

**Attention Supply Officers, Disbursing Officers,  
Navy Cash Accountable Officers, Navy Cash Deputies**

**NAVY CASH<sup>®</sup>  
SOP CHANGE NOTICE  
NAVSUP PUB 727**

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

**Navy Cash SOP Change Notice 2015-005**

**4 May 2015**

**Subject: NAVY CASH EQUIPMENT OWNERSHIP AND MAINTENANCE RESPONSIBILITIES**

Attention: Supply Officers/Disbursing Officers/Navy Cash Accountable Officers/Navy Cash Deputies

**1. Background.** Navy Cash installations and hardware upgrades are carried out by a contractor Alteration Installation Team (AIT) and are typically accomplished during availabilities. Once completed, the Navy Cash alteration or ship change becomes part of the ship's configuration. For example, any network switches or drops installed to enable Navy Cash servers, workstations, laptops, and devices to connect to the Navy Cash VLAN on the ship's network become part of the ship's network configuration, which is owned, operated, and maintained by the ship's ITs. The primary responsibilities of the ship's ITs in supporting Navy Cash operations are network and communications issues. Navy Cash servers, workstations, laptops, and devices are owned, operated, and maintained by the Navy Cash Accountable Officer (Disbursing Officer (DO)) and the Navy Cash Deputy.

This change notice also updates the maintenance sections of the SOP to include basic procedures for the Disbursing Officer's part in initiating GoToAssist remote support sessions and to include a recommendation that the DO phone the Central Support Unit (CSU), rather than sending an e-mail, to open a case for a critical issue in order to ensure the case is escalated properly.

**2. Disbursing Officer Action.** DOs must take the necessary steps to ensure the Navy Cash Deputy and ship's ITs are trained on Navy Cash operations, maintenance, and troubleshooting. Engility Corporation (a Navy Cash contractor) provides a three-day series of refresher training courses in Fleet concentration areas on a regular basis, and Navy Cash training specifically for ITs is included in the series.

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

**4. List of Effective Navy Cash SOP Change Notices.**

	Ver	Ver	Ver
2012-001 <del>Automatic EOD Now Mandatory</del> CANCELED	1.13	1.14	1.15
2012-002 <del>Required Navy Cash Documentation in Financial Returns</del> CANCELED			
2012-003 Residual Funds on Visitor Cards	✓	✓	
2012-004 <del>Transfer Member Profile and Unsuspend Account Using Disbursing Web Site</del> CANCELED			
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	✓	✓	

**Please route immediately to the Supply Officer and Disbursing Officer**

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	✓	✓	
<del>2012-010</del>	<del>Automated EOM Spreadsheet Alternative</del> CANCELED			
2012-011	Court Orders and Levies and Subpoenas on Navy Cash Accounts	✓	✓	
<del>2013-001</del>	<del>Enrollment Forms Missing in Document Storage System Ashore</del> CANCELED			
2013-002	Updating Generic Private, Staff, Air Wing, and Squadron Merchant Linked Accounts at Turnover	✓	✓	
2013-003	Use of Official Mail Manager Merchant Card Now Mandatory	✓	✓	
2013-004	Update to Navy Cash Cardholder Web Site	✓	✓	
2013-005	Enrollment Forms Missing in Document Storage System Ashore — Revised	✓	✓	
2013-006	Distribution of Ship's Store Profits to MWR and Other Miscellaneous Payments — Revised Procedures	✓	✓	
2013-007	DASR and Revision to the Navy Cash Documentation Required in Financial Returns	✓	✓	
2013-008	Maintaining Laptop Security Patches and Updates	✓	✓	
2013-009	Before Cardholders Leave the Ship for a Pending Transfer or Discharge	✓	✓	
<del>2013-010</del>	<del>Navy Cash System Administration Password Changes</del> CANCELED			
2014-001	Navy Cash Cardholder Enrollment Form—New Edition	✓	✓	
2014-002	Navy Cash Accountable Official Cards, Enrollment Forms, and Card Limits	✓	✓	
2014-003	Rules of Behavior for Users of Navy Cash System	✓	✓	
2014-004	Cashing Personal Checks and Cashing Out the Chip on Navy Cash Cards	✓	✓	
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	✓	✓	✓
2015-004	Treasury Navy Cash/Marine Cash Website Update/Address Change	✓	✓	✓
2015-005	Navy Cash Equipment Ownership and Maintenance Responsibilities	✓	✓	✓

