

# OHA MIHA SOP



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

## Role Link's:

[Service Member](#)

[Clerk](#)

[Supervisor](#)

[CPPA](#)

[Command Leadership](#)

[Housing Office](#)

[OPNAV N130](#)

## Quick Links:

[Roles & Responsibilities](#)

[Best Practices](#)

[Systems](#)

[Reference's](#)

[Online Resources/Aids](#)

[Help Desk/Forms](#)

[KSD's](#)

[CPPA Resources](#)

[SOP Feedback Submission](#)

**Process Name: Overseas Housing Allowance (OHA)/Move-In Housing Allowance (MIHA) SOP**

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MNCC HRSC, Navy Personnel Command

Navy Pay and Personnel Support Center (NPPSC)

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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 to process Overseas Housing Allowance (OHA) and Move-In Housing Allowance (MIHA) entitlements.

### **Roles / Responsibilities:**

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, or a Personnel Specialist 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, Aircraft Carrier's or other non-TSC supported unit's person authorized to \*release\* NSIPS transactions.
- TSC/Personnel Office Supervisor: The role of 'SUPERVISOR' refers to a civilian MILPERS or MILPAY supervisor or a senior Personnel Specialist who is normally designated as a TSC's, Aircraft Carrier's or other non-TSC supported unit'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 shipboard senior Personnel Specialist, 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 Accounts (MMPAs)."
- 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)
- Command Pay and Personnel Administrator (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 the SOP.

- 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.
- Note: DoD FMR Vol 7A, Chapter 26, Housing Allowances, is a new chapter. The policy for Housing Allowances was relocated from the Joint Travel Regulations, Chapter 10.
- Note: Accompanied Overseas Assignment. In accordance with DoD policy, all Service Members will continue to be eligible for world-wide assignment without consideration of sexual orientation. However, host nation law may impact whether a same-sex spouse can accompany the Service Member.

Effective 07 October 2016, please refer to the electronic Foreign Clearance Guide (eFCG) as the authoritative basis of determining whether a same-sex spouse (SSS) may be authorized a command-sponsored, accompanied tour, to a given host nation. The eFCG is routinely updated with the latest SSS SOFA Clarification Tracker under section I, paragraph F.1, "DoD PCS Same Sex Spouse Accompanied Tours" annotating where DoD restricts command-sponsorship of same sex spouses of military members and civilian employees. In lieu of distributing the SSS SOFA tracker information by email, posting updates to the eFCG provides an efficient and effective tool that is readily available to all Military Services in a familiar format. The eFCG site is a .mil/gov domain with restricted access for Official U.S. Government Use Only.

- Currently, Commander, Navy Region Japan is designated the approval and recertification authority for Navy personnel seeking OHA for Republic of the Philippines (RP). Refer to PPIB 11-06, MPA 11/03 Commander, Navy Region Japan Instruction: COMNAVFORJAPAN 11101.16 (Overseas Housing Allowance (OHA) within the Republic of the Philippines (RP)) for requirements to process OHA for RP.
- Follow procedural guidance for NSIPS FID-35 Series Changes for BAH-D based on Dependent Child (Not in Member's Custody - Paying Child Support Only) to differentiate between Service Members who are entitled to BAH-D, from Service Members who are entitled to BAH-D based upon payment of child support-only.
- Maintain OHA approval record for Service Members receiving OHA based upon dependent locations.
- Ensure commands comply with direction set forth in PPIB 15-12 for approval procedures for advanced/delayed dependent travel.
- 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>· <a href="https://www.bol.navy.mil">Login to OMPF via BUPERS Online (BOL) at https://www.bol.navy.mil using CAC and CAC-enabled computer.</a></li> <li>· When asked to verify PKI, choose the DoD CA-XX 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>· <a href="https://www.nsips.cloud.navy.mil/my.policy">Login to NSIPS and ESR at https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer.</a></li> <li>· When asked to verify your PKI, choose the DoD CA-XX 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 database 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 TSC for processing.</li> <li>· MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>· <a href="https://miap.csd.disa.mil/portal.html">Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.</a></li> </ul>
5	DMR/DMO	<ul style="list-style-type: none"> <li>· DFAS MilPay Repository (DMR) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.</li> </ul>
6	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.</li> </ul>
7	Enterprise Customer Relations Management System (eCRM)	<ul style="list-style-type: none"> <li>· The 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>· The 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>· <a href="https://navynpc.my.salesforce.mil/">Login to eCRM at https://navynpc.my.salesforce.mil/ using CAC and CAC-enabled computer</a></li> </ul>

## References:



#	Doc ID	Title
1.	DoD FMR Vol 7A, Chapter 26	Housing Allowances
		<a href="https://comptroller.defense.gov/FMR/vol7a_chapters.aspx">https://comptroller.defense.gov/FMR/vol7a_chapters.aspx</a>
2.	OPNAVINST 7220.12 (Series)	Basic Allowance for Housing Entitlements
		<a href="https://www.secnav.navy.mil/doni/default.aspx">https://www.secnav.navy.mil/doni/default.aspx</a>
3.	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
		<a href="https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/">https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/</a>
4.	COMNAVFORJAPAN Instruction 11101.16 (series)	Overseas Housing Allowance (OHA) within the Republic of the Philippines (RP)
		<a href="https://mpte.navy.deps.mil/sites/NPC/pers2/NPPSC%20InstructionsChecklists/COMNAVFORJAPAN_11101.16%20OHA%20within%20the%20RP.pdf">https://mpte.navy.deps.mil/sites/NPC/pers2/NPPSC%20InstructionsChecklists/COMNAVFORJAPAN_11101.16%20OHA%20within%20the%20RP.pdf</a>
5.	MILPERSMAN 1070-270	Dependency Application
	MILPERSMAN 1300-200	Command Sponsorship of Dependents at Overseas Duty Stations – Policies on Overseas Station Allowances
	MILPERSMAN 7220-240	Overseas Station Allowances Policy
	MILPERSMAN 7220-260	Overseas Housing Allowance (OHA) Policy
	<a href="#">MILPERSMAN LINK</a>	
6.	NPPSCINST 5220.2 (Series)	Standard Management Reports
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
	<a href="#">NPPSC INSTRUCTION LINK</a>	
7.	NAVADMIN 66/16	Navy Audit Document Retention Guidance
		<a href="https://www.mynavyhr.navy.mil/References/Messages/">https://www.mynavyhr.navy.mil/References/Messages/</a>
8.	MPA 03/11	OHA for Philippines
	MPA 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 61/15	New Code for BAH-D Based upon Child Support
	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	MPA 05/23	Update to Requirement to Submit Calculations with all Central Site Pay Entitlement Changes
9.	PPIB 11-06	OHA for Republic of the Philippines
	PPIB 15-12	Issue 151201: Advanced/Delayed Dependent Travel
	PPIB 16-01	Issue 160101: NSIPS FID-35 Series Changes for BAH-D Based on Dependent Child (Not in Member's Custody - Paying Child Support Only)
	PPIB 16-04	Issue 160401: New Code for Dependent BAH Based upon Child Support
	PPIB 22-22	Service Member in Transit in Government Quarters
	<a href="#">PPIB &amp; MPA LINK</a>	

