



Navy Cash Bulletin

Volume 18: Issue 4

Oct/Nov/Dec 2021

In This Issue:

Disbursing News

Sailor of the Month

Navy Cash Card Replacement Guidance

Additional Resources

Fleet Events/Training

Points of Contact

Disbursing News

NAVY CASH ENROLLMENT FORM REQUIREMENT (FS FORM 2887)

Enrollment forms are a critical element in the Navy Cash program. A signed enrollment form must be on file for every Navy Cash cardholder. By signing the 2887, 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 that may result from use of the Navy Cash card, 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.

Retention. Electronic enrollment forms will be retained on the Navy Cash server on the ship for three years. Copies of any hardcopy enrollment forms shall be maintained on board ship for reference for three years from the date of signature. Enrollment forms can be purged three years from the date of signature, unless the individual is still on the ship. Because the FS 2887 contains sensitive personal information, the forms must be kept in the safe.

Monthly Reports on Missing Enrollment Forms. Each month, the Disbursing Officer must ensure the Ship Navy Cash missing 2887 Report is reviewed each month and verify a signed enrollment form (2887) has been or will be forwarded to the Treasury Agent for every cardholder whose name is listed on the report.

ENROLLMENT FORM 2887 UPLOAD. This feature is only available to the Navy Disbursing or Marine Disbursing role within the Navy Cash application. A 'Forms' option has been added to the left navigation menu. This feature allows searches for cardholders by either SSN or first/last name. Matching cardholders will show in the results. Use the 'Browse' button to navigate to the .pdf Form 2887 file located on your computer. If the upload is successful, user will see a green pop-up message indicating that the upload was received. Uploaded forms are available to disbursing and the CSU immediately upon upload completion.

AUDIT TIPS

1. Ensure you balance to the penny, count, recount your cash on hand. (Blue E disqualifier if off)
2. Ensure ALL DD2657's signed and Section V completed.
3. Ensure you have a Deputy assigned, you designate on DD577
4. Bulk checks inventoried every 90 days, sign bulk check log
5. Change combo every 6 months, record it
6. Ensure all required signatures on retained 1359.
7. Certifying Officer not designated, should be SUPPO
8. No funds on unused Private Merchant Navy Cash cards, strip and chip zeroed out.

Where to find SOPs

SOPs are available for download from the Treasury Web Site. DISBOs are encouraged to download the new SOPs to replace the version you may have in your offices.

Disbursing News Cont.

Fleet Logistic Center News, Reminders & Recommendations

Incomplete Forms for Civilian, Contract Riders and Merchants

A completed 2887/2888/2889 form is vital to the navy cash program in order to perform to its operational peak. Without completed banking information, the transfer of funds from the Civ/Contractors/Merchants home account to and from the Navy Cash card will not take place. The Civ/Contractor will not be able to receive unused funds back to their home account and reciprocally the DISBO will not be able to collect any negative balances from the rider if they overdraft. Although this does not happen often, it is still an issue that we would like to have corrected in the future; by following the guidelines of having, the correct forms filled out correctly and in future. Some points to keep in mind are 1. A cardholder mostly can only go negative if they have previously provided a bank account. If they have a negative balance, then they should bring cash to Disbursing on the ship to clear the negative balance. 2. Without bank account information, cardholders would have to visit Disbursing with cash. The Navy Cash program is trying to reduce the amount of cash being presented to Disbursing. 3. A FS Form 2889 is only required for DoD Contractors and the FS Form 2888 is only for merchants.

All forms must be completely filled out. The Disbursing Officer should return all incomplete forms without completing enrollment if given an incomplete form.

The Navy Cash Program Office and the Offices of the FLC's appreciate all the effort and assistance in this matter.

NAVY CASH OPEN LOOP DECLINES

Know your balance!

