Instructions for Service Now - NTS

NTS at Government expense may be authorized for a period of not to exceed the length of the tour of duty plus 1 month prior to the time the tour begins. Storage also may be authorized for subsequent service or tours of duty at the same or other overseas permanent duty station. When employees ceases to be eligible for the allowance, storage at Government expense may continue until the beginning of the second month after the month in which eligibility terminates unless, to avoid inequity, the overseas command extends the period. Eligibility shall be deemed to terminate on the last day of work at the post of duty.

Individuals, who place items in NTS at Government expense, must provide a copy of the DD Form 1164 or 1299 Application for Shipment and/or storage of Personnel Property to the CPAC.

PROCESS TO SUBMIT NON TEMPORARY STORAGE (NTS)

Incoming NTS:

Required Documents:

-DD Form 1164 or DD Form 1299

Process:

-Upon Arrival, open a request ticket and submit your request through the service now portal using the instructions on the following slides (Select "Start Funding" from the drop down menu)

-Employee will receive confirmation that request has been received and stored

Additional Information:

-It is the employee's responsibility to submit required forms to the CPAC. Once submitted, the CPAC is responsible for tracking and updating yearly funding sites.

PROCESS TO SUBMIT NON TEMPORARY STORAGE (NTS)

Receiving a letter from your JPPSO Office or contactor about new NTS funding

Required Documents:

-Email and/or letter from JPPSO or contractor

Process:

-Open a request ticket and submit your request through the service now portal using the instructions on the following slides (Select "Update Annual Fund Citation" from the drop down menu)

-Employee will receive confirmation that request has been received and when it's been completed

Submitting NTS in Service Now

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

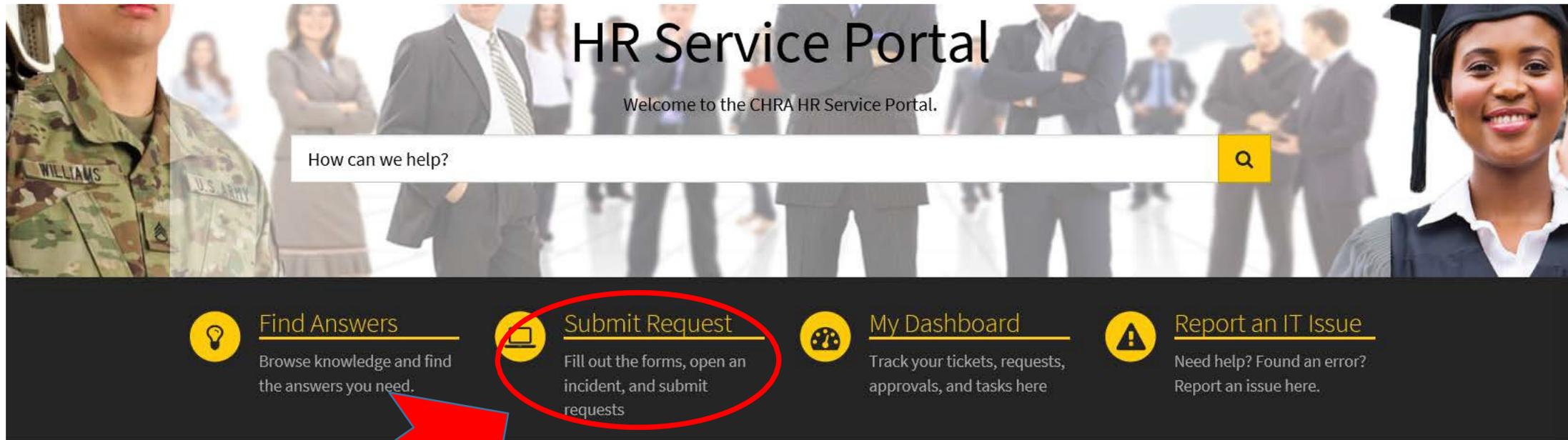Web Address: https://service.chra.army.mil

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)
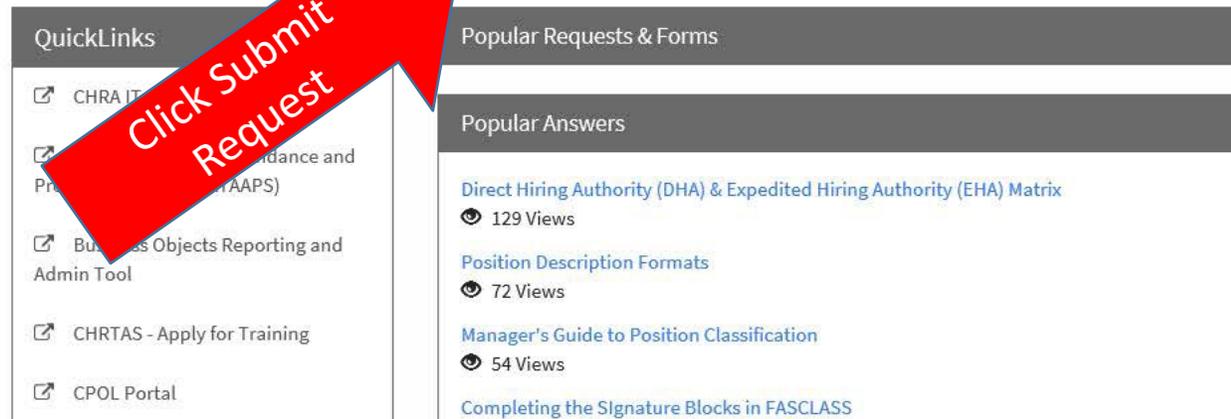
Service Now Portal

Service Catalog Screen

Local National Classification

Local National Staffing

NAF Benefits

NAF eOPF

> View Items in Category

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

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

Click View Items

Resource Management Support

Staffing Proponent CONUS

Timekeeping

Training Services

Overseas Entitlements Screen

Search 🔍

Foreign Transfer Allowance (FTA)
Foreign Transfer Allowance (FTA)

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

Hazard Duty Pay
Hazard Duty Pay

> View Item

> View Item

Living Quarters Allowance
Request Living Quarters Allowance (LQA) service.

> View Item

LQA Eligibility Appeal/Redetermination
Request an LQA eligibility determination review.

> View Item

LQA Eligibility Determination
Request an LQA eligibility determination. Ensure all required papework is attached.

> View Item

Non-Temporary Storage (NTS)
Non-Temporary Storage (NTS)

Click View Item ➡

> View Item

NTS Screen

This screen presents your order request for NTS 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 >

Non-Temporary Storage (NTS)

Non-Temporary Storage (NTS)

* What type of NTS service are you requesting?

Start Funding

Click dropdown menu

F   rk this request.

Start Funding   ← Incoming NTS

Stop Funding

Update Annual Fund Citation   ← Annual Update   selected?

No

Submit   Add attachments

NTS Screen

Non-Temporary Storage (NTS)

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

Non-Temporary Storage (NTS)

Non-Temporary Storage (NTS)

*What type of NTS service are you requesting?

Start Funding

Provide any information necessary to work this request.

Enter Command Name

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

No

Click the drop down menu

Click Submit when finished

Add documents from slide 2/3

Add attachments

Submit