Index

$25 Vending Counter, 1-16, 7-10, 7-11, 8-240

Accepting Cash Sales, 1-9, 1-13, 3-3, 4-7, 7-3

Access Control for Navy Cash Application
- Add Navy Cash Operator, 8-107
- Add New User, 8-140
- Assigned Access Rights Editor, 8-136
- Change Password, 8-139
- Group Access, 8-136
- Group Membership, 8-136
- Lock Account, 8-138
- Reset Password, 8-138
- Unlock Account, 8-137
- User Account Operations, 8-137
- User Groups, 8-134

Account Information Update, 8-76, 8-201
- ACH Decline Count, 8-80
- Bank Account Information, 8-81
- Block Account, 8-80, 8-177, 8-178
- Card Limits, 8-79, 8-177
- Chip Load Limit, 8-79
- Dormant Accounts, 8-14
- Name Change, 8-77
- Transfer Amount, 8-79
- Transfer Type and Date, 8-78
- Unblock Account, 8-80

Accountable Officials
- Card Limits, 8-159, 8-160
- Enrollment Form, 8-145
- Navy Cash Merchant Cards, 8-145

ACH Automated Clearing House
- ACH Access to Home Account, 8-79, 8-80, 8-178
- ACH Allowed, 8-178
- ACH Debits and Credits Authorized by Member, 1-11, F-5, H-3
- ACH Decline Count, 8-178
- ACH Return Codes, 8-170, 8-238
- Blocking and Unblocking Access to Home Account, 8-178, 8-203
- Timing of ACH Transaction Processing, 1-17

Acronyms, 1-7

Activating Navy Cash Card, 8-49

Add New Operator
- Add Navy Cash Application User, 8-107, 8-140
- Add Navy Cash Operator, 8-107

Appointment
- Accountable Officer Appointment/Termination Record, 8-209
- Deputy Appointment/Termination Record, 8-211

Assign Replacement Card, 8-56
- Issue Instant Issue Card, 8-57
- Request Embossed Permanent Replacement Card, 8-58

ATM Locations Worldwide
- Mastercard® Website, 8-20

Automated Chip-to-Chip Corrections, 8-43

Automated Interim Round Trips, 8-88
- Multiple Batch Transfers, 8-88

Automated Transfer to Shore Command If No Activity in Past Year, 8-79

Automatic EOD, 8-89

Automatic Representment, 8-42, 8-171

- ACH Returns for $5 or More, 8-171, 8-172
- ACH Returns for NSF, 8-171
- Funds Held for Five Days, 8-171
- Limitations, 8-172

Background

- Description of Navy Cash, 1-1
- Equipment Description, 1-2
- Navy Cash Equipment Checklist, 1-2, 2-69, 8-197
- Store-and-Forward System, 1-2, 1-17

Blocking and Unblocking Access to Home Account, 8-79, 8-80, 8-81, 8-178, 8-179, 8-203

- Daily Blocked Account Report, 8-81, 8-179, 8-236
- Transfer Profile to Ship and Unsuspend Account Using Disbursing Website, 8-63

Bulk Navy Cash Card Log, 8-20, 8-221

Bulk Refunds, 8-39

- Add New Event, 8-119
- Event Codes Must Be Unique, 8-39
- Event Codes Not Reusable, 8-39
- Event Maintenance, 8-119
- Event Processing, 8-39, 8-119
- Programming the POS, 8-39, 8-119
- Refunds, 8-40
- Reporting, 8-41
- Update Event, 8-120
- Visitor Cards, 8-39, 8-41

Bulk Sale of Food, 3-6

Bulk Sales—Closed Loop to Merchant Account, 8-34

CAD

- Adding a CAD, 8-110
- Adding New Vending Machine and CAD, 7-12, 8-111, 8-112, 8-159
- Admin Messages, 2-47
- Administrative Functions, 2-47
- CAD Disabled, 2-45
- CAD Installation and Set Up, 2-54
- CAD Operations, 2-52
- Card Messages, 2-47
- Changing a CAD, 7-11, 7-12, 7-21, 8-110, 8-112
- Diagnostic Information, 2-47, A-1
- Diagnostic Menu, 2-47
- EOM Reporting, 2-52, 8-115
- Error Messages, 2-45
- General, 2-44
- Hidden Buttons, A-1
- Inserting SAM, 2-47
- Inserting SD Card, 2-45
- Linking to Specific Vending Machine, 8-110
- Merchant ID, 2-52
- Message Queue, 2-53
- Out of Service, 2-45
- Out of Stock, 2-46
- Port and IP Address Settings, 2-50
- Remote Update, 2-55
- Removing a CAD, 7-13, 8-110
- SAM Installation, 2-54
- SD Card Installation, 2-54
- Startup Messages, 2-44
- System Error, 2-46

Terminal ID, 2-52
Transaction Messages, 2-46
Transaction Recovery, 2-53
Unable to Log On, 2-45
Unique CAD Terminal ID Number, 7-11, 8-110
Vending Merchant Cards, 2-44

