

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"> · 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. · MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. · 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.
2.	DMR/DMO	<ul style="list-style-type: none"> · 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.
3.	NSIPS/ESR	<ul style="list-style-type: none"> · Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. · The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. · Login to NSIPS and ESR at: https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. · When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.
4.	ITS.GOV	<ul style="list-style-type: none"> · 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. · Additionally, ITS.GOV enables agencies to issue international US Dollar wire transfer payments without a corresponding US financial institution.

References:



#	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/

Online Resources:

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#	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/

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 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/

Help Desks:

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#	Contact Source	Contact Details
1.	NSIPS ESR	<ul style="list-style-type: none">· NSIPS Help Desk 1-833-637-3669 nesd@nesd-mail.onbmc.mil· MyNavy Career Center (MNCC) 1-833-330-6622 (MNCC) askmncc@navy.mil

Forms:

#	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

SERVICE MEMBER START

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ROLE	STEP#	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	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.</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 contacts MNCC at 1-833-330-MNCC or e-mails at askmncc.fct@navy.mil to initiate the claim process.

STOP

MNCC START

BACK

ROLE	STEP#	FLOW TEXT	ADDITIONAL TEXT
MNCC	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.

[Go to 2](#)

STOP

DAO START

 **BACK**

ROLE	STEP#	FLOW TEXT	ADDITIONAL TEXT
DAO	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. Go to 2
	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
DAO AUDITOR	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.

STOP

DAO SENIOR AO START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DAO Senior AO	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

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC MEMPHIS	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