



Navy Cash Training

Disbursing Unit 1: Program/System Overview

Objectives

- Describe overview of Navy Cash system, processes, and responsibilities for users and operators
- Describe Navy Cash components and basic purpose
- Demonstrate power on/off procedures of all equipment
- Describe basic preventive maintenance
- Describe support references and sources of support

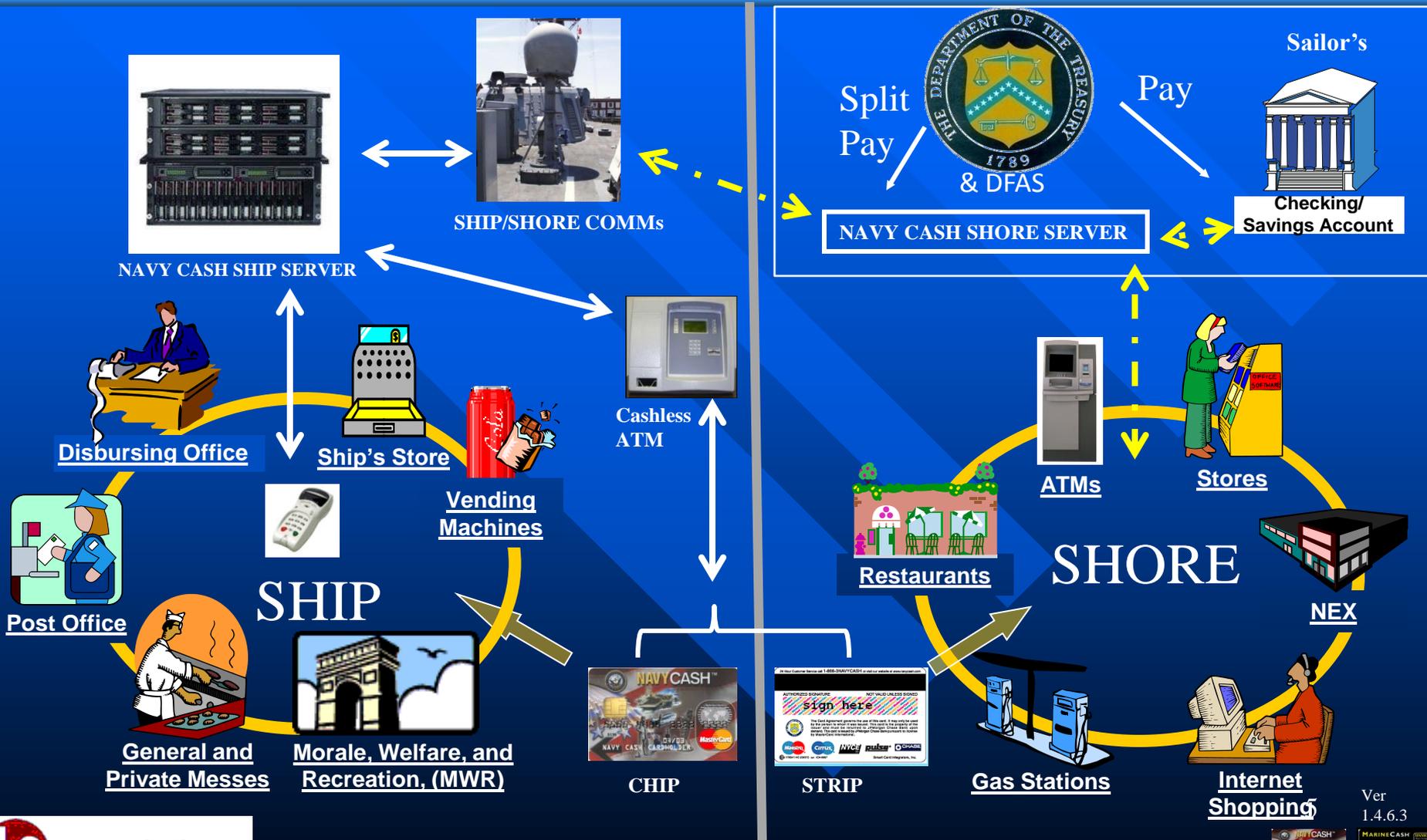
Overview

- Navy Cash (NC) is a customized debit card system developed in partnership with DFAS, the U. S. Navy and Marine Corps, and the U.S. Treasury and JPNC to reduce cash aboard U.S. warships
- Disbursing Officer has the *lead role* for the onboard NC system
- NC cards combine an electronic chip ('e-purse', max \$1000) and the traditional magnetic stripe (debit card/ATM function)
- NC cards are used by individuals and '*Merchants*'. '*Visitor*' cards (e-purse only) may be issued for special events or temporary fixes
- Cashless ATMs aboard ship provide 24-hour-a-day, seven-day-a-week access to NC account (i.e. **strip**), and offline access to accounts at financial institutions ashore (\$400 day transfer limit)

Overview (cont.)