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

Hugh Chin at NAVSUP FLC Norfolk  
hugh.chin@navy.mil  
(757) 443-1189                      DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego  
andrew.yager@navy.mil  
(619) 556-6493                      DSN: 526-6493

Eli Bolina at NAVSUP FLC Yokosuka  
elias.bolina@fe.navy.mil  
+81 (46) 816-7324                      DSN: (315) 243-7324

§§§§§

## **8.2.8 Navy Cash Equipment Maintenance and Material Management**

*(in version 1.13 associated with release v1.4.6.3a, 1.14 associated with release v1.4.7.0, and 1.15 associated with release v1.4.7.1, insert new paragraph 8.2.8 and renumber subsequent paragraphs)*

a. Equipment Ownership. The Navy Cash system is initially installed as a Ship Alteration (SHIPALT) in accordance with SHIPALT Installation Drawings (SIDs), which were developed by the planning yard assigned responsibility for each ship class and approved by NAVSEA. Similarly, Navy Cash technical refresh hardware upgrades are generally installed in accordance with Ship Change Documents (SCDs) approved by NAVSEA. These Navy Cash installations and upgrades are carried out by a contractor Alteration Installation Team (AIT) and are typically accomplished during availabilities. At the completion of the Navy Cash alteration or ship change, the AIT team and ship's force participate in System Operational Verification Testing (SOVT), conduct a physical inspection of the installation, and complete an Alteration Completion Report (ACR). The ship then sends a "joint" Naval Message Completion Report reporting completion of the effort and accepting the Navy Cash installation as operational. The Navy Cash alteration or ship change becomes part of the ship's configuration and is documented and validated in the Configuration Data Managers Database–Open Architecture (CDMD-OA). For example, any network switches or drops (ISNS, CANES, etc.) installed to enable Navy Cash servers, workstations, laptops, and devices to connect to the Navy Cash VLAN on the ship's network become part of the ship's network configuration, which is owned, operated, and maintained by the ship's ITs. Navy Cash servers, workstations, laptops, and devices are owned, operated, and maintained by the Navy Cash Accountable Officer (Disbursing Officer) and the Navy Cash Deputy. The primary responsibilities of the ship's ITs in supporting Navy Cash operations are network and communications issues. For example, Navy Cash technical support personnel can assist the ship in working round-trip issues, but they need connectivity, and that is where the ITs can help.

b. Equipment/Technical Training. Troubleshooting guidance, "how-to" maintenance videos, functional and system training materials, and other supporting documentation are available on the ship's server/Intranet as part of NIAPS release 2.4.2.0. Much of this same material is also available on line at [www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/navyMarineCash\\_home.htm](http://www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/navyMarineCash_home.htm). Basic Navy Cash system training is available afloat on the Navy e-Learning (NeL) site (use catalog code CSS-NCASH-010-1.1 to find this interactive CBT). In addition, Engility Corporation (a Navy Cash contractor) provides a three-day refresher series of training courses in Fleet concentration areas on a regular basis, and Navy Cash training specifically for ITs is included in the series. Contact the appropriate Navy Cash Fleet Support Group (FSG) at NAVSUP FLC Norfolk, San Diego, or Yokosuka for refresher training information and schedule.

c. Configuration Changes. If a ship decides to change the basic Navy Cash system configuration, for example, by adding a new vending machine or a new network drop, the ship is responsible for installing the new equipment and pulling the cabling from the nearest Navy Cash router or network switch to the new equipment. The Navy Cash depot and field support contractor can advise the ship on the nearest available router or switch. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new machine in the Navy Cash system configuration.

d. Planned Maintenance System. Preventive maintenance for the Navy Cash Financial System is covered through the Planned Maintenance System (PMS). PMS information for Navy Cash is available from the ship's Maintenance and Material Management (3-M) Coordinator. Maintenance Index Page (MIP) number 6541/080-14 applies to Navy Cash. In particular, proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card.

