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Apr/May/June/2017

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IMPORTANT: NAVY CASH TRANSITION INFORMATION

**EFFECTIVE 21 AUGUST 2017 NAVY CASH PROGRAM WILL
TRANSITION TO FEDERAL RESERVE BANK BOSTON (FRBB) AND PNC BANK**

R 111535Z JUL 17 ZYB Navy Cash Program Treasury Agent Transition and Issuance of New Cards

DISBOS/SUPPOS review NAVMSG and detailed Transition information
package/calendar (also available on www.navycash.gov)

IMPORTANT INFORMATION

Treasury, FRBB, PNC, JPMC and NAVSUP have been working together to make the transition as seamless as possible, with minimal impact to the Fleet and cardholders

Ships will continue to operate and conduct normal day to day operations during the transition period

Transition starts Friday 18AUG and ends Monday 21AUG. Round trips will be suspended and will resume automatically on Monday

Shore blackout period 20AUG 2200 EST until 21AUG 0600 EST. Navy Cash SHORE MasterCard Debit transactions will be unavailable

Before 21AUG ships will receive new PNC Instant Issue/Visitor Cards.

If cards are not received by 16AUG, open a case and contact your FLC rep

On 21AUG, only PNC Instant Issue and Visitor Cards will be issued. Example:

As cards expire, are lost, stolen or damaged replace them with the new PNC card.

Example: Any new enrollee will receive a new PNC card

Both the old cards and new PNC cards will work on all Navy Cash equipment

After 21AUG once a round trip has completed and new cards are activated, destroy all unissued legacy JPMC cards IAW SOP

OCT 2017 through DEC 2018 Embossed Card Distribution

All active legacy JPMC cards will have to be replaced with PNC cards by 31-DEC 2018. Card replacement will occur on a ship by ship basis; TYCOMs/FLCs will schedule/coordinate w/ships

GOAL: Replace all legacy JPMC cards by 31 December 2018

Additional questions should be directed to your FLC POC

New Card, New Look!!



NEW NAVY CASH CARD



REPLACES



OLD NAVY CASH CARD

AGENT AND CARD TRANSITION — CALENDAR OF BASIC EVENTS

July 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
		<ul style="list-style-type: none"> ▪ DISBOs Review Transition Comm Plan with SUPPO. 	<ul style="list-style-type: none"> ▪ DISBOs brief CO, XO, CMC, Department Heads, Wardroom, Chief's Mess on NC Transition this week or next. 	<ul style="list-style-type: none"> ▪ Fiscal Service posts on NC website: NC Transition Comm Plan, PNC Change Notice, Card Carrier, Terms & Conditions. ▪ DISBOs review Transition Comm Plan. ▪ NC Team publishes Quarterly Bulletin, to include Transition announcement and DISBO Tear Sheets. ▪ FLCs send Intro Email (Email 1). 	<p>Weekly shipment PNC cards</p> <ul style="list-style-type: none"> ▪ DISBOs send email to FLC to confirm shipment of cards was received 	
23	24	25	26	27	28	29
	<ul style="list-style-type: none"> ▪ FLCs send DISBOs Customer Service Email (Email 2). 	<ul style="list-style-type: none"> ▪ FLCs send DISBOs Service Outages Email (Email 3). 	<ul style="list-style-type: none"> ▪ FLCs send DISBOs FAQs Email (Email 4). 	<ul style="list-style-type: none"> ▪ FLCs send DISBOs Change Notice and Ts&Cs Email (Email 5). 	<p>Weekly shipment PNC cards</p> <ul style="list-style-type: none"> ▪ DISBOs send email to FLC to confirm shipment of cards was received 	
30	31	<p>FIRST PHASE: Navy Cash team will be sending stocks of new PNC Navy Cash instant issue and visitor cards to all Navy Cash ships via weekly shipments that begin 7 July 2017. When DISBOs receive the cards, they should be stored in the safe immediately. DISBOs will not need the cards until the transition is completed on 21 August 2017.</p> <p>When DISBOs receive their stock of new PNC Navy Cash instant issue and visitor cards, they should send an email to the appropriate NAVSUP FLC Navy Cash Fleet Support Group to confirm they have received their shipment of cards:</p> <p>NAVSUP FLC Norfolk, Hugh Chin – hugh.chin@navy.mil NAVSUP FLC San Diego, Andy Yager – andrew.yager@navy.mil NAVSUP FLC Yokosuka, Eli Bolina – elias.bolina@fe.navy.mil</p>				
	<ul style="list-style-type: none"> ▪ FLCs send DISBOs Hold/Clearing matching issue Email (Email 6). ▪ DISBOs post signage on Navy Cash kiosks. 					

