

N
A
V
Y

C
A
S
H

B
U
L
L

E

T

I

N

IN THIS ISSUE:

January/February/March Sailor of the Month

Navy Cash Notice

Navy Cash List of SOP Change Notices

Additional Resources

Future Training Events

Old School Navy Cash Picture

Points of Contact



Navy Cash Notice

To all Disbursing Offices and Navy Cash Deputies with P1 Error Codes:

This is a reminder to expedite the repair of Pin Pads with "P1" error codes. As soon as the P1 error is discovered open a case with JPMC NCTS and advise your FLC representative. JPMC may request a Go2Assist session to push the fix or refer the issue to Engility for a Pin Pad replacement. If the Pin Pad is to be replaced, follow instructions provided by Engility to carefully remove the defective Pin Pad, package the device to ensure no damage during shipping then install the replacement device on receipt.

Some recently returned Pin Pads have been improperly packaged and damaged during shipping.

As a reminder; open a case for all defective parts, ensure packaging to prevent further damage to Navy Cash parts and return as soon as possible.

Deleting Postal Merchants from Navy Cash Postal Devices:

Navy Postal has requested Navy cash delete all postal merchants on the POS devices except "POST OFFICE - METERED MAIL". This is required to be done manually to ensure the merchants are not listed in the POS devices.

This is a fleet wide effort that needs your attention before the remaining postal merchants are deleted from the Navy Cash system. You may have received an email from your FLC on topic already.

Please note:

If the Merchants are not removed from the POS devices, then transactions for the deleted Merchants can still be performed. JPMC doesn't have a way to get a confirmation remotely as to whether the Merchants are removed from the POS. The ship needs to confirm once the Merchants are deleted from the POS devices.

JPMC can't prohibit use of the referenced merchants; they must be removed from the POS.

NAVY CASH SAILOR OF THE MONTH

JANUARY 2017



LTJG Colling Wood, on USS FORREST SHERMAN (DDG 98), has been selected as the Navy Cash Sailor of the Month for January 2017. While serving as the Assistant Supply Officer and in several other accountable positions, he maintained an efficient and flawless operation despite facing multiple challenges. His ability to troubleshoot and network with other support personnel kept his system operating at peak performance.

He was recognized during a recent service call for his superb maintenance of the Navy Cash System and his perfect accountability of all equipment. Through impeccable attention to detail and relentless efforts, both his Disbursing and Sales Operations have maintained 100% accountability. He continues to maintain a 100% variance-free Disbursing Operation while aggressively collecting outstanding negative balances. He also streamlined his new check-ins procedures to ensure all DD2887s are collected and on file with the Bank.

LTJG Woods successfully passed his SMC with a 93% for Sales Operations! He recently qualified as a Surface Warfare Supply Corps Officer while supervising over 100 bounces as Helicopter Control Officer. His overall attitude and work ethic has made him more than worthy of receiving this recognition as Navy Cash Sailor of the Month.

NAVY CASH SAILOR OF THE MONTH

FEBRUARY 2017



LTJG Stephanie Gonzalez from the USS ESSEX in San Diego has been selected as the Navy Cash Sailor of the Month for February. LTJG Gonzalez hails from Islip, New York and was enlisted from 2001-2005, where she was assigned to the USS Kitty Hawk (CV 63) as an undesignated seaman and later at Commander Fleet Activities Yokosuka as a Yeoman Third Class Petty Officer. Today, as USS ESSEX (LHD 2) Disbursing Officer, she manages the new Navy Cash system and supporting several different organizations and services on board USS ESSEX.

Over the past few months she has impeccably led and coordinated the removal of the 1.4.6.3 Navy Cash System and the successful installation of the 1.4.7.1 version Navy Cash System on board USS ESSEX. This was the last ship in San Diego to receive the 1.4.7.1 upgrade of Navy Cash. Additionally, she thoroughly trained all Supply Department and crew on the usage and maintenance of all new Navy Cash equipment while coordinating with Engility (Navy Cash) and the SERCO (CANES) efforts to support ESSEX in her Planned Maintenance Availability.

Throughout this period she has maintained a 100% Navy Cash equipment inventory, provided disbursing services to over 1200 Sailors, and improved Navy Cash enrollment rate from 84-93% while leading three divisions through a challenging PMA and SMC cycle.

ESSEX is proud of LTJG Gonzalez' continuous achievement and Iron Gator Spirit. BZ!

