



Navy Cash[®] Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 5 Issue: 12

July-August-September 2008

JULY'S NAVY CASH SAILOR OF THE MONTH



PS2 Nichelle Markum of USS Dwight D. Eisenhower, has been named Navy Cash Sailor of the Month for July 2008. The USS Dwight D. Eisenhower went live with Navy Cash on 3 June 2008, and the installation and enrollment process was a big part of making sure we were ready for Navy Cash. PS2 Nichelle Markum expertly coordinated the installation and implementation of Navy Cash on board the IKE. She flawlessly planned and executed a training program for over 2,900 sailors ensuring the program's success. PS2 Markum was proactive in contacting the Navy Cash trainers in Dec 2007 to get the training for the crew. She coordinated with the ADP to post the training on the shared drive, and with media to show the Navy Cash training on Site TV everyday for 3 months. PS2 tracked all personnel including personnel that were TAD, IA, and transferring, which lead to 95% of the crew having their Navy Cash card on the "Go Live" date.

Submitted by LTJG Jay Davis, SC, USN (DISBO/ Supply Training Officer, USS Dwight D. Eisenhower)

Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to bridget.carroll@navy.mil



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AUGUST'S NAVY CASH SAILOR OF THE MONTH



PS2 Mark Anthony Martin of USS RODNEY M. DAVIS (FFG 60) has been named Navy Cash Sailor of the Month for August 2008. After his Disbursing Officer assumed the duties of Supply Officer, PS2 Martin was put in charge of the disbursing operation on board. He single-handedly managed the disbursing office and Navy Cash accounts, while keeping the negative balance count under \$200. Even with the added responsibilities he provided outstanding customer service and ensured that HS-14 Det A was made at home during RIMPAC 2008 by personally seeing to it that all detached sailors were set up with Navy Cash cards on the first day they arrived. His forward thinking and managerial ability is what is keeping S4 operating smoothly with the highest standards of customer service.

Submitted by LTJG Ivor J. Kristiansen, SC, USN (SUPPO, USS RODNEY M. DAVIS)

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SEPTEMBER'S NAVY CASH SAILOR OF THE MONTH



PS2 (SW) Aragon of USS NIMITZ, has been named Navy Cash Sailor of the Month for September 2008. PS2 Aragon provided superb management of the Navy Cash System as LPO of S-4 division onboard USS NIMITZ (CVN 68). He was highly instrumental in the processing and enrollment of over 5,000 Sailors into the Navy Cash system. PS2 efficiently completed more than \$500K in Navy Cash transactions and facilitated training of over 250 distinguished visitors during the 2008 Surge Deployment. He ensured all guests were thoroughly indoctrinated on the Navy Cash system with problem-free access to the ship's retail facilities and vending machines. Additionally, he led extensive efforts in grooming and calibrating five K-80 and 29 K-22. He diligently worked with L-3 Communications Technicians to ensure the Navy Cash server was fully operational prior to getting underway. His superb knowledge of the ROMII and Navy Cash system was instrumental in Disbursing's ability to provide timely and consistent monthly reports to DFAS and JP Morgan Chase Bank.

PS2 Aragon continuously goes beyond the call of duty to ensure everyone in Disbursing provides the best customer service possible. He is a driving force behind the success of S-4 division. He is highly respected by his peers and all whom have the pleasure to work with him. The Navy Cash Program Office sends congratulations to PS2 (SW) Aragon and thanks him for his hard work and reinforcing USS NIMITZ motto of "Team work a Tradition".

Submitted by LTJG Kristy Smith (DISBO, USS NIMITZ)

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New Installations

As of 31 October 08 the Navy Cash system has been implemented on 132 ships.

USS WASP (10/21) USS HOPPER (09/23) USS GREEN BAY (09/16)

Future 2008/2009 Navy Cash Training

These classes are for you! The attendees should include: IT/ETs, DISBOs, PSs, SHs, PCs MWR, Wardroom treasurer, 1st class mess, CPO mess and Food service.

Mayport - 16-20 Mar 2009

Yokosuka - 11-15 May 2009

Norfolk - 20-24 Jul 2009

POC is Chuck Sexton, Navy Cash Training. charles.sexton@navy.mil, 717-605-7033.

