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Oct/Nov/Dec/2017

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# New Card, New Look!!



NEW NAVY CASH CARD



REPLACES



OLD NAVY CASH CARD

# Navy Cash Notice

To all Disbursing Offices and Navy Cash Deputies with P1 Error Codes:

This is a reminder to expedite the repair of Pin Pads with "P1" error codes. As soon as the P1 error is discovered open a case with JPMC NCTS and advise your FLC representative. JPMC may request a Go2Assist session to push the fix or refer the issue to Engility for a Pin Pad replacement. If the Pin Pad is to be replaced, follow instructions provided by Engility to carefully remove the defective Pin Pad, package the device to ensure no damage during shipping then install the replacement device on receipt.

Some recently returned Pin Pads have been improperly packaged and damaged during shipping.

As a reminder; open a case for all defective parts, ensure packaging to prevent further damage to Navy Cash parts and return as soon as possible.

Deleting Postal Merchants from Navy Cash Postal Devices:

Navy Postal has requested Navy cash delete all postal merchants on the POS devices except "POST OFFICE - METERED MAIL". This is required to be done manually to ensure the merchants are not listed in the POS devices.

This is a fleet wide effort that needs your attention before the remaining postal merchants are deleted from the Navy Cash system. You may have received an email from your FLC on topic already.

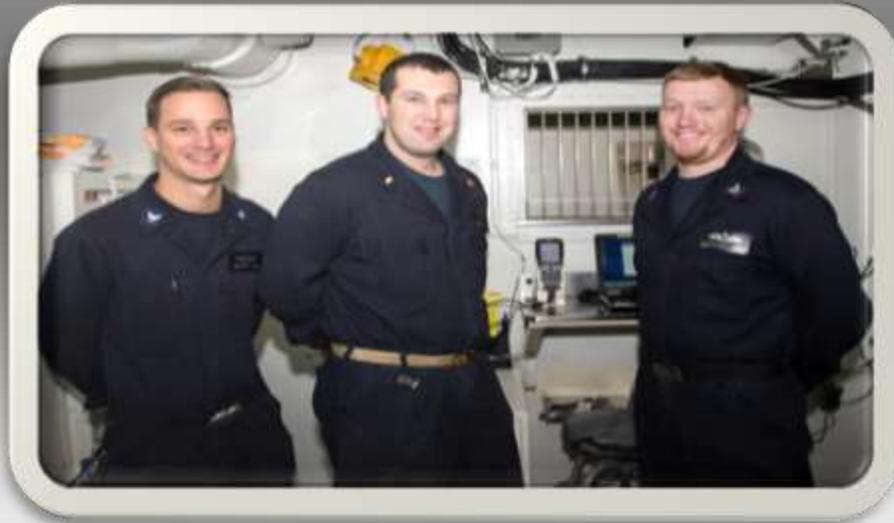
Please note:

If the Merchants are not removed from the POS devices, then transactions for the deleted Merchants can still be performed. JPMC doesn't have a way to get a confirmation remotely as to whether the Merchants are removed from the POS. The ship needs to confirm once the Merchants are deleted from the POS devices.

JPMC can't prohibit use of the referenced merchants; they must be removed from the POS.

# NAVY CASH SAILOR OF THE MONTH

## OCTOBER 2017



The Disbursing crew of the USS IWO JIMA (LHD 7) home-ported in Mayport, FL has been collectively selected as the Navy Cash Sailors of the Month for October 2017. ENS Felsman, PS2 Gainey, and PS3 Davis were selected for their dedicated customer service, outstanding technical knowledge, and continuous process improvements. During the recent COMPTUEX, they provided support to over 1500 embarked Marines and Civilian contractors, processed over 750 instant issue card requests, and collected over \$38,000 in Navy Cash transactions. This Team faced many challenges, but together with steadfast devotion, they overcame every single one of them! During a visit to Norfolk, the NAVSUP Team reached out to them to support a short notice re-carding of the Ship due to the recent bank transition and scheduling challenges. Team IWO took action, and with a one-day turnaround, they were able to re-card over 1000 Sailors in Three days. This was by far the best effort of any Ship in the Fleet. During their extensive underway time, they spent countless hours troubleshooting the Navy Cash system, restored services to several of their ATMs, and repaired five inoperable Card Accepting Devices to maintain Vending Services. A resounding Bravo Zulu and well-deserved congratulations to the disbursing team onboard USS IWO JIMA.

# NAVY CASH SAILOR OF THE MONTH

## NOVEMBER 2017



LTJG Loc Nguyen, USS COMSTOCK (LSD 45), has been selected as the Navy Cash Sailor of the Month for November 2017. Since reporting onboard the USS COMSTOCK in July 2015, LTJG Nguyen has performed at the highest levels as Navy Cash Manager & Accountable Official, Disbursing Officer, and Sales Officer, supporting a rigorously compressed workup schedule and a successful WESTPAC 2016 deployment. LTJG Nguyen has flawlessly managed over \$300K in cash and has been providing uninterrupted excellent Navy Cash services for over 700 Sailors and Marines onboard the COMSTOCK; his recent overall grade of "EXCELLENT" on the Field Examination Group (FEG) audit is a testament to his dedication and superb administration as Disbursing Officer and Navy Cash Accountable Official. Despite being one of the first ships to implement the postal meter system on deployment, LTJG Nguyen maintained 100% accountability in both Postal and Navy Cash operations. Additionally, he consistently maintains ZERO Navy Cash negative balance accounts and provides the dynamic role in mentoring young sailors in the proper management of their Navy Cash accounts. LTJG Nguyen's proactive performance and attitude make him a great resource for assistance to other Disbursing Officers on the waterfront and the Navy Cash Program as a whole and is most deserving of the Navy Cash Sailor of the Month. Bravo Zulu!

