

Attention Disbursing Officers and Supply Officers

**NAVY CASH[®]
SOP CHANGE NOTICE
NAVSUP PUB 727**

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

Navy Cash SOP Change Notice 2013-004

4 March 2013

Subject: UPDATE TO NAVY CASH CARDHOLDER WEB SITE

Attention: Disbursing Officers/Supply Officers

1. Background. The Navy Cash Cardholder Web Site (www.navycash.com) was developed to help Navy Cash cardholders and merchants manage their Navy Cash accounts. The web site has recently been updated. To log in to the web site, cardholders will need a username and password. The first time cardholders access the updated web site, they use their 16-digit MasterCard[®] card number and PIN. They are then asked to set up a username and password and set up answers to two security questions. These security questions provide a second layer of authentication, and cardholders must answer these questions each time they log in to the web site from a new computer. General guidelines for using the cardholder web site are included at Appendix D of the Navy Cash Standard Operating Procedure (SOP) (*see below*).

2. Disbursing Officer Action. Disbursing Officers (DOs) must be familiar with the capabilities of the Navy Cash Cardholder Web Site. DOs should encourage crewmembers and Navy Cash merchants on the ship to use the Cardholder Web Site. They can see chip and strip activity and get a lot of the information they need to manage their Navy Cash accounts directly from the web site. When Navy Cash cardholders or merchants register or change the bank or credit union account linked to Navy Cash, they can use the cardholder web site to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at a Navy Cash kiosk.

DOs should also take advantage of the capabilities of the other two Navy Cash web sites:

- **Navy Cash Disbursing Web Site.** The disbursing website (www.navycashcenter.com) enables Disbursing Officers to review and update Navy Cash cardholder and merchant account and profile information, review limited cardholder and merchant transaction history, update a cardholder's location information, review all cardholders and merchants currently assigned to the ship, review a ship's round-trip history, update a ship's contact information, and review a ship's Navy Cash ship and shore reports.

- **US Treasury Navy Cash Web Site.** The Department of the Treasury Navy Cash web site (www.fms.treas.gov/navycash) is a good source for documentation on Navy Cash. The site provides an overview of the Navy Cash program and information to answer most questions about how Navy Cash works, including a customer service handbook and user guides. The site also provides easy access to functional training materials, videos on selected maintenance procedures, the current versions of the Navy Cash Standard Operating Procedure (SOP), and copies of all the Navy Cash Bulletins, Flashes, and TSOP Change Notices issued.

Attention Disbursing Officers and Supply Officers

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
- 2013-001 Enrollment Forms Missing in Document Storage System Ashore
- 2013-002 Updating Generic Private, Staff, Air Wing, and Squadron Merchant Linked Accounts at Turnover
- 2013-003 Use of Official Mail Manager Merchant Card Now Mandatory
- 2013-004 Update to Navy Cash Cardholder Web Site

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

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8.14.3 Navy Cash Web Sites

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

1. Navy Cash Cardholder Web Site. The cardholder web site (www.navycash.com) was developed to help individual cardholders and Navy Cash merchants manage their Navy Cash accounts. A "Help" screen provides details to answer most questions about how Navy Cash works. Summary "Account Information" is displayed about the Navy Cash card itself, about the balance on the chip and strip, and about

Please route immediately to the Supply Officer and Disbursing Officer

Attention Disbursing Officers and Supply Officers

a cardholder's linked bank or credit union account, to include ACH Allowed, Name on Account, Routing Number, Bank Account Number, and Account Type. A detailed transaction history is also available to review all chip and strip transactions for the current month and the last six months. Basic contact information is easily accessible to report a lost or stolen card and to get answers to any specific questions about a Navy Cash account. The Navy Cash Privacy Policy Statement is also available on the web site.

(1) General guidelines for using the cardholder web site are included at Appendix D. To log in to the web site, cardholders need a username and password. The first time cardholders access the web site, they use their 16-digit MasterCard[®] card number and PIN. They are then asked to set up a username and password and set up answers to two security questions.

(2) The transaction history records displayed are shore-side records and may not include transactions performed off line, either on the ship or on the shore. Transactions from the current day will not be displayed until a round trip is completed between the ship and the shore.

(3) Disbursing Officers should encourage crewmembers and Navy Cash merchants on the ship to use the web site. They can see chip and strip activity and get a lot of the information they need to manage their Navy Cash accounts directly from the web site. When Navy Cash cardholders or merchants register or change the bank or credit union account linked to Navy Cash, they can use the cardholder web site to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at a Navy Cash kiosk.

