

# Chapter 8

## Disbursing

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## 8.1 Background

- a. This chapter addresses Navy Cash processes and procedures in the disbursing office and operating the Navy Cash Disbursing Application in the disbursing office and sales office.
- b. Marine Corps. The Navy Disbursing Officer will be responsible for providing Navy/ Marine Cash and other disbursing support for Marines embarked on a ship without a Marine Disbursing Officer and will make every effort to collect on any negative account balances. On ships with a Marine Disbursing Officer, the Marine Cash Disbursing Application is a subset of the Navy Cash Disbursing Application, and Marine disbursing personnel shall be guided by this SOP. Where Marine functionality is different from Navy functionality, split pay for example, the differences are discussed in the SOP. The basic policy for enrolling Marines in Marine Cash is discussed in paragraph 1.7.4.
- c. The disbursing office will retain the flexibility to receive cash and checks under certain circumstances. When collecting or disbursing cash or checks, the existing cash-based disbursing processes and procedures remain in effect.
- d. In this SOP, the term Disbursing Officer refers to the Disbursing Officer and his properly authorized and appointed representatives, such as disbursing agents, Disbursing Officer Deputy, or Navy Cash Deputy.
- e. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). *Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.*

## 8.2 General Navy Cash Information

### 8.2.1 Letters of Authority

- a. Because Navy Cash is a financial system, and the handling of public and private funds is inherent, a Letter of Authority shall be signed by the Commanding Officer to the Disbursing Officer as the Navy Cash Accountable Officer, delineating what his or her accountability includes. Subsequent letters of appointment from the Disbursing Officer to his or her agents shall also be maintained (see samples letters at paragraphs 8.15.1 and 8.15.2).
- b. The Department of Defense Financial Management Regulation (DOD FMR), Volume 5, addresses the issue of accountability for cash management of public funds within the Navy. Since the electronic movement of funds within the Navy Cash system, for example, from the cardholder's home bank or credit union account to the Navy/Marine Cash account, or from the Navy/Marine Cash account to the chip, or from the chip to the Post Office or soda vending machine, are not considered part of the Disbursing Officer's accountability, he or she would not have a pecuniary responsibility for those funds. However, certain Navy/Marine Cash transactions, for example, cash- and check-to-chip transactions, occur at the disbursing office, and the funds do become part of the Disbursing Officer's accountability. A sample letter of authority to hold cash at personal risk is included in paragraph 8.15.3. If a shortage (loss of funds /loss of accountability) or an overage occurs, it should be handled as prescribed in Chapter 6 of DODFMR Volume 5. If it can be proved that the system, not the Disbursing Officer, made the mistake, the Disbursing Officer could not be held financially responsible for the loss.

## 8.2.2 Safeguard Personally Identifiable Information

The Disbursing Officer must establish and monitor procedures for the proper handling and safeguarding of the Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations to ensure the security and confidentiality of that information.

### 8.2.3 Issuing Navy Cash Cards

a. Instant Issue Navy Cash Cards. Instant issue cards are embossed with NAVY CARDHOLDER and a Debit MasterCard® card number. Instant issue cards are issued on the ship to personnel newly enrolling in Navy Cash and as replacements for lost, stolen, damaged, or expiring cards. Issued on the spot, instant issue cards provide individuals immediate access to all Navy Cash capabilities. For example, cardholders can transfer funds at the Cashless ATM, also known as the Navy Cash Kiosk or Kiosk, on the ship to the chip or strip account from bank or credit union accounts ashore and can access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

b. Visitor Navy Cash Cards. Visitor cards are chip-only cards that can only be used on board ship. Visitor cards are reusable and should be cashed out and turned in to Disbursing when the visitor is done with the card, so they can be reissued to another visitor.

c. Embossed Permanent Navy Cash Cards. Embossed permanent cards are embossed with the cardholder's name and a MasterCard® card number. Produced individually at the card manufacturing facility, they must be delivered to the individual on the ship after they are produced. Generally, embossed permanent Navy Cash cards are only issued as a part of bulk enrollment when Navy Cash is initially implemented on a ship.

c. Card Expiration. Beginning in October 2010, when individual cardholders' Navy Cash cards expire, replacement cards are no longer created and sent to the ship automatically. The actual expiration date is the last day of the month indicated in the "Valid Thru" date embossed on the front of instant issue and embossed permanent cards. When a card expires, the chip on the card stops functioning. Any funds remaining on the chip are automatically transferred to the Navy Cash (strip) account associated with the card.

(1) Cardholders whose cards have expired or are expiring at the end of a month must now report to Disbursing where they will be issued instant issue Navy Cash cards as replacements. Instant issue cards have every capability that embossed permanent cards have, including the Debit MasterCard strip, immediate access to any funds in the strip account associated with the expiring card, and the ability to access Split Pay. Once new instant issue cards are assigned, the cards will be usable on the ship immediately, and ashore after the next round trip is completed by the ship.

(2) Merchant Cards. Replacement cards for Navy Cash merchant cards that are expiring will continue to be created and sent to the ship automatically.

(3) PIN Mailers. In addition, PIN mailers are no longer created and sent to the ships for instant issue or visitor cards. Instant issue and visitor cards are always handed out by the Disbursing Office, so the individuals receiving these cards can select a PIN when they pick up their cards. PIN mailers will continue to be sent to the ships with embossed permanent cards.

d. Delivery of Cards. For security reasons and to prevent fraud, instant issue and embossed permanent Navy Cash cards arrive on the ship in a "pendactive" status and must be activated before they will work (see paragraphs 8.4.12.a and 8.4.15.e). If there are less than 10 cards being sent to a ship, the individual cards are sent via the U.S. Postal Service (USPS) directly to the individual cardholders. Shipments of 10 or more cards are FedEx'ed to the

Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after the Treasury Financial Agent, JPMorgan Chase (JPMC) receives the enrollment data electronically. Contact the ship's Logistics Support Representative (LSR) to check the status of any FedEx shipment of cards.

e. Unclaimed or Returned Navy/Marine Cash Cards. Any card received for an individual who has left the ship should be forwarded to his or her next command. The ship's Post Office should not be "returning to the sender as undeliverable" Navy/Marine Cash cards sent via U.S. mail that are unclaimed or returned unopened.

(1) Unclaimed or Returned Navy Cash Cards. Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship's Post Office during the check-out process. If the next command is not known or can't be identified or the individual was discharged from the service, the Disbursing Officer should cancel and destroy the card (see paragraph 8.4.12, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to Disbursing when they receive the cards to have the PIN reset using the Disbursing Application.

(2) Unclaimed or Returned Marine Cash Cards. Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate Marine Expeditionary Force (MEF) Disbursing Office, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office  
MARFORPAC  
15th St, Bldg 1164, Room 238  
Camp Pendleton, CA 92055  
(760) 725-5550

II MEF Disbursing Office  
MARFORLANT  
Bldg 10, McHugh Blvd  
Camp Lejeune, NC 28542  
(910) 451-7807

III MEF Disbursing Office  
MARFORPAC  
Bldg 5714, Unit 38405  
Camp Foster, Okinawa, Japan  
FPO AP 96604-8405  
011-81-611-745-7020

## 8.2.4 Navy Cash Card Limits

### a. Individual Cardholders

(1) A \$400 daily maximum limit has been pre-set on funds transfers from an individual's bank or credit union account to his/her Navy/ Marine Cash accounts (chip and strip).

(2) No more than \$1,000 can be loaded on or debited from the e-purse.

### b. Merchant Cardholders

(1) For merchants who settle to bank or credit union accounts, a \$5,000 daily maximum limit has been pre-set on funds transfers from the bank or credit union account to the Navy/Marine Cash account.

(2) For Navy Cash cards issued after 24 September 2008, no more than \$50,000 can be loaded on or debited from the e-purse. This increased e-purse limit was initiated primarily to enable the Wardroom Mess Treasurer on large-deck ships to pay the monthly food service bill from the Food Services Officer (FSO) in a single payment instead of the multiple payments that may have been required before. For Navy Cash cards issued before 24 September 2008, no more than \$9,999.99 can be loaded on or debited from the e-purse. This pre-set limit may prevent large

purchases on the ship in a single payment. In a situation like this, the shipboard merchant can elect to make more than one payment with the organization's Navy Cash merchant card, simply pay by check, or work with the Disbursing Officer to contact the CSU to request a replacement merchant card.

c. Modifying Navy Cash Card Limits

(1) Individual Cardholders

(a) The Disbursing Officer can modify the chip load and debit limit for individual cardholders who are "checked in" on that ship through the Disbursing Application (see paragraph 8.4.18, Account Information Update), but only up to a maximum of \$1,000. The current Navy Cash system software prevents the limits for individual cardholders to be above \$1,000. The Disbursing Officer cannot change the chip load and debit limit using the Navy Cash Disbursing web site, [navycashcenter.com](http://navycashcenter.com), (see paragraph 8.14 and Appendix E).

(b) For individual cardholders, reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be loaded on the chip are options available to discipline a cardholder who continues to have problems with negative account balances or other personal financial responsibilities (see paragraph 8.8.1).

(2) Merchant Cardholders. The Disbursing Officer can modify the chip load and debit limit for merchant cardholders on board that ship through the Disbursing Application (see paragraph 8.4.18, Account Information Update), but only up to a maximum of \$1,000. For any amount above \$1,000, the Disbursing Officer must contact the CSU (see paragraph 8.14) and request that a merchant cardholder limit be modified. Again, the Disbursing Officer cannot change the chip load and debit limit using the Navy Cash Disbursing web site, [navycashcenter.com](http://navycashcenter.com), (see paragraph 8.14 and Appendix E).

(3) Any updates to card limits done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the individual cardholder or merchant attempts at the Navy Cash Kiosk. Updates done through the Navy Cash Center web site do not go into effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

### **8.2.5 Navy Cash Card Expiration**

a. Navy Cash cards issued after 24 September 2008, expire five years from the initial date of issue. Navy Cash cards issued before 24 September 2008, 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 instant issue and embossed permanent Navy Cash cards and the date printed on the back of the Navy Cash visitor cards. When a card expires, the chip on the card no longer functions.



b. Instant Issue and Embossed Permanent Cards. When an instant issue or embossed permanent card expires, any funds remaining on the chip are transferred automatically to the strip account associated with the card.

(1) Instant Issue Card Issued as Replacement. When a card expires or will be expiring at the end of a month, a cardholder must report to disbursing where he/ she will be issued an instant issue Navy Cash card as a replacement. Instant issue cards have every capability that embossed permanent cards have, including the Debit MasterCard® strip, immediate access to any funds in the strip account associated with the expiring card, and the ability to access Split Pay. Once a new instant issue card is assigned, the card will be useable on the ship immediately, and ashore after the next round trip is executed by the ship.

(2) Inactive Account. When a card expires, if there has been no activity on the card (strip and chip) in the previous six months, the account is considered inactive, and the card is canceled. As a part of the process, any remaining balance is transferred to the linked bank or credit union account automatically, if the linked account is still valid. In addition, the Navy Cash account is suspended and Navy Cash access to the bank or credit union account is blocked automatically.

(a) If there is no linked bank or credit union account or the account information is not valid, the funds will remain in the strip account. If at all possible, the individual cardholder should be contacted and asked 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.

(b) Residual Funds. As a last resort and after every effort to identify the individual cardholder and return the residual funds has been exhausted, the Disbursing Officer must cash out any value remaining on the card and do a collection for the amount using a DD 1131 in accordance with DODFMR, Volume 5, Chapter 6, Paragraph 0606, and Chapter 26, Paragraph 260503. These funds will be credited to one of two accounts at the Treasury, Account 20X6133, Payment of Unclaimed Moneys, for amounts of \$25 and greater, and Account -1060, Forfeitures of Unclaimed Money and Property, for amounts of less than \$25. Cardholders retain the right to claim such funds.

c. Visitor Cards. When a visitor card expires, the chip can no longer be read on the ship, so any value remaining on the card cannot be returned directly.

(1) The Disbursing Officer must ensure the customer understands when the card expires and that the card must be turned in before the expiration date to cash out any remaining value on the ship.

(2) If the expiration date displayed for a particular card indicates the card will expire before the individual will be leaving the ship, the Disbursing Officer should select a new visitor card to issue.

(3) Because a visitor card is anonymous and does not have a Navy Cash account associated with it, the funds that are on the chip cannot be moved automatically from the chip to a strip account after the card expires. Because the card has expired and the chip no longer functions, the Disbursing Officer can no longer change the card status of the “old” visitor card. The Disbursing Officer must contact the CSU to change the status of an expired visitor card and restore any remaining value. Refer to paragraph 8.4.12.c.(2) under paragraph 8.4.12, Change Card Status, for the three options available to retrieve funds from a visitor card.

d. **Dormant Accounts.** A Navy Cash account (chip and strip) with no activity for six months after the expiration date of the Navy Cash card is a dormant account. To 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 8.4.18.f, 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 automatically and transfer these accounts to a “shore” command and to suspend Navy Cash accounts and block Navy Cash ACH access to bank and credit union accounts. Any funds remaining on the card (positive balance) should have been pushed to the linked bank or credit union account automatically when the card actually expired. Any accounts transferred to the shore command will continue to be monitored through a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report (see paragraphs 8.15.5 and 18.5.6), so any account activity can be monitored ashore and any negative account balances can continue to be pursued.

### **8.2.6 Navy Cash Cardholder Deceased, Injured, or an Unauthorized Absentee**

a. If a cardholder is deceased, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer, should present the Navy Cash card, if available, to the Disbursing Officer. Any value remaining in the strip account should be pushed back to the cardholder’s home bank or credit union by sending a request to the Navy Cash CSU at JPMC.

b. The Disbursing Officer shall convert any value remaining in the chip account to cash and prepare an ex-cash check in the cardholder’s name. Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraph 8.4.10. Enter the date of the transaction in Block 1, the cash value on the chip in Block 3, and the ex-cash check number in Block 5.

### **8.2.7 Internal Procedures and Controls**

a. To facilitate effective management and administration of Navy Cash operations, each ship should develop a ship’s instruction delineating specific internal procedures and controls for Navy Cash. A sample instruction is included at Appendix K.

b. As a matter of policy, any PS who wants to perform any personal Navy Cash transactions in the disbursing office, for example, to add or cash out value or change a PIN, should contact the Disbursing Officer or Deputy.

c. Each calendar quarter, the Cash Verification Team (CVT) shall verify that the account balances for the disbursing office merchant card and all generic private merchant cards not currently assigned to and in use by a Navy Cash merchant are zero (both chip and strip) and

review the disposition of deposits, withdrawals, or transfers made with the disbursing office merchant card and those generic private merchant cards since the last quarterly cash verification (see paragraph 8.11).

d. Each calendar quarter, the CVT shall generate card reports for all Navy Cash Disbursing Application users (see paragraph 8.4.14, Card Report) to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

e. Each operator must log off the Disbursing Application when they are through working on the system. The next operator can then log on the system by entering his or her own user ID and password. Each operator must use his or her own user ID and password when operating the Navy Cash system.

f. The ship's internal procedures and controls for Navy Cash must include the proper handling and safeguarding of Personally Identifiable Information (PII) to ensure the security and confidentiality of that information.

### **8.2.8 Planned Maintenance System**

Preventive maintenance for the Navy Cash Financial System is covered through the Planned Maintenance System (PMS). PMS information for Navy Cash is available from the ship's Maintenance and Material Management (3-M) Coordinator. Maintenance Index Page (MIP) number 6541/080-14 applies to Navy Cash. In particular, proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card.

### **8.2.9 ATM Locations Worldwide**

The MasterCard web site — [www.mastercard.com](http://www.mastercard.com) — includes an “ATM Locator” at the top of the screen for locating ATMs in the United States, Asia, Australia, Europe, Middle East/Africa, North America, and Latin America/Caribbean (Antarctica is also listed!). By clicking on this icon and entering any city and state, the user will see the institution name and address, including maps, of each MasterCard® / Maestro® / Cirrus® ATM in that city.

## **8.3 Navy Cash Custodial Responsibilities**

### **8.3.1 Custody of Navy Cash Cards**

a. The Disbursing Officer is responsible for maintaining a stock of Navy Cash cards. Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in DODFMR, Volume 5, Chapter 7.

b. The Disbursing Officer may delegate the responsibility for custody of Navy Cash cards to a designated representative.

c. Bulk Navy Cash Card Log shall be maintained, which contains the Navy Cash card numbers, date, and signature of the person to whom a working stock of Navy Cash Cards is issued. A sample log is included in paragraph 8.15.11. Unused working stock shall be returned to the Disbursing Officer or designated representative at least once each week for audit and inventory. Record return of unused working stock and results of audit/inventory on Bulk Card Log. All Navy Cash cards shall be individually counted and sequential serial numbers verified.

d. An initial inventory shall be completed and recorded using the Bulk Navy Cash Card Log upon receipt of all instant issue, embossed permanent, and visitor Navy Cash cards, even single cards. For bulk shipments, any open container shall be inventoried by individual count and by sequential serial numbers of the cards. All damaged containers, or those bearing evidence of having been tampered with, shall be opened.

e. All Navy Cash cards shall be inventoried at least once each calendar month, and an entry shall be made in the Bulk Navy Cash Card Log to document the inventory. A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, shall be retained in the disbursing office, and a copy shall be given to the Cash Verification Team as an attachment to their quarterly cash verification report. At least once during each calendar quarter, the Cash Verification Team shall conduct a surprise verification of Navy Cash cards to include cards received, issued, returned, and on hand.

f. Navy Cash Card Issue Log. A separate Card Issue Log shall be maintained for all Navy Cash cards issued from the Disbursing Office. The log contains the last four digits of the card number for instant issue and embossed permanent cards and the entire card sequence number for visitor cards, name and last four digits of the Social Security Number (SSN) of the cardholder, issue date, signature of the recipient, date returned for visitor, instant issue, and embossed permanent Navy Cash cards, and the name and signature of the issuer. The Navy Cash Card Issue Log also contains columns to document destruction of a card when a card is returned or canceled (see paragraphs 8.4.12, Change Card Status and 8.4.15, Assign Replacement Card, and paragraph h below). The Disbursing Officer should ensure a cardholder signs the card issue log to document the destruction of a card. A sample log is included in paragraph 8.15.12. The Navy Cash Card Issue Log shall be handled in accordance with the requirements for sensitive personal data.

g. Navy Cash Merchant Cards. Merchant cards must be kept in a safe or secure container when not in use. All merchant cards not currently assigned to a Navy Cash merchant must be in the custody of the Disbursing Officer.

(1) Disbursing Office Merchant Cards. The Personal Identification Numbers (PINs) for the disbursing office merchant cards, i.e., Navy Disbursing and Marine Disbursing, must be changed by the relieving Disbursing Officer at turnover (see paragraph 8.4.11).

(2) Cash Out Merchant Cards. The account balance (both chip and strip) for all Navy Cash merchant cards in the custody of the Disbursing Officer and not currently in use must be zero. When a merchant card is turned in, the Disbursing Officer must verify that any value remaining on the chip has been cashed out and returned to the merchant prior to accepting custody of the card.

h. Cash Out Visitor Cards. Visitor cards are reusable. When a cardholder no longer needs a visitor card, the card should be turned in to the disbursing office, and any value remaining on the chip must be cashed out and returned to the cardholder immediately (see paragraph 8.4.5.b). The return date shall be entered on the Card Issue Log, and the card can then be returned to the stock of visitor cards for reissue. Even if a visitor card is turned in after hours or “under the door” or after the visitor has left the ship, the card must still be cashed out, and the Disbursing Officer must make every reasonable effort to return any remaining value to the cardholder. Refer to the Card Issue Log to identify to whom the card was issued.

i. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting the “View Reports” link in the Disbursing Application, clicking on “Navy Cardholder Issued Card Report” in the “Operations Reports” window, filling in the start and end dates for the inclusive period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

j. Document Destruction of Navy Cash Cards. The Navy Cash Card Issue Log also contains columns to document destruction of a card in the presence of the cardholder when a

card is returned or canceled (see paragraphs 8.4.12, Change Card Status, and 8.4.15, Assign Replacement Card). Cards can be destroyed by cutting them up or shredding them. At the time of destruction, record the last four digits of the card number for instant issue and embossed permanent cards, name and last four digits of the Social Security Number (SSN) of the cardholder, destruction date and signature of the cardholder witnessing destruction, and the name and signature of the person destroying the card.

k. Cards for newly enrolled personnel shall be issued as described in paragraph 8.4.17, Account Enrollment.

l. Replacement cards shall be issued as described in paragraph 8.4.15, Assign Replacement Card.

m. Any card received for an individual who has left the ship should be forwarded to his or her next command. If the next command is not known or can't be identified or the individual was discharged from the service, the card should be canceled and destroyed (see paragraph 8.4.12, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log.

### 8.3.2 Replenishing Navy Cash Card Stocks

a. Spare Navy Cash Card Stock. The initial allowance of spare Navy Cash card stock is based on crew size and includes about 30 percent for crew turnover and 10 percent for replacement of lost, stolen, or damaged cards. The basic allowance for Navy Cash cards is detailed by ship types in the table below. This allowance of spare cards should last the ship about six months. The order point for replenishing card stock should be when the ship is down to about a two-month supply of spare cards.

	FFG/DDG/ CG	LPD/LSD/ AS/LCC	LHA/LHD	CVN
Instant Issue Cards <i>NAVY CARDHOLDER cards</i>	33	100	300	550
Visitor Cards <i>Reusable, chip-only cards</i>	100	330	900	1,650

b. To Order Replenishment Stock. To order replacement cards, the Disbursing Officer should send a e-mail request to the CSU at [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com) to obtain a case number. The e-mail request should include the following information:

- How many cards are needed?
- How many cards are currently in stock?
- How long will the ship be deployed?
- Will additional personnel be embarking during deployment? If so, how many?

c. Card Expiration Dates and Inventory Control. Periodically, the Disbursing Officer should check the expiration date on the back of the inventory of visitor cards and on the front of the inventory of instant issue cards to ensure they are not expired or soon to expire (see paragraph 8.2.5 above). Rotate the stock of cards, so that the older cards are always used first. Destroy any expired cards, and order replacements if necessary.

d. When a ship expects a high volume of visitors or transient personnel, contact the Navy Cash CSU. Specific requirements will be handled on a case-by-case basis so that the ship's

inventory of Navy Cash cards is not depleted. Visitors should turn their visitor cards back in to disbursing before they leave the ship.

### **8.3.3 Custody of Spare POSs and CADs**

a. The Disbursing Officer is responsible for control of all spare POSs held in ready reserve for periodic functions such as MWR sales, Husbanding Agent sale of currency, and concessionaire sales. These units should be accounted for as Operating Space Items (OSIs) in the ship's allowance for stock. POSs checked out for these periodic functions should be signed out on a locally generated and maintained custody log. When a POS has been used in the offline mode and transactions have been recorded (stored) but have not yet been downloaded to the Navy Cash server, it should be kept in a safe, for example, the Disbursing Officer's or Sales Officer's safe. POS OSIs that do not have transactions stored on them should be kept in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access, for example, the disbursing office. Spare POSs not being held in reserve for periodic functions (and without transactions store on them) should be maintained as stock items in a secure storeroom.

b. The Sales Officer is responsible for all spare Card Access Devices (*also known as Card Accepting Devices*) (CADs) held in ready reserve as OSIs. When a CAD has been removed from a vending machine, but, for some reason, for example, maintenance, still has transactions recorded (stored) on it that have not yet been downloaded to the Navy Cash server, it should be kept in a safe, for example, the Disbursing Officer's safe (see paragraph 2.3.4.c for procedures for recovering transactions from the SD card backup in a CAD). CADs held as OSIs that do not have transactions stored on them should be kept in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access, for example, the sales office. In general, CADs should be maintained as stock items in a secure storeroom.

c. Regardless of the physical storage location for Navy Cash spares, for example, POSs or CADs held in reserve as OSIs and stored in the disbursing office or sales office, the spares provided during the Navy Cash installation will be accounted for in the same manner as other repair parts provided during an installation and added to the ship's allowance for stock under the control of the SKs. Failure to maintain inventory control over Navy Cash items can result in missing items, especially during turnover of key personnel. Maintaining inventory control over Navy Cash spares will also help to ensure the correct inventory level is maintained as demand data is accumulated. Inventory of Navy Cash spares must be completed twice annually.

d. Failed Equipment. Whenever a POS or a CAD fails, the failure must be reported to the CSU (see paragraph 8.14). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

### **8.3.4 Transfer of Responsibility Upon Relief**

a. The actions required of the relieved and relieving Disbursing Officers for transferring Disbursing duties are specified in the Department of Defense (DOD) Financial Management Regulation (FMR) Volume 5, Chapter 2, paragraph 020402, and COMNAVSURFOR Instruction

4400.1, Surface Force Supply Procedures (SURFSUP), paragraph 13500. The actions required for transferring Navy Cash duties are specified in paragraph 13700 of the SURFSUP and paragraphs 8.3.3, 8.3.4, 8.15.13, and 8.15.14 of this SOP. The Navy Cash Turnover and Desktop Guide provides basic guidance for Disbursing Officers in transferring Navy Cash responsibilities and custody of Navy Cash equipment and in getting set up to manage Navy Cash operations.

b. Disbursing and Navy Cash Relieving Letters. Currently, transferring Disbursing and Navy Cash responsibilities requires separate relieving letters. A sample joint relieving letter to document the transfer of Navy Cash responsibilities and custody of Navy Cash equipment is included at paragraph 8.15.14. The relieving Disbursing Officer should retain a signed copy of the Navy Cash relieving letter on file for inspection. Prior to actually transferring Navy Cash responsibilities and custody of Navy Cash equipment, the relieved and relieving Disbursing Officers should complete the Navy Cash Pre-Audit/Turnover Checklist. The Navy Cash Pre-Audit/Turnover Checklist included at paragraph 8.15.13 provides a tool for the relieved and relieving Disbursing Officers to review overall administration of Navy/Marine Cash operations in preparing to transfer Navy/Marine Cash responsibilities. The relieving Disbursing Officer must retain a signed copy of the checklist on file for inspection.

c. SecurID Token and Disbursing Web Site Access. Custody of the Navy Cash SecurID token (random number generator) must be transferred from the outgoing to the incoming Disbursing Officer so that the incoming Disbursing Officer can access the Navy Cash Disbursing Web Site. To reflect this transfer of custody and receive the required log-in data, the incoming Disbursing Officer must provide the CSU (e-mail address: navycashcenter@ezpaymt.com) his or her full name, SSN, date of birth (month and day only), and date entered Navy service. The number generated by the token and the log-in data allow secure access to the Navy Cash web site to update cardholder account information and the like. A SecurID token and log-in data are required for each person who will access the web site, and the same transfer of custody will be required whenever the Leading DK(s) or Sales Officer turn over as well. Generally, each ship receives at least two SecurID tokens; LHAs/LHDs are provided no more than four SecurID tokens, and CVs/CVNs are provided no more than six.

d. Disbursing Office Merchant Card. The relieved and relieving Disbursing Officers must confirm that the account balance (both chip and strip) for the Disbursing Office merchant card is zero. The Personal Identification Number (PIN) for the NAVY DISBURSING merchant card must be changed by the relieving Disbursing Officer at turnover.

e. Closing Out Navy Cash at Disbursing Officer Turnover

(1) At Turnover. The Disbursing Officer cannot close out Navy Cash until all vending and ship's store merchants have been properly closed out. The Sales Officer, or designated representative, closes out the vending machines and ship's stores following the end of month procedures in paragraph 8.4.25.b and Appendix A. First, all the vending machines for a particular vending merchant must be closed out, and, second, all the merchants must be closed out, to include both vending merchants and ship's store merchants. Since he or she is not turning over, the Sales Officer can ignore these midmonth numbers at the true end of month. The outgoing Disbursing Officer can then perform the third step in the close-out sequence at the next end of day by following the indicate end of day procedures in paragraph 8.4.20 and checking the "Indicate End of Month" block (see paragraph 8.4.20.b.(7)). The Disbursing Officer prepares his or her final DD 2657, Daily Statement of Accountability, and final SF 1219, Statement of Accountability, following the procedures in paragraphs 8.4.20 and 8.9, and, for Navy Cash, entering only the figures for funds transfers from cash to chip and chip to cash and cash to strip and preparing only SF 215s, Deposit Tickets, or SF 5515s, Debit Vouchers, as appropriate.

(2) At True End of Month (EOM). The Sales Officer, or designated representative, closes out the vending machines and ship's stores following the end of month procedures in paragraph 8.4.25.b and Appendix A. These numbers will start from the previous month end, not the midmonth closeout, and include the full month's receipts. The new Disbursing Officer can then perform an EOM following the procedures in paragraphs 8.4.20 and 8.9. The reports will include numbers for the entire month, but the new Disbursing Officer will only be responsible for the latter part of the month.

## **8.4 Navy Cash Disbursing Application**

In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). *Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.*

### **8.4.1 Starting the Navy Cash Disbursing Application**

#### **a. First, Start the Navy Cash Service**

(1) From the Windows desktop screen, click on the "Services" icon, the 4th or 5th icon in the box at the bottom of the screen to immediate right of Start button. A window will open with the title "Services" in upper left hand corner.

(2) Locate the "Navy Cash Messaging Service" line and click on it once. Line will be highlighted.

(3) Click on "Play" button at top of window (looks like play button on a tape recorder). Status will change to "Started".

#### **b. Second, Start the Proxy Application**

(1) From the desktop screen display, click Start.

(2) Point to Programs.

(3) Point to Navy Cash Disbursing Interface.

(4) Click on Navy Cash Proxy application. The card reader proxy icon, a green and blue cable connector, appears in the status bar next to the clock when the application starts.

#### **c. Third, Start the Navy Cash Disbursing Application**

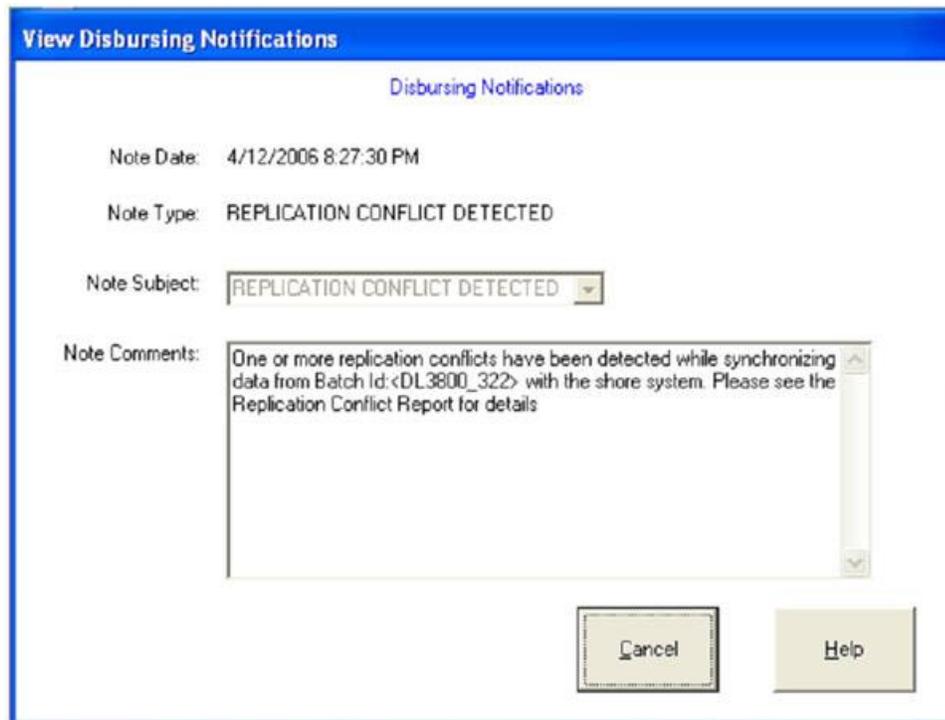
(1) From the windows desktop screen display, click Start.

(2) Point to Programs.

(3) Point and click on Navy Cash Disbursing Interface application.

(4) Disbursing Application menu screen shown on the preceding page is presented.

The Disbursing Application has different levels of access. Menu items are grayed out if the current user does not have access to that particular function.

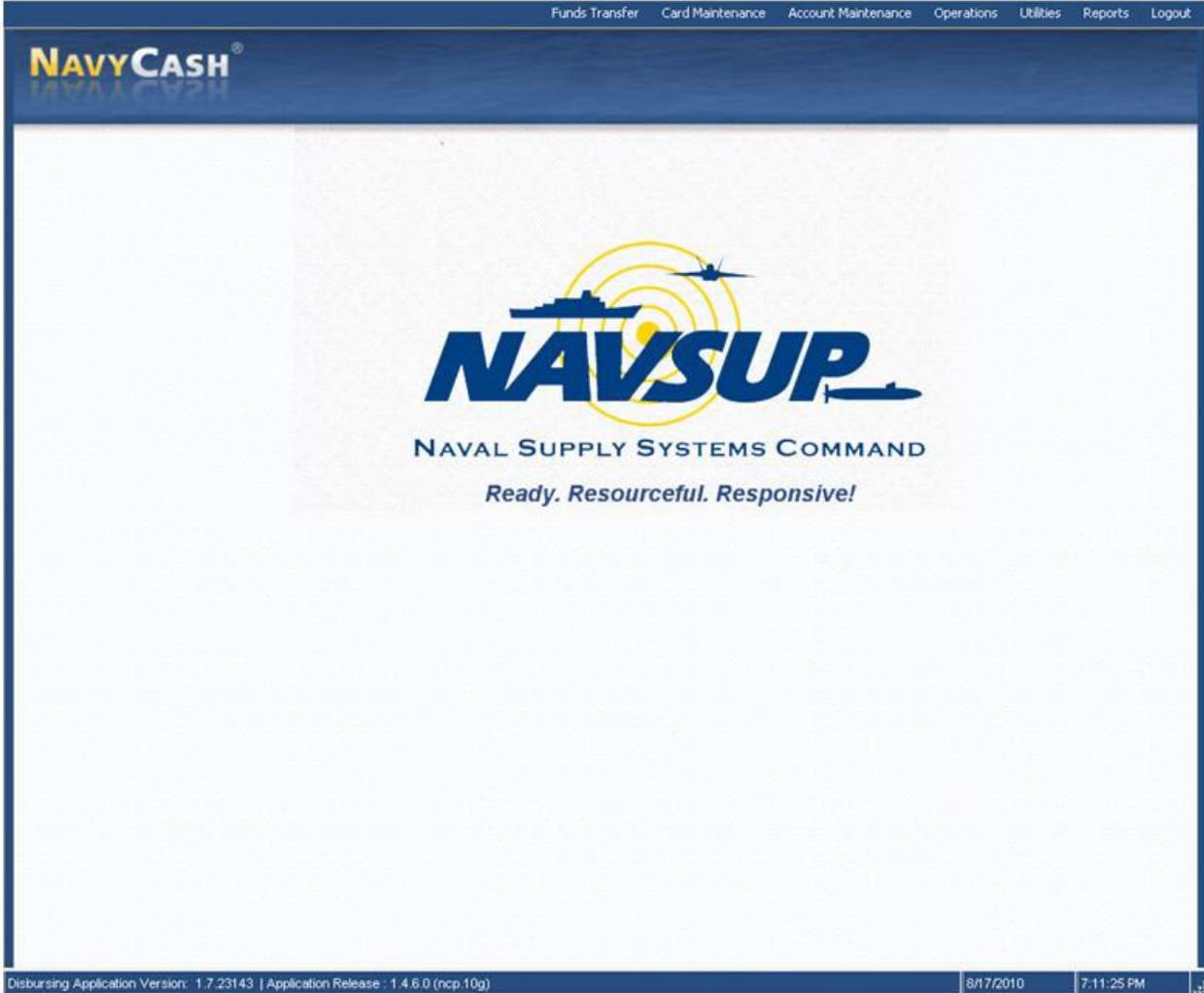


d. Disbursing Notifications Alerts. “Disbursing Notifications” notes appear as alerts at start up of the Disbursing Application if there are new alerts since the last time an operator logged on or when a new operator logs on. These notes are sent by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. See paragraph 8.4.19.d.(4) for the actions that should be taken when one of these alerts appears. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time he or she logged on to the Disbursing Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click the “Cancel” button to close the note(s).

#### **8.4.2 Closing the Navy Cash Disbursing Application**

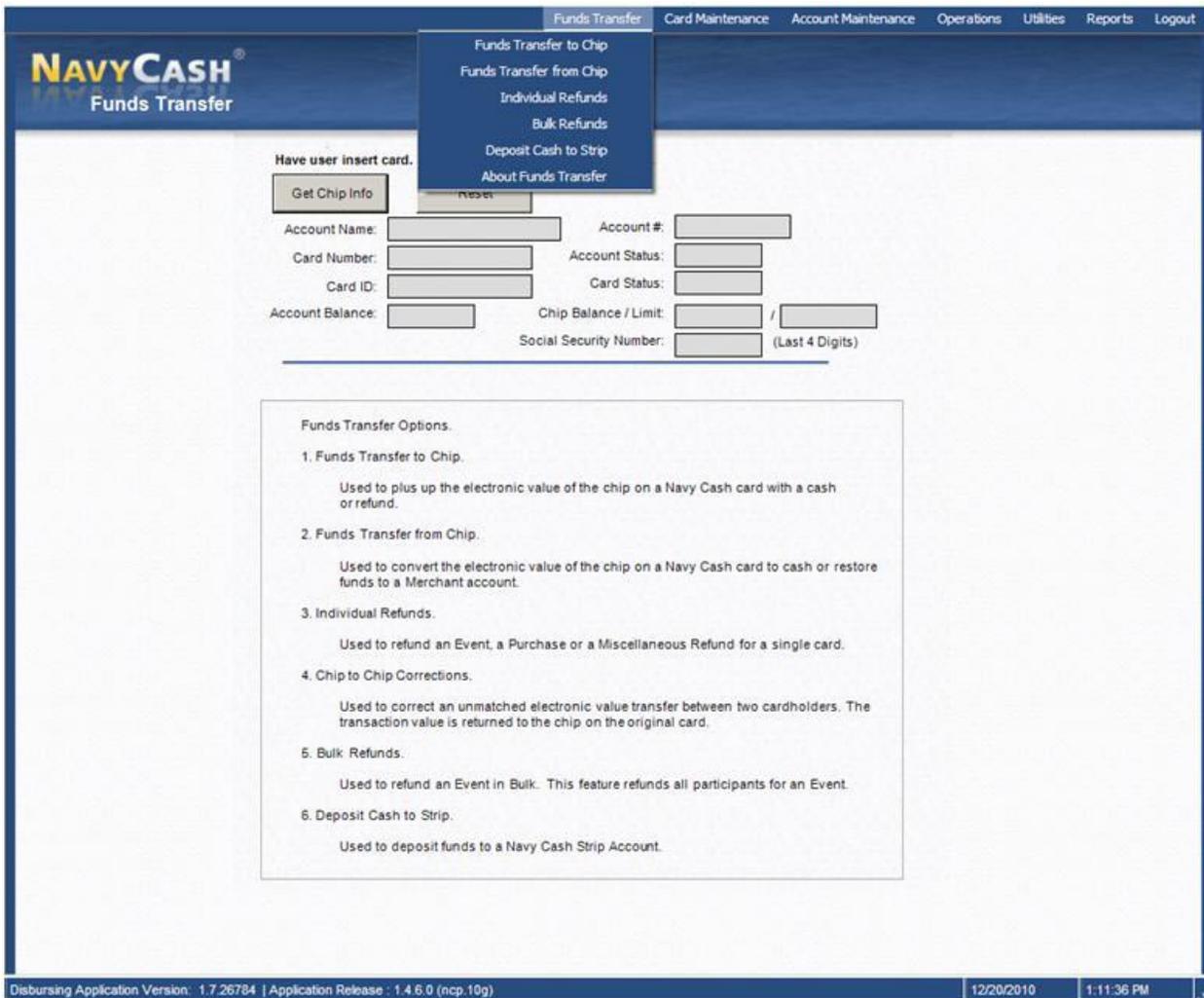
- a. First, Close the Navy Cash Application
  - (1) Click on “Logout” in the upper left of the menu screen.
  - (2) Then click on “OK”.
- b. Second, Close the Proxy Application
  - (1) Right click or double click the Card Reader Proxy icon in the status bar. A window will open titled “Navy Cash S-D-I Proxy”.
  - (2) Click the quit button.
- c. Third, Close the Navy Cash Service
  - (1) Click on Services icon at bottom of screen.
  - (2) Click on “Navy Cash Messaging Service” line. Line will be highlighted.
  - (3) Click on “Stop” button at top of window (looks like stop button on a tape recorder). Status box will be displayed showing shutdown in progress.

# NAVY CASH DISBURSING APPLICATION



## Cross-Reference for Navy Cash Disbursing Application Pull-Down Menus

<u>Funds Transfer</u>			<u>Card Maintenance</u>			<u>Account Maintenance</u>		
	Section	Page		Section	Page		Section	Page
Funds Transfer to Chip	8.4.4	8-22	PIN Reset or Change	8.4.11	8-39	Assign Replacement Card	8.4.15	8-48
Funds Transfer from Chip	8.4.5	8-24	Change Card Status	8.4.12	8-40	Account Enrollment	8.4.17	8-55
Individual Refunds	8.4.6	8-27	Unblock Card	8.4.13	8-46	Account Information Update	8.4.18	8-61
Bulk Refunds	8.4.7	8-30	Card Report	8.4.14	8-47	Note Maintenance	8.4.19	8-66
Deposit Cash to Strip	8.4.8	8-33						
 <u>Operations</u>			 <u>Utilities</u>					
	Section	Page		Section	Page			
Indicate End of Day	8.4.20	8-72	View Log	8.4.27	8-97			
Safe Bank Transaction	8.4.23	8-82	View Disk Usage	8.4.28	8-98			
Operator ID Maintenance	8.4.24	8-83	NOC Selection	8.4.29	8-99			
Vending and Ship's Store	8.4.25	8-86	Process (Marine) Split Pay File	8.4.30	8-100			
Event Maintenance	8.4.26	8-95	Provisional Split Pay	8.4.31	8-106			
			Provisional Split Pay Amount Editing	8.4.31	8-107			
			Provisional Post Split Pay	8.4.31	8-109			
			Access Editor	8.4.32	8-110			
			Access and User Group Editor	8.4.32	8-113			
			Assigned Access Rights Editor	8.4.32	8-114			
			User Account Operations	8.4.32	8-115			
 <u>Disbursing Office Reports</u>			 <u>Sales Reports</u>			 <u>Operations Reports</u>		
	Section	Page		Section	Page		Section	Page
Safe Bank Transaction Report	8.4.23	8-82	Merchant Sales Summary Report	8.4.22	8-80	Operator Status Report	8.4.20	8-72
SPO Payroll Report	8.4.30	8-100	Merchant Transactions Report	8.4.22	8-80	EOD Report	8.4.20	8-77
Disbursing Accountability Detail Report	8.4.20	8-75				Unmatched Chip-to-Chip Report	8.4.9	8-34
Disbursing Transactions Detail Report	8.4.20	8-75				Fraud Detection Report	8.8.1	8-138
Disbursing Accountability Summary Report	8.4.20	8-75				Navy Cardholder Issued Card Report	8.3.1	8-14
Disbursing Transactions Summary Report	8.4.20	8-75						
Replication Conflict Report	8.4.19	8-71						
Navy Cash Ship Roster Report	8.4.18	8-63						



### 8.4.3 Funds Transfer

Using the Disbursing Application, funds can be transferred to and from the electronic purse on the chip and directly to the strip account. To access the funds transfer functions, the Disbursing Officer clicks on the “Funds Transfer” pull-down menu in the Disbursing Application. The pull-down menu displays the funds transfer options, each of which will be discussed in turn.

#### 8.4.4 Funds Transfer to Chip

A cardholder can plus up the electronic value on his or her Navy Cash card at the disbursing office with a check or cash or from an existing Navy/Marine Cash account.

- a. To access the chip on the cardholder’s card and add value, the Disbursing Officer selects “Funds Transfer to Chip” in the “Funds Transfer” pull-down menu.
- b. The cardholder inserts the card into the POS, and the Disbursing Officer clicks “Get Chip Info”.
- c. The Disbursing Application displays the card ID number and balance received from the POS and then displays the account number and account name associated with the card.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

## NAVY CASH®

### Funds Transfer to Chip

**Have user insert card. Then click the 'Get Chip Info' button.**

Account Name: <input type="text"/>	Account #: <input type="text"/>
Card Number: <input type="text"/>	Account Status: <input type="text"/>
Card ID: <input type="text"/>	Card Status: <input type="text"/>
Account Balance: <input type="text"/>	Chip Balance / Limit: <input type="text"/> / <input type="text"/>
Social Security Number: <input type="text"/> (Last 4 Digits)	

---

Please select a funding source.

Cash

SSN

**Procedure**

1. Have user insert card.	4. Select a funding source.
2. Click the 'Get Chip Info.' button.	5. Specify a transfer amount.
3. Verify cardholder's identity (except for Visitor card).	6. Click the 'Submit' button.

Transfer Amount:

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g) 8/16/2010 7:12:32 PM

- d. The Disbursing Officer verifies ownership of the Navy Cash Card.
- e. The Disbursing Officer chooses the correct funding source, and specifies the transfer amount requested by the cardholder.
- (1) The Disbursing Application displays two funding sources, “Cash” and “SSN”.
  - (2) Check or Cash. When a cardholder is exchanging either a check or cash to plus up his or her Navy Cash card, “Cash” is selected as the funding source. All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually in accordance with paragraph 8.4.10 on the Daily Cash Transaction Ledger, which shall be kept in the safe.
  - (3) Checks that are exchanged for electronic credit on the Navy Cash Card will be treated the same as cash within the Navy Cash system. These checks should be handled, deposited, and reported in accordance with the Department of Defense Financial Management Regulation (DODFMR) Volume 5.
  - (4) SSN. A cardholder can request that the Disbursing Officer transfer funds from his or her Navy/Marine Cash (strip) account to another card’s chip using the cardholder’s Social Security Number (SSN) to designate the account. This capability could be used to transfer funds from a Navy/Marine Cash (strip) account, e.g., split pay funds, to the chip on a visitor card for a cardholder who, for one reason or another, has a Visitor Navy Cash card rather than an instant

issue or embossed permanent Navy/Marine Cash card and therefore can't use the Navy Cash Kiosk to effect the transfer. An account must be in an "open" status to enable a transfer. "SSN" is selected as the funding source. Enter the cardholder's SSN without dashes or spaces.

- f. The Disbursing Officer clicks "Submit" to initiate the funds transfers.
- g. The POS will require the cardholder to enter his PIN and click OK.
- h. The POS will then display the amount for credit and ask the cardholder if the amount is correct. The cardholder will select either "OK" or "CLR". If the cardholder chooses "OK", the transaction is complete, and the card can be removed. If the cardholder chooses "CLR", the transaction will be rejected and cancelled, and the process will need to be repeated for the correct amount.
- i. All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash account balance due the U.S. Treasury funds pool from all dishonored transactions. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DOD FMR, Volume 5, Chapter 4).

#### **8.4.5 Funds Transfer from Chip**

a. To convert electronic value on the chip to cash or to transfer value to a retail merchant account, the Disbursing Officer selects "Funds Transfer from Chip" in the "Funds Transfer" pull-down menu.

##### **b. Chip-to-Cash Transactions**

- (1) After the Disbursing Officer verifies ownership of the Navy Cash card, the cardholder inserts the card into the POS.
- (2) The Disbursing Officer clicks "Get Chip Info", and the Disbursing Application displays the card ID number and balance received from the POS and then displays the account number and account name associated with the card.
- (3) The Disbursing Officer chooses the funding destination, "Cash," specifies the transfer amount requested by the cardholder, and then clicks the "Submit" button to initiate the funds transfer.
- (4) The POS prompts the cardholder for a PIN. The cardholder enters the PIN and presses OK.
- (5) The POS will display the amount for credit and ask the cardholder if the amount is correct. The cardholder will select either "OK" or "CLR". If the cardholder chooses "OK", the transaction is complete and the card can be removed. If the cardholder chooses "CLR", the transaction will be rejected and cancelled. The transaction will need to be repeated for the correct amount.
- (6) All transactions will be recorded on the Navy Cash server and added to the daily reports. In addition, all transactions will be manually recorded in accordance with paragraph 8.4.10 on the Daily Cash Transaction Ledger, which shall be kept in the safe.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
Funds Transfer from Chip

Have user insert card. Then click the 'Get Chip Info' button.

Account Name:    Account #:   
 Card Number:    Account Status:   
 Card ID:    Card Status:   
 Account Balance:    Chip Balance / Limit:  /   
 Social Security Number:  (Last 4 Digits)

---

Please select a transfer destination.

Merchant

Cash

**Procedure**

1. Have user insert card.	4. Select a funding source.
2. Click the 'Get Chip Info.' button.	5. Specify a transfer amount.
3. Verify cardholder's identity (except for Visitor card).	6. Click the 'Submit' button.

Transfer Amount:

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)   8/16/2010   7:13:29 PM

(7) Cardholder Deceased, Injured, or Unauthorized Absentee. If a cardholder is deceased, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer, should present the Navy Cash card, if available, to the Disbursing Officer. Any amount remaining in the strip account should be pushed back to the cardholder's home bank or credit union by sending a request to the Navy Cash CSU at JPMC. The Disbursing Officer shall convert any value remaining in the chip account to cash and prepare an ex-cash check in the cardholder's name. Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraph 8.4.10. Enter the date of the transaction in Block 1, the cash value on the chip in Block 3, and the ex-cash check number in Block 5.

c. Cash Out Visitor Cards. Navy Cash visitor cards are reusable. When a cardholder no longer needs a visitor card, the card should be turned in to the disbursing office, and any value remaining on the chip must be cashed out and returned to the cardholder immediately in accordance with paragraph 8.4.5.a above. The return date shall be entered on the Card Issue Log, and the card can then be returned to the stock of visitor cards for reissue.

(1) Residual Funds on Visitor Cards. Even if a visitor card is turned in after hours or "under the door" or after the visitor has left the ship, the card must still be cashed out, and the Disbursing Officer must make every reasonable effort to return any remaining value to the cardholder. Refer to the Navy Cash Card Issue Log (see paragraph 8.3.1) to identify whom the

card was issued to. For each visitor card issued, the card sequence number, which is printed on the back of the visitor card, should be listed on the log.

(2) If the Cardholder Can Be Identified

(a) The Disbursing Officer shall cash out any value remaining on the card and either cut an ex-cash check for the amount and mail it to the cardholder or do a collection for the amount using a Cash Collection Voucher (DD 1131) to the MPN appropriation (C203/C903) so the cardholder's pay can be credited.

(b) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10.

(c) After the normal chip-to-cash transaction is processed, the amount of the ex-cash check or DD 1131 shall be reflected as follows.

((1)) The ex-cash check will be posted on the DD 2657 as an increase to line 2.1B (checks issued) and line 6.9 (other). Update the check issue log and any other applicable documents required by DODFMR Volume 5.

((2)) The cash collection voucher ( DD 1131) will be posted on the DD 2657 as a increase to line 6.9 (other) and line 4.1B (collections). Forward a copy of the DD 1131 to the PSD Afloat so the amount can be properly credited to the cardholder's pay account.

(d) The card can then be returned to the stock of visitor cards for re-issue.

(3) If the Cardholder Cannot Be Identified

(a) As a last resort and after every effort to identify the individual cardholder and return the residual funds has been exhausted, the Disbursing Officer must cash out any value remaining on the card and do a collection for the amount using a DD 1131 in accordance with DODFMR, Volume 5, Chapter 6, Paragraph 0606, and Chapter 26, Paragraph 260503.

(b) These funds will be credited to Payment of Unclaimed Moneys, 20X6133, when the amount is \$25 or more and to Forfeitures of Unclaimed Money and Property, --1060, when the amount is less than \$25.

(c) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10.

(d) After the normal chip-to-cash transaction is processed, the amount of the DD 1131 shall be reflected as follows.

((1)) The cash collection voucher (DD 1131) will be posted on the DD 2657 as a increase to line 6.9 (other) and line 4.1B (collections).

(e) The card can then be returned to the stock of visitor cards for re-issue.

(4) Once any value that was remaining on a card has been credited to either of the Treasury accounts, 20X6133 or --1060, the Disbursing Officer cannot recover the funds. Individuals can, however, submit a claim for a refund. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

d. Chip to Merchant Account (Individual and Bulk Retail Sales)

(1) The Disbursing Application is designed to handle electronic value transfers from the chip to the various Navy Cash accounts held by retail merchants on the ship for retail sales, for example, Wardroom, Chiefs Mess, ship's store. Because these transactions represent electronic merchant retail sales, they are handled completely within the Disbursing Application and do not affect the Disbursing Officer's accountability or other responsibilities for funds.

(a) After the Disbursing Officer verifies ownership of the Navy Cash card, the cardholder inserts card into POS.

(b) The Disbursing Officer clicks the “Get Chip Info” button, and the Disbursing Application displays the card ID number and balance received from the POS and then displays the account number and account name associated with the card.

(c) The Disbursing Officer chooses the funding destination, “Merchant”, and the appropriate retail merchant account, specifies the sales amount requested by the cardholder, and then clicks the “Submit” button to initiate the retail sales transaction.

(d) The POS will prompt the cardholder for his or her PIN. After the PIN is entered, the cardholder presses OK.

(e) The POS will prompt the cardholder to verify the sales transaction amount. If the cardholder clicks OK, the transaction is completed. If the cardholder clicks CLR, the transaction is cancelled and the entire process needs to be repeated with the correct amount.

(f) The Navy Cash server records the retail transaction, and it is included in the appropriate daily merchant transactions reports.

(2) The disbursing office merchant should never be used as a retail sales merchant in the “Chip to Merchant Account” function. When using the “Chip to Merchant Account” function, ensure the correct merchant is selected for the retail sale, e.g., Wardroom Mess–Food when an officer is paying a monthly Wardroom food bill or General Mess–Food when the Wardroom Mess Treasurer is paying the Food Service Officer for the Wardroom’s monthly food bill. Using the disbursing office merchant will cause a variance at the end of the month that the Disbursing Office will have to research and correct. When collecting on negative balances from individual cardholders (see paragraph 8.8.1.e.(6), Collection Options), ships with software release 1.4.5 build 2 or later can transfer value directly to the cardholder’s strip account (see paragraph 8.4.8, Deposit Cash to Strip); ships with software release 1.4.5 build 0 or earlier can transfer value to the cardholder’s chip (see paragraph 8.4.4, Funds Transfer to Chip) and then escort the cardholder to the Navy Cash Kiosk and verify that the funds are transferred to the strip.

#### **8.4.6 Individual Refund**

a. When an individual cardholder desires a refund from a merchant on the ship (for example, ship’s store, MWR, General Mess), he or she must first obtain authorization (for example, from the Sales Officer, MWR Officer, Food Service Officer, or a designated representative) on a standard, serialized, Navy Cash Refund Chit. In addition, the approving merchant must record the refund on the Navy Cash Merchant Refund Log. A sample refund log and refund chit are included in paragraphs 8.15.15 and 8.15.16.

b. The cardholder will then take the refund chit to the disbursing office and present it to the Disbursing Officer or Deputy. On ships with a separate Sales Officer, refunds for Ship’s Store and vending will be taken care of at the sales office by the Sales Officer or Deputy.

(1) To access chip on cardholder’s card and add value of the refund, the Disbursing Officer (Sales Officer) selects “Individual Refunds” in the “Funds Transfer” pull-down menu.

(2) After the Disbursing Officer (Sales Officer) verifies ownership of the Navy Cash card, the cardholder inserts the card into the POS.

(3) The Disbursing Officer (Sales Officer) clicks the “Get Chip Info” button, and the Disbursing Application displays the card ID number and balance received from the POS and then displays the account number and account name associated with the card.

(4) The Disbursing Officer (Sales Officer) then selects either “Chip Purchase Refund” or “Miscellaneous Refund” as the funding source.

NAVY CASH  
Individual Refund

Have user insert card. Then click the 'Get Chip Info' button.

Get Chip Info Reset

Account Name: [ ] Account #: [ ]  
 Card Number: [ ] Account Status: [ ]  
 Card ID: [ ] Card Status: [ ]  
 Account Balance: [ ] Chip Balance / Limit: [ ] / [ ]  
 Social Security Number: [ ] (Last 4 Digits)

Chip Purchase Refund  Miscellaneous Refund Submit

Transaction Date - D	Amount	Merchant	Event	Refunded

Filters  
 From Date: 06/16/2010 To Date: 08/16/2010  
 Event: [ ]  
 Display Expired Events:  Refresh

Procedure  
 1. Have user insert card. Chip Purchase Refund.  
 2. Click the 'Get Chip Info' button. 1. You can narrow the list by choosing a date range and by Event. Then click Refresh.  
 3. Verify cardholder's identity. 2. Click 'Submit' to Refund.  
 4. Choose refund by either a purchase or by dollar amount.

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(5) Chip Purchase Refund. This function allows the Disbursing Officer (Sales Officer) to select a single specific purchase transaction for the refund from a list of the cardholder’s purchases. Multiple-item purchases are treated as a single total if all the items were purchased at the same time. To limit the number of transactions displayed when selecting the chip purchase refund option, the Disbursing Officer (Sales Officer) should either specify a date range (“From Date” and “To Date”) or select a specific event (see paragraph 8.4.7, Bulk Refunds, for an explanation of events) and click the “Refresh” button. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* When the transaction is selected, the transfer amount for the refund is specified by the Disbursing Application. The chip purchase refund helps to ensure that a particular purchase is only refunded once. For purchases at vending machines or for a single item within a multiple-item purchase, the miscellaneous refund should be used, since the specific sales transaction may be difficult or impossible to identify (see paragraph (6) below). Generally, in ship’s store, the miscellaneous refund is the preferred method for refunds.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
Individual Refund

Have user insert card. Then click the 'Get Chip Info' button.

