Temporary Lodging Allowance (TLA) SOP

Purpose:

The purpose of this standard operating procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Center (TSC) to follow to process Temporary Lodging Allowance (TLA).

For links outside of this document right click, select "Copy link location", paste into address bar of browser.

Role Link's:

Command Leadership

CPPA

Service Member

Clerk

Supervisor

DDO

Other Links:

Quick Links Page

Roles & Responsibilities

Best Practices

Reference's

Online Resources/Aids

Forms

Steps in Numerical Order

SYSTEMS & HELP DESK POCs

https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/System-Access/

BUMED INSTRUCTIONS

https://www.med.navy.mil/Directives/Instructions/

BUPERS INSTRUCTIONS

https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/

CPPA RESOURCES

https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/

DJMS

https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide

DOD FMR

https://comptroller.defense.gov/FMR/

DOD INSTRUCTIONS / DIRECTIVES / FORMS

https://www.esd.whs.mil/Directives/issuances/dodi/

DON Memo dtd 30 June 2020

https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/

DON WEBSITE

https://www.doncio.navy.mil/

DS-11

https://travel.state.gov/content/travel/en/passports/how-apply/forms.html

JAG INSTRUCTION

https://www.jag.navy.mil/library/

JTR

https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/

Landing Page

KSD

https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/Resources/

MILPERSMAN

https://www.mynavyhr.navy.mil/References/MILPERSMAN/

NAVADMINS

https://www.mynavyhr.navy.mil/References/Messages/

NAVMED FORM

https://www.med.navy.mil/Directives/NAVMED-Forms/

NAVMED MANUAL

https://www.med.navy.mil/Directives/MANMED/

NAVPERS FORMS

https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/

NAVSUPINST

https://www.navsup.navy.mil/NAVSUP-Enterprise/NAVSUP-Weapon-Systems-Support/Provisions-Instructions-and-Contract/

NPPSC FORMS

https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

NPPSC INSTRUCTIONS

https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312

OF 1164

https://www.gsa.gov/reference/forms/claim-for-reimbursement-for-expenditures-on-official-business

OMPF

https://www.bol.navy.mil/

OPNAV INSTRUCTIONS

https://www.secnav.navy.mil/doni/opnav.aspx

OPS ALERTS

https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC OPS ALERTS/Forms/AllItems.aspx

PPIBS-MPAS

https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/

SalesForce/eCRM

https://navynpc.my.salesforce.mil/

SECNAV INSTRUCTIONS

https://www.secnav.navy.mil/doni/secnav.aspx

SECNAV MANUALS

https://www.secnav.navy.mil/doni/manuals-secnav.aspx

SF FORMS

https://www.opm.gov/forms/standard-forms/

SGLV 8286

https://www.va.gov/life-insurance/options-eligibility/sgli/

US NAVY REGULATIONS

https://www.secnav.navy.mil/doni/navyregs.aspx

NP2

https://prodhr.np2.cloud.navy.mil/my.policy

TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian MILPAY or MILPERS Clerk, a contractor, or a Command Pay and Personnel Administrator (CPPA) authorized to *create* NSIPS transactions.

TSC/Personnel Office Supervisor: The role of 'SUPERVISOR' refers to a civilian MILPERS or MILPAY Supervisor/Lead/Auditor or a senior Personnel Specialist who is normally designated as a person authorized to *release* NSIPS transactions.

Note: "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO) or other senior designated pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military pay PRIOR to releasing them, so as to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA)."

Command Leadership: CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command).

CPPA: Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Admin representatives who liaise directly with the ship's Personnel Office/TSC.

Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. As such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/RSC authorization.

Service Member: A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

- **DoD FMR Vol 7A, Chapter 68**, Cost of Living Allowance Outside the Continental United States (OCONUS COLA) and Temporary Lodging Allowance (TLA), is a new chapter. The policy for Cost of Living Allowance Outside the Continental United States and TLA was relocated from the **Joint Travel Regulation, Chapter 9**.

- Important Document Retention Action: IAW **Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits"** financial record retention requirements are now ten years.

- In addition to SOP steps that identify specific documentation requirements, refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: **https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPAY/**.

- Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be over-emphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded.

- All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: **https://www.doncio.navy.mil/**

#	Doc ID	Title
1.	DoD FMR Vol 7A, Chapter 68	Cost of Living Allowance Outside the Continental United States (OCONUS COLA) and Temporary Lodging Allowance (TLA)
		https://comptroller.defense.gov/FMR/vol7a_chapters.aspx
2.	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
		https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/
3.	MILPERSMAN 1070-270	Dependency Application
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
4.	MILPERSMAN 7220-270	Overseas Temporary Lodging Allowance (TLA) Policy
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
5.	NPPSCINST 5213.1 (Series)	Forms Management
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%205213%2E1B%20NPPSC%20FORMS%20MANAGEMENT%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions
6.	NPPSCINST 5220.2 (Series)	Standard Management Reports
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%205220%2E2C%20Standard%20Management%20Reports%20%2812%20Jun%202019%29%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions
7.	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%207250%2E1A%20RETENTION%20OF%20DISBURSING%20OFFICE%20RECORDS%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions

#	Doc ID	Title
8.	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%207250%2E1A%20RETENTION%20OF%20DISBURSING%20OFFICE%20RECORDS%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions
9.	Military Pay Advisory (MPA) 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
10.	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
11.	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
12.	MPA 28/20	Temporary Lodging Allowance (TLA) Single Rate Increase
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
13.	MPA 29/20	Temporary Lodging Allowance (TLA) Single Rate Increase Implementation
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
14.	MPA 05/23	Update to Requirement to Submit Calculations with all Central Site Pay Entitlement Changes
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/

#	Website Sponsor	Title and Link
1.	MyNavy HR	CPPA Resources
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/
2.	MyNavy HR	Electronic Service Record (ESR)
		https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/
3.	MyNavy HR	Official Military Personnel File (OMPF) My Record
		https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/
4.	MyNavy HR	N130C - Pay and Allowances
		https://www.mynavyhr.navy.mil/References/Pay-Benefits/N130C/
5.	MyNavy HR	NSIPS
		https://www.nsips.cloud.navy.mil/my.policy

