

# Military Spouse Licensure Reimbursement SOP



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**Process Name: Military Spouse Licensure Reimbursement SOP****Document ID: End to End****Document Owner:**

MNCC HRSC, Navy Personnel Command

**Approval:**

Navy Pay and Personnel Support Center (NPPSC)

**Revision Date:**

12-Jul-23

**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.

**Roles / Responsibilities:**

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 Spouse Licensure Reimbursement webpage, specifically:
  - o How to Submit a Claim
  - o Fact Sheet
  - o FAQs
  - o 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.

## BEST PRACTICES

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- 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/>

#	System	Description
1.	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>· Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at: <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul>
2.	DMR/DMO	<ul style="list-style-type: none"> <li>· DFAS MilPay Repository (DMR)/Defense MilPay Office (DMO) 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>
3.	NSIPS/ESR	<ul style="list-style-type: none"> <li>· Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve.</li> <li>· The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>· Login to NSIPS and ESR at: <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>· When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>
4.	ITS.GOV	<ul style="list-style-type: none"> <li>· International Treasury Services (ITS).gov enables Federal agencies to issue foreign currency payments via direct deposit, wire transfer, or draft to recipients in over 200 countries.</li> <li>· Additionally, ITS.GOV enables agencies to issue international US Dollar wire transfer payments without a corresponding US financial institution.</li> </ul>

## References:



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

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<a href="#">OPS ALERTS 2024</a>	<a href="#">PPIBS 2024</a>	<a href="#">MPA'S 2024</a>
001-24 STUDENT REENLISTMENT & EXTENSION PROCESSING SHIFT FROM TSC GREAT LAKES TO TSC NAPLES	PPIB 24-01 Implements changes to the period of Election to Enroll/Disenroll from The Montgomery GI Bill	MPA 01-24 DJMS-RC Update Schedule for the Work Months of APR MAY JUN 2024
002-24 TIMELY SUBMISSION OF MISCONDUCT REPORTS AND DOCUMENTS		MPA 02-24 Navy Field User Defense Workload Operations Web System (DWOWS) Case Submission
003-24 AGING SALESFORCE CASES IN INITIATED STATUS		
004-24 PHASED SHUTDOWN OF THE TRANSACTION ONLINE PROCESSING SYSTEM (TOPS)		
005-24 NSIPS UNIT ADMINISTRATION MODULE UPDATE BY CPPA		
006-24 MONTGOMERY G.I. BILL DISENROLLMENT ECRM SALESFORCE CASE SUBMISSION GUIDANCE ISO NAVADMIN 226-23		
007-24 PRE-STAGED SEPARATION PACKAGE PROCESSING BY CPPA		

