MyCAA Schools
Frequently Asked Questions (FAQs)

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A. MYCAA PROGRAM

1. What is the Military Spouse Career Advancement Account (MyCAA) Program?

The Military Spouse Career Advancement Accounts Program (MyCAA), a component of the Department of Defense's (DoD) Spouse Education and Career Opportunities (SECO) program, is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications or Associate's Degrees (excluding Associate's Degrees in General Studies, Liberal Arts, and Interdisciplinary Studies that do not have a concentration) necessary for gainful employment in high demand, high growth Portable Career Fields and Occupations.

As part of the Career Lifecycle, all military spouses are offered counseling to assist with the following:

Career Exploration: Military OneSource (MOS) Education and Career Counselors help spouses explore all career options with tools like Career Assessments, Interest and Skills Inventories, Portable Career Statistics, and Earning Potential Metrics.

Education and Training: Spouses work with counselors to create a plan of action that considers Financial Aid Options, Education and Training Program Resources, Credential/License Information, and, for eligible spouses, MyCAA. *MyCAA provides a maximum education benefit of $4,000 with an annual fiscal year cap of $2,000 to assist eligible military spouses who need professional credentials to meet their Portable Career goals. Annual cap waivers are available for licensure and certificate programs if there is an upfront tuition cost that exceeds $2,000 (up to the maximum education benefit of $4,000).*

Career Readiness: Counselors help spouses perfect their resumes and hone their interviewing skills. They also cover Job Search Techniques, Relocation Planning, and Flex-Work Options.

Career Connections: Counselors help spouses get the right job in the right career by leveraging existing relationships and resources such as the Military Spouse Employment Partnership (MSEP), USAJobs.gov and CareerOneStop.com.

2. What does MyCAA pay for?

MyCAA pays for tuition costs for education and training courses and examinations leading to a recognized license, certificate, certification or Associate's degree with a specified concentration or major. Certificates may contain post-graduate courses. The concentration or major for the Associate's degree cannot be in General Studies, Liberal Arts or Interdisciplinary Studies unless there is a specific concentration such as General Studies - Nursing, or General Studies - Teaching. The license, certificate/certification and Associate's degree must be obtained from a MyCAA approved accredited college, university, or technical school in the United States or approved testing organization that expands employment or portable career opportunities for military spouses.

3. What does MyCAA NOT pay for?

- Tuition for courses and examinations that are not included in the spouse's Education and Training Plan and those that have already started or been completed by the spouse
- Reimbursements of any kind
- Books, supplies, equipment, uniforms, computers and electronic devices of any kind
- Student activities, events and entertainment
- Pre-payment/deposits for future courses, unless costs are part of a block of study
- School or college level entrance examinations, comprehensive exams and related preparatory courses
- Courses, tests or fees normally paid by an employer as part of a job training program
- Fees of any kind including, but not limited to, registration fees, technology fees, parking fees, etc.

- Non-academic credit or ungraded courses, including courses taken on an audit basis or as an internship, practicum, apprenticeship, or clinical supervision; also, orientation programs that are non-academic credit or ungraded
- Courses taken more than one time unless MyCAA has received a full refund from the school
- Academic credit by examination tests (e.g. CLEP, etc.)
- General Studies, Liberal Arts, Interdisciplinary Associate's Degrees that do not have a concentration
- Personal enrichment courses (excluding courses that are academic credit/graded electives in an approved MyCAA Spouse Education and Training Plan)
- Transportation, lodging, child care, and medical services
- Course Extensions (except for approved hardship waivers)
- Study Abroad Programs (excluding programs of study offered by participating MyCAA schools on overseas military bases)
- Private licenses (Example: A private pilot's license would not be covered because it is for recreational use but a commercial pilot's license would be covered because it would be used for an occupation)
- High school completion programs, including online high school completion programs
- CEU's to maintain a standing in a professional organization

4. What are the MyCAA Spouse Portal and AI Portal URLs?

MyCAA Spouse Portal: https://aiportal.acc.af.mil/mycaa
Spouses use the MyCAA portal to access the MyCAA benefit. The portal must be used to submit necessary documents and to request MyCAA financial assistance from DoD. Currently, school participation information is also available on the School Resources page of the MyCAA Spouse Portal. This page can be accessed directly from the following link: https://aiportal.acc.af.mil/mycaa/SchoolResources/SchoolResources.aspx

AI Portal: https://aiportal.acc.af.mil/aiportal
Schools use the AI Portal to input and upload data such as invoices, grades and course catalogs for MyCAA spouses. The AI Portal is intended to complement the schools' information systems, not replace them. For example, the invoice number used in the schools invoicing system should also be used in the MyCAA system. User Guides, located in the Essential Documents section of the AI Portal, are also available to help schools as they are working in the AI Portal.

