

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

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

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

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**Navy Cash SOP Change Notice 2018-002**

**3 April 2018**

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**Subject: CHANGE IN FAX NUMBER FOR NAVY CASH CUSTOMER SERVICE CALL CENTERS**

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

**1. Background.** As the overall operations manager for Navy Cash, the Federal Reserve Bank of Boston operates two customer service call centers. The Customer Service Center (CSC) is responsible for answering Navy Cash cardholder questions. For example, if a cardholder has a problem with a particular ATM transaction or debit card purchase ashore or suspects a fraudulent transaction or needs to report that his or her Navy Cash card has been lost or stolen and the Disbursing Officer is not available, the cardholder can contact the CSC.

The Central Support Unit (CSU) is responsible for answering Disbursing and merchant questions and trouble calls about hardware, software, communications, operational, and cardholder issues. The CSU obtains basic information about a problem, resolving any issues that it can, and hands off any unresolved problems to the Navy Cash Technical Support (NCTS) team. The CSU assigns case numbers and provides problem tracking.

This change notice lets Disbursing Officers (DOs) know about a change in the fax number associated with the Navy Cash customer service call centers.

- The new fax number is (617) 619-8945.
- The old fax number, (813) 533-5711, 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 support ready access to the Navy Cash customer service call centers.

**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 all effective Navy Cash SOP Change Notices on file for inspection with the current version of the SOP (*see list of effective Navy Cash SOP change notices immediately below*).

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

	Ver
	1.15v2
<i>All previous change notices have been incorporated into the current 1.15v2 version of the SOP</i>	
2017-006 Change in Phone Number Associated with Shipping Failed Equipment to Depot	✓
2018-001 Electronic Receipts via Email for EFTs Initiated at Navy Cash Kiosks	✓
2018-002 Change in Fax Number for Navy Cash Customer Service Call Centers	✓

**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

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

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

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## 1.5 Corrective Maintenance

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 1.5, insert new paragraph 1)*

### 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. NAVCYBERFOR, NAVSUP, PEO C4I and SSC ATLANTIC sent a coordinated message reiterating the responsibility of the ship's ITs for supporting Navy Cash (SPAWARSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). 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 CSU: 1 (866) 6NAVYCASH

1 (866) 662-8922

Website: [www.navycash.com](http://www.navycash.com)

Email: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)

Fax: 1-617-619-8945

Ships are responsible for initiating a trouble call to CSU if additional support is required. CSU will assign a case number and forward the call to technical support. All trouble calls, whether by phone or email, must be directed to CSU. Email 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.

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## 1.6 Standard Operating Procedure

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 1.6 and paragraph 4, insert new paragraph n)*

### n. System Support

Hotline Number/Customer Service:

For Cardholders:

1 (866) 3NAVYCASH

1 (866) 362-8922

Website: [www.navycash.com](http://www.navycash.com)

Email: navycash@frb.org

Fax: 1-617-619-8945

For Disbursing Offices:

1 (866) 6NAVYCASH

1 (866) 662-8922

Website: www.navycash.com

Email: navycashcenter@frb.org

Fax: 1-617-619-8945

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### **2.3.2 Messages**

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 2.3.2 and paragraph b, insert new paragraph (4)(b))*

(b) If the problem persists, contact the CSU at 1-866-6NAVYCASH / 1-866-662-8922, navycashcenter@frb.org, www.navycash.com, or Fax 1-617-619-8945.

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### **2.3.5 CAD Maintenance and Set Up**

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 2.3.5, insert new paragraph e)*

e. Technical Support. Should technical support be required, contact the Central Support Unit (CSU) at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, www.navycash.com, or Fax 1-617-619-8945.

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### **2.4.5 General Maintenance and Troubleshooting**

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 2.4.5, insert new paragraph h)*

h. Technical Support. Should technical support be required, contact the Central Support Unit (CSU) at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, www.navycash.com, or Fax 1-617-619-8945.