Canceled Cards
Change Card Status, 8-49
Destroy in Presence of Cardholder, 8-22, 8-50, 8-52, 8-64
Discharge from Service, 8-51
Document Destruction on Card Issue Log, 8-22, 8-50, 8-52, 8-64
Report Closed Accounts to Central Support Unit, 8-22, 8-50, 8-52, 8-64

Card Activation, 8-49

Card Blocked
R09 Error Code, 8-55
R09A Error Code, 8-55
Unusable Card R7 Error Code, 8-55

Card Expiration, 1-10, 8-9, 8-12, 8-23
Instant Issue and Embossed Permanent Cards, 8-12
Visitor Cards, 8-10, 8-13

Card Issue Log, 8-21, 8-57, 8-58, 8-69, 8-70, 8-222

Card Report, 8-55

Cardholder Agreement, 1-13, 8-66, T-1, U-1
Navy Cash and Navy Cash Visitor Card Cardholder Agreement, 1-13, 8-66, T-1, U-1

Cash
Accepting Cash Sales, 1-9, 1-13, 3-3, 4-7, 7-3
Cash Verification Team, 8-195
Cash Verification Team Navy Cash Checklist, 8-242

Cash Out of Navy Cash Card
Cardholder Deceased, Injured, or Unauthorized Absentee, 8-14
Closed Loop-to-Cash Transactions, 8-14, 8-33

Cash Sale of Meals
For Large Groups, 3-4, 4-7
For Mess Members, 3-5, 4-3, 4-6
General Mess, 3-3
With Navy Cash Card, 3-4, 4-7
Without Navy Cash Card, 3-3, 4-6

Cash to Strip, 8-42
Check or Cash, 8-42, 8-43

Cash Verification Team
Cash Verification Team Navy Cash Checklist, 8-242
Generate Card Reports, 8-16, 8-196
Navy Cash Card Stock, 8-197
Navy Cash Disbursing Application Users, 8-196
Navy Cash Public Funds, 8-195
Quarterly Cash Verification, 8-195
Retain Copy of Report on File for Inspection, 8-196
Review Selected Merchant Cards, 8-195

Central Support Unit
Blocking and Unblocking Access to Home Account, 8-80, 8-178, 8-203
Navy Cash Websites, 8-203
Password Protecting Personal Information When Using Email, 8-202
Trouble Call Worksheet, 7-28, 8-201, 8-244
Updating Navy Cash Cardholder Account Information, 8-201

Change Card Status
Card Not Present, 8-52
Card Present, 8-51

Change Password for Navy Cash Application, 8-139

Change Sys Admin Password Every 60 Days, 8-145

Changing PIN, 8-48

Checklist for Recurring Navy Cash Tasks, J-1

Chip-to-Chip Corrections, 8-43
Automated Chip-to-Chip Corrections, 8-43
Automated Chip-to-Chip Corrections Report—Daily Review, 8-44, 8-237

Closed-Loop-to-Cash Transactions
Cash Out of Navy Cash Cards, 8-33
Closed Loop to Merchant Account—Individual and Bulk Sales, 8-34

Closing a Navy Cash Account, 8-64
Negative Balance, 8-61
Pending Discharge, 8-59

Collections from Portable POSs, 8-169

College Courses and Books, 8-145

Communications, 8-123
Communications Troubleshooting Guide, 8-124, S-1
NOC Selection, 8-123
Troubleshooting, 8-124, S-1

Commuted Ration Credit, 4-8

Company Code
DS01 Pay Action, 8-64

Concessionaire Sales
Foreign Ports, 7-7, 8-154
Payment of Foreign Vendors, 7-8

Consent to Immediate Collection from Pay, 8-32, 8-66, F-3

Contingency Operations, 3-12, 4-15, 5-9, 6-4, 7-19

Contingency Planning
Bring ATM/Debit/Check Cards, 8-69, 8-82
Bring Personal Checks, 8-68, 8-82

Corrective Maintenance, 1-3, 8-17

Court Orders, Levies, Subpoenas on Navy Cash Accounts, 8-207

Currency Exchange, 8-146
Currency Exchange Log, 8-146, 8-241
Foreign Ports, 1-2

Custodial Responsibilities
Bulk Navy Cash Card Log, 8-20
CADs, 8-23
Card Issue Log, 8-21
Cash Verification Team, 8-195
Custody of Navy Cash Cards, 8-20, 8-195
Inventory Working Stock Once Each Week, 8-20
POS Devices, 8-23, 8-169

Customer Service Center
Contacting Customer Service, 1-6
Contacting the Customer Service Center, 1-16
Dispute of Fraudulent or Erroneous Transactions Ashore, I-1
Navy Cash Websites, 8-203, D-1
Updating Navy Cash Cardholder Account Information, 8-201