5. What is the MyCAA Tax Identification Number (TIN)?

The MyCAA tax ID number is 52-0813349. All organizations are required by the IRS to have a TIN, regardless of taxable status.

6. Is MyCAA funding taxable?

No, MyCAA funding is considered a scholarship and is not subject to taxation.

7. Is the AI Portal secure?

Yes. The AI Portal is operated and maintained on a United States Air Force server. The AI Portal meets all DoD Security and Privacy Act requirements.

B. EDUCATION AND TRAINING PLANS (E&TP) & FINANCIAL ASSISTANCE (FA)

8. What is an Education and Training Plan (E&TP)?

An Education and Training Plan (E&TP) identifies the spouse's education and career goal as well as the courses they are planning to take to help them meet their goal. Please see questions #2 and 3 for more information on what MyCAA does and does not pay for.

9. What is a Financial Assistance (FA) document?

Once a spouse's E&TP is approved, he/she must then request the MyCAA funding for their courses/program by submitting a MyCAA Financial Assistance (FA) request online. FA requests result in a document the school will use as the basis for an invoice. FA documents must always be issued by the spouse at least **15 days before the start date of the course/program**. The approval of FA requests can take up to 14 days.

10. What if the spouse's selected program of study is self paced?

The spouse's E&TP for a self paced program must include all of the following:

- Correct name of institution/school/organization
- Name of the program
- An indication if the program will require a block of study, courses, modules, or clock hours (if applicable)
    - NOTE: E&TP and FA cannot be altered to fit within the sponsor's active duty dates. All classes/programs MYCAA pays for must be completed prior to the sponsor's Date of Separation (DOS) as noted on the FA document.
- The approximate duration of the total program and approximate duration of each module (if applicable)
- Institution/school/organization's letterhead, or a letter from the school
- Institution/school/organization's website that clearly identifies the Institution/school/organization's name

FA documents must contain the following components:

- Modules clearly spelled out on each line with start and end date agreed upon by the school and spouse.
    - NOTE: Despite the self paced nature of the program, **start and end dates are NOT subject to change.**
    - If a program contains classes a spouse must complete before moving forward in the program then each class must be listed. The FA should contain specific dates and the portion of the tuition for only the listed classes.
    - Spouses must complete the classes listed within the dates on the FA before requesting additional funds.
    - Schools will need to work with the spouse to choose dates which allow for successful completion and timely posting of grades.

11. Will MyCAA pay for remedial courses?

Yes. The MyCAA program will pay for a maximum of nine (9) credit hours of remedial courses, or a maximum of three (3) non-credit remedial courses.

12. Can edits be made to Financial Assistance (FA) requests?

Yes, *spouses* can make edits to their FA requests as long as the FA has not been approved by a Spouse Career Center Consultant . If the FA has been approved, the spouse will need to call MyCAA (1-800-342-9647) to see if an edit can be made to the document.

13. Why is it important to verify Financial Assistance (FA) document information prior to course start dates?

Schools and spouses must work together to ensure that the information listed in the spouse's E&TP and on all FA documents is correct. This coordinated effort will prevent the need for FA edits, invoicing errors or rejections and administrative delays. It will also prevent the spouse from being held responsible for paying tuition costs.

While spouses are encouraged to bring hard copies of their FA documents to their school, these documents are also available to schools electronically in the MyCAA AI Portal.

14. How do schools verify Financial Assistance (FA) documents?

Schools review FA documents sent to a designated school official by MyCAA spouses or download them from the AI Portal. It is very important that schools **DO NOT** bill MyCAA with incorrect information. FA documents should match the student record for classes/programs the spouse is currently enrolled in. **DO NOT** submit an FA on an invoice for classes the spouse has not started.

FA Documents show the following information for each spouse -

- Page 1: A formal memorandum confirming that each spouse is approved to receive MyCAA Financial Assistance.
- Page 2: A list showing all course titles, codes, costs and start/end dates. **Confirm that this information is correct.** These are the only courses for which payment is authorized.

For assistance accessing FA documents in the AI Portal, contact AI Portal Support at aiportal@bamtech.net .

15. What do schools do if they discover incorrect course codes, titles, start/end dates or costs on a Financial Assistance (FA) document?

