

**Attention Supply Officers, Disbursing Officers,  
Navy Cash Accountable Officers, Navy Cash Deputies**

**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 2016-001**

**7 January 2016**

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Subject: **RESIDUAL FUNDS ON NAVY CASH CARDS**

Attention: Supply Officers/Disbursing Officers/Navy Cash Accountable Officers/Navy Cash Deputies

**1. Funds in the Navy Cash Funds Pool Are Public Funds.** Navy Cash is a stored value card program, and a funds pool backs the stored value. Funds loaded onto a Navy Cash card are held in the funds pool until they are spent. For example, when a cardholder buys something in the Ship's Store, the corresponding value in the funds pool is transferred from the cardholder's account to the Ship's Store account. The money in the Navy Cash funds pool falls into one of two categories.

- The first is money that backs stored value which belongs to an individual cardholder. This money, while belonging to the cardholder, is under the control of the Government.
- The second is money that backs stored value which has been received through the Ship's Store, vending machines, or other retail operations. This money constitutes receipts of the United States.

Both categories of funds are "public money" and must be held in the Treasury or by a Treasury-designated Fiscal or Financial Agent. The money held in the Navy Cash funds pool belongs to the Treasury and not to the Treasury Agent bank designated to support the Navy Cash program.

**2. Cash Out Navy Cash Cards.** When a cardholder no longer needs a Navy Cash card, the card should be turned in to Disbursing, and any value remaining cashed out and returned to the cardholder immediately. Any residual funds remaining on Navy Cash cards that were not cashed out are public funds that belong to the individual cardholders, and the Disbursing Officer (DO) must make every reasonable effort to return this remaining value to the cardholders.

- If the cardholder can be identified and located, the DO must cash out the remaining value and either cut an ex-cash check for the amount and mail it to the cardholder or, if they are still in service, do a collection for the amount to the MPN appropriation so the cardholder's pay can be credited.
- If the cardholder cannot be identified or located, the DO must cash out the remaining value and do a collection for the amount to Payment of Unclaimed Moneys, 20X6133, when the amount is \$25 or more, or to Forfeitures of Unclaimed Money and Property, 17R1060, when the amount is less than \$25. Individuals can submit a claim for a refund at any time. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

**3. Disbursing Officer Action.** Upon receipt of this Navy Cash SOP Change Notice, the DO must take the necessary steps to ensure any value remaining on Navy Cash cards being turned in to Disbursing is cashed out and returned to the cardholder immediately. The DO must also take the necessary steps to verify there are no residual funds, i.e., the card balance is zero, on any Navy Cash cardholder or merchant cards that have been turned in to Disbursing or on any visitor cards maintained in inventory for issue/reissue.

This Change Notice incorporates the information in Navy Cash SOP Change Notice 2012-003, Residual Funds on Visitor Cards, which is hereby canceled.

