NAVSUP Publication 727

Navy Cash® Financial System
Standard Operating Procedure

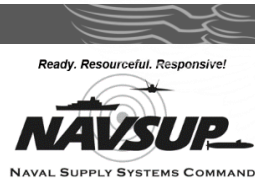*Ready. Resourceful. Responsive!*

Part 2

September 2023

SECTION 5A - ASSISTANCE AND SUPPORT

This section contains points of contact information to support maintenance, and operation of the Navy Cash system, and provides a brief overview of how to obtain distant and on-site support.

Assistance and Support

1. <u>ASSISTANCE</u>. When Navy Cash experiences a hardware, software, or communications issue, the ship itself is responsible for the initial efforts to troubleshoot, isolate, and correct the problem. This may require a coordinated effort from the NCAO, PSs, RSs, ITs, ETs, etc. A NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message was issued reiterating the responsibility of the ship's ITs for supporting Navy Cash *(NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16).* Selected spares are available on board the ship to replace failed equipment. In general, if a device fails, the ship is responsible for installing a spare in its place. If unable to isolate the problem or effect the necessary repair, the ship is responsible for initiating a trouble call to the Navy Cash Central Support Center (CSC) for technical assistance:

<u>To contact the CSC</u>:

1 (866) 6NAVYCASH

1 (866) 662-8922

Website: www.navycash.com

Email: navycashcenter@frb.org

Ships are responsible for initiating a trouble call to the CSC if additional support is required. The CSC will assign a case number and forward the call to technical support. All trouble calls, whether by phone or email, must be directed to the CSC. Email trouble calls can include the appropriate Navy Cash technical support personnel as additional addresses; however, support personnel cannot take action until a case number has been assigned.

The Navy Cash depot (SAIC) maintains replacement spares. The normal requirement for shipment of spare parts is the business day following receipt of the requirement; however, the depot is also required to provide a capability for emergency shipment of items in an expedited manner the same business day.

2. <u>TECHNICAL SUPPORT</u>**.** The Navy Cash maintenance concept specifies distance support for initial technical support efforts. Technical personnel ashore will provide troubleshooting guidance by phone, email, or remote session.

   2.1. <u>TIER 1 SUPPORT</u>. CSC provides Tier 1 support Monday to Friday midnight to 6pm CST, answering calls and taking basic information about any technical problems. CSC assigns case numbers and provides basic troubleshooting and problem tracking. Trouble calls not resolved with basic troubleshooting are handed off to Tier 2 - Navy Cash Technical Support team (NCTS).

   2.2. <u>TIER 2/3 SUPPORT</u>. NCTS provides Tier 2 support with skill sets that cover most operational aspects of the Navy Cash system. Infrastructure provides Tier 3 support that is more centered on specific servers configuration/networking issues. Tier 2/3 support provides troubleshooting guidance to the Fleet via phone or email as soon as contact with

the ship can be made. CSC forwards trouble calls to NCTS during normal working hours if a technician is available. During evening and weekend hours, critical issues are forwarded immediately to an on-call NCTS/Infrastructure representative through menu options of the normal CSC phone number above. Critical issues include, but are not limited to:

- One server node is down and cannot transfer control to second node.
- Cluster administrator -NCP and NCService resources are offline.
- All Navy Cash Kiosks are offline.
- All devices, i.e., POSs, Kiosks, and CADs, are offline.
- Communications/round-trip if a ship has not had a roundtrip in five or more days and a case has not already been opened.
- End of Month (EOM) if a ship has not had an EOM roundtrip in five or more days and case has not already been opened.
- Split Pay affecting multiple members if a case has not already been opened.
- Any issue involving a Commanding Officer (CO), Executive Officer (XO), or Staff Commander that Disbo cannot resolve.

2.3. TIER 3 ON-SITE SUPPORT. Tier 3 on-site support is provided by SAIC personnel for hardware, software, or communications issues beyond the repair or troubleshooting capability of the ship. Tier 3 on-site support is available from SAIC - Monday through Friday from 8:00 a.m. Eastern to 4:00 p.m. Pacific Time, except holidays.

2.3.1. NORFOLK AND SAN DIEGO. In Norfolk and San Diego, SAIC provides on-site technical assistance to the Fleet the next business day or as soon as possible given the extent of the impact of any failure on Navy Cash operations.