Account Name:    Account #:   
 Card Number:    Account Status:   
 Card ID:    Card Status:   
 Account Balance:    Chip Balance / Limit:  /   
 Social Security Number:  (Last 4 Digits)

---

Chip Purchase Refund    Miscellaneous Refund  

**Refund**

Transfer Amount:   

**Procedure**

1. Have user insert card.	Miscellaneous Refund.
2. Click the 'Get Chip Info' button.	1. Enter dollar amount.
3. Verify cardholder's identity.	2. Choose a Merchant.
4. Choose refund by either a purchase or by dollar amount.	3. Click 'Submit' to Refund.

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(6) Miscellaneous Refund. This function allows the Disbursing Officer (Sales Officer) to specify a transfer amount for the refund and select a Navy Cash merchant (for example, vending soda, vending snack, or ship's store) from which the refund should originate.

(a) The Disbursing Officer (Sales Officer) clicks the "Submit" button to initiate the funds transfers.

(b) The POS will require the cardholder to enter his PIN and click OK.

(c) The POS will display the amount for credit and ask if the amount is correct. The cardholder selects either "OK" or "CLR". If the cardholder chooses "OK", the transaction is complete, and the card can be removed. If the cardholder chooses "CLR", the transaction will be rejected and cancelled. The transaction will need to be repeated for the correct amount.

(d) This will return the amount of the refund to the card and deduct that amount from the originating merchant's (e.g., ship's store, MWR) collections for that day. Individual refunds are credited on the ship to a cardholder's chip account (electronic purse) immediately.

(e) The Navy Cash server records the transaction, and it is included in the appropriate daily merchant transactions reports for the day.

(f) The Disbursing Officer and other responsible individuals, for example, Sales Officer, MWR Officer, should verify that the amounts reported by the Navy Cash server

are correct and match the approved chits. They should also verify that the amounts refunded plus the amounts deposited (for example, in ship's store accounts, MWR bank account, or Navy Cash account) match the total collections (for example, ship's store, MWR) for that day.

(g) For all refunds processed in the Disbursing Office, the Disbursing Officer shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds. The original chit will be returned to the approving merchant for verification against the serialized logs. Similarly, for all refunds processed in the Sales Office, the Sales Officer shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds.

#### **8.4.7 Bulk Refunds**

a. Refunds for single cardholders and single transactions can be handled readily using the "Individual Refund" function (see paragraph 8.4.6). When a large number of cardholders needs a refund, handling them individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. The bulk refund function allows the disbursing to initiate a refund to everyone who purchased a ticket in a few simple steps. Bulk refunds are credited to each cardholder's strip account (Navy/Marine Cash account) on the ship. This credit will be reflected ashore as soon as the ship completes its end-of-day processing between ship and shore. Purchases made with visitor cards, which do not have a strip account associated with them, must be refunded individually at the Disbursing Application (see paragraph 8.4.6 and the "Chip Purchase Refund" selecting a specific event).

b. Bulk Refunds consists of four basic parts, each of which will be discussed in turn.

- Event Processing
- Programming the Point-Of-Sale Device(POS)
- Bulk Refunds
- Reporting

c. Event Processing. Although developed primarily for MWR, event processing allows any merchant on the ship to specify events for collections and reporting (see paragraph 8.4.26).

(1) To set up event processing, the merchant must coordinate with the Disbursing Officer, who will use the Event Maintenance function in the Disbursing Application to enter an event name and event description and create an event code.

(2) Event Codes. Event codes provide the ability to track events that are purchased using Navy/Marine Cash so that sales transaction data can be reported by event and a bulk refund can be performed at a later time if necessary. Once an event code is created, a merchant can use it during sales by selecting the appropriate function key on a POS that has been configured with event codes, although selecting an event is not required to complete a sale.

(3) Event Codes Are Not Reusable. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used one time. This becomes especially important if an event is canceled and the Disbursing Officer performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.

d. Programming the POS Device. Following the instructions in Chapter 2 (see paragraphs 2.2.2.i and 2.2.6.b), the POS can be programmed with up to ten event codes for each of ten merchants. When transactions are collected on a POS that has been properly configured,

the sales clerk will be able to indicate which event the cardholder is purchasing by selecting the appropriate event. This event code information is then held in the database for reporting purposes and for a bulk refund if one should become necessary. When programming the POS for multiple MWR events, the event code must correspond with the descriptions set within the Event Maintenance function of the Disbursing Application.

e. **Bulk Refunds.** When requested by an appropriate merchant, the Disbursing Officer can initiate a bulk refund on the ship using the Disbursing Application. For each event refunded, the full purchase amount will be credited to each cardholder’s strip (Navy/Marine Cash) account on the ship. This credit will be reflected ashore after the next end-of-day round trip is completed. A bulk refund can only be initiated one time for any one event.

(1) To enter the “Bulk Refunds” function, the Disbursing Officer selects “Bulk Refunds” in the “Funds Transfer” pull-down menu.

(2) **Select Event.** To refund an event, select the appropriate event in the “Select Event for Refund” box and click the “Refund” button.

(3) **Check Status.** To check the status of a refunded event, look at the appropriate event in the “View Refund Request Status Details” box.

(a) **Review Bulk Refund Exceptions Report.** Although the status of a refund request may indicate “Processed Successfully”, the Disbursing Officer and MWR Officer must review the Bulk Refund Exceptions Report to ensure that all transactions were refunded.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
Bulk Refunds

**Select Event for Refund**

Merchant	Event - A	Event Desc
MISC EVNTS	MISC EVENTS II	NEW EVENT
NAVY MWR	MWR PARTY	HAVE FUN!
PO STAMPS	MUSICIANS	PROMOTING SPECIALTY STAMPS1
VEND SODA	VITAMIN WATER	PROMOTING HEALTHY OPTIONS

Refund

**View Refund Request Status Details**

Merchant	Event - A	Event Status
1ST CLS AS	SANTO FEST	Processed
CG BOOKS	FRESHMAN MATH10	Processed
CG BOOKS	FRESHMAN MATH10	Processed
CG BOOKS	FRESHMAN MATH10	Processed

Requestor Name:

Event Refunded:

Status:       Status Date:

Status Description:

Event Description:

Reset

**Procedure**

To Refund an Event:

From the "Select Event for Refund" box:

1. Select a Merchant/Event.
2. Click the 'Refund' button.

To Check Status of a Refunded Event:

From the "View Refund Request Status Details" box:

1. Choose an Event being refunded.

To Refresh all the Data on the screen Click the 'Reset' button.

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(b) Visitor Cards. Purchases made with visitor cards, which do not have a strip (Navy/Marine Cash) account associated with them, will always be listed on the Bulk Refund Exceptions Report and must be refunded individually at the Disbursing Application (see paragraph 8.4.6 and the “Chip Purchase Refund” selecting a specific event).

f. Bulk Refund Reports

(1) Bulk Refund Exceptions Report. The bulk refund procedure will generate a Bulk Refund Exceptions Report for transactions that it cannot refund, for example, purchases made with visitor cards or transactions that have already been refunded individually. This report will be placed automatically in the reports directory “Q:\files\navydata\report\ship\bulkrefund”. On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the shore report directory.

(2) Merchant Reports. Merchant daily and monthly reports will group sales transaction data by event codes if one or more have been created (and used) for any “events” within a merchant’s sales, for example, a concert, golf tournament, cruise book, flower sales. If no event codes were indicated during sales, all sales transactions will be reported together.

The screenshot displays the NAVY CASH web application interface for depositing cash to a strip. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header reads "NAVY CASH Deposit Cash to Strip".

The interface is divided into two main sections: "Card not Present" and "Card Present".

**Card not Present:** This section contains a search form with the following fields:
 

- Social Security Number: [input] OR
- MasterCard Number: [input] OR
- Last Name / First Name: [input] AND [input]

 Below these fields are "Account Search" and "Reset" buttons.

**Card Present:** This section has an "Insert card:" label and a "Get Card Info" button.

**Search Results Table:** A table with four columns showing search results. The second row is highlighted in blue.

751074	STEPHEN,MARK U	8000000012437	8000000437048
606254	STICKNEY,PETER I	8000000012437	8000000140170

**Member Profile:** This section displays details for the selected member:
 

- First Name: PETER
- Middle Initial: I
- Last Name: STICKNEY
- Social Security Number: 050107002
- Account Balance: 2,386.98
- Deposit Amount: 50

 A "Process Deposit" button is located at the bottom of this section.

At the bottom of the application, a status bar shows: "Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g) | 8/16/2010 | 7:33:14 PM".

## 8.4.8 Deposit Cash to Strip

a. A cardholder can plus up or deposit value directly to his or her strip account at the disbursing office with a check or cash.

(1) Clear a Negative Navy Cash Account Balance. For a cardholder with a negative balance, a funds transfer directly to his or her strip (Navy Cash) account provides an additional option to clear the negative balance (see paragraph 8.8.1, Negative Navy Cash Balance). The cardholder can provide cash to the Disbursing Officer (or a personal check if the Disbursing Officer is willing to accept it) in an amount sufficient to return the account balance to zero or a positive amount.

(2) Automatic Representation. With automatic representation, if a cardholder's ACH transfer request at the Navy Cash Kiosk is returned for NSF, the ACH transaction will automatically be presented up to two more times on successive pay days.

(a) Because Navy Cash access to a bank or credit union account is blocked automatically when a transfer request is returned for NSF and a Navy Cash account goes negative, a cardholder may opt to go to Disbursing to clear a negative balance and unblock access. Just prior to initiating automatic representation, the Navy Cash system ashore checks the account balance. If the account is no longer negative, i.e., the account balance is "zero" or positive, the transaction returned for Non Sufficient Funds (NSF) will not be represented. It is important to note that the cardholder must clear the negative balance in sufficient time for a round trip to be completed between ship and shore. Although a zero or positive balance will be reflected on the ship immediately, the new account balance must be posted ashore before the Navy Cash system checks the account balance. If the account balance ashore is still negative, the returned ACH transaction will be represented. Cardholders should be sure there are sufficient funds available in their bank or credit union account to cover any representation.

(b) With automatic representation, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the Disbursing Officer must continue to review the Negative Balance and Returned Items Detail Reports on a daily basis (see paragraphs 8.15.5 and 8.15.6) and collect on any negative balances not covered by automatic representation (see paragraph 8.8.1, Negative Navy Cash Balance). If a cardholder's Navy Cash account balance has gone negative for a reason other than NSF, if the transaction returned for NSF is under \$5, or if there have been two representations since the account went negative, the Disbursing Officer is responsible for collecting on that debt.

(3) The Disbursing Officer should ensure the cardholder's Navy Cash access to his or her bank or credit union account ashore remains blocked until the negative balance is cleared.

b. To access the cardholder's strip account and add value, the Disbursing Officer selects "Deposit Cash to Strip" in the "Funds Transfer" pull-down menu.

c. To search for the appropriate strip account:

(1) If the cardholder's Navy Cash card is not available, the Disbursing Officer enters the cardholder's SSN or MasterCard card number or the cardholder's last name or the initial letter or letters of the last name in the "Card not Present" box and then clicks the "Account Search" button.

(2) If the cardholder's Navy Cash card is available, the Disbursing Officer inserts the card into the POS and clicks the "Get Card Info" button in the "Card Present" box.

(3) The Disbursing Application brings up the cardholder names associated with the search criteria.

d. After verifying the cardholder's identity, the Disbursing Officer highlights the correct name, and the cardholder's name and SSN are displayed in the "Member Profile" window.

e. The Disbursing Officer chooses the correct funding source, and specifies the deposit amount requested by the cardholder.

(1) Check or Cash. The Disbursing Application displays one funding source, "Cash". When a cardholder is exchanging either a check or cash to plus up his or her strip account, "Cash" is selected as the funding source.

(2) Checks that are exchanged for electronic credit on the Navy Cash Card will be treated the same as cash within the Navy Cash system. These checks should be handled, deposited, and reported in accordance with the Department of Defense Financial Management Regulation (DODFMR) Volume 5.

(3) All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually in accordance with paragraph 8.4.10 on the Daily Cash Transaction Ledger, which shall be kept in the safe.

f. The Disbursing Officer clicks the "Process Deposit" button to initiate the deposit to the cardholder's strip account.

g. The Disbursing Application asks to verify the deposit amount and the cardholder's name. The Disbursing Officer clicks the "Yes" button to complete the deposit.

#### **8.4.9 Correcting Unmatched Chip-to-Chip Transactions**

a. Two cardholders can transfer electronic value from the chip on one cardholder's Navy Cash card to the chip on the other cardholder's card. Cardholders conduct these transactions at the Navy Cash Kiosks following the instructions presented on the Kiosk screen.

b. The transfer is completed in two parts. First, the sending card initiates the transfer, the funds are removed from the card and placed into an escrow account, and the card is removed from the Kiosk. Second, the receiving card is put into the Kiosk, 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 Kiosk and authenticated within 60 seconds (more time can be requested if needed).

c. If the process is interrupted for any reason before it is completed, e.g., a power failure at the Kiosk or time expires before the process is completed, the result of the transaction is stored in the escrow account on the Navy Cash server as an unmatched transaction.

d. Automatic Chip-to-Chip Correction. Navy Cash corrects unmatched chip-to-chip transactions automatically by returning the value to the sending card.

(1) Once every 24 hours, the Navy Cash server on the ship will scan the escrow account for unmatched chip-to-chip transactions.

(2) For each unmatched transaction detected, the automatic correction process will first determine if the sending card was an instant issue or embossed permanent card or a visitor card. If the sending card was an instant issue or embossed permanent card, the electronic value will be returned to the cardholder's strip account automatically. Because a visitor card does not have a strip account associated with it, the electronic value will be transferred to the Navy Disbursing Office merchant card strip account.

(3) Automated Chip-to-Chip Corrections Report. When the automatic correction process is completed each day, an Automated Chip-to-Chip Corrections Report will be generated by the Navy Cash server on the ship and placed in the reports directory

(Q:\files\navydata\report\ship\pspo). On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. The report lists the chip-to-chip corrections that were successfully completed that day (see paragraph 8.15.21 for a sample report). The Disbursing Officer should review these reports daily. For every chip-to-chip correction completed for a visitor card, the Disbursing Officer must take action to restore the value to the appropriate visitor card cardholder.

(4) Restoring Value to a Visitor Card. The Disbursing Officer should take the Disbursing Office merchant card to the Navy Cash Kiosk, and move the funds from the strip to the chip. Then, the Disbursing Officer can either cash out the chip and use the cash to fund the cardholder’s visitor card in the amount of the unmatched chip-to-chip correction; or cash out the chip and give the cardholder the cash; or go to the Kiosk and do a chip-to-chip transfer from the Disbursing Office merchant card to the cardholder’s visitor card.

(a) If a visitor card cardholder is no longer on aboard the ship, the individual cardholder should be contacted, if at all possible, and asked to provide a mailing address.

(b) The Disbursing Officer should then cut an ex cash remittance check in the amount of the unmatched chip-to-chip correction and mail the check to the visitor cardholder.

(c) If for some reason, an unmatched chip-to-chip transaction could not be reimbursed to the cardholder, the overage must be collected to the Treasury Department Receipt Account, Forfeiture of Unclaimed Money and Property, in accordance with DOD FMR, Volume 5, Chapter 6, Paragraph 0606. For example, a visitor card may have been turned in after hours or “under the door” or after a visitor has left the ship and cannot be attributed to a specific individual, *If not cashed out, any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.*

#### **8.4.10 Daily Cash Transaction Ledger**

*Note: A cardholder's signature is required only for a chip-to-cash transaction. This form can be maintained electronically, provided all required signatures are obtained.*

- a. If a cardholder uses cash (or check) to put monies on his or her card:
  - (1) In Block 1, enter the date of the transaction.
  - (2) In Block 2, enter the amount of the cash value added to the chip.
- b. If a cardholder converts electronic value on his or her card to cash:
  - (1) In Block 1, enter the date of the transaction.
  - (2) In Block 3, enter the amount of the cash value removed from the chip.
  - (3) In Blocks 5 and 6, have the cardholder print and sign his or her name for the amount of cash received.
- c. If a cardholder uses cash (or check) to put monies on his or her strip:
  - (1) In Block 1, enter the date of the transaction.
  - (2) In Block 4, enter the amount of the cash value added to the strip.
- d. Close out the Daily Cash Transaction Ledger as follows:
  - (1) Total Column 2, and enter the amount in Block 7, Total Cash to Chip.
  - (2) Total Column 3, and enter the amount in Block 8, Total Chip to Cash.
  - (3) Total Column 4, and enter the amount in Block 9, Total Cash to Strip
  - (4) In Block 10, Net Sum for Chip Transactions, enter the difference between the sum of Blocks 7 and 9 and Block 8.
  - (5) This value should be the value recorded as an increase to line 6.2A and a decrease to line 6.9 of the DD 2657.
- e. Each individual operator, e.g., Disbursing Officer, Deputy Disbursing Officer, agent cashier, should use a separate Daily Cash Transaction Ledger. The completed Daily Cash Transaction Ledger(s), along with the supporting Disbursing Accountability Summary Report (DASR) and Disbursing Transactions Detail Report sorted by operator, shall be retained with the balanced DD 2657.
- f. A blank copy of the Daily Cash Transaction Ledger is included in paragraph 8.15.10.

## NAVY CASH<sup>®</sup> DAILY CASH TRANSACTION LEDGER

DATE ①	CHIP		STRIP	PRINT CARDHOLDER NAME ⑤	CARDHOLDER SIGNATURE ⑥
	CASH- TO-CHIP ②	CHIP- TO-CASH ③	CASH- TO-STRIP ④		
11/01/02	100.00				
11/01/02	60.00				
11/01/02	50.00				
11/01/02	50.00				
11/01/02		50.00			
11/01/02			40.00		
11/01/02			100.00		
11/01/02		40.00			
11/01/02			20.00		
<b>Total</b>	260.00	90.00	160.00		
⑦ <b>TOTAL CASH- TO-CHIP</b>  \$260.00	⑧ <b>TOTAL CHIP- TO-CASH</b>  \$90.00		⑨ <b>TOTAL CASH- TO-STRIP</b>  \$160.00	⑩ <b>NET SUM FOR CASH TRANSACTIONS</b>  \$330.00	

NAVY CASH®  
Card Maintenance

Funds Transfer | **Card Maintenance** | Account Maintenance | Operations | Utilities | Reports | Logout

- PIN Reset or Change
- Change Card Status
- Unblock Card
- Card Report
- About Card Maintenance

Have user insert card. Then click the 'Get Chip Info' button.

Get Chip Info | Reset

Account Name:  Account #:   
 Card Number:  Account Status:   
 Card ID:  Card Status:   
 Account Balance:  Chip Balance / Limit:  /   
 Social Security Number:  (Last 4 Digits)

Card Maintenance Options:

1. PIN Reset or Change.  
Used to change or reset the PIN associated with a Navy Cash card.
2. Change Card Status.  
Used to report a customer's Navy Cash card as lost, stolen, damaged or canceled. A new card may be issued using the 'Assign Replacement Card' option.
3. Unblock Card.  
Used to unblock a customer's Navy Cash card when the PIN has been incorrectly entered more than three times.
4. Card Report.  
Used to examine the transactions associated with a card over a specified date range.

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**NAVY CASH**  
Reset or Change PIN

Have user insert card. Then click the 'Get Chip Info' button.

Account Name:    Account #:   
 Card Number:    Account Status:   
 Card ID:    Card Status:   
 Account Balance:    Chip Balance / Limit:  /   
 Social Security Number:  (Last 4 Digits)

---

**Procedure**

To CHANGE or RESET card PIN:

1. Insert card into reader.
2. Click the 'Get Chip Info.' button.
3. Verify users' identity.
4. Click the 'Submit' button.
5. User will be prompted for new PIN.

Initiate PIN Change or Reset:

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### 8.4.11 Resetting or Changing the PIN

Cardholders who elect to reset or change the PIN associated with their Navy Cash cards would normally use the Navy Cash Kiosk and follow the screen prompts. To change a PIN at disbursing:

- a. The Disbursing Officer selects "PIN Reset or Change" in the "Card Maintenance" pull-down menu.
- b. The Disbursing Officer instructs the cardholder to insert the card into the POS and clicks on the "Get Chip Info" button. The Disbursing Officer must then verify the information displayed and the cardholder's identity and ownership of the card.
- c. The Disbursing Officer then clicks the "Submit" button to initiate the PIN change.
- d. The cardholder then follows instructions on POS and enters and reenters a new PIN.
- e. A pop-up window on the Disbursing Application screen will indicate PIN change was successful.
- f. If a card is blocked, it must be unblocked before the PIN can be changed (see paragraph 8.4.13, Unblock Card).

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**NAVY CASH**  
Change Card Status

**Card Not Present**  
Enter criteria to search:

Social Security Number:  OR

MasterCard Number:  OR

Card ID:

OR

**Card Present**

Insert card:

Customer Name:

Account Balance:

Card:

Report card status:

**Procedure**

<p><b>If card present:</b></p> <ol style="list-style-type: none"> <li>1. Insert card.</li> <li>2. Click 'Get Card Info' button.</li> <li>3. Select the new status.</li> <li>4. Click the 'Update Card Status' button.</li> </ol>	<p><b>If card not present or chip is damaged:</b></p> <ol style="list-style-type: none"> <li>1. Enter customer's Social Security Number, MasterCard number, Or enter Card ID for Visitor card.</li> <li>2. Click 'Card Search' button.</li> <li>3. Select card from list.</li> <li>4. Select the new status.</li> <li>5. Click the 'Update Card Status' button.</li> </ol>
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## 8.4.12 Change Card Status

The “Change Card Status” screen can be used to “activate” a new embossed permanent Navy Cash card that has been delivered to the ship and to report a card that has been lost, stolen, or damaged, or needs to be canceled.

### a. Card Activation for Embossed Permanent Cards

For security reasons and to prevent fraud, embossed permanent Navy Cash cards are delivered to the ship in a “pendactive” status and must be activated before they will work. Occasionally, a cardholder will come to disbursing to report a card that no longer works, when, in fact, the card has never been activated. For example, the cardholder may have been given a new embossed permanent Navy Cash card just as he or she was leaving a previous ship, and the card was not activated at the time. Because the card does not work, the cardholder will not be able to do a ship check-in until the card has been activated.

#### (1) Cardholder Activates Card at Navy Cash Kiosk

(a) A cardholder can activate a new, “pendactive” embossed permanent Navy Cash card at the Kiosk, as long as there is no other active instant issue or embossed permanent card associated with the account. If there is another active card, e.g., a card that is about to expire, he or she must go to disbursing to have the card canceled before the new embossed permanent card can be activated (see paragraph (2) below).

(b) The cardholder inserts the card into the Kiosk and enters the PIN when requested. As soon as the card's PIN has been entered correctly and validated by the ship's Navy Cash server, the card's status is changed from "pendactive" to "active".

(c) The new embossed permanent Navy Cash card is now active and immediately usable on the ship. Since the active status of the card will not be reported to JPMC until the next end-of-day processing is initiated, the card will not be usable ashore until the end-of-day processing is completed between ship and shore.

(d) If the PIN is entered incorrectly three times or more, the card is blocked, and the cardholder must report to disbursing to unblock the card.

(e) Once the card has been activated, the cardholder can change the PIN at the Kiosk. If the PIN is changed, the new PIN will be effective on ship immediately and on shore after the next end-of-day processing is completed between ship and shore. In the interim, the old PIN can be used ashore if necessary.

(2) Disbursing Activates Card at Disbursing Application

(a) To activate a card, the Disbursing Officer selects "Change Card Status" in the "Card Maintenance" pull-down menu.

(b) If the cardholder has an instant issue or embossed permanent card that is about to expire, disbursing must first insert the card into the POS and click on the "Get Card Info" button so that card can be canceled before activating the new card.

(c) To provide quicker access to any funds remaining on the chip of the instant issue or embossed permanent card, the cardholder can move the funds on the chip (electronic purse) to the strip (Navy Cash account) using the Kiosk before coming to disbursing. Otherwise, the system will automatically do a chip-to-strip transfer to restore the value on the chip when the Disbursing Officer clicks the "Update Card Status" button in the step below, and the funds won't be available in the Navy Cash account until the next end-of-day processing is completed between the ship and the shore.

(d) The Disbursing Application brings up the card ID number(s) associated with the search criteria. After verifying the cardholder's identity and ownership of the card, the Disbursing Officer selects the correct card in the "Cards Found" window, selects the "Canceled" status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

(e) The Disbursing Officer must immediately destroy a canceled card in the presence of the cardholder. Cards can be destroyed by cutting them up or shredding them. The cardholder should sign the card issue log to document the destruction of the card.

(f) The Disbursing Officer then inserts the new embossed permanent Navy Cash card into the POS and clicks on the "Get Card Info" button.

(g) The Disbursing Officer selects the correct card in the "Cards Found" window, selects the "active" status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

(h) The new embossed permanent Navy Cash card is now active and immediately usable on the ship. Since the active status of the card will not be reported to JPMC until the next end-of-day processing is initiated, the card will not be usable ashore until the end-of-day processing between the ship and the shore is completed.

b. Reporting Embossed Permanent and Instant Issue Cards Lost, Stolen, Damaged, or Canceled

(1) Lost, Stolen, or Damaged Cards. If a cardholder's Navy Cash card is lost, stolen, or damaged, he or she must report to the disbursing office immediately so that the status of the old card can be reported appropriately as "Lost", "Stolen", or "Damaged" and a new card can be issued.

(2) Canceled Cards. If a cardholder is being discharged from the Navy or Marine Corps (see paragraph 8.4.16) or no longer desires to have a Navy/Marine Cash account or is simply turning in an expiring card in order to be issued a new instant card, he or she must report to the disbursing office to turn in and cancel his/her card.

(a) Prior to reporting to the disbursing office, cardholders being discharged from the service or otherwise closing their Navy/Marine Cash accounts should move all the funds on their Navy/Marine Cash cards from the chip (electronic purse) and the strip (Navy/Marine Cash account) back to their home bank or credit union accounts using the Kiosk. Alternatively, they may move all the funds on the strip to the chip and "cash out" the chip at the disbursing office in accordance with paragraph 8.4.5.

(b) For cardholders being discharged or closing their accounts, the Disbursing Officer must first verify that their Navy/Marine Cash card is empty before changing the card status to "Canceled". For cardholders turning in an expiring card in order to be issued a new instant issue card, the system will automatically start a chip-to-Navy Cash transfer on the ship to restore the value on the chip (see below and paragraph 8.4.12.a.(2) above).

(3) The Disbursing Officer clicks on the "Change Card Status" link in the Disbursing Application.

(4) If the card is present

(a) The Disbursing Officer inserts the card into the POS and clicks on the "Get Card Info" button.

(b) The Disbursing Application brings up the card ID number(s) and associated information. The cardholder's name is displayed but cannot be modified. After verifying the cardholder's identity and ownership of the card, the Disbursing Officer selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

(c) If the card's status is being changed to "Cancelled", the system will automatically start a chip to Navy/Marine Cash (strip) transfer. This allows the system to move the exact amount on the chip to the individual's Navy/Marine Cash account on the ship. The updated Navy/Marine Cash account balance will not be reflected on the shore until the next end-of-day processing is completed between the ship and the shore.

*Note: If the cardholder has not checked in to the particular ship, his or her Navy/Marine Cash account balance cannot be displayed because the account balance information is not available on the shipboard server. The account balance can only be displayed after the individual cardholder has done a "Ship Check In" at the Kiosk and a subsequent Navy Cash data transmission round trip has been completed.*

(d) The POS will require the cardholder to enter his PIN and click OK.

(e) The POS will display the amount for credit and ask cardholder if amount is correct. The cardholder will select either "OK" or "CLR". If the cardholder chooses "OK", the chip to Navy Cash transfer is completed and the card can be removed. If the cardholder chooses "CLR", the transaction will be rejected and cancelled, and the process will need to be repeated for the correct amount.

(f) Document Destruction of Navy Cash Cards. The Disbursing Officer must immediately destroy a canceled card, whether it is embossed permanent or instant issue, in the presence of the cardholder and notify the CSU via phone or e-mail if an account is being closed. Cards can be destroyed by cutting them up or shredding them. The cardholder should sign the card issue log to document the destruction of the card (see paragraph 8.3.1, Custody of Navy Cash Cards).

(5) If the card is not present (or the chip is damaged)

(a) The Disbursing Officer enters either the individual's SSN, the MasterCard number, or, for visitor cards, the card ID number (with just one criterion needed) and clicks the "Card Search" button. The MasterCard number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card, the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

(b) The Disbursing Application brings up the card ID number(s) associated with the search criteria.

((1)) After verifying the cardholder's identity and ownership of the card, the Disbursing Officer selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

((2)) When multiple card ID numbers match the search criteria, the Disbursing Officer must carefully verify that the card selected is the correct card.

(c) If the card's status is being changed to "Lost", "Stolen", "Damaged", or "Cancelled", the system will automatically notify the shore-side when the next Navy Cash data transmission occurs to do a chip to Navy Cash transfer to restore the value on the chip. The balance that was on the chip at the close of the business day the card was reported lost, stolen, or damaged is transferred automatically by the shore-side to the cardholder's Navy/Marine Cash account. This action will not be completed until the next end-of-day processing is initiated from the ship, and the updated Navy/Marine Cash account balance will not be reflected on the ship until the end-of-day processing is completed between the ship and the shore.

(6) The system then changes the card's status, and the card is now "hotlisted" on the ship. All the card readers on the ship, for example, the POSs in the ship's store and post office and the CADs in the vending machines, will be updated with this hotlist information within five minutes, and, if the card is inserted into a POS or CAD, the device will lock the card from further use and actually render the chip permanently unusable.

(7) Since the hotlisted status of the card is not "reported" to JPMC until the next end-of-day processing is initiated from the ship, the Disbursing Officer must also notify the CSU that the card has been hotlisted. A telephone call is the preferred way to notify the CSU, but e-mail notification is also acceptable.

(8) To issue a replacement card, the Disbursing Officer then clicks on the "Assign Replacement Card" link in the Disbursing Application, which is described in paragraph 8.4.15.

c. Visitor Cards

(1) Reporting Lost, Stolen, or Damaged Visitor Cards

(a) If a cardholder's Navy Cash visitor card is lost, stolen, or damaged, he or she must report to the disbursing office immediately so that the status of the old card can be reported appropriately as "Lost", "Stolen", or "Damaged", any unused value remaining on the card can be restored, and a new card can be issued.



(b) The Disbursing Officer must enter the visitor card sequence number, which is printed on the lower right of the back of the card, and click the “Card Search” button in order for the system to bring up the correct card in the “Cards Found” window. If the card is lost or stolen, and the cardholder has not recorded the card number, the Disbursing Officer can refer to the Navy Cash Card Issue Log (see paragraph 8.3.1). The log contains the last four digits of the card number for instant issue and embossed permanent cards and the entire card sequence number for visitor cards.

(c) After verifying the cardholder’s identity and ownership of the card (refer to the Navy Cash Card Issue Log), the Disbursing Officer selects the correct card in the “Cards Found” window, selects the correct card status in the “Report Card Status” window, and clicks “Update Card Status” to initiate the change in card status.

(d) Visitor cards are not normally canceled but should be cashed out and turned in to disbursing when the visitor departs so that they can be reissued to another visitor.

(2) Restoring Value on Lost, Stolen, or Damaged Visitor Cards

(a) Because a Navy Cash Visitor Card is anonymous and does not have a Navy /Marine Cash account associated with it, the funds that were on the chip cannot be moved automatically from the chip to a Navy/Marine Cash strip account. There are three options available to retrieve funds from the visitor card.

(b) For each of these options, the Disbursing Officer must first change the card status of the “old” visitor card to “Lost”, “Stolen”, or “Damaged” as appropriate (see above).

(c) Move Funds to Disbursing Office Strip Account. The Disbursing Officer must provide the CSU the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSU can then debit the chip and credit the Disbursing Office merchant strip account. After the next round trip, the Disbursing Officer can take the Disbursing Office merchant Navy Cash card to the Kiosk, move the funds from the strip to the chip. Then, he or she can either cash out the chip and use the cash to fund a new visitor card; or cash out the chip and give the cardholder the cash; or go to the Kiosk and do a chip-to-chip transfer from the Disbursing Office merchant card to a new visitor card.

(d) Move Funds to Cardholder’s Strip Account. If the cardholder has a Navy Cash account, the Disbursing Officer can provide the CSU the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSU can then debit the chip and credit the cardholder’s strip account. After the next round trip, the cardholder can take his or her Navy Cash card to the Kiosk and move the funds from the strip to the chip or back to his or her home bank or credit union account.

DK1 Curt Maple  
 Anne Maple  
 123 Pear Lane  
 Anyplace, VA 20000

Account Name

PAY TO THE ORDER OF Depository Name

\$ 1500-0000

1234

ANYPLACE BANK  
 Anyplace, V A 20000

ABA Routing Number

Account Number

For

Do not include the check number.

1 250250025 1 : 2020200703 1234

(e) Move Funds to Cardholder’s Home Account. The CSU can “push” the funds remaining on the chip to a specified bank or credit union account. To accomplish this, the Disbursing Officer must forward the following information to the CSU via e-mail (navycashcenter@ezpaymt.com). The CSU can debit the chip account and transfer the funds to the bank or credit union account provided. The cardholder can fund a new visitor card by exchanging a personal check or cash at the disbursing office.

- Card number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log)
- Account number to which the funds should be transferred
- ABA (American Bankers Association) routing number for bank or credit union that holds the account
- Name on the account. This is the cardholder’s name exactly as it is on the account, not the name of the bank.

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**NAVY CASH**  
Unblock Card

**Enter criteria to search:**

Social Security Number:  OR

MasterCard Number:  OR

Card ID:

Customer Name:

Account Balance:

Cards found: (please select the one to unblock.)

**Procedure**

1. Enter the available search criteria.
2. Click the 'Card Search' button.
3. Verify users identity.
4. Have user insert card.
5. Click the 'Submit' button.

Initiate Unblock:

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### 8.4.13 Unblock Card

a. If a cardholder's Navy Cash card becomes blocked because they entered their PIN incorrectly more than three times, he or she must report to the Disbursing Officer so that the card can be unblocked.

b. The Disbursing Officer selects "Unblock Card" in the "Card Maintenance" pull-down menu and enters either the individual's SSN, the MasterCard number, or, for visitor cards, the card ID number (with just one criterion needed). The Disbursing Officer then clicks the "Card Search" button.

c. The MasterCard number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card, the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

d. The Disbursing Application brings up the card ID number(s) associated with the search criteria.

e. After verifying ownership of the Navy Cash card, the Disbursing Officer selects the correct card, instructs the cardholder to insert the card into the POS, and clicks the "Submit" button to initiate unblocking the card.

f. The cardholder then follows instructions presented on the POS.

g. Successful unblocking of the card will be indicated on the Disbursing Application screen. When a blocked card is inserted, the POS may display the error codes “Card BlockedR09” or “Card BlockedR09A”. R09 is displayed the first time a blocked card is inserted into a POS, and R09A is displayed each subsequent time the card is inserted. Experience has shown that, when the error codes R09 or R09A are encountered, several unblock attempts may be required to successfully unblock the card. Disbursing personnel should attempt to unblock a card several times before deciding to replace the card.

h. If a cardholder entered his or her PIN incorrectly ten or more times prior to bringing it to the disbursing office to be unblocked, the card becomes permanently blocked and must be replaced as discussed in paragraph 8.4.15. If the POS displays the error code “Unusable CardR7”, the card is permanently blocked, cannot be unblocked, and must be replaced.

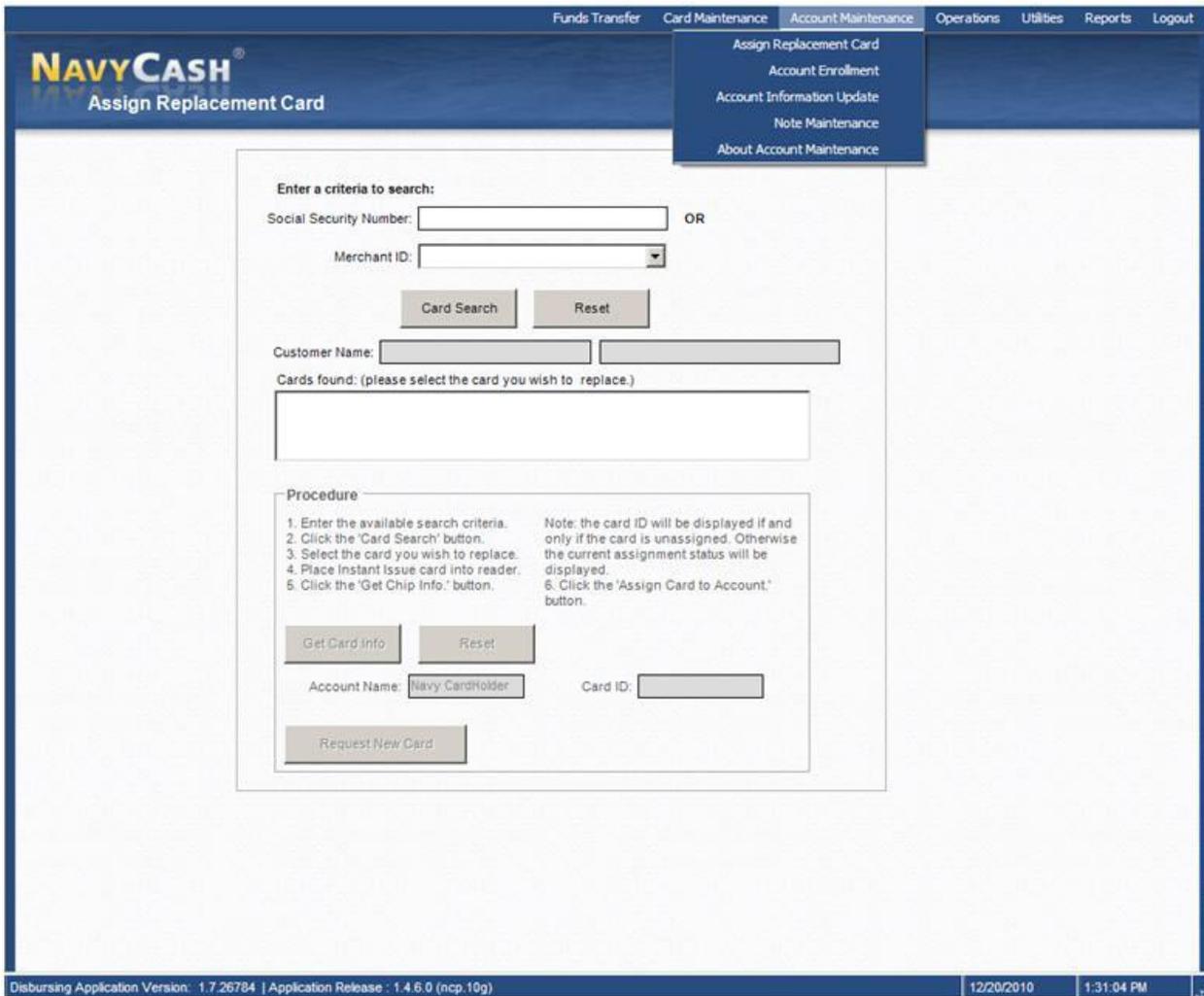
#### 8.4.14 Card Report

a. To view information on all chip transactions for a specific account, a Card Report can be generated which displays a breakdown of all transactions that have occurred on a chip.

b. To generate the Card Report, the Disbursing Officer selects “Card Report” in the “Card Maintenance” pull-down menu.

c. The Disbursing Officer then has the cardholder insert his or her card into the POS and clicks the “Get Chip Info” button. If the card is not available to be inserted, a search can be created based on the prescribed search criteria. The Disbursing Officer must then identify the appropriate account from the search results listing.

d. Once the account has been identified, the DISBO will select start and end dates for the report and click on the generate button. This will produce the report on screen. If a hardcopy printout is required, simply click on the Print button and a paper report will be generated.



### 8.4.15 Assign Replacement Card

a. If a cardholder’s Navy Cash card is lost, stolen, or damaged, he or she must report to the Disbursing Officer so the status of the old card can be reported appropriately. Prior to assigning a replacement card, normally by issuing an instant issue Navy Cash card or, on rare occasions, by requesting an embossed permanent Navy Cash card, the Disbursing Officer must update the status of the lost, stolen, or damaged card in accordance with paragraph 8.4.12, Change Card Status. *(Note: Disbursing Officers shall only give out one card, either by issuing an instant issue card or by requesting an embossed permanent card; they shall not do both.)* As a rule, an instant issue Navy Cash card will be issued on the spot as a replacement card. When there is a bona fide need to request an embossed permanent Navy Cash card as a replacement card, a visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

(1) Visitor Navy Cash Cards. When deployed away from homeport for an extended period, delivery of embossed permanent cards can take several weeks. Visitor cards can be used for a short period without significant inconvenience until embossed permanent cards are delivered to the ship. However, visitor cards are chip-only cards. They can only be used to make purchases on board ship. They cannot be used to access a bank or credit union account ashore from the Kiosk on the ship and transfer money to the chip. They do not have a magnetic strip. They cannot be used to pay for purchases ashore or to access commercial ATMs off the ship. Visitor cards cannot be used to access Split Pay credited to a cardholder's strip account from the Kiosk. If necessary, for an individual already enrolled in Navy Cash and waiting on delivery of an embossed permanent card, split pay can be transferred to the chip on the visitor card using the Disbursing Application (see paragraph 8.4.4.e.(4)).

(2) Instant Issue Navy Cash Cards. Instant issue cards, on the other hand, provide individuals immediate access to all Navy Cash capabilities. A cardholder can, for example, transfer funds at the Kiosk on the ship to the chip or strip account from a bank or credit union account ashore. As soon as the account information ashore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between ship and shore, a cardholder can access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

b. Issuing a Replacement Card. To issue a replacement card, the Disbursing Officer "Assign Replacement Card" in the "Account Maintenance" pull-down menu. To search for the appropriate card ID number for the lost, stolen, or damaged card, the Disbursing Officer enters an individual's SSN or selects an appropriate merchant from the drop down menu and then clicks the "Card Search" button.

c. The Disbursing Application brings up the card ID numbers associated with the search criteria. The cardholder's name is displayed but cannot be modified. The Disbursing Officer must verify the information displayed and the cardholder's identity and ownership of the card. The Disbursing Officer then selects the card that is to be replaced in the "Cards Found" window.

d. Issue Instant Issue Navy Cash Card As Replacement Card

(1) After selecting an instant issue Navy Cash card from the stock of spare cards, the Disbursing Officer shall document issuing the card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer (see paragraph 8.3.1, Custody of Navy Cash Cards).

(2) The Disbursing Officer inserts the instant issue (generic) card into the POS and clicks the "Get Card Info" button.

(3) The Disbursing Application receives the card ID number from the POS, which it then displays. The Disbursing Officer then clicks the "Request New Card" button, which assigns the instant issue card to the account and activates the card.

(a) Once the instant issue card has been assigned to the account (activated), it can be used on the ship immediately. Any funds available in the strip (Navy Cash) account can be transferred to the chip for use on the ship, and any funds remaining on the chip of the lost, stolen, or damaged card will be transferred to the strip account automatically when the next end-of-day processing is completed between the ship and the shore (see paragraph 8.4.12.b).

(b) The new instant issue Navy Cash card cannot be used ashore until the account information ashore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between the ship and the shore.

e. Request Embossed Permanent Card as Replacement Card

(1) To request an embossed permanent card as a replacement card, rather than inserting a new instant issue Navy Cash card into the POS and clicking the “Get Card Info” button, the Disbursing Officer simply clicks the “Request New Card” button.



(2) The Disbursing Application will ask the Disbursing Officer to verify he or she wants to assign (request) a new (replacement) card without assigning a generic (instant issue) card. The Disbursing Officer then clicks the “Yes” button to create a request for a new embossed permanent card without issuing an instant issue card.

(a) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a “pendactive” status and must be activated before it will work (see paragraph 8.4.12.a, Card Activation).

(b) A cardholder can activate a new embossed permanent Navy Cash card at the Kiosk, as long as there is no other active card associated with the account. The Disbursing Officer can activate the card at the Disbursing Application.

(3) If a visitor card is issued to the cardholder to use until the embossed permanent card is delivered, the Disbursing Officer shall document issuing the visitor card in the Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) Visitor cards are reusable. The visitor card should be cashed out and turned in when the embossed permanent Navy Cash card arrives so it can be reissued.

f. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting “Operations Reports” and “Navy Cardholder Issued Card Report” in the “Reports” pull-down menu, filling in the start and end dates for the period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

g. Delivery of Cards. For security reasons and to prevent fraud, instant issue and embossed permanent Navy Cash cards arrive on the ship in a “pendactive” status and must be activated before they will work (see paragraphs 8.4.15.e and 8.4.12.a). If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder. Shipments of 10 or more cards are FedEx’ed to the Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy/Marine Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after JPMC receives the enrollment data electronically. Contact the ship’s Logistics Support Representative (LSR) to check the status of any card FedEx shipments.

h. Unclaimed or Returned Navy/Marine Cash Cards. Any card received for an individual who has left the ship should be forwarded to his or her next command. The ship's Post Office should not be "returning to the sender as undeliverable" Navy/Marine Cash cards sent via U.S. mail that are unclaimed or returned unopened.

(1) Unclaimed or Returned Navy Cash Cards. Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship's Post Office during the check-out process. If the next command is not known or can't be identified or the individual was discharged from the service, the Disbursing Officer should cancel and destroy the card (see paragraph 8.4.12, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to Disbursing when they receive the cards to have the PIN reset using the Disbursing Application.

(2) Unclaimed or Returned Marine Cash Cards. Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate MEF Disbursing Office, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office  
MARFORPAC  
15th St, Bldg 1164, Room 238  
Camp Pendleton, CA 92055  
(760) 725-5550

II MEF Disbursing Office  
MARFORLANT  
Bldg 10, McHugh Blvd  
Camp Lejeune, NC 28542  
(910) 451-7807

III MEF Disbursing Office  
MARFORPAC  
Bldg 5714, Unit 38405  
Camp Foster, Okinawa, Japan  
FPO AP 96604-8405  
011-81-611-745-7020

#### **8.4.16 Close or Suspend an Account Pending Transfer or Discharge?**

a. Cash Out or Transfer Funds on Card. When a cardholder is being discharged from the Navy or Marine Corps, transferring to an activity that does not have Navy/Marine Cash, or no longer desires to have a Navy/Marine Cash account, he or she should move all the funds on the Navy/Marine Cash card from the chip (electronic purse) and the strip (Navy/Marine Cash account) back to his or her home bank or credit union account using the Kiosk. Alternatively, he or she may move all the funds on the strip to the chip and "cash out" the chip at the disbursing office in accordance with paragraph 8.4.5.

b. Monitor Cardholder Transfer Dates. The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days, e.g., refer to the report of Prospective Gains and Losses and the Transfer Information Sheet. To assist in monitoring transfer dates, the Disbursing Officer must ensure that the projected "Transfer Date" and "Transfer Type" in each cardholder's member profile is current (see paragraph 8.4.18, Account Information Update).

(1) Shore Report. Based on the transfer dates in the member profiles, a shore report will be generated when a cardholder's transfer is within a 30-day window. The shore report will contain account balances and will serve as a notice to clear any negative balances before these cardholders leave the ship.

(2) Transfer to Shore Command. The transfer dates in the member profiles will also be used to pull accounts of cardholders who have left the ship off the ship's Navy Cash roster and transfer these accounts to a "shore command" roster. Once these accounts are transferred to

the shore command roster, a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, will be generated, so that any account activity can continue to be monitored ashore and any negative account balances can continue to be pursued. Cardholders transferred to the shore command will continue to appear on the ship's daily reports for a transition period of two weeks.

(3) Automatic Blocking of ACH Access and Suspending of Navy Cash Account.

When transferred to the shore command, a Navy Cash account is automatically suspended and Navy Cash access to the bank or credit union account is automatically blocked. The cardholder can still use any value remaining on the chip to purchase things on the ship. *Blocking ACH access* only prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. However, the cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

(4) Marine Bulk Transfer. A group of Marines assigned to a ship or ships as part of a Marine Expeditionary Unit (MEU) can be checked off the ship(s) and in to a Marine Logistics Group (MLG) in bulk using the Disbursing web site (see Appendix E). Transferring member profiles from a MEU and/or ship automatically suspends Navy Cash accounts and blocks Navy Cash ACH access.

c. 30 Days Prior to Transfer or Discharge

(1) Review Negative Balance Report. The Disbursing Officer should review the daily Negative Balance Report on a daily basis and ensure cardholders within 30 days of transfer or discharge are not listed on the report. The amount of any negative balance in a Navy/Marine Cash account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of his or her accountability the Disbursing Officer is responsible for collecting on that debt. There are several options available to accomplish this (see paragraph 8.8.1). The Disbursing Officer should ensure that the cardholder's Navy Cash access to their home bank or credit union account remains blocked until the negative balance is cleared (see paragraph 8.8.2). Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

(2) Prevent Unrecoverable Debt. The Disbursing Officer should make a judgment whether or not a negative balance condition is likely on a cardholder's Navy/Marine Cash account, for example, from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system.

(a) Even though a cardholder's ACH access will be blocked and Navy Cash account will be suspended automatically based on the transfer date in the member profile, the Disbursing Officer should evaluate the need to suspend the cardholder's Navy Cash account and block ACH access manually when the cardholder is within 30 days of his or her actual departure date to prevent an unrecoverable debt from being posted to Navy Cash. If necessary, the Disbursing Officer can issue a "chip-only" visitor card for use on the ship until the cardholder leaves the ship.

(b) Manual Blocking of ACH Access and Suspending of Navy Cash Account.

To suspend the cardholder's Navy Cash account manually, the Disbursing Officer can contact the CSU via phone or e-mail and request that the cardholder's Navy/Marine Cash account be suspended, which will prevent online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder's Navy Cash access to their bank or credit union can also be blocked, which will prevent ACH access to the home account from the ship. The Disbursing Officer or authorized Disbursing Clerk can block access through either the

Disbursing Application or the Navy Cash Disbursing web site, or by sending a request to the CSU by phone or e-mail. Any updates to Navy Cash card access done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. Updates done through the Navy Cash Center web site do not go into effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore

(3) Stop Split Pay Option (SPO). The Disbursing Officer or Marine Admin Section is responsible for stopping a cardholder's SPO at least 30 days before he or she leaves the ship.

d. PCS Transfer. Cardholders transferring PCS (Permanent Change of Station) should be encouraged to keep their Navy/Marine Cash cards and accounts when they leave the ship, particularly as more and more ships in the fleet are equipped with Navy Cash. A Navy/Marine Cash Debit MasterCard® does not expire until five years from the date of issue for cards issued after 24 September 2008 or three years from the date of issue for cards issued before 24 September 2008, so it will remain valid after an individual leaves the ship. If a cardholder's next ship is Navy Cash equipped and his or her card is still valid, he or she can quickly get access to all Navy Cash capabilities.

(1) Retain Navy/Marine Cash Account. If a cardholder elects to keep his or her Navy/Marine Cash card and account, he or she should transfer any remaining funds from both the chip and the strip as described above before leaving the ship.

(a) Automatic Blocking of Navy Cash ACH Access and Suspending of Navy Cash Account

((1)) Based on the transfer dates in the cardholder's member profile, the cardholder's Navy Cash account is pulled from the ship's Navy Cash roster and transferred to the shore command. At the same time, the Navy Cash account is suspended automatically and Navy Cash ACH access to the bank or credit union account is blocked automatically.

((2)) Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy Cash account disables the chip on a Navy Cash card. The cardholder can still use any value remaining on the chip to purchase things on the ship. *Blocking ACH access* only prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. However, the cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

((3)) The cardholder should then retain his or her Navy/Marine Cash card until he or she reports to a Navy Cash equipped ship. Once on board the new ship, the cardholder should complete a "Ship Check In" at a Kiosk.

(b) Automatic Unblocking of Navy Cash ACH Access and Unsuspending of Navy Cash Account

((1)) Having retained his or her Navy/Marine Cash card and reported on board the new ship, the cardholder must complete a "Ship Check In" at a Kiosk. Once the ship has complete the next end-of-day processing between ship and shore, the cardholder's Navy/Marine Cash account will be restored (unsuspended), which will allow online ATM withdrawals and online PIN-based and signature-based purchases ashore, and the cardholder's Navy Cash access to the home bank or credit union will be unblocked, which reinstates Navy Cash access to

the account from the ship. Since end-of-day processing is normally completed each day, the cardholder's member profile and full access to Navy/Marine Cash capabilities should be available the next day.

((2)) Navy Cash access to a bank and credit union account ashore will be unblocked automatically only if the ACH Decline Count in the cardholder's customer profile is 0,1, or 2 (set to 90, 91, or 92 after being transferred to the Shore Command from the previous Navy Cash ship).

((3)) ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system. Navy Cash has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the Navy Cash system, a "counter" records the event. When a cardholder reaches a limit of three NSF's (ACH Decline Count of 3 or 93), the ability to access his or her home bank or credit union account from the Navy Cash system is permanently blocked. Once Navy Cash ACH access is permanently blocked, the only way it can be restored is by authorized Disbursing Officer or Navy Cash Deputy action, either by unblocking access through the Disbursing Application or the Navy Cash Center web site or by sending a request to the CSU.

(c) Transfer Profile to Ship and Unsuspend Account Using Disbursing Web Site. If necessary, the Disbursing Officer can transfer a cardholder's member profile from the shore command to the ship using the "Navy Assign Location" functionality on the Disbursing web site (see Appendix E). Once the ship has complete the next end-of-day processing between ship and shore, the cardholder's member profile will be transferred to the ship. Transferring a cardholder's member profile from the shore command to the ship unsuspends a suspended account automatically.

(2) Close Navy/Marine Cash Account. If a cardholder elects not to keep his or her Navy/Marine Cash card and account, he or she should transfer any remaining funds from both the chip and the strip as described above before leaving the ship.

(a) As a part of the checkout process, the cardholder should report to the disbursing office (and Admin Section for the Marine Corps) to notify them that he or she wants to close his or her Navy/Marine Cash account and to turn in his or her card.

(b) After verifying that the cardholder's Navy/Marine Cash card is empty, the Disbursing Officer should change the card status to "Canceled" in accordance with paragraph 8.4.12, Change Card Status.

(c) The disbursing office must then destroy, e.g., cut up or shred, the card in the presence of the cardholder. The disbursing office should ensure the cardholder signs the card issue log to document the destruction of the card. The disbursing office must also notify the CSU via phone or e-mail to close the account.

e. Discharge from Service. Cardholders being discharged from the Navy and Marine Corps will be required to close their Navy/Marine Cash accounts and turn in their Navy/Marine Cash cards in accordance with the basic procedures outlined above.

(1) Prior to the cardholder's discharge, the Disbursing Officer is responsible for ensuring that all negative Navy Cash balance conditions are cleared and that minimal possibilities exist for a future negative balance condition.

(2) If a cardholder is within the final 30 days of being discharged from the Navy or Marine Corps and has a negative Navy Cash balance, the Disbursing Officer's only option is to post a "DS01" indebtedness, Company Code D411179, to the cardholder's military pay account prior to the cardholder's separation date (see paragraph 8.8.1).

f. Disposition of Navy Cash Cards. If at all possible, the Disbursing Officer must recover embossed permanent and instant issue cards from individuals who are closing their Navy Cash accounts and cancel (see paragraph 8.4.12, Change Card Status) and destroy the cards in the presence of the cardholder. The cardholder should sign the card issue log to document the destruction of the card (see paragraph 8.3.1, Custody of Navy Cash Cards). Visitor cards must also be recovered from anyone leaving the ship, so they can be reissued to another visitor.

#### **8.4.17 Account Enrollment**

a. To open a Navy Cash account, a person must be enrolled in the program. To enroll, he or she must fill out and sign an enrollment form and report to the disbursing office to turn in the form. The Disbursing Officer shall verify the ABA or routing number and the account number recorded on the form. A sample Navy Cash enrollment form is included at Appendix F.

(1) Split Pay Option (SPO). Individuals who elect SPO can have a portion of their pay sent directly to their Navy Cash accounts each payday.

(a) Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO (see paragraph 8.4.30) does not automatically enroll an individual in Navy Cash; conversely, enrolling in Navy Cash does not automatically sign an individual up for SPO.

(b) To prevent SPO payroll payments from being rejected, the Disbursing Officer must ensure that individuals are enrolled in Navy Cash and their Navy Cash accounts are open before they sign up for SPO and that the name on the SPO enrollment form matches the name on the Navy Cash enrollment form.

(c) Should JPMC be forced to reject SPO payroll payments, e.g., for individuals who do not have Navy Cash accounts or whose names do not match, the funds must be returned to DFAS Cleveland to be credited to the individuals' Master Military Pay Accounts (MMPAs), which creates additional workload for the Disbursing Officer (see paragraph 8.4.30) and significantly delays receipt of SPO payroll amounts by these individuals.

