

Instructions for Service Now - TQSA

Temporary Quarters Subsistence Allowance (TQSA) is a non-taxable supplement for employees traveling to/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. Additionally, TQSA is granted for up to 30 days prior to departing the overseas duty station. You may request an advance of these funds or reimbursement of expenses upon vacating temporary quarters. If you reside in temporary quarters from more than 30 days upon arrival, you may submit for reimbursement in 30 day increments.

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.

PROCESS TO TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE (TQSA)

Advance of TQSA (30 days at a time):

Required Documents:

-SF-1190, Foreign Allowances Application (Link) (Instructions and an example are here)

Process:

- Determine how many days of an advance that you want (Up to 30 days)
- 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 (Select “Incoming TQSA Advance” from the drop down menu)
- CPAC will process request in the order received
- Employee will receive confirmation that request has been submitted to DFAS for payment

Additional Information:

- An advance cannot exceed the Maximum Allowable Expense per day.
- Any advance will have to be reconciled upon vacating temporary quarters.

PROCESS TO SUBMIT TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE (TQSA)

Incoming TQSA: (Up to 60 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
- EA Form 512-E (If required by your command)
- Record of Private Rental Housing (If required by your command)
- 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 (Select "Incoming TQSA Reconciliation" from the drop down menu)
- Employee will receive confirmation that request has been approved and submitted to DFAS for payment

Additional Information:

- You must maintain all receipts until paid
- You are responsible for checking with your command on any internal policies that affect TQSA
- If you need additional time past the initial 60 days, you will need to seek approval through your command before the expiration of the 60 days (Example on page 12)
- All documents must be translated

PROCESS TO SUBMIT TEMPORARY QUARTERS SUBSISTENCE ALLOWANCE (TQSA)

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
- Letter of Employment

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 5
- Employee will receive confirmation that request has been approved and submitted to DFAS for payment

Additional Information:

- You must maintain all receipts until paid
- All documents must be translated
- 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 13)****

Submitting TQSA to FER in Service Now

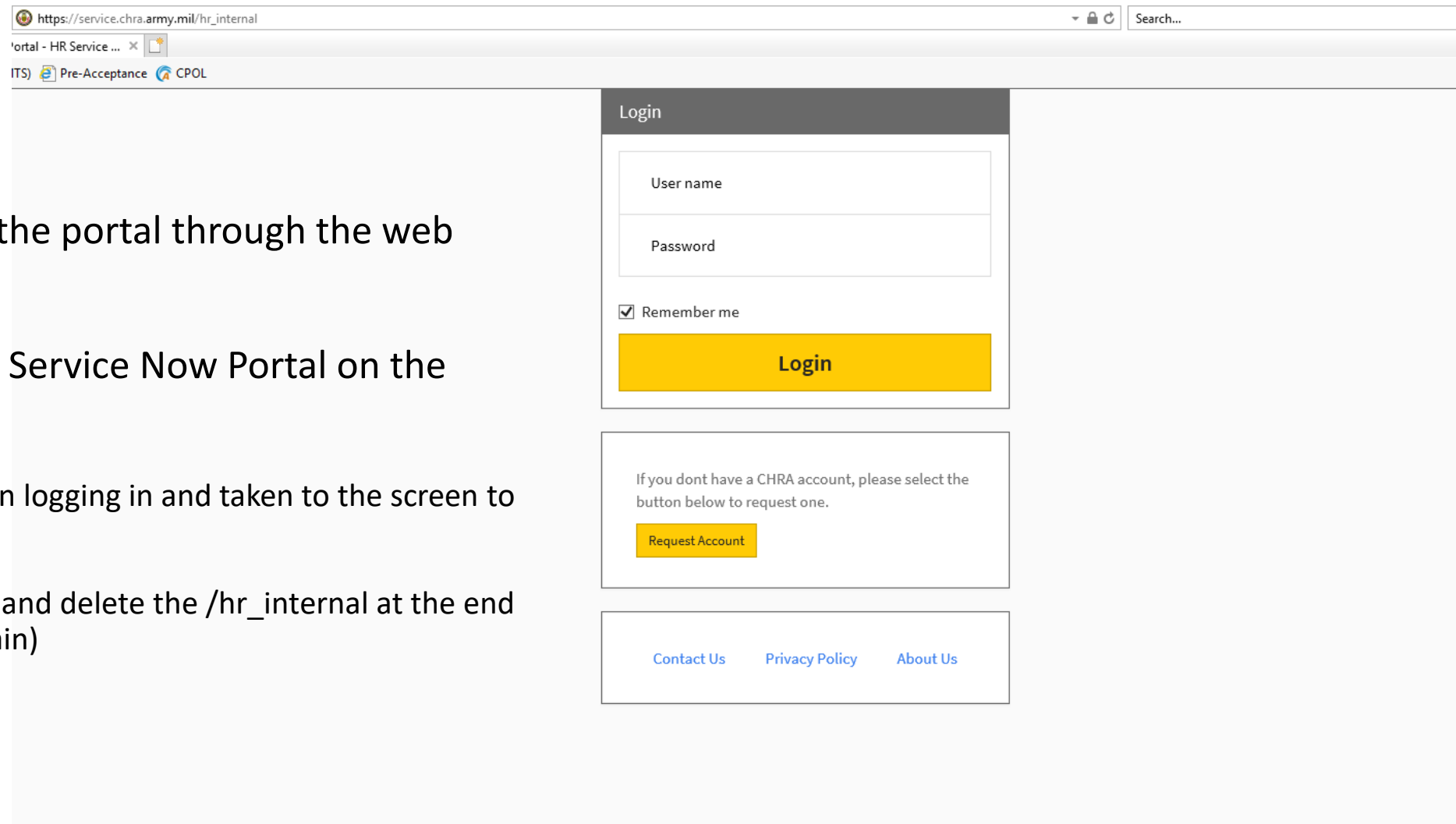
The following is initial guidance on how to submit requests to renew LQA in the Service Now System for employees serviced by FER.

