

Instructions for PCS Outbound from Korea

In order to assure that you have a successful outbound PCS from Korea, this briefing is designed to cover the process for:

- Reconciling Living Quarters Allowance (LQA)
- Overlap of LQA and TQSA
- Processing Temporary Quarters Sustenance Allowance (TQSA) (Outbound)

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 Korea. (Either CONUS or to another OCONUS location)

Employees must notify the CPAC as soon as they have a departure date that they will vacate their 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 Biweekly Payments:

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**. (Click here for the notification memorandum and verification of clearance)
2. Notify the CPAC through a Service Now ticket (slide 7) 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.

For Advanced payments of LQA:

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**. (Click here for the notification memorandum and verification of clearance)
2. Notify the CPAC through a service now ticket (slide 7) of your intended last night in your LQA residence.
3. The CPAC will produce a Cash Collection Voucher (CCV) with the amount of money owed back from your advance. (If you are vacating at the end of your lease, this step is not necessary)
4. The CPAC will send you the cash collection voucher (example on slide 14) with the amount to collect back from your realtor/landlord.
5. The employee collects the money back from the landlord and makes a cashiers check through the local bank.
6. The employee takes the CCV and cashiers check to the local finance office.
7. The employee remits the cashiers check and the local finance office signs the CCV.
8. The employee turns the signed CCV into the CPAC through a Service Now ticket (slide 7)
9. The CPAC cancels out the balance of advanced LQA in the system and stops Post Allowance

****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 on page 19)****

**Failure to return a signed CCV will result in the employee incurring a debt and delay the processing of any future TQSA **

For POQ:

1. Notify the CPAC through a Service Now ticket (slide 7) of your intended last night in your LQA residence.
2. 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.

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, laundry and dry cleaning not to exceed the maximum allowance. TQSA is 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 on slide 13. 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 and any expense over \$75. Employees are required to keep all receipts for other expenses. Employees must be able to produce receipts/documents to support claims in asked by their Command. Expenses for alcoholic beverages, pet food, pet fees in lodging, and transportation are not authorized. Tips and grocery purchases may be included for meals.

****TQSA outbound is paid by check and not electronically****

Process to Submit TQSA (Outbound)

Outgoing TQSA: (Up to 30 Days Total)

Required Documents:

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- Statements of Understanding (Link)
- Itemized Daily Expense Worksheet (Link)
- Receipts for Lodging and any expense over \$75
- Copy of PCS orders

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
- Forward to your supervisor and Resource Management Office (RM) for signatures in Blocks 25 and 26
- Open a request ticket and submit your request through the service now portal using the instruction starting on slide 13
- Include an email address where you can be reached while in transition in the remarks of the ticket

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 on page 19)

Submitting Tickets to the CPAC in Service Now

The following is initial guidance on how to submit requests to renew LQA in the Service Now System for employees serviced by FER.

(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 for LQA

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

The screenshot displays the login interface for the Service Now Portal. The browser's address bar contains the URL https://service.chra.army.mil/hr_internal. The page layout includes a search bar in the top right corner. The main content area is divided into three sections: a 'Login' form with fields for 'User name' and 'Password', a 'Remember me' checkbox, and a prominent yellow 'Login' button; a section for account requests with the text 'If you dont have a CHRA account, please select the button below to request one.' and a yellow 'Request Account' button; and a footer section with links for '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 – (LQA Recon)



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 – (LQA Recon)

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
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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)

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)

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

LQA Eligibility Redetermination review.

> View Item

Click 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 FER)

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.

This screen presents your order request for LQA services under Overseas Entitlements categories available to customers. (Not all menu items apply to FER)

1. Provide details on what you are requesting. (cash collection voucher (CCV) and departure date from residence)
2. Click yes for required documentation
3. Submit request

* Which type of LQA transaction are you requesting?

Change Duty Location

Provide any information necessary to work this request.

