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Disbursing News

Managing NavyCash Card Balances

DISCHARGES/SEPARATIONS/TRANFERS

Planning for sufficient lead time to allow transfers of cash balances, and recoupment of negative balances, prior to cardholders leaving the ship is a financially prudent business practice and also supports a commitment to provide the crew with the best customer support.

NavyCash Program Management Office recommends that local disbursing officers establish written procedures in accordance with NAVSUP P-727 that are approved by the CO to handle paperwork on discharges, separations and card holders transferring to other commands.

The procedures will establish proper lead times to ensure timely receipt and processing of documents required (pro-loss report, SH events, DD 214s, orders, etc). The procedures will specifically request timely notification of those members being separated early, including members transferring to another activity for separation.

The procedures should address the necessary lead time to recoup any negative balance in the Navy Cash system, destroy Navy Cash card for members being discharged or separated and clear any remaining balances on the Navy Cash card for each cardholder.

As referenced in the NavyCash SOP Chapter 8.8.1, paragraph e.5: The disbursing officers must be proactive in collecting negative balances within the required 10 calendar day period to ensure members are not transferring or separating from their commands with positive cash balances, or negative balances.

If necessary, local procedures should include obtaining a viable address and current financial institution information needed to contact the member after separation or transfer from the command.

Building a local internal control policy that support "NavyCash Card Balance Management" provides the crew with the information they need to manage their personal funds, and is a best business practice!

**PLEASE READ:
IMPORTANT
MESSAGE**

Preparing the End of Life Cycle for Visitor Cards

As mandated by recent policy from OUSD and to better equip our NavyCash Disbursing Officers with best tools to reduce workload the NavyCash program has a goal to reduce and eventually eliminate Navy Cash Visitor Cards by September 2019.

The current Navy Cash Visitor Cards are “chip” only closed-loop cards. Visitor Cards are not linked to a bank or credit union account ashore and this generates unnecessary manual “Cash and Check” accountability workload in the Disbursing Office.

Navy Cash Instant Issue cards provide access to all Navy Cash capabilities (i.e. the usage of the chip-based electronic purse and the magnetic strip). Providing Instant Issue cards to government, contractor, technical representatives, and other personnel who make repeated trips to ships will not require significant changes to the current enrollment procedures.

You may say, what about negative balances! There are many ways to mitigate, negative balances such as Split Pay Option and ACH restrictions. Visitor Cards are not intended to be a remediation for controlling negative balances when there are electronic means to collect through the disbursing application or through existing MILPAY processes.

Here’s how you can affect the change using current processes, at a reasonable pace with minimal disruption to your operations.

As Visitor Cards expire, or are presented to Disbursing for cash/check loads or cashing out, personnel will be required to enroll in the Navy Cash program to receive Instant Issue cards.

Soon, you will receive a formal Navy Cash SOP Change Notice with instructions and details. Any questions about this effort can be discussed with your NavyCash FLC representatives.

Thanks for everything you do to support the warfighter and the NavyCash team!

All About OTCnet

WHAT IS OTCNET?

The Over the Counter Channel (OTCnet) application will reduce the manual workload associated with cashing and depositing checks in the disbursing office. OTCnet is the mandatory application to manage and report all check and cash deposits. OTCnet automates the deposit process, captures detailed accounting information and automates treasury classifications (TAS/BETC). Agency users report deposit information through a secure web-based application rather than by using paper-based credit vouchers.

TRAINING

OTCnet is easy to learn and web-based training is available anytime with no need to log in to the application. The OTCnet Training Program offers you several including a user-friendly web-based training (WBT) and paper-based references that are available to use any time. The web-based training allows users to train on OTCnet when it is convenient, provides new staff with training, and lets you retake modules as needed.

Web Based Training, Paper references, and more training information can be found below:
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet_training.htm

For more information or questions about training resources, please contact

Fiscalservice.OTCDeployment@citi.com

OTCnet BASIC SYSTEM REQUIREMENTS:

- o OS - Windows 7 (32-bit and 64-bit), Windows 8.1 (64-bit), and Windows 10 (64-bit) are operating systems that are supported by OTCnet.
- o OTCnet supports both Internet Explorer 10 and 11 (32-bit and 64-bit versions).
- Zoom must be set at the web browser default (100% zoom). If zoom is not set to 100%, you may experience issues while using the OTCnet application.

