

# NAVPERS 1070/602 Dependency Application Record of Emergency Data Legacy SOP



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### **PURPOSE:**

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Centers (TSCs) to follow when processing NAVPERS 1070/602 (Dependency Application/Record of Emergency Data), commonly referred to as a Legacy Page 2.

### **Roles / Responsibilities:**

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian 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 TSC's 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. TSCAs such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/FSC authorization.
- Service Member: A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

- Commands that have implemented NSIPS RED/DA should refer to Record of Emergency Data (RED) DD Form 93 and Dependency Application (DA) NAVPERS 1070/602 SOP. NAVADMIN 254/17 announced the phased implementation of self-service capability in the Electronic Service Record (ESR) within Navy Standard Integrated Personnel System (NSIPS) for processing emergency contact and dependency information. These new capabilities are interim enhancements to our legacy systems, while the new systems and processes of Sailor 2025 are finalized. Both RED and DA will reside within the NSIPS Electronic Service Record (ESR) module at <https://www.nsips.cloud.navy.mil/my.policy>.
- Additionally, refer to Ops Alert 002-22, Authorization of NAVPERS 1070/602 when RED/DA Application is NOT Available, for approved Exceptions to Policy (ETP), if applicable.
- In conjunction with NAVPERS 1070/602 update, Service Members should verify and update their Servicemembers' Group Life Insurance (SGLI)/Family SGLI (FSGLI) elections and beneficiaries and Defense Enrollment Eligibility Reporting System (DEERS) information, if applicable.
- Conduct verification of NAVPERS 1070/602 upon PCS departure; reporting to the new duty station; prior to deployment; annually; if there are any changes in dependents' or beneficiaries' information; when adding, changing, or modifying dependency status. In addition, it is important to verify Servicemembers' Group Life Insurance (SGLI) form and DEERS information when updating the Service Member's NAVPERS 1070/602.
  
- It is important for the Service Member to fully understand and properly identify individuals for Service Member designated benefits. ALL Service Members may designate ANY person of their choosing to receive Service Member designated benefits subject to Service Member's eligibility. A Service Member's failure to properly designate a person in a specific NAVPERS 1070/602 field or the Remarks field, as applicable, for a Service Member designated benefit, will default to an order of precedence established by the specific statute governing the particular benefit.
- Refer to MPM 1070-111, as required, to ensure NSIPS/ESR data is accurate and up-to-date when generating documents for submission to OMPF. Information should be verified by commands and/or activities responsible for required service record entries. When NSIPS/ESR data is missing or in error, commands and servicing personnel support offices shall assist the individual Service Member's effort to resolve the issue as soon as possible.
- 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/>.

| #  | System   | Description   |
|----|--|---|
| 1. | OMPF   | <ul style="list-style-type: none"> <li>· Official Military Personnel File (OMPF) contains electronic images of documents generated throughout the career of every Officer and Enlisted Service Member, Active and Reserve, from time of entry until final separation.</li> <li>· OMPF - My Record View provides the ability to view, download, and print OMPF documents.</li> <li>· Login to OMPF via BUPERS Online (BOL) at <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a> using CAC and CAC-enabled computer.</li> <li>· When asked to verify PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>  |
| 2. | Electronic-Submission (E-Sub)                          | <ul style="list-style-type: none"> <li>· The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF.</li> <li>· The e-Submission of record documents for inclusion into the OMPF will be fully implemented through BOL and must be e-Submission compliant.</li> <li>· All Active Duty and Reserve personnel (less IRR) with a BOL account and a CAC-enabled computer will be able to view online the status of all documents electronically submitted or (closed out) by viewing "Official Military Personnel File (OMPF) - My Record", which is accessed via the BOL Application Menu.</li> </ul>   |
| 3. | NSIPS/ESR  | <ul style="list-style-type: none"> <li>· Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for Officer and Enlisted, Active and Reserve.</li> <li>· The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>· Login to NSIPS and ESR at <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>· When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>  |
| 4. | DJMS MMPA  | <ul style="list-style-type: none"> <li>· The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active-Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSCTSC for processing.</li> <li>· MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSCTSC for processing.</li> <li>· Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul> |
| 5. | DWOWS  | <ul style="list-style-type: none"> <li>· Defense Workload Operations Web System (DWOWS) is a web-based tracking system used by military pay operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members. <a href="https://dwows.csd.disa.mil/dwows/">https://dwows.csd.disa.mil/dwows/</a></li> </ul>   |
| 6. | Enterprise Customer Relations Management System (eCRM) | <ul style="list-style-type: none"> <li>· eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions.</li> <li>· eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>· Login to eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>   |

**References:**

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| # | Doc ID                                       | Title   |
|---|--|---|
| 1 | <a href="#">DoD FMR, Vol. 7A, Chapter 36</a> | Payments on Behalf of Deceased Members  |
| 2 | <a href="#">BUPERSINST 1750.10 (Series)</a>  | Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel                                       |
| 3 | <a href="#">MILPERSMAN 1070-111</a>          | Submission of Navy Standard Integrated Personnel System (NSIPS) and Electronic Service Record (ESR) Documents to the Official Military Personnel File (OMPF). |
|   | <a href="#">MILPERSMAN 1070-270</a>          | Dependency Application  |
|   | <a href="#">MILPERSMAN 1070-271</a>          | Record of Emergency Data  |
|   | <a href="#">MILPERSMAN 1770-010</a>          | Definitions and Acronyms Used Throughout MPM 1770 Section   |
|   | <a href="#">MILPERSMAN 1770-270</a>          | Funeral Travel  |
|   | <a href="#">MILPERSMAN 1770-271</a>          | Memorial Service Travel   |
|   | <a href="#">MILPERSMAN 1770-275</a>          | Presentation of Burial Flags  |
|   | <a href="#">MILPERSMAN 1770-280</a>          | Death Gratuity  |
| 4 | <a href="#">NPPSCINST 5220.2 (Series)</a>    | Standard Management Reports   |
| 5 | <a href="#">NAVADMIN 296/13</a>              | Member-Designated Benefits  |
|   | <a href="#">NAVADMIN 085/17</a>              | Servicemembers Group Life Insurance Online Enrollment System (SOES)   |
|   | <a href="#">NAVADMIN 254/17</a>              | Self Service Record of Emergency Data and Dependency Application Regional Phased Implementation Schedule and Training Availability                            |
|   | <a href="#">MPA 54/11</a>                    | Forms for Secondary Dependency Claims   |
| 6 | <a href="#">MPA 24/18</a>                    | Updated Submission Process for Secondary Dependency Requests  |
|   | <a href="#">MPA 04/21</a>                    | Update on Secondary Dependency Requests   |
|   | <a href="#">PPIB 13-14</a>                   | Issue 131401: Name Change Requirements  |
| 7 | <a href="#">PPIB 15-20</a>                   | Issue 152002: MILPERSMAN Article 1000-130 Name Change of Member   |
|   | <a href="#">PPIB 16-10</a>                   | Issue 161001: Birth Certificates and Citizenship Documentation in the Official Military Personnel File (OMPF)   |