August 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 <ul style="list-style-type: none"> ▪ FLCs send DISBOs Navy Cash cards Email (Email 7). ▪ DISBOs to use POD Notes etc. this week and next to let crew know about transition. 	2 <ul style="list-style-type: none"> ▪ FLCs send DISBOs Tear Sheets Email (Email 8). 	3	4 Weekly shipment PNC cards <ul style="list-style-type: none"> ▪ DISBOs send email to FLC to confirm their shipment of cards was received. 	5
6	7	8	9 <ul style="list-style-type: none"> ▪ DISBOs encourage cardholders to plus up their cards and complete any ACH transfer requests at the kiosks prior to 8 PM Eastern 17 Aug 2017 when JPMC processes final round trip to ensure they are not affected by transition outages. 	10	11 Weekly shipment PNC cards <ul style="list-style-type: none"> ▪ DISBOs/JPMC stop issuing instant issue/permanent cards; only issue visitor cards until transition completed. ▪ DISBOs remind cardholders their JPMC card will continue to work through transition. 	12
13	14 <ul style="list-style-type: none"> ▪ If ship has not received stock of new PNC Navy Cash cards, DISBO must notify appropriate NAVSUP FLC via email immediately. 	15 <ul style="list-style-type: none"> ▪ JPMC backend cancels any unissued JPMC instant issue/permanent cards stock. Any cards issued/ordered will cease to function after transition completed 21 Aug 	16 <ul style="list-style-type: none"> ▪ JPMC processes final round trip tomorrow Midnight UTC 18 Aug 2017 8 PM Eastern 17 Aug 2017 9 AM Japan 18 Aug 2017 	17 <ul style="list-style-type: none"> ▪ Last day transfers to/from home accounts sent out from JPMC backend. All ACH transfer requests held until after cutover. DISBOs remind members to track how much money they pull from kiosks. 	18 Weekly shipment PNC cards <ul style="list-style-type: none"> ▪ DISBOs send email to FLC to confirm shipment of cards was received ▪ DISBOs print copies of Cardholder Agreements and Change Notice for 21 August. 	19 Transition Begins
20 Transition Continues	21 Transition Completed <ul style="list-style-type: none"> ▪ Round trips resumed. ▪ DISBOs verify first round trip completed. ▪ Begin issuing PNC cards. ▪ No longer issue JPMC cards. 	22 <ul style="list-style-type: none"> ▪ After round trips confirmed, DISBOs destroy any unissued stocks of JPMC instant issue and visitor cards remaining on ship. ▪ DISBOs send email to confirm destruction to FLCs. 	23	24	25	26
	28	29	30	31	SECOND PHASE: Ship-by-ship re-carding effort begins in September 2017 and must be completed by 31 December 2018.	

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

APRIL 2017



LTJG Lara Yamada, USS GREEN BAY (LPD 20), has been selected as the Navy Cash Sailor of the Month for April 2017.

LTJG Yamada serves as the Disbursing Officer, Sales Officer and Postal Officer on one of the finest forward-deployed Amphibs in the fleet, with a newly earned Battle "E" and Supply Department Blue "E". Home-ported in Sasebo, Japan, LTJG Yamada provides disbursing services for 400 Sailors in port. Underway, she and one Marine Disbursing Deputy serve an additional crew of up to 700 Marines. With a positive and welcoming attitude, LTJG Yamada enjoys the daily interactions with Sailors who come in for Navy Cash support. Her dynamic approach in monitoring the Negative Balance program enabled her to consistently maintain ZERO Aged negative balance accounts onboard. She recently initiated a Navy Cash groom for several ships on the water front and has 100% operational capability of all POS devices, CADs, 10/10 Vending Machines, and 3/3 ATMs. She scored a 100% Outstanding with zero discrepancies on three quarterly Command Cash Verification Team Audits. LTJG Yamada's unparalleled commitment as the Navy Cash Accountable Officer and Sales Officer has earned a score of 97% with grade of OUTSTANDING during her recent Field Examination Group (FEG) Audit. For these exceptional attributes and work ethic, she is truly deserving of this recognition as the Navy Cash Sailor of the month.