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	DJMS MMPA Guide
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances	Chapter 4: Station Allowances Section C: Temporary Lodging Allowance (TLA)
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
3.	DJMS Navy Procedures Training Guide (PTG): Part 9 Chapter 10	Submitting Documentation via DWOWS
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide

#	Form #	Title
1.	NPPSC 7220/5	TLA Worksheet
		https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

STEP #	FLOW TEXT	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required.	Prepare and submit forms and/or compile documentation, as required. Refer to **DoD FMR Vol 7A, Chapter 68** and the Local TLA policies for further details. The TLA is intended to partially offset lodging/meal expenses when a member/dependents must occupy temporary quarters OCONUS, outside the contiguous 48 states and the District of Columbia (DC). • Upon initial arrival (reporting for duty) at an OCONUS permanent duty station (PDS) (includes reporting for temporary duty (TDY) at an activity within the new OCONUS PDS limits) and waiting for Government quarters assignment, or while completing arrangements for other permanent living accommodations when Government quarters are not available; • When, based on the OCONUS TLA authority's written guidance, the appropriate official determines that for reasons beyond the member's control (does not include a ship entering any type of maintenance availability), it is necessary for a member, once established in a permanent residence in the PDS vicinity, to vacate the permanent residence permanently or temporarily, and to use temporary lodgings in the PDS vicinity while looking for another permanent residence or waiting to reoccupy the vacated permanent residence; • While seeking permanent government quarters/private sector housing following a TDY period when a Service Member without dependents vacated housing before a TDY of 90 days or more; • While house-hunting after the Service Member arrives at new PDS and reports for duty in conjunction with a PCS; • Immediately preceding PCS departure from an OCONUS PDS (includes reporting for TDY at a location within the old OCONUS PDS limits) after government quarters/private sector housing is vacated in conjunction with (ICW) a PCS order; or • During a Service Member's hospitalization period while enroute between PDSs when dependents are required to use OCONUS temporary lodgings during the hospitalization period. Caution: Single Service Members are not entitled to TLA while awaiting ship's arrival overseas and only Command Sponsored dependents of married

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		Service Members are entitlement to TLA while awaiting ship's arrival overseas. Vacating Quarters as Condition for TLA Payment. TLA is payable after the Service Member has vacated quarters. Vacate, for the purposes of TLA, is defined as when the personal property of the occupant has been either moved or prepared to be moved so that normal use of the quarters is prevented. As a result, dependents cannot occupy quarters. The mere departure from quarters does not constitute a basis for payment of TLA. Note 1: TLA is not payable for a Service Member or on behalf of a dependent acquired after the effective date of PCS orders. Note 2: The Service Member is advised that lodging expenses are not allowed/reimbursed while staying with friends/relatives, but meals and incidental expenses (M&IE) are payable for the eligible TLA period. Note 3: Upon arrival, it is the responsibility of the Service Member to aggressively seek permanent government quarters/private sector housing. Member must show that government quarters are not available and they are actively looking for more permanent housing. • TLA is not applicable, when it is known that the Service Member is to be assigned government quarters, • Follow up and review (at intervals determined by the TLA Authority) the Service Member's progress in obtaining permanent government quarters/private sector housing. • Shorter periods may be prescribed as long as procedures enable additional TLA payments if conditions warrant (e.g., the period of entitlement to TLA upon departure will not normally exceed the last 10 days preceding the day of departure, unless exception criteria is met).
STOP		

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1.1	Obtain/complete forms and/or compile documentation.	Service Member obtains/completes forms and/or compiles documentation, as required. The OCONUS TLA authority is required to provide written guidance regarding TLA entitlement eligibility. Refer to the NPPSC DO TLA library

STEP #	FLOW TEXT	ADDITIONAL TEXT
		for instructions governing various OCONUS regions/locations for requirements.
		The appropriate commander shall certify that the member has met the requirements for entitlement to TLA for a given period as specified in **DoD FMR Vol 7A, Chapter 68** and the Local TLA policies for further details.
		Note 1: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.
		Forms/documentation may include: • **NPPSC 7220/5** TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • Certificate of Non-Availability (CNA) from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated
1.3	Review documentation.	CPPA reviews documentation.
1.4	Is documentation complete?	Is documentation complete? If Yes, **go to 1.7**. If No, go to 1.5.
1.5	Request Service Member provide additional supporting documentation.	CPPA requests Service Member provide additional supporting documentation.

STEP #	FLOW TEXT	ADDITIONAL TEXT
1.7	Compute currency conversion.	CPPA computes currency conversion, if required. Normally, if Service Member's lodging was at Navy Gateway Inns and Suites or Navy Lodge, the transaction will be in US Dollars and a currency conversion will not be required. While there are multiple currency conversion sites, recommend using the DTMO OHA Currency Conversion Calculator. Go to the DTMO OHA currency rate conversion site at: Programs & Services > Allowances > Overseas Housing Allowance (OHA) > OHA Calculator or **http://www.defensetravel.dod.mil/site/ohaCalc.cfm** • Select the Year, Month, and Day (1st or 16th) for the TLA period • Select Location • Select Calculate Using Rate of Exchange (ROE) and ROE Effective Date compute currency convervsion. Print the OHA currency conversion rate information sheet for records.
1.8	Assemble and compile documentation.	CPPA assembles and compiles documentation for submission to TSC.
1.9	Submit documentation to TSC via eCRM.	CPPA submits documentation to TSC via eCRM. In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN. Effective 01 Dec 2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is: • Last Name, then space • First Name, then space • Name of Entitlement

    Landing Page

STEP #	FLOW TEXT	ADDITIONAL TEXT
		The eCRM case may consist of the following documentation, as applicable: • NPPSC 7220/5 TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable. Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for TLA.	Receive, review and dispatch documentation and verify Service Member's eligibility for TLA.
STOP		