Page 1 of 9

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

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

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

Ver 1.13 Ver 1.14 Ver 1.15

2012-001	<del>Automatic EOD Now Mandatory</del> CANCELED			
2012-002	<del>Required Navy Cash Documentation in Financial Returns</del> CANCELED			
2012-003	<del>Residual Funds on Visitor Cards</del> CANCELED			
2012-004	<del>Transfer Member Profile and Unsuspend Account Using Disbursing Web Site</del> CANCELED			
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	<del>Automated EOM Spreadsheet Alternative</del> CANCELED			
2012-011	Court Orders and Levies and Subpoenas on Navy Cash Accounts	✓	✓	
2013-001	<del>Enrollment Forms Missing in Document Storage System Ashore</del> CANCELED			
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	✓	✓	
2013-007	DASR and Revision to the Navy Cash Documentation Required in Financial Returns	✓	✓	
2013-008	Maintaining Laptop Security Patches and Updates	✓	✓	
2013-009	Before Cardholders Leave the Ship for a Pending Transfer or Discharge	✓	✓	
2013-010	<del>Navy Cash System Administration Password Changes</del> CANCELED			
2014-001	Navy Cash Cardholder Enrollment Form—New Edition	✓	✓	
2014-002	Navy Cash Accountable Official Cards, Enrollment Forms, and Card Limits	✓	✓	
2014-003	Rules of Behavior for Users of Navy Cash System	✓	✓	
2014-004	Cashing Personal Checks and Cashing Out the Chip on Navy Cash Cards	✓	✓	
2014-005	Appointment of Navy Cash Deputy Is Mandatory	✓	✓	✓
2014-006	Transfer Member Profile and Unsuspend Account Using Disbursing Web Site	✓	✓	✓
2014-007	<del>Updated Recommendations for Spare Navy Cash Card Stocks</del> CANCELED			
2014-008	Navy Cash System Administration Password Changes — Revised	✓	✓	✓
2015-001	Navy Cash Merchant Established for Second Class Association	✓	✓	✓
2015-002	Shipping Equipment with Batteries Contained in Equipment	✓	✓	✓
2015-003	New EOM Summary Report and Elimination of EOM Spreadsheet	✓	✓	✓
2015-004	Treasury Navy Cash/Marine Cash Website Update/Address Change	✓	✓	✓
2015-005	Navy Cash Equipment Ownership and Maintenance Responsibilities	✓	✓	✓
2015-006	Recommendations for Spare Navy Cash Card Stocks—Revised	✓	✓	✓
2015-007	Navy Cash System Documentation Now Available on SAILOR 2.1	✓	✓	✓
2016-001	Residual Funds on Navy Cash Cards	✓	✓	✓

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

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**8.2.5 Navy Cash Card Expiration**

*(insert new paragraph 8.2.5 in Navy Cash SOP version 1.13, associated with Navy Cash release v1.4.6.3a; version 1.14, associated with release v1.4.7.0; and version 1.15 associated with release v1.4.7.1)*

a. Navy Cash cards expire five 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 last 180 days, 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) Residual Funds. 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. The Disbursing Officer shall then request the Navy Cash CSU to push any funds remaining in the strip account back to the designated bank or credit union account.

(b) As a last resort and after good faith efforts to identify and locate the individual cardholder and return the residual funds have 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 DoD FMR, Chapter 8, Paragraph 0806, and Chapter 10, Paragraph 100505. 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 17R1060, Forfeitures of Unclaimed Money and Property, for amounts of less than \$25. Cardholders retain the right to submit a claim for a refund to the U. S Department of the Treasury, Bureau of the Fiscal Service. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

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 strip 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) (*paragraph 8.4.16.c.(2) in version 1.13*) under paragraph 8.4.12, Change Card Status (*paragraph 8.4.16 in version 1.13*), for the three options available to retrieve funds from a visitor card.

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

(1) To keep the Navy Cash roster on the ships current and avoid 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 (*paragraph 8.4.22.f in version 1.13*)). The transfer date is used to pull accounts of cardholders who have left the ship off the ship’s Navy Cash roster, transfer the accounts to the Navy Cash Shore Command, suspend the Navy Cash accounts, and block Navy Cash ACH access to bank and credit union accounts, all automatically on the date indicated.

(2) Monthly Automated Transfer of Inactive Account Profiles from Ship to Shore. To assist in maintaining a current Navy Cash roster on the ship, a monthly automated process detects and transfers member profiles that have not already been transferred to the Shore Command, if there has been no activity on a cardholder’s Navy Cash account (chip, split pay, or ACH transfer activity) in the past 180 days.

(a) After 365 days of no activity, any funds remaining in the strip account will be pushed to the linked bank/credit union account (if there is a valid account linked to the Navy Cash member profile), the Navy Cash account will be suspended, and Navy Cash ACH access to a bank/credit union account will be blocked automatically.

(b) If a cardholder attached to the ship hasn’t used her/his Navy Cash card in the past 180 days and is transferred to the Shore Command in error, he/she can simply do a “Ship Check In” at a Navy Cash Kiosk (K80 Cashless ATM). Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

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

*(insert new paragraph 8.2.6 in Navy Cash SOP version 1.13, associated with Navy Cash*

*release v1.4.6.3a, and renumber subsequent paragraphs; in version 1.14, associated with release v1.4.7.0; and in version 1.15, associated with release v1.4.7.1)*

a. If a Navy Cash card is found in the personal effects of a cardholder who is deceased, missing, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer, should present the card to the Disbursing Officer.

b. The Disbursing Officer shall cash out any value remaining in the chip account; do a collection for the amount using a DD 1131, Cash Collection Voucher, in accordance with DoD FMR, Chapter 8, Paragraph 0806, and Chapter 10, Paragraph 100505; and prepare a Treasury check in the cardholder's name or payable to the payee designated by the officer or inventory board having custody of the personal effects.

