

**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**

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**Navy Cash SOP Change Notice 2013-005**

**22 March 2013**

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Subject: **ENROLLMENT FORMS MISSING IN DOCUMENT STORAGE SYSTEM  
ASHORE—REVISED**

Attention: Disbursing Officers/Supply Officers

**1. Background.** Enrollment forms are a critical element in the Navy Cash program. A signed enrollment form (2887) must be on file for every Navy Cash and Marine Cash cardholder. By signing the 2887, cardholders acknowledge the program's Privacy Act statement, authorize debits and credits to bank or credit union accounts, consent to immediate collection from pay for any negative balances that may result from use of the Navy Cash/Marine Cash cards, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing. The signed 2887 is the enforceable agreement between the individual cardholder and the Navy Cash program.

To ensure the 2887 is available if needed, the hardcopy enrollment form, signed by the individual, must be sent to the Treasury Financial Agent, JPMorgan Chase (JPMC) to be scanned and stored on file electronically. The goal is to have a signed 2887 on file in the document storage system ashore for every Navy Cash/Marine Cash cardholder. The Navy Cash Standard Operating Procedure (SOP) directs that enrollment forms be forwarded to JPMC at least once every 30 days (*see paragraph 8.4.21.g in version 1.13 or 8.4.17.h in version 1.14, Forward Signed Enrollment Forms to JPMC, in the Account Enrollment section of the SOP*).

This Change Notice modifies and corrects the information in Navy Cash SOP Change Notice 2013-001, which is hereby canceled. The revisions in this Change Notice are indicated by a line in the left-hand margin of the document.

**2. Reporting.** Shore reports are now issued on a monthly basis to identify individual cardholders (with active or pendactive cards and with open or suspended accounts) who do not have a signed 2887 form on file in the document storage system ashore.

Ship/MLG Navy Cash/Marine Cash Missing 2887 Report. Generated ashore as part of the End-Of-Month (EOM) process, this report provides a list of Sailors and Marines whose 2887s are either missing or not yet received, scanned, and stored. Each ship/MLG will receive its own report after successful completion of the End-Of-Day (EOD) round-trip process at EOM. The report lists the last name, first name, middle initial, SSN (last four digits), service branch, and date the Navy Cash account was opened.

Each month, the Ship/MLG Report can be found in the shore reports directory by date after successful completion of the EOD round-trip process at EOM. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. On the Disbursing Application workstation

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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 Cash server. The Ship/MLG Report is also available on the Navy Cash Disbursing Web Site on the “Ship Reports” page using the “Reports” tab (*see Appendix E, Disbursing Web Site—www.navycashcenter.com, of the Navy Cash SOP*).

**Indication on Disbursing Web Site That Enrollment Form Is on File.** The Navy Cash Disbursing Web Site now displays the status of a cardholder’s enrollment form (2887) under the “Personal” tab on the “Cardholder Profiles” screen.

- For cardholders who were enrolled manually, the screen will indicate either that a cardholder’s 2887 is not available in the document storage system ashore, or that a scanned copy of a cardholder’s 2887 is available in the i-Vault! or FileNet document storage system. This information is updated on a monthly basis. The 2887 cannot be viewed on the web site, but the DO can contact the CSU and request a copy.
- For new cardholders who were enrolled electronically on a ship (*v1.4.7.1*), once the round trip is completed between ship and shore, the screen will indicate that a cardholder signed the 2887 electronically and a copy is available in the document storage system ashore. The 2887 cannot be viewed on the web site, but the DO can contact the CSU and request a copy if needed.

**3. Disbursing Officer Action.** The Disbursing Officer (DO) must take the necessary steps to ensure the Ship/MLG Navy Cash/Marine Cash Missing 2887 Report is reviewed each month and to verify a signed enrollment form (2887) has been or will be forwarded to JPMC for every cardholder whose name is listed on the report.

- **Enrollment Form in Transit to JPMC.** If the signed 2887 for a particular cardholder is in the latest package of enrollment forms sent to JPMC, no further action is required. The DO shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.
- **Enrollment Form Available on the Ship/MLG.** If a copy of the cardholder’s signed 2887 can be located in the file of enrollment forms maintained on board the ship/MLG for reference, a copy shall be included in the next package of enrollment forms sent to JPMC. The DO shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.
- **Enrollment Form Not Available on the Ship/MLG.** If a copy of the cardholder’s signed 2887 is not available in the file of enrollment forms maintained on board the ship/MLG for reference, the DO shall notify the cardholder to report to Disbursing to fill out and sign a new enrollment form. A copy of the signed 2887 shall be included in the next package of enrollment forms sent to JPMC and a copy of the signed 2887 shall be retained in the file of enrollment forms maintained on board the ship/MLG for reference. The DO shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.
- **Cardholder No Longer on the Ship/MLG.** If a copy of the cardholder’s signed 2887 can be located in the file of enrollment forms maintained on board the ship/MLG for reference, a copy shall be included in the next package of enrollment forms sent to JPMC. The DO shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report. If a copy of the cardholder’s signed 2887 is not available, the DO shall take action to transfer the cardholder’s member profile off the ship/MLG to the Navy Cash Shore Command, suspend the Navy Cash account, and block Navy Cash access to bank or credit union account (*see paragraph 8.4.22.f in version 1.13 or 8.4.18.f in version 1.14, Transfer Type and Date, in the Account Information Update section of the Navy Cash SOP*).