Schools can have spouses edit their FA document as long as it has not been approved by a Spouse Career Center Consultant or the class has not already started. The spouse also has the option to delete an FA or courses on an FA prior to approval or class start. Edited FA documents must be re-signed electronically by the spouse. Schools should contact the spouse to discuss any FA document errors as soon as they are identified.

16. Can a spouse start a class even if the Financial Assistance (FA) document hasn't been approved yet?

MyCAA will **NOT** pay for classes or programs if the spouse starts classes without an approved FA document.

C. SCHOOL ELIGIBILITY

17. Which schools are eligible to participate in MyCAA?

School Applicants must offer well-established programs of study in portable career fields which lead to gainful employment.

Once applications are received by the Spouse Career Center School Team, they are thoroughly vetted to ensure that the school can provide MyCAA spouses with the best education, training, and career services possible.

Specifically, the following are required of potential MyCAA schools:

a. Accreditation
   - School is fully approved by an accrediting body recognized by the Department of Education. (No candidate or provisional status allowed)

     OR
   - School is approved by a regional accrediting agency, a state board, or a DoD-approved industry regulating body. (No candidate or provisional status allowed)

b. Portability
   - School's education and/or training programs are quality programs that will provide a MyCAA spouse with a license, certificate, certification, or Associate's Degree (excluding General Studies/Liberal Arts degrees) leading to gainful employment that will transfer easily from state to state

c. Administrative
   - School extends the Servicemembers Opportunity Colleges (SOC) *Military Student Bill of Rights* to MyCAA spouses

18. What is the Servicemembers Opportunity Colleges (SOC) Military Student Bill of Rights?

Because the goal of MyCAA is to help eligible military spouses pursue the quality credentials they need to secure gainful employment in high-demand, high-growth portable careers, we've set the bar high for applicant schools. MyCAA requires all participating schools to apply the SOC Bill of Rights to military spouses as shown below. Schools must agree to provide spouses with:

- Accurate information about a school's programs, requirements, accreditation, and its potential impact on course transferability.
- Access to basic college/university information and fees without disclosure of student personal information.
- Educational planning and career guidance without high-pressure registration and enrollment efforts from institutions.
- A clear and complete explanation of course/program enrollment procedures and all resulting financial obligations.
- The opportunity to explore, without coercion, all financial aid options before signing up for student loans or other financial assistance.
- Accurate scholarship information, free of misleading 'scholarship' offers based on military tuition assistance.
- Appropriate academic screening and course placement based on student readiness.
- Appropriate, accessible academic and student support services.
- Clearly defined institutional "drop/add" and withdrawal policies and procedures including information about the impact of military duties (e.g., mobilization, activation, temporary duty assignments) on their academic standing and financial responsibilities.
- Clearly defined grievance/appeals processes.

We welcome applications from quality schools that can show us they offer the highest standard of education and have the formal credentials to prove it.

19. Which schools are already participating in MyCAA?

Schools and campuses participating in the MyCAA Program can be found using the "School Search" function under the "Schools & Programs" tab on the MyCAA Spouse Portal (https://aiportal.acc.af.mil/mycaa).

20. How can schools complete "On-Boarding" with the MyCAA Program?

Visit the "For Schools" page in the MyCAA Spouse Portal (https://aiportal.acc.af.mil/mycaa) and follow these steps:

- Read the MyCAA School Information Flyer.
- Watch the MyCAA Online Briefing.
- Meet with school officials to discuss the benefits of MyCAA participation.
- Contact your MyCAA School Liaison if you have questions or need additional information.
- Submit required data on the MyCAA School Eligibility Application to begin the accreditation verification (vetting) process. The verification process can take up to 60 days.
- Once eligibility is confirmed, attend your scheduled MyCAA Online Orientation.
- Register one or more "Users" in the AI Portal.

If the school is asked to participate in MyCAA by a spouse, the school is responsible for updating the spouse on the school's intentions, eligibility and registration status.

NOTE: Spouses **cannot** receive MyCAA Financial Assistance (FA) for courses offered by the school until the school has been determined eligible to participate in the MyCAA program and has registered "Users" in the AI Portal.

21. If schools have multiple campuses, does each campus have to be vetted?

Yes. Each location and/or campus provides unique local information, including school official points of contact and programs of study. The vetting process should proceed quickly if main campuses and additional campuses share the same accreditation sources and status.