(1) State the object for which the Treasury check was drawn as "Exchange-for-cash; personal effects of (name, rank or rate, file or service number)."

(2) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10 (*8.4.14 in version 1.13 of the Navy Cash SOP*). 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. The Disbursing Officer shall send a request to the Navy Cash CSU to push any funds remaining in the strip account back to the cardholder's home bank or credit union account. 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.

d. The Disbursing Officer shall then request that the CSU debit the cardholder's strip account and credit the disbursing office merchant strip account.

(1) After the next round trip, take the disbursing office merchant card to the Kiosk and move the funds from the strip to the chip.

(2) Then, cash out the chip, do a collection for the amount using a DD 1131, and prepare a Treasury check in the cardholder's name or payable to the payee designated by the officer or inventory board having custody of the personal effects.

(a) State the object for which the Treasury check was drawn as "Exchange-for-cash; personal effects of (name, rank or rate, file or service number)."

(b) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10 (*paragraphs 8.4.9 and 8.4.14 in version 1.13*). 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.

e. If, after good faith efforts to return the residual funds, the individual cannot be located, the Disbursing Officer must cash out any value remaining on the card and do a collection for the amount using a DD 1131.

(1) Credit the funds to one of two Treasury accounts, Payment of Unclaimed Moneys, 20X6133, when the amount is \$25 or more and Forfeitures of Unclaimed Money and Property, 17R1060, when the amount is less than \$25.

(a) Once any value that was remaining on a card has been credited to either of the Treasury accounts, 20X6133 or 17R1060, the Disbursing Officer cannot recover the funds.

(b) Cardholders, however, retain the right to submit a claim for a refund to the U. S Department of the Treasury, Bureau of the Fiscal Service. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

(2) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10 (*paragraphs 8.4.9 and 8.4.14 in version 1.13*). Enter the date of the

transaction in Block 1, the cash value on the chip in Block 3, and the cash collection voucher number in Block 5.

(3) After the normal chip-to-cash transaction is processed, the amount of the DD 1131 will be posted on the DD 2657 as an increase to line 6.9 (other) and line 4.1B (collections).

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

*(insert new paragraph 8.4.5 in Navy Cash SOP version 1.14, associated with Navy Cash release v1.4.7.0; and version 1.15, associated with release v1.4.7.1)*

#### **8.4.9 Funds Transfer from Chip**

*(insert new paragraph 8.4.9 in Navy Cash SOP version 1.13, associated with Navy Cash release v1.4.6.3a)*

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. Availability of Cash in Port. Cardholders can obtain the cash they need in homeport and during port visits in a number of ways.

(1) Local ATMs Ashore. Cardholders can obtain cash (local currency) from ATMs that are available in the local area by using their Navy Cash cards or their bank or credit union ATM debit cards. Navy Cash cardholders can access their Navy Cash accounts at over 1,000,000 ATMs in over 120 countries worldwide using the magnetic strip on the back of their Navy Cash cards. Overseas, these local ATM transactions generally provide the best exchange rate for foreign currency. Cardholders who use their Navy Cash cards ashore will pay any local ATM surcharge fees but will not have to pay the ATM fee normally charged by their bank or credit union.

(2) Navy Cash Card Debit Feature. Cardholders can purchase gifts and souvenirs and pay for meals in restaurants using the Navy Cash card. This debit feature is available at more than 23 million locations worldwide and at any retail locations that allow point-of-sale signature- or PIN-based purchases. Cardholders must remember to transfer funds to their Navy Cash accounts 24 to 48 hours prior to attempting to use their Navy Cash cards ashore.

