

Attention Disbursing Officers and Supply Officers

**NAVY CASH[®]
SOP CHANGE NOTICE
NAVSUP PUB 727**

**Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka**

Navy Cash SOP Change Notice 2012-009

6 November 2012

Subject: **BANK/CREDIT UNION ACCOUNT INFORMATION ON CARDHOLDER WEB SITE**

Attention: Disbursing Officers/Supply Officers

1. Background. The Navy Cash Cardholder Web Site (*www.navycash.com*) was developed to help individual cardholders and Navy Cash merchants manage their Navy Cash accounts. The web site can be accessed using the 16-digit MasterCard[®] card number and PIN. A “Help” screen provides details to answer most questions about how Navy Cash works. Summary “Account Information” is displayed about the Navy Cash card itself and about the balance on the chip and strip (*as of the last round trip completed between ship and shore*). A detailed transaction history is also available to review all chip and strip transactions for the current month and the last six months. Basic contact information is easily accessible to report a lost or stolen card and to get answers to any specific questions about a Navy Cash account. The Navy Cash Privacy Policy Statement is also available on the web site.

Beginning 11 November 2012, a change to the Navy Cash Cardholder Web Site will enable the “Account Information” window to display summary information about a cardholder’s linked bank or credit union account, to include:

- ACH Allowed (“Y” or “N”)
- Name on Account
- Routing Number
- Bank Account Number
- Account Type (“Checking” or “Savings”)

When a Navy Cash cardholder or merchant registers or changes the bank or credit union account linked to Navy Cash, she/he can use the cardholder web site to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at a Navy Cash kiosk.

2. Disbursing Officer Action. Beginning 11 November 2012, the Disbursing Officer (DO) must direct individual cardholders and Navy Cash merchants, who are registering or changing the bank or credit union account linked to Navy Cash, to use the “Account Information” window on the Navy Cash Cardholder Web Site to confirm that the linked account associated with their Navy Cash card has been properly updated. The web site must reflect the correct bank or credit union account before they request any transfers at the Navy Cash Kiosk to or from their chip or strip account and bank or credit union account.

DOs should regularly encourage Navy Cash cardholders and merchants to take advantage of the Navy Cash Cardholder Web Site to help them manage and get answers about their Navy Cash accounts.

Attention Disbursing Officers and Supply Officers

3. Official Change to Navy Cash SOP. This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.

4. List of Effective Navy Cash SOP Change Notices.

- 2012-001 Automatic EOD Now Mandatory
- 2012-002 Required Navy Cash Documentation in Financial Returns
- 2012-003 Residual Funds on Visitor Cards
- 2012-004 Transfer Member Profile and Unsuspend Account Using Disbursing Web Site
- 2012-005 Automated Transfer of Dormant Profiles
- 2012-006 Navy Cash Depot Shipping Address Change
- 2012-007 Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement
- 2012-008 Staff, Air Wing, Squadron, and Generic Private Merchants Settle Only to Merchant Strip Account
- 2012-009 Bank/Credit Union Account Information on Cardholder Web Site

5. Points of Contact. If you have any questions, please contact:

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Cardholder Web Site — www.NavyCash.com

Cardholder Log In

Provides Cardholder Access to Navy Cash Web Site

Enter card number and PIN to log in and view account summary information.

The screenshot shows the NavyCash.com login interface. At the top, there is a dark blue header with the 'NAVY CASH' logo on the left and navigation links for 'Report Card Lost or Stolen', 'Contact Us', and 'Login' on the right. A 'HELP' button is also present in the top right corner. The main content area is white and features a 'Login' form. The form has a title 'Login' and a dashed line separator. Below the title are two input fields: 'Card Number:' and 'PIN:'. A 'Login' button is located to the right of the PIN field. At the bottom of the page, there are logos for NAVSUP (Naval Supply Systems Command) and the Navy Cash logo. Below the logos are links for 'CONTACT US', 'PRIVACY AND SECURITY', and 'HELP'. At the very bottom, there is a copyright notice: 'Copyright © 2011 JPMorgan Chase & Co. All Rights Reserved. [Terms and Conditions](#)'.