NAVY CASH SAILOR OF THE MONTH

MAY 2017



LTJG Cecily Ripley, Disbursing Officer, USS NEW YORK (LPD 21), has been selected as the Navy Cash Sailor of the Month for May 2017. Since reporting onboard in July 2015, her performance while serving as the Disbursing and Sales Officer has been nothing short of superb. She earned the reputation as one of the best in the Fleet. While managing an older Navy Cash System, she spent countless hours troubleshooting the system to minimize downtime and continues to maintain the OUTSTANDING customer service USS NEW YORK is recognized for on the waterfront for. During Fleet Day, she provided several recommendations that directly improved the Navy Cash System and Customer Service, and are being used today in the fleet.

LTJG Ripley exceptional performance while serving temporarily as Supply Officer greatly contributed USS New York's successful transition in and out of Planned Maintenance Availability without error. She was instrumental to the successfully upgrade to a new Navy cash system. She maintained an impeccable accountability with a score of 91%, a staggering 40% increase from when she took over as Navy Cash Manager. LTJG Ripley is a fine example of a true professional and is truly deserving of the selection as this month's Navy Cash Sailor of the Month!

NAVY CASH SAILOR OF THE MONTH

JUNE 2017



LTJG Frank Silva, the Disbursing Officer onboard USS JOHN P. MURTHA (LPD 26), home ported in San Diego CA, has been selected as the Navy Cash Sailor of the month for June 2017. Being the first of many supply personnel to arrive at the pre-commission unit JOHN P. MURTHA, LTJG Silva temporarily filled the role as the Supply Officer establishing both the San Diego and Pascagoula locations where he ensured funding, all supplies, and services were arranged. Upon delivery, he was instrumental in the establishment of the ship's Disbursing operation, Navy Cash Operation, Ship Store, and Postal services. LTJG Silva was responsible for the proper installation of all Navy Cash equipment, training, and issuing of over 400 initial Navy Cash cards to the ship's crew. He was the primary driving force behind JOHN P. MURTHA establishing the first coffee bar onboard a medium/small class ship and the branding of the Ship Store prior to commissioning. In addition he became the first officer onboard JOHN P. MURTHA to become warfare qualified. LTJG Silva's outstanding efforts, specifically with Navy Cash, have allowed his crew to receive top-notch Navy Cash Customer Service. LTJG Silva's effort and perseverance is evident in the quality and ground breaking work he has been able to accomplish while assigned to a challenging pre-commission unit.

Submitted by Andrew Yager. Navy Cash Fleet Support. NAVSUP Fleet Logistics San Diego.

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
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 Stock Revised		✓
2016-005	Vendors Using Misc. Events Transient Mercant		✓
2016-006	New Enrollment Forms and Requirement for Full Date of Birth		✓
2017-001	Navy Cash Disbursing Application Access Control	✓	✓
2017-002	Collect and Destroy Expiring Navy Cash Visitor Cards		✓
2017-003	Negative Balance Collection and Disputed Transactions		✓
2017-004	Navy Cash Internal Policies, Procedures and Controls		✓
2017-005	Change in Fax Number to Send Affidavit on unauthorized Transactions		✓

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 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
Pearl Harbor, HI	22-25 August 2017
Fleet Engagement Mayport	19-21 September 2017
Fleet Engagement San Diego	14-16 November 2017

Points of Contact

Navy Cash FRBB Customer Service Center (CSC)

Navy Cash Customer Service Center (CSC)

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

Website: www.navycash.com/login/login

E-mail: navycash@ezpaymt.com

NEW E-mail: navycash@frb.gov

TRANSITION UPDATE 21-AUG: Email address extensions will change and old email addresses will no longer function.

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

Website: www.navycashcenter.com

NEW website: www.navycash.com

E-mail: navycashcenter@ezpaymt.com

NEW E-mail: navycashcenter@frb.gov

Others:

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

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

Settlement items: (813)-432-4793

NAVSUPHQ Navy Cash Program Office

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Michael Harants, Assistant Program Manager

Wayne Kepley, Operations Manager

Mike Hassick, Financial/Shipboard Auditor

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For archived Navy Cash Bulletins, please visit:

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