Navy Cash open loop transaction (Debit or strip transactions) declines are on the rise. This indicates many cardholders are unaware of their strip/Debit feature balance before using it to make retail purchases or ATM withdrawals. We encourage the use of the strip for retail purchases but also expect cardholders to take personal responsibility to ensure there are sufficient funds to conduct retail transactions when using their Navy Cash Card. Not knowing one's balance opens one to risk for a declined transaction or denied cash withdrawal at an ATM.

We are generating and will provide Plan of the Day notes for distribution and will ask they be part of your regular rotation to the crew to remind them to check their balances at the kiosk or to register for an online account by visiting www.navycash.com. We also recommend advising cardholders to load their strip/Debit fund 48 to 72 hours prior to beginning retail transactions. This will ensure the funds are properly reflected on the card; if Navy Cash and ship communications are delayed the correct balance may not be properly represented set the cardholder up for declined transactions.

Navy Cash had created a Navy Cash Cardholder User Guide with helpful information for cardholders on retail use, balance holds and withdrawals. Disbursing officers should have these available for their cardholders, please contact your Navy Cash FLC for some published user guides or an electronic copy for printing on demand.

With the holiday season in full swing we may see more declined transactions due to insufficient funds: the best prevention is to know one's balance and ensure there are sufficient funds before going shopping or making an ATM withdrawal.

Please encourage your cardholders to know their balance and help to minimize declines

Navy Cash Negative Balance Management

1. Navy Cash Managers (NCM) should review the Daily Negative Balance Report each day.
2. The NCM should notify those cardholders when first appearing on the Negative Balance Report. If this is the 2nd or 3rd occurrence, recommend include the cardholder's chain of command.
3. If the negative balance report for a cardholder shows a representment pending, the NCM does NOT have to collect, but should still inform the cardholder.
4. If the negative balance report for a cardholder does NOT show a representment pending, the NCM has 10 calendar days to collect cash from the cardholder. If the cardholder gives cash to the NCM, the NCM should perform a "Cash to Strip" transaction.
5. If 10 days have gone by per number 4 above, then the NCM should submit a DD Form 139 to the Personnel Office for collection. You can obtain a sample DD Form 139 from your supporting FLC.
6. If the representment pending in number 3 disappears from the daily negative balance report, then the NCM should submit the DD Form 139 to the Personnel Office onboard.
7. The sailor can also clear a negative balance by submitting a Split Pay Option (SPO) form to the Personnel Office onboard. This is the sailor's option, as the SPO form must be signed by the sailor.

Visitor Card Alert

Navy Cash Program office continues work to reduce the number of visitor cards current with Navy Cash. Visitor cards greater than 5 years old will be cancelled in the near future. A bulletin will be issued to identify the dates we'll begin to close out these card. Visitor cards greater than 5 years old have technically expired but a glitch in the card's code has allowed them to remain active. We are reviewing the card files to identify the visitor cards to cancel. DISBOs should post a notice to advise cardholders with visitor cards older than 2017 issue dates to check in with Disbursing to be issued a new Navy Cash instant Issue card, transfer any Visitor card balance to the new card then the old Visitor card is to be destroyed. Reminder – Visitor cards should be used for one time visitors or foreign riders, should be collected and cashed out prior to the cardholder's departure, visitor cards are reusable.

New Customer Support Hours

Beginning 01 Feb 2022, Navy Cash Customer Support Unit (CSU) is shifting its operating hours to Monday-Friday, 12:00 AM – 6:00 PM CT. During the time that CSU is not open, Disbursing Officers will continue to have the option to be routed to the Navy Cash Technical Support (NCTS) on-call team if the issue is identified as high priority based on the Navy Cash SOP. For after-hours calls and emails related to Navy Cash system issues, please follow the [NC_COMMUNICATIONS_TROUBLESHOOTING_GUIDE_V2.PDF](#) and ensure a restart of the system. If the issue persists, please open a case with CSU via email (addressed the next business day) or, if it's a high priority issue defined in the SOP, call the CSU (1-866-662-8922) to be patched to an on-call technician.

