



IN THIS ISSUE:

What's New!

Disbursing News

End of Life Cycle for Visitor Cards

All About OTCnet

OTCnet Review-Common Java Error

October/November/December/ Sailor of the Month

Additional Resources

Future Events/Training

Points of Contact

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**

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 eliminate Navy Cash Visitor Cards by September 2019.

Per the Department of the Navy Memorandum for Distribution 7000 SER FMP-1/017 Dated 14 Nov 2018, Visitor cards will no longer be approved. Anyone on a Navy Ship/Ashore Duty that has a U.S. Bank account should be issued an Instant Issue card.

The current Navy Cash Visitor Cards are closed-loop-only cards. Visitor Cards do not have an open-loop account associated with them and are not linked to a bank or credit union account ashore and this generates unnecessary manual “Cash and Check” 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 is the mandatory application for federal agencies 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 receipts through a secure web-based application rather than by using paper-based credit vouchers.

TRAINING:

OTCnet is easy to learn. You can take web-based training anytime with no need to log in to the application. The OTCnet Training Program offers you several tools to successfully learn the OTCnet System. These tools include a user-friendly web-based training (WBT) and paper-based references that are available for agencies and financial institutions 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.

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.
- 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.
- For a Firmware CD, contact your 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:

In order to collect check images and information using the OTCnet Check Capture module, your location will need to use a check scanner. To place an order, purchase the hardware directly from the vendor. Upon request, the OTCnet Deployment Team will provide your organization with forms for the vendors: RDM

(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

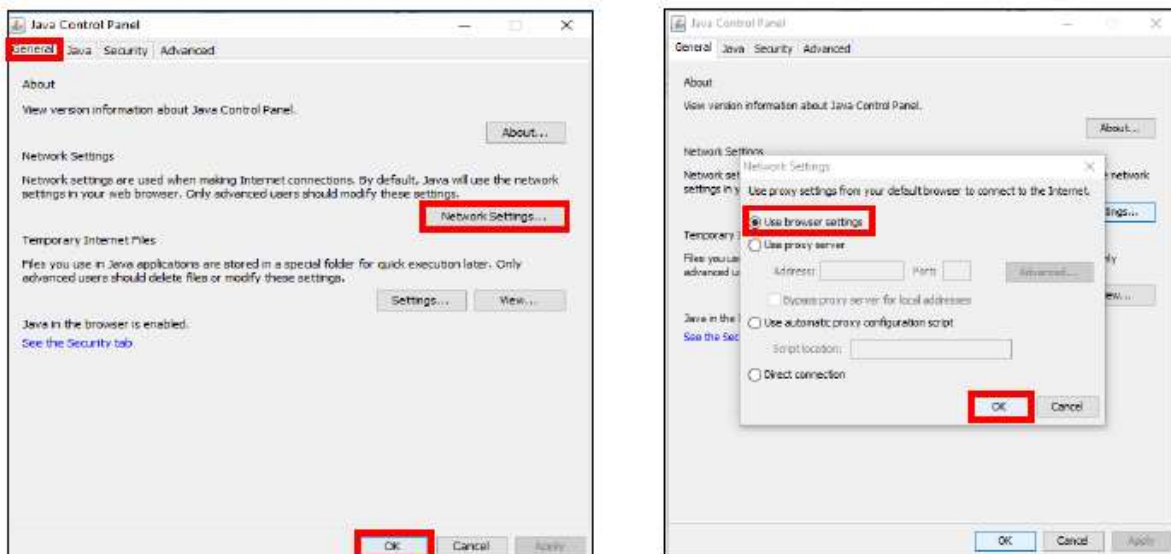
OTCnet Review-Common Java Error

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:

