



Navy Cash Training

Disbursing Unit 3: Cardholder Management

Objectives

- Demonstrate how to administer Navy Cash Cardholder accounts.
- Describe daily Navy Cash Disbursing procedures.
- Log on to and become familiar with the Disbursing Website.
- Discuss the procedures pertaining to Unauthorized Card Use.

Personally Identifiable Information

- The Disbursing Officer must establish and monitor procedures for the proper handling and safeguarding of the *Personally Identifiable Information* (PII) associated with both Disbursing and Navy Cash operations to ensure the security and confidentiality of that information.
- All Navy Cash civilian personnel adhere to these same standards.

Cardholder Account Administration

Shipboard Enrollment

- To Enroll in Navy Cash, an individual must report to the Disbursing office to fill out and sign an enrollment form (DD2887) electronically.

- A signed enrollment form must be on file for every Navy Cash cardholder.

NAVY CASH
New Account Enrollment

Funds Transfer | Card Maintenance | Account Maintenance | Operations | Utilities | Reports | Logout

Assign Replacement Card
Account Enrollment
Account Information Update
Note Maintenance
About Account Maintenance

Applicant Information:

*SSN: 147258369 Title:
*First Name: JOHN *Middle Initial: L
*Last Name: SMITH *Date of Birth (mndd): 03 16
*Mother's Maiden Name: JONES *Home Phone: 7574440000
Email Address: MITHJ@CG11.NAVY.MIL *Military Branch: NAVY
*Pay Grade: E-5

Address:

*Address: USS ALWAYS SAIL CG11

NavyCash Disbursing Application

The bank account specified is a Navy Federal Credit Union account that is not a checking account. The only Navy Federal Credit Union accounts that may be used with Navy Cash at this time are checking accounts.

OK

Account No: 1234567001 Account Name: SMITH

Procedure

1. Enter the required information.
2. Place Instant Issue card into card reader.
3. Click the 'Get Card Info.' button.
Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another Instant Issue card must be used.
4. Click the 'submit' button.
5. Place allocated Instant Issue card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info | Reset

*Instant Issue Card #:

Submit | Reset

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp) | 1/6/2011 | 12:32:07 PM

Shipboard Enrollment (cont)

- By signing the DD2887, cardholders acknowledge the program's Privacy Act statement, authorize debits and credits to their bank and credit union account, consent to immediate collection from pay for any negative balances, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing.
- The Navy Cash, Marine Cash and Navy Cash Visitor Card Cardholder Agreement complies with Federal Consumer Financial Laws and regulations that governs financial products and services. The Cardholder Agreement defines the terms and conditions for use of the Navy Cash Card and provides cardholder rights and how to obtain card related issues.
 - A copy of the Cardholder Agreement must be given to all members who get a Navy Cardholder Card or Visitor card. Appendix U and Treasury FMS Navy Cash website has copies available.

New Account Enrollment

- To enroll a person in the Navy Cash program, the Disbursing Officer selects *Account Enrollment* in the *Account Maintenance* pull-down menu on the *Disbursing Application*.
- The *New Account Enrollment* screen displays and the Disbursing Officer enters the enrollment information into the on-screen enrollment form.
 - If a required field is not filled in, the application will prompt the Disbursing Officer for the missing information. Required blocks are indicated with an asterisk (*).

New Account Enrollment

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
New Account Enrollment

Applicant Information:

*SSN: Title:
*First Name: *Middle Initial:
*Last Name: *Date of Birth (m/d/y): 01 01
*Mother's Maiden Name: *Home Phone:
Email Address: *Military Branch: NAVY
*Pay Grade: E-1

Address:

*Address:

*City: *State: AA
*Zip Code: Country: USA

Bank Account Information:

ABA: Account Type: Checking
Account No: Account Name:

Procedure

1. Enter the required information.
2. Place Instant Issue card into card reader.
3. Click the "Get Card Info" button.
Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another Instant Issue card must be used.
4. Click the "submit" button.
5. Place allocated Instant Issue card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info Reset

*Instant Issue Card #:

Next Repeat

Disbursing Application Version: 1.4.3114 | Navy Cash Release Version: 1.4.7.0 (n169) 11:15:43 AM

New Account Enrollment

- **General Guidance.**

Use only letters and numbers in all fields of the *New Account Enrollment* screen.

