

Instructions for PCS Outbound from Japan

In order to assure that you have a successful outbound PCS from Japan, this briefing is designed to cover the process for:

- Reconciling Living Quarters Allowance (LQA)
- Overlap of LQA and TQSA
- Processing Temporary Quarters Subsistence Allowance (TQSA) (Outbound)

*Camp Zama PCS Out Checklist ([Link](#))

*Okinawa PCS Out Checklist ([Link](#))

Instructions for – LQA (Outbound)

It is an employee's responsibility to notify the housing office and CPAC if they are PCS'ing from their duty location in Japan (If going either back to CONUS or to another OCONUS location).

Employees must notify the CPAC as soon as they have a move out date they will vacate their permanent LQA residence. The following instructions apply to LQA, advance of LQA, and POQ scenarios.

If employees are going into TQSA, they need to follow the instructions on slide 14.

Please be advised that TQSA and LQA payments are not concurrent unless an exception is granted by your command on slide 10. **An exception is not an employee right and is limited to a maximum of 5 days.** The maximum would be for heavy cleaning and repairs to the residence.

Reconciling LQA (Outbound)

For LQA/POQ:

1. Give your landlord at least 30 days notification in writing if you plan on breaking your lease before the expiration date. If you have more questions on this process, **please contact your local Housing Office.**
2. Notify the CPAC through a Service Now ticket of your intended last night in your LQA residence.
3. The CPAC will stop your LQA payments and your post allowance in the system. Please send this notification 2 weeks before you plan to vacate your residence.
4. If you have NOT completed your required 1 year LQA reconciliation then you must complete this before you PCS out

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****

Instructions for – TQSA (Outbound)

Temporary Quarters Subsistence Allowance (TQSA) is a non-taxable supplement for employees traveling from an overseas duty location that are authorized Living Quarters Allowance (LQA). This allowance covers expenses for lodging, meals, and laundry/dry cleaning, not to exceed the DSSR maximum allowance. TQSA may be granted for up to 30 days prior to departing the overseas duty station.

Please be advised that TQSA and LQA payments are not concurrent unless an exception is granted by your command. An exception is **not an employee right** and is **limited to a maximum of 5 days**. The maximum would be for heavy cleaning and repairs to the residence.

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.

****TQSA outbound is paid by check and not electronically****

Process to Submit TQSA (Outbound)

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
- Signed TQSA Memorandum of Understanding (link)
- 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 date (if applicable)

Process:

- Update 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)
- 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.) Include an email address where you can be reached while in transition
- Attach all required documents
- Employee will receive confirmation that their request has been submitted to DFAS for payment

Additional Information:

- You must maintain all receipts until paid
- All documents must be translated
- 2 weeks before departure, 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 Tickets to the CPAC in Service Now

The following is initial guidance on how to submit 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 into Service Now Portal for Requests

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)

The screenshot shows a web browser window with the address bar displaying https://service.chra.army.mil/hr_internal. The page title is "portal - HR Service ...". The navigation bar includes links for "ITS", "Pre-Acceptance", and "CPOL". The main content area is titled "Login" and contains a form with the following elements:

- User name input field
- Password input field
- ☒ Remember me checkbox
- Yellow Login button

Below the login form, there 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 links for "Contact Us", "Privacy Policy", and "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 – (LQA Recon)

[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 Determination

LQA Eligibility Determination review.

> View Item

Click View Item

Living Quarters Allowance Screen (LQA 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 Screen (LQA Recon)

[Home](#) > [Catalog Item](#) > [Overseas Entitlements](#) > [Living Quarters Allowance](#)



Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

* Which type of LQA transaction are you requesting?

Change Duty Location



Provide any information necessary to work this request.

1 →

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

No



Submit



Add attachments

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 (Your command name & specify LQA recon)
2. Click "Yes" for required documentation
3. Submit request

Overseas Entitlements Screen – TQSA (Outbound)

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

Search



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).

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

> 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

TQSA Screen (Outbound)

This screen presents your order request for TQSA 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 “Outgoing TQSA Reconciliation”)

Home > Catalog Item > Overseas Entitlements

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

~~Outgoing TQSA Advance~~

Outgoing TQSA Reconciliation

~~Overlap LQA/TQSA~~

Submit

Add attachments

Click dropdown menu

Outgoing TQSA

TQSA Screen (Outbound)

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



Temporary Quarters Subsistence

Request Temporary Quarters Subsistence Allowance (TQSA)

* 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 an email you can be reached at while in transition and indicate if you have an overlap of LQA and TQSA. Enter any additional information and/or instructions in the field
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

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

Click the drop down menu



Add attachments