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REFRESHER TRAINING**

**\*\*\*NAVY CASH CORRECTIVE MAINTENANCE  
GLOBAL DISTANCE SUPPORT CENTERS  
NAVY CASH PROGRAM OFFICE**

## JULY'S NAVY CASH SAILOR OF THE MONTH



**LTJG Kenneth Anderson of the USS PELELIU (LHA 5)** has been named Navy Cash Sailor of the Month for July 2013. Serving as the Navy Cash Manager and Sales Officer, LTJG Anderson expertly sustained superior Navy Cash operations during the ship's eight month WESTPAC deployment. He meticulously executed the collection and disbursement during the deployment which resulted in 100% accountability of all financial transactions. Additionally he flawlessly executed the disbursement in currency on hand to the crew during 6 port visits with zero loss of funds. His meticulous attention to details in Navy Cash and Disbursing processes and procedures contributed to PELELIU earning a 9th consecutive Logistics Management Excellence Award and FY12 Battle Efficiency Award. As the Sales Officer, he led his Sales Division that exceeded previous levels in sales and increased profits to PELELIU's MWR fund which greatly enhanced the morale of over 2,600 Sailors and Marines. His hard work culminated in PELELIU earning the FY12 NEXCOM Ship Store and Retail "Best in Class" Award. LTJG Anderson's dedication to the Navy Cash Program, outstanding leadership and positive approach have reflected greatly upon himself and the USS PELELIU, making him a most deserved recipient of the Navy Cash Sailor of the month.

Submitted by Andrew Yager Navy Cash Fleet Support NAVSUP Fleet Logistics Center Group-San Diego.  
 Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)

## AUGUST'S NAVY CASH SAILOR OF THE MONTH



**PS2 (SW/AW) Christina Park of the USS BOXER (LHD 4)** has been named Navy Cash Sailor of the Month for August 2013. PS2 (SW/AW) Christina Park's precise accounting skills and focused attention to detail has contributed to consistent outstanding grades on disbursing audits and assessments onboard USS BOXER (LHD 4). In preparation for 2013-14 WESTPAC deployment, she ensured BOXER had a fully mission capable Disbursing and Navy Cash operation. She regularly deals with both Sailors and Marines, with an exceedingly high level of knowledge, and uses her people skills to assist each customer with patience and professionalism. Her consistent 'can do' attitude simplifies even the most challenging Navy Cash scenarios. She is capable of working both independently and in a team environment. With her optimistic attitude, PS2 Park is quick to solve many Navy Cash issues in a timely fashion. PS2 Park's exemplary performance makes her a natural selection for Navy Cash Sailor of the month.

Submitted by Andrew Yager Navy Cash Fleet Support NAVSUP Fleet Logistics Center Group-San Diego.  
Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)

## SEPTEMBER'S NAVY CASH SAILOR OF THE MONTH



**ENS Michael Barton of the USS JASON DUNHAM (DDG 109)** has been named Navy Cash Sailor of the Month for September 2013. ENS Michael Barton serves as the Disbursing Officer and Assistant Supply Officer aboard USS JASON DUNHAM (DDG 109). Being the epitome of self-sufficiency and customer service, he has increased the crew's morale by providing outstanding customer support for a large crew of approximately 300 Sailors. During the recent Navy Cash upgrade and throughout the ship's SRA period, ENS Barton ensured all equipment was fully operational and available. In Disbursing operations he received an overall rating of "Excellent" during JASON DUNHAM's recent Field Examination Group Audit (FEG). Because of his thorough training on the Navy Cash processes, he regularly maintains a zero Negative Balance report. During a recent visit from Engility, ENS Barton was said to be one of the most stellar Disbursing Officers on the waterfront. ENS Barton instills an environment of knowledge sharing by providing training insights with the Navy Cash system Merchant operators; creating fully trained staff who are knowledgeable on all system functions. ENS Michael Barton represents all the aspects which allow the program to thrive and is well-deserving of being named Navy Cash Sailor of the Month.

Submitted by Hugh Chin Navy Cash Fleet Support Group – NAVSUP Fleet Logistics Center-Norfolk.  
Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)



### Installations

As of 30 August 2013, the Navy Cash system is currently installed on 146 active Navy ships.

### Refresher Training

These classes are for you! The attendees should include: IT/ETs, DISBOs, PSs, Ship Store Officers, and SHs.