2. Navy Cash Disbursing Web Site. The disbursing website (www.navycashcenter.com) enables Disbursing Officers to review and update Navy Cash cardholder and merchant account and profile information, review limited cardholder and merchant transaction history (transaction history is available for the current month and the past 12 months), update a cardholder's location information, review all cardholders and merchants currently assigned to the ship, review a ship's round-trip history, update a ship's contact information, and review a ship's Navy Cash ship and shore reports.

(1) Guidelines for using the Navy Cash Disbursing Web Site are included at Appendix E. To access the disbursing web site for the first time, the Disbursing Officer must contact the CSU (see paragraph 8.14.1) to receive an initial user name and password to log in to the web site. When logging in to the web site for the first time, the Disbursing Officer will be asked to select and answer two different security questions and to change his or her password.

(2) Updates done through the disbursing web site do not go into effect on board the ship until a round trip is completed between ship and shore. When updating bank/credit union account information, at least one roundtrip and one working day are required for the new linked account to take effect.

(3) The transaction history records displayed are shore-side records and may not include transactions performed off line, either on the ship or on the shore. Transactions from the current day will not be displayed until a round trip is completed between the ship and the shore.

3. US Treasury Navy Cash Web Site. The Department of the Treasury Navy Cash web site (www.fms.treas.gov/navycash) is a good source for documentation on Navy Cash. The site provides an overview of the Navy Cash program and information to answer most questions about how Navy Cash works, including a customer service handbook and user guides. The site also provides easy access to functional training materials, videos on selected maintenance procedures, the current versions of the Navy Cash Standard Operating Procedure (SOP), and copies of all the Navy Cash Bulletins, Flashes, and SOP Change Notices issued.

Cardholder Web Site — www.NavyCash.com

Cardholder Log In

Provides Cardholder Access to Navy Cash Web Site

The login page prompts for a username and password.

STEP 1. The first time cardholders access the web site, they must click on the “here” link where they can use their 16-digit MasterCard® card number and PIN to access a page to set up a username and password. They will also be asked to set up two additional security questions.

NAVY CASH SERVICE CENTER

Contact Us Login

HELP

Login

Username:

Password:

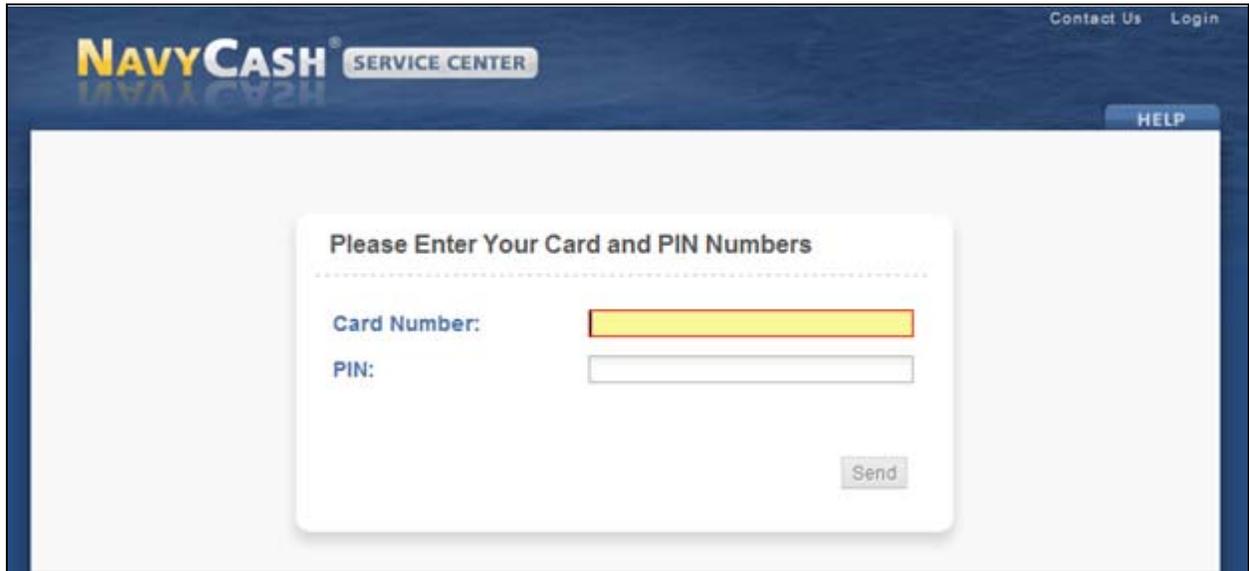
Login

If you don't have an username but a card number and pin, please click [here](#) to register.