# NAVY CASH SAILOR OF THE MONTH

## DECEMBER 2017



Disbursing Officer LTJG Brittany Saulsberry and Deputy Disbursing Officer Personnel Specialist 1<sup>st</sup> Class (PS1) Raymundo Aguilar aboard USS EMORY S LAND (AS 39) homeported in Santa Rita, Guam were selected as the Navy Cash Sailors of the Month for December 2017. The ESL's disbursing team provides support to a crew of over 800 personnel, military and civilian mariners. The ESL's primary mission is to provide intermediate repair services to tended submarine units. The disbursing team extends additional visitor services to over 150 personnel for each tended unit. LTJG Saulsberry and PS1 Aguilar expertly navigate the daily operational challenges of Navy Cash while continuously training members of the command. From their first days in the Disbursing Office, both LTJG Saulsberry and PS1 Aguilar have spent extra hours managing and troubleshooting Navy Cash servers and communication issues, always finding ways to pull together resources and keep the Navy Cash system in constant state of readiness. Due to their efforts, the command sailed through both the September 2016 and September 2017 U.S. Pacific Fleet Field Examination Audit, resulting in repeated scores of "Outstanding" in both Navy Cash Management and Accountability categories. Additionally, the disbursing team consistently maintains ZERO Aged negative balance accounts and provides a dynamic role in mentoring young sailors in the proper management of their Navy Cash accounts. Their impeccable administrative ability helped the Supply Department earn the coveted Supply Blue "E" award. LTJG Saulsberry and PS1 Aguilar's performance and attitude have reflected great credit upon them and makes them a valued Navy Cash resource for assistance to other disbursing offices on the waterfront. Bravo Zulu to a most deserving selection for Navy Cash Sailors of the month!

Submitted by Eli Bolina, Navy Cash Fleet Support. NAVSUP Fleet Logistics Center Yokosuka.

# Navy Cash SOP Change Notices

The following is a list of the most recent SOP change notices. Disbursing Officers are required to keep a copy of all effective SOP changes notices on file for inspection with their current version of the SOP. If you are missing any of the effective notices, you can download a copy from the Treasury Navy Cash website at [navycash.gov](http://navycash.gov) and click on “Procedures”.

NC Ver. 1.4.7.1  
SOP Ver 1.5

2014-005	Appointment of Navy Cash Deputy Is Mandatory	✓
2014-006	Transfer Member Profile and Unsuspend Account Using Disbursing Web Site	✓
2014-007	Updated Recommendations for Spare Navy Cash Card Stocks	✓
2014-008	Navy Cash System Administration Password Changes — Revised	✓
2015-001	Navy Cash Merchant Established for Second Class Association	✓
2015-002	Shipping Equipment with Batteries Contained in Equipment	✓
2015-003	New EOM Summary Report and Elimination of EOM Spreadsheet	✓
2015-005	Navy Cash Equipment Ownership and Maintenance Responsibilities	✓
2015-006	Recommendations for Spare Navy Cash Card Stocks—Revised	✓
2015-007	Navy Cash System Documentation Now Available on SAILOR 2.1	✓
2016-001	Residual Funds on Navy Cash Cards	✓
2016-002	Treasury Navy Cash / Marine Cash Website Address Change	✓
2016-003	Navy Cash System Administration Password Rotation —Revised	✓
2016-004	Recommendations for Spare Navy Cash Card Stock Revised	✓
2016-005	Vendors Using Misc. Events Transient Mercant	✓
2016-006	New Enrollment Forms and Requirement for Full Date of Birth	✓
2017-001	Navy Cash Disbursing Application Access Control	✓
2017-002	Collect and Destroy Expiring Navy Cash Visitor Cards	✓
2017-003	Negative Balance Collection and Disputed Transactions	✓
2017-004	Navy Cash Internal Policies, Procedures and Controls	✓
2017-005	Change in Fax Number to Send Affidavit on unauthorized Transactions	✓

## Additional Resources



Navy Cash technical documentation is being moved to SAILOR 2.1 hosted by SPAWAR.  
Documents will be available at: <https://sailor.nmci.navy.mil/sailor/Home.cfm>.

## Navy Cash Treasury Website

[Navycash.gov](http://Navycash.gov)

Or

[https://www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/navyMarineCash\\_home.htm](https://www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/navyMarineCash_home.htm)

## NAVSUP News and Media

<https://www.navsup.navy.mil/navsup/news>

[NAVSUP Features Innovation at Sea-Air-Space Expo 2016](#)

# Future Events

**2017 Refresher Training (Training is the 3<sup>rd</sup> week of the month. Non San Diego/Norfolk training to be combined with a Service Call if possible)**

Location	Date
Bremerton, WA	5-9 February 2018
Everett, WA	19-23 March 2018
San Diego, CA	2-6 April 2018

# Points of Contact

## Federal Reserve Bank of Boston Customer Service Center (CSC)

### Customer Service Center (CSC)

Cardholders: (866) 3NAVYCASH or (866) 362-8922

Website: [www.navycash.com/login/login](http://www.navycash.com/login/login)

E-mail: [navycash@ezpaymt.com](mailto:navycash@ezpaymt.com)

Disbursing Offices/Merchants: (866) 6NAVYCASH or (866) 662-8922

Website: [www.navycashcenter.com](http://www.navycashcenter.com)

Email: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)

### Others:

FAX: (617)-619-8945

Enrollment Forms (Fax): (888)-344-3796

Settlement items: (813)-533-5790

## NAVSUPHQ Navy Cash Program Office

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For archived Navy Cash Bulletins, please visit:

[www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/news.htm](http://www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/news.htm)