Location	Date
Norfolk and San Diego	2 <sup>nd</sup> QTR FY14

POC is Andrew Yager - [andrew.yager@navy.mil](mailto:andrew.yager@navy.mil) - (619) 556-6493 & Hugh Chin - [hugh.chin@navy.mil](mailto:hugh.chin@navy.mil) - (757) 443-1189

### Installation – Navy Cash Tech. Refresh

\*ALL DATES ARE SUBJECT TO CHANGE

HULL	SHIP	HOMEPORT	START
DDG 98	FORREST SHERMAN	Norfolk	15-Oct-13
DDG102	SAMPSON	San Diego	29-Oct-13
LPD 25	SOMERSET (P)	Install-New Orleans Homeport-San Diego	29-Oct-13
DDG 69	MILIUS	San Diego	19-Nov-13
DDG 74	MCFAUL	Norfolk	19-Nov-13
DDG 58	LABOON	Norfolk	17-Dec-13
DDG 59	RUSSELL	San Diego	14-Jan-14
DDG 78	PORTER	Norfolk	14-Jan-14
DDG 90	CHAFEE	Pearl Harbor	21-Jan-14
DDG 60	PAUL HAMILTON	Pearl Harbor	18-Feb-14
DDG 76	HIGGINS	San Diego	25-Feb-14

**Ships on the waterfront are encouraged to participate!**



**NAVY CASH DOCUMENTS NOW ON ALL SHIPS NIAPS SERVERS:**  
***SOP and guides for Maintenance, COMM problems, OTCNet, and Refresher Training slides. Contact your NIAPS IT for guidance on how to access this information:***

## **STANDARD OPERATING PROCEDURES (SOP)**

- NC SOP 1.13 Sys ver 1.4.6
- NC SOP 1.14
- NC SOP Appe E Website
- NC SOP Change Notices
- NC SOP and Function Guides
- Forms, Logs, and Checklists
- NC Card User Guides
- POD Notes
- Hull Swap
- Navy Cash Contingency Planning Guide



## **EQUIPMENT MAINTENANCE**

- Component Maintenance
- Troubleshooting
- NC System Admin for 1.4.6/1.4.7
- NC Information Assurance
- NAVY CASH® USER'S LOGISTICS SUPPORT SUMMARY (ULSS) 1.4.6
- System Admin Functional Training Tasks Checklist1.4.6

## **COMM PROBLEMS**

- Off Ship Communication problems

## **DISBURSING OVER THE COUNTER CHANNEL APPLICATION (OTCNET).**

- OTCNET
- 1st Place to start
- Check Scanner Ordering
- Certificates
- Check Capture Training
- Terminal Setup
- Deposit Reporting Training
- OTCNET Training Manuals



## NAVY CASH<sup>®</sup> CORRECTIVE MAINTENANCE

**ORGANIZATIONAL LEVEL MAINTENANCE.** When Navy Cash experiences hardware, software, or communications issue, the ship itself is responsible for the initial efforts to troubleshoot, isolate, and correct the problem. This may require a coordinated effort from the Disbursing Officer, PSs, SHs, ITs, ETs, etc. Navy Cyber Forces sent a message reiterating the responsibility of the ship's ITs for supporting Navy Cash (COMNAVCYBERFOR VIRGINIA BEACH VA 281600Z Feb 11). Selected spares are available on board the ship to replace failed equipment. In general, if a device fails, the ship is responsible for installing a spare in its place. If unable to isolate the problem or affect the necessary repair, the ship is responsible for initiating a trouble call to the Navy Cash Central Support Unit (CSU) for technical assistance.

**Spares.** The Navy Cash depot is required to maintain spares to meet Navy Cash demand with a fill rate of 95 percent. The normal requirement for shipment of spare parts is the business day following receipt of the requirement; however, the depot is also required to provide a capability for emergency shipment of items in an expedited manner the same business day.

**DISTANCE SUPPORT.** The Navy Cash maintenance concept specifies Distance Support for initial technical support efforts. Technical personnel ashore will provide troubleshooting guidance by phone or e-mail.

**Tier 1 Support.** The CSU provides Tier 1 support 24/7, answering calls and taking basic information about any technical problems. The CSU assigns case numbers and provides problem tracking. Trouble calls are handed off to the JPMorgan Chase (JPMC) Navy Cash Technical Support team (NCTS).

