NAVSUP Publication 727

EagleCash Financial System

Standard Operating Procedures

EagleCash (Navy Cash) 2.0 | Part 3

Ready. Resourceful. Responsive!

NAVSUP

NAVAL SUPPLY SYSTEMS COMMAND

March 2024

Table of Contents

List of Figures

List of Tables

INTRODUCTION

This Standard Operating Procedure (SOP) is a guide for the EagleCash (Navy Cash) (NC) 2.0 program and includes:

- Stakeholder roles and responsibilities
- EagleCash (NC) equipment
- The different card types
- Maintenance
- Policies for daily operations
- Procedures on how to use the program (all versions)
- Guidance for operating and troubleshooting various parts of the system
- Support contact information

For more Information on the:

- **2.0 installation (including upgrades) and integration of EagleCash (NC):** Refer to the *Navy Cash Runbook*.
- **v1.4.7x topics:** Refer to the *Navy Cash Financial System Standard Operating Procedure v1.4.7x* document release, September 2023.

The audience for this SOP is as follows:

- **Primary audience:** The direct operator(s) of the EagleCash (NC) system.
- **Secondary audience:** The surrounding community of experts to train, troubleshoot, and audit the use of the system.

The Naval Supply (NAVSUP) Systems Command-EagleCash (NC) Program Office (NAVSUP N4 is responsible for this SOP. This SOP:

- Is effective throughout the life of the EagleCash (NC) Financial System, or as long as the system remains installed on U.S. Navy ships.
- Has been assigned NAVSUP publication number 727.
- Will be reviewed at least semi-annually by the EagleCash (NC) Program Office and revised on an as-needed basis.

Lessons learned and program changes are incorporated using the EagleCash (NC) SOP's *Change Notices* and EagleCash (NC) Flash on a continuing basis.

EAGLECASH (NAVY CASH) (NC) OVERVIEW

The EagleCash (NC) program is a joint undertaking between the Department of the Navy and the Bureau of the Fiscal Service (BFS) to provide a solution to significantly reduce cash from various environments. This project is accomplished by the provision of prepaid Stored Value Cards (SVCs) and supporting systems to issue, fund, spend, and settle funds used in the program without additional charge to cardholders.

These cards combine an electronic closed loop within the EagleCash (NC) system and Mastercard® debit open loop. This method provides a cashless environment within the ship, while also being accepted at 23+ million Mastercard acceptance locations and 2+ million ATMs in over 210 countries and territories worldwide. Cardholders can:

- Fund their EagleCash (NC) cards through Automated Clearing House (ACH), SplitPay, debit networks, and cash.
- Spend funds at Point-of-Sale (POS) terminals and vending at locations across the ship.
- Spend only the value they have on the card.
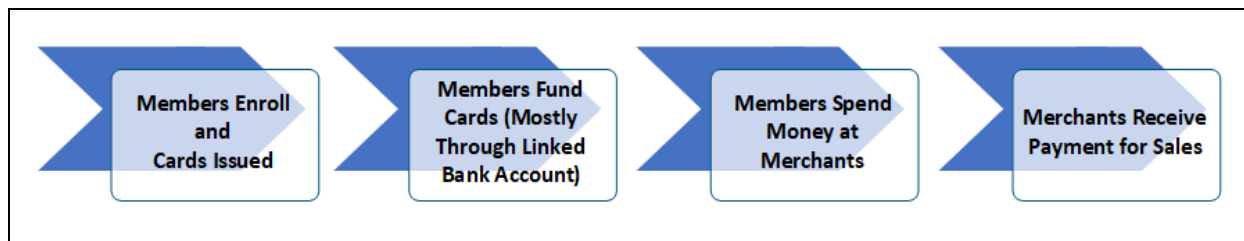
Figure 1: EagleCash (NC) Core Business Process Flow

EAGLECASH (NC) SYSTEM DEVICE AND PROCEDURE PILOTS

At times, there may be advancements in technology that allow for upgrades of EagleCash (NC) procedures, hardware, or software. During these pilots, an NC Accountable Official (NCAO) may have increased responsibilities for communication with development or pilot stakeholders. On occasion, NCAOs may be requested to participate in user acceptance and testing activities.

ROLES AND RESPONSIBILITIES

FLEET SUPPORT GROUP (FSG) ROLES AND RESPONSIBILITIES

The primary mission of the EagleCash (NC) Fleet Support Groups (FSGs) is to provide training, and assistance for EagleCash (NC) and disbursing operations on board the ships in their areas of responsibility. The FSGs are located at the Fleet Logistics Centers (FLCs) in Norfolk, San Diego, and Yokosuka. The FSG representatives also provide support to EagleCash (NC) system installations and upgrades, acting as the Government's onsite coordinator for the EagleCash (NC) program. For a list of FSG contacts, see Assistance and Support.

General Fleet Support

Provide EagleCash (NC) training and assistance to ships as needed; covering fiscal issues, and general operability, maintenance, upkeep, and troubleshooting of EagleCash (NC) equipment.

Onsite Support

The onsite Support team provides onsite:

- EagleCash (NC), disbursing, and fiscal support as required.
- Assistance with out-of-balance conditions and troubleshooting.
- Advice and conducts training as needed.

TRAINING

Basic and integrated training is done as needed on EagleCash (NC), disbursing, fiscal issues, and general operability, maintenance, and upkeep of EagleCash (NC) equipment.

End-of-Month (EOM) Closeouts

- Assist ships with monthly End-of-Month (EOM) closeouts.
- Coordinate with the Treasury Agent settlement group to confirm 100% of ships have closed out each accounting period.

Site Visits

Conduct quarterly site visits to ships in areas not serviced by local representatives, provide training and assistance to ships as needed.

Assist With Open Trouble Calls

- When requested, work with ships to have open trouble calls resolved as quickly as possible.
- Coordinate with NAVSUP and NC Technical Support (NCTS) to identify higher-priority issues and re-prioritize trouble calls as necessary.
- Coordinate with NCTS and field support contractor to assist ships with distance-support efforts to troubleshooting and resolve hardware, software, and communications issues.

Certifying Officer

Act as a Certifying Officer for collections of debts associated with negative, open loop account balances.

Pre-Deployment Briefings

Provide EagleCash (NC) pre-deployment briefings that cover the unique situations specific to ships in a deployed status by:

- Addressing any questions and concerns from the ships.
- Ensuring that a pre-deployment service call is a part of each ship's pre-deployment checklist. Pre-deployment service calls, provided by the EagleCash (NC) field support contractor, include shipboard verification of system hardware, software, communications, operations, documentation, spares, and ship-specific training.

Post-Deployment Assist Visit

Assist ships returning from deployment, and address any unresolved EagleCash (NC) issues.

Provide Training for Marine Corps and Support for Military Sealift Command (MSC)

Provide training as needed for Marine Disbursing personnel embarking on Navy ships equipped with EagleCash (NC), including:

- Hands-on training prior to deployment.
- Support for Military Sealift Command (MSC) ships equipped with EagleCash (NC).

Basic Qualification Course (BQC) Training

Provide EagleCash (NC) EOM closeout and Fiscal training for the Supply Corps Officer Basic Qualification Course (BQC) at the Navy Supply Corps School (NSCS), Newport, RI.

Refresher Training

Coordinate and conduct EagleCash (NC) refresher training courses in conjunction with field support contractor at Fleet concentration areas on a regular basis.

Training Support Centers

Provide EagleCash (NC) training at Training Support Centers and Detachments in their areas of responsibility.

Deposit-in-Transit (DIT) Variances

Assist the Defense Financial and Accounting Service (DFAS), Treasury, and ships in resolving Deposit-in-Transit (DIT) variances.

Installation Support

Provide support as required for new EagleCash (NC) installations, technical refresh, and other upgrade installations for existing EagleCash (NC) systems.

Onsite Installation Coordinator (OSIC)

- Coordinate with and monitor the Alteration Installation Team (AIT) contractor to ensure all:
  - Steps in the AIT process are complete.
  - Contract requirements are fulfilled and compliant with written quality procedures.
- Participate in daily and weekly production and progress meetings as required.

Quality Assurance

Maintain competency in the AIT Manager's Quality Assurance Program (AMQAP) to ensure AIT contractor compliance with technical and quality requirements for all work conducted on EagleCash (NC) systems.

Preinstallation Support

- Provide executive-level overview briefings on the EagleCash (NC) program and preinstallation planning briefings as required.
- Participate in advance planning meetings as required with the AIT contractor and shipyard.

Regional Maintenance and Modernization Coordination Office (RMMCO) Check-In

Participate in AIT contractor check-in through Regional Maintenance and Modernization Coordination Office (RMMCO), which allows AIT contractor to perform work.

Orientation and Enrollment Training

For new EagleCash (NC) installations and reinstallations, coordinate and conduct EagleCash (NC) orientation and enrollment training in conjunction with the AIT contractor:

- Collect and process enrollment forms prior to the EagleCash (NC) Go-Live.
- Coordinate with the ship to generate a chart of accounts to collect banking information needed to establish EagleCash (NC) merchants prior to the Go-Live on a ship.

Functional Training

- Coordinate functional training with the Field Support Contractor the week prior to the Go-Live for EagleCash (NC) operators.
- Participate in On-the-Job Training (OJT) after the EagleCash (NC) Go-Live to provide hands-on training, particularly for EOM closeout support.

RMMCO Checkout

Participate in the AIT contractor's Out-Brief and Installation Sign Off through RMMCO.

Barge Moves

When ships need to move EagleCash (NC) equipment to a barge during an availability, provide assistance to coordinate the:

- Requirement with the barge managers for ship-to-barge moves.
- Barge-to-ship moves with the EagleCash (NC) field support contractor as necessary.

Homeport Changes

Assist ships preparing for homeport changes.

Decommissioning Ships

Coordinate support as required for ships decommissioning, which includes the following:

- Shutdown of EagleCash (NC) operations
- Financial closeout
- Suspension of cardholder and merchant EagleCash (NC) accounts
- Removal and disposition of EagleCash (NC) equipment

Disbursing Technical Advisors

Serve as Disbursing technical advisors to the NAVSUP.

17

EAGLECASH (NC) ROLES AND RESPONSIBILITIES

NC ACCOUNTABLE OFFICIALS (NCAOs): APPOINTMENT VIA 577

NCAO

The NCAO duties and responsibilities are guided by the NC Manager (NCM)/Disbursing Operations. The NCAO will retain the flexibility to receive cash and checks under certain circumstances. When collecting or disbursing cash, the existing cash-based disbursing processes and procedures remain in effect.

On most ships equipped with EagleCash (NC), an NCAO is appointed. In this SOP, the term "NCAO" also refers to the properly authorized and appointed representatives (e.g., Disbursing Agents, the Deputy NCAO, or the EagleCash (NC) Deputy), primarily in their roles as EagleCash (NC) Accountable Officials (AOs) responsible for the operation and maintenance of the EagleCash (NC) system.

Because EagleCash (NC) is a financial system and the handling of public and private funds is inherent, a *DD Form 577, Appointment/Termination Record—Authorized Signature* shall be signed by the Commanding Officer (CO) appointing the NCAO, or other responsible individual, such as the NCAO. This appointment delineates what the NCAO's accountability and responsibilities include (refer to the *Department of Defense Financial Management Regulation, Volume 5*, Chapters 2 and 10).

The NCAO must ensure that the EagleCash (NC) Deputy:

- Is completely trained on EagleCash (NC) operations and able to fully cover during any absences.
- Has the knowledge and ability to resolve any EagleCash (NC) technical and/or financial issues that may arise.
- Can recruit the assistance of the ship's IT personnel for technical issues as needed.
- Maintain the subsequent DD Form 577s from the NCAO to their deputy, agents, or cashiers (see sample DD Form 577s in Documentation Resources).

EagleCash (NC) DEPUTY

The NCAO must appoint an EagleCash (NC) Deputy. The EagleCash (NC) Deputy must be available to perform the duties of the NCAO when the NCAO is unavailable (e.g., attending training class, on leave, or on Temporary Additional Duty (TAD)), primarily to operate and manage the EagleCash (NC) program and system on the ship. A *DD Form 577* shall be signed by the NCAO to the responsible individual as the EagleCash (NC) Deputy, delineating what their responsibilities include. Training for the EagleCash (NC) Deputy is available upon request from the FSGs.

NCAO DUTIES AND RESPONSIBILITIES GUIDED BY DISBURSING OPERATIONS

The NCAO will retain the flexibility to receive cash under certain circumstances. When collecting or disbursing cash, the existing cash-based disbursing processes and procedures remain in effect.

NCAO RESOURCES

EagleCash (NC) SOPs, troubleshooting guidance, functional /system training, supporting documentation, and "how-to" maintenance videos, are available online at https://fiscal.treasury.gov/navy-cash/. SAIC (an EagleCash (NC) contractor) provides a 3-day refresher training in Fleet concentration areas periodically. Contact the appropriate EagleCash (NC) FSG at NAVSUP FLC Norfolk, San Diego, or Yokosuka for refresher training information and schedule.

AUTHORIZED MERCHANTS

During the initial installation of EagleCash (NC) aboard ship, and based upon the ship's class, a chart of accounts is used to establish the appropriate merchant accounts used to manage transactions aboard ship. EagleCash (NC) merchants are established as part of the process of implementing EagleCash (NC) on board the ship. The merchant uses a local financial institution checking account set up in the name of the ship's merchant account to manage operating funds. The merchant provides the Treasury Agent with a checking account number and ABA Routing number, the account name printed on the checks (e.g., USS Neversail Merchant Fund), and whether the checking account is a business or consumer account. PNC Bank (PNC) can then transfer funds to the merchant checking account and the merchant closed loop and open loop accounts whenever the merchant directs a funds transfer. All transactions involving funds on NCAO cards shall be reported in appropriate accountability statements in accordance with applicable regulations, policies, and procedures. Merchant account management procedures are detailed in [Merchant Management](#).

DEPOSITS

CASH TO EAGLECASH (NC) CARD

As required, the merchant presents cash to the Deputy Disbursing Office for deposit. The NCAO accepts the cash from the merchant and executes the cash deposit to the merchant's closed loop account via the Funds Transfer to Chip transaction screen.

> **Note:** Cash to open loop transactions should not be done for any merchant.

END-OF-BUSINESS (EOB) DAY PROCEDURE

The merchant should review all closed loop, open loop, and settlements via the EagleCash (NC) website.

NAVWAR ACQUISITION INTEGRATED LOGISTICS ONLINE REPOSITORY (SAILOR)

EagleCash (NC) technical system documentation can be found on SAILOR. SAILOR 2.1 is designed to deploy critical logistics, configuration, and technical documentation and provide a single location to obtain systems support information for programs of record, including EagleCash (NC). NCAOs should let the ship's ITs supporting EagleCash (NC) operations know that they can find configuration and troubleshooting documents, ACAS scanning instructions, HBSS Policy Layout Guides (PLGs), and other supporting documents for the EagleCash (NC) system on SAILOR 2.1. The link for SAILOR 2.1 is https://sailor.navy.mil (use DoD ID PKI certificate).

EAGLECASH (NC) SYSTEM

STANDARD OPERATING PROCEDURE (SOP) MAINTENANCE AND REVIEW PROCESS

Naval Supply Systems Command, NC Program Office (NAVSUP N4) is responsible for this SOP. This SOP is effective throughout the life of the EagleCash (NC) Financial System or as long as the system remains installed on U.S. Navy ships. The EagleCash (NC) Financial System SOP has been assigned NAVSUP Publication Number 727. This SOP will be reviewed at least semi-annually by the EagleCash (NC) Program Office and FLCs and revised on an as-needed basis. Lessons learned and program changes are incorporated using EagleCash (NC) SOP Change Notices and EagleCash (NC) Flash on a continuing basis.

EAGLECASH (NC) DEPENDS ON SHIP-TO-SHORE SATELLITE COMMUNICATIONS

EagleCash 2.0 (NC) was designed to send transactions to shore whenever communications are available. Transactions are stored on ship until the shore has confirmed receipt of the transaction. Communication is ongoing as long as the network is up. When there is no communication with the shore all transactions are stored on ship until communications has been re-established.

TRANSACTION DATES AND TIMES

In EagleCash (NC), all transaction dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). Do not change the time or time zone on the EagleCash (NC) tablet as changes may cause errors and delays in End-of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.

EAGLECASH (NC) SYSTEM MAINTENANCE

NOTIFICATIONS

The EagleCash (NC) Team distributes two types of bulletins to inform cardholders and NCAOs of planned maintenance or operations issues. These bulletins identify the specific audience, define a topic, the effective dates of impact and summarize the impacts of affected users:

Planned

Outage bulletins are normally issued within 72 hours of scheduled downtime to perform infrastructure upgrades, maintenance, or security updates.

Unplanned
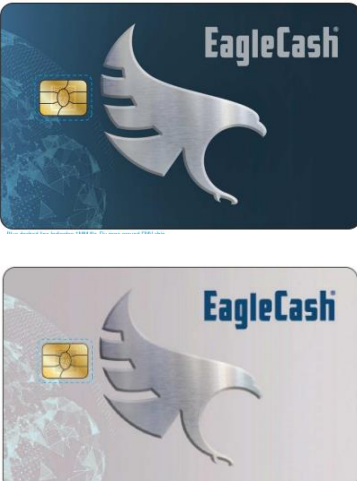
Outage bulletins are issued after the EagleCash (NC) Customer Support team detects impacts reported from multiple ships. These Operations Impact Alert bulletins contain a described of the reported impacts, the stakeholders involved in troubleshooting and an estimated timeframe for resolution if known.

EAGLECASH (NC) CARDS

The EagleCash (NC) program issues a number of cards depending on the environment and version of the system. Each version of the card is *only* accepted with the matching version of the system. An easy way to differentiate between the versions of the EagleCash (NC) branded card is the white anchor in the upper-left of the front of the card.

If a cardholder visits a location with a different version of the system, the card must be cancelled and a new card must be issued with the correct system version. This requirement also applies to EagleCash (NC) and EZpay cardholders from basic training and Littoral Combat Ships (LCS).

Table 1: Types of Plastic Cards

✔ Accepted	✘ Not Accepted	
EagleCash (NC) 2.0	**NC 1.4.7.x**	**EagleCash and EZpay**

GENERAL MESS OPERATIONS ABOARD NAVAL SHIPS

Aboard the Navy LCS class ship, there are no retail operations. there are also no merchants other than food service. Cardholders are issued an EagleCash card and only fund these cards using the EagleCash laptop. These cards cannot be funded using cash or check.

CARDHOLDER MANAGEMENT

This section covers the enrollment process and describes how the issuance of and the creation of new accounts. Also covered is card inventory, loading of funds, management of negative balances, and support of guests and visitors.

EAGLECASH (NC) CARDS

EagleCash (NC) cards provide the ability to operate in both the closed loop, offline environment aboard ship and the open loop, online environment ashore.

EAGLECASH (NC)

The stored value on an EagleCash (NC) card is used for purchases aboard ship. EagleCash (NC) closed loop can only be used on board ship, but it can be used on any ship equipped with the EagleCash (NC) system.

MASTERCARD© DEBIT

The stored value on an EagleCash (NC) card used for purchases off the ship. Also known as the open loop, Mastercard debit can only be used off the ship, but it provides access to funds in the Mastercard debit account to pay for purchases ashore everywhere Mastercard debit cards are accepted and to obtain local currency at any ATM ashore that carries the Mastercard, Maestro, or Cirrus brand mark. All EagleCash (NC) cards in the custody of the NCAO shall be safeguarded like blank Treasury checks prescribed in DoD FMR, Volume 5, Chapter 7.

INSTANT ISSUE EAGLECASH (NC) CARDS

Instant issue cards combine the EagleCash (NC) (closed loop) and Mastercard debit (open loop) capabilities and can be used both on and off the ship. Instant issue cards are embossed with NAVY CARDHOLDER and a Debit Mastercard card number. Instant issue cards are issued on the ship to personnel newly enrolling in EagleCash (NC) and as replacements for lost, stolen, damaged, or expiring cards. Issued on the spot, instant issue cards provide individuals access to all EagleCash (NC) capabilities. Newly enrolled members will have access upon successful issuance or activation of the card. For example, cardholders can transfer funds at the Cashless ATM, also known as the EagleCash (NC) kiosk or kiosk, on the ship to the closed loop or open loop account from a U.S. financial institution account ashore and can access funds in the closed loop account at ATMs ashore or to pay for purchases at retail locations ashore.

Instant issue card should be issued to Active Duty, Government Civilians, and Merchants.

CLOSED LOOP EAGLECASH (NC) CARDS

Closed loop cards can only be used onboard the ship. Closed loop cards may be used to pay for purchases on any ship equipped with EagleCash (NC), and value can be added at the Disbursing Office on any EagleCash (NC) ship.

EagleCash (NC) closed loop cards will be limited to one-time visitors and foreign nationals who are not authorized a regular EagleCash (NC) account/card.

Contractors are also issued closed loop cards. Unlike Foreign Nationals, contractors are allowed to link a bank account and fund the closed loop with ACH transfers.

When a ship expects a high volume of visitors or transient personnel, contact the appropriate FLC. Specific requirements will be handled on a case-by-case basis so that the ship's inventory of EagleCash (NC) cards is not depleted.

EMBOSSED PERMANENT EAGLECASH (NC) CARDS

Generally, embossed permanent EagleCash (NC) cards are only issued as a part of bulk enrollment when EagleCash (NC) is initially implemented on a ship. Embossed permanent cards also combine the closed- and open loop capabilities. Embossed permanent cards are embossed with the cardholder's name and a debit Mastercard card number. Produced individually at the card manufacturing facility, they must be delivered to the individual on the ship after they are produced. EagleCash 2.0 (NC) does not support ordering Embossed cards for Merchants.

CARD ISSUANCE AND INVENTORY REQUIREMENTS

The NCAO is responsible for maintaining a stock of EagleCash (NC) cards. EagleCash (NC) cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in DoD FMR, Volume 5, Chapter 10. The NCAO may delegate the responsibility for custody of EagleCash (NC) cards to a designated agent. All card actions taken must be annotated on either the Bulk EagleCash (NC) Card Log or the EagleCash (NC) Card Issue Log. NCAOS must ensure rotation of card stock to ensure oldest cards are issued first.

BULK EAGLECASH (NC) CARD LOG

Maintaining this log is mandatory. This card log contains the EagleCash (NC) card numbers, date, and signature of the person to whom a working stock of EagleCash (NC) cards is issued. A sample log is included in Documentation Resources. Unused working stock shall be returned to the NCAO or designated representative at least monthly for audit. Record return of unused working stock and results of audit/inventory on Bulk Card Log. All EagleCash (NC) cards shall be accounted for.

INITIAL INVENTORY

An initial inventory shall be completed and recorded using the Bulk EagleCash (NC) Card Log upon receipt of all instant issue, embossed permanent, closed loop EagleCash (NC) cards, and even single cards. For bulk shipments, any open container shall be inventoried by individual count and sequential serial numbers of the cards. All damaged containers, or those bearing evidence of having been tampered with, shall be opened and inventoried.

MONTHLY INVENTORY

All EagleCash (NC) cards shall be inventoried at least once each calendar month, and an entry shall be made in the Bulk EagleCash (NC) Card Log to document the inventory. A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, shall be retained in the Disbursing Office, and a copy shall be given to the Cash Verification Team (CVT) as an attachment to their quarterly cash verification report. At least once during each calendar quarter, the CVT shall conduct a surprise verification of EagleCash (NC) cards to include cards received, issued, returned, and on hand.

EAGLECASH (NC) CARD ISSUE LOG

A separate Card Issue Log shall be maintained for all EagleCash (NC) cards issued from the NCAO. The log contains the last four digits of the card number for instant issue and embossed permanent cards. The log also must show the entire card sequence number for closed loop cards, name and last four digits of the SSN of the cardholder, issue date, signature of the recipient, date returned for closed loop, instant issue, and embossed permanent EagleCash (NC) cards, and the name and signature of the issuer. The Card Issue Log also contains columns to document destruction of a card when a card is returned or canceled. The NCAO is responsible for ensuring a cardholder signs the card issue log to document the destruction of a card. A sample log is included in Documentation Resources. The EagleCash (NC) Card Issue Log shall be handled in accordance with the requirements for sensitive personal data and MUST be maintained at least five years prior to destruction.

NAVY CARDHOLDER ISSUED CARD REPORT

1. A report can be generated for instant issue cards issued through the NC Disbursing Application (NCDA) at any time by clicking the **View Reports** link > **Navy Cardholder Issued Card Report** in the Operations Reports window.
2. Fill out start and end dates for the inclusive period and click on the **Generate** button.
   The Navy Cardholder Issued Card Report provides a list sorted by operator ID, the last four digits of the card numbers, name, last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

CARDHOLDER AGREEMENTS – TERMS AND CONDITIONS

The EagleCash (NC), and NC Closed Loop Card Cardholder Agreement is a key part of the EagleCash (NC) program's overall efforts to comply with the Federal consumer financial laws and regulations that govern many consumer financial products and services. The Cardholder Agreement lays out the terms and conditions for the use of the EagleCash (NC) card and provides information about cardholder rights, responsibilities, and liabilities. The Cardholder Agreement is included in the envelope with every EagleCash (NC) and Closed loop card. The NCAO must ensure each cardholder is aware of and receives a copy of the Cardholder Agreement whenever new or replacement EagleCash (NC) cards or EagleCash (NC) closed loop cards are issued at the Disbursing Office. A copy of the Cardholder Agreement is available on the U.S. Department of the Treasury, BFS, EagleCash (NC) resource website (https://fiscal.treasury.gov/navy-cash/resources.html#cardholder).

CARD ACTIVATION FOR EMBOSSED PERMANENT CARDS

For security reasons and to prevent fraud, all embossed permanent EagleCash (NC) cards are delivered to the ship in a **pendactive** status and must be activated before they will work. If a cardholder comes to the NCAO to report a card that no longer works, verify that the card has been activated. Pendactive cards can be activated at any kiosk by inserting the card and entering the PIN.

REPLENISHING EAGLECASH (NC) CARD STOCKS

The NCAO is responsible to ensure replacement card inventory remains at standard levels and expiration dates exceed 12-months on current card stock inventory.

SPARE EagleCash (NC) CARD STOCK

EagleCash (NC) instant issue stock is identified by ship types in the "Card Stock Reorder Points" table below. These standard recommendations support operational readiness and should support ship needs for up to 6 months.

CLOSED LOOP CARD STOCK

Closed loop card stock should be managed carefully, these card types are provided to ships on an as needed basis, and orders must be approved by your EagleCash (NC) FLC representative. When issued they should be returned at the conclusion of the cardholder's time onboard ship, any remaining balance refunded or in the case of contractors, transferred back to the linked bank account.

EAGLECASH (NC) CARD STOCK: MARINES

MEUs that require EagleCash (NC) cards to issue to their cardholders for upcoming activities will place their orders with their SVC Program Management Office or their Marine Disbursing representative (Camp Pendleton, Camp Lejeune, or Camp Foster). Shipboard Navy NCAOs manage their card inventory based on ship size but may assist with card inventory for Marine NCAOs if needed.

REORDER POINT

Cards will be ordered in quantities of 100. The Accountable Official will place an order when instant Issue cards inventory drops near or below the reorder-point indicated in parenthesis in the below table, or when a ship is about to change status. Cards are normally shipped within two to three weeks after the order has been approved.

Table 2: Card Stock Reorder Points

Card Stock Reorder Points	DDG/CG/ESB	LPD/LSD/AS/LCC/MSC	LHA/LHD/T-AH	CVN
Closed Loop Cards (Contractors and Foreign Nationals)				
1. Deployment and Local Ops	100	100	100	200
Instant Issue Cards (Navy Cardholder Cards)				
1. Deployment	200	300	1000	2000
2. Local Ops	100	100	500	1000

ORDER INSTANT ISSUE AND/OR CLOSED LOOP REPLENISHMENT STOCK

To order replacement instant issue and/or closed loop cards, the NCAO should send an email request to the Customer Support Center (CSC) at navycashcenter@frb.org to obtain a case number. The email request should include the following information:

- Current inventory
- Number of cards requested and type of card (instant issue or closed loop)
- **If Deployed or away from homeport for an extended period, shipping address if different from homeport (cannot use FPO Address)**
- Ships status: Please indicate #1 Deployment and #2 Local Ops

If requesting cards above established SOP inventory levels, please provide a brief justification or the special circumstances to support the increase.

MANAGEMENT OF CARDHOLDER ACCOUNTS

CREATE NEW CARDHOLDER ACCOUNT

FS Form 2887 is required to issue a card and should be kept on file until electronic signature on the form shows in the cardholder's profile. FS Form 2887 authorizes debits and credits to your financial institution account at your request. FS Form 2887 provides your consent to immediate collection from pay (military or civilian DoD pay) of any amount that may become due and owed because of use of the SVC. If employed by a contractor or if no longer receiving military or civilian DoD pay and amounts remain or become due and owing, FS Form 2887 authorizes the government to initiate debt collection procedures. The EagleCash 2.0 (NC) system automatically captures an electronic FS Form 2887 upon issuance of an instant issue card or when a Cardholder update is made. The form is synced to the shore data base and stored there.

- On the FS Form 2887, Civilians and contractors must provide their personal bank account information, and provide their employer's company name, address, and contact information to obtain an EagleCash (NC) Instant Issue card. On the paper enrollment form, contactors should enter the following:
    - Block 7 - Military Branch: **NAVY** or contractor company name
    - Block 11 - Military Duty Address: In the Disbursing App, enter **Co:** before the name of the company provided on address line 3, for example:
        - o Address Line 1 – Contractor Company Street Address 1
        - o Address Line 2 – Contractor Company Street Address 2
        - o Address Line 3 – Co: [Contractor Company Name]
- Contractors are also required to complete an FS Form 2889. The *U.S. Department of the Treasury Stored Value Card Contractor Agreement* form obligates the cardholder's company to restore the funds pool if their contractors incur negative balances and do not clear these balances within 10 business days of receiving notification from Fiscal Service or its Treasury Agent. FS Form 2889 *must* be uploaded on the EagleCash (NC) website along with the FS Form 2887.
    - Department of Defense civilians and contractors previously enrolled in EagleCash (NC) must complete a new FS Form 2887 and provide a linked personal bank account before a new EagleCash (NC) card will be issued.

SELF-ENROLLMENT

Individuals are encouraged to self-enroll in EagleCash (NC) using the https://www.navycash.com website or mobile app, and the **Enroll Here** link is located below the **Login** button on the website. NCAOs are required to verify members CAC or ID card before issuing an EagleCash (NC) card.

CARDHOLDER PIN NUMBERS

Personal Identification Numbers (PINs). PIN mailers are not created and sent to the ships for instant issue or closed loop cards. Instant issue and closed loop cards are always handed out by the NCAO. PIN numbers are set at card issuance. PIN mailers will continue to be sent to the ships with embossed permanent cards. Cardholders can change the PIN associated with their EagleCash (NC) card at any time using the EagleCash (NC) kiosk by following the screen prompts on the kiosk. The PIN number can also be changed at the Disbursing Office.

ENROLLMENT PDF FS FORM 2887 UPLOAD

This feature is only available to the Navy Disbursing or Marine Disbursing role within the EagleCash (NC) website. A **Forms** option has been added to the menu. This feature allows searches for cardholders by either SSN or first/last name. Matching cardholders will show in the results. Use the **Browse** button to navigate to the .pdf FS Form 2887 file located on your computer. If the upload is successful, user will see a green pop-up message indicating that the upload was received. Uploaded forms are available to disbursing and the CSC immediately upon upload completion.

> *Note:* To view existing forms, search for the cardholder's profile and click the **Personal** tab. Click **View Enrollment Form in the File System**. Uploaded forms stay with the user's profile until replaced.

SHIP-ASSIGNED SAILORS AND VISITORS

EAGLECASH (NC) CHECK-IN

The NCAO should verify whether the cardholder previously had an EagleCash (NC) account. If a sailor previously had an EagleCash (NC) account, the NCAO will move the profile to their ship via the EagleCash (NC) website. Validate that all personal contact and financial institution account information is current.

If a sailor did not previously have an account, a new enrollment will be accomplished via the EagleCash 2.0 (NC) application or EagleCash (NC) self-enrollment.

EAGLECASH (NC) CHECK-OUT

For all cardholders separating or retiring, zero out the card, cancel the card, return to the cardholder and transfer the account to Shore Command. For those transferring and staying in the Service, have them zero out the card and transfer the account to the Shore Command

Cash Out Closed Loop Cards

When a cardholder gets ready to leave the ship, the card should be turned in to the NCAO, and any value remaining in the closed loop must be cashed out and returned to the cardholder immediately.

MARINE ENROLLMENT

Deploying and training units leaving Pendleton, Lejeune or Okinawa are required to ensure their Marines are enrolled in or have an active EagleCash (NC) card prior to embarking onboard ships. Marine NCAOs can accomplish this in the manner described in the following subsections.

BULK ENROLLMENT

Prior to embarking on a deployment, Marines should be enrolled in EagleCash (NC). The Marine Logistics Groups (MLGs) – MLG 1 Camp Pendleton, MLG 2 Camp Lejeune, and MLG 3 Okinawa-are responsible for coordinating the bulk enrollment of the entire Marine Expeditionary Unit (MEU). This bulk enrollment process, which includes training and enrolling the Marines, should be completed about four to six weeks prior to the date of embarkation to provide enough lead time to manufacture and deliver the EagleCash (NC) cards for distribution just before or just after embarking on the ship. Bulk enrollment support can be obtained from RFF/KCI in Kansas City or from Fleet Logistics Center (FLC) EagleCash (NC) representatives of the Marine Embarking Unit (MEU).

SELF-ENROLLMENT

Marine Corps personnel can self-enroll in the EagleCash (NC) by navigating to https://www.navy cash.com. The "Need a Navy Cash Card? Enroll Here" message displays below the **Login** button on the EagleCash (NC) homepage. This option is available to all Marine personnel who have not yet registered for or have an EagleCash (NC) card. Self-enrolling Marines can choose their local Finance Office or assigned ship as their pickup location for their new card.

Marine personnel who have:

- The 1.4.7.x NC card still needs to be issued a new EagleCash (NC) card in addition to moving their profiles.
- The EagleCash (NC) card should contact their Marine NCAO or the CSC at FRBKC to move their EagleCash (NC) profile from ashore to their assigned ship.
- Previously had an EagleCash (NC) card but no longer have it in their possession should contact their Marine NCAO for a new card or the CSC at FRBKC to activate their profile and be issued a new card either at their Finance Office or onboard the ship.

CARD REPLACEMENT INVENTORY

Marine Disbursing will provide card replacements to a ship or FLC EagleCash (NC) representative upon request.

MARINE ONBOARDING

Marine personnel will advise their assigned ship's NCAO of deployment/training events. Navy NCAOs and FLCs will advise the Operations Section in Kansas City of known deployment/training events as they hear of them to the general mailbox: RFF-KCIMail@usmc.mil. KC Ops will handle all NCAO/FLC inquiries and info the program manager.

Foreign Nationals accompanying Marine/MEUs during the deployment will be issued a closed loop card by the Navy NCAO afloat.

MARINES DISEMBARKING

MEU NCAOs will ensure that all Marines are transferred back to the appropriate MLG upon return from deployment. Marines without disbursing support on ship will ensure they notify the ship's NCAO or call CSC and open a case.

VISITORS, GUESTS, AND DEPENDENTS

Under EagleCash (NC), visitors, guests, and dependents who are on the ship for only a few hours or for the day can buy things in the ship's store, such as snacks, drinks, souvenirs, and emblematic items, or pay for meals in the General Mess or Wardroom. Cash sales should be the exception to accommodate visitors that are only going to be on the ship for a short time, e.g., less than 72 hours.

The EagleCash (NC) card should be returned to the NCAO and the value cashed out.
If not cashed out any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.

Table 3: Cards/Forms Prescribed by Guest Type

Guest	Required Card and Forms
One-Time Visitors and/or Distinguished Visitor (DV); Foreign Riders	Closed Loop Card
Contractor	Closed Loop Card (FS Form 2887 and FS Form 2889)
Government Civilian	Instant Issue Card (FS Form 2887)
Aircrew or Other Personnel on Board	Instant Issue Card (FS Form 2887)

UPDATING LINKED EAGLECASH (NC) ACCOUNTS TO PERSONAL FINANCIAL INSTITUTIONS

When an EagleCash (NC) cardholder or merchant registers an account or makes changes to the financial institution account linked to EagleCash (NC), use the EagleCash (NC) website to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at an EagleCash (NC) kiosk.

TIMELINESS OF UPDATES

Updates made within the NCDA need to be validated by the cardholder on the EagleCash (NC) website before any ACH transactions at the kiosk. Updates done through the EagleCash (NC) Disbursing Website do not go into effect on board the ship until a sync is completed between shore and ship. Updates made by calling the CSC do not go into effect on board the ship until the CSC receives the information, processes the request, and a sync is completed between shore and ship.

CARDHOLDER REQUESTS

If EagleCash (NC) cardholders need to update their EagleCash (NC) account information to change financial institution account information, change last name or update an email address, follow the procedures in this section.

ACCOUNT PROFILE UPDATE REQUESTS

To request account profile changes, see the NCAO or call CSC (see Contact Information for phone numbers and emails). The Customer Service representative will ask the caller a series of questions to verify their identity before making any updates. The following data is required for CSC representatives to fulfill the request for changes:

- First and last name
- Date of birth
- Mother's maiden name (or keyword)
- Last four of SSN

Cardholders will receive confirmation via email from the CSC when their accounts have been updated.

ACCOUNT BANKING UPDATE REQUESTS

If cardholders want to change the financial institution account information associated with their EagleCash (NC) account, direct them to the NCAO. Cardholder's can present the NCAO with a cancelled check or deposit slip when requesting changes. After validating cardholder identity, the NCAO can then make changes to banking information for cardholders.

NCAO REQUESTS

Cardholders can update their account information by visiting the NCAO or their authorized representative, who may contact the CSC using the phone, email, or the EagleCash (NC) website. The NCAO shall verify the ABA routing number and account number for new accounts. Guidelines for using the Disbursing Website are included in the EagleCash (NC) Web Application User Guide.

ISSUING CARD REPLACEMENTS

When a card expires or will be expiring at the end of a month, a cardholder must report to the NCAO where they will be issued an instant issue EagleCash (NC) card upon request. Instant issue cards have every capability that embossed permanent cards have, including the Debit Mastercard, immediate access to any funds in the closed loop account associated with the expiring card, and the ability to access Split Pay option. Once a new instant issue card is assigned, the card will be useable on the ship immediately, and ashore after the next sync is executed by the ship. Funds on the closed loop of the old card will normally post to the open loop of the new card within 24–72 hours.

HOT LIST FOR LOST, STOLEN OR DAMAGED CARDS

To limit a cardholder's loss, cardholders must report lost, stolen, or damaged cards to the NCAO or EagleCash (NC) CSC immediately.

CLOSING AN EAGLECASH (NC) CARD ACCOUNT

If there is no linked financial institution account or the account information is not valid, funds will remain in the open loop account. If possible, the individual cardholder should be contacted and asked to provide a financial institution account number, ABA routing number, and their name as it appears on the account, so the positive balance can be pushed back to that account. The NCAO shall then request the EagleCash (NC) CSC push any funds remaining in the open loop account back to the designated financial institution account.

As a last resort, and after every effort to identify and locate the individual cardholder and return the residual funds has been exhausted, the NCAO must cash out any value remaining on the card and do a collection for the amount using a DD 1131 in accordance with DoD FMR, Volume 5, Chapter 8, Paragraph 0806, and Chapter 10, Paragraph 100505. These funds will be credited to one of two accounts at the Treasury, Account 20X6133, Payment of Unclaimed Moneys, for amounts of $25 and greater, and Account 17R1060, Forfeitures of Unclaimed Money and Property, for amounts of less than $25. Cardholders retain the right to submit a claim for a refund to the U.S. Department of the Treasury, BFS. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

RESIDUAL FUNDS ON STORED VALUE CARDS (SVCS)

The Treasury Financial Manual (TFM), Vol 1, Part 6, Chapter 3000 prescribes procedures for all departments and agencies of the federal government that handles unclaimed moneys belonging to individuals, businesses, and other entities. Unclaimed moneys are moneys held for rightful owners whose whereabouts are unknown. Residuals that remain on an EagleCash (NC) SVC are credited to two specific Treasury accounts, Treasury Unclaimed Monies (Greater than $25) or Navy Forfeiture (Less than $25) accounts when a systematic return is not possible, and when the agency and Fiscal Service have attempted good faith efforts to locate and return these funds to the individual.

The majority of residuals on EagleCash (NC) cards are primarily from closed loop cards or merchant cards and very few will involve actual cardholder accounts that are linked to a home bank account.

Any residuals will be credited to one of two merchants in the EagleCash (NC) System for credit to the Treasury, Account 20X6133, Payment of Unclaimed Moneys, for amounts of $25 and greater, or Account 17R1060, Forfeitures of Unclaimed Money and Property, when amount is less than $25. NCAOs and CSC will manage these funds following the guidelines outlined in this FLASH.

ACTION

For documentation purposes, the NCAO will initiate an email request to navycashcenter@frb.org for assistance in transferring funds from merchant or closed loop cards to the ship's Navy Disbursing merchant card, when individual or merchants are not present. The date on the NCAO email will start the official six-year clock for claims against Navy unclaimed fund. Requests older than six years will not be approved, IAW TFM regulations.

Emails should include: Ship's name, NCAO/DO/DDO Name, amount of funds to be transferred and originating card number (if available). NCAO will send copy to, NAVSUP PMO (navsup_hq_navycash@navy.mil) and DFAS Automation Team (dfas.cleveland-oh.jfm.mbx.disbursing-automation@mail.mil) for audit purposes.

CUSTOMER SUPPORT CENTER (CSC) ACTIONS

If needed, CSC will move closed loop card or merchant card balances to the open loop account for the Navy Disbursing card, as requested by the NCAO. CSC will also open a case for the issue and assign a case number for tracking purposes, and handle all cardholders not assigned to a ship.

EOM PROCESSING

After the EagleCash (NC) EOM is indicated, the Unclaimed funds will appear on the ship's EagleCash (NC) EOM Summary Report.

This action will NOT be posted on the daily DD Form 2665 via DDS consolidated DSSN 8851.

> *Note:* Errors can be corrected in the EagleCash (NC) Disbursing Application prior to EagleCash (NC) EOM. If corrections are needed for prior months, initiate an email request to CSU, NAVSUP PMO and DFAS Automated disbursing group at the emails above.

CARDHOLDER CLAIMS FOR "UNCLAIMED MONIES"

Cardholder "unclaimed monies" requests will be directed to FRBKC/CSU for management and tracking.

- NAVSUP EagleCash (NC) PMO, Fiscal Service and FRBKC/CSU will adjudicate all claims presented against EagleCash (NC) Unclaimed monies.
- NAVSUP EagleCash (NC) PMO will forward the requests for unclaimed monies payments with the appropriate supporting documentation to DFAS for processing.

CARD EXPIRATION AND CARD CANCELLATIONS

When an EagleCash (NC) card expires, the closed loop on the card stops functioning. The actual expiration date is the last day of the month indicated in the **Valid Thru** date embossed on the front of instant issue and embossed permanent cards and the date printed on the back of the closed loop card. For embossed permanent and instant issue cards, any funds remaining in the closed loop account are automatically transferred to the open loop account associated with the card.

EMBOSSED PERMANENT OR INSTANT ISSUE CARDS

Cardholders whose embossed permanent or instant issue cards have expired or are expiring at the end of a month must report to disbursing where they will be issued instant issue EagleCash (NC) cards as replacements. Instant issue cards have every capability that embossed permanent cards have, including the Debit Mastercard open loop account, immediate access to any funds in the open loop account associated with the expiring card, and the ability to access the Split Pay option. Once new instant issue cards are assigned, the cards will be usable on the ship immediately and ashore after the ship syncs with shore.

CLOSED LOOP CARDS

Cardholders whose closed loop cards have expired or are expiring must report to the NCAO. After a closed loop card expires, the closed loop can no longer be read on the ship, so any value remaining in the closed loop account on the card cannot be cashed out and returned directly. NCAO will open a case to have the EagleCash (NC) CSC push the remaining funds to the Navy Disbursing card.

EXPIRED CARDS

When closed loop cards are turned in to disbursing and cashed out, the NCAO should check the expiration dates on the cards. Cards can be destroyed by cutting them up or shredding them. Document destruction of the cards using the EagleCash (NC) Card Issue Log (see example in Documentation Resources).

EAGLECASH (NC) CARDHOLDER DECEASED, INJURED, OR AN UNAUTHORIZED ABSENTEE

If an EagleCash (NC) card is found in the personal effects of a cardholder who is deceased, missing, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer, should present the card to the NCAO.

IF CASUALTY ASSISTANCE CALLS OFFICER (CACO) IS ASSIGNED

Requests for sailor identification, EagleCash (NC) Account details and corrections to linked bank account information are worked through the NCAO or FLC.

CANCEL CARD

The NCAO will cancel the card in the EagleCash (NC) website. The EagleCash (NC) system automatically transfers any remaining closed loop balance to the open loop account.

OPEN CASE WITH CSC

The NCAO opens a case with the CSC requesting any remaining funds in the cardholder's account be pushed back to the cardholder's linked bank account. Upon receiving the request, the CSC process requires a 24-hour wait period to ensure all pending transactions are processed before pushing the funds back to the cardholder's account. Upon confirmation of a zero balance, the CSC closes the cardholder's account.

IF CACO IS NOT ASSIGNED

All requests for EagleCash (NC) Account residual funds for retired or separate sailors should be directed to CSC (see Contact Information for phone numbers and emails). Requestors needing funds transferred will be required to provide valid forms of identification, powers of attorney and death certificates.

IF CARD DOES NOT HAVE A LINKED BANK ACCOUNT

Contact your FLC for specific procedures.

INACTIVE ACCOUNTS

In order to decrease the amount of residual funds and unclaimed monies when a Navy Cash card is activated or issued an expiration date is written to the closed loop of the card. This date is 90 days from the date of activation or issuance. Every time a Navy Cash card is seen at a disbursing workstation or a kiosk a new 90-day expiration is written to the closed loop of that card. The expiration date is synced to the shore database and stored.

If a card is not seen at a kiosk for 90 days an automatic transfer of funds occurs moving the balance of the closed loop to the open loop. At 120 days of inactivity the balance of the open loop is moved to the linked bank account.

After 90 days if a card is seen at a kiosk upon PIN entry the closed loop is reactivated, and a new expiration date is written. Funds can then be transferred from the linked bank account back to the closed and open loop and card use can resume.

MONTHLY AUTOMATED TRANSFER OF DORMANT PROFILES FROM SHIP TO SHORE

To assist in maintaining a current EagleCash (NC) roster on the ship, a monthly automated process detects and transfers member profiles that have not already been transferred to the Shore Command, if there has been no activity on cardholder EagleCash (NC) accounts (closed loop, split pay option, or ACH transfer activity) in the past 365 days.

RESTORAL USING SHIP CHECK IN

If a cardholder attached to the ship has not used their EagleCash (NC) card in the past year and is transferred to the Shore Command in error, they can use their card at a kiosk to check in.

DESTRUCTION OF EAGLECASH (NC) CARDS

Cardholders are responsible for destroying their own cards when no longer needed. If the NCAO must destroy any EagleCash (NC) cards, destruction should be documented in the EagleCash (NC) Card Issue Log. Examples of destruction documentation needed would be cards in inventory about to expire discovered during inventory, unclaimed permanent cards or cards found/turned-in should be destroyed and documented.

DELIVERY OF CARDS

For security reasons and to prevent fraud, embossed cards arrive on the ship in a **pendactive** status and must be activated before they will work. If there are less than 10 cards being sent to a ship, the individual cards are sent via the U.S. Postal Service (USPS) directly to the individual cardholders. Shipments of 10 or more cards are sent via FedEx to the NCAO for further distribution to the individual cardholders. FedEx shipments can be tracked. EagleCash (NC) cards shipped via FedEx should arrive at the NAVSUP Fleet Logistics Center (FLC) or Defense Logistics Agency (DLA) about 10 business days after the Treasury Agent receives the enrollment data electronically. Contact the ship's local FLC representative to check on the status of card shipments.

CARDHOLDER TRANSACTIONS

HOME ACCOUNT TO OPEN OR CLOSED LOOP ACCOUNT TRANSFERS

If cardholders transfer money from their home financial institution account to their open loop or closed loop accounts at the EagleCash (NC) kiosk, the funds are available for use on the ship immediately. The funds will generally be available ashore within 72 hours. NCAOs may refer cardholders to the EagleCash (NC) Cardholder Basics tri-fold prior to going ashore.

USE OF CLOSED LOOP FUNDS ASHORE

Use of closed loop funds are not available ashore.

PIN CHANGES

PIN changes aboard ship are effective immediately.

QUESTIONS OR DISPUTES ABOUT FRAUDULENT OR ERRONEOUS TRANSACTIONS

Cardholders should report fraudulent transactions as soon as they become known. A cardholder has every right to dispute an ATM withdrawal or purchase ashore if they suspect fraudulent or erroneous activity on their Mastercard debit account.

Fraudulent Transactions

A fraudulent transaction is one in which the cardholder did not authorize, participate in, or benefit from.

Erroneous Transactions

An erroneous transaction is one in which the cardholder believes was in error and was not fraudulent, e.g., a dispute with a merchant or an ATM that does not dispense the amount of money requested.

Visit the website at www.navycash.com and see Contact Information for CSC phone numbers and emails. The mailing address is as follows:

FRB-KC Omaha Branch
Attention: Disputes
2201 Farnam St.
Omaha, NE 68102

In the event of a fraudulent transaction, a cardholder should stop using their card and immediately notify Customer Service.

NOTIFICATION

In case of a question or dispute about the Mastercard debit (open loop) account on their EagleCash (NC) card, cardholders should contact EagleCash (NC) Customer Service as soon as the cardholder notices an error or has a question (see Contact Information for phone numbers and emails).

DOCUMENTATION

To dispute a fraudulent or erroneous transaction, a cardholder must complete a dispute form and forward the form to the EagleCash (NC) Treasury Agent: FRB (see Documentation Resources for copies of the dispute forms and more detailed procedures).

OPEN A CASE

The cardholder must fill out all applicable information on the form, providing as much information as possible about the transactions in question. The preferred and most efficient transmission of the form is to scan and email it to the CSC on the same day that the fraudulent or erroneous activity was discovered. The CSC will open a case in the ticketing system and forward the case to the Treasury Agent's transactions processor. Complete and send the dispute form to the Treasury Agent's customer service facility.

FRAUDULENT INVESTIGATION FOLLOW-UP

The transaction processor will investigate the dispute and respond directly to the cardholder via letter or through the CSC. Depending on the disposition of the dispute case, the CSC will return the funds to the cardholder's Mastercard debit open loop account. Fraud cases may take up to 120 days to process.

TO REQUEST STATUS OF DISPUTE CLAIM

Any questions from the cardholder or NCAO about the status of the dispute case should be directed to the CSC.

TRANSACTION HISTORY REPORT (RECEIPT)

The last 10 transactions to the closed loop are stored on the closed loop of the card and can be viewed at a kiosk.

EagleCash (NC) cardholders may also access their transaction history on the EagleCash (NC) website (https://www.navycash.com). Receipts for all kiosk transactions are available at the Disbursing Office during normal business hours.

CARDHOLDER PURCHASES

RECURRING PAYMENTS/WEB AND TELEPHONE PURCHASES

Although the EagleCash (NC) card can be used for recurring payments, it is not recommended. If a cardholder has used an EagleCash (NC) card for a recurring payment and, for some reason, a merchant continues to submit the recurring payment after the cardholder notified them to cancel their service, the cardholder must first contact the merchant to work out the problem. If the cardholder is unable to settle the issue, they may contact CSC for help in resolving the dispute with the merchant. The Fraud/Claims Group will contact the merchant and work to halt the recurring payment and restore the funds to the EagleCash (NC) account.

The EagleCash (NC) open loop debit Mastercard:

- Can be used to pay for things ordered over the phone or from a website. Items ordered can be shipped to almost any address, but, when the merchant asks for a billing address, the correct address is the ship's mailing address because that's the billing address that's been entered in the Mastercard data base for the EagleCash (NC) cards. To protect against fraudulent use of lost and stolen debit and credit cards, many merchants and their financial networks compare the billing address given by the customer against the billing address registered in the data base. These addresses may need to be the same before they will approve the transaction.
- Is a prepaid debit card, not a credit card or a check card. It does not provide a line of credit or access to the pay deposited automatically in a checking account. Normally, the amount of money that can be spent is limited by the amount of money a cardholder loads onto the card. If a cardholder forgets to add money to the open loop account, a recurring payment that exceeds the available balance will be declined, but only if the merchant tries to get authorization first. If the merchant is "force posting" the transaction without getting prior authorization, a recurring payment that exceeds the available balance will result in a negative balance. The negative balance will be reported the next day, and the NCAO must notify the cardholder to come to the NCAO to clear the negative balance.

CARDHOLDER FUNDS

CARD LIMITS

These pre-set limits may prevent AOs from making large purchases on the ship in a single payment. In a situation like this, the AO can elect to make more than one payment with the organization's EagleCash (NC) merchant card.

INDIVIDUAL CARDHOLDERS STANDARD CLOSED LOOP LIMIT

No more than $1,000 can be loaded on or debited from the EagleCash (NC) closed loop.

INDIVIDUAL CARDHOLDERS STANDARD ACH TRANSFER LIMIT

A $400 daily maximum limit has been pre-set on funds transfers from a financial institution account to the closed loop and/or open loop accounts.

LOADING FUNDS

EagleCash (NC) KIOSK

Funds transfers can be accomplished on board ship at an EagleCash (NC) kiosk. Funds can be transferred between the EagleCash (NC) closed loop and open loop accounts and the financial institution account that was associated with the EagleCash (NC) accounts during enrollment.

SPLIT PAY OPTION (CHANGE OR INITIATE) ONLY AVAILABLE FOR ACTIVE-DUTY NAVY PERSONNEL

Split Pay Option (SPO) is processed via the Personnel Office onboard and posted to their open loop account the day before pay day so the funds are available on the ship on pay day. SPO funds are available for use ashore as soon as they are posted to their open loop account. Sailors should visit the Personnel Office onboard the ship to start, stop or change split pay.

CASH-TO-CARD

Loading a card using cash is discouraged. Use the **Load Cash** function when it is the only option available to the card holder.

REFUNDS

When a cardholder desires a refund from a merchant on the ship (for example, ship's store, MWR, general mess), they must first obtain authorization from the merchants, or a designated representatives on a standard, serialized, EagleCash (NC) refund chit. The cardholder will then take the refund chit to the NCAO. See sample of the refund chit in Documentation Resources.

NEGATIVE BALANCES

For a cardholder with a negative balance, a funds transfer directly to their open loop account provides an additional option to clear the negative balance (see Negative EagleCash (NC) Balances). The cardholder can provide cash to the NCAO in an amount sufficient to return the open loop account balance to zero or a positive amount.

Table 4: Guidelines for Negative Navy/Marine Cash Open Loop Account Balances

Reason for Negative Balance	Guidelines[1] for Negative Navy/Marine Cash Open Loop Account Balances		
	First Occurrence	**Second Occurrence**	**Third Occurrence**
Returns from Home Account Requests [2]	System *temporarily* blocks access to DDA until negative balance is corrected.[3] NCAO has discretion to unblock access Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively • NCAO has discretion to reduce daily max limit down from $400 for 30 days[4]. • If willful negligence or fraud suspected, Non-Judicial Punishment (NJP) or court-martial under Article 92 of Uniform Code of Military Justice (UCMJ)	System *temporarily* blocks access to DDA until negative balance is corrected.[3] NCAO has discretion to unblock access Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively • Notify member of second occurrence via member's chain of command • NCAO has discretion to reduce daily max limit from previous limit for 60 days • Block access to DDA for 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	System *permanently* blocks access to DDA.[3] NCAO has discretion to unblock access Options: • Notify member of third occurrence via member's chain of command • Block (suspend) EagleCash (NC) accounts indefinitely • Confiscate EagleCash (NC) card; provide closed loop card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ
ATM and Point-of-Sale Purchases Ashore [5]	Options: • Counseling from NCAO on managing EagleCash (NC) account more effectively • If willful negligence or fraud suspected, NJP or court-	Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively • Notify member of second occurrence via member's chain of command	Options: • Notify member of third occurrence via member's chain of command • Block (suspend) EagleCash (NC) account 60 days

---

[1] Several options are presented for each reason an open loop account balance might go negative. Actual action taken is at discretion of cardholder's chain of command. Guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe.

[2] ACH transactions returned from cardholder's DDA account, i.e., home bank or credit union, resulting in a negative balance. Reasons for returned transactions include: nonsufficient funds (NSF) in cardholder's account, closed account, invalid account information, etc.

[3] ACH access automatically blocked when ACH return received and open loop account goes negative. If NSF and balance restored to $0 or greater, block is removed in first two instances of NSF returns. ACH block remains in place on receipt of third NSF return. If non-NSF return received, ACH access remains blocked until banking info updated.

[4] For first occurrence, reduction based on graduated access limits determined by rate/rank: E1–E2 $50, E3–E4 $75, E5–E6 $100, E7 and above $200. For second occurrence: E1–E2 $10, E3–E4 $25, E5–E6 $50, E7 and above $100. For third occurrence, access to DDA blocked indefinitely.

[5] Debit card purchases or ATM withdrawals ashore that cause the open loop account to go negative. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

Reason for Negative Balance	Guidelines[1] for Negative Navy/Marine Cash Open Loop Account Balances		
	First Occurrence	**Second Occurrence**	**Third Occurrence**
	martial under Article 92 of UCMJ	• Block (suspend) EagleCash (NC) account 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	• Confiscate EagleCash (NC) card: provide closed loop card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ

REPRESENTMENT

If a cardholder's ACH transfer request at the EagleCash (NC) kiosk is returned for NSF and is $5.00 or more, the ACH transaction will automatically be presented up to two more times on successive pay days. If the account still shows a negative balance, access to the cardholder's financial institution account will be blocked until the negative balance is cleared. If representment is successful, funds will be applied to the negative balance five working days after payday. Remind cardholders that sufficient funds must be available in their financial institution account to cover any representment. Representment has two reports—one for negative open loop and closed loop.

With representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the NCAO must continue to review the Negative Balance on a daily basis and collect on any negative balances not covered by representment. If a cardholder's open loop account balance has gone negative for a reason other than NSF, the transaction returned for NSF is under $5, or there have been two representments since the account went negative, the NCAO is responsible for collecting on that debt within 10 calendar days.

NOTIFICATIONS TO CARDHOLDER

NCAO will advise cardholders of negative balances.

NEGATIVE BALANCE FOR SEPARATING OR SEPARATED SERVICE MEMBERS

If a member leaves the service before settling a negative account balance, the NCAO can immediately submit a DD Form 139/DS01. If unable to collect, responsibility for debt collection belongs to DFAS and Treasury.

OTHER MILITARY CARDHOLDERS OR CIVILIANS

NCAO will move cardholder profile to an MLG or Shore Command if debt is uncollectible.

COLLECTION OPTIONS

The NCAO must ensure that the cardholder's access to their home financial institution account remains blocked until the negative balance is cleared. Do not unblock access until the cardholder's open loop account balance is zero or positive.

Deposit Cash to Open loop Account

The NCAO can have the cardholder provide cash at the NCAO and transfer the value directly to the cardholder's open loop account. This is commonly known as a "cash to open loop" transaction.

Closed- to Open Loop Account Transfer

The NCAO can have the cardholder transfer any value in the closed loop on their EagleCash (NC) card to the open loop account by escorting the cardholder to the kiosk and verifying that the funds are transferred to the open loop.

Change or Initiate Split Pay Option (SPO)

The cardholder can get a form to begin split pay at the Personnel Office to change or initiate the split pay payroll amount, which is transferred directly to the cardholder's open loop account on payday, to cover the amount of the negative balance.

Immediate Collection From Pay

The NCAO can initiate an immediate collection from pay to clear the amount of any negative balance by producing a DD 139 Pay Adjustment Authorization. The NCAO will present the DD 139 to the Personnel Officer on board, who will then have a **DS01** Format Identifier posted to in the sailor's pay account at DFAS. The Company Code for EagleCash (NC) is D411179. When DFAS-CL receives the information from the DMO system, the debt will be reconciled with the Treasury Agent via a collection from the cardholder's military pay account. This process can take up to 30-60 days to clear a negative balance.

Automated Controls

To prevent cardholders from abusing the system, EagleCash (NC) automatically blocks EagleCash (NC) access to a financial institution account when ACH transactions are returned for NSF and the open loop account balance goes negative. With automatic representment, a single ACH transfer request returned for NSF could result in a cardholder's EagleCash (NC) ACH access being blocked if representments are also returned for NSF. These controls do not go into place until the transactions are processed. NOTE: The cardholder could create multiple NSF transactions before these automated controls are implemented.

Manual Controls

Manual controls provide additional options to prevent abuse of the system or to discipline a cardholder who continues to have problems with negative account balances. Manual controls can be put into effect through either the EagleCash (NC) website (see Navy Cash Web Application User Guide) or the NCDA. The NCAO can reduce the daily ACH limit as needed.

BLOCKING ACCESS TO FINANCIAL INSTITUTION ACCOUNTS

The NCAO is the only individual who can unblock a cardholder's account. Cardholders may not request that access to their home financial institution accounts be blocked or unblocked.

Cardholders retain the right to submit a claim for a refund to the U.S. Department of the Treasury, BFS, all claims must be validated. NCAO should direct the cardholder to the CSC for unclaimed funds.

MERCHANT MANAGEMENT

This section describes the different types of merchant accounts; merchant cards; merchant account creation; merchants – AO enrollments; and merchant account management activities.

MERCHANTS

The NCAO is responsible for the merchant management requirements in this section.

MERCHANT ACCOUNTS

In EagleCash (NC), there are four different types of merchants in EagleCash (NC): 1) Private Merchants; 2) Generic Private Merchants; 3) Line of Accounting (LOA) Merchants; and 4) Transient Merchants.

A set of standard merchants has been established within Navy upon implementation of EagleCash (NC) on each ship, specific merchants are set up based on the class of ship.

PRIVATE MERCHANTS

Merchants are created for shipboard organizations such as, Wardroom and MWR (see the EagleCash (NC) Merchant List table for a complete merchant list). These merchants are created with a connection to a private commercial financial institution for the purpose of supporting an organization using an EagleCash (NC) card for financial transactions in the sale of goods.

GENERIC PRIVATE

These merchant accounts are used for short-term situations by various organizations. Generic private merchant names cannot be changed to accommodate a short-term need on a ship. For example, if the generic merchant PRIVATE ONE has been assigned to Cruise Book Sales for a particular deployment, PRIVATE ONE will appear on the POS screen and in EagleCash (NC) reports related to Cruise Book Sales.

LINE OF ACCOUNTING (LOA) MERCHANTS

LOA merchants, such as the General Mess, Navy Disbursing, Marine Disbursing, Retail Operations, Unclaimed Monies, and SSPN to MWR EagleCash (NC) transactions are settled or "registered" to the appropriate lines of accounting at the end of each month through the NCAO's monthly returns.

LOA Merchants usually do not require the issuance of a Navy Cash card since they settle to lines of accounting.

TRANSIENT MERCHANTS

Transient merchants are used when EagleCash (NC) transactions must be settled on an as-needed basis to pay a vendor or concessionaire without delay for goods or services provided. The transient merchants are usually only needed for a short time and are commonly settled to a different vendor each time they are used. Transient merchants (identified in the table below) are designed to settle to the NCAO merchant open loop account daily and not to a financial institution account. The NCAO then provides an ex-cash-remittance check or cash to the vendor in the amount of the EagleCash (NC) transactions collected by the vendor.