Do not use any commas, dashes, parentheses, periods, and special characters in any of the enrollment fields.

- **Middle Initial.** This is a one character field. It should be **left blank when the person being enrolled does not have a middle initial.**

Enroll and Issue Instant Issue Navy Cash Card

- Enroll and issue *Instant Issue* Navy Cash Card
 - Select an *Instant Issue* NC card from the stock of spare cards,
 - document card issue in the *Navy Cash Card Issue Log*, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer (see paragraph 8.3.1, Custody of Navy Cash Cards).
 - Insert the new card into the POS and click [*Get Card Info*].
- If the card is unassigned, the card ID number of the newly issued card will be displayed in the “Generic Card #” window.
 - Otherwise, the current assignment status will be displayed, and another *Instant Issue* card must be used from stock.

Enroll and Issue Instant Issue Navy Cash Card

- Disbursing clicks [*Next*] to assign the *Instant Issue* Navy Cash card to the account and activate the card.
- Once the *Instant Issue* card has been assigned to the account (activated) funds can be loaded on the chip at the Disbursing Office and used on board the ship immediately.
- Once the next round trip is completed and the new account is established ashore and on the ship, the *Instant Issue* card provides access to all Navy Cash capabilities, both on the ship and ashore.

Enroll and Request Embossed Permanent Navy Cash Card

To request an *Embossed Permanent* card when enrolling an individual, do not insert a new *Instant Issue* card into the POS. Instead, simply click [*Next*] to continue the process to enroll a new account holder in Navy Cash.

The *Disbursing Application* will prompt verification to enroll an individual without assigning a generic (*Instant Issue*) card. Click [*Yes*].



Enroll and Request Embossed Permanent Navy Cash Card

- If an *Embossed Permanent* card is requested as a part of the enrollment process, the new enrollee will have to wait to receive the new card in the mail.
- A Navy Cash *Visitor* card can be issued to the new enrollee to use until the *Embossed Permanent* card is delivered to the ship.
- For security reasons and to prevent fraud, the new *Embossed Permanent* card arrives on the ship in a “pendactive” status and must be activated before it will work (see paragraph 8.4.12.a, Card Activation).

Enroll and Request Embossed Permanent Navy Cash Card

- A cardholder can activate a new *Embossed Permanent* Navy Cash card at the Kiosk (or in Disbursing) as long as there is no other active card associated with the account.
- If a *Visitor* card is issued until the *Embossed Permanent* card arrives, Disbursing will properly document the issue in the *Navy Cash Card Issue Log*. (Note: Be sure to assign a PIN.)
- *Visitor* cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship.
- *Visitor* cards are reusable. The *Visitor* card should be cashed out and turned in when the *Embossed Permanent* card arrives.

Verify Enrollment Information and Capture Individual's Signature Electronically

- When the Disbursing Officer clicks the [*Next*] button, the *Navy Cash Enrollment and Authorization Agreement* screen displays, pre-populated with the information entered on the *New Account Enrollment* screen.
- Disbursing must ensure the new enrollee reviews the enrollment information on the DD 2887 and verifies that it is correct.
- (a) If the enrollment information is not correct, click [*Back*] to return to the *New Account Enrollment* screen and revise the incorrect entries.
- (b) If the enrollment information is correct, click [*Capture Signature*].

Verify Enrollment Information and Capture Individual's Signature Electronically

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH® NAVY CASH ENROLLMENT AND AUTHORIZATION AGREEMENT

APPLICATION FOR DEPARTMENT OF DEFENSE (DoD) STORED VALUE CARD (SVC) PROGRAMS OMB No. 0730-0016
OMB Approval expires
Oct 31, 2011

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ADDRESS IN THE PARAGRAPH BELOW. SUBMIT COMPLETED FORMS AS SHOWN IN "DIRECTIONS". The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Service Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0730-0016). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection and Improvement Act 1996, as amended; Department of Defense Financial Management Regulation (DoDFMR) 7000.14-R, Vol. 5, Chapter 17; 5 U.S.C. 5514; 31 U.S.C. Sections 1322 and 3720A; 37 U.S.C. Section 1007; 31 CFR 210 and 285, and E.O. 9397.

