Kaiserslautern Civilian Personnel Advisory Center

HOW TO REQUEST SERVICES DURING COVID-19 TEMPORARY CLOSURE OF OFFICE

For the safety of our customers and employees, the Kaiserslautern CPAC is temporarily CLOSED to all walk-in customers. We will continue to assist you via phone, email, and a ticket system. Service requests for the Kaiserslautern Civilian Personnel Advisory Center (CPAC) or the Overseas Entitlemenkt Division (OED) should be submitted via the ServiceNow Portal: https://service.chra.army.mil/. You can request an account via your HR Liaison at your current organization. Tickets will be monitored and will be responded to as soon as possible, typically within 48 hours. To use ServiceNow, you must login using your CAC; if you are unable to login with your CAC, phone contact information is below. The chart below shows some of our most common requests. Thank you for your patience and understanding.

Request Type	ServiceNow Ticket Instructions or Contact Information
General Questions or Inquiries Advance of Pay (Salary) Form Completion LN CAC Application (DD-1172-2) Out-Processing Travel Vouchers PCS Questions/Reimbursement Priority Placement Program (PPP) SOFA Applications TQSA Authorization	ServiceNow Ticket: Europe CPACs --> Customer Service --> Misc Support Requests If you are unable to submit a ticket, please call our main line which will be monitored from 0800 to 1600 daily. DSN 483-4805 | Commercial 0631-411-4805
Living Quarters Allowance (LQA) – All Services Except Reconciliations	ServiceNow Ticket: Overseas Entitlements --> Living Quarters Allowance
Living Quarters Allowance (LQA) Reconciliations	ServiceNow Ticket: Overseas Entitlements --> Reconciliation
Non-Temporary Storage (NTS) – All Services	ServiceNow Ticket: Overseas Entitlements --> Non-Temporary Storage (NTS)
PCS Orders, Student Orders, Renewal Agreement Travel (RAT)	ServiceNow Ticket: Europe CPACs --> Customer Service --> Travel Orders
Management and Employee Relations for US Employees (including Admin Leave, FMLA, etc.)	MEDCOM Employees: DSN 483-5983 | Commercial 0631-411-5983 All Other Employees: DSN 483-5804 | Commercial 0631-411-5804 If you are unable to reach someone by phone, please submit a ServiceNow ticket at Europe CPACs --> Customer Service --> Misc Support Requests
Management and Employee Relations for Local National Employees (including Admin Leave)	Email: usarmy.rheinland-pfalz.chra-eu.list.ln-mer@mail.mil Phone Primary Contact: DSN 483-4879 | Commercial 0631-411-4879 Phone Secondary Contact: DSN 483-4880 | Commercial 0631-411-4880
Retirement Benefits Enrollment/Questions	Army Benefits Center: https://portal.chra.army.mil/abc/
Applicant Inquiries / Application Status	To inquire about the status of your application or to dispute your qualifications determination, submit an Applicant Inquiry to the Army Applicant Help Desk. You will need the announcement number and then navigate to https://portal.chra.army.mil/hr_public?id=app_inq. This link can also be found at the bottom of all announcements under the Agency Contact Information section.

If you are unable to receive assistance with the above contact information or in cases of emergency, please contact DSN 483-4813 | Commercial 0631-411-4813.