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 2012-009   **6 November 2012**

Subject: **BANK/CREDIT UNION ACCOUNT INFORMATION ON CARDHOLDER WEB SITE**

Attention: Disbursing Officers/Supply Officers

1. Background. The Navy Cash Cardholder Web Site *(www.navycash.com)* was developed to help individual cardholders and Navy Cash merchants manage their Navy Cash accounts. The web site can be accessed using the 16-digit MasterCard® card number and PIN. A "Help" screen provides details to answer most questions about how Navy Cash works. Summary "Account Information" is displayed about the Navy Cash card itself and about the balance on the chip and strip *(as of the last round trip completed between ship and shore)*. A detailed transaction history is also available to review all chip and strip transactions for the current month and the last six months. Basic contact information is easily accessible to report a lost or stolen card and to get answers to any specific questions about a Navy Cash account. The Navy Cash Privacy Policy Statement is also available on the web site.

    Beginning 11 November 2012, a change to the Navy Cash Cardholder Web Site will enable the "Account Information" window to display summary information about a cardholder's linked bank or credit union account, to include:

- ACH Allowed *("Y" or "N")*
- Name on Account
- Routing Number
- Bank Account Number
- Account Type *("Checking" or "Savings")*

    When a Navy Cash cardholder or merchant registers or changes the bank or credit union account linked to Navy Cash, she/he can use the cardholder web site to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at a Navy Cash kiosk.

2. Disbursing Officer Action. Beginning 11 November 2012, the Disbursing Officer (DO) must direct individual cardholders and Navy Cash merchants, who are registering or changing the bank or credit union account linked to Navy Cash, to use the "Account Information" window on the Navy Cash Cardholder Web Site to confirm that the linked account associated with their Navy Cash card has been properly updated. The web site must reflect the correct bank or credit union account before they request any transfers at the Navy Cash Kiosk to or from their chip or strip account and bank or credit union account.

    DOs should regularly encourage Navy Cash cardholders and merchants to take advantage of the Navy Cash Cardholder Web Site to help them manage and get answers about their Navy Cash accounts.

Please route immediately to the Supply Officer and Disbursing Officer

3. <u>**Official Change to Navy Cash SOP.**</u> 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. <u>**List of Effective Navy Cash SOP Change Notices.**</u>

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
2012-007	Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement
2012-008	Staff, Air Wing, Squadron, and Generic Private Merchants Settle Only to Merchant Strip Account
2012-009	Bank/Credit Union Account Information on Cardholder Web Site

5. <u>**Points of Contact**</u>. 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
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Cardholder Web Site — www.NavyCash.com

Cardholder Log In
Provides Cardholder Access to Navy Cash Web Site
Enter card number and PIN to log in and view account summary information.

Report Card Lost or Stolen
Shows Customer Service Number to Call
Call the toll-free number listed to report a lost or stolen card.

Contact Us
Shows the Contact Information for Customer Support
Click NavyCash@ezpaymt.com to send an e-mail to Customer Support

Privacy and Security
Shows the Navy Cash Privacy Policy Statement
Explains what Chase and the Navy Cash program do with your personal information

Help
Shows the Navy and Marine Cash Customer Service Handbook
Provides details to answer most questions on how the Navy Cash card program operates.

Cardholder Account Information

Shows a Summary of Cardholder's Navy Cash Account

Cardholder Account Information

Scrolling Down in Account Information Window
Shows a Summary of Cardholder's Linked Bank or Credit Union Account

Account Summary

Shows Account Numbers and Balance of Chip and Strip Accounts

Chip Purchases

Shows Chip Purchases Made During Period Selected by Slider Above

Account Information

Shows Navy Cash Card Number, Status, Issue Date, and Expiration Date

Scrolling Down in Account Information Window

Shows Linked Bank or Credit Union Account ACH Allowed, Name on Account, Routing Number, Bank Account Number, and Account Type

Notifications

Shows Any Notifications Posted to the Account

Alerts

Shows Any Alerts Posted to the Account

Transaction History

Shows Transaction History for Chip and/or Strip Account(s) During Period Selected by Slider Above

Log Out

Prevents Others from Viewing Your Information

In order to avoid unauthorized viewing of your information, log out and exit the browser.

Click on the "Logout" link on the upper right of the web page.