### Online Resources:

#	Website Sponsor	Title and Link
1.	MyNavy HR	Electronic Service Record (ESR) <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 <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 <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.	MyNavy HR	Navy Personnel Command: Support & Services: Distribution Mgmt: Overseas Housing <a href="https://www.mynavyhr.navy.mil/Support-Services/Distribution-Management/Overseas-Housing/">https://www.mynavyhr.navy.mil/Support-Services/Distribution-Management/Overseas-Housing/</a>
5.	MyNavy HR	Navy Personnel Command Pay and Benefits <a href="https://www.mynavyhr.navy.mil/References/Pay-Benefits/">https://www.mynavyhr.navy.mil/References/Pay-Benefits/</a>
6.	MyNavy HR	N130C - Pay and Allowances <a href="https://www.mynavyhr.navy.mil/References/Pay-Benefits/N130C/">https://www.mynavyhr.navy.mil/References/Pay-Benefits/N130C/</a>
7.	MyNavy HR	NSIPS <a href="https://www.nsips.navy.mil/my.policy">https://www.nsips.navy.mil/my.policy</a>
8.	Defense Travel Management Office	Overseas Housing Allowance (OHA) <a href="https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/">https://www.travel.dod.mil/Allowances/Overseas-Housing-Allowance/</a>

### User Guides Available Online:

**← BACK**

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide <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>
2.	DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances	Chapter 4: Station Allowances Section B: Overseas Housing Allowance (OHA) and Move-In-Housing Allowance (MIHA) <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>
3.	DJMS Navy Procedures Training Guide (PTG): Part 9 Pay Product Delivery Chapter 10	Submitting Documentation via DWOWS <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>



## Help Desks:



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

## Forms:

#	Form #	Title
1.	DD 577	Appointment/Termination Record - Authorized Signature <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0577.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0577.pdf</a>
2.	DD 2367	Individual Overseas Housing Allowance (OHA) Report <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2367.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2367.pdf</a>
3.	DD 2556	Move-In Housing Allowance Claim <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2556.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2556.pdf</a>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1	Prepare forms and/or compile documentation, as required	<p>Prepare forms and/or compile documentation, as required.</p> <p>Overseas Housing Allowance (OHA) is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/ owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD 2367) is completed and approved. There are two types of OHA:</p> <ul style="list-style-type: none"> <li>· Overseas Housing Allowance (OHA) to offset the cost of overseas housing</li> <li>· Family Separation Housing – OHA Based Location (FSH-O) to offset the cost of housing in an overseas area for a Service Member with dependents on an unaccompanied tour, when government quarters are not available at the permanent duty station</li> </ul> <p>Move-In Housing Allowance (MIHA) is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ul style="list-style-type: none"> <li>· MIHA/Miscellaneous</li> <li>· MIHA/Rent</li> <li>· MIHA/Security</li> </ul> <p>Note 1: <a href="#">DD 2556</a> (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	1.1	Complete forms and/or compile documentation, as required	<p>Service Member completes forms and/or compiles documentation, as required.</p> <p>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.</p> <p>Service Member obtains forms/link to forms upon check-in at gaining permanent duty station (PDS) or upon check-out at previous PDS:</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (from Receipts processing)</li> <li>· <a href="#">DD 2367</a> (Individual Overseas Housing Allowance (OHA) Report), if required</li> <li>· <a href="#">DD 2556</a> (Move-In Housing Allowance Claim Form), if applicable</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul> <p>Note 2: Refer also to <a href="#">PPIB 15-12</a> for Advanced/Delayed dependent travel for approval process/documentation requirements, if applicable.</p> <p>OPNAV N130 has made the following determination regarding Advance/Delayed dependent travel policy:</p> <ol style="list-style-type: none"> <li>1. Advanced dependent travel requests require an endorsement with a recommendation for approval/denial by the ultimate permanent duty station (gaining command) prior to approval by OPNAV N130.</li> <li>2. Delayed dependent travel requests require an endorsement with a recommendation for approval/denial by the old permanent duty station prior to approval by OPNAV N130.</li> </ol>



