

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

**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 2017-006

4 December 2017

**Subject: CHANGE IN PHONE NUMBER ASSOCIATED WITH SHIPPING FAILED EQUIPMENT
TO NAVY CASH DEPOT**

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

1. Background. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet lays out the information the Disbursing Officer (DO), or designated representative, should have available before contacting the Navy Cash Central Support Unit (CSU). Whenever a piece of Navy Cash equipment, such as a POS, CAD, or switch, fails, the failure must be reported to the CSU. The CSU assigns a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot (CADs and POSs with stuck transactions are sent to Gemalto Cogent), the DO should also record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns, so a copy of the Trouble Call Worksheet should be included with all equipment returned to the depot.

This change notice lets DOs know about a change in the phone number associated with the shipping address for the Navy Cash Depot when returning failed equipment to the depot.

- The new phone number is (619) 881-5408.
- The old phone number, (614) 278-5472, should no longer be used.

2. Disbursing Officer Action. Upon receipt of this Navy Cash SOP Change Notice, DOs must ensure procedures are in place to properly ship failed equipment to the Navy Cash Depot (or Gemalto Cogent).

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/Navy Cash Accountable Officer 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.

2017-006 Change in Phone Number Associated with Shipping Failed Equipment to Depot

Ver
1.15v2
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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

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Please route immediately to the Supply Officer and Disbursing Officer

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

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7.7.3 CAD Failure

(in version 1.15v2, associated with v1.4.7.1, insert new paragraphs a, b, and c)

a. Troubleshooting Procedures

(1) If a vending machine CAD is not working, ship's store personnel should follow Navy Cash troubleshooting procedures to try to resolve the issue. For example, verify the ship's network is up and the routers are powered on; check the cables from the CADs to the routers; cycle power to the vending machine by turning the vending machine off then back on; clean the SAM chip; replace the SAM; or, finally, replace the CAD. *(See the Navy Cash Troubleshooting Manual and Maintenance CD for detailed procedures.)*

(2) If the ship's network is down, do not cycle power to the vending machine. Once the vending machine and CAD are powered down, the network connection is needed to reset the CAD for operation when power is restored. With the network down, the CAD can operate in the offline mode and store transactions, and the vending machine can continue to operate, at least until the CAD is full.

(3) For maintenance assistance, all trouble calls, whether by phone call or e-mail, should be directed to the Navy Cash Central Support Unit (CSU) (see paragraph 8.14.1, Customer Service Call Centers). The CSU will assign a case number that will be used to track the trouble call until it is resolved. Email trouble calls can include the appropriate technical and support personnel as additional addressees.

(4) Trouble Call Worksheet. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraphs 7.8.7 and 8.15.26) lays out the information the Sales Officer, or designated representative, should have available before contacting the CSU. The CSU assigns a case number, which should be recorded on the Trouble Call Worksheet. As the Navy Cash Accountable Officer, the Disbursing Officer should be kept apprised of all trouble calls.

(5) If the CAD itself fails, ship's store personnel can replace it with a spare device from stock. All such replacements MUST be coordinated with the disbursing office so that the CADs are associated with the correct vending machines in the Navy Cash application, thus ensuring sales are recorded to the proper merchants (see paragraphs 7.4.5 and 8.4.25.a).

b. Failed Equipment. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns, so a copy of the Trouble Call Worksheet should be included with all equipment returned to the depot. The Trouble Call Worksheet also provides spaces to include the name of a point of contact on the ship with an email address and phone number and a return address to get equipment back to ship (recommend providing the address for the ship's Logistics Support Representative (LSR)).

c. Stuck Transactions. POSs or CADs with stuck transactions should be sent to Gemalto Cogent. When directed to return a POS or CAD to Gemalto Cogent, record the case number, equipment serial number, traceable tracking number, and date shipped on the Trouble Call Worksheet. The Trouble Call Worksheet also provides spaces to include the number of transactions stuck on the device and the estimated dollar value of the transactions, so the device can be properly insured for the return shipment. Include a copy of the Trouble Call Worksheet with the equipment returned to Gemalto Cogent. In addition, the Trouble Call Worksheet becomes your documentation that a POS or CAD with stuck transactions was sent to Gemalto Cogent. Retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

