



Navy Cash[®] Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 06 Issue: 03

Apr-May-Jun 2009

APRIL'S NAVY CASH SAILOR OF THE MONTH



PS1(SW) Pedro Orochena of USS MILIUS, has been named Navy Cash Sailor of the Month for April 2009. PS1 Orochena was nominated based on his dedication, knowledge, and contributions to the Navy Cash Program. Over the past 4 1/2 years, PS1 Orochena provided impeccable service to the crew, assisting more than 800 Sailors acclimate to the program.

His technical knowledge has proved to be instrumental and invaluable time and time again. Most recently, he was able to reestablish communications with Navy Cash Ashore during WESTPAC 09 after a NOC transition resulted in a mass negative balance for over half of the crew. PS1 Orochena identified double charges to all affected crew members during the course of troubleshooting. After six days of troubleshooting with Navy Cash Technical Support, PS1 Orochena resolved the communications problem and was able to restore all transactions to all of the affected crew with zero discrepancies.

PS1 Orochena's knowledge, experience, and dedication continuously contribute to a smooth operation of Navy Cash on board USS MILIUS. The success of the disbursing operation is a direct result of his hard work and initiative. He exemplifies the mantra of USS MILIUS' motto "Others Before Myself".

Submitted by Alejandro Lowe, ENS, SC, USN (USS MILIUS DDG 69).

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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MAY'S NAVY CASH SAILOR OF THE MONTH



PS2 Adam Bolenbaugh of USS NIMITZ, has been named Navy Cash Sailor of the Month for May 2009.

PS2 Bolenbaugh provided superb management of the Navy Cash System as LPO of S-4 division onboard USS NIMITZ (CVN 68). He was highly instrumental in processing and enrolling over 1,500 Sailors into the Navy Cash system. PS2 efficiently completed more than \$300K in Navy Cash transactions and is quick to train others about Navy Cash. He has offered his time to teach new check-ins at indoctrination events as well as facilitate training for over 150 distinguished visitors. He ensured all guests were thoroughly indoctrinated on the Navy cash system with problem free access to the ship's retail facilities, ATMs, and vending machines. His meticulous monitoring of the ship's Navy Cash negative balance report is the reason NIMITZ has one of the smallest negative balance reports of all carriers in the Fleet. His flawless work ethic and self motivation contributed greatly to Nimitz receiving a grade of "Outstanding" from the recent Supply Management Inspection. He is the driving force behind the success of S-4 division. The Navy Cash Program Office sends congratulations to PS2 Bolenbaugh and thanks him for his hard work.

Submitted by ENS Ben Biles (USS NIMITZ CVN 68)

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JUNE'S NAVY CASH SAILOR OF THE MONTH



SH1 (SW) Aldwin Singson, stationed aboard FISC Fleet Assistance Team San Diego has been named the Navy Cash Sailor of the Month for August 2009. Assigned as Resale Operations Management (ROM II) and Navy Cash Specialist, he is directly responsible for conducting ROM II and navy cash training as well as providing technical assistance to over 70 ships home ported in the San Diego, PACNORWEST, and Pearl Harbor, HI areas. In addition, he also provides ships store assistance to two Ships Store Ashore stores located on San Clemente Island and San Nicholas.

For the past two years, SH1(SW) Singson has provided outstanding global distant support and "Hands-On" training to over 100 records keepers, Sales Officers, and leading SH's in financial records keeping and ROM II and Navy Cash troubleshooting. As a result of his outstanding efforts and leadership, Fleet Assistance Team San Diego dedicated over 7480 man-hours and resolved 4,240 ships store issues; resulting in "Zero" Level-III ships store differences, improved Quality of Life for the ships crew, and S-3 division passing their Supply Management Certification. SH1 Singson has also attended the latest Navy Cash Refresh Conference held in Williamsburg, VA on 30 July 2009, providing valuable input for future changes.

The Navy Cash Program Office sends congratulations to SH1 (SW) Singson and thanks him for his hard work and dedication to get the job done.

Submitted by Andy Yager, FISC San Diego

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Congratulations Bill Freeman on your retirement!



The Navy Cash Program Office would like to thank you for your many years of hard work and dedication to the Navy Cash Program!

We hope you enjoy your much deserved retirement!



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Installations

As of 21 August 09 the Navy Cash system has been implemented on 145 ships.

PCU MAKIN ISLAND (04/28)

USS ELROD (05/05)

USS TAYLOR (07/07)

PCU WAYNE E MEYER (08/04)

Future 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.

| 2009 | 2010 |
|---------------------------|------------------------------|
| San Diego Nov 16-20, 2009 | Norfolk Feb 22-26, 2010 |
| | Pearl Harbor May 17-20, 2010 |
| | Mayport Aug 23-27, 2010 |

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

Fiscal Training

| Location | POC |
|--------------------------------|--|
| Norfolk, VA | Hugh Chin hugh.chin@navy.mil (757) 443-1189 |
| Pearl Harbor, HI – 8 Sept 2009 | Andrew Yager andrew.yager@navy.mil (619) 556-6493 |
| Yokosuka, Japan – 22 Sep 2009 | |
| San Diego, CA – 14 Oct 2009 | |



