

# Instructions for Service Now - LQA

Living Quarters Allowance (LQA) is granted to an employee to help defray the annual cost of suitable, adequate living quarters for the employee and his/her family at a foreign post where government-leased or -owned housing is not provided. The LQA rates are designed to substantially cover the average employee's costs for rent, utilities, required taxes levied by the local government, and other allowable expenses. Living Quarters Allowance rates are categorized by "quarter's groups" based on the employee's grade level or rank and his/her family size and location. Additional amounts of up to 10%, 20%, or 30% above the LQA rates may be allowed for larger families. Reimbursement of expenses will not exceed the authorized annual cost of rent and utilities (Allowable expenditures only) or the maximum allowance rate set by the DSSR, WHICHEVER IS THE LESSER AMOUNT. Please be aware that the Maximum rate, as per DSSR, fluctuates bi-weekly.

Bi-weekly payments into the employees LES are the standard method of payment. An employee may elect to request an advance of LQA from 90 days up to one year. An advance is for the convenience of the employee and risks should be carefully considered before requesting one. The housing office can assist in helping assess those risks. Ultimately, the employee is personally responsible for the collection and reconciliation of any unused portion of the advance and will be held financially liable for any advance that is not reconciled. While very rare, the employee is ultimately held accountable for the advance.

# PROCESS FOR SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

## **Biweekly Payments of LQA (Monthly Rental Contract):**

### **Required Documents:**

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- Statements of Understanding, Part I and II (Link)
- LQA Expenditures Required Form (Link)
- Lease agreement with housing office approval
- Letter of Employment

### **Process:**

- Complete, initial, and sign all documentation
- If Utilities are not included in the contract, please complete the Utilities Estimate Form
- 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 5
- CPAC will process request in the order received
- Employee will receive confirmation that request has been processed

# PROCESS FOR SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

## **Advance of LQA (Must be 90 days or greater)**

### **Required Documents:**

- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- Statements of Understanding, Part I and II (Link)
- Lease agreement with housing office approval
- LQA Expenditures Required Form (Link)
- Letter of Employment

### **Process:**

- 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 5
- CPAC will process request but payments cannot begin before the effective date
- Employee will receive confirmation that request has been approved and submitted to DFAS for payment

\*\*\*Employees need to submit a receipt of payment after the money has been paid to the landlord and/or realtor (Link) (Submit in a new service now ticket under start LQA to turn in your receipt)

# PROCESS FOR SUBMIT LIVING QUARTERS ALLOWANCE (LQA)

## **Privately Owned Quarters (POQ)**

**Required Documents:** (All documents must be translated)

- Housing Sales Contract Paper
- Housing Sales Contract Paid receipt
- Registration Tax and Acquisition Receipt
- Property ownership
- SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)
- Statements of Understanding, Part I and II (Link)
- A statement from you notarized by legal assistance office that your translation of all documents are accurate and true.
- Letter of Employment

## **Process:**

- 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 5
- CPAC will process request but payments cannot begin before the effective date
- Employee will receive confirmation that request has been processed