The new hours for the CSC for cardholders is also Monday through Friday 12:00 AM to 6:00 PM (CT). If you suspect fraud on your Navy Cash strip, please call the CSC at 1-866-362-8922 24/7. There will be an option to connect with a fraud representative to assist.

UPDATE: DISBURSING INITIATIVE

DFAS is in the planning stages to disestablish Disbursing Station Symbol Numbers (DSSNs) and centralize all Navy disbursing business under DFAS Cleveland starting in June 2022. As part of this effort, and to support timely reporting of cash and checks afloat, Deployable Disbursing System (DDS) will be implemented and replace NFRS. USFF, PACFLT and TYCOM stakeholders have been meeting to address this transition to ensure Navy afloat commands are prepared for the consolidation efforts.

TYCOMs and Fleet representatives will be identifying afloat commands for migration to DDS and DSSN consolidation. NAVSUP as program manager for DDS, has established training dates for fleet users in the upcoming months. Training will be coordinated and provided by DFAS representatives in 4 hour increments. There will be more details provided on this transition in the future. All dates/times below are EST.

04/07/2022 – Thursday from 08:30 – 12:30 pm

04/21/2022 – Thursday from 12:00 pm – 4:00 pm

05/05/2022 – Thursday from 08:30 – 12:30

05/19/2022 - Thursday from 12:00 – 4:00

06/02/2022 – Thursday from 08:30 – 12:30

06/16/2022 - Thursday from 12:00 – 4:00

07/14/2022 - Thursday from 08:30 – 12:30

07/28/2022 - Thursday from 12:00 – 4:00

08/11/2022 - Thursday from 08:30 – 12:30

08/25/2022 - Thursday from 12:00 – 4:00

Sailor of the Month

October 2021



LTJG Jacqueline Plumaker, the Disbursing Officer aboard the USS Boxer (LHD 4), homeported in San Diego, CA, has been selected as the Navy Cash Sailor of the Month for December 2021. LTJG Plumaker led the implementation of DDS (Deployable Disbursing System) on Boxer, the first large deck on the San Diego waterfront to transition to DDS. The transition was executed in conjunction with a complex CANES network upgrade and was only successful due to the hard work and perseverance of LTJG Plumaker and her team. Immediately following the DDS roll-out, LTJG Plumaker oversaw the upgrade and associated training for the new Bluebird handheld point-of-sale devices for ten merchants and all Disbursing and Retail Services operators. Her expert coordination ensured all Sailors are knowledgeable in the new hardware and ready to support the ship's Navy Cash needs!

Throughout Boxer's 18-month DPMA, LTJG Plumaker provided uninterrupted Disbursing services to the crew, even during planned network outages. She meticulously manages negative balances and consistently submits her monthly returns to FACET. During the recent Field Examination Group disbursing audit, she scored an overall "Outstanding" with no major discrepancies. LTJG Plumaker is passionately dedicated to supporting the Boxer crew, and is truly deserving of recognition as Navy Cash Sailor of the Month!

From the Office of FLC San Diego

Sailor of the Month

November 2021



Ensign Alexander Trimm, Disbursing and Sales Officer aboard USS Higgins (DDG 76), home-ported in Yokosuka, Japan was selected as the Navy Cash Sailor of the Month. His outstanding leadership, technical acumen, and superb management have been an integral and crucial part of Higgins' success while being forward deployed. His Disbursing and Navy Cash Operation are in full compliance with DoDFMR and SOP instructions. His high standards, coupled with his strict adherence to procedural compliance, led to Higgins earning an overall grade of 98% during the most recent Field Examination Group audit. His performance and maintenance of the Navy Cash System has been nothing short of outstanding. He achieved 99% of Navy Cash Enrollment forms on file while diligently managing his negative balance ledger to sustain zero negative balances. Additionally, during the October financial closeout, he transferred a staggering \$45,000 to the ship's MWR fund, an immense contribution to the wellbeing of his fellow Sailors and a display of his financial acuity. Ensign Trimm's technical knowledge and customer service are a strong reminder of the Supply Corps' devotion to supporting the warfighter. His noteworthy accomplishments, steadfast resolve and devotion to duty make him well-deserving of the title "Navy Cash Sailor of the Month".

