

Attention Disbursing Officers and Supply Officers

NAVY CASH[®]
SOP CHANGE NOTICE
NAVSUP PUB 727

Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka

Navy Cash SOP Change Notice 2012-005

16 July 2012

Subject: AUTOMATED TRANSFER OF DORMANT PROFILES

Attention: Disbursing Officers/Supply Officers

1. Monthly Automated Transfer of Dormant Profiles from Ship to Shore. A change implemented at the end of May 2012 created a monthly process that automatically transfers a cardholder's member profile off the ship to the Navy Cash Shore Command, if there has been no activity on a Navy Cash account (chip, split pay, ACH transfer activity) in the last year. Any funds remaining in the strip account are transferred to the linked bank or credit union account, the Navy Cash account is suspended, and Navy Cash ACH access to the bank or credit union account is blocked automatically. If a cardholder who is attached to the ship hasn't used her/his Navy Cash card in the last year and his/her profile is transferred to the Shore Command in error, she/he can simply do a "Ship Check In" at a Navy Cash Kiosk. Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

The Monthly Dormant Account Report, which listed individuals checked in on the ship with no chip or strip activity in the past 180 days, has been discontinued.

The new automated monthly process will detect and transfer any member profiles with no chip or strip activity in the past year that have not already been transferred to the Shore Command.

2. Terms. The following terms from the Navy Cash Standard Operation Procedure (SOP) are provided to distinguish among several related but distinct terms and processes within Navy Cash.

- **Card Expiration.** When a Navy Cash card expires, the chip on the card stops functioning. Any funds remaining on the Navy Cash chip are transferred to the strip account automatically. Instant issue cards are issued at the Disbursing Office as replacements and provide immediate access to any funds in the strip account associated with the expiring card.
- **Inactive Account.** Navy Cash card has expired. No activity on card/account (chip, split pay, ACH transfer activity) in the past 180 days. Any funds remaining in strip account are transferred to linked bank or credit union account (if account is still valid), Navy Cash account is suspended, and Navy Cash ACH access to bank or credit union account is blocked automatically.
- **Dormant Account.** Navy Cash card has expired. No activity on card/account (chip, split pay, or ACH transfer activity) for 180 days after the card expired.
- **Dormant Profile.** Navy Cash card has *not* expired. No activity on card/account (chip, split pay, ACH transfer activity) in the past year. Cardholder's member profile is transferred off the ship to the Navy Cash Shore Command, any funds remaining in strip account are transferred to linked bank or credit union account (if account is still valid), Navy Cash account is suspended, and Navy Cash ACH access to the bank or credit union account is blocked automatically.

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- **Transfer Date in Member Profile.** Entered using the “Account Information Update” function in the Navy Cash Disbursing Application, the transfer date is used to transfer the member profile of a cardholder who has left the ship to the Navy Cash Shore Command, suspend her/his Navy Cash account, and block her/his Navy Cash access to a linked bank or credit union account automatically on the date indicated.

3. Disbursing Officer Action. DOs must continue to work closely with the Personnel Office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days. Ensuring that transfer dates and transfer types in member profiles are up to date, makes the DO’s job easier when cardholders leave the ship.

- Based on the transfer dates in member profiles, a shore report is generated when a cardholder’s transfer is within a 30-day window. The report lists account balances and serves as an alert to clear any negative balances before the cardholders leave the ship.
- Transfer dates are used to transfer member profiles of cardholders who have left the ship to the Navy Cash Shore Command, suspend their Navy Cash accounts, and block their Navy Cash access to bank and credit union accounts, all automatically.

Prior to leaving the ship, cardholders should move all the funds on their Navy Cash card (chip and strip) back to their bank or credit union account using the Navy Cash Kiosk (K80 Cashless ATM).

Ships have reported problems with the “Account Information Update” function in the Navy Cash Disbursing Application. Updating the “Transfer Type” and “Transfer Date” does not seem to transfer member profiles off the ship to the Navy Cash Shore Command in every case. The Navy Cash Technical Support Team (NCTS) is aware of the problem and is working to identify and fix the issue.