22. Which school officials can make a MyCAA participation decision?

Assuming the school meets MyCAA eligibility and accreditation requirements, leaders at the school will make the final decision regarding MyCAA participation. School officials in the following offices should discuss the MyCAA program participation requirements outlined in the documents on the MyCAA Spouse Portal "For Schools" page:

- Student Accounts (or Bursar's) Office
- Financial Aid Office
- Military or Veterans Liaison Office
- Registrar's Office

D. REGISTRATION AND ACCOUNTS

23. How do school officials register and edit School User Accounts in the AI Portal?

After becoming eligible to participate in the program, log on to the Academic Institution (AI) portal to register for an account: https://aiportal.acc.af.mil/aiportal/Register.aspx

Contact AI Portal Support (AIPortal@bamtech.net) for assistance as needed.

24. What is the role and responsibility of a school's User Account Controller (UAC)?

The User Account Controller (UAC) is the individual at the school who is appointed to oversee and manage all other Users at their school. The UAC is responsible for approving new User requests, assigning permissions, resetting passwords, and locking/unlocking User accounts for all school Users of the AI Portal.

Each school with two or more Users is required to maintain at least one User with UAC permissions. For larger schools and schools with multiple campuses, there should be at least two, but no more than five UACs per school.

25. How does an individual become a User Account Controller (UAC)?

Once school officials have selected their UAC, they should send an email to aiportal@bamtech.net with the subject line "UAC Role Requested," including the UAC User name and school name. The designated UAC must already be registered as a User in the AI Portal. The UAC may be changed by school officials by contacting aiportal@bamtech.net.

26. How does an individual make a request to become an AI Portal User?

Find out if the school already has a User Account Controller (UAC). If the school does not have a UAC, the potential new User should follow the steps to register in the AI Portal. If so, the potential new User and the UAC should work together following these steps:

- Each new User must complete initial registration in the AI Portal, choose a User name during registration, and request a temporary password.
- UACs need to look for new User registrations in the AI Portal that require action. They can do that by hovering over "School Admin" and selecting "Manage Users".

NOTE: The UAC must set the "User Site Admin Role" to "User" or the new User will not be able to login. As soon as the UAC clicks "Add User," an email is automatically sent to the new User with the temporary password.

27. What are the different permissions in the AI Portal?

Users can be assigned to more than one of the following permissions. For example, some schools combine Invoice and Finance Technician duties for the same User.

- **User Account Controller (UAC)** – Responsible for administration of a school's AI Portal Users. Approves new User requests, assigns permissions, and locks and unlocks User accounts.
- **Invoice Technician** -- Responsible for submitting and viewing invoice transaction status.
- **Finance Technician** -- Responsible for processing the credit card Payment Authorization Letter and uploading refund receipt information.
- **Program Technician** -- Responsible for adding, deleting, and maintaining the school's program information on the AI Portal.
- **Catalog Technician** – Responsible for submitting course listings either manually or through Online Services via XML document.
- **Grade Technician** -- Responsible for submitting missing grades through the AI Portal.

28. What should school Users do if they lose or forget their AI Portal password?

Click the "Forgot Password?" link in the "Login" section of the AI Portal homepage and follow the guidance provided.

If necessary, ask the school's User Account Controller (UAC) to unlock the user account and reset the password. If your school does not have a UAC, contact AI Portal Support at aiportal@bamtech.net.

29. What should Users do if their AI Portal account gets locked?

The AI Portal automatically locks a User account when a password is entered incorrectly three times. Contact the School's User Account Controller (UAC) to have it unlocked. If the UAC is unavailable, or your school does not have a UAC, contact AI Portal Support at aiportal@bamtech.net.

30. Why would a school User not receive an AI Portal password?

There are several possible reasons:

- The school UAC has not processed the User account request.
- The User registered with an old or incorrect email address.
- The confirmation email was filtered into the User's "Junk Mail" or "Spam" folder.

NOTE: School officials registering for the AI Portal with an email address that does not contain an ".edu" domain will receive an email to confirm the status of the User as a school official. Email addresses that have a ".com" or ".net" extension are frequently a problem.

The school's IT help desk or UAC should be able to provide assistance. If their solutions do not work, please contact the AI Portal administrator at aiportal@bamtech.net.

E. INVOICING AND PAYMENT

31. When can schools submit an invoice online?

Invoices should be submitted after the course start dates. Schools cannot invoice prior to course start dates.

School officials must invoice no later than 60 days after course start dates that are shown on the FA document.

In order to prevent the need for refunds to MyCAA (not spouse/students) that are related to Drop/Add course changes, schools are advised to wait until after the official school Drop/Add period has ended to invoice MyCAA.