2.3.2. OTHER HOME PORTS. In other homeports and for ships deployed overseas, because of the diverse skill sets required to support the hardware, software, network, and communications aspects of the Navy Cash system, the technician that will be sent to a ship is generally not determined until the nature and extent of the problem is understood. Upon direction from the NAVSUP program office, CSC will coordinate SAIC on-site technical assistance with the ship, the program office, and technical support personnel to determine the best support solution in the shortest time possible.

3. REMOTE ACCESS VIA GOTOASSIST.   GoToAssist is a browser-based service that enables NCTS/Infrastructure and SAIC members to access and control the Navy Cash system remotely to troubleshoot and resolve issues that previously required an on-site technical assistance visit and to provide other technical support.

4.1.1. SET UP A GOTOASSIST REMOTE SESSION.   An NCTS representative must first log in to a GoToAssist and create a support session key code.

4.1.1.1.   The NCTS representative then sends an email to the Disbursing Navy Cash Accountable Officer's (NCAO) email account on the ship with a unique remote support session key code and instructions for entering and authorizing the remote session (application typically installed on all Navy Cash desktops).

4.1.1.2.   The email will be sent to the verified email address stored in the ships' contact list maintained by the Treasury Agent in the Service Now application. If necessary, the NCAO can update her / his email address by emailing Navy Cash CSC.

4.1.1.3.   The NCAO must first log in to Node 1 or 2 of the Navy Cash system using the appropriate username and password (NC-Admin on servers, normal windows account on workstations).

4.1.1.4.   The NCAO uses an approved G2A desktop application to enter the provided remote session key code that was in the NCTS representative's email.

4.1.1.5.   Once the GoToAssist application loads, the NCAO is prompted to enter the code then once connected allow the remote session to proceed and enable the NCTS representative to control the desktop of the ship's Navy Cash server. The remote support session cannot be initiated unless the NCAO takes action on their system.

4.1.1.6.   Once granted control of the ship's Navy Cash desktop, the NCTS representative might then log in to the ship's database if required. If assistance is required on disbursing application, NCAO should remain available to login if required.

4.1.1.7.   All remote support sessions are recorded, and the videos can be replayed and reviewed by properly authorized personnel ashore at a later time.

4.1.2.   TERMINATE A REMOTE SESSION.   Once a remote support session is completed and the session is terminated, NCTS can no longer access the ship's Navy Cash server, unless a new GoToAssist remote session is initiated by both the NCTS representative and the NCAO on the ship. The NCTS representative and NCAO on the ship can terminate a GoToAssist remote session at any time.

4. ON-SITE TECHNICAL ASSISTANCE.   After all other distance support troubleshooting efforts have been exhausted, on-site technical assistance may be available to resolve Navy Cash-specific problems that cannot be resolved through Go-to-Assist, phone or email.

5. POWER/COMMS OUTAGE CONTINGENCY OPERATIONS. The POS must be online to the Navy Cash server through the ship's LAN for an operator to log on. If the ship's network or Navy Cash server is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage only affects a single POS, the merchant can go to the disbursing office and sign out a spare POS to use in the offline portable mode.

6. SHORT-TERM OUTAGE.   The POS in post office normally operates in the normal mode and is connected online to the Navy Cash server through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the POS at the end of the day so that Navy Cash payments can be processed offline the next day even if connectivity is not available. A POS in normal mode operating offline can store up to 10,000 messages in the internal and SD card message queues before it is full and can no longer process transactions.

When connectivity to the Navy Cash server is restored, sales receipts transaction messages stored on the POS are forwarded automatically to the Navy Cash server. This download starts

when the LAN connection to the server is made and the "Offline Indicator" on the Status Bar of the POS screen disappears, usually within a minute. The "Internal Queue Message Indicator" and the "SD Card Queue Message Indicator on the Status Bar of the POS screen remain displayed until all transactions have been downloaded to the server from the internal and SD card message queues.

7. OPERATOR POS LOG-ON. The operator can log on to the portable POS at any operating POS network connection point or Navy Cash docking station (in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation). After log-on is complete, the operator can disconnect the data cable and proceed to operate the POS in the offline mode. The operator should make sure the portable POS is fully charged. Batteries are rechargeable.

8. DOWNLOAD SALES TRANSACTIONS.   If the network outage is localized, the sales receipts stored on the portable POS can be downloaded at the end of each day at one of the POS connection points or download boxes as described in paragraph (4)(a) directly above.

9. LONG-TERM OUTAGE. In the unlikely event that connectivity to the Navy Cash server is down for a lengthy period of time (days, weeks), the ship's store can, with the authorization of the Commanding Officer, revert to accepting cash and/or check. Ship's store personnel will follow the procedures in NAVSUP P487 for collecting cash.