Customer Service Support
Contacting the Central Support Unit (CSU), 8-200

Contacting the Customer Service Center (CSC), 8-200

Daily Cash Transaction Ledger, 8-45, 8-220

Damaged Chip

Change Card Status, 8-49

Restoring Value, 8-51

Dates and Times, 8-7, 8-25

Don’t Change the Clock, 8-7, 8-25

DD Form 577, 8-7

Delete Navy Cash Operator, 8-109

Reactivate Navy Cash Operator, 8-109

Dependents

Visitors, Guests, and Dependents, 1-13, 1-14, 3-3, 3-4, 4-7

Deposit Cash to Strip

Check or Cash, 8-42, 8-43

Disbursing Accountability Detail Report, 8-213

Disbursing Accountability Summary Report, 8-219

Disbursing Application

Closing Disbursing Application, 8-26

Closing Navy Cash Service, 8-27

Closing Proxy Application, 8-27

Starting Disbursing Application, 8-26

Starting Navy Cash Service, 8-25

Starting Proxy Application, 8-26

Disbursing Merchant Card

Change PIN at Turnover, 8-21, 8-25

Disbursing Notifications Alerts, 8-87

Disbursing Officer

Checklist for Recurring Navy Cash Tasks, J-1

Closing Out Navy Cash at Turnover, 8-24

Disbursing Merchant Card Change PIN at Turnover, 8-21, 8-25

Responsibility for Embarked Marines, 8-7

Transfer of Responsibilities Upon Relief, 8-24

Turnover, 8-25

Disbursing Website Access, 8-24

Discharge from Service

Closing a Navy Cash Account, 8-64

Destroy Navy Cash Card, 8-64

Review Negative Balance Report, 8-64

Submit DS01 If Within 30 Days, 8-64

Dishonored Transactions, 8-32, 8-66, 8-170, F-3, H-1, H-3

Dispute of Fraudulent or Erroneous Transactions, I-1, T-2

Dispute Forms, I-1, T-2

Distance Support, 1-3, 8-18

Dormant Accounts, 8-13, 8-14

Account Information Update, 8-14

Card Expiration, 8-14

End-of-Day Procedure, 3-8, 4-11, 5-7, 6-3

End-of-Month Procedure, 3-12, 4-13

End-of-Month Reporting

Disbursing Office, 8-179, 8-180

EOM Procedures Worksheet, R-1

Sales Office, 8-114, 8-179

SF 215 Deposit Ticket, 8-180, 8-181

SF 5515 Debit Voucher, 8-180, 8-182

Enforce User Logon

Force Operator Logon, 7-4

Enrollment, 1-9, 8-64, F-1
Bulk Enrollment, 1-11
Bulk Enrollment—Basic Procedures, H-1
Consent to Immediate Collection from Pay, 8-32, 8-66, F-3
Importance of Enrollment Forms, 8-65
Issue Instant Issue Navy Cash Card, 8-65, 8-69
Navy Cash Enrollment Form, 1-11, 1-12, 8-64, F-1, H-1
Normal Enrollment, 1-11
Request Embossed Permanent Navy Cash Card, 8-65, 8-69
Retain Copy of Hardcopy Forms Onboard, 8-74
Sample Memorandum for Forwarding Forms, 8-246
Sign Up for Split Pay Separately, 8-65

Event Codes, 8-119
Event Codes Must Be Unique, 8-39
Event Codes Not Reusable, 8-39, 8-121
Update Event, 8-120

Event Maintenance, 8-119
Add New Event, 8-119
Event Codes, 8-119
Update Event, 8-120

Expired Cards, 8-12, 8-23
Instant Issue and Embossed Permanent Cards, 8-12
Visitor Cards, 8-13

Flower Sales, 7-9

Foreign Concessionaires, 8-145
Closeout, 8-154

Fraud Detection
Fraud Detection Alert, 8-176
Fraud Detection Report, 8-176

Fraudulent or Erroneous Transactions Ashore
Dispute Forms for Fraudulent or Erroneous Transactions, I-1, T-2

Funds Transfer, 8-30
Bulk Refunds, 8-39
Chip-to-Chip Corrections, 8-43
Funds Transfer from Closed Loop, 8-32
Funds Transfer to Closed Loop, 8-30
Individual Refund, 8-36

Funds Transfer from Closed Loop
Cash Out of Navy Cash Cards, 8-33
Cash Out Visitor Cards, 8-21, 8-35
Closed Loop to Merchant Account—Individual and Bulk Sales, 8-34

Funds Transfer to Closed Loop
Check or Cash, 8-31
Split Pay, 8-31
SSN, 8-31

Funds Transfer to Open Loop
Check or Cash, 8-42, 8-43
Deposit Cash to Strip, 8-42

General Mess
Accountable Official Navy Cash Merchant Cards and Accounts, 3-2
Bulk Sale of Food, 3-6
Cash Sale of Meals, 3-3
Differentiating Standard Meal Price and Meal Surcharge, 3-2
Initial Enrollment in Navy Cash, 3-2
Navy Cash Card Limits, 3-3
Navy Cash Merchants, 3-2
Refunds, 3-7

Guests
Visitors, Guests, and Dependents, 1-9, 1-13, 1-14, 3-3, 3-4, 3-5, 4-6, 4-7