**Tier 2 Support.** The JPMC NCTS provides Tier 2 support with skill sets that cover every aspect of the Navy Cash system. Tier 2 support provides troubleshooting guidance to the Fleet via phone and e-mail as soon as contact with the ship can be made. The CSU forwards trouble calls to the JPMC NCTS during normal working hours. During evening and weekend hours, critical issues are forwarded immediately to an NCTS representative. Critical issues include, but are not limited to:

- One server node is down and cannot transfer control to second node
- Cluster administrator NCP and NCSservice resources are offline
- All Navy Cash Kiosks (K80 Cashless ATMs) are offline
- All devices, i.e., POSs (K22s), Kiosks (K80s), and CADs, are offline
- End of Month (EOM) if a ship has not had a roundtrip in five or more days and case has not already been opened
- Split Pay affecting multiple members if a case has not already been opened
- Any issue involving a Commanding Officer (CO), Executive Officer (XO), or Admiral

The JPMC NCTS is assisted by technicians from the Navy Cash depot. The Navy Cash depot is available Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Hawaii, except holidays. Calls received after hours are sent to voice mail, which is checked each business morning. In addition, 24/7 pager support for emergencies is available.

ON-SITE TECHNICAL ASSISTANCE. On-site technical assistance is available to resolve Navy Cash-specific problems that cannot be resolved over the phone or e-mail, but generally only after all other Distance Support troubleshooting efforts have been exhausted.

Tier 3 Support. Tier 3 support is provided by JPMC and Navy Cash depot technical personnel for hardware, software, or communications issues beyond the repair or troubleshooting capability of the ship. Tier 3 support is available from the Navy Cash depot Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Hawaii, except holidays. After hours, weekends, and holidays, support is available to support emergency requirements 24/7 via emergency pager.

Norfolk and San Diego. In Norfolk and San Diego, the Navy Cash depot provides on-site technical assistance to the Fleet the next business day or as soon as possible given the extent of the impact of any failure on Navy Cash operations.

Other Homeports and Ships Deployed Overseas. In other homeports and for ships deployed overseas, because of the diverse skill sets required to support the hardware, software, network, and communications aspects of the Navy Cash system, the particular technician that will be sent to a ship is generally not determined until the nature and extent of the problem is understood. Upon direction from the NAVSUP program office, JPMC will coordinate Tier 3 on-site technical assistance with the ship, the program office, and technical support personnel to determine the best support solution in the shortest time possible, with input from the appropriate Type Commander as necessary.

Funding Responsibility. As with any other afloat system, any costs associated with on-site technical assistance, including travel, will be borne by the ship or the Type Commander. For ships in homeports other than Norfolk and San Diego, the NAVSUP program office will bear the cost of an on-site tech assist when it can be combined with other Navy Cash visit requirements, such as pre- and post-deployment service calls (grooms).

Ships Deployed Overseas. For ship deployed overseas, on-site technical assistance is available only after all other Distance Support troubleshooting efforts have been exhausted and only for systems that are at or near complete mission failure.

MISSION CAPABILITY MATRIX. A mission capability matrix has been developed to correlate specific system components with the critical services they provide, and, based on that information, characterize the consequences of single or multiple component failures on the mission capability of the Navy Cash system. A copy of this matrix, extracted from the Navy Cash User's Logistics Support Summary (ULSS) of March 2006, has been included below. The mission capability matrix is intended for use by all parties to assist in determining the extent of the impact of any failure and the urgency of efforts to restore the system to full or partial mission capability. If the Navy Cash system is at or near complete mission failure, technical support personnel can be dispatched to provide on-site assistance.

Casualty Report (CASREP). According to the Navy Cash ULSS, the ship should provide a CASREP message for urgent maintenance problems beyond shipboard capabilities and include NAVSUPSYSCOM MECHANICSBURG PA//414// for action or information, as appropriate, on the CASREP message. Any replacement parts necessary to enable correction of the CASREP will be shipped within 24 hours after acknowledgment of receipt of the CASREP. All failed system units, LRU, will be turned in as directed by the CSU or Navy Cash depot.



## Navy Cash Customer Service

JPMorgan Chase Customer Service Center (CSC)

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

Website: www.navycash.com

E-mail: navycash@ezpaymt.com

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

Website: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

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

Enrollment Forms: 888-344-3796

Settlement items: 813-432-4793

CSU: 866-242-7301

## Navy Cash Program Office

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For previous Navy Cash Bulletins, please visit the NAVY Cash and US Treasury Website:

<http://fms.treas.gov/navycash/news.html>