PRINCIPAL PURPOSE(S): To enroll individuals in DoD Stored Value Card (SVC) programs; to obtain authorization to initiate debit and credit entries to individual's accounts; and to facilitate collection of any delinquent amounts.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552(a)(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of DoD to the U.S. Department of the Treasury, Fiscal and Financial Agents and their contractors involved in providing DoD SVC services. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified in the DoD Blanket Routine Uses as published in the Federal Register.

DISCLOSURE: Disclosure is voluntary; however, failure to furnish the requested information may significantly delay or prevent your participation in the DoD SVC program.

DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for DoD-approved SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your SVC account at an SVC kiosk or cashless ATM. For more information about DoD SVC programs, please visit <http://www.fms.treas.gov/eas/easweb> or <http://www.fms.treas.gov/navycash>.

1. STORED VALUE CARD (SVC) PROGRAM APPLYING FOR (X as applicable)
 EAGLE CASH NAVY CASH/MARINE CASH OTHER (Specify)

SECTION I - APPLICANT PERSONAL INFORMATION

2. RATE, RANK, TITLE MR	3. FIRST NAME DAVID	4. MIDDLE INITIAL K	5. LAST NAME ROGER
6. SSN 345657576	7. PAY GRADE E-1	8. MILITARY BRANCH OR COMPANY NAME (Contractors) NAVY	9. DATE OF BIRTH (MMDD) 0302
11.a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)			10. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes) K
			b. USMC ONLY (1) MEU (2) MLG
c. CITY	d. STATE	e. ZIP CODE	f. COUNTRY
12.a. RESIDENCE/PERMANENT ADDRESS 10420 HIGHLAND MANOR DR			
b. CITY TAMPA	c. STATE FL	d. ZIP CODE 33610	e. COUNTRY USA
13. WORK TELEPHONE NUMBER	14. CELL TELEPHONE NUMBER 8134328857	15. E-MAIL ADDRESS	
SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION			
16.a. BANK OR CREDIT UNION NAME		b. CITY	d. ZIP CODE

Please review the form and capture the signature.

Disbursing Application Version: 1.4.3114 | Navy Cash Release Version: 1.4.7.0 (dev0b) 10:22:09 AM

Verify Enrollment Information and Capture Individual's Signature Electronically

- The Navy Cash *Enrollment and Authorization Agreement* screen changes to display [*Cancel Signature*] and the time remaining to capture the new enrollee's signature.
 - There is a one-minute time-out to capture the new enrollee's signature.
- Disbursing can click [*Cancel Signature*] to return to the previous screen. If time expires, the *Disbursing Application* returns to the previous screen.