(2) Instant Issue Navy Cash Card. Normally, instant issue cards are issued to personnel newly enrolling in Navy Cash. Once the instant issue card has been assigned to the account (activated), funds can be loaded on the chip at Disbursing and used on the ship right away. The new enrollment itself will not be reflected on the ship until the new account is established ashore and the new account information is updated on the ship, which occurs when the next round-trip process is completed between ship and shore. Once the round trip is completed and the account is established ashore and on the ship, the instant issue card provides access to all Navy Cash capabilities. A cardholder can, for example, transfer funds at the Kiosk on the ship to the chip or strip account from a bank or credit union account ashore and access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

(3) Embossed Permanent Navy Cash Card. Again, in almost every case, the Disbursing Officer will issue an instant issue card on the spot to new personnel enrolling in Navy Cash. If there is a bona fide need to request an embossed permanent Navy Cash card as a part of the enrollment process, a visitor Navy Cash card can be issued to the new cardholder to use until the embossed permanent card is delivered to the ship. When deployed away from homeport for an extended period, delivery of embossed permanent Navy Cash cards can take several weeks. Visitor cards can be used for a short period without significant inconvenience until embossed permanent cards are delivered to the ship. However, visitor cards are chip-only cards. They can only be used to make purchases on board ship. They cannot be used to access a bank or credit union account ashore from the Kiosk on the ship and transfer money to the chip. They do not have a magnetic strip. They cannot be used to pay for purchases ashore or to access commercial

ATMs off the ship. Visitor cards cannot be used to access Split Pay credited to a cardholder's strip account from the Kiosk. If necessary, for an individual already enrolled in Navy Cash and waiting on delivery of an embossed permanent card, split pay can be transferred to the chip on the visitor card using the Disbursing Application (see paragraph 8.4.4).

b. All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash account balance due the U.S. Treasury funds pool from all dishonored transactions returned for Non Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DOD FMR, Volume 5, Chapter 4).

c. Cardholder Agreement. The Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement lays out the terms and conditions for the use of the Navy Cash card. A copy of the Cardholder Agreement is included at Appendix U.

d. To enroll a person, the Disbursing Officer selects "Account Enrollment" in the "Account Maintenance" pull-down menu and enters the enrollment information into the on-screen enrollment form. If a required field is not filled in, the application will prompt the Disbursing Officer for the missing information. Required blocks are indicated with an asterisk (\*). Guidance for completing the enrollment fields is provided in the following subparagraphs.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
New Account Enrollment

**Applicant Information:**

\*SSN:  Title:   
 \*First Name:  \*Middle Initial:   
 \*Last Name:  \*Date of Birth (mm/dd): 01 / 01  
 \*Mother's Maiden Name:  \*Home Phone:   
 Email Address:  \*Military Branch: NAVY  
 \*Pay Grade: E-1

**Address:**

\*Address:   
  
  
 \*City:  \*State: AA  
 \*Zip Code:  Country: USA

**Bank Account Information:**

ABA:  Account Type: Checking  
 Account No:  Account Name:

**Procedure**

1. Enter the required information.
2. Place Instant Issue card into card reader.
3. Click the 'Get Card Info.' button.  
Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another Instant Issue card must be used.
4. Click the 'submit' button.
5. Place allocated Instant Issue card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info   Reset

\*Instant Issue Card #:

Submit   Reset

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(1) General Guidance. Use only letters and numbers in all fields of the “New Account Enrollment” screen. Do not use any commas, dashes, parentheses, periods, and special characters in any of the enrollment fields.

(2) Middle Initial. This is a one character field. It should then be left blank when the person being enrolled does not have a middle initial.

(3) Address. Personnel stationed aboard ship should use the ship’s mailing address, entering the ship’s name in address line 1. To make sorting cards mailed to ships easier, personnel stationed aboard ship should include their assigned division in address line 2.

(4) Bank Account Name. Enter the name of the person being enrolled **as it appears on his or her account or check**, not the name of the bank (depository name).

(5) ABA Routing Number and Account Number. The Disbursing Officer shall verify the ABA or routing number and the account number.

The diagram shows a check with the following fields and annotations:

- Account Name:** A circle around "DK1 Curt Maple" with a line pointing to "Anne Maple".
- Address:** "123 Pear Lane, Anyplace, VA 20000".
- Pay to the Order of:** A circle around "Depository Name".
- Amount:** "\$ 1500-0000" with "1234" written above it. Below the amount is "DOLLARS".
- Bank Name:** "ANYPLACE BANK, Anyplace, VA 20000".
- ABA Routing Number:** A circle around "2020200703".
- Account Number:** A circle around "1234".
- For:** A dashed box around "1234".
- Check Number:** "1 2502500251 2020200703 1234".
- Annotation:** "Do not include the check number." with an arrow pointing to the "1234" in the "For" field.

(6) If either a bank account name, ABA routing number, or account number is entered, they must all be entered. If any one of these is missing, an error message will appear. If the Navy Federal Credit Union ABA routing number is entered, the system will check to see if the account number is a Share Savings account, that is, the eighth and ninth positions of the account number are zero, in which case an error message will be displayed.

(7) Account Type. For “Account Type”, use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a “Checking” or “Savings” account.

(a) Personal Checks. For contingency planning purposes, all crew members should be encouraged to associate an account that supports writing of personal checks if at all possible. Prior to an extended or overseas deployment, notify all crewmembers via POD notes or e-mails to have a minimum number of personal checks available on board ship to use in the event Navy Cash is at or near complete mission failure for an extended period of time.

(b) ATM, Debit, or Check Cards. Again, for contingency planning purposes, all crew members should be encouraged to have the ATM, debit, or check card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure

e. Enroll and Issue Instant Issue Navy Cash Card

(1) After selecting an instant issue Navy Cash card from the stock of spare cards, the Disbursing Officer shall document issuing the card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer (see paragraph 8.3.1, Custody of Navy Cash Cards).

(2) The Disbursing Officer inserts the new instant issue card into the POS and clicks the “Get Card Info” button.

(3) The card ID number of the newly issued card will be displayed in the “Generic Card #” window if the card is unassigned. Otherwise, the current assignment status will be displayed, and another instant issue card must be used from stock.

(4) The Disbursing Officer then clicks the “Submit” button to initiate enrollment of a new account holder in Navy Cash, assign the instant issue Navy Cash card to the account, and activate the card.

(5) Again, once the instant issue card has been assigned to the account (activated), funds can be loaded on the chip at the Disbursing Office and used on board the ship immediately. Once the next round trip is completed and the new account is established ashore and on the ship, the instant issue card provides access to all Navy Cash capabilities, both on the ship and ashore.

f. Enroll and Request Embossed Permanent Navy Cash Card

(1) To request an embossed permanent card when enrolling an individual, rather than inserting a new instant issue card into the POS and clicking the “Get Card Info” button, the Disbursing Officer simply clicks the “Submit” button to initiate enrollment of a new account holder in Navy Cash.

(2) The Disbursing Application will ask the Disbursing Officer to verify he or she wants to enroll an individual without assigning a generic (instant issue) card. The Disbursing Officer then clicks the “Yes” button to create a request for a new embossed permanent card without issuing an instant issue card. If an embossed permanent card is requested as a part of the enrollment process, the new enrollee will have to wait to receive the new card in the mail. A visitor Navy Cash card can be issued to the new enrollee to use until the embossed permanent card is delivered to the ship.



(a) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a “pendactive” status and must be activated before it will work (see paragraph 8.4.12.a, Card Activation).

(b) A cardholder can activate a new embossed permanent Navy Cash card at the Kiosk, as long as there is no other active card associated with the account. The Disbursing Officer can activate the card at the Disbursing Application.

(3) If a visitor card is issued to use until the embossed permanent card is delivered, the Disbursing Officer shall document issuing the visitor card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) Visitor cards are reusable. The visitor card should be cashed out and turned in when the embossed permanent Navy Cash card arrive so it can be reissued.

g. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting “Operations Reports” and “Navy Cardholder Issued Card Report” in the “View Reports” pull-down menu, filling in the start and end dates for the inclusive period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

h. Forward Signed Enrollment Forms to JPMC. The hardcopy enrollment form, signed by the individual, must be sent to the Treasury Financial Agent, JPMorgan Chase (JPMC). Enrollment forms shall be forwarded to JPMC at least once every 30 days. Enrollment forms contain sensitive personal information and must be sent via traceable means, e.g., FedEx, UPS, registered mail. Do not send enrollment forms via fax, digital sender, or e-mail.

(1) Double-pack all enrollment forms, with the JPMC address below on each envelope/package, to protect against possible damage during the shipping and handling process.

JPMorgan Chase  
Document Processing Services  
Attention: Phyllis Smith  
300 N King Street, Mail Stop DE 1404  
Wilmington, DE 19801  
(302) 282-2176 *(Please use this number only for FedEx, UPS, etc. packages)*

(2) Send E-Mail Notification to JPMC. Send an e-mail notification to the JPMC Scanning Operations Center at [enrollment\\_forms@chase.com](mailto:enrollment_forms@chase.com) for each package of enrollment forms sent. This e-mail notification enables JPMC to verify that every package sent and all the enrollment forms have been received. Include the following information in the e-mail: date package was sent, number of enrollment forms in package, carrier name (*e.g., FedEx, UPS, registered mail, etc.*), tracking information, and the ship’s name and Point Of Contact (POC) on the ship (phone number and e-mail address). A sample memorandum is included at paragraph 8.15.27. To report all of the required information, fill out the memorandum, and send it as an attachment to the e-mail notification. Include a copy of the memorandum in the package with the enrollment forms. *Finally, retain a copy of each e-mail and memorandum sent on file for inspection.*

(3) Enrollment forms may be imaged and kept on file by JPMC, the Treasury Financial Agent. The electronic image shall be considered the legal equivalent of the original.

(4) If there are any questions, contact the CSU at [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com) or 1-866-6NavyCash (662-8922).

(5) Retain Copy of Signed Enrollment Forms On Board. A copy of each enrollment form, signed by the individual, shall be maintained on board ship for reference. Enrollment forms can be purged three years from the date of signature, unless the individual is still on the ship.

(6) Importance of Enrollment Forms. Enrollment forms are a critical element in the Navy Cash program. A signed enrollment form (DD Form 2887, Feb 2009, Application for Department of Defense (DoD) Stored Value Card (SVC) Programs) must be on file for every Navy Cash cardholder. By signing the DD 2887, cardholders authorize debits and credits to their bank and credit union account, consent to immediate collection from pay for any negative balances that result from use of the Navy Cash card, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing. Please ensure you comply with the procedures outlined above for every new Navy Cash cardholder.

i. Definition of terms:

Title = rank, rate, or title, for example, OS2, LT, Mr., Ms.

Phone = home phone number

Pay Grade = E1–E9, O1–O10

Address = address to which the embossed permanent Navy Cash card should be mailed. Normally, the ship's address for personnel stationed aboard ship. Members of ship's company should include their assigned division on line 2 of the address block on the enrollment form when they enroll. To make it easier to track down individuals who are not part of ship's company, they should include their company name or command name on line 2 of the address block.

Generic Card # = card number on Navy Cash Card taken from the stock of cards held by the Disbursing Officer (see paragraph 8.3.1, Custody of Navy Cash Cards).

*The following information can be found on a personal check or deposit slip associated with a cardholder's Direct Deposit Account.*

ABA = transit routing number or bank routing indicator—the first nine numbers in the micro line (MICR) at the bottom of a check or savings account deposit slip.

Account No = as listed on check in the remaining numbers of the micro line (MICR) or savings account deposit slip.

Account Name = Name of the individual as listed on check or deposit slip.

j. Delivery of Cards. If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder. Shipments of 10 or more cards are FedEx'ed to the Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy/Marine Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after JPMC receives the enrollment data electronically. Contact the ship's Logistics Support Representative (LSR) to check the status of any card FedEx shipments.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
Account Information Update

**Card not Present**  
Enter criteria to search:

Social Security Number:  OR

Merchant:  OR

MasterCard Number:  OR

Last Name / First Name:  AND

OR

**Card Present**  
Insert card:

IDENTITY SEQ	LAST NAME	FIRST NAME	MIDDLE NAME	SSN	CLIENT

**Member Profile**

First Name:       Branch of Service:

Middle Initial:       Social Security Number:

Last Name:       Transfer Type:

Chip Load Limit:       Transfer Date:

DDA Account to Navy Cash Transfer Amount:

**Bank Account Information**

Bank Account No:       Bank Account Type:

Bank Account Name:       Customer Type:

ABA:

Block Account Request     Unblock Account    ACH Decline Count:     ACH Allowed:

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### 8.4.18 Account Information Update

- a. To update his or her account information, for example, to change to a new bank and credit union, the cardholder or Navy Cash merchant can report to the Disbursing Office.
- b. The Disbursing Officer selects “Account Information Update” in the “Account Maintenance” pull-down menu.
- c. Account information is stored in a cardholder’s member profile. To search for the appropriate “Member Profile”:
  - (1) If the cardholder’s Navy Cash card is not available, the Disbursing Officer enters the cardholder’s SSN (or selects an appropriate merchant from the drop down menu) or enters the cardholder’s last name or the initial letter or letters of the last name in the “Card not Present” box and then clicks the “Account Search” button. When multiple card ID numbers match the search criteria, the Disbursing Officer must carefully verify that the card selected is the correct card.
  - (2) If the cardholder’s Navy Cash card is available, the Disbursing Officer inserts the card into the POS and clicks the “Get Card Info” button in the “Card Present” box.
  - (3) The Disbursing Application brings up the cardholder names associated with the search criteria.

d. After verifying the cardholder's identity, the Disbursing Officer highlights the correct name, and the current account information is displayed in the "Member Profile" and "Bank Account Information" windows.

e. Name Change. Changes to the cardholder's first or last name or middle initial, for example, to correct a misspelling or to change a last name to reflect a marriage or divorce, will automatically update the cardholder's member profile in the Navy Cash system and in the Navy Cash card management system ashore. Keep in mind that, to avoid failed SPO payroll payments, a cardholder's name in their member profile in Navy Cash must match their name in their Master Military Pay Account (MMPA). Updating a cardholder's name in their member profile will not generate an automatic request for a replacement Navy Cash card.

(1) Replacement Cards. A cardholder who is currently using an instant issue Navy Cash card will continue to use the same card — a replacement card is not needed. A cardholder who is using an embossed permanent Navy Cash card can continue to use the same card, as long as the misspelling or name change is considered minor. Because Navy Cash cards are relatively expensive, the cardholder and the Disbursing Officer should decide jointly whether or not a replacement card is genuinely necessary. Name changes due to major misspellings or marriage or divorce would, of course, warrant a replacement card.

(2) Prior to issuing a replacement card (see paragraph 8.4.15, Assign Replacement Card), the Disbursing Officer must cancel the old card (see paragraph 8.4.12, Change Card Status).

(3) Instant Issue Navy Cash Card. Normally, an instant issue card will be issued on the spot as a replacement for an embossed permanent card. To provide quicker access to any funds remaining on the chip of the old embossed permanent card, the cardholder can move the funds on the chip to the strip using the Kiosk before coming to Disbursing. Otherwise, the system will automatically do a chip-to-strip transfer to restore the value on the chip when the card is canceled, and the funds won't be available in the Navy Cash account until the next round-trip processing is completed between ship and shore.

(4) Embossed Permanent Navy Cash Card. If there is a bona fide need, an embossed permanent Navy Cash card can be requested. A visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a "pendactive" status and must be activated before it will work (see paragraph 8.4.12.a, Card Activation).

f. Transfer Type and Date

(1) The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days (see paragraph 8.4.16, Close or Suspend an Account Pending Transfer or Discharge?). To assist in monitoring transfer dates, the Disbursing Officer should ensure that the projected "Transfer Date" and "Transfer Type" in each cardholder's member profile is current. For "Transfer Type", use the selections in the drop down box to indicate whether the transfer is a "Transfer of Command", in which the cardholder is transferring to a new ship or shore command, or a "Separation", in which the cardholder is leaving the Navy.

(2) Based on the transfer dates in the member profiles, a shore report will be generated when a cardholder's transfer is within a 30-day window. The shore report will contain account balances and will serve as a notice to clear any negative balances before these cardholders leave the ship.

(3) Transfer to Shore Command. The transfer dates in the member profiles will also be used to pull accounts of cardholders who have left the ship off the ship's Navy Cash roster and transfer these accounts to a "shore" command. Once these accounts are transferred to the shore command, a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, will continue to be generated, so that any account activity can be monitored ashore and any negative account balances can continue to be pursued.

(4) Automatic Blocking of Navy Cash ACH Access and Suspending of Navy Cash Account. As soon as they are transferred to the shore command, Navy Cash accounts are suspended automatically and Navy Cash access to bank and credit union accounts is blocked automatically. *Blocking access* prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder can still use the value on the chip to purchase things on the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

(5) Navy Cash Ship Roster Report. To assist the Disbursing Officer in monitoring transfer dates, the Navy Cash Ship Roster Report lists the cardholder name and SSN (last four digits), Navy Cash account number, and date of the last chip transaction on the ship for all cardholders who are "checked in" or assigned to the ship within the Navy Cash system. The Disbursing Officer can generate the Navy Cash Ship Roster Report on the ship on demand and compare it with the actual ship roster to identify individual cardholders who are no longer on the ship and should be transferred to the Navy Cash "Shore Command".

(6) Monthly Automated Transfer of Dormant Accounts from Ship to Shore. If there has been no activity on a cardholder's Navy Cash account for 180 days, i.e., chip, split pay, or ACH transfer activity, the cardholder's member profile will be transferred automatically from the ship's roster to the Shore Command for Navy cardholders or to the appropriate Marine Logistics Group (MLG) for Marine cardholders. If there is 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. Should a cardholder who is still attached to the ship but hasn't used his or her Navy Cash card for 180 days be transferred to the "shore command", he or she can simply do a "Ship Check In" at a Navy Cash Kiosk. Full access to Navy Cash capabilities will be available as soon as the next EOD processing is completed between ship and shore.

g. For Cardholders with Negative Navy Cash Account Balances

(1) Navy Cash Card Limits. Reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be loaded on the chip are options available to discipline a cardholder who continues to have problems with negative account balances (see Appendix L, Guidelines for Negative Account Balances). Any updates to these card limits are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. To change card limits, enter a new limit in the "Chip Load Limit" block and/or "DDA Account to Navy Cash Transfer Amount". For cardholders, the maximum chip load limit is \$1,000, and the maximum DDA (home bank or credit union) account to Navy Cash transfer amount is \$400 per

day. For merchants, the maximum chip load limit is \$50,000 for Navy Cash cards issued after 24 September 2008 and \$9,999.99 for Navy Cash cards issued before 24 September 2008, and the maximum DDA account to Navy Cash transfer amount is \$5,000 per day.

(2) Blocking Access to Bank and Credit Union Accounts Ashore. Blocking Navy Cash access is an option available to discipline a cardholder who continues to have problems with negative account balance. Any updates to block Navy Cash access are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. To block account access, click on the “Block Account Request” button.

(3) Negative Balance Notification at Navy Cash Kiosk. When cardholders’ strip account balance is negative, a message will be displayed on the Kiosk after they enter their PIN notifying them that the account is negative and asking them to go to Disbursing to arrange to clear their negative balance. With automatic representation, transactions returned for Non Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented (see paragraph 8.8.1.d for the characteristics and limitations of automatic representation).

(4) Guidelines for Negative Account Balances. Appendix L provides recommendations for taking action in the case of a cardholder whose Navy Cash account balance is negative. These guidelines are based on the number of times a cardholder’s account has gone negative and are listed in order of severity, from least severe to most severe. These guidelines are offered as suggestions only; the actual action taken is at the discretion of the cardholder’s chain of command.

(5) Unblocking Access to Bank and Credit Union Accounts Ashore. Once a cardholder’s negative account balance has been cleared, click on the “Unblock Account” button.

(a) ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system and would not normally be reset. Navy Cash has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the Navy Cash system, a “counter” records the event. When a cardholder reaches a limit of three NSFs, the ability to access his or her DDA account from the Navy Cash system is permanently blocked.

(b) Once Navy Cash access is permanently blocked, the only way it can be restored is by authorized Disbursing Officer or Disbursing Clerk action, either by unblocking access through the Disbursing Application or the Navy Cash Center web site or by sending a request to the CSU.

(c) The following summarizes ACH decline counts. For a more complete description of “ACH Allowed” and “ACH Decline Count” flags and codes, see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts.

0,1,2,3	Number of ACH returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated

97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if bank or credit union account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

(6) Daily Blocked Account Report. This shore report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Kiosk. Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph h below).

(7) Again, any updates to Navy Cash access done through the Disbursing Application are effective immediately on board ship and will regulate any subsequent transfer requests the cardholder attempts at the Kiosk. Updates done through the Navy Cash Center web site do not go into effect on board ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

(8) *Blocking access* only prevents Navy Cash access to bank and credit union accounts from the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode. *Suspending an account* (see paragraph 8.4.16.c) only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy cash account disables the chip on a Navy Cash card; the individual can still use the value on the chip to purchase things on the ship.

h. Bank Account Information. For "Customer Type", indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Consumer" or "Business" account. Generally, individual cardholders will have "Consumer" accounts. A Navy Cash merchant, on the other hand, may have opened a "Business" account. For "Bank Account Type", use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Checking" or "Savings" account.

(1) Personal Checks. For contingency planning purposes, all crew members should be encouraged to associate an account that supports writing of personal checks if at all possible. Prior to an extended or overseas deployment, notify all crewmembers via POD notes or e-mails to have a minimum number of personal checks available on board ship to use in the event Navy Cash is at or near complete mission failure for an extended period of time.

(2) ATM or Debit Cards. Again, for contingency planning purposes, all crew members should be encouraged to have the ATM or debit card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure.

i. Once the appropriate updates to the cardholder's account information have been completed, the Disbursing Officer clicks on the "Account Update" button to initiate the changes.

Any updates are effective in the local database on board the ship immediately and are effective in the database ashore as soon as the end-of-day round trip is completed between ship and shore.

The screenshot shows the NAVY CASH Note Maintenance web application. At the top, there is a navigation bar with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title "Note Maintenance".

The interface is divided into two main sections: "Card not Present" and "Card Present".

**Card not Present:** This section includes a checkbox for "View Disbursing Notifications". Below it, there is a section titled "Enter criteria for Individual Note search:" with three input fields: "Social Security Number:", "MasterCard Number:", and "Last Name / First Name:". The "MasterCard Number" and "Last Name / First Name" fields are connected by "OR" and "AND" operators. There are "Search" and "Reset" buttons below the input fields.

**Card Present:** This section has an "Insert Card:" label and a "Get Card Info" button.

Below these sections are two large empty rectangular boxes labeled "List of Members matching Search Criteria" and "List of Notes for Highlighted Member".

At the bottom of the interface, there are three buttons: "View Note", "Add Note", and "Help".

The footer of the application displays the following information: "Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)", the date "8/16/2010", and the time "7:52:15 PM".

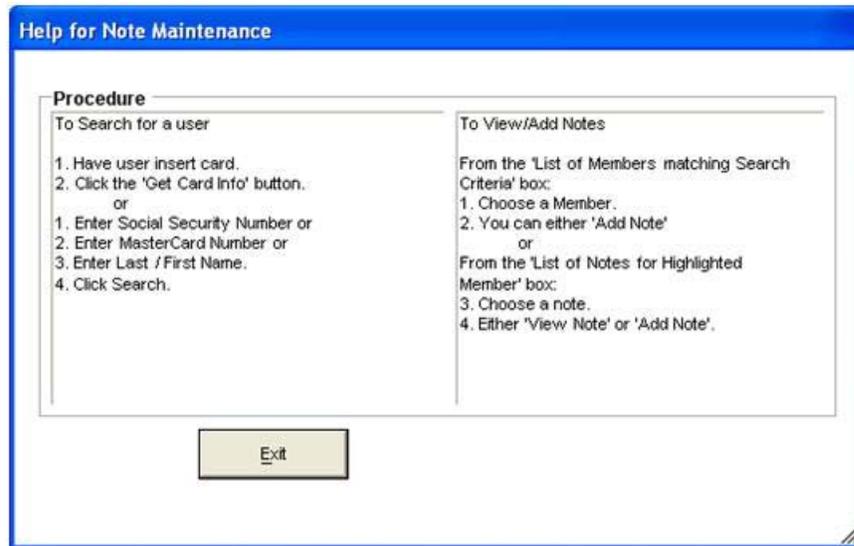
### 8.4.19 Note Maintenance

a. A "Note" is a memo internal to Navy Cash that is stored in a cardholder's member profile. "Disbursing Notifications" notes are sent by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. On board the ship, the "Note Maintenance" function enables the disbursing office to view the notes stored in member profiles and to add notes to log efforts to clear negative balances. The ability to add notes can be used to both coordinate actions taken within the disbursing office to clear negative balances and to document those actions for the chain of command or auditors. Initially, the only "Note Type" that can be generated on the ship is a "Negative Balance" note.

b. To view or add a note, the Disbursing Officer selects "Note Maintenance" in the "Account Maintenance" pull-down menu. If the "View Disbursing Notifications" checkbox at the top of the screen in the "Card not Present" box is checked, only the notes that report replication conflicts between ship and shore are displayed. If the checkbox is unchecked, all notes are displayed. To view a particular note:

c. “View Disbursing Notifications” Checkbox Unchecked

- (1) If the cardholder’s Navy Cash card is available, the Disbursing Officer inserts the card into the POS and clicks the “Get Card Info” button in the “Card Present” box.
- (2) If the cardholder’s Navy Cash card is not available, the Disbursing Officer enters the cardholder’s SSN or the MasterCard number from the front of the cardholder’s Navy Cash card or the cardholder’s last name or the initial letter or letters of the last name in the “Card not Present” box and then clicks the “Search” button.
- (3) If needed, the “Help” button can be pressed to display the procedures to search for a cardholder’s name and to view and add notes.



- (4) The application brings up the names associated with the search criteria.
- (5) After verifying the cardholder’s identity, the Disbursing Officer highlights the correct name in the “List of Members Matching Search Criteria” box, and a listing of all the notes in the cardholder’s member profile appears in the “List of Notes for Highlighted Member” box. The most recent note is listed first. With the “View Disbursing Notifications” checkbox unchecked, this includes both “Disbursing Notifications” and “Negative Balance” notes.
- (6) View Note. To view a note, select the appropriate listing and click on the “View Note” button. The “View Note” window will be displayed, and the “Note Comments” can be reviewed but not edited. Click on the “Cancel” button to close the note. For a discussion of “Disbursing Notifications” notes and the actions to be taken, see paragraph d.(5) below.

The screenshot shows a software window titled "Add Note" with a subtitle "Note for BERGSTEIN, MAXINE A.". Inside the window, there are three main sections: "Note Type" is set to "NEGATIVE BALANCE"; "Note Subject" is a dropdown menu currently showing "Cash Red" with a list of options including "Cash Red", "Comment", "DS01 Initiated", "Funds Transfer", and "SPO Incremented"; and "Note Comments" is a large empty text box. At the bottom of the window, there are three buttons: "Add Note", "Cancel", and "Help".

(7) Add Note. To add a note to the cardholder’s member profile, click on the “Add Note” button. The “Add Note” window will be displayed. At least initially, the only “Note Type” that can be generated on the ship is a “Negative Balance” note.

(a) Use the “Note Subject” drop down menu to select an appropriate subject.

(b) In the “Note Comments” box, enter appropriate comments to document any Navy Cash account actions taken. Comments should be kept relatively simple, but should make clear what action was taken, who took the action, and what date the action was taken. There is a limit of 1,000 characters for note comments. Click on the “Add Note” button to save the note.

(c) Once the note is saved, note comments cannot be changed. Take care in composing the comments. Proofread the comments before clicking the “Add Note” button. Careful attention is required because all notes are retained permanently as a part of an individual’s member profile and are sent along with the rest of the profile to each new ship when an individual does a “Ship Check In” at a Kiosk.

The screenshot shows a software window titled "Add Note" with a subtitle "Note for BERGSTEIN, MAXINE A". The window contains the following fields and controls:

- Note Type:** NEGATIVE BALANCE
- Note Subject:** A dropdown menu currently displaying "Cash Red".
- Note Comments:** A text area containing the text "8/16/2010 -- \$50 -- NSF".
- Buttons:** Three buttons are located at the bottom: "Add Note", "Cancel", and "Help".

d. “View Disbursing Notifications” Checkbox Checked

(1) The Disbursing Officer enters the “Disbursing Note Start and End Dates” in the “Card not Present” box and then clicks the “Search” button. The start date defaults to the last time the operator logged on to the Disbursing Application. If no end date is entered, all “Disbursing Notifications” notes up to the current log-in will be displayed. The “Card Present” search option is not available if the checkbox is checked.

(2) After verifying the cardholder’s identity, the Disbursing Officer highlights the correct name in the “List of Members Matching Search Criteria” box, and a listing of only the “Disbursing Notifications” notes in the cardholder’s member profile appears in the “List of Notes for Highlighted Member” box. The most recent note is listed first.

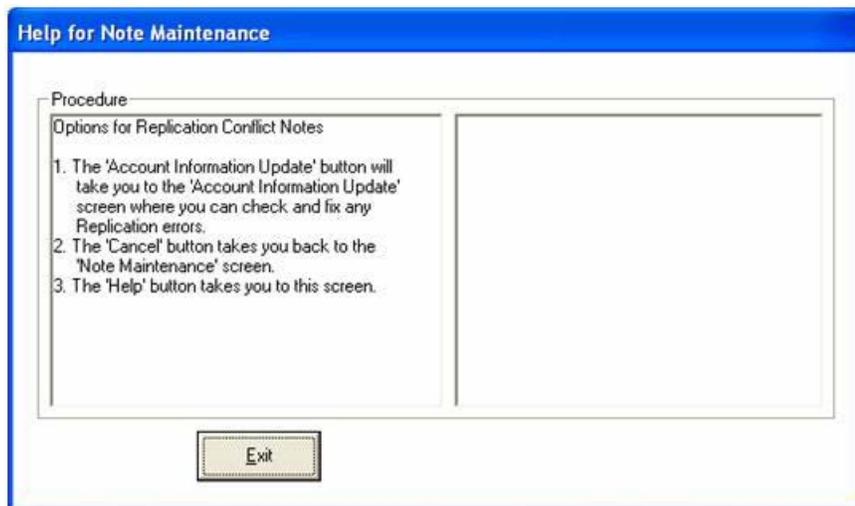
(3) To view a note, select the appropriate listing and click on the “View Note” button. The “View Note” window will be displayed, and the “Note Comments” can be reviewed but not edited. Click on the “Exit” button to close the note. The “Add Note” option is not available if the “View Disbursing Notifications” checkbox is checked.

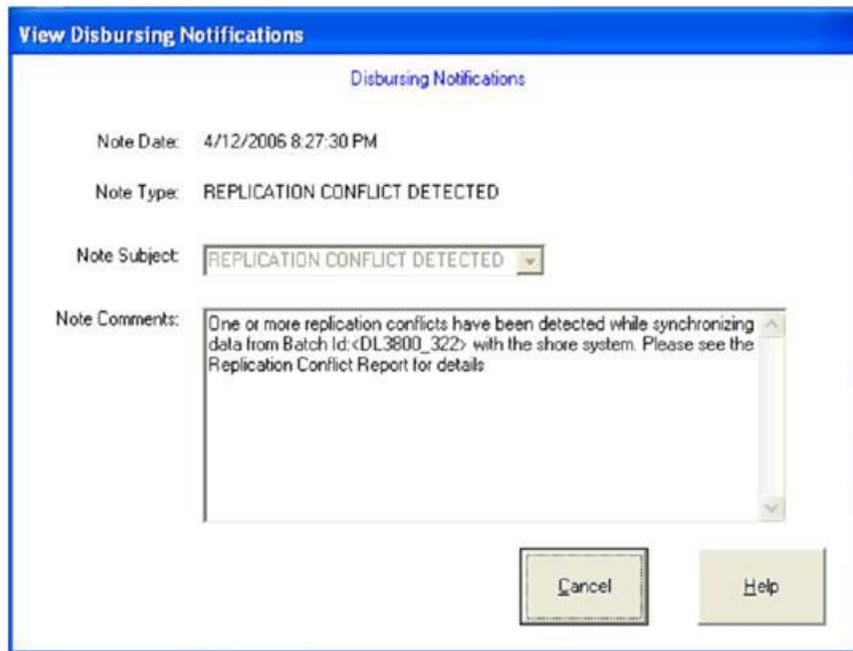
(4) Replication Conflicts. Replication conflicts can occur when both the ship and the shore side update a cardholder’s account information between two consecutive round trips. For example, the ship may initiate a change to a cardholder’s account information using the “Account Information Update” function in the Disbursing Application (see paragraph 8.4.18) on the same day that the shore side updates a cardholder’s account information based on a separate phone or e-mail request from the ship.

(a) The Navy Cash system, both ship and shore, will apply the account update received from the ship. When alerted to the replication conflict by the “Disbursing Notifications” note, the Disbursing Officer should review the cardholder’s account information and update as necessary to resolve any errors that may have resulted from the conflict (see paragraph 8.4.18, Account Information Update).



(b) When viewing a note, clicking on the “Help” button will display the options available for “Replication Conflict” notes. Clicking on the “Cancel” button will return the application to the “Note Maintenance” screen. Clicking on the “Account Information Update” button will open an “Account Information Update” screen and display the data for the record in conflict (see paragraph 8.4.18, Account Information Update). The Disbursing Officer can then update the data to fix the replication error if necessary. In the sample screen above, the account name can be changed to reflect the correct first name, Marcia, if the cardholder desires (see paragraph 8.4.18.e). From the “Account Information Update Screen”, clicking on the “Return to Note Maintenance” button will return the application to the “Note Maintenance” screen.





(c) Replication Conflict Report. The Disbursing Notifications note identifies the EOD batch that contains the replication conflict. Disbursing can then pull the Replication Conflict Report for that period to obtain the details of the conflict. The Replication Conflict Report is a ship report that can be generated as needed on the ship (see paragraph 8.4.22, Ship Reports). To select, view, and print the report, Disbursing can click on the “View Reports” link on the Disbursing Application, click on the “Replication Conflict Report” link in the “Disbursing Office Report” box, fill in the start and end dates for the inclusive period desired, click the “Generate” button, and, once the report appears, click the “Print” button.

e. Disbursing Notifications Alerts. Disbursing Notifications notes appear as alerts at start up of the Disbursing Application or when a new operator logs on. Like the “Negative Balance” notes above, Disbursing Notifications notes are retained permanently as a part of an individual's member profile. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time he or she logged on to the Disbursing Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click on the “Cancel” button to close the note.

The screenshot shows the NAVY CASH Operations interface. At the top, there is a navigation bar with the following items: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The 'Operations' menu is expanded, showing the following options: Indicate End of Day, Safe Bank Transactions, Operator ID Maintenance, Vending and Ship's Store, Event Maintenance, and About Operations. The 'Indicate End of Day' option is selected, and a help window is displayed with the following text:

Operations Options:

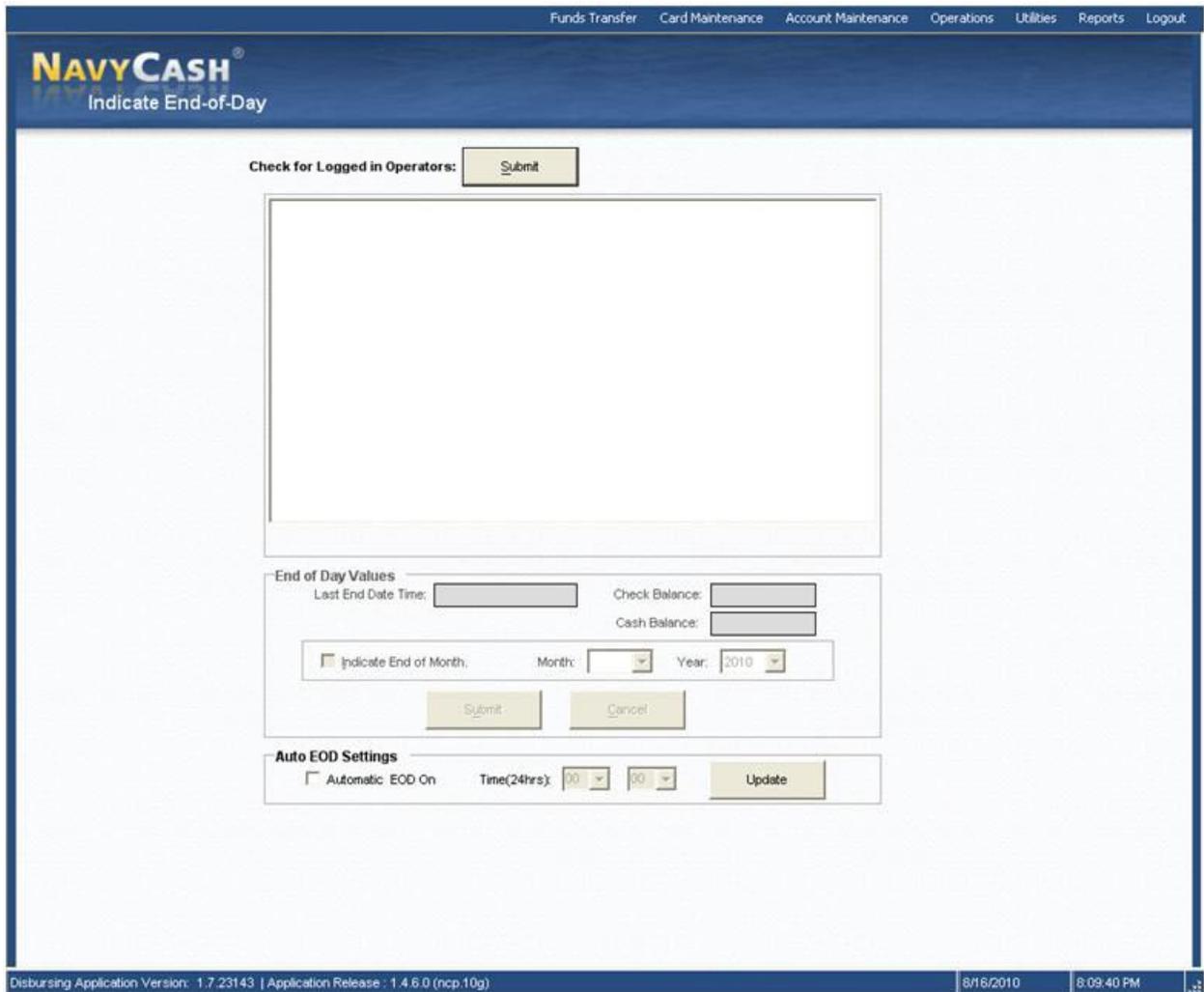
1. Indicate end-of-day.  
Used to launch EOD scripts, transfer data and generate EOD-specific reports. This will end all business transactions for that particular day and begin recording all subsequent transactions for the next business day.
2. View Reports.  
Used to generate, save or print Disbursing and Application reports.
3. ROM II Reporting.  
Used to generate a report on discrepancies between ROM II and NavyCash.
4. Safe Bank Transactions.  
Used to facilitate the deposit of funds to the Bank or the Safe. This option enables the Disbursing Officer to make adjustments to the check and cash amounts in the Safe Audit Summary Report (SASR) in order to force-balance the Navy Cash application prior to completing the 'Indicate End-of-Day' function. The reason for the out-of-balance condition can be investigated after the fact as required.
5. Operator ID Maintenance.  
Used to register new or modify existing system operators.
6. Vending and Ship's Store.  
Used to indicate End of Period for configured Vending Merchants. In addition, you can bind CADs to Vending Machines.
7. Event Maintenance.  
Used to enter/update Events in Navycash.

At the bottom of the screenshot, the footer contains the following information: Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g) | 8/16/2010 | 8:07:31 PM

## 8.4.20 Indicate End of Day

a. Indicate End Of Day (IEOD) Function. Completing the IEOD function starts automatic system back-ups and begins a “round-trip” process that runs the batch file, connects through ship’s communications systems to Navy Cash shore facility, transfers all ship transactions to shore, generates and retrieves shore reports, retrieves updates from shore, and updates account data on ship and shore. The IEOD function has three components, each of which will be discussed in turn.

- Manual EOD
- Automatic EOD
- Automatic Interim Round Trips

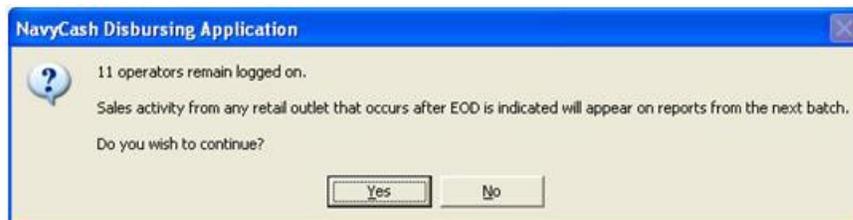


b. Manual EOD

(1) Initiating the IEOD function is normally a *manual* operation. At the end of the business day on the ship, or whenever appropriate, Disbursing Officer performs “Indicate End of Day” function. This ends all business transactions for that particular day and begins recording all subsequent transactions on the next business day.

(2) Disbursing Officer selects “Indicate End-of-Day” in “Operations” pull-down menu.

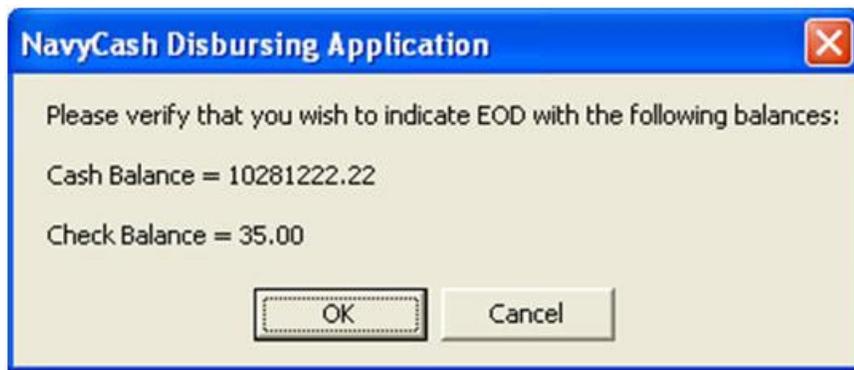
(3) Disbursing Officer then clicks “Submit” button next to “Check for Logged in Operators” tag.



(4) If operators are logged on, for example, in the ship’s store, post office, MWR, Wardroom, or Chiefs Mess, a message is displayed that informs the Disbursing Officer who is still logged on. It is not necessary to delay End-Of-Day (EOD) processing if operators are still

logged in; however, if transactions occur during EOD processing, some transactions may be posted to the next day's business. It is generally recommended that operators either log out or suspend business until the DISBO completes the EOD process. The Disbursing Officer can contact the operator and request that they log out immediately or the Disbursing Officer can proceed with the EOD process. Any transactions entered by that operator after EOD will appear on the next business day. To proceed with the EOD process, click the "Yes" button.

*NOTE: POSs operating in normal mode are connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the POS at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available (see paragraphs 3.12, 4.16, 5.11, 6.9, or 7.7).*



(5) The Disbursing Accountability Summary Report (DASR) will be displayed, and the "End of Day Values" frame will be enabled, which will contain the check balance, cash balance, and EOD date and time (a non-editable variable). In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

(6) At this point, the Disbursing Officer should have closed out the Daily Cash Transaction Ledger in accordance with paragraph 8.4.10. The total in block 7 of the ledger should match the sum totals generated by the DASR. If the balances do not match, the Disbursing Officer shall make every effort to identify the correct totals to be reported for the day.

(7) Disbursing Officer clicks the "Submit" button to start the actual IEOD process.

(a) Indicate End of Month. If that particular IEOD will also be considered the End Of Month (EOM) close-out, the Disbursing Officer must check the "Indicate End of Month" block, and then enter the month and year being closed. The "Indicate End of Month" block will be grayed out and cannot be used until the Sales Officer has performed the EOM process at all vending machines and indicated EOM for each vending and ship's store merchant (parent) in the Disbursing Application (see paragraph 8.4.25.b).

(b) Coordinate EOM Close-Out. As a part of the EOM process, the Disbursing Officer is responsible for coordinating all Navy/Marine Cash collections that must be registered to a Line of Accounting (LOA) through the SF 1219 Statement of Accountability, e.g., sale of meals in the general mess and sale of merchandise in the ship's store and vending machines (see paragraph 8.9). The Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) must coordinate to establish a closeout date each month.

(c) Prepare and Submit Reports on Time. Disbursing Officer's 1219 must be prepared and submitted on time at the end of each month, i.e., NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month. To help ensure the 1219 is submitted on time, Navy Cash must be closed out

prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior.

(d) EOM Indicators. Completing the “Indicate End Of Day” function (IEOD) with the “Indicate End of Month” block checked, sends the EOM indicators for disbursing, food service, and Marine disbursing (when embarked) to the Navy Cash back end ashore and closes out their Navy Cash business for that month. *EOM indicators for the vending machines and ship’s store are sent at the first IEOD completed after closing out the vending and ship’s store merchants (parents) in the Disbursing Application (see paragraph 8.4.25).* The Disbursing Officer should notify the Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) when this step has been completed.

(e) EOM Procedures Worksheet. A Navy Cash EOM Procedures Worksheet, which consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service, is included at Appendix R.

(8) The Disbursing Officer is then prompted for verification of EOD. This gives the Disbursing Officer an opportunity to back out of the action if necessary.

(9) If the Disbursing Officer’s actual cash or manual ledgers do not balance, every effort should be made to determine the cause. If the cause is not discovered and corrected immediately, a balancing transaction can be entered in accordance with paragraph 8.4.23, Safe Bank Transactions. This process will balance the Navy Cash report and allow the DISBO to complete the end of day and return the system to normal use. However, the out-of-balance condition needs to be investigated and handled in an expeditious manner. If a shortage (loss of funds/loss of accountability) or an overage occurs, it should be handled as prescribed in Chapter 6 of DODFMR Volume 5. The correction will be documented on the Disbursing Accountability Reports for future reference.

(10) Once the balances have been verified, the DISBO will click “OK” in the verification window. After verification, an EOD completion message is displayed.

(11) The Disbursing Officer will record the daily totals from the DASR cash column on the DD 2657 as an increase/decrease to line 6.2A, U.S. Currency on Hand. The value from the total column will be entered on line 6.9, “Other”, but will have the opposite sign. Disbursing Agents will record the transaction on the DD 2665 as increases to line 17, US Currency on Hand, or 20, US Negotiable Instruments on Hand, as appropriate and an opposite entry to line 31, Other. Sample DD 2657 entries are included in paragraph 8.10.

(12) Since the entries on the DD 2657 are logged in section II and opposite in value, there will be no increase in total accountability. However, when the electronic funds are reported as deposited at the end of the month, the overall accountability will be updated and correct. All funds that are being carried on line 6.9 can be supported by the DASR, and therefore are auditable. If required, a detailed report can be generated under the “Ship Reports” paragraph, 8.4.22. This report will display every transaction recorded on the server for any given period.

(13) The supporting DASR, along with the completed Daily Cash Transaction Ledger(s) and Disbursing Transactions Detail Report sorted by operator, shall be retained on file with the balanced DD 2657.

(14) If that particular IEOD has been indicated as the End Of Month (EOM) close-out, the Disbursing Officer will zero out the Disbursing Accountability Summary Report (DASR) starting balance by entering a “Deposit To Bank” transaction type for the total amount being carried on the DASR at the end of the month. This action shall be done in accordance with

paragraph 8.4.23, Safe Bank Transactions, to reset the Safe Bank Transactions functionality for the next month's reports.

(15) The manual EOD function is normally initiated from the Disbursing Application on the Navy Cash workstation in the disbursing office. If no one from the disbursing office will be on duty, the automatic EOD function will normally be activated to initiate IEOD at a preset time. However, if the Navy Cash server or another Navy Cash workstation (desktop or laptop) is located outside the disbursing office, a manual EOD can be run remotely by duty personnel (see paragraph 8.4.32, Access Editor–Access Control for Disbursing Application). When IEOD is run under the duty log-in, it is completed with minimal user requirements (i.e., double click the EOD icon on the desktop) and is the only functionality available.

c. Automatic EOD

(1) If no one from the disbursing office will be on duty at the end of the business day, e.g., on the weekend, the IEOD function can be initiated automatically at a preset time.

(2) Managing Automatic EOD Settings. The settings for automatic EOD are displayed in the “Auto EOD Settings” box in the “Indicate End-of-Day” screen.

(a) To *activate* automatic EOD, click on the “Automatic EOD On” check box to insert the “check” mark, and click the “Update” button. A pop-up window verifies that the automatic EOD settings were updated successfully.

(b) To *deactivate* automatic EOD, click on the “Automatic EOD On” check box to remove the “check” mark, and click the “Update” button. Click the “OK” button to verify and deactivate automatic EOD.

(c) To change the preset time for initiating automatic EOD, select the desired time using the hours and minutes drop-down boxes for the “Time(24hrs)”, and click the “Update” button. A pop-up window verifies that the automatic EOD settings were updated successfully.

d. Automated Interim Round Trips

(1) To ensure everyone's Navy Cash account information is updated on a regular basis, interim round trips are run automatically at regular intervals throughout the day to synchronize the ship and shore databases.

(2) These interim round trips do not generate and retrieve shore reports. Shore reports are generated only when IEOD is initiated, either *manually* from the Disbursing Application or *automatically* when the automatic EOD function is selected. If IEOD is not initiated for some reason, either manually or automatically, Navy Cash continues to operate normally, but transactions appear on the shore reports for the next business day, and shore reports are not available for that business day.

(3) In synchronizing the ship and shore databases, these interim round trips also ensure Split Pay Option (SPO) payroll payments are retrieved from shore and account balances updated on the ship on pay day. If communications are completely down around pay day, the Disbursing Officer has the option to run a provisional payroll on the ship (see paragraph 8.4.31, Provisional Split Pay).

(4) By default, automated interim round trips run every six hours. This interval can be changed by sending an e-mail request to the CSU. Any changes requested in the interval will not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

e. End of Day (EOD) Report. A shipboard report, the EOD Report tracks the status of manual IEOD and automated interim round-trip requests (batches) initiated. An EOD Report can be generated on the ship as needed (see paragraph 8.4.22, Ship Reports). A column in the report identifies the batch as either an automated interim or manually initiated IEOD batch. If a prior automated round trip is pending, any subsequent round trips (either automated or manual) will not be processed until the response files are received from the shore for the prior round trip. At any time, a ship can have only one pending automated round trip or any number of pending manually initiated IEOD round trips. If a current automated round trip is pending and the Disbursing Officer initiates a manual IEOD round trip, the pending automated round trip will be converted into a manually initiated IEOD round trip.

#### 8.4.21 Shore Reports

a. Successful processing of the IEOD batch (round trip), either manually or automatically, sends a series of reports to the ship from the shore side. These shore reports include all the round trips (automated interim) that were created since the last IEOD was initiated, either *manually* from the Disbursing Application or *automatically* when the automatic EOD function is selected. Shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. On the Disbursing Application workstation or laptop, the shore reports can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy/Marine Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. Sample reports are shown in paragraph 8.15. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

(1) Reports have been named using the following convention:

<UIC>\_<REPORT TYPE>\_<REPORT  
NAME>\_<D/M>\_yyyymmdd\_HHMMSS.txt, where:

UIC = Ship’s Unit Identification Code

Report Type = TRAN – Transaction Report, FRAU – Fraud Report,  
OPER- Operational Report, SETT – Settlement Report

Report Name = Name of report

D/M = Daily or Monthly

Yyyymmdd = year/month/day report generated (GMT)

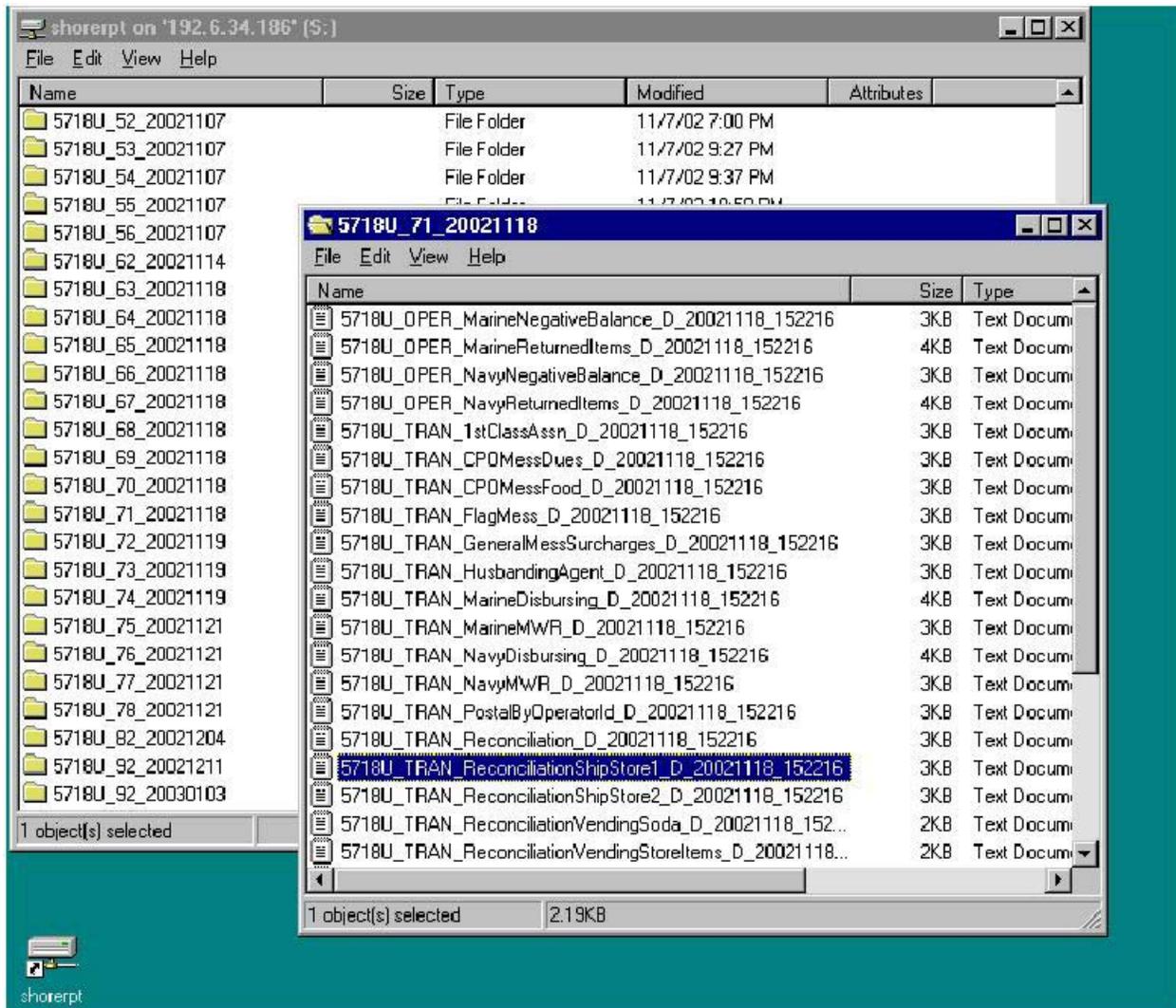
Hhmmss = hour/minute/second report generated (GMT)

.txt = Text file

Example:

R21452\_TRAN\_Ship\_Merchant\_Settle\_D\_20041209\_000736.txt

R21198\_TRAN\_ShipStore\_D\_20010828\_171708.txt



(2) Transaction Reports. Available for all ship merchants, for example:

- (a) Wardroom
- (b) CPO Mess Dues
- (c) General Mess
- (d) Flag Mess
- (e) Commanding Officer's Mess
- (f) First Class Petty Officer Association
- (g) MWR
- (h) Post Office — Metered Mail
- (i) Post Office — Money Orders
- (j) Post Office — Stamps
- (k) Ship's Store
- (l) Foreign Vendors
- (m) Vending Store Items (Snack, Phone Cards, Soap)
- (n) Vending Soda

- (o) Transaction Summary
- (p) Negative Balances
- (q) Returned Items

(3) Merchant Settlement Reports. Merchant settlement reports are generated for all merchants, whether they settle to bank or credit union accounts ashore or to merchant strip accounts. By default, private merchants are set up to settle on a daily basis. For merchants who elect to settle on a weekly basis, deposits are initiated using the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month. Funds are normally available the next business day after the transactions are posted.

(4) Reconciliation Reports. Reconciliation reports, which are generated for all merchants, segregate transactions that were collected in the offline mode but were not processed on the same day they were collected. Reported separately, these collections can then be added to the totals for the appropriate day if desired.

(5) Print Reports. Disbursing Officer can view and print reports at any time by accessing shore report directories and sub-directories. Reports should be printed in "Landscape" format using WordPad™ software. A printer is not provided with the Navy Cash system. The Disbursing Officer must print reports sharing an already existing printer local to the server or workstation in the disbursing office. Reports can also be saved electronically and sent via e-mail.

(6) Review Reports. The Disbursing Officer and other responsible individuals, such as the Sales Officer, MWR Officer, and Chiefs' Mess Treasurer, should compare the daily reports with reports from their existing accounting systems, for example, the Sales Officer with ROM for ship's store, to verify accuracy. Reconciling collections and sales at the end of each day simplifies reconciliation at the end of the month. For example, the Sales Officer or designated assistant should compare the ROM daily transaction reports (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so ROM and Navy Cash agree. The Food Service Officer should compare recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to Navy Cash collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail Reports plus any checks or cash (currency) collected. A Navy Cash generated report states the collections that have been recorded to any particular activity. Therefore, the report serves the same function for an accountable officer as a signed page in the NS 470 or a deposit ticket.

(7) Negative Balances. The Disbursing Officer shall review the Negative Balance Report and the Returned Items Detail Report (see paragraphs 8.15.5 and 8.15.6) on a daily basis. Guidelines for handling negative Navy Cash account balances are contained in paragraph 8.8 and Appendix L.

(8) Daily Blocked Account Report. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The Daily Blocked Account Report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Kiosk (see paragraph 8.15.20 for a sample report). Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so

they can update their home bank or credit union account information (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts).

#### **8.4.22 Ship Reports**

a. Disbursing Officer can select the “Reports” pull-down menu to display the reports that can be generated as needed on the ship. To select, generate, view, and print a report, click on the report desired, fill in the start and end dates for the inclusive period, and click the “Generate” button. Some of the reports can be generated using one of a selection of preset sorting criteria (see table of report descriptions below). Sample reports are shown in paragraph 8.15.

b. Review Reports. The Disbursing Officer and other accountable individuals, such as the Sales Officer and Chiefs’ Mess Treasurer, are responsible for comparing the daily reports with reports from their existing accounting systems to verify accuracy. Reconciling collections and sales at the end of each day simplifies reconciliation at the end of the month. This review is normally done with the shore reports (see paragraph 8.4.21), which are generated automatically by the EOD process and sent to the ship when the EOD round trip is completed. For example, the Sales Officer or designated assistant should compare the ROM daily transaction reports (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so ROM and Navy Cash agree. The Food Service Officer should compare recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to Navy Cash collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail Reports plus any checks or cash (currency) collected. However, to check total sales figures for a particular day before the shore reports are received on the ship, a Merchant Sales Summary Report can be generated by entering the correct start and end dates. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC))*. The more detailed Merchant Transactions Report can be generated in the same way.

c. Printing Reports. A printer is not provided with the Navy Cash system. Reports must be printed sharing an already existing printer local to the server or workstation in disbursing. Reports can also be saved electronically and sent via e-mail.