OTCnet BASIC SYSTEM REQUIREMENTS (Con't):

- Entrust Certification Authority - L1K and Entrust Root Certification Authority - G2 must be installed in the certificate store on your workstation.
- These certificates are normally installed by default with the operating system and/or Internet Explorer. If they do not exist or have been removed, you will need to have your agency install/re-install.
- "Use TLS 1.2" option must be enabled for all workstations using Windows 7 or higher.
- "Use SSL 2.0", "Use SSL 3.0", and "Use TLS 1.1" may need to be enabled if any of these settings are required for other applications or web sites.

*** The OTCnet System Requirements documents and other important system information can be found on SAILOR 2.0. Additionally, the system requirements are located on the OTCnet Getting Started page under the "essential documents" The document is updated as the system evolves. You're encouraged to review the System Requirements document periodically.

INSTALL PROCEDURES:

- o For sites using OTCnet only for deposit reporting, log-in to OTCnet with your Treasury Single Sign-On account at <http://otcnet.fms.treas.gov>
- o OTCnet for check capture, requires a firmware downloaded via the OTCnet website.
- Firmware CD are avail from NAVSUP FLC Navy Cash Fleet Support Waterfront Support POC.
- o Disconnected the scanner is from the workstation during the firmware install. The OTCnet firmware installer will install 2 driver packages, OCTnet and Panini. This installation will average between 7 to 10 minutes.
- o Connect the USB scanner after successful installation of the drivers.
- o Windows will automatically detect and install the USB scanner.
- USB version 2.0 must be used on the workstation to connect to the check scanner.

ORDERING A SCANNER:

A check scanner is required to “scan” and collect check images using the OTCnet Check Capture module. Check scanners are ordered directly from the vendor. Upon request, the OTCnet Deployment Team can provide forms.

RDM scanners and Cennox.

- RDM POC: Stacy Carson / 1-800-567-6227 x345 / stacy.carson@deluxe.com
- Cennox POC: Birch Harrison / 1-888-749-6396 / birch.harrison@cennox.com

If you have any questions, please contact the OTCnet Deployment Team at 703-377-5586 or at FiscalService.OTCDeployment@citi.com

CUSTOMER SUPPORT:

The OTCnet Customer Service Team

Toll free phone: 866-945-7920

Toll phone: 302-323-3159

DSN phone: 510-428-6824, Options 1, 3, 4

E-mail: Fiscalservice.OTCChannel@citi.com

OTCnet Review-Common Java Error

Lessons Learned

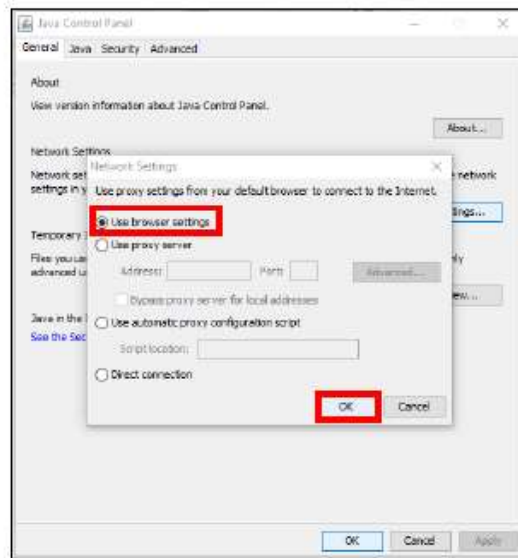
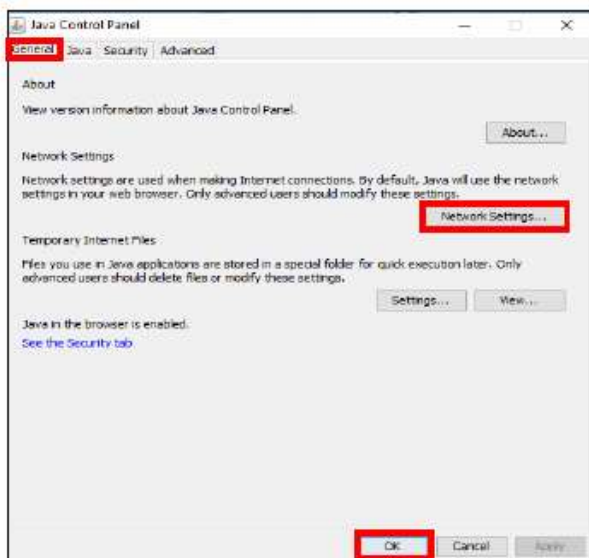
Some ships have experienced a common Java error during the install process. This next section provides troubleshooting steps and screen shots that will resolve this issue.

