

**Attention Disbursing Officers and Supply Officers**

**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 2013-002**

**8 February 2013**

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**Subject: UPDATING GENERIC PRIVATE, STAFF, AIR WING, AND SQUADRON  
MERCHANT LINKED ACCOUNTS AT TURNOVER**

Attention: Disbursing Officers/Supply Officers

**1. Background.** The Navy Cash cards and accounts assigned to Generic Private, Staff, Air Wing, and Squadron merchants are designed for short-term use and are reusable, but there have been recurring problems with the administration of these generic merchants. When the Accountable Officials for these merchants turn over, the changes needed to bank/credit union account information are not being made or requested in every case. After a ship assigns one of these merchants a card and account (e.g., Squadron) and after the new Accountable Official uses the merchant and merchant card for some time, they discover the merchant account is still linked to the old bank/credit union account and was never linked to the new bank/credit union account. It takes a lot of time and effort to contact the old squadron and reconcile any account issues that resulted from having the old bank/credit union account information in the account profile.

As one step in addressing this recurring problem, Generic Private, Staff, Air Wing, and Squadron merchants no longer have the option to settle automatically to bank/credit union accounts. Funds are settled only to the merchant strip accounts. These merchants may still link bank/credit union accounts, but Navy Cash sales receipts will only be settled to the strip account. These changes were implemented by Navy Cash SOP Change Notice 2012-008, dated 9 October 2012. Earlier, several ships had reported problems in changing merchant bank/credit union account information using the Disbursing Application. These problems were corrected by a shore-side fix implemented in November 2012.

As one further step to address these problems, when Generic Private, Staff, Air Wing, or Squadron merchants are no longer needed and Accountable Officials report to Disbursing to turn in their Navy Cash merchant cards, Disbursing Officers will now be tasked to change the linked bank/credit union account number for each merchant to all "9's". These new procedures will help ensure funds are not inadvertently transferred to an account that was "owned" by the previous Accountable Official who was assigned to that merchant. If funds are transferred in error before the new Accountable Official requests a change in the linked account number or before the account number is changed, the transfer request will be returned due to an invalid account number, and the funds will not be transferred to the incorrect account.

**2. Disbursing Officer Action.** Upon receipt of this Navy Cash SOP Change Notice, the Disbursing Officer (DO) must take the necessary steps to ensure —

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- **Merchant Cards Are Turned In.** Accountable Officials assigned Generic Private, Staff, Air Wing, and Squadron merchants must report to Disbursing to turn in their Navy Cash merchant cards when the need for the merchant is over.
  - **Chip and Strip Are Zeroed Out.** All the funds on each Navy Cash merchant card must be removed, and the balance for both the strip and chip accounts must be zero. The funds can be pushed from the chip and strip back to the linked bank/credit union account using the Kiosk. Alternatively, the funds can be moved from the strip to the chip using the Kiosk, and the chip can be cashed out at Disbursing.
  - **Linked Account Number Changed to All “9’s”.** The linked bank/credit union account numbers for Generic Private, Staff, Air Wing, and Squadron merchants who are no longer needed must be changed to all “9’s” by entering the “9” digit 17 times in the “Bank Account Number” field using either the Account Information Update function on the Disbursing Application or the ACH Funding tab on the Cardholders screen on the Disbursing Web Site ([www.navycashcenter.com](http://www.navycashcenter.com)) or by sending a request to the CSU by phone or e-mail.
  - **Linked Account Changed When Merchant Card Reused.** If a new Accountable Official wants to link a bank/credit union account to a newly assigned Generic Private, Staff, Air Wing, or Squadron merchant card and account, the DO must update the linked account information immediately using either the Disbursing Application or Disbursing Web Site or by sending a request to the CSU. *Remember, Navy Cash sales receipts will only be settled to the strip account. Also, the PIN for the newly assigned merchant card must be changed by the new Accountable Official when the card is issued/reissued.*
  - **Linked Account Confirmed.** The DO *must ensure* newly assigned Accountable Officials use the Account Information screen on the Navy Cash Cardholder Web Site ([www.navycash.com](http://www.navycash.com)) to *confirm the Linked Bank Account information associated with the Navy Cash merchant card has been updated to reflect the correct bank/credit union account prior to requesting any transfers at the Navy Cash Kiosk to/from the chip/strip account and bank/credit union account.*
- 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 shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.
- 4. List of Effective Navy Cash SOP Change Notices.**
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| 2012-001 | Automatic EOD Now Mandatory  |
| 2012-002 | Required Navy Cash Documentation in Financial Returns  |
| 2012-003 | Residual Funds on Visitor Cards  |
| 2012-004 | Transfer Member Profile and Unsuspend Account Using Disbursing Web Site                        |
| 2012-005 | Automated Transfer of Dormant Profiles   |
| 2012-006 | Navy Cash Depot Shipping Address Change  |
| 2012-007 | Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement                        |
| 2012-008 | Staff, Air Wing, Squadron, and Generic Private Merchants Settle Only to Merchant Strip Account |
| 2012-009 | Bank/Credit Union Account Information on Cardholder Web Site                                   |
| 2012-010 | Automated EOM Spreadsheet Alternative  |
| 2012-011 | Court Orders and Levies and Subpoenas on Navy Cash Accounts                                    |

