

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 10-011

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"Please do not use the Chip-to-Chip Correction Tool in the Disbursing Application!"

When cardholders attempt to transfer funds from one member's chip to another, the transfer is completed in two parts. First, the sending card initiates the transfer, funds are removed from the card and placed into an escrow account, and the card is removed from the ATM. Second, the receiving card is put into the ATM, authenticated with PIN entry, and the funds are moved from the escrow account to the receiving card. The receiving card must be placed into the K80 and authenticated within 60 seconds.

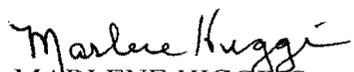
If the process is interrupted for any reason, (power failure at the K80 or time expires before the process is completed) the result of the transaction is stored in an escrow account on the Navy Cash server as an unmatched transaction.

For 1.4.5.2 and higher Navy Cash versions: each night the Automatic Chip-to-Chip Correction job runs scanning the escrow account for unmatched chip-to-chip transactions and will return the funds to the sending card's strip/payroll account. If the sending card is a visitor card which does not have a strip/payroll account, the funds will go to the Navy Disbursing account so that the Disbursing Officer can return to the appropriate member. Then an Automated Chip-to-Chip Corrections Report is generated and placed in the reports directory (Q:\files\navydata\report\ship\pspo) to verify what transactions have been corrected.

Because of this automated procedure, do not use the Chip-to-Chip correction tool in the disbursing application. If you do, manual Chip-to-Chip corrections will send the escrow account out of balance causing the automatic job to not run properly.

For 1.4.5.0 navy Cash versions: contact the Navy Cash Center (navycashcenter@ezpaymt.com) and a script will be sent to the Disbursing Officer to run on the server to correct all unmatched chip-to-chips.

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MARLENE HIGGINS
Director, Navy Disbursing

Please route immediately to the Supply Officer and Disbursing Officer