Verify Enrollment Information and Capture Individual's Signature Electronically

NAVY CASH [®]							
NAVY CASH ENROLLMENT AND AUTHORIZATION AGREEMENT							
b. CITY	TAMPA	c. STATE	FL	d. ZIP CODE	33610	e. COUNTRY	USA
13. WORK TELEPHONE NUMBER	14. CELL TELEPHONE NUMBER	15. E-MAIL ADDRESS					
	1234567890						
SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION							
16.a. BANK OR CREDIT UNION NAME	b. CITY	c. STATE	d. ZIP CODE				
17. ABA ROUTING NUMBER (9-digit number)	18. ACCOUNT NUMBER						
19. ACCOUNT NAME (Your name as it appears on your account)				20. ACCOUNT TYPE (X one)			
				<input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS			
SECTION III - STATEMENTS OF UNDERSTANDING							
<p>DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a DoD SVC, I hereby knowingly and voluntarily consent to the immediate collection from my pay (military or civilian DoD pay), without prior notice or prior opportunity for a hearing or review, of any amounts that may become due and owing as a result of my use of the SVC. This means the government may deduct amounts owed from my pay as authorized by 5 U.S.C. 5514, 37 U.S.C. 1007, and other applicable laws. If I am employed by a contractor or if I am no longer receiving military or civilian pay, and amounts remain or become due and owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collection Standards (31 C.F.R. Parts 900-904) and Chapters 28-32, Volume 5, DoD 7000.14-R, DoD Financial Management Regulation.</p> <p>EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my DoD SVC expires, any value remaining will be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the SVC cannot be forwarded to the account for any other reason, I understand that the funds will be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 and that I retain the right to claim such funds. For Navy Cash/Marine Cash only; If my DoD SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.</p> <p>ADDITIONAL TERMS AND CONDITIONS: By using the DoD SVC, I agree to accept the terms and conditions for use of the SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent. The electronic image shall be considered the legal equivalent of the original.</p>							
SECTION IV. AUTHORIZATION TO MAKE DoD SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT							
I authorize the U.S. Treasury's Financial Agent to initiate debit and credit entries to my bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between my bank or credit union account and my SVC account.							
21. SIGNATURE				22. DATE SIGNED (YYYYMMDD)			
SIGN HERE				20120726			
SECTION V - FOR OFFICE USE ONLY							
23. ISSUED BY (Disbursing/Finance Office Name/Location)				24. CARD NUMBER (Last 6 digits)			
DD FORM 2887, FEB 2009		PREVIOUS EDITION IS OBSOLETE.			Adobe Professional 8.0		

Timeout in 56 seconds.

Disbursing Application Version: 1.4.3114 | Navy Cash Release Version: 1.4.7.0 (n169) 11:19:18 AM

Verify Enrollment Information and Capture Individual's Signature Electronically

- At the same time, the POS device connected to the *Disbursing Application* workstation/laptop displays a signature pad. Have the new enrollee use the stylus (provided with each POS device) on the signature pad to sign the enrollment form electronically.
- If the signature:
 - is not satisfactory, enrollee touches [*Clear*] to re-sign.
 - is satisfactory, enrollee touches [*I Accept*]
- The Navy Cash *Enrollment and Authorization Agreement* (DD 2887) is now signed cryptographically and the new enrollee's signature is embedded into the DD 2887 document, which is then encrypted separately. Once an electronic signature has been embedded, the document is sealed and can no longer be altered.

Verify Enrollment Information and Capture Individual's Signature Electronically

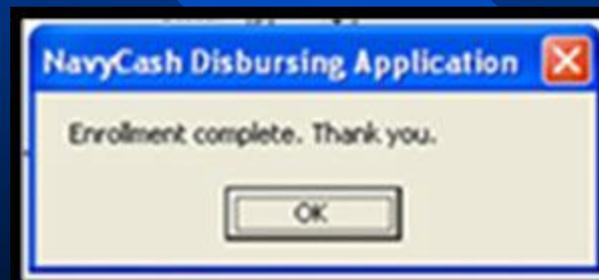


Complete Enrollment process

- If the signature is not satisfactory, click the [*Re-Capture Signature*] button on the *Navy Cash Enrollment and Authorization Agreement* screen to return to the [*Capture Signature*] screen, and recapture the new enrollee's signature.
- If desired, the Disbursing Officer can print a copy of the signed enrollment form at this time by clicking on the [*Print Document*] button.

Complete Enrollment process

- Once the electronic signature process is complete, click the [*Submit*] button.
 - If an *Instant Issue* card was issued during the enrollment process it is assigned to the new account and is now activated.
 - The *Disbursing Application* displays an “Enrollment complete. Thank you.” message.



