

Departure TLA FAQ's

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

(*Bring your own copies, HSO does not make copies.)

- ☐ Orders & ALL Amendments
- ☐ DA 31 (leave form signed with control number)
- ☐ Flight Itinerary (whole family)
- ☐ Form DD 1299 (scheduled household goods pick-up)
- ☐ Termination letter or Final Inspection Schedule (if residing on-post)

Q: What is the TLA process from start to finish?

A: Step 1- Gather the documents required for Departure TLA

Step 2- Visit the Housing Services Office (HSO) on Schofield Barracks, 215 Duck Road, Building 950, Mon-Fri at 0800 with the required documents.

Step 3- Make hotel reservations at a TLA approved hotel.

Step 4- Turn in Departure TLA paperwork to the Schofield Barracks TLA Finance Office, 673 Ayers Ave, Building 750, Room #103, for reimbursement. Hours of operation are 0900-1500, Monday, Tuesday, Wednesday, Friday and 1330-1500 on Thursdays.

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.

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 prior to departing the island or has reached the Avail Date.

Q: My household goods pick up has been set with Transportation and I have my DD1299 form, but the moving company changed my household 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 for your household goods pick up. Also, you can use the Bill of Lading Form 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 for Departure TLA?

A: If you are assigned to Schofield Barracks, Helemano or Wheeler, you must check with The Inn @ Schofield first. If you do not obtain a non-availability statement, you will only be reimbursed up to the amount the Inn would charge. If you are assigned to Ft. Shafter, Tripler, Camp Smith or Pearl Harbor-Hickam, you are *not required* to get a non-availability statement.

Q: Can I get my Statement of Non-Availability from the Inn @ Schofield before I get my TLA memo?

A: The Inn @ Schofield requires the TLA memo before issuing the statement of non-availability, but still call the Inn @ Schofield to find out about availability of rooms.

Q: What hotels are TLA approved?

A: Contact the HSO office to obtain a list of 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: 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: 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. Contact the Schofield Barracks TLA Finance Office, 673 Ayers Ave, Building 750, Room #103, for reimbursement details. Hours of operation are 0900-1500, Monday, Tuesday, Wednesday or Friday and 1330-1500 on Thursday.

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 Friday and 1330-1500 on Thursday. Usually finance will request your TLA Authorization Memo, Orders, DA 31 (leave form), Flight Itinerary, Itemized hotel receipt, and Statement of Non-Availability (if applicable).

Q: What does the TLA entitlement include?

A: TLA includes a reimbursement for Lodging and Meals. Please contact the Schofield Barracks TLA Finance Office, 673 Ayers Ave, Building 750, Room #103, for actual amounts for Lodging and Meals.

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.

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.