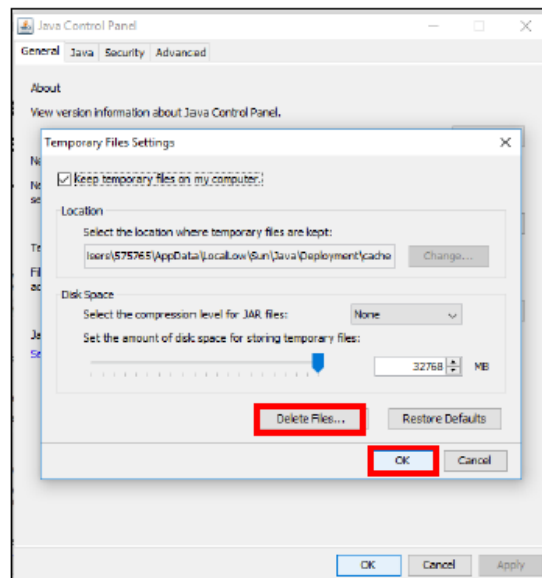
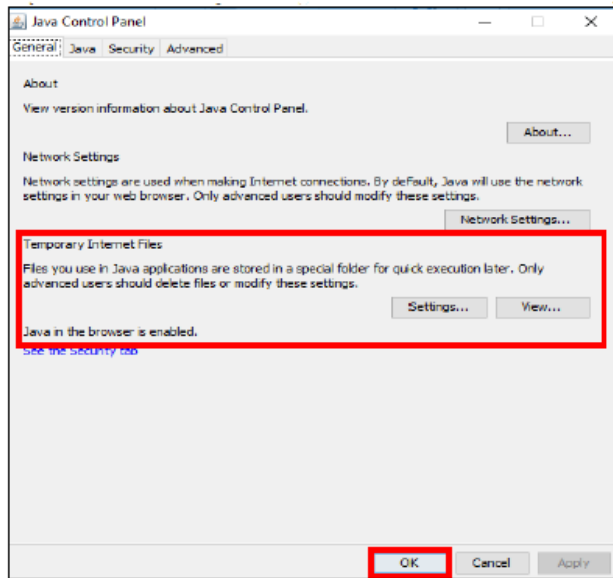
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/course_FMSOTC/docs/ckp_ug_ch08_trouble.docx

These tips 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.

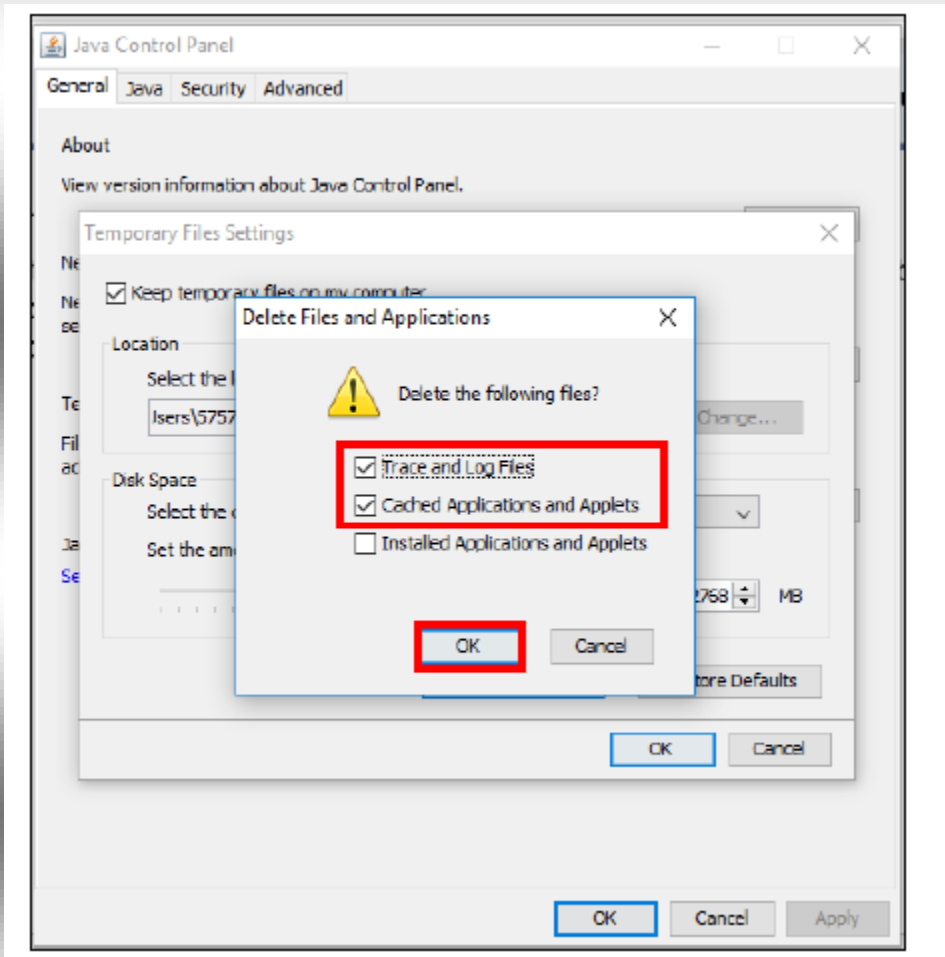
- 1) Log out of OTCnet and close Internet Explorer.
- 2) Navigate to Java from the Computer's Control Panel.
- 3) Open the Java Control Panel by clicking the Java icon.
- 4) From the General tab, click **Network Settings>Use Browser Settings>OK**.



