msf_io_salary_advance@msf.org>
To: You

↩ Reply ↩ Rep

🌐 This message is in French

Translate to E

Dear eva saiz gonzalez,

Your request has been successfully submitted and is currently pending approval.

The information below reflects the details you submitted on **2026-06-25T05:31:09.9366817Z UTC**.

Name and Last Name	eva saiz gonzalez
Employee OD ID Code	12345Abcd
OD – Project / Programme	ESNG131 - ADAMAWA, CHOLERA
Amount Requested (Currency)	10000 NGN
Collect Advance Upon Arrival	No
Contracting Office	MSF-Belgium
Requester Comments	

If any of the above information is incorrect, please contact the relevant HR or Finance focal point.

Kind regards,
Salary Advance Request Tool

DASHBOARD: Your dashboard updates automatically to see all your past requests

New request

Dashboard

evaizgkz@hotmail.com

Sign out

Dashboard

Your submitted salary advance requests, newest first.

My requests (79)

#193

P1001 - Helmand Secondary Healthcare
OCA Afghanistan

Submitted (UTC):
26/06/2026 18:54

20000 AFN

Submitted

#192

P1001 - Helmand Secondary Healthcare
OCA Afghanistan

Submitted (UTC):
26/06/2026 18:31

20000 AFN

Pending

Step 6: Possible status of your request

Dashboard

Your submitted salary advance requests, newest first.

My requests (79)

#175	P1613 - Tigray Primary Health Care OCA Ethiopia	Submitted (UTC): 23/06/2026 12:21	20000 ETB	Submitted
#170	ESYE117 - Al Qanawis project OCBA Yemen	Submitted (UTC): 18/06/2026 17:11	700000 USD	Rejected
#174	P1001 - Helmand Secondary Healthcare OCA Afghanistan	Submitted (UTC): 23/06/2026 10:59	20000 AFN	Pending
#157	P1613 - Tigray Primary Health Care OCA Ethiopia	Submitted (UTC): 18/06/2026 11:20	20000 ETB	Cancelled
#158	P1613 - Tigray Primary Health Care OCA Ethiopia	Submitted (UTC): 18/06/2026 11:25	20000 ETB	Ready for collection
#240	P1001 - Helmand Secondary Healthcare OCA Afghanistan · 30/09/2026 17:54		33200 AFN	Collected

Notifications will be sent by email and your requests will be tagged in your dashboard with one of the following status:

Submitted: waiting for approval (usually by HR/Admin)

Rejected: when request is not approved. An explanation will be included. For example, this can be because the amount requested is not the standard one for the location or in case your assignment is ending in the first half of the following month.

Pending: when request is approved and pending to be processed by Finance.

Cancelled: the approval has been cancelled prior to payment.

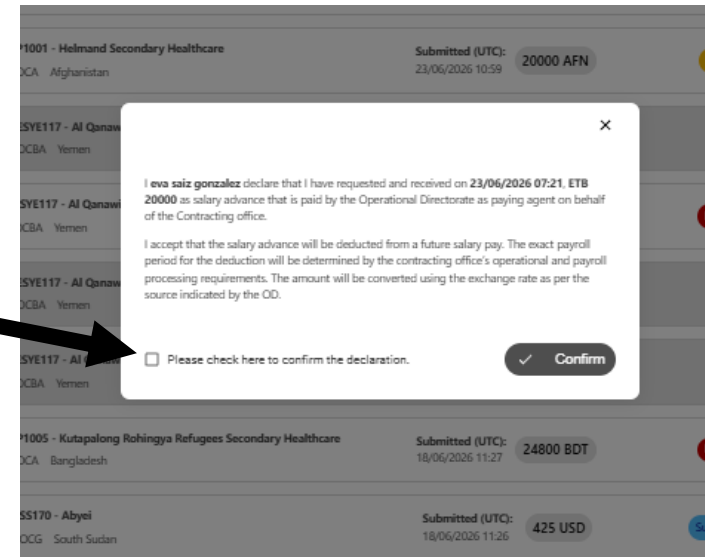
Ready for collection: you need to go to the Payer office (usually Finance) to collect the advance.