Guidelines for Fraud Risks and Liabilities, T-1

Home Account, 8-79, 8-81, 8-179
Blocking Access, 8-79, 8-81, 8-179, 8-203
Suspending Access, 8-79, 8-81, 8-179

Hot List, 1-16

Husbanding Agent, 8-145

Immediate Collection from Pay, 8-66

Inactive Accounts
Card Expiration, 8-13

Indicate End of Day, 8-88
Automated Interim Round Trips, 8-88
Automatic EOD, 8-89
EOD Report, 8-95
Indicate EOM, 8-93
Manual EOD, 8-91
Multiple Batch Transfers, 8-88
Shore Reports, 8-95

Information Assurance Vulnerability Assessment (IAVA), 8-141

Internal Procedures and Controls, 8-15, K-1
Sample Instruction, K-1

Kiosk
Admin Message Support, 2-67
Admin Mode Lockout, 2-59
Administrative Functions, 2-60
Change Admin Password, 2-60
Change Terminal ID, 2-62
Create Admin Password, 2-57
Display Diagnostic Screen, 2-64, 2-68
Enter Admin Mode, 2-59, 2-68
Error Messages, 2-66
General, 2-56
General Maintenance and Troubleshooting, 2-67
Message Queue, 2-67
Messages, 2-66
Offline Indicator, 2-57
Replace SAM, 2-68
Reset Admin Password, 2-68
Restart, 2-65, 2-68
Set IP Address, 2-63
Severe Troubleshooting, 2-69
Startup Error Messages, 2-66
Startup Messages, 2-66
Technical Support, 2-69
Troubleshooting, 2-65

Laundry Claims, 8-168

Letters of Authority
Authority to Hold Cash, 8-212

Lock Account
Access Control for Navy Cash Application, 8-138

Lost, Stolen, or Damaged Cards, 1-10, 1-16, 8-9, K-2
Assign Replacement Card, 8-56
Change Card Status, 8-49
Issue Instant Issue Card, 8-57
Report to Customer Service Center, 1-16, 8-200
Request Embossed Permanent Replacement Card, 8-58
Restoring Value, 8-51
Restoring Value Card Not Present, 8-52
Unidentified Instant Issue Card, 8-54

Maintenance
Planned Maintenance System (PMS), 8-17
Corrective Maintenance, 1-3, 8-17
Distance Support, 1-3, 8-18
Funding Responsibility for On-SiteTechnical Assistance, 1-4, 8-19
On-Site Technical Assistance, 1-4, 8-18
Organization Level Maintenance, 1-3, 8-17
Planned Maintenance System (PMS), 1-2

Manual EOD, 8-91

Marine Corps
Disbursing Officer's Responsibility for Embarked Marines, 8-7
Enrollment in Marine Cash, 1-12
Marine Bulk Transfer, 8-61

Member Profile, 8-60, 8-76, 8-77, 8-83
Disbursing Notifications Notes, 8-83
Monitor Cardholder Transfer Dates, 8-78
Monthly Automated Transfer of Dormant Profiles to Shore, 8-14
Name Change, 8-77
Negative Balance Notes, 8-83
Shore Command, 8-14, 8-79

Merchant Cards
Cash Out Merchant Cards, 8-21
Store in Safe, 8-21

Merchant Settlement
Merchant Settlement Report, 4-4, 4-14, 4-20, 5-3, 5-7, 5-14, 6-4, 6-9, 8-218
Option to Settle on Daily or Weekly Basis, 4-4, 5-3
Option to Settle to Checking or Strip Account, 4-4, 5-2
Private Merchants Settle Daily, 5-2, 8-97, 8-157
Private Messes Settle Daily, 4-4
Transient Merchants, 8-145
Weekly Settlement Dates, 4-4, 5-3

Merchants
Accountable Official Card Limits, 8-11
Accountable Official Cards, 8-159
Accountable Official Enrollment Forms, 8-159
Accountable Officials, 8-159
Activate Generic Private Merchant, 8-158
Activate LOA Merchant, 8-159, P-4
Activate Private Merchant, 8-157, P-3
Activating Merchants in Navy Cash, 8-157
Card Limits, 8-159
Generic Private Merchants, 8-158, P-3
LOA Merchants, 8-159, P-1
Modifying Accountable Official Card Limits, 8-12
Navy Cash Card Limits, 8-11
Navy Cash Merchants, 8-145, P-1
Private Merchant Settlement Options, 8-157, P-1
Private Merchants, 8-157, P-1
Staff, Air Wing, Squadron Merchants, P-3
Standard Merchant Names, P-3
Standard Merchant Names Cannot Be Changed, P-3
Transient Merchant Settlement Options, 8-145, P-2
Transient Merchants, 8-145, P-2

Mess Bill Collection, 4-7

Miscellaneous Events, 8-145

Miscellaneous Payments, 8-168

Money Exchange in Foreign Ports, 1-2

Monitor Cardholder Transfer Dates, 8-60, 8-78
Monthly Member Transfer Report, 8-60, 8-78