User Guides in the AI Portal "Essential Documents" section (https://aiportal.acc.af.mil/aiportal) include step-by-step instructions on invoicing. These guides also explain how to invoice a dropped course and the proper use of invoice status codes.

For additional assistance, contact AI Portal Support at aiportal@bamtech.net **.**

NOTE: All classes/programs MYCAA pays for must be completed prior to the military sponsor's Date of Separation (DOS) as noted on the FA document.

32. Can a school combine multiple Financial Assistance (FA) documents on one invoice?

Yes. However, the invoice cannot exceed $50,000. Also, if separate receipts are needed for each spouse, the school needs to submit a separate invoice for each spouse.

33. What are the rules for invoicing MyCAA?

The key administrative requirements include the following:

- Invoices must be submitted electronically through the AI Portal ONLY https://aiportal.acc.af.mil/aiportal/Default.aspx.
- MyCAA DOES NOT accept paper, faxed or emailed invoices.
- MyCAA pays by MasterCard only (no EFT/ACH). Pay Pal cannot be used with the MyCAA program. This is mainly because MyCAA cannot process refunds through Pay Pal. (No actual card is sent).
- Invoices may not exceed $50,000. If schools need to bill for more than this amount, additional invoices (not to exceed $50,000 each) must be submitted.
- Schools may invoice each class/enrollment **only** once.
- Schools can invoice MyCAA for a **lower amount** than is shown on an FA document as long as the invoice is for more than zero dollars, but they **cannot bill for a higher amount**.
- MyCAA produces one Payment Authorization Letter for a specific authorized amount which must be processed in ONE transaction. If a receipt is required for each spouse/student, separate invoices must be submitted to MyCAA.
- Once a Payment Authorization Letter has been uploaded to the AI Portal by MyCAA, the invoice is locked and cannot be changed or deleted.
- Any required downward adjustments to the amount shown on the Payment Authorization Letter must be resolved through a refund to the MyCAA credit card that was used to pay the invoice. MyCAA cannot accept any other form of refund (ex. Paper checks). Please note: REFUNDS CANNOT BE GIVEN TO SPOUSES.
- Schools must scan and upload **refund receipts** to the AI Portal and attach to its assigned invoice.
- The MyCAA Schools and Program Support Team (1-888-256-9920 or MyCAASchools@militaryonesource.com) is available to assist AI Portal "Users" with *billing policy issues*. Technical issues or questions about how to navigate the AI Portal must go to aiportal@bamtech.net .

34. What are the steps in the MyCAA invoicing process?

There are five steps:

1. Review all enrollments.
2. Create and submit an invoice online.
3. Check the status of the invoice.
4. Retrieve the Payment Authorization Letter.
5. Process the MasterCard number on the letter for payment. (No actual card is sent)

35. How do schools submit an invoice online?

User Guides in the AI Portal "Essential Documents" section (https://aiportal.acc.af.mil/aiportal) include step-by-step instructions on invoicing. These guides explain the proper use of invoice status codes for drops and changes.

DO NOT bill MyCAA for FA documents with incorrect information.

NOTES:

- The **ONLY adjustment a school can make** to a FA is to lower the cost of a class/enrollment. The AI Portal will allow school officials to change the invoiced amount to the lower cost using the status code "C" for changed. The amount billed must be greater than zero dollars.

- If the cost on the FA document is LESS than required, contact the spouse/student to discuss the FA document error. If the invoice has already been reviewed and approved by MyCAA, the school must recoup any cost differences from the spouse/student.

- Drops (Code "D" in the invoice process) should NOT be used to request corrections to an FA document. A drop will delete the spouse/student's FA document completely.

For additional assistance, contact AI Portal Support at aiportal@bamtech.net .

36. What if a spouse has more than one source of funding to pay for a class?

Yes, two sources of federal education benefits can be used to pay for the same course/program. MYCAA funds must be applied to the tuition costs only and spouses/students may NOT receive a refund of MyCAA monies.

37. What is the purpose of a Payment Authorization Letter?

MyCAA issues the Payment Authorization Letter in order to authorize schools to charge the Department of Defense's credit card (MASTERCARD), to pay for courses listed on each FA document and the school invoice. Remember no actual card is sent. It contains the following information:

- Page 1: A Department of Defense (DoD) memorandum with detailed payment instructions including the Government Purchase Card (GPC) Number (MASTERCARD), card expiration date, and the Card Security Code.
- Page 2: A list of the enrollments approved for payment.