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8.3.3 Custody of Spare POSs and CADs

(in version 1.15v2, associated with v1.4.7.1, insert new paragraph d)

d. Failed Equipment. Whenever a POS or a CAD fails, the failure must be reported to the CSU (see paragraph 8.14.1). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. When directed to return failed equipment to the Navy Cash depot (or, for CADs or POSs with stuck transactions, to Gemalto Cogent), record the tracking number, case number assigned, and equipment serial number on the Trouble Call Worksheet and include a copy of the Trouble Call Worksheet with the equipment returned. The Trouble Call Worksheet also provides spaces to include the name of a ship point of contact with an email address and phone number and a return address to get equipment back to ship (recommend providing the address for the ship's Logistics Support Representative (LSR)). For CADs and POSs with stuck transactions, the Trouble Call Worksheet provides spaces to include the number of transactions stuck on the device and the estimated dollar value of the transactions, so the device with stuck transactions can be properly insured for the return shipment. The Trouble Call Worksheet becomes your documentation that a POS or CAD with stuck transactions was sent to Gemalto Cogent; retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

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8.13 Managing and Requisitioning Spares

(in version 1.15v2, associated with v1.4.7.1, insert new paragraph d)

d. Failed Equipment. Whenever a piece of Navy Cash equipment, such as a POS, CAD, or switch, fails, the failure must be reported to the CSU (see paragraph 8.14.1 below). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot (CADs and POSs with stuck transactions are sent to Gemalto Cogent), record the traceable tracking number, date shipped, case number, and the equipment serial number on the Trouble Call Worksheet and include a copy with all equipment returned to the depot or Gemalto Cogent. The Trouble Call Worksheet also provides spaces to include the name of a point of contact on the ship with an email address and phone number and a return address to get equipment back to ship (recommend providing the address for the ship's Logistics Support Representative (LSR)). For CADs and POSs with stuck transactions, the Trouble Call Worksheet provides spaces to include the number of transactions stuck on the device and the estimated dollar value of the transactions, so a device with stuck transactions can be properly insured for the return shipment. The Trouble Call Worksheet becomes your documentation that a POS or CAD with stuck transactions was sent to Gemalto Cogent. Retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

SHIPPING ADDRESS AND CERTIFIED MAILING ADDRESS NAVY CASH DEPOT

Engility Corporation
ATTN: Navy Cash Depot
7580 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 881-5408 *(Shipment related issues only)*

SHIPPING ADDRESS Gemalto COGENT
Gemalto Cogent
ATTN: Ryan Settle, Navy Cash Equipment Return
3300 Acorn Street
Williamsburg, VA 23188
Phone: (757) 564-4604 (*Shipment related issues only*)

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8.14.1 Customer Service Call Centers

(in version 1.15v2, associated with v1.4.7.1, insert new paragraph c)

c. Trouble Calls. One of the responsibilities of the Treasury Agent is to report to NAVSUP and the Fiscal Service the volume and type of trouble calls handled and the time it takes to resolve each issue. This includes hardware, software, communications, operational, and cardholder issues. In order to track this information in a central location, all trouble calls, whether forwarded by phone call or email, should be directed to the CSU. The CSU will handle the trouble calls directly if at all possible, particularly cardholder service issues, or forward the call to the proper person. Each issue will be handled as quickly as possible. Email trouble calls can include the appropriate support personnel as additional addressees.

(1) Trouble Call Worksheet. To assist in reporting hardware, software, communications, or operational problems, the Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU.

