

Instructions for Service Now – LQA/POQ

Living Quarters Allowance (LQA) is granted to an employee to help defray the annual cost of suitable, adequate living quarters for the employee and his/her family at a foreign post where government-leased or -owned housing is not provided. The LQA rates are designed to substantially cover the average employee's costs for rent, utilities, required taxes levied by the local government, and other allowable expenses. Living Quarters Allowance rates are categorized by "quarter's groups" based on the employee's grade level or rank and his/her family size and location. Additional amounts of up to 10%, 20%, or 30% above the LQA rates may be allowed for larger families. Reimbursement of expenses will not exceed the authorized annual cost of rent and utilities (Allowable expenditures only) or the maximum allowance rate set by the DSSR, WHICHEVER IS THE LESSER AMOUNT. Please be aware that the Maximum rate, as per DSSR, fluctuates bi-weekly.

Bi-weekly payments into the employees payroll is the standard method of payment. An employee may elect to request an advance of LQA for up to 90 days, for the cost of rent only. An advance is for the convenience of the employee and risks should be carefully considered before requesting one. The housing office can assist in helping assess those risks. Ultimately, the employee is personally responsible for the collection and reconciliation of any unused portion of the advance and will be held financially liable for any advance that is not reconciled. While very rare, the employee is ultimately held accountable for the advance.

PROCESS TO SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

Initial LQA Request:

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- LQA Memorandum of Understanding (Link)
- DS130- Annual Interim Expenditures Form (Link)
- Lease/rental agreement
- Housing Office Memo (USAGJ Form 85 or DD form 2367)
- HQAJ form 3814, Summarization of Living Quarters Expenses (Link) (Sample link) *If you pay separately for your utilities then you must input 12 months of ESTIMATED utility expenses (do not worry about the month names being in sequential order)
- Initial Payment Receipts (Agent/Landlord fee, Security Deposit, and 1st Month's Rent) (*Invoices are NOT acceptable)

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 "Start LQA & PA" from the drop down menu)
- CPAC will process requests in the order received
- Employee will receive confirmation that request has been processed
- ***Dependent children at post and away at college full time count towards family size up until the age of 21
- ***Family members on delayed travel do not count towards family size until they arrive at post

PROCESS TO SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

LQA Advance Request (Up to of 90 days of rent amount only):

*Note: We must first initiate your LQA before we can process an LQA Advance request

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example for are here)
- LQA Memorandum of Understanding (Link)
- DS130- Annual Interim Expenditures Form (Link)
- Lease/rental agreement
- Housing Office Memo (USAGJ Form 85 or DD form 2367)
- HQAJ form 3814, Summarization of Living Quarters Expenses (Link) (Sample link) *If you pay separately for your utilities then you must input 12 months of ESTIMATED utility expenses (do not worry about the month names being in sequential order)
- Initial Payment Receipts (Agent/Landlord fee, Security Deposit, and 1st Month's Rent) (*Invoices are NOT acceptable)

Process:

- Complete, initial, and sign all documentation (SF 1190 Item 22b: Mark "LQA (DSSR 130)" and enter number of months requested and the total Yen amount for "Foreign Currency Payment"; 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 "Start LQA & PA" from the drop down menu; Specify in the information box that you are requesting an LQA Advance)
- CPAC will process requests in the order received
- Employee will receive confirmation that request has been processed
- ***Advanced LQA will be an EFT deposit, however you will not begin to receive your bi-weekly LQA payments until after the requested time period of the Advance has passed (ex. If you request an LQA Advance for 3 month's rent on your move in date of 1/1/2018, you will not begin receiving your regular, biweekly LQA payments until 4/1/2018.
- ***Dependent children at post count towards family size up until the age of 21
- ***Dependent children away at college full time count towards family size up until the age of 21
- ***Family members on delayed travel do not count towards family size until they arrive at post

PROCESS TO SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

Privately Owned Quarters (POQ)

Required Documents: (All documents must be translated)

- Original Purchase Agreement
- English Translated Purchase Agreement
- Full Payment receipt
- Housing termination notice (If applicable)
- Property ownership documents (If title/agreement is not in your name, provide a copy of supporting documents such as a marriage certificate is required)
- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- LQA Memorandum of Understanding (Link)
- DS130- Annual Interim Expenditures Form (Link)
- HQAJ form 3814, Summarization of Living Quarters Expenses (Link) (Sample link) *If you pay separately for your utilities then you must input 12 months of ESTIMATED utility expenses (do not worry about the month names being in sequential order)

