

Military Spouse Licensure Reimbursement SOP



Purpose:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Support Centers (TSCs) to provide a common process for Military Spouse Licensure Reimbursement. To be eligible for the payment, spouses must have received a new license due to a permanent change of station (PCS) move, and that new license must be in their existing career field, according to the legislation.

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

Role Link's:

[Service Member](#)

[CPPA](#)

[MNCC](#)

[DAO](#)

[DAO Auditor](#)

[DAO Senior AO](#)

[TSC Memphis](#)

Other Links:

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[Steps in Numerical Order](#)

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SYSTEMS & HELP DESK POCs

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

BUMED INSTRUCTIONS

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

BUPERS INSTRUCTIONS

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

CPPA RESOURCES

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

DJMS

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

DOD FMR

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

DOD INSTRUCTIONS / DIRECTIVES / FORMS

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

DON Memo dtd 30 June 2020

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

DON WEBSITE

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

DS-11

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

JAG INSTRUCTION

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

JTR

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

KSD

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

MILPERSMAN

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

NAVADMINS

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

NAVMED FORM

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

NAVMED MANUAL

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

NAVPERS FORMS

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

NAVSUPINST

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

NPPSC FORMS

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

NPPSC INSTRUCTIONS

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

OF 1164

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

OMPF

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

OPNAV INSTRUCTIONS

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

OPS ALERTS

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

PPIBS-MPAS

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

SalesForce/eCRM

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

SECNAV INSTRUCTIONS

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

SECNAV MANUALS

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

SF FORMS

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

SGLV 8286

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

US NAVY REGULATIONS

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

NP2

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

- Call center agent at My Navy Career Center (**MNCC**) will initiate a service ticket via the Enterprise Customer Relations Management (eCRM) system. MNCC Call agent verify KSDs are attached, assigns the service ticket number and forwards request via eCRM to the Tier 2 DAO group box for action.
- Departmental Accountable Official (**DAO**) will assist the member in completing the reimbursement package and will review the claim package for completeness and to ensure the key supporting documents (KSD's) are included. DAO's will compute net pay to the member, federal and state taxes as appropriate, prepare the IRS form W2 and make payment to the service member. DAO's will forward all KSD's and track payment for all federal and state tax payments to TSC Memphis via the functional mailbox MSLR.FCT@NAVY.MIL. Once all action items are completed, DAO's will close all eCRM service tickets.
- **TSC Memphis** will view the functional mailbox and pending action items on a weekly basis. TSC Memphis will issue and mail all federal and state taxes checks as required.
- **Command Leadership:** CO/XO/CMC and key representatives (may include DHs, Dept. LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command).

- Procedures for members requesting reimbursement under this authority is listed in the [Navy DJMS Procedures Training Manual \(PTG\)](#) Appendix C
- Be familiar with available content/tools on the MNCC MyNavy HR Navy Souse Licensure Reimbursement webpage, specifically:
 - How to Submit a Claim
 - Fact Sheet
 - FAQs
 - Request Template Format
- Service member contacts MNCC at 1-833-330-MNCC or email at askmncc.@navy.mil to initiate the claim process. The ticket is pushed down to the Tier 2 level to be worked on and tracked until completion.
- All KSD's will be reviewed and verified for accuracy, a payment will be made to the member via the ITS.GOV system. Payments will be released every Wednesday unless the work tempo demands a higher frequency. IRS form W2 will be generated and emailed to the member via the MSLR.FCT@NAVY.MIL functional email inbox.
- TSC Memphis will generate and mail all treasury checks for state and federal taxes.
- It takes approximately seven business days for a Military Spouse Licensure Reimbursement claim to be adjudicated and paid. Once the claim has been paid, the member will be notified by Navy email of the payment information and a copy of the IRS form W2 will be attached. If a claim is denied or additional information is necessary, the service member will be notified via email from the Navy Authorizing Official (NAO).
- 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.
- Tax Form W2, is filed for each person to whom the taxpayer has paid at least \$10 in royalties or broker payments in lieu of dividends or tax-exempt interest; at least \$600 in rents, services (including parts and materials), prizes and awards, other income payments, medical and health care payments, crop insurance proceeds, cash payments for fish (or other aquatic life) the taxpayer purchases from anyone engaged in the trade or business of catching fish, or, generally, the cash paid from a notional principal contract to an individual, partnership, or estate; any fishing boat proceeds, or gross proceeds of \$600, or more paid to an attorney during the year.
- The OF-1164 is a payment mechanism used to reimburse employees for official expenses. As of October 2016, the Standard Form (SF) 1164 was changed to Optional Form (OF) 1164.
- 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/>