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### **2.4.6 General Maintenance and Troubleshooting**

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 2.4.6, insert new paragraph b)*

b. Technical Support. Should technical support be required, contact the Central Support Unit (CSU) at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, www.navycash.com, or Fax 1-617-619-8945.

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**8.14.1 Customer Service Call Centers**

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, insert new paragraphs a and b)*

a. Cardholder Support. The CSC is responsible for answering Navy Cash cardholder questions. For example, if there is a question about a particular transaction or if a card needs to be reported as lost or stolen and the Disbursing Officer is not available (e.g., after hours in a liberty port), the cardholder contacts the CSC. The phone number and website address listed below for the CSC are printed on the back of the Navy Cash card.

Navy Cash Customer Service Center (CSC):

Phone: 1-866-3NAVYCASH  
1-866-362-8922

Website: www.navycash.com

email address: navycash@frb.org

Fax: 1-617-619-8945

b. Disbursing Office/Merchant Support. The CSU is responsible for answering Disbursing Office and merchant questions.

Navy Cash Central Support Unit (CSU):

Phone: 1-866-6NAVYCASH  
1-866-662-8922

Website: www.navycash.com

email address: navycashcenter@frb.org

Fax: 1-617-619-8945

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**7.8.7 Navy Cash Trouble Call Worksheet**

*((in version 1.15v2, associated with v1.4.7+, insert new Trouble Call Worksheet (two following pages))*

**8.15.26 Navy Cash Trouble Call Worksheet**

*((in version 1.15v2, associated with v1.4.7+, insert new Trouble Call Worksheet (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](mailto:navycashcenter@frb.org)  
Fax: (617) 619-8945  
Web Site: [www.navycash.com](http://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](mailto: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.

**SHIPPING 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)

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)

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# Appendix I

## Disputing Fraudulent or Erroneous Transactions

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, insert new paragraphs 2 and 5 and new Fraud Transaction Dispute Form and Non-Fraud Transaction Dispute Form*

2. In the event of a suspected fraudulent transaction with a Navy Cash card, cardholders should stop using their card and immediately notify the Customer Service Center (CSC). In the event of an erroneous transaction, cardholders should notify the CSC.

Phone: 1 866 3NAVY CASH

1 866 362-8922

Website: [www.navycash.com](http://www.navycash.com)

Email: [navycash@frb.org](mailto:navycash@frb.org)

Fax: 1-617-619-8945

5. Once completed, the appropriate form must be faxed or mailed to the Treasury Agent's customer service facility in Tampa, Florida.

Address: FRB-TCC

Attention: Disputes

3913 Riga Blvd

Tampa, FL 33619

Fax: 1-617-619-8945

## Navy Cash Fraud Transaction Dispute Form

### Instructions for filing a dispute:

**Please note:** This form is only to be used to dispute transactions that you believe are **fraudulent**. A fraudulent transaction is one which you did not authorize, participate in, or benefit from.) If you are disputing transactions that you do not consider to be fraudulent (disputes with a merchant or an ATM), please use the Non-Fraud Transaction Dispute Form.

1. To submit a dispute using this form, please complete all fields below and all fields in the Transaction Claims section for each disputed transaction. Any missing information will cause a delay in processing your dispute.
2. The form can be completed by:
  - Filling it out online and then printing it
  - Printing it and filling it out by hand
3. You may send your completed form by one of two ways:
  - Fax it to 1-617-619-8945
  - Mail it to:
    - FRB-TCC
    - Attention: Disputes
    - 3913 Riga Blvd
    - Tampa, FL 33619

### Cardholder Information

\* Today's date (mm/dd/yyyy)

\* Cardholder name

\* Card number  \* Cardholder phone number

\* Address1

\* Address 2

\* City  \* State  \* Zip

I certify that I did not use and that I did not authorize anyone else to use my card for the disputed transactions identified below. I also certify that I did not receive any value or benefit in connection with the disputed transactions. I have made available all information and suspicions I have about the disputed transactions, including any information regarding the identity of the person who wrongfully used my card for the disputed transactions.