The *MasterCard must be charged within **30 days** of the payment date* or date the authorization letter is uploaded to the AI Portal for the EXACT amount shown on the authorization document ONLY. Schools are required to check the AI portal approximately 30 days from the invoice submission date. The AI Portal will not notify a school when the invoice has a credit card authorization letter available.

38. How long does it take to process a MyCAA invoice?

After an invoice is received and approved via the AI Portal, it can take up to 30 calendar days to process and upload the MyCAA Payment Authorization Letter which allows schools to charge the MyCAA government purchase card. Schools can track via the AI Portal when invoices were submitted in order to know the approximate date to expect Authorization Letters.

The MasterCard must be charged within 30 days of the payment date or date the authorization letter is uploaded to the AI Portal.

39. What do schools do if they discover incorrect course codes, titles, start/end dates or costs on a Financial Assistance (FA) document?

Contact the spouse to discuss any FA document errors as soon as they are identified. Then refer the spouse to a Spouse Career Center Consultant at 1-800-342-9647. Only the Spouse Career Center Consultant can edit course titles, codes, costs, or start/end dates after the FA has been approved. If edits are possible, the spouse must electronically re-sign the FA document, verifying all information is correct.

NOTE: The **ONLY** adjustment a school can make to a FA is to lower the cost of a class/enrollment.

40. Why can't schools see a spouse/student's course on the "Add Enrollments" screen?

There are four potential reasons:

- The spouse's course hasn't started yet. Enrollments do not appear in the "Add Enrollments" screen until the course start date listed on the Financial Assistance (FA) document.
- The spouse's signature is missing from the FA document.
- The spouse/student created the FA document for the wrong school.
- The spouse/student does not have an approved FA document.

School officials should contact the MyCAA School and Program Support Team at 1-888-256-9920 or MyCAAschools@militaryonesource.com for assistance if needed.

41. What are the statuses of a submitted invoice?

Invoices will show one of the following statuses:

Pending: MyCAA has **not reviewed** the school's submitted invoice.

Reviewed: MyCAA **has reviewed** the school's submitted invoice. The invoice has been forwarded for payment authorization and cannot be changed.

Processed: MyCAA **has approved** the school's submitted invoice and created a Payment Authorization Letter. Processed invoices cannot be edited or deleted.
The MasterCard number on the Authorization letter must be charged within 30 days of the payment date or date the authorization letter is uploaded to the AI Portal. No actual card is sent.

Rejected: MyCAA **has rejected** the school's submitted invoice. Contact the MyCAA School Liaisons to resolve the issue. NOTE: This status is also used for invoices containing only drops or courses submitted using status code "D-Dropped."

42. Who can delete a submitted invoice?

A school can delete a submitted invoice only while it is still in "Pending" status.

Reviewed, processed, and rejected invoices cannot be deleted.

MyCAA **CANNOT** delete submitted invoices, but can reject unprocessed invoices.
Schools may request that an unprocessed invoice be rejected by sending an email to MyCAABilling@militaryonesource.com.

For assistance or questions about deleting an invoice, contact AI Portal Support at aiportal@bamtech.net.

43. How do schools process payments?

Schools must go back into the AI Portal 40 days (or less) from the day the invoice was submitted to retrieve the Authorization Letter. For assistance locating and downloading the Payment Authorization Letters, contact AI Portal Support at aiportal@bamtech.net .

The Authorization Letter contains valuable and pertinent information regarding payment. School officials with Finance Technician permission in the AI Portal can retrieve the letter. The following must be entered to the school's credit card processing system exactly as it is on the Authorization Letter or the card will decline:

- MasterCard number
- Security code
- Expiration Date
- Exact dollar amount listed on the authorization letter

The MasterCard must be charged within 30 days of the payment date or date the Authorization Letter is uploaded to the AI Portal. Failure to charge the card properly will result in a declined transaction. [Ex: charging the wrong amount (more/less than authorized amount, not entering a security code etc)].

44. What should a school do if the credit card declines?

First, review the credit card authorization letter for instructions. It is important to remember that the GPC/MasterCard can only be run for the exact amount authorized on the letter. The expiration date and three digit approval code also must be entered.

Next, run the card for a second time and if the card declines again contact the MyCAA Billing Team at 1-888-256-9920 or MyCAABilling@militaryonesource.com.

Please have the following information ready:

- invoice number or ID
- decline message
- authorization letter

45. How do schools know if an invoice has been successfully processed and completed in the AI Portal?

Invoices will have one of the following icons:

This green-check icon means the school has downloaded the credit card authorization letter and run the card successfully. The invoice payment process is complete.

