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Volume 16: Issue 1  
January/February/March 2019

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# Disbursing News

## Key Reminders from Fleet Engagement Meeting for the Navy Cash Community

1. Ensure sailors and cardholders departing the ship do a proper checkout to collect negative balances and return any remaining funds left on the card.
2. Navy Cash program is limiting visitor card inventory onboard. As part of a proper checkout ensure visitor cards are returned to DISBO and any remaining funds are returned to the cardholder. Visitor Cards are reusable and a proper checkout will ensure funds left on the card are returned.
3. Review your missing enrollment forms report (2888/2887) regularly and have cardholders complete so they can be provided to Federal Reserve Bank (FRB). Be sure to include full DoB (MM/DD/YYYY) and a personal email address. Merchant cardholders are required to complete 2888 forms as well. Be mindful of turnover and remove old merchant when creating new merchants during turnover.
4. Navy is charged to look for opportunities to eliminate cash in the future; but there is no current mandate to eliminate cash. NavyCash program is exploring options to reduce cash where operationally possible. NAVSUP and FLCs recognize this is a big ask and may not be the possible; know we are advocating on behalf of the fleet.
5. Split pay, Split pay, Split pay! – makes DISBOS and Navy Cash Deputies life easier: the split pay option can effectively control and mitigate Negative Balance collections.
6. Hardware broken? Transactions stuck? Don't leave them in a drawer, open a ticket and get it replaced. Do not let hardware sit in a drawer and collect dust, turn them in for replacement.
7. Have an issue with password rotation, accessing the system or security updates? Email or Call CSU, open a trouble ticket and follow it though until it is satisfactorily closed – Advise your FLC rep if you encounter a delayed resolution with an issue.
8. Deploying, or need a refresher training on Navy Cash? Request a pre deployment Service Call 4-6 months out or request the new Navy Cash brochure/trifold.
9. Reminder – there are no fees charged for overseas transactions with the Navy Cash branded debit MasterCard strip (open loop). The Navy Cash branded debit MasterCard is an excellent tool to limit the crew's exposure to fraud when OCONUS.

**PLEASE READ:  
IMPORTANT  
MESSAGE**

## End of Life Cycle for Visitor Cards

As mandated by recent policy from Assistant Secretary of the Navy and to better equip our Navy Cash Disbursing Officers with best tools to reduce workload the Navy Cash program has a goal to reduce reliance on Navy Cash Visitor Cards.

**Per the Department of the Navy Memorandum for Distribution 7000 SER FMP-1/017 Dated 14 Nov 2018, Visitor card requests will be curtailed and approved based on need and FLC approval. Frequent ship visitors who are US citizens with a U.S. Bank account will be issued a Navy Cash Instant Issue card.**

The current Navy Cash Visitor Cards are closed-loop-only cards; open loop/debit card features are not provided nor are they linked to a bank or credit union account ashore. Visitor Cards generate unnecessary manual “Cash and Check” workload in the Disbursing Office and it remains our goal to continue to reduce cash and work load.

Navy Cash Instant Issue cards provide access to all Navy Cash capabilities (i.e. the usage of the chip-based electronic purse and the magnetic strip). Instant Issue cards will be issued to frequent riders or visitors within government employment to include; contractors, technical representatives, ship yard personnel and those who make frequent visits to ships. There are no significant changes to the current enrollment procedures.

DISBOs may be concerned with managing negative balances, there are alternative methods to mitigate negative balances, these include enrolling in Split Pay Option, ACH restrictions and in some circumstances DISBOs may be required to provide a cardholder with a visitor card until the card holder eliminates their negative balance. DISBOs are required to manage their negative balances and may consult with their Navy Cash FLC representative for additional options or guidance.

Visitor card management should be implemented as a continuous process and is already supported by prescribed SOP guidelines. As Visitor Cards expire, or are presented to Disbursing for cash/check loads or cashing out, personnel will be required to enroll in the Navy Cash program to receive Instant Issue cards as their means to conduct transactions onboard ship. This change can be done incrementally with the knowledge that eventually this will reduce workload associated with accepting cash/checks.