NAVY CASH SAILOR OF THE MONTH

MARCH 2017



ENS Jaime Jackson, Disbursing Officer and PS3 Sasha Brown, Deputy Disbursing Officer onboard USS BONHOMME RICHARD (LHD 6) homeported in Sasebo, Japan have been selected as the Navy Cash Sailors of the Month for March 2017. The Disbursing team on USS BONHOMME Richard provides exemplary customer service and support to a crew of over 1200 personnel and hundreds of other embarked staff and squadron personnel. With the continual influxes of Marines and visitors coming and going, the team surpassed the enormous challenge in delivering the additional support needed for a successful Navy Cash operation. ENS Jackson and PS3 Brown strive to learn as much technical knowledge from Engility experts about Navy Cash to keep 23 Point of Sale (POS) devices, 11 vending machines, five Cashless ATMS, and two Ship's Stores operational for crew morale. In addition, they support 20 Merchants by providing sales reports, POS devices, and liaison assistance with Navy Cash Central Support Unit (CSU). Their aggressive collection of negative balances is commendable for an LHD type ship where personnel embark and debark on revolving basis. Their recent FEG audit score of EXCELLENT is a testament of hard work and dedication to supporting their shipmates, as well as procedural compliance. Assigned to arduous Forward Deployed Naval Forces duty in the Seventh Fleet, ENS Jackson and PS3 Brown continue to provide unparalleled support and assistance to the crew, as well as to the other disbursing operations on the waterfront. For these reasons and many more, they have earned the honor of February 2017 Navy Cash Sailors of the Month.

Submitted by Eli Bolina. Navy Cash Fleet Support. NAVSUP Fleet Logistics Center Yokosuka.

Navy Cash SOP Change Notices

The following is a list of the most recent SOP change notices. Disbursing Officers are required to keep a copy of all effective SOP changes notices on file for inspection with their current version of the SOP. If you are missing any of the effective notices, you can download a copy from the Treasury Navy Cash website at navycash.gov and click on “Procedures”.

		NC Ver. 1.4.6.0 SOP Ver 1.13	NC Ver. 1.4.7.1 SOP Ver 1.15
2012-003	Residual Funds on Visitor Cards	✓	
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	✓	
2012-011	Court Orders and Levies and Subpoenas on Navy Cash Accounts	✓	
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	✓	
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	✓	✓
2015-005	Navy Cash Equipment Ownership and Maintenance Responsibilities	✓	✓
2015-006	Recommendations for Spare Navy Cash Card Stocks—Revised	✓	✓
2015-007	Navy Cash System Documentation Now Available on SAILOR 2.1	✓	✓
2016-001	Residual Funds on Navy Cash Cards	✓	✓
2016-002	Treasury Navy Cash / Marine Cash Website Address Change	✓	✓
2016-003	Navy Cash System Administration Password Rotation —Revised	✓	✓
2016-004	Recommendations for Spare Navy Cash Card Stocks—Revised	✓	✓

Additional Resources



Navy Cash technical documentation is being moved to SAILOR 2.1 hosted by SPAWAR.
Documents will be available at: <https://sailor.nmci.navy.mil/sailor/Home.cfm>.

Navy Cash Treasury Website

Navycash.gov

Or

<https://www.fiscal.treasury.gov>

NAVSUP News and Media

<https://www.navsup.navy.mil/navsup/news>

[NAVSUP Features Innovation at Sea-Air-Space Expo 2016](#)

Future Training Events

2016 Refresher Training (Training is the 3rd week of the month. Non San Diego/Norfolk training to be combined with a Service Call if possible)

Location	Date
San Diego, CA	4-7 April 2017
Norfolk, VA	15-19 May 2017
Mayport, FL	19-23 June 2017
Pearl Harbor, HI	22-25 August 2017

Old School Navy Cash



Points of Contact

JPMorgan Chase Customer Service Center (CSC)

JPMorgan Chase Customer Service Center (CSC)

Cardholders: (866) 3NAVYCASH or (866) 362-8922

Website: www.navycash.com/login/login

E-mail: navycash@ezpaymt.com

Disbursing Offices/Merchants: (866) 6NAVYCASH or (866) 662-8922

Website: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

Others:

FAX: (866) CHASE01 or (866) 242-7301

Enrollment Forms (Fax): (888)-344-3796

Settlement items: (813)-432-4793

NAVSUPHQ Navy Cash Program Office

Eric Burks, Navy Cash Supervisor

Beth Pollock, Program Manager

Michael Harants, Assistant Program Manager

Wayne Kepley, Operations Manager

Mike Hassick, Financial/Shipboard Auditor

Derek Takara, Training

Matthew Winter, Program Support

Steve Thorne, ILS Manager

Nicholas Brown, Program Analyst

Ralph Pieper, Information Systems Security Manager

eric.burks@navy.mil

beth.pollock@navy.mil

michael.harants@navy.mil

wayne.kepley@navy.mil

michael.hassick@navy.mil

derek.takara@navy.mil

matthew.winter1@navy.mil

steven.c.thorne@navy.mil

nicholas.g.brown1@navy.mil

ralph.l.pieper@navy.mil

NAVSUP FLC Navy Cash Fleet Support

Hugh Chin, Waterfront Support (LANTFLT)

Andrew Yager, Waterfront Support (PACFLT)

Elias Bolina, Waterfront Support (Yokosuka)

hugh.chin@navy.mil

andrew.yager@navy.mil

elias.bolina@fe.navy.mil

For archived Navy Cash Bulletins, please visit:

www.fiscal.treasury.gov/fsservices/gov/pmt/navyMarineCash/news.htm