If you are not available for collecting on 1st working day and by 3rd of the month, please contact your Admin/Payer Focal point ASAP

Collected: advance has been collected

Step 7: Collect your advance (at the latest by the 3rd of the month)

- 1 You will **receive notification** by email and by dashboard that your advance is ready for collection
- 2 Go to the **Payer office (usually Finance)** for collection, bring your mobile phone or your computer
- 3 Click on dashboard icon “**Ready for collection**”
- 4 Accept the **terms in the pop-up notification**
The notification contains the amount, currency, date of collection & the Exchange rate to the OD currency (ONLY SHOWN IF a different rate from the official one applies)
- 5 **Receive the funds** from Payer
- 6 **Sign in** the paper receipt



OCA mobile staff can do steps 2,3 & 4 remotely and advances are loaded to personal subaccount. Steps 5&6 are done when accessing the cash.

Step 8: Next payroll

You will see your advance as deduction in next pay slip

The exact payroll period for the deduction depends on the contracting office's operational and payroll processing requirements

Payslip				
Period from	01/06/2026	to	30/06/2026	
Payment on	06/07/2026			
International Contracting Office MSF International				
Workday ID Number				
Hire Date				
Business Title				
Grade/Step	Grade 4 - Field ICO - Mid			
Designation	Base amount	Wage share		Employer's contribution
		Rate	Amount	Amount
Base Salary			2 641,92	
Loyalty			193,00	
Total Gross Salary			2 834,92	
Individual Retirement Savings Plan				
Employer Contribution	2 834,92	7,00		- 198,45
Total Contributions			0,00	198,45
Salary Advance Recovery			-160,00	
NET PAYABLE in EUROS				€ 2 674,92

Common questions and answers

Q: What if I don't want or need a salary advance? Are they mandatory?

A: Salary advances are not mandatory (except in one programme country, for operational reasons). Mobile staff should only access salary advances in situations where there are no other means of accessing cash or other payment methods. There are a very limited number of locations where advances are operationally not possible.

Q: Can I request any amount of salary advance?

A: Mobile staff can only request the standard amount defined in the programme. Consult the standard amount in your location's briefing documents or contact your HR/Admin focal point.

Q: What is the deadline to submit a salary request?

A: Mobile staff must respect the internal deadlines of your project. Request deadline is around the 20th of the month to be collected on the 1st working day of the following month (and no later than the 3rd calendar day of the following month). Should you not be able to collect your advance the 1st, 2nd or 3rd contact your Payer as soon as you know it to set an earlier date. Mobile staff can not collect the advance after the 3rd as the approval is limited to payments up to 3rd.

Q: Can I request multiple salary advances per month?

A: Mobile staff can only request and access salary advances **one time per month** to be collected prior to the 3rd of the following month. Mobile staff can **not** request several advances at the same time for different months as their processing and approval is time-bound.

Common questions and answers

Q: Can I request a salary advance to be collected when I begin my assignment instead of waiting until the 1st working day of the following month?

Under exceptional circumstances you may request a salary advance to be collected on arrival in your assignment location. This will be processed on your next payroll month together with the regular request for next month. Please follow your OD guidelines about this. Be aware that the standard eligible salary advance amount per month cannot be exceeded, even if you collected it upon arrival at the start of your assignment.

Q: Can I request a salary advance even if I am about to end my assignment?

A: Mobile staff can request a salary advance to be received by the 3rd of their last month of assignment provided that their assignment continues until at least the second half of that month.

Q: I submitted a request. Can I cancel it if I no longer want it?

A: Mobile staff can only cancel a request before they receive the notification that the advance is ready for collection. Submitted request cannot be canceled directly in the Salary Advance Request Tool. Mobile staff can ask their HR/Admin to cancel their request on their behalf.

Additional support or guidance

- Instructional videos on how to use the **Salary Advance Request Tool**. Click on the image to access it.
- Additional information and FAQ's can be found [here](#).
- Contact your local HR/Admin focal point for location-specific guidance.