Table 5: EagleCash (NC) Merchant List

LOA Merchants		Generic Private Merchants	
NAVY DISBURSING			
*MARINE DISBURSING		PRIVATE ONE	*PRIVATE ELEVEN
GENERAL MESS – FOOD		PRIVATE TWO	*PRIVATE TWELVE
GENERAL MESS – SURCHARGES		PRIVATE THREE	*PRIVATE THIRTEEN
SHIP STORE		PRIVATE FOUR	*PRIVATE FOURTEEN
SHIP STORE #1		PRIVATE FIVE	*PRIVATE FIFTEEN
SHIP STORE #2		*PRIVATE SIX	
SSPN to MWR		*PRIVATE SEVEN	
BEVERAGE BAR		*PRIVATE EIGHT	
HANGAR BAY SALES		*PRIVATE NINE	
VENDING STORE ITEMS		*PRIVATE TEN	
VENDING SODA			
Private Merchants		**Flag, Air Wing & Squadron Merchants**	
NAVY MWR	1ST CLASS ASSN	CVW CPO MESS DUES	
*MARINE MWR	2ND CLASS ASSN	CVW WARDROOM DUES	
POST OFFICE – METERED MAIL		CVW 1ST CLASS DUES	
WARDROOM MESS – FOOD		CVW MWR FUND	
WARDROOM MESS – DUES		*SQDN CPO MESS DUES (1-9)	
CPO MESS – DUES		*SQDN WARDROOM DUES (1-9)	
FLAG MESS – FOOD		*SQDN 1STCLASS DUES (1-9)	
FLAG MESS – DUES		*SQDN MWR FUND (1-9)	
Transient Merchants			
FOREIGN CONCESSIONAIRE			
HUSBANDING AGENT		*Generally assigned to large-deck ships only.*	
COLLEGE COURSES			
COLLEGE BOOKS			
MISC EVENTS			

CURRENCY EXCHANGE ONBOARD THE SHIP

During port visits in foreign ports, currency exchange can be provided on board ship through the local husbanding agent, and this service can be requested as a part of the LOGREQ sent prior to a port visit. EagleCash (NC) Point of Sale (POS) devices will be available to the husbanding agent so that EagleCash (NC) cardholders can use the closed loop account on their EagleCash (NC) cards to purchase currency.

PREPARATION

Before the sale of currency begins, an exchange rate that will remain in effect throughout the port visit will be agreed upon with the currency exchange vendor. Once established, the exchange rate will not be changed. The vendor will maintain a currency exchange log and record each transaction.

CLOSEOUT

Closeout the day prior to payment. At the end of each day, the vendor will bring the POS and the currency exchange logs back to the NCAO for verification and POS recharging.

To close out at the end of the port visit, download POS and Copy Logs. The NCAO or Deputy shall make copies of the logs.

RECONCILE EAGLECASH (NC) REPORT AND VENDOR LOGS

If the transaction reports and Currency Exchange Logs agree, pay the vendor. If they do not agree, the NCAO and the husbanding agent must reconcile the differences. Payments follow existing payment policies with DoD FRM Volume 5.

If the analysis reveals that NCAO cash (currency) was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DoD FMR Volume 5 and existing procedures.

The NCAO shall maintain the Merchant Transactions Reports and any reconciliation worksheets associated with currency exchange must be retained with the NCAO's returns.

MERCHANT AO ENROLLMENT

As AOs, EagleCash (NC) merchants must complete and sign an FS Form 2888, Application Form for U.S. Department of the Treasury AO SVC, prior to being issued an EagleCash (NC) merchant card. A sample of FS Form 2888 is included [Documentation Resources](#). The form is also available on the Treasury Fiscal Service EagleCash (NC) website (https://www.navycash.com). At turnover, the relieving merchant AO must complete and sign a new FS Form 2888 and set a new PIN. NCAO keeps the original FS Form 2888s, uploads a copy via the EagleCash (NC) website, and destroys the old hard copy of FS Form 2888.

AO CARDS

EagleCash (NC) merchant cards must only be issued to AOs who are authorized to use EagleCash (NC) in an official capacity. EagleCash (NC) AO cards are not for personal use. The personal funds of merchant cardholders must not be loaded onto the cards. The funds loaded onto the cards must be limited to money held by the merchant cardholders in their official capacity as AOs. Each merchant cardholder is responsible and accountable for all funds loaded onto their AO card and may be held pecuniary liable for the loss or misuse of such funds. All transactions involving funds on EagleCash (NC) AO cards shall be reported in appropriate accountability statements in accordance with applicable regulations, policies, and procedures.

43

EagleCash (NC) MERCHANT CARDS

Merchant cards must be kept in a safe or secure container when not in use. All merchant cards not currently assigned to an EagleCash (NC) merchant must be in the custody of the NCAO. Any merchant card in the NCAO's custody must have a zero balance and be properly accounted for.

EAGLECASH (NC) MERCHANT CARD PINS

The Personal Identification Numbers (PINs) for the AO merchant cards must be changed by the relieving accountable individual at turnover.

MANAGING PRIVATE MERCHANT CARDS

When the need for a private merchant is over, the account will no longer be used. A private merchant can be reused when a new requirement emerges by contacting the NCAO and providing the new account information. The PINs for the merchant cards must be changed by the new merchant when the cards are reissued.

CARDS TURNED IN

When a card is turned back in, the NCAO must change the linked bank/credit union account number for each merchant to all 9 digits by entering the **9** digit 17 times in the **Bank Account Number** field using the EagleCash (NC) website (preferred), the NCDA, or by sending a request to the CSC by phone or email.

CASH OUT MERCHANT CARDS

The account balance (both closed loop and open loop) for all merchant cards in the custody of the NCAO and not currently in use must be zero. When a merchant card is turned in, the NCAO must verify that any value left in the closed loop account has been cashed out and returned to the merchant prior to accepting custody of the card.

MERCHANT CARDHOLDER LIMITS—AOS

The NCAO can modify the closed loop load and debit limit, and the ACH transfer limit for merchant cardholders on board that ship through the NCDA (see Documentation Resources); daily maximums are set according to ship class (see the "AO Standard Card Limits" table below). For any amount above the maximum limits, the NCAO must contact the CSC, and request that a merchant cardholder limit be modified, but only up to the standard limits previously listed.

Any updates to card limits done through the NCDA are effective immediately on board the ship and will regulate any subsequent funds transfer requests the individual or merchant cardholder attempts at the EagleCash (NC) kiosk. Updates done through the CSC do not go into effect on board the ship until the CSC receives the information, processes the request, and is synced between ship and shore.

CLOSED LOOP AND ACH STANDARD TRANSFER LIMITS

The transfer limits shown in the below table do not apply to LOA EagleCash (NC) merchants (Disbursing, Sales, and Food Service), who settle through the NCAO at EOM, or to the transient merchants (Foreign Concessionaire, Husbanding Agent, College Courses, College Books, Miscellaneous Events), who settle to the Navy NCAO merchant open loop account on a daily basis.

Table Legend:
- AS: Application System
- CG: Cruiser, Guided
- CVN: Carrier, Volplane, Nuclear
- DDG: Destroyer, Guided Missile
- LCC: Local Communication Center
- LHA: Landing Helicopter Assault
- LHD: Landing Helicopter Dock
- LPD: Landing Platform Dock
- LSD: Landing Ship Dock
- MSC: Military Sealift Command
- T-ESB: Transfer dock-Expeditionary Sea Base

Table 6: AO Standard Card Limits

Closed Loop Limits	
Large Decks: CVNs, LHAs, and LHDs	**Small Decks: ASs, CGs, DDGs, LPDs, LSDs, and LCCs**

• **$50,000:**
  – MWR
  – Wardroom Mess–Food
  – Navy NCAO
• **$10,000**:
  – Rest of AOs
	• **$10,000:**
	  – All AOs

ACH Transfer Limits	
Large Decks: CVNs, LHAs, and LHDs	**Small Decks: ASs, CGs, DDGs, LCCs, LPDs, LSDs, MSCs, and T-ESBs**

• **$50,000:**
  – Navy MWR
  – Wardroom Mess–Food
• **$5,000:**
  – Rest of AOs—excludes LOA and transient
	• **$10,000:**
	  – Navy MWR
	  – Blue: Navy MWR
	  – Gold: Navy MWR
	  – Wardroom Mess–Food
	  – Blue: Wardroom Mess—Food
	  – Gold: Wardroom Mess—Food
	• **$2,500:**
	  – Rest of AOs—excludes LOA and transient

MODIFYING CARD LIMITS

The NCAO can modify the closed loop limit and the ACH transfer limit through the EagleCash (NC) application, or via the EagleCash (NC) website in accordance with established limits.

TEMPORARY TRANSACTION INCREASE AUTHORIZATION FOR RETAIL SPENDING

Open loop transactions for certain Merchants are currently limited to $25K per single transaction and/or a grand total of $50K over a 2-day period. An override may be requested to increase the limit to $50K per single transaction over a 48-hour period and/or a grand total of $100K over a 2-day period with the following stipulations:

- NCAO opens a case with FRBKC CSC. Requesting merchant must ensure the FS Form 2888 on file reflects the current AO is complete and signed prior to the override being approved. Overrides are granted only if the FS Form 2888 is complete and current.

  Note: No new overrides may be granted until the 48-hour period closes. The clock starts on the first transaction, there are no exceptions.

- FRBKC will increase the limit after receiving Fiscal Service approval, coordinate with PNC for the increase and notify the NCAO of the approved increase before resolving the case.

All requests are subject to Fleet Logistics Center (FLC) review and approval from the EagleCash (NC) Program Management Team, NAVSUP, and Treasury (via FRB).

MERCHANT ACCOUNT MANAGEMENT

REISSUE A GENERIC PRIVATE, STAFF, AIR WING, OR SQUADRON MERCHANT

To reissue a merchant who settles to a financial institution checking account ashore or to an EagleCash (NC) merchant card open loop account on the ship, the NCAO must issue a new instant issue card to the merchant and change banking information on the Customer Service application in Cardholder Maintenance. When the need for a generic private merchant is over, the merchant account will no longer be used, and the merchant account can be issued a new card when a new requirement emerges. It is critical that all the funds on the EagleCash (NC) merchant card (if one was provided to the merchant) be removed and that the balance for both the closed- and open loop accounts be zero when the generic merchant account is no longer needed. The EagleCash (NC) merchant cards must be returned to Disbursing when the need for the generic merchant is over. The turned in card should be cancelled in card holder update.

LOA MERCHANTS

LOA merchants are preset for each ship class. LOA Merchants tend to not need cards issued to them. The Disbursing Merchant may have a card issued. Since the electronic form requires banking information to issue an instant issue card enter the **9** digit 17 times into the **Bank Account number** field.

CONFIRM LINKED ACCOUNT

The NCAO must ensure newly assigned private and generic private, staff, air wing, or squadron merchants use the ACH Funding screen on the EagleCash (NC) website (https://www.navycash.com) to confirm that the **Linked Bank Account** information associated with their EagleCash (NC) merchant card reflects the correct financial institution information. This account information screen is also where the merchant can verify account information prior to requesting any transfers at the EagleCash (NC) kiosk to or from their open loop or closed loop account and financial institution account.

MERCHANT SETTLEMENTS

All merchants settle daily except LOA and Postal merchants. Postal accounts settle on a weekly basis. LOA accounts settle monthly.

SETTLE ONLY TO OPEN LOOP ACCOUNT

To simplify the reconciliation and settlement process, these merchants by default settle only to the merchant's open loop account. If a merchant that settles to the open loop does not have a card issued settlements to the open loop will fail.

OPTION TO SETTLE TO FINANCIAL INSTITUTION OR OPEN LOOP ACCOUNT

A mess treasurer may choose to settle EagleCash (NC) transactions to the mess financial institution account or to the mess merchant open loop account. Funds may be transferred among the mess merchant EagleCash (NC) card closed loop and open loop accounts and the financial institution checking account.

MERCHANT SETTLEMENT REPORTS

Merchant settlement reports list all EagleCash (NC) deposits made to the specified bank or credit checking account or merchant open loop account and can be used to assist in reconciling the account. These shore reports are generated automatically at the completion of each EOD and placed into a shore reports directory by date (see Documentation Resources for an example).

MERCHANT TRANSACTIONS

TIMING OF SETTLEMENT TRANSACTIONS

All merchants must understand that funds settled to financial institution accounts ashore are not immediately available for expenditure. EagleCash (NC) transactions are sent to the Treasury Agent daily, but deposits are not made immediately. Automated Clearance House (ACH) transactions are only processed Sunday through Friday at 10:00 PM Eastern Time (8:00 PM on Sunday) by the Federal Reserve System. Transactions will generally be posted to financial institution accounts within 48 hours, and funds are normally available the next business day after the transactions are posted. Funds settled to non-general mess merchant open loop accounts are available approximately 24-72 hours after the transactions are downloaded.

MERCHANT OPERATIONS MANAGEMENT

GENERAL MESS

The general mess is established as an EagleCash (NC) merchant during installation. Two merchants are set up for the general mess: General Mess–Food to record standard meal prices and General Mess–Surcharges to record meal surcharges. General Mess-Food and General Mess Surcharge EOM totals showing on the NAVSUP 1359 must match the EagleCash (NC) *End of Month Summary Report*. This is the requirement of the Food Service Officer and not the NCAO. The exception would be any cash or check transactions outside of EagleCash (NC) reference *NAVSUP Publication 486, Volume 1, Food Service Management – General Messes.*

> *Note:* **Mess merchants aboard LCS ships use EagleCash (NC)** (a separate Treasury SVC program like EagleCash (NC)) to support mess operations.

POS CONFIGURATION

A POS device will be configured for each mess. When the Afloat Wardroom Mess operates with two EagleCash (NC) merchant accounts of **Food** and **Dues** to maintain the separation of funds described above, the mess treasurer will be able to indicate **Food** and/or **Dues** as appropriate by selecting the appropriate merchant at time of sale. See User Guides for instruction on operating the POS.

SALE OF MEALS

When meal sales transactions are being collected, the cashier will be able to indicate General Mess–Food and General Mess–Surcharges as appropriate by selecting the merchants from the Merchant Selection screen during the process of entering purchase transactions. A meal sale with surcharge is entered as two separate amounts on the POS.

WITH EAGLECASH (NC) CARD

- The FSO has the option to have visitors pay for meals in advance or as-they-go or upon departure from the ship.
- The visitor, guest, or dependent can use their EagleCash (NC) card to purchase meal(s) from the general mess.
- The visitor reports to the FSO/cashier to purchase the meal.
- The FSO keys in the meal price and the surcharge (if applicable) as two separate amounts.
- The POS deducts the total amount from the closed loop's EagleCash (NC) card and records the transaction for download to the EagleCash (NC) system. The EagleCash (NC) reports will also record the collection, as if a cash collection had occurred, and the sales proceeds for the day were deposited in disbursing. General Mess Food and General Mess Surcharges will each be reported separately.

WITH LARGE GROUPS

For large groups of visitors, guests, and dependents it may not be feasible to issue instant issue or closed loop EagleCash (NC) cards, for example, a dependent's cruise or tiger cruise on board an aircraft carrier. For these special events the Commanding Officer (CO) may assign a cruise coordinator to plan for the accounting for and payment of meals consumed from the general mess by the guests.

MEMBERS OF THE WARDROOM THAT SUBSIST FROM THE GENERAL MESS

Shipboard messes may include the Wardroom, CO, or Unit Commander (Flag), depending on the size of the ship. If the monthly mess invoice is $10,000 or less ($50,000 or less for the wardroom mess treasurer on CVNs, LHAs, and LHDs), the mess treasurer can pay the FSO with the Officer's mess EagleCash (NC) card. If greater than the authorized limit, the wardroom can make multiple payments.

PAYMENT OF MESS EXPENSES

ABOARD SHIP

Aboard ship, the treasurer makes purchases with the private mess merchant EagleCash (NC) card closed loop feature in the same manner that individual crewmembers purchase items on the ship.

ASHORE

Ashore, the treasurer uses the private mess merchant EagleCash (NC) card debit function (open loop account) to make purchases in the same manner as any debit card procedure.

HANDLING OF OFFICIAL REPRESENTATION FUNDS (ORF)

In situations where the ship sponsors a special event, such as a reception during a port visit, the private mess may receive ORF under a special LOA to reimburse the mess for expenses incurred for hosting the special event. EagleCash (NC) does not affect the existing ORF handling procedure but provides an option to the treasurer. The treasurer can then use the EagleCash (NC) card to pay some or all the special event expenses. Please contact the FSG at the supported FLC as needed.

> *Note:* Refer to SECNAV's Financial Management Services publications for any questions related to ORF funds.

GENERAL MESS REFUNDS

These refunds shall be conducted like any other refund process within EagleCash (NC).

POST OFFICE

The ship's post office is established as an EagleCash (NC) merchant. The post office uses the Post Office–Metered Mail EagleCash (NC) merchant. The Treasury Agents, the Federal Reserve Bank (FRB) and PNC, and the NAVSUP Postal Policy Division will work with the United States Postal Service (USPS) Postal Financial Officer to set up the appropriate bank account number for the settlement account for postal transactions. NAVSUP Postal Division will provide EagleCash (NC) Team with appropriate SFA numbers for each ship. EagleCash (NC) Refunds for the Post Office merchants should never be processed. Refunds must be requested directly from the USPS.

> *Notes:*
> - EagleCash (NC) does not affect non-monetary postal procedures, which will continue to have their full force and effect. Nor does it eliminate the need for maintaining existing money-handling procedures for contingency operations in the unlikely event that EagleCash (NC) experiences a catastrophic failure and no longer functions.
> - The term Postal Officer used throughout this SOP refers to the Postal Officer and individuals that have been properly authorized and appointed as his/her agents.

RETAIL OPERATIONS

Retail operations EOM totals showing on the DD Form 1149 must match the EagleCash (NC) *End of Month Summary Report*. This is the responsibility of the Sales Officer and not the NCAO. The exception would be any cash or check transactions outside of EagleCash (NC).

> *Note:* The purpose of this SOP is to provide guidance for use of EagleCash (NC) for purchases in the ship's store and vending machines. It is provided as an addendum to existing policy and procedures outlined in NAVSUP P485.

EOM CLOSEOUT FOR RETAIL OPERATIONS

Prior to initiating an EOM inventory and closeout each month, the Sales Officer and NCAO will coordinate specific start and end dates when Sales and EagleCash (NC) activities will be closed out. It is common practice, especially on larger ships, to specify different EOM closing dates for different vending machines. To assist in closing out each month, the EagleCash (NC) application allows different EOM closing dates to be specified for each vending machine.

EAGLECASH (NC) CIR COLLECTIONS

EagleCash (NC) CIR collections will be automated on the back end to CIR. EagleCash (NC) collections and disbursements for General Mess, General Mess-Surcharges, Retails Operations, and Ship Store Profit Navy (SSPN) to MWR Transfers that are recorded and reported by the EagleCash (NC) system, will no longer need to be posted on the ship's DD Form 2665 or entered into DDS. Special rules/procedures apply for the DDG 1000 class ships. The preparation of the collection voucher (DD Form 1131), public voucher (SF Form 1034), and Voucher Control Log (DD Form 2659) are covered in the BQC Course at the NSCS. Assistance can be provided from the TYCOM/FLC.

NC MANAGER (NCM)/DISBURSING OPERATIONS

1. The NCM-NCAO is responsible for coordinating EOM for all EagleCash (NC) operations. Each month, the NCM-NCAO, Sales Officer (SALESO), Food Service Officer (FSO), and Marine NCM-NCAO should coordinate to establish a closeout date and time for the month.
2. Once available the EagleCash (NC) EOM Summary Report will be provided to Marine Disbursing, Food Service, and Retail Operations Divisions. The NCM-NCAO will no longer provide Food Service a printed copy of the monthly SF215 (deposit ticket).
3. The NCM-NCAO will no longer post the EagleCash (NC) Deposit Tickets/Debit Vouchers and Collection Vouchers or Public Vouchers for Food Service, Retail Operations, or SSPN to MWR on the DD Form 2665, DDS. The exception is for daily DD Form 1131s for cash/check or credit card sales.
4. The NCM-NCAO will still post the EagleCash (NC) Disbursing transactions (cash to closed loop, closed loop to cash, and cash to open loop) on the DD Form 2665, DDS.
5. The NCM-NCAO no longer includes the Deposit Tickets/Debit Vouchers and Collections Vouchers for Food Service, Retail Operations, and SSPN to MWR Transfers in with the NCAO Returns and Retains. The exception is for daily DD Form 1131s for cash/check or credit card sales.

6. Cash/checks deposited with Disbursing from Food Service or Retail Operations must have a corresponding DD Form 1131 with each deposit and will be posted daily on the DD Form 2665, DDS. The same rules apply or the NEXCOM Credit card transactions. NCM-NCAO will assign the CV numbers to DD Form 1131 from cash/check collections. A signed copy will be provided to FSO and SALESO.

7. The NAVSUP Form 1359, DD Form 1149, DD Form 1131, and SF Form 1034 will only be signed by the NCM-NCAO if they are reported on NCM-NCAO Statement of Accountability and match the cash/checks/SF215s for credit card sales turned into Disbursing. Incorrect vouchers must be returned for correction.

FOOD SERVICE OPERATIONS

1. FSO must verify that all EagleCash (NC) devices have been downloaded before EagleCash (NC) EOM.

2. In advance of indicating EOM, the FSO must request a copy of the merchant sales summary report showing General Mess Food and Surcharge and validate all transactions.

3. The NCM-NCAO will provide the EagleCash (NC) EOM Summary Report to the FSO once available. In lieu of the Deposit Ticket (SF215), the EagleCash (NC) EOM Summary Report will contain this information under **Voucher Description**. The **Voucher #** represents the SF215 and will be recorded in the NAVSUP 470.

4. The EagleCash (NC) EOM Summary Report will not be changed to match the NAVSUP Form 1359 from FSM.

5. The FSO will maintain a DD Form 2659 (Voucher Control Log) and will enter in a new voucher number and total for each month. The Food Service collection voucher number will be assigned using the MM/YR (1021- OCT 2021) format. If two NAVSUP Form 1359s are used in one month, an **A** and **B** will be added to the end of the voucher numbers

6. The FSO will go into FSM and enter the total amount collected via the EagleCash (NC) EOM Summary Report for both General Mess Food and General Mess Surcharge on the NAVSUP Form 1359. Any EagleCash (NC) transactions downloaded after EagleCash (NC) EOM is completed will be entered in the current month as **Undeposited Sales**.

7. If cash/checks are turned into Disbursing with no EagleCash (NC) transactions for the month, the FSO will provide the NCM-NCAO the DD Form 1131 matching the total amount of cash turned into Disbursing. NCM-NCAO will assign a CV# to the DD Form 1131, sign and return a copy.

8. NCAO will no longer sign the NAVSUP Form 1359 Certifying cash collected as it will not be reported on the Statement of Accountability.

9. If checks are received by the FSO for general mess payments, the FSO will prepare a DD Form 1131 and the original check and DD Form 1131 will be mailed to DFAS Cleveland.

RETAIL OPERATIONS

1. The SALESO should verify that all EagleCash (NC) devices have been downloaded before EagleCash (NC) EOM.

2. The NCM-NCAO will provide the EagleCash (NC) EOM Summary Report to the SALESO once available. The EagleCash (NC) EOM Summary Report will not be changed to match the DD Form 1149 from ROM.

3. The SALESO will maintain a DD Form 2659 (Voucher Control Log) and will enter in a new voucher number and total for each month. The Retail Operations collection voucher number will be assigned using the MM/YR (1021 for OCT 2021) format.

4. The SALESO will go into ROM and enter the total amount collected via the EagleCash (NC) EOM Summary Report for Retail Operations on the DD Form 1149. Any EagleCash (NC) transactions downloaded after EagleCash (NC) EOM is completed will be entered in the next month's DD Form 1149.

5. If cash/check is deposited with Disbursing, it must have a corresponding daily DD Form 1131. NCM-NCAO will assign a CV# to the DD Form 1131, sign and return a copy.

6.   NCAO will no longer sign the DD Form 1149 certifying cash collected as it will not be reported on the Statement of Accountability.

7.   If checks are received by the SALESO for retail operations, the SALESO will prepare a DD Form 1131 and the original check and DD Form 1131 will be mailed to DFAS Cleveland.

SSPN TO MWR TRANSFERS

1.   The SF Form 1034 transfer from SSPN to MWR will be processed as normal. Once approved by the Commanding Officer the SF Form 1034 will be given to the NCAO.

2.   The NCM-NCAO will process refund using the SSPN Transfer to MWR merchant with the Navy MWR card in the EagleCash (NC) POS device in Disbursing.

3.   The SALESO will enter a Public Voucher number in the DD Form 2659 (Voucher Control Log). The Retail Operations public voucher number will be assigned using the MM/YR (1021 for OCT 2021) format. The NCM will give the completed SF Form 1034 to the SALESO.

4.   NCM-NCAO will continue to record all Cash and NEXCOM Card Acquiring Service collections and disbursements in the onboard Disbursing System (DDS) once the solution is implemented. This still includes all Cash-to-Closed Loop and Closed Loop-to-Cash transactions associated with the loading and unloading of the EagleCash (NC) cards.

TRANSIENT MERCHANTS (VENDORS ACTIVATING MISCELLANEOUS EVENTS)

The following provides basic procedures for vendors using the transient merchant to collect payments on board ship.

EagleCash (NC) transactions must be settled on an as-needed basis to pay a vendor for goods or services provided, transient merchants are ordinarily only needed for a short time and are commonly settled to a different vendor each time they are used. Within EagleCash (NC), the standard transient merchants are: Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events. Transient merchants are included in the merchants set up for every EagleCash (NC) ship. Examples are Family Readiness Group bake sale or the Navy Marine Corps Relief Society (NMCRS) annual active-duty fund drive.

The standard EagleCash (NC) transient merchant names cannot be changed to accommodate a short-term need on a ship. For example, if the generic merchant MISC EVENTS has been assigned to the NMCRS annual fund drive, MISC EVENTS will appear on the POS screen and in EagleCash (NC) reports related to the NMCRS fund drive.

TRANSACTION LOG

The vendor is required to maintain a separate log and record each transaction. IF a POS is lost or destroyed before the payment transaction data stored in the POS is downloaded to the tablet, NCTS personnel may be able to reconstruct the payment transactions using the documented transactions recorded in the log or from copies of sales receipts.

CLOSEOUT DAY PRIOR TO PAYMENT

At the end of the business day or at the end of the event, the vendor must bring the POS device and the transaction logs back to the NCAO for, download, closeout and payment. The vendor must close out at the end of the business day prior to the day that payment is desired. EagleCash (NC) payment transactions collected by transient merchants are settled to the NCAO merchant open loop account, normally within 24 to 72 hours, but the amount is not actually transferred to the account, or the new balance reflected until an Indicate End of Day (IEOD) function between the ship and shore are completed.

DOWNLOAD POS

The NCAO will ensure all POS transactions are downloaded in a timely manner.

RECONCILE EAGLECASH (NC) REPORT AND VENDOR LOGS

If the Merchant Sales Summary Report generated by the EagleCash (NC) system and the vendor's transaction logs agree, the NCAO is ready to pay the vendor for the EagleCash (NC) transactions collected by the merchant. If they do not agree, the NCAO and the vendor must reconcile the differences. If needed, NCAO will make copies of logs. To simplify settlement and payment, this reconciliation should be completed before initiating the IEOD function.

For either a shortage or overage out of balance condition, the NCAO shall use the NCDA to generate a Merchant Transactions Report for the period covered by the logs presented by the vendor and using the merchant and operator ID number that was assigned to the POS used by the vendor.

DISBURSING OPERATIONS

ESTABLISHING THE EAGLECASH (NC) PROGRAM

NC ACCOUNTABLE OFFICER (NCAO) APPOINTMENTS

On most ships equipped with EagleCash (NC), the Deputy NCAO is appointed as the NCAO.

DD FORM 577

A Department of Defense (DD) Form 577, Appointment/Termination Record—Authorized Signature, shall be signed by the Commanding Officer appointing the NCAO, or other responsible individuals, as the NCAO. The form delineates what their accountability and responsibilities include (see the Department of Defense Financial Management Regulation (DoD FMR), Volume 5, Chapters 2 and 10). Subsequent DD Form 577s from the NCAO to their deputy, agents, or cashiers shall also be maintained (see sample DD Form 577s in Documentation Resources).

EagleCash (NC) DEPUTY

The NCAO must appoint an EagleCash (NC) Deputy. If the NCAO is not available, e.g., attending training class or on leave or Temporary Additional Duty (TAD), the EagleCash (NC) Deputy must be available to perform the duties of the NCAO, primarily to operate and manage the EagleCash (NC) program and system on the ship. A DD Form 577 shall be signed by the NOCA to the responsible individual as the EagleCash (NC) Deputy, delineating what their responsibilities include.

The NCAO must ensure the EagleCash (NC) Deputy is properly trained on EagleCash (NC) operations and able to fully cover during any absences. The EagleCash (NC) Deputy should have the knowledge and ability to resolve any EagleCash (NC) technical and/or financial issues that may arise. The EagleCash (NC) Deputy can recruit the assistance of the ship's IT personnel for technical issues as needed.

Additional training for the EagleCash (NC) Deputy is also available on request from the FLC.

INTERNAL PROCEDURES AND CONTROLS

To facilitate effective management and administration of EagleCash (NC) operations, each ship should develop a ship's instruction that provides a framework for associated duties and responsibilities and lays out internal management controls and specific policies and procedures for EagleCash (NC). A sample instruction is included in Documentation Resources.

NC DISBURSING APPLICATION (NCDA)

See EagleCash (NC) Web Application User Guide.

MANAGEMENT OF THE EAGLECASH (NC) SYSTEM

EQUIPMENT CUSTODIAL RESPONSIBILITIES

EAGLECASH (NC) CARD STOCK

The NCAO is responsible for maintaining a stock of EagleCash (NC) cards. EagleCash (NC) cards shall be stored like blank US Treasury check stock. Storage and security requirements for blank US Treasury check stock are described in DoD FMR Chapter 7. The NCAO may delegate the responsibility for custody of EagleCash (NC) cards to a designated representative.

EAGLECASH (NC) SYSTEMS MOVES

Ships undergoing availabilities in shipyards often use barges as temporary office, messing, and berthing spaces. To relocate EagleCash (NC) equipment from the ship to the barge, the ship will be responsible for all labor, equipment moves, set up, and bringing the system up operationally. This includes both physical equipment and electrical/communications systems availability and operation. When the ship relocates the equipment using ship's force, the ship will be responsible for any damages to EagleCash (NC) equipment sustained during the move. Please contact CSC to open a case to track the barge move. See EagleCash (NC) Barge Move User Guide for the Barge Move Guide and EagleCash (NC) diagram.

CUSTODY OF SPARE EQUIPMENT

SPARE Point-of-Sale (POS)

The NCAO is responsible for control of all spare POS devices. The POS devices checked out for these periodic functions should be signed out on a locally generated and maintained custody log. When a POS has been used in the offline mode and transactions have been recorded (stored) but have not yet been downloaded to the EagleCash (NC) tablet, it should be kept in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access. All efforts should be pursued to download the device's transactions, POS left off-line for a while are susceptible to internal battery failure. Spare POS devices not being held in reserve for periodic functions (and without transactions store on them) should be maintained as stock items in a secure storeroom.

SPARE Card Accepting Devices (CADS)

The Sales Officer is responsible for all spare Card Accepting Devices (CADs). When a CAD has been removed from a vending machine, and still has transactions recorded (stored) on it that have not yet been downloaded to the EagleCash (NC) tablet, it should be kept in a secure location (see Software & Devices User Guide for procedures for recovering transactions from the USB drive backup in a CAD). CADs that do not have transactions stored on them should be kept in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access. In general, CADs should be maintained as stock items in a secure storeroom.

INVENTORY CONTROL

Failure to maintain inventory control over EagleCash (NC) items can result in missing items, especially during turnover of key personnel. Inventory of EagleCash (NC) equipment must be completed twice annually and upon turnover of the NCAO.

CUSTODY OF EagleCash (NC) CARD CARDSTOCK

The CVT shall verify all blank EagleCash (NC) card stock by count against the Bulk Card Log, and the audit shall be documented as the next entry in the Bulk Card Log. The NCAO shall collect and destroy any cards that have expired.

RESPONSIBILITIES FOR FAILED EQUIPMENT

Report failed equipment to CSC. When directed to return failed equipment to the EagleCash (NC) depot (CADs and POS devices with stuck transactions are sent to SAIC to include their SD card/USB drive and SAM closed loop), retain the email from the CSC with the traceable tracking number and date shipped. A copy of the email with the case number assigned by the CSC and the equipment serial number should be included with all EagleCash (NC) equipment returns.

SHIPPING ADDRESS AND CERTIFIED
MAILING ADDRESS NAVY CASH DEPOT

SAIC
ATTN: Navy Cash Depot
7580 Metropolitan Drive, Suite 207
San Diego, CA 92108
Phone: (619) 881-5408 *(Shipment related issues only)*

MAILING OR SHIPPING EQUIPMENT WITH BATTERIES CONTAINED IN THE EQUIPMENT

- **Hazardous Materials Regulations**. Batteries must be disposed of locally via shipboard HAZMAT procedures and must never be mailed or shipped.
- **Bluebird MT280:** The Bluebird POS *(on ships with release v1.4.7.3/1.4.7.4)* uses a rechargeable lithium-ion battery to provide power when used in the portable mode. In preparing a Bluebird for mailing or shipping, the rechargeable lithium-ion battery must be removed from the device. The Bluebird also contains a backup battery (button cell) to prevent data loss during exchange of the rechargeable battery. This backup battery (button cell) is not user replaceable.
- **Packaging POS Devices for Shipment.** Packages prepared for shipment (by USPS, UPS, FedEx, etc.) are likely to travel by air for at least one flight segment and must be treated as air shipments. Do not ship batteries with POS devices to SAIC.

MANAGEMENT OF EAGLECASH (NC) ACCOUNTS

EAGLECASH (NC) ACCOUNT ENROLLMENTS

NEW ENROLLMENTS

Prospective cardholders can enroll in EagleCash (NC) via self-enrollment on http://www.navycash.com or at the NCAO on the ship (a sample EagleCash (NC) enrollment form is included in Documentation Resources). Personnel newly enrolling in EagleCash (NC) are normally issued an instant issue EagleCash (NC) card.

EAGLECASH (NC) NEGATIVE BALANCES

The amount of any negative open loop account balance represents a debt to the U.S. Treasury's EagleCash (NC) funds pool. The NCAO is responsible for collecting on that Government debt.

NCAO'S RESPONSIBILITIES

When a cardholder's open loop account balance is negative, the NCAO is responsible for management of negative balance collections in accordance with the ship's internal procedures and this SOP.

HOW NEGATIVE BALANCES OCCUR

- A negative balance occurs when cardholder requests to transfer funds at an EagleCash (NC) kiosk are rejected from cardholders' financial institution. *ACH Codes for Returned Transactions* can be found in EagleCash (NC) References.
- Transaction timing issues can result in negative balances on debit card purchases or ATM withdrawals ashore when there are not sufficient funds in cardholders' open loop accounts at the time of reconciliation. Possible causes include merchant holds, merchant without online authorization capability, shipboard EagleCash (NC) kiosk transactions, network unavailable, etc.
- When cardholders use their EagleCash (NC) debit feature ashore, the new balance in their EagleCash (NC) open loop accounts will be reflected ashore immediately but will not be reflected on the ship

EAGLECASH (NC) ACH BLOCKS

The EagleCash (NC) system automatically blocks EagleCash (NC) access to a cardholder's financial institution account when an Automated Clearing House (ACH) transaction return is received, and the cardholder's open loop account goes negative. If the reason for ACH rejection is NSF, once the negative balance is cleared, the ACH block removal must be actioned by the NCAO. The NCAO should work with the cardholder to update any invalid financial institution account information, so EagleCash (NC) ACH access can be unblocked.

REPRESENTMENT

This is a method for collections of negative balances.

1. **ACH Transfer Requests Returned for NSF.** If a cardholder's request at the EagleCash (NC) kiosk to transfer funds from a financial institution account is returned for NSF, the ACH transaction will automatically be represented up to two more times on successive military paydays.
2. **Representment Process.** Military payday is on the 1st and 15th of each month. The EagleCash (NC) system ashore will create an ACH representment file one day prior to payday, so the receiving banks or credit unions can debit the accounts first thing on payday.
3. **Specific Characteristics of Representment.**
4. **Funds Held for Five Business Days.** When a returned transaction is represented, the funds will not be posted immediately, but will be held for five business days to ensure the cardholder does not use those funds until it is certain the represented transaction will not be returned for NSF as well.

COLLECTING ON NEGATIVE BALANCES

It is the NCAO's responsibility for management of negative balances. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. If representment fails for two paydays (30 days), the following are alternative options for collections by the NCAO.

Table 7: Negative Balance Collection Options

Navy	Marines
Kiosk transfer (closed to open loop)	Kiosk transfer (closed to open loop)
Collection of cash at NCAO	Collection of cash at NCAO
Split Pay	Not Applicable
DD Form 139 (Navy Company Code: D411179)	Marine equivalent

NEGATIVE BALANCE REPORT

Review and manage the negative balance report daily. Cardholders with negative balances greater than 10 days without representment will result in an audit discrepancy by the CVT and FEG team, and a report filed with CO and TYCOM.

- **Representment Pending.** If within 48 hours of payday, the NCAO should not take any collection action on negative accounts because representment actions are pending. If the ACH REPRESENTMENT COUNT is:
  - 0: The ACH request is scheduled to be represented for the first time on the date.
  - 1: Either the ACH request was represented on the date and is in the five-day waiting period, or the ACH request is scheduled to be represented for the second time on the date.
  - 2: the ACH request was represented a second time on the date and is in the five-day waiting period.
- **EagleCash (NC) Website.** Assists in researching causes of negative balances via the ACH tab on the cardholder's profile.

NOTIFY CARDHOLDER

Immediately notify cardholder and their chain of command. Once notified, cardholder shall report immediately to the NCAO to resolve the negative balance.

DISCIPLINARY ACTION

The NCAO should notify the commanding officer if willful negligence or fraud is suspected.

BLOCK CONDITION DURATION

The NCAO must ensure the cardholder's EagleCash (NC) access to a financial institution account ashore remains blocked until the negative balance is resolved, and the balance is zero or positive.

COMMAND POLICY

The Commanding Officer is responsible for establishing an EagleCash (NC) internal procedures for the command to include policy on negative balance collections and disciplinary actions. Refer to the sample provided in Documentation Resources.

Table 8: Guidelines for Negative EagleCash (NC) Open Loop Account Balances

Reason for Negative Balance	First Occurrence	Second Occurrence	Third Occurrence
Rejected Financial Institution Transaction Requests	System *temporarily* blocks access to ACH until negative balance is corrected. NCAO has discretion to unblock access Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively and recommend SPO • NCAO has discretion to reduce daily max limit down from $400 for 30 days. • If willful negligence or fraud suspected, Non-Judicial Punishment (NJP) or court-martial under Article 92 of Uniform Code of Military Justice (UCMJ)	System *temporarily* blocks access to ACH until negative balance is corrected. NCAO has discretion to unblock access Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively and recommend SPO • Notify member of second occurrence via member's chain of command • NCAO has discretion to reduce daily max limit from previous limit for 60 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	System *permanently* blocks access to ACH NCAO has discretion to unblock access Options: • Notify member of third occurrence via member's chain of command • Block (suspend) EagleCash (NC) account indefinitely • Suspend ACH from EagleCash (NC) card, recommend start SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ
ATM and Point-of-Sale Purchases Ashore	Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively and recommend SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	Options: • Counseling from NCAO on managing EagleCash (NC) accounts more effectively and recommend SPO • Notify member of second occurrence via member's chain of command • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	Options: • Notify member of third occurrence via member's chain of command • Block (suspend) EagleCash (NC) account 60 days • Suspend ACH from EagleCash (NC) card, recommend start SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ

59

BLOCKING AND UNBLOCKING ACCESS TO HOME ACCOUNTS

An authorized NCAO or Deputy can block or unblock a cardholder's ACH access to their home financial institution account through either the NCDA or the EagleCash (NC) disbursing website.

1. When an EagleCash (NC) cardholder's ACH access privileges are blocked, the account information is updated as follows on the EagleCash (NC) disbursing website.
   a. The **ACH Allowed** flag is set to **N**.
   b. The **ACH Decline Count** is set to **99**.
   c. The **99** code indicates that the ACH privileges on the account were deliberately blocked by either a Customer Service Representative (CSR) or authorized disbursing personnel. Even if the account balance returns to $0 or greater, the blockage is not removed.
   d. This **99** account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel.
2. When an ACH transaction is returned with a code other that R01/R09/NSF, the account is automatically blocked, and account information is updated as follows on the website:
   a. The **ACH Allowed** flag is set to **N**.
   b. The **ACH Decline Count** is set to **98**.
      Note: The **98**:
      - Indicates that the ACH privileges were blocked automatically due to an ACH return other that NSF.
      - Account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel. The request should include new or updated home financial institution account information that has been validated by the NCAO so that any errors in the account information on file can be corrected.

Table 9: Summary of ACH Decline Counts

0,1,2,3	Number of Returns for NSF	Allow Unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if financial institution account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if financial institution account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

Blocking access only prevents EagleCash (NC) access to bank and credit union accounts from the ship. Suspending an account only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The individual can still use the value in the closed loop account for purchases on the ship.

COURT ORDERS AND LEVIES AND SUBPOENAS ON EagleCash (NC) ACCOUNTS

On occasion, the Treasury Agent for EagleCash (NC), receives Court Orders and Levies (COAL) and Subpoenas on accounts with deposits in the bank. Subpoenas are court orders to provide specific information about customer accounts and transactions against accounts. COAL are specific instructions received from the courts for search and investigative requirements about accounts and for holds, debits, and credits on accounts. The Treasury Agent must carry out these directives based on the specific instructions received from the courts. The EagleCash (NC) backend ashore now has automated capabilities to respond to instructions received from the courts.

Any hold, debit, or credit action that results from COAL instructions will always be applied to the open loop account. The value in the closed loop account is not affected by this process and can still be used for purchases on the ship.

- If a hold is placed on an open loop account that does not have sufficient funds to cover the hold, the available balance on the account will go negative, and the closed loop load limit will be set to zero. As a result, all transfers to the closed loop, including ACH transfers, funds transfers to load cash at NCAO, closed loop-to-closed loop transfers, and open-to-closed loop transfers, are blocked. When the open loop account is replenished up to or beyond the amount of the negative balance, the closed loop load limit will be reset to the limit set prior to the hold, and funds can again be transferred to the closed loop account.
- Any negative balance resulting from a hold will not be reflected on the EagleCash (NC) Daily Negative Balance Report, since the report only reflects negative balances on the account's "ledger balance," while holds are applied to the account's current available balance.

The shore to ship syncing process will reflect any holds on an account in the available balance returned to the ship. Debit and/or credit transactions are processed and posted to EagleCash (NC) accounts daily in accordance with instructions provided. Any hold, debit, or credit action is logged and reported on the EagleCash (NC) Cardholder Website *(https://www.navycash.com)*. To log in to the website, cardholders need a username and password. The first-time cardholders access the website, they use their 16-digit Mastercard card number and PIN. They are then asked to set up a username and password and set up answers to two security questions. A detailed transaction history is available to review all closed- and open loop transactions for the current month and the last six months.

If EagleCash (NC) cardholders have questions about a hold, debit, or credit on their account that resulted from COAL instructions, NCAOs should direct them to call the Cardholder CSC (see Contact Information for phone numbers and emails).

EAGLECASH (NC) ACCOUNT SETTLEMENT

MISCELLANEOUS PAYMENTS TO EAGLECASH (NC) CARD

The NCAO will follow existing procedures to pay laundry claims, travel reimbursements, or other miscellaneous payments. The value can be added to the cardholder's or merchant's EagleCash (NC) card (for other details and miscellaneous payments see paragraph 8300 of the Ship's Store Afloat Manual (P-487)).

COLLECTIONS FROM PORTABLE POINT OF SALE (POS) DEVICES

When a LAN drop is not accessible, the NCAO will issue the merchant a hand-held battery-operated POS device in accordance with this SOP. If the POS is expected to be used remotely for an extended period, the NCAO should use the docking station to maintain POS charge. The merchant will be accountable for this device and use it to collect value from the cardholders' EagleCash (NC) cards. The user will be required to sign out the POS on a locally generated and maintained custody log. Since a portable POS stores the value of sales transactions, it should be protected like a cash box. The merchant is required to maintain a separate log and record each transaction.

1. At the end of each business day, the merchant will upload the information from the POS to the EagleCash (NC) tablet by simply plugging the POS into any EagleCash (NC) LAN drop. The information will be uploaded automatically.
2. At the end of the current business day, the EagleCash (NC) shore process will generate a report showing the name of the merchant account to which the money will be settled, the number of transactions, and total dollar value (currently at 2am EST).
3. NCAO and responsible individual must compare report to the merchant's transaction log to verify that the amounts reported by the EagleCash (NC) report are correct.
4. When the daily files are sent ashore as a part of the end-of-day process, the Treasury Agent will settle the appropriate amount of money from the funds pool to the appropriate account.

RECONCILIATION

DIFFERENCE IN EOM SUMMARY REPORT AND MONTHLY TRANSACTION DETAIL REPORTS

Differences in the EagleCash (NC) totals reported in the EOM Summary Report from shore and the Monthly Transaction Detail Reports from shore for Navy Disbursing, Sales, Food Service, or Marine Disbursing, the NCAO must be reported. Report these discrepancies by sending an email to the appropriate FSG at the NAVSUP Fleet Logistics Center (FLC) in Norfolk, San Diego, or Yokosuka to alert them and request assistance as needed in resolving them. Because the SF 215 Deposit Ticket data, and SF 5515 Debit Voucher data for the month for Navy Disbursing, Sales, Food Service, and Marine Disbursing *(when embarked),* were automatically sent ashore when EOM indicators were received and processed, the EOM Summary Report must be used to report EagleCash (NC) numbers for the month. Any difference must be resolved, and necessary adjustments must be made in the next month's business.

DIFFERENCE IN EAGLECASH (NC) EOM SUMMARY REPORT AND ROM OR FSM REPORTS

Differences in the EagleCash (NC) totals reported in the EOM Summary Report from shore and the totals reported in the Disbursing Activity, ROM, or FSM, the basic business rule is the EagleCash (NC) figures reported in the EOM Summary Report are always correct. The NCAO, Sales Officer, Food Service Officer, and Marine NCAO (when embarked) must use the EagleCash (NC) EOM Summary Report to report their EagleCash (NC) numbers for the month. The out-of-balance condition must be researched. Report these discrepancies by sending an email to the appropriate FSG at the NAVSUP Fleet Logistics Center (FLC) in Norfolk, San Diego, or Yokosuka to alert them and request assistance as needed in resolving them. If needed, the RS and CS personnel should contact the Fleet Assist Team (FAT), Navy Food Management Team (NFMT), and/or Afloat Training Group (ATG) for assistance in getting ROM and FSM updated to show the correct EagleCash (NC) EOM totals.

The Documentation Resources, *End-of-Month Procedures Worksheet* includes basic guidelines for reconciliation and determining the cause of any out-of-balance condition. Any differences must be resolved, and any necessary adjustment must be made in the next month's business.

Shore Reports Available on EagleCash (NC) Disbursing Website

If there are any problems downloading the EOM Summary Report, or any other shore reports, one option is to download the report using EagleCash (NC) Disbursing Website (https://www.navycash.com—see EagleCash (NC) Web Application User Guide).

EAGLECASH (NC) QUARTERLY CASH VERIFICATION AUDIT

All funds collected, disbursed, or maintained by the NCAO, Deputies, and Agents are considered public funds. Therefore, responsible individuals will be required to show auditable proof for the disposition of those funds. Any accountable items, to include cash, checks, EagleCash (NC) card stock, and the like, will be verified in the same manner as prescribed within the DoD FMR Volume 5 Appendix A.

The Cash Verification Team (CVT) shall use the EagleCash (NC) Transaction Ledger as well as the NCAO's Disbursing Accountability Reports, to include the daily, weekly, and monthly shore reports for Navy Disbursing, to substantiate all funds. A sample Cash Verification Team EagleCash (NC) Checklist is included in Documentation Resources. For ships with DDS, substantiate funds posted on line 31 of the DD Form 2665, and contact TYCOM if there are any questions.

REQUIRED EAGLECASH (NC) ACCOUNTABILITY DOCUMENTATION

The CVT shall verify that the Daily Cash Transaction Ledger(s) and daily, weekly, or monthly disbursing shore report (sorted by operator) are retained with each DD Form 2665, EOM Summary Report, and complete DD Form 2665 packages for each day of month are retained as part of monthly financial returns. For ships with DDS, substantiate funds on the DD Form 2665/DD Form 1081, and contact TYCOM if there are any questions.

DISPOSITION OF FUNDS ON SELECTED EAGLECASH (NC) MERCHANT CARDS

NAVY DISBURSING MERCHANT CARD

The CVT shall confirm that the Navy Disbursing merchant card balance is zero (both closed and open loop) and review the disposition of deposits, withdrawals, or transfers made with the Navy Disbursing merchant card since the last quarterly cash verification using the EagleCash (NC) website https://www.navycash.com. If needed, the NCAO may contact the EagleCash (NC) CSC or the EagleCash (NC) FSGs for assistance.

Generic Private, Staff, Air Wing, Squadron Merchant EagleCash (NC) Cards

The CVT shall verify that all generic merchant cards not currently assigned to, and in use by an EagleCash (NC) merchant, are in the custody of the NCAO. NCAO must confirm that the account balance for the generic merchant cards in custody is zero (both closed- and open loop); and review the disposition of deposits, withdrawals, or transfers made with those generic merchant cards since the last quarterly cash verification.

1. Generic private, staff, air wing, squadron merchant EagleCash (NC) cards are used to activate a merchant not specifically named in the EagleCash (NC) merchant listing. There are fifteen generic private merchants within EagleCash (NC), PRIVATE ONE through PRIVATE FIFTEEN. PRIVATE SIX through PRIVATE FIFTEEN are generally assigned to large-deck ships only.

2. **Generate and Print Transaction Histories**. The CVT shall go to the EagleCash (NC) Cardholder website (www.navycash.com) and generate and print the **Transaction History** information for each of the selected EagleCash (NC) merchant cards (NCAO and Generic Private, Staff, Air Wing, and Squadron Merchants) to cover the period from the date and time of the last quarterly cash verification to the present date and time. To log in to the website, merchants need a username and password. The first time merchants access the website, they use their 16-digit Mastercard card number and PIN. They are then asked to set up a username and password and set up answers to two security questions. The CVT shall obtain the Transaction History information for each of the selected EagleCash (NC) merchant cards in turn, i.e., the NCAO merchant card and the generic merchant cards in custody.

3. **Confirm Closed Loop and Open Loop Balance is Zero**. The Transaction History lists both closed- and open loop transactions. Any balance other than zero in the closed- and/or open loop account in any of the selected EagleCash (NC) merchant cards (NCAO and Generic Private, Staff, Air Wing, and Squadron Merchants) shall be noted in the CVT report sent to the Commanding Officer, and this same discrepancy shall again be reviewed during the next quarter's cash verification.

4. **Review Disposition of Funds**. The CVT shall review the Transaction History to ensure any remaining balances other than zero in the selected EagleCash (NC) merchant cards closed- and/or open loop accounts (NCAO and Generic Private, Staff, Air Wing, and Squadron Merchants) agree with the transactions in the respective Transaction History reports. The CVT shall also review the Transaction History to verify that no unauthorized deposits, withdrawals, or transfers were made using the NCAO merchant EagleCash (NC) card closed- and open loop accounts or the generic merchant card closed- and open loop accounts since the last quarterly cash verification.

5. **Include Transaction Histories in CVT Report**. The CVT shall include a copy of the Transaction History reports for the NCAO merchant card and each of the generic merchant cards reviewed as an enclosure to the CVT report sent to the Commanding Officer.

NC DISBURSING APPLICATION (NCDA) USERS

The CVT shall generate card reports for the EagleCash (NC) cards of all NCDA users. The card reports will be used to verify that no unauthorized deposits were made to their closed loop accounts since the last quarterly cash verification.

1. To generate a Card Report, select **Card Report** in the **Card Maintenance** menu.
2. Insert the cardholder's card into the POS.
3. Click the **Get Chip Info** button.
4. Select the **Start** and **End Dates** for the report.
5. Click the **Generate** button.
6. This produces a report on the screen that displays a breakdown of all transactions that have occurred on the closed loop. If a hardcopy printout is required, click the **Print** button and a paper report will be generated.

RETAIN COPY OF EagleCash (NC) CVT CHECKLIST

The NCAO shall retain a copy of the completed EagleCash (NC) CVT checklist in accordance with TYCOM requirements.

GUIDELINES FOR FRAUD

An EagleCash (NC) cardholder, either an individual or a merchant, who suspects there has been unauthorized activity on their EagleCash (NC) card open or closed loop account, you should stop using the card and report the incident to the NCAO and/or the EagleCash (NC) CSC (see Contact Information for phone numbers and emails). Specific guidelines for reporting and handling problems with suspected fraudulent activity depend on the type of transaction involved. Information about cardholder rights, responsibilities, and liabilities can be found in the EagleCash (NC) card and EagleCash (NC) Closed Loop Card Cardholder Agreement.

If the NCAO or cardholder elects to notify the CSC via email, they must restrict the Personally Identifiable Information (PII) they provide in the email. They should simply state either that they believe the card has been lost or stolen or that someone has transferred, or may transfer, money from the account without permission.

Dispute Form

To dispute a fraudulent or erroneous transaction, an individual must fill out, sign, and date a dispute form. There are two separate dispute forms, the Fraud Transaction Dispute Form, and the Non-Fraud Transaction Dispute Form. The NCAO can provide a cardholder the appropriate form. The form must be emailed to FRBKC CSC. Copies of the two dispute forms are included in Documentation Resources. For fraud investigations, processing may take up to 90 days.

Cardholders should include only the name, email address, and last four digits of the SSN to help the CSC in identifying the correct EagleCash (NC) cardholder account and in responding to their email. They should also **Cc** the NCAO on the email they send to the CSC. A cardholder's full SSN, MASTERCARD number, or PIN should never be included in an email to the CSC.

For closed loop-to-closed loop fraud, cardholders should notify FRBKC CSC, the NCAO, and the ship's Master at Arms immediately. Any loss of funds would need to be pursued via Navy investigative and judicial processes. The Commanding Officer (CO) may appoint an investigating officer/board to conduct a formal investigation or request a criminal investigation if one is warranted. See www.navycash.com and CSC Contact Information for phone numbers and emails.

The below table's transactions are grouped into four categories: Debit transactions onshore, funds transfers at the EagleCash (NC) kiosk, closed loop transactions, and home financial institution account transfers. The actions a cardholder should take for suspected fraudulent activity with each category of transactions are discussed in turn.

Table 10: Summary of EagleCash (NC) Transactions

Debit Transactions Onshore	Funds Transfers At Kiosk
1.ATM withdrawal – PIN required 2.PIN-based purchase – PIN required 3.Signature-based purchase – PIN not required	4.Open loop to home account – PIN required 5.Open to closed loop – PIN required 6.Closed to open loop – PIN required 7.Closed loop to home account – PIN required
Closed Loop Transactions	**Home Account Transfers**
8.POS purchase – PIN required 9.Vending purchase – PIN not required 10.Closed-loop-to-closed loop transfer – PIN required	11.Home account to closed loop – PIN required 12.Home account to open loop – PIN required

1. Funds Transfers at the kiosk on the ship. Funds transfer requests at the kiosk from the open loop or closed loop account to a home financial institution account require a PIN.
2. Closed Loop Account Transactions on the ship. The closed loop on the EagleCash (NC) card replaces cash for purchases on the ship. Funds in the closed loop account are considered cash. Any loss of funds is similar to the loss of cash and may not be recoverable.
3. Home Account Transfers at the kiosk on the ship. Funds transfer requests at the kiosk from the home financial institution account to the closed or the open loop are debited from the cardholder's financial institution account.

Table 11: Summary of Cardholder Actions

Transaction Types	Cardholder Actions
Debit Transaction Onshore	
1.ATM withdrawal 2.PIN-based purchase 3.Signature-based purchase	Call CSC immediately so a case can be opened (see Contact Information for phone numbers and emails; also printed on back of EagleCash (NC) card). Fill out, sign, and date appropriate dispute form (available at Disbursing) and mail to: Address:FRB-KC Omaha Branch Attention: Disputes 2201 Farnam Omaha, NE 68102
Funds Transfers at Kiosk on Ship	
4.Open loop to home account 5.Open loop to closed loop 6.Closed loop to open loop 7.Closed loop to home account	Call CSC immediately so a case can be opened (see CSC Contact Information for phone numbers and emails).
Closed Loop Transactions on Ship	
8.POS purchase 9.Vending purchase 10.Closed loop-to-closed loop transfer	Notify Master at Arms and Disbursing immediately. Funds in closed loop account are considered cash and may not be recoverable if lost, so disputes must be pursued via Navy investigative/judicial processes.
Home Account Transfers at Kiosk on Ship	
11.Home account to closed loop 12.Home account to open loop	Contact financial institution directly to dispute any unauthorized transactions.

Safeguard EagleCash (NC) Card and PIN

Remember, a cardholder is responsible for all debits they authorize using the card. Therefore, a cardholder must take precautions to always safeguard the card and PIN. A cardholder must not give their card or PIN, or make the card or PIN available, to any other person. If a cardholder permits other persons to use their card, the cardholder is responsible for any transactions they authorize from the cardholder's closed loop or open loop account.

NCAO

If unauthorized activity on an EagleCash (NC) card or account is suspected in the NCAO, the guidelines described above for cardholders for debit transactions onshore, funds transfers at the kiosk, closed loop transactions, and home financial institution account transfers apply.

Article 0814, U.S. Navy Regulations (1990), requires COs to recommend or convene an investigation under the provisions of the Manual of the Judge Advocate General (JAGMAN) into the circumstances of all losses or excesses of public funds or property in the custody of persons under their command, unless properly excused by higher authority.

In accordance with the JAGMAN, section 0249, Loss or Excess of Government Funds or Property, a consultation with an appropriate assist team and a prompt audit to verify the existence and amount of a loss of funds should normally precede the decision to convene a JAGMAN investigation. Criminal law enforcement investigations are required if there is any indication that the loss of funds was caused by fraud, embezzlement, theft, or other criminal act. In accordance with section 0201 of the JAGMAN, any such investigation should be coordinated with the Naval Criminal Investigative Service (NCIS).

RESTITUTION

A court martial has no power to adjudge civil remedies. For example, a court martial may not adjudge the payment of damages, collect private debts, order the return of property, or order a criminal forfeiture of seized property.

When the U.S. Government, e.g., the Treasury's EagleCash (NC) funds pool (see paragraph 2.a), has suffered any loss of money through unlawful acts, e.g., larceny, fraud, etc., for which persons, other than accountable officers as defined in DoD FMR Volume 5, Chapter 2, section 0203, have been convicted by court-martial or competent authority has determined that the loss occurred through fraud, forgery, or other unlawful acts, the amount of such loss constitutes an indebtedness to the U.S. Government. That indebtedness will be set off against the final pay and allowances due such persons at the time of dismissal, discharge, or release from active duty, if necessary, without the member's consent, to make the Treasury's EagleCash (NC) funds pool whole. Immediate recovery action against current pay may be instituted without the member's consent if such recovery is authorized by statute (see DoD FMR Volume 7A, Chapter 50) or on the basis of a voluntary offer from the member, i.e., with the member's consent, to make restitution of all or part of any indebtedness to the Government to make the Treasury's EagleCash (NC) funds pool whole. The voluntary offer constitutes assumption of pecuniary responsibility for the loss and, as such, is sufficient to authorize checkage of current pay. (See JAGMAN, section 0167, Setoff of Indebtedness of a Person Against Pay.)

For accountable individuals, the ideal method for resolving a loss of funds is recovery from the beneficiary of the loss, e.g., recovery of missing cash from the finder. In cases where the accountable individual is denied relief of liability, collection from the accountable individual (see DoD FMR Volume 7A, Chapter 50) to make the Treasury's EagleCash (NC) funds pool whole. When losses cannot be recovered (including those instances where relief of liability has been denied and recoupment cannot be made from the accountable individual) or relief of liability is granted to the accountable individual, appropriated funds shall be made available to remove the deficiency from the NCAO's Statement of Accountability, i.e., the Navy shall identify the appropriation and funding necessary to resolve the loss (see DoD FMR Volume 5, Chapter 6) and to make the Treasury's EagleCash (NC) funds pool whole.

When an individual cardholder has suffered any loss of money, Article 139, Uniform Code of Military Justice (UCMJ), can be a valuable tool for COs (see JAGMAN, Chapter IV, Article 139 Claims—Redress of Damage to Property). Article 139 provides an opportunity to force the wrongdoer to compensate victims for property damage or destruction. A wrongful taking is essentially theft. Claims for property that was taken through larceny, forgery, embezzlement, misappropriation, fraud, or similar theft offenses are normally payable. Command emphasis is required to ensure these investigations are completed quickly. Article 139 claims operate independently of any criminal action and should not be delayed pending the outcome of adverse criminal or administrative initiatives. The claim must be submitted to the CO within 90 days of the incident. However, the CO can extend this time period if there is good reason for the delay.

In addition, since respondents are often pending separation, it is crucial that Article 139 claims be filed and processed as quickly as possible to ensure valid claims are paid before the respondent is separated and no longer subject to military pay withholding (see DoD FMR Volume 7A, Chapter 50). Once the offender is no longer receiving military pay, the claimant may have no effective remedy for his loss.

REQUESTS FOR CARDHOLDER INFORMATION

EagleCash (NC) ACCOUNT STATEMENTS

Individual EagleCash (NC) cardholders do not need to submit a written request to obtain their own account information. Cardholder can access their account information on the EagleCash (NC) Cardholder Website at any time (www.navycash.com). Users are asked to set up a username and password and set up answers to two security questions. Once a cardholder has logged in to the website, they can view account information, list both ship and shore transactions, and print an account statement for the current month and the last six months.

REQUESTED BY CARDHOLDER OR INDIVIDUAL WITH A CURRENT POWER OF ATTORNEY

If an EagleCash (NC) cardholder, or an individual who provides the Treasury Agent with an appropriate and current power of attorney form, submits a request for account information, transaction history, or any PII concerning their own EagleCash (NC) account, the Treasury Agent may provide such information. This information may NOT be provided to anyone other than the cardholder, or an individual who provides the Treasury Agent with an appropriate and current power of attorney form, without prior written approval from the U.S. Treasury. To authorize disclosure of account information, transaction history, or any PII concerning a cardholder's own EagleCash (NC) account information (e.g., to a military or civilian law enforcement agency) the cardholder, or an individual who provides a current power of attorney form, must fill out, sign, and date an FS Form 5752, Authorization to Disclose Information Related to Stored Value Account.

REQUESTED BY OTHER THAN CARDHOLDER WITHOUT A SUBPOENA

If someone other than the EagleCash (NC) cardholder submits a request for account information, transaction history, or any PII concerning EagleCash (NC) accounts, e.g., Chain of Command, Legal Officer, designated Investigating Officer, NAVSUP, NCIS investigators, other state, or police agencies; the Treasury Agent nor the NCAO is authorized to provide such information. This information may not be provided to anyone other than the cardholder without prior written approval from the U.S. Treasury. Provide the requestor with the standard *Fraud-related Requests for EagleCash (NC) Account or Cardholder Information* memorandum (see [Documentation Resources](#)). When approval is received, the Treasury Agent will provide such information to the U.S. Treasury or an approved agent of the Treasury for further distribution.

1. The U.S. Treasury may grant release of account information, transaction history, or other PII concerning EagleCash (NC) accounts to DoD law enforcement agencies for a civil or criminal law enforcement activity under the following conditions. When the activity is authorized by law and is requested in writing by the head of the agency specifying the particular information desired and the law enforcement activity for which the information is sought.
2. In a single exception to this procedure, the U.S. Treasury has granted approval for the Treasury Agents to provide account information, transaction history, or PII to an NCAO who is acting as an agent of the U.S. Treasury in collecting and clearing negative balances. This approval has been granted under exemption (b)(1) of the Privacy Act, and that information can be provided routinely without written approval from the U.S. Treasury.

If account information, transaction history, or any PII concerning an EagleCash (NC) account is requested by a valid subpoena, such information may only be provided after the Treasury Agent receives confirmation of the validity of the subpoena from internal legal counsel. Upon confirmation of the validity of the subpoena, The Treasury Agent will notify the U.S. Treasury of the information requested in the subpoena.