10. CASUALTY REPORTING. As a last resort, and after all remote troubleshooting efforts have been exhausted, the ship may submit a CASREP. This CASREP should not be for the Navy Cash system if it is related to the ship's network. The ship's IT division should submit a CASREP for ship network issues. The ship should provide a Casualty Report (CASREP message for urgent maintenance problems beyond shipboard capabilities and include NAVSUPSYSCOM MECHANICSBURG PA//N0455// and include applicable TYCOM for action or information, as appropriate, on the CASREP message. Any replacement parts necessary to enable correction of the CASREP will be shipped within 24 hours after acknowledgement of receipt of the CASREP. All failed system units, LRU (lowest replaceable unit), will be turned in as directed by the CSC or the Navy Cash depot.

11. PLANNED SYSTEM MAINTENANCE. (Not required for Navy Cash Version 1.4.7.4 or higher). Preventive maintenance for the Navy Cash Financial System is covered through the Planned Maintenance System (PMS). PMS information for Navy Cash is available from the ship's Maintenance and Material Management (3-M) Coordinator. Maintenance Index Page (MIP) number 6541 series applies to Navy Cash. In particular, proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card**.**

SECTION 5B - DOCUMENTATION RESOURCES

This section contains the majority of quick references used throughout Sections 1 – 4 of this SOP. It contains sample memorandum, letters, emails; forms, reports, checklists, and other important tools for maintaining Navy Cash operations. Each reference category has its own table of contents for quick reference.

Section B Table of Contents

CORRESPONDENCE/TEMPLATES

Table of Contents

Sample Navy Cash Equipment Transfer Letter

1 June 20XX

From: LTJG Norman H. Danas, SC, USNR
To: ENS Joseph L. Gonzalez, SC, USNR

Subj: TRANSFER OF NAVY CASH EQUIPMENT AND RESPONSIBILITIES FROM
           LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L. GONZALEZ, SC,
USNR

Ref: (a)   NAVSUP PUB 727, Navy Cash SOP, Part 2

Encl: (1)   Navy Cash Pre-Audit/Turnover Checklist
           (2)   Custody of Navy Cash Equipment Checklist

1. In accordance with reference (a), I certify I have transferred Navy Cash responsibilities to
(New NCAO here). A copy of the completed Navy Cash Pre-Audit/Turnover Checklist is
included at enclosure (1).

2. In accordance with reference (a), I certify I have transferred custody of all Navy Cash
equipment listed in enclosure (2) to (New NCAO here).

3. All equipment listed in enclosure (2) is operational, except: (A sample explanation is provided
to support inventory issues at Turnover here. One is required for each non-operational unit))

   a. One of Navy Cash Kiosks in Troop Training – Gym – Left. A trouble call was placed
       with the Navy Cash Customer Service Center (CSC) on 26 November 202X.

   b. X, and Case Number 98314 was assigned. SAIC provided troubleshooting help, and a
       failed card reader was identified. The failed card reader (serial number A78230200)
       was shipped to the Navy Cash depot via UPS (tracking number 1Z 999 999 99 9999 999
       9) on 28 November 20XX, and a replacement card reader is in transit to the ship.

   c. One Card Accepting Device (CAD) with transactions stuck in the queue. A trouble call
       was placed with the CSC on 17 November 200X, and Case Number 98298 was
       assigned. The CSC provided troubleshooting help, but the stuck transactions could not
       be downloaded. The CAD (serial number 1604001541) shipped via UPS (tracking
       number 1Z 999 999 99 9999 999 9) to SAIC on 27 November 20XX.

4. I certify all transactions in the spare Point-Of-Sale devices (POSs) and CADs listed in
enclosure (2) have been downloaded to the Navy Cash server and do not contain any stored
transactions, with the exception of the CAD listed above with stuck transactions.

NORMAN H. DANAS
LTJG, SC, USNR

Copy to: Commanding Officer
             Supply Officer

1 December 20XX

FIRST ENDORSEMENT

From: ENS Joseph L. Gonzalez, SC, USNR
To: LTJG Norman H. Danas, SC, USNR

Subj: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY

           CASH EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO
           ENS JOSEPH L. GONZALEZ, SC, USNR

1. I hereby accept the transfer of Navy Cash responsibilities from LTJG Norman H. Danas, SC, USNR. In accordance with reference (a), a copy of the completed Navy Cash Pre-Audit/Turnover Checklist and Custody of Navy Cash Equipment Checklist will be retained on file in the disbursing office for inspection.

