NAVSUP

Navy Cash™ Bulletin

NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 3 Issue: 1 OCTOBER 2005

Disbursing Reminders

PENDACTIVE TO ACTIVE:
When a ship first goes live, CSC does a bulk activation so that several hundred to several thousand cards can be activated at the same time. After the initial go-live, cards that are produced in bulk need to be activated by the disbursing office using the Disbursing Application's Change Card Status screen to change a card's status from PENDACTIVE to ACTIVE.

CORRECTING SSN:
An incorrect SSN should be corrected by the disbursing office. The disbursing office can update the data by using the Disbursing website or by contacting the CSC. The member can (and should) retain their current card. A change of SSN does NOT require a new card to be issued.

NAME CHANGE:
The ship **must not** cancel the member's current card because of a misspelled name or if the member's marital status has changed. Disbursing should update the member's name on the account or have the CSC make the change. The replacement card will be sent automatically. When the new card is received, disbursing must then cancel the existing card. Case in point, disbursing canceling a member's card before changing the name, might end up going through 3 or 4 more cards before they get a permanent card with the member's name correctly spelled.

THE RULE FOR RETURN UNCLAIMED FUNDS FROM VISITOR CARDS TO TREASURY:
In accordance with DOD FMR, Volume 5, Chapter 6, Paragraph 0606, any unused value remaining on a visitor's card that can't be reimbursed must be collected to the Treasury Department Receipt Account, Forfeiture of Unclaimed Money and Property. Examples would be a visitor card that is turned in after hours or a visitor card left under the disbursing door. Or if a visitor has left the ship and the card cannot be attributed to a specific individual. Any value remaining on a card will be handed over to Treasury and cannot be recovered at a later time.

DISBO MUST LOG INTO the Navy Cash web site once each month to keep their account active. After 90 days of inactivity, accounts are suspended. If this has already occurred, contact the Navy Cash Customer Service Center. After six months of inactivity, accounts are purged.

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SYS ADMIN Lessons Learned

• Prior to conducting weekly reboots of your Navy Cash Servers, ensure that there are no backup jobs running. If the server is shut down/ rebooted while the NSR Oracle Backup job is running , the NCP service (in Cluster Administrator) may fail when trying to bring the system back up. In which case you should then contact the Customer Service Center (CSC) via the GDSC to resolve the problem.

• Troubleshooting K80 problems, utilize the red "CLR" button on the K80 keypad. There is a lot of information provided, particularly on the top two lines.
The first line "The K80 is logged on and connected" tells you the network connectivity status of the K80. If the first line says, "The K80 is not logged on and connected " have the IT's assist you in troubleshooting possible network problems.
The second line "The K80 is logged on" tells you that the K80 is "talking" to the server. If the second line says, "The K80 is not logged on" then the problem usually lies with the SAM.
Refer to the Navy Cash Maintenance CD* for instructions on how to change the SAM. If the above fails, then contact the CSC for further assistance.

*The Navy Cash Maintenance CD, will be released as part of the NAVSUP PUB 729 DK Toolkit this quarter.

Installations

As of 30 September 2005, 66 Ships have been installed with the Navy/Marine Cash™.

October Installations:
USS BUNKER HILL (CG62) San Diego
USS VANDEGRIFT (FFG48) Yokosuka
November Installation:
USS FORREST SHERMAN (DDG 98) Pascagoula
USS HARPERS FERRY (LSD 49) Sasebo

Training

Navy Cash Functional Training
11/7/05 – 11/11/05 Sasebo
11/28/05 – 12/02/05 San Diego

Point of contact: Cindy Wilson, 717-605-7033 (DSN 430) lucinda.wilson@navy.mil

References

http://nko.navy.mil
https://www.navycashcenter.com
Log all support requests through:
GDSC (NICC): (877) 418-6824 /
DSN 510 428-6824, Option 6
Navy Cash Program Manager:
(717) 605-5270
Navy Cash Maintenance: (717) 605-2771
Bulletin Editor: lucinda.wilson@navy.mil