From the Office of FLC San Diego

Additional Resources



Navy Cash, DDS & OTCnet tech docs are available on SAILOR 2.1
<https://sailor.navy.mil/sailor/home.cfm>

Navy Cash Treasury Website

[Navycash.gov](https://navycash.gov)

Or

<https://www.fiscal.treasury.gov>

[NAVSUP 727, NAVYCASH SOP, NAVY CASH SOP CHANGE
NOTICE](https://www.fiscal.treasury.gov/navy-cash/procedures.html)

<https://www.fiscal.treasury.gov/navy-cash/procedures.html>

NAVSUP News and Media

<https://www.navsup.navy.mil/navsup/news>

Deployable Disbursing System (DDS)

DDS Training Database: https://dds-test.dfas.mil/forms/frmservlet?config=dds-test-sqt_a

Tutorials: <https://www.milsuite.mil/video>

Fleet Events & Training Dates

Meet the Fleet

With the continued COVID travel and gathering restrictions in place, we will continue to suspend Navy Cash Meet the Fleet meetings with DISBOs, program office, NIWC, Treasury, SAIC and the Federal Reserve Bank until such time it is safe to hold these events. Until then, please continue to communicate to the program office through your local FLC Navy Cash Representative.

Navy Cash Refresher Training

Location

San Diego, CA

Norfolk, VA

Yokosuka, Japan

Dates

01-03 February 2022

01-03 February 2022

TBD

DDS Training Video Tutorials

Video Name/#	Video Name/#
001 General Information (DDS) #37933	014 Print Checks and Check Register (DDS) #38237
002 Logging into DDS #37934	015 Cash Received from Bank (DDS) #38225
003 Opening a New Business Day (DDS) #38216	016 Creating Domestic EFT File (DDS) #38231
004 Agent Processing (DDS) #38215	017 Close Out Process (DDS) #38238
005 DD1081 Advances (DDS) #38217	018 DD1081 Returns (DDS) #38239
006 Exchange Transactions (DDS) #38218	019 DD2665 - Daily Agent Acct Summary (DDS) #38236
007 Manual Disbursements (DDS) #38219	020 DD2657 - Daily Stmt of Acctability (DDS) #38232
008 SF1034 Public Voucher (DDS) #38221	021 End of Month Navy Cash (DDS) #38228
009 Manual Collections (DDS) #38220	022 Finalized Level 8 and SF1179 (DDS) #38227
010 DD1131 Certify (DDS) #38235	023 SF1219 - Statement of Acctability (DDS) #38234
010a DD1131 Cash Coll Voucher Reject (DDS) #38223	024 Upload and Maintain LOA Tables (DDS) #38240
010b DD1131 - Edit (DDS) #38222	025 Journal Voucher (DDS) #38229
011 Deposits (DDS) #38224	026 Vault to Vault Transfer (DDS) #38233
012 Debit Voucher (DDS) #38226	027 Foreign Currency Transactions (DDS) #38377
013 Check-EFT for Cash (DDS) #38230	

<https://www.milsuite.mil/video/watch/video/#####>

Points of Contact

Federal Reserve Bank Customer Service Center (CSC)

Customer Service Center (CSC)

Cardholders: (866) 3NAVYCASH or (866) 362-8922

Website: www.navycash.com

E-mail: navycashcenter@frb.org

Disbursing Offices: (866) 6NAVYCASH or (866) 662-8922

Website: www.navycashcenter.com

Email: navycashcenter@frb.org

Others:

FAX: 1-(813)-533-5711 or 1-(866)280-5807

Enrollment Forms Shipping Address: FRB-KC
Attention: Forms
2201 Farnam St
Omaha, NE 68102
(866) 662-8922

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