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Electronic Enrollment. For ships with software release 1.4.7 build 1 and electronic enrollment, new enrollees sign enrollment forms electronically, and the forms are uploaded automatically to the document storage system ashore, so packages of hardcopy enrollment forms and e-mail notifications for each package no longer need to be sent to JPMC for new enrollees.

- For new cardholders who were enrolled electronically on a ship, once the round trip is completed between ship and shore, a copy of the 2887 will be available on the Navy Cash server on that ship, and the Navy Cash Disbursing Web Site will indicate that a copy of the cardholder's 2887 is available in the document storage system. The 2887 cannot be viewed on the web site, but a DO can contact the CSU and request a copy if needed.
- For cardholders who appear on the monthly report and were enrolled manually on the ship before electronic enrollment was available, the DO must follow the steps outline above. If a copy of the cardholder's signed 2887 is not available in the file of enrollment forms maintained on board the ship for reference, the cardholder must fill out and sign a new, hardcopy enrollment form. Electronic enrollment is only available for a new enrollee's initial enrollment.

The Goal—A Signed 2887 on File in the Document Storage System Ashore for Every Cardholder. The initial Ship/MLG Reports include what is basically a one-time comparison of all enrollment forms on file electronically and all open or suspended Navy Cash accounts with active or pendactive Navy Cash/Marine Cash cards. Although the goal remains to have a signed 2887 on file in the document storage system ashore for every Navy Cash/Marine Cash cardholder, the initial reports will take several months to process because of the high number of missing enrollment forms expected. Ultimately (perhaps as early as the end of FY 2013), each Navy Cash ship will be evaluated and measured based on the number of Navy Cash accounts reported on board the ship and the percentage of signed 2887 enrollment forms in the document storage system ashore.

**4. Official Change to Navy Cash SOP.** This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). This Change Notice replaces Navy Cash SOP Change Notice 2013-001, which is hereby canceled. Each DO shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.

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

2012-001	Automatic EOD Now Mandatory
2012-002	Required Navy Cash Documentation in Financial Returns
2012-003	Residual Funds on Visitor Cards
2012-004	Transfer Member Profile and Unsuspend Account Using Disbursing Web Site
2012-005	Automated Transfer of Dormant Profiles
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
<del>2013-001</del>	<del>Enrollment Forms Missing in Document Storage System Ashore</del> <b>CANCELED</b>

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

- 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
- 2013-005 Enrollment Forms Missing in Document Storage System Ashore—Revised
- 2013-006 Distribution of Ship's Store Profits to MWR and Other Miscellaneous Payments — Revised Procedures

### **6. 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

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#### **8.4.17 Account Enrollment**

*(in version 1.14 of the Navy Cash SOP, associated with release v1.4.7.0, insert new paragraph i and renumber subsequent paragraphs)*

##### **i. Monthly Reports on Missing Enrollment Forms**

#### **8.4.21 Account Enrollment**

*(in version 1.13 of the Navy Cash SOP, associated with release v1.4.6.3, insert new paragraph h and renumber subsequent paragraphs)*

##### **h. Monthly Reports on Missing Enrollment Forms**

(1) Each month, two separate shore reports are issued to identify individual cardholders (with active or pendactive cards and with open or suspended accounts) who do not have a signed enrollment form (2887) on file electronically in the document storage system ashore.

(a) Ship/MLG Report. Generated ashore as part of the End-Of-Month (EOM) process, the Ship/MLG Navy Cash/Marine Cash Missing 2887 Report provides a list of Sailors and Marines whose enrollment forms are either missing or have not yet been received, scanned, and stored.

((1)) The report lists the last name, first name, middle initial, SSN (last four digits), service branch, and date the Navy Cash account was opened. Each ship/MLG will receive its own report.

((2)) Each month, the Ship/MLG Report can be found in the shore reports directory by date after successful completion of the EOD round-trip process at EOM. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. On the Disbursing

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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 Cash server. The Ship/MLG Report is also available on the Navy Cash Disbursing Web Site on the “Ship Reports” screen using the “Reports” tab (*see Appendix E, Disbursing Web Site—www.navycashcenter.com*).

