



Navy Cash Training

Disbursing Unit 1: Introduction

Objectives

- Become familiar with Navy Cash requirements and tasking for Disbursing.
- Describe the purpose of Navy Cash hardware.
- Describe how existing SPO procedures work with Navy Cash.
- Show how to follow the power on/off procedures of all NC equipment.

Overview

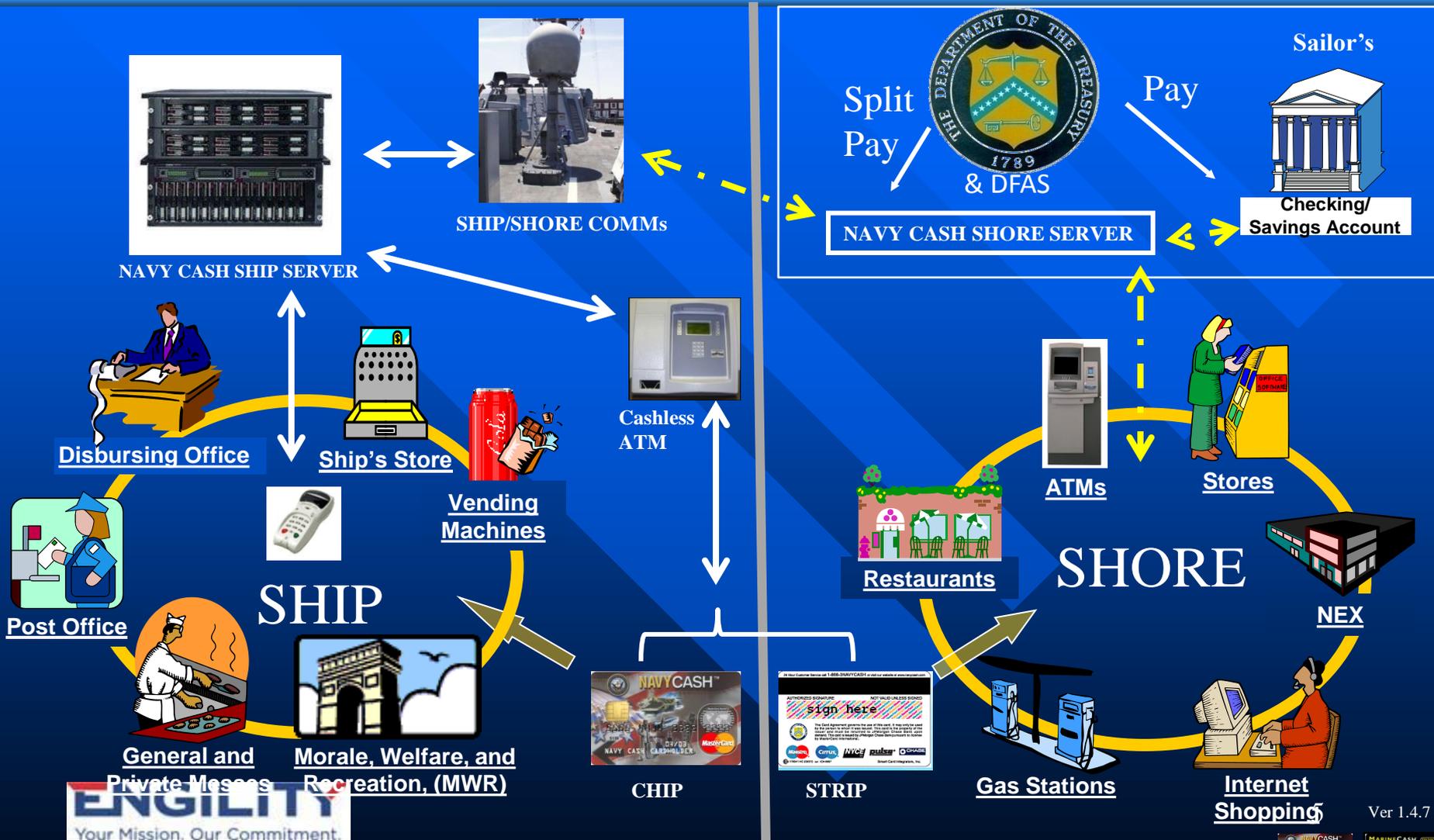
- Navy Cash (NC) is a customized debit card system developed in partnership with DFAS, the U. S. Navy and Marine Corps, and the U.S. Treasury and JPNC to reduce cash aboard U.S. warships
- Disbursing Officer has the *lead role* for the onboard NC system
- NC cards combine an electronic chip ('e-purse') and the traditional magnetic stripe (debit card/ATM function)
- NC cards are used by individuals and '*Merchants*'. '*Visitor*' cards (e-purse only) may be issued for special events or temporary fixes
- Cashless ATMs aboard ship provide 24-hour-a-day, seven-day-a-week access to NC account (i.e. **strip**), and offline access to accounts at financial institutions ashore (\$400 day transfer limit)



Overview (cont.)