This yield-sign icon means that the payment process is incomplete.

For additional assistance locating the credit card authorization letter, contact AI Portal Support at aiportal@bamtech.net.

For questions about the letter or card please call the MyCAA Billing Team at 1-888-256-9920 or MyCAABilling@militaryonesource.com .

46. When should a school refund the MyCAA Government Purchase Card (GPC/MASTERCARD)?

When a spouse withdraws/drops a course or program after payment has been made and is entitled to a full or partial refund. Any tuition paid by MyCAA should be credited back to the MyCAA GPC located on the Authorization Letter of its designated invoice. Refunds should NOT be given directly to spouses. Once the refund is processed, the funds will be returned manually to the spouse's MyCAA account. MyCAA does not accept any other type of refund (e.g. checks or school credit).

47. How do schools refund the MyCAA Government Purchase Card (GPC/MASTERCARD)?

Log in to the AI Portal and locate the Authorization Letter from the invoice in which the course was paid to complete the following:

- Credit the GPC/MasterCard for the amount to be refunded through the school's credit card processing system
- Scan the refund receipt into a PDF file. Schools should retain both the original and refund receipts since both receipts are needed for invoice reconciliation.
- Upload the PDF document to its designated invoice.
- Email a copy of the refund receipt to MyCAABilling@militaryonesource.com . Use the words "Refund Receipt & Schools Name" in the subject line. Include in the body of the email the name of the spouse, course name and amount to be refunded.
- MyCAA will ensure that funds are credited back to the spouse's account and credited by course.

For assistance or questions about uploading refund receipts, contact AI Portal Support at aiportal@bamtech.net.

F. GRADES

48. May an educational agency or institution disclose personally identifiable information from education records to MyCAA under FERPA?

Yes. The Family Educational Rights and Privacy Act (FERPA) recognizes that electronically signed and dated written consent from an individual is acceptable for permitting the release of personal information according to Title 34, Volume 1, Part 99, Subpart D.

Further details can be found at the Department of Education website (http://www.ed.gov/policy/gen/reg/ferpa/index.html).

Title 34, Volume 1, Parts 1 to 299 [CITE: **34CFR99**]
PART 99
Subpart D—May an Educational Agency or Institution Disclose Personally Identifiable Information From Education Records?

Under what conditions is prior consent required to disclose information?
(d) "Signed and dated written consent" under this part may include a record and signature in electronic form that—
(1) Identifies and authenticates a particular person as the source of the electronic consent; and
(2) Indicates such person's approval of the information contained in the electronic consent.
(Authority: 20 U.S.C. 1232g (b) (1) and (b) (2) (A))

49. What is the grade requirement for the MyCAA program?

Schools must provide course grades to MyCAA within 60 days of course end dates. Spouses will not be able to access additional Financial Assistance (FA) until this requirement is met.

When spouses electronically sign the MyCAA Spouse Terms & Conditions Agreement, they give permission to the Department of Defense (MyCAA) and their school to share information such as grades. Additionally, page 2 of the FA document summarizes their agreement to key points in the MyCAA Spouse Terms and Conditions Agreement.

50. How do AI Portal Users submit grades?

Step-by-step guidance is provided in User Guides which are found in the "Essential Documents" section of the AI Portal (https://aiportal.acc.af.mil/aiportal).

51. What grades are used in the AI Portal?

Grade	Meaning
A	Letter grade of A
B	Letter grade of B
C	Letter grade of C
D	Letter grade of D
F	Letter grade of F (Failure)
I	Incomplete: **Schools must submit a letter grade upon completion of the course or within 6 months of the end date on the FA, whichever comes first.**
N	Non-Passing/Non-Completion
P	Passing
O	Audit: "O" designates that there is zero credit attributed to this course and will not be graded. MyCAA **will not pay** for audited courses.
S	Satisfactory
U	Unsatisfactory
W	Withdrawal: Used when the spouse was enrolled in a course and withdrew after the school Drop/Add period. MyCAA may be due a full or partial refund based on the date of the spouse's withdrawal. This is different from a dropped course.

52. What is the connection between grades and MyCAA financial assistnce?

MyCAA automatically prevents a spouse from being able to request additional FA based on grades in two cases:

- If grades are not submitted within 60 days of course end dates. It is the **school's responsibility** to post grades in the AI Portal within this time frame or no further Financial Assistance (FA) will be provided to the spouse until grades are received.
- If a spouse receives a grade of "F", "W"(with an associated cost), "U", "N" or an "O". The Department of Defense allows spouses to request grade waivers which include a Forgiveness Waiver and a Hardship Waiver. Both waivers must be requested by the spouse through her/his MyCAA account. Schools are usually not involved in the grade waiver process.