Report	Purpose	Sort Capability
<b>Disbursing Office Reports</b>		
Safe Bank Transactions Report	Tracks all changes to Navy Cash funds in the disbursing office that result from deposits to bank (withdrawals), deposits to safe (deposits), funds transfers to chip, and funds transfers from chip	Transaction Date or Transaction Type
SPO Payroll Report	Lists cardholders in SPO and the last payroll amounts credited to their Navy Cash accounts	Cardholder Name or Last Pay Date
Disbursing Accountability Detail Report	Lists disbursing transactions—cash and check to chip, deposits to safe and bank, and chip to cash	Transaction Date or Transaction Type
Disbursing Accountability Summary Report	Summary of transactions shown in Disbursing Accountability Detail Report	None
Disbursing Transactions Detail Report	Lists all transactions by disbursing staff—to facilitate audit of disbursing office	Operator, Date, or Transaction Type
Disbursing Transactions Summary Report	Summary of transactions shown in Disbursing Transaction Detail Report	Operator, Date, or Transaction Type
Replication Conflict Report	Provides details of any replication conflicts in updating a cardholder's account information	None
Ship Roster Report	Provides cardholder name and SSN (last 4 digits), Navy Cash account number, and date of last chip transaction on the ship for all cardholders who are checked in to the ship.	None
<b>Sales Reports</b>		
Merchant Sales Summary Report	Summary of total sales and transaction counts shown in Merchant Transactions Report—used for EOD and EOM merchant sales receipts	Merchant Name or Merchant ID
Merchant Transactions Report	Lists all sales, refunds, and correction transactions and cardholder name and card number (last 5 digits) for both vending and non-vending merchants—includes summary section	Merchant, Operator, Date, Transaction Type, or Event Description
<b>Operations Reports</b>		
Operator Status Report	Lists operators currently logged on to POSs	None
EOD Report	Tracks the status of end-of-day requests (batches) initiated and check and cash balances at EOD	None
Unmatched Chip-to-Chip Report	Lists all failed chip-to-chip transactions—used to research unmatched chip-to-chip transfers	Cardholder Name, Date, or Card Number
Navy Cardholder Issued Card Report	Tracks cardholder name, date, and card number (last 5 digits) for all instant issue cards issued	Cardholder Name, Date, or Card Number
Fraud Detection Report	Indicates possible fraudulent ACH activity on ship. Lists questionable transactions by cardholder name and SSN (last 4 digits).	None

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

## NAVY CASH<sup>®</sup>

### Safe Bank Transactions Report

Sort Report By: Transaction Date

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Start Date: 06/01/2009 12:14:45   End Date: 06/01/2009 12:14:46

---

Run Date/Time: 08/17/2010 20:45:14 GMT

Safe Bank Transactions Report  
Location: DL3800

Report Parameters:  
Start Date: 06/01/2009 12:14:45  
End Date: 06/01/2009 12:14:46

Merchant Information:  
Merchant Name: NAVY DISBURSING  
Merchant ID: 800000008448

Transaction Date	Transaction Type	Check	Cash	Total
06/01/2009 12:14:45	Withdraw	0.00	-10,000.00	-10,000.00
06/01/2009 12:17:17	Deposit	15.00	5.00	20.00
Total:		15.00	-9,995.00	-9,980.00

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)      8/17/2010      8:47:42 PM

### 8.4.23 Safe Bank Transactions

a. The “Safe Bank Transactions” functionality enables the Disbursing Officer to make adjustments to the cash amount in the Disbursing Accountability Summary Report (DASR) in order to change the balance reported by the Disbursing Application. This functionality will be used primarily during the “End-of-Month” process to reset the DASR to a zero balance, as described in paragraph 8.9.c. In addition, this functionality can be used to create adjustments to the DASR when an out of balance condition exists. This action should be used as a last resort and only as a temporary fix to continue with the “End-of-Day” process when the out-of-balance condition cannot be rectified. The Disbursing Officer should go back and complete all required actions for an out of balance condition, as stated in Chapter 6 of the DODFMR Volume 5.

b. To initiate the transaction, the Disbursing Officer or Deputy selects “Safe Bank Transaction” in the “Operations” pull-down menu.

c. The Disbursing Officer enters the amount of cash that would be needed to zero out or “balance” the system and selects the appropriate “Transaction Type”. The “Transaction Type” drop down menu lists “Deposit to Bank”, which subtracts the designated amount from the DISBO account to balance the total if the DASR amount is positive, and “Deposit to Safe”,

which adds the designated amount from the DISBO account to balance the total if the DASR amount is negative.

d. After the adjustments are completed, the Disbursing Officer clicks the “Submit” button to adjust the system value.

e. The Disbursing Officer then returns to the “Indicate End-of-Day” function described in paragraph 8.4.20, Indicate End of Day, to complete the process for that particular day. All Safe Bank transactions will be identified on the DASR for that day.

#### 8.4.24 Operator ID Maintenance

a. Within Navy Cash, each operator, for example, in the ship’s store, post office, CPO mess, MWR, wardroom, or disbursing office, must be identified by a unique operator ID number and must be registered at the disbursing office. To be assigned an operator ID, an individual must be a Navy/Marine Cash cardholder. Once ship’s store operator IDs are established in Navy Cash, they must be entered into the ROM II back office.

b. To display all operators within the ship’s Navy Cash system, the Disbursing Officer selects “Operator ID Maintenance” in the “Operations” pull-down menu and clicks the “List Configured Operators” button.

The screenshot shows the "Operator ID Maintenance" page in the Navy Cash system. At the top, there is a navigation bar with links for "Funds Transfer", "Card Maintenance", "Account Maintenance", "Operations", "Utilities", "Reports", and "Logout". The main header displays the "NAVY CASH" logo and the page title "Operator ID Maintenance".

The main content area features a section titled "Currently Configured Operators:" with a checkbox for "View Only Deleted Operators" and a button labeled "List Configured Operators". Below this is a large empty rectangular box, likely intended for a list of operators.

Below the list box is a form for adding or searching for operators. It includes the following fields and controls:

- Operator ID:
- Merchant ID:
- User ID:
- Add as Disbursing User
- First Name:
- Social Security Number:
- Last Name:
- Search:
- Submit:
- Reset:

At the bottom of the page, a status bar displays: "Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g) 8/16/2010 8:51:14 PM".

c. Add an Operator. The Disbursing Officer enters the first and last name of the new operator and assigns a four-digit number. This number must be unique within the Disbursing Application on each ship. Once a number has been assigned to an operator, it cannot be reused even if that operator is deleted. However, the number can be duplicated on different ships. Upon clicking “Submit”, the Disbursing Officer will be prompted to verify information for the operator being added, which is done by clicking the “Yes” or “No” button as appropriate.

d. Disbursing Application User. If a person is to be added to the Disbursing Application user list, the “Add as Disbursing User” block must be checked (see paragraph 8.4.32.j.(8)).

e. Delete an Operator. The Disbursing Officer selects the correct name in the list of configured operators and clicks in the “Delete This Operator” box. There will be a prompt to verify this is the operator to delete, which is done by clicking the “Yes” or “No” button. Navy Cash operators must be deleted upon relief, transfer, separation, or discharge.

**NAVY CASH**  
Operator ID Maintenance

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**Currently Configured Operators:** [List Configured Operators](#)

View Only Deleted Operators

Operator ID	Last Name	First Name	User ID
2222	BANTO	SANTO	755903
3569	CHAMBERS	KATRINA	740851
4001	DISBO	DL - TEST	29528
4003	GROUJ	MICHAEL	96444
9001	MARINE	DO	348393
3001	MEADE	THEO	740857
7777	RINA	KAT	739599
4005	SMITH	JOHN	704978
5000	SMITH	WILL	79724
2491	TEST20	SANTO	739034
6666	TW	TEST	25070
5555	TW	TEST	25082
9010	USER	TEST	29474
9000	WAGLER	STEPHEN	137386

Operator ID:    Merchant ID:

User ID:     Delete this Operator    Add as Disbursing User

First Name:    Social Security Number:

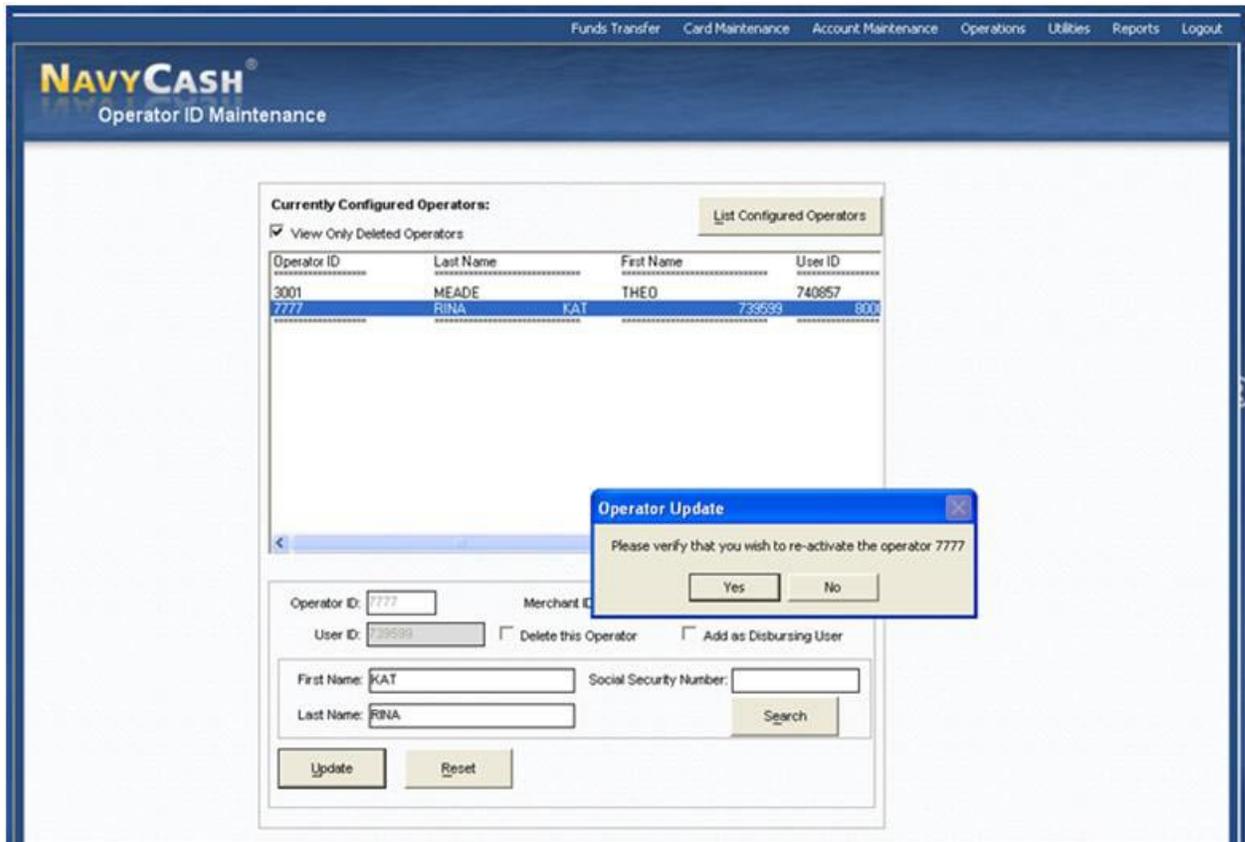
Last Name:   

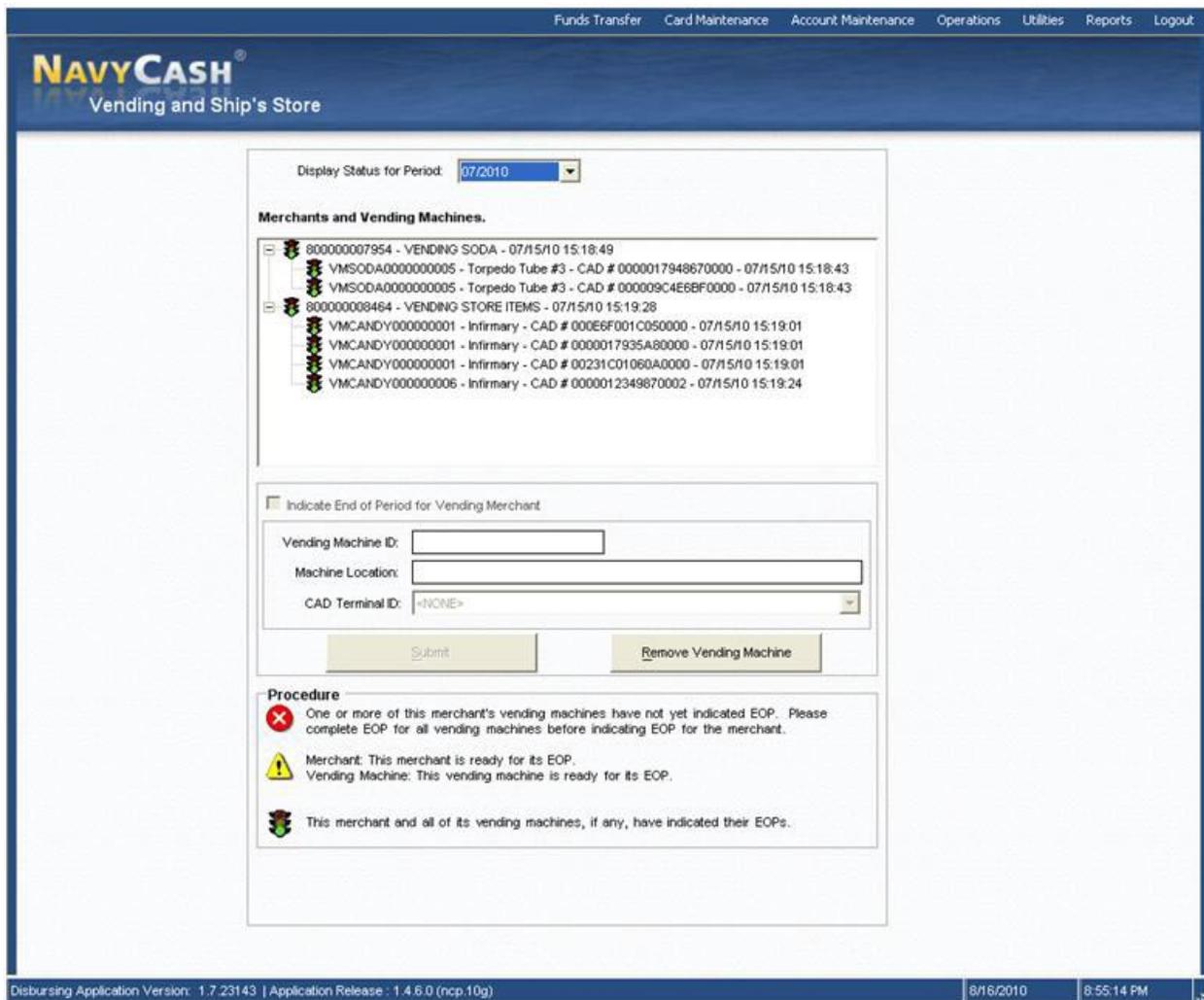
 

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)   8/16/2010   8:51:44 PM

f. Review List of Configured Operators Monthly. The list of configured operators must be reviewed at least once a month. Navy Cash operators who are no longer involved in Navy Cash operations, e.g., individuals who have been relieved, transferred, separated, or discharged, must be deleted.

g. Reactivate an Operator. The Disbursing Officer selects the correct name in the list of configured operators and clicks in the “Delete This Operator” box. This removes the check mark in the box. There will be a prompt to verify this is the operator to re-activate, which is done by clicking the “Yes” or “No” button. The Disbursing Officer can narrow the list of configured operators to search by clicking in the “View Only Deleted Operators” box.





### 8.4.25 Vending and Ship's Store—Vending Maintenance and End of Month

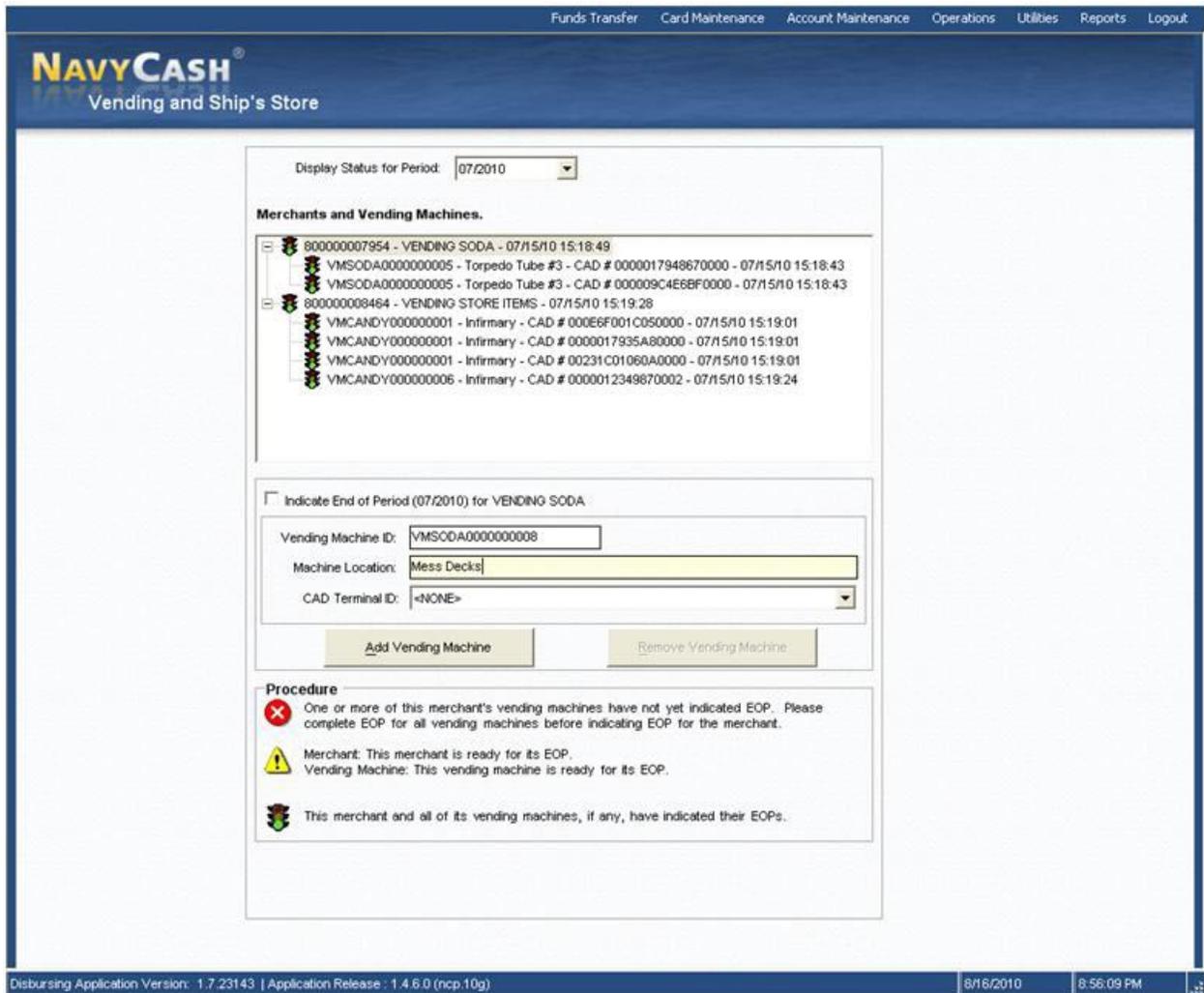
The “Vending and Ship’s Store” function in the Disbursing Application is used to:

- Add, change, or remove a CAD or vending machine or modify the description of a vending machine, actions which are described under “Vending Maintenance” below.
- Close out the vending machines and the ship’s store at the end of the month or at the end of a specified period, actions which are described under “End of Month” below.

a. Vending Maintenance

(1) Navy Cash “ties” or “links” specific CADs to specific vending machines in the Navy Cash system database so that sales transactions are credited to the correct merchant. The Disbursing Application requires that each CAD be identified by a unique CAD Terminal ID number. Whenever a CAD is added, changed, or removed, it must be linked within the Disbursing Application as discussed in the following subparagraphs.

(2) To display all operating CADs within the Navy Cash system, the Disbursing Officer or Sales Officer selects “Vending and Ship’s Store” in the “Operations” pull-down menu. The “Vending and Ship’s Store” screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.



(3) Adding a Vending Machine and CAD.

(a) To add a new vending machine and CAD to the Navy/Marine Cash system, the Disbursing Officer or Sales Officer first highlights (selects) the appropriate merchant in the “Merchants and Vending Machines” window on the “Vending and Ship’s Store” screen.

(b) A description of the new vending machine, for example, Candy #3, is entered in the “Vending Machine ID” box, and the location of the new machine on the ship is entered in the “Machine Location” box.

(c) The Disbursing Officer or Sales Officer then selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed.
- If there are multiple unassigned CADs, the correct 16-digit CAD Terminal ID numbers can be verified at the CAD itself. The Terminal ID is the first item in the list of the “Network” group’s diagnostic information, and “Network” is the second of the five groups in CAD diagnostics (see paragraph 2.3.3 for a more detailed description and procedures for CAD

diagnostic information). The diagnostic menu can be accessed when the CAD is in an idle state with no card inserted and the “Welcome Screen” is displayed. To access the diagnostic menu, press and hold the center (SELECT) “hidden” button for three seconds. The CAD will display the “CAD Diagnostics” screen. Press the center (SELECT) button to “Start” the diagnostic menu and continue to the next screen. The CAD will display the first diagnostic group, i.e., “General”. Press the right (NEXT) button until the “Network” group is displayed. To select the “Network” diagnostic group, press the center (SELECT) button. The CAD will then display the Terminal ID, the first item in the list. After determining the Terminal ID, press the left (DONE) button to return to the diagnostic group selection screen. Press the left (DONE) button again to “Exit” and return to the “Welcome Screen”.

(d) Once all the information is entered or selected, the Disbursing Officer or Sales Officer clicks the “Add Vending Machine” button to update the system. At this time the Disbursing Officer or Sales Officer will be prompted to verify information for the CAD and vending machine being added, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. No transactions can occur at the vending machine until the CAD is associated with the vending machine in the Disbursing Application.

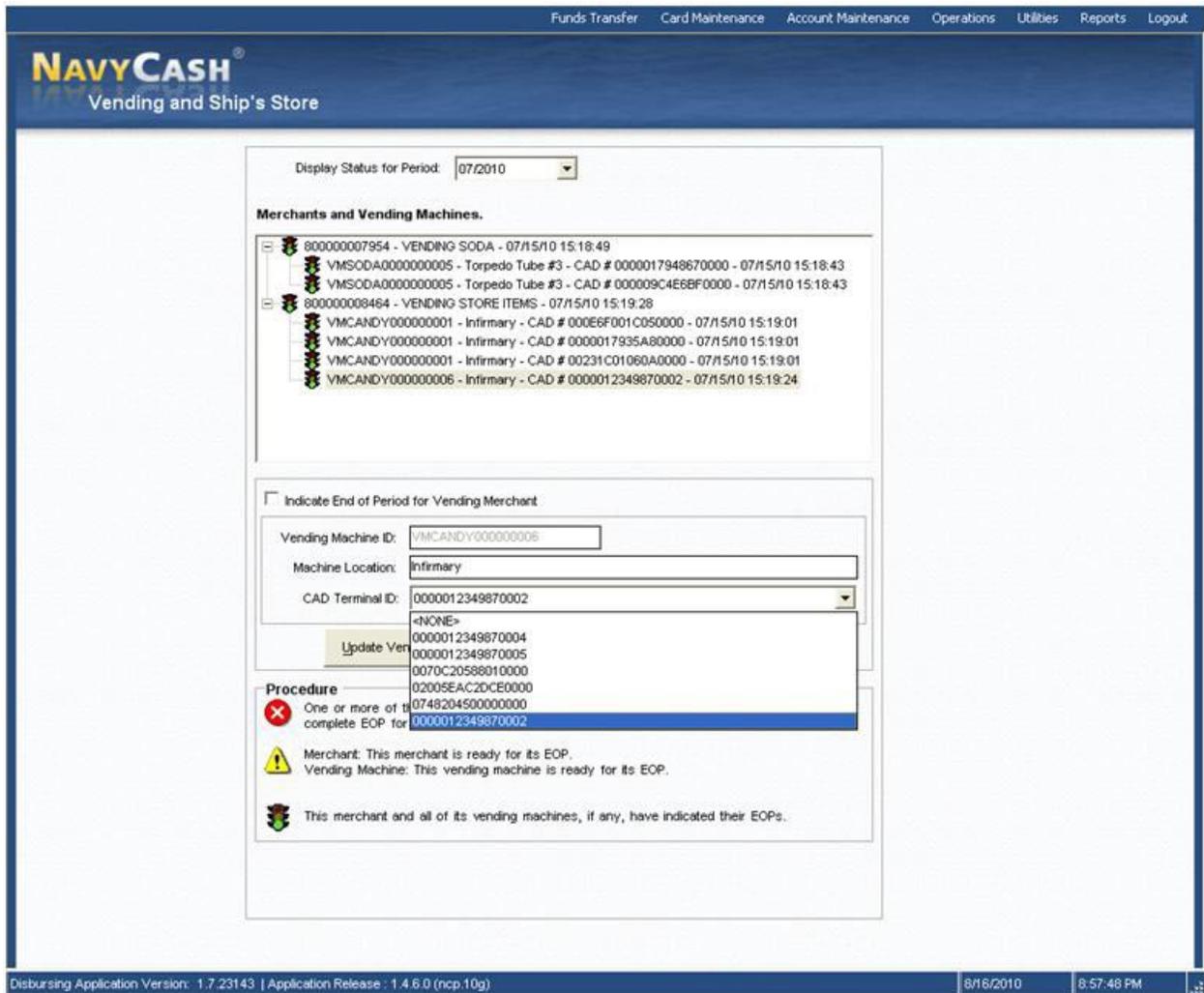
(e) It is the responsibility of the ship to install any new vending machine and pull the cabling from the nearest Navy Cash router to the new machine. The Navy Cash depot and field support contractor can advise the ship on the nearest available router. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new machine in the Navy Cash system configuration.

(4) Updating Vending Machine Information, Changing a CAD, or Removing a Vending Machine.

(a) To update vending machine information, change a CAD, or remove a vending machine from the system, the Disbursing Officer or Sales Officer first highlights (selects) the appropriate vending machine in the “Merchants and Vending Machines” window on the “Vending and Ship’s Store” screen.

(b) To remove a vending machine, the Disbursing Officer or Sales Officer clicks the “Remove Vending Machine” button. At this time the Disbursing Officer or Sales Officer will be prompted to verify removing the vending machine, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. If the “OK” button is clicked, the vending machine and associated CAD are removed from the system.

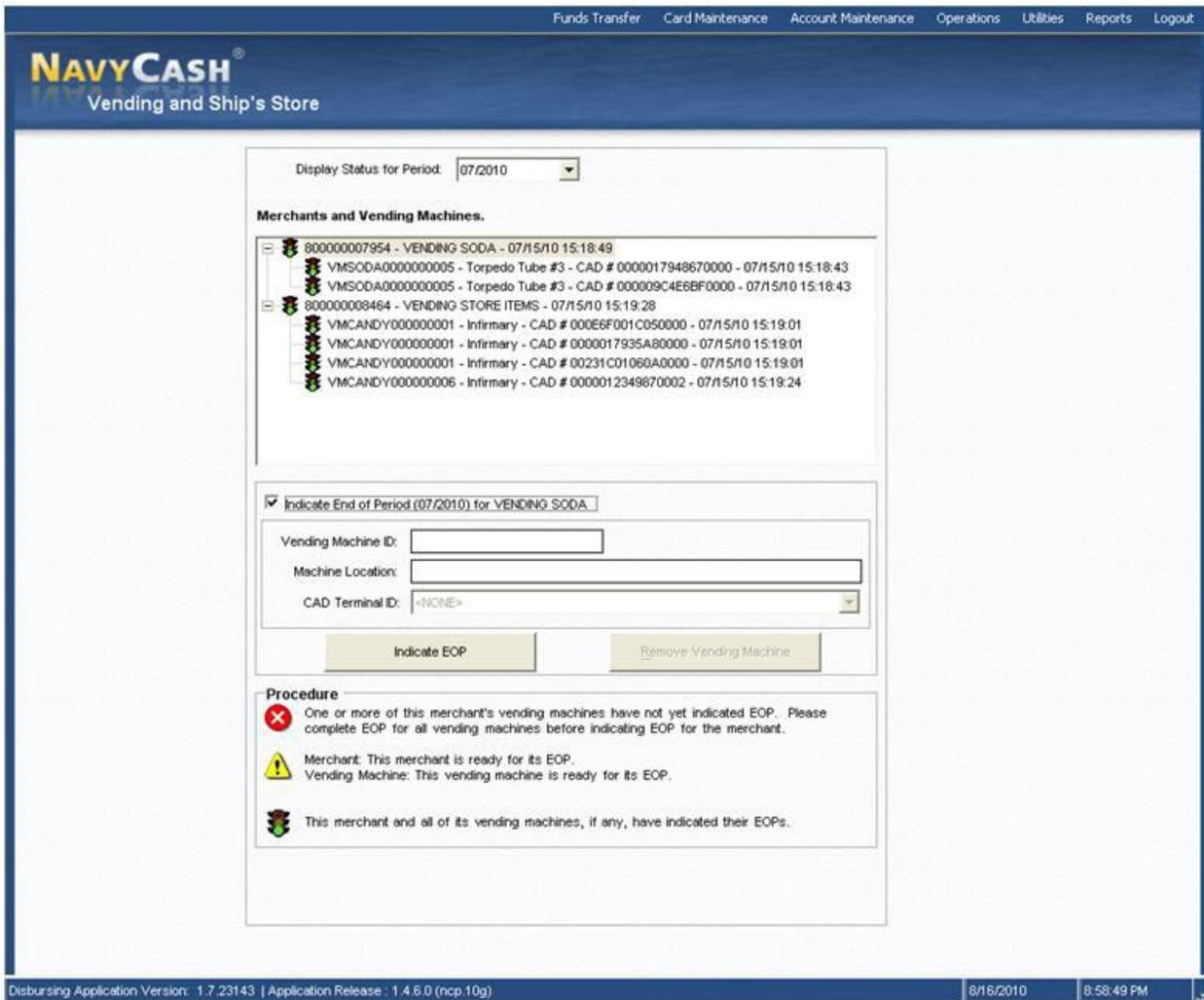
(c) To update vending machine location, the Disbursing Officer or Sales Officer selects (highlights) the entry in the “Machine Location” box and enters the new location information.



(d) To change a CAD, the Disbursing Officer or Sales Officer selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed.
- If there are multiple unassigned CADs, the 16-digit CAD Terminal ID numbers can be verified at the CAD itself (see paragraph (3) directly above, Adding a Vending Machine and CAD).

(e) Once the updated vending machine information is entered or the new CAD Terminal ID is selected, the Disbursing Officer or Sales Officer clicks the “Update Vending Machine Data” button to update the system. At this time, the Disbursing Officer or Sales Officer will be prompted to verify the updated information, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. When changing the CAD, clicking the “OK” button removes the previous (old) CAD from the system.



b. End of Month for Vending Machines and Ship's Store

(1) Prepare and Submit Reports on Time. The Disbursing Officer's Statement of Accountability (SF 1219) must be prepared and submitted on time at the end of each month, i.e., NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month. In order to make certain that the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. Each month, the Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer, if one is embarked, should coordinate to establish a closeout date for the month. The EOM process generally begins in the sales office with the EOM for vending machines and ship's store as much as five days before the 27th of the month (see paragraph 8.9). At the same time the sales office begins to close out the vending machines, disbursing (including Marine disbursing if embarked) and food service should begin to pull together the Navy Cash figures needed to meet their own reporting responsibilities.

(2) It is common practice, especially on larger ships, to specify different EOM or End-of-Period (EOP) closing dates for different vending machines. To assist in closing out each month, the Disbursing Application allows different closing dates for each vending machine.

(3) Navy Cash enforces a sequence of steps for closing out each month or period.

(a) First, all the vending machines for the particular merchants must be closed out at the vending machines themselves (see Appendix A).

(b) Second, all the merchants must be closed out, to include both vending and ship's store(s), at the Disbursing Application (see Appendix A and paragraph 8.4.25.b).

(c) Third, an EOM close-out can be performed as a part of the Indicate End of Day (IEOD) function at the Disbursing Application (see paragraph 8.4.20.b).

(d) Successful processing of the IEOD round trip sends the EOM shore reports and automated EOM spreadsheet to the ship which are then used to prepare the required EOM reports (see paragraphs 8.9, 7.6, and 3.11)

(e) EOM Procedures Worksheet. A Navy Cash EOM Procedures Worksheet that consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service is included at Appendix R.

(4) The "Indicate End of Month" field on the "Indicate End of Day" screen (see paragraph 8.4.20.b) will remain grayed out until all vending machines and merchants are closed out in the proper sequence. In this way, an EOM cannot be initiated before all the vending machines and merchants are closed out.

(5) The EOM process for vending and ship's store is performed in two phases.

(a) Phase one is performed at the vending machine using the appropriate vending merchant card to activate the CAD EOM function (see Appendix A, Vending Sales End of Month) and includes a physical inventory for each machine. This is the first step in the sequence for closing out each month, and all vending machines for a particular merchant must be closed out before proceeding to phase two.

(b) Phase two is performed at the sales office or disbursing office using the Disbursing Application to activate EOM for each merchant (parent) (see Appendix A, Vending Sales End of Month, and paragraph 8.4.25.b below and following). This is the second step in the sequence for closing out each month, and all the merchants, including both vending and ship's store, must be closed out before the actual end of month can be performed.

(6) To initiate EOM for each merchant (parent) (phase 2), Sales Officer selects "Vending and Ship's Store" in the "Operations" pull-down menu. "Merchants and Vending Machines" box displays all merchants, all vending machines associated with each merchant (if any), and Terminal ID numbers for the CADs "tied" to each of the vending machines.

- A yellow traffic sign next to a vending machine indicates that an EOM must be performed at the vending machine (see Appendix A, Vending Maintenance).
- If an EOM has been performed at a vending machine, a green traffic light will be displayed next to the vending machine.
- If an EOM has been performed on all vending machines associated with a merchant (parent), a yellow traffic sign will be displayed next to the merchant.
- A red warning sign indicates that one or more of a merchant's vending machines have not indicated EOM. EOM must be completed at all vending machines before EOM for the merchant can be initiated.
- A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs.



(7) After all the vending machines for a particular merchant display the green traffic light icon, a yellow traffic sign will be displayed next to the merchant, and the Sales Officer can initiate an EOM for that merchant (parent).

(a) Highlight specific merchant in “Merchants and Vending Machines” box.

(b) Click the check box next to “Indicate End of Period for *Merchant*”.

(c) Verify the “End of Period Month” and “End of Period Year” by scrolling down the respective menus.

(d) Click on the “Indicate EOP” button.

(e) When the prompt is displayed, verify that EOM is desired for the specified merchant by clicking the “OK” or “Cancel” button as appropriate.

(f) Print the screen to record the vending EOM date and time. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

(8) The procedure in paragraph (5) above is followed until all merchants, including ship’s store are closed out. A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs.

(9) The EOM indicators for the vending machines and ship’s store are sent to the Navy Cash back end ashore whenever the Disbursing Officer performs the next “Indicate End of Day” function.

(10) Once the EOM process has been completed for all vending and ship’s store merchants, the Sales Officer should notify the Disbursing Officer. Once all vending and ship’s store merchants have been properly closed out, the “Indicate End of Month” field on the “Indicate End of Day” screen (see paragraph 8.4.20.b) will no longer be grayed out. The Disbursing Officer can then complete the third step in the sequence for closing out each month at the next appropriate end of day (see paragraph 8.4.20.b). If ROM II inventories do not balance with Navy Cash collections, any or all machines can be re-inventoried by simply restarting the inventory process at Phase 1 Step 2 (see Appendix A). When the vending machine operator inserts the Merchant Card into the CAD and presses the right-hand button on the CAD to activate the EOM function, the date and time stamp in the Navy Cash system will be reset to the new date and time. If a recount is necessary after the Disbursing Officer has completed the EOM, the Disbursing Officer must reinitiate the EOM in order to incorporate the new numbers.

(11) EOM reports will not be available until the Disbursing Officer completes the EOM process by clicking the “Indicate End of Month” check box at the next appropriate IEOD.

(12) Status of Vending and Ship’s Store Merchant Closeout. The Disbursing Officer can check the status of the vending and ship’s store EOM or other EOP process for the current and the previous month.

(a) In the first sample screen below, selecting the previous month, “5/2008”, in the “Display Status for Period” drop-down box indicates that each merchant and all of its vending machines (if any) have indicated their EOMs.

Display Status for Period: 06/2010   
06/2010   
07/2010

**Merchants and Vending Machi**

- 800000007954 - VENDING SODA - 07/12/10 12:24:45
  - VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/12/10 12:24:37
  - VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/12/10 12:24:37
- 800000008464 - VENDING STORE ITEMS - 07/12/10 12:25:09
  - VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/12/10 12:24:59
  - VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/12/10 12:24:59
  - VMCANDY0000000001 - Infirmary - CAD # 00231C01060A0000 - 07/12/10 12:24:59
  - VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/12/10 12:25:02

Indicate End of Period for Vending Merchant

Vending Machine ID:

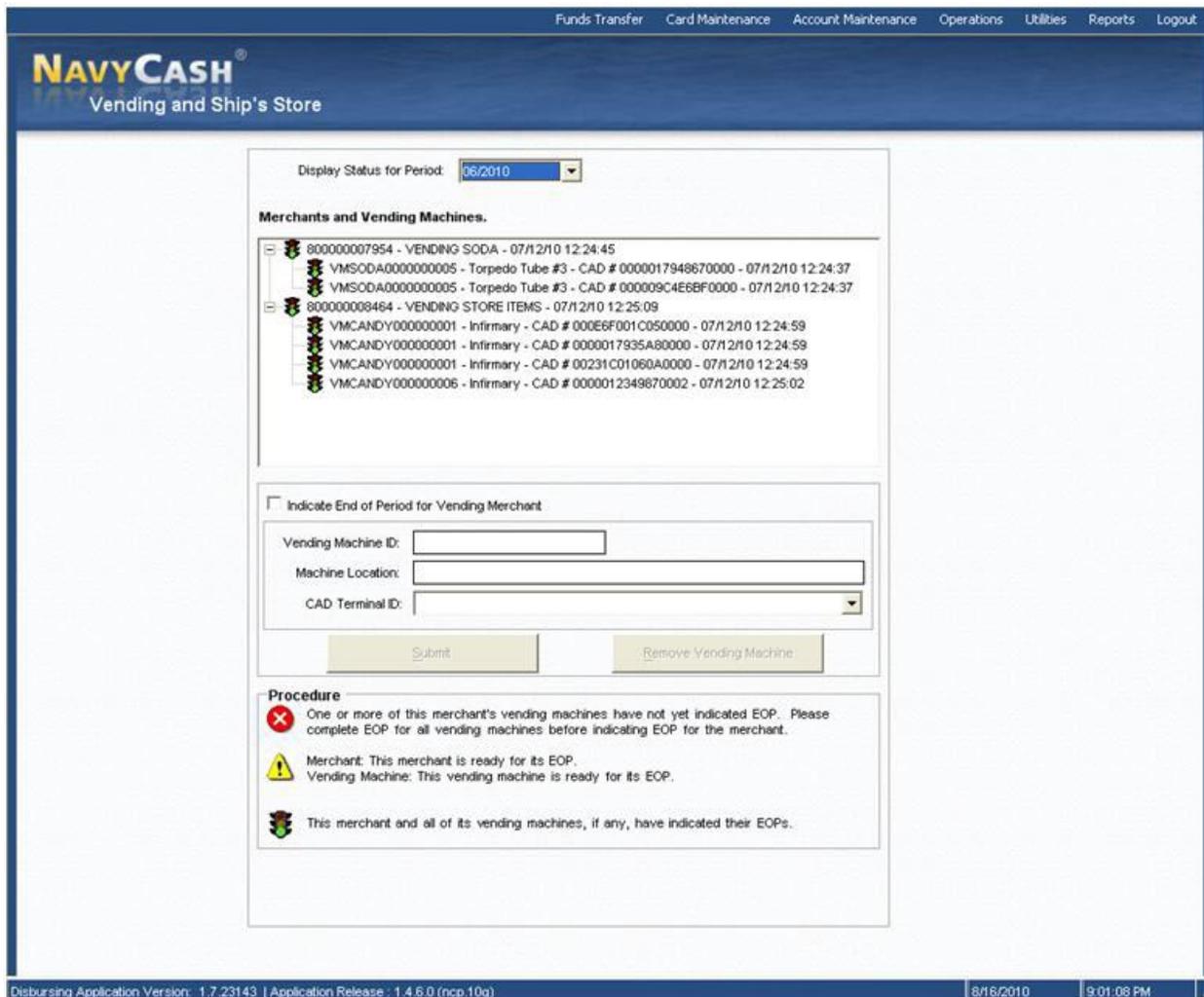
Machine Location:

CAD Terminal ID:

**Procedure**

-  One or more of this merchant's vending machines have not yet indicated EOP. Please complete EOP for all vending machines before indicating EOP for the merchant.
-  Merchant: This merchant is ready for its EOP.  
Vending Machine: This vending machine is ready for its EOP.
-  This merchant and all of its vending machines, if any, have indicated their EOPs.

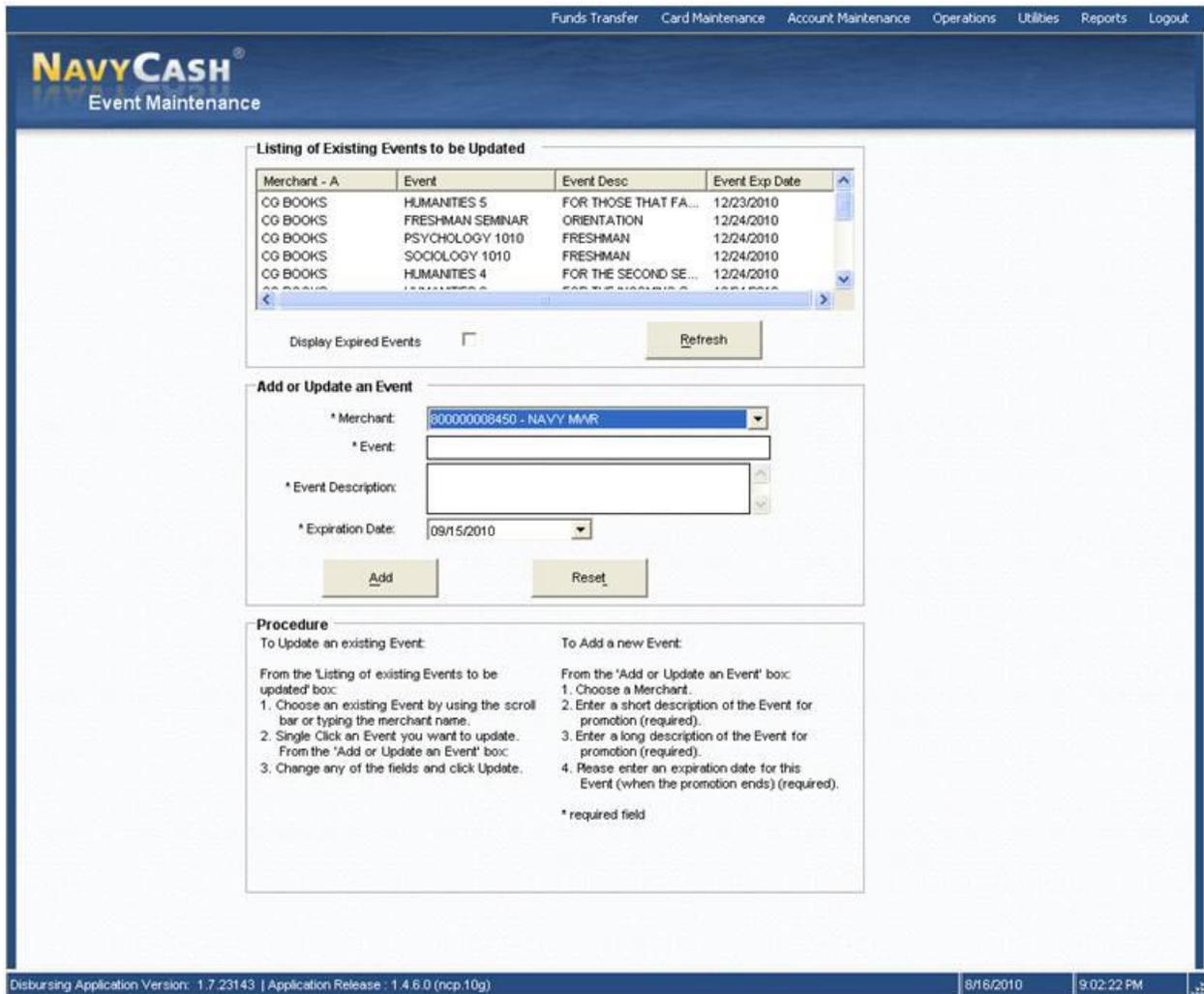
(b) In the second sample screen below, selecting the current month, “6/2008”, in the “Display Status for Period” drop-down box indicates that each merchant and all of its vending machines (if any) have not yet completed their EOMs.



### (13) Multiple EOMs for Turnover Closeout

(a) Current Month. The Disbursing Officer can do multiple EOM close-outs within the current month, for example, at Disbursing Officer turnover (see paragraph 8.3.4.d, Closing Out Navy Cash at Disbursing Officer Turnover), by selecting the current month in the “Display Status for Period” drop-down box. The Disbursing Officer cannot close out Navy Cash (step three in paragraph (10) above) until all vending and ship’s store merchants have been properly closed out (steps one and two in paragraph (5) above). At true EOM, the same steps are followed, and the EOM numbers will start from the previous month end, not the midmonth closeout, and include the full month’s receipts. The reports will include numbers for the entire month, but the new Disbursing Officer will only be responsible for the latter part of the month.

(b) Previous Month. The Disbursing Officer can do an EOM close-out for the previous month (steps one, two, and three) by selecting the previous month in the “Display Status for Period” drop-down box as long as no other close-out was completed in that month. Once the month changes, multiple EOMs are no longer possible for the previous month. If necessary the CSU can assist the ship in recovering the numbers for previous month.



## 8.4.26 Event Maintenance

When a large number of cardholders need a refund, handling the refunds individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event or series of tours that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. Event processing allows a merchant to make sales collections for specific events, report transactions by event, and request a refund through the Disbursing Officer for everyone who purchased the event if a bulk refund should become necessary (see paragraph 8.4.7, Bulk Refunds). Event maintenance allows the Disbursing Officer to establish and update event processing for any merchant on the ship. To enter the "Event Maintenance" function, the Disbursing Officer selects "Event Maintenance" in the "Operations" pull-down menu.

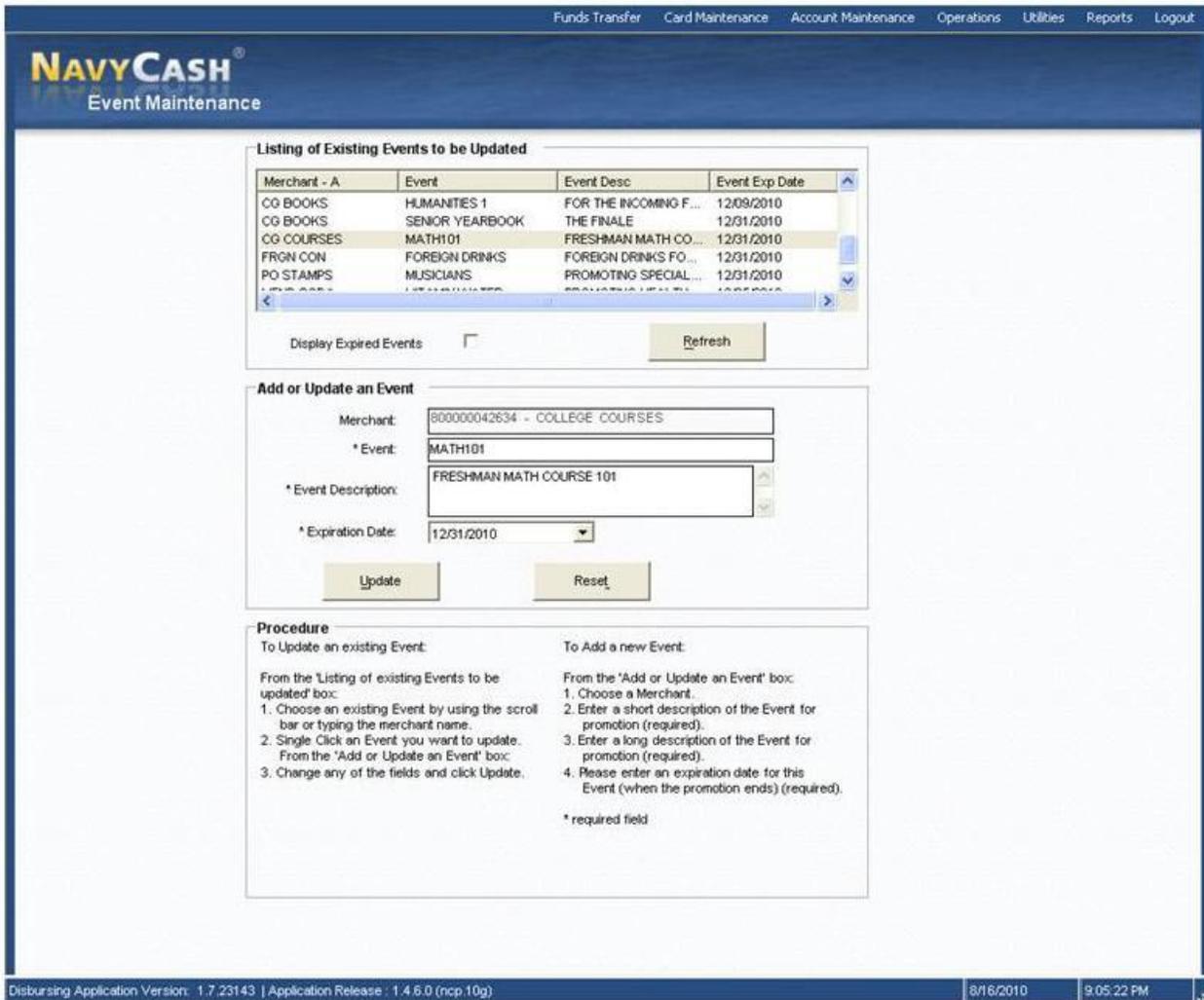
### a. Add a New Event

(1) In the "Add or Update an Event" box, choose a merchant from the "Merchant" field by using the scroll bar.

(2) Enter a short description of the event in the "Event" field and a long description of the event in the "Event Description" field. The short description will be what is displayed on the POS screen as the "Event Code" during sales transactions, and the POS screen is limited to 20 characters (including spaces). Therefore, the short description, or event code, should be generated accordingly. For example, a series of tours sponsored by MWR on one particular day

of an extended port visit might be indicated simply as TOUR A 040211, TOUR B 040211, and TOUR C 040211, where “A”, “B”, and “C” distinguish the three tours and “040211” indicates the year, month, and day of the tours. The long description can be used to provide a more detailed explanation of the events.

(3) Enter an estimated expiration date for the event in the “Expiration Date” field and click the “Update” or “Reset” button to save the new event. The default date displayed in the “Expiration Date” field is 30 days from the current date. After the expiration date, the event will no longer be sent to the POS by the Navy/Marine Cash server.



**b. Update an Existing Event**

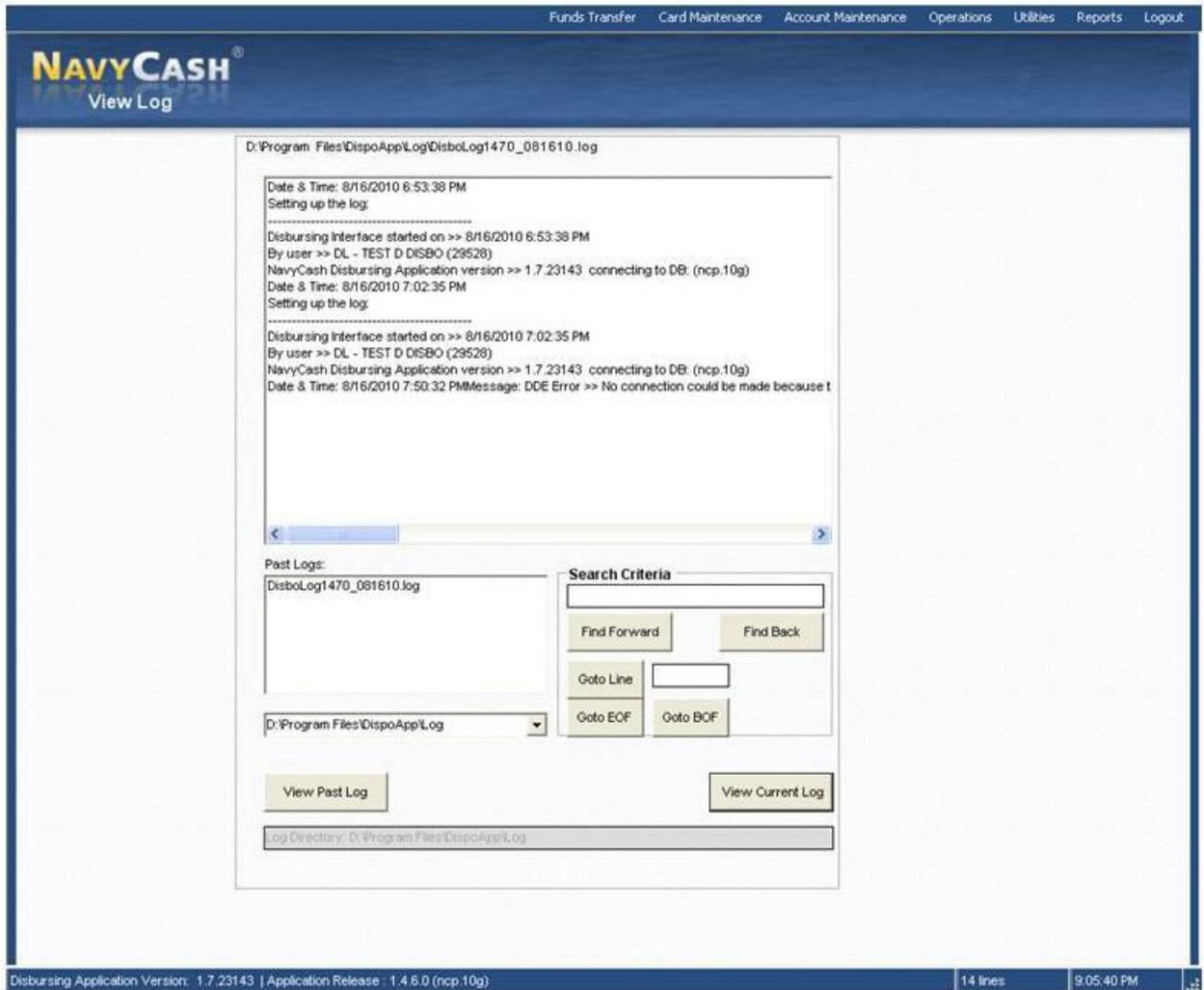
(1) In the “Listing of Existing Events to be Updated” box, choose an event by using the scroll bar or by typing or selecting the merchant name in the “Merchant” field in the “Add or Update an Event” box.

(2) Click on the event to be updated. This will populate the fields in the “Add or Update an Event” box.

(3) Change any of the fields in the “Add or Update an Event” box, and click the “Update” or “Reset” button to save the changes.

(4) Event Codes Are Not Reusable. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used

one time. This becomes especially important if an event is canceled and the Disbursing Officer performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.



### 8.4.27 View Log

The “View Log” function in the Disbursing Application provides access to both current and historical records of system actions and error conditions. It is used primarily for troubleshooting problems with the Disbursing Application. To enter the “View Log” function, the Disbursing Officer selects “View Log” in the “Utilities” pull-down menu.