**Please route immediately to the Supply Officer and Disbursing Officer**

## **Attention Disbursing Officers and Supply Officers**

- 2013-001 Enrollment Forms Missing in Document Storage System Ashore
- 2013-002 Updating Generic Private, Staff, Air Wing, and Squadron Merchant Linked Accounts at Turnover

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

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### **8.5.4 Activating Merchants in Navy Cash**

*(in version 1.13 of the Navy Cash SOP, associated with release v1.4.6.3, and version 1.14, associated with release v1.4.7.0, insert new paragraphs b and c and renumber subsequent paragraphs)*

b. Activate a Generic Private, Staff, Air Wing, or Squadron Merchant. Recognizing the named private merchants established within Navy Cash will not cover every situation, a set of Generic Private, Staff, Air Wing, and Squadron merchants has also been established. Generic merchants can be used to activate a merchant not specifically named in the Navy Cash merchant listing. Individual ships are responsible for managing the cross references between the standard generic merchant names and the actual merchants assigned.

(1) Settle Only to Strip Account. Generic merchants are set up to settle on a daily basis and to settle only to the merchant's strip account. If a ship wants to link a bank or credit union account to a generic merchant, they can do so by updating the account through either the Disbursing Application (see paragraph 8.4.18, Account Information Update) or the ACH Funding tab on the Cardholders screen on the Navy Cash disbursing web site (see paragraph 8.14.1 and Appendix E) or by sending a request to the CSU by phone or e-mail (see paragraph 8.14.2). However, the merchant Navy Cash sales receipts will continue to settle to the strip account.

(2) Option to Settle Daily or Weekly. If the ship wants to change the daily or weekly settlement schedule for any merchant, they must send the request to the CSU.

(3) Managing Generic Merchant Cards and Accounts for Reuse

(a) Turn In Cards. When the need for a generic merchant is over, the account will no longer be used. The Navy Cash cards and accounts assigned to Generic Private, Staff, Air Wing, and Squadron merchants are designed for short-term use and are reusable, and the Accountable Officials must report to Disbursing to turn in the cards when they are no longer needed.

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## **Attention Disbursing Officers and Supply Officers**

(b) Zero Out Chip and Strip. Before the cards are turned back in, all the funds remaining on a generic merchant card must be removed, and the balance for both the strip and chip accounts must be zero. The Accountable Official can push the funds from the chip and strip back to the linked bank/credit union account (if an account has been linked) using the Kiosk. Alternatively, the Accountable Official can move the funds from the strip to the chip using the Kiosk, and cash out the chip at Disbursing.

(c) Change Linked Account Number to All “9’s”. When a card is turned back in, the Disbursing Officer must change the linked bank/credit union account number for each merchant to all “9’s” by entering the “9” digit 17 times in the “Bank Account Number” field using either the Disbursing Application (see paragraph 8.4.18, Account Information Update) or the ACH Funding tab on the Cardholders screen on the Navy Cash disbursing web site (see paragraph 8.14 and Appendix E) or by sending a request to the CSU by phone or e-mail (see paragraph 8.14.2). This helps ensure funds are not inadvertently transferred to an account that was “owned” by the previous Accountable Official who was assigned to that merchant. If funds are transferred in error before the new Accountable Official requests a change in the linked account number, the transfer request will be returned due to an invalid account number, and the funds will not be transferred to the incorrect account.