**Online Resources:**

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| #  | Website Sponsor | Title and Link   |
|----|-----------------|--|
| 1. | MyNavy HR       | Electronic Service Record (ESR)<br><a href="https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/">https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/</a>   |
| 2. | MyNavy HR       | Official Military Personnel File (OMPF) My Record<br><a href="https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/">https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/</a>   |
| 3. | MyNavy HR       | CPPA Resources<br><a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/</a>  |
| 4. | MNCC            | Ops Alert 002-22: Authorization of NAVPERS 1070/602 when RED/DA Application NOT Available<br><a href="https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FNPPSC%20OPS%20ALERTS%2F2022&amp;viewid=0965a618%2D6c24%2D4c9f%2D8ee0%2Ddc17af20e0dc">https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FNPPSC%20OPS%20ALERTS%2F2022&amp;viewid=0965a618%2D6c24%2D4c9f%2D8ee0%2Ddc17af20e0dc</a> |
| 5. | DFAS            | DFAS Secondary Dependency General Info<br><a href="https://www.dfas.mil/militarymembers/SecondaryDependency/SDC.html">https://www.dfas.mil/militarymembers/SecondaryDependency/SDC.html</a>  |
| 6. | NSIPS           | NSIPS<br><a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>   |

**Command Aids and User Guides Available Online:**

| #  | Sponsor                                | Document Title and Link  |
|----|--|--|
| 1. | DFAS Secondary Dependency Applications | Navy: Secondary Dependency Applications: Documents, Forms and Hints<br><a href="https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html">https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html</a>                         |
| 2. | DFAS Claims Package                    | Navy: Complete Claims Package (by dependent type)<br><a href="https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy/claims_packages_Navy.html">https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy/claims_packages_Navy.html</a> |
| 3. | DJMS MMPA Guide                        | Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide<br><a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>                                       |
| 4. | MyNavy Portal (MNP)                    | ESR Quick Reference Guide for Personnel Specialists<br><a href="https://www.mnp.navy.mil/group/nsips/home?inheritRedirect=true">https://www.mnp.navy.mil/group/nsips/home?inheritRedirect=true</a>   |

## Help Desks:

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| #  | Contact Source | Contact Details   |
|----|----------------|---|
| 1. | NSIPS ESR      | <ul style="list-style-type: none"> <li>· NSIPS Help Desk<br/>1-833-NESDNOW (1-833-637-3669)<br/><a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>· MyNavy Career Center (MNCC)<br/>1-833-330-6622 (MNCC)<br/><a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul> |
| 2. | OMPF           | <ul style="list-style-type: none"> <li>· MyNavy Career Center (MNCC)<br/>1-833-330-6622 (MNCC)<br/><a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> <li>· PERS-313<br/>Organizational Mailbox: <a href="mailto:MILL_OMPF-CHG@navy.mil">MILL_OMPF-CHG@navy.mil</a></li> </ul>                       |
| 3. | eCRM           | <ul style="list-style-type: none"> <li>· eCRM Help Desk<br/><a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a></li> <li>· eCRM Exception to Policy Help Desk<br/><a href="mailto:ecrmetp@us.navy.mil">ecrmetp@us.navy.mil</a></li> </ul>                                     |

## Forms:

| #  | Form #    | Title  |
|----|-----------|--|
| 1. | DD137-3   | Dependency Statement - Parent<br><a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-3.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-3.pdf</a>                                 |
| 2. | DD137-5   | Dependency Statement - Incapacitated Child Over Age 21<br><a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-5.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-5.pdf</a>        |
| 3. | DD137-6   | Dependency Statement - Full Time Student 21 - 22 Years of Age<br><a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-6.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-6.pdf</a> |
| 4. | DD137-7   | Dependency Statement - Ward of a Court<br><a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-7.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0137-7.pdf</a>                        |
| 5. | DD 1172-2 | Application for Identification Card/DEERS Enrollment<br><a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1172-2.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1172-2.pdf</a>          |

**COMMAND LEADERSHIP START**

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| ROLE  | STEP # | FLOW TEXT   | ADDITIONAL TEXT   |
|---|--------|---|---|
| <p align="center"><b>COMMAND LEADERSHIP</b></p> | 1      | <p align="center">Update<br/><a href="#">NAVPERS 1070/602.</a></p>  | <p>Update NAVPERS 1070/602.</p> <p>The data for Record of Emergency Data (RED) and Dependency Application (DA) resides on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data, that is most commonly known as the Page 2.</p> <p><b>Important Note: Commands that have implemented NSIPS RED/DA should refer to Record of Emergency Data (RED) DD Form 93 and Dependency Application (DA) NAVPERS 1070/602 RED/DA SOP.</b> Additionally, refer to Ops Alert 002-22, Authorization of NAVPERS 1070/602 when RED/DA Application NOT Available, for approved Exceptions to Policy (ETP), if applicable.</p> <p>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.</p> <p>It is crucial for all Service Members to ensure their Servicemembers' Group Life Insurance (SGLI) and NAVPERS 1070/602 beneficiaries and contacts are current; otherwise, unintended beneficiaries may receive the Service Member's benefits. A Service Member's failure to properly designate a person in any field for a member-designated benefit will default to an order of precedence established by the specific statute governing the particular benefit.</p> <p>Refer to SGLI/FSGLI SOP for proper processing of requirements, as applicable.<br/>SGLI/FSGLI SOP:<br/><a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a></p> |
|   | 7      | <p>Verify proper completion of NAVPERS 1070/602 update process.</p> | <p>Verify proper completion of NAVPERS 1070/602 update process.</p>   |