(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. The browser tabs include 'ortal - HR Service ...', 'ITS)', 'Pre-Acceptance', and 'CPOL'. The page content is divided into three main sections. The top section, titled 'Login', contains a form with 'User name' and 'Password' input fields, a 'Remember me' checkbox, and a yellow 'Login' button. The middle section contains a message: 'If you dont have a CHRA account, please select the button below to request one.' with a yellow 'Request Account' button. The bottom section contains three links: 'Contact Us', 'Privacy Policy', and 'About Us'.

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 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](#)

Click Submit Request

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



Living Quarters Allowance

Request Living Quarters Allowance (LQA) service.

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)

> 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.

Click View Items

> View Item

Temporary Quarters Subsistence Allowance Screen

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	Advanced TQSA
Incoming TQSA Reconciliation	Incoming TQSA
Outgoing TQSA Advance	action selected?
Outgoing TQSA Reconciliation	Outgoing TQSA
Overlap LQA/TQSA	

Submit

Add attachments

Click dropdown menu

Temporary Quarters Subsistence Allowance Screen

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



Temporary Quarters Subsistence Allowance (TQSA)

Request Temporary Quarters Subsistence Allowance (TQSA) s

* Which type of TQSA transaction are you requesting?

Incoming TQSA Advance

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

1. Enter your command name 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

Please indicate if have an overlap of TQSA and LQA

Click the drop down menu

Add documents from slide 2-4

Add attachments

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 Justification Memo

MEMORANDUM FOR Commander, employee's activity

SUBJECT: Request for Extension of TQSA beyond 60 Days

1. References:

- a. DSSR Section 120
- b. DODI 1400.25M v1250
- c. AK 690-10 (If applicable)

2. In accordance with the above references, TQSA is authorized for an initial 60 days after arrival at post. Commands may extend TQSA for an additional 30 days, up to a total of 90 days based on compelling reasons beyond the control of the employee. I am requesting an extension of TQSA for **X** days based on the justification below.

3. **(Example)** I have been aggressively looking for permanent residence for approximately **XX** days since my arrival. In doing so, I have evaluated each residence on the basis that LQA is designed to cover substantially all average allowable costs for suitable, adequate quarters, including utilities. They are not intended to reimburse 100 percent of an employee's quarters costs or to provide ostentatious housing. A detailed list is attached to include the date, residence, and why it was not suitable and adequate. To date, I have not located a residence that will accommodate a family of 6 to include 2 adults and 4 teenagers. I am requesting an additional 30 days to secure permanent residency that is adequate for my family size.

OR

(Example) I have been aggressively looking for permanent residence for approximately **XX** days since my arrival. In doing so, I have evaluated each residence on the basis that LQA is designed to cover substantially all average allowable costs for suitable, adequate quarters, including utilities. They are not intended to reimburse 100 percent of an employee's quarters costs or to provide ostentatious housing. A detailed list is attached to include the date, residence, and why it was not suitable and adequate. My family member has special medical needs/educational needs identified in the exceptional family member program that requires them to **XXXXXXXX**. In order to facilitate this, we must reside close to **XXXX** in order to realistically meet this need. To date, I have not located a residence that will accommodate **XXXXX**. I am requesting an additional 30 days to secure permanent residency that meets this need.