WARNING WARNING WARNING

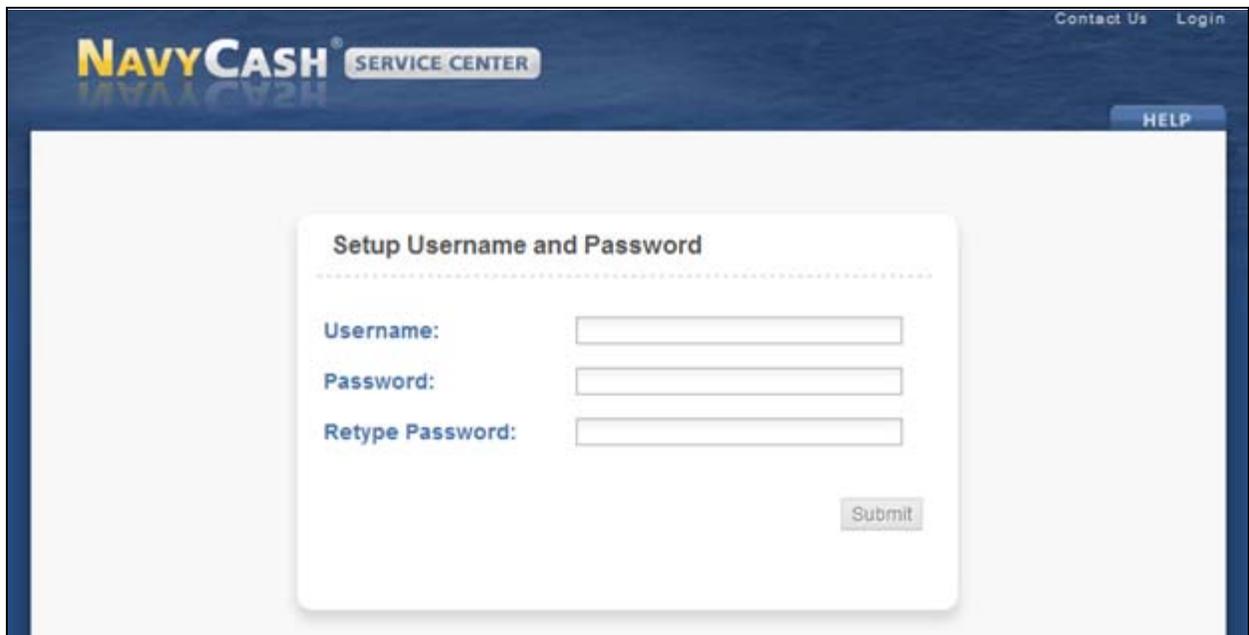
You have accessed a JPMorgan-owned commercial system operated on behalf of the United States Government for the express use of Navy / Marine Cash Cardholders and other authorized users. Unauthorized use of this system is a violation of federal law and may subject you to civil and criminal penalties. This system is monitored, and all persons are hereby notified that the use of this system constitutes consent to such monitoring and auditing. Communications made using this system may be disclosed as allowed by federal law. Unauthorized attempts to upload information and/or change information on this web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030.

STEP 2. To set up a username and password, cardholders must first enter their 16-digit MasterCard® card number and PIN.



The screenshot shows the NavyCash Service Center website. At the top, there is a dark blue header with the NavyCash logo and 'SERVICE CENTER' text. In the top right corner, there are links for 'Contact Us' and 'Login'. Below the header, there is a 'HELP' button. The main content area is white and contains a form titled 'Please Enter Your Card and PIN Numbers'. The form has two input fields: 'Card Number:' with a yellow highlight and 'PIN:'. A 'Send' button is located at the bottom right of the form.