**SERVICE MEMBER CONTINUED**

← **BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	1.2	Is OHA request an initial submission or a change in status/annual recertification?	<p>Is OHA request an initial submission or a change in status/annual recertification?</p> <p>Service Members are required to recertify OHA annually. Additionally, whenever there is a change to any data entered on the DD 2367, a new <a href="#">DD 2367</a> must be prepared.</p> <p>MIHA is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. There is no Move-Out Housing Allowance.</p> <p>If Initial Submission, go to 1.3. If Change in Status/Annual Verification, <a href="#">go to 3.</a></p>
	1.3	Is OHA request for Service Member location or dependent location?	<p>Is OHA request for Service Member location or dependent location?</p> <p>Personnel may request designated place of residency status and associated station allowances, per <a href="#">DoD FMR Vol 7A, Chapter 26</a>, for dependents who were formerly command-sponsored and</p> <ul style="list-style-type: none"> <li>· remain at the old permanent duty station (PDS) during the Service Member's subsequent tour (this location becomes a designated place), or</li> <li>· move to an OCONUS "designated place" from the Service Member's old overseas PDS during the Service Member's subsequent tour.</li> </ul> <p>Requests for "designated place" status must be sent to the Office of Chief of Naval Operations (OPNAV), Pay and Compensation Branch (N130) for approval, and circumstances must meet the requirements of DoD FMR Vol 7A, Chapter 26.</p> <p>If Service Member location, <a href="#">go to 1.6.</a> If Dependent location, go to 1.4.</p>
	1.4	Submit forms and documentation to CPPA	<p>Service Member submits forms and/or documentation to Command Pay and Personnel Administrator (CPPA).</p> <p>Note: Commander Navy Region Japan is designated as the approval and recertification authority for Navy personnel seeking OHA for Republic of the Philippines (RP). Refer to PPIB 11-06, MPA 11/03, and Commander Navy Region Japan Instruction: Overseas Housing Allowance (OHA) within the Republic of the Philippines (RP), for specific requirements to process OHA for RP.</p>
	1.4.3	Correct forms/compile supporting documentation and resubmit	<p>Service Member corrects forms/compiles supporting documentation and resubmits to CPPA for processing and approval.</p> <p><a href="#">Go to 1.4.1.</a></p>

[CONTINUE TO NEXT PAGE](#)

**SERVICE MEMBER CONTINUED**

**← BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SERVICE MEMBER</b>	1.6	Submit forms to local Housing Office for approval	<p>Command Leadership submits forms to local Housing Office for approval.</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (from Receipts processing)</li> <li>· OPNAV N130 Memo approval for dependent location, if applicable</li> <li>· DD 2367 (Individual Overseas Housing Allowance (OHA) Report)</li> <li>· DD 2556 (Move-In Housing Allowance Claim Form), if applicable</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul>
	1.9	Correct forms/compile supporting documentation and resubmit	<p>Service Member corrects forms/compiles supporting documentation and resubmits to local Housing Office for approval.</p> <p>Go to 1.6.</p>
	2	Submit forms and/ or compile and review documentation	<p>Submit forms and/or compile and review documentation.</p>
	2.1	Submit forms and documentation to CPPA	<p>Service Member submits forms and/or documentation to CPPA.</p>
	2.4	Correct forms/compile supporting documentation and resubmit	<p>Service Member corrects forms/compiles supporting documentation and resubmits to CPPA for processing and approval.</p> <p>Go to 2.1.</p>
	3	Process change/ correction in status and/or annual recertification, as required	<p>Process change/correction in status and/or annual recertification, as required.</p>

[CONTINUE TO NEXT PAGE](#)

**SERVICE MEMBER CONTINUED**

**← BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SERVICE MEMBER</b>	3.1	Provide command with documentation regarding any status changes and/or annual recertification	Service Member provides command with documentation regarding any status changes and/or annual recertification.
	3.5	Obtain additional supporting documentation, as requested	Service Member obtains additional supporting documentation, as requested.  Go to 3.1.
	6	Process Service Member's OHA/MIHA entitlement(s)	Process Service Member's Overseas Housing Allowance/Move-In Housing Allowance entitlement(s).  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.  The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a Start (4301 or 4501) Overseas Housing Allowance transaction and a Report (4203) Move-In Housing Allowance transaction when the Service Member arrives PCS.
	6.10	Verify proper processing of OHA/MIHA entitlement	Service Member verifies proper processing of OHA/MIHA entitlement.  If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of OHA/MIHA, contact CPPA to follow-up with servicing TSC.  Go to Stop.

**STOP**

CLERK START

← BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	5	Receive, review and dispatch documentation and verify Service Member's eligibility for OHA/MIHA	<p>Receive, review and dispatch documentation and verify Service Member's eligibility for Overseas Housing Allowance (OHA)/Move-In Housing Allowance (MIHA).</p> <p>Overseas Housing Allowance is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD2367) is completed and approved. There are two types of OHA:</p> <ol style="list-style-type: none"> <li>1. FID 43: Overseas Housing Allowance to offset the cost of overseas housing, or</li> <li>2. FID 45: FSH-O Family Separation Housing – OHA Based Location to offset the cost of housing in an overseas area for a Service Member with dependents serving on an unaccompanied or restricted tour "AND" government quarters are not available. Note: Service Member's election not to occupy government quarters for personal convenience prohibits entitlement to FSH-O.</li> </ol> <p>MIHA is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ol style="list-style-type: none"> <li>1. MIHA/Miscellaneous</li> <li>2. MIHA/Rent</li> <li>3. MIHA/Security</li> </ol> <p>Note 1: DD2556 (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	5.6	Does eCRM case report a change in status/annual recertification or an initial request for OHA/MIHA?	<p>Does eCRM case report a change in status/annual recertification or an initial request for OHA/MIHA?</p> <p>If Change in status/annual recertification, <a href="#">go to 7</a>.</p> <p>If Initial request, <a href="#">go to 5.7</a>.</p>

[CONTINUE TO NEXT PAGE](#)