Soon, you will receive a formal Navy Cash SOP Change Notice with instructions and details. Any questions about this effort can be discussed with your Navy Cash FLC representatives.

Thanks for everything you do to support the warfighter and the Navy Cash team!

## Missing Enrollment Forms

The Federal Reserve Bank of Boston (FRBB) conducted a recent audit of Navy Cash enrollment forms for both individual cardholders and merchants and discovered various issues with some of the scanned enrollment documents integrity. As a result, the Missing Enrollment Report for 2887s ("NC\_DD2887\_Ship\_Missing\_M") may have increased in count over the last several months.

The number of missing application forms for U.S. Department of the Treasury Stored Value Card (SVC) Program (FS 2887) enrollment forms is raising concerns with Treasury, without a signed enrollment form on file, there is no recourse to collect should a cardholder go negative nor can any remaining funds be returned to the cardholder should their card expire or a they depart the ship without a proper checkout transferring their funds from the card to their home bank.

The same concerns apply for the Accountable Official/Merchant Card Application (FS 2888). Since there is no Navy Cash report on missing merchant card enrollment forms, these delinquencies went unnoticed.

Since merchant cardholders have frequent turnover, it's recommended DISBOs contact all Accountable Officials/Merchant Card holders to complete a new FS 2888 enrollment form. Once complete they should be scanned or copied and held in a file for reference until received by FRBB. Once scanned, the completed enrollment forms should be mailed to FRBB in accordance with SOP instructions.

Please make an effort to complete all missing FS 2887 & FS 2888 enrollment forms with haste and as soon as possible.

Enrollment forms are a critical source document for the Navy Cash program. NAVSUP Navy cash program office requests all merchant cardholders complete an Accountable Official/Merchant Card Application (FS 2888) enrollment form. DISBOs review the most recent 2887 Missing Enrollment Report and contact cardholders to obtain a new Application Form for U.S. Department of the Treasury Stored Value Card (SVC) Program (FS 2887).

# NAVY CASH SAILOR OF THE MONTH

## JANUARY 2019



The Disbursing Team of the USS WASP (LHD 1), homeported in Sasebo, Japan was selected as the Navy Cash Sailors of the Month for January 2019. LTJG Lauren Kandt and PSC Gregorio Roble ran an outstanding Disbursing Operation in support of 4,000 Sailors and Marines during 18.2 FDNF-35B Patrol, Exercise Valiant Shield, 19.1 FDNF-35B Patrol and Exercise Balikatan in 7<sup>th</sup> Fleet. During an unannounced Field Examination Group audit in January 2019 they were critical in ensuring the ship earned an overall score of OUTSTANDING. LTJG Kandt maintains 100% accountability of all Navy Cash equipment while supporting multiple merchant organizations across the Marine Expeditionary Unit, Ships Company and Embarked Squadrons. PSC Roble aggressively pursues all negative balances; closing over 300 negative balances during his tenure in Disbursing and frequently reaching zero negative balances. As a team, they have issued over 500 new navy cash cards to Sailors in support of Command Morale. To-the-penny accountability for over \$100K in cash and 800 U.S. treasury checks has been meticulously maintained during support of multiple port visits in different countries.

Their diligent efforts ensure continuous Navy Cash and disbursing operations to support the ship and set an example of Service Second to None! They well deserve Navy Cash Sailor of the Month and have demonstrated they are always "READY FOR SEA AND READY TO SERVE!"

# NAVY CASH SAILOR OF THE MONTH

## FEBRUARY 2019



LTJG Katie Young of the USS SOMERSET (LPD 25) has been selected as the Navy Cash Sailor of the Month for February 2019. She has led the Disbursing Operation through a variety of events including Seattle Seafair 2018, EXPONAVAL 2018, Trident, and Iron Fist. Her preparations for these events allowed for a seamless transition of cash to Navy Cash for a variety of foreign nationals that included Chileans, Peruvians, British, and Japanese. In addition, she regularly coordinates with Camp Pendleton Disbursing to ensure adequate support is provided for embarked Marines looking to utilize Navy Cash cards.