**STOP**



| ROLE           | STEP # | FLOW TEXT  | ADDITIONAL TEXT  |
|----------------|--------|--|--|
| SERVICE MEMBER | 1      | Update <a href="#">NAVPERS 1070/602</a> .                    | <p>Update NAVPERS 1070/602.</p> <p>The data for Record of Emergency Data (RED) and Dependency Application (DA) resides on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data, that is most commonly known as the Page 2.</p> <p><b>Important Note: Commands that have implemented NSIPS RED/DA should refer to Record of Emergency Data (RED) DD Form 93 and Dependency Application (DA) NAVPERS 1070/602 RED/DA SOP.</b> Additionally, refer to Ops Alert 002-22, Authorization of NAVPERS 1070/602 when RED/DA Application NOT Available, for approved Exceptions to Policy (ETP), if applicable.</p> <p>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.</p> <p>It is crucial for all Service Members to ensure their Servicemembers' Group Life Insurance (SGLI) and NAVPERS 1070/602 beneficiaries and contacts are current; otherwise, unintended beneficiaries may receive the Service Member's benefits. A Service Member's failure to properly designate a person in any field for a member-designated benefit will default to an order of precedence established by the specific statute governing the particular benefit.</p> <p>Refer to SGLI/FSGLI SOP for proper processing of requirements, as applicable.<br/>SGLI/FSGLI SOP:<br/><a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a></p>  |
|                | 1.1    | Has Service Member's status or beneficiary election changed? | <p>Has Service Member's status or beneficiary election changed, requiring a NAVPERS 1070/602 update?</p> <p>Per <a href="#">MPM 1070-270</a> the following changes require a NAVPERS 1070/602 (Dependency Application) update:</p> <p>When Service Member enters or re-enters the Navy or Navy Reserve following a break in service or there is a change in:</p> <ol style="list-style-type: none"> <li>(1) dependent status or number of dependents</li> <li>(2) name or address of a dependent</li> <li>(3) next of kin other than a dependent</li> <li>(4) permanent duty station</li> <li>(5) deployment or individual augmentee status</li> <li>(6) citizenship of spouse</li> <li>(7) secondary dependency status</li> <li>(8) any required entries in the Remarks section</li> </ol> <p>Per <a href="#">MPM 1070-271</a> a Service Member's DD 93 (Record of Emergency Data) must be updated when change(s) are made:</p> <ol style="list-style-type: none"> <li>(1) in dependent status (marriage, divorce, or birth or death of a child),</li> <li>(2) to the address of a spouse, parent, or other beneficiary,</li> <li>(3) in Service member's status,</li> <li>(4) in Service member's rate or grade, and</li> <li>(5) to designees or beneficiaries of the following:             <ol style="list-style-type: none"> <li>(a) Death Gratuity.</li> <li>(b) Unpaid Pay and Allowances (UPPA).</li> <li>(c) Person(s) Authorized to Direct Disposition (PADD)</li> <li>(d) Additional personnel to be notified in the event of death.</li> <li>(e) Additional persons authorized to travel to bedside if seriously ill or injured, funeral, or memorial service.</li> </ol> </li> </ol> <p>Note: Any change in beneficiary designation or amount of Servicemembers' Group Life Insurance does not require an update to DD 93 (Record of Emergency Data).</p> <p>If Yes, <a href="#">go to 1.2</a>.<br/>If No, go to Stop.</p> |

| ROLE           | STEP # | FLOW TEXT                        | ADDITIONAL TEXT  |
|----------------|--------|----------------------------------|--|
| SERVICE MEMBER | 1.2    | Provide CPPA with documentation. | <p>Service Member provides CPPA with documentation, as applicable:</p> <ul style="list-style-type: none"> <li>· Marriage Certificate</li> <li>· Divorce decree</li> <li>· Copy of dependent death certificate</li> <li>· Copy of DD214 for discharged Mil to Mil spouse</li> <li>· Court-ordered child support</li> <li>· Paternity Statement</li> <li>· Child birth certificate</li> <li>· Adoption papers</li> <li>· Secondary dependent documentation</li> </ul> <p>Refer to <a href="#">MPA 24/18</a> and <a href="#">MPA 04/21</a>, Updated Submission Process for Secondary Dependency Requests, as applicable. Effective 3 September 2018, DFAS Cleveland Code JFLADA Special Claims Division will no longer accept Secondary Dependency Applications submitted via E-mail or Fax.</p> <p>The primary method to submit Navy Secondary Dependency applications (initial and annual re-certifications) will be done via the: AskDFAS online portal located at the following link: <a href="https://www.dfas.mil/AskDFAS.html">https://www.dfas.mil/AskDFAS.html</a>.</p> <p>Also refer to DFAS Military Pay Secondary Dependency webpage as required: <a href="http://www.dfas.mil/militarymembers/SecondaryDependency/SDC.html">http://www.dfas.mil/militarymembers/SecondaryDependency/SDC.html</a></p> <p>Secondary (non-primary) dependents can include:</p> <ul style="list-style-type: none"> <li>· Parent, parent-in-law, step-parent, parent by adoption, or any person who stood 'in-loco parentis' (in the place of a parent) to you for at least five years prior to your emancipation.</li> <li>· Unmarried children ages 21 and 22 who are enrolled in an accredited institution of higher education on a full-time basis.</li> <li>· Ward of the court, unmarried, and placed in the permanent legal physical custody of the member, or if not permanent custody for a period of at least 12 consecutive months.</li> <li>· Unmarried child over age 21 incapable of self-support because of mental or physical incapacity that occurred while the child was considered a dependent of yours as a member or retired member, or is considered the dependent of a deceased member (while under age 21 or under age 23 and a full-time student).</li> </ul> <p>To qualify as a secondary dependent, the individual's income, not including your contribution, must be less than one-half of the actual living expenses. The law requires the individual to be 'in fact' dependent on you, the Service Member. Your contribution must be more than one-half of the dependent's actual monthly living expenses. Documentation to prove living expenses and your contribution must ALWAYS be provided.</p> <p>Additionally, refer to:<br/>                     Navy: Secondary Dependency Applications: Documents, Forms &amp; Hints<br/> <a href="https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html">https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html</a><br/>                     Marine Corps: Secondary Dependency Applications: Documents, Forms, &amp; Hints<br/> <a href="https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Marines.html">https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Marines.html</a></p> <p>Lastly, refer to <a href="#">MPA 54/11</a>, Clarification for Navy Members Claiming Secondary Dependents, as required<br/>                     Secondary dependent documentation is required to support the following forms:</p> <ul style="list-style-type: none"> <li>· DD137-3 Dependency Statement – Parent</li> <li>· DD137-5 Dependency Statement - Incapacitated Child Over Age 21</li> <li>· DD137-6 Dependency Statement - Full Time Student 21-22 Years of Age</li> <li>· DD137-7 Dependency Statement - Ward of a Court</li> </ul> |