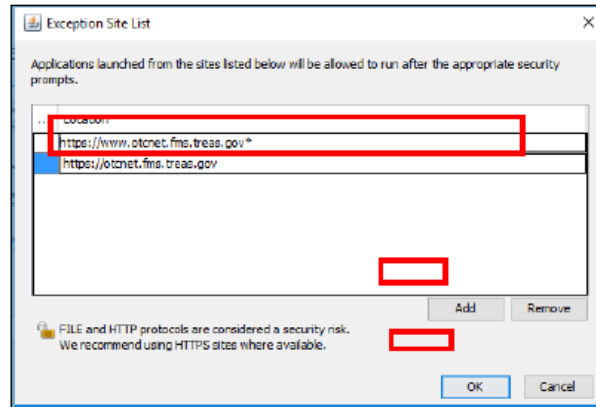
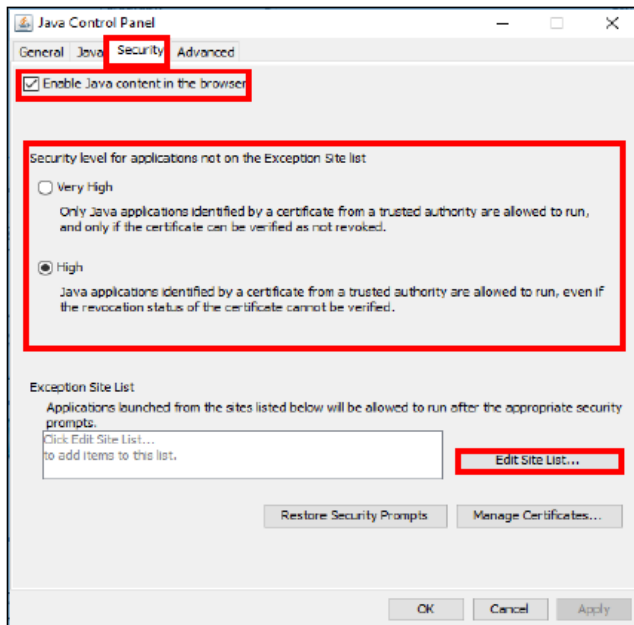
- 5) Under Temporary Internet Files section, click Settings..., click **Delete Files**, and then click **OK**



- 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* and <https://otcnet.fms.treas.gov> to the **Exception Site List** and click **Add** then **OK**.