(3) Currency Exchange on Board. During port visits in foreign ports, currency exchange can be provided on board ship through the local husbanding agent, and this service can be requested as a part of the LOGREQ sent prior to a port visit. Navy Cash Point of Sale devices (POSSs) will be available to the husbanding agent so that Navy Cash cardholders can use their Navy Cash cards to “purchase” currency (see paragraph 8.5.2, Currency Exchange by Vendors in a Foreign Port).

(4) Cash Out Navy Cash Card. Cardholders can also cash out the value on the chip on their Navy Cash cards at the Disbursing Office. However, because cardholders can transfer value from the chip to the strip themselves using the Navy Cash kiosk on the ship and obtain cash (local currency) from ATMs that are available in the local area using their Navy Cash cards, cashing out the Navy Cash card should be the exception rather than the rule. There is little or no need to cash out Navy Cash cards in homeport. There may be more of a need prior to and during port visits, but cashing out Navy Cash cards should still be the exception. Local ATM transactions generally provide the best exchange rate for foreign currency.

(5) Cash Personal Checks. The Disbursing Officer will continue to cash personal checks as necessary, particularly for guests and other visitors on the ship. However, like cashing out the Navy Cash card, because cardholders can obtain cash from ATMs that are available in the local area by using their Navy Cash cards or their bank or credit union ATM debit cards, cashing personal checks should also be the

exception rather than the rule. There is little or no need to cash personal checks in homeport. There may be more of a need prior to and during port visits, but cashing personal checks should still be the exception. Again, local ATM transactions generally provide the best exchange rate for foreign currency.

c. 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 (*paragraph 8.4.14 in version 1.13*) on the Daily Cash Transaction Ledger, which shall be kept in the safe.

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

- (1) After the Disbursing Officer verifies ownership of the Navy Cash card, the cardholder inserts card into POS.
- (2) 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.
- (3) 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.
- (4) The POS will prompt the cardholder for his or her PIN. After the PIN is entered, the cardholder presses OK.
- (5) 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.
- (6) The Navy Cash server records the retail transaction, and it is included in the appropriate daily merchant transactions reports.
- (7) Disbursing Office Merchant Not a Retail Sales Merchant. 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), the Disbursing Officer can transfer value directly to the cardholder's strip account (see paragraph 8.4.8, Deposit Cash to Strip (*paragraph 8.4.13 in version 1.13*)).

e. 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.c above (*8.4.9.c in version 1.13*). 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. After a visitor has left the ship, even if the visitor card is turned in after hours or "under the door," the card must still be cashed out, and the Disbursing Officer must make good faith efforts to return any remaining value to the cardholder in accordance with DoD FMR, Chapter 10, Paragraph 100505. Refer to the Navy Cash Card Issue Log (see paragraph 8.3.1) to identify the person 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 in 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, if the cardholder is still in service, do a collection for the amount using a Cash Collection Voucher (DD 1131) in accordance with DoD FMR, Chapter 8, Paragraph 0806, 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 (*paragraphs 8.4.9 and 8.4.14 in version 1.13*). Enter the date of the transaction in Block 1, the cash value on the chip in Block 3, and the ex-cash check number or cash collection voucher number in Block 5.

(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 an 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 or Cannot be Located

(a) After good faith efforts to identify and locate the individual cardholder and return the residual funds have 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.

(b) Credit the funds to one of two Treasury accounts, Payment of Unclaimed Moneys, 20X6133, when the amount is \$25 or more and Forfeitures of Unclaimed Money and Property, 17R1060, when the amount is less than \$25.

((1)) Once any value that was remaining on a card has been credited to either of the Treasury accounts, 20X6133 or 17R1060, the Disbursing Officer cannot recover the funds.

((2)) Cardholders, however, retain the right to submit a claim for a refund to the U. S Department of the Treasury, Bureau of the Fiscal Service. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

(c) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.5 and 8.4.10 (*paragraphs 8.4.9 and 8.4.14 in version 1.13*). Enter the date of the transaction in Block 1, the cash value on the chip in Block 3, and the cash collection voucher number in Block 5.

(d) After the normal chip-to-cash transaction is processed, the amount of the DD 1131 will be posted on the DD 2657 as an 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.