

# Instructions for Service Now – Advance of Pay

Advance of Pay is intended to ease the financial burdens of the transition period by insuring that funds are available to meet required expenses and emergencies. It allows up to three months (6 pay periods) advance pay upon the assignment of the employee to a foreign post. The amount advanced must be paid back to the Department over a maximum of 26 pay periods. Deductions will begin the first pay period after receipt of the advance or following arrival at the foreign post, whichever is later. Advance of Pay can be received no more than 3 weeks before departure or within 60 days after arrival at post. Request for Advance of Pay 3 weeks before departure does not apply to 1st duty station traveler and/or employees not already serviced by DFAS. New Hire Employees and/or employee not already serviced by DFAS can only request an advance of pay upon arrival at the duty station.

# PROCESS TO SUBMIT ADVANCE OF PAY

## Incoming NTS:

### **Required Documents:**

- SF-1190, Foreign Allowances Application (Link) (Example Link)
- Statement of Understanding (Link)
- PCS orders

### **Process:**

- Complete, initial, and sign all documentation
- Forward to your supervisor and Resource Management Office (RM) for signatures in Blocks 25 and 26
- Obtain approval of Command through internal command policy
- Open a request ticket and submit your request through the service now portal using the instruction starting on slide 4
- Identify how many weeks of Advance of Pay you are requesting in the remarks section.
- Employee will receive confirmation that request has been processed

# Submitting Advance of Pay in Service Now

The following is initial guidance on how to submit requests PA 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>

https://service.chra.army.mil/hr\_internal

Search...

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



## 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](#)

Click Submit Request

# Service Catalog Screen

Local National Classification <a href="#">View Items in Category</a>	Local National Staffing <a href="#">View Items in Category</a>	NAF Benefits <a href="#">View Items in Category</a>	NAF eOPF <a href="#">View Items in Category</a>
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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)

<b>Overseas Entitlements</b> <a href="#">View Items in Category</a>	Overseas Travel Entitlements <a href="#">View Items in Category</a>	Payroll Customer Service <a href="#">View Items in Category</a>	Reports Request reporting support <a href="#">View Items in Category</a>
Resource Management Support	Staffing Proponent CONUS	Timekeeping	Training Services

Click View Items

# Overseas Entitlements Screen

Home > Service Catalog > 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 Advance of Pay to submit a request)

## Overseas Entitlements

Advance of Pay (Salary)

Advance of Pay (Salary)

Click View Item

> View Item

> 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

LQA Eligibility Appeal/Redetermination

Request an LQA eligibility determination review.

> View Item

# Advance of Pay Screen



- 1. Enter your command name and the number of weeks you are requesting
- 2. Attach all files
- 3. Click "the drop down menu" to the right and select "Yes" if all of the documents are attached
- 4. Click submit when complete

## Advance of Pay (Salary)

Advance of Pay (Salary)

\* Describe the nature of your request and provide any information needed to work this request.

Please enter your command name and how many weeks

\* Did you attach all required documentation (Signed SF1190, Advance of Pay authorization memo, Advance of Pay Statement of Understanding, PCS Orders)?

No

Click the drop down menu

Submit

Click Submit when finished

Add documents from slide 2

Add attachments

Required information Describe the nature of your request and provide any information needed to work this request.