

**Attention Disbursing Officers and Supply Officers**

**NAVY CASH<sup>®</sup>  
SOP CHANGE NOTICE  
NAVSUP PUB 727**

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

---

---

**Navy Cash SOP Change Notice 2012-011**

**9 November 2012**

---

---

**Subject: COURT ORDERS AND LEVIES AND SUBPOENAS ON NAVY CASH ACCOUNTS**

**Attention: Disbursing Officers/Supply Officers**

**1. Background.** On occasion, JPMorgan Chase (JPMC), the Treasury Financial Agent for Navy Cash, receives Court Orders and Levies (COAL) and Subpoenas on accounts with deposits in the bank. Subpoenas are court orders to provide specific information about customer accounts and transactions against accounts. COAL are specific instructions received from the courts for search and investigative requirements about accounts and for holds, debits, and credits on accounts. JPMC must carry out these directives based on the specific instructions received from the courts. The Navy Cash backend ashore will have automated capabilities to respond to instructions received from COAL and Subpoenas by the end of November 2012.

**2. Disbursing Officer Action.** Disbursing Officers (DOs) must be aware of this new capability, details of which are contained in the Navy Cash SOP change below. If Navy Cash cardholders have questions about a hold, debit, or credit on their account that resulted from COAL instructions, DOs should direct them to call the JPMC COAL support line at (866) 578-7022.

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

**4. List of Effective Navy Cash SOP Change Notices.**

2012-001	Automatic EOD Now Mandatory
2012-002	Required Navy Cash Documentation in Financial Returns
2012-003	Residual Funds on Visitor Cards
2012-004	Transfer Member Profile and Unsuspend Account Using Disbursing Web Site
2012-005	Automated Transfer of Dormant Profiles
2012-006	Navy Cash Depot Shipping Address Change
2012-007	Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement
2012-008	Staff, Air Wing, Squadron, and Generic Private Merchants Settle Only to Merchant Strip Account
2012-009	Bank/Credit Union Account Information on Cardholder Web Site
2012-010	Automated EOM Spreadsheet Alternative
2012-011	Court Orders and Levies and Subpoenas on Navy Cash Accounts

***Please route immediately to the Supply Officer and Disbursing Officer***

## **Attention Disbursing Officers and Supply Officers**

### **5. Points of Contact.** If you have any questions, please contact:

Hugh Chin at NAVSUP FLC Norfolk  
hugh.chin@navy.mil  
(757) 443-1189                      DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego  
andrew.yager@navy.mil  
(619) 556-6493                      DSN: 526-6493

Joel Ignacio at NAVSUP FLC Yokosuka  
joel.ignacio@fe.navy.mil  
+81 (46) 816-7324                      DSN: (315) 243-7324

§§§§§

### **8.14.4 Court Orders and Levies and Subpoenas on Navy Cash Accounts**

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

a. On occasion, JPMorgan Chase (JPMC), the Treasury Financial Agent for Navy Cash, receives Court Orders and Levies (COAL) and Subpoenas on accounts with deposits in the bank. Subpoenas are court orders to provide specific information about customer accounts and transactions against accounts. COAL are specific instructions received from the courts for search and investigative requirements about accounts and for holds, debits, and credits on accounts. JPMC must carry out these directives based on the specific instructions received from the courts. The Navy Cash backend ashore now has automated capabilities to respond to instructions received from the courts.

b. Any hold, debit, or credit action that results from COAL instructions will always be applied to the strip account. The value in the chip account is not affected by this process and can still be used for purchases on the ship.

(1) If a hold is placed on a strip account that does not have sufficient funds to cover the hold, the available balance on the account will go negative, and the chip load limit will be set to zero. As a result, all transfers to the chip, including ACH transfers, funds transfers to load cash at Disbursing, chip-to-chip transfers, and strip-to-chip transfers, are blocked. When the strip account is replenished up to or beyond the amount of the negative balance, the chip load limit will be reset to the limit that was set prior to the hold, and funds can again be transferred to the chip.

(2) Any negative balance resulting from a hold will not be reflected on the Navy Cash Daily Negative Balance Report, since the report only reflects negative balances on the account's "ledger balance", while holds are applied to the account's current available balance.

(3) The round trip process will reflect any holds on an account in the available balance returned to the ship. Debit and/or credit transactions are processed and posted to Navy Cash accounts daily in accordance with instructions provided. Any hold, debit, or credit action will be logged and reported on the cardholder web site ([www.navycash.com](http://www.navycash.com)). Cardholders can access the web site using the 16-digit MasterCard® card number and PIN. A detailed transaction history is available to review all chip and strip transactions for the current month and the last six months.

c. If Navy Cash cardholders have questions about a hold, debit, or credit on their account that resulted from COAL instructions, Disbursing Officers should direct them to call the JPMC COAL support line at (866) 578-7022.