(d) Linked Account Changed When Merchant Card Reused. When a generic merchant card is reissued, if a new Accountable Official wants to link a bank/credit union account, the Disbursing Officer must update the linked account information immediately using either the Disbursing Application or Disbursing Web Site or by sending a request to the CSU. *Remember, Navy Cash sales receipts will only be settled to the strip account. Also, the PIN for the newly assigned merchant card must be changed by the new Accountable Official when the card is issued.*

b. Confirm Linked Account. The Disbursing Officer must ensure newly assigned Private and Generic Private, Staff, Air Wing, and Squadron Merchants use the Account Information screen on the Navy Cash Cardholder Web Site ([www.navycash.com](http://www.navycash.com)) to confirm that the “Linked Bank Account” information associated with their Navy Cash merchant card has been updated to reflect the correct bank or credit union account prior to requesting any transfers at the Navy Cash Kiosk to or from their chip or strip account and bank or credit union account.

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### **Appendix P Navy Cash Merchants**

*(in version 1.13, associated with release v1.4.6.3, and version 1.14, associated with release v1.4.7.0, insert new paragraphs 7 and 8 and renumber subsequent paragraphs)*

#### **7. Activate Generic Private, Staff, Air Wing, or Squadron Merchant**

a. Recognizing the named merchants established within Navy Cash will not cover every situation, a set of Generic Private, Staff, Air Wing, and Squadron merchants has also been established. Generic merchants can be used to activate a merchant not specifically named in the Navy Cash merchant listing, such as Family Support Group or Cruise Book Sales. These generic merchants are included in the merchants set up for each and every Navy Cash ship. Individual ships are responsible for managing the cross references between the standard generic merchant names and the actual merchants assigned (see enclosure (3)). For example, Cruise Book Sales could be assigned the standard name from the merchant listing PRIVATE TWO one deployment and PRIVATE FIVE the next.

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b. Generic Private, Staff, Air Wing, and Squadron merchants are set up to settle only to the merchant's strip account on a daily basis. If a ship wants to link a bank or credit union account to a generic merchant, they can update the account through either the Navy Cash Disbursing Application (see paragraph 8.4.18, Account Information Update) or the ACH Funding tab on the Cardholders screen on the Navy Cash disbursing web site (see paragraph 8.14.1 and Appendix E), or by sending a request to the CSU by phone or e-mail (see paragraph 8.14.2). However, the merchant Navy Cash sales receipts will continue to settle to the strip account. If the ship wants to change the settlement schedule (Option to Settle Daily or Weekly) for any merchant, they must send the request to the CSU. Any updates done through the Navy Cash application are effective immediately on board the ship and will regulate any subsequent transactions at the Navy Cash Kiosk. Updates done through the Navy Cash disbursing web site do not go into effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

c. When the need for a generic merchant is over, the merchant account will no longer be used, and the merchant account can be reused when a new requirement emerges. Again, it is critical that all the funds on the Navy Cash merchant card (if one was provided to the merchant) be removed and that the balance for both the strip and the chip accounts be zero when the generic merchant account is no longer needed. The funds can be pushed from the chip and strip back to the home bank or credit union account using the Navy Cash Kiosk. Alternatively, the funds can be moved from the strip to the chip using the Kiosk, and the chip can then be cashed out at the Disbursing Office. The Navy Cash merchant cards must be returned to Disbursing when the need for the generic merchant is over. The PINs for the merchant cards must be changed by the Accountable Official the next time the cards are issued.

8. Confirm Linked Account. The Disbursing Officer must ensure newly assigned merchants use the Account Information screen on the Navy Cash Cardholder Web Site (*www.navycash.com*) to confirm that the Linked Bank Account information associated with their Navy Cash merchant card has been updated to reflect the correct bank or credit union account prior to requesting any transfers at the Navy Cash Kiosk to or from their chip or strip account and bank or credit union account.