Monthly Member Transfer Report, 8-60, 8-78

MWR

- Accountable Official Enrollment Form, 5-3
- Accountable Official Navy Cash Merchant Cards and Accounts, 5-3
- Bulk Refunds, 5-5, 8-39
- Deposits to MWR, 5-4, 5-5
- Distribution of Ship's Store Profits to MWR, 5-8, 8-168
- FS Form 2888, 5-3
- Individual Refunds, 5-5
- Initial Enrollment in Navy Cash, 5-2
- Merchant Settlement Report, 5-7, 5-14
- MWR Officer Turnover, 5-3
- Navy Cash Card Limits, 5-4
- Purchases on Ship and Ashore, 5-6
- Sales (Tickets, Tours, Memorabilia, etc.), 5-4
- Transfer Funds Between Checking Account and Navy Cash Account, 5-6

Navy Cardholder Issued Card Report, 8-21, 8-58, 8-75

Navy Cash Account

- Account Information Update, 8-76
- Card Limits, 8-11
- Court Orders, Levies, Subpoenas, 8-207
- Dormant Accounts, 8-14
- Enrollment, 8-64
- Member Profile, 8-76, 8-78
- Note Maintenance, 8-83

Navy Cash Card

- Accountable Official Card Limits, 8-11, 8-160
- Accountable Official Cardholders, 8-11
- Card Expiration, 1-10, 8-9, 8-12, 8-13, 8-23, 8-49
- Card Limits, 4-10, 4-11, 8-11, 8-160, 8-176, 8-177
- Cardholder Deceased, Injured, or Unauthorized Absentee, 8-14
- Cash Out of Navy Cash Cards, 8-14
- Command Policy, 8-170
- Custody of Navy Cash Cards, 8-20
- Destroy in Presence of Cardholder, 8-22, 8-50, 8-64
- Document Destruction on Card Issue Log, 8-22, 8-50, 8-52, 8-64
- Dormant Accounts, 8-14
- Embossed Permanent Navy Cash Cards, 1-10, 8-9, K-2
- Fraud Detection Alert, 8-176
- Fraud Detection Report, 8-176
- Inactive Accounts, 8-13
- Individual Card Limits, 8-11
- Individual Cardholders, 8-11, 8-79
- Instant Issue Navy Cash Cards, 1-10, 8-9, 8-169, K-1
- Inventory Working Stock Once Each Week, 8-20
- Modifying Card Limits for Individual Cardholders, 8-11
- Modifying Card Limits for Merchant Cardholders, 8-12, 8-79
- Modifying Navy Cash Card Limits, K-3
- Name Change, 8-77
- Navy Cash Card Limits, 4-5, 4-8, 5-4, K-2
- Navy Cardholder Issued Card Report, 8-21, 8-58
- Recover and Destroy Navy Cash Cards, 8-64
- Replacement, 1-10, 1-17, 8-9, 8-56, K-2
- Replenishing Navy Cash Card Stocks, 8-22
- Resetting or Changing PIN, 8-48
- Status of Card Shipments, 8-59, 8-76
- Visitor Navy Cash Cards, 1-10, 8-9, K-2

Navy Cash End of Month Summary Report, 3-19

Navy Cash Equipment Checklist, G-1

Navy Cash Pre-Audit/Turnover Checklist, 8-24, 8-223

Navy Cash Relieving Letter, 8-24, 8-225

Navy Cash Service

- Closing Navy Cash Service, 8-27
- Starting Navy Cash Service, 8-25

Negative Balance, 8-170, F-3, H-1, H-3

- Automatic Representment, 8-171
- Change or Initiate SPO, 8-175
- Chip to Strip Transfer, 8-175
- Clearing a Negative Navy Cash Balance, 8-61, 8-64, 8-170, 8-175
- Daily Negative Balance Report, 8-173
- Deposit Cash or Check to Strip, 8-175
- Disbursing Officer Action, 8-173
- Disbursing Officer Review Negative Balance Report Daily, 8-61
- DS01, 8-175
- Guidelines, L-1
- Immediate Collection from Pay, 8-32, 8-66, 8-175
- Insufficient Funds in Strip Account, 8-172
- Kiosk Negative Balance Notification, 8-80, 8-171
- Negative Balance Notes, 8-83
- Out-of-Service Debt, 8-177
- Prevent Unrecoverable Debt, 8-61
- Recurring Payments, 8-173
- Reducing Navy Cash Card Limits, 8-80
- Sample Emails Notifying Cardholder, 8-216
- Timing of Navy Cash Transaction Processing, 8-172

Negative Balance Report, 8-170, 8-214

- Disbursing Officer Action, 8-173
- Disbursing Officer Review Daily, 8-61

NOC Selection, 8-123

Non Sufficient Funds (NSF), 8-32, 8-66, 8-170, H-1, H-3

- Automated Controls, 8-175
- Manual Controls, 8-176

Note Maintenance, 8-83

- Disbursing Notifications Alerts, 8-87
- Negative Balance Notes, 8-83
- Replication Conflicts, 8-85