Report Card Lost or Stolen

Shows Customer Service Number to Call

Call the toll-free number listed to report a lost or stolen card.

Contact Us

Shows the Contact Information for Customer Support

Click NavyCash@ezpaymt.com to send an e-mail to Customer Support

Privacy and Security

Shows the Navy Cash Privacy Policy Statement

Explains what Chase and the Navy Cash program do with your personal information

Help

Shows the Navy and Marine Cash Customer Service Handbook

Provides details to answer most questions on how the Navy Cash card program operates.

Cardholder Account Information

Shows a Summary of Cardholder's Navy Cash Account

Report Card Lost or Stolen Contact Us Logout

NAVY CASH

ACCOUNTS **HELP**

Card Number 5 5014

Chip 8000000430209 (open) **\$ 26.15**

Strip 8000000422503 (open) **\$ 133.41**

dec 10 jan 11 feb 11 mar 11 apr 11 may 11 jun 11

Chip Purchases **Account Information**

Notifications **Alerts**

Account Information

Card Number 5 5014

Card Status active

Issue Date Dec-09-08

Expiration Date Dec-31-13

Chip Account(s) 8000000430209
8000000422669

show: strip chip

balances current as of Fri Jun 24 13:53:21 EDT 2011

DATE	POSTED	TYPE	DESCRIPTION	AMOUNT	BALANCE
No account activity found.					




[CONTACT US](#) [PRIVACY AND SECURITY](#) [HELP](#)

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Cardholder Account Information

Scrolling Down in Account Information Window
Shows a Summary of Cardholder's Linked Bank or Credit Union Account

The screenshot displays the NavyCash Service Center interface. At the top, it says "NAVY CASH SERVICE CENTER" and "ACCOUNTS". The user is identified as "John Smith" with a "Checked in: 2nd MLG" status. A "HELP" button is visible in the top right.

Account details include:

- Card Number: 5 6670
- Chip: 8000000309973 (open) \$ 0.00
- Strip: 8000000309965 (open) \$ 0.00

A calendar navigation bar shows months from "jan 12" to "jul 12". Below this are four icons: "Chip Purchases", "Account Information", "Notifications", and "Alerts".

The "Account Information" section is highlighted with a red box and contains the following "Linked Bank Account" details:

ACH Allowed	Y
Name on Account	John F Smith
Routing Number	021000021
Bank Account Number	5442-
Account Type	Savings

Below the account information, there are checkboxes for "strip" and "chip", both of which are checked. A timestamp reads "balances current as of Mon Jul 09 10:51:21 EDT 2012".

A table with the following headers is shown:

DATE	POSTED	TYPE	DESCRIPTION	AMOUNT	BALANCE
No account activity found.					

At the bottom of the page, there is a logo and three links: "CONTACT US", "PRIVACY AND SECURITY", and "HELP".

Account Summary

Shows Account Numbers and Balance of Chip and Strip Accounts

Chip Purchases

Shows Chip Purchases Made During Period Selected by Slider Above

Account Information

Shows Navy Cash Card Number, Status, Issue Date, and Expiration Date

Scrolling Down in Account Information Window

Shows Linked Bank or Credit Union Account ACH Allowed, Name on Account, Routing Number, Bank Account Number, and Account Type

Notifications

Shows Any Notifications Posted to the Account

Alerts

Shows Any Alerts Posted to the Account

Transaction History

*Shows Transaction History for Chip and/or Strip Account(s)
During Period Selected by Slider Above*

Log Out

Prevents Others from Viewing Your Information

In order to avoid unauthorized viewing of your information, log out and exit the browser.

Click on the “Logout” link on the upper right of the web page.