Enrollment Form Availability

- **Enrollment Form Kept on File Electronically.** Once the round trip is completed and the new account is established ashore and on the ship, the cardholder's profile will indicate the encrypted enrollment form (DD 2887) is available on file electronically.
 - The form can be viewed or printed by the Disbursing Officer
 - It will also be available on the Navy Cash Disbursing Web Site. For those enrolled manually, the Cardholder Personal Screen will indicate either that the cardholder's DD 2887 was not found in the document storage system ashore, or that a scanned copy of the cardholder's DD 2887 is available in either the iVault or Filenet document storage system ashore. Manual DD 2887s cannot be viewed on the web site, but the Disbursing Officer can contact the CSU and request a copy.

Retention of Enrollment Forms

- Electronic enrollment forms will be retained on the Navy Cash server on the ship for *three* years. All enrollment forms (electronic and manual) will be retained in the document storage system ashore for seven years past the termination of the U.S. Treasury Financial Agency Agreement with the Financial Agent for Navy Cash. The electronic image shall be considered the legal equivalent of the original.
- With electronic enrollment, hardcopy enrollment forms, signed by new enrollees, no longer need to be sent to JPMorgan Chase (JPMC), the Treasury Financial Agent for Navy Cash. Hardcopy enrollment forms, signed manually by new enrollees, will still be produced during the bulk enrollment process and will generally be forwarded by the NAVSUP Fleet Logistics Center (FLC) Fleet Support Groups (FSGs) or the Marine Logistics Group (MLG) Disbursing Offices. Hardcopy enrollment forms will continue to be digitally scanned by JPMC and stored in the document storage system ashore.

Establishing New Navy Cash Account

- The new account itself will not be reflected on the ship until the signed enrollment form (DD 2887) is transmitted ashore, the new account is established ashore, and the new account information is updated on the ship, which occurs when the next round-trip process is completed between ship and shore.
- **Instant Issue Navy Cash Card.** If an *Instant Issue* card was issued during the enrollment process, the card was activated and funds can be loaded on the chip at Disbursing and used on the ship right away. Once the round trip is completed and the account is established ashore and on the ship, the instant issue card provides access to all Navy Cash capabilities. A cardholder can then transfer funds at the Kiosk on the ship to the chip or strip account from a bank or credit union account ashore and access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

Enrollment – Embossed Permanent Card Receipt

- If a *Visitor* card was issued:
 - Cash out the amount of the chip, activate the *Embossed Permanent* card, and credit the chip with that amount of funds
 - Retain the emptied *Visitor* card and return it to usable stock
- If a *Instant Issue* card was issued:
 - If a card is about to expire, in *Disbursing Application*, select “Change Card Status” from the *Card Maintenance* menu

Change Card Status

The screenshot shows the NAVY CASH web application interface for changing a card status. The page has a blue header with the NAVY CASH logo and the text "Change Card Status". The main content area is divided into two sections: "Card Not Present" and "Card Present".

Card Not Present: This section contains a form with three input fields: "Social Security Number", "MasterCard Number", and "Card ID". The "Card ID" field contains the value "200602848". There are "Card Search" and "Reset" buttons below the fields.

Card Present: This section contains a "Get Card Info" button. Below it, there are input fields for "Customer Name" (containing "CARLOS DIAZ") and "Account Balance" (containing "0").

Card Information: A table displays the card details: "Card: 200602848 : ACTIVE : CARLOS M DIAZ : 31-AUG-14".

Report card status: A dropdown menu is set to "CANCELLED". There is an "Update Card Status" button next to it.

Procedure: A table provides instructions for different card statuses:

If card present:	If card not present or chip is damaged:
<ul style="list-style-type: none">1. Insert card.2. Click 'Get Card Info' button.3. Select the new status.4. Click the 'Update Card Status' button.	<ul style="list-style-type: none">1. Enter customer's Social Security Number, MasterCard number, Or enter Card ID for Visitor card.2. Click 'Card Search' button.3. Select card from list.4. Select the new status.5. Click the 'Update Card Status' button.

At the bottom of the page, there is a footer with the text: "Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (mcp) 1/6/2011 10:46:57 AM".

- Insert expiring card into iPA 280 and change status to “CANCELLED”. The Embossed PERM card is in the system set at “pendactive”
- Insert Embossed PERM card into iPA 280 and change card status to “ACTIVE”. The card is usable aboard immediately because an account was pre-existing.