4. Official Change to Navy Cash SOP. This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.

5. List of Effective Navy Cash SOP Change Notices.

2012-001	Automatic EOD Now Mandatory
2012-002	Required Navy Cash Documentation in Financial Returns
2012-003	Residual Funds on Visitor Cards
2012-004	Transfer Member Profile and Unsuspend Account Using Disbursing Web Site
2012-005	Automated Transfer of Dormant Profiles

6. Points of Contact. If you have any questions, please contact:

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Please route immediately to the Supply Officer and Disbursing Officer

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8.2.5 Navy Cash Card Expiration

(in version 1.13, associated with release v1.4.6, and version 1.14, with release v1.4.7)

d. Dormant Accounts. A Navy Cash account (chip and strip) with no activity for 180 days after the expiration date of the Navy Cash card is a dormant account.

(1) To keep the Navy Cash roster on the ships current and avoid having dormant accounts on the ship's Navy Cash roster, the Disbursing Officer should keep the transfer date in each cardholder's member profile up to date (see paragraph 8.4.22.f *in version 1.13* or 8.4.18.f *in version 1.14*, Transfer Type and Date, in the Account Information Update function of the Disbursing Application). The transfer date is used to pull accounts of cardholders who have left the ship off the ship's Navy Cash roster, transfer the accounts to the Navy Cash Shore Command, suspend the Navy Cash accounts, and block Navy Cash ACH access to bank and credit union accounts, all automatically on the date indicated.

(2) Monthly Automated Transfer of Dormant Profiles from Ship to Shore. To assist in maintaining a current Navy Cash roster on the ship, a monthly automated process detects and transfers member profiles that have not already been transferred to the Shore Command, if there has been no activity on cardholder Navy Cash accounts (chip, split pay, or ACH transfer activity) in the past year. If there is a valid bank or credit union account linked to the Navy Cash member profile, any funds remaining in the strip account will be pushed to the linked account automatically. If a cardholder attached to the ship hasn't used her/his Navy Cash card in the past year and is transferred to the Shore Command in error, he/she can simply do a "Ship Check In" at a Navy Cash Kiosk (K80 Cashless ATM). Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

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8.4.22 Account Information Update *(in version 1.13 of the Navy Cash SOP, associated with release v1.4.6)*

f. Transfer Type and Date

(5) Monthly Automated Transfer of Dormant Profiles from Ship to Shore. To assist in maintaining a current Navy Cash roster on the ship, a monthly automated process detects and transfers member profiles that have not already been transferred to the Shore Command, if there has been no activity on cardholder Navy Cash accounts (chip, split pay, or ACH transfer activity) in the past year. If there is a valid bank or credit union account linked to the Navy Cash member profile, any funds remaining in the strip account will be pushed to the linked account automatically. If a cardholder attached to the ship hasn't used his/her Navy Cash card in the past year and is transferred to the Shore Command in error, he/she can simply do a "Ship Check In" at a Navy Cash Kiosk (K80 Cashless ATM). Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

8.4.18 Account Information Update *(in version 1.14 of the Navy Cash SOP associated with release v1.4.7)*

f. Transfer Type and Date

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(6) Monthly Automated Transfer of Dormant Profiles from Ship to Shore. To assist in maintaining a current Navy Cash roster on the ship, a monthly automated process detects and transfers member profiles that have not already been transferred to the Shore Command, if there has been no activity on cardholder Navy Cash accounts (chip, split pay, or ACH transfer activity) in the past year. If there is a valid bank or credit union account linked to the Navy Cash member profile, any funds remaining in the strip account will be pushed to the linked account automatically. If a cardholder attached to the ship hasn't used his/her Navy Cash card in the past year and is transferred to the Shore Command in error, he/she can simply do a "Ship Check In" at a Navy Cash Kiosk (K80 Cashless ATM). Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.