

Instructions for Service Now – Post Allowance (PA)

PA Post Allowance is paid to compensate in part for the higher price of many goods and services in overseas areas. It is based on the employee's salary, work schedule, number of dependents, and the employee's duty station location. Changes in exchange rates also raise or lower the post allowance since exchange rates affect the cost of goods and services bought on the economy. Post allowance is not taxable.

PROCESS TO SUBMIT POST ALLOWANCE (PA)

Incoming NTS:

Required Documents:

- SF-1190, Foreign Allowances Application (Link)
- Statement of Understanding (Link)
- Copy of 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
- 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 5 (Select “Start Post Allowance” from the drop down menu)
- Identify start date. PA is not authorized when an employee is receiving TQSA
- Employee will receive confirmation that request has been processed

Additional Information:

- It is the employee’s responsibility to notify the CPAC when there are changes that may effect post allowance such as family size or family members away from post. Please refer to the statement of understanding for more information.
- Children count towards Post Allowance until the age of 21

Submitting PA 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 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

[Home](#) > [Service Catalog](#) > [Overseas Entitlements](#)

Search



This screen presents services under Overseas Entitlements categories available to customers. Not all services are offered at this time. (click "View Item" under Post Allowance to submit a request)

Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

> View Item

> View Item

LQA Eligibility Determination

Request an LQA eligibility determination. Ensure all required paperwork is attached.

> View Item

> View Item

Post Allowance (PA)

Post Allowance (PA)

View Item

Click View Item

> View Item

> 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

PA Screen

This screen presents your order request for PA services under Overseas Entitlements categories available to customers.

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

Home > Catalog Item > Overseas Entitlements

Post Allowance (PA)
Post Allowance (PA)

*What type of PA service are you requesting?

Change due to RAT request.

Change Due to Student Travel

Change Duty Location

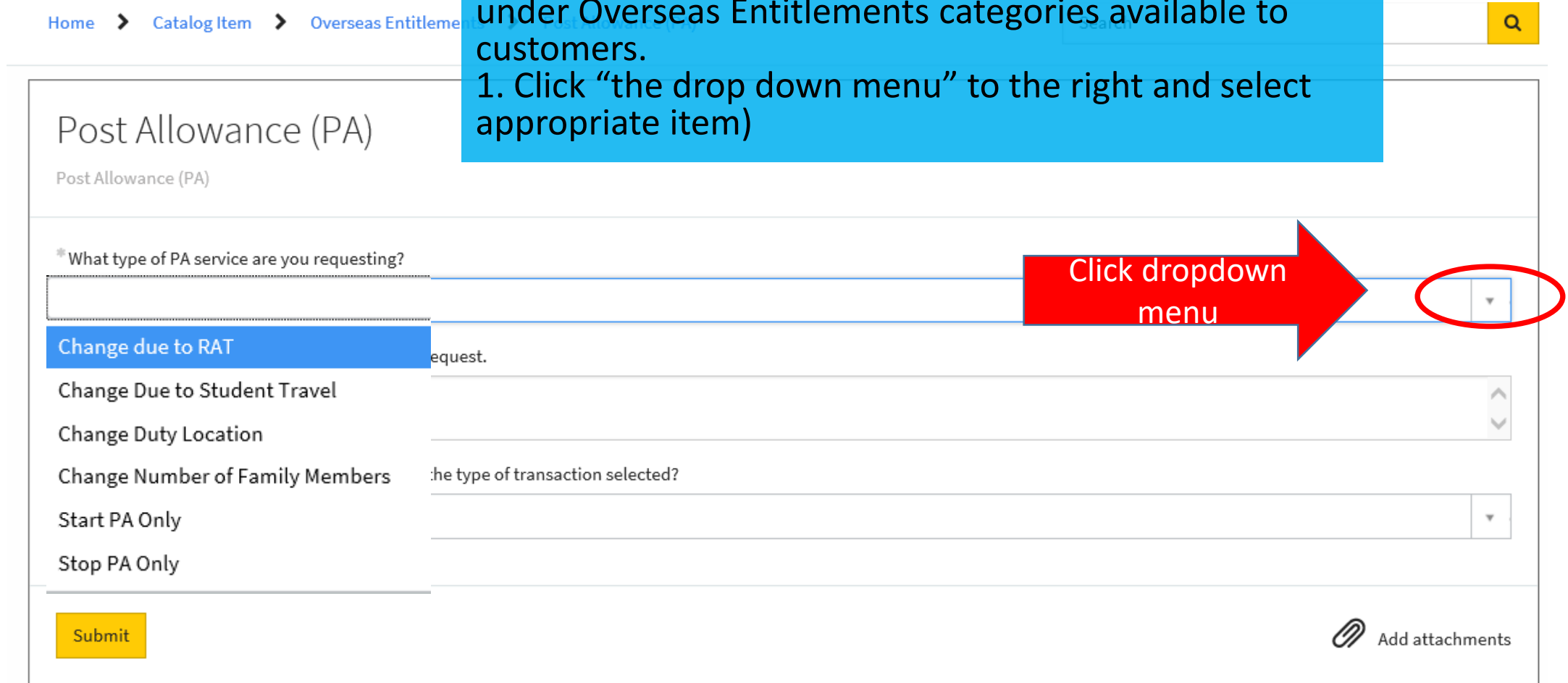
Change Number of Family Members :he type of transaction selected?

Start PA Only

Stop PA Only

Submit

Add attachments

The image shows a screenshot of a web application interface for requesting Post Allowance (PA) services. At the top, there is a breadcrumb trail: Home > Catalog Item > Overseas Entitlements. Below this is a search bar with a magnifying glass icon. The main content area is titled "Post Allowance (PA)" and "Post Allowance (PA)". A question is posed: "*What type of PA service are you requesting?". Below the question is a dropdown menu. A red arrow points to the dropdown arrow icon, which is circled in red. The dropdown menu is open, showing several options: "Change due to RAT" (highlighted in blue), "Change Due to Student Travel", "Change Duty Location", "Change Number of Family Members" (with a subtext "the type of transaction selected?"), "Start PA Only", and "Stop PA Only". At the bottom left is a yellow "Submit" button, and at the bottom right is a paperclip icon with the text "Add attachments".

PA Screen

Home > Catalog Item > Overseas Entitlements > Post Allowance (PA)

Search



Post Allowance (PA)

Post Allowance (PA)

*What type of PA service are you requesting?

Change due to RAT

Provide any information necessary to work this request.

Please enter your command name and any other information

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

No

Click the drop down menu

Submit

Click Submit when finished

Add documents from slide 2

Add attachments

1. Enter your command name any additional information and/or instructions in the field: start date, changes to dependents, duty location
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