I authorize you to share the information below with law enforcement, banking regulators, and other third parties in connection with any investigation of the disputed transactions, including any criminal investigation. I agree to cooperate in any such investigation and in the prosecution of any person believed to be responsible for fraudulently using my card.

I certify that the information in this Fraud Transaction Dispute Form is true and correct.

Cardholder signature \_\_\_\_\_ Date \_\_\_\_\_

I am initiating a claim for the following reason. Select one:

- The card was lost
  The card was not received  
 The card was stolen
  The card was compromised – the card was in my possession when the unauthorized transactions took place



**Transaction Claims**

Please fill out the amount, date, and name of the merchant for each transaction on which you are claiming fraud.

Claim 1	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 2	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 3	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 4	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 5	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 6	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 7	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 8	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 9	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 10	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 11	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 12	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 13	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 14	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>
Claim 15	Amount \$ <input type="text"/>	Date (mm/dd/yyyy) <input type="text"/>	Merchant <input type="text"/>

## Navy Cash Non-Fraud Transaction Dispute Form

### Instructions for filing a dispute:

**Please note:** This form is only to be used to dispute transactions that you believe are in error and are **not fraudulent**. (A fraudulent transaction is one which you did not authorize, participate in, or benefit from.) If you are disputing transactions that you believe are fraudulent, please use the Fraud Transaction Dispute Form.

1. To submit a dispute using this form, please complete all fields below and all fields in the appropriate dispute section. Any missing information will cause a delay in processing your dispute.
2. The form can be completed by:
  - Filling it out online and then printing it
  - Printing it and filling it out by hand
3. You may send your completed form by one of two ways:
  - Fax it to 1-617-619-8945
  - Mail it to:
    - FRB-TCC
    - Attention: Disputes
    - 3913 Riga Blvd
    - Tampa, FL 33619

### Cardholder Information

* Cardholder name <input style="width: 90%;" type="text"/>	* Today's date (mm/dd/yyyy) <input style="width: 80%;" type="text"/>
* Card number <input style="width: 90%;" type="text"/>	* Cardholder phone number <input style="width: 80%;" type="text"/>
* Address1 <input style="width: 98%;" type="text"/>	
Address 2 <input style="width: 98%;" type="text"/>	
* City <input style="width: 45%;" type="text"/>	* State <input style="width: 15%;" type="text"/>
* Zip <input style="width: 25%;" type="text"/>	
* Transaction date <input style="width: 20%;" type="text"/>	* Merchant name <input style="width: 75%;" type="text"/>
* Transaction amount \$ <input style="width: 25%;" type="text"/>	* Dispute amount \$ <input style="width: 25%;" type="text"/>
Cardholder signature _____ Date _____	

### Dispute Types

Click the dispute type link that most closely matches your dispute. Please answer all questions in the selected dispute type section and provide your card number at the top of the page. Required fields are marked with an asterisk (\*). Include any supporting documents so we can process in a timely manner.

Attach a separate sheet or letter if you need more room to explain. If none of the following dispute types accurately reflect your dispute, please write a separate letter and include all of the information listed above.

[I do not recognize this transaction](#)

[Cancellation dispute](#)

[Returned merchandise dispute](#)

[I paid for these goods or services by other means](#)

[Non-receipt of goods or services](#)

[A credit transaction posted as a debit in error](#)

[Incorrect transaction amount](#)

[I was charged two or more times for the same transaction](#)

[I did not receive cash from an ATM withdrawal attempt, but was charged as if I did receive it](#)

[Quality of goods or services, defective merchandise or not as described](#)

[ATM load error](#)

**I do not recognize this transaction** **Note:** Use this if you need additional information to identify the transaction. Do not use this reason if the transaction is fraudulent. [\[Go back to list of dispute types\]](#)

I need more information to help me identify this transaction.