The OCTnet application link needs to be included in the site exceptions list within the Java Control Panel in the security tab. Adding the exceptions allow the Java applets to correctly interface with the OTCnet application. A number of check scanners are being reported as not functioning based on this on error. Step by step instructions are in the Check Capture Troubleshooting Guide, it can be emailed if needed or click link below:

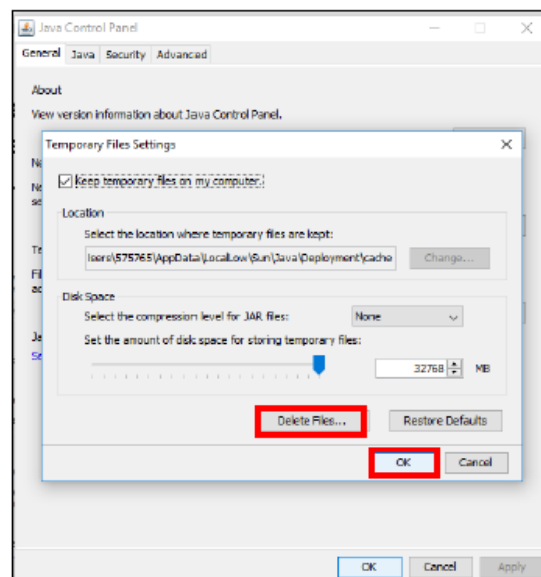
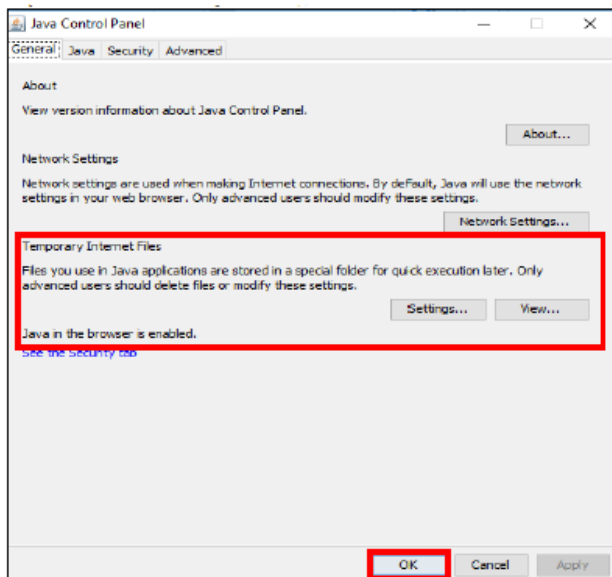
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/course_FMSOTC/docs/ckp_uq_ch08_trouble.docx

Following the steps below have resolved issues for users in the past, but due to the dynamic nature of terminal configurations and agency settings, results may differ. Users must have a 32-bit Java version installed. If both 32-bit and 64-bit Versions of Java are installed, they must be the same release and update. OTCnet recommends Java 8 (32-bit) to be installed on user workstations running OTCnet. To avoid disruption to check scanning and check processing activities, the OTCnet Team strongly recommends that agencies use the latest version of Java 8 (32-bit) on OTCnet workstations. This does not impact deposit processing users.

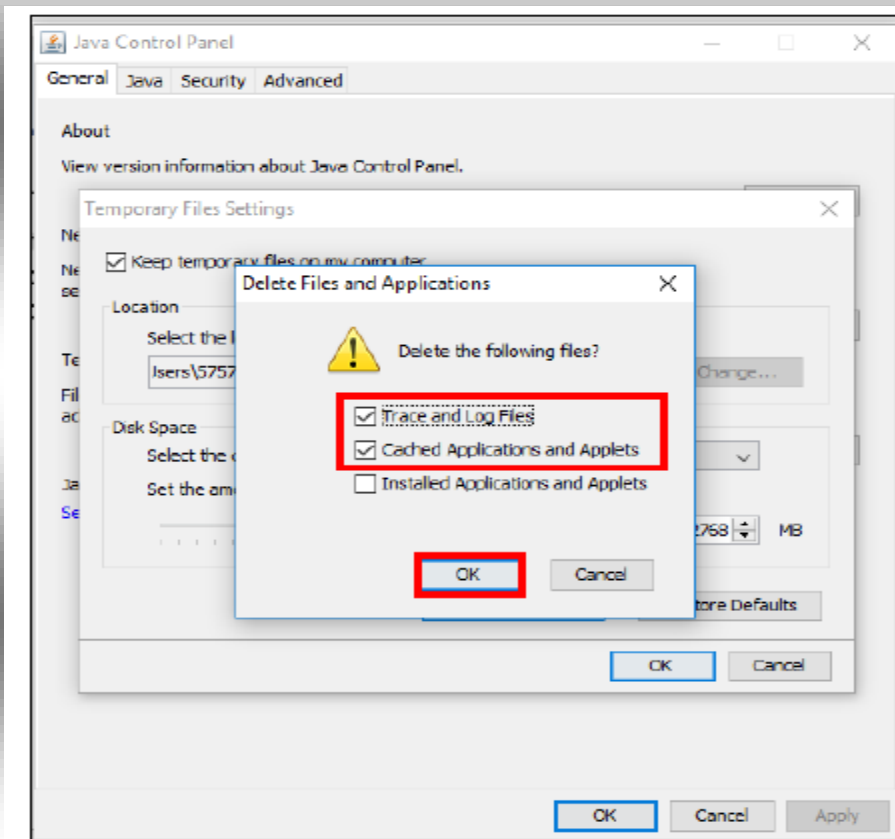
- 1) Log out of OTCnet and close Internet Explorer.
- 2) Navigate to Java from the Computer's Control Panel.
- 3) Open the Java Control Panel by clicking the Java icon.
- 4) From the General tab, click Network Settings>Use Browser Settings>OK.