REFERENCES

Landing Page

ID #	Doc ID	Title
1.	DoDFMR, Vol. 7A, Appendix D	Financial Management Regulation Volume 7A: "Military Pay Policy - Active Duty and Reserve Pay" http://comptroller.defense.gov/Portals/45/documents/fmr/Volume_07a.pdf
2.	DoN Memo dtd 30 June 2020	Revised Record Retention Requirements to Support DoN Financial Statement Audits https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/
3.	MILPERSMAN 1754-040	Military Spouse Licensure Reimbursement https://www.mynavyhr.navy.mil/References/MILPERSMAN/
4.	NAVADMIN 134/19	Navy Spouse Licensure Reimbursement https://www.mynavyhr.navy.mil/References/Messages/
5.	NAVADMIN 104/23	Navy Spouse Employment Program Update https://www.mynavyhr.navy.mil/References/Messages/
6.	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
7.	MPA 15/19	Military Spouse Licensure Reimbursement Program https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
8.	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
9.	PPIB 19-15	Policy And Procedures for The Military Spouse Licensure Reimbursement Program https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
10.	PPIB 21-11	Military Spouse Licensure Reimbursement Program (MSLRP) https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/

#	Website Sponsor	Title and Link
1.	Navy Personnel Command (NPC)	NSIPS https://www.nsips.cloud.navy.mil/my.policy
2.	MyNavy HR	Navy Spouse Licensure Reimbursement https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/
3.	MyNavy HR	How to Submit a Claim for Spouse Licensure Reimbursement (18May21) https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/
4.	MyNavy HR	Spouse Employment Program Updates - Fact Sheet (NAVADMIN 104/23) (04 May 23) https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/
5.	MyNavy HR	Spouse Reimbursement for Licensure/Certification Costs or Business Costs Frequently Asked Questions (FAQs) (04 May 23) https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/
#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	MyNavy HR	Template for Spouse Licensure Reimbursement Request Memo (18May21) - Must be filled out electronically. https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/

FORMS

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#	Form #	Title
1.	DD 1351-2	Travel Voucher or Subvoucher https://www.esd.whs.mil/Directives/forms/dd1000_1499/
2.	DD 1351-2C	Travel Voucher or Subvoucher (Continuation Sheet) https://www.esd.whs.mil/Directives/forms/dd1000_1499/
3.	OF-1164	(Optional Form) Claim for Reimbursement for Expenditures on Official Business (Instructions) https://www.aphis.usda.gov/library/forms/pdf/1164-Instructions.pdf
4.	OF-1164	(Optional Form) Claim for Reimbursement for Expenditures on Official Business (Form) https://www.gsa.gov/forms-library/claim-reimbursement-expenditures-official-business
5.	IRS W2	W2 Form

STEP#	FLOW TEXT	ADDITIONAL TEXT
1.	Prepare and submit forms and/or compile documentation, as required	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to MPM 1754-040, Military Spouse Licensure Reimbursement, Paragraph 4, Procedures for Reimbursement.</p> <p>Refer also to PPIB 21-11 and NAVADMIN 104/23 for program updates. Key Support documents required are the:</p> <ul style="list-style-type: none">• Memorandum Spouse Licensure Reimbursement Request,• OF 1164,• PCS orders,• a copy of the old state license, and• the new state license and licensure certification receipts.
2.	Submit file forms and documentation to MNCC	<p>Service Member contacts MNCC at 1-833-330-MNCC or e-mails at askmncc.fct@navy.mil to initiate the claim process.</p>

STEP#	FLOW TEXT	ADDITIONAL TEXT
4.2	Request Service Member provide additional supporting documentation	<p>DAO liaises with the member and/or the claimant's CPPA to obtain any necessary documents. If claim is denied and returned to the member due to policy an explanation along with the policy will be provided for any possible reclaims and the eCRM Service ticket will be closed.</p> <p><u>Go to 2</u></p>

STEP#	FLOW TEXT	ADDITIONAL TEXT
3.	MNCC receives Claim	MNCC assigns the Service ticket number and forwards request via eCRM to Tier 2 DAO group box for action.

STEP#	FLOW TEXT	ADDITIONAL TEXT
4.	DAO screens the claim	The DAO logs into eCRM Systems to review (a) all Key Supporting Documents (KSD's) are present; (b) validity of the claim; information and updates the service ticket as needed.
4.1	Is documentation complete?	<p>Is Reimbursement claim complete, accurate, and all supporting documents available?</p> <p>If Yes, go to 5.</p> <p>If No, go to 4.2</p>
4.2	Request Service Member provide additional supporting documentation	<p>DAO liaises with the member and/or the claimant's CPPA to obtain any necessary documents. If claim is denied and returned to the member due to policy an explanation along with the policy will be provided for any possible reclaims and the eCRM Service ticket will be closed.</p> <p><u>Go to 2</u></p>
5.	DAO Voucher Examiner computes net Pay	DAO Voucher Examiner computes net Pay to the member, federal and state taxes as appropriate and prepares the IRS form W2.

