

Attention Disbursing Officers and Supply Officers

**NAVY CASH[®]
SOP CHANGE NOTICE
NAVSUP PUB 727**

**Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka**

Navy Cash SOP Change Notice 2012-006

20 July 2012

Subject: NAVY CASH DEPOT SHIPPING ADDRESS CHANGE

Attention: Disbursing Officers/Supply Officers

1. Navy Cash Depot Moving to a New Facility. The L-3 Communications offices in San Diego, which carry out the initial installation of the Navy Cash system, provide Navy Cash training services, conduct pre- and post-deployment service calls (grooms), work with the Navy Cash Technical Support team to provide Tier 2 distance support and Tier 3 field support, and operate the Navy Cash Depot, have moved to a new facility. At about the same time, these offices became part of Engility Corporation, an independent, publicly-traded government services company that was spun-off from L-3 Communications. The new shipping address for the Navy Cash Depot is:

Engility Corporation
ATTN: Navy Cash Depot
7580 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 278-5472 (*Shipment related issues only*)

2. Disbursing Officer Action. When returning failed equipment to the Navy Cash depot, ensure the new shipping address is used.

3. Official Change to Navy Cash SOP. This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.

4. List of Effective Navy Cash SOP Change Notices.

2012-001 Automatic EOD Now Mandatory
2012-002 Required Navy Cash Documentation in Financial Returns
2012-003 Residual Funds on Visitor Cards
2012-004 Transfer Member Profile and Unsuspend Account Using Disbursing Web Site
2012-005 Automated Transfer of Dormant Profiles
2012-006 Navy Cash Depot Shipping Address Change

5. Points of Contact. If you have any questions, please contact:

Hugh Chin at NAVSUP FLC Norfolk
hugh.chin@navy.mil
(757) 443-1189 DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego
andrew.yager@navy.mil
(619) 556-6493 DSN: 526-6493

Joel Ignacio at NAVSUP FLC Yokosuka
joel.ignacio@fe.navy.mil
+81 (46) 816-7324 DSN: (315) 243-7324

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8.13 Managing and Requisitioning Spares

(in version 1.13, associated with release v1.4.6, and version 1.14, with release v1.4.7)

d. Failed Equipment. Whenever a piece of Navy Cash equipment, such as a POS/K22, CAD, or router, fails, the failure should be reported to the CSU (see paragraph 8.14 below). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot (POSs/K22s or CADs with stuck transactions are sent to Cogent Systems), record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

SHIPPING ADDRESS AND CERTIFIED MAILING ADDRESS NAVY CASH DEPOT

Engility Corporation
ATTN: Navy Cash Depot
7580 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 278-5472 (*Shipment related issues only*)

SHIPPING ADDRESS COGENT SYSTEMS

Cogent Systems
ATTN: Ryan Settle, Navy Cash Equipment Return
3300 Acorn Street
Williamsburg, VA 23188
Phone: (757) 564-4604 (*Shipment related issues only*)

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8.14.1 Call Centers

(in version 1.13 of the Navy Cash SOP, associated with release v1.4.6)

b- Trouble Calls. One of the responsibilities of JPMC is to report to NAVSUP and Treasury the volume and types of trouble calls handled and the time it takes to resolve each issue. This includes hardware, software, communications, operational, and cardholder issues. In order to track this information in a central location, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the CSU. The CSU will handle the trouble calls directly if at all possible, particularly cardholder service issues, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate support personnel as additional addressees. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available

before contacting the CSU. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

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NAVY CASH TROUBLE CALL WORKSHEET

*Please be prepared to provide the information below to the Central Support Unit (CSU)
Retain form as your Trouble Call Log*

CENTRAL SUPPORT UNIT (CSU)

Phone: (866) 6NAVYCASH
(866) 662-8922
E-Mail: navycashcenter@ezpaymt.com
Fax: (813) 432-4581
Web Site: www.navycashcenter.com

MILITARY PAPER CHECK CONVERSION (MPCC)

TREASURY OTC SUPPORT CENTER
(302) 324-6442 (866) 945-7920
fmsotcchannel@citi.com

ROM II

CONTACT APPROPRIATE FLEET ASSISTANCE TEAM
SAN DIEGO: (619) 556-5725/5733 PEARL HARBOR: (808) 473-7519
YOKOSUKA: 011-8146-816-7965 NORFOLK: (757) 443-2522
MAYPORT: (904) 270-7178

SHIP NAME	DATE OF CALL	TIME OF CALL	
SHIP LOCATION/PORT (AND COUNTRY IF DEPLOYED)	CASE NUMBER <i>(obtained from CSU)</i>	NAME OF CSU REPRESENTATIVE	
CALLER NAME	RANK/RATE	PHONE	E-MAIL ADDRESS

POINTS OF CONTACT SO TECHNICAL OR FIELD SUPPORT REPRESENTATIVE CAN CONTACT SHIP IF REQUIRED

LOCATION	NAME	RANK/RATE	PHONE	E-MAIL ADDRESS
DISBURSING OFFICE				
SALES OFFICE				
SUPPLY OFFICE				
EMO/ADP OFFICE				
QUARTERDECK				

IF A HARDWARE PROBLEM, IDENTIFY SPECIFIC EQUIPMENT, MODEL NUMBER, AND SERIAL NUMBER

SERVER:	ROUTER:	K80 CASHLESS ATM:
WORKSTATION:	UPS:	K22 POS DEVICE:
DISPLAY:	MPCC SCANNER:	CAD (VENDING):
LAPTOP:	MPCC ZIP DRIVE:	KVM SWITCH:
OTHER:	ROM II:	

DESCRIBE THE NATURE OF THE HARDWARE, SOFTWARE, COMMUNICATIONS, OR OPERATIONAL PROBLEM (include any error messages or error codes if possible—attach any printouts or screen prints as needed)

DESCRIBE ANY TROUBLESHOOTING STEPS YOU HAVE ALREADY TRIED (include references you used in troubleshooting the problem, e.g., SOP, SYS ADMIN Manual, Maintenance CD, MRC, system log files reviewed—attach any log file printouts or screen prints as needed)

SHIPPING INFORMATION

When directed to return failed equipment via traceable means to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For K22s or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.

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TRACEABLE TRACKING NUMBER

DATE SHIPPED

NAME OF POINT OF CONTACT

E-MAIL ADDRESS

PHONE NUMBER

RETURN ADDRESS (recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC))

CITY

STATE

ZIP CODE

NUMBER OF TRANSACTIONS (for K22s OR CADs with stuck transactions)

ESTIMATED DOLLAR VALUE (for stuck transactions)