USS COMSTOCK'S DISBO NAMED NAVY CASH SAILOR OF THE MONTH!

ENS Shannon Daniels has been selected as the Navy Cash Sailor of the Month for April 2007. He was nominated by Angel Vasque, JPMorgan Chase for his extraordinary efforts to overcome the ship's poor satellite communications impact on Navy Cash. ENS Daniels worked with JPMChase, Titan, ISNS Helpdesk, and SPAWAR to perform the required data transmissions even though COMMS were reduced. ENS Daniels worked with the ship's ITs to eliminate all other COMMS in order to receive the Navy Cash Shore to Ship file. Kudos to ENS Shannon Daniels for his patience and dedication.

Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name and a short write up to lucinda.wilson@navy.mil

USS HIGGINS' DISBO NAMED NAVY CASH SAILOR OF THE MONTH!

ENS Jeff Fernandez has been selected as the Navy Cash Sailor of the Month for May 2007. He was nominated by Sean F. Kenealy, L-3 Titan Group for diligently performing preventive maintenance such as keeping the server clean and performing proper cleaning of the card readers. These actions significantly reduced the incidences of card readers failing to read the Navy Cash card. ENS Fernandez methodically eliminates and trouble shoots potential problems prior to contacting the CSU. His preparation for a recent groom had all the spares available and personnel trained, proving the USS HIGGINS is doing things the right way!

Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name and a short write up to lucinda.wilson@navy.mil

NO! DON'T THROW THAT CAD OVERBOARD!

Imagine my surprise when I opened my email to see a sailor throwing a Navy Cash CAD overboard. The email was dated April 1st. Ok, is this an April Fool's joke?

"No it's not a joke, although I did feel as if the soda machines were playing an April Fool's joke on me," said ENS David Calvo (CARNEY DISBO) "PS1 George Lee is holding up the CAD for the camera, not throwing it overboard!" "We wanted the sea in the background so we could show that we were deployed. Getting the machines running was a quality of life issue and almost entirely on our shoulders."

PS1 Lee is the primary Navy Cash technician aboard USS CARNEY. He is responsible for all aspects of the system, including training and server maintenance. However, where Petty Officer Lee shines, is in troubleshooting and resolving technical errors. Recently, the CARNEY had two CADS fail while on deployment. PS1 worked round-the-clock through the weekend, digging through the manuals, and coordinating the efforts of the ship's IT's and ET's. His actions resulted in the vending machines becoming fully operational. Correspondence from L-3 technician wrote "PS1, BZ on restoring your machines using parts from other CADs!"

Submitted by Cindy Wilson, Navy Cash Training, and ENS David Calvo, USS CARNEY

EXPIRING NAVY CASH CARDS

Navy Cash cards expire three years from the initial date of issue. The actual expiration date is the last day of the month indicated in the "Valid Thru" date embossed on the front of Navy Cash permanent and temporary cards or the back of the Navy Cash visitor cards. When a card expires, the chip on the card no longer functions.

<u>Permanent and Temporary</u>: When a permanent or temporary card expires, any funds remaining on the chip are transferred automatically to the Navy Cash (strip) account associated with the card. If there has been no activity on the card for six months, the card is automatically cancelled. Any remaining balance is automatically transferred to the linked bank or credit union account. The Navy Cash account is automatically suspended and Navy Cash access to the bank or credit union account is automatically blocked. The account remains open.

If there is no linked bank or credit union account, the funds will remain in the Navy Cash (strip) account. If possible, the DISBO should contact the individual cardholder and ask him or her to provide a bank or credit union account number, ABA routing number, and his or her name as it appears on the account. Send an e-mail request to the Customer Service Center (CSC) to push any positive balance back to that account.

If the Navy Cash (strip) account balance is negative and the individual is still in the Navy, post a DS01 pay action in the amount of the negative balance. If the individual is no longer in the Navy, close the Navy Cash account. Any delinquent debt will be collected by the U.S. Treasury.

When a visitor card expires, the chip can no longer be read. Any remaining value can not be returned without assistance from the CSC. When issuing a visitor card, be sure the customer understands the card must be returned before the expiration date to cash out any remaining value. If the card's expiration date indicates the card will expire before the individual will be leaving the ship, select a new card to issue.

<u>VISITOR:</u> A visitor card is anonymous and does not have a Navy Cash (strip) account. The funds on the chip when a card expires cannot be moved automatically. The chip on the expired card no longer functions and you can no longer change the card status of the "old" visitor card. Contact the CSC to change the status of an expired visitor card and restore any remaining value. Three options available to retrieve funds from a visitor card: move the funds to the Disbursing Office Navy Cash merchant (strip) account, to the cardholder's strip account, or to the cardholder's bank or credit union account. Refer to SOP paragraph 8.4.15.c.(2).

Protecting Personal Information

Software version 1.4.5 build 0 introduces an "Account Information Update" function. This new function allows you to update a cardholder's member profile and bank or credit union account information on the ship using the Navy Cash application. The Navy Cash system then forwards these updates securely as a part of the end-of-day process. Procedures for "Account Information Update" can be found in paragraph 8.4.21 in version 1.11 of the Navy Cash Standard Operating Procedure (SOP).