- a. To view the current log, click on the “View Current Log” button.
- b. To view a past log, highlight the desired log in the “Past Logs” window and then click on the “View Past Log” button.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
View Disk Usage

View Disk Usage

C:\ Drive type: Fixed drive

Total bytes	=	8,058,806,272
Free bytes	=	657,170,432
Available bytes	=	657,170,432

D:\ Drive type: Fixed drive

Total bytes	=	51,960,541,184
Free bytes	=	51,299,700,736
Available bytes	=	51,299,700,736

E:\ Drive type: CD rom

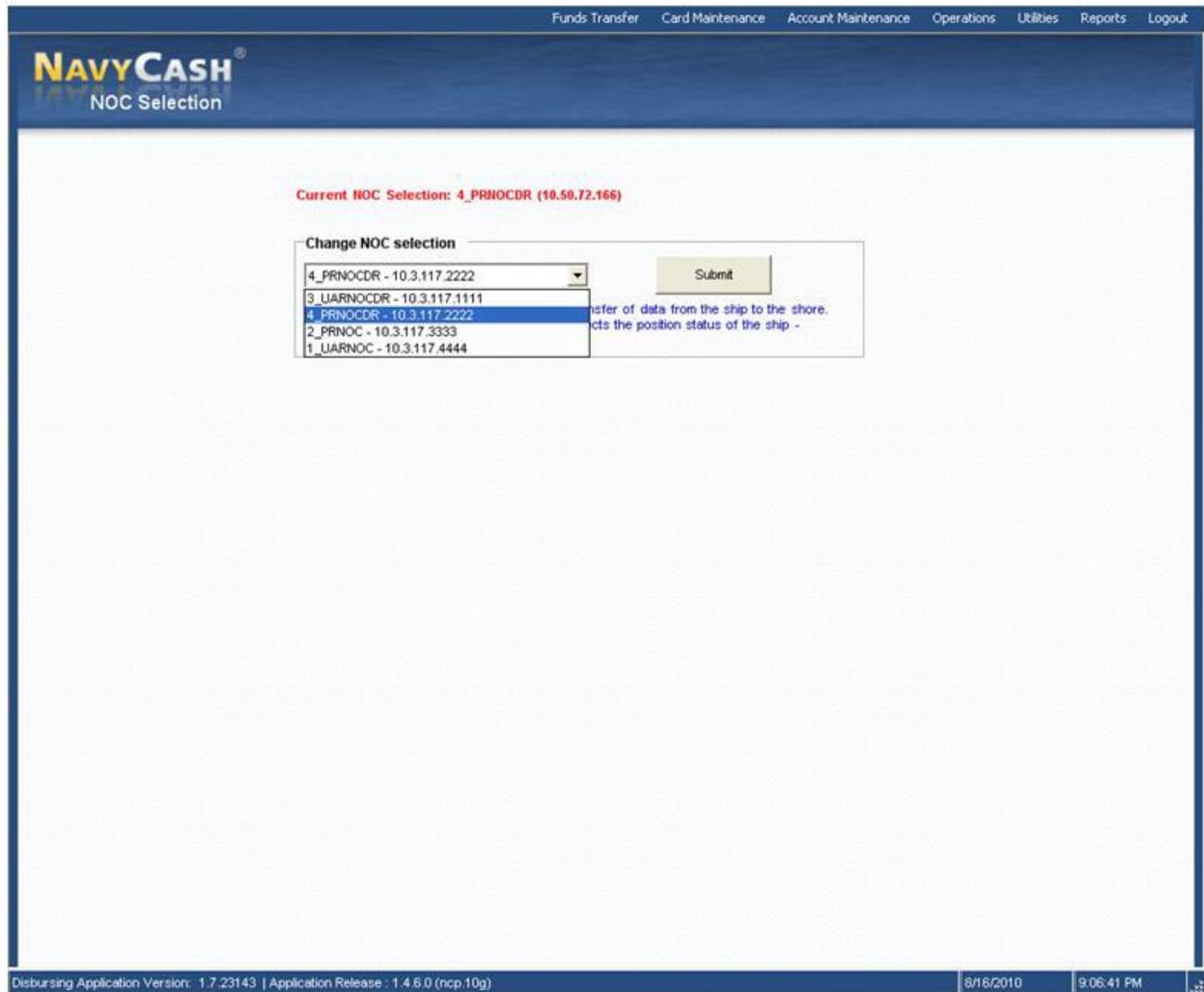
Remaining disk space unknown

Free bytes	=	51,299,700,736
Available bytes	=	51,299,700,736

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g) 8/16/2010 9:06:15 PM

### 8.4.28 View Disk Usage

The “View Disk Usage” function in the Disbursing Application displays the current state of disk storage use within the system. It is used primarily for troubleshooting problems with the Disbursing Application. To enter the “View Disk Usage” function, the Disbursing Officer selects “View Disk Usage” in the “Utilities” pull-down menu.



### 8.4.29 Network Operations Center (NOC) Selection

a. Navy Cash is designed to exchange data with its shore component through multiple paths. In order to ensure maximum throughput, the Navy Cash server on the ship *automatically* switches among these paths so that, if any one path is inoperable for any reason, data files will continue to flow without action on the part of the Disbursing Officer. Nonetheless, it is not uncommon for ships to experience temporary communication outages while they are underway.

b. To enter the “NOC Selection” function, the Disbursing Officer selects “NOC Selection” in the “Utilities” pull-down menu. The current NOC selection (path) will be displayed at the top of the “NOC Selection” screen. To display the available paths, click on the down arrow in the “Change NOC Selection” box to drop down the menu.

(1) IP addresses associated with each path are displayed in the drop-down menu to assist in any communications troubleshooting that may be required, e.g., PRNOC, UARNOC, PRNOCDR, and UARNOCDR).

(2) PRNOC is the “home” NOC for all ships that are based on the West coast or are Forward Deployed Navy Forces (FDNF). Their satellite communications (SATCOM) are terminated with the Pacific Region NOC (PRNOC). PRNOCDR is a backup path at the PRNOC.

(3) UARNOC is the “home” NOC for all ships that are based on the East coast. Their SATCOM communications are terminated with the Unified Atlantic Region NOC (UARNOC). UARNOCDR is a backup path at the UARNOC.

(4) If the path through the “home” NOC fails to transfer files, the Navy Cash server will automatically switch to one of the other paths in a pre-defined order, e.g., UARNOC, PRNOC, UARNOCDR, PRNOCDR).

c. Communications Troubleshooting. The Disbursing Officer should check the status of round trips on a regular basis (see paragraph 8.4.20, Indicate End of Day, for an explanation of manual EOD, automatic EOD, and automatic interim round trips). If a pending batch is not completed within six hours, engage a ship’s IT and, together with the IT, go through the troubleshooting steps in the Communications Troubleshooting Guide included at Appendix S.

(1) Navy Cash Access Control List (ACL) statements must match the statements provided in the troubleshooting guide. In addition, verify that *all* NOC selections (paths) (see paragraph b above) are responding to the FTP test instructions in the troubleshooting guide. If one of the NOCs times out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why that IP is not connecting. A successful connection is indicated when the FTP test returns a prompt for a user name and password for that IP address.

(2) To monitor the round-trip process, log on to the Navy Cash server and check the most current batch\_process\_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, check the batch\_process\_details.log for timed-out or decrypt errors. If these errors exist, the ship’s IT should open a COMMSPOT with the UARNOC or PRNOC, i.e., per the IP address the Disbursing Application is displaying at the top of the “NOC Selection” screen (see paragraph b above), along with the NOC the ship may currently be termed with due to location. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission.

(3) The key to resolving communications issues is to work with the ship’s ITs. Ships whose ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting Navy Cash files, the Disbursing Officer should then contact the CSU via e-mail at navycashcenter@ezpaymt.com. The CSU will assign a case number and engage the Navy Cash Technical Support team for further troubleshooting.

### **8.4.30 Split Pay**

Individuals who elect the Split Pay Option (SPO) have a portion of pay sent directly to Navy Cash accounts each payday. Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll someone in Navy Cash (see paragraph 8.4.17); conversely, enrolling in Navy Cash does not automatically sign someone up for SPO. To avoid failed SPO payroll payments, ensure a person’s enrollment in Navy Cash is completed and their Navy Cash account is actually opened before signing them up for SPO.

#### **a. Navy Split Pay**

(1) To sign up for split pay, an individual must sign a locally generated form to authorize SPO (see paragraph 8.15.17 for a sample SPO enrollment/disenrollment form), and the PSD Afloat must generate an HM series FID in the Defense MilPay Office (DMO) system. Under Navy Cash, SPO payroll functions are completed between DFAS Cleveland and JPMC. The SPO payroll dollars appear on the pay message, but require no action by the ship.

(2) Failed Navy Cash SPO Payments. Currently, when DFAS Cleveland forwards a SPO payroll file, JPMC credits payroll payments to individual accounts *by name, SSN (last four), and ship*. Individual payments fail when someone does not have an open Navy Cash account or when the name or SSN in the payroll file from DFAS does not match the name or SSN in Navy Cash or when the Navy Cash backend ashore does not know that someone is assigned to a particular ship.

(3) If an Individual's Payroll Payment Has Failed

(a) Before Contacting the CSU

((1)) Check the Navy Cash Payroll Report. The report is sent to the ship as a part of the next EOD round trip after the Navy Cash backend posts the split pay payroll amounts to the individual accounts. In the report, "CLOSE\_PND" or "CLOSED" indicates the Navy Cash account has been closed, and "Account Invalid" indicates the Navy Cash backend ashore could not match the person's name, SSN, or ship to a Navy Cash account.

((2)) Verify the person is enrolled in Navy Cash. Or, if the person transferred from another Navy Cash ship and was already enrolled in Navy Cash, verify the person completed a "Ship Check In" at the Navy Cash Kiosk. When the next round trip is completed, the "Ship Check In" will notify the Navy Cash backend ashore that the person is assigned to the ship.

((3)) Verify the person's name in her/his Navy Cash account matches the name in the Master Military Pay Account (MMPA), e.g., a person's name may have been changed in MMPA but not in Navy Cash.

((4)) Verify the person's SSN, which is probably correct in MMPA, is correct in Navy Cash.

((5)) Verify the HM FID to start split pay was posted by PSD Afloat by checking its status in MMPA. A "-" (dash) next to the FID entry means the FID is closed, and the person is not in the split pay master payroll file.

((6)) Verify when the FID was posted by PSD Afloat. If it does not make the DMO cycle cut-off date, it will take effect the next pay period. Verify the start date in MMPA if the HM FID is open (no dash).

((7)) Verify any pay being held in MMPA.

(b) Contact the CSU

((1)) Contact the CSU, preferably via e-mail, and get a case number assigned so problems with split pay can be tracked. Keep the distribution of this initial e-mail to a minimum. By policy, the CSU must hit "Reply to All", and having too many addressees creates confusion as to who is responsible for resolving the problem.

((2)) Use the Trouble Call Worksheet to keep track of a description of the issue and any steps taken to isolate and resolve the issue. You should be able to tell the CSU what troubleshooting steps you have taken and what you were able to discover during troubleshooting.

((3)) If an error was detected by going through the troubleshooting steps above, provide the correct SSN, name, ship, or enrollment status to the CSU.

((4)) If it becomes necessary to send a follow-up e-mail to DFAS Cleveland (Ms. Ronnie Ruff at [ronnall.ruff@dfas.mil](mailto:ronnall.ruff@dfas.mil) or (216) 204-4411), include the case number and a

brief description of the issue and what troubleshooting steps the ship and CSU have already taken to isolate and resolve the issue.

(c) Otherwise, CSU Will E-Mail Ship a Failed Split Pay Notice

((1)) If the likely error was detected by going through the troubleshooting steps above, Disbursing Officer should respond by providing the correct SSN, name, ship, or enrollment status to the CSU.

((2)) If the CSU does not hear from the ship or if the individual is not going to enroll in Navy Cash, JPMC must return the funds to DFAS Cleveland to be credited back to the individual's MMPA.

(d) If JPMC must return the funds to DFAS, this creates additional work for the Disbursing Officer and significantly delays the individual's receipt of her/his SPO payroll amount. JPMC will initiate the return of funds to the Federal Reserve Bank (FRB) Boston. The FRB will issue an SF 215 Deposit Ticket (DT) in the amount of the failed payment being returned. FRB will notify the individual's ship that a DT has been issued. Since the FRB reported the DT, the Disbursing Officer must do the following:

- Post the DT on line 4.2 of the DD Form 2657.
- Prepare a DD Form 1131 to credit back the SPO to the MPN line of accounting 17x1453.2202 011 12600/0 000022 2D 000000071130
- Post the DD Form 1131 on line 4.1B of the DD Form 2657.
- Post the DT to the SODA.

(4) If a Squadron or Staff Element Doesn't Receive Their Split Pay

(a) Verify squadron or staff element UIC is located under the ship's UIC in Table 133 in MMPA. Squadron or staff element SPO payroll files must be associated with the ship they are stationed on.

(b) If the squadron UIC is not under the ship's UIC, a request to DFAS Cleveland (Ronnie Ruff) can help ensure that Table 133 is updated.

(5) Split Pay Roles

(a) Ship

((1)) Submit SPO enrollment forms via the Command Pass Coordinator (CPC) to the PSD Afloat. SPO is a pay function, and the PSD Afloat is responsible for entering the Format Identifier (FID) into DMO.

((2)) Troubleshoot split pay failures using the recommended steps above prior to contacting the CSU.

((3)) If a member does not receive their split pay, the PSD Afloat can submit an HM13 FID and allow ships to pay the member locally. If member requests special payment (PK FID) in advance of payday for funds held at DFAS for a failed SPO payroll payment to his/her Navy Cash account, Disbursing Officer may request the following:

- Request PSD Afloat process an HM13 FID. Provide PSD Afloat the member's name, next available voucher number, and payroll number.
- PSD Afloat will process the HM13 to release funds back to member's account. They will also process a payroll voucher (115/117) for cash payment and post to member's MMPA. This payment will be automatically deducted from the next available payday, so Disbursing Officer must counsel the member that the payment will be reflected on his/her LES as a "Casual Payment".

- Once Disbursing Officer receives this voucher back from PSD Afloat, have the member sign for cash. Disbursing Officer should not pay until he/she receives the voucher, since this is the documentation to show the cash payment.
- Disbursing Officer can now load the member's Navy Cash card following normal procedures with the following DD 2657 entries:
  - Post NPR on 4.1 (gross disbursement)
  - -6.9 (daily decrease)
  - No entry on 6.2; 4.1 will offset 6.9 entry.

(b) DFAS Cleveland

((1)) DFAS Cleveland (Ms. Ronnie Ruff at ronall.ruff@dfas.mil or (216) 204-4411) uses MMPA to find out why a person was not in the split pay master payroll file.

((2)) Although DFAS Cleveland cannot update Table 133, they coordinate any changes required.

((3)) DFAS Cleveland makes sure that, when a ship transitions to PSD Afloat or comes on line with Navy Cash, updates are made to the applicable systems and tables.

(c) JPMC

((1)) Posts the split pay payroll amounts from DFAS Cleveland to the appropriate Navy Cash (strip) accounts.

((2)) Monitors failures from payroll file and contacts DFAS Cleveland to have money put back into proper accounts.

((3)) JPMC cannot access DMO or MMPA.

(d) NAVSUP

((1)) NAVSUP notifies DFAS Cleveland of any upcoming changes for ships, e.g., changes in ADSN, transition dates to PSD Afloat (which are set by the ship), and go-live dates for Navy Cash.

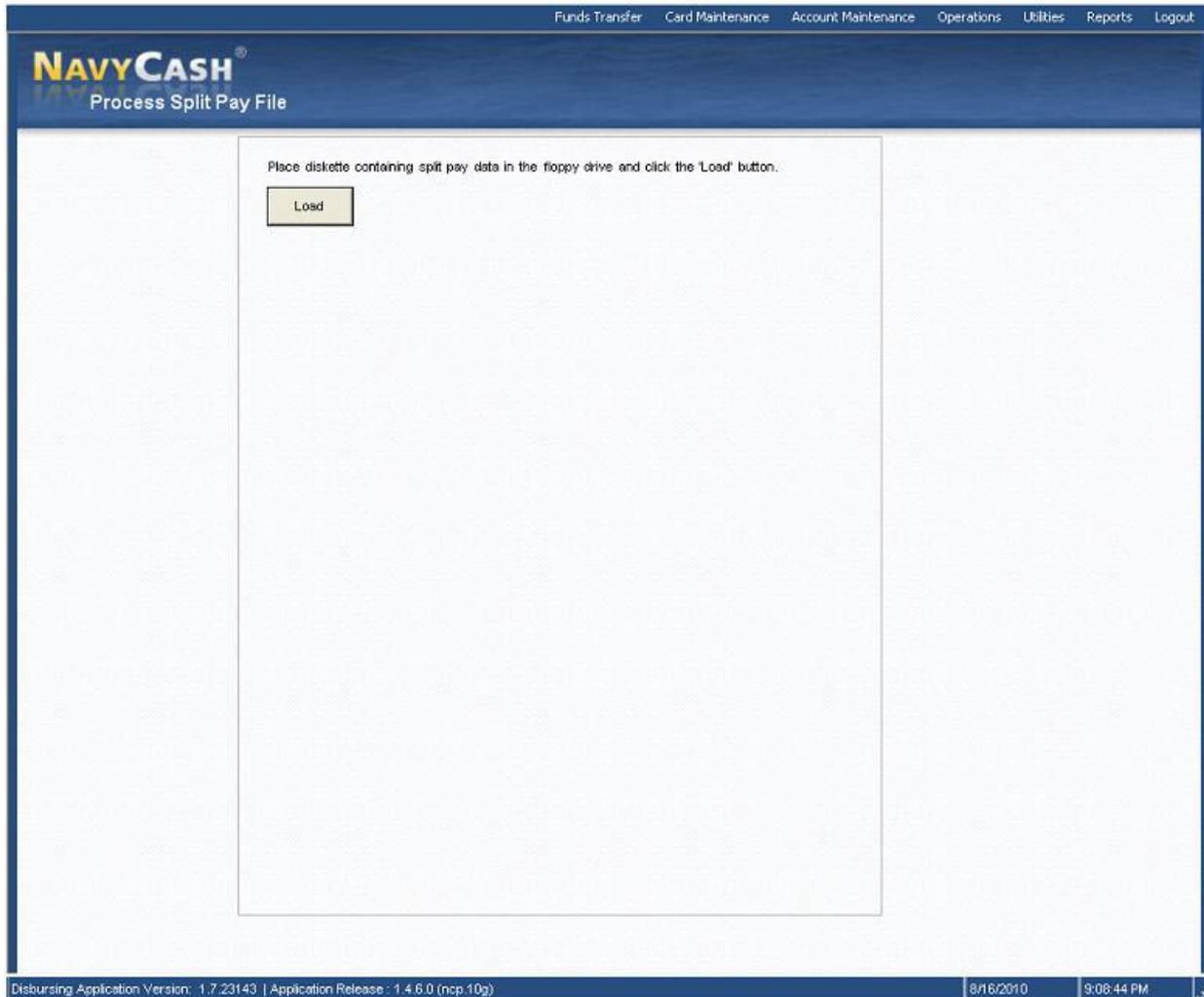
((2)) When contacted by CSU, NAVSUP helps troubleshoot split pay problems using MMPA records or Navy Cash transaction history on the Navy Cash website.

((3)) NAVSUP cannot update systems or tables in DMO or MMPA.

(6) Provisional Split Pay. In the event of a communications interruption around payday, which is normally held on the 1st and the 15th of the month, the Disbursing Officer has the option to run a provisional SPO payroll on the ship (see paragraph 8.4.31). Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their last SPO payroll amounts (or updated amount if a change has been entered since the last payday), which the Navy/Marine Cash system keeps as a part of their profile information on the ship. The SPO Payroll Report can be generated on the ship (see paragraph 8.4.22, Ship Reports) and lists cardholders who have participated in SPO and the amount of the last payroll payment credited to their Navy Cash accounts (see paragraph 8.15.19 for a sample report). When communications are restored, the Navy/Marine Cash system synchronizes Navy/Marine Cash accounts between ship and shore so that Navy/Marine Cash accounts on the ship reflect the correct balances.

b. Process Marine Corps Split Pay File

The USMC Disbursing Officer operating on board deployed U.S. Navy ships are required to create and process all SPO payrolls locally.

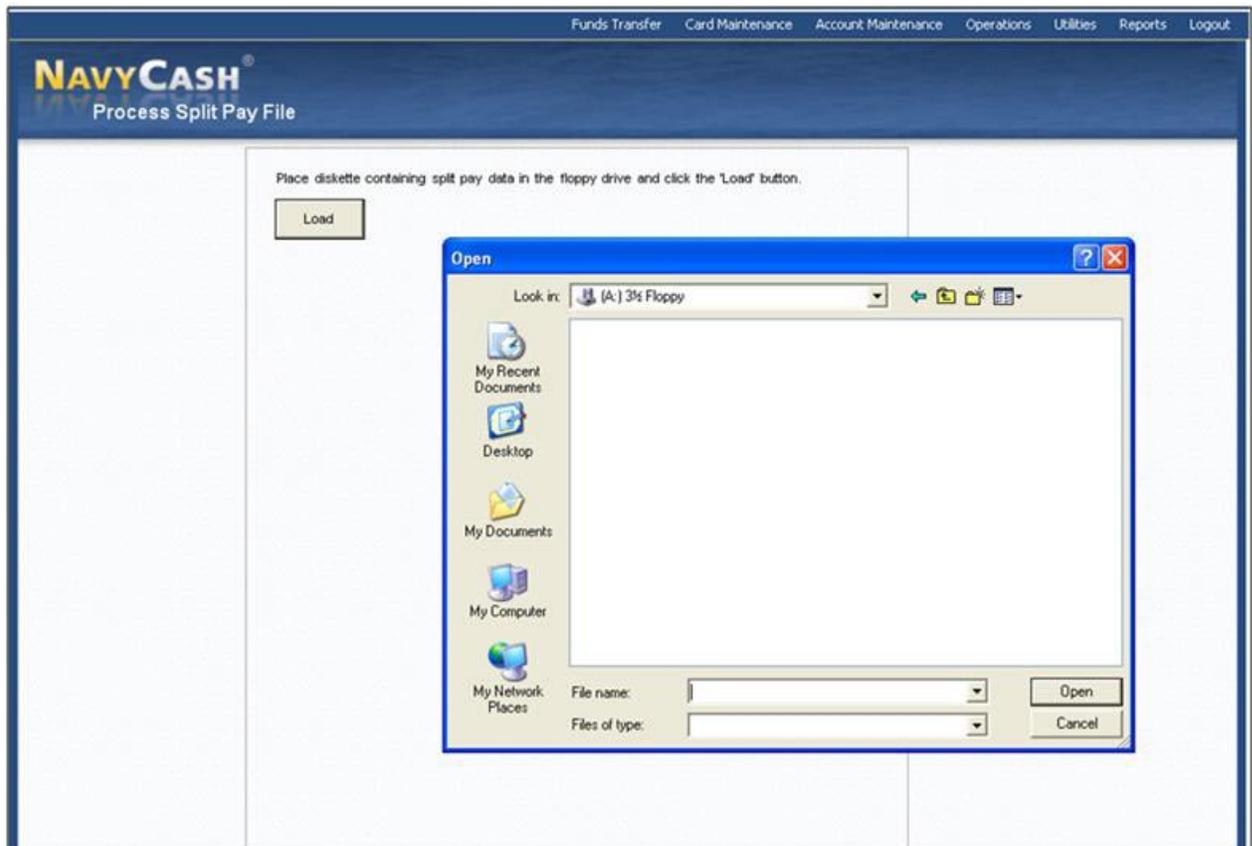


(1) The Disbursing Officer will determine the amount of total Marine split pay going to Navy Cash and then create an SF 5515 debit voucher in this amount. The 5515 will also include the appropriate Disbursing Station Symbol Number (DSSN). The Disbursing Officer will sign and image this 5515 and e-mail it to the Federal Reserve Bank (FRB) Boston to Jon Colvin, jon.colvin@bos.frb.org, 617-973-5909. The deployed Disbursing Officer will also mail a copy of the 5515 to FRB Boston.

(2) The Disbursing Officer will then generate a Split Payroll file using the RAPTRS system and transfer it to a floppy disk. When completed, the floppy disk is inserted into the disk drive on the Marine Cash workstation in order to upload the payroll file to the Navy Cash system on board ship. When the end-of-day processing is completed, the system forwards the payroll file to the Navy Cash back-end ashore for processing by JPMC.

(3) At the Marine Cash workstation, the Disbursing Officer selects "Process Split Pay File" in the "Utilities" pull-down menu. The Disbursing Officer then inserts the disk containing the payroll file and clicks on the "Load" button.

(4) The Disbursing Officer then selects and highlights the correct payroll file (.at1 file) and clicks on the “Process” button.



(5) Prior to processing the payroll file, the application will ask the Disbursing Officer if he or she is sure that the specified file is the correct payroll file. The Disbursing Officer confirms that the file is correct by clicking on “Yes”.

(6) This runs the application that encrypts the SSN on each record (field transport key) and copies the data file off the disk and moves it to a directory for transmission off the ship. When the end of day runs, the payroll information file is automatically encrypted (file transport key), zipped, and pushed to JPMC.

(7) JPMC will credit the amounts indicated in the file to the individual Marines’ Navy Cash accounts. (At this point, JPMC has credited value into the Navy Cash system, but no corresponding value has been deposited in the Navy Cash funds pool.)

(8) The SF 5515 sent via e-mail to FRB Boston authorizes the transfer of funds from the FRB to JPMC. FRB Boston will enter the 5515 into CA\$HLINK, which will debit the Disbursing Officer’s DSSN. FRB Boston will credit (via wire or ACH) the funds pool account at JPMC in an amount equal to the 5515 debit voucher.

The routing number and account number for the Navy Cash funds pool are:

ABA Routing Number: 021000021

Account Number: 323152589

(9) The USMC Disbursing Officer will subsequently validate the SF 5515 amount by reviewing CA\$HLINK II reports.

(10) FRB Boston will subsequently validate the e-mailed image of the 5515 when the hard copy arrives by mail.

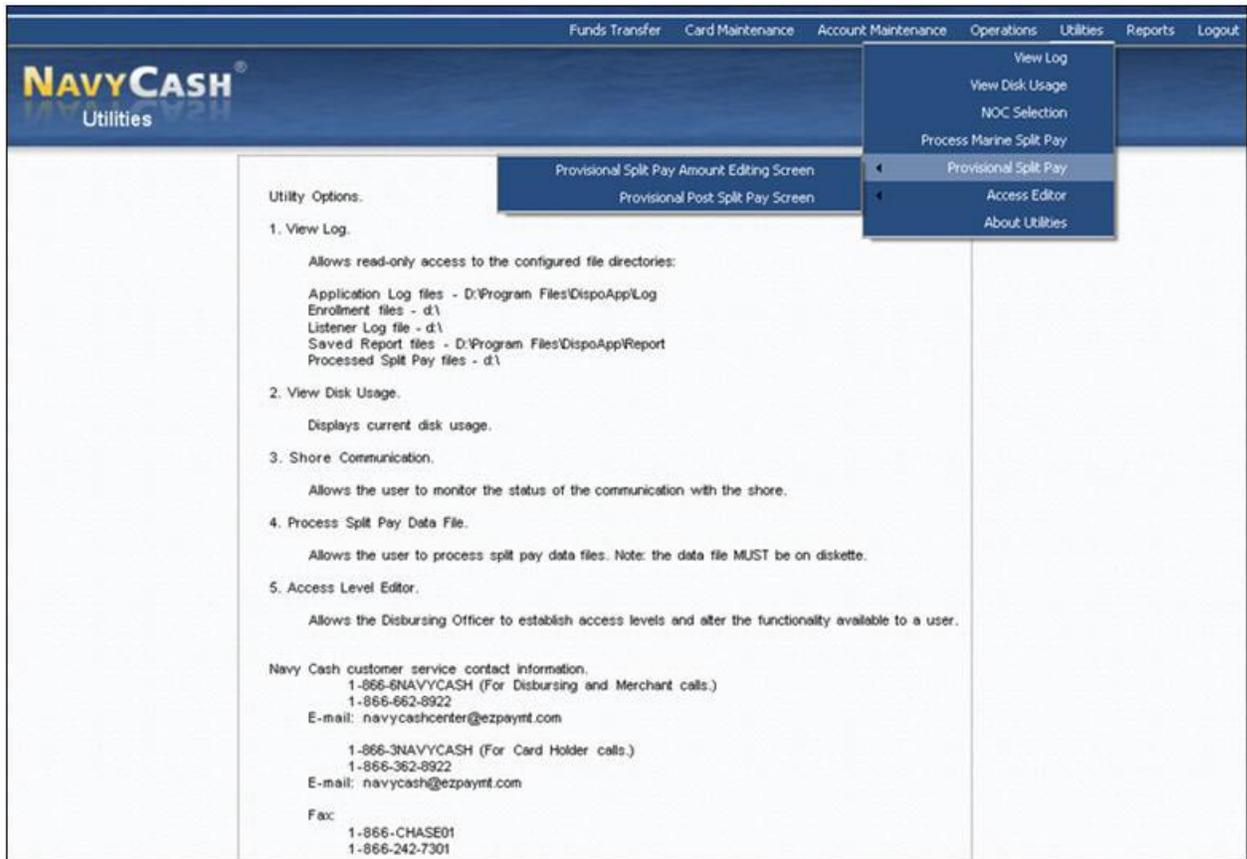
(11) No third-party validation of the Disbursing Officer's e-mailed 5515 is possible as the Deployed Disbursing Officer creates and has ownership of the Marine split pay information. Any risk in this process is mitigated by the fact that the Deployed Disbursing Officer's e-mail will always result in the transfer of funds from FRB Boston to the Navy Cash funds pool. No other funds transfers will be possible using this approach.

#### **8.4.31 Provisional Split Pay**

a. In the event of a communications interruption around payday, which is normally held on the 1st and the 15th of the month, the Disbursing Officer has the option to run a provisional Split Pay Option (SPO) payroll on the ship. Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their SPO payroll amounts. The Navy/Marine Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's profile information and provides the Disbursing Officer the ability to update the SPO payroll amounts. The SPO Payroll Report can be generated on the ship (see paragraph 8.4.22, Ship Reports) and lists cardholders who have participated in SPO and the amount of the last payroll payment credited to their Navy Cash accounts (see paragraph 8.15.19 for a sample report).

b. Even when the Navy/Marine Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy/Marine Cash back end ashore for processing. When communications are restored, the Navy/Marine Cash system synchronizes Navy/Marine Cash accounts between ship and shore and reconciles Navy/Marine Cash accounts on the ship so they reflect the correct balances.

c. The "Provisional Split Pay" function consists of two basic parts, updating previous split pay information and running provisional split pay, each of which will be discussed in turn.



d. Update Previous Split Pay Information. If communications have been a problem and, as payday approaches, it appears that a provisional split pay request may be necessary, the Disbursing Officer can update a cardholder's SPO information in the Navy/Marine Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll file was posted, to include adding a Navy/Marine Cash cardholder who was not previously receiving split pay. This capability helps to ensure that the proper SPO amount is credited to a cardholder's Navy/Marine Cash account should a provisional split pay request become necessary. The Disbursing Officer should refer to the SPO message received from DFAS Cleveland for that particular payday if at all possible.

(1) To update the previous split pay information, the Disbursing Officer selects "Provisional Split Pay" and "Provisional Split Pay Amount Editing Screen" in the "Utilities" pull-down menu. The Provisional Split Pay Amount Editing screen is then displayed.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

**NAVY CASH**  
Provisional Split Pay Amount Editing Screen

Name - A	Social Security Number	Pay Amount	Date Modified
ADAIR, RODERICK B	2003	50.00	08/16/2010
AUGUST, RDATEST1	3041	75.00	08/16/2010
NORTON, TRIXIE L	6116	100.00	05/12/2010

**Filters**

Show only Split Pay Cardholders:       **AND**

Social Security Number:      

**Update Payroll Amount**

Payroll Amount:            

**Procedure**

<p><b>Filter Options</b></p> <ol style="list-style-type: none"> <li>1. View all ship Cardholders by removing the check on "Show only Split Pay Cardholders" box.</li> <li>2. View only ship Cardholders participating in SPO by clicking on "Show only Split Pay Cardholders" box.</li> <li>3. View a single Cardholder by entering SSN.</li> <li>4. Press the Search button to filter the list.</li> </ol>	<p><b>Update Payroll Amount</b></p> <ol style="list-style-type: none"> <li>1. Click on Cardholder to be updated or type in Social Security Number.</li> <li>2. Change the dollar amount in the "Payroll Amount" box.</li> <li>3. Click the Submit button to record your change.</li> </ol>
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Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)      8/16/2010      9:14:54 PM

(2) Filter Options.

(a) To view only the Navy/Marine Cash cardholders on the ship who are participating in the Split Pay Option (SPO), click on the “Show Only Split Pay Cardholders” check box to insert the “check” mark, and click the “Refresh” button.

(b) To view all Navy/Marine Cash cardholders, click on the “Show Only Split Pay Cardholders” check box to remove the “check” mark, and click the “Refresh” button.

(c) To view a single Navy/Marine Cash cardholder, enter an SSN in the “Social Security Number” box, and click the “Refresh” button.

(3) Update Payroll Amount. To update the payroll amount for an individual Navy/Marine Cash cardholder:

(a) Click on the cardholder whose payroll amount is to be updated; or enter an SSN in the “Social Security Number” box, and click the “Refresh” button.

(b) Change the dollar amount in the “Payroll Amount” box, and click the “Submit” button to save the change.

(c) This change updates the Navy/Marine Cash database on the ship only and is normally used to reflect any changes entered into DMO since the last SPO payroll was posted.

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

## NAVY CASH<sup>®</sup>

### Provisional Post Split Pay

**Previous Split Pay Requests**

Pay Date - D	User	Status	Status Date	Status Description
07/01/09	DISBO ,DL - TEST D	Processed Success...	08/31/09 14:07:00	3 of 3 enrollees tota...
03/15/09	DISBO ,DL - TEST D	Cancelled	03/20/09 08:38:46	
03/15/09	DISBO ,DL - TEST D	Cancelled	03/17/09 08:40:20	
06/15/09	DISBO ,DL - TEST D	Processed Success...	07/01/09 09:08:56	4 of 4 enrollees tota...

**Submit a Split Pay Request**

Month:  Day:  Year:

**Procedure**

<p><b>Viewing Split Pay Requests</b></p> <ol style="list-style-type: none"> <li>1. If there is no Status Date, then the request has not yet been processed.</li> <li>2. For all Summary and Exception Details, please refer to log files in directory: G:\files\navydata\report\ship\pspol by date.</li> </ol>	<p><b>Submitting a Split Pay Request</b></p> <ol style="list-style-type: none"> <li>1. You cannot skip a pay period.</li> <li>2. You cannot have more than one Pay Request for a Paydate that is in a 'Not yet processed' State.</li> <li>3. You cannot skip a Paydate.</li> <li>4. You can only have one future Paydate.</li> </ol>
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Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)
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e. **Run Provisional Split Pay.** If the Navy Cash system cannot communicate with the shore side on or just before payday, the Disbursing Officer has the option to submit a provisional split pay request. Before submitting a request, the Disbursing Officer should update cardholder SPO information in the Navy/Marine Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll was posted to ensure that the proper SPO amount is credited to each cardholder's Navy/Marine Cash account (see paragraph d above).

(1) To run provisional split pay, the Disbursing Officer selects "Provisional Split Pay" and "Provisional Post Split Pay Screen" in the "Utilities" pull-down menu. The Provisional Post Split Pay screen is then displayed.

(2) **View Split Pay Requests.**

(a) To check the status of a provisional split pay request, look at the appropriate split pay request in the "Previous Split Pay Requests" box. If there is no "Status Date" provided, then the request has not been processed.

(b) The status displayed only represents the status of processing the provisional split pay request on the ship. It does not represent the status of synchronization with the back end ashore. A status of "Processed Successfully" indicates that provisional split pay has been successfully applied to Navy/Marine Cash account balances on the ship.

(3) **Submit Split Pay Request.** To submit a provisional split pay request:

(a) After ensuring cardholder SPO information in the Navy/Marine Cash database on the ship has been updated as necessary to reflect any changes entered into DMO since the last SPO payroll file was posted (see paragraph d above), enter the date of the payday being requested for provisional split pay, and click the “Submit” button. The default date displayed is always the date of the previous payday from today’s date.

(b) There cannot be more than one pay request for a pay date that is in a “Not Yet Processed” status. A request for the same pay period cannot be submitted until the processing of that request has been completed. A provisional split pay request might be submitted a second time to credit the Navy/Marine Cash account of a cardholder who was added to split pay through the “Provisional Split Pay Amount Editing” screen (see paragraph d above) after the request was run initially.

(c) A pay date cannot be skipped. Requests for provisional split pay must be run in date order. If the last successfully processed provisional split pay request displayed in the “Previous Split Pay Requests” box was 15 September 2003, the Disbursing Officer could first go back and run the 15 September 2003 provisional split pay request again to pick up any cardholders who were not paid for that pay period. Once the 1 October 2003 provisional split pay request has been submitted and processed successfully, the previous 15 September 2003 pay period cannot be run again.

(d) There can only be one future pay date. Continuing the example above, once the 15 October 2003 provisional split pay request displays a status of “Processed Successfully”, the Disbursing Officer could submit a provisional split pay request for 1 November 2003 but could not submit a request for another future date after 1 November 2003.

f. **Reconciliation and Reporting.** When communications are restored and the provisional split pay file is received ashore as a part of the normal end-of-day processing, it is posted to cardholder Navy/Marine Cash accounts and reversed immediately. The cardholder accounts will already reflect the actual split pay payroll from DFAS Cleveland. Any differences will be reflected in the Provisional Split Pay Exceptions Report. This detailed report, and other summary reports, will be placed in the provisional split pay option log files in the “Q:\files\navydata\report\ship\sps\by date” directory. On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory.

#### **8.4.32 Access Editor–Access Control for Disbursing Application**

a. The Disbursing Officer must control who has access to the various functions within the Disbursing Application. Individual operators are assigned to one of six “User Groups”. These user groups essentially represent six levels of access rights. The access rights for each user group are initially set to default settings, a sample of which is shown in the table included under paragraph g below. The Disbursing Officer can tailor the access rights for an individual operator by either adding or deleting specific access rights.

b. In order for an individual to change his/her password, the Disbursing Officer must first verify the individual’s identity. Once this is established, the individual can then enter a new password into the system.

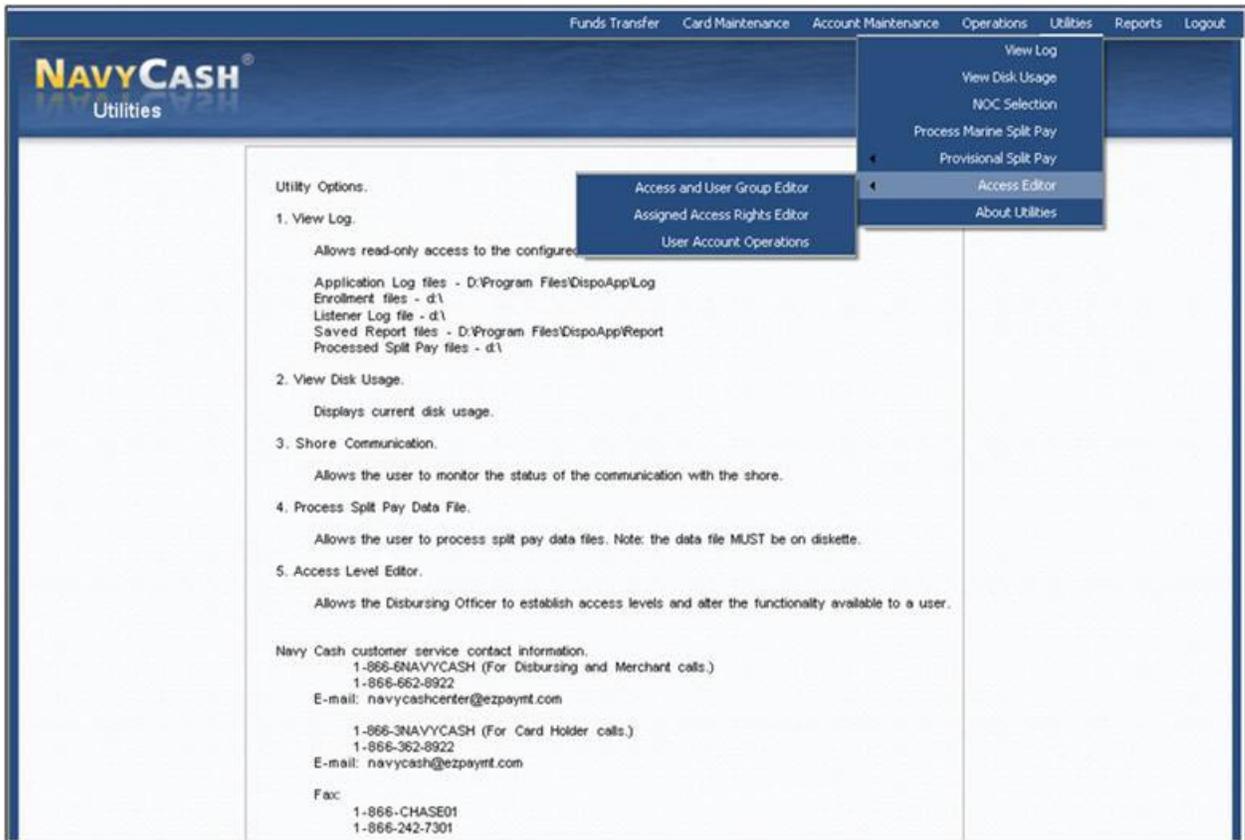
c. Each individual operator must log off when they are through working on the system. The next operator can then log on the system by entering his or her own user ID and password. Each operator must use his or her own user ID and password when operating the Navy Cash system.

d. As a matter of policy, any PS who wants to perform any personal Navy Cash transactions in the disbursing office, for example, to add or cash out value or change a PIN, should contact the Disbursing Officer or Deputy.

e. Each calendar quarter, the Cash Verification Team will generate card reports for all Navy Cash Disbursing Application users (see paragraphs 8.4.14, Card Report, and 8.11, Navy Cash Quarterly Cash Verification Team) to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

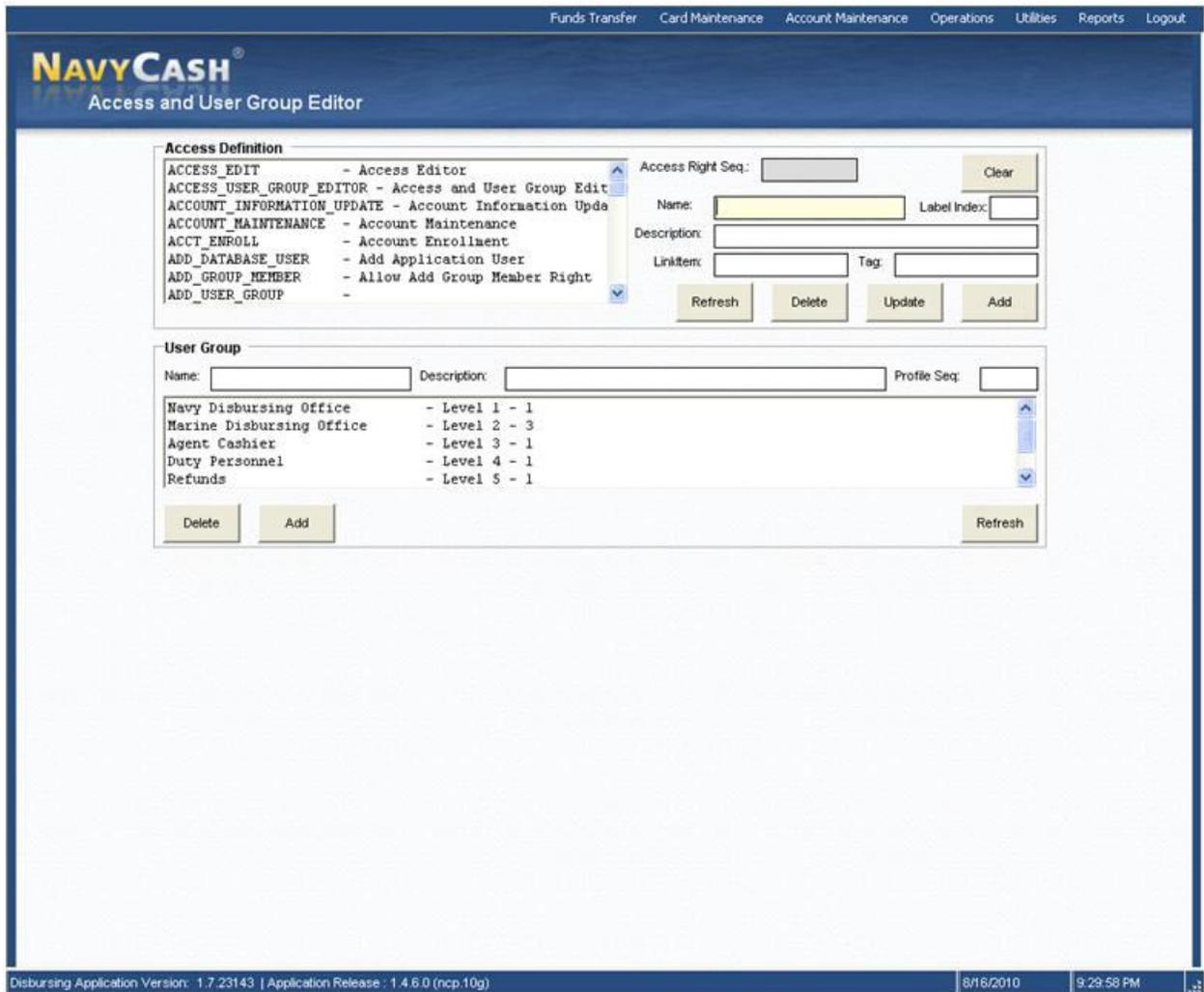
f. To access the access editor functions, the Disbursing Officer selects “Access Editor” in the “Utilities” pull-down menu. A window is then displayed that presents the access editor options that are available to the Disbursing Officer, each of which will be discussed in turn.

- Access and User Group Editor
- Assigned Access Rights Editor
- User Account Operations



g. Sample Settings. The table below shows sample settings for access rights to the Disbursing Application.

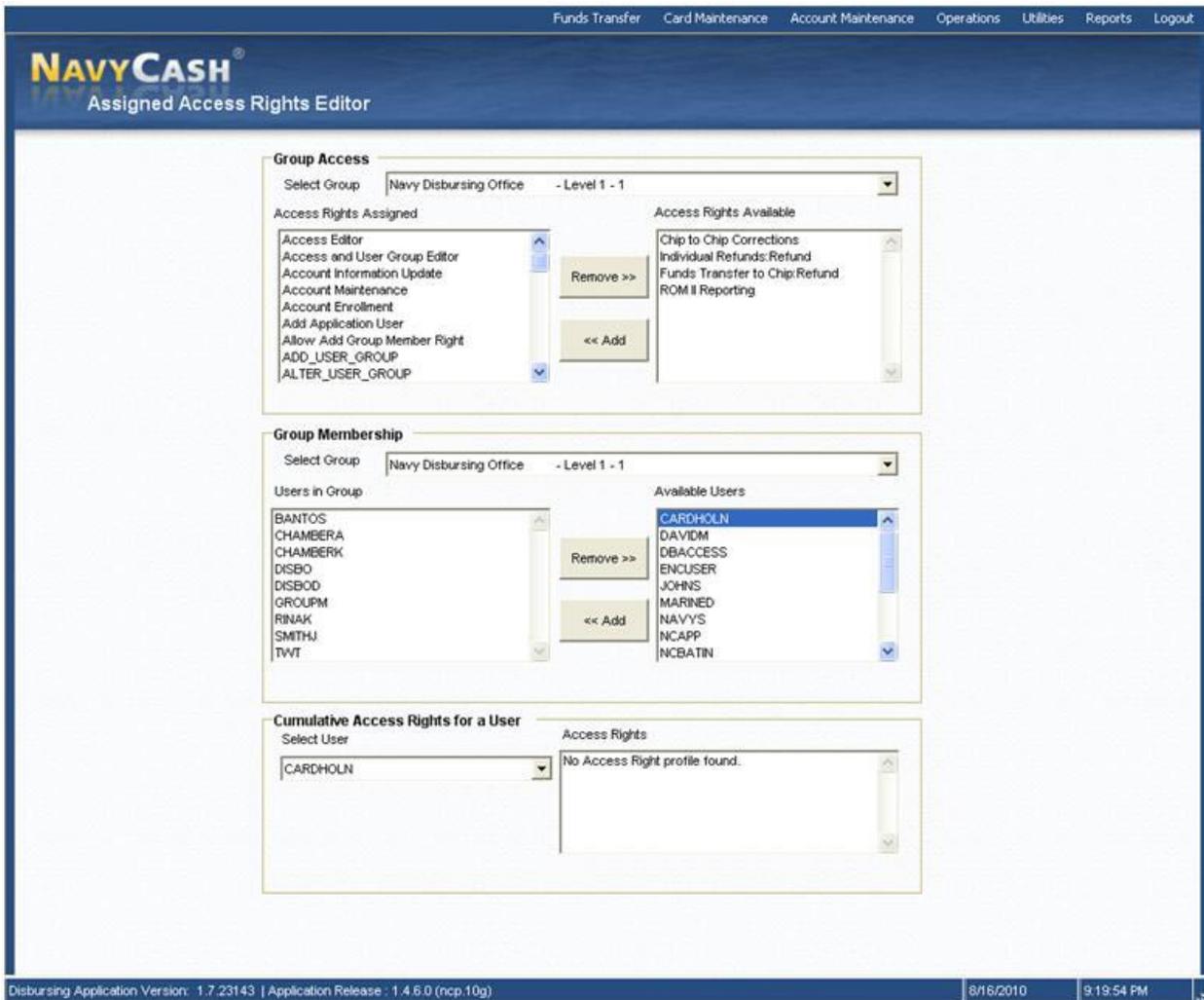
	<b>Level 1</b> Disbursing Officer/Deputy	<b>Level 2</b> Marine Disbursing Officer/Deputy	<b>Level 3</b> Agent Cashier	<b>Level 4</b> Duty Person (Duty DK, Duty Supply, CDO)	<b>Level 5</b> Refunds (Ship's Store, MWR, etc.)	<b>Level 6</b> Duty ADP
<b>Funds Transfer</b>						
Funds Transfer to Chip	●	●	●			
Funds Transfer from Chip	●	●	●			
Chip to Chip Corrections	●	●				
<b>Card Maintenance</b>						
PIN Reset or Change	●	●				
Change Card Status	●	●	●	●		
Unblock Card	●	●	●	●		
Card Report	●	●	●	●		
New Enrollee Card Pick Up	●	●	●			
<b>Account Maintenance</b>						
Assign Replacement Card	●	●	●			
Account Enrollment	●	●				
<b>Operations</b>						
Indicate End-Of-Day	●					
Weekend Indicate End-Of-Day	●			●		●
Safe Closeout	●	●				
View Reports	●	●	●			
Safe Bank Transactions	●	●				
Operator ID Maintenance	●					
Vending Maintenance	●					
<b>Utility Functions</b>						
View Log	●					
View Disk Usage	●					
NOC Selection	●					
Process Split Pay File	●	●				
Access Editor	●					
<b>Refunds</b>	●	●	●		●	
<b>Backups / Troubleshooting</b>	●					●



h. Access and User Group Editor

(1) Access Definition. Within the “Access Definition” section of the “Access and User Group Editor” screen, access definitions can be refreshed, deleted, updated, or added by the Disbursing Officer. Normally, the access definitions would not be modified.

(2) User Group. Within the “User Group” section of the “Access and User Group Editor” screen, user groups can be deleted, added, or refreshed by the Disbursing Officer. Normally, the user groups would not be modified.



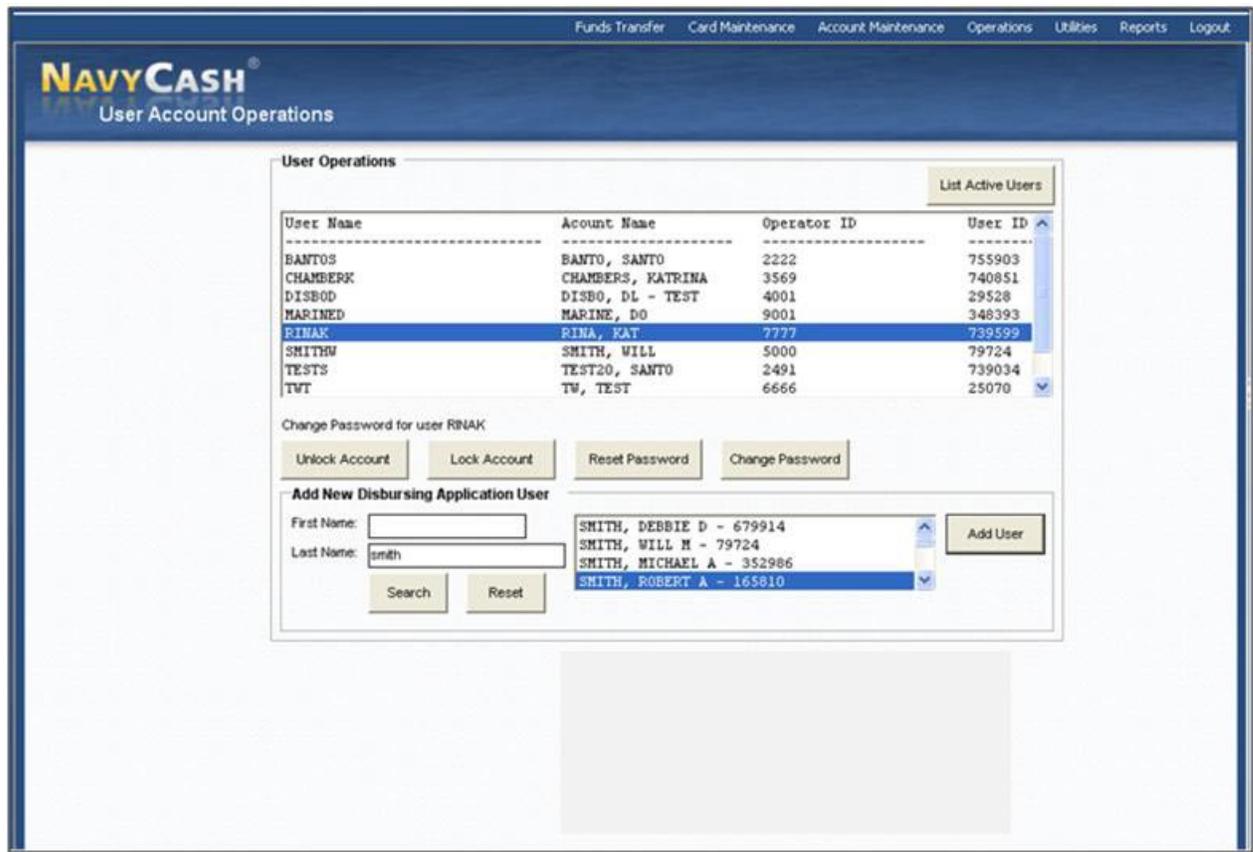
i. Assigned Access Rights Editor

(1) The Disbursing Officer selects “Access Editor” and “Assigned Access Rights Editor” in the “Utilities” pull-down menu.

(2) Group Access. The access rights for a User Group can be added to or removed from a User Group by selecting the appropriate group in the “Select Group” drop-down list, highlighting individual rights in the “Access Rights Available” or “Access Rights Assigned” list box, using the scroll bar if necessary to find the appropriate access right, and selecting either “Add” or “Remove” as appropriate.

(3) Group Membership. A Navy Cash Disbursing Application user can be added to or removed from a User Group by selecting the appropriate group in the “Select Group” drop-down list, highlighting the individual’s user name in the “Available Users” or “Users in Group” list box, using the scroll bar if necessary to find the user name, and selecting either “Add” or “Remove” as appropriate. The application will ask the Disbursing Officer to verify that he or she wants to add or remove the indicated user. When the Disbursing Officer clicks the “OK” button, the application then displays a status box to indicate that the operation was successful. Clear the status box by clicking the “OK” button.

*NOTE: User names are assigned by the Disbursing Application when a new Disbursing Application user is added (see paragraph 8.4.32.j.(8)).*



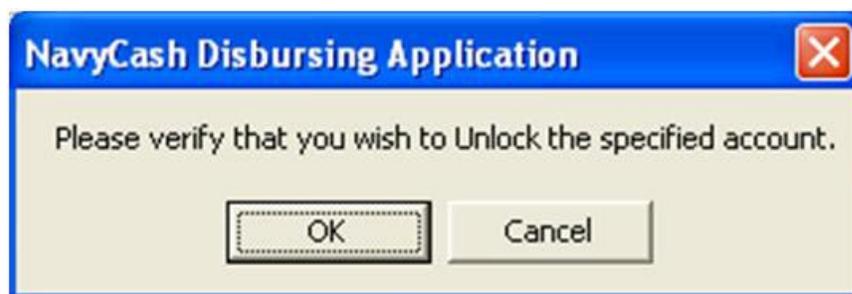
j. User Account Operations

(1) The Disbursing Officer selects “Access Editor” and “User Account Operations” in the “Utilities” pull-down menu.

(2) Click on the “List Active Users” button to display all currently active Disbursing Application users.

(3) The status of each account, for example, locked, open, expired, is listed in the “Status” column on the far right. Use the scroll bar to view the “Status” column.

(4) Unlock Account. A user account is automatically locked if the password is entered incorrectly three times. To unlock a locked user account, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the “Unlock” button. The application will ask the Disbursing Officer to verify that he or she wants to “Unlock” the specified account by clicking the “OK” button. When you click the “OK” button, the application then displays a status box that indicates that the operation was successful. Clear the status box by clicking the “OK” button.



(5) Lock Account. To lock a user out of the Disbursing Application, for example, if a user will be on temporary duty away from the ship for an extended period, specify a user by clicking on the user name and then clicking on the “Lock” button. The application will ask the Disbursing Officer to verify that he or she wants to “Lock” the specified account by clicking the “OK” button. When you click the “OK” button, the application then displays a status box that indicates that the operation was successful. Clear the status box by clicking the “OK” button.



(6) Reset Password. In order for an individual to change his/her password, the Disbursing Officer must first verify the individual’s identity. Once this is established, the individual can then enter a new password into the system. To reset the password on a user account, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the “Reset Password” button. The user is then prompted for a new password, which becomes effective upon the next log on.