- Navy Cash does not change (DFAS/) Navy disbursing procedures, only the method used to collect/submit/exchange information
 - Same forms used daily (e.g. DD 2657, 2665, 1081, & SF 1219)
- Navy Cash does NOT take away all cash aboard ships
 - When cash is accepted (e.g. tiger cruises, special events) a signed NS 470 is still required
- Sailors and Marines can elect the Split Pay Option (SPO) to direct a chosen amount to their NC accounts each payday
 - DFAS processes SPO requests – the ship only initiates/adjusts/ends a SPO

Navy Cash Basic Process Overview



Using Navy Cash – Sailor Perspective

- Managed properly, a NC account is a major personal convenience
- Sailors should treat their Navy Cash card like cash
- They must manage their personal account balances to avoid ‘Non Sufficient Fund’ (NSF) costs and negative balance consequences
- NC is an offline system. Sailors should transfer funds to their **strip** *at least 24 hrs* in advance (inport) or 72 hrs (underway)
 - Keep a portion of funds on their **strip**
 - Keep in mind that shipboard connectivity affects: PIN changes, **chip-to-strip** transfers, etc., and that the ship/shore system will catch up with all individual card uses

Using Navy Cash – Disbursing Perspective

- Navy Cash is a major improvement over handling paychecks, and bags of multi-denomination cash (/coins) daily
 - Do process any cash [Disbursing] transaction *first* [safe, log, etc], then NC
- Technology occasionally requires assistance from other departments
 - Ensure that the ITs notify you if there are any connectivity issues onboard
- Perform *End of Day* (EOD) EVERY day [even when comms down]
 - This keeps the files at sizes easily handled by the ship when comms return
 - When comms are restored, the files are automatically transmitted one at a time

Note: All dates and times are recorded and reported in GMT

Using Navy Cash – Disbursing Perspective

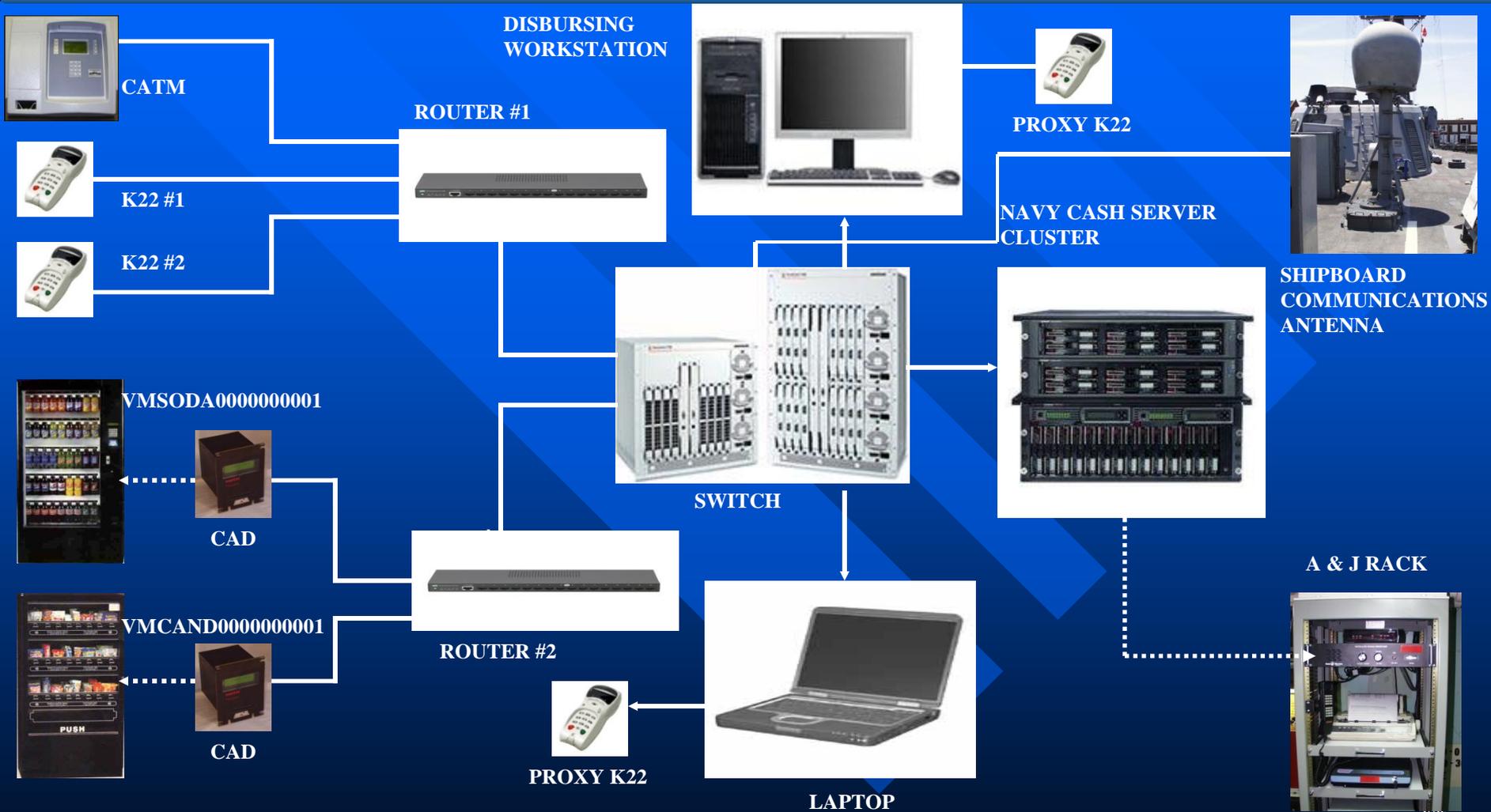
(cont.)