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OPS ALERTS 2023	PPIBS 2023	MPA'S 2023
001-23 MANDATORY USE OF MYPCS TRAVEL VOUCHER CANCELED	PPIB 23-01 CPPA Certifying Officer Qualification Card (QC) requirements	MPA 01-23 DWOWS Access
002-23 COMMAND PAY AND PERSONNEL ADMINISTRATOR CERTIFYING OFFICER QUALIFICATION CARD	PPIB 23-02 Evacuation Line of Accounting (LOA) Monterey, CA	MPA 02-23 Implementation of Defense Workload Operations Web System (DWOWS)
003-23 ADVANCE PAYMENT OF DISLOCATION ALLOWANCE	PPIB 23-03 Availability of the enhanced Unit Commander's Financial Report (eUCFR) FACT SHEET	MPA 03-23 Information for TSP Loan Payment Frequency and Reamortization
004-23 NSIPS UNIT ADMINISTRATION MODULE UPDATE BY CPPA	PPIB 23-04 Availability of the Command Pay and Personnel Administrator (CPPA) Authoritative Data Environment (ADE) Dashboard FACT SHEET	MPA 04-23 DWOWS AMPS Migration Requirement Deadline & User Guide INFO
005-23 ECRM LEGAL, ESO, AND MEDICAL RESTRICTED ACCESS REQUEST AND NSIPS COMMAND LEVEL ACCESS REQUESTS	PPIB 23-05 Announcing a New Low Bandwidth Version of the eUCFR FACT SHEET	MPA 05-23 Update to Requirement to Submit Calculations with all Central Site Pay Entitlement Changes
006-23 PARENTAL LEAVE UPDATE	PPIB 23-06 CPPA ADE Dashboard System Enhancement FACT SHEET	MPA 06-23 AMPS Access of The Defense Workload Operations Web System (DWOWS)
007-23 HIGH YEAR TENURE (HYT) PLUS PILOT PROGRAM AND VERIFICATION OF ESTIMATED DATE LOSS FROM THE NAVY (EDLN) PRIOR TO CONTRACT SUBMISSION	PPIB 23-07 CPPA Information Sessions for FY 23	MPA 07-23 DJMS-AC Update Schedule for Mid-Month (MM), Month End Restructure (MER) Schedule for work Months APR MAY JUN 2023
008-23 PARENTAL LEAVE PAY DISCREPANCIES DUE TO NSIPS UPDATE	PPIB 23-08 Identify Course Removal/Retirement, Course Title Changes and Program Requirement Amplification	MPA 08-23 Approved Roles/Codes when requesting Defense Workload Operations Web System (DWOWS) Access via AMPS
009-23 GUIDANCE ON TERMINAL/SEPARATION LEAVE PROCESSING	PPIB 23-09 FY-23 Line of Accounting (LOAs) for Monterey County, CA evacuation travel claims for military dependents (MPN and RPN)	MPA 09-23 DJMS-RC Update Schedule for the Work Months of APR MAY JUN 2023
010-23 CANCELLATION OF OPS ALERTS 021-21 AND 001-19 (AUTHORITY TO GRANT PERS CLERK AND PERS SUP FOR RED/DA PURPOSES)	PPIB 23-10 Navy Standard Integrated Personnel System (NSIPS) Software Upgrade Plan - Release 1.4.27.3	MPA 10-23 DJMS-RC Update Schedule for the Work Months of JUL AUG SEP 2023
011-23 FY-2024 PCS TRAVEL ADVANCES PAYMENT HOLD	PPIB 23-11 CPPA eCRM Refactor Training	MPA 11-23 DJMS-AC Update Schedule for the Work Months of JUL AUG SEP 2023
012-23 MONTGOMERY G.I. BILL DISENROLLMENT ECRM/SALESFORCE CASE SUBMISSION GUIDANCE ISO NAVADMIN 226/23	PPIB 23-12 MyNavy Career Center (MNCC) Expanded Capabilities at the Tier 1 Level	MPA 12-23 Submission of Domicile To Duty (DTD) Benefits for W2 Tax Adjustments
013-23 NAVY AND MARINE CORPS RELIEF SOCIETY CONTRIBUTION PROCEDURES	PPIB 23-13 FY-23 Evacuation Line of Accounting Classification (LOAs), Guam	MPA 13-23 Special Leave Accrual (SLA) Reduction from 120 days to 90 days FY 23 End Processing Information
014-23 AGING SALESFORCE CASES IN INITIATED STATUS	PPIB 23-14 Sailors participating in SkillBridge who are assigned to a PDS overseas and eligible for OHA	MPA 14-23 DJMS-AC Update Schedule for Mid-Month (MM), Month End Restructure (MER) and First Update for Work Months OCT NOV DEC 2023
015-23 UPDATED NPPSC FORMS 1300/2, 1300/4, 1571/1, 1800/1, 1900/1, 1900/2, AND 7220/5	PPIB 23-15 FY-23 Evacuation Line of Accounting Classification (LOAs), Millington, TN	MPA 15-23 DJMS-RC Update Schedule for Work Months OCT NOV DEC 2023
	PPIB 23-16 Expiration extension of the URL redirect for NSIPS, NP2 and OPAS from 30 Jun 2023 to 31 Jul 2023	MPA 16-23 Correction to MPA 13-23 Special Leave Accrual (SLA) Reduction from 120 days to 90 days FY 23 End Processing Information
	PPIB 23-17 Enhanced Unit Commanders Financial Report (eUCFR) during July and August 2023	MPA 17-23 DJMS-RC Update Schedule for Work Month OCT 2023
	PPIB 23-18 FY-23 Line of Accounting (LOA) for Tropical Storm/Hurricane IDALIA evacuation travel claim for military dependents (MPN and RPN)	MPA 18-23 Domicile to Duty (DTD) Benefits Submission Due 15 NOV 2023
	PPIB 23-19 Special Leave Accrual (SLA) Policy Changes and Command Submission Procedures for FY-23	MPA 19-23 Revisions to the DJMS-RC Update Schedule for Work Month NOV 2023
	PPIB 23-20 Hazardous Duty Pay-Tempo (HDP-T)	MPA 20-23 Navy Active Duty 5-Year Tax History System Information for 2023 End of Year
	PPIB 23-21 "Unused"	MPA 21-23 DJMS-RC Update Schedule for Work Months JAN FEB MAR 2024
	PPIB 23-22 FY-24 Line of Accounting (LOAs) for U.S. Embassy Jerusalem and U.S. Embassy Branch Office Tel Aviv evacuation travel claim for military dependents (MPN and RPN), effective 13 OCT 2023	MPA 22-23 Information for TSP Contribution Limits for Calendar Year 2024
	PPIB 23-23 FY-24 Cyber Security Awareness Training Requirement	MPA 23-23 DJMS-AC Update Schedule for Mid-Month (MM), Month End Restructure (MER) and First Update for the Work Months of JAN FEB MAR 2024
	PPIB 23-24 Changes to Temporary Lodging Expense (TLE) effective 1 OCT 2023 when the service member is authorized extended TLE	MPA 24-23 Combat Zone Tax Relief for Members of the Armed Forces in Direct Support of the Arabian Peninsula-Land Area of Israel
	PPIB 23-25 Update to the Navy's System Authorization Access Request (SAAR) process	MPA 25-23 "What If" Separation System (JPAM)
	PPIB 23-26 Changes to Pet Expenses due to a Permanent Change of Station (PCS)	MPA 26-23 Defense Workload Operations Web System (DWOWS) Replacement of Case Type REENL/EXTNS