*NOTE: After the new password is set, the Disbursing Application may display an error and terminate. Simply restart the Disbursing Application and log on.*

*Password Control. Access to the Disbursing Application is controlled by password. Passwords must be a minimum of 14 characters and less than 16 characters in length and must begin with an alphabetic character and should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters. Passwords should be changed every six months. The Disbursing Officer shall record password changes in a locally generated and maintained log.*

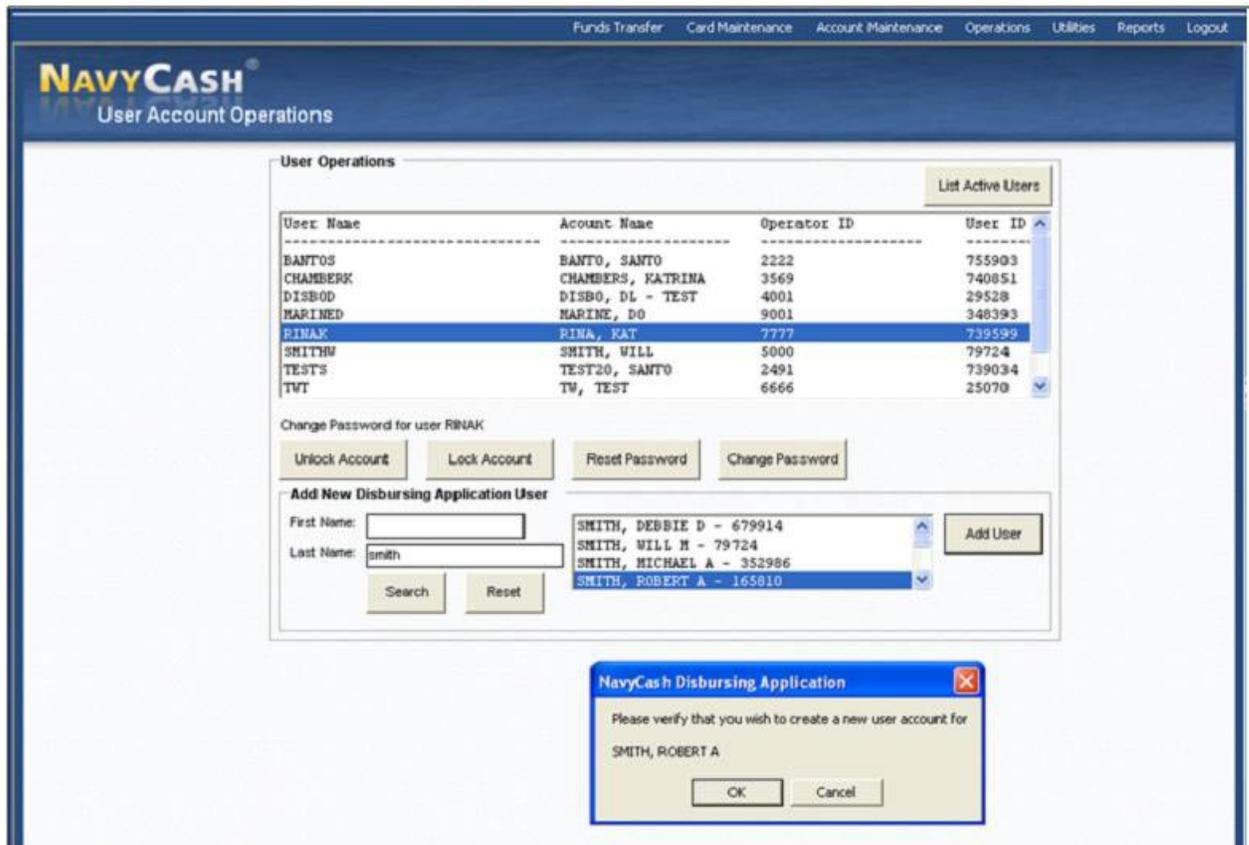
***Each operator should log off when they are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her own user ID and password when operating the Navy Cash system.***

(7) Change Password. In order for an individual to change his/her password, the Disbursing Officer must first verify the individual’s identity. Once this is established, the individual can then enter a new password into the system. To change the password on a user account, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the “Change Password” button. The user is then prompted for a new password, which becomes effective upon the next log on. Again, the Disbursing Officer shall record password changes in a locally generated and maintained log.



*NOTE: Again, passwords must be a minimum of 14 characters and less than 16 characters in length and must begin with an alphabetic character. Passwords should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters, and should be changed every six months.*

*Each operator should log off when they are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her own user ID and password when operating the Navy Cash system.*



(8) Add New Navy Cash Application User

*NOTE: An individual must be a Navy Cash cardholder and have an Operator ID assigned with the “Add as Disbursing User” block checked (see paragraph 8.4.24.d, Operator ID Maintenance) in order to be added to the Disbursing Application user list.*

(a) In the “First Name” and “Last Name” text boxes, Disbursing Officer enters the individual’s first and / or last name. Click on the “Search” button and select the desired

individual by clicking on the appropriate name in the adjacent list box. If no entries are found, the list box will be empty, and the specified individual is probably not a Navy Cash cardholder.

(b) Click on the “Add User” button. The application will ask the Disbursing Officer to verify that he or she wants to create a new user account for the specified individual by clicking the “OK” button. A successful operation will be indicated by a status box that displays the username and password created by the system for the new user. Before clicking the “OK” button, which will clear the status box, write this information down for the new user. The user should destroy this written note once he or she has changed the password (see paragraph (d) below. If an error message is displayed, write down the displayed message and contact the CSU (see paragraph 8.14).



(c) Add the new user’s username to the appropriate user group through the Disbursing Application “Access Editor” screen and the “Assigned Access Rights Editor” functionality (see paragraph 8.4.32).

(d) Once the new user account has been established and his or her username has been assigned to the appropriate user group, the password assigned by the Disbursing Application must be changed by the user (see paragraph 8.4.32.j.(7) above).

### **8.4.33 Installation Alerts: Installing IAVA and Other Software Patches**

a. Information Assurance Vulnerability Management (IAVM) is an important step in maintaining the security posture of the Navy Cash system. To effectively safeguard the Navy Cash system against internal and external cyber threats, all known vulnerabilities must be patched effectively in a timely manner.

b. Installation alerts provide an automated mechanism for applying software updates to the Navy Cash system on the ship. These software updates include Information Assurance Vulnerability Assessment (IAVA) patches to address applicable Information Assurance Vulnerability Alerts (IAVAs) and Bulletins (IAVBs), DMLs (data fixes) applied to the ship-side Navy Cash database, and application patches applied to the Navy Cash system.

(1) When IAVA and Navy Cash application patches have been pulled to the ship as a part of the round-trip process, the “Installation Alert” pop-up window will appear the next time an authorized individual logs in to the Disbursing Application. The Installation Alert window notifies the Disbursing Officer to initiate the installation process by clicking on the “Install Now” or to delay the installation by clicking on the “Install Later” button.

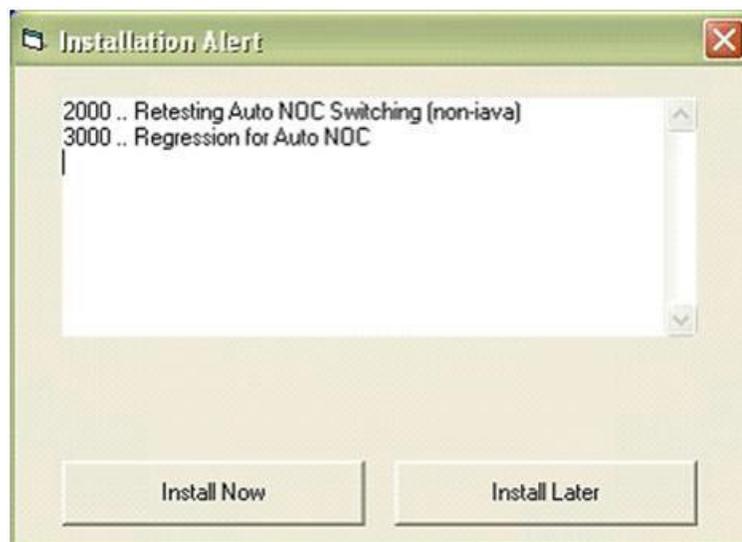
(2) DML patches will generally be transmitted to the ship and applied automatically without any action required by the Disbursing Officer.

c. The Disbursing Officer must install IAVA and Navy Cash application patches as soon as practicable. Ideally, patches should be installed after the end of the business day, when retail outlets have closed out for the day and retail operations are at a minimum.

(1) If updates have not occurred for a while, reboot the system to attempt to force the update to restart, as there may have been an issue with the update script.

(2) The status of each patch will be transmitted back to shore automatically via a log file as a part of the next ship-initiated round trip. These log files will show a summary of the activity that occurred during the installation of a patch.

(3) IAVA patches in particular require Navy-wide compliance monitoring to ensure mitigation of security vulnerabilities. For each IAVA/B, the Navy Cash team ashore must report compliance to meet established deadlines using the Online Compliance Reporting System (OCRS) and Vulnerability Management System (VMS) to document and track compliance status for all Navy assets.



d. IT-21 Security Practices. Disbursing should follow IT-21 security practices, e.g., auditing event logs, physical security, etc. in addition to any Navy Cash security requirements (see primarily paragraphs 8.2, General; 8.3, Navy Cash Custodial Responsibilities; and 8.4.32, Access Editor–Access Control for Disbursing Application).

(1) However, do not apply IAVA patches independently on the Navy Cash servers. Navy Cash Technical Support will provide all necessary and approved updates, e.g., via installation alerts or pre- and post-deployment grooms. When in doubt, contact the CSU.

(2) If a Disbursing Officer is notified by ship IT personnel that a patch or other software (HBSS, etc.) must be installed on the Navy Cash system, please contact the NAVSUP Program Office Information Assurance Officer (IAO) (phone: (717) 917-3506) to coordinate the technical details, as the new install may adversely affect Navy Cash operations if configured incorrectly.

## **8.5 Navy Cash Merchants, Vendors, and Foreign Concessionaires**

### **8.5.1 Transient Merchants—Vendors and Foreign Concessionaires**

a. Transient merchants are generally used when Navy Cash transactions must be settled on an as-needed basis to pay a vendor or concessionaire without delay for goods or services provided. The transient merchants are usually only needed for a short time and are commonly settled to a different vendor each time they are used. Transient merchants are designed to settle to the disbursing office merchant strip account on a daily basis and not to a bank or credit union account. The Disbursing Officer then provides an ex-cash-remittance check or cash to the vendor in the amount of the Navy Cash transactions collected by the vendor. Within Navy Cash, the standard transient merchants are: Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events. While the other transient merchants were set up for fairly specific purposes, “Miscellaneous Events” was established to handle fund-raising and other events, like a Navy Wives’ bake sale or a Chief’s Mess special function.

b. The procedures below were written for currency exchange and foreign concessionaires, but they apply to transient merchants in general. Specific differences for individual transient merchants are noted where necessary.

### **8.5.2 Currency Exchange by Vendors in a Foreign Port**

Navy Cash can be used in exchange for foreign currency on board ships during a port visit. When needed, currency exchange is generally arranged through the husbanding agent as part of the Logistics Request (LOGREQ) prior to a port visit.

#### **a. Preparation**

(1) Before the sale of currency begins, an exchange rate that will remain in effect throughout the port visit will be agreed upon with the currency exchange vendor. Once established, the exchange rate will not be changed.

(2) The currency exchange vendor will maintain a currency exchange log and record each transaction. A sample “Currency Exchange Log” is included at paragraph 8.15.24. The vendor may use his or her own log as long as the information recorded includes the basic information in the sample log.

(3) When a ship pulls into a port, the Disbursing Officer will provide the vendor with sufficient copies of the Currency Exchange Log and issue each operator a battery-operated POS device. POSs checked out for these periodic functions should be signed out on a locally generated and maintained custody log. Following the procedures in Chapter 2 of this SOP, each POS will be set to one of the transient merchants (Husbanding Agent is generally used for the currency exchange vendor) and each operator will be assigned a separate operator ID number so the Navy Cash detail reports can be separated by operator. The vendor will use the POS(s) to record transactions and collect value from the cardholders using their Navy Cash cards to exchange for foreign currency. If the POSs are expected to be used remotely for an extended period, the Disbursing Officer should provide the operator with additional batteries.

#### **b. Closeout**

(1) Closeout Day Prior to Payment. At the end of each day or, more commonly, at the end of the port visit, the vendor will bring the POS and the currency exchange logs back to the disbursing office for closeout and payment.

(a) Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

(b) Navy Cash transactions collected by transient merchants are settled to the disbursing office merchant strip account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function and subsequent round trip between the ship and the shore are completed.

(2) Download POS and Copy Logs. The Disbursing Officer or Deputy shall make copies of the logs and then plug the POS into an available “download box” or LAN drop, e.g., in the disbursing office or sales office. When the POS comes on line with the Navy Cash server, the sales information contained on the POS will be uploaded to the Navy Cash server automatically.

(3) Generate Ship Report. As soon as the sales information on the POS is uploaded to the server on the ship, the Disbursing Officer shall use the Disbursing Application to generate and print a Merchant Sales Summary Report that shows the total amount of Navy Cash transactions collected by the vendor.

(4) Reconcile Navy Cash Report and Vendor Logs

(a) If the Merchant Sales Summary Report generated by the Navy Cash system and the vendor’s currency exchange logs agree, the Disbursing Officer is ready to pay the vendor for the amount of the Navy Cash transactions collected by the vendor. If they do not agree, the Disbursing Officer must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before initiating the IEOD function.

(b) The Disbursing Officer shall use the Navy Cash system to generate a Merchant Transactions Report for the period covered by the logs presented by the vendor and using the merchant and operator ID number that was assigned to the POS used by the vendor.

(c) There are two primary out-of-balance conditions that can occur. It is possible, however, to experience combinations of these two basic error conditions, and this must be considered when conducting the investigation.

((1)) Shortage. The total sales amount on the vendor’s currency exchange log is greater than the total amount collected on the Merchant Sales Summary Report. Sales are overstated, or collections are understated. This condition occurs when a currency exchange sale was recorded but the currency or electronic cash was not collected, for example, an individual could have removed his or her Navy Cash card before the transactions was completed, or the amount collected was less than the amount of the sale. If cash (currency) is involved, it is possible that a cashier made change incorrectly during the transaction or that money was miscounted, misplaced, lost, or stolen.

((2)) Overage. The total sales amount on the vendor’s currency exchange log is less than total amount collected on the Merchant Sales Summary Report. Sales are understated, or collections are overstated. This condition occurs when currency or electronic cash was collected but a sale was never recorded or was recorded at an amount less than the currency or electronic cash collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted.

(d) For either out of balance condition, the Disbursing Officer must compare the Navy Cash Merchant Transactions Report for the currency exchange vendor, which lists every Navy Cash transaction the vendor performed that day, and the vendor’s currency exchange log to determine, through a process of elimination, which transactions are missing or were recorded at incorrect amounts. Probable error conditions and corrective actions:

((1)) Condition: The Merchant Transactions Report shows a Navy Cash collection transaction but a corresponding entry in the vendor’s currency exchange log does not exist. Corrective Action: Disbursing Officer will first confirm that the collection reported on the

Merchant Transactions Report is correct. If correct, the vendor will make a corresponding entry in the currency exchange log. If incorrect, the Disbursing Officer will reverse the Navy Cash collection by issuing a refund to the member in the amount of the original erroneous collection in Navy Cash or currency as appropriate.

((2)) Condition: The Merchant Transactions Report shows a collection transaction but recorded at an amount different than what is recorded in the currency exchange log. Corrective Action: Disbursing Officer will determine the correct amount for the transaction and, if the correct transaction amount is greater than the amount collected, the currency exchange log will be corrected and the Disbursing Officer will contact the member and request payment of the difference in Navy Cash or currency as appropriate. If the correct transaction amount is less than the amount collected, the currency exchange log will be corrected and the Disbursing Officer will refund the difference to the member in Navy Cash or currency as appropriate.

((3)) Condition: The currency exchange log shows a collection transaction occurred on the day of reconciliation but a corresponding transaction was not been recorded in the Merchant Transactions Report. Corrective Action: Disbursing Officer will confirm that the collection entry in the currency exchange log is correct. If correct, payment was never made, and the Disbursing Officer must contact the cardholder and request payment in Navy Cash or currency as appropriate. If incorrect, the currency exchange vendor will reverse (cancel) the entry in the currency exchange log.

(e) If the investigation reveals that cash (currency) was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DODFMR Volume 5 and existing procedures (which are outside the scope of Navy Cash).

(f) Once the Merchant Transactions Report and Currency Exchange Log agree, the reconciliation is successful, and the Disbursing Officer is ready to pay the vendor with a check or cash for the amount of the money exchanged using Navy Cash (see paragraphs 8.5.2.c and d below).

(g) The Disbursing Officer shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with currency exchange on file for 12 months.

### c. Payment

(1) Once the round trip is completed between ship and shore and the correct balance is reflected in the disbursing merchant strip account and the Daily Transaction Detail Report—Merchant Settlement from shore (see paragraph 8.15.8 for a sample report), the Disbursing Officer shall transfer value from the strip to the chip in the amount of the Navy Cash transactions collected by the vendor using the disbursing merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip). On the Merchant Settlement Report, the “Settlement Type” for Navy Cash transactions collected by transient merchants and settled to the disbursing merchant strip account will be reported as “DISBO OFF”.

(2) In the disbursing office, the Disbursing Officer shall then cash out the chip and either cut an ex-cash remittance check to the vendor or provide the vendor cash for the total amount of their Navy Cash sales receipts.

(3) The Disbursing Officer shall record the payment to the vendor as a chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10. The vendor shall print and sign his or her name on the ledger for the amount of value received. If the vendor was issued a check, the Disbursing Officer shall also record the check number on the ledger.

(4) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.9. In addition, the Disbursing Officer will update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

**Vendor Issued Check**

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 3/2009	
<b>SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY</b>				
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	10000.00		
2.1A	I CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B	N CHECKS ISSUED - ALL OTHERS	1000.00	11000.00	
2.3	R OTHER TRANSACTIONS (Do not report on SF 1219)			
2.34	E DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36	A PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37	S TRANSFERS FROM OTHER DOs			
2.8	E OFAC PAYMENT AND COLLECTIONS			
2.9	TOTAL ACCOUNTABILITY INCREASES	1000.00	11025.00	
3.0	GROSS ACCOUNTABILITY	11000.00	11025.00	
4.1A	Gross Disbursements		25.00	
4.1B	Less - Refunds			
4.1C	Net Disbursements		25.00	
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D NET EXPENDITURES		25.00	
4.2A	E DEPOSITS PRESENTED OR MAILED TO THE BANK			
4.2B	R EFT DEBIT VOUCHERS			
4.3	E OTHER TRANSACTIONS (Do not report on SF 1219)			
4.34	A DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)			
4.36	S PAYMENTS FOR OTHER DOs (Do not use this line)			
4.37	E TRANSFERS TO OTHER DOs			
4.9	TOTAL ACCOUNTABILITY DECREASES		25.00	
5.0	ACCOUNTABILITY - End of Day	11000.00	11000.00	
<b>SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND			10000.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER	1000.00		1000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00		11000.00
<b>SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
<b>SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00		11000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE LTJG JACK RIPPER, USS NFRS		4. DISBURSING OFFICER OR DEPUTY		5. DATE

**Vendor Issued Check**  
Post amount of payment to 2657 as an increase to line 2.1B and an increase to line 6.9

DD FORM 2657

(5) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

**Vendor Issued Cash**

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 3/2009	
<b>SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY</b>				
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	10000.00		
2.1A	I CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B	H CHECKS ISSUED - ALL OTHERS		10000.00	
2.3	K OTHER TRANSACTIONS (Do not report on SF 1219)			
2.34	L DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36	A PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37	S TRANSFERS FROM OTHER DOs			
2.8	E OPAC PAYMENT AND COLLECTIONS			
2.9	S TOTAL ACCOUNTABILITY INCREASES		10025.00	
3.0	GROSS ACCOUNTABILITY	10000.00	10025.00	
4.1A	Gross Disbursements		25.00	
4.1B	Less - Refunds			
4.1C	Net Disbursements		25.00	
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D NET EXPENDITURES		25.00	
4.2A	E DEPOSITS PRESENTED OR MAILED TO THE BANK			
4.2B	R EFT DEBIT VOUCHERS			
4.3	K OTHER TRANSACTIONS (Do not report on SF 1219)			
4.34	A DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)			
4.36	S PAYMENTS FOR OTHER DOs (Do not use this line)			
4.37	S TRANSFERS TO OTHER DOs			
4.9	S TOTAL ACCOUNTABILITY DECREASES		25.00	
5.0	ACCOUNTABILITY - End of Day	10000.00	10000.00	
<b>SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND		500.00	500.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER	1000.00		1000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00	1000.00	10000.00
<b>SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
<b>SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00	1000.00	10000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE
LTJG JACK RIPPER, USS NFRS				

**Vendor Issued Cash**  
Post amount of payment to 2657 as a decrease to line 6.2A and an increase to line 6.9

DD FORM 2657

d. Contingency Alternative — Closeout and Payment

(1) On an exception basis, in the event that paying the vendor cannot wait until an IEOD and round trip between ship and shore have been completed, the Disbursing Officer can provide the vendor an ex-cash check or cash based on the logs provided by the vendor and the Merchant Sales Summary Report. If the logs and Navy Cash report do not agree, the Disbursing Officer must reconcile the differences following the procedures above before initiating payment.

(2) The Disbursing Officer shall create a Journal Voucher, OF 1017-G, to record the amount of the ex-cash remittance check or the cash issued to the vendor.

(a) On the journal voucher, annotate the transaction as “Chip-to-Cash”, have the vendor print and sign his or her name for the amount of the check or cash received, and, if the vendor was issued a check, record the check number.

(b) Retain the journal voucher and Merchant Sales Summary Report to substantiate the value of Navy Cash transactions collected by the vendor and the amount of the check or cash issued to the vendor.

(3) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.2A.

(a) The Disbursing Officer must update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(b) Cash on hand (6.2A) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Sales Summary Report, and amount of the ex-cash check issued to the vendor.

(c) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip).

(d) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(e) The Disbursing Officer shall post the amount of the payment to the DD 2657 as a decrease to line 6.2A and an increase to line 6.9.

## Contingency Alternative – Vendor Issued Check

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 6/2009	
<b>SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY</b>				
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	13000.00		
2.1A	I CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B	N CHECKS ISSUED - ALL OTHERS		14000.00	
2.3	C OTHER TRANSACTIONS (Do not report on SF 1219)	1000.00		
2.34	R DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36	E PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37	S TRANSFERS FROM OTHER DOs			
2.8	E OPAC PAYMENT AND COLLECTIONS			
2.9	TOTAL ACCOUNTABILITY INCREASES	1000.00	14025.00	
3.0	GROSS ACCOUNTABILITY	14000.00	14025.00	
4.1A	Gross Disbursements		25.00	
4.1B	Less - Refunds			
4.1C	Net Disbursements		25.00	
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D NET EXPENDITURES		25.00	
4.2A	E DEPOSITS PRESENTED OR MAILED TO THE BANK			
4.2B	R EFT DEBIT VOUCHERS			
4.3	E OTHER TRANSACTIONS (Do not report on SF 1219)			
4.34	A DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)			
4.36	S PAYMENTS FOR OTHER DOs (Do not use this line)			
4.37	E TRANSFERS TO OTHER DOs			
4.9	S TOTAL ACCOUNTABILITY DECREASES		25.00	
5.0	ACCOUNTABILITY - End of Day	14000.00	14000.00	
<b>SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND	1000.00		10000.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER			4000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00		14000.00
<b>SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
<b>SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED</b>				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00		14000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE
LTJG JACK RIPPER, USS NFRS				

**Vendor Issued Check**  
Post amount of payment to 2657 as an increase to line 2.1B and an increase to line 6.2A

DD FORM 2657

# Contingency Alternative–Vendor Issued Check–IEOD and Round Trip Completed

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 7/2009		
<b>SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY</b>					
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE		
1.0	ACCOUNTABILITY - Beginning of Day	14000.00			
2.1A	I N C R E A S E	CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B		CHECKS ISSUED - ALL OTHERS		14000.00	
2.3		OTHER TRANSACTIONS (Do not report on SF 1219)			
2.34		DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36		PAYMENTS BY ANOTHER DO (Do not use this line)			
2.3T		TRANSFERS FROM OTHER DOs			
2.8		OPAC PAYMENT AND COLLECTIONS			
2.9		TOTAL ACCOUNTABILITY INCREASES		14025.00	
3.0		<b>GROSS ACCOUNTABILITY</b>	14000.00	14025.00	
4.1A		D E C R E A S E	Gross Disbursements		25.00
4.1B	Less - Refunds				
4.1C	Net Disbursements			25.00	
4.1D	Less - Receipts				
4.1E	Less - Reimbursements				
4.1F	NET EXPENDITURES			25.00	
4.2A	DEPOSITS PRESENTED OR MAILED TO THE BANK				
4.2B	EFT DEBIT VOUCHERS				
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)				
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)				
4.36	PAYMENTS FOR OTHER DOs (Do not use this line)				
4.3T	TRANSFERS TO OTHER DOs				
4.9	TOTAL ACCOUNTABILITY DECREASES		25.00		
5.0	ACCOUNTABILITY - End of Day	14000.00	14000.00		
<b>SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO</b>					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
6.1	DESIGNATED DEPOSITARY (See attached sheet)				
6.2A	U.S. CURRENCY/COINAGE ON HAND		1000.00	9000.00	
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)				
6.3A	UNDEPOSITED COLLECTIONS - GENERAL				
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND				
6.4	CUSTODY OR CONTINGENCY CASH				
6.5	FUNDS WITH AGENTS				
6.6	ADVANCES TO CONTRACTORS				
6.7	CASH IN TRANSIT				
6.8	PAYROLL CASH				
6.9	OTHER	1000.00		5000.00	
7.1	DEFERRED VOUCHERS				
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS				
7.2B	ACCOUNTS RECEIVABLE - OTHER				
7.3	LOSS OF FUNDS				
7.4	DISHONORED CHECKS RECEIVABLE				
7.5					
7.6					
7.7					
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00	1000.00	14000.00	
<b>SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs</b>					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS				
9.2B	ACCOUNTS RECEIVABLE - OTHER				
9.3	LOSS OF FUNDS				
9.4	OTHER				
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00	
<b>SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED</b>					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00	1000.00	14000.00	
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE	
LTJG JACK RIPPER, USS NFRS					

**Vendor Issued Check  
IEOD and Round Trip Completed**

Post amount of payment to 2657 as  
a decrease to line 6.2A and  
an increase to line 6.9

DD FORM 2657

(4) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(a) Navy Cash cash (6.9) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, the Merchant Sales Summary Report, and the amount of the cash issued to the vendor.

(b) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip).

(c) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(d) No additional entries are required on the DD 2657.

### **8.5.3 Concessionaire Sales by Vendors in a Foreign Port**

a. In some foreign ports, the Navy Exchange (NEX) Europe District and the NEX Yokosuka, Japan, contract with certain vendors to sell merchandise on board ships. The Navy Cash system can be used to accommodate these sales.

b. As a part of the contract agreement, the foreign concessionaires pay a commission to the ship and NEX based on a percentage of the total retail value of gross sales as outlined in each concessionaire's contract. The concessionaire will pay 50 percent of the commission to the ship's Sales Officer prior to the vendor leaving the ship. The concessionaire will pay the remaining 50 percent of the commission to the NEX District Office from which the contract was let.

c. Preparation. When the ship pulls into port, the Sales Officer will check out the appropriate number of battery-operated POS devices from the disbursing office to issue to each vendor. If the POSs are expected to be used remotely for an extended period, the Sales Officer should provide each vendor with additional batteries. *Following the procedures in Chapter 2 of this SOP, each POS will be set to the "Foreign Concessionaire" transient merchant and each operator will be assigned a separate operator ID so the Navy Cash detail reports can be separated by operator.* The vendor will be responsible for the POS device and use it to record transactions and collect value from the cardholders using their Navy Cash cards. POSs checked out for these periodic functions should be signed out on a locally generated and maintained custody log.

#### **d. Closeout**

(1) Closeout Day Prior to Payment. At the end of each day or, more commonly, at the end of the port visit, each vendor will report to the Sales Officer and present the POS and all appropriate paperwork for closeout and payment.

(a) Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

(b) Navy Cash transactions collected by transient merchants are settled to the disbursing office merchant strip account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function and subsequent round trip between the ship and the shore are completed.

(2) Download POS and Copy Logs. The Sales Officer shall make copies of the Concessionaire Number Control Logs and the totals of the SS-141 forms and then plug the POS into one of the available Navy Cash “download boxes” or LAN drops, for example, in the disbursing office or sales office. When the POS comes on line with the Navy Cash server, the sales information contained on the POS will be uploaded to the Navy Cash server automatically.

(3) Generate Ship Report. As soon as the sales information on the POS is uploaded to the server on the ship, the Sales Officer or Disbursing Officer shall use the Disbursing Application to generate and print a Merchant Transactions Report sorted by Operator ID that shows the total amount of Navy Cash transactions collected by each operator.

(4) Reconcile Navy Cash Report and Vendor Logs

(a) If the Merchant Transactions Report generated by the Navy Cash system and the vendor’s Concessionaire Number Control Logs and the totals of the SS-141 forms agree, the Sales Officer is ready to ask the Disbursing Officer to pay the vendor for the amount of the Navy Cash transactions collected by the vendor. If they do not agree, the Sales Officer must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before the Disbursing Officer initiates the IEOD function.

(b) The Sales Officer shall use the Merchant Transactions Report for the time period covered by the logs presented by the vendor and, using the merchant and operator ID numbers that were assigned to the POSs used by the vendor, reconcile the differences following the procedures outlined above (see paragraph 8.5.1.b (4)) before initiating payment.

(c) If the investigation reveals that cash was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DODFMR Volume 5 and existing procedures (which are outside the scope of Navy Cash).

(d) Once the Merchant Transactions Report and the vendor’s Concessionaire Number Control Logs and the totals of the SS-141 forms agree, the reconciliation is successful, and the Sales Officer is ready to ask the Disbursing Officer to pay the vendor with a check or cash for the amount of the Navy Cash transactions collected by the vendor (see paragraphs 8.5.3.e and f below).

(e) The Sales Officer shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with foreign concessionaire sales on file for 12 months.

e. Payment

(1) Once a round trip is completed between ship and shore and the correct balance is reflected in the disbursing office merchant strip account and the Daily Transaction Detail Report—Merchant Settlement (see paragraph 8.15.8 for a sample report), the Disbursing Officer shall transfer value from the strip to the chip in the amount of the Navy Cash transactions collected by the vendor using the disbursing merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip). On the Merchant Settlement Report, the “Settlement Type” for Navy Cash transactions collected by transient merchants and settled to the disbursing office merchant strip account will be reported as “DISBO OFF”.

(2) In the disbursing office, the Disbursing Officer shall then cash out the chip and either cut an ex-cash remittance check to the vendor or provide the vendor cash for the total amount of their Navy Cash sales receipts.

(3) The Disbursing Officer shall record the payment to the vendor as a chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and

8.4.10. The vendor shall print and sign his or her name on the ledger for the amount of value received. If the vendor was issued a check, the Disbursing Officer shall also record the check number on the ledger.

(4) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.9. In addition, the Disbursing Officer will update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(5) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

f. Contingency Alternative — Closeout and Payment

(1) On an exception basis, in the event that paying the vendor cannot wait until an IEOD and round trip between ship and shore have been completed, the Disbursing Officer can provide the vendor an ex-cash check or cash based on the Merchant Transactions Report generated by the Navy Cash system, the vendor's Concessionaire Number Control Logs, and the totals of the SS-141 forms, all of which would be provided by the Sales Officer. If the logs and Navy Cash report do not agree, the Sales Officer must reconcile the differences before requesting the Disbursing Officer to initiate payment.

(2) The Disbursing Officer shall create a Journal Voucher, OF 1017-G, to record the amount of the ex-cash remittance check or cash amount issued to the vendor.

(a) On the journal voucher, annotate the transaction as "Chip-to-Cash", have the vendor print and sign his or her name for the amount of the cash or check received, and, if the vendor was issued a check, record the check number.

(b) Retain the journal voucher, the Merchant Transactions Report generated by the Navy Cash system, the vendor's Concessionaire Number Control Logs, and the totals of the SS-141 forms to substantiate the value of Navy Cash transactions collected by the vendor.

(3) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.2A.

(a) The Disbursing Officer must update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(b) Cash on hand (6.2A) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Transactions Report generated by the Navy Cash system, vendor's Concessionaire Number Control Logs, totals of the SS-141 forms, and amount of the ex-cash check issued to the vendor.

(c) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip).

(d) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(e) The Disbursing Officer shall post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(4) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(a) Navy Cash cash (6.9) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Transactions Report generated by the Navy Cash system, vendor's Concessionaire Number Control Logs, totals of the SS-141 forms, and amount of the cash issued to the vendor.

(b) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the Kiosk or at the Disbursing Application (see paragraph 8.4.4, Funds Transfer to Chip).

(c) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(d) No additional entries are required on the DD 2657.

g. The Sales Officer will record the amount of the commissions received by the ship from the foreign concessionaire vendors as a contribution to Ship's Store Profit Navy (SSPN) in the ROM II system following the procedures outlined in the ROM II User's Guide.

#### **8.5.4 Activating Merchants In Navy Cash**

A detailed discussion of Navy Cash merchants is included at Appendix P.

a. Activate a Private Merchant. To activate a merchant who settles to a bank or credit union checking account ashore or to a strip account on the ship, the Disbursing Officer must contact the CSU. In the request to activate the merchant, the Disbursing Officer must include the information needed to enroll the new merchant (see paragraph 8.4.17). If the merchant elects to settle to a bank or credit union account, the request should include the routing number and account number for the settlement account. The request should also indicate whether the merchant wants to settle on a daily or weekly basis to the checking account specified or to the strip account. These options can be changed at any time by sending a request to the CSU. If the merchant elects to establish a Navy Cash merchant account without a corresponding checking account, funds will be transferred only to the strip account. Once the merchant is enrolled ashore, the new account information will be updated on the ship when the next round trip is completed between ship and shore. At the same time, the ship's current merchant list will be updated with the new standard merchant, if necessary. The merchant's Navy Cash merchant card will be forwarded to the ship automatically. By default, private merchants are set up to settle on a daily basis. For merchants who elect to settle on a weekly basis, deposits are initiated on the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month.

b. Activate a Generic Private Merchant. Recognizing that the named private merchants established within Navy Cash will not cover every situation, a set of generic private merchants has also been established. Generic merchants can be used to activate a merchant not specifically named in the Navy Cash merchant listing. By default, generic private merchants will be set up to settle automatically to the merchant's strip (Navy Cash) account on a weekly basis. If a ship wants to link a bank or credit union account to a generic private merchant, they can update the account through either the Disbursing Application (see paragraph 8.4.18, Account Information Update) or the Navy Cash Disbursing web site (see paragraph 8.14.1 and Appendix E), or by sending a request to the CSU by phone or e-mail (see paragraph 8.14.2). Individual ships are

responsible for managing the cross references between the standard generic merchant names and the actual merchants assigned. When the need for a generic merchant is over, the account will no longer be used. A generic merchant can be reused when a new requirement emerges by contacting the CSU and providing the new account information. The PINs for the merchant cards must be changed by the new “merchants” when the cards are reissued.

c. Activate an LOA Merchant. To activate a merchant who settles to a Line Of Accounting (LOA), for example, a second ship’s store when only one ship’s store was set up during implementation, the Disbursing Officer must contact the CSU to indicate which merchant to enroll. Once the merchant is enrolled, the new account information will be updated on the ship when the next end-of-day round trip is completed between ship and shore. At the same time, the ship’s current merchant list will be updated with the new merchant, if necessary. The merchant’s Navy Cash merchant card will be forwarded to the ship automatically. To add a new vending machine to an existing merchant, the Disbursing Officer simply goes to the “Vending and Ship’s Store” link in the Disbursing Application (see paragraph 8.4.25.a). No transactions can occur at the new vending machine until the CAD terminal ID number is associated with the machine in the Disbursing Application.

d. New Equipment. It is the responsibility of the ship to install any new equipment and pull the cabling from the nearest Navy Cash router to the new equipment. The Navy Cash depot and field support contractor can advise the ship on the nearest available router. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new equipment in the Navy Cash system configuration.

## **8.6 Miscellaneous Payments to Navy Cash Card**

a. The disbursing office will follow existing procedures to pay laundry claims, travel reimbursements, transfer of ship’s store profits to the recreation fund, or other miscellaneous payments. Once the payment is made by check or cash, the value can be added to the cardholder’s Navy Cash card following the “Funds Transfer to Chip” procedures in paragraph 8.4.4 or the “Deposit Cash or Check to Strip” procedures in paragraph 8.4.8 above.

b. There is no need to cut a Treasury check if the individual is going to cash the check and give the cash right back to the Disbursing Officer to load the funds on the Navy Cash card.

(1) On the Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal, in the “Paid By” block, fill in the required information under “Cash”. For “Payee”, have the individual print his or her name and rank/rate/title.

(2) Load the funds on the chip (or strip). The entire amount of the 1034 must be loaded on the Navy Cash card; partial payments are not authorized.

(3) Record the transfer of the payment to the Navy Cash card as a cash transaction on the Daily Cash Transaction Ledger (chip or strip) in accordance with paragraph 8.4.10. The individual shall sign the Daily Cash Transaction Ledger for the amount of value received. Record the SF 1034 voucher number on the Daily Cash Transaction Ledger.

(4) Post the amount of the 1034 as an increase to line 4.1A and a decrease to line 6.2A to report the disbursement of funds (cash) based on the 1034.

(5) Then post the amount of the payment transferred to the Navy Cash card as an increase to line 6.2A and a decrease to line 6.9.

## **8.7 Collections from Portable Point of Sale Devices (POSS)**

a. When a LAN drop is not accessible, the Disbursing Officer will issue the merchant a hand-held battery-operated POS point of sale device in accordance with Chapter 2 of this SOP. If the POS is expected to be used remotely for an extended period, the Disbursing Officer should make sure the merchant has additional batteries readily available. The merchant will be accountable for this device and use it to collect value from the cardholders' Navy Cash cards. The user will be required to sign out the POS on a locally generated and maintained custody log. Since a portable POS stores the value of sales transactions, it should be protected like a cash box. When being transported off the ship and over water, the POS should be carried in a waterproof container equipped with a flotation device. The merchant is also required to maintain a separate log and record each transaction.

b. At the end of each business day, the merchant will upload the information from the POS to the Navy Cash server by simply plugging the POS into any Navy Cash LAN drop. The information will be uploaded automatically. Paragraph 2.2.6 contains more detailed procedures.

c. At the end of the current business day, the Navy Cash server will generate a report showing the name of the merchant account to which the money will be settled, the number of transactions, and the total dollar value.

d. Disbursing Officer and responsible individual must compare report to the merchant's transaction log to verify that the amounts reported by the Navy Cash server are correct.

e. When the daily files are sent ashore as a part of the end-of-day process, JPMC will settle the appropriate amount of money from the funds pool to the appropriate account.

## **8.8 Negative Navy Cash and Marine Cash Account Balances**

a. Electronic Transactions Dishonored and Returned. To keep demands on ship communications to a minimum, Navy Cash was designed to work on a store-and-forward basis. Generally, a day's worth of transactions are transmitted ashore once each day at the end of the business day. This store-and-forward design affects the timing for processing Navy Cash transactions. Navy Cash lets cardholders transfer value to their Navy Cash cards from their bank or credit union accounts and spend that money on board ship immediately, before the funds are actually transferred from their accounts ashore into the Navy Cash funds pool. This immediate availability of funds is like the cashing of personal checks that Navy Cash serves to replace. However, a cardholder can potentially request a transfer at the Kiosk from their bank or credit union account ashore without having the funds to back the request or from an account that has been closed or inaccurately identified, e.g., incorrect account number. The Automated Clearing House (ACH) Return Codes and Notification Codes are included in paragraph 8.15.22.

b. Negative Balances. If a transfer request is returned for Non Sufficient Funds (NSF) or any other reason, Navy Cash reverses the credit to the strip account. If any of the funds have been moved from the strip to the chip in the meantime, a negative Navy Cash or Marine Cash account balance generally results. The amount of any negative balance represents a debt to the U.S. Treasury's Navy Cash funds pool, and, on the ship, the Disbursing Officer is responsible for collecting on that debt.

c. Commanding Officer's Responsibilities. The Commanding Officer will be responsible for establishing a Navy Cash policy for the command that identifies the limits on size, number, suspension of a cardholder's card for misuse, and disciplinary repercussions associated with Non Sufficient Funds (NSF) or other returned transactions. Suggested Courses of Action (COAs) for returned transactions that result in a negative Navy/Marine Cash account

balance are presented in Appendix L. When a transaction is returned for whatever reason, it will be dealt with in the following manner.

### **8.8.1 Collecting on Negative Balances**

a. Treasury Financial Agent Action. On receipt of a returned transaction, the Treasury Financial Agent, JPMorgan Chase (JPMC), will reverse the credit (apply a negative credit for the same value) to the cardholder's Navy Cash account. If the cardholder has moved funds from the Navy Cash account to the chip account, a negative Navy Cash balance may result. JPMC will also put a block on the cardholder's Navy Cash access to the bank or credit union account to prevent additional transactions from being requested, dishonored, and returned prior to clearing the negative balance. Once the transaction has been cleared, access to the bank or credit union account will be restored.

b. Negative Balance Reporting. Negative accounts will be added to the Daily Negative Balance Report and Returned Items Detail Report (see paragraphs 8.15.5 and 8.15.6), which are sent to disbursing on a daily basis.

c. Negative Balance Notification at Kiosk. When cardholder's strip account balance is negative, a message will be displayed on the Kiosk after they enter their PIN notifying them that the account is negative and asking them to go to Disbursing to arrange to clear their negative balance. With automatic representment, transactions returned for Non Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented.

d. Automatic Representment. Navy Cash implemented automatic representment to reduce the workload associated with managing and collecting on negative account balances.

(1) ACH Transfer Requests Returned for NSF. With automatic representment, if a cardholder's ACH transfer request at the Kiosk is returned for NSF, the ACH transaction will automatically be presented up to two more times on successive pay days.

(2) The Disbursing Officer no longer collects on any negative balance resulting from an ACH transfer request covered by automatic representment until after the second ACH representment is returned. However, the Disbursing Officer must ensure the cardholder's Navy Cash access to a bank or credit union account ashore remains blocked until the negative balance is resolved and the balance is zero or positive.

(3) Pay day is on the 1st and 15th of each month. If the 1st or 15th falls on a weekend or holiday, pay day is the duty day preceding the weekend or holiday. The ACH representment file will be created one day prior to pay day, so the receiving banks or credit unions can debit the accounts first thing on pay day. For example, if the 15th falls on a Monday and is a holiday, the ACH representment file will be created on the 11th, and the accounts will be debited on pay day on the 12th. If the first representment is also returned for NSF, the ACH transfer request will be represented automatically a second time on the following pay day.

(4) For a returned transaction covered by automatic representment, the Disbursing Officer only collects on the negative balance if the ACH transaction is returned a third time, that is, the initial ACH transfer request plus the two representments. To assist the Disbursing Officer in collecting on any debt owed the U.S. Treasury's Navy Cash funds pool, the Daily Negative Balance Report has been modified as a part of implementing automatic representment. The report now indicates if an account is negative due to a transaction that is covered by automatic representment by listing the details of the pending representments (see paragraph e.(1) below). The Disbursing Officer can use the options detailed in paragraph e.(6) below, i.e., deposit cash or check to strip, chip to strip transfer, change or initiate split pay, or immediate collection from pay, to collect on this debt in the amount of the negative Navy Cash account balance.

(5) Specific Characteristics

(a) Funds Held for Five Days. When a returned transaction is represented, the funds will not be posted immediately but will be held for five business days to ensure the cardholder cannot use those funds until it is reasonably certain the represented transaction will not be returned for NSF as well.

(b) Returned Transactions of \$5 or More. To avoid the potential for multiple bounced check fees for small transactions, automatic ACH representment will proceed only if the value of the returned transaction is \$5 or more. With Navy Cash, some cardholders transfer as little as 50 cents from their bank or credit union accounts. In some cases, even these small transactions are returned for NSF, and banks and credit unions may charge a bounced check fee. There is a risk that automatic representments for these very small transactions would also be returned for NSF and additional bounced check fees. The amount of \$5 was selected to balance the desire to protect the individual cardholder with the need to reduce Disbursing workload. The Navy Cash program will review this floor limit annually.

(c) Because Navy Cash access to a bank or credit union account is blocked automatically when a transfer request is returned for NSF and a Navy Cash account goes negative, a cardholder may opt to go to Disbursing to clear a negative balance and unblock access. Just prior to initiating automatic representment, the Navy Cash system ashore checks the account balance. If the account is no longer negative, i.e., the account balance is “zero” or positive, the transaction returned for NSF will not be represented. It is important to note that the cardholder must clear the negative balance in sufficient time for a round trip to be completed between ship and shore. Although a zero or positive balance will be reflected on the ship immediately, the new account balance must be posted ashore before the Navy Cash system checks the account balance. If the account balance ashore is still negative, the returned ACH transaction will be represented. Cardholders should be sure there are sufficient funds available in their bank or credit union account to cover any representment.

(6) Limitations

(a) At Implementation. Automatic representment only works with ACH transactions that are processed after it is implemented on the ship. Negative Navy Cash account balances incurred before automatic representment was implemented will not be processed, and the Disbursing Officer continues to be responsible for collecting on those negative balances.

(b) Only ACH Transfer Requests Over \$5 Returned for NSF. With Navy Cash implementation of automatic representment, only an ACH request of \$5 or more that is returned for NSF will be represented. A cardholder’s Navy Cash account balance can go negative for other reasons, and the Disbursing Officer is still responsible for collecting on those debts.

((1)) Other ACH Transfer Requests Returned. When an ACH transfer request is returned, it may have been for less than \$5, or the bank or credit union account may have been closed, the account information invalid, the account not authorized for ACH transactions, etc. If a transaction is returned for invalid account information, Navy Cash automatically blocks Navy Cash access to the bank or credit union account. In addition to collecting on any negative balance, the Disbursing Officer should work with the cardholder to update any invalid bank or credit union account information, so Navy Cash ACH access can be unblocked.

((2)) Insufficient Funds in Strip Account. When a Navy Cash card is used ashore, amount of the purchase or ATM withdrawal may have exceeded the available balance. The ATM withdrawal or debit card purchase may have been allowed, rather than denied, because

the financial network was not available, the merchant did not have an online authorization, the transaction was below the merchant's floor limit, there was a hold on the account, etc.

((3)) Timing of Navy Cash Transaction Processing. When a cardholder uses a Navy Cash card ashore, either to get cash at an ATM or to purchase something at a restaurant or store, the new balance in the strip account is reflected ashore immediately, but isn't reflected on the ship until the next end-of-day processing is completed between ship and shore. If the cardholder got back to the ship and checked the strip account balance before this processing was completed, the Kiosk would have shown the old balance not the new balance. If the cardholder transferred money to the chip based on the old balance, the Navy Cash account may have ended up with a negative balance once all the transactions ashore and on the ship were fully processed.

((4)) Recurring Payments. When cardholders use Navy Cash cards for recurring payments they pre-authorized, they may have forgotten to add money to their strip accounts to cover the cost of the payments. A recurring payment that exceeds the available balance will be declined, but only if the merchant tries to get authorization first. If the merchant is "force posting" the transaction without getting prior authorization, a recurring payment that exceeds the available balance will result in a negative balance.

e. Disbursing Officer Action. The amount of a negative balance represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of his or her accountability, the Disbursing Officer is responsible for collecting on that debt. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the Disbursing Officer shall:

(1) Review Negative Balance and Returned Items Detail Reports Daily.

(a) Daily Negative Balance Report. The Daily Negative Balance Report lists all Navy Cash strip accounts with negative balances (see sample report at paragraph 8.15.5).

((1)) Automatic Representment Pending. If someone's account is negative because of an ACH transfer request returned for NSF and covered by automatic representment, the details of the pending representment are listed on the report immediately below the line of account data. The details include the ACH representment count and the date and amount of the representment. *The Disbursing Officer should not take any collection action on negative accounts for which details are listed, because representment actions are pending.*

- If the ACH REPRESENTMENT COUNT = 0, the ACH transfer request is scheduled to be represented for the first time on the date shown.
- If the ACH REPRESENTMENT COUNT = 1, either the ACH transfer request was represented on the (past) date and is in the five-day waiting period, or the ACH transfer request is scheduled to be represented for the second time on the (future) date .
- If the ACH REPRESENTMENT COUNT = 2, the ACH transfer request was represented a second time on the (past) date and is in the five-day waiting period.

((2)) No Representment Pending. If the second automatic representment fails, no details are listed on the report below the account, because no further representments are pending. If someone's account is negative because of Navy Cash card transactions not covered by automatic representment, no details are listed on the report below the account. *The Disbursing Officer should initiate collection action immediately on all negative accounts for which no details are listed, because no representments are pending.*

((3)) When a returned ACH transfer request is represented, the funds are not posted immediately but are held for five business days to ensure the cardholder cannot use the funds until it is reasonably certain the represented transaction will not be denied and returned as

well. The cardholder's negative balance will continue to appear on the Daily Negative Balance Report until the five-day waiting period is over.

(b) Returned Items Detail Report. To assist the Disbursing Officer in investigating negative balances, the Returned Items Detail Report (see sample report at paragraph 8.15.6) provides more details for ACH transactions that were processed and returned for NSF or that were not processed and were returned because of invalid account information, e.g., the date the ACH transfer request was made and the date and the reason it was returned (again, ACH Return Codes and Notification Codes are included in paragraph 8.15.22). Cardholders who appear on the report because of invalid account information should be contacted so they can update their bank or credit union account information.

(2) Notify Cardholder. As appropriate, immediately notify in writing any cardholder whose negative Navy Cash account balance is listed on the Negative Balance Report with no representation details and, therefore, with no representation actions pending (see paragraph 8.15.7 for sample e-mails and include the cardholder's chain of command for second and third occurrences). Once notified, the cardholder shall report to disbursing within two working days to establish how his or her Navy Cash balance will be restored to \$0 or greater.

(3) Collect on Negative Balance. For each negative balance listed on the Daily Negative Balance Report with no representations pending, initiate collection action for the amount of the negative balance within 10 working days after receipt of the pertinent Negative Balance Report. Apply a pay checkage (DS01) to the individual's pay account if there is no response from the cardholder within the prescribed period.

(4) Disciplinary Action. Within five working days of receiving pertinent Negative Balance Report, recommend, through the individual's chain of command, any disciplinary action considered necessary if willful negligence or fraud is suspected (see Appendix L).

(5) Ensure cardholders within 30 days of transfer or discharge are not listed on the Negative Balance Report. See paragraph 8.4.16, Close or Suspend an Account Pending Transfer or Discharge?

(6) Collection Options. There are several options available to collect on the amount of a negative balance. Depending on the size of the negative balance, these options may need to occur several times or be spaced out over several pay periods to clear the negative balance. The Disbursing Officer must ensure that the cardholder's access to his or her home bank or credit union account remains blocked until the negative balance is cleared (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts). Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

(a) Deposit Cash or Check to Strip Account. The Disbursing Officer can have the cardholder provide cash (or a personal check if the Disbursing Officer is willing to accept it) at the disbursing office and transfer the value directly to the cardholder's strip account (see paragraph 8.4.8, Deposit Cash or Check to Strip).

(b) Chip to Navy Cash Account Transfer. The Disbursing Officer can have the cardholder transfer any value on the chip on his or her Navy Cash card to the Navy Cash account (strip) by escorting the cardholder to the Kiosk, and verifying that the funds are transferred to the strip.

(c) Change or Initiate Split Pay Option (SPO). The Disbursing Officer may, with the approval of the cardholder, change or initiate the cardholder's split pay payroll amount, which is transferred directly to the cardholder's Navy Cash account (strip) on payday, to cover the amount of the negative balance.

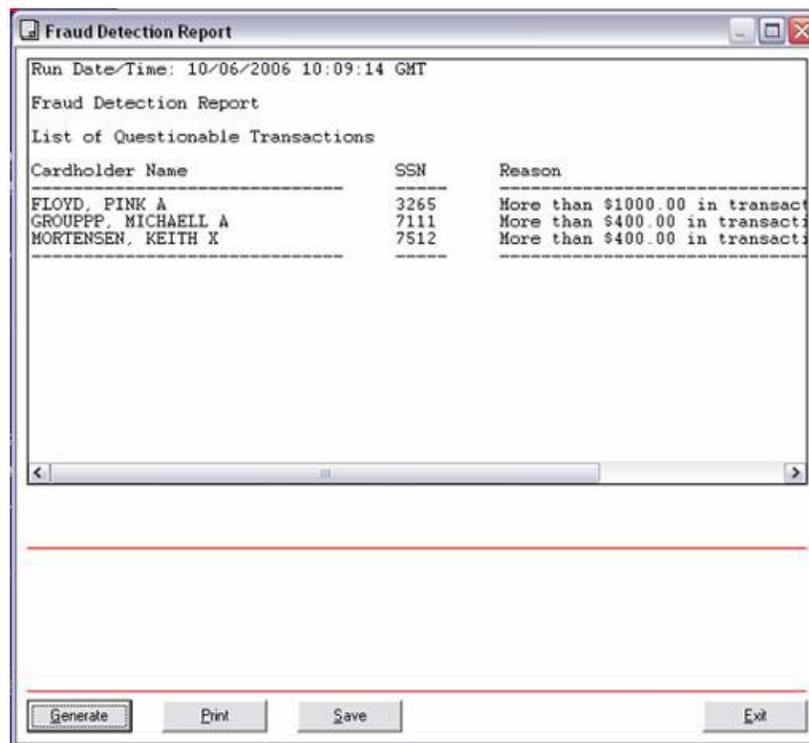
(d) Immediate Collection from Pay. The Disbursing Officer can initiate an immediate collection from pay to clear the amount of any negative Navy/Marine Cash balance. The Disbursing Officer may post an indebtedness to the cardholder's military pay account using the "DS01" Format Identifier in the DMO system in accordance with the DMO Procedural Training Guide. The Company Code for Navy Cash is D411179. When DFAS-CL receives the information from the DMO system, the debt will be reconciled with JPMC via a collection from the cardholder's military pay account. This option is also appropriate for cardholders who have left the ship but are still in the service.

(e) If a cardholder is within the final 30 days of being discharged from the Navy or Marine Corps and has a negative Navy Cash balance, the Disbursing Officer's only option is to post a "DS01" indebtedness to the cardholder's military pay account. DS01 must be posted prior to the cardholder's separation date. (See paragraph 8.4.16 for procedures when a cardholder is leaving the service or transferring to an activity that does not have Navy Cash.)

f. Automated Controls. To prevent cardholders from abusing the system, Navy Cash automatically blocks Navy Cash access to a bank or credit union account when ACH transactions are returned for NSF and the Navy Cash account balance goes negative. For the first or second NSF, the block is temporary, until the account balance returns to zero or a positive amount. For the third return, the block is "permanent", and the Disbursing Officer must decide whether or not to unblock access when the Navy Cash account balance returns to zero or a positive amount. It is important to realize that every NSF transaction advances the counter. To be clear, with automatic representment, a single ACH transfer request returned for NSF could result in a cardholder's Navy Cash ACH access being blocked permanently if both representments are also returned for NSF. It is also important to realize that these controls do not go into place until the bank receives the information. Therefore, the cardholder may have the opportunity to create multiple NSF transactions before these automated controls are implemented.



g. Fraud Detection Report. In the event the Disbursing Application detects possible fraudulent ACH activity on the ship, a pop-up window will appear automatically. If the Disbursing Officer clicks the "Yes" button, the Fraud Detection Report will be displayed. The report is intended to reduce the number of negative account balances, particularly when ship's communications are not available. If the round trips between ship and shore do not take place, cardholders could pull non-existent funds from their bank or credit union account to the chip several times before Disbursing would see the Negative Balance and Returned Items Detail Reports. Fraud Detection Reports will include cardholders who have made more than \$400 in transfers from a bank or credit union account since the last round trip and cardholders who have made more than \$1,000 in transfers from a bank or credit union account over a seven day period. The Fraud Detection Report can also be generated, viewed, and printed on the ship at any time, by clicking on the report name in the "Operations Reports" block on the "View Reports" screen in the Disbursing Application, filling in an end date, and clicking on the "Generate" button. The report will display any possible fraudulent transaction events leading up to that end date.



h. Manual Controls. Manual controls provide additional options to prevent abuse of the system or to discipline a cardholder who continues to have problems with negative account balances. Manual controls can be put into effect through either the Disbursing Application (see paragraph 8.4.18, Account Information Update) or the Navy Cash Disbursing web site (see paragraph 8.14 and Appendix E), or by sending a request to the CSU by phone or e-mail (see paragraph 8.14).

(1) Navy Cash Card Limits. The maximum amount that can be transferred from a bank or credit union account ashore and/or the maximum amount that can be loaded on the chip can be reduced. For cardholders, the maximum chip load limit is \$1,000, and the maximum DDA account to Navy Cash transfer amount is \$400 per day. For merchants, the maximum chip load and debit limit is \$50,000 for cards issued after 24 September 2008 and \$9,999.99 for cards issued before 24 September 2008, and the maximum DDA account to Navy Cash transfer amount is \$5,000 per day.

(2) Blocking Navy Cash Access to Bank and Credit Union Accounts Ashore. Navy Cash ACH access to a cardholder's bank or credit union account can be blocked. Blocking access is an option available to discipline a cardholder who continues to have problems with negative account balance (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts, below).

(3) Guidelines for Negative Account Balances. Appendix L provides recommendations for taking action in the case of a cardholder whose Navy Cash account balance is negative. These guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe. These guidelines are offered as suggestions only; the actual action taken is at the discretion of the cardholder's chain of command.

