The National Cemetery Administration (NCA) is responsible for honoring the military service of our nation's veterans. The NCA manages National Cemeteries throughout the United States, provides grave markers worldwide, administers the State Cemetery Grants program, and provides Presidential Memorial Certificates (PMCs) to next of kin of deceased veterans.

This process model illustrates how next of kin obtain Government-issued headstones or markers for eligible Veterans buried in private cemeteries.

1. **Complete Form 10-450**
2. **Determine Eligibility**
   - **Is Veteran Eligible for Marker?**
     - No: **Ineligibility Letter**
     - Yes: **Burial Location**
3. **Request for Eligibility Information**
4. **Submit Marker Order**
5. **Create Marker Order**
6. **Notify Next of Kin**
7. **Form fkk’**
8. **Marker Application: Order**
9. **Update NGL**
10. **Create Record**
11. **Scan Application**
12. **Package**
13. **Send Application Package**

Ineligibility Letter

**NCA handles first level appeals in-house through an MPS Appeals unit. If next of kin submit a notice of disagreement, the appeal process is elevated to the Board of Veterans Appeals (BVA).**

**AMAS** is updated with results of appeals activity, including denial confirmation, statement of case rationale, and applicable laws or overturn of prior denial and eligibility approval.