- Navy Cash does not change (DFAS/) Navy disbursing procedures, only the method used to collect/submit/exchange information
 - Same forms used daily (e.g. DD 2657, 2665, 1081, & SF 1219)
- Navy Cash does NOT take away all cash aboard ships
 - When cash is accepted (e.g. tiger cruises, special events) a signed NS 470 is still required
- Sailors and Marines can elect the Split Pay Option (SPO) to direct a chosen amount to their NC accounts each payday
 - DFAS processes SPO requests – the ship only initiates/adjusts/ends a SPO

Navy Cash Basic Process Overview



Using Navy Cash – Sailor Perspective

- Managed properly, a NC account is a major personal convenience
- Sailors should treat their Navy Cash card like cash
- They must manage their personal account balances to avoid ‘Non Sufficient Fund’ (NSF) costs and negative balance consequences
- NC is an offline system. Sailors should transfer funds to their **strip** *at least 24 hrs* in advance (inport) or 72 hrs (underway)
 - Keep a portion of funds on their **strip**
 - Keep in mind that shipboard connectivity affects: PIN changes, **chip-to-strip** transfers, etc., and that the ship/shore system will catch up with all individual card uses



Using Navy Cash – Disbursing Perspective

- Navy Cash is a major improvement over handling paychecks, and bags of multi-denomination cash (/coins) daily
 - Do process any cash [Disbursing] transaction *first* [safe, log, etc], then NC
- Technology occasionally requires assistance from other departments
 - Ensure that the ITs notify you if there are any connectivity issues onboard
- Perform *End of Day* (EOD) EVERY day [even when comms down]
 - This keeps the files at sizes easily handled by the ship when comms return
 - When comms are restored, the files are automatically transmitted one at a time

Note: All dates and times are recorded and reported in GMT



Using Navy Cash – Disbursing Perspective

(cont.)

- Reconcile ship and shore accounts EVERY day
 - Follow up on any irregularities immediately
- Know where your NC system documentation is located and use it
 - When in doubt, check the references
 - Provide copy of applicable SOP section to users [Ch.6 PO, Ch. 7 Sales, etc.]
- Know what is involved, and make sure routine *preventive* maintenance (software and hardware) is performed
 - Requires you maintain NC component inventory/location (including spares)
- Become proficient with your Navy Cash system – YOU are the most important part of the Navy Cash team for sailor support and assistance



Various System Changes

- Navy Cash installations will affect:
 - **ROM II:** Shipboard point-of-sale devices are integrated into the Navy Cash system for ease of purchase entry. The backend office is NOT integrated, so daily balancing must be performed to ensure both systems match.
 - ROM II issues are handled by NEXCOM.

Equipment Overview

System Equipment

■ Server

- Rack-mounted in Disbursing or Supply
- Made up of two separate computers, or “nodes”
- Requires *daily* change of backup tapes
- Reboot server weekly



■ Switches

- Mounted behind the CATMs
- Minimal Disbursing interaction required



Spares

- Each ship is given a complete spares package:
 - The second node on the server is an onboard spare for the server
 - Spare NCR Cashless ATM is also an onboard working spare
 - Spare iPA 280s, CADs, and SAM chips
 - Spare Workstation (Laptop)
 - Spare cards (instant issue, visitor), cables, cleaning cards, etc.
 - Spare SAM's

Card Access Device (CAD)

- Located in vending machines
- Slot for card insertion
- Hidden keypad
- Can function in *online* or *offline* mode



iPA 280 Point of Sale Device

- Used in merchant locations, Disbursing, and by foreign vendors
- Sales and refund transactions are performed with this unit.
- May be used either *online* or *offline*.
- Functions in *proxy* mode (attached to computer) or *normal* mode (stand-alone).



NCR Cashless ATM

- Used to transfer funds to and from chip, strip and home bank
- Must be *online* and logged in to server in order to function.
- Transactions immediately logged with server.