2. I hereby accept custody of all Navy Cash equipment listed in enclosure (2) from LTJG Norman H. Danas, SC, USNR. All equipment listed is operational except one of the Navy Cash Kiosks in Troop Training and one CAD with stuck transactions. A replacement for the failed card reader is in transit to the ship and will be installed as soon as it arrives. When SAIC returns the CAD to the ship, the stuck transactions will be download to the Navy Cash server so any vending sales can be recorded and reported.

JOSEPH L. GONZALEZ
ENS, SC, USNR

Fraud-related Requests for Navy Cash Account or Cardholder Information

To Whom It May Concern:

This disclosure is in response to your request for records related to the Navy Cash program. Navy Cash is a payments and collections service provided to Department of Defense (DoD) Agencies by the United States Department of the Treasury, Bureau of the Fiscal Service (Fiscal Service) to replace cash in forward-deployed environments. The Federal Reserve Bank of Kansas City, Omaha Branch (FRBKC) and PNC Bank (PNC) are the designated Fiscal Service agents for the Navy Cash program. The records you are seeking belong to the Fiscal Service and are subject to laws and policies that govern the release of such information. Although FRBKC cannot directly provide you with the records you seek, Fiscal Service may be able to assist you with your investigation.

As the records requested pertain to personal information of Navy Cash cardholders, Fiscal Service is required to comply with the Privacy Act of 1974, as amended (Privacy Act). 5 U.S.C. § 552a. The Privacy Act protects Navy Cash cardholders' records from being disclosed to any third party without prior written consent of the cardholder to whom the records pertain. However, there are twelve exceptions which allow disclosure of records without the individual cardholder's consent. Two of the twelve exceptions may be relevant to the disclosure of Navy Cash cardholder's personal information to your agency.

The Privacy Act, 5 U.S.C. § 552a(b), states in part:

(b)Conditions of Disclosure.—No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains, unless disclosure of the record would be—

(7) to another agency or to an instrumentality of any governmental jurisdiction within or under the control of the United States for a civil or criminal law enforcement activity if the activity is authorized by law, and if the head of the agency or instrumentality has made a written request to the agency which maintains the record specifying the particular portion desired and the law enforcement activity for which the record is sought; [or]

(11) pursuant to the order of a court of competent jurisdiction.

If you believe your request meets one of the exceptions noted above (or another exception), please forward to your request to:

      Sean P. Kemple - Navy Cash Program Manager
      U.S. Department of the Treasury

Bureau of the Fiscal Service
Sean.kemple@fiscal.treasury.gov

Nadir Isfahani – SVC Portfolio Manager
U.S. Department of the Treasury
Bureau of the Fiscal Service
nadir.isfahani@fiscal.treasury.gov

Please be aware that a request made under 5 U.S.C. § 552a(b)(7) will need to be signed by the head of the agency or instrumentality as set forth above and a court-signed subpoena will be required for requests made under 5 U.S.C. § 552a(b)(11).

Thank you for your interest in Navy Cash. Please let us know if you have any questions.

Sample Memoranda for Forwarding Enrollment and Rules of Behavior Forms

Individual Cardholder Enrollment Forms

MEMORANDUM

From: *Ship's Name*

To: FRB-KC Omaha Branch
            Attention: Forms
            Farnam St.
            Omaha, NE 68102
            (866) 662-8922 *(Phone number for FedEx, UPS, etc. packages)*
            navycashcenter@frb.org

Subject: Forwarding Cardholder Enrollment Forms (2887s) For Scanning And Archiving

1. This memorandum and email confirm the forwarding of Navy Cash enrollment forms for individual cardholders (FS Form 2887s) to the Navy Cash CSC Scanning Center.

a. Date Package Was Sent: _____

b. Number of Enrollment Forms in Package: 2887s & _____

c. Carrier Name: _____
                                    e.g., FedEx, UPS, USPS registered mail

d. Tracking Information: _____

2. If you have any questions, please contact me at:

a. Ship's Name: _____

b. Point of Contact on the Ship: _____

                    Phone Number: _____

                            Email: _____

Internal Procedures and Controls:

Sample Instruction

NEVERSAIL INST 7220.1

USS NEVERSAIL (DDG XX) INSTRUCTION 7220.1

Subj: NAVY CASH INTERNAL POLICY, PROCEDURES, AND CONTROLS

Ref: **(a)**   **Department of Defense Financial Management Regulation (DoD FMR), Volume 5, particularly Chapter 10**
         (b)   **Organizational Forces Supply Procedures, NAVSUP PUB 485, Volume I, Chapter 10, Navy Disbursing Operations**
         (c)   **Navy Cash Financial System Standard Operating Procedure, NAVSUP PUB 727**

1. **PURPOSE**. To promulgate internal policies, procedures, and controls for effective management and administration of Navy Cash operations on board NEVERSAIL.