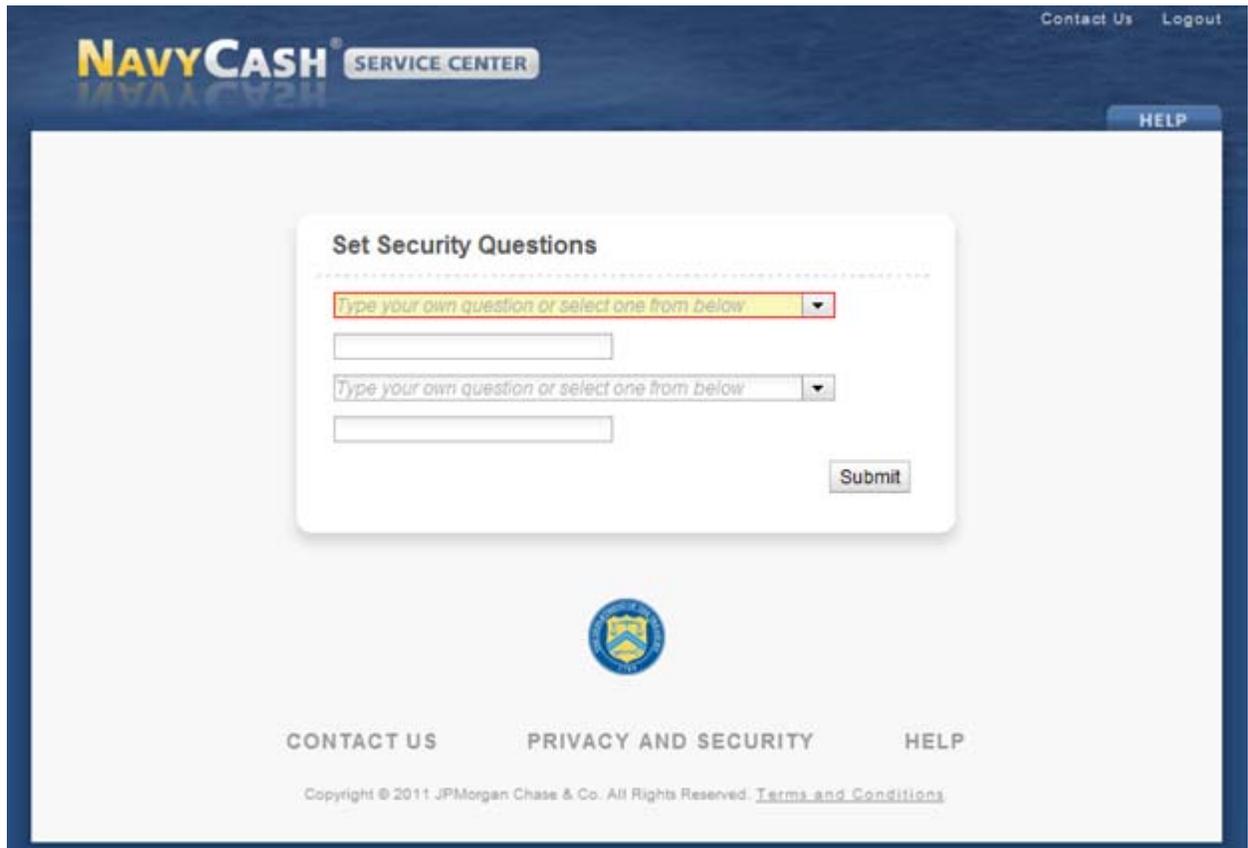
STEP 3. After logging in successfully with card number and PIN, cardholders must enter a username and password. The password must be at least eight and no more than 16 characters in length, with at least one uppercase character, one lowercase character, one number, and one special character. Cardholders must confirm their new password by retyping it in the box provided.



The screenshot shows the NavyCash Service Center website. At the top, there is a dark blue header with the NavyCash logo and 'SERVICE CENTER' text. In the top right corner, there are links for 'Contact Us' and 'Login'. Below the header, there is a 'HELP' button. The main content area is white and contains a form titled 'Setup Username and Password'. The form has three input fields: 'Username:', 'Password:', and 'Retype Password:'. A 'Submit' button is located at the bottom right of the form.

Cardholders must remember their username and password. They will be asked for these items each time they log in to the Navy Cash Cardholder Web Site.

STEP 4. Cardholders must then set up two additional security questions. Cardholders can select these security questions from the questions available in the drop-down lists or type their own questions. Answers are to be entered in the blocks provided. These security questions provide a second layer of authentication, and cardholders must answer these questions in the future each time they log in to the web site from a new computer.

The image is a screenshot of the NavyCash Service Center website. At the top left, the logo reads "NAVY CASH SERVICE CENTER". In the top right corner, there are links for "Contact Us" and "Logout". Below the logo, there is a "HELP" button. The main content area features a white box titled "Set Security Questions". Inside this box, there are two identical sets of input fields. Each set consists of a dropdown menu with the text "Type your own question or select one from below", a text input field, and another dropdown menu with the same text. A "Submit" button is located at the bottom right of the form. Below the form, there is a blue circular logo with a shield. At the bottom of the page, there are three links: "CONTACT US", "PRIVACY AND SECURITY", and "HELP". At the very bottom, there is a copyright notice: "Copyright © 2011 JPMorgan Chase & Co. All Rights Reserved. Terms and Conditions".