During the Navy Cash re-carding event, LTJG Young ensured that all of her personnel transitioned from JP Morgan Chase to PNC bank without any customer service disruption. Additionally, she mails the FMS Form 2887 monthly and FMS Form 2888 on an as needed basis to ensure PNC bank has the most up to date information for her ship. Lastly, her disbursing team received an overall "Outstanding" grade of 96.56% during the last surprise Field Examination Group Audit. She believes that the Personnel Specialists who work alongside her are the reason why the Disbursing Operation is so successful. LTJG Young's continuous "can-do" attitude and superior customer service to the crew merits the recognition of the Navy Cash Sailor of the Month. Bravo Zulu!

# NAVY CASH SAILOR OF THE MONTH

## MARCH 2019



PSC John Tanedo and LTJG Kevin Marvel, USS Bataan's Disbursing Division, are selected as the Navy Cash Sailors of the Month for March 2019. The team's excellence was validated during their Outstanding Field Examination Group audit in January. LTJG Marvel's exacting execution of policies and procedures ensured the utmost customer service and sustained support. In addition, the Disbursing team translated those requirements into local SOPs forging excellent daily business practices. PSC Tanedo's wealth of experience and deep understanding of best practices was confirmed with a perfect deputy accountability score during the FEG audit. LTJG Marvel's expertise with Navy Cash operations and close relationship with all available resources, to include SAIC and the Navy Cash Fleet Support Group, has allowed him to troubleshoot and fix many issues that normally would have required an on-site tech assist visit. Their familiarity with and adherence to instructions is the keystone of their success. Continuous enforcement of a progressive penalty system and notification of the chain of command for those with negative balances has led to near immediate settlements when notified. With daily prospective loss updates from the Admin office, abandoned balances have also sharply decreased. Their commitment to excellence every day and willingness to make process improvements culminated in the ultimate affirmation of their hard work with an overall FEG Disbursing score of 97.72% concurrent to the ship getting underway for a high speed basic phase. Their teamwork and firm procedural compliance ensures they are ready and able to provide outstanding services to the Battling Bastards of BATAAN.

Submitted by Hugh Chin. Navy Cash Fleet Support. NAVSUP Fleet Logistics Center Norfolk.

# Additional Resources



Navy Cash technical documentation is being moved to SAILOR 2.1 hosted by SPAWAR.  
Documents will be available at: <https://sailor.navy.mil/sailor/home.cfm>

## Navy Cash Treasury Website

[Navycash.gov](http://Navycash.gov)

Or

<https://www.fiscal.treasury.gov>

## NAVSUP News and Media

<https://www.navsup.navy.mil/navsup/news>

## Future Events

Location	Date
Norfolk (FEM)	May 21-23 2019
San Diego (FEM)	July 23-25 2019
Bremerton (FEM)	Sept 24-26 2019
Norfolk (FEM)	Dec 3-5 2019

## Upcoming Refresher Training

Location	Date
San Diego, CA	8-12 April 2019
Mayport, FL	23-26 April 2019
Yokosuka, JA	TBD AD Hoc training w/concurrent service call or ER install
Mayport, FL	23-26 April 2019

# Points of Contact

## Federal Reserve Bank of Boston Customer Service Center (CSC)

### Customer Service Center (CSC)

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

Website: [www.navycash.com](http://www.navycash.com)

E-mail: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)

Disbursing Offices: (866) 6NAVYCASH or (866) 662-8922

Website: [www.navycashcenter.com](http://www.navycashcenter.com)

Email: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)

### Others:

FAX: 1-(813)-533-5711 or 1-(866)280-5807

Enrollment Forms Shipping Address: FRB-KC  
Attention: Forms  
2201 Farnam St  
Omaha, NE 68102  
(866) 662-8922

## NAVSUPHQ Navy Cash Program Office

Eric Burks, Navy Cash Supervisor

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Michael Harants, Deputy Program Manager

David Robertson, Installation Manager

Melanie Truempy, Financial/Shipboard Auditor

Derek Takara, LCS EagleCash and Training Mgr

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## NAVSUP FLC Navy Cash Fleet Support

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