# Submitting LQA to FER in Service Now

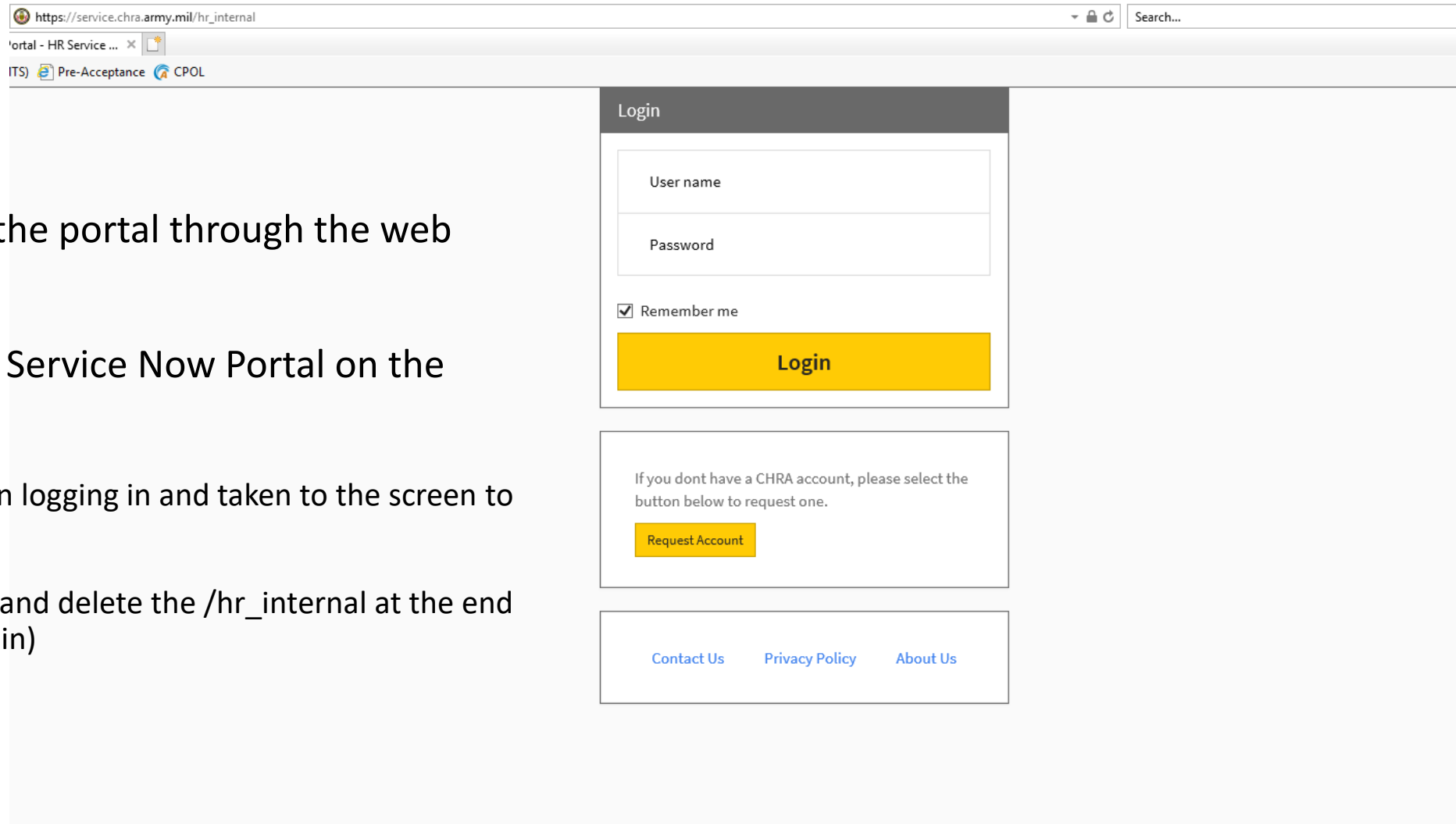
The following is initial guidance on how to submit requests to renew LQA in the Service Now System for employees serviced by FER.

(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

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



The screenshot shows a web browser window with the address bar displaying [https://service.chra.army.mil/hr\\_internal](https://service.chra.army.mil/hr_internal). The browser tabs include 'ortal - HR Service ...'. The page content is divided into three main sections. The top section is a 'Login' form with a dark grey header. It contains two input fields for 'User name' and 'Password', a 'Remember me' checkbox which is checked, and a large yellow 'Login' button. The middle section is a white box containing the text 'If you dont have a CHRA account, please select the button below to request one.' and a yellow 'Request Account' button. The bottom section is a white box with three blue links: 'Contact Us', 'Privacy Policy', and 'About Us'.

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

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](#)