- Reconcile ship and shore accounts EVERY day
 - Follow up on any irregularities immediately
- Know where your NC system documentation is located and use it
 - When in doubt, check the references
 - Provide copy of applicable SOP section to users [Ch.6 PO, Ch. 7 Sales, etc.]
- Know what is involved, and make sure routine *preventive* maintenance (software and hardware) is performed
 - Requires you maintain NC component inventory/location (including spares)
- Become proficient with your Navy Cash system – YOU are the most important part of the Navy Cash team for sailor support and assistance

Equipment Overview

v1.4.6

Navy Cash Basic System Diagram



System Equipment

■ Server

- Rack-mounted in Disbursing or Supply
- Made up of two separate computers (1 is spare) called “Nodes” and a disk array
- Requires daily change of backup tapes



■ Routers

- Mounted behind the K80s
- Minimal Disbursing interaction required



K80 Cashless ATM

- Used to transfer funds to and from chip, strip and home bank
- Must be online and logged in to NC server in order to function
- Transactions immediately logged with NC server



Card Access Device (CAD)

- Located in vending machines
- Slot for card insertion
- Hidden keypad for status
- Can function in *online* or **offline* mode
- CADs are typically managed by the Sales Officer



**Note: Can operate offline for a sizeable, yet limited number of transactions*

K22 Point of Sale Device

- Used in *Merchant* locations, Disbursing, and by foreign vendors
- Sales and refund transactions are performed with this unit
- May be used *online* or *offline*
- Functions in *proxy* mode (attached to NC computer) or *normal* mode (LAN drop or battery power)



Note: DISBO manages all K22s, initiates set up for operators

Spares

- Each ship is given a complete spares package:
 - Server ‘Node 2’ is an onboard spare
 - Spare K80 is also an onboard working spare
 - Spare K22s, CADs, and SAM chips
 - Spare Workstation (Laptop)
 - Spare cards (*Instant Issue, Visitor*), cables, cleaning cards, etc.

Equipment Responsibility

- Operation/maintenance of the system is a team effort aboard ship. This is especially true with heightened cyber security. SMEs from CYBERFOR/Center for Information Dominance recommend:

ITs conduct:

Supply Dept psnl conduct initial troubleshoot

- Server user assignment, maintenance and troubleshooting, and backups
- Information Assurance Actions for server, workstations, and laptops
- Troubleshoot, preventive & corrective maintenance on workstations and laptops
- Network connectivity issues, router settings and corrective maintenance.