(4) Timeliness of Updates. Any updates done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent cardholder transactions at the Kiosk. Updates done through the Navy Cash Center web site do not go into

effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

i. Out-of-Service Debt. Even if a member leaves the service before settling a negative account balance, the Defense Finance and Accounting Service (DFAS), Directorate of Debt and Claims Management, and the Department of the Treasury, Financial Management Service, are responsible for collecting delinquent debts owed the government by former military members. Debt collection procedures for the Government are detailed in Book 31 of the Code of Federal Regulations, Chapter 9, Parts 900-904. A debt notice will be sent through the U.S. Postal Service using the mailing address provided by the Master Military Pay Account. If the Postal Service returns the debt notice as undeliverable, an attempt will be made to obtain a current mailing address through the commercial credit bureau network and various other government databases. Whether or not a current mailing address is found, DFAS and Treasury are required by law to continue with the debt collection process. Thus, even if they cannot contact the former member, the debt must be reported to commercial credit bureaus as a "collection account", and the former member's Federal income tax refund will be offset by the Department of the Treasury for payment towards the debt. They are also required by law to report the delinquent account to private collection agencies through the Department of the Treasury.

### **8.8.2 Blocking and Unblocking Access to Home Accounts**

An authorized Disbursing Officer or Deputy can block or unblock a cardholder's ACH access to their home bank or credit union account through either the Disbursing Application or the Navy Cash Disbursing web site, or by sending a request to the CSU by phone or e-mail.

a. When a Navy or Marine Cash cardholder's ACH access privileges are blocked, the account information is updated as follows on the Navy Cash Disbursing web site:

- (1) The "ACH Allowed" flag is set to "N".
- (2) The "ACH Decline Count" is set to "99".

(3) The "99" code indicates that the ACH privileges on the account were deliberately blocked by either a Customer Service Representative (CSR) or authorized disbursing personnel. Even if the account balance returns to \$0 or greater, the blockage is not removed.

(4) This "99" account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel.

b. When an ACH transaction is returned with a code other than R01/R09/NSF, the account is automatically blocked, and account information is updated as follows on the web site:

- (1) The "ACH Allowed" flag is set to "N".
- (2) The "ACH Decline Count" is set to "98".

(3) Note that the "98" indicates that the ACH privileges were blocked automatically due to an ACH return other than NSF, for example, an invalid account number, a closed account, or an account that is not authorized for ACH transactions, such as a Navy Federal Credit Union (NFCU) savings account. It is expected that if ACH privileges are blocked immediately for these types of returned transactions, account balances will not go as far into a negative status for what may well be an inadvertent error in recording account information.

(4) This "98" account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel. The request should

include new or updated home bank or credit union account information that has been validated by the disbursing office so that any errors in the account information on file can be corrected.

c. Summary of ACH Decline Counts

0,1,2,3	Number of returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if bank or credit union account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

d. Again, updates to Navy Cash card access done through the Disbursing Application are effective immediately on board ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. Updates done through the Navy Cash Center web site do not go into effect on board ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

e. Daily Blocked Account Report. This shore report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Navy Cash Kiosk. Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph 8.4.18, Account Information Update).

f. *Blocking access* only prevents Navy Cash access to bank and credit union accounts from the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode. *Suspending an account* (see paragraph 8.4.16.c) only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy cash account disables the chip on a Navy Cash card; the individual can still use the value on the chip to purchase things on the ship.

## 8.9 EOM Reconciliation and Reporting of eFunds in Disbursing Officer's Safe

a. EOM Reporting. At the end of each month, the Disbursing Officer is responsible for coordinating all Navy Cash collections that must be registered to a Line of Accounting (LOA) through the monthly returns, the SF 1219 Statement of Accountability. This includes the sale of meals in the general mess, the sale of merchandise in the ship's store and vending machines, and

Navy Cash activity in Navy disbursing and Marine Cash activity in Marine disbursing (when embarked). The Navy Cash EOM Procedures Worksheet at Appendix R consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service.

b. Prepare and Submit Reports on Time. The Disbursing Officer's Statement of Accountability (SF 1219) must be prepared and submitted on time, i.e., NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month. In order to make certain the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. The Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) should coordinate to establish a closeout date each month. The EOM process generally begins in the sales office as much as five days before the 27th of the month. At the same time, the disbursing office, food service office, and Marine disbursing office (when embarked) should begin to pull together the figures needed to meet their own monthly reporting responsibilities.

c. Successful processing of the IEOD round trip at EOM (see paragraph 8.4.21) sends the EOM shore reports and automated EOM spreadsheet files to the ship. To reset the Safe Bank Transactions functionality for the next month's reports, the Disbursing Officer will zero out the Disbursing Accountability Summary Report (DASR) starting balance by entering a "Deposit To Bank" transaction type for the total amount being carried on the DASR at the end of the month. This action shall be done in accordance with paragraph 8.4.23, Safe Bank Transactions.

d. Close Out Line-of-Accounting Merchants. The Sales Officer will use the shore report numbers in the Ship's Store, Vending Soda, Vending Store Items, and Hangar Bay Sales Monthly Transaction Detail Reports to enter the Navy Cash numbers for the month into ROM II and prepare the Memorandum Cash Sales Invoice (DD 1149) in accordance with existing procedures. The Food Service Officer will use the shore report numbers in the General Mess and General Mess Surcharges Monthly Transaction Detail Reports to include the Navy Cash numbers for the month in the Monthly General Mess Operating Statement (NS 1359) in accordance with existing procedures.

e. Automated EOM Spreadsheet. Once the spreadsheet files are retrieved and processed on the ship, the EOM spreadsheet will be completed automatically with the shore totals; deposit ticket (SF 215) numbers, dates, and amounts; and debit voucher (SF 5515) numbers, dates, and amounts (see Figure 1, End-Of-Month Spreadsheet).

(1) To process the spreadsheet files and prepare the EOM spreadsheet for closing, the Disbursing Officer must follow these steps.

(a) Once EOM has been indicated and a round trip completed, find the EOM spreadsheet Excel file and Comma Separated Value (CSV) file on the Navy Cash Server computer directly at My Computer-> Q:\files\navydata\work. *NOTE: These files cannot be accessed and copied from the workstation — the workstation only allows "View Only" access.*

Excel File Name Format: NavySettlement\_Y\_M\_(Timestamp).xls  
Sample: NavySettlement\_Y\_M\_20080317\_114830.xls  
CSV File Name Format: ShipName\_BatchID\_YearMonth\_EOP\_SETTLEMENT\_RPT\_SMRY\_  
M\_(Timestamp).csv  
Sample: BAINBRIDGE\_V23153\_935\_200803\_EOP\_SETTLEMENT\_RPT\_SMRY\_  
M\_20080317\_114830.csv

(b) Right click and copy both files to a floppy disk or thumb drive, and move the files from the Q:\files\navydata\work folder to the Q:\files\navydata\report\shore\<batchid> folder that contains the monthly reports for that month.

((1)) Access Denied Error. If you experience an access error at the server station, select the Cluster Administrator Icon on the server job monitor and verify that all the Groups and Resources are in control by Owner Node 1.

((2)) Highlight the Groups folder and Resources folder to verify this. All Groups and Resources need to be controlled by the same Node to be able to complete the EOM instructions successfully.

(c) Copy both of the files (csv file and spreadsheet file) to a thumb drive and then move them to a workstation that has Microsoft Excel. Make sure there is only one data file (*only one csv file*) in this new folder.

(d) Open the Excel spreadsheet file. Fill in the password ('navycash' for Navy).

(e) In Excel, enable "Macro Processing" and set the security settings to LOW. This is done with the Tools->Macro->Security pull-down menu entry.

(f) Press the Ctrl + "F" keys on the keyboard to populate the EOM spreadsheet with the shore totals; deposit ticket (SF 215) numbers, dates, and amounts; and debit voucher (SF 5515) numbers, dates, and amounts.

(g) The EOM spreadsheet now includes sections for both "Strip" (5a) and "Chip" (5b) disbursing activity. If a ship did not process any "Deposit Cash or Check to Strip" transactions, they would not have had any strip disbursing activity, and only the chip disbursing activity section will be populated when the Ctrl "F" function is used. If a ship did have both strip and chip disbursing activity, two deposit ticket/debit voucher numbers should be submitted on the 1219 (one for strip and one for chip). *Only ships with software release 1.4.5 build 2 or later have the "Deposit Cash or Check to Strip" functionality.*

(2) The Disbursing Officer then enters the Navy Cash shore report numbers the ship will be reporting on the SF 1219 on the ship side of the EOM spreadsheet and any variances already agreed upon on the shore side of the spreadsheet. If there is a difference between the ship and shore totals, it must be resolved before the last day of the month. If the difference is not resolved, then the Disbursing Officer must report the Navy Cash shore totals as received from JPMC on the 1219.

(a) The 1219 must be submitted NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month.

(b) Don't hold up the 1219 message/e-mail reports because of Navy Cash. Any difference must be resolved and any adjustment necessary made in the next month's business.

<b>NAVY CASH END OF THE MONTH REPORT FOR March 2007</b> USS Navy Cash™ DOG-111 USS BOWEN/MS RICHARD DISBURSING OFFICER: EMI GERBER 0355 8772				<b>VARIANCES</b>							
Warning: DO NOT MAKE ANY ENTRIES ON THE YELLOW SHADED AREAS											
DISBURSING ACTIVITY	From Date/Time	To Date/Time	% > than Strip to Cash	% > than Cash to Strip	EOM Strip Totals	CHIP	STRIP	SHORE Totals	Shore Disbursing Chip Transactions		
Section - 1 STRIP											
Strip Disbursing Strip Transactions			\$20,876.19		\$20,876.19		\$76.19	\$20,000.00	\$20,000.00		
Adjustments			\$0.00		\$0.00		\$0.00	\$0.00	\$0.00		
<b>Grand Total - (Cash to Strip Transactions is greater than Strip to Cash)</b>			<b>\$20,876.19</b>		<b>\$20,876.19</b>		<b>\$76.19</b>	<b>\$20,000.00</b>			
<b>Grand Total - (Strip to Cash Transactions is greater than Cash to Strip)</b>					<b>\$0.00</b>		<b>\$0.00</b>				
Section - 1 CHIP			% > than Chip to Cash	% > than Cash to Chip							
Chip Disbursing Chip Transactions			\$20,876.19	\$0.00	\$20,876.19	\$0.00	\$0.00	\$20,876.19	\$20,876.19		
Adjustments			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
<b>Grand Total - (Cash to Chip Transactions is greater than Chip to Cash)</b>			<b>\$0.00</b>		<b>\$0.00</b>		<b>\$0.00</b>				
<b>Grand Total - (Chip to Cash Transactions is greater than Cash to Chip)</b>					<b>\$0.00</b>		<b>\$0.00</b>				
Section - 1A			Total Sales	Refunds				Total Sales	Refunds		
Foreign Concessions			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Profits Relieved From Concessions			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Peace College Courses Tuition			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Peace College Book Sales			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Husbanding Agent (K2)			\$0.00	\$0.00	\$0.00	\$21.00	\$321.00	\$321.00	\$0.00		
Adjustments			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
November Carryover \$713.00			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
December Carryover \$793.00			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Total Concessions					<b>\$0.00</b>	<b>\$21.00</b>	<b>\$321.00</b>				
FOOD SERVICE - Section - 2	From Date/Time	To Date/Time	Total Sales	Refunds	Food Service Totals		Food Service Totals	Refunds	Total Sales	From Date/Time	To Date/Time
Food Service Sales			\$24,063.37	\$0.00	\$24,063.37	\$2,898.91	\$31,117.26	\$0.00	\$31,117.26	20070227164703	20070326200628
November Carryover \$1,828.81			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
December Carryover \$878.26			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
January Carryover \$6,814.12			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
February Carryover \$6,828.46			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Total Food Service Sales					<b>\$24,063.37</b>	<b>(2,898.91)</b>	<b>\$31,117.26</b>				
Section 2A											
Food Service Burschages			\$371.60	\$0.00	\$371.60	\$0.00	\$371.60	\$0.00	\$371.60	20070227164703	20070326200628
December Carryover \$17.60			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Food Burschage Adjustments			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Total Food Service Burschages					<b>\$371.60</b>	<b>\$0.00</b>	<b>\$371.60</b>				
<b>TOTALS</b>					<b>\$24,434.97</b>	<b>\$0.00</b>	<b>\$31,488.86</b>				
SALES - (B-2) Section - 2	From Date/Time	To Date/Time	Total Sales	Refunds	Sales Totals		Sales Totals	Refunds	Total Sales	From Date/Time	To Date/Time
Strip Store #1	02/06/07 04:54:14	03/16/07 04:56:33	\$36,709.10	\$0.00	\$36,709.10	\$27.60	\$36,736.70	\$0.00	\$36,736.70	20070226044416	20070319048333
Strip Store #2	02/06/07 04:54:44	03/16/07 04:57:21	\$18,428.36	\$2.80	\$18,425.56	\$0.00	\$18,425.56	\$0.00	\$18,425.56	20070226044448	20070319048721
January Carryover \$228.90			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
February Carryover \$3.60			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
<b>Total</b>					<b>\$54,134.66</b>	<b>\$27.60</b>	<b>\$54,162.26</b>				
Section 5A											
Hanger Bay Sales (K-2)			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Phone Card Sales	02/04/07 23:21:22	03/21/07 23:29:42	\$363.20	\$0.00	\$363.20	\$0.00	\$363.20	\$0.00	\$363.20	20070324231123	20070321233942
Adjustments			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
<b>Total</b>					<b>\$363.20</b>	<b>\$0.00</b>	<b>\$363.20</b>				
VENDING SODA: (Any Soda Cash Sales will not be included here)	From Date/Time	To Date/Time	Total Sales	Refunds	Soda Totals		Soda Totals	Refunds	Shore Vending Soda Totals	From Date/Time	To Date/Time
Vending Soda #1					\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Soda #2	02/04/07 21:08:03	03/21/07 23:10:22	\$1,396.90	\$0.00	\$1,396.90	\$0.00	\$1,396.90	\$0.00	\$1,396.90	20070224210504	20070321210222
Vending Soda #3	02/04/07 21:09:23	03/21/07 23:10:59	\$2,310.00	\$0.00	\$2,310.00	\$0.00	\$2,310.00	\$0.00	\$2,310.00	20070224210524	20070321210589
Vending Soda #4	02/04/07 23:08:52	03/21/07 23:10:31	\$3,341.90	\$0.00	\$3,341.90	\$0.00	\$3,341.90	\$0.00	\$3,341.90	20070224205983	20070321210107
Vending Soda #5	02/04/07 23:14:32	03/21/07 23:23:28	\$2,671.00	\$0.00	\$2,671.00	\$82.80	\$2,671.00	\$0.00	\$2,671.00	20070224211433	20070321232328
Vending Soda #6	02/06/07 21:07:29	03/16/07 23:23:09	\$86.00	\$0.00	\$86.00	\$0.00	\$86.00	\$0.00	\$86.00	20070226210790	20070318231309
Vending Soda #7	02/06/07 20:45:29	03/21/07 20:51:19	\$1,493.00	\$0.00	\$1,493.00	\$0.00	\$1,493.00	\$0.00	\$1,493.00	20070226043050	20070321209119
Vending Soda #8	02/06/07 20:20:35	03/22/07 02:19:36	\$138.90	\$0.00	\$138.90	\$0.00	\$138.90	\$0.00	\$138.90	20070226202056	20070322021936
Vending Soda #9	02/06/07 01:18:34	03/22/07 26:40:40	\$1,196.80	\$0.00	\$1,196.80	\$0.00	\$1,196.80	\$0.00	\$1,196.80	20070226011838	20070322060400
Vending Soda #10	02/06/07 01:20:02	03/21/07 01:12:00	\$1,662.00	\$0.00	\$1,662.00	\$0.00	\$1,662.00	\$0.00	\$1,662.00	20070226012003	20070321111900
Vending Soda #11	02/04/07 21:48:28	03/22/07 03:28:22	\$6,336.00	\$0.00	\$6,336.00	\$0.00	\$6,336.00	\$0.00	\$6,336.00	20070224214828	20070322032822
Vending Soda #12			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Soda #13			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Soda #14			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Soda #15			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Soda #16			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
January Carryover \$161.60			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
February Carryover \$61.60			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
<b>TOTALS</b>					<b>\$20,449.00</b>	<b>\$84.60</b>	<b>\$20,533.60</b>				
VENDING CANDY:	From Date/Time	To Date/Time	Sales	Refunds	Totals		Totals	Refunds	Shore Vending Candy Totals	From Date/Time	To Date/Time
Vending Candy #1			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #2	02/04/07 21:12:17	03/21/07 23:11:46	\$3,123.38	\$0.00	\$3,123.38	\$0.00	\$3,123.38	\$0.00	\$3,123.38	20070224211218	20070321231146
Vending Candy #3	02/04/07 23:21:22	03/21/07 23:11:29	\$1,743.10	\$0.00	\$1,743.10	\$0.00	\$1,743.10	\$0.00	\$1,743.10	20070224212383	20070321231129
Vending Candy #4			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #5			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #6			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #7			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #8			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #9			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
Vending Candy #10			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
February Carryover \$12.76			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
<b>TOTALS</b>					<b>\$4,866.48</b>	<b>\$0.00</b>	<b>\$4,866.48</b>				

Figure 1. End-of-Month Spreadsheet Part 1

Section 4A STRIP		Navy Cash™ Net Totals Summary	
Disbursing Navy Cash™ Transactions Summary		TOTALS	
Total Disbursing Activity - Cash to STRIP is Greater than Strip to Cash			\$20,875.19
Total Disbursing Activity - Strip to Cash is Greater than Cash to STRIP			\$0.00
<b>Total Disbursing Chip Transactions</b>			<b>\$20,875.19</b>
Section 4B CHIP		Navy Cash™ Net Totals Summary	
Disbursing Navy Cash™ Transactions Summary		TOTALS	
Total Disbursing Activity - Cash to Chip is Greater than Chip to Cash			\$20,875.19
Total Disbursing Activity - Chip to Cash is Greater than Cash to Chip			\$0.00
<b>Total Disbursing Chip Transactions</b>			<b>\$20,875.19</b>
TOTALS			
Total Foreign Concessionaires Sales			\$0.00
Total Profit Received from Foreign Concessionaires			\$0.00
Total Face College Tuition			\$0.00
Total Face Book Sales			\$0.00
Total Husbanding Agent Sales - Foreign Money Exchange			\$0.00
Adjustments			\$0.00
<b>Total Concessionaires Reimbursed by Disbursing Officer</b>			<b>\$0.00</b>
Food Service Navy Cash™ Transactions Summary		TOTALS	
Total Food Service Sales			\$34,003.37
Total Food Surpluses			\$771.65
<b>Grand Total Food Service</b>			<b>\$34,775.02</b>
Sales Navy Cash™ Transactions Summary		TOTALS	
Total Ship Store Sales			\$54,134.55
Total Hanger Bay - Phone Card Sales			\$353.20
Total Vending Soda Sales			\$26,440.00
Total Vending Candy Total Sales			\$4,273.20
<b>Grand Total Sales</b>			<b>\$79,199.45</b>
TOTAL VARIANCES SUMMARY		TOTALS	
Chip Total Variances			\$7,338.24
Strip Total Variances			\$0.00

Section 5A Schedule of CHIP Deposit Activity				
Navy Cash™ Transactions	DD 215 Number	SF 5515 Number	Date Prepared	Amount
Disbursing Cash-Chip to + Chip-Cash		90798	20 Mar 07	\$20,875.19
Disbursing Chip-Cash to + Cash-Chip				\$0.00
Disbursing - Concessionaires Reimbursed				\$0.00
Food Service Sales Total	588536		20 Mar 07	\$34,003.37
Food Surpluses Total	588536		20 Mar 07	\$771.65
Sales Total	588538		20 Mar 07	\$79,199.45
Post All Debit and Deposit Voucher Totals in your DD 2607 and SF 1219 line 4.2A				

FOR NAVY CASH™ PROOF USE ONLY (CHIP)				
SF 215	588536		20 Mar 07	(\$34,003.37)
SF 215	588536		20 Mar 07	(\$371.00)
SF 215	588538		20 Mar 07	(\$79,199.45)
SF 215				\$20,875.19
SF 5515	90798		20 Mar 07	(\$93,348.62)
NET DEBIT CREDIT TO DDA				

Adjustments 000007 FOR NAVY CASH™ PROOF USE ONLY (CHIP)				
SF 215	588536		20 Mar 07	(\$371.00)
SF 215				\$371.00
SF 5515	588536		20 Mar 07	(\$371.00)
NET DEBIT CREDIT TO DDA				

Section 5B Schedule of STRIP Deposit Activity				
Navy Cash™ Transactions	DD 215 Number	SF 5515 Number	Date Prepared	Amount
Disbursing Cash-Chip to + Chip-Cash		90798	20 Mar 07	\$20,875.19
Disbursing Chip-Cash to + Cash-Chip				\$0.00
Disbursing Totals				\$20,875.19
Post All Debit and Deposit Voucher Totals in your DD 2607 and SF 1219 line 4.2A				

FOR NAVY CASH™ PROOF USE ONLY (STRIP)				
SF 215				
SF 5515				\$0.00
NET DEBIT CREDIT TO DDA				

Adjustments 00000X FOR NAVY CASH™ PROOF USE ONLY (STRIP)				
SF 215				
SF 5515				\$0.00
NET DEBIT CREDIT TO DDA				

Figure 1. End-of-Month Spreadsheet Part 2

(c) If the ship does not receive the EOM spreadsheet as part of the round trip process, use the shore reports (or use the Navy Cash application to generate ship reports if necessary (see paragraph 8.4.22, Ship Reports)), fill out a blank EOM spreadsheet, and e-mail it to JPMC to the Settlement Group. Here is how to create the deposit ticket and debit voucher numbers.

SF 215 Deposit Ticket Number is a six-digit number (ABCDEF) to be created as follows:

A = "2"

B = "1" – Disbursing Chip to Cash

"2" – Disbursing - Concessionaires Reimbursed

"3" – Food Service Sales total

"4" – Food Service Surcharges total

"5" – Sales total

C = "0" (zero)

DEF = "123" where 123 are the last three digits of the batch\_ID for the batch that contained the last of the EOM/P flags

SF 5515 Debit Voucher Number is a five-digit number (ABDEF) to be created as follows:

A = "2"

B = "6" – Disbursing Cash to Chip

"7" – Disbursing Check or Cash to Strip

DEF = "123" where 123 are the last 3 digits of the batch\_ID for the batch that contained the last of the EOM/P flags

(3) The Disbursing Officer then saves and names the EOM spreadsheet, including at least the month and year in the file name, e.g., EOM Spreadsheet YYYYMM.

f. The Disbursing Officer must e-mail the EOM spreadsheet to JPMC to the Settlement Group at [jpmcnavycash.settlement@jpmorgan.com](mailto:jpmcnavycash.settlement@jpmorgan.com). (*jpmcnavycash.settlement@jpmorgan.com should be used only for EOM e-mails. Other e-mails from the disbursing office or shipboard merchants should be sent to [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com). E-mails from cardholders should be sent to [navycash@ezpaymt.com](mailto:navycash@ezpaymt.com).*) The EOM spreadsheet shall contain the following:

- Ship totals
- Shore totals
- Any variances agreed upon
- Deposit ticket (SF 215) and debit voucher (SF 5515) numbers, dates, and amounts

g. Finalize EOM. If variances are not included on the EOM spreadsheet, JPMC will enter any previous variances already agreed upon on the shore side of the spreadsheet. JPMC then sends the final EOM spreadsheet to Navy for approval. Once the EOM spreadsheet is approved, JPMC and Navy close EOM. JPMC enters the Navy Cash 5515s and 215s into CASHLINK II. The transactions are confirmed as soon as they are entered into CASHLINK II.

h. Post Navy Cash Numbers on Daily Statement of Accountability (DD 2657) for Day. The Sales Officer submits the 1149, and the Food Service Officer, the 1359, to the Disbursing Officer. The Disbursing Officer uses the EOM spreadsheet and the shore report numbers to verify the Navy Cash numbers on the 1149 and 1359 and prepare deposit tickets (SF 215s) as appropriate. The Disbursing Officer uses the EOM spreadsheet and the shore report numbers to report the Navy Cash Disbursing numbers and prepare either a debit voucher (SF 5515) or deposit ticket (SF 215) as appropriate. Generally, the merchant activity will be larger than the disbursing activity, and both an SF 215 and an SF 5515 will be prepared. If the disbursing

activity is larger than the merchant activity, only an SF 5515 will be prepared for the difference. The deposit ticket and debit voucher numbers generated by the automated EOM spreadsheet must be reflected on the Disbursing Officer's DD 2657 for the day.

(1) Sales Officer 1149 and Food Service Officer 1359 totals are entered on line 4.1E; disbursing activity totals for Navy Cash transactions are entered on line 6.9; and totals for the SF 5515s and SF 215s prepared above are entered on line 4.2A.

(2) Update Schedule of Deposit Activity (SODA) with all Navy Cash 5515s/215s.

(3) Ensure the Navy Cash numbers in the SODA, 215s, and 5515s all match the numbers in the EOM spreadsheet Deposit Activity.

i. At the actual end of the accounting period (month), close out the SF 1219. Send via Navy message and e-mail (include EOM spreadsheet) to DFAS Cleveland NLT 1000 EDST on the first calendar day of the following month.

(1) DFAS Cleveland uses CA\$HLINK II to verify the Navy Cash 5515s and 215s entered by JPMC and reported in the 1219 and reconciles accounts.

j. DFAS Cleveland reports monthly on the status of Monthly Returns (1219s) — timeliness of reporting and any out-of-balance conditions. When all discrepancies have been resolved, JPMC will enter the figures into the CA\$HLINK II system. The Disbursing Officer will use these figures to prepare the hard copy SF 215 Deposit Tickets and SF 5515 Debit Vouchers and to submit the SF 1219 in accordance with existing procedures.

k. A copy of the supporting DASR, Monthly Transaction Summary Report (*shore report that summarizes of all merchant figures for the month including disbursing*), and EOM spreadsheet and the original SF 215 deposit tickets and SF 5515 debit vouchers shall be placed in the retained returns.

l. SF 215 Deposit Tickets. When preparing the hard copy SF 215s (see Figure 3, Example of Standard Form (SF) 215 Deposit Ticket) :

(1) Block 1: Enter the "SF 215 Voucher" (deposit) number from the automated EOM spreadsheet.

(2) Block 2: Enter the "Date Prepared" from the automated EOM spreadsheet.

(3) Block 7: Enter Navy Cash Disbursing Chip (*Note: If the amount is positive, an SF 215 will be created, and, if the amount is negative, an SF 5515 will be generated*), Navy Cash Disbursing Concessionaires, Navy Cash Ship's Store Sales, Navy Cash General Mess Food, or Navy Cash General Mess Surcharges, as appropriate.

(4) Block 9: Enter "NAVY CASH ELECTRONIC FUNDS" and your ship's name, for example, USS NEVERSAIL (DDG 10).

(5) **Do not mail the original hard copy SF 215.** The original SF 215 will be placed in the retained returns, and a copy will be placed in the monthly returns.

STANDARD FORM 215 (REV. 8-90) PRESCRIBED BY DEPT. OF TREASURY 1 TFM 5-3000 215-103		<b>DEPOSIT TICKET</b>		DEPARTMENT OF THE TREASURY FINANCIAL MANAGEMENT SERVICE NSN 7540-01-018-9452	
DEPOSIT NUMBER	DATE PRESENTED OR MAILED TO BANK	6-DIGIT OR 4-DIGIT AGENCY LOCATION CODE (ALC)	AMOUNT		
(1)	M M C D Y Y	(3)	(4)		
692386	0 3 2 8 0 3	8 782	23,994.90		
<small>ENTER SPECIAL ENTERIES ON THIS LINE SEE INSTRUCTIONS FOR PREPARATION</small>					
(6) AGENCY USE					
NAVY CASH ELECTRONIC FUNDS USS NEVERSALE DDG 10			(7) NAME AND ADDRESS OF DEPOSITARY		
			01 - SHIP STORE (NWCF)		
(8) DEPOSITORS TITLE, DEPARTMENT OR AGENCY AND ADDRESS DEPOSITARY FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE			<small>BE SURE THAT THE ABOVE AMOUNT HAS BEEN RECEIVED FOR CREDIT IN THE ACCOUNT OF THE U.S. TREASURY ON THE DATE SHOWN. SUBJECT TO ADJUSTMENT OF APPLICABLE FEDERAL LAWS THEREON.</small> M M C D Y Y AUTHORIZED SIGNATURE _____ - CONFIRMED DATE _____		
			ORIGINAL		

**Figure 3. Example of Standard Form (SF) 215 Deposit Ticket**

m. SF 5515 Debit Vouchers. When preparing the hard copy SF 5515s (see Figure 4, Example of Standard Form (SF) 5515 Debit Voucher):

- (1) Block 1: Enter the “SF 5515 Voucher” number from the automated EOM spreadsheet.
- (2) Block 2: Enter the “Date Prepared” from the automated EOM spreadsheet.
- (3) Block 7: Enter Navy Cash Disbursing Chip (*Note: If the amount is positive, an SF 215 will be created, and, if the amount is negative, an SF 5515 will be generated*) or Navy Cash Disbursing Strip, as appropriate.
- (4) Block 9: Enter “NAVY CASH ELECTRONIC FUNDS” and your ship’s name, for example, USS NEVERSALE (DDG 10).
- (5) **Do not mail the original hard copy SF 5515s.** The original SF 5515s will be placed in the retained returns, and a copy will be placed in the monthly returns.

STANDARD FORM 5515 (Rev. 4-82) PREPARED BY DEPT. OF THE TREASURY FORM 5-2000		<b>DEBIT VOUCHER</b>		DEPARTMENT OF THE TREASURY FINANCIAL MANAGEMENT SERVICE	
VOUCHER NUMBER		DATE PRESENTED OR MAILED TO BANK AGENCY	AGENCY LOCATION CODE (ALE)	AMOUNT	
(1)	30557	(2)	03-28-03	(3)	00008782
				(4)	18,353.85
<small>SINGLE SPACE ALL ENTRIES ON THIS LINE AND NORMAL PUNCTUATION ONLY &amp; SIGN</small>					
<input type="checkbox"/> UNCOLLECTIBLE ITEM <input checked="" type="checkbox"/> OTHER (Specify in Block 4)		(5) DEPOSITORY USE			
NAVY CASH ELECTRONIC FUNDS USS NEVERSALE DDG-10				(7) NAME AND ADDRESS OF DEPOSITORY DD - CASH TO CHIP TRANSACTIONS	
				(8) I CERTIFY THAT THE ABOVE AMOUNT HAS BEEN DEBITED TO THE ACCOUNT OF THE TREASURY ON THE DATE SHOWN UNCOLLECTIBLE ITEMS HAVE BEEN RETURNED TO THE DEPOSITOR OR APPROPRIATE NOTICE GIVEN	
(9) DEPOSITOR'S TITLE, DEPARTMENT, OR AGENCY AND ADDRESS <small>DEPOSITOR TO FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT TO THE U.S. TREASURY ACCOUNT OF THE LEAD OFFICE</small>				AUTHORIZED SIGNATURE <b>ORIGINAL</b>	

**Figure 4. Example of Standard Form (SF) 5515 Debit Voucher**

n. The same procedure should be repeated for sales in the General Mess (Food and Surcharges) and Hangar Bay Sales (used for flower sales) for the month. All entries to the DD 2657 will be made as prescribed above, and the appropriate collection voucher would be used, for example, NS 1359, Monthly General Mess Summary Document.

## **8.10 Sample Disbursing Forms**

### **8.10.1 DD 2657, Daily Statement of Accountability**

March 26, 2001:

- 1) Cash to Chip transactions totaling \$300.00 for the day
  - a) Line 6.2A increases by \$300
  - b) Line 6.9 decreases by \$300
- 2) Note that overall accountability does not change – cash justified by Navy Cash server report

March 27, 2001:

- 1) Chip to Cash transactions totaling \$200.00 for the day
  - a) Line 6.2A decreases by \$200
  - b) Line 6.9 increases by \$200
- 2) Note that overall accountability does not change – cash justified by Navy Cash server report

March 31, 2001:

- 1) End of Month collections done from Ship Store and General Mess
  - a) Ship store turns in collection for \$600
  - b) General Mess turns in collection for \$200
  - c) Line 4.1E increased by \$800
  - d) Line 4.2A increased by \$800
  - e) Serial number issued to deposits in accordance with paragraph 8.9.k
- 2) Chip transactions zeroed out and funds reported
  - a) Line 6.9 increased \$100
  - b) Line 4.2A decreased by \$100
  - c) Serial number issued to deposit in accordance with paragraph 8.9.k
  - d) Note that overall accountability is updated for the month

# SAMPLE DD 2657 DATED 26 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY

DSSN  
5555

DATE  
010326

-----  
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY  
-----

a.LINE	b.DESCRPTION	c.TODAY	d.MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	0.00
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)		
2.36	PAYMENTS BY ANOTHER DO (Do not use)		
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	0.00
3.0	GROSS ACCOUNTABILITY	1000.00	1000.00
4.1A	Gross Disbursements	0.00	0.00
4.1B	Less - Refunds	0.00	0.00
4.1C	Net Disbursements	0.00	0.00
4.1D	Less - Receipts	0.00	0.00
4.1E	Less - Reimbursements	0.00	0.00
4.1F	NET EXPENDITURES	0.00	0.00
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	0.00	0.00
4.2B	EFT DEBIT VOUCHERS	0.00	0.00
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)		
4.36	PAYMENTS FOR OTHER DOs (Do not use)		
4.37	TRANSFERS TO OTHER DOs	0.00	0.00
4.9	TOTAL ACCOUNTABILITY DECREASES	0.00	0.00
5.0	ACCOUNTABILITY - End of Day	1000.00	1000.00

-----  
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO  
-----

a.LINE	b.DESCRPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITORY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	300.00	0.00	1300.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	0.00	300.00	-300.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	300.00	300.00	1000.00

-----  
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs  
-----

9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00

-----  
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED  
-----

11.0	TOTAL DSSN ACCOUNTABILITY	300.00	300.00	1000.00
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3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE	4.DISBURSING OFFICER OR DEPUTY SIGNATURE	5.DATE
FRED UMIDS		

DD Form 2657

# SAMPLE DD 2657 DATED 27 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY

DSSN  
5555

DATE  
010327

-----  
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY  
-----

a.LINE	b.DESCRPTION	c.TODAY	d.MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	0.00
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)	0.00	0.00
2.36	PAYMENTS BY ANOTHER DO (Do not use)		
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	0.00
3.0	GROSS ACCOUNTABILITY	1000.00	1000.00
4.1A	Gross Disbursements	0.00	0.00
4.1B	Less - Refunds	0.00	0.00
4.1C	Net Disbursements	0.00	0.00
4.1D	Less - Receipts	0.00	0.00
4.1E	Less - Reimbursements	0.00	0.00
4.1F	NET EXPENDITURES	0.00	0.00
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	0.00	0.00
4.2B	EFT DEBIT VOUCHERS	0.00	0.00
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)		
4.36	PAYMENTS FOR OTHER DOs (Do not use)		
4.37	TRANSFERS TO OTHER DOs	0.00	0.00
4.9	TOTAL ACCOUNTABILITY DECREASES	0.00	0.00
5.0	ACCOUNTABILITY - End of Day	1000.00	1000.00

-----  
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO  
-----

a.LINE	b.DESCRPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITORY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	0.00	200.00	1100.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	200.00	0.00	-100.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	200.00	200.00	1000.00

-----  
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs  
-----

9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00

-----  
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED  
-----

11.0	TOTAL DSSN ACCOUNTABILITY	200.00	200.00	1000.00
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3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE	4.DISBURSING OFFICER OR DEPUTY SIGNATURE	5.DATE
FRED UMIDS		

DD Form 2657

# SAMPLE DD 2657 DATED 31 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY		DSSN 5555	DATE 010331	
<b>SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY</b>				
a.LINE	b.DESCRPTION	c.TODAY	d.MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00	
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00	
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	200.00	
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00	
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)			
2.36	PAYMENTS BY ANOTHER DO (Do not use)			
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00	
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00	
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	200.00	
3.0	GROSS ACCOUNTABILITY	1000.00	1200.00	
4.1A	Gross Disbursements	0.00	0.00	
4.1B	Less - Refunds	0.00	0.00	
4.1C	Net Disbursements	0.00	0.00	
4.1D	Less - Receipts	0.00	0.00	
4.1E	Less - Reimbursements	800.00	800.00	
4.1F	NET EXPENDITURES	-800.00	-800.00	
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	700.00	900.00	
4.2B	EFT DEBIT VOUCHERS	0.00	0.00	
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00	
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)			
4.36	PAYMENTS FOR OTHER DOs (Do not use)			
4.37	TRANSFERS TO OTHER DOs	0.00	0.00	
4.9	TOTAL ACCOUNTABILITY DECREASES	-100.00	100.00	
5.0	ACCOUNTABILITY - End of Day	1100.00	1100.00	
<b>SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO</b>				
a.LINE	b.DESCRPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	0.00	0.00	1100.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	100.00	0.00	0.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	100.00	0.00	1100.00
<b>SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs</b>				
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00
<b>SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED</b>				
11.0	TOTAL DSSN ACCOUNTABILITY	100.00	0.00	1100.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY SIGNATURE		5. DATE
FRED UMIDS				

DD Form 2657

### **8.10.2 Schedule of Deposit Activity (SODA)**

Deposits Reported and Confirmed This Month:

*NOTE: By virtue of the CASHLINK II system, all Navy Cash deposits are confirmed as they are created. Therefore they will all be reported under section 20.1 of the SODA. In addition, there is no need to have the hard copy SF 215/5515 since these deposits are already confirmed.*

- a. On 3/28/01, deposit of \$200 reported to voucher the ex-cash check cut for the exchange of foreign currency.
- b. On 3/31/01, deposits from the General Mess and Ship's Store are reported for \$200 and \$600 respectively.
- c. On 3/31/01, Navy Cash Chip transactions reported as a negative deposit (SF 5515).

# SAMPLE SCHEDULE OF DEPOSIT ACTIVITY

PAGE 1

## SCHEDULE OF DEPOSIT ACTIVITY

ORGANIZATION: USS NAVYCASH  
 LOCATION: NS SAN DIEGO  
 DSSN: 5555 DO: FRED UMIDS PERIOD OF REPORT: JAN 2003

20.0 DEPOSITS OR DEBIT VOUCHERS REPORTED THIS MONTH

20.1 REPORTED THIS MONTH OR CONFIRMED THIS MONTH OR EARLIER  
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NO./ DEBIT VOUCHER NO.	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
109000	010331	010331	-100.00
109001	010331	010331	600.00
109003	010331	010331	200.00
108790	010328	010328	200.00

20.1 NET OF 20.1 ITEMS 900.00  
 20.2 DEPOSITS REPORTED THIS MONTH BUT UNCONFIRMED

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	AMOUNT
-------------------	---------------------------------------	--------

20.2 TOTAL OF 20.2 ITEMS 0.00  
 20.0 TOTAL REPORTED THIS MO. (20.1 + 20.2) (ENTER ON LINE 4.2) 900.00

30.0 TOTAL UNCONFIRMED DEPOSITS BF (LINE 34.0 PREVIOUS MONTH) 0.00  
 31.0 DEPOSITS REPORTED PREVIOUS MONTHS  
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-------------------	---------------------------------------	-----------------------------	--------

\*\*\* Continued on next page \*\*\*

# SAMPLE SCHEDULE OF DEPOSIT ACTIVITY

PAGE 2

## SCHEDULE OF DEPOSIT ACTIVITY

ORGANIZATION: USS NAVYCASH  
 LOCATION: NS SAN DIEGO  
 DSSN: 5555 DO: FRED UMIDS PERIOD OF REPORT: JAN 2003

20.0 DEPOSITS OR DEBIT VOUCHERS REPORTED THIS MONTH

20.1 REPORTED THIS MONTH OR CONFIRMED THIS MONTH OR EARLIER  
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NO./ DEBIT VOUCHER NO.	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
109000	010331	010331	-100.00
109001	010331	010331	600.00
109003	010331	010331	200.00
108790	010328	010328	200.00

20.1 NET OF 20.1 ITEMS 900.00  
 20.2 DEPOSITS REPORTED THIS MONTH BUT UNCONFIRMED

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	AMOUNT
-------------------	---------------------------------------	--------

20.2 TOTAL OF 20.2 ITEMS 0.00  
 20.0 TOTAL REPORTED THIS MO. (20.1 + 20.2) (ENTER ON LINE 4.2) 900.00

30.0 TOTAL UNCONFIRMED DEPOSITS BF (LINE 34.0 PREVIOUS MONTH) 0.00  
 31.0 DEPOSITS REPORTED PREVIOUS MONTHS  
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-------------------	---------------------------------------	-----------------------------	--------

\*\*\* Continued on next page \*\*\*

### **8.10.3 SF 1219**

- a. Once the DD 2657 has been closed out for month end reconciliation and the SODA has been updated, the SF 1219 can be closed out, all in accordance with paragraph 8.9.
- b. If the DD 2657, the SODA, and all collection data are entered correctly, the SF 1219 will run automatically in the Defense MilPay Office (DMO) system
- c. The Ship's Store and General Mess collections, \$600 and \$200 respectively, are reported within DMO. They appear in section 2 of the 1219 automatically.
- d. All deposit data entered under the SODA function will automatically appear under Section II part B.

# SAMPLE SF 1219

## PAGE 1

FM DFAS CLEVELAND CENTER  
TO DFAS OPLOC SAN DIEGO CA CODE FDAB  
UNCLAS //N07200//  
SUBJ: MSG RPT OF STMT OF ACCTBLTY AND DISB AND COLL//  
SYMBOL 5555 DISBOFF FRED UMIDS  
PERIOD OF ACCOUNT 01MAR01 THRU 31MAR01

-----  
SECTION I PART A

1.0	Total Accountability Beginning of Period		1000.00
2.1	Checks Issued on U.S. Treasury	200.00	
2.3	Other Transactions		
2.34	Discrepancies in D.O. Accounts - Credits	0.00	
2.36	Payments by Another D.O.	0.00	
2.37	Transfers from other Disbursing Officers	0.00	
2.8	OPAC Payments and Collections	0.00	
2.9	Total Increases in Accountability		200.00
3.0	Gross Accountability		1200.00
4.1	Net Disbursements	-800.00	
4.2	Deposits Presented or Mailed to Bank	900.00	
4.3	Other Transactions		
4.34	Discrepancies in D.O. Accounts - Debits	0.00	
4.36	Payments for Another D.O.	0.00	
4.37	Transfers to other Disbursing Officers	0.00	
4.9	Total Decreases in Accountability		100.00
5.0	Total Accountability Close of Period		1100.00

-----  
SECTION I PART B

	Cash on Deposit in Designated Depository		
6.1	( )		0.00
6.2	Cash on Hand ( 0.00 Foreign Funds)		1100.00
6.3	Cash - Undeposited Collections		0.00
6.4	Custody or Contingency Cash		0.00
6.5	Cash in Custody of Gov. Cshrs ( 0.00 Frgn Funds)		0.00
6.6	Advances to Contractors		0.00
6.7	Cash in Transit ( 0.00 Frgn Funds)		0.00
6.8	Payroll Cash ( 0.00 Frgn Funds)		0.00
6.9	Other Cash Items		0.00
7.1	Deferred Chgs - Vouchered Items ( 0.00 Frgn Funds)		0.00
7.2	Receivables - Check Overdrafts		0.00
7.3	Losses of Funds		0.00
7.4	Receivables - Dishonored Checks		0.00
8.0	Total of My Accountability		1100.00

-----  
SECTION I PART C

9.2	Receivables - Check Overdrafts		0.00
9.3	Losses of Funds		0.00
9.4	Other Accountability		0.00
10.0	Total Predecessor Officers Accountability		0.00
11.0	Total Disbursing Office Accountability		1100.00

-----

I CERTIFY THAT THIS IS A TRUE AND CORRECT STATEMENT OF ACCOUNTABILITY  
FOR THE PERIOD STATED AT THE OFFICE REFERRED TO ABOVE.

FRED UMIDS  
D.O. Name

216-555-1212  
Phone Number

# SAMPLE SF 1219

PAGE 2

## SECTION II PART A

(1)	(2)	(3)	(4)	(5)
5555	200.00			200.00

## SECTION II PART B

DT/DV	NUMBER	DOC DATE	DATE PRESENTED/ MAILED TO BANK	AMOUNT
DV	109000	010331	010331	-100.00
DT	109001	010331	010331	600.00
DT	109003	010331	010331	200.00
DT	108790	010328	010328	200.00
				900.00

## 2. DISBURSEMENTS AND COLLECTIONS:

CODE	APPRO/SUB	PROG ELE/ BUD PROJ	REIM SOURCE	AMOUNT
		DISBURSEMENTS TOTAL		0.00
7	97X4930.NC1A			600.00
7	1711453.2241			200.00
		COLLECTIONS TOTAL		800.00//

## 8.11 Navy Cash Quarterly Cash Verification Team

### 8.11.1 Public Funds

a. All funds collected, disbursed, or maintained by the Disbursing Officer, Deputies, and Agents are to be considered public funds. Therefore, responsible individuals will be required to show auditable proof for the disposition of those funds. Any accountable items, to include cash, checks, Navy Cash card stock, and the like, will be verified in the same manner as prescribed within the DODFMR Volume 5 Appendix A.

b. The Cash Verification Team (CVT) shall use the Navy Cash Transaction Ledger as well as the Disbursing Officer's Disbursing Accountability Reports, to include the Disbursing Transaction Detail Report, to substantiate all funds being held on line 6.9 of the DD 2657. A sample Cash Verification Team Navy Cash Checklist is included at paragraph 8.15.25.

c. All Navy Cash funds collected and reported as deposits on the SF 1219 can be substantiated by the End Of Month reports generated by the Navy Cash System. For example, the Disbursing Officer reports a \$10,000 deposit on line 4.2 of the SF 1219 for the Ship's Store. There should be a corresponding End Of Month report showing \$10,000 in electronic collections for the same month.

#### d. Disposition of Funds on Selected Navy Cash Merchant Cards

(1) Disbursing Office Merchant Navy Cash Card. The CVT shall confirm that the disbursing office merchant Navy Cash card account balance is zero (both chip and strip) and review the disposition of deposits, withdrawals, or transfers made with the disbursing office merchant card since the last quarterly cash verification.

(a) For details on the use of the disbursing office merchant strip and chip accounts, see paragraphs 8.4.9, Correcting Unmatched Chip-to-Chip Transactions; 8.4.12.c.(2), Restoring Value on Lost, Stolen, or Damaged Visitor Cards; and 8.5.1, Transient Merchants—Vendors and Foreign Concessionaires.

(2) Generic Private Merchant Navy Cash Cards. The CVT shall verify that all generic private merchant cards not currently assigned to and in use by a Navy Cash merchant are in the custody of the Disbursing Officer; confirm that the account balance for the generic private merchant cards in custody is zero (both chip and strip); and review the disposition of deposits, withdrawals, or transfers made with those generic private merchant cards since the last quarterly cash verification.

(a) Generic private merchant Navy Cash cards are used to activate a merchant not specifically named in the Navy Cash merchant listing. For details on the use of generic private merchant Navy Cash cards, see paragraph 8.5.4 (b), Activate a Generic Private Merchant, and Appendix P, Navy Cash Merchants. There are fifteen generic private merchants within Navy Cash, PRIVATE ONE through PRIVATE FIFTEEN. PRIVATE SIX through PRIVATE FIFTEEN are generally assigned to large-deck ships only.

(3) Generate and Print Transaction Histories. The CVT shall go to the Navy Cash Cardholder Web Site ([www.NavyCash.com](http://www.NavyCash.com)) and generate and print the "Transaction History" information for each of the selected Navy Cash merchant cards (Disbursing Office and Generic Private Merchants) to cover the period from the date and time of the last quarterly cash verification to the present date and time. To log on to the web site and obtain the Transaction History information, use the Navy Cash card 16-digit card number and PIN (see Appendix D) for

each of the selected Navy Cash merchant cards in turn, i.e., the disbursing office merchant card and the generic private merchant cards in custody.

(a) Confirm Chip and Strip Balance is Zero. The Transaction History lists both chip and strip transactions. Any balance other than zero in the chip and/or strip account in any of the selected Navy Cash merchant cards (Disbursing Office and Generic Private Merchants) shall be noted in the CVT report sent to the Commanding Officer, and this same discrepancy shall again be reviewed during the next quarter's cash verification.

(b) Review Disposition of Funds. The CVT shall review the Transaction History to ensure any remaining balances other than zero in the selected Navy Cash merchant cards chip and/or strip accounts (Disbursing Office and Generic Private Merchants) agree with the transactions in the respective Transaction History reports. The CVT shall also review the Transaction History to verify that no unauthorized deposits, withdrawals, or transfers were made using the disbursing officer merchant Navy Cash card chip and strip accounts or the generic private merchant card chip and strip accounts since the last quarterly cash verification.

(c) Include Transaction Histories in CVT Report. The CVT shall include a copy of the Transaction History reports for the disbursing office merchant card and each of the generic private merchant cards reviewed as an enclosure to the CVT report sent to the Commanding Officer.

e. Navy Cash Disbursing Application Users. The CVT shall generate card reports for the Navy Cash cards of all Navy Cash Disbursing Application users (see paragraph 8.4.14, Card Report). The card reports will be used to verify that no unauthorized deposits were made to their chip accounts since the last quarterly cash verification. To generate a Card Report, select "Card Report" in the "Card Maintenance" pull-down menu, insert the cardholder's card into the POS, click the "Get Chip Info" button, select start and end dates for the report, and click on the generate button. This will produce a report on the screen which displays a breakdown of all transactions that have occurred on the chip. If a hardcopy printout is required, click on the Print button and a paper report will be generated.

f. Retain Copy of CVT Report on File for Inspection. The Disbursing Officer shall retain a copy of the CVT report and all enclosures on file for inspection.

g. Clear Any Balance Other Than Zero. The Disbursing Officer must clear any remaining balances (chip and/or strip) after thoroughly researching the source of funds credited to the disbursing office merchant card and to any of the generic private merchant cards. If needed, the Disbursing Officer may contact the Navy Cash CSU (see paragraph 8.14.1) or the Navy Cash FSGs (see paragraph 1.5.4) for assistance.

### **8.11.2 Navy Cash Card Stock**

All blank Navy Cash card stock shall be verified by count against the Bulk Card Log, and the audit will be documented as the next entry in the Bulk Card Log.

## **8.12 Navy Cash Equipment Checklist**

A sample Navy Cash Equipment Checklist is included at Appendix G. This checklist must be tailored for each ship to reflect the equipment that is actually installed as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

## 8.13 Managing and Requisitioning Spares

a. Initial Outfitting. Certain spare parts and consumable items are provided as "push" material during installation of the Navy Cash system. The materials and quantities are itemized on a DD Form 1149, which will be signed for by the Supply Officer, Stock Control Officer, or Disbursing Officer. These spares and consumable items must be accounted for in the Supply Officer's custody in accordance with the guidelines established in Chapter Six of NAVSUP P-485, Afloat Supply Procedures.

(1) Navy Cash system components are assigned Allowance Parts List numbers (APLs), which will be updated as required. Ships are responsible for their ASI updates to get the most accurate Navy Cash parts information. Updates to the COSAL for the Navy Cash system will be done quarterly. APL identification number 00044461CL applies to the Navy Cash system.

(2) For most installations, there will not be any outstanding requisitions. The receipt document is entered into Supply and Financial Management (SFM) using the "receipt not from due" processing option and "stock control" option for receipt processing in RSUPPLY (see NAVSUP P-485, paragraph 6695, Processing Receipts Not From Due). For documentation information, the support contractor's Routing Identifier (RI) is QWR and Unit Identification Code (UIC) is Q99513. The dollar amount can be derived from latest COSAL information.

### b. Operating Space Items (OSIs)

(1) Point-Of-Sale Devices (POSs). A number of spare POSs are normally held in ready reserve for periodic functions such as MWR sales, husbanding agent sale of currency, and concessionaire sales. These units should be accounted for as OSIs. The Disbursing Officer is responsible for control of all spare POSs held in ready reserve. POSs that have transactions recorded (stored) but not yet downloaded to the Navy Cash server should be kept in either the Sales or Disbursing Officer's safe. A POS OSI without stored transactions should be kept in a safe or limited access space that is locked when not occupied, such as the disbursing office or sales office. Spare POSs not being held in reserve for periodic functions (and without transactions stored on them) should be maintained as HM&E or OSI stock items in a secure storeroom (see paragraph 8.3.3, Custody of Spare POSs and CADs).

(2) Card Access Devices (CADs). Spare vending machine CADs should be maintained as stock items in a secure storeroom, with the following exception. When a CAD has been removed from a vending machine but still has transactions recorded (stored) on it that have not yet been downloaded to the Navy Cash server, it should also be kept in a safe, e.g., the Disbursing or Sales Officer's safe (see paragraph 8.3.3, Custody of Spare POSs and CADs).

c. Inventory Control. Regardless of the physical storage location for Navy Cash spares, the spares provided during the Navy Cash installation shall be accounted for in the same manner as other repair parts provided during an equipment installation and shall be added to the ship's COSAL allowance for stock under the control of the Supply Clerks (SKs). Failure to maintain inventory control over the Navy Cash items can result in missing items, especially during turnover of key personnel. Maintaining inventory control over the Navy Cash spares will also help to ensure the correct inventory level is maintained as demand data is accumulated. Inventory of the Navy Cash spares must be completed twice annually.

d. Failed Equipment. Whenever a piece of Navy Cash equipment, such as a POS, CAD, or router, fails, the failure should be reported to the CSU (see paragraph 8.14 below). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble

Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

SHIPPING ADDRESS NAVY CASH DEPOT

L-3 Communications  
ATTN: Navy Cash Depot  
Lower Receiving Dock  
3033 Science Park Road  
San Diego, CA 92121-1101  
Phone: (858) 552-3601 (*Shipment related issues only*)

CERTIFIED MAILING ADDRESS NAVY CASH DEPOT

L-3 Services, Inc.  
Engineering Services Department  
P.O. Box 910334  
San Diego, CA 92191-9998

SHIPPING ADDRESS COGENT SYSTEMS

Cogent Systems  
ATTN: Ryan Settle, Navy Cash Equipment Return  
3300 Acorn Street  
Williamsburg, VA 23188  
Phone: (757) 564-4604 (*Shipment related issues only*)

## 8.14 Customer Service Support

### 8.14.1 Call Centers

a. Cardholder Support. The CSC is responsible for answering Navy Cash cardholder questions. For example, if there is a question about a particular transaction or if a card needs to be reported as lost or stolen and the Disbursing Officer is not available (e.g., after hours in a liberty port), the cardholder contacts the CSC.

Navy Cash Customer Service Center (CSC):

Phone: 1-866-3NAVYCASH  
1-866-362-8922

web site: [www.navycash.com](http://www.navycash.com)

e-mail address: [navycash@ezpaymt.com](mailto:navycash@ezpaymt.com)

b. Disbursing Office/Merchant Support. The CSU is responsible for answering disbursing office and merchant questions.

Navy Cash Central Support Unit (CSU):

Phone: 1-866-6NAVYCASH  
1-866-662-8922

web site: [www.navycashcenter.com](http://www.navycashcenter.com)

e-mail address: [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com)  
[jpmcnavycash.settlement@jpmorgan.com](mailto:jpmcnavycash.settlement@jpmorgan.com) (EOM only)

Fax: 1-813-432-4581  
1-813-432-4793 for Settlement and EOM Items

c. Trouble Calls. One of the responsibilities of JPMC is to report to NAVSUP and Treasury the volume and types of trouble calls handled and the time it takes to resolve each issue. This includes hardware, software, communications, operational, and cardholder issues. In

order to track this information in a central location, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the CSU. The CSU will handle the trouble calls directly if at all possible, particularly cardholder service issues, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate support personnel as additional addressees. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

**SHIPPING ADDRESS NAVY CASH DEPOT**

L-3 Communications  
ATTN: Navy Cash Depot  
Lower Receiving Dock  
3033 Science Park Road  
San Diego, CA 92121-1101  
Phone: (858) 552-3601 (*Shipment related issues only*)

**CERTIFIED MAILING ADDRESS NAVY CASH DEPOT**

L-3 Services, Inc.  
Engineering Services Department  
P.O. Box 910334  
San Diego, CA 92191-9998

**SHIPPING ADDRESS COGENT SYSTEMS**

Cogent Systems  
ATTN: Ryan Settle, Navy Cash Equipment Return  
3300 Acorn Street  
Williamsburg, VA 23188  
Phone: (757) 564-4604 (*Shipment related issues only*)

### **8.14.2 Updating Navy Cash Account Information**

a. A cardholder's Navy Cash account information can be updated by contacting the CSU by phone or e-mail or by using the Navy Cash Disbursing web site or the Disbursing Application (see paragraph 8.4.18, Account Information Update).

b. Timeliness of Updates. Any updates done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent cardholder transactions at the Kiosk. Updates done through the Navy Cash Center web site do not go into effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

c. **Cardholder Request**

(1) If Navy Cash cardholders need to update their Navy Cash account information, for example, to change a bank or credit union account or update an e-mail address, they can call the CSC directly. The customer service representative will ask them a series of questions to verify their identity before they update their accounts.

(2) If cardholders don't have access to a phone, they can e-mail their update requests to the CSC. To verify their identity, cardholders should include their e-mail address, the last four digits of their SSN, their mother's maiden name, and their birth date (mm/dd only) in their e-mail request. If this information is included in the initial e-mail, a cardholder's request can be addressed much more quickly, without additional e-mail traffic. Cardholders will receive confirmation via e-mail from the CSC when their accounts have been updated.

(3) Cardholders should never include their full SSN, their MasterCard number, or their PIN.

