

# Instructions for Service Now - TQSA

Temporary Quarters Subsistence Allowance (TQSA) is a non-taxable supplement for employees traveling to/from an overseas duty location that are authorized Living Quarters Allowance (LQA). This allowance covers expenses for lodging, meals, laundry and dry cleaning not to exceed the maximum allowance. Additionally, TQSA may be granted for up to 30 days prior to departing the overseas duty station. You may request an advance of these funds or reimbursement of expenses upon vacating temporary quarters. If you reside in temporary quarters from more than 30 days upon arrival, you may submit for reimbursement in 30 day increments.

As a reminder, TQSA is only authorized for ACTUAL EXPENSES incurred. Expenses will not be reimbursed for averages or estimates of expenses. This means that you must keep track of your meal expenses on the itemized daily expense worksheet. Receipts are required for all lodging expenses, laundry/dry cleaning expenses, and any meal expense over \$75 (receipts must be ITEMIZED). Employees are required to keep all receipts for other expenses. Employees must be able to produce receipts/documents to support claims if asked by CPAC or their Command. Expenses for alcoholic beverages, pet supplies/fees in lodging, and transportation are not authorized. Tips and grocery purchases may be included in meals.

# PROCESS TO SUBMIT TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE (TQSA)

## TQSA (90 days maximum; Can be submitted 30 days at a time):

### Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- PCS Travel orders
- TQSA Itemized Daily Expense Spreadsheet (See TQSA Worksheet Attachment)
- Flight itinerary for ALL family members
- Signed TQSA Memorandum of Understanding (Link)
- ITEMIZED receipts for: lodging, laundry/dry cleaning expenses, and any meal expense over \$75 (Must be translated into English)
- Non-availability memo from base lodging (\*This memo is required if you stayed in lodging that was off post and must state their facilities were full during the time you were in temporary living quarters off post)
- Permanent housing memo or lease that states your move in date (if applicable)

### 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 "Incoming TQSA Reconciliation" from the drop down menu)
- On the request screen: \*Enter your command name (ex. US Army Corps of Engineers, MEDDAC, USARJ, Garrison, etc.)
- Attach all required documents
- Employee will receive confirmation that their request has been submitted to DFAS for payment

### Additional Information:

- You must maintain all ITEMIZED receipts until paid
- You are responsible for checking with your command on any internal policies that affect TQSA
- If you need additional time past the initial 90 days, you will need to seek approval through your command before the expiration of the 90 days (Example on last page)

## **Outgoing TQSA:**

### **Required Documents:**

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- PCS Travel orders
- TQSA Itemized Daily Expense Spreadsheet (See TQSA Worksheet Attachment)
- Flight itinerary for ALL family members
- ITEMIZED receipts for: lodging, laundry/dry cleaning expenses, and any meal expense over \$75
- Non-availability memo from base lodging (\*This memo is required if you stayed in lodging that was off post and must state their facilities were full during the time you were in temporary living quarters off post)
- Permanent housing memo or lease that states your move out day

### **Process:**

- Update mailing address in case Electronic Funds Transfer (EFT) is not available and a check needs to be mailed for reimbursement of TQSA to your forwarding address in the United States. This needs to be accomplished 5 days prior to the last day of TQSA. This is accomplished by logging onto the DFAS MyPay website and changing your address under "Correspondence Address". <https://mypay.dfas.mil/mypay.aspx>
- Complete, initial, and sign all documentation (SF 1190 Item 24: Your Signature)
  - \*Put your new mailing address (new post/or Stateside) on SF 1190 2nd page, item 22b
- 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 "Outgoing TQSA Reconciliation" from the drop down menu)
- On the request screen: \*Enter your command name (ex. US Army Corps of Engineers, MEDDAC, USARJ, Garrison, etc.)
- Attach all required documents
- Employee will receive confirmation that their request has been submitted to DFAS for payment

### **Additional Information:**

- You must maintain all ITEMIZED receipts until paid
- You are responsible for checking with your command on any internal policies that affect TQSA
- All documents/receipts must be translated into English
- You must ensure that your address is changed to a US residence where you can receive a check mailed from DFAS in case (EFT) is not available

**\*\*If you have an overlap of TQSA and LQA, you must have an approval memo from your command and include it in your request (Example attached)**

# Submitting TQSA in Service Now

The following is initial guidance on how to submit TQSA 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 address and delete the /hr\_internal at the end of the address and push enter again)

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

## 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 Policy (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

Local National Staffing

NAF Benefits

NAF eOPF

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).