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	5.7	Verify eligibility criteria for OHA/MIHA	<p>Clerk verifies eligibility criteria for Overseas Housing Allowance/Move-In Housing Allowance.</p> <p>Refer to Decision Logic tables in <a href="#">DoD FMR Vol 7A, Chapter 26</a>, as required.</p> <ul style="list-style-type: none"> <li>· Verify entitlement against orders and on-base housing availability.</li> <li>· Verify the DD 2367 information against the NAVPERS 1070/602 and copies of supporting documentation. Additionally, an OHA worksheet must be prepared for every Service Member living off base in an overseas housing area for rate changes, pay grade changes, or when rental expenses change.</li> </ul> <p>To be eligible for MIHA, a Service Member must first be eligible for OHA.</p> <p>Note 1: Refer also to <a href="#">PPIB 15-12</a> for Advanced/Delayed dependent travel for approval process/documentation requirements, if applicable.</p> <p>OPNAV N130 has made the following determination regarding Advance/Delayed dependent travel policy:</p> <ol style="list-style-type: none"> <li>1. Advanced dependent travel requests require an endorsement with a recommendation for approval/denial by the ultimate permanent duty station (gaining command) prior to approval by OPNAV N130.</li> <li>2. Delayed dependent travel requests require an endorsement with a recommendation for approval/denial by the old permanent duty station prior to approval by OPNAV N130.</li> </ol> <p>Note 2: Payment of MIHA/Miscellaneous will be made when a Service Member has completed the DD 2367 and provides a copy of the lease or purchase agreement. For those Service Members who qualify for the MIHA/Rent and/or MIHA/ Security payments, a DD 2556 must be completed and submitted with supporting documentation.</p>
	5.8	Review and verify Service Member's personnel account	<p>Clerk reviews and verifies Service Member's personnel account.</p> <p>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.</p> <p>Login to MMPA LOPG/L0OG:</p> <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify dependency status is consistent with NAVPERS 1070/602</li> </ul>

**CLERK CONTINUED**

**← BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>CLERK</b>	5.10	Review Service Member's NSIPS ESR	<p>Clerk reviews Service Member's NSIPS ESR.</p> <p>Verify Service Member's NAVPERS 1070/602 is up-to-date and is consistent with Service Member's pay account.</p> <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, D, N or K (secondary dependents), R, etc.) agrees with the NAVPERS 1070/602.</p>
	5.11	Is Service Member eligible for OHA/MIHA?	<p>Is Service Member eligible for Overseas Housing Allowance/Move-In Housing Allowance entitlement(s)?</p> <p>If No, go to 5.12. If Yes, go to 6.</p>
	5.12	Inform CPPA	Clerk informs CPPA that Service Member is not eligible for entitlement.
	5.13	Complete final verification and mark eCRM case "Supervisor Review"	Clerk completes final verification and marks eCRM case "Supervisor Review".
	6	Process Service Member's OHA/MIHA entitlement(s)	<p>Process Service Member's Overseas Housing Allowance/Move-In Housing Allowance entitlement(s).</p> <p>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.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a Start (4301 or 4501) Overseas Housing Allowance transaction and a Report (4203) Move-In Housing Allowance transaction when the Service Member arrives PCS.</p>

[CONTINUE TO NEXT PAGE](#)



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	6.1	Create OHA transaction in NSIPS	<p>Clerk creates OHA transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Allowances Section B: Overseas Housing Allowance (OHA) and Move-In-Housing Allowance (MIHA).</p> <p><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></p> <p>Login to NSIPS: Entitlements &gt; Overseas Allowances &gt; Use &gt; Overseas Allowances Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> <li>· Select OHA</li> <li>· Allowance type (OHA or FSH-OHA) make appropriate selection based upon dependent status</li> <li>· Select Start, Change or Correction, as appropriate</li> <li>· Enter Effective Date</li> <li>· Select JTR location</li> <li>· Enter Rental Amount</li> <li>· Select housing payment status code</li> <li>· Select Share Number</li> <li>· Select appropriate accompanied status code</li> <li>· Select lease agreement date if renting</li> <li>· Select utility indicators and update for A/C, Electricity, Heat, Trash, Water, as required</li> </ul>
	6.2	Create MIHA Report transaction in NSIPS, if required	<p>Clerk creates MIHA Report transaction in NSIPS, if required, in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Allowances Section B: Overseas Housing Allowance (OHA) and Move-In-Housing Allowance (MIHA).</p> <p>Login to NSIPS: Entitlements &gt; Overseas Allowances &gt; Use &gt; Overseas Allowances Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> <li>· Select MIHA</li> <li>· Report (When MIHA is chosen, Report is automatically selected)</li> <li>· Enter Effective Date</li> <li>· Select JTR location</li> <li>· Enter Entitlement Amount</li> <li>· Select Related OHA ID (OHA or FSH-OHA)</li> <li>· Select MIHA Type (Misc., Rent, or Security)</li> </ul>
	6.3	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.
	6.5	Did OHA/MIHA post?	<p>Did OHA/MIHA post?</p> <p>Check MMPA JJAA 24-48 hours after release:</p> <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify FID 43 or 45, as appropriate, posted correctly</li> <li>· Verify FID 42, if applicable, posted correctly</li> </ul> <p>If No, <a href="#">go to 6.6</a>.</p> <p>If Yes, <a href="#">go to 6.7</a>.</p>

**CLERK CONTINUED**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>CLERK</b>	6.6	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), as applicable</li> </ul> </li> </ol> <p>Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a>, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to <a href="#">MPA 01/21</a>, 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).</p> <p><a href="#">Go to 6.5.</a></p>
	6.7	Complete final verification and mark eCRM case "Supervisor Review"	Clerk completes final verification and marks eCRM case "Supervisor Review".
	6.8	Compile Retain File	<p>Clerk compiles Retain File.</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (Activity Gain)</li> <li>· OPNAV N130 Memo approval, for dependent location, if applicable</li> <li>· DD 2367 (Individual Overseas Housing Allowance (OHA) Report)</li> <li>· DD 2556 (Move-In Housing Allowance Claim Form)</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul> <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>

[CONTINUE TO NEXT PAGE](#)