DISPUTING FRAUDULENT OR ERRONEOUS TRANSACTIONS

For guidance on disputing fraudulent or erroneous transactions, see Guidelines for Fraud.

CARDHOLDERS PENDING TRANSFER OR DISCHARGE

Before EagleCash (NC) cardholders leave the ship, the NCAO must ensure any negative account balances have been cleared. Any remaining funds in EagleCash (NC) closed loop and Mastercard debit open loop accounts have been zeroed out. Any Split Pay Option (SPO) has been stopped at least 30 days prior. Accounts will be moved to Shore Command. Cancel and destroy any cards turned in/found after cardholder leaves the ship.

- Cardholder PCS Transfers: No action required.
- Cardholder Retires or Separates: Card will be cancelled. Disbursing does not keep the card.

Monitor Cardholder Transfer Dates

To track cardholders who will be leaving the ship, the NCAO must work closely with the personnel office (refer to the Prospective Losses Report) to monitor individuals who are scheduled to transfer within the next 30, 60, and 90 days.

RECURRING NCAO TASKS

See Documentation Resources for the Checklist for Recurring EagleCash (NC) Tasks. This checklist covers daily, weekly, and monthly tasks with references to specific procedures within this SOP and other guides or instructions.

EAGLECASH (NC)SUPPORT

This section contains points of contact information to support maintenance, and operation of the EagleCash (NC) system, and provides a brief overview of how to obtain distant and onsite support.

The EagleCash (NC) system is a highly automated system that is designed to continue to operate at the highest level, even in the face of component failures. However, if you run into issues, there is a community of people ready to help you.

When EagleCash (NC) experiences a 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 NCAO, PSs, RSs, ITs, ETs, etc. A NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message was issued reiterating the responsibility of the ship's ITs for supporting EagleCash (NC) (NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). 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 effect the necessary repair, the ship is responsible for initiating a trouble call to the EagleCash (NC) Central Support Center (CSC) for technical assistance.

Ships are responsible for initiating a trouble call to the CSC if additional support is required. The CSC will assign a case number and forward the call to technical support if unable to resolve. All trouble calls, whether by phone or email, must be directed to the CSC. Email trouble calls can include the appropriate NCTS personnel as additional addresses; however, support personnel cannot take action until a case number has been assigned.

The EagleCash (NC) depot (SAIC) maintains replacement spares. 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.

CONTACT INFORMATION

To contact the CSC:

- **Phone:**
  - **Cardholders:** 866-3NAVYCASH (866-362-8922)
  - **NCAOs:** 866-6NAVYCASH (866-662-8922)
- **Website:** www.navycash.com
- **Email:** navycashcenter@frb.org

TECHNICAL SUPPORT

The EagleCash (NC) maintenance concept specifies distance support for initial technical support efforts. Technical personnel ashore will provide troubleshooting guidance by phone, email, or remote session.

TIER 1 SUPPORT

CSC provides Tier 1 support Monday to Friday midnight to 6pm CST, answering calls and taking basic information about any technical problems. CSC assigns case numbers and provides basic troubleshooting and problem solving. Trouble calls not resolved with basic troubleshooting are handed off to Tier 2 - NCTS.

TIER 2/3 SUPPORT

NCTS provides Tier 2 support with skill sets that cover most operational aspects of the Navy Cash system. Infrastructure provides Tier 3 support that is more centered on specific tablet configuration/networking issues. Tier 2/3 support provides troubleshooting guidance to the Fleet via phone, email, or remote session as soon as contact with the ship can be made. CSC forwards trouble calls to NCTS during normal working hours if a technician is available. During evening and weekend hours, critical issues are forwarded immediately to an on-call NCTS/Infrastructure representative through menu options of the normal CSC phone number above. Critical issues include, but are not limited to:

- ~~All NC kiosks are offline.~~
- Any full set of devices (i.e., Surface tablets/kiosks, POS devices, or CADs) are offline.
- Communications: shore sync if a ship has not had communications in 3 or more days and a case has not already been opened.
- EOM: If a ship has indicated EOM and no EOM reporting has populated in the Reports menu in 3 or more days and a case has not already been opened(note EOM processed on shore once a day around 2am EST).
- Split Pay affecting multiple members if a case has not already been opened.
- Any issue involving a Commanding Officer (CO), Executive Officer (XO), or Staff Commander that NCAO cannot resolve.

TIER 3 ONSITE SUPPORT

Tier 3 onsite support is provided by SAIC personnel for hardware, software, or communications issues beyond the repair or troubleshooting capability of the ship. Tier 3 onsite support is available from SAIC - Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Pacific Time, except holidays.

Norfolk and San Diego

In Norfolk and San Diego, SAIC provides onsite technical assistance to the Fleet the next business day or as soon as possible given the extent of the impact of any failure on EagleCash (NC) operations.

Other Home Ports

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 EagleCash (NC) system, the 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, CSC will coordinate SAIC onsite technical assistance with the ship, the program office, and technical support personnel to determine the best support solution in the shortest time possible.

REMOTE ACCESS WITH GOTOASSIST (GTA)

GoToAssist (GTA) is a live user support service that enables the Treasury agent's NCTS members to:

- Remotely access and control the EagleCash (NC) system
- Troubleshoot and resolve issues that previously required an onsite technical assistance visit
- Provide other technical support

All remote support sessions can only be initiated through action of an NCAO and are recorded for later analysis by personnel ashore.

Table 12: Remote Support with GTA

Step	Responsible Party	Action
1	NCTS Technician	Sends a secure email to the NCAO email account on file with a generated remote support session key code and instructions on how to proceed.
2	NCAO	Accesses the email and records the key code.
3	NCAO	Logs into the machine and launches the approved support application via a Desktop shortcut. For details, see Break Glass Account. ***Note:*** This step depends on what machine needs support.
4	NCAO	Enters the key code into the support application, which initiates the session back to the NCTS technician. This step is critical because the NCTS technician cannot initiate the session from their end.
5	NCAO	Grants the NCTS/Infrastructure/SAIC technician access to control the machine once they are connected. Because the technician may need to log into other systems depending on the particular issue, the NCAO should remain available.
6	NCAO or NCTS Technician	Collaborates on any repair action(s). They may terminate the session at any time, which immediately removes NCTS's access to the machine until a new session is started with this process.

ONSITE TECHNICAL ASSISTANCE

After all other distance support troubleshooting efforts have been exhausted, onsite technical assistance may be available to resolve EagleCash (NC) specific problems that cannot be resolved through GTA, phone, or email.

POWER/COMMS OUTAGE CONTINGENCY OPERATIONS

In the event of power interruption. POS devices have a battery and can accept sales and collect transactions. The dock must be supplied power to have network capability. If there is loss of network communications the POS will continue to store transaction until the network has been restored.

CADs must have power to function as their power is reliant on the vending machine. CADs will also store transactions in the case of a network outage.

The Microsoft Surface tablet that operates the kiosk and Customer Service software will run on an internal battery. However, the docking station and all of its ports require power to function. There will be no loss of data in the event of power failure, but power is needed to operate the card readers and network connections. The EagleCash 2.0 (NC) system is designed to operate even with no network connectivity. Transactions and card functions will continue to work as long as power is supplied. Network outages will affect the ability to send and receive messages and transactions from POS devices and shore. When connectivity is restored the transactions and messages will be sent to shore for settlement and processing.

LONG-TERM OUTAGE

In the unlikely event that connectivity to the EagleCash (NC) tablet is down for a lengthy period of time (days, weeks), the ship's store can, with the authorization of the Commanding Officer, revert to accepting cash and/or check. Ship's store personnel will follow the procedures in NAVSUP P487 for collecting cash. For more details, see Outages Support Guidance.

CASUALTY REPORTING

As a last resort, and after all remote troubleshooting efforts have been exhausted, the ship may submit a CASREP. This CASREP should not be for the EagleCash (NC) system if it is related to the ship's network. The ship's IT division should submit a CASREP for ship network issues. The ship should provide a Casualty Report (CASREP message for urgent maintenance problems beyond shipboard capabilities and include NAVSUPSYSCOM MECHANICSBURG PA//N0455// and include applicable TYCOM 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 acknowledgement of receipt of the CASREP. All failed system units, LRU (lowest replaceable unit), will be turned in as directed by the CSC or the EagleCash (NC) depot.

DOCUMENTATION RESOURCES

This section contains the majority of quick references used throughout the previous sections of this SOP. It contains sample memorandum, letters, emails; forms, reports, checklists, and other important tools for maintaining EagleCash (NC) operations. Each reference category has its own table of contents for quick reference.

CORRESPONDENCE/TEMPLATES

SAMPLE EAGLECASH (NC) EQUIPMENT TRANSFER LETTERS

TRANSFER OF EAGLECASH (NC) EQUIPMENT AND RESPONSIBILITIES

The following letter is the outgoing NCAO transferring responsibility to the incoming NCAO.

1 December 20XX

From: LTJG Norman H. Danas, SC, USNR
To: ENS Joseph L. Gonzalez, SC, USNR
Subj: TRANSFER OF NAVY CASH EQUIPMENT AND RESPONSIBILITIES FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L. GONZALEZ, SC, USNR
Ref: (a) NAVSUP PUB 727, Navy Cash SOP
Encl: (1) Navy Cash Pre-Audit/Turnover Checklist
            (2) Custody of Navy Cash Equipment Checklist

1. In accordance with reference (a), I certify I have transferred Navy Cash responsibilities to (New NCAO here). A copy of the completed Navy Cash Pre-Audit/Turnover Checklist is included at enclosure (1).

2. In accordance with reference (a), I certify I have transferred custody of all Navy Cash equipment listed in enclosure (2) to (New NCAO here).

3. All equipment listed in enclosure (2) is operational, except: (A sample explanation is provided to support inventory issues at Turnover here. One is required for each non-operational unit))

     a.   One of Navy Cash kiosks in Troop Training – Gym – Left. A trouble call was placed with the EagleCash (NC) Customer Support Center (CSC) on 26 November 202X.

     b.   Case Number 98314 was assigned. SAIC provided troubleshooting help, and a failed card reader was identified. The failed card reader (serial number A78230200) was shipped to the Navy Cash depot via UPS (tracking number 1Z 999 999 99 9999 999 9) on 28 November 20XX, and a replacement card reader is in transit to the ship.

     c.   One CAD with transactions stuck in the queue. A trouble call was placed with the CSC on 17 November 200X, and Case Number 98298 was assigned. The CSC provided troubleshooting help, but the stuck transactions could not be downloaded. The CAD (serial number 1604001541) shipped via UPS (tracking number 1Z 999 999 99 9999 999 9) to SAIC on 27 November 20XX.

4. I certify all transactions in the spare Point-sf-Sale (POS) devices and CADs listed in enclosure (2) have been downloaded to the Navy Cash tablet and do not contain any stored transactions, with the exception of the CAD listed above with stuck transactions.

NORMAN H. DANAS
LTJG, SC, USNR

Copy to: Commanding Officer
              Supply Officer

TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH EQUIPMENT

The following letter is the first endorsement that the incoming NCAO is acknowledging/accepting the transfer of responsibility.

1 December 20XX

FIRST ENDORSEMENT

From: ENS Joseph L. Gonzalez, SC, USNR
To: LTJG Norman H. Danas, SC, USNR
Subject: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L. GONZALEZ, SC, USNR

1. I hereby accept the transfer of Navy Cash responsibilities from LTJG Norman H. Danas, SC, USNR. In accordance with reference (a), a copy of the completed Navy Cash Pre-Audit/Turnover Checklist and Custody of Navy Cash Equipment Checklist will be retained on file in the NCAO for inspection.

2. I hereby accept custody of all Navy Cash equipment listed in enclosure (2) from LTJG Norman H. Danas, SC, USNR. All equipment listed is operational except one of the Navy Cash kiosks in Troop Training and one CAD with stuck transactions. A replacement for the failed card reader is in transit to the ship and will be installed as soon as it arrives. When SAIC returns the CAD to the ship, the stuck transactions will be download to the Navy Cash tablet so any vending sales can be recorded and reported.

JOSEPH L. GONZALEZ

ENS, SC, USNR

Fraud-Related Requests for EagleCash (NC) Account or Cardholder Information

To Whom It May Concern:

This disclosure is in response to your request for records related to the EagleCash (NC) program. Navy Cash is a payments and collections service provided to Department of Defense (DoD) Agencies by the United States Department of the Treasury, BFS (Fiscal Service) to replace cash in forward-deployed environments. The Federal Reserve Bank of Kansas City, Omaha Branch (FRBKC) and PNC Bank (PNC) are the designated Fiscal Service agents for the Navy Cash program. The records you are seeking belong to the Fiscal Service and are subject to laws and policies that govern the release of such information. Although FRBKC cannot directly provide you with the records you seek, Fiscal Service may be able to assist you with your investigation.

As the records requested pertain to personal information of Navy Cash cardholders, Fiscal Service is required to comply with the Privacy Act of 1974, as amended (Privacy Act). 5 U.S.C. § 552a. The Privacy Act protects Navy Cash cardholders' records from being disclosed to any third party without prior written consent of the cardholder to whom the records pertain. However, there are twelve exceptions which allow disclosure of records without the individual cardholder's consent. Two of the twelve exceptions may be relevant to the disclosure of Navy Cash cardholder's personal information to your agency.

The Privacy Act, 5 U.S.C. § 552a(b), states in part:

(b) Conditions of Disclosure.—No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains, unless disclosure of the record would be—

(7) to another agency or to an instrumentality of any governmental jurisdiction within or under the control of the United States for a civil or criminal law enforcement activity if the activity is authorized by law, and if the head of the agency or instrumentality has made a written request to the agency which maintains the record specifying the particular portion desired and the law enforcement activity for which the record is sought; [or]

(11) pursuant to the order of a court of competent jurisdiction.

If you believe your request meets one of the exceptions noted above (or another exception), please forward to your request to:

Sean P. Kemple - Navy Cash Program Manager
U.S. Department of the Treasury
Bureau of the Fiscal Service
Sean.kemple@fiscal.treasury.gov

Nadir Isfahani – SVC Portfolio Manager
U.S. Department of the Treasury
Bureau of the Fiscal Service
nadir.isfahani@fiscal.treasury.gov

Please be aware that a request made under 5 U.S.C. § 552a(b)(7) will need to be signed by the head of the agency or instrumentality as set forth above and a court-signed subpoena will be required for requests made under 5 U.S.C. § 552a(b)(11).

Thank you for your interest in Navy Cash. Please let us know if you have any questions.

Internal Procedures and Controls: Sample Instruction

NEVERSAIL INST 7220.1

USS NEVERSAIL (DDG XX) INSTRUCTION 7220.1

Subj: NAVY CASH INTERNAL POLICY, PROCEDURES, AND CONTROLS

Ref: (a) Department of Defense Financial Management Regulation (DoD FMR), Volume 5, particularly Chapter 10
(b) Organizational Forces Supply Procedures, NAVSUP PUB 485, Volume I,
Chapter 10, Navy Disbursing Operations
(c) Navy Cash Financial System Standard Operating Procedure, NAVSUP PUB 727

1. **PURPOSE.** To promulgate internal policies, procedures, and controls for effective management and administration of Navy Cash operations on board NEVERSAIL.

2. **ACCOUNTABILITY AND RESPONSIBILITY.** Navy Cash is a financial system, the handling of public funds follows standard financial management regulations and procedures in accordance with references (a) and (b).

    a. **DD Form 577.** A Department of Defense (DD) Form 577, Appointment/Termination Record—Authorized Signature, shall be signed by the Commanding Officer appointing the AO as the Navy Cash Accountable Officer (NCAO), identifying their accountability and responsibilities include. Subsequent DD Form 577s from the NCAO to their deputy shall also be maintained. The NCAO must appoint a Navy Cash Deputy. Detailed operating procedures for Navy Cash are included in the forms are of this section.

3. **PERSONALLY IDENTIFIABLE INFORMATION (PII).** The NCAO must monitor procedures for the proper handling and safeguarding of the Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations to ensure the security and confidentiality of that information.

4. **NAVY CASH CARDS.**

    a. **Instant Issue Navy Cash Cards.** Instant issue cards are embossed with NAVY CARDHOLDER and a Mastercard card number. Instant issue cards are issued to personnel newly enrolling in Navy Cash and as replacements for lost, stolen, damaged, or expired cards. Instant issue cards provide individuals immediate access to Navy Cash capabilities.

    b. **Embossed Permanent Navy Cash Cards.** Embossed permanent cards are embossed with the cardholder's name and a Mastercard card number. Produced individually at the card manufacturing facility, they must be delivered to the individual on the ship after they are produced. Embossed permanent Navy Cash cards are only issued to new enrollees as a part of bulk enrollment when Navy Cash is initially implemented on a ship. Cardholders whose embossed permanent (or instant issue) cards have expired or are expiring at the end of a month must report to NCAO where they will be replaced with an instant issue Navy Cash card.

    c. **Closed Loop EagleCash (NC) Cards.** Closed loop cards are closed loop-only cards only used on board Navy Cash 2.0 ships. Closed loop cards are reusable and must be cashed out and turned in to NCAO when the visitor is done with the card and before leaving the ship, so they can be reissued to another visitor.

        i. If a closed loop card is turned in after a visitor has left the ship, the NCAO must make every effort to identify the individual cardholder and return any remaining funds. If the cardholder cannot be identified, the NCAO must cash out any residual funds remaining on the card and transfer the remaining balance to the Unclaimed Monies merchant via the NCDA.

        ii. Once any value on a card has been credited to either of the Treasury accounts, 20X6133 or 17R1060, the NCAO cannot recover the funds. Individuals can, however, submit a claim for a refund. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

    d. **Collect and Destroy Expired or Expiring Cards.** Any expired Navy Cash cards or Navy Cash cards expiring in 90 days must be destroyed. When closed loop cards are turned in to NCAO and cashed out, the NCAO, after verifying the closed loop account balance is zero, should check the expiration dates on the cards. Cards can be destroyed by cutting them up (cutting the closed loop in half) or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log.

5. NAVY CASH CARD LIMITS.

    a. **Individual Cardholders**

        i. Standard Closed Loop Limit. No more than $1,000 can be loaded on or debited from the closed loop.

        ii. Standard ACH Transfer Limit. A $400 daily maximum limit has been pre-set on funds transfers from a bank or credit union account to the closed- and/or open loop accounts.

    b. **Merchant Cardholders — AOs**

        i. **Standard Closed Loop Limit.** No more than the following maximum amounts can be loaded on or debited from the closed loop.

            1. On CVNs, LHAs, and LHDs. $50,000 for Navy Disbursing, MWR Officers, and Wardroom Mess Officers, and $10,000 for all other AOs.

            2. On All Other Ships. $10,000 for all AOs.

        ii. **Standard Transfer Limits between the Closed and Open Loop.** The following maximum limits have been pre-set on transfers between the closed- and open loop accounts.

            1. On CVNs, LHAs, and LHDs. $50,000 for MWR Officers and Wardroom Mess Treasurers, and $5,000 for all other AOs.

            2. All Other Ships. $10,000 for MWR Officers and Wardroom Mess Treasurers, and $2,500 for all other AOs.

        iii. **Standard ACH Transfer Limit.** For merchants who settle to bank or credit union accounts, a $5,000 daily maximum limit has been pre-set on funds transfers from a bank or credit union account to the closed- and/or open loop accounts.

        These pre-set limits may prevent AOs from making large purchases on the ship in a single payment. In a situation like this, the AO can elect to make more than one payment with the organization's Navy Cash merchant card or simply pay by check.

    c. **Modifying Navy Cash Card Limits**

        i. **Individual Cardholders.** The NCAO can modify the closed loop load and debit and ACH transfer limits for individual cardholders who are "checked in" on that ship through the Disbursing Application. For individual cardholders, the maximum closed loop load and debit limit is $1,000, and the maximum ACH transfer amount is $400 per day.

        ii. **AO Merchant Cardholders.** The NCAO can modify the closed loop load and debit and ACH transfer limits for merchant cardholders on board that ship through the Disbursing Application, but only up to a maximum of $1,000 for the closed loop account and a maximum of $400 per day for ACH transfers. For any amount above these maximum limits, the NCAO must contact the CSC and request that a merchant cardholder limit be modified, but only up to the standard limits listed above.

        iii. Any updates to card limits done through the Disbursing Application are effective immediately on the ship and will regulate any subsequent funds transfer requests the individual or merchant cardholder attempts at the kiosk. Updates done through the CSC do not go into effect on the ship until the CSC receives the information and processes the request.

6. **CUSTODY OF NAVY CASH CARDS.**

    a. The NCAO is responsible for maintaining the stock of Navy Cash instant issue and closed loop cards. Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in Chapter 7, of reference (a).

    b. The NCAO may delegate the responsibility for custody of Navy Cash cards to a representative designated in writing.

    c. A Bulk Navy Cash Card Log shall be maintained for each type of card, which contains the Navy Cash card number, name, date, and signature of the person to whom a working stock of Navy Cash Cards is issued. Unused working stock shall be returned to the NCAO or designated representative at least once each week for audit and inventory.

    d. All Navy Cash cards shall be inventoried once each month, an entry shall be made in the Bulk Navy Cash Card Log to document the inventory. A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, shall be retained in the NCAO, and a copy shall be given to the quarterly cash verification team as an attachment to their quarterly verification report.

    e. A separate Navy Cash Card Issue Log shall be maintained, which contains the last four digits of the card number, name and last four digits of the Social Security Number (SSN) of the card owner, issue date, signature of the recipient, date returned for visitor cards, and the name and signature of the issuer in accordance with reference (a) paragraph 100502. The Navy Cash Card Issue Log also contains columns to document destruction of a card.

    f. Replacement cards and cards for newly enrolled personnel shall be issued as described in references (a) and (c).

7. **CUSTODY OF SPARE POINT-OF-SALE DEVICES AND CADS.** In accordance with reference (c), the NCAO will be responsible for control of all spare Point-of-Sale (POS) devices held in ready reserve, and the Sales Officer, for all spare vending machine Card Access Devices (also known as Card Accepting Devices) (CADs). When a POS or CAD has transactions that have been recorded (stored) but have not yet been downloaded to the tablet, it should be kept in a safe, e.g., the Disbursing safe. *NOTE: CAD and POS devices that have stored transactions should be downloaded to the tablet as soon as possible.* Spare POS devices and CADs that do not have transactions stored on them should be kept either in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access, e.g., the NCAO or Sales Office. For the Navy Cash kiosk, one of the installed kiosks is considered an "online" spare, that is, if one kiosk fails, at least one other kiosk is immediately available to support Navy Cash transactions.

8. **RULES OF BEHAVIOR FOR USERS OF NAVY CASH SYSTEM.** The NCAO must ensure every Navy Cash operator has signed the Navy Cash Rules of Behavior. By their signature, individuals indicate they have read, understand, and agree to abide by these rules of behavior.

9. **ACCESS CONTROL FOR NAVY CASH DISBURSING APPLICATION.**

    a. The NCAO controls access to the various functions within the Disbursing Application. Individual operators are assigned roles and responsibilities. These user groups represent six levels of access rights. The access rights within each user group cannot be modified or tailored for an individual operator.

    b. In order for an individual to change his/her password, the NCAO must first verify the individual's identity. Once this is established, the individual can then enter a new password into the system.

    c. Each individual operator must log off when they are through working on the system. Each operator must use their own user ID and password when operating the Navy Cash system.

    d. As a matter of policy, any Disbursing Application user who wants to perform any personal Navy Cash transactions in the NCAO, e.g., to add or cash out value or change a PIN, should contact the NCAO or Navy Cash Deputy.

e. Each calendar quarter, the Cash Verification Team (CVT) will generate card reports for all Navy Cash Disbursing Application users to verify no unauthorized deposits or other unauthorized transactions were made to their accounts since the last quarterly cash verification. Transactions should also be reviewed on the Navy Cash website.

10. **ENROLLMENT IN NAVY CASH.**

a. **Individuals.** To open a Navy Cash account, an individual must enroll in the Navy Cash program. To enroll, individual cardholders who use Navy Cash for personal use must complete and sign an FS Form 2887, Application Form for U.S. Department of the Treasury SVC Program, either electronically or manually (hard copy).

b. **AOs.** Navy Cash merchant cardholders who use Navy Cash as AOs in an official capacity must complete and sign an FS Form 2888.

c. The NCAO shall verify the ABA or routing number and the account number recorded on the form. In order to help verify account information, the individual should, if possible, bring in a cancelled check or deposit slip from the bank or credit union account they want to associate with Navy Cash.

d. **Importance of Enrollment Forms.** Enrollment forms are a critical element in the Navy Cash program. A signed enrollment form must be on file for every Navy Cash cardholder. By signing the enrollment form, cardholders acknowledge the program's Privacy Act statement, authorize debits and credits to their bank and credit union account, consent to immediate collection from pay for any negative balances that may result from use of the Navy Cash card, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing. The signed enrollment form is the enforceable agreement between the cardholder and the Navy Cash program.

e. **Electronic Enrollment.** New individual enrollees sign enrollment forms electronically, and the forms are uploaded automatically to the document storage system ashore.

    i.   When the FS Form 2887 is available on the Navy Cash tablet on that ship, and the Navy Cash Disbursing website will indicate that a copy of the individual cardholder's FS Form 2887 is available in the document storage system ashore. The FS Form 2887 can be viewed on the website, the NCAO can also contact the CSC and request a copy if needed.

    ii. For individual cardholders who appear on the monthly missing 2887 report the NCAO must follow the steps in this section. If a copy of the cardholder's signed FS Form 2887 is not available in the file of hardcopy enrollment forms maintained on board the ship for reference, the cardholder must fill out and sign a new, hardcopy enrollment form (FS Form 2887). Electronic enrollment is only available for a new individual enrollee's initial enrollment. Navy Cash merchant cardholders must also fill out and sign a hardcopy, AO enrollment form (FS Form 2888). Failure to complete the form will result in revocation of the Navy Cash card.

f. **Forward Manual Enrollment Forms to Treasury Agent.** Hardcopy enrollment forms, signed by the individual, may be sent manually to the Treasury Agent. Enrollment forms for individual cardholders (FS Form 2887) and merchant cardholders (FS Form 2888s, and FS Form 2889 for contractor personnel) must be sent in separate packages. Enrollment forms contain sensitive personal information and must be sent via traceable means (e.g., FedEx, UPS, and registered mail). Due to PII restrictions, do not send enrollment forms via fax, digital sender, or email. The preferred method of forwarding all forms to Treasury Agent is by uploading via the Navy Cash website. Manual submission will only be used as a last option.

81

   i. Double-pack all forms, with the Treasury Agent address below on each envelope/package, to protect against possible damage during the shipping and handling process.
FRB-KC
Attention: Forms
2201 Farnam St
Omaha, NE 68102
866-662-8922

   ii. Send an email notification to the Treasury Agent Scanning Center at navycashcenter@frb.org for each package of enrollment forms sent. Include the following information in the email: date package was sent, number of enrollment forms in package, carrier name (e.g., FedEx, UPS, registered mail, etc.), tracking information, and the ship's name and Point Of Contact (POC) on the ship (phone number and email address). A sample memorandum is included at paragraph Documentation Resources. To report all of the required information, fill out the memorandum, and send it as an attachment to the email notification. Include a copy of the memorandum in the package with the enrollment forms. Finally, retain a copy of each email and memorandum sent on file for inspection.

  g. **Retention.** Hard copies of FS Form 2887 and/or FS Form 2889 are ONLY required pending upload to the Navy Cash website. Once upload is confirmed, hard copies can be destroyed. Hard copies of FS Form 2888 are ALWAYS required while the merchant card is issued to a merchant AO and a copy MUST be uploaded via the Navy Cash website. When a copy is confirmed to be uploaded, only purge hard copy of the FS Form 2888 once card is returned to NCAO and/or when there is a turnover on the merchant AO position with a new form submitted. Enrollment forms contain sensitive personal information and must be retained in a secure container.

11. CLOSING OR SUSPENDING A NAVY CASH ACCOUNT.

  a. **Transfer Funds from Card.** When cardholders are leaving the Navy, transferring to activities that do not have Navy Cash, or no longer want a Navy Cash card, they should move all funds on the closed and open loop back to their home bank or credit union account using the Navy Cash kiosk. Alternatively, they may move all the funds on the open loop to the closed loop at the kiosk and cash out the closed loop at the NCAO.

  b. **Close Account.** Cardholders leaving military service or who no long want a Navy Cash card are required to close their Navy Cash account. After verifying that the Navy Cash card is empty (closed and open loop), the NCAO will block Navy Cash ACH access to their home bank or credit union, change the card status to **Canceled**, close the account using the Navy Cash Disbursing website, and give the card back to the cardholder for destruction.

  c. **Suspend Account.** Cardholders transferring to another activity should keep their Navy Cash card. After verifying that the Navy Cash card is empty (closed and open loop), the NCAO will block Navy Cash ACH access to their bank or credit union and suspend their Navy Cash account using the Navy Cash Disbursing website. Cardholders should then retain their Navy Cash card until reporting to a Navy Cash equipped ship. Once on board a new ship, cardholders must first complete a Ship Check In at a Navy Cash kiosk. Since end-of-day processing is normally completed each six hours, full access to Navy Cash capabilities should be available the next day.

  d. The NCAO will work closely with the personnel office to keep track of members who will be leaving the ship within 30 days.

   i. The NCAO/ NCAO will review the Negative Balance Report on a daily basis and ensure any negative balances for cardholders within 30 days of transfer or terminal leave/discharge are resolved in a timely manner. The NCAO will ensure that a cardholder's access to their home bank or credit union account is blocked until any negative open loop account balance is cleared.

ii.   The NCAO will make a judgment whether or not a negative balance condition is likely on a cardholder's Mastercard debit open loop account, e.g., from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system. To prevent an unrecoverable debt from being posted to Navy Cash, the NCAO should evaluate the need to suspend the member's Navy Cash account or cancel the member's Navy Cash card and close the member's Navy Cash account some time prior to their actual departure date. If necessary, the NCAO can issue a closed loop-only card for use on the ship until the member leaves the ship.

iii.   If a member is within the final 30 days of being discharged from the Navy and has a negative balance, the NCAO/ NCAO's only option is to have a **DS01** indebtedness, Company Code D411179, posted to the member's military pay account prior to the member's separation date by submitting a DD 139 to the Personnel Office on board the ship.

iv.   The NCAO continues to be responsible for stopping a member's SPO at least 30 days before they leave the ship. This is accomplished by having the sailor submit a locally generated SPO form to the ship's Personnel Officer.

e.   **Recover Closed Loop Cards.** Closed loop cards must also be recovered from anyone leaving the ship, so they can be reissued to another visitor. Technical representatives and other personnel from both government and industry who make repeated trips to ships can retain their Navy Cash cards for subsequent visits to other ships.

12.   **NEGATIVE MASTERCARD DEBIT OPEN LOOP ACCOUNT BALANCES.**

a.   The amount of any negative balance in an open loop account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of their accountability, the NCAO is responsible for collecting on that debt.

b.   A negative Mastercard debit open loop account balance can occur:

i.   When ACH transactions are returned from an individual's home bank or credit union account: nonsufficient funds (NSF), closed account, invalid account information, etc.

ii.   As a result of debit card purchases or ATM withdrawals ashore when there are not sufficient funds in a cardholder's open loop account. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

iii.   When cardholders use their Navy Cash open loop debit ashore, for cash withdrawals or retail purchases, the new balance in their open loop account will be reflected ashore immediately. If they get back to the ship and check their open loop account balance before this processing is completed, the Navy Cash kiosk will show their old balance not their new balance. If they transfer money to their closed loop based on their old balance, their open loop account will end up with a negative balance once all their transactions ashore and on the ship are fully processed.

c.   **Representment.** With automatic representment, if a cardholder's ACH transfer request at the Navy Cash kiosk is returned for NSF and the value of the returned transaction is $5 or more, the ACH transaction will automatically be represented up to two more times on successive pay days. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically.

    d. **NCAO Actions**

        i. Review Reports Daily. Review Negative Balance Report and Returned Items Detail Report on a daily basis and take the necessary actions.

           1. Daily Negative Balance Report. Lists all Navy Cash Mastercard debit open loop accounts with negative balances.

             a. ((1)) Representment Pending. If a cardholders account is negative the details of the pending representment are listed on the report immediately below the line of account data. The NCAO does not need to take any collection action (but can if the cardholder desires) on negative accounts for which details are listed, because representment actions are pending.

- If the ACH REPRESENTMENT COUNT = 0, the ACH request is scheduled to be represented for the first time on the date.
- If the ACH REPRESENTMENT COUNT = 1, either the ACH request was represented on the date and is in the five-day waiting period, or the ACH request is scheduled to be represented for the second time on the date.
- If the ACH REPRESENTMENT COUNT = 2, the ACH request was represented a second time on the date and is in the five-day waiting period.

             b. ((2)) No Representment Pending. If the second automatic representment fails, no details are listed on the report below the account, because no further representments are pending. If someone's account is negative because of Navy Cash card transactions not covered by automatic representment, no details are listed on the report below the account. The NCAO should initiate collection action immediately on all negative accounts for which no details are listed, because no representments are pending.

             c. ((3)) Funds Held for Five Business Days. When a returned ACH transfer request is represented, the funds are not posted immediately but are held for five business days (7 calendar days) to ensure the cardholder cannot use the funds until it is reasonably certain the represented transaction will not be denied and returned as well. The cardholder's negative balance will continue to appear on the Daily Negative Balance Report until the five working day waiting period is over.

           2. **Returned Items Detail Report.** Assists in investigating negative balances. Provides details for transactions that were processed and returned for NSF or that were not processed and were returned because of invalid account information. Cardholders who appear on the report because of invalid account information should be contacted, so they can update their bank or credit union account information.

        ii. **Notify Cardholder.** Immediately notify via email (include the cardholder's chain of command for second and third occurrences) any cardholder whose negative open loop account appears on the report with no representment details. Once notified, cardholder shall report to the NCAO within two working days to establish how the cardholder's Navy Cash balance will be restored to $0 or greater.

        iii. **Disciplinary Action.** NCAO will notify Chain of Command for appropriate actions.

84

       iv.   **Collect on Negative Balance.** For each negative balance listed on the Daily Negative Balance Report with no representment details, if no response is received from the cardholder within 10 calendar days after the date of receipt of the pertinent negative balance report, the NCAO will produce a DD 139 and present it to the Personnel Officer on the ship, who will apply a pay checkage (DS01) to the cardholder's pay account. The Company Code for Navy Cash is D411179.

          1.   **Cardholder Disputes Transaction.** If a cardholder reports they have submitted a claim to dispute the transaction as unauthorized and does not want to make a payment to clear the negative balance until they have heard from the Treasury Agent bank about the results of the claim, the NCAO must contact the CSC and ask them to confirm whether or not the cardholder has an active dispute in process.

          2.   **Delay Collecting on Negative Balance.** If the cardholder does have a dispute in process, resolving the dispute can take 30 or more days. The NCAO may delay collecting on the negative balance for up to 45 days. If, after 45 days, the cardholder's Mastercard open loop debit account is still negative, the NCAO must contact the CSC again to confirm the dispute is still pending.

             a.   If the claim has been processed and approved, the negative balance should clear shortly and drop off the negative balance report.

             b.   If the claim has been denied, the cardholder must be notified to report to NCAO to clear the negative balance. If the dispute is still in process, the NCAO may delay collecting on the negative balance for an additional 15 days, and then must repeat the process.

             c.   The NCAO must let the cardholder know that Navy Cash access to their home bank or credit union account will remain blocked until the negative balance is cleared. The NCAO must not unblock access until the cardholder's Mastercard debit (open loop) account balance is zero or positive.

          3.   **Document Response Received from CSC.** The Disbursing auditors from the Field Examination Group (FEG) look at the collection of negative account balances during an audit and report on the number of delinquent accounts that have negative balances that are more than 10 days old. To document the reason for delay in collecting on a negative balance for a cardholder disputing a transaction, retain a copy of the e-mails exchanged with the CSC indicating that a dispute is pending on file for inspection (if contacting the CSC by phone, request an e-mail response from them for retention).

       v.   **Collection Options.** There are several options available to collect on the amount of a negative account balance. The NCAO must ensure that a cardholder's Navy Cash ACH access remains blocked until the negative balance is cleared.

          1.   **Deposit Cash to Open Loop Account.** NCAO can have the cardholder provide cash at the NCAO and transfer the value directly to the cardholder's open loop account.

    e.   **Closed- to Open loop Account Transfer.** The NCAO can have the cardholder transfer any value on the closed to the open loop by escorting the cardholder to the Navy Cash kiosk and verifying that the cardholder moves the funds.

    f.   **Change or Initiate Split Pay Option (SPO).** The NCAO can ask the member to change or initiate SPO, which is transferred directly to the member's open loop account on pay day, to cover the amount of the negative balance. The NCAO cannot force this option on the member as it is voluntary.

g. **Immediate Collection from Pay.** The NCAO can initiate an immediate collection from pay to clear the amount of any negative Navy Cash balance. The NCAO may have an indebtedness posted to the cardholder's military pay account by submitting a DD 139 to the Personnel Office on board the ship. The Company Code for Navy Cash is D411179. When DFAS-CL receives the information from the system, the debt will be reconciled with the Treasury Agent via a collection from the cardholder's military pay account. This option is also appropriate for cardholders who have left the ship but are still in the service.

h. **Within Final 30 Days of Being Discharged.** If a cardholder is within the final 30 days of being discharged from the Navy and has a negative balance, the NCAO's only option is to have a **DS01** indebtedness posted to the cardholder's military pay account prior to the cardholder's separation date by submitting a DD 139 to the Personnel Office on board the ship.

i. **Out-of-Service Debt.** Even if a member leaves the service before settling a negative account balance, the DFAS Directorate of Debt and Claims Management and the U.S. Department of the Treasury, BFS, are responsible for collecting delinquent debts owed the government by former military members. Debt collection procedures for the Government are detailed in Book 31 of the Code of Federal Regulations, Chapter 9, Parts 900-904. A debt notice will be sent through the United States Postal Service using the mailing address provided by the Master Military Pay Account. If the Postal Service returns the debt notice as undeliverable, an attempt will be made to obtain a current mailing address through the commercial credit bureau network and various other government databases. Whether or not a current mailing address is found, DFAS and Treasury are required by law to continue with the debt collection process. Thus, even if they cannot contact the former member, the debt must be reported to commercial credit bureaus as a "collection account," and the former member's Federal income tax refund will be offset by the Department of the Treasury for payment towards the debt. They are also required by law to report the delinquent account to private collection agencies through the Department of the Treasury.

13. **FUNDS TRANSFER.** A member can plus up the electronic value on their Navy Cash card with cash, or refund at the NCAO. Cash received in exchange for electronic credit on the Navy Cash card will be treated as public funds and maintained in the NCAO's safe. All transactions will be recorded automatically on the Navy Cash tablet and added to the daily reports. In accordance with reference (c), all transactions will be manually recorded on the Daily Cash Transaction Ledger, which will be kept in the safe.

14. **REFUNDS**

a. When a crewmember is due a refund from a merchant, e.g., Ship's Store or MWR, they must first obtain authorization, e.g., from the Sales Officer or MWR Officer, or a designated representative, on a standard, serialized, Navy Cash refund chit. In addition, the approving merchant will record the refund on the Refund Chit Log. The crewmember will then take the refund chit to the NCAO and present it to the NCAO or the Navy Cash Deputy.

b. The NCAO will retain one copy of all approved chits and the EOM reports summarizing all refunds. The original chits will be returned to the approving merchants for verification against the serialized logs.

15. **FUNDS TRANSFER FROM CHIP**

a. A member can convert the electronic value on his/her Navy Cash closed loop to cash at the NCAO. Transactions will be recorded automatically on the Navy Cash tablet and added to the daily reports. In addition, transactions will be recorded manually on the Daily Cash Transaction Ledger and kept in the safe.

b. When a member no longer requires a closed loop card (e.g., checking off ship) the card shall be turned in to the NCAO, and the value on the closed loop shall be returned to the member. The return date shall be entered on the Card Issue Log and the card shall be returned to the closed loop card spare stock for re-issue.

c.   The Navy Cash Disbursing Application is designed to handle electronic value transfers from the closed loop on a customer's Navy Cash card to the various Navy Cash accounts held by retail merchants on the ship, e.g., Wardroom, Chiefs Mess, Ship's Store. Because these transactions represent electronic transfer of value, they are handled completely within the Navy Cash application and do not affect the NCAO accountability or other responsibilities for funds. Similarly, transferring value at the Navy Cash kiosks, e.g., from the closed loop on the Navy Cash card to the open loop, are handled within the Navy Cash application and do not affect the NCAO accountability.

16. **END-OF-DAY.** Transactions aggregate onshore as a ship has connectivity. Transactions that have been collected will process in an automated End of Day function that runs at 02:30 Eastern Standard Time. Settlement reports are available when the EOD settlement job completes.

17. **REPORTS.**

a.   The NCAO and other responsible individuals, e.g., Sales Officer, MWR Officer, Chief's Mess Treasurer, etc., will compare the daily reports with reports from other existing systems to verify accuracy. Navy Cash generated reports state the collections that have been recorded to any particular activity. Therefore, the reports serve the same function to an accountable officer as a signed page in the NS 470 or a deposit ticket.

b.   Transaction reports will be generated for all enrolled merchants as requested.

18. **SAFE BANK TRANSACTIONS**

a.   The **Safe Bank Transaction** functionality enables the NCAO to make adjustments to the cash amount reported by the Disbursing Applications (i.e., the Navy Cash system on the ship) in the Disbursing Audit Summary Report (DASR).

b.   This functionality is used primarily during the EOM process to reset the DASR back to a zero balance. In addition, this functionality can be used to make adjustments to the DASR when the cash amount reported in the DASR does not agree with the cash amount recorded in the Daily Cash Transaction Ledger, the amount shown on DD Form 2665 in DDS or the amount of Navy Cash, cash on hand.

c.   When an actual out-of-balance condition cannot be resolved, this adjustment procedure can be used, but only as a temporary fix to continue with the "End-of-Day" process. The NCAO must go back and complete all required actions for an out-of-balance condition, as stated in Chapter 6 of reference (a), to report any overage or underage. Contact the NAVSUP FLC FSG points of contact for any assistance needed in clearing the discrepancy.

19. **NETWORK OPERATIONS CENTER (NOC) SELECTION AND COMMUNICATIONS TROUBLESHOOTING**

a.   Navy Cash is designed to exchange data with its shore component through multiple paths. To ensure maximum throughput, the Navy Cash tablet on the ship automatically switches among these paths, so that, if any one path is inoperable for any reason, data files will continue to flow without action on the part of the NCAO. Nonetheless, it is not uncommon for ships to experience temporary communication outages while they are underway.

b.   **Communications Troubleshooting.** The NCAO should check the status of round trips on a regular basis via the Navy Cash website. If a pending batch is not completed within six hours, engage a ship's IT and, together with the IT, go through the troubleshooting steps in the Communications Troubleshooting Guide in Navy Cash Communications Troubleshooting Guide.

    i.   Navy Cash Access Control List (ACL) statements must match the statements provided in the troubleshooting guide. In addition, verify that all NOC selections (paths) are responding to the FTP test instructions in the troubleshooting guide. If one of the NOCs times out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why that IP is not connecting. A successful connection is indicated when the FTP test returns a prompt for a username and password for that IP address.

    ii.   To monitor the syncing process, log on to the Navy Cash tablet and check the Dashboard under customer service, you will see pending shore syncs, if this is a large number, it's likely the tablet lacks connectivity. If these errors exist, the ship's IT should open a COMSPOT with the UARNOC or PRNOC, i.e., per the IP address the tablet is displaying at the top of the dashboard screen, along with the NOC the ship may currently be termed with due to location. Look for Navy Cash traffic, and see if there are any errors. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission. for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission.

    iii.   Once completed, the Navy Cash alteration or ship change became part of the ship's configuration. The network switches or drops installed to enable Navy Cash tablets, , and devices to connect to the Navy Cash VLAN on the ship's network became part of the ship's network configuration, which is owned, operated, and maintained by the ship's ITs. The primary responsibilities of the ship's ITs in supporting Navy Cash operations are network and communications issues. Navy Cash tablets, and devices are owned, operated, and maintained by the NCAO (NCAO) and the Navy Cash Deputy.

    iv.   The key to resolving communications issues is to work with the ship's ITs. NIWC Systems Center Atlantic sent a NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message reiterating the responsibility of the ship's ITs for supporting Navy Cash (NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). Ships who's ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting Navy Cash files, the NCAO should then contact the CSC via email at navycashcenter@frb.org. The CSC will assign a case number and engage the Navy Cash Technical Support team for further troubleshooting.

20. PROCESS SPLIT PAY FILE

    a.   To authorize the Split Pay Option (SPO), the member must sign a locally generated form, and an HM series FID must be generated via the Personnel Office onboard. All SPO payroll functions are accomplished between DFAS Cleveland and the Treasury Agent.

    b.   Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll an individual in Navy Cash; conversely, enrolling in Navy Cash does not automatically sign an individual up for SPO. To prevent SPO payroll payments from being rejected, the NCAO must ensure that individuals are enrolled in Navy Cash and their Navy Cash accounts are open before they sign up for SPO and that the name and SSN on the SPO enrollment form matches the name on the Navy Cash enrollment form.

    c.   Should the Treasury Agent reject SPO payroll payments, e.g., for individuals that do not have Navy Cash accounts, the funds will be returned to DFAS Cleveland to be credited back to the individuals' Master Military Pay Accounts (MMPAs). After every payday, the NCAO should review the rejected SPO payments report the Treasury Agent sends to the ship. The NCAO should then monitor the MMPA to see when the SPO payroll amounts have been credited back to these individuals' accounts.

d. In the event of a communications interruption around payday, the NCAO has the option to run a provisional SPO payroll on the ship. Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their SPO payroll amounts. The Navy Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's customer profile information and provides the NCAO the ability to update the SPO payroll amounts. Even when the Navy Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy Cash back end ashore for processing. When communications are restored, the Navy Cash system synchronizes the open loop accounts between ship and shore. The provisional split pay files will be sent from ship to shore as a part of the normal end-of-day processing, and the Navy Cash system will reconcile open loop accounts on the ship so they reflect the correct balances.

21. VENDORS

a. Money Exchange by Vendors in a Foreign Port

    i. When a ship pulls into a port, the NCAO will issue the vendors portable POS devices, each set to one of the transient merchants (i.e., Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events) and using a separate operator ID number for each operator. The vendor will use the POS to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards in exchange for foreign currency. The vendor will also maintain a currency exchange log and record each transaction. The NCAO will provide the vendor a sufficient number of copies of the log.

    ii. At the end of each day or at the end of the port visit, the vendor will bring the POS and the currency exchange logs back to the NCAO. The NCAO or Deputy will download the information contained on the POS to the Navy Cash tablet. Once the reports generated by the Navy Cash system and the vendor's currency exchange logs are reconciled, the NCAO will cut an exchange for cash remittance check to the vendor for the amount of the money exchanged.

b. Concessionaire Sales by Vendors in a Foreign Port

    i. The Sales Officer will check out hand-held battery-operated POS devices for each vendor, using a separate operator ID for each operator. The vendor will be responsible for this device and use it to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards. The vendor will also maintain concessionaire number control logs and SS-141 forms and record each transaction. The NCAO will provide the vendor a sufficient number of copies of the log.

    ii. At the end of each day or at the end of the port visit, each vendor will bring the POS and all appropriate paperwork back to the Sales Office. The Sales Officer will download the POS sales information to the Navy Cash tablet. Once the reports generated by the Navy Cash system and the vendor's SS-141s and control logs are reconciled, the NCAO will cut an exchange for cash remittance check to the vendor for the amount due the vendor.

22. NAVY CASH QUARTERLY CASH VERIFICATION

a. All funds collected, disbursed, or maintained by the Deputies, and Agents are to be considered public funds. Therefore, responsible individuals will be required to show auditable proof for the disposition of those funds. Any accountable items, to include cash, checks, blank card stock, and the like, will be verified in the same manner as prescribed within the DoD FMR, Volume 5, Appendix A, Quarterly Verification of Cash and Other Assets.

b. The cash verification board will use the Daily Cash Transaction Ledger as well as the Disbursing Transactions Detail Report to substantiate all funds being held on DD Form 2665.

c. All Navy Cash funds collected and reported as deposits on the SF 1219 can be substantiated by the EOM reports generated by the Navy Cash System. For example, the NCAO reports a $10,000 deposit on line 4.2 of the SF 1219 for the Ship's Store. There should be a corresponding EOM report showing $10,000 in electronic collections for the same month.

d. The CVT shall verify that the Daily Cash Transaction Ledger(s) and Disbursing Transactions Detail Report (sorted by operator) are retained with each DD Form 2665 and that the Monthly Transaction Summary Report (shore report summarizing merchant figures for month), EOM Summary Report, SF 215s/5515s, and complete DD Form 2665 packages for each day of month are retained as part of monthly financial returns.

e. The CVT shall verify all Navy Cash card stock by count against the Bulk Card Log, and an entry shall be made in the Bulk Navy Cash Card Log to document the audit. The CVT shall also check the expiration dates on the cards. The NCAO shall collect and destroy any cards that have expired or will soon expire.

f. The CVT shall verify that the account balances for the Navy NCAO merchant card and all generic private merchant cards not currently assigned to and in use by a Navy Cash merchant are zero (both closed and open loop) and review the disposition of deposits, withdrawals, or transfers made with the NCAO merchant card and those generic private merchant cards since the last quarterly cash verification.

g. Card Reports. The CVT will generate card reports for all Navy Cash Disbursing Application users. The card reports will be used to verify that no unauthorized deposits or other unauthorized transactions were made to their accounts since the last quarterly cash verification. Transactions should also be reviewed on the Navy Cash website.

CHECKLISTS

Pre-Deployment and Post-Deployment Service Call Checklist

Table 13: Pre-Deployment and Post-Deployment Service Call Checklist

POS Devices and CADs		
How many POS devices (including spares) do you have?		
How many of that number are spares?		
How many CADs (including spares) do you have?		
How many card reader cleaning cards do you have in stock? (if applicable)		
EagleCash (NC) Cards		
How many instant issue cards do you have in stock?		
How many closed loop cards do you have in stock?		
System Administration		
What version of the EagleCash (NC) SOP do you have?		
Please list any EagleCash (NC) discrepancies noted on the last audit, if applicable.		
Preparing for Service Call		
Will there be any Engineering Drills which will involve securing the ship's power during the time period for your groom?	Yes ☐	No ☐
Please provide location of ship at scheduled time for groom (shipyard, dry dock, pier side)		
Please provide rank/rate, name, phone, and fax number of the ship's Security Manager (for visit request and access to the ship.		

Exceptions

EagleCash (NC) kiosk Troop Training – Gym – Left. Trouble call placed with CSC 26 Nov 200X. Case # 98314 assigned. Troubleshooting help provided by SAIC. Failed card reader identified. Failed reader (serial # A78230200) shipped to SAIC certified or registered USPS (tracking # 1Z 999 999 99 9999 999 9) on 28 Nov 20XX. Replacement in transit to ship.

CAD with transactions stuck in queue. Trouble call placed with CSC on 17 Nov 200X. Case # 98298 assigned. CSC provided troubleshooting help. Stuck transactions could not be downloaded. CAD (serial # 1604001541) shipped via certified or registered USPS (tracking # 1Z 999 999 99 9999 999 9) to SAIC on 19 Nov 20XX.

Checklist for Recurring NC Tasks

Table 14: Checklist for Recurring NC Tasks

Task	SOP	Daily	Weekly	Monthly	As Required
Opening Business Each Day					
Log On. Log on to NC Customer Service application	S5E	X			
Check EOD. Use NC Website to check the status of previous End of Day (EOD) Report	S5E	X			
Verify Shore Reports. Verify ROM, Post Office, and other merchant daily returns with EOD reports from shore. Distribute copies as needed.	S5E	X			
Open Daily NC Transactions Ledger. Maintain ledger for cash transactions in NCAO if business is conducted.	S4 & S6				X
Check Negative Balances. Review Negative Balance Report, if no representments pending, use options available to collect on that debt.	S4, S5E, & S5I	X			
Closing Business Each Day					
Close Daily NC Transaction Ledger. Close out ledger for cash transactions in NCAO	S5E				X
DD 2665. Maintain Daily Statements of Accountability in accordance with D0D FM Form Vol 5.	S5I	X			X
Verify tablet Reports. Review EOD merchant reports from tablet. Distribute copies as needed.	S5E	X			
Log Off. Log off the NC Customer Service Application.	S5E	X			

Task	SOP	Daily	Weekly	Monthly	As Required
Opening Business Each Day					
Review Unmatched Closed Loop to Closed Loop. Review Automated Closed Loop to Closed Loop Corrections Report on a daily basis and restore value to closed loop cards listed on report.	S5E	X			
Unused Card Stock. Return unused working stock for audit and inventory. Record return and results of audit/inventory on Bulk NC Card Log.	S5B & S2		X		X
Review Personnel Transfers. Review pending transfers/discharges with Personnel. Settle NC accounts.	S4, S5B, S5E		X		
EOM Closeout. Initiate EOM closeout and reporting for Vending, Ship's Store, Disbursing, Food Service, and Marine Disbursing (if embarked). (Start process at least five working days prior to end of the month.)	S3 & S5J			X	X
Safe Bank Transactions. Conduct Safe Bank Transaction.	S5E			X	X5
EOM Summary Report. Successful processing of EOD round trip ashore sends EOM shore reports. Use EOM Summary Report to report Disbursing, Sales, and Food Service numbers (note shore only processes these at 2am EST once a day).	S3 & S5E			X	X5
Review Users.					
Website IDs. Log in to CIR, and NC websites monthly to keep accounts active.	S5J			X	
Bulk Card Log. Maintain Bulk NC Card Log.	S2			X	X
Card Issue Log. Maintain NC Card Issue Log.	S5B & S2				X
Card Working Stock. Issue card working stock.	S5B & S2				X
Quarterly Cash Verification. Audits NC funds/card stock, balances for disbursing and generic private merchant cards, and disposition of funds. Retain copy of CVT report and all enclosures on file for inspection.	S4 & S5B	Conducted Quarterly			

NC Pre-Audit/Turnover Checklist

Table 15: NC Pre-Audit/Turnover Checklist

Tasks	SOP Reference	Yes	No
Letters of Authority			
Has an NC Accountable Officer been appointed?	S4 1.1		
Has the NC Accountable Officer appointed NC Agent/Deputy on a DD Form 577 delineating what their responsibilities?	S4 1.1.2		
Internal Procedures and Controls			
Has Commanding Officer set up internal procedures and controls for NC?	S4 2.2.3.7		
Custodial Responsibilities			
Are NC cards kept in a safe or a secure container?	S2 1.3		
Are NC cards in custody of NCAO or designated agents/deputy?	S2 1.2		
Is the Bulk NC Card Log in agreement with actual card count?	S4 2.1.3.4		
Are cards inventoried every 30 days and an entry made in the Bulk Log?	S2 1.3.3		
Is NC Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (closed loop/temp cards); name and signature of issuer?	S2 1.4.1		
Are unissued cards being returned to the NCAO, or designated representative weekly for audit?	S2 1.3.1		
Are merchant cards not currently assigned kept in safe or secure container? Was balance of merchant cards (closed and open loop) in custody of NCAO confirmed as zero? Was merchant card PIN changed at turnover?	S3 3.1.1 S4 2.3.2.1(B) S1 4.2.2		
Is there an Application Form FS 2888 on file for each AO issued an NC merchant card with a linked bank account.	S3 3.0		
Custody of Spare POS Devices and CADs			
Are spare POS devices and CADs being kept in a safe or in a secure space?	S4 2.1.3.2		
Are POS devices or CADs that have transactions still stored in them being kept in DDO's safe?	S4 2.1.3.1 S4 2.1.3.2		
NC Disbursing Application			
Is the DO assigning individual Access Rights as appropriate?	S5E 27		
Are Daily Cash Transaction Ledgers being closed out daily and compared to the daily, weekly, and monthly shore reports for Navy Disbursing and Disbursing Transactions Detail Report (sorted by operator)?	S5E 16d(4)		

Cash Verification Team (CVT) NC Checklist

Table 16: Cash Verification Team (CVT) NC Checklist

Tasks	SOP Reference	Yes	No
Funds			
NC funds by actual count:	$		
Ensure funds agree with Daily, weekly, and monthly shore reports for Navy Disbursing	S5E 16e		
Ensure Daily Cash Transaction Ledger(s) is (are) being closed out daily, and compared to the daily, weekly, and monthly shore reports for Navy Disbursing and Disbursing Transactions Detail Report.	S5E 16e2		
Are Daily Cash Transaction Ledger totals posted on daily Disbursing Accountability Report(s)?	S5E 6		
Are Daily Cash Transaction Ledger and Disbursing Transactions Detail Report (sorted by operator) being retained with the daily Disbursing Accountability Report (s)?	S5E 6e		
Ensure, EOM Summary Report, and complete Disbursing Accountability report packages for each day of month are retained as part of financial retains	S4 2.3.1		
Generate and print Transaction History for NCAO merchant card and generic merchant cards using cardholder website to confirm open loop and closed loop balances are zero. Review disposition of funds since last CVT.	S4 2.3.2.1B4		
Generate card reports for all NC Disbursing Application users (see Disbursing Application User Guide, Card Report) and verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification	S4 2.3.3		
NC Cards			
Inventory all unissued NC cards (bulk and working stock to ensure that custody of cards is properly maintained			
Ensure Bulk NC Card Log agrees with actual card count. Use Bulk Card Log to verify working stock returned weekly for audit/inventory.	S2 1.3.1		
Ensure there is an Application Form FS 2888 on file for each AO who has been issued an NC merchant card with a linked bank account	S3 3.0		
Ensure NC cards are kept in a safe or a secure container	S2 1.4.2		
Check random sample of turned-in closed loop cards (at least 10 cards) to verify there are no residual funds on the card, i.e., the closed loop balance is zero.	S2 1.2.2		
Spare POS Devices			
Ensure spare POS devices are being kept in a safe or in a secure space.	S4 2.1.3.1		
Ensure POS devices that have transactions still stored in them are being kept in the NC Accountable Officer's (NCAO) safe, all attempts should be made to off load the transactions or turn them into SAIC in a reasonable time.	S4 2.1.3.1		
NC Disbursing Application			
Verify Disbursing Application users are assigned to appropriate user group.	S5E 27a		
Ensure refunds processed in NCAO are being authorized by Sales/MWR/Food Service Officer.	S5E 17a(6) S5E 18b		

Tasks	SOP Reference	Yes	No
Is the NCAO reviewing the monthly reports for missing enrollment forms (DD 2887)? Is the NCAO taking appropriate action?	S5E 13j (6k)		
Review EOD Report.	S5E 16e(2)		
Ensure the NCAO is reviewing Daily Negative Balance Report daily.	S4 2.2.3.3		
Review Daily Negative Balance Report to verify there are no aged negative balances over 60 days old.	S4 2.2.3.2		
Review Daily Negative Balance Report to verify collection action is initiated on negative balances with no representments pending within 10 days of receipt of Report.	S4 2.2.3.2		
Ensure personnel office is providing NCAO with names of those personnel who will be transferred or discharged within the next 30 days.	S4 2.5		
Ensure Safe Bank Transactions Report is being zeroed out at end of month.	S5E 16f(3)(b)		

REPORTS

Daily MWR Transaction Detail Report

```
Run Date   : 03/18/2020
Run Time   : 14:46:40
Report name: TRAN_NavyMWR_D
Page       : 1

                          Navy Cash
              Daily Transaction Detail Report - NAVY MWR
                     Location: USS NEVER SAIL
        Date: 03/17/2020 15:00:03 To 03/18/2020 15:00:03 Batch Id: R12345_13946


Merchant  : 800000012345
Event Code: <none>
  Operator: JONES,DAVID

  Name                          SSN  Account #     Transaction Date    Trans           Amount
  ---------------------------   ---- ------------- ------------------- ------ ----------------
   STONE,BOLOGNA                1234 8000012345678 03/17/2020 21:29:45      1           $5.00
  ---------------------------                                         ------ ----------------
   Operator JONES Subtotal:                                                1           $5.00
------------------------------                                         ------ ----------------
Event   Subtotal:                                                          1           $5.00


Event Code: MWR LIBERTY TRIPS
  Operator: PHELPS,NATHANIEL

  Name                          SSN  Account #     Transaction Date    Trans           Amount
  ---------------------------   ---- ------------- ------------------- ------ ----------------
   CLAY,DIRT     - REFUND       2345 8000012345678 03/18/2020 00:55:40      1         -$129.00
   CLEMMONS,SMEMMONS  - REFUND  3456 8000012345678 03/18/2020 01:12:16      1         -$234.00
  ---------------------------                                         ------ ----------------
   Operator PHELPS Subtotal:                                               2         -$363.00

   JONES, BOB        - REFUND   4567 8000012345678 03/18/2020 01:29:25      1         -$129.00
  ---------------------------                                         ------ ----------------
   Operator SAN BARBARA  Subtotal:                                         1         -$129.00
------------------------------                                         ------ ----------------
Event MWR LIBERTY TRIPS Subtotal:                                          3         -$492.00


Event Code: REBATE
  Operator: JONES,DAVID

  Name                          SSN  Account #     Transaction Date    Trans           Amount
  ---------------------------   ---- ------------- ------------------- ------ ----------------
   SMITH, JONES                 5678 8000012345678 03/17/2020 22:26:04      1           $9.00
   SMITH, JONES                 6789 8000012345678 03/18/2020 00:44:14      1          $10.00
  ---------------------------                                         ------ ----------------
   Operator JONES Subtotal:                                                2          $19.00
------------------------------                                         ------ ----------------
Event REBATE Subtotal:                                                     2          $19.00


------------------------------                                         ------ ----------------
Merchant 800000012345 Subtotal:                                            6         -$468.00
------------------------------                                         ------ ----------------
Total                                                                      6         -$468.00


                ****** End of the Report *****
```

Daily Ship's Store Transaction Detail Report

```
Run Date   : 03/25/2020
Run Time   : 14:19:45
Report name: TRAN_ShipStore1_D
Page       : 1


                            Navy Cash
                  Daily Transaction Detail Report - SHIP STORE #1
                          Location: USS NEVER SAIL
            Date: 03/24/2020 01:59:06 To 03/25/2020 15:00:03 Batch Id: R12345_13956



Merchant  : 800000012345
Event Code: <none>
  Operator: SMITH, JONES


  Name                          SSN  Account #      Transaction Date     Trans            Amount
  ----------------------------- ---- -------------  -------------------- ------ ----------------
  JONES, BOB                    1234 8000012345678 03/24/2020 22:15:03      1            $4.10
  JONES, BOB                    1234 8000012345678 03/24/2020 20:56:58      1            $7.50
  JONES, BOB                    1234 8000012345678 03/24/2020 21:23:44      1           $11.65
  JONES, BOB                    1234 8000012345678 03/24/2020 21:06:41      1           $26.65
  JONES, BOB                    1234 8000012345678 03/24/2020 21:14:25      1            $0.20
  JONES, BOB                    1234 8000012345678 03/25/2020 00:29:33      1            $8.80
  JONES, BOB                    1234 8000012345678 03/24/2020 23:47:03      1            $5.10
  JONES, BOB                    1234 8000012345678 03/24/2020 22:46:15      1           $15.80
  JONES, BOB                    1234 8000012345678 03/24/2020 23:47:50      1            $3.20
  JONES, BOB                    1234 8000012345678 03/24/2020 22:21:22      1            $3.00
  JONES, BOB                    1234 8000012345678 03/24/2020 22:04:36      1            $7.00
  JONES, BOB                    1234 8000012345678 03/24/2020 21:07:17      1            $2.15
  JONES, BOB                    1234 8000012345678 03/24/2020 20:58:41      1            $5.35
  JONES, BOB                    1234 8000012345678 03/25/2020 00:16:34      1            $7.50
  JONES, BOB                    1234 8000012345678 03/24/2020 20:59:26      1            $2.30
  JONES, BOB                    1234 8000012345678 03/24/2020 21:02:59      1            $2.90
  -------------------------------                                       ------ ----------------
  Operator MYLES Subtotal:                                                 16          $113.20
-------------------------------                                         ------ ----------------
Event   Subtotal:                                                          16          $113.20


-------------------------------                                         ------ ----------------
Merchant 800000012345 Subtotal:                                            16          $113.20
-------------------------------                                         ------ ----------------
Total                                                                      16          $113.20


                 ****** End of the Report *****
```