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		Service Members are entitlement to TLA while awaiting ship's arrival overseas.
		Vacating Quarters as Condition for TLA Payment. TLA is payable after the Service Member has vacated quarters.
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		Note 1: TLA is not payable for a Service Member or on behalf of a dependent acquired after the effective date of PCS orders.
		Note 2: The Service Member is advised that lodging expenses are not allowed/reimbursed while staying with friends/relatives, but meals and incidental expenses (M&IE) are payable for the eligible TLA period.
		Note 3: Upon arrival, it is the responsibility of the Service Member to aggressively seek permanent government quarters/private sector housing. Member must show that government quarters are not available and they are actively looking for more permanent housing.
		• TLA is not applicable, when it is known that the Service Member is to be assigned government quarters,
		• Follow up and review (at intervals determined by the TLA Authority) the Service Member's progress in obtaining permanent government quarters/private sector housing.
		• Shorter periods may be prescribed as long as procedures enable additional TLA payments if conditions warrant (e.g., the period of entitlement to TLA upon departure will not normally exceed the last 10 days preceding the day of departure, unless exception criteria is met).
1.1	Obtain/complete forms and/or compile documentation.	Service Member obtains/completes forms and/or compiles documentation, as required. The OCONUS TLA authority is required to provide written guidance regarding TLA entitlement eligibility. Refer to the NPPSC DO TLA library

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		for instructions governing various OCONUS regions/locations for requirements.
		The appropriate commander shall certify that the member has met the requirements for entitlement to TLA for a given period as specified in **DoD FMR Vol 7A, Chapter 68** and the Local TLA policies for further details.
		Note 1: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.
		Forms/documentation may include: • **NPPSC 7220/5** TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • Certificate of Non-Availability (CNA) from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated
1.2	Submit forms and documentation to CPPA.	Service Member submits forms and/or documentation described in Step 1.1 to CPPA.
1.6	Obtain additional supporting documentation, as requested.	Service Member obtains additional supporting documentation, as requested. Go to 1.2.

STEP #	FLOW TEXT	ADDITIONAL TEXT
3	Process Service Member's TLA entitlement.	Process Service Member's TLA entitlement.
3.17	Verify proper processing of TLA entitlement.	Service Member verifies proper processing of TLA entitlement. If Leave and Earning Statement (LES) is not correct by the next LES release following submission of TLA, contact CPPA to follow-up with servicing TSC.
		STOP

STEP #	FLOW TEXT	ADDITIONAL TEXT
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for TLA.	Receive, review and dispatch documentation and verify Service Member's eligibility for TLA.
2.2	Review eCRM case.	Supervisor reviews eCRM case. The eCRM case should consist of: • NPPSC 7220/5 TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable
2.6	Verify eligibility criteria for TLA.	Clerk verifies eligibility criteria for TLA. Refer to TLA worksheet submitted by the Service Member in the eCRM case. Refer to **DoD FMR Vol 7A, Chapter 68**, as required. General TLA Conditions of Entitlement. • TLA Authority. TLA may be authorized when the TLA Authority determines it is necessary that a member and/or dependents occupy temporary lodgings at personal expense. • Non-Occupancy. Non-occupancy of accommodations during a portion of the authorized TLA period does not prevent authorized reimbursement for other days during the TLA period.

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STEP #	FLOW TEXT	ADDITIONAL TEXT
		• TLA Periods. An initial TLA period and an additional authorized TLA period do not have to be continuous. • The TLA period begins on the same day that COLA eligibility begins. • Unaccompanied Tour. A member serving an unaccompanied tour is not authorized TLA when an available Gov't dining facility is not used and/or available Gov't Qtrs are not occupied because a non-command sponsored dependent is in the PDS vicinity. Refer also to specific circumstance for conditions of entitlement, as applicable: • **DoD FMR Vol 7A Chapter 68 Para 680406. TLA for Initial Assignment** • **DoD FMR Vol 7A Chapter 68 Para 680407. TLA for Initial Assignment when New PDS is a Ship** • **DoD FMR Vol 7A Chapter 68 Para 680408. Member Arrives or Departs at a Different Time than a Dependent** • **DoD FMR Vol 7A Chapter 68 Para 680409. TLA upon Departure** • **DoD FMR Vol 7A Chapter 68 Para 680410. Special TLA Requests (TLA Special)** • **DoD FMR Vol 7A Chapter 68 Para 6805 Other Situations for TLA** Note 1: A member who retires/separates, stays in the PDS area, and then moves at a later date, or moves to an OCONUS HOR/HOS location selected by the member, is not eligible for TLA. Note 2: TLA is not intended, and must not be allowed to be used, for the personal enrichment of a member by providing TLA for other than the purpose intended. Note 3: Refer to Chapter 9 Part D, Miscellaneous Conditions Affecting Allowance Payments para. 9220 regarding authorizing/approving TLA ICW dependents' advance arrival and/or delayed travel. Note 4: A member may be paid COLA, BAH and/or OHA, if applicable, when paid TLA. Note 5: Member Acquires Dependent(s). A member serving an OCONUS tour who had no dependents on arrival but who acquires dependents during that tour is not eligible for TLA for those dependents upon arrival at the PDS,

STEP #	FLOW TEXT	ADDITIONAL TEXT
		while initially seeking a residence, because the member was without dependents on the effective date of the PCS order. However, a member may be authorized TLA for the member, when eligible, and/or for dependents acquired while serving at an OCONUS PDS if the dependents are command-sponsored at the PDS from which departing.
2.6.1	Determine Availability of Food Preparation facilities.	Determine Availability of Food Preparation facilities TLA Authorized for Limited Kitchen Facilities A Service member may be authorized TLA to cover the cost of restaurant meals when kitchen facilities are limited and any of the following apply: • The Service member or dependent occupies Government quarters while the kitchen is being renovated. • The Service member or dependent occupies Government quarters or private-sector housing during utility loss. • The Service member or dependent initially occupies permanent Government quarters or private-sector housing without a stove or refrigerator and meals cannot be prepared. Calculate TLA for meals by multiplying the applicable percentage by the meals portion of the locality M&IE per diem rate. Temporary Quarters Contain Facilities for Preparing and Consuming Meals. The presence of a stove and oven, work area, refrigerator, sink, water, table, chairs, and cooking and eating utensils is evidence of adequate cooking and eating facilities. When temporary lodging has adequate cooking and eating facilities, the daily TLA rate for lodging does not change, but the M&IE amount is reduced by one half. That reduced M&IE amount based on adequate cooking facilities does not apply when a friend or relative provides lodging or to the first and last days of TLA. When the Service member shows the official designated in the local TLA regulations that the facilities for preparing and consuming meals are inadequate or, for other reasons, may not be used for all or part of the period involved, the Service member may be authorized TLA without the M&IE reduction.
2.6.2	Determine if Member was TDY during TLA period.	Clerk determines if Service Member was TDY during TLA period. TDY status subtracts Service Member's share of MI&E Rate. Family Member's entitlement is not impacted. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.