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	7	Verify Service Member's continued eligibility for OHA	<p>Verify Service Member's continued eligibility for Overseas Housing Allowance.</p> <p>Service Members are required to recertify OHA annually. Additionally, whenever there is a change to any data entered on the DD 2367, a new DD 2367 must be prepared.</p> <p>MIHA is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. There is no Move-Out Housing Allowance.</p>
	7.1	Has Service Member's status changed, impacting OHA entitlement?	<p>Has Service Member's status changed, potentially impacting Overseas Housing Allowance entitlement?</p> <p>Refer to <a href="#">DoD FMR Vol 7A, Chapter 26</a> as required, for example:</p> <ul style="list-style-type: none"> <li>· Annual OHA Recertification</li> <li>· Date to Stop Housing Allowances-Changes in Dependency Status</li> <li>· Date to Stop Basic Allowance for Housing (BAH) or OHA-Other than Dependency Status Changes</li> <li>· Changes when a Service Member acquires dependents</li> <li>· Changes when the government defers dependent travel</li> <li>· Changes when dependent travel is advanced or delayed</li> <li>· Changes incident to an evacuation from an OCONUS PDS</li> <li>· Etc.</li> </ul> <p>Note 1: If a Service Member fails to recertify (annually), contact the Service Member's Commanding Officer five days after the month in which the Service Member was required to recertify. If the command fails to respond within five days, stop the Service Member's OHA entitlement on the 10th of the following month after annual recertification was required.</p> <p>Note 2: When a Service Member departs PCS, OHA is stopped the day before Date Departed Last Duty Station (DDLDS) from the SH-03 Report PCS Departure transaction. If upon arrival to the Service Member's new PCS, the DDLDS date in the SG-03 Report PCS Arrival transaction differs from the date in the SH-03 transaction, OHA is adjusted according to the date in the SG-03 transaction.</p> <p>If Yes, go to 7.2. If No, go to Stop.</p>
	7.2	Does Service Member's OHA require a Change/Correction or Stop transaction?	<p>Does Service Member's Overseas Housing Allowance (OHA) require a Change/Correction or Stop transaction?</p> <p>If Change/Correction, <a href="#">go to 6.1</a>. If Stop, <a href="#">go to 7.3</a>.</p> <p>Note: Clerk informs CPPA of any changes to Service Member's pay account.</p>

**CLERK CONTINUED**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p align="center"><b>CLERK</b></p>	<p align="center">7.3</p>	<p align="center">Create OHA Stop transaction in NSIPS</p>	<p>Clerk creates Overseas Housing Allowance Stop transaction in NSIPS in accordance with <a href="#">DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4</a>: Allowances Section B: Overseas Housing Allowance (OHA) and Move-In-Housing Allowance (MIHA).</p> <p>Login to NSIPS: Entitlements &gt; Overseas Allowances &gt; Use &gt; Overseas Allowances Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> <li>· Select OHA</li> <li>· Allowance type (OHA or FSH-OHA)</li> <li>· Select Stop</li> <li>· Enter effective date</li> </ul> <p>IMPORTANT POLICY CLARIFICATION. OPNAV N130C (Travel Policy) has reiterated and restated the provisions of DoD FMR Vol 7A, Chapter 26 to specify that for the purposes of an afloat unit, staff, squadron or battalion that is deployed away from its homeport/PDS at the time a service member who is receiving OHA and OCONUS COLA detaches on PCS orders but will return via homeport/PDS in the execution of a PCS transfer, then the member's OHA and OCONUS COLA will stop effective the date the member departs from the area of his homeport/PDS (residence) as indicated on the DD form 1351-2, not the date listed on the Activity Loss Event (NSIPS SH03 FID).</p> <p>PAYMENT PROCEDURES. For personnel who were deployed away from their homeport/PDS at the time of PCS detachment and returned to their homeport/PDS to commence execution of a PCS and receiving OHA and OCONUS COLA, gaining commands (CPPA's and TSC's) should take the following action if the dates are different:</p> <p>Clerks will Report the inclusive period from the (date of SH03) to (date of departure from area of PDS listed on the DD form 1351-2), if the dates are different, using the below listed NSIPS FID, as appropriate:</p> <p>FID 4303 REPORT - Housing Allowance Overseas (OHA)                      FID 4503 REPORT - Family Separation Overseas Housing Allowance (FSH COLA)</p>
	<p align="center">7.4</p>	<p>Select projected release date and forward to supervisor for audit and release</p>	<p>Clerk selects projected release date and forwards to supervisor for audit and release.</p> <p>Clerk forwards NSIPS transaction, if appropriate.</p>

[CONTINUE TO NEXT PAGE](#)

**CLERK CONTINUED**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>CLERK</b>	7.6	Did OHA transaction post?	Did Overseas Housing Allowance transaction post?  Check MMPA JJAA 24-48 hours after release: <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify FID 43 or 45 posted correctly</li> </ul> If No, go to 7.7. If Yes, go to 7.8.
	7.7	Determine reason for posting delay	Clerk and supervisor determine reason for posting delay.  <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or DFAS, as applicable</li> </ul> </li> </ol> Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a> , Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.  Note 2: Refer to <a href="#">MPA 01/21</a> , 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 7.6.
	7.8	Complete final verification and mark eCRM case "Supervisor Review"	Clerk completes final verification and marks eCRM case "Supervisor review", if required.
	7.9	Compile Retain File	Clerk compiles Retain File.  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.  <ul style="list-style-type: none"> <li>· eCRM documentation, as applicable</li> </ul>