53. When can a MyCAA Authorized Grade Waiver be requested?

MyCAA automatically prevents the spouse from being able to request additional FA whenever they receive a grade of "F", "W"(with an associated cost), "U", "N" or an "O". DoD allows for the following two grade waivers:

a. **Forgiveness Waivers:** Can be requested if a spouse receives ONE unsuccessful grade. It is the spouse's responsibility to call (1-800-342-9647) or send a message to the Spouse Career Center Consultants requesting Counseling and Planning session to discuss course failures. Together, they will develop a plan for successfully completing future courses using MyCAA funding and the MyCAA Consultant can grant a 'Forgiveness Waiver'.

b. **Hardship Waivers:** Can be requested if a spouse receives TWO unsuccessful grades. It is the spouse's responsibility to submit a hardship waiver request signed by her/his military sponsor's supervisor or higher authority.

54. Who posts grades in the MyCAA AI Portal?

School officials, not spouses, must post grades in the AI Portal within 60 days of course end dates. If grades are not submitted within this time frame, no further Financial Assistance (FA) will be provided to the spouse until grades are received.

Step-by-step guidance is provided in User Guides which can be found in the Essential Documents section of the AI Portal. (https://aiportal.acc.af.mil/aiportal).

55. What if a school posts the wrong grade in the MyCAA AI Portal?

School officials CANNOT change any grade in the AI Portal except for an "I". For assistance with incorrect grades that have been entered please contact a school liaison at 1-888-256-9920 or MyCAASchools@militaryonesource.com for assistance

56. What happens if a spouse fails a course?

The spouse's account will be suspended until the spouse talks to a Spouse Career Center Consultant to discuss the reason for the failure. Together, they will develop a plan for successfully completing future courses using MyCAA funding. It is the spouse's responsibility to send a message from their MyCAA Account message box to the MyCAA Spouse Career Center Consultants requesting a Counseling and Planning session to discuss course failures.

If there is a second course failure, the spouse's account will be permanently locked and no further MyCAA funding will be available.

57. What grade do school's post if a spouse doesn't complete a course by the end date on the FA document?

If a spouse does not complete the education and/or training by the end date on the FA document, schools have the option of posting an "I" for incomplete; this is considered a place holder only. "I" grades **MUST** be updated by the school to a final grade no later than 6 months after the course end date displayed on the corresponding FA document. A final grade is the letter grade earned **or** if no grade is earned schools must post an "N" grade indicating "Non-completion."

The goal of MyCAA is the successful completion of a spouse's education and/or training and course completions are an indicator of success for both spouses and schools.

58. What do program completions mean in the MyCAA Program?

A program completion signifies a spouse has finished a program of study at their institution. MyCAA is dedicated to focusing on the career development of its participants; as such it is essential for school officials to update the program completion section of the AI Portal at the end of every term. This allows MyCAA to track the overall success of the program and aids counselors in identifying opportunities to assist spouses with career readiness, career connections, and to work with such SECO partners as MSEP.

G. MYCAA CONTACTS

59. Who should schools contact for assistance?

The following dedicated contact information is ***for use by SCHOOL OFFICIALS only***. Spouses are strictly prohibited from using this contact information because it causes significant administrative delays.

- For general MyCAA program information and toll-free assistance contact the MyCAA School Liaisons at 1-888-256-9920 or send an email to MyCAASchools@militaryonesource.com.
- For payment questions or assistance with existing invoices contact the MyCAA Billing Team at 1-888-256-9920 or send an email to MyCAABilling@militaryonesource.com.
- For technical questions about the AI Portal please e-mail aiportal@bamtech.net
- For new schools or additional campuses/ locations of schools that are already eligible, call 1-888-256-9920 or send an email to the MyCAA School Verification Team at MyCAANewSchools@mlitaryonesource.com

60. Who should military spouses contact for assistance?

The following dedicated contact information is ***for use by SPOUSES only***.

- **Message Box** in the **MyCAA Account** -- the fastest way to request and receive information and assistance
- **1-800-342-9647** –- to speak with a Spouse Career Center Consultant
- **Feedback** link (MyCAAFeedback@militaryonesource.com) to share ideas and recommendations about the MyCAA Program and website