Cardholders must remember their answers to these security questions. They will be asked for these questions each time they log in to the Navy Cash Cardholder Web Site from a new computer.

Contact Us

Shows the Contact Information for Customer Support

Click NavyCash@ezpaymt.com to send an e-mail to Customer Support

Privacy and Security

Shows the Navy Cash Privacy Policy Statement

Explains what Chase and the Navy Cash program do with your personal information

Help

Shows the Navy and Marine Cash Customer Service Handbook

Provides details to answer most questions on how the Navy Cash card program operates.

Report Card Lost or Stolen

Shows Customer Service Number to Call
 Call the toll-free number listed to report a lost or stolen card.

Cardholder Account Information

Shows a Summary of Cardholder's Navy Cash Account

Report Card Lost or Stolen Contact Us Logout

NAVY CASH

ACCOUNTS HELP

Card Number 5 5014

Chip 8000000430209 (open) \$ 26.15

Strip 8000000422503 (open) \$ 133.41

Welcome, Theo Meade
 Checked In: SHORE COMMAND

dec 10 jan 11 feb 11 mar 11 apr 11 may 11 jun 11

Chip Purchases Account Information Notifications Alerts

Account Information

Card Number 5 5014
 Card Status active
 Issue Date Dec-09-08
 Expiration Date Dec-31-13
 Chip Account(s) 8000000430209 8000000422869

show: strip chip

balances current as of Fri Jun 24 13:53:21 EDT 2011

DATE	POSTED	TYPE	DESCRIPTION	AMOUNT	BALANCE
No account activity found.					

NAVSUP
 NAVAL SUPPLY SYSTEMS COMMAND

CONTACT US PRIVACY AND SECURITY HELP

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Cardholder Account Information

Scrolling Down in Account Information Window
Shows a Summary of Cardholder's Linked Bank or Credit Union Account

The screenshot displays the NavyCash Service Center interface. At the top, it says "NAVY CASH SERVICE CENTER" and "ACCOUNTS". The user is identified as "John Smith" and "Checked in: 2nd MLG". The page shows account information, including a card number (5...6670) and two active cards (Chip and Strip) with a balance of \$0.00. A "Linked Bank Account" section is highlighted with a red box, showing details for a savings account: ACH Allowed (Y), Name on Account (John F Smith), Routing Number (021000021), Bank Account Number (5442-...), and Account Type (Savings). Below this, there are checkboxes for "strip" and "chip" and a timestamp "balances current as of Mon Jul 09 10:51:21 EDT 2012". A table with columns "DATE", "POSTED", "TYPE", "DESCRIPTION", "AMOUNT", and "BALANCE" is shown, with the message "No account activity found." below it. The footer includes "CONTACT US", "PRIVACY AND SECURITY", and "HELP".

NAVY CASH SERVICE CENTER

ACCOUNTS

Welcome, John Smith
Checked in: 2nd MLG

Card Number 5 6670

Chip 8000000309973 (open) \$ 0.00

Strip 8000000309965 (open) \$ 0.00

Account Information

Linked Bank Account

ACH Allowed	Y
Name on Account	John F Smith
Routing Number	021000021
Bank Account Number	5442-
Account Type	Savings

show: strip chip

balances current as of Mon Jul 09 10:51:21 EDT 2012

DATE	POSTED	TYPE	DESCRIPTION	AMOUNT	BALANCE
No account activity found.					

CONTACT US PRIVACY AND SECURITY HELP

Account Summary

*Shows Account Numbers and Balance of Chip and Strip Accounts
(as of the last round trip completed between ship and shore)*

Chip Purchases

Shows Chip Purchases Made During Period Selected by Slider Above

Account Information

Shows Navy Cash Card Number, Status, Issue Date, and Expiration Date

Scrolling Down in Account Information Window

*Shows Linked Bank or Credit Union Account, ACH Allowed ("Y" or "N"),
Name on Account, Routing Number, Bank Account Number,
and Account Type ("Checking" or "Savings")*

Notifications

Shows Any Notifications Posted to the Account

Alerts

Shows Any Alerts Posted to the Account

Transaction History

*Shows Transaction History for Chip and/or Strip Account(s)
During Period Selected by Slider Above*

Log Out

Prevents Others from Viewing Your Information

In order to avoid unauthorized viewing of your information, log out and exit the browser.

Click on the "Logout" link on the upper right of the web page.