

PROCESS TO SUBMIT RECONCILIATION OF LIVING QUARTERS ALLOWANCE

If you pay separately for your utilities then you are REQUIRED to complete an LQA reconciliation for your first year in permanent housing. This also applies for those with POQ. You are only allowed to do a reconciliation at your 1 year mark. After that your LQA will be paid out biweekly with your new, actual amount for the 1st year expenses. The RECON documents are the same as the Initiate documents, only this time you will complete them for your actual expenses instead of an estimated amount.

Reconciliation of Utilities

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- HQAJ form 3814, Summarization of Living Quarters Expenses (Link) (Sample link) *You must input 12 months of ACTUAL utility expenses (Do not worry that the months on the HQAJ 3814 form will not match a calendar year (January to January), it simply needs to list the full 12 months from your move in date. For example: move in date was 9/3/2016, so you will submit actual amounts & receipts from 9/3/2016 to 9/2/2017.)
- Copies of all separately paid utility receipts translated into English (gas, water, electric, garbage/trash)

Process:

- Complete, initial, and sign all documentation (SF 1190 Item 24: Your Signature)
- Forward SF 1190 to your gaining supervisor and Resource Management Office (RM) for signatures in Blocks 25 and 26 (*Based on your command guidance for signatures)
- Open a request ticket and submit your request through the service now portal using the instructions on the following slides (Select "Change Other" from the drop down menu); Attach all receipts & reporting documents
- CPAC will process request in the order received

****If you use GI Bill Pay then you can submit billing statements instead of receipts; However, if the exact service dates are not listed next to each utility payment then you will need to supply a copy of the actual receipt**

****Be advised that DFAS will only pay up to the maximum rate in the DSSR for LQA utilities reimbursement. This maximum rate fluctuates every two weeks****

****Japan - Be advised that there is only one reconciliation allowed per lease**

Logging in to Service Now Portal

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

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

Search...

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](#)

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 address and delete the /hr_internal at the end of the address and push enter again)

Service Now Portal



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](#)

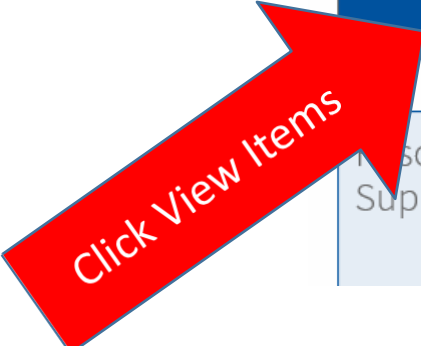
Click Submit Request

Service Catalog Screen

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
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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).

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



Overseas Entitlements Screen

Home > Service Catalog > Overseas Entitlements

Search

Overseas Entitlements

Advance of Pay (Salary)

Advance of Pay (Salary)

> View Item

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

> View Item

Foreign Transfer Allowance (FTA)

Foreign Transfer Allowance (FTA)

> View Item

Hazard Duty Pay

Hazard Duty Pay

> View Item

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

View Item

> View Item

LQA Eligibility Redetermination

Redetermination review.

> View Item

Click View Item

Living Quarters Allowance Screen (Recon)

Home > Catalog Item > Overseas Entitlements > Living Quarters Allowance

Search



Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

This screen presents your order request for LQA services under Overseas Entitlements categories available to customers. (Not all menu items apply to you).

1. Click the drop down menu to the right and select "Change Other"

Click dropdown menu

* Which type of LQA transaction are you requesting?

Change Duty Location

Change Duty Location

Change Number of Family Members

Change Oil/Wood/Propane

Change Other

Change Quarters Group

Change Rent Amount

Change Residence

Provide any information necessary to work this request.

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

No

Submit

Add attachments

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

This screen presents your order request for LQA services under Overseas Entitlements categories available to customers. (Not all menu items apply to you).

1. Provide details on what you are requesting. (List your command name & utilities recon)
2. Click "Yes" for required documentation
3. Attach required documents
4. Submit request

* Which type of LQA transaction are you requesting?

Change Duty Location 



Provide any information necessary to work this request.



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

No 

 Submit

  Add attachments