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Installation - Functional Training Classes

*ALL DATES ARE SUBJECT TO CHANGE

| Ship | Location | Start |
|--------------------------|--------------|----------------------|
| DEWEY | San Diego | 31 Aug – 04 Sep 2009 |
| IWO JIMA | Norfolk | 19-23 Oct 2009 |
| EMORY S LAND (AS 39) | Bremerton | 09-13 Nov 2009 |
| GEORGE H W BUSH (CVN 77) | Newport News | 16-20 Nov 2009 |
| MOUNT WHITNEY (LCC 20) | Gaeta | 23-27 Nov 2009 |
| MONTEREY (CG 61) | Norfolk | 04-08 Jan 2010 |

Ships on the waterfront are encouraged to participate!



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Navy Cash[®] Flash 09-008

08 Jun 2009

Subject: TO INCREASE AWARENESS FOR SUCCESSFUL ROUNDTrips

Please remember to check the status of your round trips. If a pending batch is not complete within 6 hours, the Disbursing Officer should engage a ship IT to review the Communications Troubleshooting Guide, attached as enclosure (1), and perform the steps for both DISBO and IT. The Navy Cash ACL statements must match the statements provided in the guide, and you must verify all NOC IP selections are responding to the FTP test instructions. If a NOC IP has timed out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why those IPs are not connecting. A successful connection is indicated when the FTP prompts for a user name and password for that IP address.

To monitor the roundtrip process, log into the Navy Cash Server and check the most current batch_process_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, DISBO should check the batch_process_details.log for timed out or decrypt errors. If these errors exist, the ship IT should open a COMMSpot with UARNOC or PRNOC (per the IP address the disbursing application is pointing to), along with the NOC the ship may also be presently termed with, (due to location). Look for Navy Cash traffic and see if there are errors or TCP resets causing the files to terminate transmission. Known NOC contact information is provided in the Communications Troubleshooting Guide.

The key to trouble shooting communication issues is for DISBO to work with the ship IT when it occurs. The IT is aware of any ship LAN issues or fleet advisories sent from the NOC. If the NOC(s) state there is no issue and no errors transmitting Navy Cash files, DISBO should then contact the CSC (navycashcenter@ezpaymt.com) to open a case to engage Navy Cash Technical Support for further troubleshooting.

Navy POC: Edie Johnston, (edie.johnston@navy.mil), (717) 605-2771, DSN 430.

MARLENE HIGGINS
Director, Navy Disbursing



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Navy Cash[®] Flash 09-011

23 June 2009

Subject: REPLENISHMENT OF NAVY CASH CARDS PRIOR TO DEPLOYMENT

Attention: Disbursing Officer/Supply Officer

Please ensure that you have sufficient quantities of Instant Issue and Visitor Cards prior to deployment. It is important that cards are ordered **at least two months prior to deployment** to ensure prompt receipt. Refer to NAVSUP ULSS Manual 5.3.2 for allowance levels. Ensure that all PCS check-ins and embarked personnel are taken into consideration. There has been a recent increase in ships deploying without an adequate supply of cards. Following these procedures will help ensure prompt delivery and reduce the risk of depleting card stock.

When ordering Cards, include the following information and send the request to navycashcenter@ezpaymt.com.

1. How many cards are needed?
2. How many cards are in stock?
3. How long will the ship be deployed?
4. Would additional personnel be embarking during deployment, if so, how many?

If you have any questions, please contact the Customer Support Center at navycashcenter@ezpaymt.com or 1-866-6NavyCash (662-8922).

POC: robin.stone@navy.mil or (717) 605-1272.

MARLENE HIGGINS
Director, Navy Disbursing



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REMINDER

Please ensure that every effort is being taken to deliver all Navy Cash cards received through the United States Postal Service to the appropriate cardholders. If members are no longer on the ship, please ensure mail is forwarded to the address on file. Postal Officers are reminded that Postal Petty Officers are to perform directory service IAW OPNAVINST 5112.6D, Chapter 4 and DoD 4525.6-M, Part C3.4.5.

If you have any questions, please contact the Customer Support Center at navycashcenter@ezpaymt.com or 1-866-6NavyCash (662-8922).

POC: carrie.kunze@navy.mil or (717) 605-3506.

US Treasury NAVY CASH Website

NAVY CASH information can be found on <http://fms.treas.gov/navycash>. This link provides easy access to enrollment, cardholder basic information, functional training materials, maintenance procedures, SOPs, news articles, bulletins, contacts and flash information 24/7.

POC is Chuck Sexton, charles.sexton@navy.mil, (717) 605-7033



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IMPORTANT REMINDER

No software is authorized to be installed on any of the Navy Cash systems unless done so by a Navy Cash Technician or by direction of either the Program Office or a Navy Cash Tech.

Unauthorized software includes, but is not limited to: Microsoft Office, UMIDS, MPCC/PCC-OTC, games, or any application that does not meet Navy IT-21 guidelines.

If MPCC/PCC-OTC is installed on a Navy Cash system, it must be removed by a Navy Cash Technician and re-installed on another ISNS asset (COMPOSE) by ship's force.



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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

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