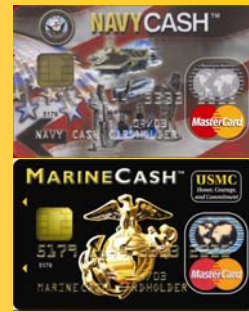




Navy Cash™ Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 2 Issue: 12

September 2005

Visitor Card Funds

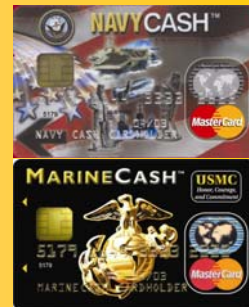
When a permanent or temporary Navy Cash card is canceled or reported as lost or stolen, any funds remaining on the chip will automatically be transferred to the cardholder's strip account. Because a visitor card does not have a strip account any funds remaining on the chip cannot be moved to a strip account and the CSC cannot move the remaining funds to the chip on a replacement visitor card.

Three options available to retrieve funds are:

- (1) Move Funds to Disbursing Office Navy Cash (Strip) Account. The Disbursing Officer must provide the CSC the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSC can then debit the chip and credit the Disbursing Office Navy Cash (strip) merchant account. After the next round trip, the Disbursing Officer can take his or her merchant Navy Cash card to the K80, move the funds from the strip to the chip. Then, he or she can either cash out the chip and use the cash to fund a new visitor card; or cash out the chip and give the cardholder the cash; or go to the K80 Cashless ATM and do a chip-to-chip transfer.
- (2) Move Funds to Cardholder's Navy Cash (Strip) Account. If the cardholder has a Navy Cash account, the Disbursing Officer can provide the CSC the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSC can then debit the chip and credit the cardholder's strip account. After the next round trip, the cardholder can take his or her Navy Cash card to the K80 and move the funds from the strip to the chip or back to his or her home bank or credit union account.
- (3) Move Funds to Cardholder's Home Account. The CSC can "push" the funds remaining on the chip to a specified bank or credit union account. To accomplish this, the Disbursing Officer must forward the following information to the CSC via email (navycashcenter@ezpaymt.com). The CSC can debit the chip account and transfer the funds to the bank or credit union account provided. The cardholder can fund a new visitor card by exchanging a personal check or cash at the disbursing office.



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Lessons Learned

- Vending will continue to run even though your LAN goes down as long as you DO NOT power down the vending machine. Once powered down it will need to have the LAN connection to reset the CAD for operation. The CAD can handle about 750 transactions before it is full.
- Disbursing personnel cannot request for their own account to be blocked or unblocked. They should have another member of the staff forward this request to us.
- IT personnel: When you clean up or make a change to the Access Control List, please notify the DISBO,
- If the server goes down, you cannot send reports.

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
For urgent requests notify NAVSUP:
Navy Cash Maintenance (717) 605-2771
Navy Cash Bulletin Editor: kamie.downen@navy.mil

Installations

As of 31 August 2005, 63 Ships have been installed with the Navy/Marine Cash™ Financial System.

September Installations:

USS CARNEY (DG64) Mayport
USS STENNIS (CVN74) Bremerton
USS COWPENS (CG63) Yokosuka

October Installations:

USS BUNKER HILL (CG62) San Diego
USS VANDEGRIFT (FFG48) Yokosuka

Training

Navy Cash Functional Training

10/10/05 Yokosuka
10/31/05 San Diego
Point of contact: Cindy Wilson, 717-605-7033 (DSN 430) lucinda.wilson@navy.mil

DISBOS!

NAVY CASH OPERATIONS SUPPORT CENTER has moved to TAMPA, Florida. Effective immediately.

All Disbursing correspondence sent by E-mail (e.g. EOM REPORTS) should be sent to the general mailbox at NAVYCASHFIN@EZPAYMT.COM