Equipment Responsibility

- Operation/maintenance of the system is a team effort aboard ship. This is especially true with heightened cyber security. SMEs from CYBERFOR/Center for Information Dominance recommend:

ITs conduct:

Supply personnel initial trouble shooters

- Server user assignment, maintenance and troubleshooting, and backups
- Information Assurance Actions for server, workstations, and laptops
- Troubleshoot, preventive & corrective maintenance on workstations and laptops
- Network connectivity issues, router settings and corrective maintenance.

ETs: troubleshoot and corrective maintenance on ATM and UPS

DISBO/Ship store: preventive and corrective maintenance, and troubleshoot K22s and CADs; preventive maintenance on router and cashless ATM



Service Calls

- Pre- and post-deployment *Service Calls* are provided to ensure the overall health of your Navy Cash system.
 - Software updates, additional training, and parts will be provided during the *Service Call* as required.
 - *Service Call* procedures including scheduling are provided in the Navy Cash SOP appendix Q.
 - Schedule pre-deployment *Service Call* 3 or more months in advance, if possible.

Program Support

- The program has various levels of support:
 - Navy Cash Customer Service Center (CSC)
 - Navy Cash Call Center
 - NAVSUP FLC
 - Navy Cash Depot
 - NAVSUP Navy Cash bulletins and Naval messages
 - Refresher training is available to all ships
- Navy Cash system troubleshooting guidance, functional and system training, supporting documentation and ‘how to’ maintenance videos will be available on ships server/Intranet as part of NIAPS release 2.4.2.0. Much of this material is already available online at <http://fms.treas.gov/navycash/index.htm> or with DISBO
- Basic Navy Cash system training is available afloat in the Navy e-Learning (NeL) site. This interactive CBT is found using catalog code: CSS-NCASH-010-1.1

Program Support – Related Systems

- The Navy Cash program support does NOT address:
 - ROM II issues
- To access support for these programs, you can contact the following:
 - Navy One-Touch (Global Distance Call Service)
 - Local NAVSUP FLC representative
 - Local NAVSUP Fleet Assist Team
- You can contact support services through the following:
 - Navy One-Touch (Global Distance Call Service)
 - CSU 1-866-662-8922
 - CSU e-mail to navycashcenter@ezpaymt.com
 - Local FLC representative



Navy Cash Application Overview

Disbursing Application Menu

The screenshot displays the NAVYSUP Disbursing Application Menu. At the top, a navigation bar contains the following items: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header features the NAVYSUP logo and the text "NAVAL SUPPLY SYSTEMS COMMAND" and "Ready. Resourceful. Responsive!". Below the header, the menu is organized into six columns, each corresponding to a top navigation item. Red arrows point from the top navigation items to their respective menu categories. The menu categories and their sub-items are:

- Funds Transfer:** Funds Transfer to Chip, Funds Transfer from Chip, Individual Refunds, Chip to Chip Corrections, Bulk Refunds, About Funds Transfer
- Card Maintenance:** PIN Reset or Change, Change Card Status, Unblock Card, Card Report, About Card Maintenance
- Account Maintenance:** Assign Replacement Card, Account Enrollment, Account Information Update, Note Maintenance, About Account Maintenance
- Operations:** Indicate End of Day, ROM II Reporting, Safe Bank Transactions, Operator ID Maintenance, Vending and Ship's Store, Event Maintenance, About Operations
- Utilities:** View Log, View Disk Usage, NOC Selection, Provisional Split Pay, Access Editor, About Utilities
- Reports:** Disbursing Office Reports, Sales Reports, Operations Reports

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g)

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Fund Transfers

Funds Transfer Options.

1. Funds Transfer to Chip.

Used to plus up the electronic value of the chip on a Navy Cash card with a cash or refund.

2. Funds Transfer from Chip.

Used to convert the electronic value of the chip on a Navy Cash card to cash or restore funds to a Merchant account.

3. Individual Refunds.

Used to refund an Event, a Purchase or a Miscellaneous Refund for a single card.

4. Chip to Chip Corrections.

Used to correct an unmatched electronic value transfer between two cardholders. The transaction value is returned to the chip on the original card.

5. Bulk Refunds.

Used to refund an Event in Bulk. This feature refunds all participants for an Event.

6. Deposit Cash to Strip.

Used to deposit funds to a Navy Cash Strip Account.

Card Maintenance

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.

Account Maintenance

Account Maintenance Options.

1. Assign Replacement Card.

Used to replace a card which has been reported Lost, Stolen, Damaged or Canceled with a generic card.

