

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 10-008

22 April 2010

Subject: **PROCEDURE FOR DAMAGED CARDS**

Attention: Disbursing Officer/Supply Officer

1. We have received several reports from Navy Cash Managers who have experienced problems with cards that will not activate when issuing to new members. If you are unable to activate a card for a new member, it may be that the card is damaged. Since cards are a significant cost to the overall program, the program office needs to be alerted when you experience high levels of card failures. It is normal and expected to have occasional failures (2 per 100 at most).
2. If you are seeing a high rate of new card failures, do not destroy the cards. Please follow these few steps: Put new failed cards into an envelope; When you have collected at least 10 cards, mail the envelope to the address below and include a short note explaining the details of the failures; Reference this Navy Cash Flash; Send the cards via traceable means.

Naval Supply Systems Command
Attention: Robin Stone
5450 Carlisle Pike
Bldg 9, Code 56L
Mechanicsburg, PA 17055

3. If you have any questions, please contact Robin Stone, robin.stone@navy.mil or 717-605-1272 or DSN 430-1272. Thank you for your support.


MARLENE HIGGINS
Director, Navy Disbursing

Please route immediately to the Supply Officer and Disbursing Officer