

From: DOD, NAVY, ORGANIZATIONS (UC), COMNAVYBERFOR VIRGINIA BEACH VA (UC) [mailto:smtpproxy@lant.nrems.navy.mil]  
Sent: Tuesday, March 01, 2011 10:06  
To: Message Traffic  
Subject: NAVY CASH SHIPBOARD TECHNICAL SUPPORT

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Subject: NAVY CASH SHIPBOARD TECHNICAL SUPPORT  
Originator: /C=US/O=U.S.  
GOVERNMENT/OU=DOD/OU=NAVY/OU=ORGANIZATIONS (UC) /L=VIRGINIA/L=VIRGINIA BEACH/OU=COMNAVYBERFOR VIRGINIA BEACH VA (UC)  
DTG: 281600Z Feb 11  
Precedence: ROUTINE  
DAC: General  
To: /C=US/O=U.S. GOVERNMENT/OU=DOD/OU=NAVY/OU=ADDRESS LISTS (UC) /CN=ALALNAVSURFPAC (UC)  
/C=US/O=U.S. GOVERNMENT/OU=DOD/OU=NAVY/OU=ADDRESS LISTS (UC) /CN=ALALNAVSURFLANT (UC)  
cc: /C=US/O=U.S. GOVERNMENT/OU=DOD/OU=AUTODIN PLAS/OU=CE-CS/OU=COMUSFLTFORCOM NORFOLK VA  
/C=US/O=U.S. GOVERNMENT/OU=DOD/OU=AUTODIN PLAS/OU=CE-CS/OU=COMNAVIAIRFOR SAN DIEGO CA  
/C=US/O=U.S. GOVERNMENT/OU=DOD/OU=AUTODIN PLAS/OU=CE-CS/OU=COMPACFLT PEARL HARBOR HI  
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/C=US/O=U.S. GOVERNMENT/OU=DOD/OU=AUTODIN PLAS/OU=CE-CS/OU=COMSECONDFLT  
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GOVERNMENT/OU=DOD/OU=NAVY/OU=ORGANIZATIONS (UC) /OU=MOBILES/OU=COMFOURTHFLT (UC)  
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/C=US/O=U.S.  
GOVERNMENT/OU=DOD/OU=NAVY/OU=ORGANIZATIONS (UC) /L=VIRGINIA/L=NORFOLK/OU=NEXCOM NORFOLK VA (UC)

/C=US/O=U.S.  
GOVERNMENT/OU=DOD/OU=NAVY/OU=ORGANIZATIONS (UC) /L=CALIFORNIA/L=SAN DIEGO/OU=PEO  
C4I SAN DIEGO CA (UC)

/C=US/O=U.S. GOVERNMENT/OU=DOD/OU=NAVY/OU=ORGANIZATIONS (UC) /L=SOUTH  
CAROLINA/L=CHARLESTON/OU=SPAWARSYSNEN ATLANTIC CHARLESTON SC (UC)

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DIEGO/OU=COMSPAWARSYSNEN SAN DIEGO CA (UC)

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DIEGO/OU=SPAWARSYSNEN PACIFIC SAN DIEGO CA (UC)

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BEACH/OU=COMNAVVCYBERFOR VIRGINIA BEACH VA (UC)

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MSGID/GENADMIN/COMNAVVCYBERFOR//

SUBJ/NAVY CASH SHIPBOARD TECHNICAL SUPPORT//

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POC/DAN OLSON/CIV/UNIT:SUP56J/LOC:MECHANICSBURG PA

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RMKS/1. THIS IS A NAVVCYBERFOR, NAVSUP, PEO C4I AND SSC PAC COORDINATED  
MESSAGE.

2. NAVY CASH IS A SHIPBOARD CASH MANAGEMENT SYSTEM INSTALLED THROUGHOUT FLEET.  
NAVY CASH CARDS WITH A CHIP-BASED ELECTRONIC PURSE PROVIDES FOR A CASHLESS  
ENVIRONMENT ON SHIP. THE MAGNETIC STRIP ON BACK OF CARDS PROVIDES FOR PRE-PAID  
DEBIT ACCESS ASHORE TO FUNDS IN STRIP ACCOUNTS AT RETAIL LOCATIONS AND ATMS  
WORLDWIDE. NAVY CASH INSTALLATION ON SHIP CONSISTS OF SERVER, LAPTOPS,  
WORKSTATIONS, ROUTERS, NETWORK DROPS, CASHLESS ATMS, AND CARD READERS AT  
RETAIL LOCATIONS AND IN VENDING MACHINES. NAVY CASH OPERATIONS DEPEND ON  
ACCESS TO SHIP'S UNCLASSIFIED INTEGRATED SHIPBOARD NETWORK SYSTEM (ISNS), TO  
CONNECT ALL ITS DEVICES AND TO ACCESS SATELLITE COMMS OFF SHIP THROUGH THE  
AUTOMATED DIGITAL NETWORKING SYSTEM (ADNS).

3. WHEN NAVY CASH ENCOUNTERS TECHNICAL ISSUES, COORDINATED SHIP-WIDE EFFORT  
AMONG DISBURSING OFFICERS, LS, ET, AND IT PERSONNEL IS REQUIRED TO  
TROUBLESHOOT, ISOLATE, AND CORRECT ANY PROBLEMS. IF UNABLE TO ISOLATE PROBLEM  
OR EFFECT REPAIR, SHIP IS RESPONSIBLE FOR INITIATING A TROUBLE CALL THROUGH  
GLOBAL DISTANCE SUPPORT TO NAVY CASH CENTRAL SUPPORT AT 866-662-8922 OR EMAIL  
NAVYCASHCENTER@EZPAYMT.COM. TECHNICAL SUPPORT PERSONNEL ASHORE PROVIDE  
TROUBLESHOOTING AND REPAIR GUIDANCE BY PHONE OR E-MAIL. DISBURSING OFFICER AND  
IT/ET PERSONNEL SHOULD BE AVAILABLE TO DISCUSS PROBLEM, TROUBLESHOOTING AND  
REPAIR GUIDANCE WITH TECHNICAL SUPPORT PERSONNEL. ON-SITE TECHNICAL ASSISTANCE  
IS AVAILABLE AS NEEDED, BUT ONLY AFTER DISTANCE SUPPORT EFFORTS OVER PHONE OR  
E-MAIL HAS BEEN EXHAUSTED, OR TO SUPPORT EMERGENCY REQUIREMENTS FOR SYSTEMS  
THAT ARE AT OR NEAR COMPLETE MISSION FAILURE.

4. IT PERSONNEL ARE ENCOURAGED TO PARTICIPATE IN NAVY CASH CONTINUING TRAINING  
SESSIONS AS NEEDED TO SUPPORT FAMILIARIZATION. CONTACT HUGH CHIN  
(HUGH.CHIN@NAVY.MIL), ANDY YAGER (ANDREW.YAGER@NAVY.MIL), OR DEREK TAKARA  
(DEREK.TAKARA@NAVY.MIL). IT PERSONNEL CAN ALSO DOWNLOAD AND LEVERAGE EXISTING  
MATERIAL SUCH AS NAVY CASH SOP, FUNCTIONAL TRAINING, TROUBLESHOOTING MANUAL,  
AND SYSTEM ADMINISTRATION GUIDE FROM WWW.FMS.TREAS.GOV/NAVYCASH.