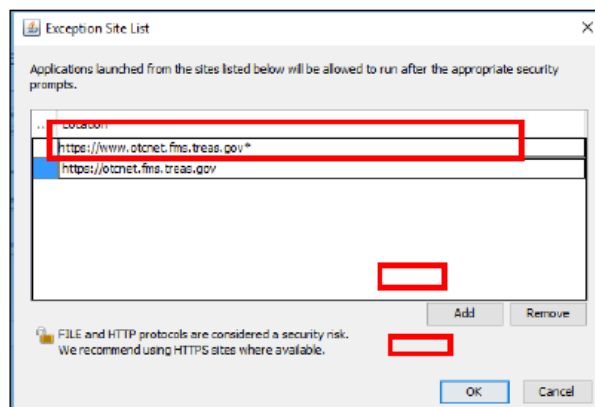
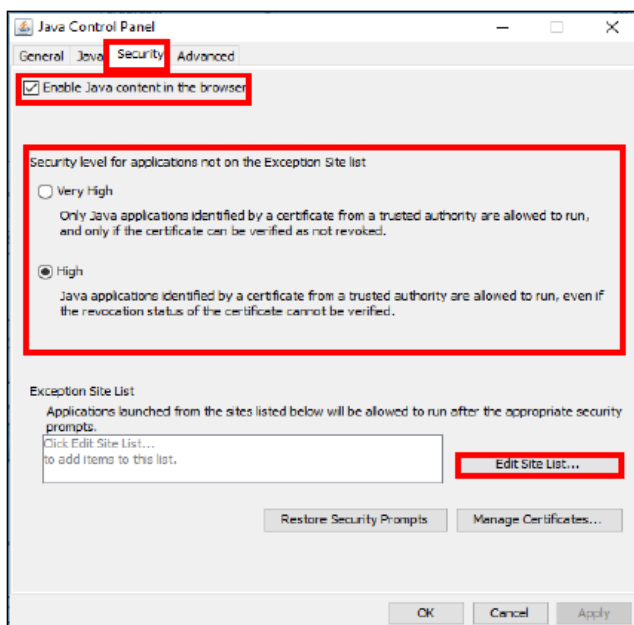
5) Under Temporary Internet Files section, click Settings..., click **Delete Files**, and then click **OK**



- 6) Click the **Trace and Log Files** check box and the **Cached Applications and Applets** check box.
- 7) Click OK.



- 8) From the **Security** tab, check the **Enable Java content in the browser** check box. Modify the security rating so that Java 7 is set to Medium and Java 8 is set to High. Click **Edit Site List** and click Add then click **OK**.



- 9) Finally, enter https://www.otcnet.fms.treas.gov* & <https://otcnet.fms.treas.gov> to the **Exception Site List** and click **Add** then **OK**.

NAVY CASH SAILOR OF THE MONTH

JULY-SEPT 2018 SPECIAL NOTICE



Congratulations on LANT/PAC Fleet for being nominated for Sailor of the Month for July 2018!!

Due to the High OPTEMPO in Disbursing Operations during 2018, and in the spirit of team work, NAVSUP would like to take this opportunity to show its appreciation for all the hard work, dedication and determination of the fleet in all areas of disbursing, store operations, and the tremendous customer service support efforts required to accomplish a major victory for the Navy Cash program.

The LANT/PAC fleet staff and every DISBO has contributed significant time and effort to successfully accomplish ...on time and ahead of schedule the completion of the NavyCash recarding effort.