| ROLE           | STEP # | FLOW TEXT   | ADDITIONAL TEXT  |
|----------------|--------|---|--|
| SERVICE MEMBER | 1.4    | Submit updated documents to CPPA for verification.                      | Service Member submits updated documents to CPPA for verification.<br><a href="#">Go to 1.3.</a>   |
|                | 1.5    | Update <a href="#">NAVPERS 1070/602</a> .                               | Service Member updates NAVPERS 1070/602, as appropriate.<br>Service Member:<br><ul style="list-style-type: none"> <li>· Obtains NAVPERS 1070/602 from ESR or OMPF. CPPA should assist Service Member to obtain last official copy of NAVPERS 1070/602 from ESR, OMPF, or command copy in order for Service Member to annotate changes.</li> <li>· Makes pen and ink changes, and initials each change.</li> <li>· Signs and dates last page of NAVPERS 1070/602.</li> </ul> <b>***Note 1: Pen and ink changes only allowed and acceptable if access to RED/DA has not been implemented.***</b><br>Note 2: Refer to appropriate Records Management links on the NPC website including Electronic Service Record (ESR), OMPF – Command View and OMPF – My Record as required:<br><a href="https://www.mynavyhr.navy.mil/Career-Management/Records-Management/">https://www.mynavyhr.navy.mil/Career-Management/Records-Management/</a> |
|                | 1.6    | Update Home Address in NSIPS ESR.                                       | Service Member updates Home Address in the NSIPS ESR prior to submitting the NAVPERS 1070/602 to CPPA for follow-on submission to the TSC.<br>CPPA assists Service Member with update, if required.<br>Note: This will allow the home address information to automatically populate the Service Member's address when co-located is selected in NSIPS NAVPERS 1070/602 Dependency Application.   |
|                | 1.7    | Verify NAVPERS 1070/602 and supporting documentation, as applicable.    | CPPA verifies NAVPERS 1070/602 and supporting documentation, as applicable.<br>CPPA verifies any edits against supporting documentation provided by the Service Member and has Service Member make corrections as necessary.   |
|                | 3      | Verify and update NAVPERS 1070/602 against supporting documents.        | Verify and update NAVPERS 1070/602 against supporting documents.<br>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.<br>Note: When updating NAVPERS 1070/602, ensure it complies with current directives.   |
|                | 3.1.1  | Process Secondary Dependency Initial Request or Annual Recertification. | Service Member processes Secondary Dependency Initial Request or Annual Recertification<br>If a Service Member is responsible for the financial support of other family members, he/she may be eligible to add them as his/her secondary dependents. In addition to designating family members as a secondary dependent on the "Summary of Dependents" page within NSIPS, a Secondary Dependency Application must be completed.<br>IAW <a href="#">MPA 04/21</a> copies of the NAVPERS 1070/602 (RED/DA) are no longer required for redetermination submissions. Initial Secondary Dependency requests must continue to include the current NAVPERS 1070/602 (RED/DA).   |

**SERVICE MEMBER CONTINUED**



| ROLE           | STEP # | FLOW TEXT  | ADDITIONAL TEXT  |
|----------------|--------|--|--|
| SERVICE MEMBER | 3.1.2  | Verify eligibility criteria for secondary dependency.      | <p>Service Member verifies eligibility criteria for secondary dependency</p> <p>Refer to <a href="#">MPA 24/18</a> and <a href="#">MPA 04/21</a> for new new guidance on the submission process for Navy Secondary Dependency applications to DFAS Cleveland Code JFLADA, Special Claims Division, as required.</p> <p>Prior to beginning the application process in AskDFAS, refer to Navy/Marine Corps Secondary Dependency instructions page on the DFAS.mil website located at the following links:</p> <ul style="list-style-type: none"> <li>· Navy: Secondary Dependency Applications: Documents, Forms &amp; Hints<br/><a href="https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html">https://www.dfas.mil/militarymembers/SecondaryDependency/secondarydependency_Navy.html</a></li> </ul> <p>Submission of a <a href="#">DD Form 137</a> should be accompanied by a Dependency Application. Please note that claiming a secondary dependent on the Dependency Application does not automatically grant an approval for benefits.</p>   |
|                | 3.1.3  | Complete Claims Package documentation (by dependent type). | <p>Service Member completes Claims Package documentation (by dependent type) using the AskDFAS.</p> <p>Effective 3 September 2018, DFAS Cleveland Code JFLADA Special Claims Division will no longer accept Secondary Dependency Applications submitted via E-mail or Fax. The primary method to submit Navy Secondary Dependency applications (initial and annual re-certifications) will be done via the: AskDFAS online portal located at the following link:<br/><a href="https://www.dfas.mil/dfas/AskDFAS/milserv5.html">https://www.dfas.mil/dfas/AskDFAS/milserv5.html</a></p> <p>Then select the "Navy questions about dependents other than spouse or children (secondary dependents)" link.</p> <p>Alternatively, from the AskDFAS Homepage, click on the picture icon: "Military Service Members" block, then click on the "All other questions" link. From there, select the option which states: "Navy questions about dependents other than spouse or children."</p> <p>Following this path will bring you to the AskDFAS Secondary Dependency online tool. Select the appropriate subcategory to begin application process.</p> <p>Secondary dependent documentation is required to support the secondary dependency request include:</p> <ul style="list-style-type: none"> <li>· <a href="#">DD137-3</a> Dependency Statement – Parent</li> <li>· <a href="#">DD137-5</a> Dependency Statement – Incapacitated Child over Age 21</li> <li>· <a href="#">DD137-6</a> Dependency Statement – Full-Time Student 21 - 22 Years of Age</li> <li>· <a href="#">DD137-7</a> Dependency Statement – Ward of a Court</li> </ul> |