Norfolk Fiscal Training

FISC Building 143
Room 310A
Date/Time: January 2009
POC: Hugh Chin (757) 443-1189

San Diego Fiscal Training

TSC Building - Room 307-1300
3975 Norman Scott Road
Date/Time: January 2009
POC: Andrew Yager (619) 556-6493

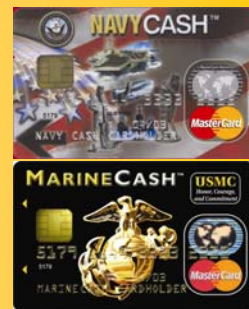
Installation - Functional Training Classes

*ALL DATES ARE SUBJECT TO CHANGE

Ship	Location	Start
STOCKDALE (DDG 106)	Bath, ME	Nov 10-14, 2008
SIMPSON (FFG 56)	Mayport	Dec 01-05, 2008
TRUXTON (DDG 103)	Pascagoula	Dec 08-12, 2008
CROMMELIN (FFG 37)	Pearl Harbor	Dec 01-05, 2008
PORT ROYAL (CG 73)	Pearl Harbor	Jan 05-09, 2009
NICHOLAS (FFG 47)	Norfolk	Jan 05-09, 2009
FORD (FFG 54)	Everett	Feb 16-20, 2009
DECATUR (DDG 73)	San Diego	Mar 02-06, 2009



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AUTOMATIC REPRESENTMENT PROTOTYPE IMPLEMENTED *Navy Cash - The Way to Pay While Underway!*

Process will
clear most negative
balances (96+%) with
no manual intervention
of DISBO

Plan of the Day (POD) Notes

Automatic Representation — Version 1

On 30 May 2008, Navy Cash implement new function called "Automatic Representation." From this point forward, if you transfer money at the K80 Cashless ATM from your bank or credit union account and the transfer is returned for Non-Sufficient Funds (NSF), Navy Cash will represent your transfer request automatically up to two more times on successive pay days to recover any resulting debt owed the U.S. Treasury's Navy Cash funds pool. If these automatic representations are not successful, the Disbursing Officer will initiate an immediate collection from your pay to clear any debt owed the U.S. Treasury's Navy Cash funds pool.

Automatic Representation — Version 2

On 30 May 2008, Navy Cash implement a new function called "Automatic Representation." When you transfer money at the K80 from your bank or credit union account, the funds are loaded to your Navy Cash chip or strip based on the selection you make. Your transfer request is processed electronically, generally at the end of the day, and the transfer usually occurs within 24 to 48 hours. *Do not transfer money to your chip or your strip at the K80 unless there are sufficient funds available in your bank or credit union account.* If the transfer request is returned for Non-Sufficient Funds (NSF), your bank or credit union may charge you a "bounced check" fee, and Navy Cash will represent your transfer request automatically up to two more times on successive pay days to recover any resulting debt owed the U.S. Treasury's Navy Cash funds pool. If these automatic representations are not successful, the Disbursing Officer will initiate an immediate collection from your pay to clear any debt owed the U.S. Treasury's Navy Cash funds pool.

Automatic Representation — Version 3

On 30 May 2008, Navy Cash Implement a new function called "Automatic Representation." Navy Cash lets you transfer value to your chip or your strip from your bank or credit union account at the K80 Cashless ATM and spend that money on the ship immediately, before the funds are actually transferred from your account ashore to the Navy Cash funds pool. This immediate availability of funds is like the cashing of personal checks that Navy Cash serves to replace. To keep demands on ship communications systems to a minimum, Navy Cash was designed to work on a store-and-forward basis. A day's worth of transactions are generally transmitted ashore once each day at the end of the business day. This store-and-forward design affects the timing for processing Navy Cash transactions. Your request to transfer funds is processed as a part of this batch processing, generally at the end of the day, and the funds transfer usually occurs within 24 to 48 hours. If your transfer request is returned for Non-Sufficient Funds (NSF), your bank or credit union may charge you a "bounced check" fee, and Navy Cash will represent your transfer request automatically up to two more times on successive pay days to recover any resulting debt owed the U.S. Treasury's Navy Cash funds pool. If these automatic representations are not successful, the Disbursing Officer will initiate an immediate collection from your pay to clear any debt owed the U.S. Treasury's Navy Cash funds pool.



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ATM ACCESS ENHANCEMENT – WAMU JOINS CHASE

Effective immediately, your debit and EBT programs are benefiting from the addition of Washington Mutual (WaMu) to Chase. That's because cardholders can now get cash or check balances at over 5,000 WaMu ATMs without a surcharge. This results in a network of **over 14,000 surcharge-free** Chase and WaMu ATMs nationwide.



Frequently Asked Questions

How can my cardholders find Chase and WaMu ATM locations?

Cardholders can find a Chase or WaMu ATM location online by using the ATM locators at Chase.com or WaMu.com

Will my cardholders pay surcharges at WaMu ATMs?

No. All WaMu ATMs are now surcharge-free for all Chase cardholders (including EBT cardholders).

How will this affect cardholder ATM fees?

Contracted cardholder ATM fees have not changed. For transaction fee purposes, WaMu ATMs are now considered Chase ATMs.