Note: Canceling a card does not close the Navy Cash account.

Change Card Status (cont)

- Cardholder will sign for receipt of *Embossed Permanent* card
- The cardholder can now move their funds from bank account as needed at the ATM.
- Card will be active ashore after EOD has returned.
- Destroy cancelled card in the presence of the cardholder and document on *Card Issue Log*.
- Card status can be **LOST, STOLEN, CANCELLED, DAMAGED, ACTIVE, or PENDACTIVE**
- Account status can be **OPEN, SUSPEND, CLOSED, or PND-CLOSE**

Embossed Permanent Cards

- If for some reason a *Embossed Permanent* card arrives with incorrect information such as:
 - Name is spelled incorrectly: go to *Account Information Update* and update the information. This update will not generate an automatic request for a replacement card. If replacement is needed, *Instant Issue* card will normally be issued on the spot.
 - Bank account information is incorrect: go to *Account Information Update* and update the information. Also verify the ACH access which may also need to be unblocked. The cardholder's member profile in the Navy Cash database on the ship will update immediately and in the Navy Cash database ashore as soon as the EOD is processed ashore.

Instant Issue/ Embossed Permanent Limits

- Instant Issue / Embossed Permanent cards are automatically set to:
 - \$1000 chip limit
 - \$99,999.99 strip limit
 - \$400 daily transfer limit (this can be lowered through the *Account Information Update*, Navy Cash Call Center, or Navy Cash website.

Lost/Stolen/Damaged Cards – Instant Issue/Embossed Permanent

- Change card status upon report of lost/stolen/damaged card. This updates all ship devices in 5 min. Cannot take a card off the *hotlist!*

- If DA can't read the strip balance on the database, the member is not checked in.

- Provide *Instant Issue Card* on the spot-can be used on ship immediately/ashore within 24 hours (if comms are up)

The screenshot shows the 'NAVY CASH Change Card Status' web application. At the top, there are navigation links: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main content area is divided into sections:

- Card Not Present:** A search form with fields for Social Security Number, MasterCard Number, and Card ID (pre-filled with 200602848). There are 'Card Search' and 'Reset' buttons.
- Card Present:** An 'Insert card:' section with a 'Get Card Info' button.
- Customer Information:** Fields for Customer Name (CARLOS DIAZ) and Account Balance (\$0).
- Card Details:** A list showing 'Card: 200602848 : ACTIVE : CARLOS M DIAZ : 31-AUG-14'.
- Report card status:** A dropdown menu with 'DAMAGED' selected and an 'Update Card Status' button.
- Procedure:** Two columns of instructions. The left column is for 'If card present' (LOST, STOLEN) and the right column is for 'If card not present or chip is damaged'. Both columns list 5 steps for updating the card status.

At the bottom of the application, there is a footer with the text: 'Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp)'. On the right side of the footer, it shows the date '1/6/2011' and the time '10:46:57 AM'.



Lost/Stolen/Damaged Cards (cont)

Assign Replacement Card via Account Maintenance menu

- Strip balance available immediately
- Chip added to strip after EOD

Log Instant Issue card assigned

The screenshot shows the NAVYCASH 'Assign Replacement Card' web application. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVYCASH logo and the title 'Assign Replacement Card'. The central form area is titled 'Enter a criteria to search:' and includes a Social Security Number input field, an 'OR' radio button, and a Merchant ID dropdown menu currently set to '800000477526 - POST OFFICE - MONE'. Below these are 'Card Search' and 'Reset' buttons. A Customer Name input field is set to 'POST OFFICE - MONEY ORDERS'. Underneath, a section labeled 'Cards found: (please select the card you wish to replace.)' shows a list with one entry: '200183889--EXPIRED- POST OFFICE MONEY ORDERS'. A 'Procedure' section follows, containing a numbered list of six steps and a note: 'Note: the card ID will be displayed if and only if the card is unassigned. Otherwise the current assignment status will be displayed.' Below the procedure are 'Get Card Info' and 'Reset' buttons. An Account Name input field is set to 'Navy CardHolder', and a Card ID input field is empty. A 'Request New Card' button is located at the bottom of the form. The footer of the application displays 'Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (hnc)', the date '1/6/2011', and the time '10:50:24 AM'.

