

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 10-009

22 April 2010

Subject: NOTIFICATION OF ISSUE WHEN COMMUNICATIONS UNAVAILABLE

Attention: Disbursing Officer/Supply Officer

1. When a new card is issued and has been assigned to the account (activated), a cardholder can load funds on the chip at the Disbursing Office and use the card on board ship immediately. However, the new enrollment itself will not be reflected on the ship until the new account is established ashore and the new account information is updated on the ship, which occurs when the next round-trip is completed between ship and shore. The ship must complete a successful roundtrip before the new card can provide access to all Navy Cash capabilities, e.g., transfer funds at the K80 to the chip or strip account from a bank or credit union account and access funds in the strip account at ATMs ashore or pay for purchases at retail locations ashore. When issuing a new card during extended communications outages, please communicate this to the new cardholders so they are aware.
2. When a replacement card is issued and has been assigned to the account (activated), a cardholder has immediate access to most Navy Cash capabilities, e.g., transfer funds at the K80 to the chip or strip account from a bank or credit union account ashore. However, the ship must complete a successful roundtrip and the account information ashore must be updated with the new card number, before the cardholder can access funds in the strip account at ATMs ashore or pay for purchases at retail locations ashore. When issuing a replacement card during extended communications outages, please communicate this to the cardholders so they are aware.
3. Remember to monitor the roundtrip process by logging into the Navy Cash Server and checking 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's ITs should open a COMMSPOt with UARNOC or PRNOC (per the IP address the disbursing application is pointing to) and 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

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transmission. NOC contact information is provided in the Communications Troubleshooting Guide.

4. The key to trouble shooting communication issues is for the Navy Cash Manager to work closely with the ship's ITs. The ITs are aware of any issues with the ship's LAN 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.
5. If you have any questions, please contact Edie Johnston, edie.johnston@navy.mil or 717-605-2771 or DSN 430-2771. Thank you for your support.


MARLENE HIGGINS
Director, Navy Disbursing

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