**STOP**

**SUPERVISOR START**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p><b>SUPERVISOR</b></p>	<p>5</p>	<p>Receive, review and dispatch documentation and verify Service Member's eligibility for OHA/MIHA</p>	<p>Receive, review and dispatch documentation and verify Service Member's eligibility for Overseas Housing Allowance (OHA)/Move-In Housing Allowance (MIHA).</p> <p>Overseas Housing Allowance is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD2367) is completed and approved. There are two types of OHA:</p> <ol style="list-style-type: none"> <li>1. FID 43: Overseas Housing Allowance to offset the cost of overseas housing, or</li> <li>2. FID 45: FSH-O Family Separation Housing – OHA Based Location to offset the cost of housing in an overseas area for a Service Member with dependents serving on an unaccompanied or restricted tour "AND" government quarters are not available. Note: Service Member's election not to occupy government quarters for personal convenience prohibits entitlement to FSH-O.</li> </ol> <p>MIHA is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ol style="list-style-type: none"> <li>1. MIHA/Miscellaneous</li> <li>2. MIHA/Rent</li> <li>3. MIHA/Security</li> </ol> <p>Note 1: DD2556 (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	<p>5.1</p>	<p>Receive eCRM case from customer command</p>	<p>Supervisor receives eCRM case from customer command.</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>When a Service Member reports under Permanent Change of Station (PCS) orders and is entitled to OHA and MIHA, in addition to the SG-03 Report PCS Arrival transaction, TSC will process the appropriate transactions to initiate OHA and MIHA following the posting of the Activity Gain since the entitlements will not start upon posting of the SG-03 Report PCS Arrival transaction.</p>



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SUPERVISOR</b>	5.2	Review eCRM case	<p>Supervisor reviews eCRM case.</p> <p>DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member, Housing Officer and Certifying Official. TSC Supervisor should be reviewing document for all signatures before the form is deemed complete and accurate. The eCRM case should consist of:</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (Activity Gain)</li> <li>· OPNAV N130 Memo approval for dependent location, if applicable</li> <li>· DD 2367 (Individual Overseas Housing Allowance (OHA) Report)</li> <li>· DD 2556 (Move-In Housing Allowance Claim Form), if applicable</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul> <p>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.</p> <p>Note 1: TSC is responsible for obtaining a copy of the lease agreement, rental agreement, or residence purchase agreement before authorizing OHA. TSC will verify the DD 2367 and DD 2556 information with the NAVPERS 1070/602 and copies of supporting documentation. An OHA worksheet must be prepared for every Service Member living off base in an overseas housing allowance area, for rate changes, pay grade changes or when rental expense changes. TSC will compute OHA and MIHA entitlement and process the appropriate transaction(s).</p> <p>Note 2: Commander, Navy Region Japan is designated as the approval and recertification authority for Navy personnel seeking OHA for Republic of the Philippines (RP). Refer to <a href="#">PPIB 11-06, MPA 11/03</a>, and Commander Navy Region Japan Instruction: Overseas Housing Allowance (OHA) within the Republic of the Philippines (RP): for specific requirements to process OHA for RP.</p>
	5.3	Is eCRM case documentation complete?	<p>Is eCRM case documentation complete and accurate?</p> <p>TSC is responsible for obtaining a copy of lease agreement, rental agreement, or residence purchase agreement before authorizing OHA/MIHA.</p> <p>If No, go to 5.4. If Yes, <a href="#">go to 5.5</a>.</p>
	5.4	Coordinate with CPPA to complete/correct eCRM case	<p>Supervisor coordinates with the Command Pay and Personnel Administrator (CPPA) to complete and/or correct eCRM case.</p> <p>Go to 5.3</p>

**SUPERVISOR CONTINUED**

**← BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SUPERVISOR</b>	5.5	Dispatch eCRM case to clerk	<p>Supervisor dispatches eCRM case to clerk for processing.</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>
	5.14	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case as "Completed" with appropriate comments.</p> <p>Go to Stop.</p>
	6	Process Service Member's OHA/MIHA entitlement(s)	<p>Process Service Member's Overseas Housing Allowance/Move-In Housing Allowance entitlement(s).</p> <p>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.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a Start (4301 or 4501) Overseas Housing Allowance transaction and a Report (4203) Move-In Housing Allowance transaction when the Service Member arrives PCS.</p>
	6.4	Audit and release OHA/MIHA transactions(s) in NSIPS	Supervisor audits and releases OHA/MIHA transactions(s) in NSIPS.

[CONTINUE TO NEXT PAGE](#)

**SUPERVISOR CONTINUED**

← **BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SUPERVISOR</b>	6.6	Determine reason for posting delay	Clerk and supervisor determine reason for posting delay. <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), as applicable</li> </ul> </li> </ol> Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a> , Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.  Note 2: Refer to <a href="#">MPA 01/21</a> , 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).  <a href="#">Go to 6.5.</a>
	6.9	Complete final verification and close eCRM case	Supervisor completes final verification and closes eCRM case.  Supervisor marks eCRM case as "Completed".
	7	Verify Service Member's continued eligibility for OHA	Verify Service Member's continued eligibility for Overseas Housing Allowance.  Service Members are required to recertify OHA annually. Additionally, whenever there is a change to any data entered on the DD 2367, a new DD 2367 must be prepared.  MIHA is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. There is no Move-Out Housing Allowance.
	7.5	Audit and release OHA transaction in NSIPS	Supervisor audits and releases Overseas Housing Allowance transaction in NSIPS.
	7.7	Determine reason for posting delay	Clerk and supervisor determine reason for posting delay. <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or DFAS, as applicable</li> </ul> </li> </ol> 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 7.6.
	7.10	Complete final verification and close eCRM case	Supervisor completes final verification and closes eCRM case.  Supervisor marks eCRM case as "Completed", if required.