This is the end of this section. [Go back to the instructions to send your form.](#)

**Cancellation dispute** [\[Go back to list of dispute types\]](#)

\* Were you advised of any cancellation policy?  Yes  No

If you selected Yes, please explain

\* Date of cancellation  Person you spoke with

\* Cancellation number

\* Reason for the cancellation

\* Describe your attempt to resolve with the merchant

This is the end of this section. [Go back to the instructions to send your form.](#)

**Returned merchandise dispute** [\[Go back to list of dispute types\]](#)

\* Date returned  Date merchandise received by merchant

If you returned the merchandise, specify the Return Merchandise Authorization number (RMA)

\* Shipping company name  Tracking number

\* Reason for return

\* Describe your attempt to resolve with the merchant

If you have a credit slip or voucher or a refund acknowledgement that has not posted, please provide the following:

Date of credit slip  Invoice or receipt number of the credit

\* Did the merchant refuse to accept the returned merchandise or provide a return authorization? Select one:

- Merchant refused to provide return authorization
- Merchant refused to accept returned merchandise
- Merchant informed me not to return the merchandise

\* Describe your attempt to resolve with the merchant

This is the end of this section. [Go back to the instructions to send your form.](#)

**I paid for these goods or services by other means** [[Go back to list of dispute types](#)]

\* Select one of the following:

- Check  Cash  Other bank card  Other

\* Describe your attempt to resolve with the merchant

**Note:** If you select this reason, you must supply a copy of proof of other means of payment. Proof can include another bank card statement, copy of the front and back of a canceled check, or a cash receipt.

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**Non-receipt of goods or services** [[Go back to list of dispute types](#)]

\* Select one:  Merchandise not received  Service not received

\* Describe in detail what service or merchandise was ordered

\* The date you expected delivery or services

\* Was the merchant unwilling or unable to provide service?  Yes  No

If you selected Yes, please explain

\* Describe your attempt to resolve with the merchant

\* What was the merchant response? If no merchant response, please explain

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**A credit transaction posted as a debit in error** [[Go back to list of dispute types](#)]

\* A credit for \$  was posted to my account as a debit

**Note:** You must supply a copy of the credit receipt received from the merchant.

\* Describe your attempt to resolve with the merchant

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**Incorrect transaction amount** [[Go back to list of dispute types](#)]

\* The amount of the transaction posted for \$  but should have posted for \$

**Note:** If available, please supply a copy of your receipt.

\* Describe your attempt to resolve with the merchant

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**I was charged two or more times for the same transaction** [\[Go back to list of dispute types\]](#)

\* Date of first charge  \* Date of second charge   
Date of third charge  Date of fourth charge

\* Describe your attempt to resolve with the merchant

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**I did not receive cash from an ATM withdrawal attempt but was charged as if I did receive it**  
[\[Go back to list of dispute types\]](#)

Transaction reference number

\* Select one of the following:

- I made a single attempt and did not receive cash
- I made multiple attempts and only received cash on one of those attempts
- Other

*This is the end of this section. [Go back to the instructions to send your form.](#)*

**Quality of services or goods, defective merchandise, or not as described** [\[Go back to list of dispute types\]](#)

\* Select one of the following:

- Merchandise was defective or not as described
- Service was defective or not as described

\* Describe the difference between what was ordered and what was received, or supply copy of written purchase order. What was defective, misrepresented, or why is the purchase unsuitable for your needs?

\* Date you received merchandise or service  Date merchandise returned

Date received by the merchant

If returned, specify the Return Merchandise Authorization number (RMA)

\* Shipping company  Tracking number

**Note:** If you have a credit slip or voucher or a refund acknowledgement that has not posted, please provide.

\* Date service cancelled  \* How was service cancelled?

\* Did the merchant refuse to accept the returned merchandise or provide a return authorization? Select one:

- Merchant refused to provide return authorization
- Merchant refused to accept returned merchandise
- Merchant informed me not to return the merchandise

\* Describe your attempt to resolve with the merchant

*This is the end of this section. [Go back to the instructions to send your form.](#)*

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**ATM load error** [\[Go back to list of dispute types\]](#)

\* Cash not returned by the ATM or merchant during the load attempt \$

\* Did you attempt to deposit checks  Yes  No

If you selected Yes, what was the total amount of the checks? \$

\* Amount of cash that was loaded on the card \$  Amount in dispute \$

\* Do you have a receipt?  Yes  No Terminal number (located on receipt)

\* Location or address of load attempt (located on receipt). If no receipt, provide approximate location.

Error message indicated on the receipt (if applicable)

Transaction reference number

*This is the end of this section. [Go back to the instructions to send your form.](#)*

# Appendix T

## Guidelines for Fraud Risk and Liabilities

*(in version 1.15v2 of the Navy Cash SOP, associated with Navy Cash release v1.4.7+, under paragraph 1.a.(1), insert new paragraphs (a) and (b), and, under paragraph 1.a.(4)(a), insert new Table T-2. Summary of Cardholder Actions)*

(a) Actions. A cardholder who suspects someone made, or may make, an unauthorized ATM withdrawal or a PIN-based or signature-based purchase ashore using their Navy Cash card open-loop account without permission must notify the Treasury Agent AT ONCE, either by requesting their Disbursing Office contact the CSC immediately or by calling the CSC directly. The CSC will open a case in the ticketing system and forward the case to the Treasury Agent's transactions processor. Similarly, a cardholder who believes their Navy Cash card has been lost or stolen must notify the Treasury Agent AT ONCE, either by requesting their Disbursing Office contact the CSC immediately or by calling the CSC directly so they can assign a case tracking number. In both cases, a telephone call is the preferred way to notify the CSC, but email notification is also acceptable.

If the Disbursing Office or cardholder elects to notify the CSC via email, they must restrict the Personally Identifiable Information (PII) they provide in the email. They should simply state either that they believe the card has been lost or stolen or that someone has transferred, or may transfer, money from the account without permission. They should include only the name, email address, and last four digits of the SSN to help the CSC in identifying the correct Navy Cash cardholder account and in responding to their email. They should also "cc" the Disbursing Officer on the email they send to the CSC. A cardholder's full SSN, Mastercard number, or PIN should never be included in an email to the CSC.

Phone: 1 866 3NAVY CASH *(also printed on the back of the Navy Cash card)*  
1 (866) 362-8922

email: navycash@frb.org

Fax: 1-617-619-8945

(b) Dispute Form. To dispute a fraudulent or erroneous transaction, an individual must fill out, sign, and date a dispute form. There are two separate dispute forms, the Fraud Transaction Dispute Form and the Non-Fraud Transaction Dispute Form. The Disbursing Officer can provide a cardholder the appropriate form. The form must then be faxed or mailed to Treasury Agent's customer service facility in Tampa, Florida. Copies of the two dispute forms are included at Appendix I.

Address: FRB-TCC  
Attention: Disputes  
3913 Riga Blvd  
Tampa, FL 33619

Fax: 1-617-619-8945

Transaction Types	Cardholder Actions
<b>PROBLEMS WITH DEBIT TRANSACTIONS ON SHORE</b>	
<ol style="list-style-type: none"> <li>1. ATM withdrawal</li> <li>2. PIN-based purchase</li> <li>3. Signature-based purchase</li> </ol>	<ul style="list-style-type: none"> <li>• Call CSC immediately so a case can be opened 1-866-3NAVY CASH (1-866-362-8922) <i>(also printed on back of Navy Cash card).</i></li> <li>• Fill out, sign, and date appropriate dispute form <i>(available at Disbursing)</i> and fax or mail to:  Address: FRB-TCC  Attention: Disputes  3913 Riga Blvd  Tampa, FL 33619  Fax: 1-617-619-8945</li> </ul>
<b>PROBLEMS WITH FUNDS TRANSFERS AT KIOSK ON SHIP</b>	
<ol style="list-style-type: none"> <li>4. Open loop to home account</li> <li>5. Open loop to closed loop</li> <li>6. Closed loop to open loop</li> <li>7. Closed loop to home account</li> </ol>	<ul style="list-style-type: none"> <li>• Call CSC immediately so a case can be opened 1-866-3NAVY CASH (1-866-362-8922).</li> </ul>
<b>PROBLEMS WITH CLOSED-LOOP TRANSACTIONS ON SHIP</b>	
<ol style="list-style-type: none"> <li>8. POS purchase</li> <li>9. Vending purchase</li> <li>10. Closed loop-to-closed loop transfer</li> </ol>	<ul style="list-style-type: none"> <li>• Notify Master at Arms and Disbursing immediately.</li> <li>• Funds in closed-loop account are considered cash and may not be recoverable if lost, so disputes must be pursued via Navy investigative/judicial processes.</li> </ul>
<b>PROBLEMS WITH HOME ACCOUNT TRANSFERS AT KIOSK ON SHIP</b>	
<ol style="list-style-type: none"> <li>11. Home account to closed loop</li> <li>12. Home account to open loop</li> </ol>	<ul style="list-style-type: none"> <li>• Contact bank or credit union directly to dispute any unauthorized transactions.</li> </ul>

**Table T-2. Summary of Cardholder Actions**

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**FEDERAL RESERVE BANK — TAMPA CALL CENTER**  
**FRB-TCC**  
**NAVY CASH CUSTOMER SERVICE**

**CARDHOLDER CUSTOMER SERVICE CENTER (CSC)**

Phone: 1-866-3NAVYCASH  
1-866-362-8922  
Website: [www.navycash.com](http://www.navycash.com)  
Email address: [navycash@frb.org](mailto:navycash@frb.org)  
Fax: 1-617-619-8945

**DISBURSING OFFICE CENTRAL SUPPORT UNIT (CSU)**

*For general questions, trouble calls, settlement, EOM issues, etc.*

Phone: 1-866-6NAVYCASH  
1-866-662-8922  
Website: [www.navycash.com](http://www.navycash.com)  
Email address: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)  
Fax: 1-617-619-8945

**CARDHOLDER DISPUTES OF FRAUDULENT/ERRONEOUS TRANSACTIONS**

*Contact Customer Service Center (CSC)*

Phone: 1-866-3NAVYCASH  
1-866-362-8922  
Website: [www.navycash.com](http://www.navycash.com)  
Email address: [navycash@frb.org](mailto:navycash@frb.org)

**FAX NUMBER**

1-617-619-8945

**MAILING ADDRESS**

FRB-TCC  
Attention: Disputes  
3913 Riga Blvd  
Tampa, FL 33619  
(866) 662-8922

**CARDHOLDER QUESTIONS ABOUT COURT ORDERS AND LEVIES (COAL)**

*Call the Customer Service Center (CSC)*

1-866-362-8922

## **OTHER NAVY CASH CONTACT INFORMATION**

### **ENROLLMENT AND RULES OF BEHAVIOR FORMS**

#### **SHIPPING ADDRESS**

FRB-TCC  
Attention: Forms  
3913 Riga Blvd  
Tampa, FL 33619  
(866) 662-8922

### **EMAIL NOTIFICATION TO SCANNING CENTER**

navycashcenter@frb.org

### **PNC NAVY CASH COMPANY CODE**

*For use when submitting DD 139 to the Personnel Office to have  
"DS01" indebtedness posted to the member's military pay account*

D411179

### **RETURNING FAILED EQUIPMENT**

*Contact the CSU First to Open a Case*

### **SHIPPING ADDRESS/CERTIFIED MAILING ADDRESS NAVY CASH DEPOT**

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

### **SHIPPING ADDRESS GEMALTO COGENT**

*For Returning Failed CADs and POSs with Stuck Transactions*

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