Daily Wardroom Mess Transaction Detail Report

```
Run Date   : 03/24/2020
Run Time   : 03:21:18
Report name: TRAN_WardroomMessFood_D
Page       : 1


                              Navy Cash
                Daily Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
             Date: 03/23/2020 22:16:04 To 03/24/2020 01:59:06 Batch Id: R12345_13950



Merchant  : 800000123456
Event Code: <none>
  Operator: BOLTON,PATRICK

  Name                          SSN  Account #     Transaction Date     Trans         Amount
  ----------------------------- ---- ------------- -------------------- ------ ----------------
  JONES, BOB                    1234 8000012345678 03/24/2020 00:54:01     1        $116.50
  JONES, BOB                    1234 8000012345678 03/24/2020 00:42:30     1        $128.90
  JONES, BOB                    1234 8000012345678 03/24/2020 01:18:43     1        $124.05
  JONES, BOB                    1234 8000012345678 03/23/2020 23:10:48     1        $111.80
  ----------------------------------                                    ------ ----------------
  Operator BOLTON Subtotal:                                                4        $481.25
------------------------------------                                    ------ ----------------
Event   Subtotal:                                                          4        $481.25


------------------------------------                                    ------ ----------------
Merchant 800000123456 Subtotal:                                            4        $481.25
------------------------------------                                    ------ ----------------
Total                                                                      4        $481.25



                     ****** End of the Report *****
```


Daily Vending Soda Transaction Detail Report

```
Run Date   : 03/18/2020
Run Time   : 14:49:34
Report name: TRAN_VendingSoda_D
Page       : 1


                            Navy Cash
                 Daily Transaction Report - VENDING SODA
                       Location: USS NEVER SAIL
           Date: 03/17/2020 15:00:03 To 03/18/2020 15:00:03 Batch Id: R12345_13946



Vending Machine                                 CAD ID                 Transactions            Value
-------------------------------------------     --------------------   ------------   ---------------
VENDING SODA VMSODA0000001234                   F8DC7A0E416D0000                111          $77.70
VENDING SODA VMSODA0000002345                   F8DC7A03477B0000                120          $78.00
-------------------------------------------     --------------------   ------------   ---------------
Total                                                                           231         $155.70


              ****** End of the Report *****
```

Daily Refund Report by Sales Activity

```
                                          Run Date:03/18/2020
                                          Run Time:  14:03:32
                              Report Name:TRAN_RefundbySaleActivity_D
                                   Navy Cash
                      Daily Refund Report - By Sales Activity
                              Location: USS NEVER SAIL
          Date: 03/17/2020 15:00:03 to 03/18/2020 15:00:03 Batch Id: R12345_13946

Sale Type                                   Transactions            Value
------------------------------------------ ------------- ----------------
NAVY MWR - REFUND                                     3         -$492.00
                                           ------------- ----------------
Total Transactions                                    3         -$492.00



                       *** End of the Report ***
```

Daily Transaction Summary Report

```
Run Date   : 03/18/2020
Run Time   : 14:49:28
Report name: TRAN_TransactionSummary_D
Page       : 1
                          Navy Cash
                 Daily Transaction Summary Report
                   Location: USS NEVER SAIL
      Date: 03/17/2020 15:00:03 To  03/18/2020 15:00:03 Batch Id: R12345_13946


Event Code:
  Operator              Merchant                           Trans          Amount
  --------------------- --------------------------------- ------ ----------------
Event Code: <none>
                        VENDING SODA                         231         $155.70
                        VENDING STORE ITEMS                  539         $760.00
    **********************                                ------ ----------------
  Operator Subtotal                                          770         $915.70

  JONES,BOB             WARDROOM MESS - FOOD                   2         $149.00
    **********************                                ------ ----------------
  Operator Subtotal                                            2         $149.00

  JONES,BOB             NAVY MWR                               1           $5.00
    **********************                                ------ ----------------
  Operator Subtotal                                            1           $5.00

  JONES,BOB             POST OFFICE - METERED MAIL             2          $93.05
    **********************                                ------ ----------------
  Operator Subtotal                                            2          $93.05

  ***********************                                 ------ ----------------
Event Subtotal                                             775       $1,162.75

Event Code: MWR LIBERTY TRIPS
  JONES,BOB             NAVY MWR - REFUND                      2        -$363.00
    **********************                                ------ ----------------
  Operator Subtotal                                            2        -$363.00

  JONES,BOB             NAVY MWR - REFUND                      1        -$129.00
    **********************                                ------ ----------------
  Operator Subtotal                                            1        -$129.00

  ***********************                                 ------ ----------------
Event Subtotal                                               3        -$492.00

Event Code: REBATE
  JONES,BOB             NAVY MWR                               2          $19.00
    **********************                                ------ ----------------
  Operator Subtotal                                            2          $19.00

  ***********************                                 ------ ----------------
Event Subtotal                                               2          $19.00
  ***********************                                 ------ ----------------
Total                                                      780         $689.75

Transaction Summary
                        Merchant                           Trans          Amount
  --------------------- --------------------------------- ------ ----------------
  800000012345          NAVY MWR                               6        -$468.00
  800000023456          POST OFFICE - METERED MAIL             2          $93.05
  VMSODA0000001234      VENDING SODA                         120          $78.00
Run Date   : 03/18/2020
Run Time   : 14:49:30
Report name: TRAN_TransactionSummary_D
Page       : 2
                          Navy Cash
                 Daily Transaction Summary Report
                   Location: USS NEVER SAIL
      Date: 03/17/2020 15:00:03 To  03/18/2020 15:00:03 Batch Id: R12345_13946
```

Daily Blocked Account Report – Shore Report

```
                                                    Run Date:  08/14/2020
                                                    Run Time:  17:27:01
                                                    Report Name: D21198


                              Navy Cash
                    Daily Blocked Account Report
                        Location: USS SHIP


Last Name        First Name      MI    SSN4     Account        Decl
                                                Number         Cnt

--------------------   ----------------  --    ----    ------------   ----

BACON            KERRI           S     4567     8000000012817   97
BAIRD1           ROBERT          A     6789     8000000012858   98
BUBBLE           MYRON           A     2222     8000000013278   97
ELDRIGESCOTT     EDWARD          A     1111     8000000012478   3
FINAN            JOHN            A     7850     8000000020489   94
GLENDALE         JACKIE          A     6782     8000000020562   97


Decline Count Legend
-----------------------------------------------

1-3 NSFs
95 Linked account not provided during enrollment
96 Unacceptable NFCU account supplied
97 Technical error processing account
98 Account blocked for invalid account #
99 Block requested by Disbursing

 *** End of the Report ***
```

Monthly Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:05:00
Report name: TRAN_NavyMWR_M
Page       : 1
                                  Navy Cash
                    Monthly Transaction Detail Report - NAVY MWR
                            Location: USS NEVER SAIL
                            Month: February , 2020
                    Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22

Merchant  : 8000000XXXXX
Event Code:
  Operator: JONES,DAVID

  Name                          SSN  Account #     Transaction Date     Trans           Amount
  ----------------------------  ---- ------------- -------------------- ------ ----------------
   JONES, BOB                   1234 8000012345678 01/22/2020 21:14:20    1             $90.00
  ----------------------------                                           ------ ----------------
   Operator JONES Subtotal:                                               1             $90.00
  ----------------------------                                           ------ ----------------
Event   Subtotal:                                                         1             $90.00

Event Code: 2019 REAGAN BALL
  Operator: JONES,DAVID

  Name                          SSN  Account #     Transaction Date     Trans           Amount
  ----------------------------  ---- ------------- -------------------- ------ ----------------
   JONES, BOB                   1234 8000012345678 01/23/2020 23:26:32    1             $35.00
   JONES, BOB                   1234 8000012345678 01/23/2020 22:14:11    1             $75.00
   JONES, BOB                   1234 8000012345678 01/22/2020 21:24:05    1             $90.00
   JONES, BOB                   1234 8000012345678 01/23/2020 23:01:53    1            $100.00
   JONES, BOB                   1234 8000012345678 01/23/2020 23:03:27    1             $30.00
   JONES, BOB                   1234 8000012345678 01/22/2020 22:48:52    1             $50.00
   JONES, BOB                   1234 8000012345678 01/22/2020 22:11:43    1             $30.00
   JONES, BOB                   1234 8000012345678 01/22/2020 01:29:53    1             $50.00
   JONES, BOB                   1234 8000012345678 01/23/2020 21:17:41    1             $75.00
   JONES, BOB                   1234 8000012345678 01/22/2020 23:24:58    1             $50.00
   JONES, BOB                   1234 8000012345678 01/23/2020 22:52:05    1             $30.00
   JONES, BOB                   1234 8000012345678 01/22/2020 22:21:22    1             $60.00
   JONES, BOB                   1234 8000012345678 01/22/2020 02:09:01    1             $30.00
   JONES, BOB                   1234 8000012345678 01/22/2020 01:26:06    1             $30.00
   JONES, BOB                   1234 8000012345678 01/23/2020 23:54:10    1             $25.00
   JONES, BOB                   1234 8000012345678 01/22/2020 23:36:37    1             $25.00
   JONES, BOB                   1234 8000012345678 01/22/2020 21:14:46    1            $100.00
   JONES, BOB                   1234 8000012345678 01/24/2020 00:26:41    1             $30.00
   JONES, BOB                   1234 8000012345678 01/25/2020 01:12:02    1             $30.00
   JONES, BOB                   1234 8000012345678 01/25/2020 01:19:48    1             $35.00
   JONES, BOB                   1234 8000012345678 01/25/2020 01:40:32    1             $35.00
   JONES, BOB                   1234 8000012345678 01/25/2020 01:43:55    1             $35.00
   JONES, BOB                   1234 8000012345678 01/22/2020 20:56:38    1             $50.00
   JONES, BOB                   1234 8000012345678 01/24/2020 01:41:59    1             $50.00
   JONES, BOB                   1234 8000012345678 01/24/2020 02:12:36    1             $35.00
   JONES, BOB                   1234 8000012345678 01/24/2020 01:17:57    1             $90.00
   JONES, BOB                   1234 8000012345678 01/22/2020 22:36:29    1             $75.00
   JONES, BOB                   1234 8000012345678 01/22/2020 23:42:54    1             $55.00
   JONES, BOB                   1234 8000012345678 01/23/2020 01:05:50    1              $5.00
   JONES, BOB                   1234 8000012345678 01/23/2020 01:12:38    1             $50.00
   JONES, BOB                   1234 8000012345678 01/22/2020 23:33:03    1             $50.00
   JONES, BOB                   1234 8000012345678 01/24/2020 01:19:48    1             $25.00
   JONES, BOB                   1234 8000012345678 01/24/2020 00:44:31    1             $50.00
   JONES, BOB                   1234 8000012345678 01/22/2020 02:03:27    1             $35.00
   JONES, BOB                   1234 8000012345678 01/23/2020 23:49:31    1             $35.00
Run Date   : 02/24/2020
Run Time   : 02:05:00
Report name: TRAN_NavyMWR_M
Page       : 2

                                  Navy Cash
                    Monthly Transaction Detail Report - NAVY MWR
                            Location: USS NEVER SAIL
                            Month: February , 2020
                    Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly MWR Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 1
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                           Month: February , 2020
                 Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22


Merchant   : 800000123456
Event Code:
  Operator: SMITH, JONES


  Name                        SSN  Account #    Transaction Date    Trans          Amount
  --------------------------  ---- ------------ ------------------- ------ ----------------
  JONES, BOB                  1234 8000012345678 02/06/2020 21:24:06   1         $115.70
  JONES, BOB                  1234 8000012345678 02/12/2020 23:44:10   1          $38.40
  JONES, BOB                  1234 8000012345678 02/23/2020 22:31:16   1          $72.90
  JONES, BOB                  1234 8000012345678 02/11/2020 22:42:29   1         $133.60
  JONES, BOB                  1234 8000012345678 02/10/2020 22:10:04   1          $63.70
  JONES, BOB                  1234 8000012345678 02/10/2020 21:00:03   1          $43.20
  JONES, BOB                  1234 8000012345678 02/13/2020 22:34:18   1          $25.80
  JONES, BOB                  1234 8000012345678 02/06/2020 20:31:04   1          $76.15
  JONES, BOB                  1234 8000012345678 02/10/2020 22:29:54   1         $463.75
  JONES, BOB                  1234 8000012345678 02/19/2020 21:09:57   1          $76.50
  JONES, BOB                  1234 8000012345678 02/06/2020 22:46:51   1          $77.20
  JONES, BOB                  1234 8000012345678 02/19/2020 21:11:14   1          $24.00
  JONES, BOB                  1234 8000012345678 02/17/2020 20:48:49   1          $30.40
  JONES, BOB                  1234 8000012345678 02/10/2020 01:10:20   1          $25.80
  JONES, BOB                  1234 8000012345678 02/09/2020 23:08:49   1          $63.75
  JONES, BOB                  1234 8000012345678 02/11/2020 00:53:45   1          $27.80
  JONES, BOB                  1234 8000012345678 02/19/2020 23:24:00   1         $124.05
  JONES, BOB                  1234 8000012345678 02/20/2020 22:13:25   1          $31.50
  JONES, BOB                  1234 8000012345678 02/13/2020 00:16:26   1         $131.50
  JONES, BOB                  1234 8000012345678 02/06/2020 23:39:37   1          $79.75
  JONES, BOB                  1234 8000012345678 01/24/2020 01:52:33   1          $33.40
  JONES, BOB                  1234 8000012345678 02/20/2020 22:47:48   1          $49.30
  JONES, BOB                  1234 8000012345678 02/11/2020 00:08:35   1         $114.10
  JONES, BOB                  1234 8000012345678 02/17/2020 23:53:32   1         $107.90
  JONES, BOB                  1234 8000012345678 02/23/2020 23:55:44   1          $71.50
  JONES, BOB                  1234 8000012345678 02/19/2020 00:37:49   1          $25.85
  JONES, BOB                  1234 8000012345678 02/17/2020 23:57:33   1          $22.60
  JONES, BOB                  1234 8000012345678 02/20/2020 19:47:16   1          $41.60
  JONES, BOB                  1234 8000012345678 02/13/2020 23:42:24   1          $96.30
  JONES, BOB                  1234 8000012345678 02/10/2020 23:45:26   1          $56.00
  JONES, BOB                  1234 8000012345678 02/13/2020 00:25:03   1          $26.70
  JONES, BOB                  1234 8000012345678 02/24/2020 00:11:44   1           $4.30
  JONES, BOB                  1234 8000012345678 02/17/2020 22:05:11   1          $59.70
  JONES, BOB                  1234 8000012345678 02/17/2020 22:07:19   1          $77.50
  JONES, BOB                  1234 8000012345678 02/04/2020 22:49:46   1          $19.60
  JONES, BOB                  1234 8000012345678 02/19/2020 21:17:44   1          $45.60
  JONES, BOB                  1234 8000012345678 02/17/2020 20:53:31   1         $123.65
  JONES, BOB                  1234 8000012345678 02/12/2020 00:29:32   1          $24.10
  JONES, BOB                  1234 8000012345678 02/06/2020 23:14:30   1         $198.40
  JONES, BOB                  1234 8000012345678 02/11/2020 01:02:43   1          $13.80
  JONES, BOB                  1234 8000012345678 02/17/2020 21:28:07   1         $194.40
  JONES, BOB                  1234 8000012345678 02/19/2020 23:05:04   1          $40.10
  JONES, BOB                  1234 8000012345678 02/21/2020 01:07:05   1          $12.90
  JONES, BOB                  1234 8000012345678 02/20/2020 22:42:37   1          $83.60
  JONES, BOB                  1234 8000012345678 02/18/2020 01:14:54   1         $228.30
  JONES, BOB                  1234 8000012345678 02/24/2020 00:15:51   1          $41.30
  JONES, BOB                  1234 8000012345678 01/27/2020 23:22:55   1          $37.90
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 2
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                           Month: February , 2020
                 Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly Wardroom Mess Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 1
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                          Month: February , 2020
                  Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22


Merchant  : 800000123456
Event Code:
  Operator: SMITH, JONES


  Name                            SSN  Account #     Transaction Date     Trans           Amount
  ------------------------------- ---- ------------- -------------------- ------ ----------------
  JONES, BOB                      1234 8000012345678 02/06/2020 21:24:06     1          $115.70
  JONES, BOB                      1234 8000012345678 02/12/2020 23:44:10     1           $38.40
  JONES, BOB                      1234 8000012345678 02/23/2020 22:31:16     1           $72.90
  JONES, BOB                      1234 8000012345678 02/11/2020 22:42:29     1          $133.60
  JONES, BOB                      1234 8000012345678 02/10/2020 22:10:04     1           $63.70
  JONES, BOB                      1234 8000012345678 02/10/2020 21:00:03     1           $43.20
  JONES, BOB                      1234 8000012345678 02/13/2020 22:34:18     1           $25.80
  JONES, BOB                      1234 8000012345678 02/06/2020 20:31:04     1           $76.15
  JONES, BOB                      1234 8000012345678 02/10/2020 22:29:54     1          $463.75
  JONES, BOB                      1234 8000012345678 02/19/2020 21:09:57     1           $76.50
  JONES, BOB                      1234 8000012345678 02/06/2020 22:46:51     1           $77.20
  JONES, BOB                      1234 8000012345678 02/19/2020 21:11:14     1           $24.00
  JONES, BOB                      1234 8000012345678 02/17/2020 20:48:49     1           $30.40
  JONES, BOB                      1234 8000012345678 02/10/2020 01:10:20     1           $25.80
  JONES, BOB                      1234 8000012345678 02/09/2020 23:08:49     1           $63.75
  JONES, BOB                      1234 8000012345678 02/11/2020 00:53:45     1           $27.80
  JONES, BOB                      1234 8000012345678 02/19/2020 23:24:00     1          $124.05
  JONES, BOB                      1234 8000012345678 02/20/2020 22:13:25     1           $31.50
  JONES, BOB                      1234 8000012345678 02/13/2020 00:16:26     1          $131.50
  JONES, BOB                      1234 8000012345678 02/06/2020 23:39:37     1           $79.75
  JONES, BOB                      1234 8000012345678 01/24/2020 01:52:33     1           $33.40
  JONES, BOB                      1234 8000012345678 02/20/2020 22:47:48     1           $49.30
  JONES, BOB                      1234 8000012345678 02/11/2020 00:08:35     1          $114.10
  JONES, BOB                      1234 8000012345678 02/17/2020 23:53:32     1          $107.90
  JONES, BOB                      1234 8000012345678 02/23/2020 23:55:44     1           $71.50
  JONES, BOB                      1234 8000012345678 02/19/2020 00:37:49     1           $25.85
  JONES, BOB                      1234 8000012345678 02/17/2020 23:57:33     1           $22.60
  JONES, BOB                      1234 8000012345678 02/20/2020 19:47:16     1           $41.60
  JONES, BOB                      1234 8000012345678 02/13/2020 23:42:24     1           $96.30
  JONES, BOB                      1234 8000012345678 02/10/2020 23:45:26     1           $56.00
  JONES, BOB                      1234 8000012345678 02/13/2020 00:25:03     1           $26.70
  JONES, BOB                      1234 8000012345678 02/24/2020 00:11:44     1            $4.30
  JONES, BOB                      1234 8000012345678 02/17/2020 22:05:11     1           $59.70
  JONES, BOB                      1234 8000012345678 02/17/2020 22:07:19     1           $77.50
  JONES, BOB                      1234 8000012345678 02/04/2020 22:49:46     1           $19.60
  JONES, BOB                      1234 8000012345678 02/19/2020 21:17:44     1           $45.60
  JONES, BOB                      1234 8000012345678 02/17/2020 20:53:31     1          $123.65
  JONES, BOB                      1234 8000012345678 02/12/2020 00:29:32     1           $24.10
  JONES, BOB                      1234 8000012345678 02/06/2020 23:14:30     1          $198.40
  JONES, BOB                      1234 8000012345678 02/11/2020 01:02:43     1           $13.80
  JONES, BOB                      1234 8000012345678 02/17/2020 21:28:07     1          $194.40
  JONES, BOB                      1234 8000012345678 02/19/2020 23:05:04     1           $40.10
  JONES, BOB                      1234 8000012345678 02/21/2020 01:07:05     1           $12.90
  JONES, BOB                      1234 8000012345678 02/20/2020 22:42:37     1           $83.60
  JONES, BOB                      1234 8000012345678 02/18/2020 01:14:54     1          $228.30
  JONES, BOB                      1234 8000012345678 02/24/2020 00:15:51     1           $41.30
  JONES, BOB                      1234 8000012345678 01/27/2020 23:22:55     1           $37.90
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 2
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                          Month: February , 2020
                  Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly EOM Summary Report

```
Run Date: 02/24/2020
Run Time: 02:18
Report Name: EOM Summary Report

                        NAVY CASH END OF MONTH SUMMARY REPORT FOR 02/2020
                                        USS NEVER SAIL
                                         DSSN: 1234


   START TIME          END TIME           Vendor/Merchant       Sale Amount   Refund Amount    Net Amount
--------------------------------------------------------------------------------------------------------------
-                     -                   NAVY DISBURSING - STRIP        0.00          0.00          0.00
20200122 012352       20200224 021122     NAVY DISBURSING - CHIP     29167.00     -25788.75       3378.25
-                     -                   MARINE DISBURSING - STRIP      0.00          0.00          0.00
-                     -                   MARINE DISBURSING - CHIP       0.00          0.00          0.00
20200122 012352       20200224 021122     GENERAL MESS - FOOD         8254.40          0.00       8254.40
20200122 012352       20200224 021122     GENERAL MESS - SURCHARGES      4.50          0.00          4.50
-                     -                   SHIP STORE #1                  0.00          0.00          0.00
20200122 005252       20200224 020007     SHIP STORE #2               5689.30        -36.75       5652.55
-                     -                   BEVERAGE BAR                   0.00          0.00          0.00
-                     -                   HANGAR BAY SALES               0.00          0.00          0.00
-                     -                   SSPN TRANSFER TO MWR           0.00          0.00          0.00
20200122 005309       20200224 001542     VMSODA0000009801             699.05          0.00        699.05
20200122 005314       20200224 001551     VMSODA0000009802             305.25          0.00        305.25
20200122 005318       20200224 001615     VMSODA0000009803            1782.00          0.00       1782.00
20200122 005324       20200224 001628     VMSODA0000009804             388.70          0.00        388.70
-                     -                   VMSODA0000009805               0.00          0.00          0.00
20200122 005330       20200224 001636     VMSODA0000009806            1158.85          0.00       1158.85
20200122 005357       20200224 001821     VMSODA0000009815             454.25          0.00        454.25
-                     -                   VMCAND0000009702               0.00          0.00          0.00
20200122 005444       20200224 001141     VMCAND0000009703            1701.30          0.00       1701.30
20200122 005449       20200224 001157     VMCAND0000009704            1278.10          0.00       1278.10
20200122 005454       20200224 001209     VMCAND0000009705             478.45          0.00        478.45
20200122 005503       20200224 001220     VMCAND0000009706             208.60          0.00        208.60
20200122 005508       20200224 001234     VMCAND0000009707             346.85          0.00        346.85
-                     -                   VMCAND0000009708               0.00          0.00          0.00
-                     -                   VMCAND0000009709               0.00          0.00          0.00
20200122 005524       20200224 001308     VMCAND0000009710             818.85          0.00        818.85
-                     -                   VMCAND0000009711               0.00          0.00          0.00
-                     -                   VMCAND0000009713               0.00          0.00          0.00
-                     -                   VMCAND0000009714               0.00          0.00          0.00
20200122 005547       20200224 001347     VMCAND0000009715              10.50          0.00         10.50
20200122 005552       20200224 001428     VMCAND0000009716             312.00          0.00        312.00
-                     -                   VMCAND000009701A               0.00          0.00          0.00
-                     -                   VMWATR0000009710               0.00          0.00          0.00
20200122 005433       20200224 001058     VMCAND00000-9701             538.38          0.00        538.38
20200122 005439       20200224 001112     VMCAND00000-9702            1046.20          0.00       1046.20
-                     -                   Vending Candy BULK             0.00          0.00          0.00



Voucher Description              Voucher#     Chip/Strip    Date Prepared     Voucher Amount
--------------------------------------------------------------------------------------------------------------
Disbursing Cash-Strip is > Strip - Cash    -          -           -
Disbursing Strip-Cash is > Cash-Strip      -          -           -
Disbursing Cash-Chip is > Chip- Cash       -          -           -
Disbursing Chip-Cash is > Cash-Chip    DT210855      CHIP      02/24/2020          3378.25
SSPN Transfer to MWR                       -          -           -
Food Service Sales Totals              DT230855      CHIP      02/24/2020          8254.40
Food Surcharges Total                  DT240855      CHIP      02/24/2020             4.50
Sales Totals                           DT250855      CHIP      02/24/2020         17179.88
```

Merchant Sales Summary Report and Daily/Weekly Meter Register Report

```
Run Date/Time: 05/12/2010 17:00:00 GMT
Merchant Sales Summary Report                    ◄──────    Report will be run after the close of
Location: Rxxxxx                                            postal business on Wednesday.
Report Parameters:
    Start Date: 05/06/2010 00:01:00
     End Date: 05/12/2010 17:00:00    ◄──────    Report is from Thursday (week prior) at 00:01 through the
                                                 close of postal business on Wednesday.


Merchant Name              Merchant ID      Sales      Refunds       Total       Count
-------------              -----------      -----      -------       -----       -----
GENERAL MESS - FOOD        800000003675      0.00        0.00         0.00          0
POST OFFICE - METERED MAIL 800000003699    100.00        0.00       100.00         10
SHIP STORE #1              800000003701      0.00        0.00         0.00          0
VENDING SODA               VMSODA0000000001   0.00        0.00         0.00          0
VENDING STORE ITEMS        VMCAND0000000001   0.00        0.00         0.00          0
WARDROOM MESS - FOOD       800000003695      0.00        0.00         0.00          0
-------------              -----------      -----      -------       -----       -----
                           Totals          100.00        0.00       100.00         10


    REGISTER REPORT        ARC         PB#######
    MAY 12 10                             17:00P
    ASCENDING
    REGISTER                            $100.00      ◄──────   Postage Meter Register Report will be
    DESCENDING                                                 printed after close of business on
    REGISTER                           $4900.00                Wednesday. Then it will be affixed to the
    CONTROL SUM                        $5000.00                Merchant Sales Summary Report.
    METER PIECE
    COUNT                                    10
    PIECES                                   10
    VALUE                              $100.00


    Postal Clerk                     5/12/2010
    POSTAL CLERK
    SIGNATURE                            DATE     ◄──────   Postal Clerk and Postal Officer
                                                            will sign and date the report
    Postal Officer                   5/12/2010              (does not have to be typed in).
    POSTAL OFFICER
    SIGNATURE                            DATE
```

Ship's Store Profits Transfer to MWR EagleCash (NC) EOM Summary Report

```
Run Date: 09/26/2019
Run Time: 14:26
Report Name: EOM Summary Report

                            NAVY CASH END OF MONTH SUMMARY REPORT FOR 09/2019
                                              USS ARLINGTON
                                               DSSN: 8888


    START TIME          END TIME             Vendor/Merchant          Sale Amount   Refund Amount    Net Amount
   -----------------------------------------------------------------------------------------------------------
   20190820 171022    20190925 155839    NAVY DISBURSING - STRIP            0.00         -10.00        -10.00
   20190820 171022    20190925 155839    NAVY DISBURSING - CHIP             0.05        -722.05       -722.00
   -                  -                  MARINE DISBURSING - STRIP          0.00           0.00          0.00
   -                  -                  MARINE DISBURSING - CHIP           0.00           0.00          0.00
   -                  -                  SSPN TRANSFER - STRIP              0.00           0.00          0.00
   20190820 171022    20190925 155839    SSPN TRANSFER - CHIP               0.00      -20000.00     -20000.00
   20190820 171022    20190925 155839    GENERAL MESS - FOOD             1395.81           0.00       1395.81
   20190820 171022    20190925 155839    GENERAL MESS - SURCHARGES         36.45           0.00         36.45
   20190820 170958    20190925 155810    SHIP STORE                      3004.01           0.00       3004.01
   -                  -                  HANGAR BAY SALES                   0.00           0.00          0.00
   -                  -                  VMSODA0000000005                   0.00           0.00          0.00
   20190820 170730    20190925 155605    VMSODA0000000004                 235.80           0.00        235.80
   20190820 170737    20190925 155611    VMSODA0000000003                 183.70           0.00        183.70
   -                  -                  VMSODA0000000002                   0.00           0.00          0.00
   -                  -                  VMSODA0000000001                   0.00           0.00          0.00
   20190820 170745    20190925 155654    Vending Soda BULK                396.00           0.00        396.00
   20190820 170901    20190925 155713    VMCAND0000000007                1214.00           0.00       1214.00
   20190820 170805    20190925 155707    VMCAND0000000008                 112.20           0.00        112.20
   20190820 170752    20190925 155700    VMREDBULL0000001                1168.75           0.00       1168.75
   20190820 170939    20190925 155750    VMCAND0000000001                 378.30           0.00        378.30
   -                  -                  VMCAND0000000006                   0.00           0.00          0.00
   20190820 170907    20190925 155721    VMCAND0000000005                 378.15           0.00        378.15
   -                  -                  VMCAND0000000004                   0.00           0.00          0.00
   20190820 170920    20190925 155735    VMCAND0000000003                1375.75           0.00       1375.75
   20190820 170930    20190925 155741    VMCAND0000000002                 523.00           0.00        523.00
   -                  -                  Vending Candy BULK                 0.00           0.00          0.00



   Voucher Description              Voucher#    Chip/Strip    Date Prepared    Voucher Amount
   ----------------------------------------------------------------------------------------------------
   Disbursing Cash-Strip is > Strip - Cash    DV27309    STRIP    09/25/2019           10.00
   Disbursing Strip-Cash is > Cash-Strip      -          -        -
   Disbursing Cash-Chip is > Chip- Cash       DV26309    CHIP     09/25/2019          722.00
   Disbursing Chip-Cash is > Cash-Chip        -          -        -
   SSPN Transfer to MWR                       DV31309    CHIP     09/25/2019        20000.00
   Food Service Sales Totals                  DT230309   CHIP     09/25/2019         1395.81
   Food Surcharges Total                      DT240309   CHIP     09/25/2019           36.45
   Sales Totals                               DT250309   CHIP     09/25/2019         8969.66
```

Disbursing Accountability Detail Report

```
Run Date/Time:  01/16/2020  08:35:44 GMT

Disbursing Accountability Detail Report
Location: NEVERSAIL DDG 46

 Report Parameters:
        Start Date: 01/15/2020 10:10:44
          End Date: 01/16/2020 08:35:32

 Merchant Information:
        Merchant Name:  NAVY DISBURSING
          Merchant ID:  8000000008448

Date                    Transaction Type            Account Name                  Account #         Amount
------------------      --------------------------  ----------------------------  ----------------  ------
Starting Balance                                                                                    $200.00
------------------      --------------------------  ----------------------------  ----------------  -----
01/15/2020 12:20:00     Load Cash to Chip           TANI, DANIEL                  8000000003790     $90.00
01/15/2020 12:32:04     Chip withdrawal             THOMAS, JOHN                  8000000003790     -$40.00
01/15/2020 12:48:00     Safe - Deposit              Bank, Safe                    0                 $200.00
01/15/2020 13:23:01     Load Cash to Chip           DLUAT, THOMAS                 8000000003816     $50.00
01/15/2020 14:02:05     Chip withdrawal             RUSSELL, MARK                 8000000003816     -$25.00
01/15/2020 14:15:00     Safe - Withdraw             Bank, Safe                    0                 -$150.00
01/15/2020 14:28:02     Load Cash to Chip           JONES, JOHN                   8000000003832     $100.00
01/15/2020 14:29:00     Safe - Deposit              Bank, Safe                    0                 $400.00
01/15/2020 14:32:03     Load Cash to Chip           HANGFU, LEE                   8000000003857     50.00
------------------      --------------------------  ----------------------------  ----------------  ------
                                                                                  Sub Total         $675.00
------------------      --------------------------  ----------------------------  ----------------  ------
01/16/2020 04:20:00     Load Cash to Chip           GAMBLE, ERICA                 8000000003709     $90.00
01/16/2020 05:23:01     Load Cash to Chip           BLACKMORE, WILLIAM            8000000003838     $50.00
01/15/2020 05:32:00     Safe - Withdraw             Bank, Safe                    0                 -$200.00
01/16/2020 05:47:05     Chip withdrawal             CHAPLAIN, CHARLES             8000000003845     -$25.00
01/16/2020 06:04:02     Load Cash to Chip           JONES, JARROD                 8000000003844     $100.00
01/15/2020 06:16:00     Safe - Withdraw             Bank, Safe                    0                 -$200.00
01/16/2020 06:30:03     Load Cash to Chip           LEE, ROBERT                   8000000003957     50.00
01/15/2020 06:49:00     Safe - Deposit              Bank, Safe                    0                 $500.00
01/16/2020 07:32:04     Chip withdrawal             MOORE, WILLIAM                8000000003740     -$40.00
------------------      --------------------------  ----------------------------  ----------------  ------
                                                                                  Sub Total         $325.00
------------------      --------------------------  ----------------------------  ----------------  ------
```

SPO Payroll Report – Ship Report

```
Run Date/Time: 01/16/2020 08:35:44 GMT

SPO Payroll Report Location: NEVERSAIL DDG 46

Report Parameters:

            SSN:

    Pay Date: 01/01/2020

  First Name:

   Last Name:


Account Name            SSN         Last Pay Date          Amount

-----------------------  ----       -----------------      ----------

BACON, KERRIE            1001        01/01/2005             $50.00

BAILEY, DAVID            0002        01/01/2005             $100.00

JONES, JOHN             4901        01/01/2005             $125.00

KELLEY, DAVID            2832        01/01/2005             $150.00

YOUNG, NEIL             4253        01/01/2005             $40.00

-----------------------  ----       -----------------      ----------

                                                           $465.00

*** End of the Report ***
```

FORMS

Sample Foreign Concessionaire Sales Reconciliation Form

Table 17: Sample Foreign Concessionaire Sales Reconciliation Form

Foreign Concessionaire Sales Reconciliation Form	
Ship Name:	
Vendor:	
NEX/Ship Commission:	%
EagleCash (NC) Sales:	$
Cash Sales:	$
Credit Card Sales:	$
Check Sales:	$
Sub Total:	$
Less Commission NEX/Ship:	$
Net Due Vendor:	$

Sample DD Form 577, EagleCash (NC) Accountable Officer

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE
(Read Privacy Act Statement and Instructions before completing form.)

PRIVACY ACT STATEMENT

AUTHORITY: E.O. 9397, 31 U.S.C. Sections 3325, 3528, DoDFMR, 7000.14-R, Vol. 5.
PRINCIPAL PURPOSE(S): To maintain a record of appointment and termination of appointment of persons to any of the positions listed in Item 6, and to identify the duties associated with this appointment.
SORN T1300 (http://dpclo.defense.gov/Pricacy/SORNsIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx)
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense (DoD) to the Federal Reserve Banks to verify authority of the appointed individuals to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published at:
http://dpclo.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx.
DISCLOSURE Voluntary; however, failure to provide the requested information may preclude appointments.

SECTION I - APPOINTEE

1. **NAME** *(First, Middle Initial, Last and Rank or Grade)*	2. **DoD ID NUMBER**	3. **TITLE** Navy Cash Accountable Officer

4. DOD COMPONENT/ORGANIZATION   **5. ADDRESS** *(Include ZIP Code, email address, and telephone number with area code and DSN)*

6. POSITION TO WHICH APPOINTED *(X appropriate box - one only. Checking more than one invalidates the appointment.)*

[X] DISBURSING OFFICER: DSSN NCAO	[ ] CASHIER	[ ] CHANGE FUND CUSTODIAN
[ ] DEPUTY DISBURSING OFFICER: DSSN	[ ] PAYING AGENT	[ ] IMPREST FUND CASHIER
[ ] CERTIFYING OFFICER	[ ] COLLECTIONS AGENT	[ ] SAFEKEEPING CUSTODIAN
[ ] DEPARTMENTAL ACCOUNTABLE OFFICIAL	[ ] DISBURSING AGENT	[ ] ASSISTANT SAFEKEEPING CUSTODIAN

7. YOU ARE APPOINTED TO SERVE IN THE POSITION IDENTIFIED IN ITEM 6. YOUR RESPONSIBILITIES INCLUDE:

Navy Cash Accountable Officer (NCAO). As NCAO, you are responsible for the operation and maintenance of Navy Cash. Navy Cash is a financial system, and the handling of public funds is inherent. You are held pecuniarily liable for any loss of such funds. Understand your accountability for erroneous payments and errors in Navy Cash accounts. Although your appointed personnel are liable for any funds in their custody, you hold overall responsibility and are jointly (or singularly) liable for any losses associated with these personnel. Make certain all deputies, agents, cashiers, and other custodians are fully aware of their responsibilities for properly handling and protecting public funds. Verify and maintain proper physical security for disbursing spaces, transactions, and documents. Ensure users adhere to rules of behavior for Navy Cash system, maintain custody of Navy Cash equipment and Navy Cash cards, including accurate, up-to-date inventories, and collect immediately on any debt owed the Treasury Navy Cash funds pool. You are responsible for proper handling and safeguarding of Personally Identifiable Information associated with Navy Cash operations. When required, notify the Commanding Officer regarding any Navy Cash discrepancies.

8. REVIEW AND ADHERE TO THE FOLLOWING PUBLICATION(S) NEEDED TO ADEQUATELY PERFORM YOUR ASSIGNED DUTIES:

DoDFMR Vol 5 Chapter 10; NAVSUP P727 Navy Cash SOP, Part 1, Section 1, 4.1.

SECTION II - APPOINTING AUTHORITY

9. **NAME** *(First, Middle Initial, Last)*	10. **TITLE**	11. **DOD COMPONENT/ORGANIZATION**
12. **DATE** *(YYYYMMDD)*	13. **SIGNATURE**	

SECTION III - APPOINTEE ACKNOWLEDGEMENT

I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds or payment certification, as appropriate, under my control. I have been counseled on my pecuniary liability applicable to this appointment and have been given written operating instructions. I certify that my official signature is shown in item 16 below.

14. **PRINTED NAME** *(First, Middle Initial, Last)*	15. **DATE** *(YYYYMMDD) (Not earlier than date in Item 12 or 13)*
16.a. **DIGITAL SIGNATURE**	16.b. **MANUAL SIGNATURE**

SECTION IV - APPOINTMENT TERMINATION

The appointment of the individual named above is hereby revoked.	17. **DATE** *(YYYYMMDD)*	18. **APPOINTEE INITIALS**
19. **NAME OF APPOINTING AUTHORITY**	20. **TITLE**	21. **APPOINTING AUTHORITY SIGNATURE**

DD FORM 577, NOV 2014   PREVIOUS EDITION IS OBSOLETE.   Adobe Designer 9.0

Sample DD Form 577, EagleCash (NC) Deputy

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE
(Read Privacy Act Statement and Instructions before completing form.)

PRIVACY ACT STATEMENT

AUTHORITY: E.O. 9397, 31 U.S.C. Sections 3325, 3528, DoDFMR, 7000.14-R, Vol. 5.
PRINCIPAL PURPOSE(S): To maintain a record of appointment and termination of appointment of persons to any of the positions listed in Item 6, and to identify the duties associated with this appointment.
SORN T1300 (http://dpclo.defense.gov/Pricacy/SORNsIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx)
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense (DoD) to the Federal Reserve Banks to verify authority of the appointed individuals to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published at:
http://dpclo.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx.
DISCLOSURE Voluntary; however, failure to provide the requested information may preclude appointments.

SECTION I - APPOINTEE

1. NAME *(First, Middle Initial, Last and Rank or Grade)*	2. DoD ID NUMBER	3. TITLE
		Navy Cash Deputy

4. DOD COMPONENT/ORGANIZATION | **5. ADDRESS** *(Include ZIP Code, email address, and telephone number with area code and DSN)*

6. POSITION TO WHICH APPOINTED *(X appropriate box - one only. Checking more than one invalidates the appointment.)*

☐ DISBURSING OFFICER: DSSN	☐ CASHIER	☐ CHANGE FUND CUSTODIAN
☒ DEPUTY DISBURSING OFFICER: DSSN NCD	☐ PAYING AGENT	☐ IMPREST FUND CASHIER
☐ CERTIFYING OFFICER	☐ COLLECTIONS AGENT	☐ SAFEKEEPING CUSTODIAN
☐ DEPARTMENTAL ACCOUNTABLE OFFICIAL	☐ DISBURSING AGENT	☐ ASSISTANT SAFEKEEPING CUSTODIAN

7. YOU ARE APPOINTED TO SERVE IN THE POSITION IDENTIFIED IN ITEM 6. YOUR RESPONSIBILITIES INCLUDE:

Navy Cash Deputy (NCD). As NCD, properly receive, disburse, account for, and safeguard all public funds with which you are entrusted. You are held pecuniarily liable for any loss of such funds. Understand your accountability for erroneous payments and errors in Navy Cash accounts. Make certain all agents, cashiers, and other custodians are fully aware of their responsibilities for properly handling and protecting public funds. Verify and maintain proper physical security for disbursing spaces, transactions, and documents. As NCD, properly operate and maintain Navy Cash system on the ship, ensure users adhere to the rules of behavior for Navy Cash system, maintain custody of Navy Cash equipment and Navy Cash cards which will be turned in weekly for inventory, including accurate, up-to-date inventories, and collect immediately on any debt owed the Treasury Navy Cash funds pool as a result of negative Navy Cash account balances. You are responsible for proper handling and safeguarding of Personally Identifiable Information associated with Navy Cash operations. When required, notify the Commanding Officer regarding any Navy Cash discrepancies.

8. REVIEW AND ADHERE TO THE FOLLOWING PUBLICATION(S) NEEDED TO ADEQUATELY PERFORM YOUR ASSIGNED DUTIES:

NCD: DoDFMR Vol 5 Chapter 10; NAVSUP P727 Navy Cash SOP, Part 1, Section 1, 4.1.

SECTION II - APPOINTING AUTHORITY

9. NAME *(First, Middle Initial, Last)*	10. TITLE	11. DOD COMPONENT/ORGANIZATION

12. DATE *(YYYYMMDD)*	13. SIGNATURE

SECTION III - APPOINTEE ACKNOWLEDGEMENT

I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds or payment certification, as appropriate, under my control. I have been counseled on my pecuniary liability applicable to this appointment and have been given written operating instructions. I certify that my official signature is shown in item 16 below.

14. PRINTED NAME *(First, Middle Initial, Last)*	15. DATE *(YYYYMMDD) (Not earlier than date in Item 12 or 13)*

16.a. DIGITAL SIGNATURE	16.b. MANUAL SIGNATURE

SECTION IV - APPOINTMENT TERMINATION

The appointment of the individual named above is hereby revoked.	17. DATE *(YYYYMMDD)*	18. APPOINTEE INITIALS

19. NAME OF APPOINTING AUTHORITY	20. TITLE	21. APPOINTING AUTHORITY SIGNATURE

DD FORM 577, NOV 2014   PREVIOUS EDITION IS OBSOLETE.   Adobe Designer 9.0

Sample SF Form 1034 to Support Transfer of Funds from Ship's Store Profits to MWR

Split Pay Option Enrollment/Disenrollment Form

EagleCash (NC) SPLIT PAY OPTION **ENROLLMENT/DISENROLLMENT FORM**			
NAME (Last, First, MI)	SSN	DIVISION	PHONE

Check the appropriate box and initial when responding to the following statements	**INITIALS**
I request the Split pay Option (SPO) be started to have the indicated amount of my Direct Deposit System (DDS) EFT payment sent to my EagleCash (NC) account — Yes ☐ No ☐	
I request my SPO be stopped — Yes ☐ No ☐	

I request the indicated amount be deducted from my DDS EFT payment every payday	$

I understand that by signing this document, I am requesting an amount of my pay be deducted from my DDS EFT payment and paid to me through EagleCash (NC). I understand that the amount indicated above is a *per payday* amount and *not* a monthly amount.

SIGNATURE	DATE

NCAO USE ONLY	
STARTS	**STOPS**
DATE DDS EFT STARTED	HMO2 DATE
HMO1/HMO4 DATE	LAST SPO PAYDAY DATE
AMOUNT OF SPO (PER PAYDAY)	DATE DMO DATABASE UPDATED
FIRST SPO PAYDAY DATE	
DATE DMO DATABASE UPDATED	
REMARKS	
SIGNATURE	DATE

Authorization to Disclose Information Related to Stored Value Account

---

FOR OFFICE USE ONLY:

Cardholder Name   Cardholder No.

FS FORM 5752   OMB No. 1530-0013
Department of the Treasury
Bureau of the Fiscal Service

AUTHORIZATION TO DISCLOSE INFORMATION
RELATED TO STORED VALUE ACCOUNT

IMPORTANT: You should be aware that the making of any false, fictitious, or fraudulent claim or statement to the United States is a crime that is punishable by fine and/or imprisonment.

PRINT IN INK OR TYPE ALL INFORMATION

1. AUTHORITY

A. I, _____ (the "Cardholder"), authorize the U.S. Department of the Treasury, Bureau of the Fiscal Service ("Fiscal Service") and the U.S. Department of Defense ("DoD") and Fiscal Service's and DoD's subordinate departments or agencies, along with their employees, agents, and contractors (the "Disclosing Parties") to disclose any and all information related to my EagleCash, Navy Cash, Marine Cash, or EZpay Stored Value Card account(s) ("SVC Account") to the following:

☐ Military and civilian law enforcement agencies and prosecutors

☐ Other _____

B. Information related to my SVC Account includes, but is not limited to, my Stored Value Card number and associated account number; my name, addresses, and other contact information; my social security number, other identifying numbers and types of identification, date of birth, and other demographic information about me; information about bank account(s), including routing and account numbers, which I have linked to my SVC Account or from which I have transferred funds to or from my SVC Account; my balance and transaction history, including the amount, date, time, tracking numbers, location, merchants, and payees; website usage; and other information associated with my SVC Account.

C. The Disclosing Parties are not required to give me notice of disclosures made under this authorization.

D. A photocopy, facsimile, or electronic copy of this signed authorization shall have the same force and effect as the original.

2. TERM AND DURABILITY

This authorization to disclose information is valid for one year from the date indicated below, unless it is revoked sooner by sending written notice by e-mail to svc@fiscal.treasury.gov. Revocation will be effective as of the date the notice is received and processed by the Fiscal Service.

3. SIGNATURE

I certify I am the Cardholder or am legally authorized to sign on behalf of the Cardholder.

Sign Here: _____   _____
            Signature of Cardholder or Legal Representative   Date

_____   _____
Print Name of Cardholder or Legal Representative   E-Mail Address (Optional)

NOTICE UNDER PRIVACY ACT AND PAPERWORK REDUCTION ACT

AUTHORITY: 5 U.S.C. 552a; 31 CFR 210; and E.O. 9397.

PRINCIPAL PURPOSE(S): To obtain authorization to disclose information considered private under Treasury regulations and Privacy Act.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.

DISCLOSURE: Furnishing the information is voluntary; however, failure to furnish requested information may significantly delay or prevent disclosure of the information you have requested.

We estimate it will take about 1 minute to complete this form. However, you are not required to provide the information requested unless a valid OMB control number is displayed on the form. Any comments or suggestions regarding this form should be sent to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

FS Form 5752

FS Form 2887 - Application Form for U.S. Department of the Treasury SVC Program

---

APPLICATION FORM FOR U.S. DEPARTMENT OF THE TREASURY STORED VALUE CARD (SVC) PROGRAM

OMB No. 1530-0013

DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for the Treasury SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your Treasury SVC account at a Treasury SVC kiosk. For more information about the Treasury SVC programs, please visit eaglecash.gov or navycash.gov.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection Improvement Act 1996, as amended; 5 U.S.C. 5514; 31 U.S.C. Sections 1322 and 3720A; 37 U.S.C. Section 1007; 31 CFR 210 and 285; and E.O. 9397.

PRINCIPAL PURPOSE(S): To enroll individuals in the Treasury SVC program; to obtain authorization to initiate debit and credit entries to individual's accounts; and to facilitate collection of any delinquent amounts.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services, or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.

DISCLOSURE: Disclosure is voluntary; however, failure to furnish requested information may significantly delay or prevent your participation in the Treasury SVC program.

BURDEN ESTIMATE STATEMENT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

1. STORED VALUE CARD (SVC) PROGRAM APPLYING FOR (X as applicable)

☐ EAGLECASH   ☐ NAVY CASH/MARINE CASH   ☐ OTHER (Specify)

SECTION I – APPLICANT PERSONAL INFORMATION

2. RATE, RANK, TITLE	3. FIRST NAME		4. MIDDLE INITIAL	5. LAST NAME

6. PAY GRADE	7. MILITARY BRANCH OR COMPANY NAME (Contractors)	8. FULL SSN	9. DATE OF BIRTH (MMDDYYYY)	10. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes)

11a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)

b. CITY	c. STATE	d. ZIP CODE	e. COUNTRY

12a. RESIDENCE/PERMANENT ADDRESS (Must not be military duty address)

b. CITY	c. STATE	d. ZIP CODE	e. COUNTRY

13. WORK TELEPHONE NUMBER	14. CELL PHONE NUMBER	15. E-MAIL ADDRESS (Must not be military e-mail address) ☐ NONE

SECTION II – APPLICANT BANK OR CREDIT UNION INFORMATION (Complete only if linking Treasury SVC account to an eligible U.S. bank or credit union account)

16a. BANK OR CREDIT UNION NAME	b. CITY	c. STATE	d. ZIP CODE

17. ABA ROUTING NUMBER (9-digit number)	18. ACCOUNT NUMBER

19. ACCOUNT NAME (Your name as it appears on your account)	20. ACCOUNT TYPE (X one) ☐ CHECKING ☐ SAVINGS

SECTION III – STATEMENTS OF UNDERSTANDING

DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a Treasury SVC, I hereby knowingly and voluntarily consent to the immediate collection from my U.S. Government pay (military or civilian), without prior notice or prior opportunity for a hearing or review, of any amounts that may become due and owing as a result of my use of the Treasury SVC. This means the government may deduct amounts owed from my pay as authorized by 5 U.S.C. 5514, 37 U.S.C. 1007, and other applicable laws. If I am employed by a contractor or I am no longer receiving U.S. Government military or civilian pay and amounts remain or become due or owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collections Standards (31 CFR 900-904) and Chapters 28-32, Volume 5, DoD 7000-14-R, DoD Financial Management Regulation.

EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my Treasury SVC expires, any value remaining may be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the Treasury SVC cannot be forwarded to the account for any other reason, I understand that the funds may be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 or elsewhere in accordance with applicable law and that I retain the right to claim such funds. If my Treasury SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.

ADDITIONAL TERMS AND CONDITIONS: By using the Treasury SVC, I agree to accept the terms and conditions for use of the Treasury SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent. The electronic image shall be considered the legal equivalent of the original.

SECTION IV – AUTHORIZATION TO MAKE SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT

I authorize the U.S. Treasury's Financial or Fiscal Agent to initiate debit and credit entries to my bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between my bank or credit union account and my Treasury SVC account.

21. SIGNATURE	22. DATE SIGNED (MMDDYYYY)

SECTION V – FOR OFFICE USE ONLY

23. ISSUED BY (Disbursing/Financial Office Name/Location)	24. CARD NUMBER (Last seven digits)

FS FORM 2887   DEPARTMENT OF THE TREASURY
BUREAU OF THE FISCAL SERVICE

FS Form 2888 - Application Form for U.S. Department of the Treasury AO SVC

APPLICATION FORM FOR U.S. DEPARTMENT OF THE TREASURY ACCOUNTABLE OFFICIAL – MERCHANT STORED VALUE CARD (SVC)	OMB No. 1530-0020

DIRECTIONS: Submit completed form to Disbursing or Finance Office. Provide bank or credit union information if you are authorized to transfer funds from an organizational bank or credit union account to your Accountable Official (AO) Treasury Stored Value Card (SVC) account at a Treasury SVC kiosk.
All form dates must be entered using the DDMMYYYY format.

ACCOUNTABLE ORGANIZATION BANK OR CREDIT UNION INFORMATION *(Complete if applicable)*

1. COMPANY/ORGANIZATION/MERCHANT ACCOUNT NAME *(as it appears on your account)*			2. DUTY STATION/SHIP	
3. CITY	4. STATE	5. ZIP CODE	6. BANK OR CREDIT UNION NAME	7. EIN/TIN
8. ACCOUNT TYPE *(X one)* ☐ CHECKING ☐ SAVINGS	9. ABA ROUTING NUMBER *(9-digits)*	10. ACCOUNT NUMBER		

ACCOUNTABLE OFFICIAL PERSONAL INFORMATION

11. RATE, RANK, TITLE	12. FIRST NAME	13. MIDDLE INITIAL	14. LAST NAME	15. MILITARY BRANCH (If applicable)	
16. FULL SSN	17. DOD ID	18. DATE OF BIRTH	19. WORK E-MAIL ADDRESS	20. PERSONAL E-MAIL ADDRESS	
21a. MILITARY DUTY/WORK ADDRESS *(If military, include Division, Unit, etc.)*			22a. RESIDENCE/PERMANENT ADDRESS *(Must not be same as 21a)*		
21b. CITY	21c. STATE	21d. ZIP CODE	21e. COUNTRY	22b. CITY	22c. STATE	22d. ZIP CODE	22e. COUNTRY
23. WORK TELEPHONE		24. WORK CELL PHONE		25. HOME TELEPHONE	26. PERSONAL CELL PHONE

AUTHORIZATION TO MAKE TREASURY SVC TRANSFERS ELECTRONICALLY TO AND FROM BANK OR CREDIT UNION ACCOUNT
I authorize the U.S. Treasury's Fiscal or Financial Agent to initiate debit and credit entries to the bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between the bank or credit union account and this Accountable Official - Organization Treasury SVC account.

ACCOUNTABLE OFFICIAL LIABILITY: I acknowledge that I am the Accountable Official representing the organization for all funds placed on this card and may be held pecuniarily liable for the loss or misuse of such funds. I may be relieved of such liability only under the procedures detailed in DoD FMR Volume 5, Ch 1. **EXPIRED, LOST, STOLEN, OR DAMAGED CARD:** When the Accountable Official – Organization Treasury SVC card expires, any value remaining may be forwarded to the bank or credit union account specified above. If the account has been closed or if any value remaining on the card cannot be forwarded to the account for any other reason, I understand that the funds may be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 or elsewhere in accordance with applicable law. The organization listed in Items 1 and 7 retains the right to claim such funds. If my Accountable Official – Organization Treasury SVC is lost, stolen or damaged, I may be charged a fee for a replacement card. **ADDITIONAL TERMS AND CONDITIONS:** By using the Accountable Official – Organization Treasury SVC, I agree to accept the terms and conditions for use of the Accountable Official Treasury SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent, and an electronic image shall be considered the legal equivalent of the original. I represent and warrant that the organization listed in Items 1 and 7 has authorized me to obtain this Accountable Official – Organization Treasury SVC, to link it to the bank or credit union account listed above, and to hold, collect, and disburse funds that are in the account and on this Accountable Official – Organization Treasury SVC. I agree to return the Accountable Official – Organization Treasury SVC when I no longer hold the position as accountable officer for the funds and/or Accountable Officer – Organization SVC account.

PRIVACY ACT STATEMENT
AUTHORITY: Executive Order 9397, 31 CFR 210, and 31 U.S.C. 7701. **PRINCIPAL PURPOSES:** To enroll individuals acting in the capacity of Accountable Officials in the Treasury SVC program; to obtain authorization to initiate debit and credit entries to bank and credit union accounts; and to facilitate collection of any delinquent amounts. **ROUTINE USES:** The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury, Fiscal and Financial Agents involved in providing SVC services, and their contractors or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register. Aggregate data about transactions captured both on and off the installation or ship, whether through the card's electronic purse or magnetic strip, may be used to generate summary level reports. **DISCLOSURE:** Disclosure is voluntary; however, failure to furnish requested information may prevent you from participating in the Treasury SVC programs. Your SSN and the organization's EIN/TIN is being requested to verify your and its identity and to facilitate the collection of any amounts that may become due to the government as a result of your use of the Treasury SVC. If you do not provide your SSN and the organization's EIN/TIN, we cannot process your application for a SVC.

27. POSITION TO WHICH APPOINTED	28. SIGNATURE	29. DATE SIGNED

FOR OFFICE USE ONLY

30. SIGNATURE OF ISSUER:	31. PRINTED NAME	32. CARD NUMBER (Last 7 digits)	33. DATE ISSUED

BURDEN ESTIMATE STATEMENT
According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

FS FORM 2888 (12-21)   **DEPARTMENT OF THE TREASURY BUREAU OF THE FISCAL SERVICE**

FS Form 2889 - U.S. Department of the Treasury SVC Contractor Agreement

For official use only Cardholder Name:	OMB No. 1530-0013

U.S. DEPARTMENT OF THE TREASURY
STORED VALUE CARD
CONTRACTOR AGREEMENT

BUREAU OF THE
Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

DIRECTIONS: This form collects supplemental information pertaining to an applicant for an SVC card who is not an employee of the U.S. Department of Defense. The applicant also must complete FS Form 2887. Submit completed form to Disbursing or Finance Office or other authorized person responsible for coordinating enrollment for Treasury SVC program. For more information about the Treasury SVC programs, please visit eaglecash.gov or navycash.gov.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection Improvement Act 1996, as amended; 5 U.S.C. 5514; 31 U.S.C. Sections 1322 and 3720A; 37 U.S.C. Section 1007; 31 CFR 210 and 285; and E.O. 9397.

PRINCIPAL PURPOSE(S): To enroll individuals in the Treasury SVC program and to facilitate collection of any delinquent amounts that may become due and owing as a result of your use of the Treasury SVC.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services, or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.

DISCLOSURE: Disclosure is voluntary; however, failure to furnish requested information may significantly delay or prevent your participation in the Treasury SVC program.

BURDEN ESTIMATE STATEMENT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

PLEASE PRINT OR TYPE ALL INFORMATION (Information Must Be Legible)

1. NAME *(First, Middle Initial, Last)*	2. SOCIAL SECURITY NUMBER

3. HOME ADDRESS *(Street, Apartment Number, City, State, ZIP Code)*

4. PERSONAL CELL PHONE NUMBER	5. PERSONAL EMAIL ADDRESS	6. DRIVER'S LICENSE STATE & # or COUNTRY/PASSPORT #

7. EMPLOYER NAME	8. EMPLOYER EMAIL ADDRESS	9. EMPLOYER PHONE NUMBER

10. EMPLOYER ADDRESS *(Street, Suite Number, City, State, ZIP Code)*

11. SUPERVISOR'S NAME *(First, Middle Initial, Last)*	12. SUPERVISOR'S EMAIL ADDRESS	13. SUPERVISOR'S PHONE NUMBER

STATEMENTS OF UNDERSTANDING

DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a Treasury SVC, I understand that, if any amounts become due and owing as a result of my use of the Treasury SVC, the government will initiate debt collection procedures in accordance with the Federal Claims Collections Standards (31 CFR 900-904) and Chapters 28-32, Volume 5, DoD 7000-14-R, DoD Financial Management Regulation.

ADDITIONAL TERMS AND CONDITIONS: By using the Treasury SVC, I agree to accept the terms and conditions for use of the Treasury SVC established by the issuer of the card. Issuance of a Treasury SVC is conditional upon your employer's confirmation of employment and their agreement to certain obligations. Your employer's failure to promptly agree to such obligations may result in the suspension and/or termination of your participation in the Treasury SVC card program. I agree to the release of my personal information and information about my Treasury SVC account to the employer listed above for the purposes of verifying my employment with the entity and for the purposes of administering the Treasury SVC program. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent. The electronic image shall be considered the legal equivalent of the original.

14. REQUESTOR'S SIGNATURE	15. DATE

Department of the Treasury | Bureau of the Fiscal Service   FS Form 2889

EagleCash (NC) Fraud Transaction Dispute Form

Page 1

Navy Cash Fraud Transaction Dispute Form

Instructions for filing a dispute:

Please note: This form is only to be used to dispute transactions that you believe are **fraudulent**. A fraudulent transaction is one which you did not authorize, participate in, or benefit from.) If you are disputing transactions that you do not consider to be fraudulent (disputes with a merchant or an ATM), please use the Non-Fraud Transaction Dispute Form.

1. To submit a dispute using this form, please complete all fields below and all fields in the Transaction Claims section for each disputed transaction. Any missing information will cause a delay in processing your dispute.

2. The form can be completed by:
   - Filling it out online and then printing it
   - Printing it and filling it out by hand

3. You may send your completed form by one of two ways:
   - Fax it to 866-280-5057
   - Mail it to:
     SVC Customer Service Center
     Attention: Disputes
     2201 Farnam St
     Omaha, NE 68102

Cardholder Information

* Today's date (mm/dd/yyyy)

* Cardholder name

* Card number   * Cardholder phone number

* Address1

* Address 2

* City   * State   * Zip

I certify that I did not use and that I did not authorize anyone else to use my card for the disputed transactions identified below. I also certify that I did not receive any value or benefit in connection with the disputed transactions. I have made available all information and suspicions I have about the disputed transactions, including any information regarding the identity of the person who wrongfully used my card for the disputed transactions.

I authorize you to share the information below with law enforcement, banking regulators, and other third parties in connection with any investigation of the disputed transactions, including any criminal investigation. I agree to cooperate in any such investigation and in the prosecution of any person believed to be responsible for fraudulently using my card.

I certify that the information in this Fraud Transaction Dispute Form is true and correct.

Cardholder signature_____ Date _____

I am initiating a claim for the following reason. Select one:

◯ The card was lost   ◯ The card was not received

◯ The card was stolen   ◯ The card was compromised – the card was in my possession when the unauthorized transactions took place

Navy Cash Prepaid Fraud Dispute Form   Updated Aug, 2017

Transaction Claims

Card Number [_____] Page [__] Of [__]

Please fill out the amount, date, and name of the merchant for each transaction on which you are claiming fraud.

Claim 1   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 2   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 3   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 4   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 5   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 6   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 7   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 8   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 9   Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 10 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 11 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 12 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 13 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 14 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Claim 15 Amount $ [_____]   Date (mm/dd/yyyy) [_____]   Merchant [_____]

Navy Cash Prepaid Fraud Dispute Form   Updated Aug, 2017

Sample Cash Collection Voucher

CASH COLLECTION VOUCHER	1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER ASSIGN LOCAL CV NUMBER
	2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER

3. RECEIVING OFFICE

a. ACTIVITY *(Name and Location) (Include ZIP Code)*

b. RECEIVED AND FORWARDED BY *(Printed Name, Title and Signature)*	d. DATE *(YYYYMMDD)*

c. TELEPHONE NUMBER *(Include Area Code)*:
  COMMERCIAL: DSN:

4. DISBURSING OFFICE

a. ACTIVITY *(Name and Location) (Include ZIP Code)*

USS DUARTE (DD 901)
FPO 96653-5000

b. DISBURSING OFFICER *(Printed Name, Title and Signature)* W B ELLIS, ENS, SC, USN	d. DISBURSING STATION SYMBOL NUMBER

c. TELEPHONE NUMBER *(Include Area Code)*: COMMERCIAL: DSN:	e. DATE *(YYYYMMDD)*

5. PERIOD: a. FROM: b. TO:

6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
	Official Mail Manager	Collection to refund unused funds on Official Mail Manager card.	1,000.00	USE APPROPRIATE LINE OF ACCOUNTING APPLICABLE TO THE FUNCTIONAL AREA.
		11. TOTAL	1,000.00	

DD FORM 1131, DEC 2003   PREVIOUS EDITION IS OBSOLETE.   Adobe Professional 8.0

LOGS, LEDGERS, AND ROSTERS

Bulk EagleCash (NC) Card Log

CARD TYPE _____

(Instant Issue, Embossed Permanent, or Closed Loop)

Date	Beginning Card Serial Number	Ending Card Serial Number	Number of Cards Returned	Number of Cards Issued for the day	Number of Cards Remaining	Signature for Cards/Signature for Verification of Inventory

EagleCash (NC) Daily Cash Transaction Ledger

DATE	CLOSED LOOP		OPEN LOOP	PRINT CARDHOLDER NAME	LAST FOUR OF SSN	CARDHOLDER SIGNATURE
	CASH-TO-CLOSED	CLOSED-TO-CASH	CASH-TO-OPEN			
TOTAL CASH-TO-CLOSED LOOP	TOTAL CLOSED LOOP TO-CASH		TOTAL CASH-TO-OPEN LOOP		NET SUM FOR CASH TRANSACTIONS	

EagleCash (NC) Refund Chit

EagleCash (NC) REFUND CHIT		
MERCHANT NAME:		SERIAL NUMBER:
ISSUED TO:		DATE ISSUED:
REASON FOR REFUND:		
REFUND AMOUNT:	SIGNATURE OF APPROVAL AUTHORITY:	
DATE PAID:	SIGNATURE OF NCAO:	
DATE RECEIVED:	SIGNATURE OF RECIPIENT:	

EagleCash (NC) Merchant Refund Log

Serial Number	Name	Date Issued	Amount	Reason For Refund	Date Cleared

EagleCash (NC) Card Issue Log

I agree to be bound by the provisions of the EagleCash (NC), Marine Cash, and EagleCash (NC) Closed Loop Card Cardholder Agreement.