STEP #	FLOW TEXT	ADDITIONAL TEXT
2.6.3	Determine if Member stayed with family/friend.	Clerk determines if Service Member stayed with family/friend(s). TLA Impact of Staying with Friends or Relatives. When the Service Member and/or dependents stay with friends or relatives, • no lodging portion of TLA is payable, and • computation of meal portion of TLA shall be based on the applicable per diem rate. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.
2.6.4	Determine if Govt Qtrs renovation applies.	Clerk determines if Govt Qtrs renovation applies. • no lodging portion of TLA is payable, and • computation of meal portion of TLA shall be based on the applicable per diem rate. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.
2.7	Verify Dependency Status.	Clerk verifies dependency status.
2.7.1	Review and verify Service Member's personnel account.	Clerk reviews and verifies Service Member's personnel account. Login to MMPA LOPG/L0OG: • Enter Service Member's SSN • Verify dependency status is consistent with NAVPERS 1070/602 • Date of arrival of Service Member and/or dependents, to determine period of entitlement • Date of departure of Service Member and/or dependents, to determine period of entitlement
2.7.2	Review and verify Service Member's pay account.	Clerk reviews and verifies Service Member's pay account. Login to MMPA JJAA: • Enter Service Member's SSN • Verify FID 35 or 36 to confirm dependency status • Verify FID 68 to determine current BAH status

STEP #	FLOW TEXT	ADDITIONAL TEXT
		• Verify FID 43/45 to determine OHA status, if applicable Note: Ensure that FID "35" dependent code matches the Service Member's NAVPERS 1070/602. Ensure that FID 35 for closest dependent (W, A, C, I, D, N or K (secondary dependents), R, etc.) agrees with the NAVPERS 1070/602.
2.7.3	Review Service Member's NSIPS ESR.	Clerk reviews Service Member's NSIPS ESR. Verify Service Member's NAVPERS 1070/602 or RED/DA is up-to-date and is consistent with Service Member's pay account.
2.8	Does Service Member require an updated NAVPERS 1070/602?	Does Service Member require an updated NAVPERS 1070/602? If Yes, go to 2.9. If No, go to 2.10.
2.9	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable.	Clerk refers to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable. Coordinate with CPPA/Service Member to update NAVPERS 1070/602 (Dependency Application) to support TLA entitlement processing. Refer to RED/DA or Legacy Page 2 SOP, as applicable: **https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx**
2.10	Is Service Member eligible for TLA?	Is Service Member eligible for TLA? If Yes, go to 2.11 If No, **go to 2.13**
2.11	Complete TLA worksheet.	Clerk completes TLA worksheet (NPPSC 7220/5)(Page 2 of 2) Clerk completes applicable portions of the TLA worksheet.
2.12	Compute currency conversion.	Clerk computes currency conversion, if required. Go to the DTMO OHA currency rate conversion site at: Programs & Services > Allowances > Overseas Housing Allowance (OHA) > OHA Calculator or **http://www.defensetravel.dod.mil/site/ohaCalc.cfm** Print the OHA currency conversion rate information sheet for records. **Go to 3**.

STEP #	FLOW TEXT	ADDITIONAL TEXT
2.13	Inform CPPA.	Clerk informs CPPA that Service Member is not eligible for entitlement.
2.14	Complete final verification and mark eCRM case "Supervisor Review".	Clerk completes final verification and marks eCRM case "Supervisor Review".
3	Process Service Member's TLA entitlement.	Process Service Member's TLA entitlement.
3.1	Create TLA transaction in NSIPS.	Clerk creates TLA transaction in NSIPS. Refer to **MPA 28/20 and MPA 29/20**, as applicable, for current Single TLA DJMS procedures, as required. Clerk processes the following types of overseas allowances in NSIPS: • FID 7903 Report TLA • FID 7905 Correct TLA • FID 7906 Cancel TLA Login to NSIPS: • Entitlements > Overseas Allowances > Use > TLA Create. • Enter Service Member's SSN. • Select Search
3.2	Complete the TLA Worksheet in NSIPS.	Clerk completes the TLA worksheet in NSIPS. Complete TLA Worksheet • View Prior Claims, if any, and Adjust Claim Number as appropriate • Enter Name and Address of Lodging Accommodation • Enter Date Reported Present Command (Obtain from MMPA, if required) • Enter Date Family Reported (Obtain from MMPA, if required) • Enter Detachment Date, refer to PCS orders endorsement, or obtain from MMPA if required Location Search • Enter Country Name, from the Drop-Down Menu • Select Location Description, from the Drop-Down Menu Select Covered Dependents

STEP #	FLOW TEXT	ADDITIONAL TEXT
		• Select Covered Dependents (Select Family Travel w/o Member, if applicable) Periods • Select Add Period Button (Opens to a Sub-Menu) Refer to TLA Worksheet Member's Statement submitted in eCRM Case, verified by MMPA, and select below options, as applicable: • Enter Period (Stop/Start dates), as required (Select Travel Day, if Start/ Stop day was a travel day, and Extra Room, as applicable) • Food Preparation Facilities (kitchen availability) • Member TDY during TLA • Stayed with Family/Friends; Geo Bachelor • TLA for Govt QTRS kitchen renovation • TLA Special Authorized Refer to receipts included in eCRM case: • Enter Credit Card Fee, Member Incurred in US Dollars, if applicable • Enter Currency Conversion Cost Member Incurred in US Dollars, if applicable • Enter Daily Lodging Cost Member Incurred in US Dollars, if applicable Note: If Service Member does NOT have a CNA, then lodging cost is limited to the local rate as calculated by NSIPS. If Service Member has a CNA, then actual lodging cost can be entered. Select Ok (Return to the Main Menu). • Select Report, Correct or Cancel, as applicable • Select Appropriate TLA Code from the Drop-Down Menu o D - Departure - Authorized for or within the last 10 days before the departure of the member from the permanent duty station (PSD). o E - Extension of Departure - Specific approval for an extension of the 10 days normally authorized. o I - Incoming - Authorized for up to 60 days upon arrival of member to a permanent duty station (PSD) overseas.

