

# 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:

[Quick Links Page](#)

[Roles & Responsibilities](#)

[Best Practices](#)

[Reference's](#)

[Online Resources/Aids](#)

[Forms](#)

[Steps in Numerical Order](#)













#	Website Sponsor	Title and Link
1.	Navy Personnel Command (NPC)	NSIPS <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>
2.	MyNavy HR	Navy Spouse Licensure Reimbursement <a href="https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/">https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/</a>
3.	MyNavy HR	How to Submit a Claim for Spouse Licensure Reimbursement (18May21) <a href="https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/">https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/</a>
4.	MyNavy HR	Spouse Employment Program Updates - Fact Sheet (NAVADMIN 104/23) (04 May 23) <a href="https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/">https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/</a>
5.	MyNavy HR	Spouse Reimbursement for Licensure/Certification Costs or Business Costs Frequently Asked Questions (FAQs) (04 May 23) <a href="https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/">https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/</a>
#	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.	MyNavy HR	Template for Spouse Licensure Reimbursement Request Memo (18May21) - Must be filled out electronically. <a href="https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/">https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Spouse-Licensure/</a>



**FORMS**

#	Form #	Title
1.	DD 1351-2	Travel Voucher or Subvoucher  <a href="https://www.esd.whs.mil/Directives/forms/dd1000_1499/">https://www.esd.whs.mil/Directives/forms/dd1000_1499/</a>
2.	DD 1351-2C	Travel Voucher or Subvoucher (Continuation Sheet)  <a href="https://www.esd.whs.mil/Directives/forms/dd1000_1499/">https://www.esd.whs.mil/Directives/forms/dd1000_1499/</a>
3.	OF-1164	(Optional Form) Claim for Reimbursement for Expenditures on Official Business (Instructions)  <a href="https://www.aphis.usda.gov/library/forms/pdf/1164-Instructions.pdf">https://www.aphis.usda.gov/library/forms/pdf/1164-Instructions.pdf</a>
4.	OF-1164	(Optional Form) Claim for Reimbursement for Expenditures on Official Business (Form)  <a href="https://www.gsa.gov/forms-library/claim-reimbursement-expenditures-official-business">https://www.gsa.gov/forms-library/claim-reimbursement-expenditures-official-business</a>
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 <a href="#">MPM 1754-040</a>, Military Spouse Licensure Reimbursement, Paragraph 4, Procedures for Reimbursement.</p> <p>Refer also to <a href="#">PPIB 21-11</a> and <a href="#">NAVADMIN 104/23</a> for program updates. Key Support documents required are the:</p> <ul style="list-style-type: none"> <li>• Memorandum Spouse Licensure Reimbursement Request,</li> <li>• OF 1164,</li> <li>• PCS orders,</li> <li>• a copy of the old state license, and</li> <li>• the new state license and licensure certification receipts.</li> </ul>
2.	Submit file forms and documentation to MNCC	<p>Service Member contacts MNCC at 1-833-330-MNCC or e-mails at <a href="mailto:askmncc.fct@navy.mil">askmncc.fct@navy.mil</a> to initiate the claim process.</p>





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><a href="#">Go to 2</a></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, <a href="#">go to 8</a> .  If No, <a href="#">go to 5</a> .
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**

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

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**