

Instructions for Service Now – Post Allowance (PA)

PA (Post Allowance) is paid to compensate in part for the higher price of many goods and services in overseas areas. It is based on the employee's salary, work schedule, number of dependents, and the employee's duty station location. Changes in exchange rates also raise or lower the post allowance since exchange rates affect the cost of goods and services bought in the economy. Post allowance is not taxable.

PROCESS TO SUBMIT POST ALLOWANCE (PA)

Incoming Personnel:

Required Documents:

- SF-1190, Foreign Allowances Application (Link)
- PA Memorandum of Understanding (Link)
- Flight itinerary for all family members
- PCS Travel Orders
- Permanent housing memo or lease that states your move in date/move out day (to start/stop PA only)

Process:

- Complete, initial, and sign all documentation (SF 1190 Item 24: Your Signature)
- Forward the SF 1190 form to your gaining supervisor and Resource Management Office (RM) for signatures in Items 25 and 26
- Open a request ticket and submit your request through the service now portal using the instructions on the following slides (Select appropriate item from the drop down menu; *If you are a new employee then select "Start PA Only")
- On the request screen: *Enter your command name (ex. US Army Corps of Engineers, MEDDAC, USARJ, Garrison, etc. AND any additional information and/or instructions (ex. Start date, changes to dependents, duty location, etc.) *Note: PA is not authorized when an employee is receiving TQSA
- Attach all required documents
- Employee will receive confirmation that request has been processed

Additional Information:

- It is the employee's responsibility to notify the CPAC when there are changes that may affect Post Allowance, such as family size or family members away from post. Please refer to the memorandum of understanding for more information
- Dependent children on post will count towards Post Allowance until the age of 21

Submitting PA in Service Now

The following is initial guidance on how to submit PA requests in the Service Now System for employees serviced by CHRA Far East Region.
(This system requires a CAC card to log in).

(This system allows for automatic touchpoint notifications when the request is received, actioned, or the status changes. Employees are notified through their email address).

