Departure TLA FAQ's

Documents required for Temporary Lodging Allowance (TLA) at the Housing Services Office:

- ☐ Orders & ALL Amendments
- ☐ DA 31 (leave form signed with control number)
- ☐ Flight Itinerary (whole family)
- ☐ Government Bill of Lading (scheduled household goods pick-up)

Q: What is the Departure TLA process from start to finish?
A: Step 1- Attend the VIRTUAL DEPARTURE TLA BRIEF, Mon – Fri @ 0800 at:
https://www.army.mil/article/249975
Step 2- Email the documents listed above to: usarmy.schofield.usag.mbx.housing-services-office@army.mil.
Step 3- Make hotel reservations at a TLA approved hotel.
Step 4- Once you've received the TLA authorization memo, turn in Departure TLA paperwork to the Schofield Barracks Finance Office, 673 Ayers Ave, Building 750, Room #103, for reimbursement.

Q: How many days of TLA do I qualify for when leaving Hawaii?
A: Departure TLA will not **exceed** your last **10** days in conjunction with your PCS order. If you choose to give up your residence more than 10 days before your departure, you may pay for those additional days in the hotel out of pocket.

Q: When does my TLA start?
A: You qualify for TLA up to your last 10 days on island as long as your household goods have been picked up and you are not on leave. TLA will NOT be authorized if the Service member is on leave status or has reached the Avail Date.

Q: My household goods pick up date was set with Transportation and I have my DD1299 form, but the moving company changed my household goods pick up date. What can I use to show that my pick up date has changed?
A: You can ask the moving company to send you a confirmation email and use that to show your household goods pick up. Also, you can use the Bill of Lading Form (GBL) that the moving company gives you at time of pick up or the inventory paperwork from the moving company.

Q: Do I have to stay at The Inn @ Schofield Barracks for Departure TLA?
A: No. It is however recommended. A statement of non-availability is not needed. You are authorized up the maximum TLA rate as long as you are residing in a TLA approved hotel.

Q: Can I use sites like Expedia.com, Hotels.com, Priceline.com, etc. to book my TLA approved hotel?
A: No. Contact the hotel directly, either by phone or the hotel website to book your hotel stay. TLA Finance needs an itemized zero-balance hotel receipt to reimburse you.

Q: What hotels are TLA approved?
A: Contact the HSO office to obtain a list of approved hotels. To be reimbursed, you must reside in a TLA approved hotel. Vacation Rentals, Timeshares, MWR Cabins and B&B's are **not** authorized for TLA reimbursement.

Q: How much does a room cost in a TLA approved hotel?
A: Daily room rates are set by the hotel. When making reservations, please ensure the room rate is within your TLA authorization.

Q: Who pays for my hotel stay?
A: You do. TLA is a reimbursement only. We recommend using your government travel card (GTCC) to help with the cost of TLA. Your TLA (lodging & meals) will be reimbursed on your pay days, 1st & 15th of the month. Contact Schofield Barracks TLA Finance for reimbursement details.

Q: What if I don't have the money to stay for 10 days in a hotel?
A: It is wise to work with your landlord for a good date to give back the keys to your home. The best thing is to stay in your home a little longer to spend less time and money in a hotel.

Q: What paperwork does finance need to process my reimbursement?
A: Please contact the Schofield Barracks TLA Finance Office, 673 Ayers Ave, Building 750, Room #103 for specific paperwork needed. Hours of operation are 0900-1500, Monday, Tuesday, Wednesday or Thursday and 1230-1500 on Friday. Usually finance will request your TLA Authorization Memo, Orders, DA 31 (leave form), Flight Itinerary, and Itemized hotel receipt.

Q: Do I get reimbursed for my pet fee while staying in a TLA approved hotel?
A: No. TLA covers reimbursement for meals and lodging for the Service member and any command sponsored dependents that are on the TLA memo.

Q: Can I get TLA just for meals if I move out my house and stay with friends or family?
A: Yes you can. The memo that you create needs to state the persons address where you are staying, the dates that you are staying there and include all your family member's names and ages for the children. Lastly, your friend or family member needs to sign the bottom of the memo to include their printed name and phone number.

(S A M P L E)

MEMORANDUM FOR: TLA FOR MEALS ONLY

TO: HOUSING SERVICES OFFICE

SSG Adam Smith, his wife, Jane, and 1 daughter, Mary, age 7, and 1 son, Thomas, age 4, have been residing with me at 123 Mango Street, Wahiawa, HI 96786, from 12 JULY-21 JULY 2016.

(*Sign here*)
Daniel Clarkson
808-123-4567

Q: Is there anything that Finance does not cover?
A: Finance DOES NOT REIMBURSE for Late Checkouts; Resort charges & taxes; Parking; Tips; Room Service; Pet fees, etc.

If you have questions after you have attended the Virtual Departure TLA Brief, please give us a call at 808-655-3073 or send us an email at usarmy.schofield.usag.mbx.housing-services-office@army.mil.