Official Mail, 6-5, N-1

On-Site Technical Assistance, 1-4, 8-18

Operator ID

- Add New Navy Cash Application User, 8-107
- Add New Navy Cash Operator, 8-107
- Delete Operator, 8-109
- Operator ID Maintenance, 8-101
- Reactivate Operator, 8-109
- Review List of Configured Operators Monthly, 8-109

Organizational Level Maintenance, 1-3, 8-17

Password

- Automated Password Change Tool, 8-145
- Change Navy Cash Application Password, 8-139
- Change Sys Admin Password Every 60 Days, 8-145
- Password Change Log, 8-138
- Password Policy, 8-138
- Protecting Personal Information When Using Email Account Updates, 8-202
- Reset Navy Cash Application Password, 8-138

PCS Transfer
Closing Navy/Marine Account, 8-64
Negative Balance, 8-61
Prevent Unrecoverable Debt, 8-61
Retain Navy/Marine Cash Card, 8-63
Transfer Profile to Ship and Unsuspend Account Using Disbursing Website, 8-63

Personally Identifiable Information
Proper Handling and Safeguarding, 8-8, 8-16, 8-66, 8-209, 8-211, 8-249, K-1

PIN
Blocked Card, 1-16
Entered Incorrectly Ten or More Times, 1-16, 8-55
Entered Incorrectly Three or More Times, 1-16, 8-54
No PIN Mailers for Visitor or Instant Issue Cards, 8-10
Protect Your PIN, 1-16
Resetting or Changing PIN, 8-10, 8-48
Safeguards Electronic Funds, 1-16
Unblocking a Navy Cash Card, 8-54

Planned Maintenance System (PMS), 1-2, 2-2, 3-2, 4-3, 5-2, 6-2, 7-3

POS
Add Amounts, 2-17
Add Events, 2-15
Add Merchants, 2-13
Admin Menu Screen, 2-6
Admin Mode–Setting UP POS, 2-4
Admin Tasks, 2-22
Amounts, 2-17
Change Admin Password, 2-7
Change Operational State, 2-12
Clear Events, 2-16, 2-19
Clear Merchants, 2-14
Collections from Portable POSs, 8-169
Configure Navy Cash Proxy, C-1
Connecting POS to PC, C-1
Create Admin Password, 2-4
Enforce User Logon, 2-19, 7-4
Entering Admin Mode, 2-5
Error Messages, 2-20
Events, 2-14
Exit Admin Mode, 2-20
Force Operator Logon, 7-4
General, 2-3
Hard Reset POS, 2-22
Install or Replace SAM, 2-22
Merchants, 2-12
Navy Cash Proxy Application, C-1
Normal Mode, 2-12
Normal Mode Menu, 2-12
Normal Mode Purchases, 2-25
Operator Logoff, 2-24
Operator Logon, 2-23
POS Operations, 2-23
Proxy Mode, 2-12, 2-32, C-1
Proxy Mode Welcome Screen, 2-32
Proxy Mode–Card Entry, 2-33
Proxy Mode–Change/Unblock PIN, 2-38
Proxy Mode–Disbursing Application, 2-34
Proxy Mode–Funds Transfer from Chip, 2-37
Proxy Mode–Funds Transfer to Chip, 2-35
Proxy Mode–Get Chip Info, 2-35
Proxy Mode–ROM, 2-40
Proxy Mode–ROM Operator Logoff, 2-41
Proxy Mode–ROM Operator Logon, 2-40
Proxy Mode–ROM Purchase Transactions, 2-42
Reboot POS, 2-22

Remove Amounts, 2-18
Remove Events, 2-16
Remove Merchants, 2-14
Sale–Amount Entry, 2-27
Sale–Merchant Selection, 2-25
Sale–Sale Confirmation, 2-28
Sale–Sale Results, 2-30
Sale–Sale Review, 2-28
Sale–Single Purchase Sale, 2-30
Screen Layout, 2-3
Set IP Address, 2-11
Set Terminal ID, 2-8
Troubleshooting Tasks, 2-22
View and Configure Amounts, 2-17
View and Configure Events, 2-15
View and Configure Merchants, 2-13
View Diagnostic Information, 2-9
Welcome Screen, 2-24

Post Office
End-of-Day Procedure, 6-3
Flexible Credit Operations, 6-3
Initial Enrollment in Navy Cash, 6-2
Official Mail, 6-5, N-1
Refunds (USPS 3533), 6-3
Sale of USPS Stamps to Ship's Store, 6-3

Printing Reports, 8-97

Private Messes
Accountable Official Enrollment Form, 4-5
Accountable Official Navy Cash Merchant Cards and Accounts, 4-4
Commuted Ration Credit, 4-8
FS Form 2888, 4-5
Initial Enrollment in Navy Cash, 4-3
Merchant Settlement Report, 4-20
Mess Bill Collection, 4-7
Mess Bill Payment to FSO, 4-10
Mess Treasurer Turnover, 4-5
Monthly Financial Operating Statement, 4-14
Navy Cash Card Limits, 4-5
Official Representation Funds, 4-11
Payment of Mess Expenses, 4-9
Refunds, 4-8