What other changes are being made as a result of WaMu joining Chase?

At this time, only the ATM networks have been combined to expedite the benefit to our cardholders.

ATM ACCESS ENHANCEMENT-WAMU JOINS CHASE

Effective immediately, your debit and EBT programs are benefiting from the addition of Washington Mutual (WaMu) to Chase. That's because cardholders can now get cash or check balances at over 5,000 WaMu ATMs without a surcharge. This results in a network of **over 14,000 surcharge-free** Chase and WaMu ATMs nationwide. Chase and WaMu have ATMs in 27 states, including excellent convenience in the following states:

Arizona	875	Louisiana	356
California	1,987	Michigan	444
Colorado	288	New Jersey	456
Florida	1,038	New York	2,664
Georgia	114	Ohio	861
Illinois	1,623	Oregon	137
Indiana	553	Texas	1,730
Kentucky	222	Washington	251

The benefit of cardholder access to these additional ATM locations has been added to your program at no charge.



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Navy Cash[®] Flash 08-3

04 August 2008

REMINDER ON REFUNDS IN THE SHIP'S POST OFFICE

Refunds in the ship's Post Office are to be processed through the U.S. Postal Service and not through Navy Cash. Refer to paragraph 6.6 in Chapter 6, Post Office, of the Navy Cash SOP. When a customer is eligible for a refund, PS Form 3533 is filled out in accordance with Domestic Mail Manual section 604.9.0 and sent to Postmaster New York or Postmaster San Francisco, as appropriate. The Postmaster issues the refund to the member. PS Form 3533 is available at http://www.usps.com/forms/_pdf/ps3533.pdf.

If you have any further questions, please do not hesitate to contact the Customer Support Center at navycashcenter@ezpaymt.com or 1-866-6NavyCash (662-8922).

POC is Edie Johnston, edie.johnston@navy.mil or (717) 605-2771



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REMINDER Verify Account Information

Please remember to carefully verify all bank or credit union account information entered in the Navy Cash Disbursing Application and/or Navy Cash client web site to help avoid duplicate bank accounts and account errors.

REMINDER Programming K22

Remember, when programming the K22 for multiple MWR events, only one event code can be assigned to each function key, and they must correspond with the amounts set within the Event Maintenance function of the Disbursing Application. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes. This is important to ensure if an event is cancelled and you perform a bulk refund, the correct amount is refunded to the correct cardholders.

POC is Carrie Kunze, Financial/Shipboard Auditor. carrie.kunze@navy.mil, 717-605-3506.

JPMorgan "NEW" Mailing Procedures for Navy Cash Cards and PINs

JPMorgan implemented new mailing procedures for cards/PINs for all ships fleet wide (except pre-comm units in shipyards) that order 10 cards or less. Please be advised that cards and PINs are mailed to the recipient at the Ship's FPO address whenever the total number of cards being sent to a Ship is 10 or less. All other shipments such as bulk enrollments, Temp Cards, and Visitor Cards are continuing to be sent Federal Express.

If you have any further questions, please do not hesitate to contact Customer Support. Specialists are available to assist you 24 hours and 7 days a week, at navycashcenter@ezpaymt.com or 1-866-6NavyCash (662-8922).

POC is Marc Abramson, marc.p.abramson@jpmchase.com, (614) 231-3510



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Welcome Onboard

Navy Cash Team is happy to announce the hiring of two new Navy Cash Team members. The Navy Cash Program office extend the heartiest welcome to Hugh Chin and Andrew Yager. Both men bring a wealth of knowledge to our team, as former Personnel Specialists.

FLEET SUPPORT

Reminder

The Fleet Support Groups (FSGs) at FISC Norfolk and FISC San Diego are available on request to provide technical support, advice, training, general Navy Cash management and fiscal assistance. When completing End of Month (EOM) for Navy Cash, please direct any balancing concerns to your fleet support representative prior to submitting your spreadsheet.

LANTFLT

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Navy Cash Customer Service

JPMorgan Chase Customer Service Center (CSC)

Cardholders: (866) 6NAVYCASH or (866) 362-8922

Website: www.navycash.com

E-mail: navycash@ezpaymt.com

Disbursing offices/Merchants: (866) 3NAVYCASH or (866) 362-8922

Website: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

FAX: (866) CHASE01 or (866) 242-7301

Enrollment Forms: 888-344-3796

Settlement items: 813-432-4793

CSU: 866-242-7301

GLOBAL DISTANCE SUPPORT CENTER (GDSC)

Commercial: (877) 4-1-TOUCH

(877) 418 – 6824

DSN: (510) 4-2- TOUCH

(510) 428-6824

Navy Cash Program Office

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