Issue Date	Card Number	Name	SSN [1]	Signature	Issued By / Destroyed By	Return Date	Destruction	
							Witnessed By	Date

[1] *Enter last four digits of SSN. Enter last four digits of card number for instant issue/embossed cards and entire card sequence number for closed loop cards.*

Sample Rosters of EagleCash (NC) Merchants Activated

EagleCash (NC) Standard Merchants—AS, CG, DDG: AOs, Cards, and Enrollment Forms

Merchant	Name	AO Phone	Email Address	Name on Account	Routing Number	Account Number	AO Enrollment Form and Merchant Card
LOA Merchants							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
Transient Merchants							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
Private Merchants							

Merchant	Name	AO Phone	Email Address	Name on Account	Routing Number	Account Number	AO Enrollment Form and Merchant Card
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only			Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account			Yes. Signed?____ Issued?____
WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD							
Generic Private Merchants							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____

Sample Rosters of EagleCash (NC) Merchants Activated

EagleCash (NC) Standard Merchants—ESB: AOs, Cards, and Enrollment Forms

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LOA MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
PRIVATE MERCHANTS							
POST OFFICE - METERED MAIL				Settles to USPS PFO account only	Card not required - not issued		
TAXI MERCHANT				No linked bank/credit union account	Yes. Signed?____ Issued?____		
BLUE PRIVATE MERCHANTS							
BLUE - 1ST CLASS ASSN							Yes. Signed?____ Issued?____
BLUE - 2ND CLASS ASSN							Yes. Signed?____ Issued?____
BLUE - CPO MESS - DUES							Yes. Signed?____ Issued?____
BLUE - NAVY MWR							Yes. Signed?____ Issued?____
BLUE - PRIVATE ONE							Yes. Signed?____ Issued?____
BLUE - PRIVATE TWO							Yes. Signed?____ Issued?____
BLUE - PRIVATE THREE							Yes. Signed?____ Issued?____
BLUE - PRIVATE FOUR							Yes. Signed?____ Issued?____
BLUE - PRIVATE FIVE							Yes. Signed?____ Issued?____
BLUE - WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
BLUE - WARDROOM MESS - FOOD							

EagleCash (NC) Standard Merchants—MSC: AOs, Cards, and Enrollment Forms

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LOA MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
MSC GENERAL MESS – FOOD				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
PRIVATE MERCHANTS							
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
MSC MWR							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only			Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account			Yes. Signed?____ Issued?____
WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD							
GENERIC PRIVATE MERCHANTS							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____
PRIVATE SIX							Yes. Signed?____ Issued?____
PRIVATE SEVEN							Yes. Signed?____ Issued?____
PRIVATE EIGHT							Yes. Signed?____ Issued?____
PRIVATE NINE							Yes. Signed?____ Issued?____
PRIVATE TEN							Yes. Signed?____ Issued?____

EagleCash (NC) Standard Merchants—LCC, LHA, LHD: AOs, Cards, and Enrollment Forms

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LOA MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
MARINE DISBURSING [1]				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR [1]				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE #1				Settles to LOA only			Card not required - not issued
SHIP STORE #2				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
PRIVATE MERCHANTS							
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - FOOD							
MARINE MWR [1]							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only			Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account			Yes. Signed?____ Issued?____
WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD							

MERCHANT NOT CONFIGURED ON LCC CLASS SHIPS

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
GENERIC PRIVATE MERCHANTS							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____
PRIVATE SIX							Yes. Signed?____ Issued?____
PRIVATE SEVEN							Yes. Signed?____ Issued?____
PRIVATE EIGHT							Yes. Signed?____ Issued?____
PRIVATE NINE							Yes. Signed?____ Issued?____
PRIVATE TEN							Yes. Signed?____ Issued?____

EagleCash (NC) Standard Merchants—LPD, LSD: AOs, Cards, and Enrollment Forms

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LOA MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
PRIVATE MERCHANTS							
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only			Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account			Yes. Signed?____ Issued?____
WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD							
GENERIC PRIVATE MERCHANTS							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____

EagleCash (NC) Standard Merchants—CVN: AOs, Cards, and Enrollment Forms

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LOA MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE #1				Settles to LOA only			Card not required - not issued
SHIP STORE #2				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing Open Loop account only			Card not required - not issued
PRIVATE MERCHANTS							

MERCHANT	NAME	AO PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - FOOD							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only			Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account			Yes. Signed?____ Issued?____
WARDROOM MESS - DUES							
WARDROOM MESS - FOOD							Yes. Signed?____ Issued?____

EAGLECASH (NC) REFERENCES

This section contains a listing of known acronyms, terms, definitions, error codes (with descriptions) and other reference information useful to working in the EagleCash (NC) environment.

EAGLECASH (NC) RELATED PUBLICATIONS

- NAVSUP P-487 – Ships Store Afloat Operational Forces S-3 Procedures; September 2019
- NAVSUP P-485 – Operational Forces Supply Procedures

GLOSSARY AND ACRONYMS

ACH	Automated Clearing House
ADNS	Automated Digital Network System
ATM	Automated Teller Machine
BIN	Bank Identification Number
BUPERS	Bureau of Naval Personnel
CAD	Card Access Device *(also known as Card Accepting Device)* (card reader) used to record sales transactions in vending machines
CIR	The Treasury's Collections Information Repository (CIR) is a web-based tool that provides information on deposits and collections. Used primarily to confirm Deposit Tickets and Debit Vouchers.
Closed Loop	The stored value on an EagleCash (NC) card used for purchases on a ship. Also known as Navy Cash or NC, the closed loop can only be used on board ship, but it can be used on any ship equipped with the EagleCash (NC) system.
CO	Commanding Officer
COPE	Custodian of Postal Effects
DDS	Direct Deposit System or Deployable Disbursing System
DFAS	Defense Finance and Accounting Service
DJMS	Defense Joint Military Pay System
DMM	Domestic Mail Manual
DoD FMR	Department of Defense Financial Management Regulation
DSN	Defense Switched Network
DSSN	Disbursing Station Symbol Number
EFT	Electronic Funds Transfer
EOD	End of Day
EOM	End of Month
EPOS	Electronic Point-of-Sale
FDNF	Forward Deployed Naval Forces
FEG	Field Examination Group
FLC	Fleet Logistics Center

FRBKC	Federal Reserve Bank of Kansas City
FSO	Food Service Officer
GMT	Greenwich Mean Time *(EagleCash (NC) "clock" is set to GMT/UTC)*
Hotlist	List of EagleCash (NC) cards (accounts) that have been reported lost or stolen to the EagleCash (NC) system. A card on the hot list is rendered inoperable.
IEOD	Indicate End Of Day (EOD)
ISNS	Integrated Shipboard Network System
ISO	International Standards Organization
Kiosk	Cashless ATM (card reader) permanently installed on board ship and used by EagleCash (NC) cardholders to perform various financial transactions and manage their EagleCash (NC) (closed loop) and Mastercard Debit (open loop) accounts.
LAN	Local Area Network
LOA	Line Of Accounting
LSC	Logistics Support Center
LSR	Logistics Support Representative
Mastercard Debit	The stored value on an EagleCash (NC) card used for purchases off the ship. Also known as the open loop, Mastercard debit can only be used off the ship, but it provides access to funds in the Mastercard debit account to pay for purchases ashore everywhere Mastercard debit cards are accepted and to obtain local currency at any ATM ashore that carries the Mastercard, Maestro, or Cirrus brand mark.
MICR	Magnetic Ink Character Recognition
MMPA	Master Military Pay Account
MSO	Merchant Sales by Operator (a type of EagleCash (NC) application report)
MWR	Morale, Welfare, and Recreation
NAVPERS	Navy Personnel Command
NAVCOMPT	Navy Comptroller
NAVSUP	Naval Supply Systems Command
Navy Cash	The stored value on an EagleCash (NC) card used for purchases on a ship. Also, the EagleCash (NC) closed loop can only be used on board ship; but it can be used on any ship equipped with the EagleCash (NC) system.
NCAO	NC Accountable Officer
NEXCOM	Navy Exchange Services Command
NIC	Network Interface Card
NOC	Network Operations Center
NSF	Non-Sufficient Funds
NWCF	Navy Working Capital Fund
OMM	Official Mail Manager

Open Loop	The stored value on an EagleCash (NC) card used for purchases off the ship. Also known as Mastercard Debit, the open loop can only be used off the ship, but it provides access to funds in the open loop account to pay for purchases ashore everywhere Mastercard cards are accepted and to obtain local currency at any ATM ashore that carries the Mastercard, Maestro, or Cirrus brand mark.
OSI	Operating Space Item
PIN	Personal Identification Number
POS	Point of Sale card reader used to record sales transactions. Handheld device that can be operated in online or offline modes.
PRNOC	Pacific Region Network Operations Center
RIC	Routing Identification Code
ROM	Resale (Retail) Operations Management
SAM	Secure Access Module
SATCOM	Satellite Communications
SIK	Subsistence In Kind
SIMA	Shore Intermediate Maintenance Activity
SODA	Statement Of Deposit Activity
SOP	Standard Operating Procedure
SPO	Split Pay Option
SSEC	Ship's Store Electronic Catalog
SSN	Social Security Number
SSPN	Ship's Store Profits Navy
TYCOM	Type Commander (ship type)
UARNOC	Unified Atlantic Region Network Operations Center
USPS	United States Postal Service
UTC	Coordinated Universal Time *(EagleCash (NC) "clock" is set to UTC/GMT)*

CODES AND DESCRIPTIONS

ACH RETURN

Codes	Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Unauthorized Debit to Consumer Account Using Corporate SEC Code
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Entry is Unauthorized, Improper, Ineligible, or Part of an Incomplete Transaction
R12	Account Sold to Another DFI
R13	Invalid ACH Routing Number
R14	Representative Payee Deceased or Unable to Continue in that Capability
R15	Beneficiary or Account Holder (Other than Representative Payee) Deceased
R16	Account Frozen/Entry Returned per OFAC Instruction
R17	File Record Edit Criteria
R20	Non-Transaction Account
R21	Invalid Company Identification
R22	Invalid Individual ID Number
R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R29	Corporate Customer Advises Not Authorized
R31	Permissible Return Entry (CCD and CTX only)
R37	Source Document Presented for Payment
R38	Stop Payment on Source Document
R39	Improper Source Document/Source Document Presented for Payment
R50	State Law Affecting RCK Acceptance
R51	Item is ineligible, Notice Not Provided, Signature Not Genuine, or Item Altered (adjustment entries)

R52   Stop Payment on Item (adjustment entries)

R53   Item and RCK Entry Presented for Payment

R61   Misrouted Return

R67   Duplicate Return

R68   Untimely Return

R69   Field Error(s)

R70   Permissible Return Entry Not Accepted/Return Not Requested by ODFI

R71   Misrouted Dishonored Return

R72   Untimely Dishonored Return

R73   Timely Original Return

R74   Corrected Return

R75   Return Not a Duplicate

R76   No Errors Found

ACH NOTIFICATIONS

Codes   **Description**

C01   Incorrect DFI Account Number

C02   Incorrect Transit/Routing Number

C03   Incorrect Transit/Routing Number and Incorrect DFI Account

C04   Incorrect Individual Name/Receiving Company Name

C05   Incorrect Transaction Code

C06   Incorrect DFI Account Number and Incorrect Transaction Code

C07   Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code

C08   Incorrect Receiving DFI Identification (IAT only)

C09   Incorrect Individual Identification Number/Incorrect Receiver
           Identification Number

C13   Addenda Format Error

C14   Incorrect SEC Code for Outbound International Payment

DEPOSITED ITEM (CHECK) RETURN REASONS

Codes	Reason
P01	Insufficient Funds
P02	Account Closed
P03	Stop Payment
P04	Endorsement
P05	Uncollected Funds
P06	Signature
P07	Refer to Maker
P08	Date
P09	Unlocated
P10	Not Authorized/Ineligible
P11	Signature(s) Irregular
P12	Non-Negotiable
P13	Funds Frozen
P14	Altered/Fictitious Item
P15	Unable to Process (e.g., Mutilated Item)
P16	Item Exceeds Dollar Limit
P17	Branch/Account Sold (Wrong Bank)
P18	Stop Payment Suspect
P19	Unusable Image
P20	Image Fails Security Check
P21	Cannot Determine Amount
P22	See Check

DEVICES AND SOFTWARE USER GUIDE

DEVICES

The following lists the EagleCash (NC) 2.0 devices:

- **EagleCash 2.0 (NC) Point of Sale (POS).** The POS is a portable, handheld device that is used to record sales transactions in the EagleCash 2.0 (NC) system. It can be operated online or offline and has a battery backup for use in the portable mode or in the event of power failure.
- **EagleCash 2.0 (NC) CAD.** The CAD is installed in vending machines and can read the closed loop account on the EagleCash (NC) card. The CAD allows cardholders to purchase items from the vending machines and records the sales transactions in the EagleCash (NC) system.
- **EagleCash 2.0 (NC) Kiosk/Customer Service Tablet.** The kiosk allows cardholders to move funds between their bank and credit union accounts ashore and their EagleCash (NC) closed loop and open loop accounts, to change their Personal Identification Numbers (PINs), and pay Merchant Events that are available to the kiosk. Any tablet can collect sales from device (not just the Customer Service tablets).
- The Customer Service Application allows access to disbursing functions and is responsible for the collection of transactions from POS devices, issuance and modification of cards, and administrative management of the EagleCash 2.0 (NC) system.

SOFTWARE

EAGLECASH 2.0 (NC) APPLICATION

The EagleCash 2.0 (NC) application was designed to reduce the equipment footprint of EagleCash (NC) by eliminating the need for ship side servers and work stations, combining the disbursing works station and kiosk functions onto a single device (tablet) and eliminating the need for a fixed POS.

A Microsoft Surface tablet runs the application in a kiosk mode allowing for touch screen operation of kiosk functions. The Windows operating system is only accessible through a break glass procedure that auto rotates a randomized password.

The application also contains disbursing functions and allows access without a special configuration of the software. Access to the disbursing functions is controlled by use of the authorized user's personal EagleCash (NC) card and PIN. User permissions are granted to the card and the NCAO can access disbursing functions from any tablet that is running the EagleCash 2.0 (NC) application.

Each tablet connected to the ship network has shore connectivity. POS and CAD devices connect to the tablets on the local network receive their configurations from the application and upload the transactions to a flat file database nested within the application. When shore connectivity is available the application sends all ship side data to shore for processing and retention.

In EagleCash (NC), all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

POS DEVICE

Introduction

The POS:

- Hardware used for EagleCash 2.0 (NC) is the Bluebird MT280.
- Must be registered to a Surface tablet running EagleCash 2.0 (NC) software. After it is registered, it will appear in the Device Management menu and can be configured.

Prior to making sales on a POS the device must be registered to the ship server (tablet). See section 3 of the Runbook.

The POS displays an "Out of Service Not Configured" message until a configuration file has been created from the EagleCash 2.0 (NC) software. For instruction on configuring a POS, see EagleCash 2.0 (NC) software user guide Device Management.

Once the POS has been configured it will have a list of Authorized Users, Merchants, list of servers (tablets) with which it can connect, and latest hotlist.

A POS will collect transactions and hold them until it is placed on a dock with connectivity and power. When a POS has connectivity it will attempt to send transactions in batches of 10 or once every 10 minutes if fewer than 10 transactions are stored on the device. Although the transactions do not go up if not configured, it is on the agenda to fix this in a future release.

If it is unable to reach the first server (tablet) in its list it will attempt to make connection to the next host in its data base until one is reached and the transactions are sent to the EagleCash 2.0 (NC) software.

The Status Bar at the bottom of the screen displays the date and time in GMT, the transaction count (Internal)/(SD Card), and icons for the Diagnostics Menu and Function Menus.

The Network Settings can be Accessed by pressing **F**, **1**, **3**, **9** on the keypad and entering the password. This function is generally only necessary for initial set up. See section 3 of the Runbook.

EagleCash 2.0 (NC) devices do not need an external SAM card.

Login
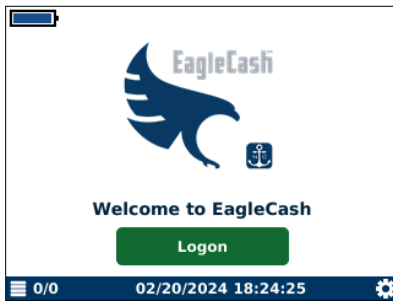
1. A configured POS will boot to a screen asking for login.
2. Insert an EagleCash (NC) card with appropriate permissions and enter the PIN.
3. Roles permissioned to login are
   - SALES
   - NC SHIP SUPPORT
   - NAVY DISBURSING
   - MARINE DISBURSING

See EagleCash 2.0 (NC) software user guide User Management.

Sales

Once logged in, a cashier may conduct sales.
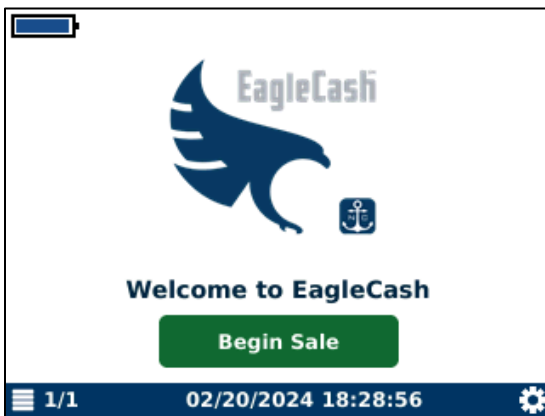
1. Press **Enter** or insert an EagleCash (NC) card to begin the sale.
2. Choose the merchant you want to perform the sale against. The device only lists the merchants you have configured in the disbursing application for this device.
3. Follow the prompts on the screen to process the sale.

   The POS defaults back to the last merchant a sale was processed against when the POS is configured for more than one merchant.

   Sales that have not synced to the EagleCash 2.0 (NC) application are shown in the bottom-left corner. 1/1 indicates there is 1 transaction stored in the Internal database, and 1 transaction stored in the external database on the SD card. When the transactions are synced to a tablet running the EagleCash 2.0 (NC) application, the counts will show 0/0.

Diagnostics Menu

The **Diagnostics** menu displays system information on the POS. The menu includes:

- Sales for the open EOB
- System
- Network settings
- Queue of transaction data on the POS
- List of server (tablet)s the POS can connect to
- Application version and time of last update

Features

- To access the **Diagnostics** menu: Press the **function** key in the upper-left of the keypad.
- To navigate the menu: Scroll up or down with the keypad, or swipe up or down on the touch screen.
- To exit: Press **Back**.

Function Menu
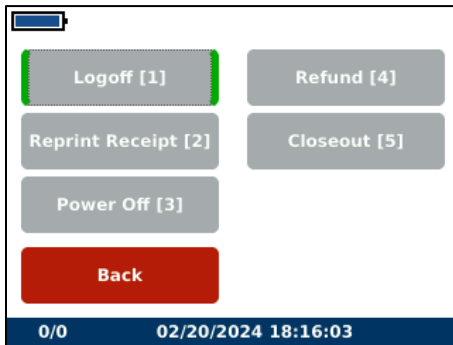
To access the function menu, press the **function** key in the upper right of the keypad. This menu allows the user to access to the following functions:

- Logoff: Logs out the current user.
- Reprint Receipt: Reprints the receipt of the last sale.
- Power Off: Shuts down the POS without requiring the removal of the battery.
- Refund: Refunds the last sale. The cardholder must represent the card in the device. If the card number does not match the last sale, the refund will not go through.
- Closeout: Sends an End-of-Business (EOB) marker generating a report for the sale conducted on that POS. See EagleCash 2.0 (NC) software user guide Merchants and Events for EOB.

EAGLECASH (NC) SERVER (TABLET) INITIAL CONNECTION

1. For initial connection to the EagleCash (NC) server(s) (tablets), at least one server (tablet) needs to be setup on the device. To setup this connection, create a text file named **server.cfg** and place it in the base directory of the SD card. This file should contain the fully qualified domain name (FQDN) or IP address of the EagleCash (NC) server (tablet) to which it should initially connect (e.g., **c1-r123456.ddg00.navy.mil** would be the entire contents of the **server.cfg** file.

2. After installing the SD card and replacing the battery, restart the device.

   The device will then read and validate the server configuration file. Once the file is read by the device, it will be deleted. The device will use this address of this server (tablet) to complete its registration and configuration. Upon receipt of its configuration from the server (tablet), the device will be updated with the list of other available EagleCash (NC) servers (tablets).

CAD (BEZEL8-S CAD)

Introduction

The CAD hardware used for the EagleCash 2.0 (NC) is the UTC Bezel 8S CAD. The CAD must be registered to a Surface tablet running EagleCash 2.0 (NC) software. After it is registered, it will appear in the **Device Management** menu and can be configured.

Prior to making sales on a CAD, the device must be registered to the ship server (tablet). See section 3 of the Runbook.

The CAD displays an "Out of Service" message until a configuration file has been created from the EagleCash 2.0 (NC) software. For instruction on configuring a POS see EagleCash 2.0 (NC) software user guide Device Management.

Once the CAD has been configured it will have a list of Authorized Users, list of servers (tablets) with which it can connect, and latest hotlist. EagleCash 2.0 (NC) CADs operate without a merchant assigned in the configuration. All CAD transactions are sent to shore with the CADs MAC address. CAD transactions are assigned to a merchant when an EOM is performed by the NCAO.

A CAD will collect transactions and hold them as long as it has power. When a CAD has network connectivity it will attempt to send transactions in batch of 10 or once every 10 minutes if fewer than 10 transactions are stored on the device.

If it is unable to reach the first server (tablet) in its list it will attempt to make connection to the next host in its data base until one is reached and the transactions are sent to the EagleCash 2.0 (NC) software.

EagleCash (NC) cards are used at CADs for vending machine purchases. Because the transactions are small, CADs don't require the entry of a personal identification number (PIN). These PIN-less transactions are limited to a maximum of the PIN-less balance ($25). As purchases are performed, the PIN-less limit is reduced by the purchase amount. Once the PIN-less balance has been exhausted, the user will need to insert their EagleCash (NC) card into a kiosk to validate the card PIN. Upon successful PIN validation, the PIN-less balance will be reset to the lesser of the PIN-less limit or the card balance.

EagleCash 2.0 (NC) devices do not need an external SAM card.

CAD

WELCOME SCREEN

This is the screen that users will see when looking at the device, and where you will access the Admin screen.

NORMAL OPERATION

1. Insert the card and follow the prompts to complete a sale.

Messages

Startup Messages

After device registration and configuration is complete, the CAD will be available to process sales. If the CAD does not have a config or is not registered it displays an "Out of Service" message until a configuration has been downloaded from the EagleCash 2.0 (NC) application. When the CAD displays **Insert Card**, it is ready to start processing transactions.

CAD OPERATIONS

The CAD sends messages to the EagleCash 2.0 (NC) application. A recovery process using the USB flash drive makes it possible for messages from inoperable CADs to reach the EagleCash (NC) server (tablet) by removing the USB flash drive from the inoperable device and inserting it into an operable device.

EOB Reporting

EOB is activated using a card with Sales or Navy Disbursing roles. CAD must have network connectivity to in order to perform EOB reporting. Complete the following to indicate EOB.

1. Press the **Enter** button repeatedly until **Admin** menu appears.
2. Insert the Sales or Navy Disbursing card.
3. Navigate through the menu and click **Closeout** This sends a message to the EagleCash 2.0 (NC) application to mark the EOB, close the count, and send shore a message to generate the EOB report. The CAD generates a new EOB with the first new transaction. The transaction continues to count and total until the next EOB is indicated.

Transaction Recovery

Each transaction is stored in a backup queue on the USB flash drive until transactions are successfully uploaded to the EagleCash (NC) server (tablet). Then, each transaction is removed from the backup queue on the USB flash drive. If a CAD is offline, an upload will occur when it is brought back online.

Should a CAD become inoperable, the transactions in the backup queue of the USB flash drive can be recovered. To recover transactions, remove the USB flash drive from the inoperable CAD, and place it in a functioning CAD. The transactions are automatically uploaded from the USB flash drive once the working device is online.

Error Messages

This section describes the error messages that the CAD may display.

Out of Service –SD

This message displays if there is no external storage device attached. You must attach a properly-formatted and partitioned flash drive to the CAD in order to continue CAD operations.

1. Power off the vending machine.
2. Open the vending machine to access the CAD. The flash drive should be inserted into the Y-cable, which should be installed in the **RS232/USB** port on the back of the CAD (center port).
3. Insert a flash drive. Flash drives should be 16 GB San Disk Cruzer Fit. The flash drive is required to have at least three partitions, 2GB each, all formatted for FAT16. All other partitions are ignored by the system.
4. Restart the CAD.
5. Close the vending machine.

CAD Disabled

This message displays if there are problems with the Multi-Drop Bus (MDB) interface, or no communication between the CAD and the MDB

Out of Stock

This message displays if the vending machine is out of stock, or if the CAD is unable to vend due to MDB system failure. To correct an MDB problem, power off and open the vending machine to access the CAD. Verify all cables are connected then restart the vending machine. Contact the vending machine vendor if the problem persists.

System Error

This message displays if there is an internal error with a four-digit hexadecimal number displayed. Restart the vending machine. If the problem persists, contact EagleCash (NC) CSC (see Contact Information for phone numbers and emails) or www.navycashcenter.com.

CAD OUT OF SERVICE ERRORS

Error	Message	Description or Corrective Action
OOS: D1	Error creating database.	Device will block until database error resolved.
OOS: D2	Error opening database.	Device will block until database error resolved.
OOS: D3	Application out-of-date with database	Device will block until database error resolved.
OOS: D4	Error updating database	Device will block until database error resolved.
OOS: D5	Database version mismatch	Device will block until database error resolved.
OOS: D6	Error getting database version	Device will block until database error resolved.
OOS: D7	General database init error (exception)	Device will fail to initialize until database error resolved.
OOS: DF	database queue capacity full	Device will block new transactions until there is available capacity in database queue.
OOS: B1	Error creating backup database	Device will fail to initialize until database error resolved.
OOS: B2	Error opening backup database	Device will fail to initialize until database error resolved.
OOS: B3	Application out-of-date with backup database	Device will fail to initialize until database error resolved.
OOS: B4	Error updating backup database.	Device will fail to initialize until database error resolved.
OOS: B5	Backup database version mismatch	Device will fail to initialize until database error resolved.
OOS: B6	Error getting backup database version	Device will fail to initialize until database error resolved.
OOS: B7	General backup database init error (exception)	Device will fail to initialize until database error resolved.
OOS: BF	backup database queue capacity full	Device will block new transactions until there is available capacity in database queue.

ADMIN MENU

1. Admin mode provides information describing the status of the device. This mode also provides the ability to activate End of Period (EOP) and define the type of vending machine to which the CAD is attached.
   a. To access Admin mode, press the **Enter** key repeatedly until the message "Insert Card to Enter Admin" is displayed.
   b. An authorized user card must be successfully validated in order to proceed to Admin mode (a card with a Disbursing or Sales role.)
2. The **Admin** menu provides access to user configurable items. Some items are not configurable via the Admin mode and are described in the Network Setup and EagleCash (NC) Tablet Initial Connection sections. For details of the various pieces of information available from the **Admin** menu, see the CAD Device Admin Menu Selections and Flow diagram.
3. The diagnostic and configuration information available from the **Admin** menu is grouped into the following categories:
   - End of Business – EOB
     – **EOB Pending** displays when EOP is presently pending.
     – Choosing **Closeout** triggers EOB processing and sets the EOB time/date values.
   - General
   - Network
   - Machine Type
   - Servers (Tablets): Select the server (tablet) to set as the priority from the list of available servers (tablets). At runtime, if the priority server (tablet) is not available a new priority server (tablet) is chosen at random by the program.
   - Queue
   - Backup
   - Exit

EAGLECASH 2.0 (NC) APPLICATION USER GUIDE

KIOSK

The EagleCash 2.0 (NC) kiosk allows the funding both the closed and open loop of EagleCash (NC) cards, card to card transfers, paying merchant events, changing PINs, and viewing transaction history.

To access the kiosk menus, insert your EagleCash (NC) card into the card reader and enter the PIN on screen. A correct PIN entry will allow access to the kiosk menu. After three incorrect PIN entries, the card will lock and the cardholder will need to see the NCAO to reset the PIN.

Every cardholder will see the following options on the kiosk menu:

- **Transfer Money:** Allows for the transfer of funds on and off the card.
- **Pay a Merchant:** Allows closed loop transactions to merchants that have set up events.
- **View Balances/Transactions:** Displays the open and closed loop balance as well as the last 10 closed loop transactions.
- **Change PIN:** Allows a new PIN to be selected.
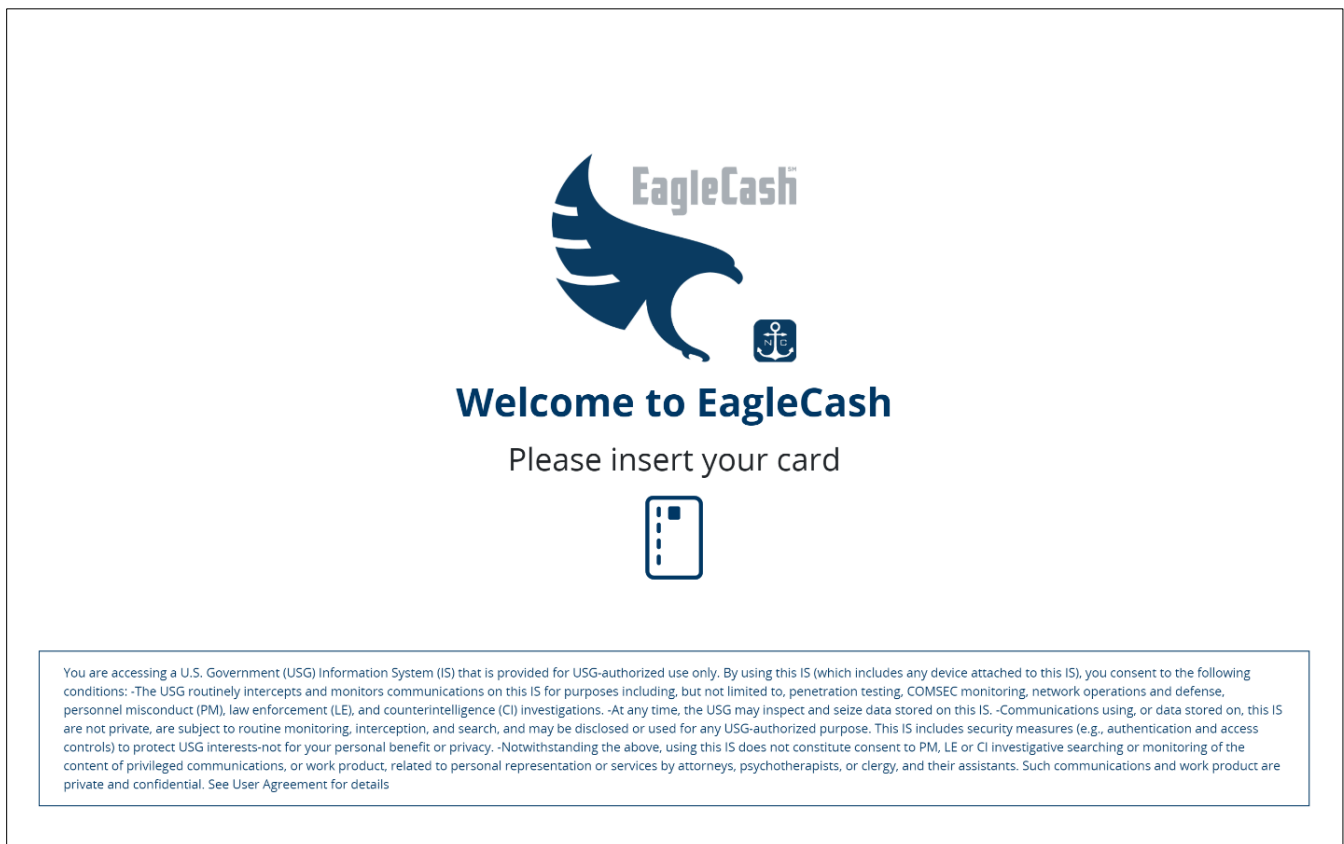
TRANSFER MONEY

When selecting **Transfer Money**, it is important to note the following:

- If the cardholder has a linked bank account and has not had the ACH transfer blocked due to negative balances, the open and closed loop of the card can be funded with an ACH transfer from the linked bank account.
- The cardholder can also transfer funds from either the open or closed loop or the closed loop of another card.
- Contractor and Foreign National cards are closed loop only cards and do not have access to transfer funds to an open loop.
- The application restricts the amount of an ACH transfer to the Daily Download Limit.
- To transfer funds simply follow the on-screen prompts and enter the amount of money you want to transfer.

PAY A MERCHANT

A merchant may request the NCAO set up an event that cardholders can pay unattended at a kiosk.

1. When **Pay a Merchant** is selected, a list of merchants will populate that have events set up to receive payment.
2. When a merchant has been selected, a list of events affiliated with that merchant will appear.
3. The amount of the event may be fixed or it may be available to enter a custom amount. This is configured when the event is set up.
4. The cardholder will select the merchant and the event and follow the onscreen prompts to complete the transaction. All Pay at Kiosk Merchant transactions process from the closed loop.

VIEW BALANCES/TRANSACTIONS

- The cardholder can view the currently closed loop balance which is recorded on the card and the last known open loop balance on the card.
- Because the open loop may have balance updates from shore the system displays the date and time of the last known open loop balance.
- The EMV closed loop on the EagleCash (NC) card possesses the ability to store the last 10 transactions made to the closed loop or ACH transfers to the open loop on the closed loop of the card. These are always visible on screen at the KIOSK.
- When View Balances/Transactions is selected the application checks for shore connectivity and if there is connectivity the kiosk will display the last 30 days of transactions. If there is no connectivity to shore the transactions stored on the card are still visible but the cardholder will need to visit the EagleCash (NC) Portal to view transaction history.

CHANGE PIN

A cardholder can change the PIN on the EagleCash (NC) card by entering the current PIN then selecting a new PIN and confirming it. The new PIN is then written to the card and the old PIN ceases to function. If a cardholder does not remember their PIN, they can see the NCAO and have the PIN reset.

CUSTOMER SERVICE

LOGIN

The NCAO will have their personal EagleCash (NC) card assigned with a role that allows access to the Customer Service application from the KIOSK Menu.

A cardholder with an assigned role of Navy Disbursing or Marine Disbursing will have access to the Customer Service button the **Kiosk** menu.
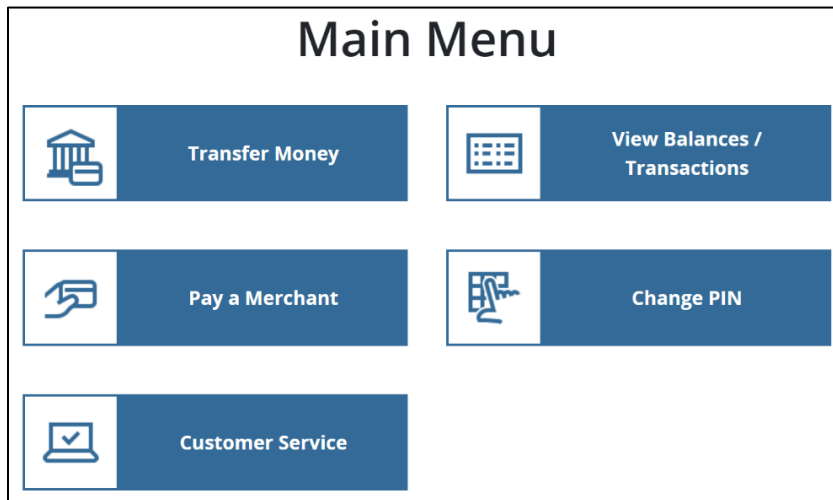
CUSTOMER SERVICE MENU

The first time a user with this role accesses the Customer Service application, they will sign the electronic Rules of Behavior on the screen, which is then synced to shore and stored. The **Customer Service** menu provides access to all disbursing functions.

To access **Customer Service**, insert a permissioned EagleCash (NC) card into the card reader and select **Customer Service**. The permissioned card must remain in the card reader the entire time the Customer Service portion of the application is being accessed. Removing the card will automatically log the NCAO out of the system and return the application to the Welcome Screen.

Dashboard

The dashboard contains system information:

- **Network Status/Connected or Not Connected:** Connected status is confirming there is not only local network connection, but connection to the shore.

- **IP Address** and network settings

- **Application Version**

- **Sync to Shore:** Shows the number of messages and the status of those messages. These are items on that tablet that are waiting to sync to shore. The application will attempt to sync messages as long as there is shore connectivity. By selecting **View Details**, you are able to view the messages that are waiting to sync and the number of attempts to sync they have made. If a particular message fails 60 times the data will populate in a table onshore to be investigated and the record is removed from the database.

- **Sync From Shore:** Shows the messages coming from Shore to update the ship database. Clicking **View Details** displays the status and date/time of the sync.

Money Movement

The **Money Movement** menu allows the NCAO to perform transactions for a cardholder whose card is present.

1. Without removing the NCAO card from a card reader, instruct the cardholder to insert their card into the customer facing card reader.
2. The cardholder must either validate their PIN or the NCAO can perform a PIN Reset with proper ID. The options in this section are presented for Money Movement.

Load Cash

Load Cash is primarily used for a Foreign Nation closed loop card to fund the closed loop of the card. Cash loads of the card are automatically recorded in the Safe Bank and transactions.

Clear a Negative Open Loop Account Balance

For a cardholder with a negative balance, a funds transfer directly to their open loop account provides an additional option to clear the negative balance (see Negative EagleCash (NC) Balances). The cardholder can provide cash to the NCAO in an amount sufficient to return the open loop account balance to zero or a positive amount.

Cash Out

This function is used to unload the closed loop balance and return the amount of the closed loop to the cardholder in cash. This transaction is recorded automatically in the Safe Bank. An open loop cannot be cashed out. If a cardholder needs to cash out the open loop, they must first use the kiosk function to move the funds from the open to closed loop. Then the cardholder can return to the NCAO and cash out the balance of the closed loop.

Residual Funds on Closed Loop Cards

After a visitor has left the ship, even if the closed loop card is turned in after hours or "under the door," the card must still be cashed out, and the NCAO must make every reasonable effort to return any remaining value to the cardholder in accordance with the DoD FMR, Chapter 10, Paragraph 100505. Refer to the Navy Cash Card Issue Log to identify the person the card was issued to. For each closed loop card issued, the card sequence number, which is printed on the back of the closed loop card, should be listed on the log.

If the Cardholder Can Be Identified

The NCAO shall contact the individual and request they return to ship to cash out any remaining balance. If the individual does not return to claim the funds, the NCAO can dispose of these funds via the Unclaimed Monies procedures.

If the Cardholder Cannot Be Identified

After good faith efforts to identify and locate the individual cardholder and return the residual funds have been exhausted, the NCAO can dispose of these funds via the Unclaimed Monies procedures.

Collect and Destroy Expired Closed Loop Cards

When closed loop cards are turned in to NCAO and cashed out, the NCAO should check the expiration dates on the cards. Any expired EagleCash (NC) cards must be collected, cancelled on the EagleCash (NC) website, and destroyed. Cards can be destroyed by cutting them up or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log.

Availability of Cash in Port

Cardholders can obtain the cash they need in homeport and during port visits in a number of ways.

Local ATMs Ashore

Cardholders can obtain cash (local currency) from ATMs that are available in the local area by using their EagleCash (NC) cards or their bank or credit union ATM debit cards. EagleCash (NC) cardholders can access funds in their open loop accounts at over 1,000,000 ATMs in over 120 countries worldwide using their EagleCash (NC) cards. Overseas, these local ATM transactions generally provide the best exchange rate for foreign currency. Cardholders who use their EagleCash (NC) cards ashore will pay any local ATM surcharge fees but will not have to pay the ATM fee normally charged by their bank or credit union.

EagleCash (NC) Card Open Loop Debit Feature

Cardholders can purchase gifts and souvenirs and pay for meals in restaurants using the EagleCash (NC) card. This open loop debit feature is available at more than 23 million locations worldwide and at any retail locations that allow point-of-sale signature- or PIN-based purchases. Cardholders must remember to transfer funds to their open loop accounts 24 to 48 hours prior to attempting to use their EagleCash (NC) cards ashore.

Currency Exchange on Board Ship

During port visits in foreign ports, currency exchange can be provided on board ship through the local husbanding agent, and this service can be requested as a part of the LOGREQ sent prior to a port visit. EagleCash (NC) POS devices will be available to the husbanding agent so that EagleCash (NC) cardholders can use the closed loop account on their EagleCash (NC) cards to purchase currency (see Currency Exchange by Vendors in a Foreign Port).

Cash Out EagleCash (NC) Card

Cardholders can also cash out the value in the closed loop account on their EagleCash (NC) cards at the NCAO. However, because cardholders can transfer value from the closed loop to the open loop on the card themselves using the EagleCash (NC) kiosk on the ship and obtain cash (local currency) from ATMs that are available in the local area using their EagleCash (NC) cards, cashing out the EagleCash (NC) card should be the exception rather than the rule. There is little or no need to cash out EagleCash (NC) cards in homeport. There may be more of a need prior to and during port visits but cashing out EagleCash (NC) cards should still be the exception. Local ATM transactions generally provide the best exchange rate for foreign currency.

DAILY CASH TRANSACTION LEDGER

Note: A cardholder's signature is required only for a closed loop-to-cash transaction.

If a cardholder:

- Uses cash to put monies into their closed loop account, in blocks:
  - 1: Enter the date of the transaction.
  - 2: Enter the amount of the cash value added to the closed loop.
- Converts electronic value into their closed loop account to cash, in blocks:
  - 1: Enter the date of the transaction.
  - 3: Enter the amount of the cash value removed from the closed loop.
  - 5 and 6: Have the cardholder print and sign their name for the amount of cash received.
- Uses cash to put monies into their open loop account, in blocks:
  - 1: Enter the date of the transaction.
  - 4: Enter the amount of the cash value added to the open loop.

Close out the Daily Cash Transaction Ledger as follows:

- Total Column 2, and enter the amount in Block 7, Total Cash to Closed Loop.
- Total Column 3, and enter the amount in Block 8, Total Closed Loop to Cash.
- Total Column 4, and enter the amount in Block 9, Total Cash to Open Loop
- In Block 10, Net Sum for Cash Transactions, enter the difference between the sum of Blocks 7 and 9 and Block 8.
  This value should be the value recorded on the DD Form 2665 .

Each individual operator (e.g., NCAO, EagleCash (NC) Deputy, agent cashier, etc.) must use a separate Daily Cash Transaction Ledger. The completed Daily Cash Transaction Ledger(s), along with the supporting Disbursing Transactions Detail Report sorted by operator, shall be retained with the balanced DD Form 2665.

Table 18: EagleCash (NC) Daily Cash Transaction Ledger

DATE	CLOSED LOOP		OPEN LOOP	PRINT CARDHOLDER NAME	LAST FOUR OF SSN	CARDHOLDER SIGNATURE
	CASH TO CLOSED	CLOSED TO CASH	CASH TO OPEN			
11/01/02	100.00					
11/01/02	60.00					
11/01/02	50.00					
11/01/02	50.00					
11/01/02		50.00				
11/01/02			40.00			
11/01/02			100.00			
11/01/02		40.00				
11/01/02			20.00			
Total	260.00	90.00	160.00			
TOTAL CASH TO CLOSED LOOP $260.00	TOTAL CLOSED LOOP TO-CASH $90.00		TOTAL CASH TO OPEN LOOP $160.00			NET SUM FOR CASH TRANSACTIONS $330.00

REFUNDS

This selection issues individual refunds. (For bulk refunds see Merchants and Events.)

If there is connectivity to shore exact transaction can be searched and selected. If there is no connectivity it may be necessary to issue a miscellaneous refund.

When a cardholder desires a refund from a merchant on the ship (for example, ship's store, MWR, General Mess), they must first obtain authorization (for example, from the Sales Officer, MWR Officer, Food Service Officer, or a designated representative) on a standard, serialized, EagleCash (NC) Refund Chit. In addition, the approving merchant must record the refund on the Navy Cash Merchant Refund Log. A sample refund log and refund chit are included in [Documentation Resources](#).

The cardholder will then take the refund chit to the NCAO and present it to the NCAO or EagleCash (NC) Deputy. On bigger ships with a separate Sales Officer, refunds for Ship's Store and vending will be taken care of at the Sales Office by the Sales Officer or NCAO.

Miscellaneous Refund

The NCAO and other responsible individuals, for example, Sales Officer or MWR Officer, should verify that the amounts reported are correct and match the approved chits. They should also verify that the amounts refunded plus the amounts deposited (for example, in ship's store accounts, MWR bank account, or EagleCash (NC) open loop account) match the total collections (for example, ship's store or MWR) for that day.

For all refunds processed in the NCAO, the NCAO shall retain one copy of the approved chit, an updated Refund Log, and the EOM reports summarizing all refunds. The original chit will be returned to the approving merchant for verification against the serialized logs. Similarly, for all refunds processed in the Sales Office, the Sales Officer shall retain one copy of the approved chit, an updated Refund Log, and the EOM reports summarizing all refunds.

DISTRIBUTION OF SHIP STORE PROFITS TO MWR

The EagleCash (NC) system has the capability to allow NCAOs the ability to transfer Ship's Store profits to MWR and eliminate the use of cash or checks.

REFUND PROCEDURES (TO COMPLETE PAYMENT TO THE MWR TREASURER)

1. Upon receipt of signed voucher by the Commanding Officer, the NCAO will complete the payment.
2. MWR Treasurer will report to NCAO with the Navy MWR Merchant card.
3. MWR Treasurer will sign the SF1034 as follows:
   Payee: Name of MWR Treasurer
   Per: Receipted signature
   Title: Treasurer
4. Click **Refund**.
5. For **Merchant**, click **SSPN transfer to MWR**—*not* MWR Merchant.
6. Enter the refund amount.
   The transaction is created and will be picked up in the settlement to MWR.

7. Confirm refund by verifying Merchant Sales Summary Report (MSSR). This completes payment to MWR Treasurer.

8. Return completed SF1034 to the Sales Officer.

PAYMENT

A merchant may request the NCAO set up an event (for setting up an event, see Merchants and Events below).

1. When Payment is selected a list of Merchants will populate that have events set up to receive payment.
2. When a Merchant has been selected a list of events affiliated with that merchant will appear.
3. The amount of the event may be fixed or it may be available to enter a custom amount. This is configured when the event is set up.
4. The Cardholder will select the merchant and the event and follow the onscreen prompts to complete the transaction. All Pay a Merchant transactions process from the closed loop.

SPLIT PAY

Individuals who elect SPO can have a portion of their military paycheck sent directly to their EagleCash (NC) open loop account each payday.

Enrolling in EagleCash (NC) and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll an individual in EagleCash (NC); conversely, enrolling in EagleCash (NC) does not automatically sign an individual up for SPO.

To prevent SPO payroll payments from being rejected, the NCAO must ensure that individuals are enrolled in EagleCash (NC) and their EagleCash (NC) open loop accounts are open before they sign up for SPO and that the name on the SPO enrollment form matches the name on the EagleCash (NC) enrollment form.

Should the EagleCash (NC) backend be forced to reject SPO payroll payments, e.g., for individuals who do not have EagleCash (NC) open loop accounts or whose names do not match, the funds must be returned to DFAS Cleveland to be credited to the individuals' Master Military Pay Accounts (MMPAs), which creates additional workload for the NCAO and significantly delays receipt of SPO payroll amounts by these individuals.

MERCHANTS AND EVENTS

The Merchants and Events menu performs tablet functions around Merchant Management. This menu will be covered by topic rather than by items listed on the menu.

EOM

As a part of the EOM process, the NCAO is responsible for coordinating all Navy/Marine Cash collections that must be registered to an LOA through the DD Form 2665 Daily Agent Accountability Summary (e.g., sale of meals in the general mess and sale of merchandise in the ship's store and vending machines) (see paragraph 21b(1). The NCAO, Sales Officer, Food Service Officer, and Marine NCAO (when embarked) must coordinate to establish a closeout date and time each month.

For LOA Merchants that settle with a voucher monthly, an EOM request needs to be sent from ship to shore. The EOM settlement job on the shore runs at 2:30 EST. All transactions onshore at time of the request will be settled and reports produced when the shore job completes.

Unlike legacy EagleCash (NC) Bezel 8S CAD devices do not need an end of period to perform an EOM. This process happens automatically. The CADs do however need to be associated with the Merchant. Transactions in the back office from CADs are not assigned a merchant until EOM is requested. If a CAD is not assigned to a merchant the transaction from that CAD will not be settled. *Review the CAD assignment prior to every EOM*. To associate CAD transactions to a merchant, complete the following steps.

1. Click the **Merchants** tab.
2. Filter the **Merchants** to **LOA**.
3. Review the **Unassigned CADs** column.
4. Any **Unassigned CADs** need to be associated with a merchant.
   a. Select a merchant.
   b. Click the **plus (+)** icon on the unassigned CAD.

   This should move the CAD to the selected merchant.
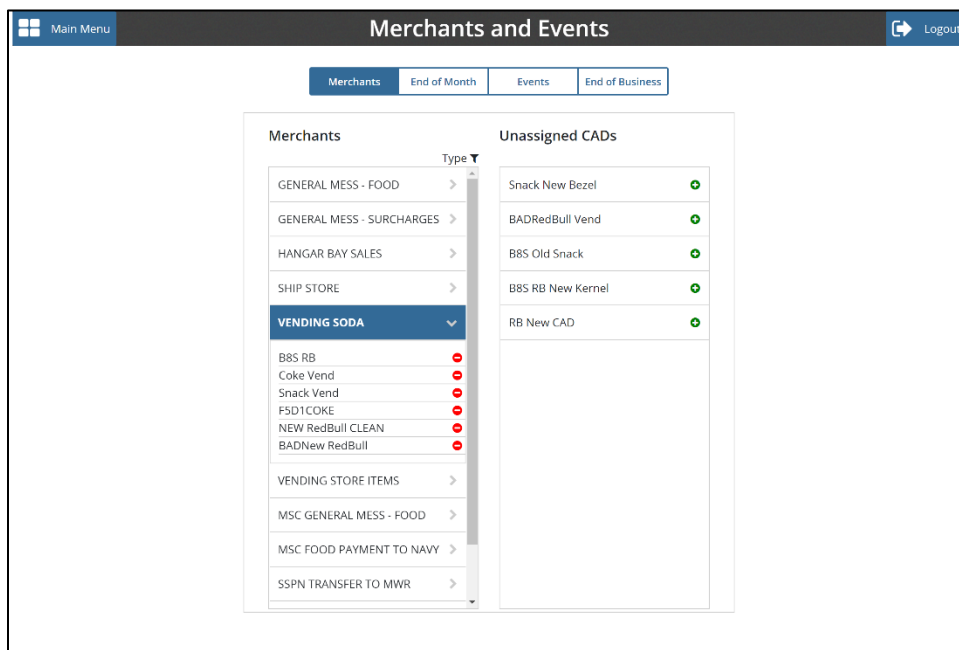
5. When all of the CADs have been assigned, click the **End of Month** tab.
6. Review the list of merchants in the EOM screen. By selecting the menu, you can see the CADs assigned to the individual merchants.

   TIP: The CADs in this screen display the date and time of the last transaction seen onshore. This information can be useful in identifying a CAD that has not synced transactions. The last transaction onshore should be fairly close to the time you are indicating EOM. If a transaction looks dated it is indicative that CAD has connectivity issues.

7. If your CAD assignments look correct. Click the **Request EOM** button.
    The settlement request is sent to shore. When the shore processes the EOM request, the EOM Settlement Shore Reports will be available (see the section).
    1. Note EOD/EOM are processed on shore at 2am EST, you will typically have to wait until the next day to see your reports if CONUS.
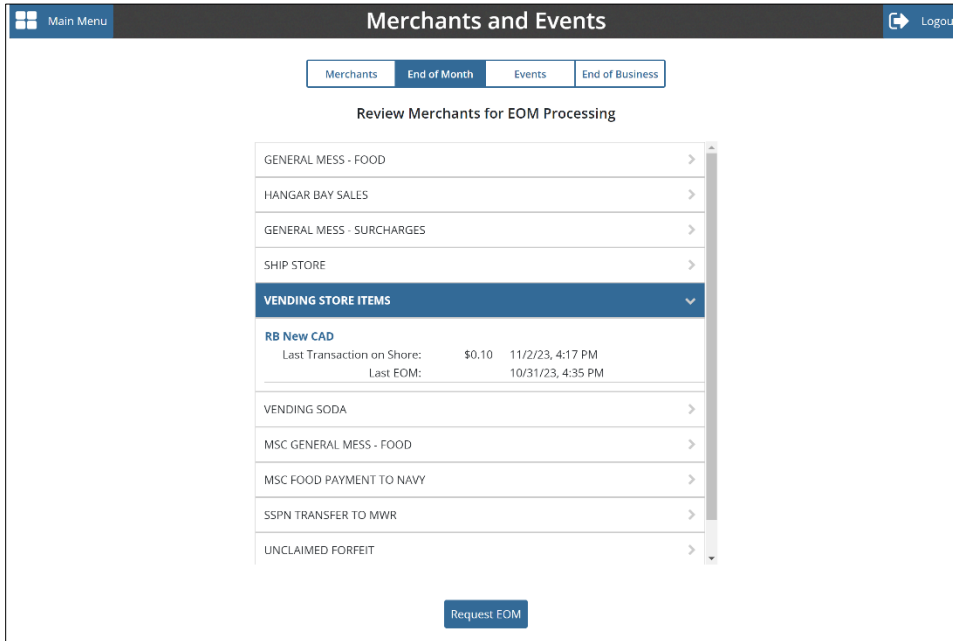
EVENTS

This menu manages the events for all merchants on a ship.

1. Select a merchant.
2. All active events are displayed for a merchant. The NCAO can add an event, configure the amount, set a date the event will expire, or hide an existing event.
   When an event is added or modified, a configuration change will generate and sync to shore and modify the POS and KIOSK events.
3. Follow the on-screen prompts to add or modify an event.

BULK REFUND

Refunds for single cardholders and single transactions can be handled readily using the **Individual Refund** function. When a large number of cardholders needs a refund, handling them individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. The bulk refund function allows the NCAO to initiate a refund to everyone who purchased a ticket in a few simple steps. Bulk refunds are credited to each cardholder's open loop account on the ship. This credit will be reflected ashore as soon as the ship completes its end-of-day processing between ship and shore. Purchases made with closed loop cards, which do not have an open loop account associated with them, must be refunded individually in the **Money Movement** menu.

1. Click the **Event** tab to access the Bulk Refunds.
2. Locate the merchant you want to issue the refund against.
3. Select the event.
4. Select bulk refund.
5. Select the date range you want to issue the refund (bulk refunds can be issued for up to 60 days from today's date).

EOB

EOB is a reporting function that allows for the totaling of sales on a given device. EOB does not affect settlement processing and is not tied to EOD/EOM settlement reporting. An EOB marker is tied to each transaction created by a POS or CAD. This keeps a running count of transactions since the last EOB on a given device. The POS and the CAD will show on screen the count and amount of transaction performed on an open EOB.

> **TIP:** The total count and sum of sales displayed on a POS or CAD can be compared to ROM or an inventory count prior to closing the EOB.

The **End of Business** tab displays all of the open EOB markers on the ship. When a vending machine is counted, the EOB should be closed out by entering into the **Admin** menu with a **Sales** role and selecting **Closeout**. Also, when a cashier has finished issuing sales, the open EOB on the POS should be closed out by pressing the **Closeout** button in the function menu.

When EOB has been closed from a POS or CAD that EOB will be removed from the Open EOB list and a shore report will be generated (see Reports).

If a device has been damaged or is not recoverable the NCAO can indicate a partial EOB. This means that the EOB will stay open but a report on the known transactions will be generated. If the device later is recovered and EOB is indicated those transactions will be accounted for and close the EOB.

EOB discrepancies occur when shore does not see all of the transactions in the EOB. If and EOB shows up in the Discrepancies list it is indicative that transactions may be stuck on a tablet. If all tablets on ship have connectivity contact CSC and open a case.

UTILITIES

Utilities contains auxiliary tools for the EagleCash 2.0 (NC) application.

SAFE BANK

The **Safe Bank Transactions** functionality enables the NCAO to make adjustments to the cash amount. It includes the ability to credit and debit the safe bank and generate a Safe Bank report. The Safe Bank report includes all cash loads and cash outs performed in Money Movement.

EAGLECASH (NC) SOP

The latest version of the SOP can be viewed on the screen in this menu.

BREAK GLASS ACCOUNT

Break Glass eliminates the need for a password rotation tool to access the Windows operating system. If instructed by technical support the NCAO can check out a password and log in to NC-Admin-Local windows account. The password automatically rotates after the tablet is restarted. The date, time, and user are logged when the password is checked out. If you believe you need access to the Windows operating system on EagleCash 2.0 (NC) tablets, please contact Customer Service.

When the checkout password button is clicked the Password is displayed on screen. Record the password, press Ctrl, Alt, Delete and switch users to NC-Admin-Local. Enter the password that was checked out and follow technical supports instruction on initiating a remote session.

VIEW LOGS

System logs for the tablet are available in case technical support requests them. The send to shore button allows the logs to be synced on demand and visible in the back-office form technical support.

CARD MAINTENANCE
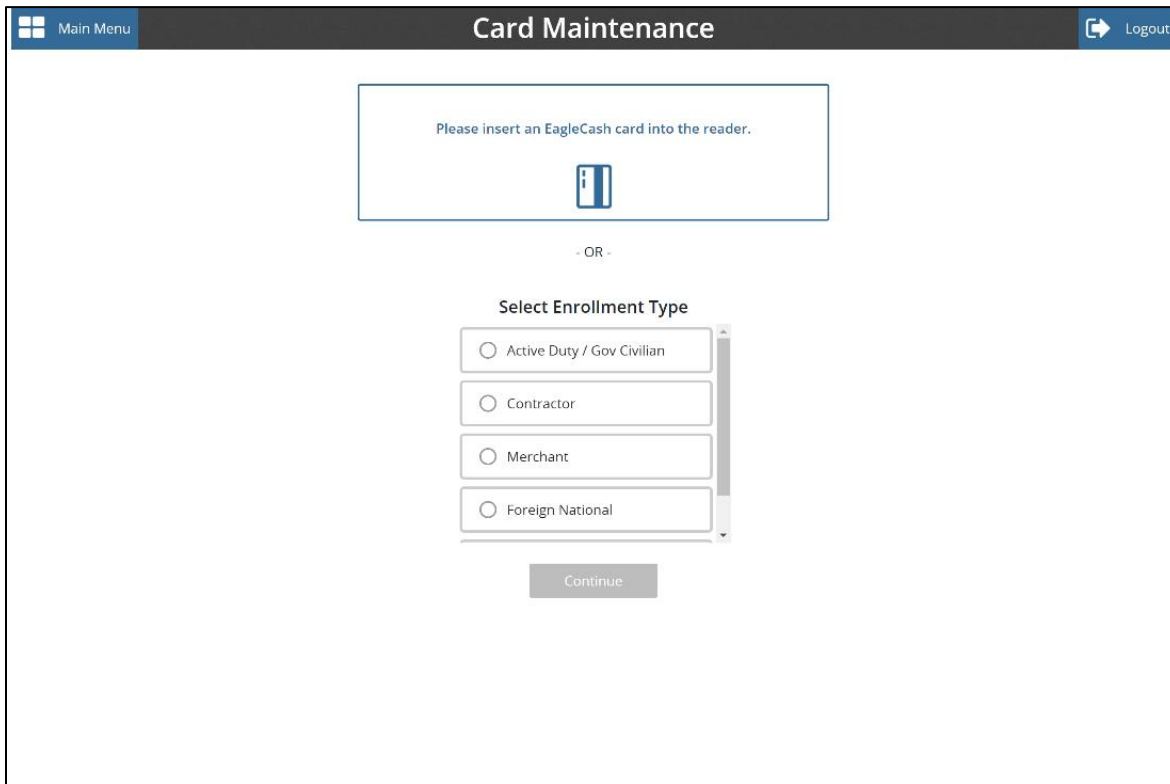
In Card Maintenance, the NCAO can perform enrollment and issuance as well as update cardholder information, cancel a card, and block ACH.

1. To update or view information, instruct the cardholder to insert the EagleCash (NC) card and verify the PIN. The screen will display:
   - Card Serial Number
   - Cardholder Name
   - Card Expiration Date
   - Card Status
   - Closed and Open loop balance
   - Open loop last modified date and time
   - ACH Status
   - Previous Close loop expiration date

   Several tabs are available to update or modify cardholder data.

Update information

1. To update an existing cardholder's information, instruct the cardholder to insert their card in the card reader and validate PIN or perform a PIN reset.
2. Clicking the **Update Information** tab updates the enrollment form.
3. Follow the on-screen prompts and enter all required fields.
4. After the form is complete, have the cardholder sign on the screen. This ensures an updated electronic enrollment form file is on file every time an update to the cardholder's information occurs.
   The system will attempt to pull enrollment data from the shore database if there is a connection to shore it will populate the form with data from the identity record of the cardholder.

Change Card Status

The Change Card Status is used to cancel a card. The card must be inserted into a card reader to cancel. Pressing the **Cancel** button will change the status of the card to canceled, and the card will no longer be able to be used. A canceled card cannot be reissued.

If a cardholder is being discharged from the Navy or Marine Corps or no longer desires to have a Navy/Marine Cash account, the NCAO will cancel their card.

Prior to reporting to the NCAO, cardholders being discharged from the service or otherwise closing their Navy/Marine Cash accounts should move all the funds on their Navy/Marine Cash cards from the closed loop and the open loop accounts back to their home bank or credit union accounts using the kiosk. Alternatively, they may move all the funds in the open loop to the closed loop and "cash out" the closed loop at the NCAO.

For cardholders being discharged or closing their accounts, the NCAO must first verify that their Navy/Marine Cash card is empty before changing the card status to **Canceled.** For cardholders turning in an expiring card in order to be issued a new instant issue card, the system will automatically start a closed loop-to-EagleCash (NC) transfer on the ship to restore the value on the closed loop.

Block/Unblock Transfers

When a card is present the NCAO has the ability to block or unblock ACH Transfers. When transfers are blocked the cardholder will no longer be able to move funds from the linked bank account. When transfers are unblocked, the system will force an FS Form 2887 to be updated to ensure banking information is current.

Notes

The Notes tab allows the NCAO to make text notes regarding the cardholders account. The notes are restricted to 1000 characters.

A "Note" is a memo internal to EagleCash (NC) that is stored in a cardholder's member profile. On board the ship, the **Note** function enables the NCAO to view the notes stored in member profiles and to add notes to log efforts to clear negative balances. The ability to add notes can be used to both coordinate actions taken within the NCAO to clear negative balances and to document those actions for the chain of command or auditors.