Provisional Split Pay, 8-130
Filter Options, 8-132
Provisional Split Pay Exceptions Report, 8-134
Reporting, 8-134
SPO Payroll Report, 8-130
Submit Split Pay Request, 8-133
Update Payroll Amount, 8-132
View Split Pay Requests, 8-133

Proxy Application
Closing Proxy Application, 8-27
Starting Proxy Application, 8-26

Purchases
Negative Balance, 8-172
Over the Phone or at a Website, 1-20
Recurring Payments, 1-20

Quarterly Cash Verification
Cash Verification Team, 8-195

Reactivate Navy Cash Operator, 8-109
Delete Navy Cash Operator, 8-109

Reconciliation
Daily Reconciliation, 3-9, 4-12
Daily/Monthly Reconciliation Worksheet, 3-18, 4-21
Monthly Reconciliation, 3-10, 4-13

Recurring Payments, 1-20
Negative Balance, 8-173

Refunds
Bulk Refunds, 8-39
Chip Purchase Refund, 8-37
Funds Transfer, 8-36
General Mess, 3-7
Individual Refund, 8-36
Merchant Refund Log, 8-231
Miscellaneous Refund, *8-38*
MWR, 5-5
Post Office, 6-3
Post Office (USPS 3533), 6-3
Private Messes, 4-8
Refund Chit, 8-232
Unliquidated Refunds, 3-7, 3-9, 3-10, 4-9

Replacing a Navy Cash Card, 1-17
Assign Replacement Card, 8-56
Change Card Status, 8-51
Instant Issue Card, 8-9, K-2
Instant Issue Navy Cash Card, 1-10
Issue Instant Issue Card, 8-57
Request Embossed Replacement Card, 8-58
Restoring Value, 8-51

Replenishing Navy Cash Card Stocks, 8-22

Replication Conflicts, 8-85
Replication Conflict Report, 8-87

Reports
Automated Chip-to-Chip Corrections Report—Daily Review, 8-237
Daily Blocked Account Report, 8-81, 8-179, 8-236
Disbursing Accountability Detail Report, 8-213
Disbursing Accountability Summary Report, 8-219
Merchant Settlement Report, 4-4, 4-20, 5-3, 5-7, 5-14, 6-9, 8-97, 8-218
Navy Cardholder Issued Card Report, 8-21, 8-58, 8-75
Negative Balance Report, 8-214
Printing Reports, 8-97
Reconciliation Reports, 8-97
Reports Directories, 8-95
Returned Items Detail Report, 8-215
Reviewing Reports, 8-97, 8-98
Ship Reports, 8-98
Shore Reports, 8-95
Transaction Reports, 8-96

Resetting or Changing PIN, 8-48

Restoring Value on Lost, Stolen, or Damaged Cards, 8-51

Retained Returns
Include Monthly Transaction Summary Report, EOM Spreadsheet, SF 215s/5515s, Complete 2657 Packages, 8-181
Include Monthly Transaction Summary Report, EOM Spreadsheet, SF 215s/5515, Complete 2657 Packages, 8-243

Returned Items Detail Report, 8-170, 8-215

Rules of Behavior, 8-249

Security
Access Control for Disbursing Application, 8-134
Access Editor, 8-134
Change Sys Admin Password Every 60 Days, 8-145
Do Not Apply Patches Independently, 8-144
Ensure Laptops Connected Once Each Week, 8-142

Information Assurance Vulnerability Assessment (IAVA), 8-141
Installing IAVA Patches, 8-141, 8-142
IT-21 Practices, 8-143
Navy Cash Security Requirements, 8-143
Password Change Log, 8-138
Password Policy, 8-138

Ship Reports, 8-98

Ship Roster Report, 8-78, 8-79, 8-98

Ship's Store
Concessionaire Sales in Foreign Ports, 8-154
Configure Navy Cash Proxy, C-1
Connecting POS to PC, C-1
Contingency Operations, 7-19
Distribution of Ship's Store Profits to MWR, 5-8, 8-168
End-of-Month Reporting Begins in Sales Office, 8-114, 8-179
Force Operator Logon, 7-4
Navy Cash Transaction Not Approved, 7-5, 7-6
Operator IDs, 7-4, 7-5
Operator IDs Must Match, 7-4
Retail Sales with POS, 7-4, 7-5, 7-6
Sale of USPS Stamps to Ship's Store, 6-3
Special Order Items/Flowers, 7-9

Shore Communications, 8-123
Communications Troubleshooting Guide, 8-124, S-1

Shore Reports, 8-95

Spares, 8-197
APLs, 8-197
CADs, 8-197
Initial Outfitting, 8-197
Inventory Control, 8-198
Operating Space Items, 8-197
POSs, 8-197
Returning Failed Equipment, 8-198, 8-201