2. Account Enrollment.

Used to collect enrollment information and allocate a generic card to the new enrollee.

3. Account Information Update.

Used to modify information for a cardholder.

4. Note Maintenance.

Used to create Disbursing Notifications and resolve Replication Conflicts

Operations

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.

Utility Options

Utility Options.

1. View Log.

Allows read-only access to the configured file directories:

Application Log files - D:\Program Files\DispoApp\Log
Enrollment files - d:\
Listener Log file - d:\
Saved Report files - D:\Program Files\DispoApp\Report
Processed Split Pay files - d:\

2. View Disk Usage.

Displays current disk usage.

3. Shore Communication.

Allows the user to monitor the status of the communication with the shore.

4. Process Split Pay Data File.

Allows the user to process split pay data files. Note: the data file MUST be on diskette.

5. Access Level Editor.

Allows the Disbursing Officer to establish access levels and alter the functionality available to a user.

Navy Cash customer service contact information.

1-866-6NAVYCASH (For Disbursing and Merchant calls.)
1-866-662-8922

E-mail: navycashcenter@ezpaymt.com

1-866-3NAVYCASH (For Card Holder calls.)
1-866-362-8922

E-mail: navycash@ezpaymt.com

Fax:

1-866-CHASE01
1-866-242-7301

You are using Disbo version 1.7.23143 and Ship Release 1.4.6.0 (ncp.10g)

Split Pay Option

Split Pay

- Ship still enrolls and updates SPO amounts.
- DFAS-CL sends the SPO file to NC (after mid-month and EOM updates).
- NC processes SPO files the evening prior to payday:
 - Funds are automatically deposited to the member's strip account
 - Members can spend the money ashore immediately
- Disbursing MUST perform an end of day (EOD) to update the member balances onboard ship

Split Pay with no Connectivity

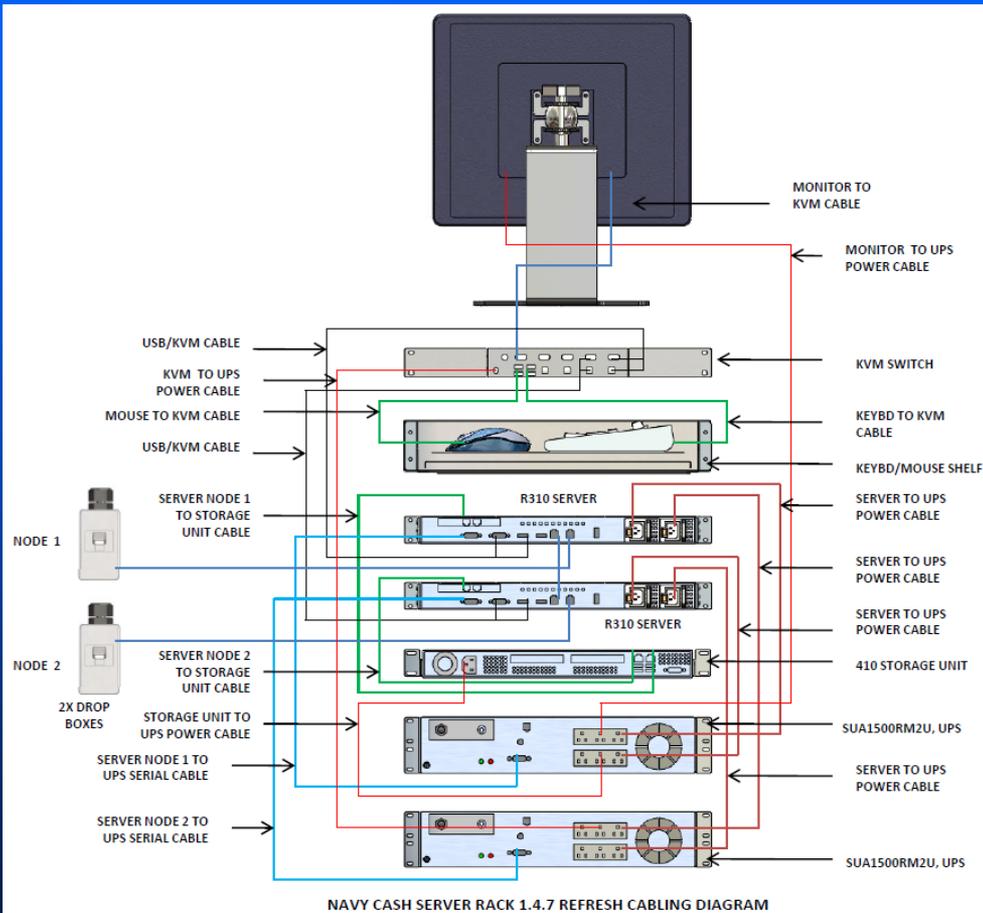
- SPO still works when there is no connectivity:
 - The Disbursing Officer prepares a Provisional Split Pay onboard the ship.
 - Provisional Split Pay automatically credits each SPO-enrolled member with the amount of the last SPO on file.
 - Disbursing can edit specific member amounts.
 - When connectivity is restored, ship and shore account balances are automatically reconciled.