Card Report

The Card Report show the last 10 transactions stored on the closed loop of the card and the current balances of the open and closed loop.

CARD ISSUANCE

Enrolling in the EagleCash (NC) Program

To enroll in EagleCash (NC), an individual must report to the NCAO to fill out and sign an enrollment form (i.e., FS 2887, FS 2888, and FS 2889) electronically.

Importance of Enrollment Forms

Enrollment forms are a critical element in the EagleCash (NC) program. A signed enrollment form must be on file for every EagleCash (NC) cardholder. By signing the FS Form 2887, cardholders acknowledge the program's Privacy Act statement, authorize debits and credits to their bank and credit union account, consent to immediate collection from pay for any negative balances that may result from use of the EagleCash (NC) card, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing. The signed FS Form 2887 is the enforceable agreement between the individual cardholder and the EagleCash (NC) program.

Consent to Immediate Collection from Pay

All authorized military personnel who request EagleCash (NC) privileges and enroll in EagleCash (NC) consent in writing, using the EagleCash (NC) enrollment form, to immediate collection against their pay for the face value of or resulting negative EagleCash (NC) account balance due the U.S. Treasury funds pool from all dishonored transactions returned for Non-Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (reference the DoD FMR, Volume 5, Chapter 4).

Cardholder Agreement

The EagleCash (NC), Marine Cash, and EagleCash (NC) Closed Loop Card Cardholder Agreement is a key part of the EagleCash (NC) program's overall efforts to comply with the Federal consumer financial laws and regulations that govern many consumer financial products and services. The Cardholder Agreement lays out the terms and conditions for use of the EagleCash (NC) card and provides information about cardholder rights, responsibilities, and liabilities. The Cardholder Agreement also lets the cardholder know how to use the card, how to obtain account information, and how to deal with specific card-related issues.

Since both new and replacement EagleCash (NC) cards and EagleCash (NC) closed loop cards are issued at the NCAO, the NCAO must ensure each cardholder is aware of and receives a copy of the Cardholder Agreement to ensure compliance with Federal laws and regulations. For instant issue cards, each card issued comes with a Cardholder Agreement in the envelope. For closed loop cards, because they are reusable, they must have copies of the Cardholder Agreement available to hand to the cardholder. The Cardholder Agreement should be posted on the bulletin board outside the NCAO.

A copy of the Cardholder Agreement is available on the BFS website (https://fiscal.treasury.gov/navy-cash/resources.html#cardholder).

Safeguard Personally Identifiable Information

Enrollment forms contain sensitive personal information, and the NCAO must establish and monitor procedures for the proper handling and safeguarding of the Personally Identifiable Information (PII) associated with both Disbursing and EagleCash (NC) operations to ensure the security and confidentiality of that information.

Account Enrollment

To enroll a person in the EagleCash (NC) program or issue a new card, the NCAO selects the enrollment type in the **Card Maintenance** menu.

If the personal has self-enrolled or already has a Navy Cash card, the system will attempt to pull enrollment data from the shore data base if there is a connection to shore it will populate the form with data from the identity record of the cardholder.

In the case that the identity information is not available because of no network connectivity, an enrollment record will be created and allow the card to be issued and used. The shore will update the record based on SSN of the cardholder when connectivity is reestablished.

When issuing a card to an existing Navy Cash cardholder there is no need to cancel the old card. When the new card is issued, the record is sent to shore and automatically places the old card number on the hotlist and moves any funds to the open loop of the new card.

The type of enrollment will select the appropriate enrollment forms and guide the NCAO through the card issuance flow. Required fields will be highlighted and the system prevents progression through the issuance flow until the required fields are properly filled out. A CAC may be used in the issuance process. The entry of the CAC PIN will electronically sign the enrollment form. Three failures to enter the CAC PIN correctly will lock the CAC. If a person does not have a CAC, the NCAO will verify ID and proceed to issue the card without the CAC. At the end of the form the cardholder will use the touch screen to sign the enrollment form.

If a cardholder's EagleCash (NC) card is lost, stolen, or damaged, they must report to the NCAO immediately so that the status of the old card can be reported appropriately as **Lost**, **Stolen**, or **Damaged** when a new card is issued.

1. To begin the enrollment flow, select from one of the following on screen options and click **Continue**.
   - **Active Duty/Government Civilian Cards:** Requires filling out FS Form 2887 with banking information. Use instant issue cards for this type of enrollment.
   - **Contractor Cards:** Requires filling out FS Form 2889 with banking information. Use closed loop card to issue cards for this type of enrollment.
   - **Merchant Cards:** Requires filling out FS Form 2888 with banking information. Use instant issue cards for this type of enrollment.
   - **Foreign Nation Card:** Requires filling out FS Form 2887, but with limited required fields. NCAO should attempt to get as much personal data as possible. No linked banking information is available for this type of card holder. Use closed loop card to issue cards for this type of enrollment.
   - **Alt Token Card:** Should be issued with Instant Issue cards. (See user management for more details on Alt Token cards).

Account Enrollment Definition of Terms

- Title: Rank, rate, or title, for example, OS2, LT, Mr., Ms.
- Phone: Home phone number
- Pay Grade: E1–E9, O1–O10
- Address: Residence/Permanent Address. The Military Duty Address is the ship's official mailing address, which is the address actually used by the EagleCash (NC) system. It is entered into the individual's member profile automatically, based on the ship on which the individual is enrolling. The Military Duty Address is the address entered into the Mastercard data base for EagleCash (NC) cards. If you use an EagleCash (NC) card to pay for something over the phone or at a website, it can be mailed to almost any address, but, if the merchant asks for the billing address, use the ship's mailing address.

The below information can be found on a check or deposit slip associated with a cardholder's bank or credit union account. The NCAO must verify the ABA or routing number and the account number, either by referring to the Direct Deposit account in the Master Military Pay Account (MMPA) or to the micro line (MICR) at the bottom of a personal check or deposit slip.

- ABA: Transit routing number or bank routing indicator—the first nine numbers in the micro line (MICR) at the bottom of a check or deposit slip.
- Account No: As listed on check in the remaining numbers of micro line (MICR) or deposit slip, not the name of the bank (depository name).
- Account Name: Name of individual as it appears on check or deposit slip, not the name of the bank (depository name).
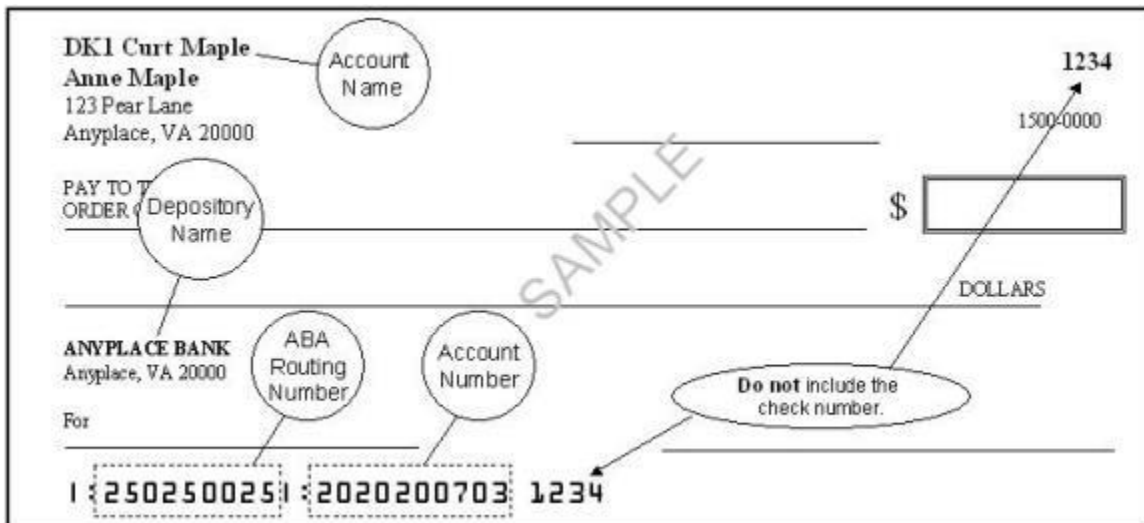
ATM, Debit, or Check Cards

Again, for contingency planning purposes, all crew members should be encouraged to have the ATM, debit, or check card issued by their bank or credit union available on-board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency, they need on liberty in the event EagleCash (NC) is at or near complete mission failure.

REPORTS
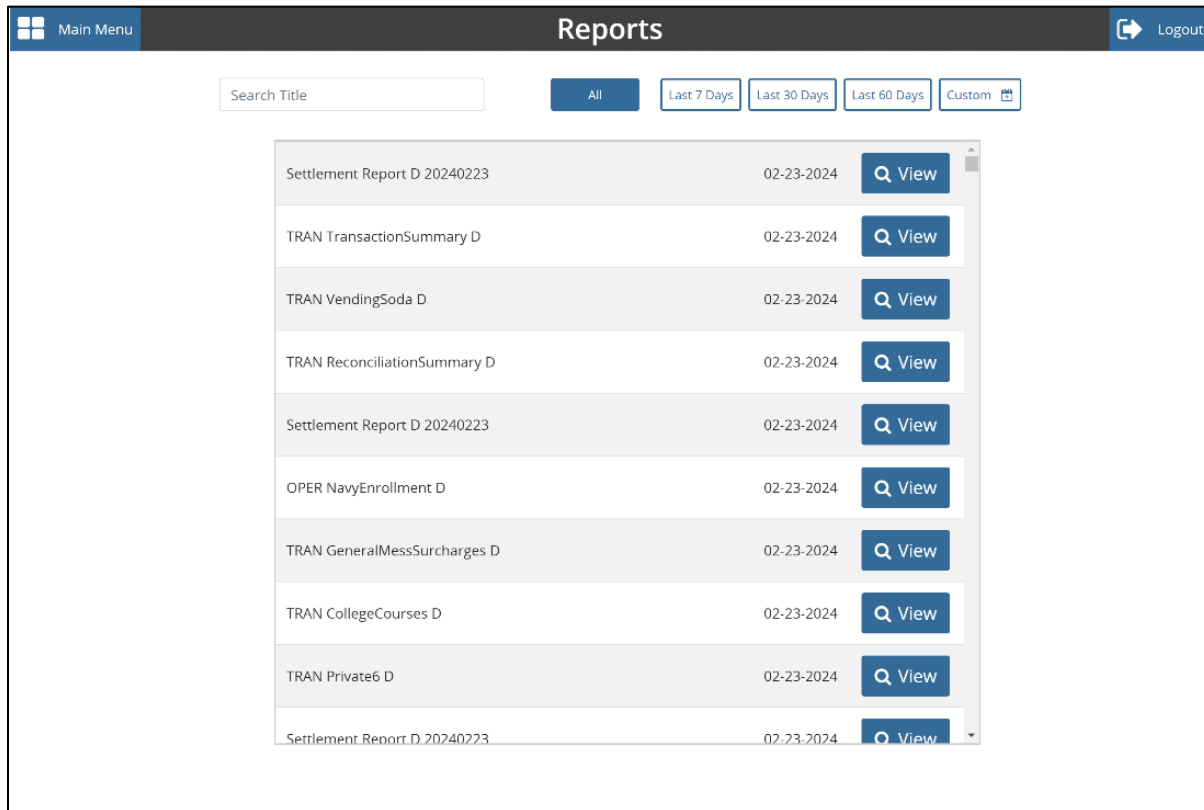
Reports for the EagleCash 2.0 (NC) system are synced from shore. Since no central ship tablet reports are generated from the data that is collected onshore. Each tablet will hold 6 months of reports that have been sent to the ship from shore.

The search bar at the top of the menu enables you to filter the report list based on the search entry. Quick filters are available for reports from the last 7,30, and 60 days or a custom date range can be selected. Clicking **View** will pull the report up on screen.

Reports have been named using the **<UIC>_<REPORT TYPE>_<REPORT NAME>_<D/M>_yyyymmdd_HHMMSS.txt** convention, where:

- UIC: Ship's Unit Identification Code
- Report Type: TRAN – Transaction Report, FRAU – Fraud Report, OPER- Operational Report, SETT – Settlement Report
- Report Name: Name of report
- D/M: Daily or Monthly
- yyyymmdd: Year/month/day report generated (GMT)
- hhmmss: Hour/minute/second report generated (GMT)
- .txt: Text file

    Example:

    - R21452_TRAN_Ship_Merchant_Settle_D_20041209_000736.txt
    - R21198_TRAN_ShipStore_D_20010828_171708.txt

TRANSACTION REPORTS

These reports are available for all ship merchants, for example:

- Wardroom
- CPO Mess Dues
- General Mess
- Flag Mess
- Commanding Officer's Mess
- First Class Petty Officer Association
- MWR
- Post Office — Metered Mail
- Ship's Store
- Foreign Vendors
- Vending Store Items (Snack, Phone Cards, Soap)
- Vending Soda
- Transaction Summary
- Negative Balances
- Returned Items Detail Report

MERCHANT SETTLEMENT REPORTS

Merchant settlement reports are generated for all merchants, whether they settle to bank or credit union accounts ashore or to merchant open loop accounts. Generally, private merchants have the option to settle to a bank or credit union checking account or to the merchant open loop account. By default, private merchants are set up to settle on a daily basis. Funds are normally available the within 1-3 business days after the transactions are posted. Generic private, Staff, Air Wing, and Squadron merchants settle only to the merchant open loop account.

Merchant daily and monthly reports will group sales transaction data by event codes if one or more have been created (and used) for any "events" within a merchant's sales, for example, a concert, golf tournament, cruise book, flower sales. If no event codes were indicated during sales, all sales transactions will be reported together.

Since CAD transactions do not have a Merchant affiliated until EOM is performed. Daily Merchant reports for vending merchants will not have transactions listed. The Daily CAD Transaction report can be used to see all transactions reported by CADs. EOB reports can also be used when EOB has been performed on a CAD to track the transactions performed during an EOB.

RECONCILIATION REPORTS

Reconciliation reports, which are generated for all merchants, segregate transactions that were collected in the offline mode but were not processed on the same day they were collected. Reported separately, these collections can then be added to the totals for the appropriate day if desired.

PRINT REPORTS

NCAO can view and print reports at any time by accessing the Report Menu. A printer is not provided with the EagleCash (NC) system. The NCAO must print reports sharing an already existing printer local in the NCAO.
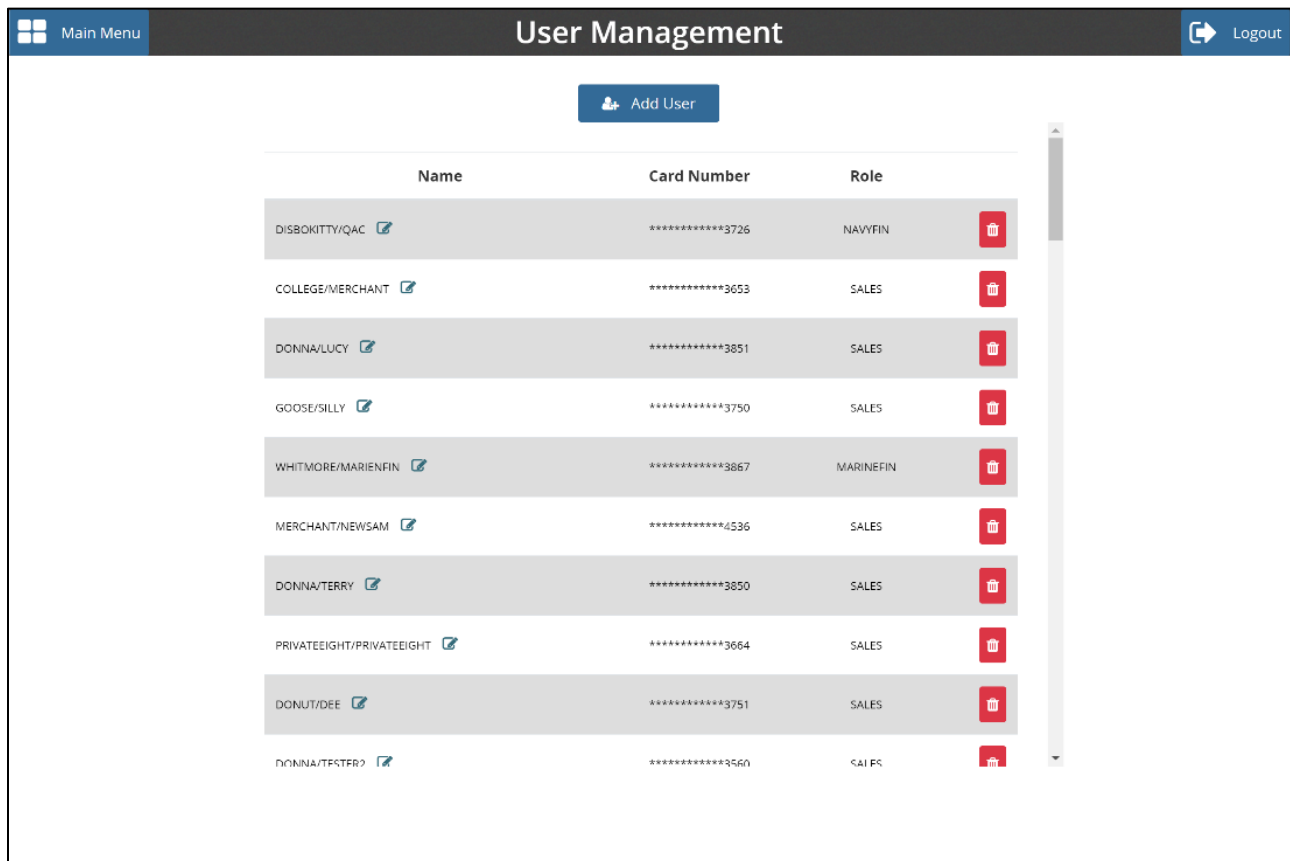
REVIEW REPORTS

The NCAO and other responsible individuals, such as the Sales Officer, MWR Officer, and Chiefs' Mess Treasurer, should compare the daily reports with reports from their existing accounting systems, for example, the Sales Officer with ROM for ship's store, to verify accuracy. Reconciling collections and sales at the end of each day simplifies reconciliation at the end of the month. For example, the Sales Officer or designated assistant should compare the ROM daily transaction reports (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so ROM and EagleCash (NC) agree. The Food Service Officer should compare recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to EagleCash (NC) collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail Reports plus any checks or cash (currency) collected. An EagleCash (NC) generated report states the collections that have been recorded to any particular activity. Therefore, the report serves the same function for an accountable officer as a signed page in the NS 470 or a deposit ticket.

NEGATIVE BALANCES

The NCAO shall review the Negative Balance Report and the Returned Items Detail Report on a daily basis.

USER MANAGEMENT

EagleCash 2.0 (NC) does not have username and password to authenticate into the system. Access to the disbursing functions is controlled in the **User Management** menu.

The EagleCash (NC) card of cardholders provides Multi Factor Authentication (MFA) into the disbursing system by meeting something you have (the card) and something you know (the PIN).

Logging in is done by entering the permissioned card into the card reader and entering the PIN. The system will log the user data from the card.

Ship Roles that allow access into the EagleCash 2.0 (NC) system are not tied to roles for the Navy Cash Portal. The only way to log into the Customer Service Menu or into a POS or CAD is to be provisioned in the User Management menu.

The NCAO must be given access using their personal EagleCash (NC) card with a Navy Disbursing role. Deputies must also be assigned to this role. It is required to have two NCAOs assigned with Navy Disbursing role per ship. This will provide a backup user that will be able to perform a PIN reset or card issuance.

SHIP ROLES

- Navy Disbursing: Assigned to NCAO allows access to full Customer Service Menu, POS login and CAD admin menus.
- Marine Disbursing: Assigned to Marine personnel fulfilling NCAO duties for Marines. Access is granted to Customer Service Menu but with no ability to indicate EOM, POS login and CAD admin menus.
- Sales: Assigned to users who will operate POS and CAD devices.
- EagleCash (NC) Ship Support: A special role used during the initial install process for EagleCash 2.0 (NC) NCAO may be initially permissioned by a cardholder with this role. This role cannot be removed from the ship by deleting the user.
- ALT TOKEN: This user is a special card issuance (see Card Maintenance for issuance). An ALT Token card provides access to the system should something happen to the NCAOs card. The ALT Token provides access only the **Customer Service** menu and **User Management**, and cannot be used for funds. The NCAO is responsible for creating an ALT TOKEN card, recording the PIN and storing the card and PIN in the Ship safe. In the event that the NCAO does not have access to the EagleCash 2.0 (NC) system, the ALT TOKEN can be used to permission another card holder to Navy Disbursing. The Navy Disbursing role can then be used to issue the NCAO a new card and permission that card as Navy Disbursing.

Note: Do not assign system access to merchant or closed loop cards.

Adding a User

1. To add a user to the EagleCash 2.0 (NC) click the **Add User** button.
2. Insert the cardholder's card and have them validate the PIN.
3. Assign the role needed.
4. Click **Create User**, and the user is added to the list of users on the ship.
   Users are synced to shore and across the devices on the ship.

Removing a User

1. To remove a user, find the user in the list.
2. Select the **Trashcan** icon next to the user's name.
3. Confirm the deletion, and the user is removed from the list.
   When the sync to shore is complete, deleted users will be removed from the devices on the ship.

DEVICE MANAGEMENT
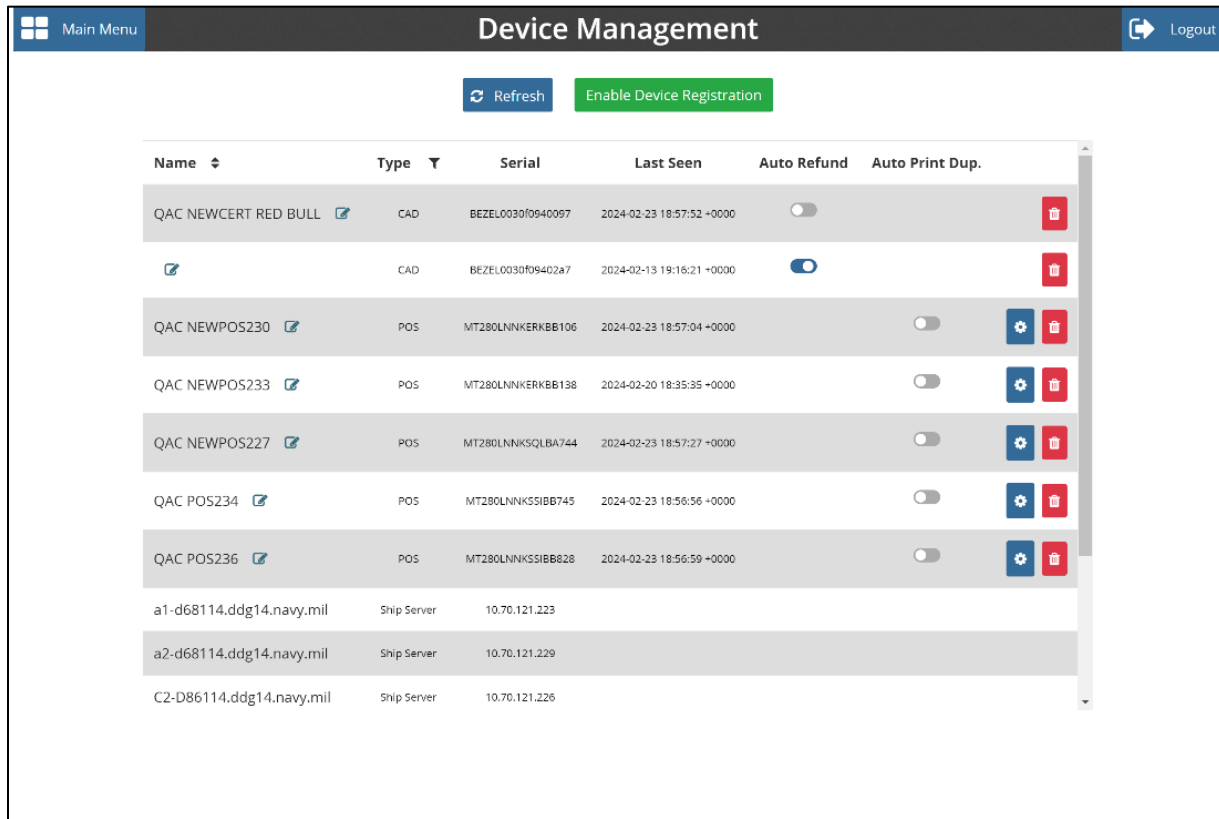
All of the POS and CAD devices on ship are managed from this menu. Devices on ship are listed in this menu and can be sorted by device type. The device name can also be changed to designate what the device is being used for or where it is located on the ship.

REGISTRATION

In order for a POS or CAD to be recognized by the EagleCash 2.0 (NC) application, it must be registered in the system and passed a configuration over the network. When the IP information has been configured on the POS or CAD, click the **Enable Device Registration** button. This allows a device to register within 30 minutes. The device will appear in the list of devices when it completes registration.

CONFIGURATIONS
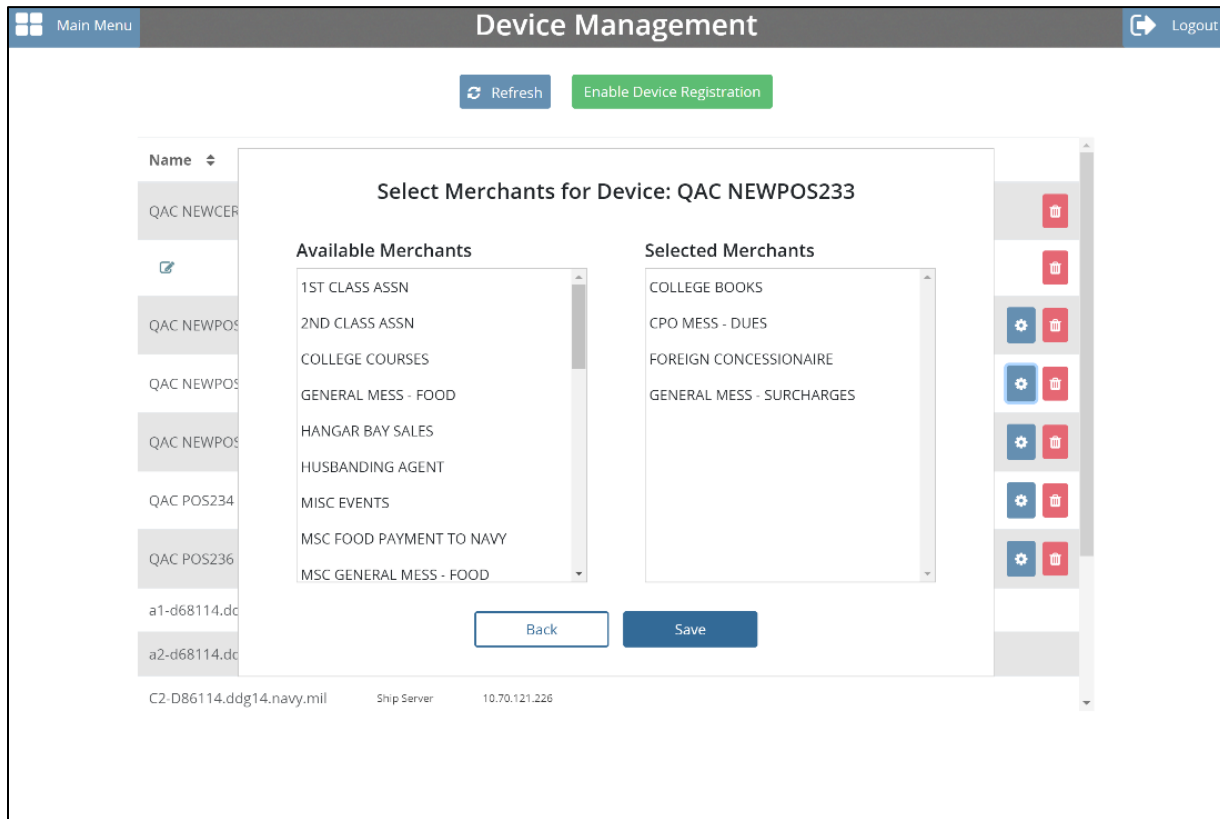
Configurations contain Users, Merchants, Events, Reprint Receipt functions (POS), Auto Refund (CAD) Hotlist, Certificates, and tablet IP addresses.

POS CONFIGURATION

In order to operate a POS, it must have a configuration from the EagleCash 2.0 (NC) software. To manage the configuration, select the gear icon on the POS that is to be configured. Select the merchants that the POS is going to operate process sale for so they show in the selected merchants area.

CAD CONFIGURATION

When CADs register, they will automatically download a configuration after registration. A CAD configuration can be changed by cycling the Auto Refund toggle button.

> *Tips:*
>
> - Auto Refund will detect if a vend has failed and automatically create a transaction to credit the open loop of a card holder. Because of the variance in vending machines enabling auto refund should be based on how the machine responds to the feature. If auto refund does not respond correctly on given vending machine it should be turned off for that machine.
> - To force an updated configuration file to be generated for a device toggle the auto refund or duplicate receipt toggles for a given device. This will inform the system of a new configuration and when the device checks in it will pick up a new config.

REMOVE A DEVICE

To remove a device from the ship, select the device you wish to remove and press the **Trashcan** icon. This will remove the device from the ship. All transaction data and record of the device are still stored onshore. A device can be re added by performing the registration process.

NCAO PROCEDURES

CORRECTING UNMATCHED CLOSED LOOP-TO-CLOSED LOOP TRANSACTIONS

Two cardholders can transfer electronic value from the closed loop account on one cardholder's EagleCash (NC) card to the closed loop account on the other cardholder's card. Cardholders conduct these transactions at the EagleCash (NC) kiosks following the instructions presented on the kiosk screen.

The transfer is completed in two parts. First, the sending card initiates the transfer, the funds are removed from the card and placed into an escrow account, and the card is removed from the kiosk. Second, the receiving card is put into the kiosk, authenticated with PIN entry, and the funds are moved from the escrow account to the receiving card. The receiving card must be placed into the kiosk and authenticated within 60 seconds (more time can be requested if needed).

RESTORING VALUE TO A CLOSED LOOP CARD

The NCAO should take the Navy Disbursing merchant card to the EagleCash (NC) kiosk and move the appropriate funds from the open loop to the closed loop. Then, the NCAO can either cash out the closed loop and use the cash to fund the cardholder's closed loop card in the amount of the unmatched closed loop to closed loop correction; or cash out the appropriate amount from the closed loop account and give the cardholder the cash; or go to the kiosk and do a closed loop-to-closed loop transfer from the Navy Disbursing merchant card closed loop account to the closed loop account on the cardholder's closed loop card.

If a closed loop card cardholder is no longer on aboard the ship, the individual cardholder should be contacted, if at all possible, and asked to provide a mailing address.

The NCAO should then cut an ex cash remittance check in the amount of the unmatched closed loop to closed loop correction and mail the check to the closed loop cardholder.

If for some reason, an unmatched closed loop-to-closed loop transaction could not be reimbursed to the cardholder, the overage must be collected to the Treasury Department Receipt Account, Forfeiture of Unclaimed Money and Property, in accordance with DoD FMR, Volume 5, Chapter 6, Paragraph 0608. For example, a closed loop card may have been turned in after hours or "under the door" or after a visitor has left the ship and cannot be attributed to a specific individual. *If not cashed out, any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.*

Contact CSC to Move Funds to Navy Disbursing Merchant Open Loop Account

The NCAO must provide CSC the closed loop card sequence number (from the lower right corner of the back of the card or from the EagleCash (NC) Card Issue Log). CSC can then debit the closed loop account and credit the Navy Disbursing merchant open loop account. The NCAO takes the Navy Disbursing merchant card to the kiosk, and moves the funds from the open loop to the closed loop account. Then, they can either cash out the closed loop and use the cash to fund a new closed loop card; or cash out the closed loop and give the cardholder the cash; or go to the kiosk and do a closed loop-to-closed loop transfer from the Navy Disbursing merchant card to the cardholder's new closed loop card.

Unclaimed or Returned EagleCash (NC) Cards

Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship's Post Office during the check-out process. If the next command is not known or can't be identified or the individual was discharged from the service, the NCAO should cancel and destroy the card. The action taken should be annotated on either the Bulk EagleCash (NC) Card Log or the EagleCash (NC) Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to NCAO when they receive the cards to have the PIN reset using the Disbursing Application.

Unclaimed or Returned EagleCash (NC) Cards

Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate MEF NCAO, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office	II MEF Disbursing Office	III MEF Disbursing Office
MARFORPAC	MARFORLANT	MARFORPAC
15th St, Bldg 1164, Room 238	Bldg 10, McHugh Blvd	Bldg 5714, Unit 38405
Camp Pendleton, CA 92055	Camp Lejeune, NC 28542	Camp Foster, Okinawa, Japan
(760) 725-5550	(910) 451-7807	FPO AP 96604-8405
		011-81-611-745-7020

BEFORE CARDHOLDERS LEAVE THE SHIP FOR A PENDING TRANSFER OR DISCHARGE

Before EagleCash (NC) cardholders leave the ship, the NCAO must ensure that any:

- Negative account balances have been cleared.
- Remaining funds in EagleCash (NC) closed loop and Mastercard debit open loop accounts) have been zeroed out.
- Split Pay Option (SPO) has been stopped at least 30 days prior.

Cardholders depart the ship on a regular basis, some detaching for Permanent Change of Station (PCS) transfers or to be discharged from the Service, and others returning to their home units at the end of a deployment. There have been periodic problems when cardholders leave the ship and have not cleared negative balances or have not "zeroed out" funds remaining on EagleCash (NC) instant issue and embossed permanent cards (EagleCash (NC) closed loop and Mastercard debit open loop accounts) and closed loop cards (EagleCash (NC) closed loop account only). These problems can be magnified when deployed squadrons, air detachments, or Marine elements disembark and a large number of cardholders leave the ship at about the same time.

Monitor Cardholder Transfer Dates

To track cardholders who will be leaving the ship, the NCAO must work closely with the personnel office, e.g., refer to the report of Prospective Gains and Losses and the Transfer Information Sheet, to monitor individuals who are scheduled to transfer within the next 30, 60, and 90 days.

Transfer to Shore Command

The transfer dates in member profiles will also be used to pull accounts of cardholders off the ship's EagleCash (NC) roster and transfer these accounts to a "shore command" roster.

Once these accounts are transferred to the shore command roster, a standard set of reports will be generated, so that any account activity can continue to be monitored ashore and any negative account balances that have not been cleared can continue to be pursued by the EagleCash (NC) debt collection process ashore. Cardholders transferred to the shore command will continue to appear on the ship's daily reports for a transition period of two weeks.

ACH Access Blocked/Mastercard Debit (Open Loop) Account Suspended Automatically

When transferred to the shore command, a Mastercard debit open loop account is suspended and EagleCash (NC) ACH access to a bank or credit union account is blocked automatically. Blocking ACH access only prevents EagleCash (NC) access to bank and credit union accounts from the ship. Suspending an account only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder can still use the card for signature-based purchases ashore, even when the open loop account balance is negative, as merchants process these transactions in an offline mode.

Monthly Automated Transfer of Dormant Accounts from Ship to Shore

To assist in maintaining a current EagleCash (NC) roster on the ship, a monthly automated process detects and transfers member Ship profiles , if there has been no activity on cardholder EagleCash (NC) accounts (closed loop, split pay, or ACH transfer activity) in the past 365 days. After 365 days of no activity, if there is a valid bank or credit union account linked to the EagleCash (NC) member profile, any funds remaining in the Mastercard debit open loop account will be pushed to the linked account automatically. If a cardholder attached to the ship has used their EagleCash (NC) card in the past 365 days and is transferred to the Shore Command in error, they can use the EagleCash (NC) card at a kiosk.

Marine Bulk Transfer

The Marine NCAO can transfer a group of Marines assigned to a ship or ships as part of a Marine Expeditionary Unit (MEU) off the ship(s) and to the appropriate Marine Logistics Group (MLG) in bulk by opening a case with the EagleCash (NC) CSC.

Collect on Negative Balances

The amount of any negative balance in an EagleCash (NC) open loop account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of their accountability, the NCAO is responsible for collecting on that debt. After a cardholder has left the ship, it can be much more difficult for the EagleCash (NC) debt collection process ashore to collect on a negative balance. Ultimately, if a cardholder does not respond or cannot be located, the BFS must turn the unpaid debt over to its Debt Management Services division for collection, at which time administrative fees, penalties, and interest will be added to the cardholder's debt.

Review Negative Balance Report

As a part of reviewing the Negative Balance Report on a daily basis, the NCAO must ensure cardholders within 30 days of transfer or discharge are not listed on the report. For cardholders who are listed on the report, the NCAO must ensure that the cardholder's EagleCash (NC) access to their home bank or credit union account remains blocked until any negative balance is cleared. Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

Options and detailed procedures for collecting on negative balances are in [Disbursing Operations](#). If the name of a cardholder who has transferred off the ship shows up on the Daily Negative Balance Report, the NCAO should still take action to produce a DD 139, Pay Adjustment Authorization, with a copy of the Negative Balance Report attached, and present it to the Personnel Officer on board, who will post a **DS01** indebtedness to the cardholder's military pay account. A sample DD 139 for EagleCash (NC) negative balances can be obtained from your servicing FLC, EagleCash (NC) Team. A DS01 debt collection against pay will be processed as long as the person is still in the Navy.

Prevent Unrecoverable Debt

Within 30 days of a pending transfer or discharge, the NCAO should make a judgment whether or not a negative balance condition is likely on a cardholder's open loop account, for example, from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the EagleCash (NC) system. To help prevent an unrecoverable debt from being posted to EagleCash (NC), the NCAO may decide to suspend a cardholder's Mastercard debit open loop account and block ACH access manually.

Block ACH Access/Suspend Mastercard Debit Open Loop Account Manually

To suspend the cardholder's open loop account "manually," the NCAO must contact the CSC via phone or email and request that the cardholder's Mastercard debit open loop account be suspended, which will prevent online ATM withdrawals and online PIN-based and signature-based purchases ashore. To block the cardholder's EagleCash (NC) access to their bank or credit union manually, the NCAO can use either the EagleCash 2.0 (NC) application or the EagleCash (NC) Disbursing website or send a request to the CSC by phone or email. Any updates to EagleCash (NC) card access done through the EagleCash 2.0 (NC) application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the kiosk. Updates done through the CSC do not go into effect onboard the ship until the CSC receives the information and processes the request.

If necessary, the NCAO can issue a closed loop-only card for use on the ship until the cardholder leaves the ship.

Zero Out Any Funds Remaining on Card

When a cardholder is transferring to an activity that does not have EagleCash (NC) or is being discharged from the Navy, they should move all the funds on the EagleCash (NC) card from the closed-and open loop accounts back to their home bank or credit union account using the EagleCash (NC) kiosk. Alternatively, they can move all the funds in the open loop to the closed loop and "cash out" the closed loop at the NCAO. When a cardholder reports to the NCAO as a part of the checkout process, the NCAO must verify that the cardholder's EagleCash (NC) card is empty (zero balance in the closed- and open loop accounts). Similarly, the NCAO must make every effort to cash out and recover closed loop cards from anyone leaving the ship.

Recovering Funds Left on Card

After a cardholder has left the ship, it can be much more difficult to access any funds in the closed- and open loop accounts, particularly the closed loop.

If the Linked Account Information Is Not Valid

In the three scenarios above, if there is no linked bank or credit union account or the account information is not valid, the CSC will direct the cardholder to contact their EagleCash (NC) FSG representatives at the NAVSUP Fleet Logistics Center (FLC) in Norfolk, San Diego, or Yokosuka.

These FSGs are available on request to provide support, advice, training, and assistance for Disbursing operations and fiscal procedures in general and for EagleCash (NC) operations and procedures in particular:

- **NAVSUP FLC Norfolk:** Provides support to ships in Norfolk, Little Creek, Mayport, Rota, Gaeta, and Bahrain:
  Hugh Chin
  hugh.o.chin.civ@us.navy.mil
  757-443-1189
  DSN: 646-1189
  FLC distribution: flcn_navycash@us.navy.mil
- **NAVSUP FLC San Diego:** Provides support to ships in San Diego, Pearl Harbor, Bremerton, and Everett:
  Andy Yager
  w.a.yager.civ@us.navy.mil
  619-556-6493
  DSN: 526-6493
  FLC distribution: flcsd_navycash.fct@us.navy.mil
- **NAVSUP FLC Yokosuka:** Provides support to ships in Yokosuka, Sasebo, and Guam:
  Resty Herrera
  restituto.c.herrera.civ@us.navy.mil
  +81 (46) 816-7324 DSN: (315) 243-7324
  FLC distribution: mailto:flcsd_navycash.fct@us.navy.mil

The FSG representatives will ask the cardholder for the information they need to verify their identity. The cardholder can then provide a bank or credit union account number, ABA routing number, and their name as it appears on the account, and the FSG representative will contact the EagleCash (NC) CSC to authorize the CSC to transfer any remaining balance to that account.

Funds in Closed Loop of Foreign National Card

If a cardholder contacts the CSC to recover funds left in the closed loop account of a Foreign National card, the CSC has no way to verify a cardholder's identity or ownership of a card, because a Foreign National card is anonymous and does not have an open loop account or cardholder member profile associated with it. The cardholder must provide the CSC the card sequence number, which is printed on the lower right of the back of the card, so the CSC can identify the correct card in the EagleCash (NC) system. In order to verify the cardholder's identity, the CSC will direct the cardholder to contact the EagleCash (NC) FSG representatives at the NAVSUP Fleet Logistics Centers (FLC) in Norfolk or San Diego (contact information in paragraph above). The FSG representatives will ask the cardholder for the information they need to verify their identity. The cardholder can then provide a bank or credit union account number, ABA routing number, and their name as it appears on the account, and the FSG representative will contact the CSC to authorize the CSC to transfer any remaining balance to that account.

PCS Transfer

Cardholders transferring PCS should keep their EagleCash (NC) cards and accounts when they leave the ship. An EagleCash (NC) Debit Mastercard does not expire until five years from the date of issue, so it will remain valid after an individual leaves the ship. If a cardholder's next ship is EagleCash (NC) equipped and their card is still valid, they can quickly get access to all EagleCash (NC) capabilities by inserting their card in a kiosk and entering the PIN.

Transfer Cardholder's Member Profile to Ship Using NC Website

If necessary (e.g., if a cardholder reports to the ship, their EagleCash (NC) card has expired, and they cannot complete a "Ship Check In" at an EagleCash (NC) kiosk), the NCAO can transfer a cardholder's member profile from the shore command to the ship using the **Location** tab in the Cardholders screen on the EagleCash (NC) disbursing website (see NC Web Application User Guide). Once the ship has completed a sync between ship and shore, the cardholder's member profile will be transferred to the ship. Transferring a cardholder's member profile from the shore command to the ship using the Disbursing website unblocks the cardholder's EagleCash (NC) ACH access to a home bank or credit union (see paragraph f.(2) directly above) and restores (unsuspends) the account automatically.

Discharge from Service

Cardholders being discharged from the Navy are required to report to the NCAO to close their EagleCash (NC) accounts. Before reporting to NCAO, they must transfer any remaining funds from both the closed loop and open loop accounts back to their home bank or credit union account using the EagleCash (NC) kiosk. As a last resort, they can move all the funds in the open loop to the closed loop and "cash out" the closed loop at the NCAO.

When a cardholder reports to NCAO as a part of the checkout process, the NCAO must verify that the cardholder's EagleCash (NC) card is empty (zero balance in the closed- and open loop accounts).

Prior to a cardholder's discharge, the NCAO must ensure that all negative balance conditions are cleared and that minimal possibilities exist for a future negative balance condition.

If a cardholder is within the final 30 days of being discharged from the Navy and has a negative balance, the NCAO's only option is to have a **DS01** indebtedness, Company Code D411179, posted to the cardholder's military pay account prior to the cardholder's separation date by submitting a DD 139 to the Personnel Office on board the ship.

Close an EagleCash (NC) Account

To close an EagleCash (NC) account, a cardholder must first transfer any remaining funds from both the closed loop and open loop accounts back to their home bank or credit union account using the EagleCash (NC) kiosk before reporting to the NCAO.

As a part of the checkout process, the cardholder must report to the NCAO to close their EagleCash (NC) account.

After verifying that the cardholder's EagleCash (NC) card is empty (zero balance), the NCAO must change the card status to **Canceled** and transfer account to Shore Command (see Change Card Status).

Disposition of EagleCash (NC) Foreign National Cards

The NCAO must make every effort to recover and cash out closed loop cards from anyone leaving the ship, so they can be reissued to another visitor. When closed loop cards are turned in to NCAO and cashed out, the NCAO should check the expiration dates on the cards. Any closed loop cards that have expired or will soon expire must be collected and destroyed. Cards can be destroyed by cutting them up or shredding them. Document destruction of the cards using the EagleCash (NC) Card Issue Log.

Monthly Reports on Missing Enrollment Forms

Each month, two separate shore reports are issued to identify individual cardholders (with active/pendactive cards and with open/suspended accounts) who do not have a signed enrollment form (FS Form 2887) on file electronically in the document storage system ashore.

Ship/MLG Report

Generated ashore as part of the EOM process, the Ship/MLG EagleCash (NC)/Marine Cash Missing 2887 Report provides a list of Sailors and Marines whose enrollment forms are either missing or have not yet been received, scanned, and stored.

The report lists the last name, first name, middle initial, SSN (last four digits), service branch, and date the EagleCash (NC) account was opened. Each ship/MLG will receive its own report.

Each month, the Ship/MLG Report can be found in the shore reports directory by date after successful completion of the EOD sync process at EOM.

Comprehensive Report

Generated ashore on the second day of each month, the monthly Comprehensive EagleCash (NC)/Marine Cash Missing 2887 Report provides a list of Sailors and Marines whose enrollment forms are either missing or have not yet been received, scanned, and stored.

The report is sorted by ship, MLG, and EagleCash (NC) Shore Command and lists the last name, first name, middle initial, SSN (last four digits), service branch, ship or MLG or shore command assignment, and date the EagleCash (NC) account was opened.

The Comprehensive Report is intended for NAVSUP, Marine Corps Disbursing Operations and Systems Section (MCDOSS), NAVSUP FLC Norfolk, San Diego, and Yokosuka, and BFS, so they can monitor the progress of individual ships and MLGs in meeting the goal of a signed FS Form 2887 on file for every EagleCash (NC)/Marine Cash cardholder. The report is also available on the EagleCash (NC) Disbursing Website on the Shore Reports screen using the **Reports** tab (see EagleCash (NC) Web Application User Guide, EagleCash (NC) website at https://www.navycash.com.

Review Ship/MLG Report Monthly

The NCAO must ensure the Ship/MLG EagleCash (NC)/Marine Cash Missing 2887 Report is reviewed each month and verify a signed enrollment form (FS Form 2887) has been or will be forwarded to the Treasury Agent for every cardholder whose name is listed on the report.

NC Card Limits

For Individual Cardholders

The NCAO can modify the closed loop load (and debit) limit and the ACH transfer limit for cardholders who are "checked in" on that ship, but only up to the maximum closed loop ($1,000) and ACH-transfer ($400 per day) limits.

For AO Merchant Cardholders

For merchants, the standard closed loop load (and debit) limit is $10,000 (for a limited number of merchants on a limited number of ships, the standard closed loop load limit has been increased to $50,000). The standard ACH transfer limit is $5,000 per day. The NCAO can modify the closed loop load (and debit limit) and the ACH transfer limit for merchants on board that ship, but only up to the maximums. For any amount above the maximum limits, the NCAO must contact the CSC (see Assistance and Support) and request that a merchant cardholder limit be modified.

Any updates to these card limits done through the EagleCash 2.0 (NC) application are effective immediately on board the ship and will regulate any subsequent funds transfer request attempts at the kiosk. Updates done through the CSC do not go into effect on board the ship until the CSC receives the information and processes the request. The NCAO cannot change closed loop load (and debit) limits or ACH transfer limits using the EagleCash (NC) Disbursing Website, navycash.com.

For Individual Cardholders with Negative Open Loop Account Balances

EagleCash (NC) Card Limits

Reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be loaded on the closed loop are options available to minimize future negative balances for an individual cardholder who continues to have problems with negative account balances.

Blocking Access to Bank and Credit Union Accounts Ashore

Blocking EagleCash (NC) access is an option available to minimize future negative balances for a cardholder who continues to have problems with negative account balance. Any updates to block EagleCash (NC) access are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the kiosk. To block account access, click the **Block Account Request** button.

Guidelines for Negative Balances

The Negative Balance Collection Options table provides recommendations for taking action in the case of a cardholder whose EagleCash (NC) account balance is negative. These guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe. These guidelines are offered as suggestions only; the actual action taken is at the discretion of the cardholder's chain of command.

ACH Decline Count

The ACH decline count is used to prevent cardholders from abusing the system and would not normally be reset. EagleCash (NC) has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the EagleCash (NC) system, a "counter" records the event. When a cardholder reaches a limit of three NSFs, the ability to access their DDA account from the EagleCash (NC) system is permanently blocked.

Once EagleCash (NC) access is permanently blocked, the only way it can be restored is by authorized NCAO action, either by unblocking access through the Disbursing Application or the EagleCash (NC) Disbursing Website or by sending a request to the CSC.

The following summarizes ACH decline counts. For a more complete description of **ACH Allowed** and **ACH Decline Count** flags and codes, see Disbursing Operations, Blocking and Unblocking Access to Home Accounts.

0,1,2,3	Number of ACH returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	**Allow unblock if bank or credit union account and ABA numbers updated**
99	Manually blocked by disbursing	Allow unblock

Daily Blocked Account Report

This shore report lists all cardholders whose access to linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The NCAO should review the report on a daily basis. The report will make it easier for disbursing personnel to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the kiosk. Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information.

Again, any updates to EagleCash (NC) access done through the Disbursing Application are effective immediately on-board ship and will regulate any subsequent transfer requests the cardholder attempts at the kiosk. Updates done through the CSC do not go into effect on board the ship until the CSC receives the information and processes the request, and shore has synced the information back to the ship.

Neither blocking EagleCash (NC) access to bank and credit union accounts nor suspending an open loop account disables the closed loop account on an EagleCash (NC) card; the individual can still use the value on the closed loop to purchase things on the ship.

COMMUNICATIONS TROUBLESHOOTING

The key to resolving communications issues is to work with the ship's ITs. NIWCSYSCEN Atlantic (now NIWC LANT) sent a NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message reiterating the responsibility of the ship's ITs for supporting EagleCash (NC) (NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). Ships whose ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting EagleCash (NC) files, the NCAO should then contact the CSC via email at navycashcenter@frb.org. The CSC will assign a case number and engage the NCTS team for further troubleshooting.

Failed EagleCash (NC) SPO Payments

Currently, when DFAS Cleveland forwards a SPO payroll file, the Treasury Agent credits payroll payments to individual accounts by name, SSN (last four), and ship. Individual payments fail when someone does not have an open EagleCash (NC) account or when the name or SSN in the payroll file from DFAS does not match the name or SSN in EagleCash (NC) or when the EagleCash (NC) backend ashore does not know that someone is assigned to a particular ship.

If an Individual's Payroll Payment Has Failed

Before Contacting the CSC

Check the EagleCash (NC) Payroll Report. The report is sent to the ship after the EagleCash (NC) backend posts the split pay payroll amounts to the individual accounts. In the report, **CLOSE_PND** or **CLOSED** indicates the EagleCash (NC) account has been closed, and **Account Invalid** indicates the EagleCash (NC) backend ashore could not match the person's name, SSN, or ship to an EagleCash (NC) account.

Verify the following:

- Person's name in their EagleCash (NC) account matches the name in the Master Military Pay Account (MMPA), e.g., a person's name may have been changed in MMPA but not in EagleCash (NC).
- Person's SSN, which is probably correct in MMPA, is correct in EagleCash (NC).
- The HM FID to start split pay was posted by the Transaction Service Center (TSC) by checking its status in MMPA. A "−" (dash) next to the FID entry means the FID is closed, and the person is not in the split pay master payroll file.
- When the FID was posted by TSC. If it does not make the DMO cycle cut-off date, it will take effect the next pay period. Verify the start date in MMPA if the HM FID is open (no dash).
- Any pay being held in MMPA.

Contact the CSC

Contact the CSC, preferably via email, and get a case number assigned so problems with split pay can be tracked. Keep the distribution of this initial email to a minimum. By policy, the CSC must click **Reply to All**, and having too many addressees creates confusion as to who is responsible for resolving the problem. Also see Contact Information for phone numbers and emails.

Be prepared to tell the CSC what troubleshooting steps you have taken and what you were able to discover during troubleshooting.

If an error was detected by going through the troubleshooting steps above, provide the correct SSN, name, ship, or enrollment status to the CSC.

If it becomes necessary to send a follow-up email to DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411), a brief description of the issue, member's name, and what troubleshooting steps the ship and CSC have already taken to isolate and resolve the issue.

Otherwise, CSC Will Email Ship a Failed Split Pay Notice

If the likely error was detected by going through the troubleshooting steps above, NCAO should respond by providing the correct SSN, name, ship, or enrollment status to the CSC.

If the CSC does not hear from the ship or if the individual is not going to enroll in EagleCash (NC), the Treasury Agent must return the funds to DFAS Cleveland to be credited back to the individual's MMPA.

If a Squadron or Staff Element Doesn't Receive Their Split Pay

Verify squadron or staff element UIC is located under the ship's UIC in Table 133 in MMPA via the EagleCash (NC) Team at the appropriate FLC.

If the squadron or member's UIC is not under the ship's UIC, a table request update to DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411) can help ensure that Table 133 is updated.

Split Pay Roles

Ship

Submit SPO enrollment forms to the TSC. SPO is a pay function, and the TSC is responsible for entering the Format Identifier (FID) into DMO.

Troubleshoot split pay failures using the recommended steps above prior to contacting the CSC.

TSC will process the HM13 to release funds back to member's account and funds will be included to the next available DDS payday.

Defense Financial and Accounting Service (DFAS) Cleveland

DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411) uses MMPA to find out why a person was not in the split pay master payroll file.

Although DFAS Cleveland cannot update Table 133, they coordinate the initial changes required.

DFAS Cleveland makes sure that, when a ship transitions to TSC Afloat or comes online with EagleCash (NC), updates are made to the applicable systems and tables.

Treasury Agent

Posts the split pay payroll amounts from DFAS Cleveland to the appropriate EagleCash (NC) open loop accounts. Monitors failures from payroll file and contacts DFAS Cleveland to have money put back into proper accounts. The Treasury Agent cannot access DMO or MMPA.

NAVSUP

NAVSUP notifies DFAS Cleveland of any upcoming changes for ships, e.g., changes in ADSN, transition dates to TSC Afloat (which are set by the ship), and go-live dates for EagleCash (NC).

When contacted by CSC, NAVSUP helps troubleshoot split pay problems using MMPA records or EagleCash (NC) transaction history on the EagleCash (NC) website.

NAVSUP cannot update systems or tables in DMO or MMPA.

Provisional Split Pay

In the event of a communications interruption around payday, which is normally held on the 1st and the 15th of the month, the NCAO has the option to run a provisional Split Pay Option (SPO) payroll on the ship. Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their SPO payroll amounts.

Even when the EagleCash (NC) system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the EagleCash (NC) back end ashore for processing. When communications are restored, the Navy/Marine Cash system synchronizes EagleCash (NC) accounts between ship and shore and reconciles EagleCash (NC) accounts on the Ship, so they reflect the correct balances.

INSTALLATION ALERTS: INSTALLING IAVA AND OTHER SOFTWARE PATCHES

Information Assurance Vulnerability Management (IAVM) is an important step in maintaining the security posture of the EagleCash (NC) system. To effectively safeguard the EagleCash (NC) system against internal and external cyber threats, all known vulnerabilities must be patched effectively in a timely manner.

Installation alerts provide an automated mechanism for applying software updates to the EagleCash (NC) system on the ship. These software updates include Information Assurance Vulnerability (IAV) patches to address applicable Information Assurance Vulnerability Alerts (IAVAs) and Bulletins (IAVBs), DMLs (data fixes) applied to the shipside EagleCash (NC) database, and application patches applied to the EagleCash (NC) system.

DML patches will generally be transmitted to the ship and applied automatically without any action required by the NCAO.

The NCAO must install IAV and EagleCash (NC) application patches as soon as practicable. Ideally, patches should be installed after the end of the business day, when retail outlets have closed out for the day and retail operations are at a minimum.

If updates have not occurred for a while, reboot the system to attempt to force the update to restart, as there may have been an issue with the update script.

The status of each patch will be transmitted back to shore automatically via a log. These log files will show a summary of the activity that occurred during the installation of a patch.

IAV patches in particular require Navy-wide compliance monitoring to ensure mitigation of security vulnerabilities. For each IAVA/B, the EagleCash (NC) team ashore must report compliance to meet established deadlines using the Vulnerability Management System (VMS) to document and track compliance status for all Navy assets.

Endpoint Security Systems (ESS) Security Point Products and Definitions

The latest version of the ESS Trellix Agent (formally HBSS McAfee) and Trellix security point products should be loaded on all Navy Cash Windows assets by Navy IT personnel. ESS should be installed and configured according to the latest Navy Cash Policy Layout Guide (PLG) that is published to SAILOR. ESS Trellix agents and products are controlled by a centralized ePO tablet that is managed and maintained by Ship IT and ESS Fleet Ops. ESS software and definition updates are approved routinely or automatically by ESS Fleet Ops processes and procedures. ESS agents should be monitored regularly by Navy IT personnel to ensure they are actively reporting to the centralized ePO tablet and receiving regular software and definitions updates.

IT-21 Security Practices

NCAO should follow IT-21 security practices (e.g., auditing event logs, physical security, etc.) in addition to all EagleCash (NC) information security requirements, EagleCash (NC) Custodial Responsibilities; and para 27 in this Section - Access Editor–Access Control for Disbursing Application.

Monthly Vulnerability Scans

The ship's ITs are now responsible for scanning the EagleCash (NC) system as part of their required monthly vulnerability scans and entering the results in VRAM each month. It is important that all EagleCash (NC) system assets are scanned each month to help ensure that a 100 percent integrity scan has been achieved in VRAM.

Assured Compliance Assessment Solution (ACAS) Scanning Tool

The new ACAS scanning tool is replacing the old Retina scanner. A set of instructions on how to do ACAS scans of the EagleCash (NC) system can be found on Node 1 of the EagleCash (NC) tablet.

Occasionally, a scan conducted on the ship may reveal a security vulnerability on the EagleCash (NC) system that requires a patch or update. As described above in paragraph e.(1), the EagleCash (NC) Program Office at NAVSUP manages all vulnerabilities and patches with the assistance of FRBKC Infrastructure and SAIC. Security vulnerability patches and updates are reviewed, tested, and approved in the EagleCash (NC) lab to ensure that any patch or update applied will not damage the operation of the EagleCash (NC) system on the ship. Approved patches and updates are provided remotely and applied automatically. At no time should a patch be applied to an afloat EagleCash (NC) system without the direct assistance of NCTS or SAIC.

Any patch or update applied to the EagleCash (NC) system without FRBKC Infrastructure SAIC assistance is considered unauthorized and may be subject to investigation. The EagleCash (NC) Program Office understands that Navy organizations inspecting afloat systems may insist that patches be applied immediately, but doing so would represent a departure of the EagleCash (NC) system on the ship from the approved baseline of its ODAA type accreditation.

If the ship's ITs or other personnel have questions regarding this matter or an NCAO is notified by ship ITs or other personnel that a patch or other software (HBSS, ESS, etc.) must be installed on the EagleCash (NC) system, please contact the NAVSUP EagleCash (NC) Program Office Information Assurance Officer (IAO) (phone (757) 443-0348) or the CSC to coordinate the technical details, since any new, untested software install like this may adversely affect EagleCash (NC) operations on the ships if it is configured incorrectly in any way.

SAILOR 2.1

The NAVWAR Acquisition Integrated Logistics Online Repository (SAILOR) is an easy-to-use tool designed to deploy logistics, configuration, and technical documentation and provide a single location to obtain systems support information for programs of record, including EagleCash (NC). Ship's ITs supporting EagleCash (NC) operations can find configuration and troubleshooting documents, ACAS scanning instructions, and other supporting documents for the EagleCash (NC) system on SAILOR 2.1. The link for SAILOR 2.1 is https://sailor.navy.mil/sailor/Home.cfm (use email PKI certificate).

EAGLECASH (NC) SYSTEM ADMINISTRATION PASSWORD CONTROL

Passwords are an important aspect of security for the EagleCash (NC) system and must be controlled and protected. Any list of passwords and operating system user profiles, whether in a handwritten or printed document, must be stored in a safe at all times. When no longer needed, the list of passwords and user profiles must be properly destroyed.

When responding on site to trouble calls that cannot be resolved by phone, e-mail, or other distance support troubleshooting efforts like remote access, NCTS personnel may require access to system administration (sys admin) passwords in order to access the system to troubleshoot, identify, and correct any problems. The easiest way for technical support personnel to obtain these passwords is directly from the EagleCash (NC) Manager or EagleCash (NC) Deputy when they report to the ship.

TABLETEAGLECASH (NC) MERCHANTS, VENDORS, AND FOREIGN CONCESSIONAIRES

A detailed discussion of EagleCash (NC) merchants is included in [Merchant Management](). Merchants are AOs authorized to use EagleCash (NC) in an official capacity. As AOs, EagleCash (NC) merchants must complete and sign an FS Form 2888 AO enrollment form prior to being issued an EagleCash (NC) merchant card.

TRANSIENT MERCHANTS—VENDORS AND FOREIGN CONCESSIONAIRES

Transient merchants are generally used when EagleCash (NC) transactions must be settled on an as-needed basis to pay a vendor or concessionaire without delay for goods or services provided. The transient merchants are usually <u>only</u> needed for a short time and are commonly settled to a different vendor each time they are used. Transient merchants are designed to settle to the NCAO merchant open loop account on a daily basis and not to a bank or credit union account. The NCAO then provides an ex-cash-remittance check or cash to the vendor in the amount of the EagleCash (NC) transactions collected by the vendor. Within EagleCash (NC), the standard transient merchants are: Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events. While the other transient merchants were set up for fairly specific purposes, "Miscellaneous Events" was established to handle fund-raising and other events, like a Navy Wives' bake sale or a Chief's Mess special function.

The procedures in this section were written for currency exchange and foreign concessionaires, but they apply to transient merchants in general. Specific differences for individual transient merchants are noted where necessary.

CURRENCY EXCHANGE BY VENDORS IN A FOREIGN PORT

EagleCash (NC) can be used in exchange for foreign currency on board ships during a port visit. When needed, currency exchange is generally arranged through the husbanding agent as part of the Logistics Request (LOGREQ) prior to a port visit.

Preparation

Before the sale of currency begins, an exchange rate that will remain in effect throughout the port visit will be agreed upon with the currency exchange vendor. Once established, the exchange rate will not be changed.

The vendor will maintain a currency exchange log and record each transaction. A sample *Currency Exchange Log* is included in [Documentation Resources](). The vendor may use their own log as long as the information recorded includes the basic information in the sample log.

When a ship pulls into a port, the NCAO will provide the vendor with sufficient copies of the Currency Exchange Log and issue each operator a battery-operated POS device. POS devices checked out for these periodic functions should be signed out on a locally generated and maintained custody log. Following the procedures in [Software & Devices User Guide](), each POS will be set to one of the transient merchants (Foreign Concessionaires is generally used for the currency exchange vendor) and each operator will have their card given permission as a sales role. The vendor will use the POS(s) to record transactions and collect value from the cardholders using their EagleCash (NC) cards to exchange for foreign currency. If the POS devices are expected to be used remotely for an extended period, the NCAO should provide the operator with additional batteries.

Closeout

Closeout Day Prior to Payment

At the end of each day or, more commonly, at the end of the port visit, the vendor will bring the POS and the currency exchange logs back to the NCAO for closeout and payment.

Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

EagleCash (NC) transactions collected by transient merchants are settled to the NCAO merchant open loop account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function between the ship and the shore are completed. This may take up to 72 hours.

Generate Ship Report

As soon as the sales information on the POS is uploaded to the tablet on the ship, the NCAO shall use the EagleCash application to generate and print a Merchant Sales Summary Report that shows the total amount of EagleCash (NC) transactions collected by the vendor.