Split Pay
Enroll in Navy Cash Separately, 8-124
Failed Navy Cash SPO Payments, 8-125
Funds Transfer to Visitor Card, 8-32
Marine Corps, 8-128
Navy, 8-124
Navy Cash Payroll Report, 8-234
Provisional Split Pay, 8-127, 8-130
SPO Payroll Report, 8-127, 8-130, 8-235

Stamps
Sale of USPS Stamps to Ship's Store, 6-3

Suspending a Navy Cash Account
Pending Transfer, 8-59
Suspending Access to Home Account, 8-79, 8-81, 8-179

Time Zones, 8-7, 8-25
Don't Change the Clock, 8-7, 8-25

Transactions
Invalid Transactions, 7-11
Not Approved by Navy Cash, 7-5, 7-6
Timing of Navy Cash Transaction Processing, 1-17

Transfer of Responsibilities Upon Relief
Disbursing Officer Turnover, 8-25
Navy Cash Pre-Audit/Turnover Checklist, 8-24

Transfer or Discharge
Account Information Update, 8-78
Actions to Complete Before Cardholder Leaves Ship, 8-59
Monitor Cardholder Transfer Dates, 8-60, 8-78

Monthly Automated Transfer If No Activity in Past Year, 8-79
Monthly Member TransferReport, 8-78
Prevent Unrecoverable Debt, 8-61
Ship Roster Report, 8-78, 8-79

Transient Merchants, 8-145
College Courses and Books, 8-145
Concessionaire Sales in Foreign Ports, 8-154
Currency Exchange, 8-146
Foreign Concessionaire, 8-145
Husbanding Agent, 8-145
Miscellaneous Events, 8-145
Settle to Disbursing Office Strip Account, 8-145

Travel Reimbursements, 8-168

Trouble Call Worksheet, 7-28, 8-198, 8-244, 8-246

Trouble Calls, 8-200
Escalation Procedures, 8-201
Trouble Call Worksheet, 8-201

Turnover
Closing Out Navy Cash at Turnover, 8-24
Transfer of Responsibilities Upon Relief, 8-24

Unblock Card, 8-54
Unblocking a Navy Cash Card, 8-54
Unidentified Instant Issue Card, 8-54

Unblocking Access to Home Account, 8-80, 8-178, 8-203

Unclaimed Money, 8-36, 8-44
Unmatched Chip-to-Chip Transaction, 8-44

Unlock Account
Access Control for Navy Cash Application, 8-137

Unmatched Chip-to-Chip Transaction
Automated Chip-to-Chip Corrections, 8-43
Automated Chip-to-Chip Corrections Report—Daily Review, 8-44, 8-237
Unclaimed Money, 8-44

Updating Navy Cash Cardholder Account Information, 8-201

Vending
$25 Vending Counter, 1-16, 7-10, 7-11, 8-240
Adding a CAD, 8-110
Adding New Vending Machine and CAD, 7-12, 8-111, 8-112, 8-159
CAD Diagnostic Information, A-1
CAD EOM Reporting, A-2
Changing a CAD, 7-11, 7-12, 7-21, 8-110
End of Month/End of Period, 8-114
EOM Closeout at Each Vending Machine, 8-115
EOM Reporting, 2-52, 8-115
EOM Reporting Begins in Sales Office, 8-114, 8-179
EOM Step by Step Procedure, A-3
Linking a CAD to Specific Vending Machine, 8-110
Remove Vending Machine, 8-112
Removing a CAD, 7-13, 8-110
Unique CAD Terminal ID Number, 7-11, 8-110
Updating Vending Machine Information, 7-13, 8-112
Weekly Review for Malfunctions, 7-14

Vendors, 8-145
Activating Merchants in Navy Cash, 8-157
Closeout, 8-146
College Courses and Books, 8-145
Concessionaire Sales in Foreign Ports, 7-7, 8-154

Currency Exchange in Foreign Ports, 8-146
Currency Exchange Payment, 8-148
Foreign Concessionaire Payment, 8-155
Husbanding Agent, 8-145
Miscellaneous Events, 8-145
Payment, 8-148, 8-155
Payment of Foreign Vendors, 3-8, 7-8
Payment of Vendors, 8-146

Visitor Cards, 1-10, 8-9, K-2
Card Expiration, 8-10
Cash Out Visitor Cards, 8-21, 8-35
Disposition After Use, 8-62, 8-64
Residual Funds on Visitor Cards, 8-35
Restoring Value on Lost, Stolen, or Damaged Cards, 8-53
Unclaimed Money, 8-36, 8-44

Visitors
Visitors, Guests, and Dependents, 1-10, 1-13, 1-14, 3-3, 3-4, 4-6, 4-7, 8-9, K-2

Websites
Cardholder Website, D-1
Central Support Unit (CSU), 8-200
Customer Service Center (CSC), 8-200
Navy Cash Cardholder Website, 8-203
Navy Cash Customer Service, D-1
Navy Cash Disbursing Website, 8-203
Treasury Navy Cash Website, 8-203