EC-*News*

We Hear You Talking

Judging from the number of calls and questions that our EagleCash Customer Service Center receives, people are talking – and talking a lot - about EagleCash. As we've listened to your questions and suggestions on how to make the program better and get information to the field faster, we decided to go to Press with, what else, but EC-*News* – the EagleCash Newsletter. Our goals with EC-*News* are to share news and information about the EagleCash Program to help make your job in theater easier. And, recognizing that there are a lot of miles between you and us, periodically, we will focus on some of the people that you talk with on a day to day basis so that we can put an image to the voice that you hear on the phone.

As we go forward, if you have some thoughts on topics that you would like to see discussed in the EC-*News,* please let us know. As we said at the beginning, *We Hear **You** Talking.*

Policy Matters. New EagleCash Acceptance Policy

The requirements for accepting an EagleCash card have changed. Now, when a cardholder pays with EagleCash, the cashier *must* request and the cardholder *must* provide Photo ID along with the EagleCash card. The cashier accepting the card is required to:

- Compare the printed name on the card with the name on the Photo ID
- Compare the Photo ID to the physical appearance of the customer presenting the card.
- Request an alternate form of payment if the name or physical appearance of the customer does not match the card and/or ID.
- Request the cardholder sign any unsigned EagleCash card before accepting it as the form of payment.
- Refer any cardholders questioning the EagleCash Acceptance Policy to the Finance Office.

This updated Policy is effective 1 February, 2007 at all Kuwait and Iraq acceptance locations and 1 March, 2007 in all remaining theaters.

The policy provisions apply **without exception** at ALL locations in ALL EagleCash acceptance theaters. ALL staff at the Finance Office, Post Office, AAFES and AAFES concessions and any additional acceptance sites - should be advised of, trained on and implement the requirements of this new acceptance policy in accordance with the effective dates.

To reduce problems at the point of sale, Finance Office cashiers must remember to ensure that when issuing cards, the customer must sign and print his/her name on the back of the card before leaving the Finance Office.

"Hot" Topics

We hear lots of questions about the HotList and WarmList and decided it would be a good idea to share with everyone the answers to the many FAQ's – Frequently Asked Questions – about the HotList and WarmList that we receive.

What exactly is the HotList?

The HotList is a file of all lost, suspended and revoked EagleCash cards across every theater where EagleCash is implemented.

How often is the HotList distributed?

The HotList is distributed Monday through Friday, Eastern Time excluding U.S. Federal holidays.

How and to whom is the HotList distributed?

The HotList is distributed as an email attachment to the Finance Office, Post Office and AAFES. EagleCash Kiosks are also loaded with the HotList.

Once I receive the HotList, what then?

The HotList should be saved to a CRUCIAL USB Drive and then loaded to the EagleCash laptop per defined procedures.

Why is it important to load the latest HotList to the EagleCash laptop?

New numbers are added to the HotList daily. Loading the most current HotList provides the greatest protection to cardholders and merchants against accepting bad transactions.

What happens to the HotList after it is loaded to the EagleCash laptop?

Each day as transactions are collected from POS terminals, the HotList is automatically loaded from the laptop to the terminal.

Is there an EagleCash policy about the HotList?

Yes, the EagleCash HotList Policy requires that the most recent file always be loaded to the laptop**.**

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EC-*News*

Finance Matters

As owner of card issuance and manager of Kiosk operations, the Finance Office plays a pivotal role ensuring that day-to-day EagleCash operations run smoothly. That is why each issue of the EC-*News* will focus on various Finance Office responsibilities that help keep EagleCash running smoothly.

Navy/Marine and EagleCash Enrollment and Authorization Agreement Form DD 2887

Completion of this Form is required prior to issuing an EagleCash card. The Finance Office should insure that all information provided is legible and accurate. As information from Form DD 2887 is keyed to the EagleCash Laptop Card Processing Station, all input should checked and then, re-checked for accuracy. Special attention should be given to accurate entry of name and banking account number data.

Daily, using the EagleCash laptop programs, collect all new account transactions, create a compressed or 'zipped' file and email the file to eagle@bos.frb.org. Additionally, the original Navy/Marine and EagleCash Enrollment Authorization Agreements Form DD 2887 are to be mailed WEEKLY to the Federal Reserve Bank of Boston in the pre-addressed envelopes provided. When your envelopes run low, call or email the EagleCash Customer Service Center for a new supply. Again, email the files daily, mail the forms weekly.

Care and Feeding of Kiosks

At many camps, EagleCash kiosks automatically and daily dial via DSN to receive the latest HotList/WarmList and to send all transactions conducted at the kiosk since the prior update to the EagleCash processing host. These send and receive processes ensure that the HotList/WarmList is current and that load and unload transactions are processed quickly. When DSN is unavailable, to ensure that data remains current, the Finance Office owns the responsibility for daily management of kiosks to include updating the latest HotList/WarmList as well as manually collecting all kiosk transactions and ensuring that those transactions are sent to the EagleCash Customer Service Center at eagle@bos.frb.org Documentation on how to perform the manual kiosk update can be found in the EagleCash Standard Operating Procedures. The EagleCash Customer Service Center is available to assist as needed.