(2) Returning Failed Equipment. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number, date shipped, equipment serial number, and case number assigned by the CSU on the Trouble Call Worksheet and included a copy with all equipment returned. The Trouble Call Worksheet also provides spaces to include the name of a ship point of contact with an email address and phone number and a return address to get equipment back to ship (recommend providing the address for the ship's Logistics Support Representative (LSR)). The Trouble Call Worksheet provides spaces to include the number of transactions stuck on the device and the estimated dollar value of the transactions, so a device with stuck transactions can be properly insured for the return shipment. The Trouble Call Worksheet becomes your documentation that a POS or CAD with stuck transactions was sent to Gemalto Cogent. Retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

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ATTN: Ryan Settle, Navy Cash Equipment Return
3300 Acorn Street
Williamsburg, VA 23188
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7.8.7 Navy Cash Trouble Call Worksheet

((in version 1.15v2, associated with v1.4.7.1, see next two following pages))

8.15.26 Navy Cash Trouble Call Worksheet

((in version 1.15v2, associated with v1.4.7.1, see next two following pages))

NAVY CASH TROUBLE CALL WORKSHEET

*Please be prepared to provide the information below to the Central Support Unit (CSU)
Retain form as your Trouble Call Log*

CENTRAL SUPPORT UNIT (CSU)

Phone: (866) 6NAVYCASH
(866) 662-8922
E-Mail: navycashcenter@frb.org
Fax: (813) 533-5711
Web Site: www.navycash.com

OTCnet

Paper Check Conversion

OTCnet CUSTOMER SERVICE TEAM
(866) 945-7920 (302) 323-3159 DSN: (510) 428-6824
fiscalservice.otcchannel@citi.com

ROM

CONTACT APPROPRIATE FLEET ASSISTANCE TEAM
SAN DIEGO: (619) 556-5725/5733 PEARL HARBOR: (808) 473-7519
YOKOSUKA: 011-8146-816-7965 NORFOLK: (757) 443-2522
MAYPORT: (904) 270-7178

SHIP NAME	DATE OF CALL	TIME OF CALL	
SHIP LOCATION/PORT (AND COUNTRY IF DEPLOYED)	CASE NUMBER <i>(obtained from CSU)</i>	NAME OF CSU REPRESENTATIVE	
CALLER NAME	RANK/RATE	PHONE	
E-MAIL ADDRESS			

POINTS OF CONTACT SO TECHNICAL OR FIELD SUPPORT REPRESENTATIVE CAN CONTACT SHIP IF REQUIRED

LOCATION	NAME	RANK/RATE	PHONE	E-MAIL ADDRESS
DISBURSING OFFICE				
SALES OFFICE				
SUPPLY OFFICE				
EMO/ADP OFFICE				
QUARTERDECK				

IF A HARDWARE PROBLEM, IDENTIFY SPECIFIC EQUIPMENT, MODEL NUMBER, AND SERIAL NUMBER

SERVER:	SWITCH:	KIOSK:
WORKSTATION:	UPS:	POS DEVICE:
DISPLAY:	KVM SWITCH:	CAD (VENDING):
LAPTOP:		
OTHER:	ROM:	OTCnet SCANNER:

DESCRIBE THE NATURE OF THE HARDWARE, SOFTWARE, COMMUNICATIONS, OR OPERATIONAL PROBLEM (include any error messages or error codes if possible—attach any printouts or screen prints as needed)

DESCRIBE ANY TROUBLESHOOTING STEPS YOU HAVE ALREADY TRIED (include references you used in troubleshooting the problem, e.g., SOP, SYS ADMIN Manual, Maintenance CD, MRC, system log files reviewed—attach any log file printouts or screen prints as needed)

SHIPPING INFORMATION

When directed to return failed equipment via traceable means to the Navy Cash depot (POs or CADs with stuck transactions are sent to Gemalto Cogent), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For POs or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.

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 Engility Corporation
 ATTN: Navy Cash Depot
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 ATTN: Ryan Settle, Navy Cash Equipment Return
 3300 Acorn Street
 Williamsburg, VA 23188
 Phone: (757) 564-4604 (Shipment related issues only)

TRACEABLE TRACKING NUMBER

DATE SHIPPED

NAME OF POINT OF CONTACT

E-MAIL ADDRESS

PHONE NUMBER

RETURN ADDRESS (recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC))

CITY

STATE

ZIP CODE

NUMBER OF TRANSACTIONS (for POs OR CADs with stuck transactions)

ESTIMATED DOLLAR VALUE (for stuck transactions)