

Attention Disbursing Officers and Supply Officers

NAVY CASH[®] FLASH!
Naval Supply Systems Command

Navy Family Support Mechanicsburg
Code 56
5450 Carlisle Pike
P.O. Box 2050
Mechanicsburg, PA 17055-0791

Navy Cash[®] Flash 07-003

24 May 2007

Purpose: Navy Cash Merchant Survey Instructions.

Discussion: The objective of conducting this survey is to allow us to understand recent developments in attitudes toward Navy Cash from the perspective of merchants located on Navy vessels positioned around the globe. The information gathered will also allow us to build on our current body of research to deepen our understanding of consumer perception and attitude toward the Navy Cash program. Focusing on how to best improve the program from the standpoint of merchants involved in the Navy Cash program is extremely important to the long term success of Treasury's efforts to greatly reduce the cash and coinage located on the United States Navy's surface fleet.

We are counting on the entire Navy Cash Merchant population to respond to the survey as the ultimate findings are designed to identify issues to improve the functionality for merchants using the Navy Cash program.

Navy Family Support has contracted with HealthcareData.com, LLC (HDC) to administer the Navy Cash Merchant Survey. Tom Foliano is the Navy Cash Merchant Survey Director for HDC, and will be your point of contact for this survey project. HDC will be sending your survey package, tracking your returns and ensuring that each survey is completely filled out (25 total answers).

To successfully administer this survey, HDC will need a few questions addressed, by shipboard Disbursing Officer or Disbursing Agent, prior to mailing your survey package. **Please respond to this FLASH with the name of your ship, hull number and number of onboard Merchants in an email to tfoliano@HealthcareDataHelp.com.** Once HDC receives this information they will be sending a survey package to you at your FPO via US mail.

The survey consists of 25 questions with a comments area on the last page of the survey, and should take approximately 15 minutes to complete. The survey is grouped into four general areas encompassing Navy Cash Team Support, K22 operations, Reports and Procedures as well as a section for Miscellaneous questions. **Your opinions are especially valuable to the process of developing the greatest possible convenience and service to sailors and merchants.** It is imperative that each onboard merchant location be identified in Question #1. Please make every effort to ensure that each question is answered to the best of the ability of each onboard merchant. Please instruct the onboard merchants to be candid with their comments or suggestions.

Please route immediately to the Supply Officer and Disbursing Officer

Attention Disbursing Officers and Supply Officers

Navy Cash[®] Flash 07-003

24 May 2007

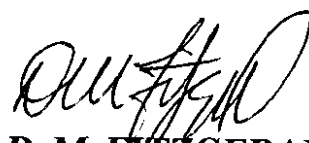
Action:

- 1. Respond to this FLASH within 5 days. Email tfoliano@healthcaredatahelp.com with your ship name, hull number and number of onboard merchants.**
- 2. Within 10 days, complete the survey when received from HDC.**
- 3. Mail the completed surveys to the address below.**

**HealthcareData.com, LLC
Attn: Tom Foliano
West Shore Office Park
5000 Lenker Street
Mechanicsburg, PA 17050**

HDC contact information is as follows:
Email: tfoliano@HealthcareDataHelp.com
Office: 717-730-3770.
Fax: 717-730-3777.
Cell: 717-991-4921.

Feel free to contact HDC via Email or at any one of the above numbers should a reason arise.



**D. M. FITZGERALD
Captain, SC, USN
Deputy Commander
Navy Family Support**

Please route immediately to the Supply Officer and Disbursing Officer