Early Pay

- Follow procedures IAW DODFMR Vol 5
- The Disbursing Officer emails a request to the Navy Cash Call Center, after approval by the CO, for early posting of SPO.
- The Navy Cash Call Center will process SPO as requested
- The request should indicate if is a one-time request or if ship has moved beyond International Date line and needs early pay for an extended period of time.
- Balances will be available onboard after a successful “round trip”.

Powering System On/Off

Navy Cash Server Setup



- Node 1
- Node 2
- Cluster Array

Power On Sequence



- **Step 1:** Power on the *Overland Storage Device* first (wait until Power light is blinking once, pause, blinking once, pause, etc...)
- **Step 2:** Apply power to the monitor
- **Step 3:** Remove Faceplate. Power on Node 1 and login as 'nc-admin'.
- **Step 4:** Remove Faceplate. Power on Node 2 and login as 'nc-admin'.
- **Step 5:** Replace Faceplate on both nodes.

Power On Sequence

- **Step 6:** On node that was powered up first, open *Failover Cluster Administrator*.
- **Step 7:** Expand 'ncsvr-cl.ncsvr-d.navycash.navy.mil and click on *Cluster Core Resources* in the middle window. Right click 'ncsvr-cl' and select *Bring Online*.
- **Step 8:** Expand 'ncsvr-cl.ncsvr-d.navycash.navy.mil. Expand *Services and Applications*. Right click *Navy Cash* and select *Bring Online*.

Power On CADs and ATMs

- *CADs* and *ATMs* should remain powered on at all times unless performing maintenance
 - *CADs* are simply plugged in the vending machine with no power switch.
 - *ATMs* are plugged in to an UPS and have two internal power switches.



iPA280 Sign On



- Verify that iPA 280 has power, is securely connected to the disbursing workstation, and is turned on.
- If unit is not on, press the green button or insert a NC Card into the slot.
- Screen will display a welcome message

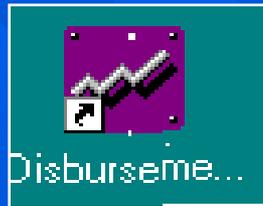
Disbursing Application Sign On/Off

- Power on disbursing workstation and enter Win2K password to launch Windows.
- When desktop displays, verify icon for “DDE Proxy” (Dynamic Data Exchange) in lower right-hand corner of screen.
 - If not, double-click desktop icon to start



Disbursing Application Sign On/Off

- Double-click desktop icon for Disbursing Application to launch

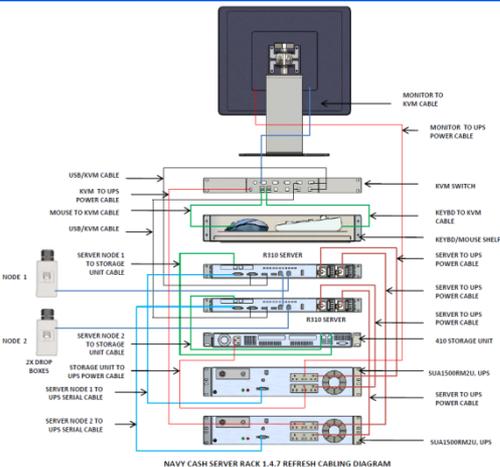


- Log in using your username and password
- To log out of the Disbursing Application, click "logoff"

Power Off Sequence (Server)

- Ensure that backups are not running.
- Start at Node 2 and perform *Windows* shut down sequence. Wait for complete system shut down before continuing. (system may auto-reboot, manually shut down at this point)
- Switch to Node 1 and perform *Windows* shut down sequence. Wait for complete system shut down before continuing (system may auto-reboot, manually shut down at this point)
- Power-off the *Overland Storage* unit.

Note: All of these procedures can be found in the SOP's and QRG's you receive in the course of training.



This procedure assumes that Node 1 is in control

Questions