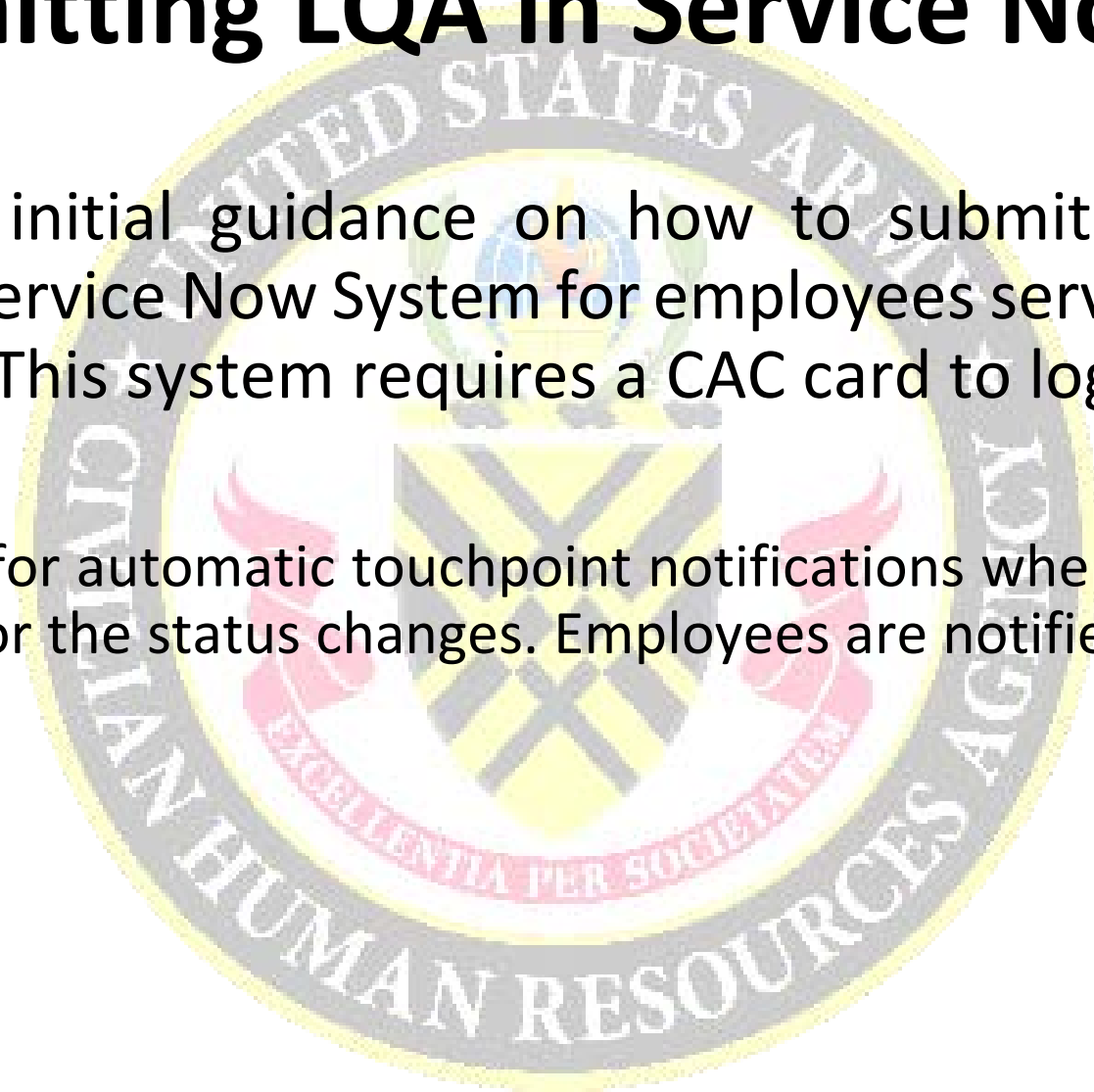
Process:

- 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 "Start LQA & PA" from the drop down menu; Specify in the information box that you are requesting POQ)
- ***Moving expenses are not reimbursable
- ***Maximum allowable amount for POQ includes utility allowance and 10% of POQ purchase amount
- ***It is recommended that employees seek legal guidance if they are purchasing a property in Japan as housing will generally not assist you with the process
- ***All documents must be translated into English with a notarized statement by the employee that the translations are true and accurate. A notarized statement can be made at your local legal office.