## Online Resources:

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#	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>

## Command Aids and User Guides Available Online:

#	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>

## 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) 1-833-330-6622 (MNCC) <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li></ul>

## 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

## SERVICE MEMBER START



ROLE	STEP#	FLOW TEXT	ADDITIONAL TEXT
<p style="text-align: center; color: yellow; font-weight: bold; font-size: 1.2em;">SERVICE MEMBER</p>	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.</p> <p>Key Support documents required are the:</p> <ul style="list-style-type: none"> <li>· Memorandum Spouse Licensure Reimbursement Request,</li> <li>· <a href="#">OF 1164</a>,</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 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.

STOP

**MNCC START**

**BACK**

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

**STOP**

## CPPA START

 **BACK**

**ROLE**

**STEP #**

**FLOW TEXT**

**ADDITIONAL TEXT**

**CPPA**

4.2

Request Service Member provide additional supporting documentation

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.

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**STOP**

**DAO START** **BACK**

<b>ROLE</b>	<b>STEP#</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>DAO</b>	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?	Is Reimbursement claim complete, accurate, and all supporting documents available?  If Yes, go to 5. If No, go to 4.2
	4.2	Request Service Member provide additional supporting documentation	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.  <a href="#">Go to 2</a>
	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.

**STOP**

## DAO AUDITOR START

 **BACK**

ROLE	STEP#	FLOW TEXT	ADDITIONAL TEXT
<b>DAO AUDITOR</b>	6	DAO Auditor prepares Tax form Claim package is audited by the DAO.	Tax form W2 is prepared by the DAO Auditor. <a href="#">OF 1164</a> , 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.

**STOP**

**DAO SENIOR AO START**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>DAO Senior AO</b>	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.

**STOP**



## TSC MEMPHIS

 **BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>TSC MEMPHIS</b>	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.

**STOP**