

**NAVY CASH<sup>®</sup>**  
**SOP CHANGE NOTICE**  
**NAVSUP PUB 727**

**Navy Cash Fleet Support Groups**  
**NAVSUP Fleet Logistics Centers**  
**Norfolk**  
**San Diego**  
**Yokosuka**

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**Navy Cash SOP Change Notice 2021-002**

**3 August 2021**

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**Subject: Additional Procedures for Deceased Cardholders**

**Attention:** Supply Officers/Disbursing Officers/Navy Cash Accountable Officers/Navy Cash Deputies

- 1. Background.** A recent situation prompted the need for additional clarification of procedures to circumstances surrounding movement of funds for deceased cardholders.
- 2. Disbursing Officer Action.** Disbursing Officers should follow the procedures in this change notice to resolve funds movement related to the death of a cardholder.
- 3. Official Change to Navy Cash SOP.** This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO/Navy Cash Accountable Officer shall retain a copy of all effective Navy Cash SOP Change Notices on file for inspection with the current version of the SOP (*see list of effective Navy Cash SOP change notices immediately below*).
- 4. List of Effective Navy Cash SOP Change Notices.** This table identifies all change notices issued in the publication year of the rewrite of NAVSUP Pub 727 dated 18 May 2020. An “N/A” in the Issued column identifies that those changes were incorporated in the new SOP. They are listed only to avoid confusion regarding the change notice numbering sequence.

<i>CHG #</i>	<i>Issued</i>	<i>Change Title</i>	<i>SOP Version</i>
2020-001	N/A	<del>Ship’s Store Profits Transfer to MWR Merchant Procedures</del>	v1.15v2
2020-002	N/A	<del>Cardstock Reordering Procedures</del>	v1.15v2
2020-003	N/A	<del>Barge Move Procedures</del>	v/1.15v2
2020-004	21 Aug 20	Navy Cash Card Issuance Requires a Linked U.S. Bank Account	18 May 20
2020-005	16 Oct 20	Procedures for Missing or Deceased Members	18 May 20
2020-006	13 Nov 20	Fraud-Related Navy Cash Accounts Information Requests	18 May 20
2021-001	23 Feb 21	Temporary Transaction Increase Authorization for Retail Spending	18 May 20

**5. Points of Contact.** If you have any questions, please contact:

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hugh.chin@navy.mil  
(757) 443-1189            DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego  
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**6. General Changes to Procedures.** Provides guidance to disbursing officers regarding members killed in action or deceased.

**7. Specific Changes to Procedures.** This procedural detail amends content in Navy Cash SOP Change Notice 20-005 “Procedures for Missing or Deceased Members.” SOP Change 20-005 paragraph 2.10.4 content is identical; paragraphs 2.10.4.1. CANCEL CARD, and 2.10.4.2. OPEN CASE WITH CSU are also identical but have been renumbered to allow for the insertion of two additional paragraphs providing direction surrounding circumstances for any requests for funds movements on behalf of the deceased member.

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2.10.4. NAVY CASH CARDHOLDER DECEASED, INJURED, OR AN UNAUTHORIZED ABSENTEE. If a Navy Cash 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 Disbursing Officer.

2.10.4.1. IF CASUALTY ASSISTANCE CALLS OFFICER (CACO) IS ASSIGNED. Requests for sailor identification, Navy Cash Account details and corrections to linked bank account information are worked through the DISBO or FLC.

2.10.4.2. CANCEL CARD. The Disbursing Officer will cancel the card in the Navy Cash application. The Navy Cash system automatically transfers any remaining closed-loop balance to the open-loop account.

2.10.4.3. OPEN CASE WITH CSU. The Disbursing Officer opens a case with the CSU requesting any remaining funds in the cardholder's account be pushed back to the cardholder's linked bank account. Upon receiving the request, the CSU 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 CSU closes the cardholder's account.

2.10.4.4. IF CACO IS NOT ASSIGNED. All requests for Navy Cash Account residual funds for retired or separated sailors should be directed to CSC at (866) 362-8922. Requestors needing funds transferred will be required to provide valid forms of identification, powers of attorney and death certificates.

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