STEP #	FLOW TEXT	ADDITIONAL TEXT
		o K - Kitchen Renovation - Authorized when the kitchen of the member's residence is under renovation, but occupants do not need to procure temporary lodging. o R - Full Renovation - Authorized when a renovation or special circumstances requires the occupants to procure temporary lodging. o X - Incoming Extension - Specific approval for an extension of the 60 days normally authorized upon arrival to an overseas permanent duty station (PSD) • Select Action Indicator Approve Select Save
3.3	Select projected release date and forward to supervisor for audit and release.	Clerk selects projected release date and forwards to supervisor for audit and release.
3.5	Did TLA post?	Did TLA post? Go to MMPA JJAA 24-48 hours after release: • Enter Service Member's SSN • Ensure that FID 79 for the period of entitlement posted correctly If No, go to 3.6. If Yes, **go to 3.7**.
3.6	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code. 2. Research reason for error. • If user error, correct and resubmit • If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable Note 1: Refer to **DJMS PTG Part 9, Chapter 10**, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.

STEP #	FLOW TEXT	ADDITIONAL TEXT
		Note 2: Refer to **MPA 01/21**, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). **Go to 3.5**.
3.7	Should Clerk process a partial payment for TLA.	Should Clerk process a partial payment for TLA? Clerk reviews DJMS-AC Update Schedule for Mid-Month (MM) or Month End Restructure (MER) to determine if partial payment should be processed. Refer to MPA with current quarterly update schedule. **https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/** No PK payment should be submitted within two days before cut-off dates. If Yes, go to 3.8 If No, go to 3.14
3.8	Input Partial Payment for TLA.	Clerk inputs Partial Payment for TLA in MMPA using JPBB verb and enters exact amount based upon the posted entitlement amount in MMPA JJAA.
3.12	Did partial payment post in MMPA?	Did partial payment post in MMPA? Login to ADS to verify payment posted to Service Member's account (72 hours later). If No, go to 3.13 If Yes, go to 3.14
3.13	Research error.	Clerk researches error with DDO and/or contacts DFAS for resolution. Go to 3.12
3.14	Complete final verification and mark eCRM case "Supervisor Review".	Clerk completes final verification and marks eCRM case "Supervisor Review".

STEP #	FLOW TEXT	ADDITIONAL TEXT
3.15	Compile Retain File.	Clerk compiles Retain File. Forms/documentation may include: • NPPSC 7220/5, TLA Worksheet • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable.
		STOP

STEP #	FLOW TEXT	ADDITIONAL TEXT
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for TLA.	Receive, review and dispatch documentation and verify Service Member's eligibility for TLA.
2.1	Receive eCRM case from customer command.	Supervisor receives eCRM case from customer command.
2.3	Is eCRM case documentation complete and sufficient?	Is eCRM case documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
2.4	Coordinate with CPPA to complete/correct eCRM case.	Supervisor coordinates with CPPA to complete and/or correct eCRM case. Go to 2.3.
2.5	Dispatch eCRM case to clerk.	Supervisor dispatches eCRM case to clerk.
2.15	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed". Go to Stop.
3	Process Service Member's TLA entitlement.	Process Service Member's TLA entitlement.
3.4	Audit and release TLA in NSIPS.	Supervisor audits and releases TLA in NSIPS.
3.6	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code. 2. Research reason for error. • If user error, correct and resubmit

STEP #	FLOW TEXT	ADDITIONAL TEXT
		• If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable Note 1: Refer to **DJMS PTG Part 9, Chapter 10**, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to **MPA 01/21**, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). **Go to 3.5**.
3.16	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".
	STOP	

STEP #	FLOW TEXT	ADDITIONAL TEXT
3.9	Review TLA partial payment for release.	DDO reviews TLA partial payment for release. The DDO will ensure the PK payment will post to pay account noting specific attention to cut-off dates for Military pay days. No PK payment should be submitted within two days before cut-off dates.
3.10	Should partial payment be released?	Should partial payment be released? If Yes, go to 3.11 If No, **go to 3.14**
3.11	Release TLA partial payment via verb JPBX in MMPA.	DDO releases TLA partial payment via verb JPBX in MMPA.
3.13	Research error.	Clerk researches error with DDO and/or contacts DFAS for resolution. **Go to 3.12**
		STOP

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STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required.	Command Leadership/ CPPA/Service Member	Prepare and submit forms and/or compile documentation, as required. Refer to **DoD FMR Vol 7A, Chapter 68** and the Local TLA policies for further details. The TLA is intended to partially offset lodging/meal expenses when a member/dependents must occupy temporary quarters OCONUS, outside the contiguous 48 states and the District of Columbia (DC). • Upon initial arrival (reporting for duty) at an OCONUS permanent duty station (PDS) (includes reporting for temporary duty (TDY) at an activity within the new OCONUS PDS limits) and waiting for Government quarters assignment, or while completing arrangements for other permanent living accommodations when Government quarters are not available; • When, based on the OCONUS TLA authority's written guidance, the appropriate official determines that for reasons beyond the member's control (does not include a ship entering any type of maintenance availability), it is necessary for a member, once established in a permanent residence in the PDS vicinity, to vacate the permanent residence permanently or temporarily, and to use temporary lodgings in the PDS vicinity while looking for another permanent residence or waiting to reoccupy the vacated permanent residence; • While seeking permanent government quarters/private sector housing following a TDY period when a Service Member without dependents vacated housing before a TDY of 90 days or more; • While house-hunting after the Service Member arrives at new PDS and reports for duty in conjunction with a PCS; • Immediately preceding PCS departure from an OCONUS PDS (includes reporting for TDY at a location within the old OCONUS PDS limits) after government quarters/private sector housing is vacated in conjunction with (ICW) a PCS order; or

