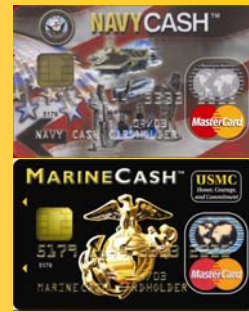




Navy Cash™ Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 2 Issue: 11

August 2005

Negative Balances

Negative balances in ANY Navy Cash accounts represent a debt to the U.S. Treasury Funds Pool and Disbursing Officers, as an agent of the U.S. Treasury are responsible for collecting on that debt IAW the Navy Cash SOP, NAVSUP PUB 727.

In carrying out that responsibility, Disbursing Officers shall review the returned items detail and negative balance reports on a daily basis. Per the Navy Cash SOP, if a negative balance is reported for any account, the Disbursing Officer shall:

1. Immediately notify the individual to report to the Disbursing Officer within 2 days,
2. Ensure access to home bank or credit union is blocked,
3. Recommend disciplinary action, if necessary within 5 days
4. Use available options to collect on debt and clear negative balance.

Available options are: 1. Cash to Navy Cash account transfer where cash is collected and placed on the chip THEN transferred to the strip (Navy Cash Account), 2. Split Pay. Change or initiate cardholders Split Pay, 3. Cash to JP Morgan Chase. Collect cash and forward funds to JP Morgan Chase by mailing a treasury check, 4. Immediate collection from pay. If the balance is not restored, initiate collection from pay. Post indebtedness to MMPA using DS01 FID pay action in DJMS. Option #1 is optimal and the quickest, #4 will take the longest.

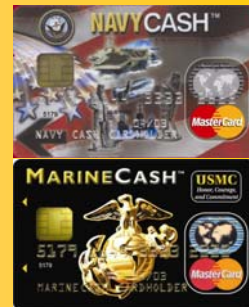
Disbursing Officers are responsible for monitoring expected discharges. If a discharge is pending within 30 days, consider closing the Navy Cash Account, recovering the Navy Cash card, and issuing a visitors card (to be turned in prior to leaving the ship.) If a negative balance is not cleared, a DS01 must be posted PRIOR to separation date.

Disbursing Officers are also responsible for monitoring expected PCS Transfers. If a transfer is pending within 30 days, consider suspending or closing Navy Cash Account and issuing a visitor card (to be turned in prior to leaving the ship.) If a negative balance is not cleared, post DS01 PRIOR to transfer date.

Review of negative Navy Cash Account balances is part of every Disbursing audit on Navy Cash ships. Negative balances and NSF transactions are regularly monitored by the Navy Cash Program Office. They are key indicators included in the metrics reports reviewed by the Chief of the Supply Corps.



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Trouble Calls

Along with the Bulletin this month, we are attaching a Trouble Call Worksheet. This worksheet will help speed up the communications process between callers and Customer Service Representatives (CSR's) since the information necessary will already be available once you've filled out the form.

In the first part of the worksheet, please include all contact information and don't forget to place the CSR's name in the block during your call.

In the second part, identify what equipment you feel is causing the issue. TIP: It might be advantageous to get all of the equipment model numbers before a real problem arises.

In the last section, identify the problem, the documentation you've reviewed and steps you've taken to solve the issue already.

That's it! This form can be kept in an electronic file system for future reference.

Training

Navy Cash Functional Training to be held:
September 5-9 – San Diego, CA
Please contact: Cindy Wilson, 717-605-7033
(DSN 430) or lucinda.wilson@navy.mil for more information.

Installations

As of 30 June 2005, 57 Ships have been installed with the Navy/Marine Cash™ Financial System.

August Installations:

USS JOHN S. MCCAIN (DDG 56)
(Yokosuka)
USS OAK HILL (LSD 51) (Little Creek)
PCU BAINBRIDGE (DDG 96) (Bath)
PCU SAN ANTONIO (LPD-17) (Pascagoula)
USS HUE CITY (CG 66) (Mayport)

September Installations:

USS CARNEY (DDG 64) (Mayport)
USS JOHN C STENNIS (CVN 74)
(Bremerton)
PCU FORREST SHERMAN (DDG 98)
(Norfolk)
USS COWPENS (CG 63) (Yokosuka)

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
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