1



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

No

2



Submit

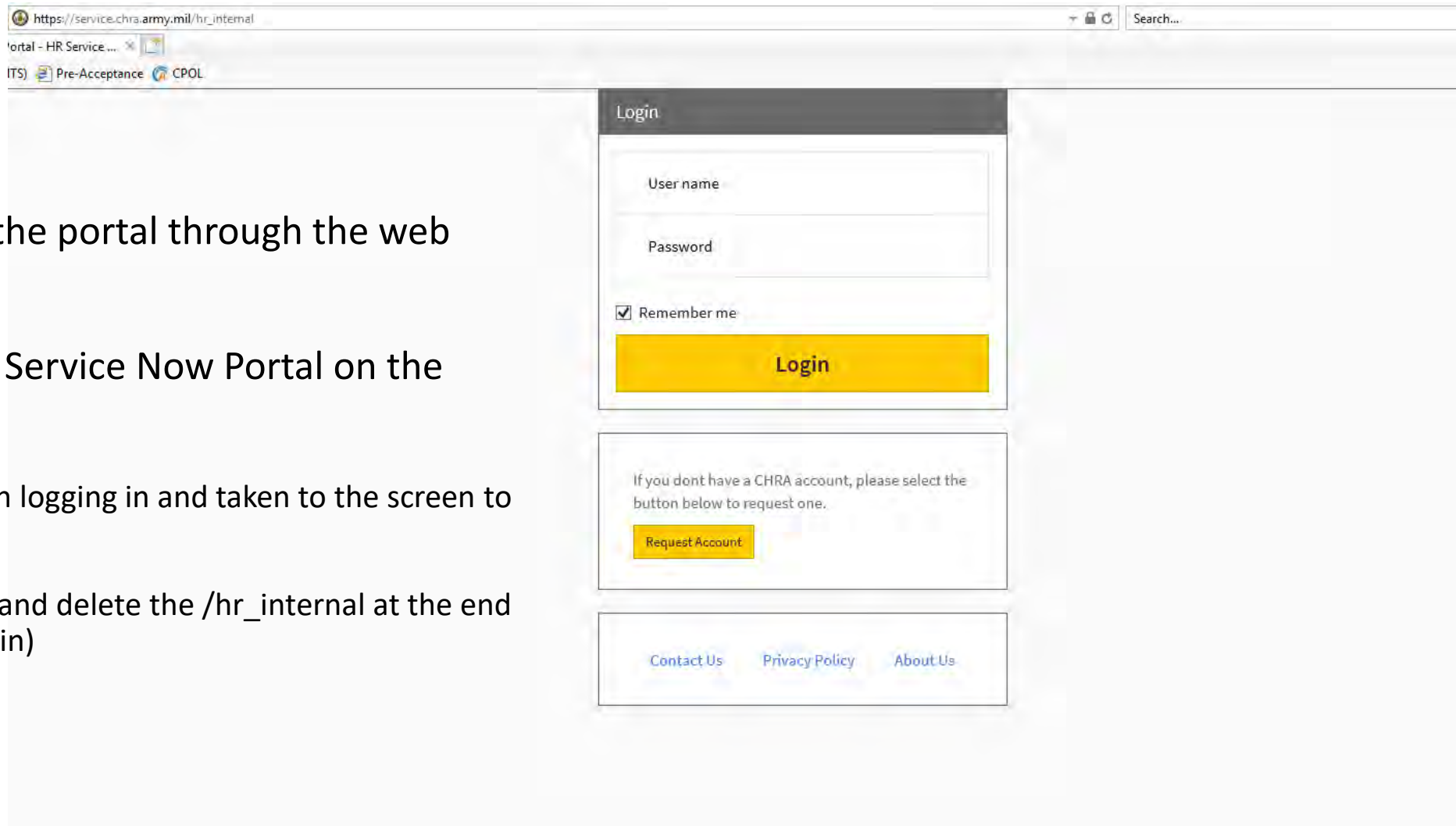


Add attachments



Logging in to Service Now Portal – TQSA Outbound

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



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Service Now Portal – TQSA Outbound



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.

The screenshot shows the main content area of the portal. On the left is a 'QuickLinks' sidebar with several links, including 'CHRA IT', 'Guidance and Procedures (AAPS)', 'Business Objects Reporting and Admin Tool', 'CHRTAS - Apply for Training', and 'CPOL Portal'. On the right is a 'Popular Requests & Forms' section with a sub-section 'Popular Answers'. The 'Popular Answers' list includes: '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'. A large red arrow with the text 'Click Submit Request' points from the 'Submit Request' icon in the navigation bar to the 'Submit Request' link in the 'QuickLinks' sidebar.