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• During a Service Member's hospitalization period while enroute between PDSs when dependents are required to use OCONUS temporary lodgings during the hospitalization period. Caution: Single Service Members are not entitled to TLA while awaiting ship's arrival overseas and only Command Sponsored dependents of married Service Members are entitlement to TLA while awaiting ship's arrival overseas. Vacating Quarters as Condition for TLA Payment. TLA is payable after the Service Member has vacated quarters. Vacate, for the purposes of TLA, is defined as when the personal property of the occupant has been either moved or prepared to be moved so that normal use of the quarters is prevented. As a result, dependents cannot occupy quarters. The mere departure from quarters does not constitute a basis for payment of TLA. Note 1: TLA is not payable for a Service Member or on behalf of a dependent acquired after the effective date of PCS orders. Note 2: The Service Member is advised that lodging expenses are not allowed/reimbursed while staying with friends/relatives, but meals and incidental expenses (M&IE) are payable for the eligible TLA period. Note 3: Upon arrival, it is the responsibility of the Service Member to aggressively seek permanent government quarters/private sector housing. Member must show that government quarters are not available and they are actively looking for more permanent housing. • TLA is not applicable, when it is known that the Service Member is to be assigned government quarters, • Follow up and review (at intervals determined by the TLA Authority) the Service Member's progress in obtaining permanent government quarters/private sector housing.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• Shorter periods may be prescribed as long as procedures enable additional TLA payments if conditions warrant (e.g., the period of entitlement to TLA upon departure will not normally exceed the last 10 days preceding the day of departure, unless exception criteria is met).
1.1	Obtain/complete forms and/or compile documentation.	Service Member/CPPA	Service Member obtains/completes forms and/or compiles documentation, as required. The OCONUS TLA authority is required to provide written guidance regarding TLA entitlement eligibility. Refer to the NPPSC DO TLA library for instructions governing various OCONUS regions/locations for requirements. The appropriate commander shall certify that the member has met the requirements for entitlement to TLA for a given period as specified in **DoD FMR Vol 7A, Chapter 68** and the Local TLA policies for further details. Note 1: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation. Forms/documentation may include: • **NPPSC 7220/5** TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• Certificate of Non-Availability (CNA) from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated
1.2	Submit forms and documentation to CPPA.	Service Member	Service Member submits forms and/or documentation described in Step 1.1 to CPPA.
1.3	Review documentation.	CPPA	CPPA reviews documentation.
1.4	Is documentation complete?	CPPA	Is documentation complete? If Yes, go to 1.7. If No, go to 1.5.
1.5	Request Service Member provide additional supporting documentation.	CPPA	CPPA requests Service Member provide additional supporting documentation.
1.6	Obtain additional supporting documentation, as requested.	Service Member	Service Member obtains additional supporting documentation, as requested. Go to 1.2.
1.7	Compute currency conversion.	CPPA	CPPA computes currency conversion, if required. Normally, if Service Member's lodging was at Navy Gateway Inns and Suites or Navy Lodge, the transaction will be in US Dollars and a currency conversion will not be required. While there are multiple currency conversion sites, recommend using the DTMO OHA Currency Conversion Calculator. Go to the DTMO OHA currency rate conversion site at:

STEPS ONLY			
STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			Programs & Services > Allowances > Overseas Housing Allowance (OHA) > OHA Calculator or **http://www.defensetravel.dod.mil/site/ohaCalc.cfm** • Select the Year, Month, and Day (1st or 16th) for the TLA period • Select Location • Select Calculate Using Rate of Exchange (ROE) and ROE Effective Date compute currency convervsion. Print the OHA currency conversion rate information sheet for records.
1.8	Assemble and compile documentation.	CPPA	CPPA assembles and compiles documentation for submission to TSC.
1.9	Submit documentation to TSC via eCRM.	CPPA	CPPA submits documentation to TSC via eCRM. In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN. Effective 01 Dec 2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is: • Last Name, then space • First Name, then space • Name of Entitlement The eCRM case may consist of the following documentation, as applicable: • NPPSC 7220/5 TLA Worksheet (Page 1 of 2) • Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable. Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for TLA.	Clerk/Supervisor/CPPA	Receive, review and dispatch documentation and verify Service Member's eligibility for TLA.
2.1	Receive eCRM case from customer command.	Supervisor	Supervisor receives eCRM case from customer command.
2.2	Review eCRM case.	Clerk	Supervisor reviews eCRM case. The eCRM case should consist of: • NPPSC 7220/5 TLA Worksheet (Page 1 of 2)