Logging in to Service Now Portal

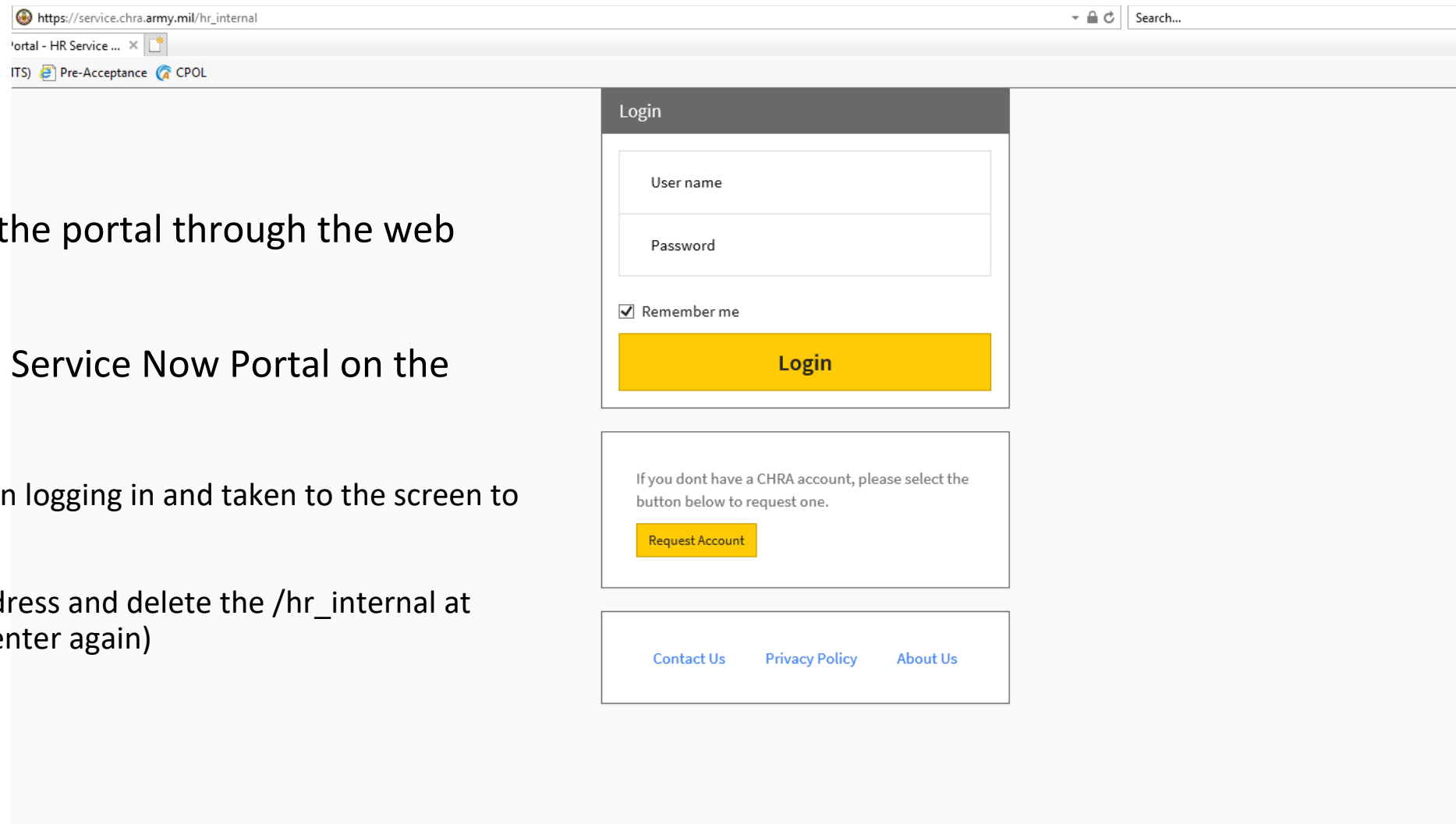
Web Address: <https://service.chra.army.mil>

Employees need to access the portal through the web address above.

This should take you to the Service Now Portal on the next slide.

(Employees may get an error when logging in and taken to the screen to the right)

(If this happens go to the web address and delete the /hr_internal at the end of the address and push enter again)



The screenshot shows a web browser window with the address bar displaying https://service.chra.army.mil/hr_internal. The browser tabs include 'ortal - HR Service ...' and 'ITS) Pre-Acceptance CPOL'. The main content area features a 'Login' section with a dark grey header. Below the header are two input fields: 'User name' and 'Password'. A checkbox labeled 'Remember me' is checked. A large yellow 'Login' button is positioned below the input fields. Below the login section is a message: 'If you dont have a CHRA account, please select the button below to request one.' with a yellow 'Request Account' button. At the bottom of the page, there are three links: 'Contact Us', 'Privacy Policy', and 'About Us'.

https://service.chra.army.mil/hr_internal

ortal - HR Service ...

ITS) Pre-Acceptance CPOL

Login

User name

Password

☒ Remember me

Login

If you dont have a CHRA account, please select the button below to request one.

Request Account

Contact Us Privacy Policy About Us

Service Now Portal

The image shows the HR Service Portal homepage. At the top, there's a banner with the text "HR Service Portal" and "Welcome to the CHRA HR Service Portal." Below this is a search bar with the placeholder text "How can we help?" and a magnifying glass icon. The main navigation bar features four options: "Find Answers" (with a lightbulb icon), "Submit Request" (with a laptop icon and circled in red), "My Dashboard" (with a pie chart icon), and "Report an IT Issue" (with a warning icon). A large red arrow points from the "Submit Request" button to a "Click Submit Request" label. Below the navigation bar, there are two columns: "QuickLinks" on the left and "Popular Requests & Forms" on the right. The "QuickLinks" column lists several links, including "CHRA IT", "Guidance and Procedures (AAPS)", "Business Objects Reporting and Admin Tool", "CHRTAS - Apply for Training", and "CPOL Portal". The "Popular Requests & Forms" column lists "Popular Answers" with links to "Direct Hiring Authority (DHA) & Expedited Hiring Authority (EHA) Matrix" (129 Views), "Position Description Formats" (72 Views), "Manager's Guide to Position Classification" (54 Views), and "Completing the Signature Blocks in FASCLASS".

HR Service Portal

Welcome to the CHRA HR Service Portal.

How can we help?

Find Answers
Browse knowledge and find the answers you need.

Submit Request
Fill out the forms, open an incident, and submit requests

My Dashboard
Track your tickets, requests, approvals, and tasks here

Report an IT Issue
Need help? Found an error? Report an issue here.

QuickLinks

- CHRA IT
- Guidance and Procedures (AAPS)
- Business Objects Reporting and Admin Tool
- CHRTAS - Apply for Training
- CPOL Portal

Popular Requests & Forms

Popular Answers

- [Direct Hiring Authority \(DHA\) & Expedited Hiring Authority \(EHA\) Matrix](#)
129 Views
- [Position Description Formats](#)
72 Views
- [Manager's Guide to Position Classification](#)
54 Views
- [Completing the Signature Blocks in FASCLASS](#)

Click Submit Request

Service Catalog Screen

This screen presents major services categories available to customers. Not all services are offered at this time. (click "View Items" under Overseas Entitlements to see more options).

Local National Classification View Items in Category	Local National Staffing View Items in Category	NAF Benefits View Items in Category	NAF eOPF View Items in Category
Overseas Entitlements View Items in Category	Overseas Travel Entitlements View Items in Category	Payroll Customer Service View Items in Category	Reports Request reporting support View Items in Category
Resource Management Support	Staffing Proponent CONUS	Timekeeping	Training Services

Click View Items

Overseas Entitlements Screen

[Home](#) > [Service Catalog](#) > [Overseas Entitlements](#)

Search



Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

This screen presents services under Overseas Entitlements categories available to customers. Not all services are offered at this time. (click "View Item" under Post Allowance to submit a request).

> View Item

> View Item

LQA Eligibility Determination

Request an LQA eligibility determination. Ensure all required paperwork is attached.

> View Item

Non-Temporary Storage (NTS)

Non-Temporary Storage (NTS)

> View Item

Post Allowance (PA)

Post Allowance (PA)

View Item

Click View Item

> View Item

Reconciliation

Request a reconciliation.

> View Item

Separate Maintenance Allowance (SMA)

Separate Maintenance Allowance (SMA)

> View Item

Temporary Quarters Subsistence Allowance (TQSA)

Request Temporary Quarters Subsistence Allowance (TQSA) service.

> View Item

PA Screen

This screen presents your order request for PA services under Overseas Entitlements categories available to customers.

1. Click the drop down menu to the right and select appropriate item)

Home > Catalog Item > Overseas Entitlements

Post Allowance (PA)

Post Allowance (PA)

*What type of PA service are you requesting?

Change due to RAT

Change Due to Student Travel

Change Duty Location

Change Number of Family Members

Start PA Only

Stop PA Only

Submit

Add attachments

Click dropdown menu

PA Screen

1. Enter your command name and any additional information and/or instructions in the field: start date, changes to dependents, duty location, etc.
2. Attach all required documents
3. Click the drop down menu to the right and select "Yes" if all of the documents are attached
4. Click submit when complete

Home > Catalog Item > Overseas Entitlements > Post Allowance (PA) Search

Post Allowance (PA)

Post Allowance (PA)

*What type of PA service are you requesting?

Change due to RAT

Provide any information necessary to work this request.

*Did you attach all required documentation for the type of transaction selected?

No

Submit

Add attachments

Click the drop down menu

Add documents from slide 2

Click Submit when finished

Please enter your command name and any other information