**SERVICE MEMBER CONTINUED**

**← BACK**

| ROLE                  | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|-----------------------|--------|--|---|
| <b>SERVICE MEMBER</b> | 4      | Review and sign prepared <a href="#">NAVPERS 1070/602</a> .  | Review and sign prepared NAVPERS 1070/602.  |
|                       | 4.3    | Review and sign NAVPERS 1070/602.                            | Service Member reviews and signs NAVPERS 1070/602.<br>Note: In the event the updated NAVPERS 1070/602 contains erroneous content, CPPA coordinates with TSC clerk to obtain a corrected NAVPERS 1070/602 for Service Member's signature.  |
|                       | 7      | Verify proper completion of NAVPERS 1070/602 update process. | Verify proper completion of NAVPERS 1070/602 update process.  |
|                       | 7.1    | Verify proper processing of entitlements and special pay.    | Service Member verifies proper processing of entitlements and special pay, as applicable.<br>If Leave and Earnings Statement (LES) is not correct by second pay period following arrival at PDS, contact CPPA to follow-up with servicing TSC.  |
|                       | 7.2    | Verify proper update of ESR and OMPF.                        | Service Member verifies proper update of ESR and OMPF.<br>Verify the signed NAVPERS 1070/602 (Dependency Application/Record of Emergency Data) were updated in the ESR and properly submitted to the OMPF, as required.<br>If Service Member does not see the above documents in ESR and OMPF within 30 days of submission, have CPPA contact Service Member's personnel office or servicing TSC. |
|                       | 7.3    | Update SGLI/FSGLI, if required.                              | Service Member updates SGLI/FSGLI coverage, if required.<br>Refer to SGLI/FSGLI SOP for proper processing of requirements, as applicable.<br>SGLI/FSGLI SOP:<br><a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a>                                     |
|                       | 7.4    | Obtain a new ID Card.  | Service Member obtains new ID card for self and dependents.<br><br><a href="https://idco.dmdc.osd.mil/idco/#/">Make appointment to obtain new ID card online through: https://idco.dmdc.osd.mil/idco/#/</a><br><br>Service Member must take a copy of supporting documentation and two forms of identification to ID lab to support new ID card requirements.                                     |

**STOP**

| ROLE | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|------|--------|--|---|
| CPPA | 1      | Update <a href="#">NAVPERS 1070/602</a> .                            | <p>Update NAVPERS 1070/602.</p> <p>The data for Record of Emergency Data (RED) and Dependency Application (DA) resides on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data, that is most commonly known as the Page 2.</p> <p><b>Important Note: Commands that have implemented NSIPS RED/DA should refer to Record of Emergency Data (RED) DD Form 93 and Dependency Application (DA) NAVPERS 1070/602 RED/DA SOP.</b> Additionally, refer to Ops Alert 002-22, Authorization of NAVPERS 1070/602 when RED/DA Application NOT Available, for approved Exceptions to Policy (ETP), if applicable.</p> <p>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.</p> <p>It is crucial for all Service Members to ensure their Servicemembers' Group Life Insurance (SGLI) and NAVPERS 1070/602 beneficiaries and contacts are current; otherwise, unintended beneficiaries may receive the Service Member's benefits. A Service Member's failure to properly designate a person in any field for a member-designated benefit will default to an order of precedence established by the specific statute governing the particular benefit.</p> <p>Refer to SGLI/FSGLI SOP for proper processing of requirements, as applicable.<br/>SGLI/FSGLI SOP:<br/><a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a></p> |
|      | 1.3    | Is documentation complete and accurate?                              | <p>Is documentation complete and accurate?</p> <p>If Yes, <a href="#">go to 1.5</a>.</p> <p>If No, <a href="#">go to 1.4</a>.</p>   |
|      | 1.7    | Verify NAVPERS 1070/602 and supporting documentation, as applicable. | <p>CPPA verifies NAVPERS 1070/602 and supporting documentation, as applicable.</p> <p>CPPA verifies any edits against supporting documentation provided by the Service Member and has Service Member make corrections as necessary.</p>   |

| ROLE | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|------|--------|--|---|
| CPPA | 1.8    | Compile and submit documentation to TSC via eCRM.                | <p>CPPA compiles and submits supporting documents and a <a href="#">NAVPERS 1070/602</a>, initialed, signed, and dated with pen and ink changes, to TSC via eCRM</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as “completed” without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at: <a href="https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a></p> <p>Note 1: Pen and ink changes only allowed and acceptable if access to RED/DA has not been implemented.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>· Last Name, then space</li> <li>· First Name, then space</li> <li>· Name of Entitlement</li> <li>· Example: DOE JON PAGE 2</li> </ul> <p>Note 2: CPPA advises TSC via eCRM remarks section of Service Member’s updated domestic address in NSIPS ESR and requests to co-locate Service Member and dependents and/or beneficiaries, if applicable.</p> <p>Note 3: NAVPERS 1070/602 documentation retention by command is the same as guidelines for SGLI – 90 days after Transfer and 180 days after Separation/Fleet Reserve.</p> |
|      | 3      | Verify and update NAVPERS 1070/602 against supporting documents. | <p>Verify and update NAVPERS 1070/602 against supporting documents.</p> <p>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.</p> <p>Note: When updating NAVPERS 1070/602, ensure it complies with current directives.</p>   |

| ROLE        | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|-------------|--------|--|---|
| <b>CPPA</b> | 4      | Review and sign prepared <a href="#">NAVPERS 1070/602</a> .            | Review and sign prepared NAVPERS 1070/602.  |
|             | 4.1    | Receive eCRM case from TSC.  | CPPA receives eCRM case from TSC.<br>eCRM case will include updated NAVPERS 1070/602 (Dependency Application/Record of Emergency Data) for Service Member signature.  |
|             | 4.2    | Print copies of documentation for Service Member review and signature. | CPPA prints copies of NAVPERS 1070/602 for Service Member's review and signature.   |
|             | 4.4    | Compile and submit signed NAVPERS 1070/602 to TSC via eCRM.            | CPPA compiles and submits signed NAVPERS 1070/602 to TSC via open/pending eCRM case.  |
|             | 5      | Complete final processing of NAVPERS 1070/602.                         | Complete final processing of NAVPERS 1070/602.  |
|             | 5.6    | Receive eCRM case from TSC.  | <p>CPPA receives eCRM case from TSC.<br/>eCRM case may include:</p> <ul style="list-style-type: none"> <li>· Supervisor signed NAVPERS 1070/602 (Dependency Application/Record of Emergency Data)</li> <li>· Death Gratuity notification generated in NSIPS, if applicable</li> </ul> <p>CPPA provides copy of signed NAVPERS 1070/602 to Service Member, retains one copy for command file, and acknowledges receipt of transaction.</p> <p>Note: NAVPERS 1070/602 documentation retention by command is the same as guidelines for SGLI – 90 days after Transfer and 180 days after Separation/Fleet Reserve.</p> |