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable
2.3	Is eCRM case documentation complete and sufficient?	Supervisor	Is eCRM case documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
2.4	Coordinate with CPPA to complete/correct eCRM case.	Supervisor	Supervisor coordinates with CPPA to complete and/or correct eCRM case. Go to 2.3.
2.5	Dispatch eCRM case to clerk.	Supervisor	Supervisor dispatches eCRM case to clerk.
2.6	Verify eligibility criteria for TLA.	Clerk	Clerk verifies eligibility criteria for TLA. Refer to TLA worksheet submitted by the Service Member in the eCRM case. Refer to **DoD FMR Vol 7A, Chapter 68**, as required. General TLA Conditions of Entitlement.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• TLA Authority. TLA may be authorized when the TLA Authority determines it is necessary that a member and/or dependents occupy temporary lodgings at personal expense. • Non-Occupancy. Non-occupancy of accommodations during a portion of the authorized TLA period does not prevent authorized reimbursement for other days during the TLA period. • TLA Periods. An initial TLA period and an additional authorized TLA period do not have to be continuous. • The TLA period begins on the same day that COLA eligibility begins. • Unaccompanied Tour. A member serving an unaccompanied tour is not authorized TLA when an available Gov't dining facility is not used and/or available Gov't Qtrs are not occupied because a non-command sponsored dependent is in the PDS vicinity. Refer also to specific circumstance for conditions of entitlement, as applicable: • **DoD FMR Vol 7A Chapter 68 Para 680406. TLA for Initial Assignment** • **DoD FMR Vol 7A Chapter 68 Para 680407. TLA for Initial Assignment when New PDS is a Ship** • **DoD FMR Vol 7A Chapter 68 Para 680408. Member Arrives or Departs at a Different Time than a Dependent** • **DoD FMR Vol 7A Chapter 68 Para 680409. TLA upon Departure** • **DoD FMR Vol 7A Chapter 68 Para 680410. Special TLA Requests (TLA Special)** • **DoD FMR Vol 7A Chapter 68 Para 6805 Other Situations for TLA** Note 1: A member who retires/separates, stays in the PDS area, and then moves at a later date, or moves to an OCONUS HOR/HOS location selected by the member, is not eligible for TLA.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			Note 2: TLA is not intended, and must not be allowed to be used, for the personal enrichment of a member by providing TLA for other than the purpose intended. Note 3: Refer to Chapter 9 Part D, Miscellaneous Conditions Affecting Allowance Payments para. 9220 regarding authorizing/approving TLA ICW dependents' advance arrival and/or delayed travel. Note 4: A member may be paid COLA, BAH and/or OHA, if applicable, when paid TLA. Note 5: Member Acquires Dependent(s). A member serving an OCONUS tour who had no dependents on arrival but who acquires dependents during that tour is not eligible for TLA for those dependents upon arrival at the PDS, while initially seeking a residence, because the member was without dependents on the effective date of the PCS order. However, a member may be authorized TLA for the member, when eligible, and/or for dependents acquired while serving at an OCONUS PDS if the dependents are command-sponsored at the PDS from which departing.
2.6.1	Determine Availability of Food Preparation facilities.	Clerk	Determine Availability of Food Preparation facilities TLA Authorized for Limited Kitchen Facilities A Service member may be authorized TLA to cover the cost of restaurant meals when kitchen facilities are limited and any of the following apply: • The Service member or dependent occupies Government quarters while the kitchen is being renovated. • The Service member or dependent occupies Government quarters or private-sector housing during utility loss. • The Service member or dependent initially occupies permanent Government quarters or private-sector housing without a stove or refrigerator and meals cannot be prepared.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			Calculate TLA for meals by multiplying the applicable percentage by the meals portion of the locality M&IE per diem rate. Temporary Quarters Contain Facilities for Preparing and Consuming Meals. The presence of a stove and oven, work area, refrigerator, sink, water, table, chairs, and cooking and eating utensils is evidence of adequate cooking and eating facilities. When temporary lodging has adequate cooking and eating facilities, the daily TLA rate for lodging does not change, but the M&IE amount is reduced by one half. That reduced M&IE amount based on adequate cooking facilities does not apply when a friend or relative provides lodging or to the first and last days of TLA. When the Service member shows the official designated in the local TLA regulations that the facilities for preparing and consuming meals are inadequate or, for other reasons, may not be used for all or part of the period involved, the Service member may be authorized TLA without the M&IE reduction.
2.6.2	Determine if Member was TDY during TLA period.	Clerk	Clerk determines if Service Member was TDY during TLA period. TDY status subtracts Service Member's share of MI&E Rate. Family Member's entitlement is not impacted. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.
2.6.3	Determine if Member stayed with family/friend.	Clerk	Clerk determines if Service Member stayed with family/friend(s). TLA Impact of Staying with Friends or Relatives. When the Service Member and/or dependents stay with friends or relatives, • no lodging portion of TLA is payable, and • computation of meal portion of TLA shall be based on the applicable per diem rate. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.
2.6.4	Determine if Govt Qtrs	Clerk	Clerk determines if Govt Qtrs renovation applies.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
	renovation applies.		• no lodging portion of TLA is payable, and • computation of meal portion of TLA shall be based on the applicable per diem rate. The adjustment is automatically calculated in NSIPS if the appropriate selection is made.
2.7	Verify Dependency Status.	Clerk	Clerk verifies dependency status.
2.7.1	Review and verify Service Member's personnel account.	Clerk	Clerk reviews and verifies Service Member's personnel account. Login to MMPA LOPG/L0OG: • Enter Service Member's SSN • Verify dependency status is consistent with NAVPERS 1070/602 • Date of arrival of Service Member and/or dependents, to determine period of entitlement • Date of departure of Service Member and/or dependents, to determine period of entitlement
2.7.2	Review and verify Service Member's pay account.	Clerk	Clerk reviews and verifies Service Member's pay account. Login to MMPA JJAA: • Enter Service Member's SSN • Verify FID 35 or 36 to confirm dependency status • Verify FID 68 to determine current BAH status • Verify FID 43/45 to determine OHA status, if applicable Note: Ensure that FID "35" dependent code matches the Service Member's NAVPERS 1070/602. Ensure that FID 35 for closest dependent (W, A, C, I, D, N or K (secondary dependents), R, etc.) agrees with the NAVPERS 1070/602.
2.7.3	Review Service Member's NSIPS ESR.	Clerk	Clerk reviews Service Member's NSIPS ESR. Verify Service Member's NAVPERS 1070/602 or RED/DA is up-to-date and is consistent with Service Member's pay account.

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
2.8	Does Service Member require an updated NAVPERS 1070/602?	Clerk	Does Service Member require an updated NAVPERS 1070/602? If Yes, go to 2.9. If No, go to 2.10.
2.9	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable.	Clerk	Clerk refers to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable. Coordinate with CPPA/Service Member to update NAVPERS 1070/602 (Dependency Application) to support TLA entitlement processing. Refer to RED/DA or Legacy Page 2 SOP, as applicable: **https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx**
2.10	Is Service Member eligible for TLA?	Clerk	Is Service Member eligible for TLA? If Yes, go to 2.11 If No, go to 2.13
2.11	Complete TLA worksheet.	Clerk	Clerk completes TLA worksheet (NPPSC 7220/5)(Page 2 of 2) Clerk completes applicable portions of the TLA worksheet.
2.12	Compute currency conversion.	Clerk	Clerk computes currency conversion, if required. Go to the DTMO OHA currency rate conversion site at: Programs & Services > Allowances > Overseas Housing Allowance (OHA) > OHA Calculator or **http://www.defensetravel.dod.mil/site/ohaCalc.cfm** Print the OHA currency conversion rate information sheet for records. Go to 3.
2.13	Inform CPPA.	Clerk	Clerk informs CPPA that Service Member is not eligible for entitlement.
2.14	Complete final verification and mark eCRM case	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
	"Supervisor Review".		
2.15	Complete final verification and close eCRM case.	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed". Go to Stop.
3	Process Service Member's TLA entitlement.	Clerk/Supervisor/Service Member	Process Service Member's TLA entitlement.
3.1	Create TLA transaction in NSIPS.	Clerk	Clerk creates TLA transaction in NSIPS. Refer to **MPA 28/20 and MPA 29/20**, as applicable, for current Single TLA DJMS procedures, as required. Clerk processes the following types of overseas allowances in NSIPS: • FID 7903 Report TLA • FID 7905 Correct TLA • FID 7906 Cancel TLA Login to NSIPS: • Entitlements > Overseas Allowances > Use > TLA Create. • Enter Service Member's SSN. • Select Search
3.2	Complete the TLA Worksheet in NSIPS.	Clerk	Clerk completes the TLA worksheet in NSIPS. Complete TLA Worksheet • View Prior Claims, if any, and Adjust Claim Number as appropriate • Enter Name and Address of Lodging Accommodation • Enter Date Reported Present Command (Obtain from MMPA, if required) • Enter Date Family Reported (Obtain from MMPA, if required) • Enter Detachment Date, refer to PCS orders endorsement, or obtain from MMPA if required Location Search

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• Enter Country Name, from the Drop-Down Menu • Select Location Description, from the Drop-Down Menu Select Covered Dependents • Select Covered Dependents (Select Family Travel w/o Member, if applicable) Periods • Select Add Period Button (Opens to a Sub-Menu) Refer to TLA Worksheet Member's Statement submitted in eCRM Case, verified by MMPA, and select below options, as applicable: • Enter Period (Stop/Start dates), as required (Select Travel Day, if Start/ Stop day was a travel day, and Extra Room, as applicable) • Food Preparation Facilities (kitchen availability) • Member TDY during TLA • Stayed with Family/Friends; Geo Bachelor • TLA for Govt QTRS kitchen renovation • TLA Special Authorized Refer to receipts included in eCRM case: • Enter Credit Card Fee, Member Incurred in US Dollars, if applicable • Enter Currency Conversion Cost Member Incurred in US Dollars, if applicable • Enter Daily Lodging Cost Member Incurred in US Dollars, if applicable Note: If Service Member does NOT have a CNA, then lodging cost is limited to the local rate as calculated by NSIPS. If Service Member has a CNA, then actual lodging cost can be entered. Select Ok (Return to the Main Menu).

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			- Select Report, Correct or Cancel, as applicable - Select Appropriate TLA Code from the Drop-Down Menu - D - Departure - Authorized for or within the last 10 days before the departure of the member from the permanent duty station (PSD). - E - Extension of Departure - Specific approval for an extension of the 10 days normally authorized. - I - Incoming - Authorized for up to 60 days upon arrival of member to a permanent duty station (PSD) overseas. - K - Kitchen Renovation - Authorized when the kitchen of the member's residence is under renovation, but occupants do not need to procure temporary lodging. - R - Full Renovation - Authorized when a renovation or special circumstances requires the occupants to procure temporary lodging. - X - Incoming Extension - Specific approval for an extension of the 60 days normally authorized upon arrival to an overseas permanent duty station (PSD) - Select Action Indicator Approve Select Save
3.3	Select projected release date and forward to supervisor for audit and release.	Clerk	Clerk selects projected release date and forwards to supervisor for audit and release.
3.4	Audit and release TLA in NSIPS.	Supervisor	Supervisor audits and releases TLA in NSIPS.
3.5	Did TLA post?	Clerk	Did TLA post? Go to MMPA JJAA 24-48 hours after release: - Enter Service Member's SSN - Ensure that FID 79 for the period of entitlement posted correctly

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			If No, go to 3.6. If Yes, go to 3.7.
3.6	Determine reason for posting delay.	Clerk/Supervisor	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code. 2. Research reason for error. • If user error, correct and resubmit • If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable Note 1: Refer to **DJMS PTG Part 9, Chapter 10**, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to **MPA 01/21**, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 3.5.
3.7	Should Clerk process a partial payment for TLA.	Clerk	Should Clerk process a partial payment for TLA? Clerk reviews DJMS-AC Update Schedule for Mid-Month (MM) or Month End Restructure (MER) to determine if partial payment should be processed. Refer to MPA with current quarterly update schedule. **https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/** No PK payment should be submitted within two days before cut-off dates. If Yes, go to 3.8 If No, go to 3.14

STEPS ONLY			
STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
3.8	Input Partial Payment for TLA.	Clerk	Clerk inputs Partial Payment for TLA in MMPA using JPBB verb and enters exact amount based upon the posted entitlement amount in MMPA JJAA.
3.9	Review TLA partial payment for release.	DDO	DDO reviews TLA partial payment for release. The DDO will ensure the PK payment will post to pay account noting specific attention to cut-off dates for Military pay days. No PK payment should be submitted within two days before cut-off dates.
3.10	Should partial payment be released?	DDO	Should partial payment be released? If Yes, go to 3.11 If No, go to 3.14
3.11	Release TLA partial payment via verb JPBX in MMPA.	DDO	DDO releases TLA partial payment via verb JPBX in MMPA.
3.12	Did partial payment post in MMPA?	Clerk	Did partial payment post in MMPA? Login to ADS to verify payment posted to Service Member's account (72 hours later). If No, go to 3.13 If Yes, go to 3.14
3.13	Research error.	Clerk/DDO	Clerk researches error with DDO and/or contacts DFAS for resolution. Go to 3.12
3.14	Complete final verification and mark eCRM case "Supervisor Review".	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".
3.15	Compile Retain File.	Clerk	Clerk compiles Retain File. Forms/documentation may include: • NPPSC 7220/5, TLA Worksheet

STEP #	FLOW TEXT	ROLE	ADDITIONAL TEXT
			• Detailed Paid Lodging Receipts, including any International Transaction Fees and/or Lodging Tax/Value Added Tax • For Arrival TLA: C/O Designation letter (Housing Office Authorization) verifying no GOV'T QTRS were available for those specific dates Note: Dependents who are filing TLA due to the absence of the sponsor must have a general or specific Power of Attorney stating TLA is authorized for processing • CNA from Navy Lodge/Navy Gateway Inns and Suites, if applicable • Active Housing Search Form (for 2nd and subsequent TLA payment) • For Departure TLA: Rental release statement from the Landlord/Realtor or signed statement from housing office certifying the date government quarters were vacated • Copy of OHA currency conversion rate information sheet, if applicable.
3.16	Complete final verification and close eCRM case.	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".
3.17	Verify proper processing of TLA entitlement.	Service Member	Service Member verifies proper processing of TLA entitlement. If Leave and Earning Statement (LES) is not correct by the next LES release following submission of TLA, contact CPPA to follow-up with servicing TSC.
			STOP