e. Corrective Maintenance

(1) ORGANIZATIONAL LEVEL MAINTENANCE

When Navy Cash experiences a hardware, software, or communications issue, the ship itself is responsible for the initial efforts to troubleshoot, isolate, and correct the problem. This may require a coordinated effort from the Disbursing Officer, PSs, SHs, ITs, ETs, etc. Navy Cyber Forces sent a message reiterating the responsibility of the ship's ITs for supporting Navy Cash (COMNAVCYBERFOR VIRGINIA BEACH VA 281600Z Feb 11). Selected spares are available on board the ship to replace failed equipment. In general, if a device fails, the ship is responsible for installing a spare in its place. If unable to isolate the problem or effect the necessary repair, the ship is responsible for initiating a trouble call to the Navy Cash Central Support Unit (CSU) for technical assistance (see paragraph 8.14).

To contact the CSU: 1 (866) 6NAVYCASH

1 (866) 662-8922

Web Site: [www.navycashcenter.com](http://www.navycashcenter.com)

E-Mail: [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com)

Ships are responsible for initiating a trouble call to the CSU if additional support is required. The CSU will assign a case number and forward the call to technical support. All trouble calls, whether by phone or e-mail, must be directed to the CSU. E-mail trouble calls can include the appropriate Navy Cash technical support personnel as additional addressees; however, support personnel cannot take action until a case number has been assigned.

The Navy Cash depot maintains replacement spares. The normal requirement for shipment of spare parts is the business day following receipt of the requirement; however, the depot is also required to provide a capability for emergency shipment of items in an expedited manner the same business day.

(2) DISTANCE SUPPORT

The Navy Cash maintenance concept specifies Distance Support for initial technical support efforts. Technical personnel ashore will provide troubleshooting guidance by phone or e-mail.

(a) Tier 1 Support. The CSU provides Tier 1 support 24/7, answering calls and taking basic information about any technical problems. The CSU assigns case numbers and provides problem tracking. Trouble calls are handed off to the Treasury Agent's Navy Cash Technical Support team (NCTS).

(b) Tier 2 Support. NCTS provides Tier 2 support with skill sets that cover every aspect of the Navy Cash system. Tier 2 support provides troubleshooting guidance to the Fleet via phone and e-mail as soon as contact with the ship can be made. The CSU forwards trouble calls to NCTS during normal working hours. During evening and weekend hours, critical issues are forwarded as soon as they are seen to an on-call NCTS representative.

If an issue meets one of the critical-issue criteria listed below, the Disbursing Officer should phone the CSU to open a case, rather than sending an e-mail, so a case can be opened immediately and forwarded to the on-call NCTS representative. This will help to ensure the case is escalated appropriately, since the normal turnaround time when opening a case via e-mail is within two hours during normal working hours (8 am to 5 pm) and the following business day during weekend/holiday hours.

- One server node is down and cannot transfer control to second node
- Cluster administrator -NCP and NCService resources are offline
- All Navy Cash Kiosks are offline
- All devices, i.e., POSs, Kiosks, and CADs, are offline
- Communications/round-trip if a ship has not had a roundtrip in five or more days and a case has not

already been opened

- End of Month (EOM) if within the last four days of the month, e.g., the 27th or later
- Split Pay affecting multiple members if a case has not already been opened
- Any issue involving a Commanding Officer (CO), Executive Officer (XO), or Admiral

The NCTS team is assisted by technicians from the Navy Cash depot. The Navy Cash depot is available Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Hawaii, except holidays. Calls received after hours are sent to voice mail, which is checked each business morning. In addition, 24/7 pager support for emergencies is available.

### (3) ON-SITE TECHNICAL ASSISTANCE

On-site technical assistance is available to resolve Navy Cash-specific problems that cannot be resolved over the phone or e-mail, but generally only after all other Distance Support troubleshooting efforts have been exhausted.

(a) Tier 3 Support. Tier 3 support is provided by NCTS and Navy Cash depot technical personnel for hardware, software, or communications issues beyond the repair or troubleshooting capability of the ship. Tier 3 support is available from the Navy Cash depot Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Hawaii, except holidays. After hours, weekends, and holidays, support is available to support emergency requirements 24/7 via emergency pager.

((1)) Norfolk and San Diego. In Norfolk and San Diego, the Navy Cash depot provides on-site technical assistance to the Fleet the next business day or as soon as possible given the extent of the impact of any failure on Navy Cash operations.