Reconcile EagleCash (NC) Report and Vendor Logs

If the Merchant Sales Summary Report generated by the EagleCash (NC) system and the vendor's currency exchange logs agree, the NCAO is ready to pay the vendor for the amount of the EagleCash (NC) transactions collected by the vendor. If they do not agree, the NCAO must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before initiating the IEOD function.

The NCAO shall use the EagleCash (NC) system to generate a Merchant Transactions Report for the period covered by the logs presented by the vendor and using the merchant and operator ID number that was assigned to the POS used by the vendor.

There are two primary out-of-balance conditions that can occur. It is possible, however, to experience combinations of these two basic error conditions, and this must be considered when conducting the investigation.

Shortage

The total sales amount on the vendor's currency exchange log is greater than the total amount collected on the Merchant Sales Summary Report. Sales are overstated, or collections are understated. This condition occurs when a currency exchange sale was recorded but the currency or electronic cash was not collected, for example, an individual could have removed their EagleCash (NC) card before the transactions was completed, or the amount collected was less than the amount of the sale. If cash (currency) is involved, it is possible that a cashier made change incorrectly during the transaction or that money was miscounted, misplaced, lost, or stolen.

Overage

The total sales amount on the vendor's currency exchange log is less than total amount collected on the Merchant Sales Summary Report. Sales are understated, or collections are overstated. This condition occurs when currency or electronic cash was collected but a sale was never recorded or was recorded at an amount less than the currency or electronic cash collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted.

Compare the EagleCash (NC) Merchant Transactions Report

For either out of balance condition, the NCAO must compare the EagleCash (NC) Merchant Transactions Report for the currency exchange vendor, which lists every EagleCash (NC) transaction the vendor performed that day, and the vendor's currency exchange log to determine, through a process of elimination, which transactions are missing or were recorded at incorrect amounts. Probable error conditions and corrective actions.

Condition 1

The Merchant Transactions Report shows an EagleCash (NC) collection transaction but a corresponding entry in the vendor's currency exchange log does not exist. Corrective Action: NCAO will first confirm that the collection reported on the Merchant Transactions Report is correct. If correct, the vendor will make a corresponding entry in the currency exchange log. If incorrect, the NCAO will reverse the EagleCash (NC) collection by issuing a refund to the member in the amount of the original erroneous collection in EagleCash (NC) or currency as appropriate.

Condition 2

The Merchant Transactions Report shows a collection transaction but recorded at an amount different than what is recorded in the currency exchange log. Corrective Action: NCAO will determine the correct amount for the transaction and, if the correct transaction amount is greater than the amount collected, the currency exchange log will be corrected and the NCAO will contact the member and request payment of the difference in EagleCash (NC) or currency as appropriate. If the correct transaction amount is less than the amount collected, the currency exchange log will be corrected and the NCAO will refund the difference to the member in EagleCash (NC) or currency as appropriate.

Condition 3

The currency exchange log shows a collection transaction occurred on the day of reconciliation but a corresponding transaction was not recorded in the Merchant Transactions Report. Corrective Action: NCAO will confirm that the collection entry in the currency exchange log is correct. If correct, payment was never made, and the NCAO must contact the cardholder and request payment in EagleCash (NC) or currency as appropriate. If incorrect, the currency exchange vendor will reverse (cancel) the entry in the currency exchange log.

If the investigation reveals that cash (currency) was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DoD FMR Volume 5 and existing procedures (which are outside the scope of EagleCash (NC)).

Once the Merchant Transactions Report and Currency Exchange Log agree, the reconciliation is successful, and the NCAO is ready to pay the vendor with a US Treasury check or cash for the amount of the money exchanged using EagleCash (NC) (see the next section).

The NCAO shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with currency exchange on file for 12 months.

Payment

Once the sync is completed between ship and shore and the correct balance is reflected in the disbursing merchant open loop account and the Daily Transaction Detail Report—Merchant Settlement from shore (see Documentation Resources for a sample report), the NCAO shall transfer value from the open loop to the closed loop account in the amount of the EagleCash (NC) transactions collected by the vendor using the Navy Disbursing merchant card at the kiosk or at the Disbursing Application. On the Merchant Settlement Report, the **Settlement Type** for EagleCash (NC) transactions collected Shore Reports Available on EagleCash (NC) Disbursing website. If there are any problems downloading the *EOM Summary Report*, or any other shore reports, one option is to download the report using EagleCash (NC) Disbursing website (www.navycash.com) (see EagleCash (NC) Web Application User Guide).
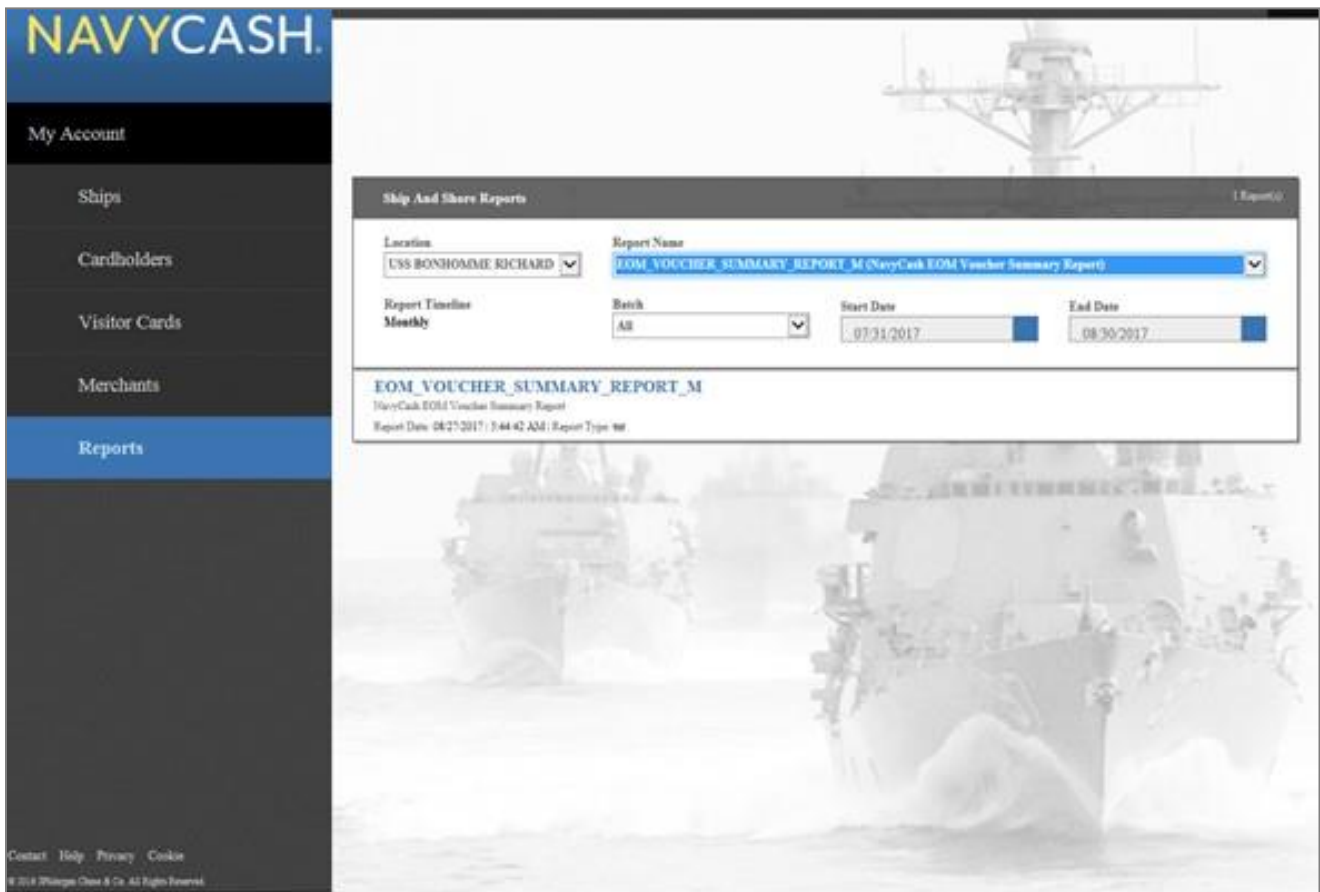
The Reports page is used to manage Ship Reports.

1. To locate the *EOM Summary Report*, click the **Reports** tab, and select the appropriate report in the **Report Name** list (e.g., EOM_VOUCHER_SUMMARY_REPORT_M).
2. Select the appropriate ship (UIC) from the **Location** list.
3. Once an appropriate location has been selected, a batch ID number can be selected from the **Batch** list, or, alternatively, an appropriate **Start Date** and **End Date** can be entered.
4. Once the appropriate search criteria have been entered, click the **Search** button.
5. **Report Name**, **Location**, and **Start Date** are required fields. If a "Please enter all search criteria" message is displayed, ensure an appropriate value has been entered in each required field.

6. Click the **report name** to display the report information.
7. For printing, and to make the report readable and line up correctly without too many adjustments, we recommend downloading and saving the report file to a folder.
8. Right click the file name and select **Open with** > **WordPad** or **Microsoft Word**.
9. Use the Page Setup window to change the **Orientation** to **Landscape** and set all the **Margins** to **0.5 inches**.
10. Change the **font size** to **8**.

OUTAGES SUPPORT GUIDANCE

Although EagleCash (NC) is designed to be resilient to multiple failures, some of these failures may require operational workarounds. For Support contacts, see Assistance and Support.

Table 19: Outage Guidance

Example Scenario	Components/Processes Affected	Recommended Action
Network and/or power loss to a single POS location	Transaction download	• It will hold up to 10,000 messages. • Transactions will automatically download when connection restored.
Network loss to any number of CADs	Transaction download	CADs will hold up to 10,000 messages.
Power loss to the CADs	Vending in the space	CADs receive their power from the vending machine. If power is lost, then the vending machine is also down.
Network loss to the kiosk	Kiosk will not synchronize to shore	• Any transactions collected by the kiosk will not reflect on reports/settle until the network is restored. • Tablets can be brought to any working network, and then they will synchronize automatically.
Power loss to the kiosk	• Any CADs/POS download drops running through that location will be offline • Receipt printer will be Offline	• If all kiosks are down, this is a critical incident. • If power will be out for an extended time, turn off the tablet and power switch.
Network loss to disbursing tablets	Tablets will not synchronize to shore, and enrollments will not be processed	Tablets can be brought to any working network, and then they will synchronize automatically.
Power loss to disbursing tablets	Tablets can run on battery power for a limited time	Find a source of power (the tablets are portable).
Off-ship network loss	Tablets will not synchronize, and enrollments/settlement will not be processed in the back office	If this persists for more than 5 days without a ticket, it is a critical incident.

LONG-TERM OUTAGES

Due to the portability of the tablet system on a 2.0 ship, a Surface tablet can be:

- Set up or brought to the ship's store or any other location without network connectivity.
- Used to download a POS or CAD by connecting to the same network switch.
- Taken to a working network location to be downloaded.

To accomplish the above, we recommend that all card readers, the dock, and power supplies are brought with the system.

EAGLECASH (NC) WEB APPLICATION USER GUIDE

This section contains screen captures of the EagleCash (NC) Web Application to orient users of its features.

DISBURSING LOGIN
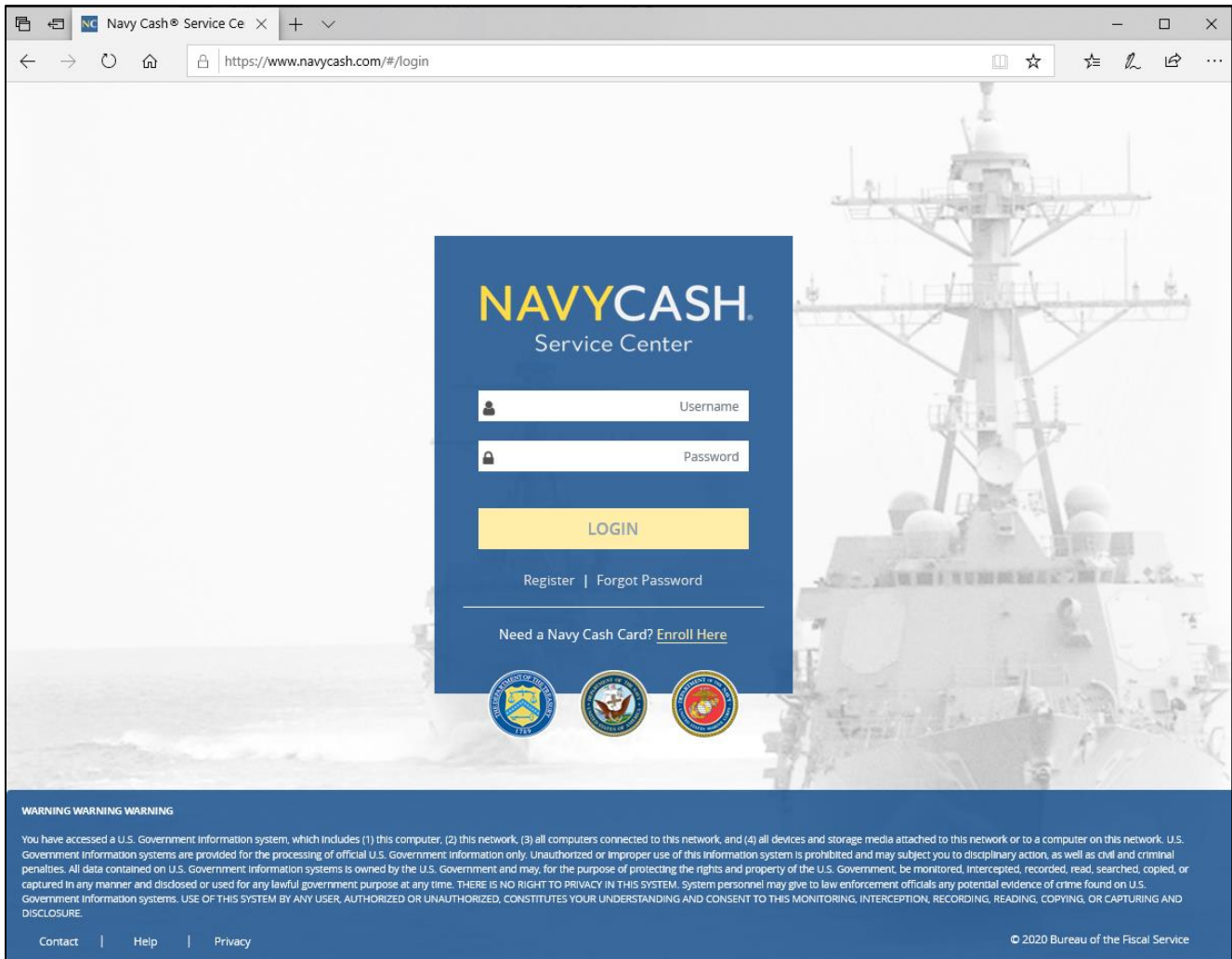
Displayed when you enter www.navycashcenter.com, the login page provides access to the EagleCash (NC) Service Center website with a link to cardholder self-enrollment.

1. Log in using your username and password. If you do not have a username and password, contact the EagleCash (NC) CSC (see Contact Information for phone numbers and emails).

SET SECURITY QUESTIONS
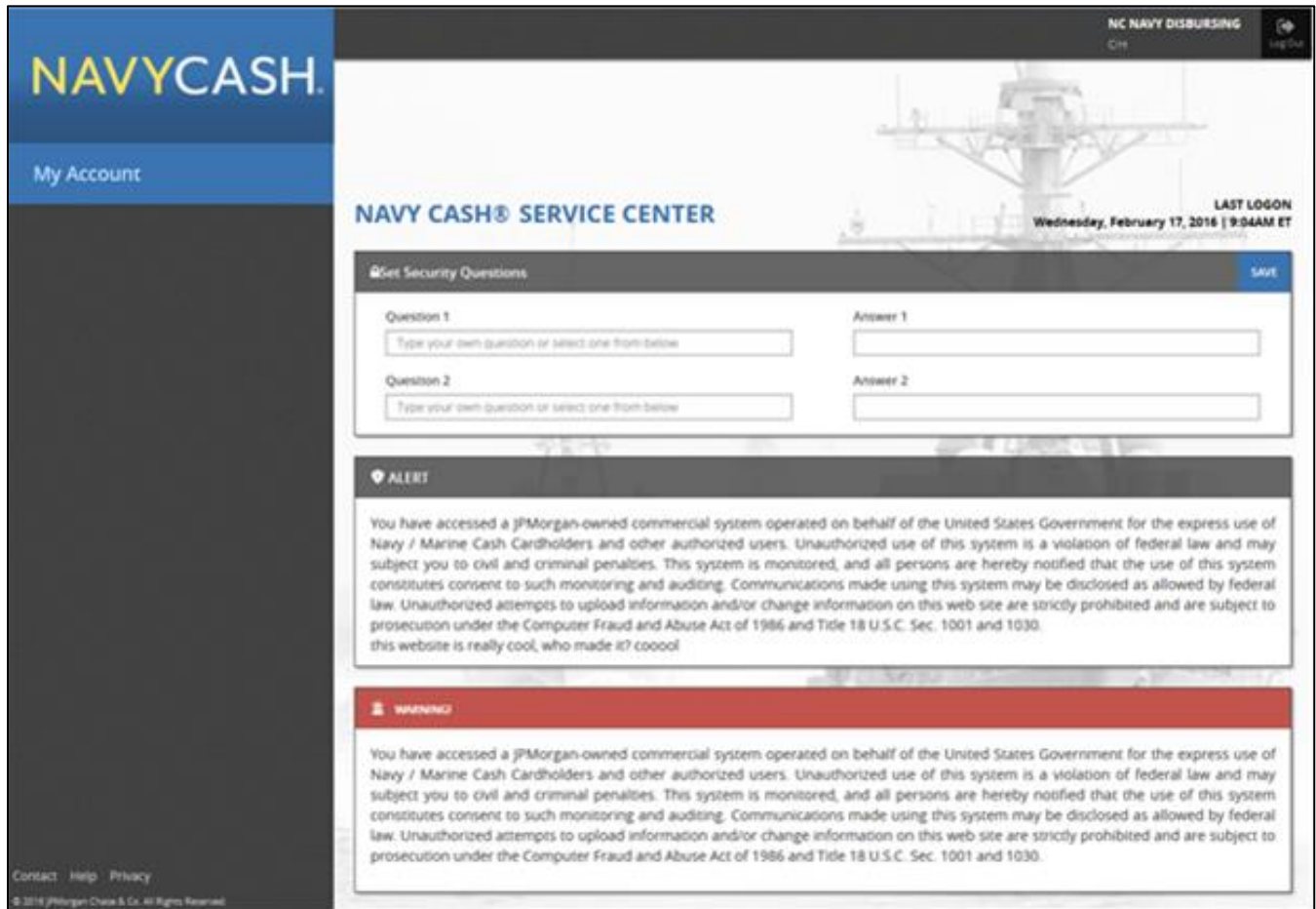
The first time you log in to the new website, you will be asked to select two different security questions from the questions available in the drop-down lists. You may also type in your own questions. Enter your answers in the blocks provided. These security questions provide a second layer of authentication, and you must answer these questions in the future each time you log in to the new EagleCash (NC) Service Center website.

The available security questions are:

- What was the name of your first elementary school?
- In what city were you living at age 14?
- What is your mother's maiden name?
- In what city were you born?
- In what city were you at the turn of the millennium?
- What is your favorite color?

Remember your answers to the security questions you select. You will be asked these questions each time you log in to the EagleCash (NC) Service Center website.

CHANGE PASSWORD
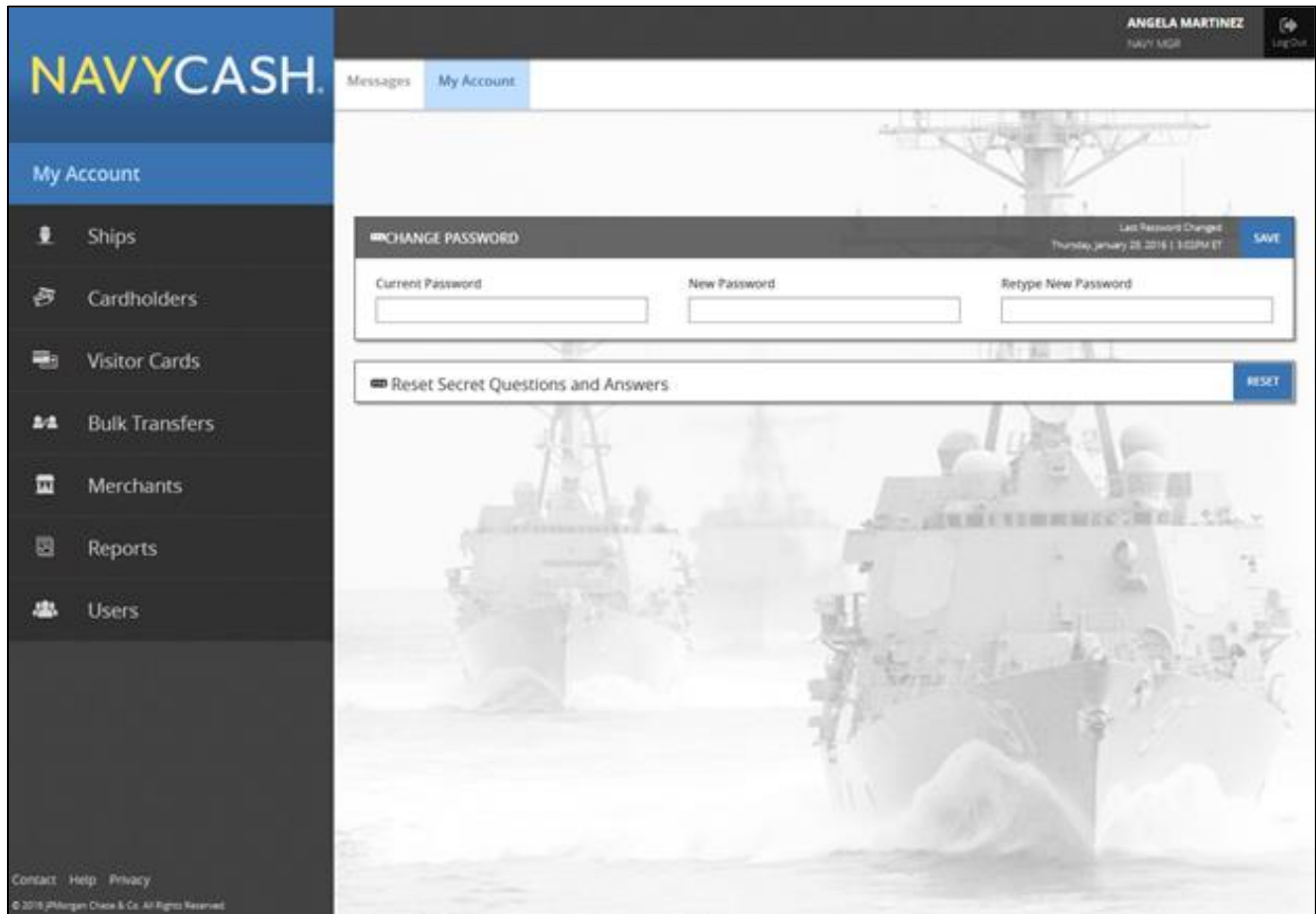
1. The first time you log in to the new website, you will be asked to change your password.
2. Enter your current password. The new password must be at least 12 characters in length, with at least 1 uppercase character, 1 lowercase character, 1 number, and 1 special character. Confirm your new password by retyping it in the box provided.
   When you have changed your password successfully, you will enter the EagleCash (NC) Service Center website.

PROFILES
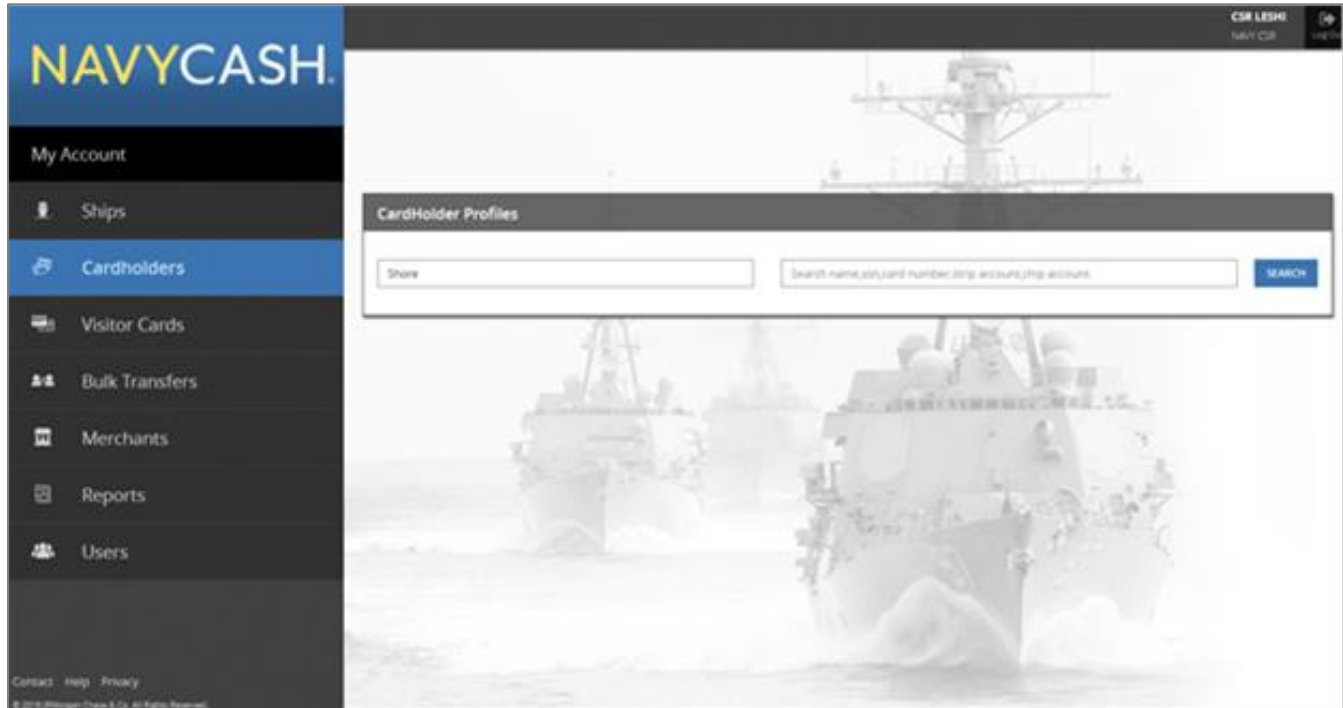
The Cardholders page is used to manage cardholder accounts.

1. To locate a particular cardholder profile, select the appropriate search criteria in the list: First and Last Name, Social Security Number, Card Number, or Open loop Account. **Searching via the full SSN is the best way to identify the correct cardholder.**
2. To narrow the search criteria, select the appropriate Location from the list.
3. To pull up all cardholders with the same last name, enter the last name only in the **First and Last Name** search criteria.
4. If only one word is entered in the **First and Last Name** search criteria, the site will search by last name. At least two characters are required to search by last name.
5. If two words are entered in the **First and Last Name** search criteria, the site will treat the first word as the first name, and the second, as the last name.
6. To pull up all cardholder profiles assigned to a particular ship, leave the **First and Last Name** search criteria blank, and select the appropriate ship name from the **Location** list.
7. Enter the appropriate information and click the **Search** button.
8. Click a cardholder's name to display the cardholder's profile information.
9. **Note Under Ship you will find a roster tab with all assigned personnel, this may be quicker method to find specific personnel.**

CARDHOLDER ACCOUNTS
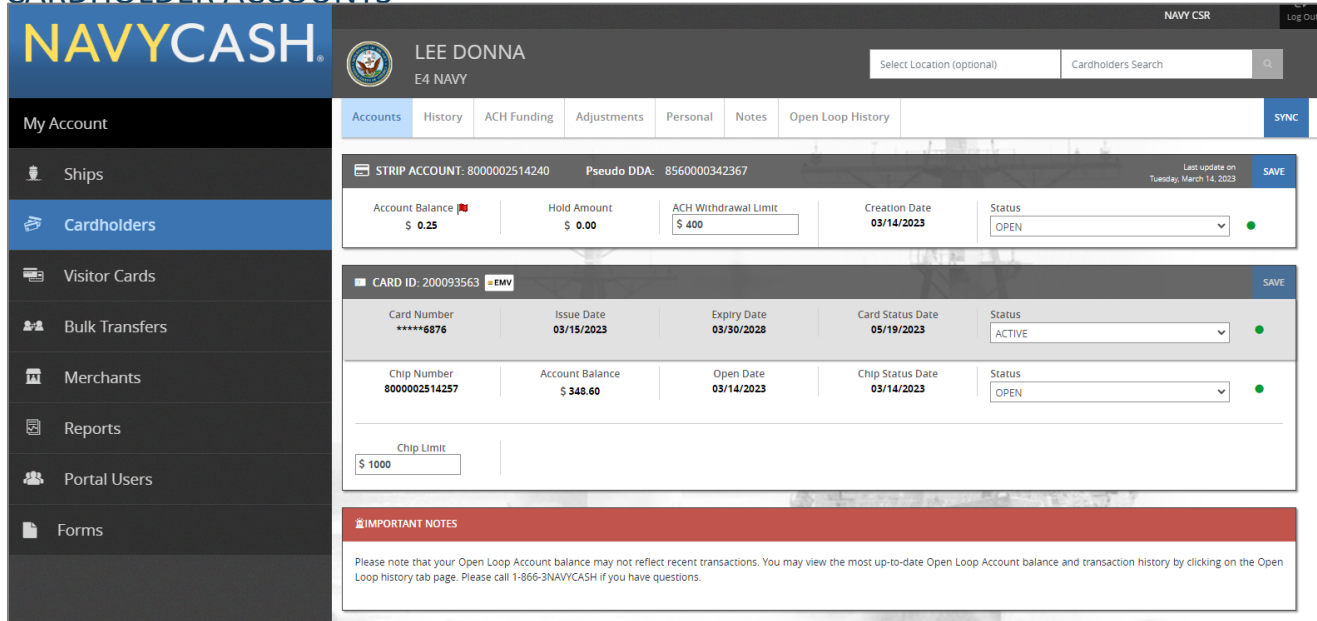
The **Accounts** tab displays both **Open Loop** and **Chip** account information (Mastercard debit open loop and EagleCash (NC) closed loop account information).

1. Enter changes to EagleCash (NC) ACH withdrawal or closed loop-load limits.
2. Click the **Save** button to save any changes. A Saved Successfully message is displayed on the page to indicate the account update was completed.
3. If an error message is displayed, update any fields highlighted in red.
   Only the Central Support Center (CSC) can close or suspend a merchant account.

CARDHOLDER TRANSACTION HISTORY
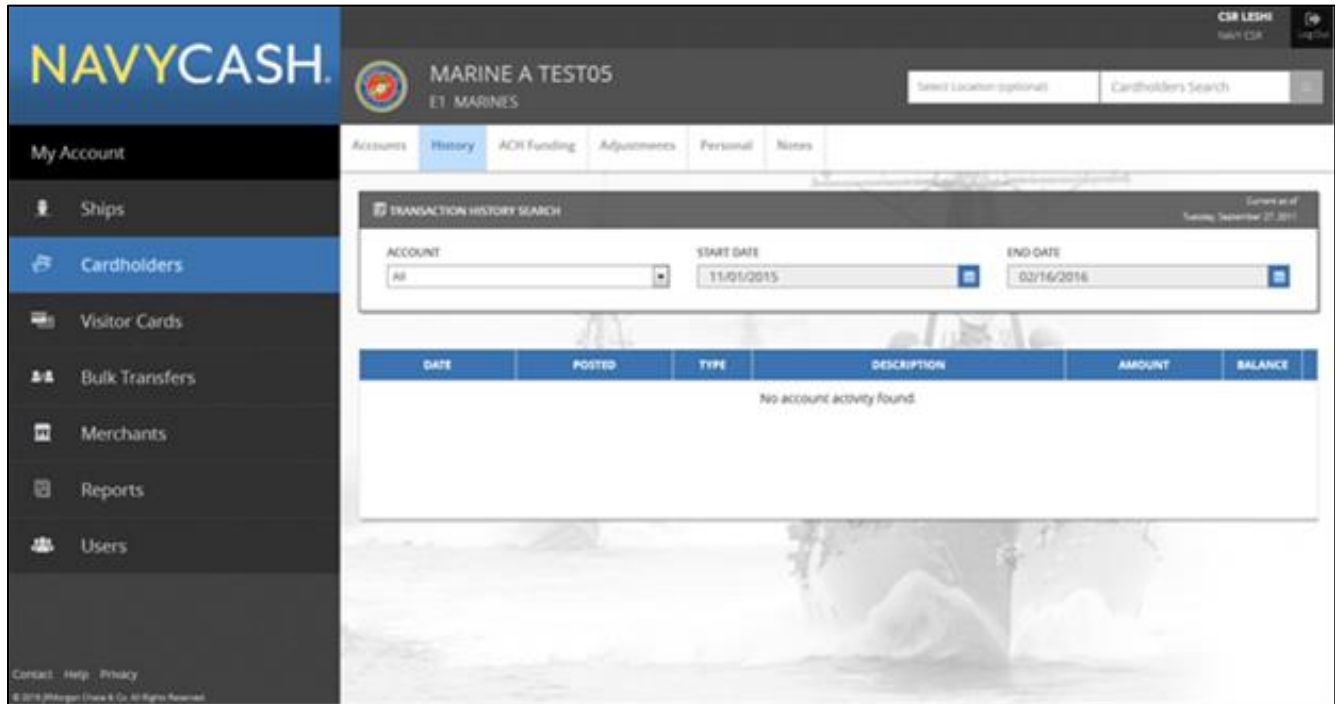
The **History** tab can be used to search for closed- and open loop transaction history. The dates and duration of the **Transaction History** displayed can be controlled by entering a **Start Date** and an **End Date**. Transaction history is available for the current month and the past 24 months. If **open loop** is selected, only payroll load open loop transactions are displayed per EagleCash (NC) privacy policy.

The transaction history records displayed are shore-side records and may not include transactions performed offline, either on the ship or on the shore.

CARDHOLDER ACH FUNDING
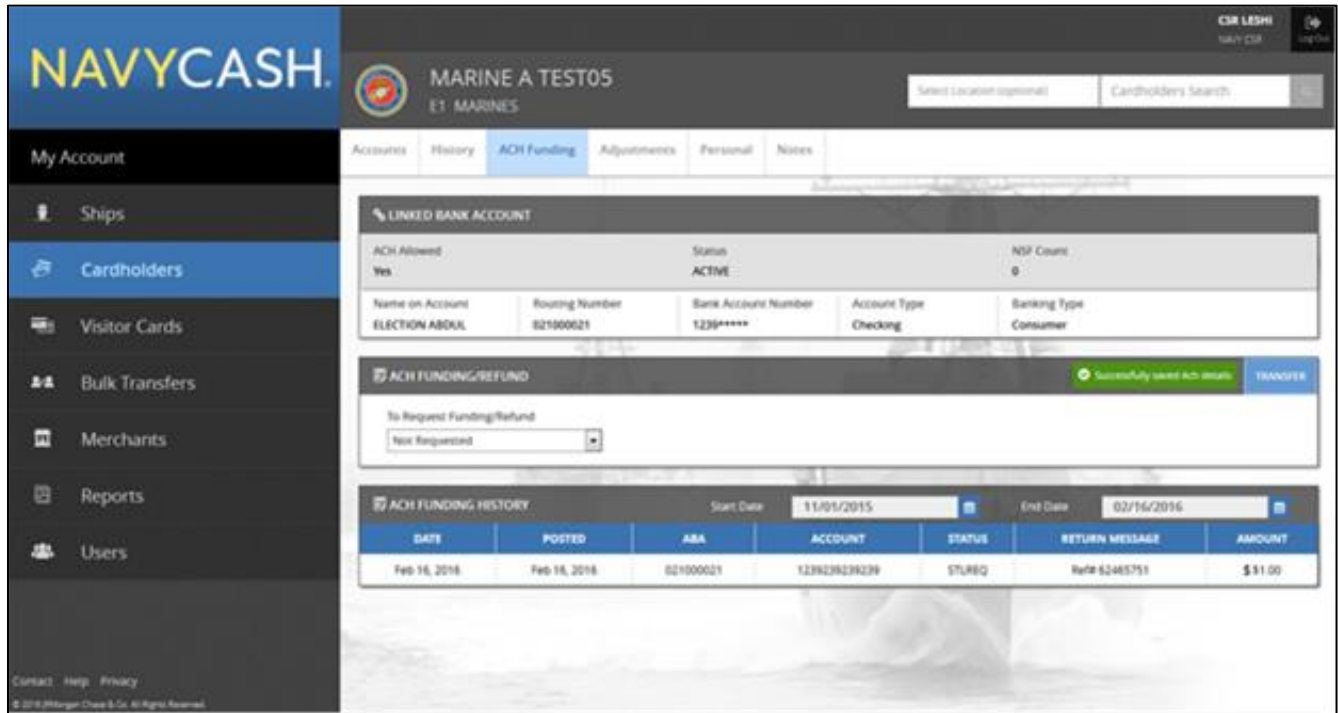
The **ACH Funding** tab displays **Linked Bank Account** and **ACH Funding History** information.

The dates and duration of **ACH Funding History** displayed can be controlled by entering a **Start Date** and an **End Date**. ACH funding history is available for the current month and the past 24 months.

CARDHOLDER PERSONAL

The **Personal** tab displays a cardholder's personal information.

1. Enter changes to a cardholder's personal information and click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the account update was completed.

2. If an error message is displayed, update any fields highlighted in red.
The **Personal Information** section also displays the status of a cardholder's EagleCash (NC) enrollment form (FS Form 2887).

The messages:

- – "Enrollment Form Not Available" indicates the cardholder's FS Form 2887 is not found in the document storage system ashore.
- – "View ENROLLMENT Form in File System" indicates the cardholder signed the FS Form 2887 electronically on-board ship and a copy is available in the document storage system ashore. The 2887 can be viewed on the website, but the NCAO can also contact the CSC and request a copy.

CARDHOLDER LOCATION

The **Location** tab displays the current location of a cardholder's member profile.

To transfer a cardholder's member profile from one EagleCash (NC) location to a new EagleCash (NC) location, select the appropriate new location in the **Location** list.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the change in location of a cardholder's member profile was completed. After making changes on the cardholder profile a SYNC must be done on the accounts tab.

Transferring a cardholder's member profile from the shore command to the ship using the disbursing website automatically unblocks the cardholder's EagleCash (NC) ACH access to a home bank or credit union and unsuspends the EagleCash (NC) account. EagleCash (NC) access to a bank or credit union account ashore will be unblocked automatically only if the ACH Decline Count (NSF Count) in the cardholder's member profile is 0,1, or 2 (set to 90, 91, or 92 after being transferred to the Shore Command from the previous EagleCash (NC) ship).

If an error message is displayed, update any fields highlighted in red.

OPEN LOOP HISTORY
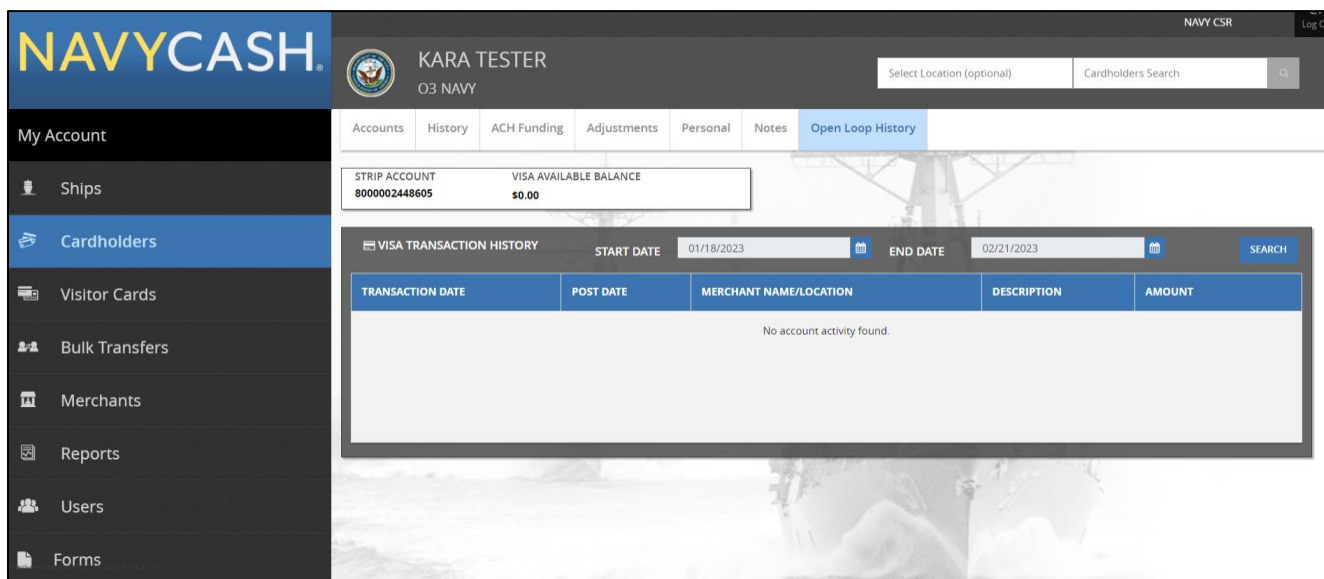
Displays cardholder open loop account number and the Visa open loop available balance which is provided by Visa DPS.

Visa Transaction History displays transactions made with the open loop account. Only 34 days' worth of transactions can be searched at a time.

CLOSED LOOP/VISITOR CARDS
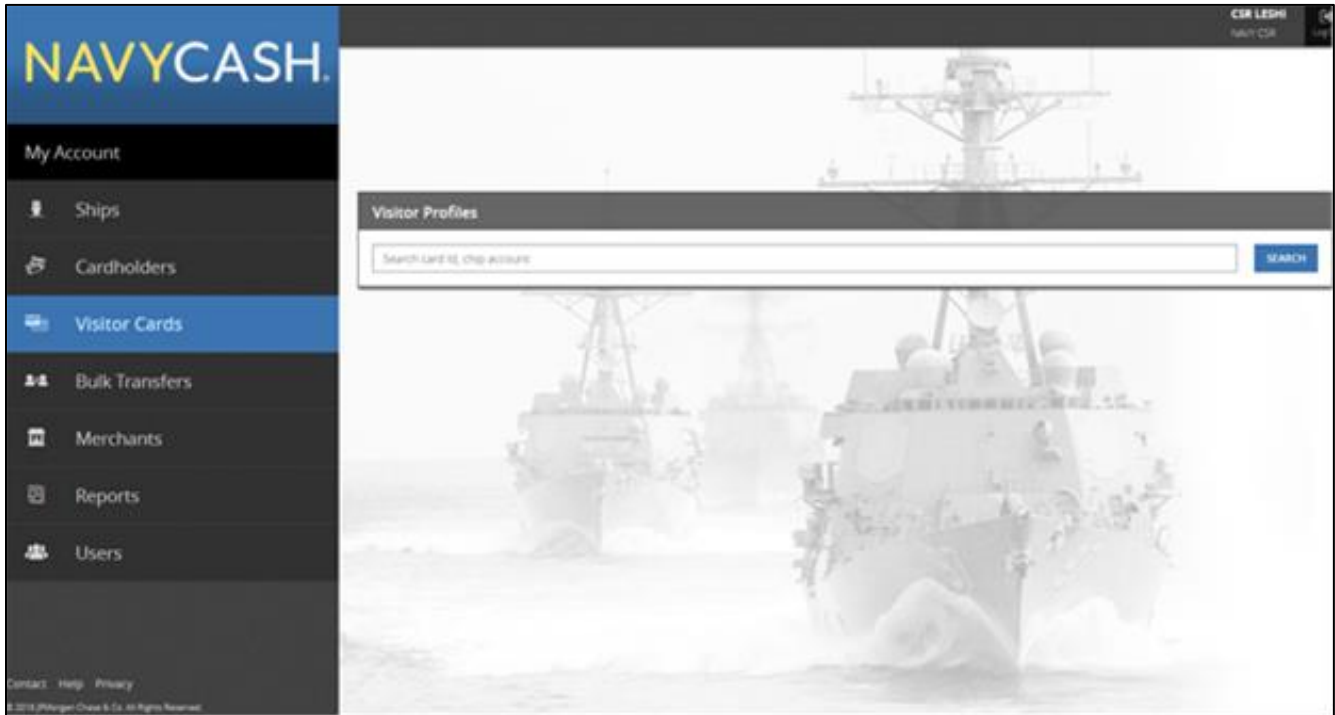
The Visitor Cards page is used to manage closed loop cards.

To locate a closed loop card, enter the **Card ID** number, and click the **Search** button. The **Card ID** number is on the back of the closed loop card.

VISITOR/CLOSED LOOP CARD ACCOUNTS
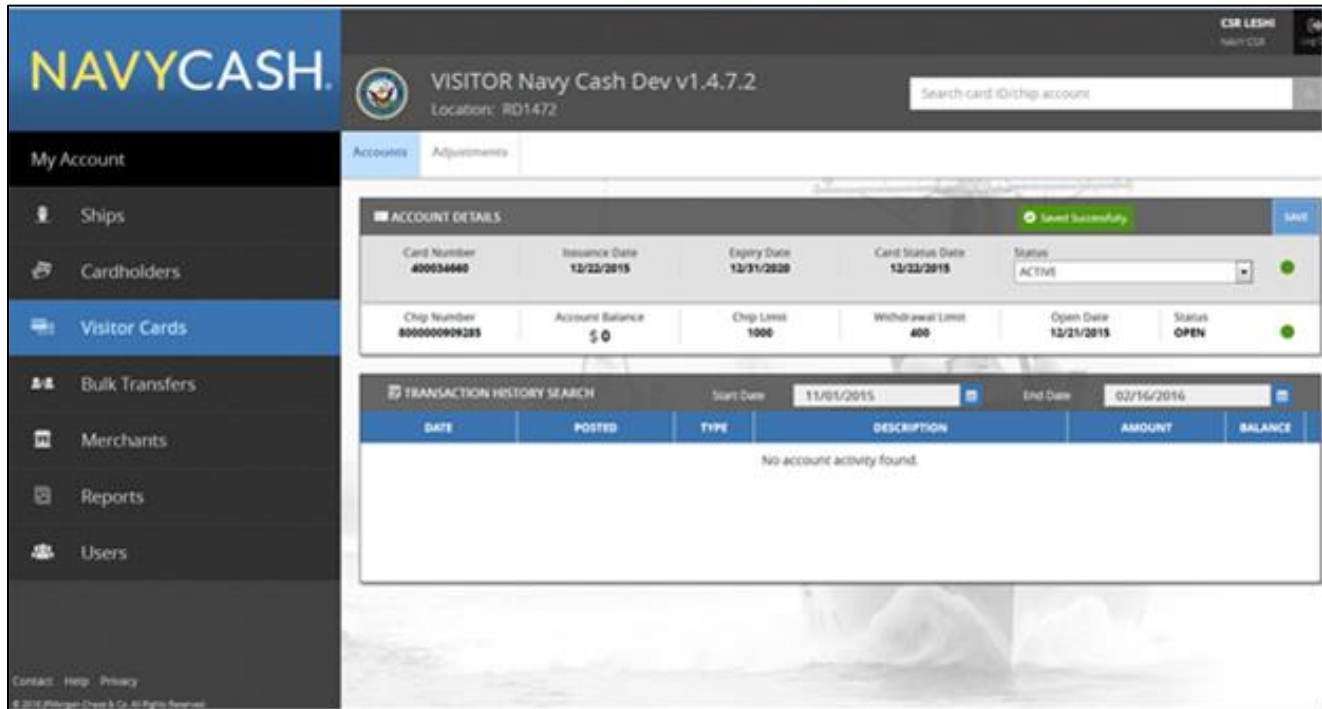
The **Accounts** tab displays the **Chip** account summary information.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the change was completed.

If an error message is displayed, update any fields highlighted in red.

For the VISITOR CARD TRANSACTION HISTORY, the:

- Dates and duration of the Transaction History displayed can be controlled by entering a **Start Date** and an **End Date**. Transaction history is available for the current month and the past 24 months.
- Transaction history records displayed are shore-side records and may not include transactions performed offline on the ship.

BULK TRANSFERS SCREEN (MARINES ONLY)
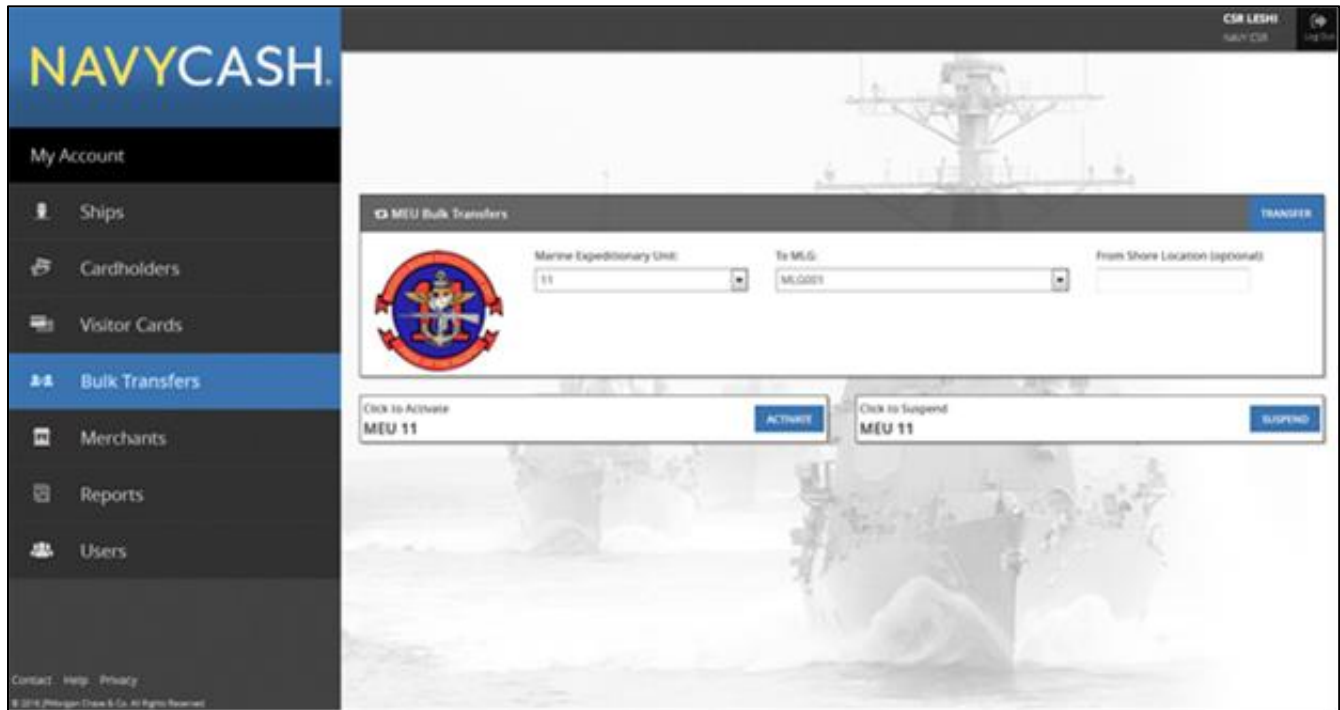
All the Marines assigned to a Marine Expeditionary Unit (MEU) can be transferred off a ship or ships and transferred to the appropriate Marine Logistics Group (MLG) in bulk.

Under the **Marine Expeditionary Unit** list, select the appropriate MEU.

Based on the MEU selected, the **To MLG** box will default to the appropriate MLG to which the Marines' member profiles are being transferred. To ensure bulk transfer success, all members being transferred must have a profile showing their current MEU as the one being transferred from, (i.e. multiple members in the 31st MEU can be bulk transferred to another MEU provided each member's profile currently shows them assigned to the 31st MEU.) If the member's profile shows any other MEU than the one selected from the Marine Expeditionary Unit drop-down listing, transfer for those member's profiles will fail.

Click the **Transfer** button to complete the bulk transfer. A "Transfer Successful" message is displayed on the page to indicate the bulk transfer was completed.

Transferring Marines' member profiles from a MEU in bulk automatically suspends the accounts and blocks EagleCash (NC) ACH access to banks and credit unions.

ACTIVATE OR SUSPEND MARINE ACCOUNTS IN BULK

To activate or suspend the accounts of all the Marines assigned to a MEU in bulk without transferring their member profiles, under the **Marine Expeditionary Unit** list, select the appropriate MEU. Click the **Activate** or **Suspend** button as appropriate. An "Activated Successfully" or "Suspended Successfully" message is displayed on the page to indicate the bulk activation or suspension was completed.

SHIP PROFILES
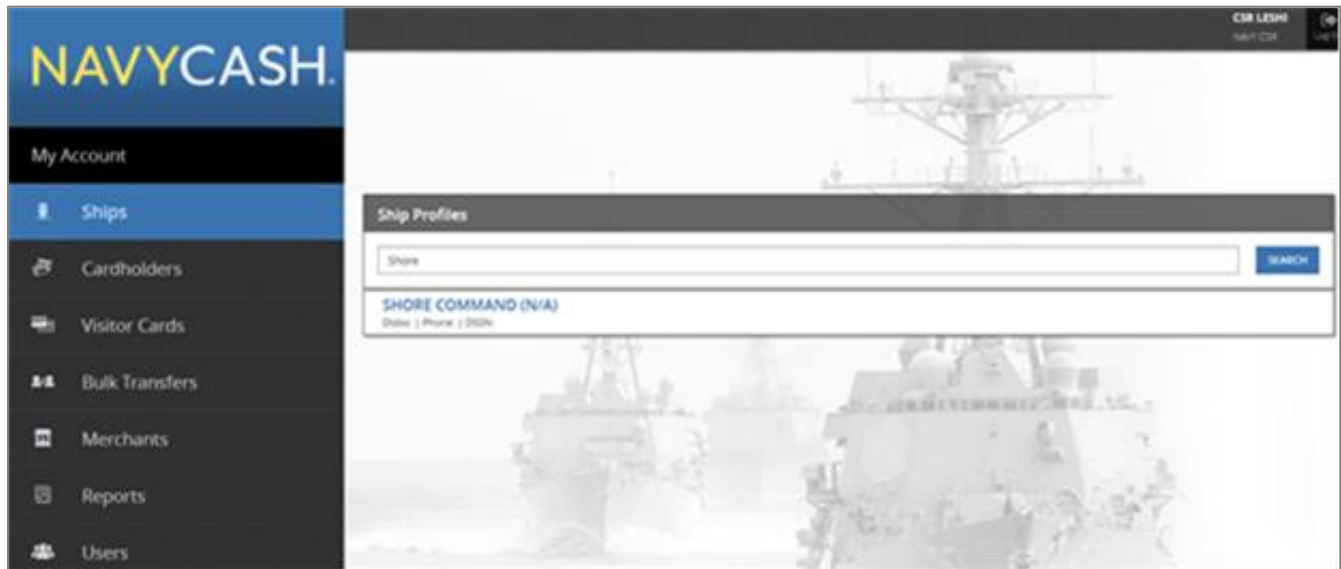
The Ships page is used to manage **Ship Profiles** information.

To locate a particular ship's profile, select the ship's name in the drop-down list, or start typing the ship's name beginning with **USS**.

Click on the ship's name to display the ship's profile.

SHIP MERCHANTS

The **Merchants** tab displays **Enrolled Merchants** information.

Enter changes to **Merchants** information.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the update was completed.

If an error message is displayed, update any fields highlighted in red.

SHIP CONTACTS

The **Contacts** tab displays basic contact information for the **Disbursing Office**, **LSR (Logistics Support Representative) Contact**, **Ship Address** and **Bulk Mailing Address**.

After NCAO turnover, enter changes to **Contacts** information.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the update was completed.

If an error message is displayed, update any fields highlighted in red.

ROSTER

The **Roster** tab displays all cardholders with the ship's location. Data displayed is Last Name, First Name, Middle Initial, last 4-digits of SSN, Open Loop Account, and Branch.

The **Search Roster** lookup can be used to filter the roster by **First and Last Name**, **Branch**, or **Last 4-digits of SSN**.

When clicking the **Transfer** button, if the cardholder is:

- Navy: Their location will automatically be updated to **Shore Command** after clicking **Save**, and they will no longer be displayed on this ship's roster.
- Marine: Their location will automatically be updated to a camp based on their MEU after clicking **Save**, and they will no longer be displayed on the ship's roster.

MERCHANT PROFILES
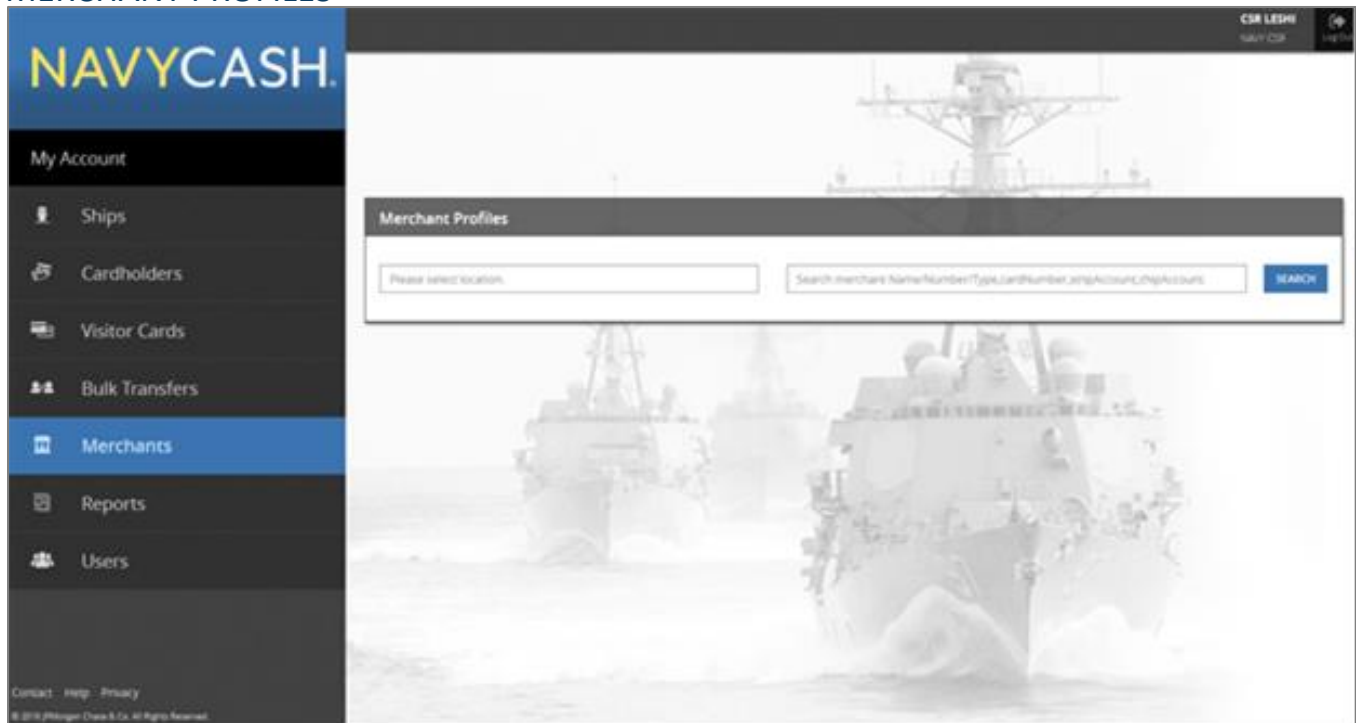
The Merchants page is used to manage merchant accounts.

To locate a particular merchant account, select the appropriate search criteria in the list: **Merchant Name**, **Merchant Number**, **Merchant TIN**, **Card Number**, or **Closed Loop Account**.

To narrow the search criteria, select the appropriate Location from the list.

Enter the appropriate information and click the **Search** button.

To pull up all merchant accounts assigned to a particular ship, leave the **Merchant Name** search criteria **blank**, and select the appropriate ship name from the **Location** list.

Click on a merchant's name to display the merchant's account information.

MERCHANT ACCOUNT INFORMATION
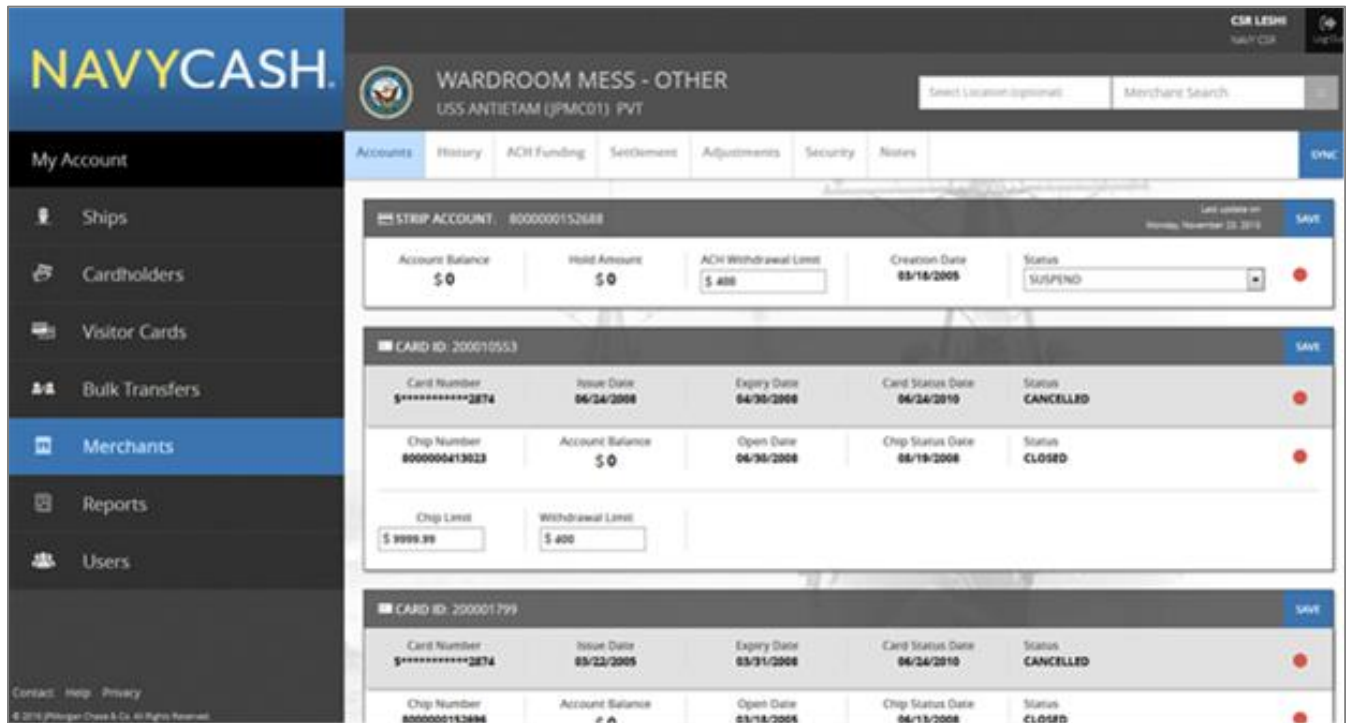
There are three different types of merchants in EagleCash (NC):

- Private merchants
- LOA merchants
- Transient merchants

See Merchant Management for a more detailed discussion of EagleCash (NC) merchants.