**STOP**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p><b>CPPA</b></p>	<p>1</p>	<p>Prepare forms and/or compile documentation, as required</p>	<p>Prepare forms and/or compile documentation, as required.</p> <p>Overseas Housing Allowance (OHA) is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/ owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD 2367) is completed and approved. There are two types of OHA:</p> <ul style="list-style-type: none"> <li>· Overseas Housing Allowance (OHA) to offset the cost of overseas housing</li> <li>· Family Separation Housing – OHA Based Location (FSH-O) to offset the cost of housing in an overseas area for a Service Member with dependents on an unaccompanied tour, when government quarters are not available at the permanent duty station</li> </ul> <p>Move-In Housing Allowance (MIHA) is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ul style="list-style-type: none"> <li>· MIHA/Miscellaneous</li> <li>· MIHA/Rent</li> <li>· MIHA/Security</li> </ul> <p>Note 1: DD 2556 (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	<p>1.4.1</p>	<p>Review forms and/or documentation</p>	<p>CPPA reviews forms and/or documentation.</p> <p>DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member. CPPA should verify Service Member signature before the form is deemed complete and accurate for further processing.</p>

**CPPA CONTINUED**

**← BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>CPPA</b>	1.4.2	Are forms and/or documentation complete and accurate?	Are forms and/or documentation complete and accurate? If No, <a href="#">go to 1.4.3</a> . If Yes, go to 1.4.4.
	1.4.4	Do Service Member's dependents qualify for OHA/MIHA?	Do Service Member's dependents qualify for OHA/MIHA? If Yes, go to 1.5. If No, go to Stop.
	1.5	Prepare documentation for submission to OPNAV N130	CPPA prepares OPNAV N130 memo for Commanding Officer approval.  OPNAV N130 is the approving authority for ALL Designated Place requests to OCONUS non-foreign and foreign locations.  Note: OCONUS foreign location requests will only be approved if the Service Member's spouse was born in the requested location. Approval of non-foreign OCONUS designated place locations (i.e., HI, AK, PR, VI, Guam, Samoa) will only be approved for locations to which family ties (such as HOR, PLEAD, or home ownership) exist.
	1.5.1	Prepare OPNAV N130 memo for Commanding Officer approval	CPPA prepares OPNAV N130 memo for Commanding Officer approval.
	1.5.2	Submit forms and documentation to chain of command for review and approval	CPPA submits forms and/or documentation to chain of command for review and approval.
	2	Submit forms and/ or compile and review documentation	Submit forms and/or compile and review documentation.
	2.2	Review forms and/or documentation	CPPA reviews forms and/or documentation.  DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member and Housing Office. CPPA should verify Service Member and Housing Office signatures before the form is deemed complete and accurate for father processing.

[CONTINUE TO NEXT PAGE](#)

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>CPPA</b>	2.3	Are forms and/or documentation complete and accurate?	Are forms and/or documentation complete and accurate? If No, <a href="#">go to 2.4</a> . If Yes, go to 2.5.
	2.5	Does Service Member qualify for OHA/MIHA?	Does Service Member qualify for OHA? If Yes, <a href="#">go to 2.6</a> . If No, go to Stop.
	3	Process change/correction in status and/or annual recertification, as required.	Process change/correction in status and/or annual recertification, as required.
	3.2	Review documentation	CPPA reviews documentation. DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member, Housing Officer and Certifying Official. CPPA should be reviewing for all signatures before the form is deemed complete and accurate.
	3.3	Is documentation complete?	Is documentation complete? If Yes, go to 3.6. If No, go to 3.4.
	3.4	Request Service Member provide additional supporting documentation	CPPA requests Service Member provide additional supporting documentation.
	3.6	Prepare memo for Commanding Officer signature	CPPA prepares memo (change/cancel OHA or annual recertification, as applicable) for Commanding Officer signature, if required.
	4	Submit OHA/MIHA initial request, change/correction in status or annual recertification to TSC for processing	CPPA submits OHA/MIHA initial request, change/correction in status or annual recertification to TSC for processing.
	4.1	Assemble and compile documentation	CPPA assembles and compiles documentation for submission to TSC.  <ul style="list-style-type: none"> <li>· Initial submission for OHA/MIHA</li> <li>· Change/Correction in Status</li> <li>· Annual recertification</li> </ul>



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	4.2	Submit documentation to TSC via eCRM	<p>CPPA submits documentation 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>DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member, Housing Officer and Certifying Official. CPPA should be reviewing for all signatures before the form is deemed complete and accurate.</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 OHA</li> </ul> <p>The eCRM case should consist of:</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (from Receipts processing)</li> <li>· OPNAV N130 Memo approval for dependent location, if applicable</li> <li>· DD 2367 (Individual Overseas Housing Allowance (OHA) Report</li> <li>· DD 2556 (Move-In Housing Allowance Claim Form), if applicable</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul> <p>Verify location code to be used via DTMO/MMPA verb JWMM table 65 and indicate on case upon submission.</p> <p>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.</p>

**COMMAND LEADERSHIP START**

**← BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p><b>COMMAND LEADERSHIP</b></p>	<p>1</p>	<p>Prepare forms and/or compile documentation, as required</p>	<p>Prepare forms and/or compile documentation, as required.</p> <p>Overseas Housing Allowance (OHA) is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/ owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD 2367) is completed and approved. There are two types of OHA:</p> <ul style="list-style-type: none"> <li>· Overseas Housing Allowance (OHA) to offset the cost of overseas housing</li> <li>· Family Separation Housing – OHA Based Location (FSH-O) to offset the cost of housing in an overseas area for a Service Member with dependents on an unaccompanied tour, when government quarters are not available at the permanent duty station</li> </ul> <p>Move-In Housing Allowance (MIHA) is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ul style="list-style-type: none"> <li>· MIHA/Miscellaneous</li> <li>· MIHA/Rent</li> <li>· MIHA/Security</li> </ul> <p>Note 1: DD 2556 (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	<p>1.5</p>	<p>Prepare documentation for submission to OPNAV N130</p>	<p>CPPA prepares OPNAV N130 memo for Commanding Officer approval.</p> <p>OPNAV N130 is the approving authority for ALL Designated Place requests to OCONUS non-foreign and foreign locations.</p> <p>Note: OCONUS foreign location requests will only be approved if the Service Member's spouse was born in the requested location. Approval of non-foreign OCONUS designated place locations (i.e., HI, AK, PR, VI, Guam, Samoa) will only be approved for locations to which family ties (such as HOR, PLEAD, or home ownership) exist.</p>

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**COMMAND LEADERSHIP CONTINUED**

**← BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>COMMAND LEADERSHIP</b>	1.5.3	Review memo and supporting documentation	Commanding Officer (or duly designated representative) reviews memo and supporting documentation.
	1.5.4	Sign OPNAV N130 memo	Commanding Officer (or duly designated representative) signs OPNAV N130 memo.
	1.5.5	Submit OHA request for dependents location to OPNAV N130	Command submits OHA request for dependents location to OPNAV N130.
	1.5.7	Return approval and forms/ supporting documentation to Service Member	Command returns approval and forms/supporting documentation to Service Member for submission to local Housing Office for MIHA verification.
	2	Submit forms and/ or compile and review documentation	Submit forms and/or compile and review documentation.
			Commanding Officer (or duly designated representative) signs DD 2367, if required.
	2.6	Sign <a href="#">DD 2367</a>	Note: The Service Member's authorized command delegated representative with a DD 577 on file shall be the Certifying Official (Not a TSC Representative).  <a href="#">Go to 4.</a>
	3	Process change/ correction in status and/or annual recertification, as required	Process change/correction in status and/or annual recertification, as required.
	3.7	Sign memo request, if required	Commanding Officer (or duly designated representative) reviews and signs memo request, if required.

**STOP**

**HOUSING OFFICE START**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p align="center"><b>HOUSING OFFICE</b></p>	1	Prepare forms and/or compile documentation, as required	<p>Prepare forms and/or compile documentation, as required.</p> <p>Overseas Housing Allowance (OHA) is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/ owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (DD 2367) is completed and approved. There are two types of OHA:</p> <ul style="list-style-type: none"> <li>· Overseas Housing Allowance (OHA) to offset the cost of overseas housing</li> <li>· Family Separation Housing – OHA Based Location (FSH-O) to offset the cost of housing in an overseas area for a Service Member with dependents on an unaccompanied tour, when government quarters are not available at the permanent duty station</li> </ul> <p>Move-In Housing Allowance (MIHA) is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ul style="list-style-type: none"> <li>· MIHA/Miscellaneous</li> <li>· MIHA/Rent</li> <li>· MIHA/Security</li> </ul> <p>Note 1: DD 2556 (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	1.7	Review forms and documentation	<p>Housing Officer or appropriate designated official reviews forms and documentation.</p> <p>DD Form 2367 (OHA) Form needs to be signed and dated by the Service Member. The Housing Office should verify Service Member signature before the form is deemed complete and accurate for further processing.</p>
	1.8	Are forms and supporting documentation complete and accurate?	<p>Are forms and supporting documentation complete and accurate?</p> <p>If No, <a href="#">go to 1.9</a>.</p> <p>If Yes, go to 1.10.</p>
	1.10	Does Service Member qualify for OHA/MIHA?	<p>Does Service Member qualify for OHA/MIHA?</p> <p>If Yes, go to 1.11.</p> <p>If No, go to Stop.</p>
	1.11	Sign forms and return documentation	<p>Housing Officer or appropriate designated official signs form(s) and returns documentation to Service Member for submission to chain of command.</p> <ul style="list-style-type: none"> <li>· Original PCS orders with endorsements (from Receipts processing)</li> <li>· OPNAV N130 Memo approval for dependent location, if applicable</li> <li>· <a href="#">DD 2367</a> (Individual Overseas Housing Allowance (OHA) Report)</li> <li>· <a href="#">DD 2556</a> (Move-In Housing Allowance Claim Form), if applicable</li> <li>· Lease/Rental Agreement or Residence Purchase Agreement</li> <li>· Other supporting documentation, as required</li> </ul>

**STOP**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
OPNAV N130	1	Prepare forms and/or compile documentation, as required	<p>Prepare forms and/or compile documentation, as required.</p> <p>Overseas Housing Allowance (OHA) is a monthly entitlement provided to Service Members assigned to an overseas location to defray the cost of housing. All Service Members who are authorized to live in privately leased/ owned quarters are entitled to OHA, provided an Individual Overseas Housing Allowance (OHA) Report (<a href="#">DD 2367</a>) is completed and approved. There are two types of OHA:</p> <ul style="list-style-type: none"> <li>· Overseas Housing Allowance (OHA) to offset the cost of overseas housing</li> <li>· Family Separation Housing – OHA Based Location (FSH-O) to offset the cost of housing in an overseas area for a Service Member with dependents on an unaccompanied tour, when government quarters are not available at the permanent duty station</li> </ul> <p>Move-In Housing Allowance (MIHA) is a lump sum, one-time payment to cover the move-in costs associated with occupying private sector leased/owned housing covered under the OHA program. To be eligible for MIHA, a Service Member must first be eligible for OHA. In most cases, a Service Member authorized OHA is authorized MIHA.</p> <p>There are three types of MIHA:</p> <ul style="list-style-type: none"> <li>· MIHA/Miscellaneous</li> <li>· MIHA/Rent</li> <li>· MIHA/Security</li> </ul> <p>Note 1: <a href="#">DD 2556</a> (MIHA Claim Form) must accompany MIHA/Rent and/or MIHA/Security-related expenses.</p> <p>Note 2: There is no Move-Out Housing Allowance.</p>
	1.5	Prepare documentation for submission to OPNAV N130	<p>CPPA prepares OPNAV N130 memo for Commanding Officer approval.</p> <p>OPNAV N130 is the approving authority for ALL Designated Place requests to OCONUS non-foreign and foreign locations.</p> <p>Note: OCONUS foreign location requests will only be approved if the Service Member's spouse was born in the requested location. Approval of non-foreign OCONUS designated place locations (i.e., HI, AK, PR, VI, Guam, Samoa) will only be approved for locations to which family ties (such as HOR, PLEAD, or home ownership) exist.</p>
	1.5.6	Does OPNAV N130 approve OHA for dependents?	<p>Does OPNAV N130 approve OHA for Dependents?</p> <p>If Yes, <a href="#">go to 1.5.7</a>.</p> <p>If No, go to Stop.</p>