STEP#	FLOW TEXT	ADDITIONAL TEXT
6.	DAO Auditor prepares Tax form Claim package is audited by the DAO.	Tax form W2 is prepared by the DAO Auditor. OF 1164, KSD's and IRS form W2 are audited within the DAO.
7.	Is claim accurate and ready for payment	Is Reimbursement claim accurate and ready for payment? If Yes, go to 8 . If No, go to 5 .
9.	DAO Auditor forwards the package over the TSC Memphis for action.	The Tax form W2, payment voucher and all supporting KSD's are placed in the MSLR functional mailbox for TSC Memphis to view in order to process state and federal taxes. The DAO Auditor will make note in the eCRM Service ticket system.
12.	DAO retains all KSD's supporting the payment in Records Manager	All KSDs, W2 's and payment vouchers are maintained in Records Manager.
13.	Claim Process Completed	Updates notes on the eCRM Service ticket and closes the ticket. The claims process is complete.

STEP#	FLOW TEXT	ADDITIONAL TEXT
8.	DAO Senior Authorizing Official audits the claim package and tax form W2. Official digitally signs the claim and releases	DAO Senior Authorizing Official digitally signs the claim and releases Smart Voucher for payment. All KSD's are transferred to the designated ERMS.

STEP#	FLOW TEXT	ADDITIONAL TEXT
10.	Treasury checks for State and Federal taxes are generated	Access the MSLR functional mailbox on a weekly basis. Generates and mails the state and federal taxes to the appropriate address for each claim.
11.	DAO Auditor email notification sent to payee with a copy of W2.	Notifies the DAO Auditor via the MSLR mailbox once the taxes have been paid out.

STEPS ONLY

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STEP#	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1.	Prepare and submit forms and/or compile documentation, as required	Service Member	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to MPM 1754-040, Military Spouse Licensure Reimbursement, Paragraph 4, Procedures for Reimbursement.</p> <p>Refer also to PPIB 21-11 and NAVADMIN 104/23 for program updates.</p> <p>Key Support documents required are the:</p> <ul style="list-style-type: none"> • Memorandum Spouse Licensure Reimbursement Request, • OF 1164, • PCS orders, • a copy of the old state license, and • the new state license and licensure certification receipts.
2.	Submit file forms and documentation to MNCC	Service Member	Service Member contacts MNCC at 1-833-330-MNCC or e-mails at askmncc.fct@navy.mil to initiate the claim process.
3.	MNCC receives Claim	MNCC	MNCC assigns the Service ticket number and forwards request via eCRM to Tier 2 DAO group box for action.
4.	DAO screens the claim	DAO	The DAO logs into eCRM Systems to review (a) all Key Supporting Documents (KSD's) are present; (b) validity of the claim; information and updates the service ticket as needed.
4.1	Is documentation complete?	DAO	<p>Is Reimbursement claim complete, accurate, and all supporting documents available?</p> <p>If Yes, go to 5.</p> <p>If No, go to 4.2</p>
4.2	Request Service Member provide additional supporting documentation	DAO, CPPA	<p>DAO liaises with the member and/or the claimant's CPPA to obtain any necessary documents. If claim is denied and returned to the member due to policy an explanation along with the policy will be provided for any possible reclaims and the eCRM Service ticket will be closed.</p> <p>Go to 2</p>
5.	DAO Voucher Examiner computes net Pay	DAO	DAO Voucher Examiner computes net Pay to the member, federal and state taxes as appropriate and prepares the IRS form W2.
6.	DAO Auditor prepares Tax form	DAO AUDITOR	Tax form W2 is prepared by the DAO Auditor. OF 1164, KSD's and IRS form W2 are audited within the DAO.

STEPS ONLY

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STEP#	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	Claim package is audited by the DAO.		
7.	Is claim accurate and ready for payment	DAO AUDITOR	Is Reimbursement claim accurate and ready for payment? If Yes, go to 8. If No, go to 5.
8.	DAO Senior Authorizing Official audits the claim package and tax form W2. Official digitally signs the claim and releases	DAO Senior AO	DAO Senior Authorizing Official digitally signs the claim and releases Smart Voucher for payment. All KSD's are transferred to the designated ERMS.
9.	DAO Auditor forwards the package over the TSC Memphis for action.	DAO Auditor	The Tax form W2, payment voucher and all supporting KSD's are placed in the MSLR functional mailbox for TSC Memphis to view in order to process state and federal taxes. The DAO Auditor will make note in the eCRM Service ticket system.
10.	Treasury checks for State and Federal taxes are generated	TSC Memphis	Access the MSLR functional mailbox on a weekly basis. Generates and mails the state and federal taxes to the appropriate address for each claim.
11.	DAO Auditor email notification sent to payee with a copy of W2.	TSC Memphis	Notifies the DAO Auditor via the MSLR mailbox once the taxes have been paid out.
12.	DAO retains all KSD's supporting the payment in Records Manager	DAO Auditor	All KSDs, W2 's and payment vouchers are maintained in Records Manager.
13.	Claim Process Completed	DAO Auditor	Updates notes on the eCRM Service ticket and closes the ticket. The claims process is complete.

STOP