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**Volume 14: Issue 3
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New Card, New Look!!



NEW NAVY CASH CARD



REPLACES



OLD NAVY CASH CARD

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

JULY 2017



LTJG Jacqueline Chimiak, USS Hopper (DDG-70), has been selected as the Navy Cash Sailor of the Month for July 2017. Since reporting onboard in September 2016, her performance while serving as the Disbursing, Sales Officer, and Navy Cash Manager has been nothing short of superb. She has earned the reputation as the go to Disbursing Officer on the water front. She has led the DISBOs on the waterfront in providing valuable Navy Cash feedback and best practices.

Recently, she masterfully managed a Navy Cash System during a major ships local area network upgrade minimizing the impact of service to the crew. She scored a 100% Outstanding with zero discrepancies on four quarterly Command Cash Verification Team Audits. LTJG Chimiak unparalleled commitment as the Navy Cash Accountable Officer and Disbursing Officer has earned an overall grade of OUTSTANDING during her recent Field Examination Group (FEG) Audit.

As the ships Sales Officer, she led her team to exceed Stock turn by .24 and contributed \$50K of ships store profits to MWR. She demonstrated 100% accountability in disbursing Quarterly Cash Verification Audits scoring an OUTSTANDING. Planned and executed provisions on load valued at over \$70,000 in support of Hopper's 2017 Surge Deployment ensuring optimal mission readiness. She is most deserving of this award as the Navy Cash Sailor of the Month.

NAVY CASH SAILOR OF THE MONTH

AUGUST 2017



LTJG Dong Logan of USS CURTIS WILBUR (DDG 54), homeport Yokosuka, Japan, has been selected as the Navy Cash Sailor of the Month for August 2017.

While serving as the Disbursing Officer, LTJG Logan maintained efficient and flawless Disbursing operation despite facing multiple challenges. With her IT background, she was able to identify multiple major Navy Cash server errors and expeditiously corrected them. Her effective management of the Navy Cash system during a long deployment ensured smooth operation of ATMs, vending machines and the ship store which significantly enhanced the crew's morale. Additionally, she shared Navy Cash technical concepts to other Disbursing Officers on the Yokosuka waterfront, resulting in 100% operability with minimum downtime in the 7th Fleet AOR. During USS CURTIS WILBUR's Selected Restricted Availability period, she was able to migrate her entire Navy Cash system from the ship to the barge successfully without assistance from Engility. Her ability to troubleshoot and network kept her system compliant and operating at peak performance. She was recognized during the last two service calls for her superb maintenance of the Navy Cash System and her perfect accountability of all equipment. Her exceptional attention to detail and relentless efforts resulted in Navy Cash Enrollment Form on File Rate of 100%. LTJG Logan's two consecutive grade of "OUTSTANDING" on the FEG audit is a testament to her flawless administration as Sales Officer and literal commitment to her duties as the Navy Cash Accountable Official. It is an honor to recognize LTJG Logan as the August 2017 Navy Cash Sailor of the Month.

NAVY CASH SAILOR OF THE MONTH

SEPTEMBER 2017



PS2 Charles Jones, Deputy Disbursing Officer, USS KEARSARGE

(LHD 3, has been selected as the Navy Cash Sailor of the Month for September 2017. Since reporting onboard, his performance has been nothing short of superb. Always on top of the Navy Cash system onboard the ship, he coordinated with Fleet Logistics Center Norfolk and the Customer Service Unit to ensure that service was available to the crew. In preparation for and during the disaster relief efforts following Hurricanes Harvey and Maria, he was instrumental in assuring that the ship received an emergency stock of Navy Cash Cards and enrolling over 500 Marines and Sailors as new Navy Cash users. He spent countless hours troubleshooting the system to minimize downtime and continues to maintain an OUTSTANDING on customer service.

Petty Officer Jones exceptional performance is an example to emulate by both peers and senior Personnel Specialists. He is a true professional and is deserving of the selection as this month's Navy Cash Sailor of the Month!

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. 1.4.7.1
SOP Ver 1.5

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

2017 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
Norfolk, VA	13-17 November
San Diego, CA	28 November-01 December
Everett, WA	Mid-Jan 2018 Proposed

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

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For archived Navy Cash Bulletins, please visit:

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