Lost/Stolen/Damaged Cards (cont)

- Strip amounts are immediately accessible and available to the member using their new card.
- There is no need to contact the Navy Cash Call Center for “recovery” of chip funds on cards marked lost/stolen/damaged.
 - The chip funds are automatically moved to the STRIP of the issued *Instant Issue* card after the EOD is processed and returned to the ship; **Disbursing needs to emphasize this to the member.**

Lost/Stolen/Damaged Visitor Cards

- If a *Visitor* card is Lost/Stolen/Damaged the procedure to reimburse the cardholder is:
 - Report the card lost/stolen/damaged using the Disbursing Application.
 - Obtain the cardholder's home bank information to return funds to member's account.
 - Provide the Navy Cash Call Center with the cardholder's home bank information and *Visitor* card number.
 - If cardholder cannot provide home bank information, request that the Navy Cash Call Center move the funds to the Disbursing *Merchant* card for transfer to another *Visitor* card after EOD. Move funds to Disb Office strip, Disb moves funds to Chip. Then he has the option(s) to do a chip-to-chip to individual's replacement card, or cash out the card and give the funds to individual.

Assign Replacement Card

No *Instant Issue* card issued

The screenshot shows the NAVY CASH web application interface for assigning a replacement card. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title "Assign Replacement Card".

The main content area is titled "Enter a criteria to search:" and contains the following elements:

- A "Social Security Number:" input field followed by "OR".
- A "Merchant ID:" dropdown menu currently showing "800000477526 - POST OFFICE - MONE".
- "Card Search" and "Reset" buttons.
- A "Customer Name:" input field with "POST OFFICE - MONEY ORDERS" selected.
- A section titled "Cards found: (please select the card you wish to replace.)" containing a list with one entry: "200183889--EXPIRED- POST OFFICE MONEY ORDERS".
- A "Procedure" section with a numbered list of steps: 1. Enter the available search criteria. 2. Click the "Card Search" button. 3. Select the card you wish to replace. 4. Place Instant Issue card. 5. Click the "Get Chip Info" button.
- "Get Card Info" and "Reset" buttons.
- An "Account Name:" input field with "Navy Cardholder" and a "Card ID:" input field.
- A "Request New Card" button.

An overlay dialog box titled "NavyCash Disbursing Application" is displayed in the foreground, asking: "Are you sure you want to Assign a new card without assigning a Instant Issue card?". It has "Yes" and "No" buttons.

Automatic Card Replacement

- The Navy Cash system will only automatically generate a new *Embossed Permanent* card for *Merchant* accounts 60 days prior to the card expiration but the ship must replace member cards that expire with an *Instant Issue* card but no *Embossed Permanent* card will be generated for expiring member cards.

Replenishing Navy Cash Card Stocks

- The initial allowance of spare Navy Cash card stock is based on crew size and includes about 30 percent for crew turnover and 10 percent for replacement of lost, stolen, or damaged cards.
- The order point for replenishing card stock should be when the ship is down to about a two-month supply of spare cards.
- To order cards the Disbursing Officer should begin by contacting CSU at Navycashcenter@ezpaymt.com to obtain a case number.

Replenishing Navy Cash Card Stocks (Cont)

This allowance should last the ship about 6 months.

	DDG/CG	LPD/LSD AS/LCC	LHA/LHD	CVN
<i>Instant Issue cards</i>	100	100	500	1,000
(Pre-Deployment:	150	200	1,000	2,000)
<i>Visitor Cards</i>	50	100	200	500
(Reusable Chip Only)				

When a ship expects a high volume of visitors or transient personnel contact CSU. Specific requirements will be handled on a case-by-case basis so that the ships inventory of Navy Cash cards are not depleted.

Visitors should turn in their *Visitor* cards before departing the ship.