Submitting LQA in Service Now

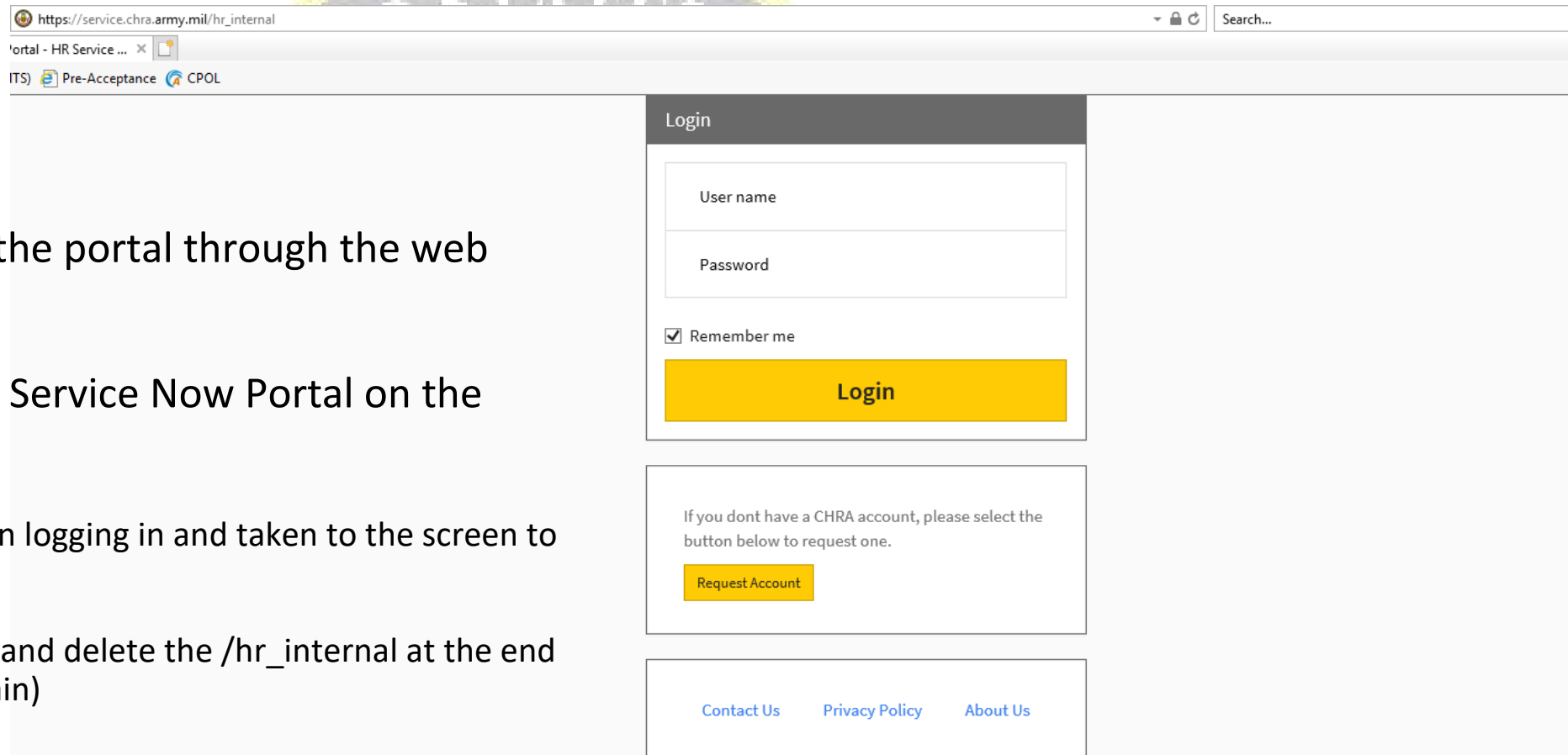
The following is initial guidance on how to submit requests for LQA/POQ in the Service Now System for employees serviced by CHRA Far East Region. (This system requires a CAC card to log in).

(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>

A screenshot of a web browser displaying the Service Now Portal login page. The browser's address bar shows the URL 'https://service.chra.army.mil/hr_internal'. The page has a header with navigation links for 'ITS', 'Pre-Acceptance', and 'CPOL'. The main content area is divided into two sections. The top section, titled 'Login', contains a form with fields for 'User name' and 'Password', a 'Remember me' checkbox, and a yellow 'Login' button. The bottom section contains 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'.

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](#)

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

The screenshot 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 gear icon), and "Report an IT Issue" (with a warning icon). A large red arrow points from the "Submit Request" button to a "QuickLinks" sidebar on the left. The sidebar lists several links: "CHRA IT", "Guidance and Procedures (AAPS)", "Business Objects Reporting and Admin Tool", "CHRTAS - Apply for Training", and "CPOL Portal". The main content area on the right is titled "Popular Requests & Forms" and 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](#)

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

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

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

Search



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.

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

No

Submit

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 "Start LQA and PA")

Click dropdown menu

* Which type of LQA transaction are you requesting?

Start LQA and Post Allowance

Change Other

Change Quarters Group

Change Rent Amount

Change Residence

Change Utilities Estimate

Start LQA and Post Allowance

Stop LQA and Post Allowance

Submit



Select Start LQA and PA

Attachments

Living Quarters Allowance Screen

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

Search



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.

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

No

Submit

Click Submit when finished

1. Enter your command name and 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

Please enter command name and indicate if you would also like to start Post Allowance, LQA Advance, POQ, etc.

Click the drop down menu

Add required documents



Add attachments