

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>

The screenshot shows a web browser window with the address bar containing https://service.chra.army.mil/hr_internal. The page content includes a 'Login' form with the following elements:

- Input field for 'User name'
- Input field for 'Password'
- Checkbox labeled 'Remember me' which is checked.
- A yellow button labeled 'Login'.

Below the login form, there is a section with 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



HR Service Portal

Welcome to the CHRA HR Service Portal.

How can we help? Q



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

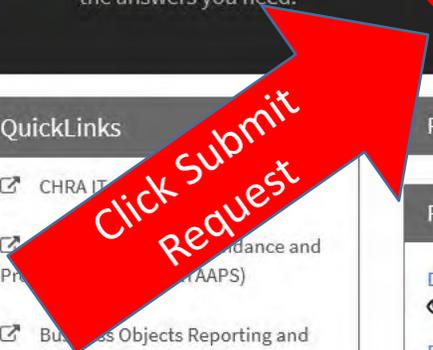


Report an IT Issue

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 View Items in Category | Local National Staffing View Items in Category | NAF Benefits View Items in Category | 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).

| | | | |
|--|--|--|--|
| 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 – (LQA Recon)

Overseas Entitlements

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).

Advance of Pay (Salary)
Advance of Pay (Salary)
[View Item](#)

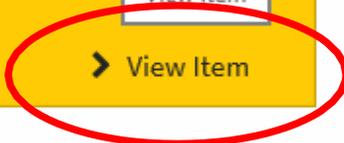
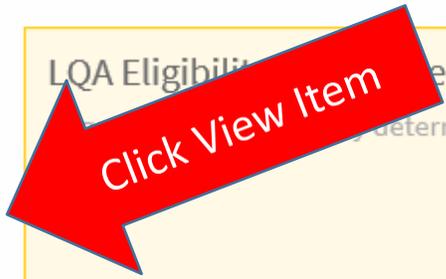
Death Case Reporting
Death Case Reporting
[View Item](#)

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
LQA Eligibility Redetermination review.
[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

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.

1



A large text area for providing necessary information, circled in red with a red arrow pointing to it from the left.

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

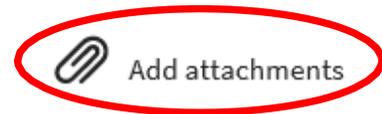
No



Submit



Add attachments



The 'Add attachments' button is circled in red.

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)

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. [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 >



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

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.

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

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

No