((2)) Other Homeports and Ships Deployed Overseas. In other homeports and for ships deployed overseas, because of the diverse skill sets required to support the hardware, software, network, and communications aspects of the Navy Cash system, the particular technician that will be sent to a ship is generally not determined until the nature and extent of the problem is understood. Upon direction from the NAVSUP program office, the Treasury Agent will coordinate Tier 3 on-site technical assistance with the ship, the program office, and technical support personnel to determine the best support solution in the shortest time possible, with input from the appropriate Type Commander as necessary.

((3)) Funding Responsibility. As with other afloat systems, any costs associated with on-site technical assistance, including travel, will be borne by the ship or the Type Commander. For ships in homeports other than Norfolk and San Diego, the NAVSUP program office will bear the cost of an on-site tech assist when it can be combined with other Navy Cash visit requirements, such as pre- and post-deployment service calls (grooms).

((4)) Ships Deployed Overseas. For ships deployed overseas, on-site technical assistance is available only after all other Distance Support troubleshooting efforts have been exhausted and only for systems that are at or near complete mission failure.

### (4) REMOTE ACCESS VIA GOTOASSIST

GoToAssist is a browser-based service that enables the Treasury Agent's NCTS members to access and control the Navy Cash system remotely to troubleshoot and resolve issues that previously required an on-site technical assistance visit and to provide other technical support. Use of remote access is generally limited to the critical issues listed in paragraph (2) (b) above, system backup failures, security audits, and preparations for security inspections.

(a) To set up a GoToAssist remote session, an NCTS representative must first log in to a GoToAssist website and create a support session.

(b) The NCTS representative then sends a secure e-mail to the Disbursing Officer's e-mail account on the ship with a unique remote support session key code and instructions for entering and authorizing the remote session.

((1)) The e-mail will be digitally signed by a Common Access Card (CAC). In addition, the e-mail will only be sent to the verified e-mail address stored in the ships' contact list maintained by the Treasury Agent in the Navy Cash backend ashore. If necessary, the Disbursing Officer can update her/his e-mail address by using the "Contacts" tab on the "Ship Profiles" screen on Navy Cash Disbursing Web Site (see Appendix E, Disbursing Web Site, Ship Profiles Screen).

((2)) Remember, you must never click on links, download files, or open attachments in e-mails from unknown senders. It is best to open attachments only when you are expecting them and know what they contain, even if you know the sender. Be cautious if you receive a remote session request via e-mail and are not engaged with an NCTS representative working to resolve an open case.

(c) The Disbursing Officer must first log in to Node 1 or 2 of the Navy Cash server as nc-admin using the appropriate password.

(d) The Disbursing Officer then uses Internet Explorer on the Navy Cash server to access the GoToAssist website included in the instructions in the e-mail received from the NCTS representative, typing in the address, and logging in using the unique support session key code provided by NCTS.

(e) Once logged in to the GoToAssist website, the Disbursing Officer is prompted to allow the remote session to proceed and enable the NCTS representative to control the desktop of the ship's Navy Cash server. The remote support session cannot be initiated unless the Disbursing Officer authorizes the session to proceed.

(f) Once granted control of the ship's Navy Cash server desktop, the NCTS representative must then log in to the ship's database. Without a valid ID and password, the database will not be accessible.

(g) All remote support sessions are recorded, and the videos can be replayed and reviewed by properly authorized personnel ashore at a later time.

(h) Once a remote support session is completed and the session is terminated, NCTS can no longer access the ship's Navy Cash server, unless a new GoToAssist remote session is initiated by both the NCTS representative and the Disbursing Officer on the ship. The NCTS representative and Disbursing Officer on the ship can terminate a GoToAssist remote session at any time.

#### (5) CASUALTY REPORTING

The ship should provide a Casualty Report (CASREP) message for urgent maintenance problems beyond shipboard capabilities and include NAVSUPSYSCOM MECHANICSBURG PA//41// for action or information, as appropriate, on the CASREP message. Any replacement parts necessary to enable correction of the CASREP will be shipped within 24 hours after acknowledgment of receipt of the CASREP. All failed system units, LRU (lowest replaceable unit), will be turned in as directed by the CSU or Navy Cash depot.