**CPPA CONTINUED**

**← BACK**

| <b>ROLE</b> | <b>STEP #</b> | <b>FLOW TEXT</b>   | <b>ADDITIONAL TEXT</b>   |
|-------------|---------------|--|--|
| <b>CPPA</b> | 5.7           | Did married member designate all, or a portion, of the Death Gratuity to a person other than his/her spouse? | Did married member designate all, or a portion, of the Death Gratuity to a person other than his/her spouse?<br><br>If Yes, go to 5.8<br>If No, go to 6  |
|             | 5.8           | CPPA prepares spouse notification letter.  | CPPA prepares spouse notification letter per <a href="#">MILPERSMAN 1770-280, Exhibit 1</a> for Spouse Notice of Designation (Sample) letter.  |
|             | 5.9           | Notify Service Member's Commanding Officer of Death Gratuity election.                                       | CPPA notifies Service Member's Commanding Officer of Death Gratuity election, if applicable.   |
|             | 5.10          | Send Death Gratuity notification to spouse.  | CPPA sends Death Gratuity notification to spouse on behalf of Commanding Officer, if applicable.<br><br>Note: CPPA ALSO forwards a copy of the Spouse Notification Letter to Navy Personnel Command (NAVPERSCOM), Records Management Policy Branch (PERS-313) for inclusion in the Service Member's Official Military Personnel File (OMPF) and retain a copy of the letter in command files for 2 years. Write the Service Member's name and SSN in the top, left-hand corner of each document submitted to NAVPERSCOM for inclusion in the OMPF. |

**STOP**

**CLERK START**

**← BACK**

| ROLE         | STEP # | FLOW TEXT   | ADDITIONAL TEXT   |
|--------------|--------|---|---|
| <b>CLERK</b> | 2      | Receive and review eCRM case.   | Receive and review eCRM case.   |
|              | 2.2    | Receive and review eCRM case.   | <p>Clerk receives and reviews eCRM case.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> <p>eCRM case may include the following, as applicable:</p> <ul style="list-style-type: none"> <li>· <a href="#">NAVPERS 1070/602</a> (Dependency Application/Record of Emergency Data) - Initialed, signed, and dated with updates/corrections (pen and ink changes), as applicable</li> <li>· Supporting documentation (marriage, birth, death, adoption certificates, etc.), if adding or removing dependents</li> </ul> <p>Note: Pen and ink changes only allowed and acceptable if access to RED/DA has not been implemented.</p> |
|              | 2.3    | Is eCRM case complete and accurate?   | <p>Is eCRM case complete and accurate?</p> <p>If No, go to 2.4.</p> <p>If Yes, go to 2.5.</p>   |
|              | 2.4    | Coordinate with CPPA to complete and correct documentation.   | <p>Clerk coordinates with CPPA to complete and correct documentation.</p> <p>If updates/changes are required, the NAVPERS 1070/602 and/or documents will be forwarded to CPPA via eCRM to obtain Service Member's concurrence.</p> <p>Go to 2.3.</p>  |
|              | 2.5    | Review and verify Service Member's pay account.   | Review and verify Service Member's pay account for potential entitlement changes.   |
|              | 2.5.1  | Verify Service Member's NAVPERS 1070/602 is up-to-date and is consistent with Service Member's pay account. | <p>Clerk verifies Service Member's NAVPERS 1070/602 is up-to-date and is consistent with Service Member's pay account.</p> <p>Login to MMPA JJAA:</p> <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify FID 35 or 36 to determine dependency status</li> <li>· Verify FID 68 to determine PDS zip code</li> </ul> <p>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, N, etc.) agrees with the NAVPERS 1070/602. The FID 35 codes listed below apply only when there is no other primary dependent:</p> <ul style="list-style-type: none"> <li>· S - Students 21 and 22 years of age, or</li> <li>· D - Dependent parent/s, or</li> <li>· T - Incapacitated children over age 21, as applicable</li> </ul>  |

[CONTINUE TO NEXT PAGE](#)

| ROLE  | STEP # | FLOW TEXT   | ADDITIONAL TEXT   |
|-------|--------|---|---|
| CLERK | 2.5.2  | Review and verify Service Member's pay account for potential entitlement changes.           | <p>Review and verify Service Member's pay account for potential entitlement changes.</p> <p>Clerk reviews MMPA JJAA for potential entitlement changes (Enter JJAA and check the following Format Identifiers (FIDS)):</p> <p>E screens: Entitlements/Allowances:</p> <ul style="list-style-type: none"> <li>· 35: BAQ</li> <li>· 36: BAQ Diff</li> <li>· 68: BAH</li> <li>· 43/45: Overseas Housing Allowance (OHA)/Dual OHA</li> <li>· 51: CONUS COLA</li> <li>· 46: OCONUS COLA</li> <li>· 47: Dual COLA</li> <li>· 49: Prorated COLA</li> <li>· 65: FSA</li> </ul> <p>Note 1: Clerk identifies any pay/entitlement account changes for subsequent processing and notifies CPPA.</p> <p>Note 2: Refer to the BAH SOP for further guidance regarding BAH processing. <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a></p> |
|       | 3      | Verify and update <a href="#">NAVPERS 1070/602</a> against supporting documents.            | <p>Verify and update NAVPERS 1070/602 against supporting documents.</p> <p>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.</p> <p>Note: When updating NAVPERS 1070/602, ensure it complies with current directives.</p>   |
|       | 3.1    | Is DFAS-CL required to make a secondary dependency determination or annual recertification? | <p>Is Defense Finance and Accounting Service - Cleveland (DFAS-CL) required to make a secondary dependency determination or annual recertification?</p> <p>Determinations of secondary dependency are made by DFAS-CL, Dependency Claims Department. Determinations are made for the following:</p> <ul style="list-style-type: none"> <li>· Parents, parents-in-law, stepparents, parents-by-adoption, or in-loco-parentis</li> <li>· Ward of a court</li> <li>· Incapacitated child over 21</li> </ul> <p>Note: Dependency status determination for Students 21 and 22 years of age are made by the TSC.</p> <p>If Yes, <a href="#">go to 3.1.1</a>.</p> <p>If No, <a href="#">go to 3.2</a>.</p>   |

