NAVSUP

# Navy Cash® Bulletin

NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 5 JUNE - JULY 2007

# USS NORMANDY'S TEAM OF THE MONTH

**LTJG Nelson-Williams, Disbursing Officer and IT1 Matt Bender, have been named as the Navy Cash Team of the Month for June 2007.**

**DISBO opened a case with the Navy Cash Center regarding communication issues which are normally outside the program's control. These cases require constant phone or email communication between the Ship personnel and Navy Cash Technical Support (NCTS).**

**DISBO and ITs diligently and competently performed all of the troubleshooting steps identifying the root cause of the issue to be with Network Operations Center (NOC). IT1 contacted their current NOC and working with the DISA representative implemented the necessary shore-side changes to allow the Navy Cash traffic to flow. Not only did the USS Normandy Navy Cash Team resolve their issue quickly, but provided feedback that would assist NCTS with troubleshooting these particular types of communications issues in the future.**

**LTJG Nelson-Williams, IT1 Walters, and IT1 Bender demonstrated exemplary dedication, expertise, professionalism, and cooperation in resolving this issue. As such, the case was resolved in an extremely rapid time-frame. The Navy Cash Team would like to thank you for your support, pride and professionalism!**

***Submitted by Steve Sawyer, JPMorgan Chase, and Edie Johnston, Navy Family Support.***
***Anyone wishing to nominate a Navy Cash Sailor of the month, please send their name and a short write up to lucinda.wilson@navy.mil***

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## JULY 2007 NAVY CASH SAILOR OF THE MONTH!

**PS2 Luis Vega has been named the Navy Cash Sailor of the Month for July 2007. While on deployment the USS BONHOMME RICHARD had a major reduction of ship to shore communications. As a result, BONHOMME RICHARD was unable to transmit End of Day files for more than a week. PS2 Vega worked around the clock with Navy Cash Technical Support to resolve the communication problem. Due to the time difference, he spent hours on the phone during the middle of the night troubleshooting. In addition, he worked diligently with the Its onboard in order to successfully transmit the Navy Cash Ship to Shore file. His dedication and professionalism were on full display.**

***Submitted by LTJH Molnar, DISBO, USS BONHOMME RICHARD (LHD 6)***

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# GW GOES LIVE WITH NAVY CASH

**George Washington Cake Cutting Ceremony during Navy Cash GO LIVE!**

***(From right to left) LTJG Smith, DISBO, CAPT Dykhoff, GW CO, James Rice, FISC LSR for GW, CDR Pearson, FISC, LCDR Neville, FISC. and LTJG Findley, Sales Officer.***

**On July 17th, the USS George Washington (CVN 73) (GW) became the seventh carrier to implement the Navy Cash system.**

**LTJG Kenneth Findley, GW's sales officer, said, "I think it's a positive change, You'll never have to worry about losing money in a vending machine. And how many times have you been thirsty for a can of soda, but didn't have any change? In 30 seconds, I transferred $50 dollars to my Navy Cash card. This is a significant project that will improve the crew's quality of life. The hard work involved in the shift to Navy Cash will pay dividends for GW Sailors."**

***Submitted by Cindy Wilson, Navy Cash Training, Navy Family Support***

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## 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** |

## NEW INSTALLATIONS

**On July 31st the Navy Cash system has been implemented on 113 ships. Latest installs:**

**USS MCFAUL (June 5th )**
**SAMPSON (July 24th)**
**GEORGE WASHINGTON (July 17th )**
**BARRY, and GONZALEZ (July 31st)**

## Need Navy Cash Training?

**These classes are 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**

## Future Training Classes

| | |
|---|---|
| **Mayport** | **Sep 3 – 7** |
| **Norfolk** | **Sep 17-21** |
| **Sasebo** | **Sep 24 - 28** |
| **Norfolk** | **Sept 24-28** |
| **Norfolk** | **Oct 15 – 19** |

## FISCAL TRAINING

**NORFOLK Fiscal Training will be held on FISC Building 143 room 310A starting at 0900 – 1200. Class dates:**

| | |
|---|---|
| **Sept 5th** | **Nov 14th** |
| **Oct 10th** | **Dec 5th** |

## FY08 Training Classes

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

## MINI ROUND TABLE TRAINING YOKOSUKA, JAPAN AUGUST 27TH - 29TH

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# NAVY CASH VISITOR CARDS

**NAVY CASH VISITOR CARDS are chip-only cards. They are issued by the Disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship. They are issued primarily to visitors as required and should be cashed out and turned in when the visitor departs and reissued to another visitor. Visitor Navy Cash cards can also be issued as temporary replacements for lost, stolen, or damaged Permanent Navy Cash cards.**

**Guests who are going to be on the ship for longer periods can be issued a chip-only Visitor Navy Cash card when they check on board. Just as they must stop by a berthing office to be assigned a place to sleep, these guests should go to the disbursing office to write a personal check or provide cash to convert into electronic cash on the chip on their Visitor Navy Cash cards. At the end of their stay on board, these guests should return to the disbursing office to receive cash for the value remaining on their Visitor Navy Cash cards and to turn in their cards. The Visitor cards can then be reused for other guests. Industry technical representatives and other personnel who make repeated trips to ships can retain their Visitor Navy Cash cards or enroll in the Navy Cash program and receive Permanent Navy Cash cards.**

**Visitor cards are relatively expensive, but they are reusable, and every effort should be made to recover these cards from visitors before they leave the ship. The Navy Cash Card Issue Log shall be used to document each card issued and turned in. When a card is turned in, all value remaining on the card must be cashed out.**

***If not cashed out any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.***

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## REMINDER!

**On July 12, 2007 a Navy Cash® Flash (07–006) was sent to all Navy Cash Ships giving notification that a ship side COMMUNICATION file update was released to improve the overall round trip process. Each Navy Cash ship DISBO or IT was asked to follow these instructions:**

**The installation process will require a user name and password (to be emailed separately). If you require additional assistance please contact the Customer Service Center, Central Support at 1-866-662-8922. For passwords please email edie.johnston@navy.mil.**

**Communications File Update Installation Instructions:**

1. **Download the file ncftp.zip from the FTP server below :**
   **Server name: xfer.ezpaymt.com**
   **User name: ncbatch**
   **Password: will follow in separate email**
   **Directory: /outgoing/ncftp**

**• Note: please make sure you transfer the file in binary mode, not in ASCII mode**

2. **Copy the downloaded file on active server node in the E:\ncsetup directory**
3. **Using Windows Explorer, right-click on the ncftp.zip file and select Winzip – Extract to here**
4. **Open a command prompt window (Start – Programs – Accessories – Command Prompt)**
5. **In the Command Prompt window, type: E: (enter)**
   **Cd\ncsetup\1452 (enter)**
   **Cscript install_ncftp.vbs (enter)**
6. **E-mail back to navy.cash.technical.support@jpmchase.com the file Install_ncftp.log from E:\ncsetup\1452 directory**

**Once installation is complete please email the requested file to navy.cash.technical.support@jpmchase.com.**

**This update consists of a new version of the Navy Cash Files Transfer Protocol (NCFTP), Maximum Transmission Unit (MTU) Buffer settings and an upload and downloads script modification that provides a resume feature. Previously if a file upload or download failed, the result was an incomplete file. During the next process cycle the incomplete file would be deleted and the process would start from the beginning. With the new update, the incomplete file will resume at the point of interruption. POC is Edie Johnston, Navy Cash Installation**

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## 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**