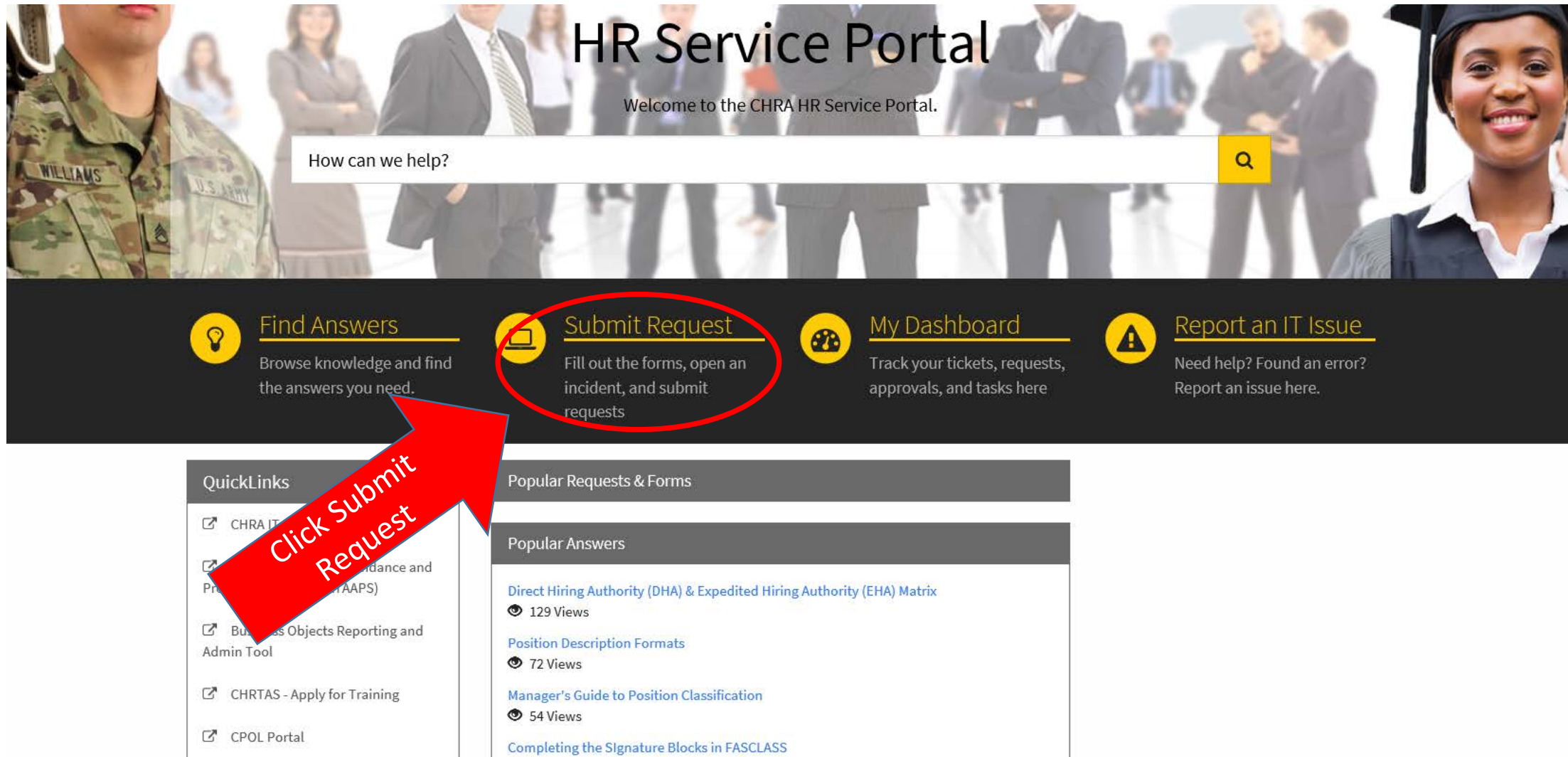
Employees need to access the portal through the web address above.

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



The screenshot shows the CHRA HR Service Portal. The header features a banner with the text "HR Service Portal" and "Welcome to the CHRA HR Service Portal." Below the banner is a search bar with the placeholder text "How can we help?" and a magnifying glass icon. The main navigation bar contains four items: "Find Answers" (with a lightbulb icon), "Submit Request" (with a laptop icon and circled in red), "My Dashboard" (with a gear icon), and "Report an IT Issue" (with a warning icon). A large red arrow points from the "Submit Request" button to a "Click Submit Request" label. Below the navigation bar, the "QuickLinks" section lists: CHRA IT, CHRA IT Support and Assistance and Policy (AAPS), Business Objects Reporting and Admin Tool, CHRTAS - Apply for Training, and CPOL Portal. The "Popular Requests & Forms" section lists: 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.

## 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
- CHRA IT Support and Assistance and Policy (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

Local National Staffing

NAF Benefits

NAF eOPF

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

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

Overseas Entitlements

Overseas Travel  
Entitlements

Payroll Customer  
Service

Reports

Request reporting support

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

➤ View Items in Category

Resource Management  
Support

Staffing Proponent  
CONUS

Timekeeping

Training Services

Click View Items



# Overseas Entitlements Screen

[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 Determination

LQA Eligibility Determination review.

> View Item

Click View Item

# Living Quarters Allowance Screen

[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.

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

No

Submit

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 Start LQA and PA)

Click dropdown menu

\* Which type of LQA transaction are you requesting?

Start LQA and Post Allowance

Change Other

Change Quarters Group

Change Rent Amount

Change Residence

Change Utilities Estimate

Start LQA and Post Allowance

Stop LQA and Post Allowance

Submit



Select Start LQA and PA

Attachments

# Living Quarters Allowance Screen

[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.

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

No



Submit

Click Submit when finished

Please enter command name and indicate if you would also like to start Post Allowance

Click the drop down menu

Add documents from slide 2-4



Add attachments

1. Enter your command name and any additional information and/or instructions in the field
2. Attach all required 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