PRIVATE MERCHANTS

Only private merchants, like Navy MWR, Wardroom Mess–Food, CPO Mess–Dues, Private One through Private Fifteen, and SQDN1 MWR Fund, will display the **Accounts**, **ACH Funding**, and **Settlement** tabs shown above.
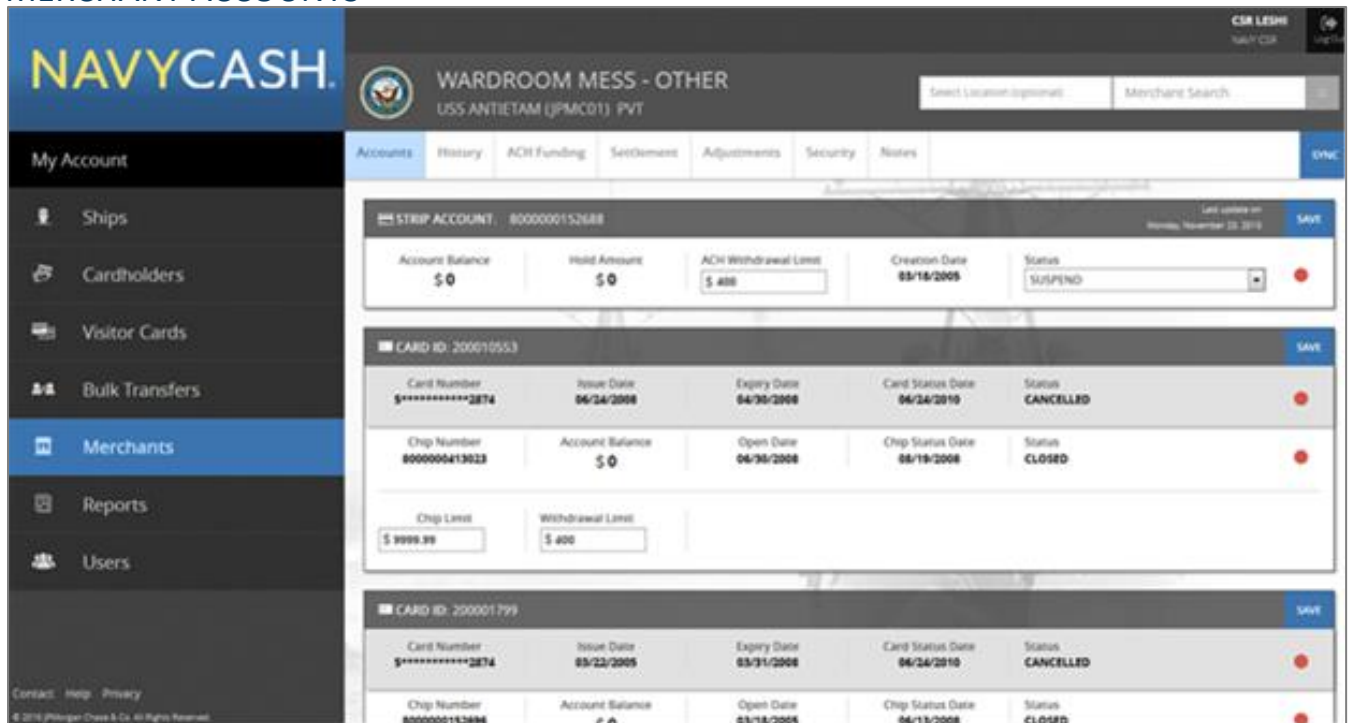
LOA MERCHANTS

LOA merchants will only display the **Accounts** tab.

TRANSIENT MERCHANTS

Transient merchants will only display the **Accounts** and **Settlement** tabs.

MERCHANT ACCOUNTS

The **Accounts** tab displays both **Open loop** and **Chip** account information.

Enter changes to EagleCash (NC) ACH withdrawal or closed loop-load limits.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the account update was completed.

If an error message is displayed, update any fields highlighted in red.

Only the Central Support Center (CSC) can close or suspend a merchant account.

For the TRANSACTION HISTORY, the:

- Dates and duration of the **Transaction History** displayed can be controlled by entering a **Start Date** and an **End Date**. Transaction history is available for the current month and the past 24 months.
- The transaction history records displayed are shore-side records and may not include transactions performed offline, either on the ship or on the shore.
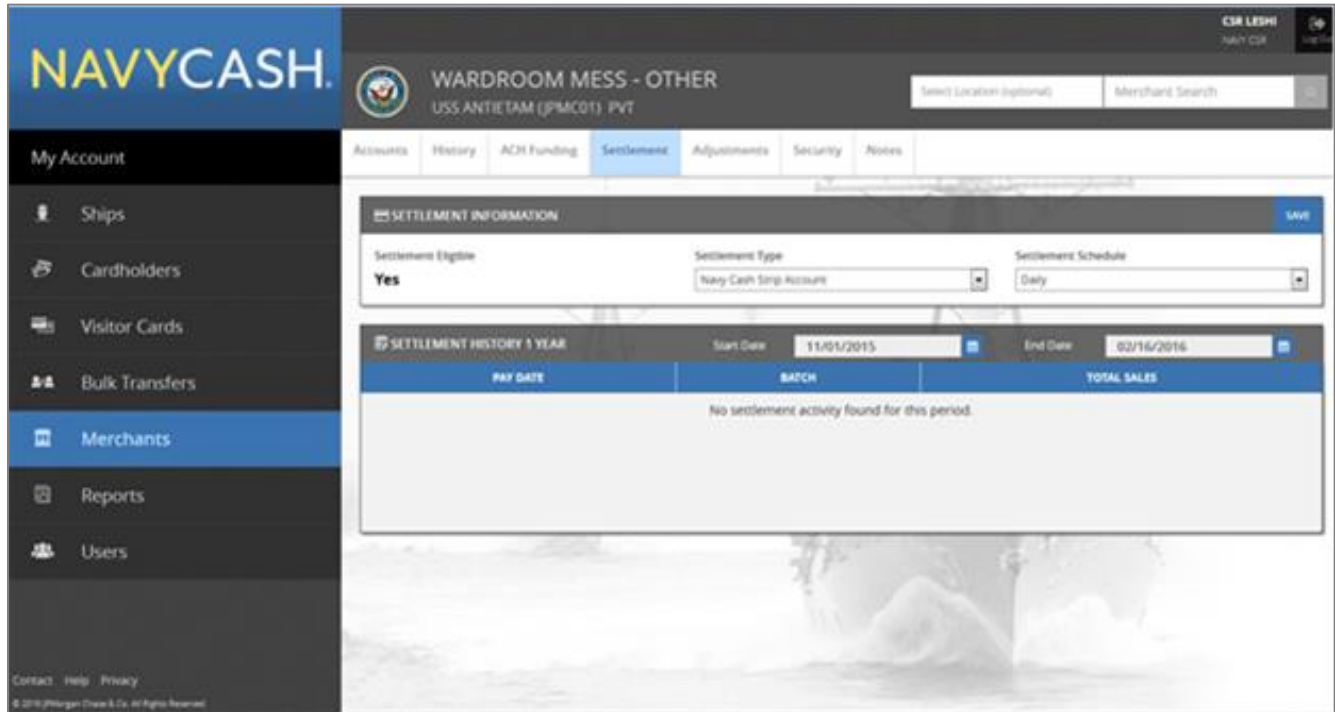
MERCHANT ACH FUNDING
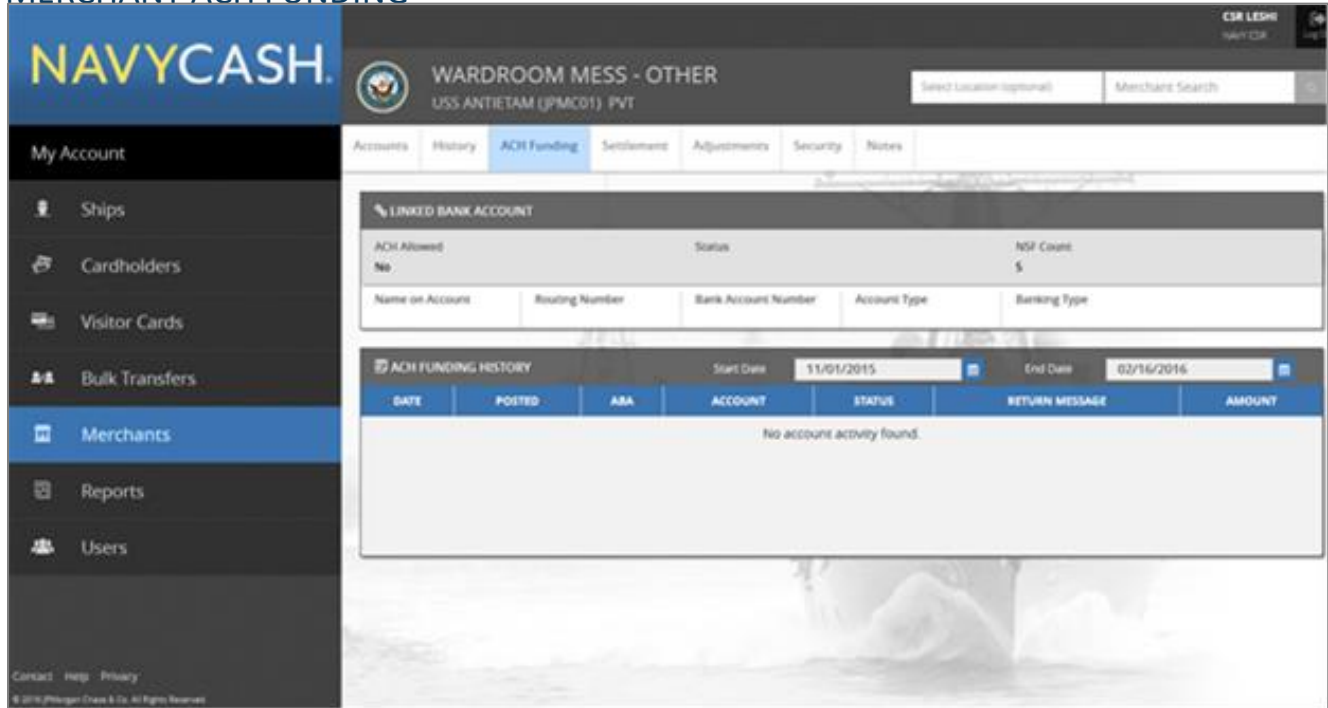
The **ACH Funding** tab displays **Linked Bank Account** and **ACH Funding History** information.

The dates and duration of **ACH Funding History** displayed can be controlled by entering a **Start Date** and an **End Date**. ACH funding history is available for the current month and the past 24 months.

MERCHANT SETTLEMENT

The **Settlement** tab displays a merchant's **Settlement Type** and **Settlement History** information.

To change the **Settlement Type**, select the appropriate type in the list.

Click the **Save** button to save any changes. A "Saved Successfully" message is displayed on the screen to indicate the account update was completed.

If an error message is displayed, update any fields highlighted in red.

MERCHANT OPEN LOOP HISTORY
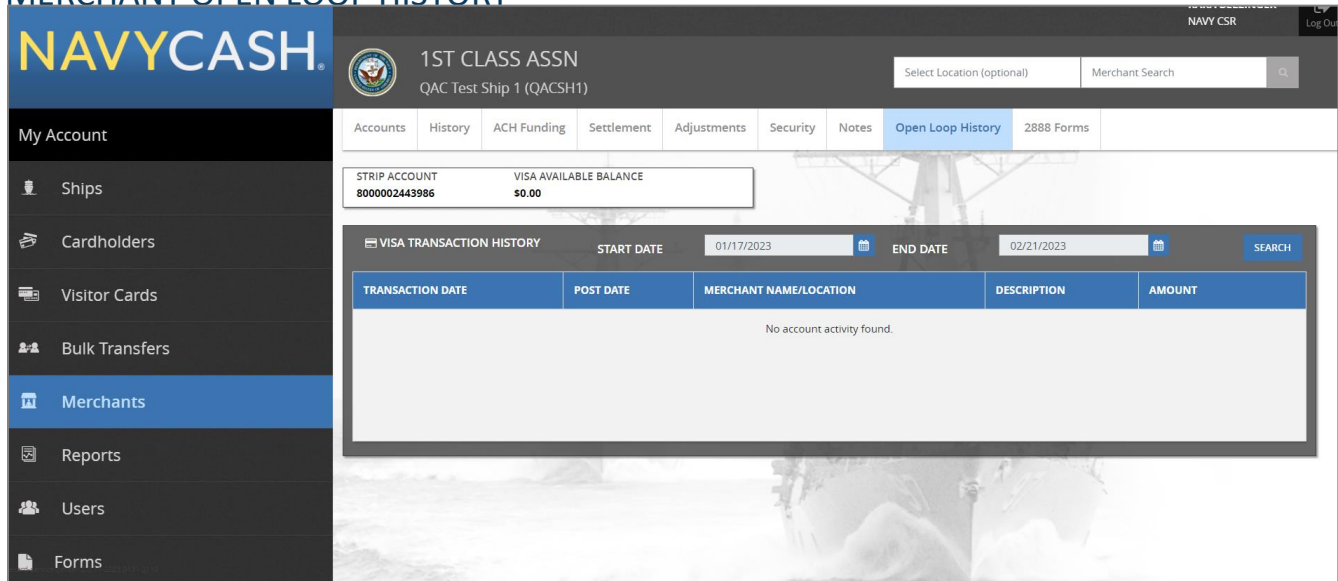
Displays Merchant's open loop account number and the Visa open loop available balance which is provided by Visa DPS.

Visa Transaction History displays transactions made with the open loop account. Only 34 days' worth of transactions can be searched at a time.

MERCHANT FS FORM 2888
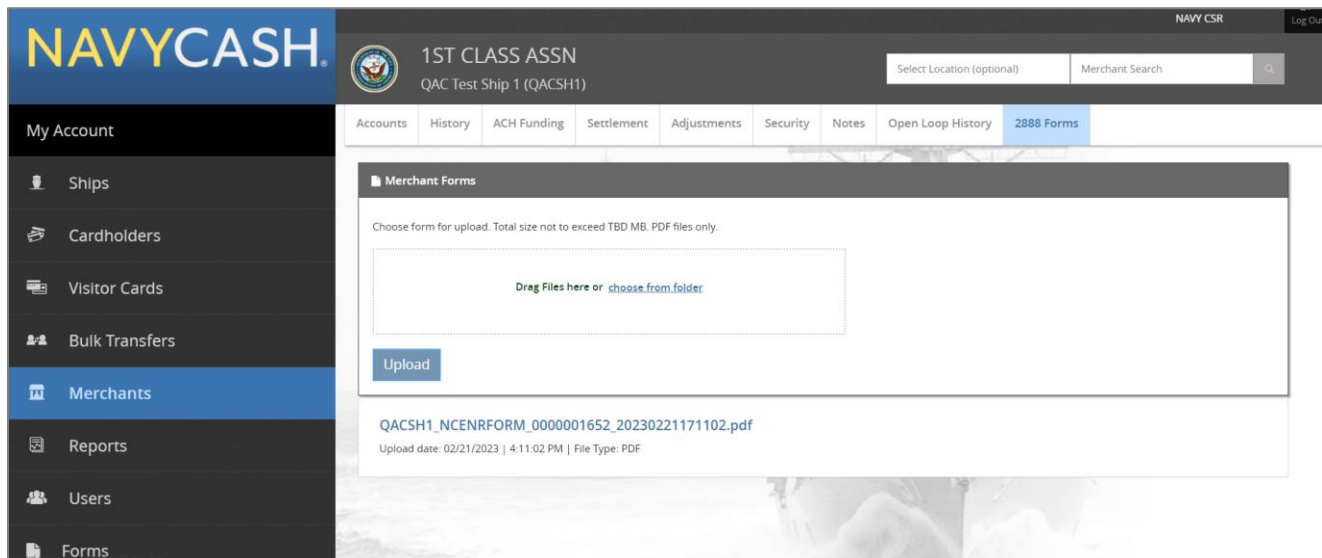
NCAO can upload a FS Form 2888 PDF by either dragging and dropping the file into the designated upload area or choosing the file from a folder location on their desktop. Clicking **Choose from folder** will open Windows Explorer.

After choosing the file and clicking **Upload** the PDF will display.

Double-clicking on an uploaded FS Form 2888 PDF will open and display the form in a default web browser.

REPORTS
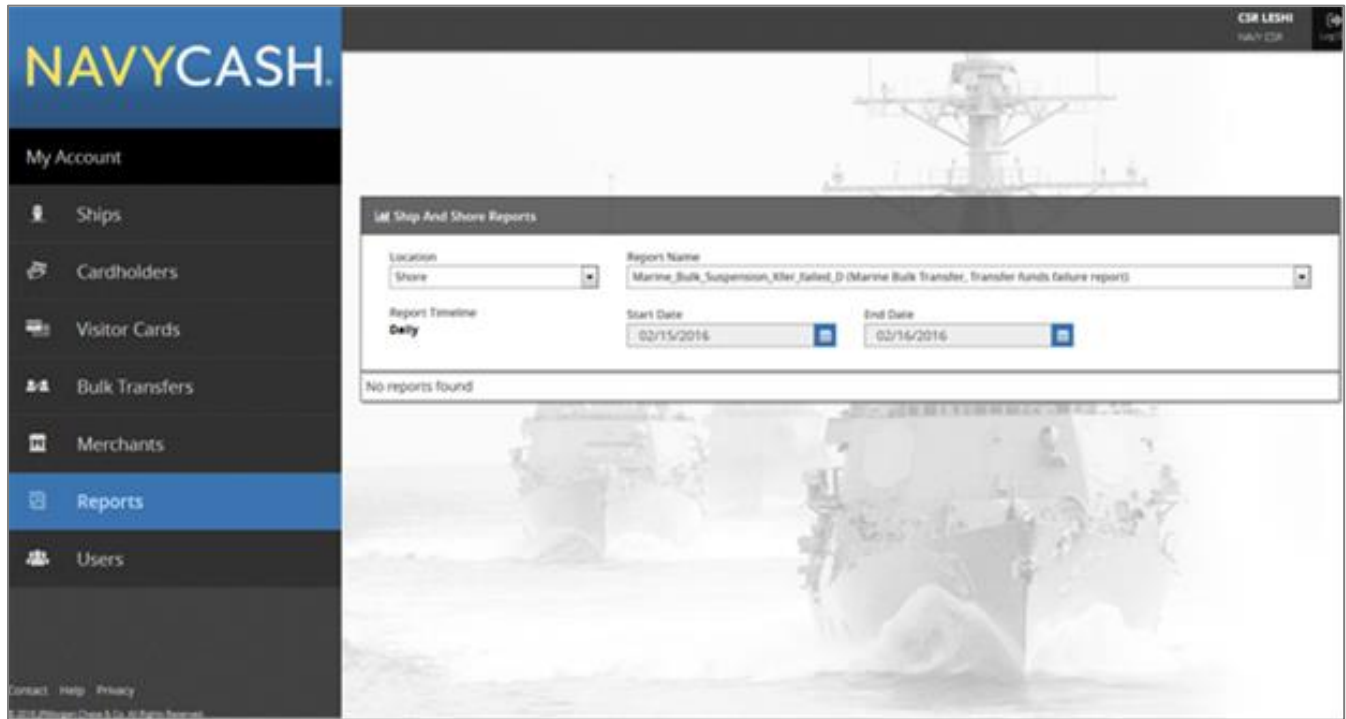
The Reports page is used to manage **Ship Reports**.

SHIP REPORTS

To locate a particular ship report, select the **Report Name** in the list.

Select the appropriate ship or shore location from the **Location** list.

Once an appropriate **Location** has been selected, a batch ID number can be selected from the **Batch** list. Alternatively, an appropriate **Start Date** and an **End Date** can be entered.

Once the appropriate search criteria have been entered, click the **Search** button.

Report Name, **Location**, and **Start Date** are required fields. If a "Please enter all search criteria" message is displayed, ensure an appropriate value has been entered in each required field.

Click on the report name to display the report information.

CHANGE EAGLECASH (NC) SERVICE CENTER ACCOUNT INFORMATION
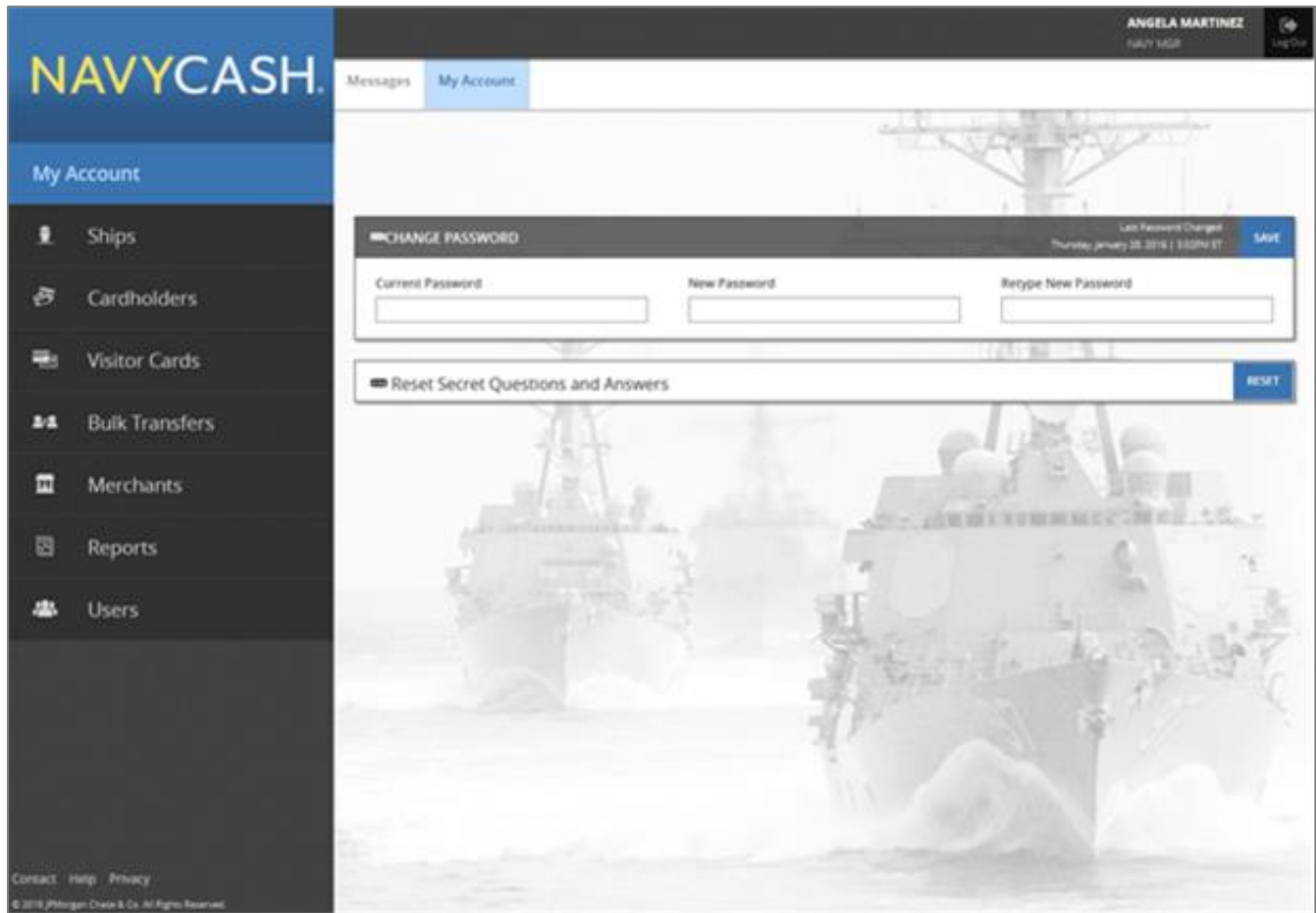
The My Account page is used to change account information.

CHANGE PASSWORD To change your password, enter your current password.

Then enter your new password. The new password must be at least eight characters in length, with at least one uppercase character, one lowercase character, one number and one special character.

Confirm your new password by retyping it in the box provided.

CHANGE SECURITY QUESTIONS To change one or both of your security questions, select a security question from the questions available in the drop-down lists. You may also type in your own question(s). Enter your answer in the block provided.

The available security questions are:

- What was the name of your first elementary school?
- In what city were you living at age 14?
- What is your mother's maiden name?
- In what city were you born?
- In what city were you at the turn of the millennium?
- What is your favorite color?

Remember your answers to the security questions you select. You will be asked these questions each time you log in to the EagleCash (NC) Service Center website.

LOGOUT To prevent others from viewing EagleCash (NC) account information, click **Logout** in the upper-right corner of the screen to end the current session, and exit your browser when done using the EagleCash (NC) Center website.

For security purposes, you are required to logout after every session. Never leave a workstation unattended while logged in to the EagleCash (NC) Center website.

EAGLECASH (NC) WITHOUT AN NCAO (DDG 1000 CLASS)

This section contains important information for operating EagleCash (NC) aboard the DDG 1000 Class ships without a Deputy NCAO on board.

NO CASH, CHECKS, OR OTHER NEGOTIABLE INSTRUMENTS

Without a Deputy NCAO on board, no cash, checks, or other negotiable instruments can be processed on the ship. The NCAO cannot accept cash, checks or other negotiable instruments to fund EagleCash (NC) cards or clear negative balances. However, personal checks for Food Service Officer for meals or for the Sales Officer to buy items in the Ship's Store can be accepted. A DD Form 1131 and the check will be mailed to DFAS Cleveland for processing.

FUNDING EAGLECASH (NC) CARDS

LINKED BANK OR CREDIT UNION ACCOUNT IS MANDATORY

Everyone will receive an EagleCash (NC) instant issue card, and everyone must link a bank or credit union account, so they can fund the card using the EagleCash (NC) kiosks on the ship.

INSTANT ISSUE CARDS

Instant issue cards provide individuals access to all EagleCash (NC) capabilities. For new enrollees, as soon as the account information on the ship and shore have been updated with the new account and new card number, which occurs when a sync is completed between ship and shore (normally within 24 to 48 hours), the card can be used at EagleCash (NC) kiosks on the ship to transfer funds to the closed loop or open loop account from bank or credit union accounts ashore. The card can also be used to access funds in the open loop account at ATMs ashore or to pay for purchases at retail locations ashore.

CIVILIAN RIDERS

All civilian riders must complete an FS Form 2887 and additional FS Form 2889, Supplemental Enrollment for civilian contractors. On this class of ship, closed loop card issuance is not permitted.

ENROLL PRIOR TO REPORTING TO THE SHIP

Sailors and civilian riders, who have not been enrolled in EagleCash (NC) before (i.e., new enrollees) must be enrolled upon arrival to the ship. This can be accomplished via the EagleCash (NC) Self Enrollment on the main page of the EagleCash (NC) website.

EOM PROCEDURES

At the end of each month, the NCAO is responsible for coordinating all EagleCash (NC) collections (electronic sales receipts) that must be registered to an LOA, including Food Service and Sales (Ship's Store and vending machines).

CLOSE-OUT ON TIME

In accordance with the EagleCash (NC) SOP, EagleCash (NC) must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. (Most ships indicate EOM for EagleCash (NC) between the 20th and 25th of each month.) The NCAO, Sales Officer, and Food Service Officer should coordinate to establish a closeout date each month. The EOM process generally begins in the Sales Office as much as five days before the actual closeout date for the month.

INITIATE EOM

When the NCAO initiates EOM close-out, the close-out indicators for Sales and Food Service are sent to the EagleCash (NC) backend ashore. As soon as the EOM close-out indicators are received and processed by the EagleCash (NC) backend, the SF 215 deposit data and/or SF 5515 debit data for Sales (Ship's Store and vending) and Food Service (food and surcharges). It is these receipts from sales by Food Service and Ship's Store that need to be registered to specific lines of accounting (see [Disbursing Operations](#)).

EOM SUMMARY REPORT

The EOM shore reports are sent to the ship, including the EagleCash (NC) EOM Summary Report. The EOM Summary Report details the EagleCash (NC) totals for the receipts from sales for Food Service and Ship's Store and includes the deposit ticket (SF 215) numbers, dates, and amounts and the debit voucher (SF 5515) numbers, dates, and amounts.

EOM REPORT NUMBERS MUST MATCH

The Food Service Officer and Sales Officer must validate that the Food Service numbers reported in FSM and the NAVSUP 1359 and the Ship's Store numbers reported in ROM and the DD Form 1149 match EXACTLY the numbers reported in the EOM Summary Report. Food Service and Retail Operations matches EagleCash (NC). EagleCash (NC) does not match Food Service and Retail Operations.

Any adjustments/corrections necessary must be made in the next month's business.

NO SAFE BANK TRANSACTIONS REQUIRED

For ships without a Deputy NCAO, there is no need to use the **Safe Bank Transactions** functionality.

COLLECT ON NEGATIVE EAGLECASH (NC) BALANCES

Any negative EagleCash (NC) account balance represents a debt to the U.S. Treasury funds pool, and the NCAO is responsible for collecting on that debt.

REVIEW THE DAILY NEGATIVE BALANCE REPORT

With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the NCAO should review the Daily Negative Balance Report each day and initiate collection action on all negative balances for which no details are listed, which means no representments are pending.

SPLIT PAY OPTION (SPO)

The primary method to clear negative balances on ships without a Deputy NCAO is to have a crewmember who goes negative prepare and sign a split pay request to cover the amount of the negative balance.

PAY ADJUSTMENT

The secondary method to clear negative balances is to have the NCAO on the ship type up a DD Form 139, Pay Adjustment Authorization, using the correct company code (currently D411179 for PNC) and forward the form to the TSC (for a sample DD 139, contact appropriate FSG representative using contact information listed above).

CIVILIAN RIDERS

In the event a civilian rider's EagleCash (NC) account goes negative, the NCAO can use the information in the FS Form 2889 to contact the individual, or their company, if necessary, to clear the negative balance (see above).

DISTRIBUTION OF SHIP'S STORE PROFITS TO MWR

See Merchant Management for detailed instructions.

COLLECTING PAYMENTS USING NEXCOM SHIPS STORE SPECIAL EVENT CREDIT CARD PROGRAM

The Navy Exchange Service Command (NEXCOM) Ship's Store Program has received approval, under the umbrella of the Treasury's Card Acquiring Service (CAS) program, for ships to accept credit card payments from the public during special events, like a commissioning ceremony, Fleet Week, or port visit. Ships will contact the NEXCOM Ships Store Program for details.

Ships without a Deputy NCAO shall use the Fiscal Servicing TSC DSSN 8371.

The Sales Officer shall enter the amount of the sales receipts confirmed by the SF 215 deposit ticket into ROM as a non-EPOS store event in accordance with the ROM User's Guide.

The Sales Officer shall enter the amount of the sales receipts confirmed by the SF 215 deposit ticket into ROM as a non-EPOS store event in accordance with the ROM User's Guide.

At the end of the month, the Sales Officer shall include the SF 215 for the credit card sales receipts in the EOM package with the Cash Sales Memorandum Invoice (DD Form 1149) prepared by ROM. The DD Form 1149 for the month would reflect the SF Form 215 for the credit card sales receipts and the SF Form 215 for the EagleCash (NC) sales receipts.

EAGLECASH (NC) BARGE MOVE USER GUIDE

This section contains instructions for NCAOs moving the EagleCash (NC) system to a Barge who are not approved for support from SAIC to assist with the move of the equipment.

OVERVIEW

Ships undergoing availabilities in shipyards often use barges as temporary offices and messing and berthing spaces. If desired by the ship, the EagleCash (NC) equipment (such as the tablet, workstations, EagleCash (NC) kiosk and router, and POS devices) may be relocated from the ship to the barge. To accommodate EagleCash (NC) ships when required, selected barges have been equipped with the basic infrastructure of Serial and LAN drops and equipment racks/foundations needed to support limited EagleCash (NC) operations. For example, the table below lays out the typical configuration for YRBM(L) size barges.

> *Note:* Barge LAN and internal EagleCash (NC) Cable configurations will vary.

Table 20: Barge Configuration – YRBM(L)

Serial/ LAN Drops	To Support
3	Vending Machines
2	Tablet
1	Disbursing Workstation
1	Sales Office
1	Download Box
2	Ship's Store
1	Post Office
1	K80 and Router
1	Post Office

COORDINATE WITH BARGE MANAGERS

If it becomes necessary to move EagleCash (NC) to the barge, this requirement must be communicated to the Barge Managers along with the ship's other requirements.

RELOCATE EAGLECASH (NC) EQUIPMENT

To relocate EagleCash (NC) equipment from the ship to the barge, the ship will be responsible for all labor, equipment moves, set up, and bringing the system up operationally. This includes both physical equipment and electrical/communications systems availability and operation. When the ship relocates the equipment using ship's force, the ship will be responsible for any damages to EagleCash (NC) equipment sustained during the move.

There are two scenarios for relocating the equipment:

Ship-to-Barge allows ship's force to perform all of the work necessary to move the EagleCash (NC) equipment from the ship to the barge without any assistance from SAIC, and then establish EagleCash (NC) operations on the barge. Communications, configuration and operation of the EagleCash (NC) system on the barge is the sole responsibility of the ship.

> *Note:* If the ship experiences challenges moving the EagleCash (NC) operation from ship-to-barge, remote assistance will be provided via NCTS.

Barge-to-Ship allows the SAIC to perform all of the work necessary to move EagleCash (NC) equipment from the barge to the ship, including the configuration and restoration of the EagleCash (NC) system. Work to restore operations related to the movement of equipment will likely necessitate a visit from SAIC. The barge-to-ship move is not always provided by SAIC, so please contact your EagleCash (NC) Team at your supporting FLC.

REQUEST A CASE NUMBER

Each time there is a request for barge support that would involve work performed by SAIC, the ship should contact CSC (see Assistance and Support) so that a case number can be generated for tracking purposes.

ENSURE EAGLECASH (NC) IS FULLY OPERATIONAL

The ship must ensure that the EagleCash (NC) system is fully operational prior to the relocation. Any hardware, software, communications, or operational issues should be reported to the CSC (see Assistance and Support). It will be much easier to resolve any issues before an equipment move in either direction has started.

VENDING MACHINES

To operate with EagleCash (NC), any vending machines on the barge must be compatible with EagleCash (NC). If soda vending machines are to be installed on the barge, the Coke and Pepsi distributors need to be aware of the requirement to install "MDB compliant" machines that will be operating with EagleCash (NC). To accommodate shipyard, IMF/SIMA, or other short-term guests during the availability, the ship can set up selected "cash only" vending machines and/or vending machines that take both coins and EagleCash (NC) by turning on the coin acceptor. If the EagleCash (NC) tablet must be relocated from the ship to the barge, the vending machines on the ship may be turned off or revert to accepting cash by replacing the CAD with a dollar bill validator and/or turning on the coin acceptor during the availability (see Disbursing Application User Guide, CAD Failure). Any cash collections will be handled in accordance with existing procedures.

SHIP-TO-BARGE CHECKLIST

The checklist below has been developed to lay out the ship's responsibilities to relocate EagleCash (NC) equipment to the barge.

Table 21: Barge Listing

Barge	Homeport	Barge	Homeport
APL 2	San Diego	YRBM(L) 27	Norfolk/Mayport
APL 4	Kitsap-Bremerton	YRBM(L) 28	Norfolk/Mayport
APL 5	San Diego	YRBM(L) 29	San Diego
APL 15	San Diego	YRBM(L) 30	Kitsap-Bremerton
APL 18	San Diego	YRBM(L) 32	Pearl Harbor
APL 29	Norfolk/Mayport	YRBM(L) 33	Norfolk/Mayport
APL 32	Norfolk/Mayport	YRBM(L) 34	Norfolk/Mayport
APL 39	Sasebo	YRBM(L) 35	Norfolk/Mayport
*APL 40	Yokosuka	YRBM(L) 36	Norfolk/Mayport
APL 42	Norfolk/Mayport	YRBM(L) 37	Pearl Harbor
APL 45	Norfolk/Mayport	YRBM(L) 38	San Diego
APL 50	Norfolk/Mayport	YRBM(L) 39	San Diego
APL 58	Norfolk/Mayport	YRBM(L) 40	Norfolk/Mayport
APL 61	Norfolk/Mayport	YRBM(L) 41	Norfolk/Mayport
APL 62	Kitsap-Bremerton	YRBM(L) 42	Norfolk/Mayport
APL 65	San Diego	YRBM(L) 43	Norfolk/Mayport
APL 66	Norfolk/Mayport	YRBM(L) 44	San Diego
**APL 67	Yokosuka	YRBM(L) 45	Norfolk/Mayport
**APL 70	Norfolk	YRBM(L) 46	Norfolk/Mayport
**APL 71	Norfolk	YRBM(L) 49	Pearl Harbor
		YRBM(L) 51	San Diego
*YRB 30	Yokosuka	YRBM(L) 52	Pearl Harbor
YRB 34	Kitsap-Bremerton	YRBM(L) 53	Pearl Harbor
		YRBM(L) 55	San Diego
YRBM(L) 20	San Diego		
YRBM(L) 23	Norfolk/Mayport		
YRBM(L) 24	Norfolk/Mayport		
YRBM(L) 26	San Diego		

Two sets of EagleCash (NC) infrastructure on each barge.
** Will be getting Navy Cash installed in FY24.*

CHECKLIST FOR MOVING EAGLECASH (NC)

SHIP:_____

BARGE:_____

EAGLECASH (NC) MOVE ABOARD DATE:_____

Item	Responsible Shipboard POC	Task	Completed
		Network Connectivity	
1		Ensure the Local Area Network (LAN) on the barge is up and connectivity is established between all tablets and workstations on the barge.	
2		Ensure that the barge can communicate to shore and that web browsing is fully functional.	
3		If the barge has a router and the ship's router isn't moving to the barge, ensure that the password to the router is available, so that the router can be checked/configured with the outbound ACL for EagleCash (NC) if necessary. If the activity that controls/maintains the router will not divulge the password, you will then need a contact to call who can be available quickly.	
		Physical Access	
4		Ensure access to all necessary spaces on the ship for EagleCash (NC) components that are intended to be moved to the barge.	
5		Ensure access to all necessary spaces on the barge.	
6		Ensure that EagleCash (NC) vending machines are in place on the barge and the vending machine operator is available to allow access into the machines.	
7		Ensure that network drops for EagleCash (NC) equipment have not been used for other equipment.	
		Power	
8		Ensure power is currently supplied to the barge.	
9		Ensure that power outlets for EagleCash (NC) equipment have not been used for other equipment.	

MOVE BACK TO SHIP

At some point near the end of the availability, the EagleCash (NC) equipment previously moved to the barge will need to be moved back to the ship. Again, the ship should work directly with SAIC/ to arrange these services. With some straightforward substitutions, the Barge Checklist can be used to support the move from the barge to the ship as well.

SHIP-TO-BARGE OVERVIEW

1. Refer to the [EagleCash (NC) Barge Move User Guide](#).

2. Prior to ship's network being secured:

    a. Download all transactions from POS devices and vending CADS.

    b. Conduct an EagleCash (NC) EOM, if needed.

    c. Perform proper shutdown of Microsoft Surface tablets (see Quick Info sheet).

    d. Shut down the ATMs.

    e. Secure power to the EagleCash (NC) switches (typically located behind ATMs in the ATM rack).

    f. Unplug all POS bases. POS devices, bases and other equipment not being used on the barge should be removed and safely stored for the duration of the Availability. For equipment that cannot be removed, steps should be taken to secure and protect in place.

3. Determine equipment to move and install on barge.

1. Determine the extent of activity for EagleCash (NC) onboard the barge. Ships will usually move and install the following equipment:

    a. Disbursing Microsoft Surface tablet (with keyboard, mouse, card readers and dock).

    b. Switches (which mounts behind ATM and the APC700 UPS that provides power to this equipment) sufficient for barge operations.

    c. Sufficient POS devices and bases to support barge operations.

    d. CADs if vending will be operational on the barge.

4. Move and install EagleCash (NC) system.

-   Install switches and kiosks and connect kiosks to switches.

-   Install POS devices POS bases, and CADs.

5. Energize and verify equipment is operational.

    a. Perform proper startup of Microsoft Surface Tablets.

    b. Verify all devices are logged on and connected.

    c. Perform an end of day.

EAGLECASH (NC) COMMUNICATIONS TROUBLESHOOTING GUIDE

This section:

- Contains instructions to help NCAOs troubleshoot EagleCash (NC) systems when experiencing failures/errors.
- Is an escalation guide for communications problems affecting EagleCash (NC).

3–5 DAYS

NCTS REVIEW FOR SHIP LOGS

NCTS reviews database and system files to determine if they are receiving logs and transactions ashore from ships. If they are receiving logs, ship communications are less likely to be the issue. NCTS will create a pro-active case for 2.0 Ships that have not sent transactions in 3 days.

EAGLECASH (NC) COMMUNICATIONS TROUBLESHOOTING GUIDE

If they are not receiving logs, ship communications are more likely to be an issue. NCTS sends an email to the NCAO asking if there are any known communications issues. NCTS will email to provide the NCAO steps necessary to engage a ship's ITs and troubleshoot EagleCash (NC) related communications issues, working with the CSC and NCTS as necessary. NAVSUP is cc'd on the email.

5–7 DAYS

POD NOTE TO NOTIFY CREW

If NCTS does not receive a response from a ship in one or two days, they escalate the issue by sending an email to NAVSUP and Cc'ing FLC Norfolk, FLC Yokosuka, and FLC San Diego. NAVSUP sends an email to the NCAO requesting that she/he contact the CSC for help in troubleshooting any communications issues. BFS shall be Cc'd on the email. In the email, the NCAO is directed to post a note in the Plan of the Day (POD) to notify the crew that they need to keep track of their transfer requests and make sure they have sufficient funds in their home accounts. A sample POD note (see below) is included in the email.

Sample POD Note

Heads Up, Shipmates!

The ship is experiencing communications problems. EagleCash (NC) has not been able to sync to shore since 5 January 2010. This means that your funds transfer requests at the Cashless ATM (kiosk) since that date have not been sent to your bank or credit union to debit your account. If you check your account balance online, it will reflect your old balance not your new balance. Remember, transferring money at the kiosk is just like writing a check. Keep track of your transfers! Do not try to spend the same money twice!

Requesting a funds transfer when the funds are not available may be considered fraud. When full communications are restored, EagleCash (NC) will process the backlog of transactions, and all your transfer requests will reach your bank or credit union at about the same time. If your requests cannot be completed because of Non-Sufficient Funds (NSF), your bank or credit union may charge a bounced-check fee. Remember too, EagleCash (NC) automatically presents transfer requests returned for NSF up to two more times on successive paydays. With multiple transfer requests returned for NSF, these bounced-check fees could add up very quickly. Finally, negative EagleCash (NC) account balances that result represent a debt to the U.S. Treasury, and that debt will be collected.

TROUBLESHOOT, IDENTIFY, RESOLVE

NCTS works with the ship to troubleshoot, identify, and resolve any communications issues. Cases will be escalated to Infrastructure or SAIC if unable to resolve.

7–14 DAYS

TROUBLESHOOT, IDENTIFY, RESOLVE

NCTS continues to work with the ship to troubleshoot, identify, and resolve any communications issues.

14–30 DAYS

UNDERWAY COMMUNICATIONS CHALLENGES

Limited bandwidth and weak satellite signal present unique challenges. These limitations affect all communications on and off the ship, not just EagleCash (NC), e.g., SIPRNet, NIPRNet, NIAPS, SALTS, email, chat rooms, web access, etc.

COMMUNICATIONS SETUP OPTIONS

The NCAO needs to work with the ship's ITs, particularly when the ship enters the Indian Ocean operating areas, to verify they have implemented any Navy-directed options available to mitigate these underway communications challenges and minimize backlogs. For example:

    a. Manually set Inmarsat signal to operate at peak signal strength (over 400). Otherwise, when a weaker signal drops in and out, each packet that fails must be resent. Requiring a strong signal helps to prevent the bottleneck of resending packets over already limited bandwidth.

b. Establish set times for each Division/system to do its uploads and downloads, e.g., EagleCash (NC), SALTS, NIAPS.

c. Consider imposing "River City" communications restrictions while downloads are in process to make sure mission essential information can be sent and received.

d. Set size limits for all outgoing and incoming emails, e.g. 1 MB per email.

e. Work with CIC to keep chat rooms to minimum. Try to limit chat rooms to two or three vice six or seven. Each chat window uses up to 10 kB.

One Successful Communications Setup

a. Reduce incoming email size at the NOC to 2 MB, or 1 MB if possible (just reducing email size on the ship does not solve the problem).

b. Reduce outgoing email size at the exchange tablet on the ship.

c. Reduce the quantity of emails passed from the NOC to the ship at one time, e.g., pull 50 e-mails at a time rather than 500.

d. Set River City each night between 0130-0200, and then indicate the ship's EOD.

e. Disconnect the exchange tablet from the NOC altogether during River City above.

MITIGATION PROCEDURES

If troubleshooting efforts by the ship, NCTS, and NIWC are unable to resolve the problem, the ship must implement procedures to mitigate the limitations of EagleCash (NC). NAVSUP will send an email message to the ship reminding them about the mitigation procedures.

Keep the Crew Informed

The NCAO is directed to run a POD Note at least once each week to remind the crew they need to keep track of their transfer requests and make sure they have sufficient funds in their home accounts (see sample POD note above). The crew also needs to be kept informed of the other limitations of EagleCash (NC) that are affected by any communications outage. A sample notice for the Disbursing bulletin board describing these limitations is included at Enclosure (2) of this document. The material in the sample notice could also be used to run additional POD notes about the overall effects of the communications outage on EagleCash (NC) operations.

Fraud Detection Pop-Up

NCAO must review the Fraud Detection Report on a regular basis. If the Disbursing Application detects possible fraudulent ACH activity on the ship, a pop-up window appears automatically. If NCAO clicks the **Yes** button, the Fraud Detection Report is displayed listing cardholders who have made more than:

- $400 in transfers from a bank or credit union account.,
- $1,000 in transfers from a bank or credit union account over a seven-day period.

The Fraud Detection Report can also be generated, viewed, and printed on the ship at any time by clicking the report name in the **Operations Reports** field in the View Reports screen in the Disbursing Application, filling in an end date, and clicking on the **Generate** button. The report will list any possible fraudulent transaction events leading up to that end date.

Reduce Transfer Limits at the Kiosk

The NCAO should recommend to the Commanding Officer that they reduce the default $400 daily maximum limit on funds transfer requests from an individual's bank or credit union account to their EagleCash (NC) accounts (open loop and closed loop). For example, a "temporary" daily transfer limit of $20 or $40 could be set for all hands using the **Account Information Update** function in the Disbursing Application for each individual account on the ship. Alternatively, a graduated daily transfer limit could be set determined by rate/rank, e.g., E1–E2 $10, E3–E4 $25, E5–E6 $50, E7 and above $100. For the Government, this will limit exposure to the debt represented by any transfer requests returned for NSF. For the crew, this will serve as a reminder to be sure they have sufficient funds in their bank or credit union accounts. The downside is that multiple transactions would be needed to move the same amount of money and could result in multiple transfer requests returned for NSF and multiple NSF ("bounced check") fees assessed by their bank or credit union. For this reason, to avoid multiple NSF fees, crewmembers should also be advised to avoid making many small transactions at the kiosk.

New Personnel Reporting on Board During Deployment

All personnel who will be reporting to the ship while the ship is on an extended deployment should be notified to have the ATM or debit card issued by their bank or credit union available to use on liberty during port visits to obtain the local currency they need at ATMs ashore and to make purchases at stores and restaurants ashore.

1. New Enrollments. Normally, instant issue cards are issued to personnel newly enrolling in EagleCash (NC). As soon as the instant issue card has been assigned to the account (activated) in the Disbursing Application on the ship, the new cardholder can load funds on the closed loop at the NCAO in exchange for cash and use the card on the ship immediately. However, the new enrollment itself will not be reflected on the ship until the new account is established ashore and the new account information (member profile) is posted on the ship.

2. *Already Enrolled*. If already enrolled in EagleCash (NC), a newly reporting individual can load funds on the closed loop on her or his EagleCash (NC) card at the NCAO in exchange for cash and use the card on the ship immediately. However, a cardholder must complete a "Ship Check In" at the kiosk so the EagleCash (NC) backend knows the cardholder is now assigned to the ship and the cardholder's account information (member profile) can be posted on the ship. Because the cardholder's EagleCash (NC) account has already been established, any funds that were already in the open loop account may be accessed at ATMs ashore or to pay for purchases at retail locations ashore, but only after the NCAO sends an email or calls the CSU asking that the cardholder's EagleCash (NC) account be restored (unsuspended). In the e-mail or call, the NCAO should also ask the CSC to update the cardholder's location to the ship using the Assign Location screen on the EagleCash (NC) website (see the Emphasize the Split Pay Option section below).

Emphasize the Split Pay Option (SPO)

Individuals who elect split pay have a portion of pay sent directly from DFAS Cleveland to their EagleCash (NC) (open loop) account each payday. When a ship is having communications problems, the **Provisional Split Pay** function in EagleCash (NC) provides cardholders on SPO a regular source of funds other than their bank or credit union account ashore. By taking advantage of split pay, cardholders would have less need to transfer funds from their bank or credit union account during extended communications problems. When communications are ultimately restored, they would not have as large a backlog of transfer requests that would all be processed at one time and would be far less likely to have any transfer requests returned for NSF.

New Enrollees and Newly Reporting Personnel Already Enrolled

Currently, when DFAS Cleveland forwards a split pay payroll, FRB must credit payroll payments to individual accounts by ship. Individual payroll payments fail when someone does not have an open EagleCash (NC) account or when the EagleCash (NC) backend ashore does not know that someone is assigned to a particular ship.

New Enrollments

A new EagleCash (NC) account cannot be established ashore or reflected on the ship (member profile) until the next sync is completed between ship and shore. To avoid failed split pay payroll payments, NCAOs must ensure a person's enrollment in EagleCash (NC) is completed and their EagleCash (NC) account is actually opened before signing them up for SPO. If FRB is forced to reject a split pay payroll payment, the funds will be returned to DFAS Cleveland to be credited back to the individual's Master Military Pay Account (MMPA). This significantly delays receipt of SPO payroll amounts for the individual.

Already Enrolled

If a cardholder is enrolled in EagleCash (NC) before they report to the ship, their EagleCash (NC) account has already been established, and the NCAO only needs to send an e-mail or call the CSC asking that the cardholder's location be updated to the ship using the Assign Location screen on the EagleCash (NC) website (see New Personnel Reporting on Board During Deployment above) and the cardholder's EagleCash (NC) account be restored (unsuspended). The cardholder who is already enrolled will be able to access the split pay payroll amount sent to their EagleCash (NC) (open loop) account each payday at ATMs ashore or to pay for purchases at retail locations ashore.

Provisional Split Pay

With Provisional Split Pay, during an extended communications outage, cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their last SPO payroll amounts (or updated amount if a change to split pay has been entered since the last payday), which the EagleCash (NC) system keeps as a part of their profile information on the ship. One recommendation based on lessons learned by other small ships was that a ship should consider not running Provision Split Pay when they have been out of communications for an extended period and are pulling into a port for a port visit on or just before payday. Rather than run Provisional Split Pay, advise cardholders on split pay to pull the money they need on liberty ashore from the split pay payroll amount sent to their open loop account at ATMs ashore or to pay for purchases at retail locations ashore. Members not on split pay will have to use the ATM or debit cards issued by their bank or credit union to obtain the local currency they need at ATMs ashore and to make purchases at stores and restaurants ashore.

30+ DAYS

NOTIFY SENIOR MANAGEMENT/COMMANDS

On or about the 30th day, if troubleshooting efforts by the ship, NCTS, and NIWC are unable to resolve the problem, the NAVSUP Program Manager (PM), Treasury BFS PM, and FRB PM will coordinate to escalate the issue by notifying senior management at NAVSUP, Treasury BFS, FRB, the appropriate Type Commanders, NETWARCOM, and USFLTFORCOM.

CONSIDER CANCELING AUTOMATIC REPRESENTMENT PROCESS

When EagleCash (NC) processes the backlog of transactions/round trips, all the crew's transfer requests will reach the banks and credit unions at about the same time. If any of the requests cannot be completed because of NSF, the banks and credit unions are likely to charge bounced-check fees. Normally, EagleCash (NC) automatically represents transfer requests returned for NSF up to two more times on successive paydays. With multiple transfer requests returned for NSF, these bounced-check fees could add up very quickly.

On or about the 30th day, The NAVSUP PM, Treasury BFS PM, and FRB PM will also coordinate canceling the automatic representment process temporarily for transfer requests processed during an extended communications outage if and when it is considered necessary. This action will prevent any members of the crew whose transfer requests were returned for NSF from incurring additional NSF (bounced check) fees.

As a part of this action, NAVSUP will send an e-mail message once a week to remind the NCAO that he/she must collect on any negative EagleCash (NC) account balances that result, because these transactions will not be covered by automatic representment. Negative EagleCash (NC) account balances represent a debt to the U.S. Treasury, and that debt will be collected.

EAGLECASH (NC) TURNOVER AND DESKTOP GUIDE

INTRODUCTION

This section contains instructions to help guide prospective NCAOs through the turnover processes upon relief of the outgoing incumbent.

PURPOSE

The purpose of this guide is to provide a single source of references a NCAO can use to assist in turning over duties for EagleCash (NC).

REFERENCES TO LOCATE

- Department of Defense Financial Management Regulation (DODFMR), Volume 5
- COMNAVSURFOR Instruction 4400.1, Surface Force Supply Procedures (SURFSUP)
- COMNAVAIRFOR INST 4440.2D, Air Force Supply Procedures
- NAVSUP PUB 727, Navy Cash Standard Operating Procedure (SOP)
- NAVSUP P-485, Navy Disbursing Operations
- Field Examination Group Checklist
- Navy Cash Communications Troubleshooting Guide

RELIEF OF EAGLECASH (NC) DUTIES

NCAO

The actions required for transferring EagleCash (NC) responsibilities and custody of EagleCash (NC) equipment are specified in Ref (s) b and c. EagleCash (NC) Fleet Support Group will provide additional guidance not covered in this guide as necessary.

A pre-audit and turnover checklist is available in Documentation Resources.

EAGLECASH (NC) RELIEVING LETTERS

A sample of Letters of Authority and DD577s is available in Documentation Resources.

EAGLECASH (NC) INTERNAL PROCEDURES AND CONTROLS

The following instructions are required. A sample EagleCash (NC) instruction is available in Documentation Resources. This instruction is generic and must be tailored to your ship.

Ship's instructions should include:

- Operating and security procedures.
- Internal procedures and controls.
- Custody of EagleCash (NC) cards.
- Custody of spare POS devices and CADs.
- Access control for EagleCash (NC) Disbursing application.
- Policy on ACH transfer requests returned for NSF or other reasons, to include limits on the number and size of returned transactions (similar to check cashing policy).
- Policy on proper handling and safeguarding of PII in EagleCash (NC) operations.

EAGLECASH (NC) TURNOVER TIPS/REQUIREMENTS

1. Change all passwords and gain access to the following systems:
   - EagleCash (NC) Secured Website. (Outgoing NCAO opens case with CSC to create an account)
   - EagleCash (NC) Disbursing Application Software (Outgoing NCAO provides access).
   - EagleCash (NC) Tablet (Outgoing NCAO provides access. Operating system)
1. Locate the following:
   - The Disbursing Merchant EagleCash (NC) card.
   - The most recent FEG audit.
   - Review last audit as part of turnover. Take note of all EagleCash (NC) discrepancies or errors and corrective action taken. It is very important to rectify all errors before another inspection. Repeat items of error will result in additional deductions in your score, even if the initial error happened before your arrival.
   - Copies of last four quarters CVT audit reports.
   - Review audit procedures as part of your turnover. A sample of the EagleCash (NC) Verification Team checklist is available in Documentation Resources.
2. Complete a physical inventory of the following:
   - All blank EagleCash (NC) cards (put an entry in the Bulk Card Log).
   - All EagleCash (NC) equipment (utilize turnover checklist—attach copy to the relieving letter).

- Introduce yourself to the following people either in person, phone, or email immediately upon reporting to your ship (personnel may rotate, but office numbers should remain the same).

  – TYCOM force disbursing phone numbers:

    o SURFLANT SURFPAC: (757) 836-3174(619) 556-5748

    o AIRLANT AIRPAC: (757) 445-6600 ext. 439(619) 545-1035

  – EagleCash (NC) Fleet Support Group (NFSG) representatives:

FLC Norfolk	**FLC San Diego**	**FLC Yokosuka**
Mr. Hugh Chin	Mr. Andy Yager	Mr. Restituto Herrera
hugh.o.chin.civ@us.navy.mil	w.a.yager.civ@us.navy.mil	restituto.c.herrera.civ@us.navy.mil
757-443-1189	619-556-6493	+81 (46) 816-7324

  – See Contact Information for CSC phone numbers and emails

3. Do pre-deployment readiness by contacting the local EagleCash (NC) FSG for pre-deployment guidance 90 days in advance of schedule deployment. The EagleCash (NC) Pre-Deployment Checklist is available in Documentation Resources. This guide provides basic guidance in getting the EagleCash (NC) system ready for an extended overseas deployment.

EAGLECASH (NC) DESKTOP GUIDE

The Checklist for Recurring EagleCash (NC) Tasks is available in Documentation Resources. This guide provides a tool for the NCAO to monitor tasks that must be performed on a regular basis to properly manage EagleCash (NC) operations.

OPEN DAILY CASH TRANSACTION LEDGER

Each day, prepare the *Daily Cash Transaction Ledger* for the day's business in the NCAO. When not in use, the ledger should be kept in the safe. Use it to record all EagleCash (NC) card monetary transactions in the NCAO.

CASH-TO-CLOSED LOOP

When a cardholder presents cash to add value to their closed loop, enter date of transaction in column 1 and amount of value added in column 2.

CLOSED LOOP-TO-CASH

When a cardholder converts electronic value from their closed loop to cash, enter date of transaction in column 1 and amount of value subtracted in column 3, and have the cardholder print and sign their name for the amount of cash received in columns 5 and 6. A cardholder's signature is required only for closed loop-to-cash transactions.

CASH-TO-OPEN LOOP

When a cardholder presents cash to add value to their open loop (EagleCash (NC)) account, enter date of transaction in column 1 and amount added in column 4.

CHECK NEGATIVE BALANCES

Each day, the NCAO must review the Negative Balance Reports. If an account is negative, use the options available to collect on that debt. See Ref (d) for additional guidance.

CLOSING BUSINESS EACH DAY

CLOSE CASH TRANSACTION LEDGER

At the end of each day, the Daily Cash Transaction Ledger for the day's business in the NCAO should be closed out.

1. Total column 2; enter sum in Total Cash-to-Closed Loop block.
2. Total column 3; enter sum in Total Closed Loop-to-Cash block.
3. Total column 4; enter sum in Total Cash-to-Open Loop block.
4. In Net Sum for Cash Transactions block, enter the difference between the sum of the [Total Cash-to-Closed Loop and Total Cash-to-Open Loop] and the [Total Closed Loop-to-Cash].
5. Difference value recorded as an increase/decrease to the DD Form 2665 Daily Agent Accountability Summary.

To document the NCAO's EagleCash (NC) accountability each day, a copy of the completed Daily Cash Transaction Ledger(s) and the Disbursing Transactions Detail Report sorted by operator shall be retained on file with the DD Form 2665.

- Unused stock shall be returned to the NCAO at the end of each day or at a minimum once a week as specified in Deputy/Agent DD Form 577.

- The EagleCash (NC) Bulk Card Log contains the card numbers and name, date, and signature of the person to whom a working stock of EagleCash (NC) cards is issued.

- The card numbers of returned cards and the name, date, and signature of the NCAO, or designated representative, shall be recorded on the EagleCash (NC) Bulk Card Log.

Form DD 2665

This form must be prepared in accordance with Ref (b) for each day business is transacted.

- Deputies, agents, and cashiers maintain their daily accountability on the DD Form 2665, Daily Agent Accountability Summary.

- If the cash-to-closed loop and cash-to-open loop transactions for the day were greater than the closed loop-to-cash transactions, the NCAO will enter an increase in cash and a decrease EagleCash (NC).

- If the closed loop-to-cash transactions for the day were greater than the cash-to-closed loop and cash-to-open loop transactions, the NCAO will enter a decrease in cash and an increase in EagleCash (NC).

- Disbursing Agents will record the transaction on the DD 2665 as an increase to line 17, US Currency on Hand, and an opposite entry to line 31, Other.

Access/Verify Tablet (Ship) Reports

At the end of each day, the end-of-day Merchant reports should be reviewed by the responsible individual. The NCAO may provide reports which can be printed or emailed and distributed upon request from merchant. See Ref (d) for sample of reports.

1. Successful processing of the EOD batch on the ship generates a series of reports that can be accessed by clicking the **View Reports** link in the EagleCash (NC) application menu.
2. In the **Application Reports** section, click **Merchant Sales Summary** for total sales figures or the **Non-Vending Sales Report**, **MSO Summary Report**, or **MSO Detail Report** for more detailed sales information.
3. Enter the correct start and end dates and click on the **Generate** button (In EagleCash (NC), all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).
4. Selected report is displayed for view and print.
5. Report will be displayed using WordPad software. Print in landscape format and 8 font.

EOM CLOSEOUT

Procedures for EagleCash (NC) EOM closeout and reporting for Disbursing, Sales (Vending and Ship's Store), and Food Service is available in Documentation Resources.

- The NCAO is responsible for coordinating EOM for all EagleCash (NC) operations, including collections that must be registered to an LOA. For example, the sale of meals in the General Mess and the sale of merchandise in the Ship's Store and vending machines, and Marine disbursing operations (if a Marine NCAO is embarked).

- EagleCash (NC) records and reports all dates and times in Greenwich Mean Time (GMT).

- EagleCash (NC) must be closed out prior to 2100Z on the 27th of each month (if the 27th falls on a weekend or holiday, close out the business day prior).

- Each month the NCAO must coordinate with the Sales Officer, Food Service Officer (FSO), and Marine NCAO to establish a closeout date and time for the month.

- The EOM process generally begins in the Sales Division as much as five days before 27th of the month to accommodate the inventory of all vending machines.

An early start in S-2, S-3, and S-4 ensures that the Disbursing monthly returns are submitted on time.

SAFE BANK TRANSACTION

Used primarily during EOM process to reset the daily, weekly, and monthly shore reports for Navy Disbursing to zero balance for next month's business.

1. Click the **Safe Bank Transaction** link on the EagleCash (NC) application menu.
2. Enter amount needed to zero out or balance the system and select appropriate **Transaction Type— Deposit to Safe** to add an amount and **Deposit to Bank** to subtract an amount.
3. Click the **Submit** button to adjust the system value.
4. All Safe Bank transactions will be identified on the daily, weekly, and monthly shore reports for Navy Disbursing for that day.

DISTANCE SUPPORT

When the EagleCash (NC) system experiences a hardware, software, or communications failure, the NCAO is responsible for the initial efforts to troubleshoot, isolate, and correct the problem. This may require a coordinated effort from Ship Force and NCTS/SAIC Personnel.

- 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 can contact the EagleCash (NC) Central Support Center (CSC) for technical assistance. All trouble calls, whether by phone or email, must be directed to the CSC. The CSC will assign a case number and forward the trouble call to technical support as appropriate.
- Prior to calling CSC to report hardware, software, communications, or operational problems, review Troubleshooting Manual and provide CSC with details on troubleshooting efforts.

BULK CARD LOG

An EagleCash (NC) Card Log shall be maintained for all EagleCash (NC) cards received, issued, returned, and on hand. See Documentation Resources for sample of log.

- All EagleCash (NC) cards shall be individually counted and sequential serial numbers verified. An initial inventory shall be completed and recorded on receipt of all Permanent, Instant Issue and EagleCash (NC) Closed loop cards, even single cards.
- For bulk shipments, any open or damaged container shall be inventoried by individual count and sequential serial numbers of the cards.
- All EagleCash (NC) cards shall be inventoried at least once each calendar month, and an entry made in the Bulk EagleCash (NC) Card Log to document the inventory.
- A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, will be retained in the NCAO, and a copy given to the Cash Verification Team (CVT) as an attachment to their quarterly verification report.

CARD ISSUE LOG

An EagleCash (NC) Card Issue Log shall be maintained for all EagleCash (NC) cards issued from the NCAO. When a card is issued, the name and signature of the Disbursing personnel and of the card recipient should be recorded on the log. When a card is turned in and cancelled, the card should be destroyed and signature of the Disbursing personnel should be recorded on the log to document the destruction of the card.

QUARTERLY VERIFICATION OF CASH AND OTHER ASSETS

In accordance with Ref (s) a thru c, the Cash Verification Team (CVT) will perform a surprise verification of cash and other assets, to include EagleCash (NC) at least once during each calendar quarter.

REVISION HISTORY

Table 22: Revision History

Version	Changes	Release Date
002-SOPR00	Initial release for 2.0.	03/08/24