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

Overseas Entitlements

Overseas Travel  
Entitlements

Payroll Customer  
Service

Reports

Request reporting support

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

➤ 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 Temporary Quarters Subsistence Allowance to submit a request).

> 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

## 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.

Click View Items

> View Item



# Temporary Quarters Subsistence Allowance Screen

This screen presents your order request for TQSA 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 > Temporary Quarters Subsistence Allowance (TQSA)

Search

## Temporary Quarters Subsistence Allowance (TQSA)

Request Temporary Quarters Subsistence Allowance (TQSA) service.

\* Which type of TQSA transaction are you requesting?

Incoming TQSA Advance	
Incoming TQSA Advance	
Incoming TQSA Reconciliation	Incoming TQSA
<del>Outgoing TQSA Advance</del>	
Outgoing TQSA Reconciliation	Outgoing TQSA
<del>Overlap LQA/TQSA</del>	

Submit

Add attachments

# Temporary Quarters Subsistence Allowance Screen

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



## Temporary Quarters Subsistence Allowance (TQSA)

Request Temporary Quarters Subsistence Allowance (TQSA) s

\* Which type of TQSA transaction are you requesting?

Incoming TQSA Advance

Provide any information necessary to work this request.

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

No

Submit

Click Submit when finished

1. Enter your command name and indicate if you have an overlap of LQA and TQSA. Enter any additional information and/or instructions in the field
2. Attach all requested files
3. Click the drop down menu to the right and select "Yes" if all of the documents are attached
4. Click submit when complete

(Outgoing) Please indicate if there is an overlap of TQSA and LQA

Click the drop down menu

Add documents



Add attachments

# Example Justification Memo

MEMORANDUM FOR Commander, employee's activity

SUBJECT: Request for Extension of TQSA beyond 60 Days

1. References:

- a. DSSR Section 120
- b. DODI 1400.25M v1250
- c. AK 690-10 (If applicable)

2. In accordance with the above references, TQSA is authorized for an initial 60 days after arrival at post. Commands may extend TQSA for an additional 30 days, up to a total of 90 days based on compelling reasons beyond the control of the employee. I am requesting an extension of TQSA for **X** days based on the justification below.

3. **(Example)** I have been aggressively looking for permanent residence for approximately **XX** days since my arrival. In doing so, I have evaluated each residence on the basis that LQA is designed to cover substantially all average allowable costs for suitable, adequate quarters, including utilities. They are not intended to reimburse 100 percent of an employee's quarters costs or to provide ostentatious housing. A detailed list is attached to include the date, residence, and why it was not suitable and adequate. To date, I have not located a residence that will accommodate a family of 6 to include 2 adults and 4 teenagers. I am requesting an additional 30 days to secure permanent residency that is adequate for my family size.

**OR**

**(Example)** I have been aggressively looking for permanent residence for approximately **XX** days since my arrival. In doing so, I have evaluated each residence on the basis that LQA is designed to cover substantially all average allowable costs for suitable, adequate quarters, including utilities. They are not intended to reimburse 100 percent of an employee's quarters costs or to provide ostentatious housing. A detailed list is attached to include the date, residence, and why it was not suitable and adequate. My family member has special medical needs/educational needs identified in the exceptional family member program that requires them to **XXXXXXXX**. In order to facilitate this, we must reside close to **XXXX** in order to realistically meet this need. To date, I have not located a residence that will accommodate **XXXXX**. I am requesting an additional 30 days to secure permanent residency that meets this need.