

Attention Disbursing Officers and Supply Officers

NAVY CASH[®]
FLASH!

Naval Supply Systems Command
Navy Family Support Mechanicsburg
Code 56
5450 Carlisle Pike
P.O. Box 2050
Mechanicsburg, PA 17055-0791

Navy Cash[®] Flash 07-001

26 April 2007

Purpose: To remind everyone that Navy Cash cards expire.

Discussion: Navy Cash cards expire three years from the initial date of issue. The actual expiration date is the last day of the month indicated in the “Valid Thru” date embossed on the front of Navy Cash permanent and temporary cards or the back of the Navy Cash visitor cards. When a card expires, the chip on the card no longer functions.

Permanent and Temporary Cards. When a permanent or temporary card expires, any funds remaining on the chip are transferred automatically to the Navy Cash (strip) account associated with the card.

If there has been no activity on the card for six months, the card is automatically cancelled. Any remaining balance is automatically transferred to the linked bank or credit union account. The Navy Cash account is automatically suspended and Navy Cash access to the bank or credit union account is automatically blocked. The account remains open.

If there is no linked bank or credit union account, the funds will remain in the Navy Cash (strip) account. If possible, contact the individual cardholder and ask him or her to provide a bank or credit union account number, ABA routing number, and his or her name as it appears on the account, so the positive balance can be pushed back to that account. You can then send an e-mail request to the Customer Service Center (CSC) to push any positive balance back to that account.

If the Navy Cash (strip) account balance is negative and the individual is still in the Navy, post a DS01 pay action in the amount of the negative balance. If the individual is no longer in the Navy, close the Navy Cash account. Any delinquent debt will be collected by the U.S. Treasury.

Visitor Cards. When a visitor card expires, the chip can no longer be read and you cannot return any remaining value directly without assistance from the CSC.

Please route immediately to the Supply Officer and Disbursing Officer

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When issuing a visitor card, be sure the customer understands when the card expires and that the card must be returned before the expiration date to cash out any remaining value. If the expiration date on a card indicates the card will expire before the individual will be leaving the ship, select a new card to issue.

Because a visitor card is anonymous and does not have a Navy Cash account associated with it, the funds that are on the chip when the card expires cannot be moved automatically from the chip to a Navy Cash (strip) account. Because the card has expired and the chip no longer functions, you can no longer change the card status of the “old” visitor card. Contact the CSC to change the status of an expired visitor card and restore any remaining value. Refer to paragraph 8.4.15.c.(2) of the SOP, “Change Card Status”, for the three options available to retrieve funds from a visitor card: move the funds to the Disbursing Office Navy Cash merchant (strip) account, to the cardholder’s strip account, or to the cardholder’s bank or credit union account.

POC: Dan Olson, daniel.c.olson@navy.mil, 717-605-7579.

MARLENE HIGGINS
Director, Navy Disbursing

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