(b) Comprehensive Report. Generated ashore on the second day of each month, the monthly Comprehensive Navy Cash/Marine Cash Missing 2887 Report provides a list of Sailors and Marines whose enrollment forms are either missing or have not yet been received, scanned, and stored.

((1)) The report is sorted by ship, MLG, and Navy Cash Shore Command and lists the last name, first name, middle initial, SSN (last four digits), service branch, ship or MLG or shore command assignment, and date the Navy Cash account was opened.

((2)) The Comprehensive Report is intended for NAVSUP, MCDOSS, NAVSUP FLC Norfolk, San Diego, and Yokosuka, and Treasury FMS, so they can monitor the progress of individual ships and MLGs in meeting the goal of a signed 2887 on file for every Navy Cash/Marine Cash cardholder. The report is available on the Navy Cash Disbursing Web Site on the “Shore Reports” screen using the “Reports” tab (*see Appendix E, Disbursing Web Site—www.navycashcenter.com*).

(2) Review Ship/MLG Report Monthly. The Disbursing Officer must ensure the Ship/MLG Navy Cash/Marine Cash Missing 2887 Report is reviewed each month and verify a signed enrollment form (2887) has been or will be forwarded to JPMC for every cardholder whose name is listed on the report.

(a) Enrollment Form in Transit to JPMC. If the signed 2887 for a particular cardholder is in the latest package of enrollment forms sent to JPMC, no further action is required. The Disbursing Officer shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.

(b) Enrollment Form Available on the Ship/MLG. If a copy of the cardholder’s signed 2887 can be located in the file of enrollment forms maintained on board the ship/MLG for reference, a copy shall be included in the next package of enrollment forms sent to JPMC. The Disbursing Officer shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.

(c) Enrollment Form Not Available on the Ship/MLG. If a copy of the cardholder’s signed 2887 is not available in the file of enrollment forms maintained on board the ship/MLG for reference, the Disbursing Officer shall notify the cardholder to report to Disbursing to fill out and sign a new enrollment form. A copy of the signed 2887 shall be included in the next package of enrollment forms sent to JPMC. The Disbursing Officer shall review the following month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report.

(d) Cardholder No Longer on the Ship/MLG. If a copy of the cardholder’s signed 2887 can be located in the file of enrollment forms maintained on board the ship/MLG for reference, a copy shall be included in the next package of enrollment forms sent to JPMC. The Disbursing Officer shall review the next month’s report to confirm that the 2887 has been received, scanned, and stored and the cardholder’s name is no longer listed on the report. If a copy of the cardholder’s signed 2887 is not available, the Disbursing Officer shall take action to transfer the cardholder’s member profile off the ship/MLG to the Navy Cash Shore Command, suspend the Navy Cash account, and block Navy Cash access to bank or credit union account (*see paragraph 8.4.22.f in version 1.13 or 8.4.18.f in version 1.14, Transfer Type and Date, in the Account Information Update section*).

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(e) Indication on Disbursing Web Site That Enrollment Form Is on File. The Navy Cash Disbursing Web Site now displays the status of a cardholder's enrollment form (2887) under the "Personal" tab on the "Cardholder Profiles" screen.

((1)) For cardholders who were enrolled manually, the screen will indicate either that a cardholder's 2887 is not available in the document storage system ashore, or that a scanned copy of a cardholder's 2887 is available in the i-Vault! or FileNet document storage system. This information is updated on a monthly basis. The 2887 cannot be viewed on the web site, but the Disbursing Officer can contact the CSU and request a copy.

((2)) For new cardholders who were enrolled electronically on a ship (*v1.4.7.1*), once the round trip is completed between ship and shore, the screen will indicate that a cardholder signed the 2887 electronically and a copy is available in the document storage system ashore. The 2887 cannot be viewed on the web site, but the Disbursing Officer can contact the CSU and request a copy if needed.

*For ships with release v1.4.7.1 –*

Electronic Enrollment. For ships with software release 1.4.7 build 1 and electronic enrollment, new enrollees sign enrollment forms electronically, and the forms are uploaded automatically to the document storage system ashore, so packages of hardcopy enrollment forms and e-mail notifications for each package no longer need to be sent to JPMC for new enrollees.

- For new cardholders who were enrolled electronically on a ship, once the round trip is completed between ship and shore, the 2887 will be available on the Navy Cash server on that ship, and the Navy Cash Disbursing Web Site will indicate that a copy of the cardholder's 2887 is available in the document storage system ashore. The 2887 cannot be viewed on the web site, but the Disbursing Officer can contact the CSU and request a copy if needed.
- For cardholders who appear on the monthly report and were enrolled manually on a ship before electronic enrollment was available, the Disbursing Officer must follow the steps above. If a copy of the cardholder's signed 2887 is not available in the file of enrollment forms maintained on board the ship for reference, the cardholder must fill out and sign a new, hardcopy enrollment form. Electronic enrollment is only available for a new enrollee's initial enrollment.