Over XX,000Cardholder received a new NavyCash card in 2018, and the program office would not have been able to accomplish this without the Fleets support. Thanks for everything you do to support the warfighter and the NavyCash team!

NAVY CASH SAILOR OF THE MONTH

JULY 2018



LTJG Joshua Imperial of the USS STERETT (DDG 104) has been selected as the Navy Cash Sailor of the Month for July 2018. His flawless administration as Disbursing Officer and dedication to excellent customer service resulted in OUTSTANDING scores for two Field Examination Group audits. By providing quick, continuous operation of the Navy Cash system and ensuring 100% readiness of the equipment, he has been able to sustain Navy Cash operations through two 7th Fleet deployments, RIMPAC and various fleet training exercises. His knowledge of the Navy Cash system and detailed coordination with off ship entities enabled him to seamlessly execute a compressed ship to barge Navy Cash migration that ensured Navy Cash was back to full operation in just over 48 hours. With just three months between two 7th Fleet deployments he ensured that STERETT accomplished 100% recarding in support of the Navy Cash Bank transition. LTJG Imperial's proactive performance and disbursing expertise promotes the STERETT Standard and sets an example for Disbursing Officers to emulate. He is deserving for his selection as Navy Cash Sailor of the Month! Hooyah!

NAVY CASH SAILOR OF THE MONTH

AUGUST 2018



LTJG Jacob S. Bernoski of the USS Theodore Roosevelt (CVN 71), home-ported in San Diego, CA, has been selected as the Navy Cash Sailor of the Month for August 2018.

Since reporting onboard in December 2016, LTJG Bernoski has been an exemplary Disbursing Officer, Naval Officer, and a valuable member of the TR family. During the 2017-2018 5th Fleet deployment, he provided uninterrupted Navy Cash services to Sailors and Marines onboard; conducting over \$1.3M of Navy Cash transactions, collecting more than \$50K of negative balances, and flawlessly processing more than 250 Savings Deposit Program deposits totaling over \$650K while maintaining system readiness and 100% accountability of Navy Cash equipment. As a result of his outstanding achievements during this deployment, he was awarded the Navy Achievement Medal.

He continues to provide superior services to the TR crew during the ship's maintenance availability as well as working alongside the Navy Cash Fleet Support team to issue over 1,000 Navy Cash cards in support of the transition to PNC Bank, and coordinating with the Navy Cash Program Manager for system hardware and software upgrades.

Bravo Zulu, LTjg Bernoski, for your selection as the Navy Cash Sailor of the Month!

NAVY CASH SAILOR OF THE MONTH

SEPTEMBER 2018



The Disbursing Team of the USS RONALD REAGAN (CVN 76) homeported in Yokosuka, Japan was selected as the Navy Cash Sailors of the Month for September 2018. LTJG Mon, PSC Fosu-Enniful, PS2 Seger, and PSSN Metcalf were collectively selected for their dedicated customer service, outstanding technical knowledge and performance as Navy Cash Managers and Operators. While assigned on the only forward deployed Aircraft Carrier to the U.S. 7th Fleet, the Disbursing Team has expertly supported the crew and visitors of over 4,225 personnel. Some of their recent milestones include:

- The re-carding and transition from JP Morgan Case Bank to PNC Bank for the crew on America's Flag Ship
- Transition and installation of the Navy Cash equipment upgrade on both software, hardware and maintains over 80 pieces of Navy Cash equipment

The disbursing team consistently maintains ZERO Aged negative balance accounts by mentoring young sailors in the proper management of their Navy Cash accounts. Additionally, the entire team spent countless hours troubleshooting faulty Navy Cash devices and system malfunctions to minimize downtime and continue to provide OUTSTANDING customer service.

Bravo Zulu to a most deserving selection for Navy Cash Sailors of the Month!

Additional Resources



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

Navy Cash Treasury Website

[Navycash.gov](https://navycash.gov)

Or

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

NAVSUP News and Media

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

Location	Date
San Diego (FEM)	Jan 2019

Upcoming Refresher Training

Location	Date
Everett, WA	November 2018
Norfolk, VA	November 2018
San Diego, CA	December 2018

Points of Contact

Federal Reserve Bank of Boston Customer Service Center (CSC)

Customer Service Center (CSC)

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

Website: www.navycash.com

E-mail: navycashcenter@frb.org

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

Website: www.navycashcenter.com

Email: navycashcenter@frb.org

Fax: 1-617-619-8945

Others:

FAX: (617)-619-8945

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

NAVSUPHQ Navy Cash Program Office

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