ETs: troubleshoot and corrective maintenance on ATM and UPS

DISBO/Ship store: preventive and corrective maintenance, and troubleshoot K22s and CADs; preventive maintenance on router and cashless ATM

NEXCOM ROM II Program Support

- Although Navy Cash is usually integrated with the ROM II register, ROM II is not a Navy Cash system
 - Daily balancing is required to ensure both systems match
 - ROM II issues are handled by NEXCOM
- To access support for ROM II, contact the following:
 - Navy One-Touch (Global Distance Call Service)
 - Local FLC representative
 - Local Fleet Assist Team

Powering System On/Off

Navy Cash Server Setup



■ Node 1

■ Node 2

■ Cluster Array

Power On Sequence (Server)



- Power on the Cluster Array first
 - (wait until bottom green light glows steady)
- Power on monitor
- Power on Node 1 and login
- Switch between nodes by hitting “Prnt Scrn” and arrow down/up to desired choice
- Power on Node 2 and login
- Verify in Cluster Administrator all Groups are online and controlled by the same node

SELECTION SCREEN	
Port	Name
1	NODE 1 +
2	NODE 2
F1 Help	F2 Advanced

Power Off Sequence (Server)

- Ensure that backups are not running
- Start at Node 2 and *Shut Down Windows*
 - Wait for complete system shut down before continuing (if system auto-reboots, manually shut down)
- Switch to Node 1 and *Shut Down Windows*
 - Wait for complete system shut down before continuing (if system auto-reboots, manually shut down)
- Power-off the Cluster Array



This procedure assumes that Node 1 is in control

Power On CADs and K80s

- CADs and K80s should remain powered on at all times unless performing maintenance
 - CADs are simply plugged in the vending machine with no power switch
 - K80s are plugged in to an UPS and have two internal power switches



K22 Sign On



- Verify that K22 has power, is securely connected to the disbursing workstation, and is turned on
- If unit is not on, press the green OK button or insert a NC card into the slot
- Screen will display a welcome message

Basic Preventive Maintenance

Preventative Maintenance

■ Daily:

– Check the *Cluster Administrator*

» Node 1 still in control? An auto change of nodes indicates possible failure of a component or a software service

» Check all resources are online and on same node

– Perform Server tape backups

» Backups free system data storage

» Continuous failed backups will cause system errors and ultimately crash it (in weeks)

» Check *Veritas* Logs to confirm backups were completed

Preventive Maintenance (cont)

- Weekly:
 - Check that disk drives have >1GB free space
 - Check server airflow (paper test)
 - Wipe down all unit screens
 - Use card reader cleaner in the K22, K80 and CADs
 - Update laptop/workstation to current IAVA (antivirus)
- Bi-Weekly: Power server down/up
- Monthly:
 - Open up K80s and blow out dust (include the card reader)
 - Blow out dust around the routers
 - Clean the tape backup drive

Navy Cash Program Support

- The program has various levels of support:
 - Navy Cash Customer Service Center (CSC)
 - Navy Cash Call Center
 - FLC Fleet Support Group (FSG) / Fiscal training
 - Navy Cash Depot
 - NAVSUP Navy Cash bulletins and Naval messages
 - Refresher training
- You can contact support services through the following:
 - Navy One-Touch (Global Distance Call Service)
 - CSU 1-866-662-8922
 - CSU e-mail to navycashcenter@ezpaymt.com
 - Local FLC FSG representative

Navy Cash Training

- Navy Cash contractor (*Engility*) provides 3-day Refresher Training in Fleet concentration areas periodically. First day is SYS Admin, primarily for IT specialists. Contact respective coast NAVSUP FSG for schedule.
 - Scheduling: In general, held every 4 months in Norfolk and San Diego. Once a year in Mayport and once every 18-24 months in: Everett WA, Pearl Harbor HI, and Yokosuka Japan.
 - Engility Techs provide necessary training during service calls, if ship personnel available
- Navy Cash system troubleshooting guidance, functional and system training, supporting documentation and ‘how to’ maintenance videos will be available on ships server/Intranet as part of NIAPS release 2.4.2.0. Much of this material is already available online at <http://fms.treas.gov/navycash/index.htm> or with DISBO
 - Basic Navy Cash system training is available afloat in the Navy e-Learning (NeL) site. This interactive CBT is found using catalog code: CSS-NCASH-010-1.1

Navy Cash Program References

- NAVSUP P727: Navy Cash Financial System *Standard Operating Procedure (SOP)*
 - Pub Version for each NC System Version, e.g. P727 v1.12 for NC 1.4.6
 - Includes chapters for Disbursing, *Merchants* (Ship store, Messes, MWR, etc), equipment, logs and forms, appendices with supporting topic detail
- NAVSUP Navy Cash *Troubleshooting Manual*
 - TMIN XL060-A5-TTM-010
- NAVSUP Navy Cash User's *Logistics Support Summary (ULSS)*
 - TMIN XL172-AA-LSS-010
- Navy Cash *System Administrator Guide (JPMC - technical)*
- *Maintenance and Repair Videos*