| ROLE  | STEP # | FLOW TEXT   | ADDITIONAL TEXT   |
|-------|--------|---|---|
| CLERK | 3.1.7  | Did DFAS approve Secondary Dependency Application.                                    | Did DFAS approve Secondary Dependency Application?<br>If Yes, go to 3.1.8<br>If No, go to 3.1.9   |
|       | 3.1.8  | Update Service Member's <a href="#">NAVPERS 1070/602</a> to add secondary dependents. | Clerk/Supervisor update Service Member's NAVPERS 1070/602 to add secondary dependents<br>Once approval is received, the approval letter from DFAS will be used to update and add dependent(s) to the NAVPERS 1070/602 (RED/DA).<br>Go to 3.2  |
|       | 3.1.9  | Does Service Member still require a NAVPERS 1070/602 change and/or update?            | Does Service Member still require a NAVPERS 1070/602 change and/or update?<br>If Yes, go to 3.2.<br>If No, go to Stop.<br>Clerk informs CPPA that DFAS Cleveland did not approve secondary dependency determination.  |
|       | 3.2    | Update NAVPERS 1070/602 in NSIPS.   | Clerk updates NAVPERS 1070/602 (Dependency Application/Record of Emergency Data) in NSIPS.<br>Update NAVPERS 1070/602 based upon Service Member's edited pen and ink changes submitted with eCRM case.<br>Clerk logs in to NSIPS: Dependency Data > Dependency Data > Use > Dependency Application/DOS. Enter Service Member's SSN.<br>Clerk updates Service Member's dependency data, as required: <ul style="list-style-type: none"> <li>· Panel 1: Summary <ul style="list-style-type: none"> <li>o Effective Date: is the date that changes the Service Member's pay entitlement to BAH. If pay does not change due to this update, do not change the date.</li> <li>o Last Verification date: is today's date. This is the current date that the clerk is changing the information on the NAVPERS 1070/602 in NSIPS.</li> </ul> </li> <li>· Panel 2: Spouse and associated sub-panels: <ul style="list-style-type: none"> <li>o Description</li> <li>o Address</li> <li>o NOK</li> </ul> </li> <li>· Panel 3: Parents</li> <li>· Panel 4: Child and/or Dependent</li> </ul> <p>For Single Service Members with dependent child only: When updating "Child and/or Dependent", select <b>co-located</b> if child is <b>co-located</b> with Service Member. If not <b>co-located</b>, provide the address, monthly support, and name of the custodian/legal guardian, as applicable. This will help substantiate certain entitlements such as BAH based upon dependent location, BAH Diff, and personnel entitled to FSA.</p> <ul style="list-style-type: none"> <li>· Panel 5: Emergency Data include: <ul style="list-style-type: none"> <li>o Other Person to be Notified of Personal Casualty</li> <li>o Life Insurance (other than SGLI)</li> <li>o Location of Will</li> <li>o Location of Valuable Papers</li> </ul> </li> <li>· Panel 6: Beneficiaries include: <ul style="list-style-type: none"> <li>o SGLI Beneficiary on File (designation date complete)</li> <li>o Unpaid Pay and Allowances</li> <li>o Allotment If Missing</li> <li>o Gratuity Pay</li> </ul> </li> </ul> <p>Notes for Panel 6:</p> <ol style="list-style-type: none"> <li>1. Service Members can designate beneficiaries of their choosing for each of the above three benefits.</li> <li>2. Death Gratuity Beneficiary: Per MPM 1770-280, if a married Service Member designates a person other than his or her spouse to receive all or a portion of the amount payable, the spouse shall be notified in writing by the Service Member's Commanding Officer (CO) of the designation. NSIPS automatically generates this notification based upon election input. Spouse Notice of Designation letter will be uploaded in final eCRM case for CPPA action.</li> </ol> <ul style="list-style-type: none"> <li>· Panel 7: Remarks. Click on the "+" sign to add new remarks. Choose the appropriate clause from the dropped down menu and complete information needed. <b>DO NOT DELETE ANY OF THE REMARKS SECTION.</b> This is the Service Member's dependent history and important facts to have when dealing with complicated and unique beneficiary and BAH scenarios. If clause is not present from the dropped down menu, simply add the comments by typing the information as necessary.</li> </ul> |

**CLERK CONTINUED**

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| ROLE         | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|--------------|--------|--|---|
| <b>CLERK</b> | 3.3    | Send updated NAVPERS 1070/602 to CPPA for Service Member's review and signature via eCRM.            | <p>Clerk sends updated NAVPERS 1070/602 (Dependency Application/Record of Emergency Data) to CPPA for Service Member's review and signature via eCRM.</p> <p>Note1: Clerk notifies CPPA if Service Member's Death Gratuity election generated a Death Gratuity Notification in NSIPS.</p> <p>Note 2: Inform CPPA of any Service Member pay/entitlement account changes as a result of NAVPERS 1070/602 update.</p>  |
|              | 5      | Complete final processing of NAVPERS 1070/602.   | Complete final processing of NAVPERS 1070/602.  |
|              | 5.1    | Receive signed NAVPERS 1070/602 from CPPA via eCRM.  | Clerk receives signed NAVPERS 1070/602 from CPPA via eCRM.  |
|              | 5.2    | Provide signed NAVPERS 1070/602 and supporting documentation to supervisor for review and signature. | <p>Clerk provides signed NAVPERS 1070/602 and supporting documentation to supervisor for review and signature.</p> <p>Documentation may include:</p> <ul style="list-style-type: none"> <li>· Service Member signed NAVPERS 1070/602 (Dependency Application/Record of Emergency Data)</li> <li>· Other supporting documentation, as required</li> </ul>  |
|              | 5.4    | Submit signed NAVPERS 1070/602 to OMPF.  | <p>Clerk submits signed NAVPERS 1070/602 to OMPF, as required.</p> <p>Per MPM 1070-270, when completed and signed, the original NAVPERS1070/602 or DD Form 93 shall be submitted to Navy Personnel Command using the e-Submission application on BUPERS Online for filing in the OMPF.</p>  |
|              | 5.5    | Upload completed, signed NAVPERS 1070/602 for transfer to CPPA via eCRM.                             | <p>Clerk uploads completed, signed NAVPERS 1070/602 for transfer to CPPA via eCRM and advises CPPA to await posting of pay to Service Member's pay account before closing eCRM case.</p> <p>Clerk also uploads Death Gratuity notice to Member generated in NSIPS, for command action by the CPPA as part of this eCRM case, if applicable.</p> <p>Note: When a Service Member designates a portion or none of the death gratuity to the spouse, the TSC shall notify the Service Member's CO, advising the chain of command to complete required counseling and prepare Spouse Notice of Designation letter on command letterhead.</p> |