Service Catalog Screen – TQSA Outbound

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 – 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. LQA eligibility determination review.

[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 FER)

1. Click "the drop down menu" to the right and select appropriate item)

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	action selected?
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 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

Temporary Quarters Subsistence

Request Temporary Quarters Subsistence Allowance (TQSA)

* Which type of TQSA transaction are you requesting?

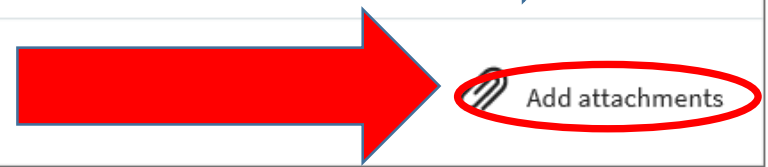
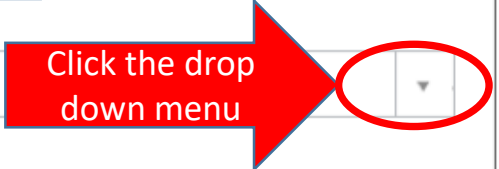
Incoming TQSA Advance

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



Example Justification Memo

MEMORANDUM FOR Commander, employee's activity

SUBJECT: Request for Simultaneous Payments of TQSA and LQA

1. References:

- a. DSSR Section 130
- b. DSSR Section 124.1b
- c. AK 690-10 (If applicable)

2. In accordance with the above references, commands may approve simultaneous payments of TQSA and LQA for up to 5 days five days after vacating residence quarters because of heavy cleaning required by the real estate agent and/or repairs to rental residences.

3. **(Example)** I currently receive Living Quarters Allowance (LQA). I am scheduled to vacate my rental LQA unit on **Insert Date** as part of my PCS. I am requesting simultaneous payments of LQA and TQSA for **X** days. The justification for this request is that **the residence I occupy is in such a state that a professional cleaning is the only way I will be able to meet the clearing process with the landlord. In order for this to be accomplished, I must completely vacate the residency in order for it to be cleaned. The cleaning will take approximately 1 day.**

OR

(Example) I am scheduled to vacate my rental LQA unit on **Insert Date**. I am requesting simultaneous payments of LQA and TQSA for **X** days. The out packing of my HHG will take more than **one** day to accomplish per the estimate given to me. Because of this the residence will not be livable with most of my HHG in various stages of packing for **one day**. As I cannot fully turn over the residence to my landlord until all of my belongings are gone, I will need to occupy two residences and thus need simultaneous payments of LQA and TQSA.

*****As a reminder, 5 days is the maximum and normally would incorporate repairs to a rental unit. Cleaning and can normally be accomplished in 1 day. HHG packing can normally be accomplished in 1 day but occasionally it may take more than a day to pack and crate the HHG.*****

*****As a reminder, you will need to check with your command to get the appropriate approval level for this waiver.

Example CCV

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
US ARMY XXXXXXXX XXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX				
b. RECEIVED AND FORWARDED BY (Printed Name, Title and Signature)			d. DATE (YYYYMMDD)	
XXXXXXXXXXXX / HR XXXXXXXX			20181105	
c. TELEPHONE NUMBER (Include Area Code):				
COMMERCIAL: _____ DSN: 315-757-XXXXX				
4. DISBURSING OFFICE				
a. ACTIVITY (Name and Location) (Include ZIP Code)				
175th FINANCIAL MANAGEMENT CENTER, UNIT 15300, APO AP96205				
b. DISBURSING OFFICER (Printed Name, Title and Signature)			d. DISBURSING STATION SYMBOL NUMBER	
AUSTIN S. DZIENGELEWSKI, MAJ FI, DISBURSING OFFICER				
c. TELEPHONE NUMBER (Include Area Code):			e. DATE (YYYYMMDD)	
COMMERCIAL: _____ DSN: _____				
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
	XXXXXXXXXXXXXXXXXXXX SSN: XXX-XX-XXXX Phone: 315-755-XXXX	UNUSED LQA FROM 11/02/2018 TO 02/08/2019 FOR 99 DAYS TOTAL AMOUNT OWED: \$11,554.10	11,554.10	XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX