

**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 2019-002

21 March 2019

**Subject: CHANGE TO CONTACT INFO AND ELIMINATION OF THE NAVY CASH TROUBLE
CALL WORKSHEET FORM**

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

1. Background. Due to a lack of use/need, the Navy Cash Trouble Call Worksheet will no longer be required. Be sure to have failed equipment specific information available when 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 and resolves the issue over the phone if possible or assigns the case to an analyst.

When directed to return failed equipment to the Navy Cash depot (CADs and POSs with stuck transactions are sent to Gemalto Cogent, Inc.), use the new address information provided in this change notice. To ensure the case number assigned by the CSU is included with all Navy Cash equipment returns, please print the email from the CSU with the case number and include that email in your parcel with the failed equipment.

This change notice changes the fax number associated with the Customer Support Unit (CSU), and the address for mailing in FS Forms 2887 and 2888.

<i>Data Type</i>	<i>Old Information</i>	<i>New Information</i>
Navy Cash Depot Address	Engility Corporation ATTN: Navy Cash Depot 7580 Metropolitan Drive, Suite 207 San Diego, CA 92108 Phone: (619) 881-5408 (Shipment related issues only)	SAIC ATTN: Navy Cash Depot 7580 Metropolitan Drive, Suite 207 San Diego, CA 92108 Phone: (619) 881-5408 (Shipment related issues only)
Mailing Address for FS Forms 2887 & 2888 <i>Be sure to follow mailing instructions in Annex K, para 10.f.</i>	FRB-TCC Attention: Forms 3913 Riga Blvd. Tampa, FL 33619 (866) 662-8922	FRB-KC Omaha Branch Attention: Forms 2201 Farnam St, Omaha, NE 68102 (866) 662-8922
Customer Service Fax #	(813) 533-5711	(866) 280-5057

Please route immediately to the Supply Officer and Disbursing Officer

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Support contact information from the old Navy Cash Trouble Call Worksheet is provided below:

Support For:	Contact
Equipment – Failures/Errors	CENTRAL SUPPORT UNIT (CSU) Phone: (866) 6NAVYCASH (866) 662-8922 E-Mail: navycashcenter@frb.org Fax: (866) 280-5057 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 – Operational Issues	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
CADs, KIOSKs, Mobile POSs & Fixed POSs with stuck transactions Be sure to include the number of transactions on the device and estimated dollar value in order to appropriately insure the shipment. Place copy of the CSU email in the return.	Gemalto Cogent, Inc. ATTN: IIII Jim Kalemba, Navy Cash Equipment Return 3300 Acorn Street Williamsburg, VA 23188 Phone: (443) 327-1878 (Shipment related issues only)

- 2. Disbursing Officer Action.** Upon receipt of this Navy Cash SOP Change Notice, DOs must ensure:
- a. Mailing labels use the appropriate address for shipping failed equipment to the Navy Cash Depot (or Gemalto). Also, print a copy of the email from the CSU and include it in your shipment.
 - b. Forms sent via fax are sent using the new fax number.
 - c. FS Forms 2887 and 2888 sent via traditional postal service use the new mailing address. To protect PII, be sure to use the mailing instructions in Annex K, paragraph 10.f.
 - d. Any NAVSUP 727 or SOP Change Notice language referencing the Navy Cash Depot address should use the address in this change notice.
 - e. Any NAVSUP 727 or SOP Change Notice language referencing the CSU fax number should use the number identified in this change notice.

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.

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4. List of Effective Navy Cash SOP Change Notices.

Ver
1.15v2

2019-001	Reducing Navy Cash Visitor Cards	✓
2018-002	Customer Service Fax Number	✓
2018-001	Electronic Receipts Via E-mail	✓
2017-006	Change Depot Phone Number	✓

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

Vicente Cruz at NAVSUP FLC Yokosuka
vicente.cruz@fe.navy.mil
+81 (46) 816-7324 DSN: (315) 243-7324

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8.15.26 Navy Cash Trouble Call Worksheet

((in version 1.15v2, Navy Cash SOP Change Notice 2017-006, the Navy Cash Trouble Call Worksheet Form has been eliminated due to lack of use/need.))