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**CLERK CONTINUED**

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| ROLE         | STEP # | FLOW TEXT  | ADDITIONAL TEXT  |
|--------------|--------|--|--|
| <b>CLERK</b> | 6      | Process Service Member's entitlements.   | Process Service Member's entitlements.   |
|              | 6.1    | Start and/or stop Service Member's entitlements and special pay, as appropriate.         | Clerk starts and/or stops Service Member's entitlements and special pay, as appropriate in accordance with (IAW) <a href="#">DoD FMR Vol. 7A, Vol. 9</a> , and/or <a href="#">Joint Travel Regulations (JTR)</a> .<br>If based upon NAVPERS 1070/602 update, Service Member entitlements changed, then clerk processes entitlement changes in accordance with appropriate Pay SOP. |
|              | 6.2    | Forward all appropriate entitlements and deductions to supervisor for audit and release. | Clerk forwards all appropriate entitlements and deductions to supervisor for audit and release.  |
|              | 6.4    | Did all entitlements/deductions post?  | Did all entitlements/deductions post?<br><br>Check if entitlements/deductions posted in MMPA 24 hours after release.<br><br>If No, go to 6.5.<br>If Yes, go to 6.6.  |
|              | 6.5    | Determine reason for posting delay.  | Clerk and supervisor determine reason for posting delay.<br><br>1. Check message status inquiry in NSIPS for error code<br>2. Research reason for error in NSIPS<br>· If error is correctable, correct and resubmit<br>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, if needed<br><br>Go to 6.4.                              |
|              | 6.6    | Complete final verification and mark eCRM case "Supervisor Review".                      | Clerk completes final verification and marks eCRM case "Supervisor Review".  |

**STOP**

**SUPERVISOR START**



| ROLE              | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|-------------------|--------|--|---|
| <b>SUPERVISOR</b> | 2      | Receive and review eCRM case.  | Receive and review eCRM case.   |
|                   | 2.1    | Receive, review, and dispatch eCRM case to clerk.                                | Supervisor receives, reviews, and dispatches eCRM case to clerk for processing.<br><br>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as “completed” without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at: <a href="https://flankspeed.sharepoint-mil.us/mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us/mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a> |
|                   | 3      | Verify and update <a href="#">NAVPERS 1070/602</a> against supporting documents. | Verify and update NAVPERS 1070/602 against supporting documents.<br><br>The information provided on the NAVPERS 1070/602 directly affects who will receive gratuity pay, unpaid pay and allowances, and allotments if the Service Member is in a missing person status. Other allowable designees for benefits should be listed in the Remarks Field.<br><br>Note: When updating NAVPERS 1070/602, ensure it complies with current directives.  |
|                   | 3.1.7  | Did DFAS approve Secondary Dependency Application.                               | Did DFAS approve Secondary Dependency Application?<br><br>If Yes, go to 3.1.8<br>If No, <a href="#">go to 3.1.9</a>   |
|                   | 3.1.8  | Update Service Member's NAVPERS 1070/602 to add secondary dependents.            | Clerk/Supervisor update Service Member's NAVPERS 1070/602 to add secondary dependents<br><br>Once approval is received, the approval letter from DFAS will be used to update and add dependent(s) to the NAVPERS 1070/602 (RED/DA).<br><br><a href="#">Go to 3.2</a>  |

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**SUPERVISOR CONTINUED**

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| <b>ROLE</b>       | <b>STEP #</b> | <b>FLOW TEXT</b>  | <b>ADDITIONAL TEXT</b>  |
|-------------------|---------------|---|---|
| <b>SUPERVISOR</b> | 5             | Complete final processing of NAVPERS 1070/602.                      | Complete final processing of NAVPERS 1070/602.  |
|                   | 5.3           | Review documentation and sign NAVPERS 1070/602.                     | Supervisor reviews documentation and signs NAVPERS 1070/602.  |
|                   | 6             | Process Service Member's entitlements.                              | Process Service Member's entitlements.  |
|                   | 6.3           | Audit and release appropriate entitlements and deductions in NSIPS. | Supervisor audits and releases appropriate entitlements and deductions in NSIPS.  |
|                   | 6.5           | Determine reason for posting delay.                                 | Clerk and supervisor determine reason for posting delay.<br><br>1. Check message status inquiry in NSIPS for error code<br>2. Research reason for error in NSIPS<br>· If error is correctable, correct and resubmit<br>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, if needed<br><br><a href="#">Go to 6.4.</a> |
|                   | 6.7           | Complete final verification and close eCRM case.                    | Supervisor completes final verification and closes eCRM case.<br><br>Supervisor marks eCRM case "Completed" and advises CPPA to check Service Member's OMPF 30-60 days after eCRM case was closed.  |

**STOP**



**DFAS START**

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| ROLE        | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|-------------|--------|--|---|
| <b>DFAS</b> | 3.1.4  | Receive Secondary Dependency Notification through the AskDFAS online portal. | <p>DFAS receives Secondary Dependency Notification through the AskDFAS online portal</p> <p>Once the Service Member has completed and subsequently submitted the Secondary Dependency Request via the AskDFAS online portal, DFAS will make a Secondary Dependency Determination</p> <p>Note that a Secondary Dependency Application does NOT automatically grant an approval for benefits.</p>   |
|             | 3.1.5  | Adjudicate Secondary Dependency Application.                                 | <p>DFAS adjudicates Secondary Dependency Application</p> <p>Secondary dependents (wards or parents) are not entitled to benefits and should not be issued ID cards or listed in DEERS unless a Dependency Application is accompanied by a letter of determination from DFAS.</p>  |
|             | 3.1.6  | Issue Letter of Determination.   | <p>DFAS issues Letter of Determination</p> <p>Refer to <a href="#">MPA 04/21</a>, as required. Navy Secondary Dependency Claims determinations are now being delivered to customers through an automated process. Members will receive a message, outlining the final outcome of their request, at the official email ID associated with smartdocs. The determination is delivered in a condensed format and is more expeditious due to its automated nature. As an interim policy, Navy Secondary Claims will continue to generate and deliver manual letters of determination, to supplement the automated delivery.</p> <p>DFAS will issue the Letter of Determination back to the supporting TSC or Personnel Office for final approval or denial and determination of any entitlement changes.</p> <p>When the dependency is determined to exist, entitlements, such as BAH, will be started in the Service Member's MMPA, if required. DFAS will recertify dependency annually. A letter of determination vice a NAVCOMPT 3072 will be issued by DFAS to report dependency determinations to the Pay Unit Identification Code (UIC).</p> <p>Additionally, an MMPA N9 entry will be entered to reflect approval/disapproval.</p> |

**STOP**