Housekeeping

As the column **Hot Topics** in this Newsletter advises, there are many reasons why a card is placed on the **WarmList**. Sometimes, a few words can eliminate confusion and save a lot of administrative time and paperwork for the cardholder, the Finance Office and the EagleCash Customer Service Center.

When a soldier signs up for an EagleCash card with kiosk access, please remind the soldier to let any joint account owner know about possible Automated Clearing House (ACH) debits. Sometimes, a joint account owner declines to pay the ACH debits presented believing that

Use **EagleCash**™ instead of cash!
Convenient, secure, no-fee access to your money!

Accepted at the following locations:

Afghanistan	Iraq
Bagram	Al Asad *
Kabul (Eggers)	Anaconda / Balad
Kabul (Phoenix)	BIAP
Kandahar	Bucca *
Jalalabad **	Diamondback *
Salerno	Echo *
	Falcon *
Bosnia	IZ (International Zone) *
Sarajevo	Kalsu *
Tuzla	Liberty
	Q-West *
Egypt	Rustamiyah *
North Camp **	Ramadi *
South Camp **	Scania *
	Slayer
Germany	Speicher
Ramstein AB	Striker
	Sykes *
Honduras	Taji *
Soto Cano	TQ *
	Tallil *
Kosovo	Victory
Bondsteel	Warrior *
	Warhorse *
Kyrgyzstan	
Manas	**Kuwait**
	Ali Al Salem
Qatar	Arifjan
Al Sayliyah	Buehring
	Navistar
Saudi Arabia	Kuwait Naval Base
Riyadh (USMTM)	Virginia

*= Spring 2007
**= Planned 2007 Implementation

See your Army Finance Office for more information.

the debits are invalid. Because the debits are not paid, the EagleCash account is placed on the WarmList. When the soldier attempts to transfer additional funds onto the card, the transaction is declined. Pre-advising the joint account holder that debits may appear will save a lot of time and frustration on multiple continents.

Did you know?

That there are no – none, zilch, nada – fees when you use an EagleCash card? No fees at the Finance Office, none at the Kiosk and none at any card accepting location.

That the value remaining on an EagleCash card is automatically refunded to the cardholder's bank account of record approximately 60 days after the card's expiration date?

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Hot Topics *(Continued from Page 1)*

How is a card added to the HotList?

A card is added to the HotList after receipt of a properly completed EagleCash Incident Report from the Finance Office.

What happens when a HotListed card is used at a Kiosk or POS terminal?

The requested transaction is not processed or approved and the message HOT CARD will display.

When a card previously reported lost and on the HotList is found, what happens? Is *that* card removed from the HotList?

No, once a card is on the HotList is cannot be removed. Instead, the Finance Office should issue a new card in accordance with established card issuance procedures.

What is the WarmList?

The WarmList is a file of all cards whose Kiosk and Finance Office load privileges have been temporarily suspended.

How often is the WarmList distributed?

The WarmList is distributed Monday through Friday, Eastern Time excluding U.S. Federal holidays.

Who receives the WarmList?

The Finance Office and EagleCash Kiosks **receive the WarmList.**

How often does a new WarmList need to be loaded to the EagleCash laptop and to the Kiosk?

As with the HotList, the most current WarmList should always be loaded to the EagleCash laptop and the Kiosk**.**

How are the HotList and WarmList loaded to a Kiosk?

In many instances, the HotList and WarmList are loaded to the Kiosk automatically using a DSN line. However, should DSN be unavailable, it is the responsibility of the Finance Office to ensure that the most current HotList and WarmList is manually loaded to the Kiosk.

What causes a card to be WarmListed?

A card can be placed on the WarmList for many reasons. Chief among those reasons are loads that cannot be processed due to incorrect checking or savings account number information, and Items returned unprocessed due to Insufficient Funds.

Hot Topics

Is a card ever removed from the WarmList*?*

Yes, unlike the HotList where cards are never removed, with the WarmList, once the issue that caused the processing problem has been resolved and all funds owed have been collected, full card privileges are restored and the card is de-listed.

Can a card on the WarmList be used at all?

An EagleCash card on the WarmList can continue to be used at EagleCash merchants until all funds remaining on the card have been used. Additional loads – even a cash load at the Finance Office – cannot be processed until the card the problem causing the WarmListing is resolved.

What should I do if I have additional questions about the HotList or WarmList?

For additional information, refer to the EagleCash Standard Operating Procedures or contact the EagleCash Customer Service Center at eagle@bos.frb.org

Preventive Maintenance

A little preventive maintenance will help keep EagleCash kiosks, laptops and POS terminals in top operating condition. Help us help you by ensuring the guidelines below are met.

Kiosks:
- Dust daily with a soft cloth.
- Never, ever use liquids near or on the kiosk.
- Weekly, spray the Kiosk card reader slot, vents and receipt printer mouth with compressed air.

Laptops
- Weekly, spray laptop keyboard and reader slot with compressed air.
- Always keep the laptop closed when not in use.
- Power the Laptop OFF when not in use.
- Help to regulate power flow to the Laptop by always keeping it connected to the UPS block provided.

POS terminals:
- Weekly, spray the card reader, printer head and connectors with compressed air.
- Disconnect terminals from power when not in use.

Questions or Problems?
- Contact the EagleCash Customer Service Center at eagle@bos.frb.org or DSN 312.955.3555.

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