

Instructions for Service Now – Foreign Transfer Allowance

Foreign Transfer Allowance is intended to assist with extraordinary expenses incurred when establishing on a post in a foreign area. There are two portions of this allowance: Pre-Departure Subsistence Expense portion and the Miscellaneous Expense portion.

Pre-Departure Subsistence Expense portion is granted to assist employees with the costs of temporary lodging, meals and laundry/dry cleaning that are incurred when an employee transfers overseas from a post in the U.S. This allowance may be granted for up to 10 days before final departure from a post in the U.S. The 10 days may be taken anywhere in the U.S. as long as the employee or family members have not begun travel on orders and the final departure is from the U.S. post of assignment. The authorized amount is based on the family size and US duty location. Local transportation expenses are not reimbursable.

Miscellaneous Expense portion is granted to assist with certain extraordinary costs such as converting household appliances, auto registration, rental car, pet fees, etc. This is normally a flat rate, \$650 for employees without family and \$1,300 for employees with family. If you PCS'ed as a previous federal employee you MUST claim this expense through your travel voucher with your command. Only NEW federal employees can claim the Miscellaneous Expense portion with their FTA claim with CPAC.

PROCESS TO SUBMIT FOREIGN TRANSFER ALLOWANCE

FTA:

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Example Link)
- PCS Travel orders
- Lodging and laundry/dry cleaning receipts from CONUS (*We use the Flat Per Diem Rate for meals & incidentals)
- Copies of flight itinerary for ALL family members
- Completed DS240- FTA Worksheet (Link) (*Visit the Defense Travel Site to get your meals & incidentals per diem rates & lodging allowable rate <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>)

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 “Pre-departure Subsistence Expense” from the drop down menu; *If you are new to the federal government then we will process your Miscellaneous Expense at the same time)
- On the request screen: *Enter your command name (ex. US Army Corps of Engineers, MEDDAC, USARJ, Garrison, etc; Specify if you are a NEW federal employee so we can process your Miscellaneous Expense)
- Attach all required documents
- Employee will receive confirmation that their request has been submitted to DFAS for payment

Submitting Foreign Transfer Allowance in Service Now

The following is initial guidance on how to submit requests for FTA 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

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

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



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](#)

Overseas Entitlements

Advance of Pay (Salary)

Advance of Pay (Salary)

> View

Foreign Transfer Allowance (FTA)

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> View Item

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

> View Item

Death Case Reporting

Death Case Reporting

> View Item

Hazard Duty Pay

Hazard Duty Pay

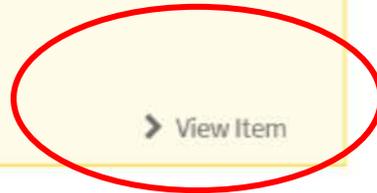
> View Item

LQA Eligibility Appeal/Redetermination

Request an LQA eligibility determination review.

> 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 Foreign Transfer Allowance to submit a request).



Foreign Transfer Allowance Screen

Foreign Transfer Allowance (FTA)

Foreign Transfer Allowance (FTA)

1. Select the drop down menu and select "Pre-Departure Subsistence Expense" for the type of FTA request
2. Enter your command name & additional information
3. Attach all required documents
4. Click the drop down menu to the right and select "Yes" if all of the documents are attached
5. Click submit when complete

* Which type of FTA transaction are you requesting?

Pre-Departure Subsistence Expense

Select drop down and choose which FTA you are requesting

Provide any information necessary to work this request.

Enter your Command & specify if you are new to the federal government to claim Miscellaneous Expense

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

No

Submit

Do not forget to hit submit

Attach all required forms



Add attachments