(4) If cardholders want to change the bank or credit union account information associated with their Navy Cash account, they must fax, e-mail an image of, or mail a copy of a cancelled check or deposit slip to the CSC. If cardholders are unable to do this, then the disbursing office needs to handle these changes through the disbursing web site or the Disbursing Application.

d. Disbursing Office Request

(1) A cardholder's Navy Cash account information can also be updated by the Disbursing Officer or authorized Disbursing Clerk, who may contact the CSU using the phone, e-mail, or Navy Cash disbursing web site. Guidelines for using the disbursing web site are included at Appendix E.

(2) If cardholders want to change the bank or credit union account information associated with their Navy Cash account, they should report to the disbursing office. The Disbursing Officer shall verify the ABA routing number and account number for the new account.

(3) If the request is sent via e-mail, any material containing personal information will be written in a Word document and require a password in order to be viewed. These procedures must be followed to protect private information exchanged with the CSU. These interim procedures will remain in effect until the account update function is incorporated within the Disbursing Application.

(4) Navy Cash will provide each ship's disbursing office with a password that is specific to the ship.

(5) E-mail requests will be sent to [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com) with the password-protected Word document as an attachment.

(6) The CSU will process the e-mail as necessary and send an e-mail response with a password-protected Word document as an attachment if needed.

(7) To password protect a Word document:

(a) Open the document.

(b) On the "File" menu, click "Save As".

(c) On the "Tools" menu in the "Save As" dialog box, click "General Options".

(d) In the "Password to Open" box, type the specific password provided and then click "OK".

(e) In the "Reenter Password to Open" box, type the password again and then click "OK".

(f) Click "Save".

e. Blocking and Unblocking Accounts

(1) The CSU does not automatically unblock cardholder access to home bank or credit union accounts when the banking information is updated.

(2) Cardholders may not request that access to their home bank or credit union accounts be blocked or unblocked.

(3) An authorized Disbursing Officer or Disbursing Clerk may contact the CSU by phone or e-mail and request the blocking or unblocking of a cardholder's access to home bank or credit union account. This request may be included in the same e-mail as the request to update account information. An authorized Disbursing Officer or Disbursing Clerk may also block or unblock cardholder access to home account on the Navy Cash Disbursing web site ([www.navycashcenter.com](http://www.navycashcenter.com)) (see paragraph 8.8.2).

#### **8.14.3 Accessing the Navy Cash Web Sites**

a. To access the Navy Cash Cardholder web site, [www.navycash.com](http://www.navycash.com), either Netscape 4.5 or greater or Internet Explorer 4.0 or greater can be used. Guidelines for using the CSC cardholder web site are included at Appendix D.

b. To access the Navy Cash disbursing office web site, [www.navycashcenter.com](http://www.navycashcenter.com), Internet Explorer 4.0 or greater must be used. There are many more pages and features on this site, and the supported browsers are limited for site maintenance purposes. Guidelines for using the CSU disbursing office web site are included at Appendix E.

c. Authorized Disbursing Officers and Disbursing Clerks must log in to the Navy Cash disbursing website at least monthly to keep their accounts active. After 90 days of inactivity, an account will be suspended. If this has already occurred, contact the CSU (see paragraph 8.14.1). After six months of inactivity, accounts will be purged, and a new account will have to be created.

## 8.15 Sample Disbursing Reports, Forms, Etc.

### 8.15.1 Sample Accountable Officer Appointment/Termination Record

From: Commanding Officer, USS NAVY CASH (FFG-46)  
To: ENS M. T. Pockets, SC, USNR  
Via: Supply Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH ACCOUNTABLE OFFICER

Ref: (a) Department of Defense Financial Management Regulation  
(DODFMR) Chapter 17  
(b) NAVSUP PUB 727, Navy Cash Financial System Standard  
Operating Procedure, Chapter 8

1. In accordance with reference (a), you are hereby appointed as the Ship's Navy Cash Accountable Officer.

2. As the Navy Cash Accountable Officer, you will have the following responsibilities:

a. Operation and maintenance of Navy Cash system, including daily End of Day function, Planned Maintenance System (PMS), and daily system backups.

b. Maintenance and custody of all Navy Cash equipment and Navy/Marine Cash cards.

c. Custody of Operating Space Item (OSI) POS devices.

d. Daily review of Returned Items Detail and Negative Balance Reports.

e. Immediate collection on any debt due the U.S. Treasury funds pool as a result of negative Navy/Marine account balances.

f. Daily review and verification of merchant reports from ship and shore servers.

g. Weekly review of Unmatched Chip-to-Chip Report and return of any value to visitor cards listed on report.

h. Weekly review with Personnel Office of personnel pending transfer or discharge within 30 days.

i. Proper handling and safeguarding of Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations.

3. You are required to familiarize yourself with all existing references, particularly references (a) and (b) and follow all established procedures and guidelines.

J. P. JONES  
CDR USN

From: ENS M. T. Pockets  
To: Commanding Officer, USS NAVY CASH (FFG-46)  
Via: Supply Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH ACCOUNTABLE OFFICER

1. I acknowledge and accept the position and responsibilities of Ship's Navy Cash Accountable Officer, and I acknowledge that I am strictly liable to the United States for all funds under my control. I have read and understand the provisions of DODFMR Volume 5, Chapter 17 and Appendix D, and of NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure.

M. T. POCKETS  
ENS USNR

### 8.15.2 Sample Disbursing Agent Appointment/Termination Record

From: Disbursing Officer, USS NAVY CASH (FFG-46)

To: PS2(SW) A. SIMMONS, USN

Subj: APPOINTMENT AS NAVY CASH DEPUTY

Ref: (a) Department of Defense Financial Management Regulation (DODFMR) Chapter 17

(b) NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure, Chapter 8

1. Under reference (a), you are appointed as the Ship's Navy Cash Deputy

2. As the Navy Cash Deputy, you will have the following responsibilities:

a. Operation and maintenance of Navy Cash system, including daily End of Day function, Planned Maintenance System (PMS), and daily system backups.

b. Custody of a working stock of Navy Cash cards. Unused working stock shall be returned to the Navy Cash Accountable Officer weekly for audit and inventory. Record return of unused working stock and results of audit/inventory on Bulk Card Log.

c. Daily review of Returned Items Detail and Negative Balance Reports.

d. Immediate collection on any debt due the U.S. Treasury funds pool as a result of negative Navy/Marine account balances.

e. Daily review and verification of merchant reports from ship and shore servers.

f. Weekly review of Unmatched Chip-to-Chip Report and return of any value to visitor cards listed on report.

g. Weekly review with Personnel Office of personnel pending transfer or discharge within 30 days.

h. Proper handling and safeguarding of Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations.

3. You are required to familiarize yourself with all existing references, particularly references (a) and (b) and follow all established procedures and guidelines.

M. T. POCKETS

ENS USNR



From: PS2(SW) A. SIMMONS, USN  
To: Disbursing Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH DEPUTY

1. I acknowledge and accept the position and responsibilities as the Ship's Navy Cash Deputy, and I acknowledge that I am strictly liable to the United States for all funds under my control. I have read and understand the provisions of DODFMR Volume 5 Chapter 17 and Appendix D and of NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure, Chapter 8.

A. SIMMONS  
DK2(SW) USN

### 8.15.3 Sample Letter of Authority–Authority to Hold Cash

From: Commanding Officer, USS NAVY CASH (FFG 46)

To: ENS M. T. Pockets, SC, USNR

Via: Supply Officer, USS NAVY CASH (FFG 46)

Subj: AUTHORITY TO HOLD CASH AT PERSONAL RISK

Ref: (a) DOD FMR Volume 5, Paragraph 030102 to 030105

1. Authority is granted to hold cash at personal risk, in accordance with reference (a), in an amount not greater than \$ (amount). Cash held at personal risk includes cash for: routine cash payments, cash travel advances, personal check cashing, and emergency cash payments, for example, emergency leave. Under special circumstances, for example, away from homeport, you are authorized to hold additional funds for Navy Cash chip cashing services.

J.P. Jones  
CDR USN

### 8.15.4 Disbursing Accountability Detail Report

Run Date/Time: 01/16/2005 08:35:44 GMT

Disbursing Accountability Detail Report  
 Location: NEVERSAIL FFG 96

Report Parameters:

Start Date: 01/15/2005 10:10:44  
 End Date: 01/16/2005 08:35:32

Merchant Information:

Merchant Name: NAVY DISBURSING  
 Merchant ID: 8000000008448

Date	Transaction Type	Account Name	Account #	Amount
Starting Balance				\$200.00
01/15/2005 12:20:00	Load Cash to Chip	TANI, DANIEL	8000000003790	\$90.00
01/15/2005 12:32:04	Chip withdrawal	THOMAS, JOHN	8000000003790	-\$40.00
01/15/2005 12:48:00	Safe - Deposit	Bank, Safe	0	\$200.00
01/15/2005 13:23:01	Load Cash to Chip	DLUAT, THOMAS	8000000003816	\$50.00
01/15/2005 14:02:05	Chip withdrawal	RUSSELL, MARK	8000000003816	-\$25.00
01/15/2005 14:15:00	Safe - Withdraw	Bank, Safe	0	-\$150.00
01/15/2005 14:28:02	Load Cash to Chip	JONES, JOHN	8000000003832	\$100.00
01/15/2005 14:29:00	Safe - Deposit	Bank, Safe	0	\$400.00
01/15/2005 14:32:03	Load Cash to Chip	HANGFU, LEE	8000000003857	50.00
Sub Total				\$675.00
01/16/2005 04:20:00	Load Cash to Chip	GAMBLE, ERICA	8000000003709	\$90.00
01/16/2005 05:23:01	Load Cash to Chip	BLACKMORE, WILLIAM	8000000003838	\$50.00
01/15/2005 05:32:00	Safe - Withdraw	Bank, Safe	0	-\$200.00
01/16/2005 05:47:05	Chip withdrawal	CHAPLAIN, CHARLES	8000000003845	-\$25.00
01/16/2005 06:04:02	Load Cash to Chip	JONES, JARROD	8000000003844	\$100.00
01/15/2005 06:16:00	Safe - Withdraw	Bank, Safe	0	-\$200.00
01/16/2005 06:30:03	Load Cash to Chip	LEE, ROBERT	8000000003957	50.00
01/15/2005 06:49:00	Safe - Deposit	Bank, Safe	0	\$500.00
01/16/2005 07:32:04	Chip withdrawal	MOORE, WILLIAM	8000000003740	-\$40.00
Sub Total				\$325.00
Ending Balance				\$1200.00

### 8.15.5 Daily Negative Balance Report

Run Date : 01/09/2009  
 Run Time : 14:47:35  
 Report name: OPER\_NavyNegativeBalance\_D  
 Page # : 1

Navy Cash  
 Daily Negative Balance Report - NAVYCASH  
 Location: USS SHIP

As Of Date: 01/08/2009

Account #	Name	SSN	Acct Status	Neg Bal Date	Balance	Note	Date	Note	Text
800001041XXXX	HOMESTEAD, ANTHONY S	XXXX	OPEN	06-JAN-09	-\$10.00				
800001041XXXX	THOMAS JR, HAROLD D	XXXX	OPEN	25-DEC-08	-\$47.65				
800000217XXXX	WAKEN, JAMES A	XXXX	OPEN	07-JAN-09	-\$15.00				
	ACH REPRESENTMENT COUNT		NEXT REPRESENTMENT DATE		AMOUNT				
	0		14-JAN-09		\$15.00				
800000935XXXX	WRIGHT, JONATHAN R	XXXX	OPEN	20-NOV-08	-\$103.45				
800001017XXXX	SEANELA JEAN Q	XXXX	OPEN	06-JAN-09	-\$515.06				
	ACH REPRESENTMENT COUNT		NEXT REPRESENTMENT DATE		AMOUNT				
	1		14-JAN-09		\$100.00				
	1		14-JAN-09		\$40.00				
	1		14-JAN-09		\$100.00				
	1		14-JAN-09		\$50.00				
	1		14-JAN-09		\$100.00				
	1		14-JAN-09		\$50.00				
	1		14-JAN-09		\$65.00				
800001040XXXX	MORTON, DONNIE S	XXXX	OPEN	20-NOV-08	-\$23.00				
800001041XXXX	MOUNTAINS JR, JOHNIE M	XXXX	OPEN	23-DEC-08	-\$3.00				
800001041XXXX	BERGESTROM, JOHN R	XXXX	OPEN	04-JAN-09	-\$29.95				
	ACH REPRESENTMENT COUNT		NEXT REPRESENTMENT DATE		AMOUNT				
	1		14-JAN-09		\$25.00				
	1		14-JAN-09		\$5.00				
800001041XXXX	STACKS, ERIC Q	XXXX	OPEN	09-JAN-09	-\$22.60				
	ACH REPRESENTMENT COUNT		NEXT REPRESENTMENT DATE		AMOUNT				
	0		14-JAN-09		\$20.00				
Total : XX					-\$X,XXX.XX				

*As an example, no details are listed below this account, so DISBO should immediately initiate collection action.*

\*\*\*\*\* End of the Report \*\*\*\*\*

## 8.15.6 Returned Items Detail Report

Run Date:01/07/2009  
 Run Time: 06:02:57  
 Report Name:OPER\_NavyReturnedItems\_D  
 Page# 1

Navy Cash  
 NAVY - Returned Items Detail Report  
 Location: USS SHIP  
 Date: 01/06/2009 03:10:10 To 01/07/2009 05:29:43

Account #	Status	Name	SSN	Amount	Date of Request	Date of Return	Bank ABA	Bank A/C #	Return Reason Code	Return Explanation
800000273XXXX	OPEN	JAMES D SARTEN	XXXX	\$50.00	01-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX2445	R01	Insufficient Funds
800000273XXXX	OPEN	SANDRA S MUSLIN	XXXX	\$25.00	01-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX6935	R01	Insufficient Funds
800000275XXXX	OPEN	SAMSON D SARCOSERE	XXXX	\$40.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX1708	R01	Insufficient Funds
800000282XXXX	OPEN	DAVID L HAYES	XXXX	\$80.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX3706	R01	Insufficient Funds
800000282XXXX	OPEN	JOHN Q PUBLIC	XXXX	\$5.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX1702	R01	Insufficient Funds
800000282XXXX	OPEN	KATHLEEN R CLARK	XXXX	\$10.00	02-JAN-09	06-JAN-09	XXXXX0653	XXXXXXXXXXXX3854	R01	Insufficient Funds
800000282XXXX	OPEN	KATHLEEN R CLARK	XXXX	\$3.00	03-JAN-09	06-JAN-09	XXXXX0653	XXXXXXXXXXXX3854	R01	Insufficient Funds
800001041XXXX	OPEN	ANTHONY S HOMESTEAD	XXXX	\$10.00	04-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX6374	R03	No Account/Unable to Locate
800000447XXXX	OPEN	SIMON B SHEPARD	XXXX	\$5.00	02-JAN-09	06-JAN-09	XXXXX4269	XXXXXXXXXXXX4414	R01	Insufficient Funds
800000447XXXX	OPEN	SIMON B SHEPARD	XXXX	\$5.00	03-JAN-09	06-JAN-09	XXXXX4269	XXXXXXXXXXXX4414	R01	Insufficient Funds
800000447XXXX	OPEN	JONATHAN D MURPHY	XXXX	\$50.00	01-JAN-09	06-JAN-09	XXXXX4269	XXXXXXXXXXXX9001	R01	Insufficient Funds
800000447XXXX	OPEN	JONATHAN D MURPHY	XXXX	\$95.00	02-JAN-09	06-JAN-09	XXXXX4269	XXXXXXXXXXXX9001	R01	Insufficient Funds
800000447XXXX	OPEN	ALEXANDER E KOEHLER	XXXX	\$1.00	02-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R22	Invalid Individual ID Number
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$100.00	02-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$40.00	02-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$100.00	02-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$50.00	03-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$100.00	03-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$50.00	03-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800001017XXXX	OPEN	JEAN Q SEANELA	XXXX	\$65.00	03-JAN-09	06-JAN-09	XXXXX6432	XXXXXXXXXXXX0900	R01	Insufficient Funds
800000447XXXX	OPEN	PATRICK R SAMPSON	XXXX	\$50.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX1050	R01	Insufficient Funds
800000447XXXX	OPEN	PATRICK R SAMPSON	XXXX	\$50.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX1050	R01	Insufficient Funds
800000447XXXX	OPEN	JESSICA D CASTRO	XXXX	\$50.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX6812	R04	Invalid Account Number
800000495XXXX	OPEN	JAMES J SERRIFF	XXXX	\$5.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX3790	R01	Insufficient Funds
800000495XXXX	OPEN	JAMES J SERRIFF	XXXX	\$5.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX3790	R01	Insufficient Funds
800000497XXXX	OPEN	ROBERT F WOODHOUSE	XXXX	\$2.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX3707	R01	Insufficient Funds
800000497XXXX	OPEN	ROBERT F WOODHOUSE	XXXX	\$2.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX3707	R01	Insufficient Funds
800000522XXXX	OPEN	WALTER P ALDRIDGE	XXXX	\$20.00	04-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX2366	R02	Account Closed
800000524XXXX	OPEN	JASON J MACKENZIE	XXXX	\$2.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX4160	R01	Insufficient Funds
800000524XXXX	OPEN	JASON J MACKENZIE	XXXX	\$3.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX4160	R01	Insufficient Funds
800000537XXXX	OPEN	SALLY W JOHNSON	XXXX	\$20.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX4554	R01	Insufficient Funds
800000537XXXX	OPEN	SALLY W JOHNSON	XXXX	\$12.00	02-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX4554	R01	Insufficient Funds
800000537XXXX	OPEN	SALLY W JOHNSON	XXXX	\$10.00	03-JAN-09	06-JAN-09	XXXXX4974	XXXXXXXXXXXX4554	R01	Insufficient Funds

Total \$995.00

Items Not Processed Because of Invalid DDA Account Information

Account #	Status	Name	SSN	Amount	Date of Request	Date of Return	Bank ABA	Bank A/C #	Return Reason Code	Return Explanation
-----------	--------	------	-----	--------	-----------------	----------------	----------	------------	--------------------	--------------------

Total

\*\*\* End of the Report \*\*\*

## 8.15.7 Sample E-Mails Notifying Cardholder of Negative Balance

### Sample E-Mail Notifying Cardholder of ACH Transfer Request Returned for Non-Sufficient Funds (NSF)

From: Disbursing Officer

To: Navy Cash Cardholder

Cc: Cardholder's Chain of Command (*optional for 1st, recommended for 2nd and 3rd occurrence*)

Subj: Navy Cash Transfer Request Returned for Non-Sufficient Funds (NSF)

Ref: (a) Navy Cash SOP

(b) Ship's Instruction (*e.g., Navy Cash Internal Procedures and Controls*)

1. The transfer of funds you requested at a Navy Cash Kiosk on 7 May 2009 for \$50.00 was returned by your bank or credit union for NSF. This e-mail notifies you that the Navy Cash system will automatically send your request for \$50.00 to your bank or credit union again, up to two more times on successive pay days, to recover any resulting debt owed the U.S. Treasury's Navy Cash funds pool.

2. When a transfer request is returned for NSF and your Navy Cash account balance goes negative, access to your bank or credit union account is blocked automatically. As soon as your transfer request is successful and any negative balance clears, access to your home account will be restored. Should you have three transactions returned for NSF, access to your home account will be blocked permanently, and you must report to the Disbursing Office and request that access to your home account be unblocked.

3. In accordance with references (a) and (b), if these automatic representations are not successful, I will initiate an immediate collection from your pay to clear any debt owed the Government. By signing the application form for DoD stored value card programs, you authorized me, as the ship's Disbursing Officer, to initiate this collection from your pay to make good any amounts that become due as a result of your use of the Navy Cash card.

4. You must be sure that there are sufficient funds available in your bank or credit union account when you request a transfer at the Kiosk. An electronic transfer like this normally occurs within 24 hours. Do not request a transfer of funds to your chip or your strip unless there are sufficient funds available in your bank or credit union account.

5. Please report to me in the Disbursing Office if you have any questions.

**Sample E-Mail**  
**Notifying Cardholder of Negative Navy Cash Account Balance**

From: Disbursing Officer

To: Navy Cash Cardholder

Cc: Cardholder's Chain of Command (*optional for 1st, recommended for 2nd and 3rd occurrence*)

Subj: Negative Navy Cash Account Balance

Ref: (a) Navy Cash SOP  
(b) Ship's Instruction (*e.g., Navy Cash Internal Procedures and Controls*)

1. This e-mail notifies you that your Navy Cash account balance is negative and that you must report to Disbursing within two days to work out how you will clear this negative balance. Either The transfer of funds you requested at a Navy Cash Kiosk on 7 May 2009 for \$4.00 was returned by your bank or credit union for NSF. Or Your ATM withdrawal, retail purchase, or other payment ashore exceeded your available Navy Cash account balance.

2. Either When a transfer request is returned for NSF and your Navy Cash account balance goes negative, access to your bank or credit union account is blocked automatically. As soon as your negative balance clears, access to your home account will be restored. Should you have three transactions returned for NSF, access to your home account will be blocked permanently, and you must report to the Disbursing Office and request that access to your home account be unblocked. You must be sure that there are sufficient funds available in your bank or credit union account when you request a transfer at the Kiosk. An electronic transfer like this normally occurs within 24 hours. Do not request a transfer of funds to your chip or your strip unless there are sufficient funds available in your bank or credit union account.

Or The Navy Cash card is a pre-paid debit card, not a credit card, so the amount of money you can spend is limited by the amount of money you load onto your card. Generally, any attempt to make a purchase or ATM withdrawal that exceeds your available strip balance will be declined. However, a merchant or ATM can put a transaction through without prior authorization. You are responsible for keeping track of your strip account balance. Merchants can't tell you how much money is on your card.

3. In accordance with references (a) and (b), if you do not report to Disbursing or clear your negative balance within 10 days, I will initiate an immediate collection from your pay to clear the debt owed the Government. By signing the application form for DoD stored value card programs, you authorized me, as the ship's Disbursing Officer, to initiate this collection from your pay to make good any amounts that become due as a result of your use of the Navy Cash card.

4. Please report to me in the Disbursing Office if you have any questions.

### 8.15.8 Daily Transaction Detail Report—Merchant Settlement

Run Date: 03/06/2009

Run Time: 16:31:34

Report name: TRAN\_Ship\_Merchant\_Settle\_D

Page: 1

Navy Cash

Daily Transaction Detail Report - Merchant Settlement

Location: USS NEVERSAIL

Date: 03/05/2009 14:53:49 To 03/06/2009 16:28:36

Merchant: WARDROOM MESS - DUES 800000026283

Settlement Date: 05-MAR-09

Settlement Type: NAVY CASH

Batch	Date	Amount	C
V21624_696_R	02/28/09 23:01	\$255.55	
V21624_696_R	03/01/09 21:13	\$30.00	
V21624_696_R	03/02/09 10:19	\$338.95	
V21624_696_R	03/04/09 00:07	\$196.80	
V21624_696_R	03/05/09 07:56	\$263.85	
Settlement Total		\$1,085.15	

Merchant WARDROOM MESS - DUES 800000026283 Total: \$1,085.15

Merchant: COLLEGE BOOKS 800000477546

Settlement Date: 05-MAR-09

Settlement Type: DISBO OFF

Batch	Date	Amount	C
V21624_696_R	03/05/09 14:58	\$2,278.00	
Settlement Total		\$2,278.00	

Merchant COLLEGE BOOKS 800000477546 Total: \$2,278.00

Merchant : COLLEGE COURSES 800000477548

Settlement Date: 05-MAR-09

Settlement Type: DISBO OFF

Batch	Date	Amount	C
V21624_696_R	03/05/09 14:58	\$2,704.00	
Settlement Total		\$2,704.00	

Merchant COLLEGE COURSES 800000477548 Total: \$2,704.00

\* C = Correction Transactions.

\*\*\*\*\* End of the Report \*\*\*\*\*



### 8.15.9 Disbursing Accountability Summary Report

*In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

Run Date/Time: 01/16/2005 08:35:44 GMT

Disbursing Accountability Summary Report  
Location: NEVERSAIL FFG 96

Report Parameters:  
Start Date: 01/15/2005 10:10:44  
End Date: 01/16/2005 08:35:32

Merchant Information:  
Merchant Name: NAVY DISBURSING  
Merchant ID: 8000000008448

Transaction Type	Check	Cash	Total
Starting Balance		\$100.00	\$100.00
Chip withdrawal		-\$105.00	-\$105.00
Load Check to Chip			
Load Cash to Chip		\$230.00	\$230.00
Safe - Deposit		\$700.00	\$700.00
Safe - Withdraw		-\$280.00	-\$280.00
Ending Balance		\$645.00	\$645.00

\*\*\* End of the Report \*\*\*

Page # 1







**8.15.13 Navy Cash Pre-Audit/Turnover Checklist**

**Navy Cash Pre-Audit/Turnover Checklist**

<b>Tasks</b>	<b>SOP Reference</b>	<b>Yes</b>	<b>No</b>
<b>Letters of Authority</b>			
Has Disbursing Officer been appointed in writing as Navy Cash Accountable Officer?	8.2.1		
Has Disbursing Officer appointed Navy Cash Agent/Deputy in writing?	8.2.1		
<b>Internal Procedures and Controls</b>			
Has Commanding Officer established internal procedures and controls for Navy Cash?	8.2.7		
<b>Custodial Responsibilities</b>			
Are Navy Cash cards kept in a safe or a secure container?	8.3.1		
Are Navy Cash cards in custody of Disbursing Officer or designated agents/deputy?	8.3.1		
Is the Bulk Navy Cash Card Log in agreement with actual card count?	8.3.1		
Are cards inventoried every 30 days and an entry made in the Bulk Log?	8.3.1		
Is Navy Cash Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (visitor/temp cards); name and signature of issuer?	8.3.1		
Are unissued cards being returned to the Disbursing Officer on a weekly basis?	8.3.1		
Are merchant cards not currently assigned kept in safe or secure container? Was balance of merchant cards (chip and strip) in custody of Disbursing confirmed as zero? Was Disbursing Office merchant card PIN changed at turnover of Disbursing Officer?	8.3.1.g 8.3.4		
Who has custody of the SecurID tokens (Shiva cards)? When was the last time each SecurID token (Shiva card) holder logged on to the Navy Cash disbursing website?	8.3.4 8.14.3		
<b>Custody of Spare POSs and CADs</b>			
Are spare POSs and CADs being kept in a safe or in a secure space?	8.3.3		
Are POSs or CADs that have transactions still stored in them being kept in the Disbursing Officer's safe?	8.3.3		
<b>Navy Cash Disbursing Application</b>			
Is the Disbursing Officer assigning individual Access Rights as appropriate?	8.4.32		
Are passwords being changed every six months?	8.4.32		
Is the Daily Cash Transaction Ledger being maintained on a daily basis?	8.4.10		
Is the Daily Cash Transaction Ledger being closed out daily?	8.4.10		
Are Daily Cash Transaction Ledger totals being compared to the DASR?	8.4.20		
Are Daily Cash Transaction Ledger totals posted to line 6.2A and 6.9 of DD 2657?	8.4.10		
Is the Daily Cash Transaction Ledger being retained with the DD 2657?	8.4.10		

Tasks	SOP Reference	Yes	No
Are refunds being authorized by the Sales/MWR/Food Service Officer/etc.?	8.4.6		
Are refunds being recorded in a Refund Log by each merchant?	8.4.6		
Is the Disbursing Officer reviewing the Automated Chip-to-Chip Corrections Report (a shore report) on a weekly basis and restoring value to visitor cards?	8.4.9 8.15.21		
Are Navy Cash enrollment forms being filled out and signed by crewmembers before being entered through the Disbursing Application?	8.4.17		
Are originals of all enrollment forms signed and sent to JPMC via traceable means at least once every 30 days? Are copies of all enrollment forms retained on board ship?	8.4.17		
Is the EOD function being performed at the end of each business day?	8.4.20		
If no one from disbursing will be on duty at end of business day, e.g., on weekend, is automatic EOD function being used to initiate EOD automatically at a preset time	8.4.20		
Are DASR and Daily Transaction Ledger being kept on file with DD 2657?	8.4.20		
Is the Disbursing Officer reviewing the Negative Balance Report and the Returned Items Detail Report on a daily basis?	8.8.1		
Does Navy Cash access to home bank or credit union account remain blocked as long as Navy Cash account balance is negative?	8.8.1		
If no representments pending, is negative balance collected within 10 days of report?	8.8.1		
Is a DS01 using Company Code D411179 being generated when appropriate to collect on debt to US Treasury funds pool resulting from a negative balance?	8.8.1		
Are all negative Navy Cash account balances cleared or in process of being cleared within 30 days of initial appearance on Negative Balance Report?	8.8.1		
Is the personnel office providing the disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days?	8.8.1		
If cardholder is within 30 days of transfer/discharge, is Disbursing Officer ensuring that all negative balances are cleared? When appropriate, is Disbo closing/suspending Navy Cash account and issuing visitor card for use on ship until departure? <i>(Accounts can't be closed until negative balances are cleared).</i>	8.8.1 8.4.16		
If cardholder is within 30 days of discharge and has a negative balance, is the Disbursing Officer posting a DS01 prior to cardholder's separation date?	8.8.1		
Is SPO being stopped at least 30 days before a member leaves the ship?	8.4.16		
<b>End-of-Month Reporting</b>			
Is EOM process started at least five days before the actual end of the month?	8.9		
Is the Navy Cash EOM spreadsheet being sent via e-mail to JPMC in a timely manner?	8.9		
Is the original SF 215/5515 being placed in the retained returns?	8.9		
Is a copy of the SF 215/5515 being placed in the monthly returns?	8.9		
Is the Safe Bank Transactions Report being zeroed out at completion of EOM? <i>(Select "Safe Bank Transaction" link in Disbursing Application.)</i>	8.9 8.4.23		

## 8.15.14 Sample Navy Cash Relieving Letter

1 December 20XX

From: LTJG Norman H. Danas, SC, USNR  
To: ENS Joseph L. Gonzalez, SC, USNR

Subj: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L. GONZALEZ, SC, USNR

Ref: (a) NAVSUP PUB 727, Navy Cash SOP, paras 8.3.3, 8.3.4, and 8.15.13

Encl: (1) Navy Cash Pre-Audit/Turnover Checklist  
(2) Custody of Navy Cash Equipment Checklist

1. In accordance with reference (a), I certify I have transferred Navy Cash responsibilities to ENS Joseph L. Gonzalez, SC, USNR. A copy of the completed Navy Cash Pre-Audit/Turnover Checklist is included at enclosure (1).

2. In accordance with reference (a), I certify I have transferred custody of all Navy Cash equipment listed in enclosure (2) to ENS Joseph L. Gonzalez, SC, USNR.

3. All equipment listed in enclosure (2) is operational, except:

a. One of Navy Cash Kiosks in Troop Training - Gym - Left. A trouble call was placed with the Navy Cash Central Support Unit (CSU) on 26 November 200X, and Case Number 98314 was assigned. L-3 Communications provided troubleshooting help, and a failed card reader was identified. The failed card reader (serial number A78230200) was shipped to the Navy Cash depot via UPS (tracking number 1Z 999 999 99 9999 999 9) on 28 November 20XX, and a replacement card reader is in transit to the ship.

b. One Card Accepting Device (CAD) with transactions stuck in the queue. A trouble call was placed with the CSU on 17 November 200X, and Case Number 98298 was assigned. The CSU provided troubleshooting help, but the stuck transactions could not be downloaded. The CAD (serial number 1604001541) was shipped via UPS (tracking number 1Z 999 999 99 9999 999 9) to Cogent Systems on 19 November 20XX.

4. I certify all transactions in the spare Point-Of-Sale devices (POSs) and CADs listed in enclosure (2) have been downloaded to the Navy Cash server and do not contain any stored transactions, with the exception of the CAD listed above with stuck transactions.

NORMAN H. DANAS  
LTJG, SC, USNR

Copy to: Commanding Officer  
Supply Officer

1 December 20XX

FIRST ENDORSEMENT

From: ENS Joseph L. Gonzalez, SC, USNR  
To: LTJG Norman H. Danas, SC, USNR

Subj: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH  
EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L.  
GONZALEZ, SC, USNR

1. I hereby accept the transfer of Navy Cash responsibilities from LTJG Norman H. Danas, SC, USNR. In accordance with reference (a), a copy of the completed Navy Cash Pre-Audit/Turnover Checklist and Custody of Navy Cash Equipment Checklist will be retained on file in the Disbursing Office for inspection.

2. I hereby accept custody of all Navy Cash equipment listed in enclosure (2) from LTJG Norman H. Danas, SC, USNR. All equipment listed is operational except one of the Navy Cash Kiosks in Troop Training and one CAD with stuck transactions. A replacement for the failed card reader is in transit to the ship and will be installed as soon as it arrives. When Cogent Systems returns the CAD to the ship, the stuck transactions will be download to the Navy Cash server so any vending sales can be recorded and reported.

JOSEPH L. GONZALEZ  
ENS, SC, USNR

## Navy Cash Pre-Audit/Turnover Checklist

Tasks	SOP Reference	Yes	No
<b>Letters of Authority</b>			
Has Disbursing Officer been appointed in writing as Navy Cash Accountable Officer?	8.2.1	<input checked="" type="checkbox"/>	
Has Disbursing Officer appointed Navy Cash Agent/Deputy in writing?	8.2.1	<input checked="" type="checkbox"/>	
<b>Internal Procedures and Controls</b>			
Has Commanding Officer established internal procedures and controls for Navy Cash?	8.2.7	<input checked="" type="checkbox"/>	
<b>Custodial Responsibilities</b>			
Are Navy Cash cards kept in a safe or a secure container?	8.3.1	<input checked="" type="checkbox"/>	
Are Navy Cash cards in custody of Disbursing Officer or designated agents/deputy?	8.3.1	<input checked="" type="checkbox"/>	
Is the Bulk Navy Cash Card Log in agreement with actual card count?	8.3.1	<input checked="" type="checkbox"/>	
Are cards inventoried every 30 days and an entry made in the Bulk Log?	8.3.1	<input checked="" type="checkbox"/>	
Is Navy Cash Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (visitor/temp cards); name and signature of issuer?	8.3.1	<input checked="" type="checkbox"/>	
Are unissued cards being returned to the Disbursing Officer on a weekly basis?	8.3.1	<input checked="" type="checkbox"/>	
Is Navy Disbursing merchant card kept in safe or secure container when not in use? Was Navy Disbursing merchant card PIN changed at turnover of Disbursing Officer? Was balance of Navy Disbursing merchant card (chip and strip) confirmed as zero?	8.3.1.g 8.3.4		
Who has custody of the SecurID tokens (Shiva cards)? When was the last time each SecurID token (Shiva card) holder logged on to the Navy Cash disbursing website?	8.3.4 8.14.3	<input checked="" type="checkbox"/>	
<b>Custody of Spare POSs and CADs</b>			
Are spare POSs and CADs being kept in a safe or in a secure space?	8.3.3	<input checked="" type="checkbox"/>	
Are POSs or CADs that have transactions still stored in them being kept in the Disbursing Officer's safe?	8.3.3	<input checked="" type="checkbox"/>	
<b>Navy Cash Disbursing Application</b>			
Is the Disbursing Officer assigning individual Access Rights as appropriate?	8.4.32	<input checked="" type="checkbox"/>	
Are passwords being changed every six months?	8.4.32	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being maintained on a daily basis?	8.4.10	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being closed out daily?	8.4.10	<input checked="" type="checkbox"/>	
Are Daily Cash Transaction Ledger totals being compared to the DASR?	8.4.20	<input checked="" type="checkbox"/>	
Are Daily Cash Transaction Ledger totals posted to line 6.2A and 6.9 of DD 2657?	8.4.10	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being retained with the DD 2657?	8.4.10	<input checked="" type="checkbox"/>	
Are refunds being authorized by the Sales/MWR/Food Service Officer/etc.?	8.4.6	<input checked="" type="checkbox"/>	
Are refunds being recorded in a Refund Log by each merchant?	8.4.6	<input checked="" type="checkbox"/>	
Is the Disbursing Officer reviewing the Automated Chip-to-Chip Corrections Report (a shore report) on a weekly basis and restoring value to visitor cards?	8.4.9 8.15.21	<input checked="" type="checkbox"/>	

Tasks	SOP Reference	Yes	No
Are Navy Cash enrollment forms being filled out and signed by crewmembers before being entered through the Navy Cash Disbursing Application?	8.4.17	<input checked="" type="checkbox"/>	
Are originals of all enrollment forms signed and sent to JPMC via traceable means at least once every 30 days? Are copies of all enrollment forms retained on board ship?	8.4.17	<input checked="" type="checkbox"/>	
Is the EOD function being performed at the end of each business day?	8.4.20	<input checked="" type="checkbox"/>	
If no one from disbursing will be on duty at end of business day, e.g., on weekend, is automatic EOD function being used to initiate EOD automatically at a preset time	8.4.20	<input checked="" type="checkbox"/>	
Are DASR and Daily Transaction Ledger being kept on file with DD 2657?	8.4.20	<input checked="" type="checkbox"/>	
Is the Disbursing Officer reviewing the Negative Balance Report and the Returned Items Detail Report on a daily basis?	8.8.1	<input checked="" type="checkbox"/>	
Does Navy Cash access to home bank or credit union account remain blocked as long as Navy Cash account balance is negative?	8.8.1	<input checked="" type="checkbox"/>	
If no representment is pending, is negative balance collected within 10 days of report?	8.8.1	<input checked="" type="checkbox"/>	
Is a DS01 using Company Code D411179 being generated when appropriate to collect on debt to US Treasury funds pool resulting from a negative balance?	8.8.1	<input checked="" type="checkbox"/>	
Are all negative Navy Cash account balances cleared or in process of being cleared within 30 days of initial appearance on Negative Balance Report?	8.8.1	<input checked="" type="checkbox"/>	
Is the personnel office providing the disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days?	8.8.1	<input checked="" type="checkbox"/>	
If cardholder is within 30 days of transfer/discharge, is Disbursing Officer ensuring that all negative balances are cleared? When appropriate, is Disbo closing/suspending Navy Cash account and issuing visitor card for use on ship until departure? ( <i>Accounts can't be closed until negative balances are cleared.</i> )	8.8.1 8.4.16	<input checked="" type="checkbox"/>	
If cardholder is within 30 days of discharge and has a negative balance, is the Disbursing Officer posting a DS01 prior to cardholder's separation date?	8.8.1	<input checked="" type="checkbox"/>	
Is SPO being stopped at least 30 days before a member leaves the ship?	8.4.16	<input checked="" type="checkbox"/>	
<b>End-of-Month Reporting</b>			
Is EOM process started at least five days before the actual end of the month?	8.9	<input checked="" type="checkbox"/>	
Is the Navy Cash EOM spreadsheet being sent via e-mail to JPMC in a timely manner?	8.9	<input checked="" type="checkbox"/>	
Is the original SF 215/5515 being placed in the retained returns?	8.9	<input checked="" type="checkbox"/>	
Is a copy of the SF 215/5515 being placed in the monthly returns?	8.9	<input checked="" type="checkbox"/>	
Is the Safe Bank Transactions Report being zeroed out at completion of EOM? ( <i>Select "Safe Bank Transaction" link in Navy Cash Disbursing Application.</i> )	8.9 8.4.23	<input checked="" type="checkbox"/>	

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 Relieved Disbursing Officer

Date

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 Relieving Disbursing Officer

Date

## Custody of Navy Cash Equipment Checklist

Item	Location	Operational
Server	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Disbursing Office – Server	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Desktop with POS	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Disbursing Office – Client Desktop	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop with POS	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop with POS	Troop Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
SecurID Token	Disbursing Officer Safe ( <i>see SOP para 8.3.4</i> )	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Desktop with POS	Sales Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Sales Office – Client Desktop	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop	Post Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Navy Cash Kiosk	Disbursing Passageway	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Disbursing Passageway – Kiosk	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk	Troop Training – Gym – Left	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Router	Troop Training – Gym – Left – Kiosk	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk	Troop Training – Gym – Right	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk	Ship's Store Passageway	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Ship's Store Passageway – Kiosk	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Point of Sale (POS) Device	Ship's Store – Nearest to door	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Ship's Store	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Food Service Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	MWR	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	CPO Mess	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Wardroom Mess Treasurer's Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Post Office Window #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Post Office Window #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
POS Device	Post Office Window #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #4	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Vending Room	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Item	Location	Operational
CAD	Hangar Bay – Soda #5	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Hangar Bay – Soda #6	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Hangar Bay – Soda #7	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Disbursing Officer Passageway – Soda #8	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Food Service Office Passageway – Soda #9	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Candy #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Candy #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Troop Training – Candy #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare POSs	Disbursing Office – Quantity = 10 spare POSs	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare Cables for POSs	Disbursing Office – Quantity = 10 spare cables	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare CADs	Sales Office – Quantity = 8 spare CADs	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Kiosk Spare Card Readers	Disbursing Office – Quantity = 2 spare card readers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk Spare Motherboard	Disbursing Office – Quantity = 1 spare motherboard	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk Spare EPROMs	Disbursing Office – Quantity = 1 spare EPROM	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Kiosk Flash Cable	Disbursing Office – Quantity = 1 Kiosk flash cable	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare Router	Disbursing Office – Quantity = 1 spare router	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare SAM Chips	Disbursing Office – Quantity = 7 spare SAMs	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Backup Tapes	Disbursing Office – Quantity = 35 tapes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Cleaning Kit/Cassette	Disbursing Office – Quantity = 1 <i>for backup drives</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Card Reader Cleaning Card	Disbursing Office – Quantity = 4 boxes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

---

 Relieved Disbursing Officer

Date

Relieving Disbursing Officer

Date

Exceptions

Navy Cash Kiosk Troop Training – Gym – Left. Trouble call placed with CSU 26 Nov 200X. Case # 98314 assigned. Troubleshooting help provided by L-3. Failed card reader identified. Failed reader (serial # A78230200) shipped to depot via UPS (tracking # 1Z 999 999 99 9999 999 9) on 28 Nov 20XX. Replacement in transit to ship.

CAD with transactions stuck in queue. Trouble call placed with CSU on 17 Nov 200X. Case # 98298 assigned. CSU provided troubleshooting help. Stuck transactions could not be downloaded. CAD (serial # 1604001541) shipped via UPS (tracking # 1Z 999 999 99 9999 999 9) to Cogent Systems on 19 Nov 20XX.



**8.15.16 Navy Cash Refund Chit**

<b>NAVY/MARINE CASH REFUND CHIT</b>	
<b>MERCHANT NAME:</b>	<b>SERIAL NUMBER:</b>
<b>ISSUED TO:</b>	<b>DATE ISSUED:</b>
<b>REASON FOR REFUND:</b>	
<b>REFUND AMOUNT:</b>	<b>SIGNATURE OF APPROVAL AUTHORITY:</b>
<b>DATE PAID:</b>	<b>SIGNATURE OF DISBURSING OFFICER:</b>
<b>DATE RECEIVED:</b>	<b>SIGNATURE OF RECIPIENT:</b>

### 8.15.17 Split Pay Option Enrollment/Disenrollment Form

NAVY CASH SPLIT PAY OPTION ENROLLMENT/DISENROLLMENT FORM			
NAME (Last, First, MI)	SSN	DIVISION	PHONE

<i>Check the appropriate box and initial when responding to the following statements</i>	INITIALS
I request the Split pay Option (SPO) be started to have the indicated amount of my Direct Deposit System (DDS) EFT payment sent to my Navy Cash account      Yes <input type="checkbox"/> No <input type="checkbox"/>	
I request my SPO be stopped      Yes <input type="checkbox"/> No <input type="checkbox"/>	

I request the indicated amount be deducted from my DDS EFT payment every payday	\$
---	----

I understand that by signing this document, I am requesting an amount of my pay be deducted from my DDS EFT payment and paid to me through Navy Cash. I understand that the amount indicated above is a <i>per payday</i> amount and <i>not</i> a monthly amount.	
SIGNATURE	DATE

DISBURSING OFFICE USE ONLY	
STARTS	STOPS
DATE DDS EFT STARTED	HMO2 DATE
HMO1/HMO4 DATE	LAST SPO PAYDAY DATE
AMOUNT OF SPO (PER PAYDAY)	DATE DMO DATABASE UPDATED
FIRST SPO PAYDAY DATE	
DATE DMO DATABASE UPDATED	
REMARKS	
SIGNATURE	DATE

## 8.15.18 Navy Cash Payroll Report — Shore Report

Run Date: 03/13/2006  
Run Time: 09:45:00  
Report Name: Navy Payroll Funding

### Navy Cash Payroll Report

Location: R22102 USS NEVERSAIL  
Pay Date: 03/15/2006  
Payroll Number: 0070

Failed to post funds for JONES JOHN PAUL SSN 000-00-4253 Account  
bad\_stat:CLOSE\_PND Amount: \$100.00  
Failed to post funds for FARRAGUT ADAM JOHN SSN 000-00-3703 Account  
bad\_stat:CLOSE\_PND Amount: \$120.00  
Failed to post funds for FLORES MELINDA MARIA SSN 000-00-4901 Account  
bad\_stat:CLOSE\_PND Amount: \$20.00  
Failed to post funds for MUSTIN JOHN THOMAS SSN 000-00-2832 Account invalid  
Amount: \$145.00  
Failed to post funds for SMITH ANGELA ANN SSN 000-00-8851 Account invalid  
Amount: \$40.00  
Warning! Some records could not be processed.

Payroll File Processed: R22102\_NCPAY\_NAV\_20060315\_121707.dat  
Successful Updates: 1273  
Failures: 5  
Total Amount Posted: \$140830.00  
Total Amount Failed to Post: \$425.00

Data committed to database.

### 8.15.19 SPO Payroll Report — Ship Report

Run Date/Time: 01/16/2005 08:35:44 GMT

SPO Payroll Report

Location: NEVERSAIL FFG 96

Report Parameters:

SSN:

Pay Date: 01/01/2005

First Name:

Last Name:

Account Name	SSN	Last Pay Date	Amount
-----	-----	-----	-----
BACON, KERRIE	1001	01/01/2005	\$50.00
BAILEY, DAVID	0002	01/01/2005	\$100.00
JONES, JOHN	4901	01/01/2005	\$125.00
KELLEY, DAVID	2832	01/01/2005	\$150.00
YOUNG, NEIL	4253	01/01/2005	\$40.00
-----	-----	-----	-----
			\$465.00

\*\*\* End of the Report \*\*\*

Page # 1

## 8.15.20 Daily Blocked Account Report — Shore Report

Run Date:08/14/2006  
 Run Time: 17:27:01  
 Report Name: D21198

Navy Cash  
 Daily Blocked Account Report  
 Location: USS SHIP

Last Name	First Name	MI	SSN4	Account Number	Decl Cnt
BACON	KERRI	S	4567	8000000012817	97
BAIRD1	ROBERT	A	6789	8000000012858	98
BUBBLE	MYRON	A	2222	8000000013278	97
ELDRIGESCOTT	EDWARD	A	1111	8000000012478	3
FINAN	JOHN	A	7850	8000000020489	94
GLENDALE	JACKIE	A	6782	8000000020562	97
KEGGER	MILTON	A	4444	8000000013211	97
NICHOLSON	JAMES	A	6542	8000000012452	98
OCHOA	ROBERT	A	7055	8000000125452	96
RUBBLE	BARNEY	A	7122	8000000013252	96
SAILOR	NAVY	A	4178	8000000012791	98
WERKLJ	DERKLJE	A	1111	8000000020547	97

### Decline Count Legend

-----  
 1-3 NSF's  
 95 Linked account not provided during enrollment  
 96 Unacceptable NFCU account supplied  
 97 Technical error processing account  
 98 Account blocked for invalid account #  
 99 Block requested by Disbursing

\*\*\* End of the Report \*\*\*

### 8.15.21 Automated Chip-to-Chip Corrections Report

Start Time for Disbo Report 11-May-2007:152919

Payroll Card Chip to Chips Completed:

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	FROM_CHIP_ACCT	TO_PAYROLL_ACCT	LAST_NAME	FIRST_NAME	MIDDLE_NAME	LINK_SEQ
11-May-2007:141238	\$24.99	11-May-2007:151632	8000000098832	8000000098714	BACON	KERRI	A	1101

Visitor Card Chip to Chips Completed:

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	FROM_CHIP_ACCT	TO_PAYROLL_ACCT	LAST_NAME	FIRST_NAME	MIDDLE_NAME	LINK_SEQ
11-May-2007:142416	\$20.00	11-May-2007:151638	8000000098832	8000000181836	BACON	KERRI	A	1101

Finish Time for Disbo Report 11-May-2007:152919

PL/SQL procedure successfully completed.

## 8.15.22 Return Codes and Notification Codes

### ACH Return Codes and Descriptions

Return Codes	Return Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Reserved
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized
R11	Check Truncation Entry Return
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified to Participate
R14	Account-holder Deceased
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Edit Criteria
R18	Improper Effective Entry Date
R19	Amount Field Error
R20	Non-Transaction Account
R21	Invalid Company Identification
R22	Invalid Individual ID Number
R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R25	Addenda Error
R26	Mandatory Field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate Customer Advises Not Authorized
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible Return Entry
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R40	Non-Participant in ENR Program
R41	Invalid Transaction Code
R42	Routing Number/Check Digit Error

R43	Invalid DFI Account Number
R44	Invalid Individual ID Number
R45	Invalid Individual Name
R46	Invalid Representative Payee Indicator
R47	Duplicate Enrollment
R61	Misrouted Return
R62	Incorrect Trace Number
R63	Incorrect Dollar Amount
R64	Incorrect Individual Identification
R65	Incorrect Transaction Code
R66	Incorrect Company Identification
R67	Duplicate Return
R68	Untimely Return
R69	Multiple Errors
R70	Permissible Return Entry Not Accepted
R71	Misrouted Dishonored Return
R72	Untimely Dishonored Return
R73	Timely Original Return
R74	Corrected Return

## **ACH Notification Codes and Descriptions**

<u>Notification Code</u>	<u>Notification Description</u>
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name/Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Reserved
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Company Identification
C13	Addenda Format Error

### 8.15.23 The \$25 Vending “Counter”

The Navy Cash PIN is not required to make vending machine purchases. So, to limit the amount of money which could be lost if a Navy Cash card were lost or stolen, vending machine purchases are limited to a total of \$25 on each card’s electronic purse before the PIN would be required to reset the counter and allow additional spending. The table below lays out how the \$25 counter works. Note that the vending machine readout displays the balance remaining on the \$25 counter not the balance remaining on the chip on the Navy Cash card itself.

Action	Machine Used	PIN Entry Required?	Chip Balance	Vending Machine Readout
Cardholder moves \$100.00 from home bank account to chip account.	Kiosk	Yes	\$100.00	
Cardholder goes to a vending machine to buy a soda.	CAD (in vending machine)	No	\$100.00	\$25.00
Cardholder buys soda. After soda is bought, the remaining balance is:	CAD	No	\$99.50 (not shown at vending machine)	\$24.50
Cardholder buys LOTS of sodas and ONLY sodas, never going to another machine other than a vending machine, to the point where the vending readout is \$0.00.	CAD	No	\$75.00 (not shown at vending machine)	\$0.00
Now cardholder needs to go to a machine where he/she can enter their PIN (a Kiosk or POS Device). So cardholder goes to a Kiosk just to enter their PIN. Cardholder does not perform any funds transfers.	Kiosk	Yes	\$75.00	
Cardholder goes to a vending machine to buy a soda.	CAD	No	\$75.00 (not shown)	\$25.00
Cardholder buys soda.	CAD	No	\$74.50 (not shown)	\$24.50
Cardholder goes to ship’s store to buy a \$10.00 ball cap.	POS	Yes	\$64.50	
Then cardholder goes back to vending machine...and so on.	CAD	No	\$64.50 (not shown)	\$25.00



**8.15.25 Cash Verification Team Navy Cash Checklist**

**CASH VERIFICATION TEAM (CVT) NAVY CASH CHECKLIST**

<b>Tasks</b>	<b>SOP Reference</b>	<b>Yes</b>	<b>No</b>
<b>Funds</b>			
Navy Cash funds by actual count:	\$		
Ensure funds agree with Disbursing Accountability Summary Report (DASR)	8.4.20		
Ensure Daily Cash Transaction Ledger is being closed out on a daily basis and compared to the DASR and Disbursing Transactions Detail Report.	8.4.10 8.4.20		
Ensure Daily Cash Transaction Ledger totals are posted to line 6.2A and 6.9 of the DD 2657.	8.4.20		
Ensure Daily Cash Transaction Ledger, DASR, and Disbursing Transactions Detail Report are retained with DD 2657.	8.4.20		
Generate and print Transaction History for disbursing office merchant card and generic private merchant cards using Cardholder Web Site to confirm chip and strip balances are zero. Review disposition of funds since last CVT.	8.4.9 8.4.12.c 8.5.1		
Generate card reports for all Navy Cash Disbursing Application users (see paragraph 8.4.14, Card Report) and verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.	8.4.32		
<b>Navy Cash Cards</b>			
Inventory all unissued Navy Cash cards (bulk and working stock; instant issue and visitor cards) to ensure that custody of cards is properly maintained.			
Ensure Bulk Navy Cash Card Log agrees with actual card count. Use Bulk Card Log to verify working stock returned weekly for audit/inventory.	8.3.1		
Ensure Navy Cash cards are kept in a safe or a secure container.	8.3.1		
Check random sample of turned-in visitor cards (at least 10 cards) to verify there are no residual funds on the card, i.e., the chip balance is zero.	8.3.1 8.4.5.b		
<b>Spare POSs</b>			
Ensure spare POSs are being kept in a safe or in a secure space.	8.3.3		
Ensure POSs that have transactions still stored in them are being kept in the Disbursing Officer's safe.	8.3.3		

**8.15.25 Cash Verification Team Navy Cash Checklist (continued)**

Tasks	SOP Reference	Yes	No
<b>Navy Cash Disbursing Application</b>			
Verify Disbursing Application users are assigned to appropriate user group.	8.4.32		
Check locally generated and maintained password change log to verify that passwords are being changed every six months.	8.4.32		
Ensure refunds processed in disbursing office are being authorized by Sales/MWR/Food Service Officer.	8.4.6		
Ensure Navy Cash enrollment forms are being filled out and signed by crewmembers before being entered through the Disbursing Application.	8.4.17		
Ensure originals of all enrollment forms are signed and sent to JPMC at least once every 30 days and copies of all enrollment forms are retained on ship.	8.4.17		
Review EOD Report to verify the Indicate EOD function is being performed at the end of the business day on non working days as required.	8.4.20		
Ensure the Disbursing Officer is reviewing Daily Negative Balance Report and Returned Items Detail Report on a daily basis.	8.8.1		
Review Daily Negative Balance Report to verify there are no aged negative balances over 60 days old.	8.8.1		
Review Daily Negative Balance Report to verify collection action is initiated on negative balances with no representments pending within 10 working days of receipt of Report.	8.8.1		
Ensure personnel office is providing disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days.	8.8.1		
Ensure copy of DASR, Monthly Transaction Summary Report ( <i>shore report with summary of all merchant figures including disbursing</i> ), and EOM spreadsheet and original SF 215s/5515s are being placed in retained returns at EOM.	8.9		
Ensure Safe Bank Transactions Report is being zeroed out at end of month.	8.9		



<p>DESCRIBE THE NATURE OF THE HARDWARE, SOFTWARE, COMMUNICATIONS, OR OPERATIONAL PROBLEM (include any error messages or error codes if possible—attach any printouts or screen prints as needed)</p>		
<p>DESCRIBE ANY TROUBLESHOOTING STEPS YOU HAVE ALREADY TRIED (include references you used in troubleshooting the problem, e.g., SOP, SYS ADMIN Manual, Maintenance CD, MRC, system log files reviewed—attach any log file printouts or screen prints as needed)</p>		
<p><b>SHIPPING INFORMATION</b></p> <p><i>When directed to return failed equipment via traceable means to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For K22s or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.</i></p>		
<p>SHIPPING ADDRESS NAVY CASH DEPOT L-3 Communications ATTN: Navy Cash Depot Lower Receiving Dock 3033 Science Park Road San Diego, CA 92121-1101 Phone: (858) 552-3601 (Shipment related issues only)</p>		<p>SHIPPING ADDRESS COGENT SYSTEMS Cogent Systems ATTN: Ryan Settle, Navy Cash Equipment Return 3300 Acorn Street Williamsburg, VA 23188 Phone: (757) 564-4604 (Shipment related issues only)</p>
TRACEABLE TRACKING NUMBER		DATE SHIPPED
NAME OF POINT OF CONTACT	E-MAIL ADDRESS	PHONE NUMBER
RETURN ADDRESS (recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC))		
CITY	STATE	ZIP CODE
NUMBER OF TRANSACTIONS (for K22s OR CADs with stuck transactions)		ESTIMATED DOLLAR VALUE (for stuck transactions)

**8.15.27 Sample Memorandum for Forwarding Enrollment Forms**

**MEMORANDUM**

From: \_\_\_\_\_  
*Ship's Name*

To: JPMorgan Chase  
Document Processing Services  
Attention: Phyllis Smith  
300 N King Street, Mail Stop DE 1404  
Wilmington, DE 19801  
(302) 282-2176 (*Phone number for FedEx, UPS, etc. packages*)  
enrollment\_forms@chase.com

Subject: Forwarding Enrollment Forms For Scanning And Archiving

1. This memorandum and e-mail confirm the forwarding of Navy Cash enrollment forms (DD Form 2887) to the JPMorgan Chase Scanning Operations Center.

a. Date Package Was Sent: \_\_\_\_\_

b. Number of Enrollment Forms in Package: \_\_\_\_\_

c. Carrier Name: \_\_\_\_\_  
*e.g., FedEx, UPS, USPS registered mail*

d. Tracking Information: \_\_\_\_\_

2. If you have any questions, please contact me at:

a. Ship's Name: \_\_\_\_\_

b. Point of Contact on the Ship: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