NAVY CASH SAILOR OF THE MONTH

OCTOBER 2018



LTJG Oluwatobi Kazeem, Disbursing Officer aboard USS STETHEM (DDG 63) has been selected as the Navy Cash Sailor of the Month for October 2018. Since reporting onboard in August 2017, LTJG Kazeem hit the ground running by ensuring the Navy Cash system upgrade had no impact to customer service. During an extensive underway time, he spent countless hours troubleshooting the Navy Cash system, restored services to ATMs, and repaired inoperable Card Accepting Devices to maintain services throughout the ship. During a FEG audit, LTJG Kazeem received an Outstanding score which is a testament to his drive for perfection and commitment to his duties. He was recognized by the Engility Navy Cash Technical Training team during the last service call for his phenomenal maintenance of the Navy Cash System and his perfect accountability of all equipment. Additionally, he consistently maintains ZERO AGED negative balance accounts and provides a dynamic role in mentoring young sailors in the proper management of their Navy Cash accounts. LTJG Kazeem has made STETHEM's Disbursing operation one of the best on the waterfront. Bravo Zulu!

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

NAVY CASH SAILOR OF THE MONTH

NOVEMBER 2018



LTJG Mathew Miller of the USS ESSEX (LHD 2) has been selected as the Navy Cash Sailor of the Month for November 2018. He superbly led the Disbursing Operation during ESSEX's historic 2018 deployment of the F-35B Joint Strike Fighter across SEVENTH and FIFTH Fleet Areas of Responsibility. His meticulous management of the Disbursing Operation ensured 100% equipment readiness, supporting over 2,700 Sailors and Marines which significantly contributed to ESSEX's sustained mission support of 13th Marine Expeditionary Unit and VMFA 211's "First Ever" F-35B Joint Strike Fighter Combat Operations in support of OPERATION FREEDOM SENTINEL and OPERATION INHERENT RESOLVE. Additionally, he received an overall "Outstanding" grade of 98.31% during the last surprise Field Exam Group Audit in which he earned perfect 100% scores in Disbursing Accountability, Cash Management, and General Management. He also ensured 100% Navy Cash re-carding in support of the Navy Cash Bank transition under a strict time constraint prior to ESSEX's deployment. LTJG Miller's relentless drive for excellence has been impressive and his superior support to the crew has successfully enabled ESSEX's operational and mission readiness. His performance strongly merits the recognition of the Navy Cash Sailor of the Month.

NAVY CASH SAILOR OF THE MONTH

DECEMBER 2018



The Disbursing Division of the USS ABRAHAM LINCOLN (CVN 72) has been selected as the Navy Cash Sailors of the Month for December 2018. ENS Mangold, PSC Gregorio, PS2 Headley, and PS2 Rono were collectively selected for their dedicated customer service, outstanding technical acumen, and sustained superior performance. Disbursing Agents PS2 Headley and PS2 Rono diligently worked to prepare the USS ABRAHAM LINCOLN for an arduous operational schedule, processing over 4,000 Navy Cash cards, 100 trouble tickets, and 5,000 customer transactions over the course of this year.

In October, the Disbursing team was selected to host the Commissioner of the Fiscal Service as well as other senior level executives from the U.S. Treasury Department. They demonstrated the Navy Cash program and how it supports fleet operations. A shining example of the program, they were praised for their professionalism and procedural expertise.

Finally, the fruits of their labor culminated in November, when the Disbursing Division received an unannounced, surprise audit from the Norfolk Field Examination Group, but proved their exemplary teamwork by earning a grade of Outstanding for their score of 96.00%. For their unwavering devotion and dedicated customer service, the USS ABRAHAM LINCOLN's Disbursing team is truly deserving of recognition as the Navy Cash Sailors of the Month! BRAVO ZULU!

Submitted by Hugh Chin. Navy Cash Fleet Support. NAVSUP Fleet Logistics Center Norfolk.

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

Or

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

NAVSUP News and Media

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

Future Events

Location	Date
San Diego (FEM)	Jan 22-24 2019
Mayport (FEM)	March 26-28 2019
Norfolk (FEM)	May 21-23 2019
San Diego (FEM)	July 23-25 2019
Bremerton (FEM)	Sept 24-26 2019
Norfolk (FEM)	Dec 3-5 2019

Upcoming Refresher Training

Location	Date
Everett, WA	15-18 January 2019
Norfolk, VA	26-29 March 2019
San Diego, CA	8-12 April 2019
Mayport, FL	23-26 April 2049
Yokosuka, JA	TBD AD Hoc training w/concurrent service call or ER install

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

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