Recognizing that not all ships have received software version 1.4.5 build 0, account updates can still be accomplished in accordance with the Standard Operating Procedures paragraph 8.14.2d. In this case, the disbursing Office can update a cardholder's profile and account information by contacting the CSC by phone, e-mail, fax or Navy Cash disbursing web site.

CAUTION:
If you use an e-mail, you MUST send sensitive personal information as an attachment in a password-protected Microsoft Word document. Each ship receives a password that is specific to the ship. E-mail requests must be sent to navycashcenter@ezpaymt.com. The CSC will process the request and send an e-mail response, protecting any sensitive personal information with a password-protected Word document as an attachment if necessary.

Navy Cash improves both quality of life and quality of work on Navy ships. It allows forces afloat to conduct personal banking electronically at sea, reduces workload associated with cash management and moves the bulk of the reconciliation and settlement work ashore. Navy Cash reduces the amount of physical currency required aboard ship, further reducing the overall cost of handling cash. Navy Family Support Disbursing Office stands by to support you.

POC: Dan Olson, daniel.c.olson@navy.mil.

End of Month Help

The Navy Cash Program is engaged in four efforts meant to improve End of Month (EOM) processes and to resolve issues with EOM variances. (1) An EOM Task Force met in May and developed changes to simplify EOM process. These proposed changes are being vetted with stakeholders now and are expected to be implemented in the next few months. (2) A newly formed fleet led working group will be looking into existing EOM variances to help ships close out any lingering issues. The group will also summarize the most common problems to make sure that these issues are avoided in the future. (3) The program is developing an automated solution for EOM, which is expected to eliminate a high proportion of variance issues. This change is expected to be developed later this summer and be available in a future software release. (4) A specialized module for EOM is being developed to be inserted in all training events for Navy Cash operators. This module will be available in June.

Submitted by Dan Olson, Navy Cash Program Manager, daniel.c.olson@navy.mil

Navy Knowledgement Online (NKO)

**Navy Cash information can be found on NKO at http://www.nko.navy.mil.
At the top of the page click on NKO Library. Click on Communities – NAVSUP – Navy Family Support – Navy Marine Cash Library. Navy Cash information available:**

Customer Handbook	**Training Information**	**Troubleshooting Manual**
Customer Service POCs SOPs ULSS	**Articles**	**Messages NTSP**

The Navy Cash system implemented on the USS NEW ORLEANS and USS BULKELEY on 15 May. This brings the number of Navy Cash ships to 108. Recent Installations include:

A, LINCOLN	**SHOUP**	**Everett, WA**
ISSAC C. KIDD	**NEW ORLEANS**	**San Diego, Ca**
CAPE ST GEORGE	**BULKELEY**	**Norfolk, Va**
WHIDBEY ISLAND		**Little Creek, Va**

TRAINING AIDS

Are you new to Navy Cash or need some refresher training, but can't get to a class? If you're new, your first step should be to view the Orientation and Enrollment CD that can be found in your disbursing office. Your next step would be to read the NAVY CASH Standard Operating manual.

The Standard Operating Procedure (NAVSUP PUB 727) can be found in your disbursing office. Each chapter defines a specific area such as:

Chapter 1 – Navy Cash Overview
Chapter 2 – K22 & K80 Operating Procedures
Chapter 3 – General Mess
Chapter 4 – private Messes
Chapter 5 – MWR
Chapter 6 – Post Office
Chapter 7 – Ship's Store
Chapter 8 – Disbursing & the NC Application

APPENDICES A-Q include: Vending Maintenance & Sales End of Month, Configuring a K22, Set up Navy Cash and Rom II; Purchasing Stamps, Processing Official Mail, how to hand merchants, and getting ready for a groom.

Other Documents:

CAD User Guide	Navy Cash Maintenance CD 2.0
K22 User Guide	Navy Cash Troubleshooting Manual rev 4.2
K80 User Guide	Navy Cash Training and Disbursing Forms

FY07 Training Classes

Norfolk	July 9 - 13
Norfolk	July 16 - 20
Bath	July 16 - 20
Norfolk	July 23 - 27
San Diego	Aug 6 - 10
Mayport	Sep 3 – 7
Sasebo	Sep 24 - 28
Norfolk	Oct 15 – 19

FY08 Training Classes

San Diego	Oct 1-5	May 5-9
Norfolk	Feb 4-8	Aug 11-15

Need Navy Cash Training?

These are the class for you! The attendees should include: IT/ETs, DISBOs, PSs, SHs, PCs MWR, Wardroom treasurer, 1st class mess, CPO mess and Food service
POC is lucinda.wilson@navy.mil, 717-605-7033

Navy Cash Customer Service

JPMorgan Chase Customer Service Center CSC

Cardholders: (866) 3NAVYCASH or (866) 362-8922

Website: www.navycash.com

E-mail: navycash@ezpaymt.com

Disbursing offices/Merchants: (866) 3NAVYCASH or (866) 362-8922

Website: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

FAX: (866) CHASE01 or (866) 242-7301

GLOBAL DISTANCE SUPPORT CENTER (GDSC)

Commercial: (877) 4-1-TOUCH

               (877) 418 – 6824

DSN: (510) 4-2- TOUCH

               (510) 428-6824