2. **ACCOUNTABILITY AND RESPONSIBILITY.** Navy Cash is a financial system, the handling of public funds follows standard financial management regulations and procedures in accordance with references (a) and (b).

    a. DD Form 577. A Department of Defense (DD) Form 577, Appointment/Termination Record—Authorized Signature, shall be signed by the Commanding Officer appointing the accountable official as the Navy Cash Accountable Officer (NCAO), identifying their accountability and responsibilities include. Subsequent DD Form 577s from the NCAO to their deputy shall also be maintained. The NCAO must appoint a Navy Cash Deputy. Detailed operating procedures for Navy Cash are included in the forms are of this section.

3. **PERSONALLY IDENTIFIABLE INFORMATION (PII).** The NCAO must 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.

4. **NAVY CASH CARDS.**

    a. Instant Issue Navy Cash Cards. Instant issue cards are embossed with NAVY CARDHOLDER and a Mastercard®® card number. Instant issue cards are issued to personnel newly enrolling in Navy Cash and as replacements for lost, stolen, damaged, or expired cards. Instant issue cards provide individuals immediate access to Navy Cash capabilities.

    b. Embossed Permanent Navy Cash Cards. Embossed permanent cards are embossed with the cardholder's name and a Mastercard®® card number. Produced individually at the card manufacturing facility, they must be delivered to the individual on the ship after they are produced. Embossed permanent Navy Cash cards are only issued to new enrollees as a part of bulk enrollment when Navy Cash is initially implemented on a ship. Cardholders whose embossed permanent (or instant issue) cards have expired or are expiring at the end of a month must report to disbursing office where they will be replaced with an instant issue Navy Cash card.

c. Visitor Navy Cash Cards. Visitor cards are closed-loop-only cards only used on board Navy Cash ships. Visitor cards are reusable and must be cashed out and turned in to disbursing office when the visitor is done with the card and before leaving the ship, so they can be reissued to another visitor.

- If a visitor card is turned in after a visitor has left the ship, the NCAO must make every effort to identify the individual cardholder and return any remaining funds. If the cardholder cannot be identified, the NCAO must cash out any residual funds remaining on the card and transfer the remaining balance to the Unclaimed Monies merchant via the NCDA.

- Once any value on a card has been credited to either of the Treasury accounts, 20X6133 or 17R1060, the NCAO cannot recover the funds. Individuals can, however, submit a claim for a refund. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

d. Collect and Destroy Expired or Expiring Cards. Any expired Navy Cash cards or Navy Cash cards expiring in 90 days must be destroyed. When visitor cards are turned in to disbursing office and cashed out, the NCAO, after verifying the closed-loop account balance is zero, should check the expiration dates on the cards. Cards can be destroyed by cutting them up (cutting the chip in half) or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log.

5. NAVY CASH CARD LIMITS.

a. Individual Cardholders

(1) Standard Closed-Loop Limit. No more than $1,000 can be loaded on or debited from the closed loop.

(2) Standard ACH Transfer Limit. A $400 daily maximum limit has been pre-set on funds transfers from a bank or credit union account to the closed- and/or open-loop accounts.

b. Merchant Cardholders — Accountable Officials

(1) Standard Closed-Loop Limit. No more than the following maximum amounts can be loaded on or debited from the closed loop.

(a) On CVNs, LHAs, and LHDs. $50,000 for Navy Disbursing, MWR Officers, and Wardroom Mess Officers, and $10,000 for all other Accountable Officials.

(b) On All Other Ships. $10,000 for all Accountable Officials.

(2) Standard Transfer Limits between the Closed and Open Loop. The following maximum limits have been pre-set on transfers between the closed- and open-loop accounts.

(a)   On CVNs, LHAs, and LHDs. $50,000 for MWR Officers and Wardroom Mess Treasurers, and $5,000 for all other Accountable Officials.

(b)   All Other Ships. $10,000 for MWR Officers and Wardroom Mess Treasurers, and $2,500 for all other Accountable Officials.

(3)   Standard ACH Transfer Limit. For merchants who settle to bank or credit union accounts, a $5,000 daily maximum limit has been pre-set on funds transfers from a bank or credit union account to the closed- and/or open-loop accounts.

(4)   These pre-set limits may prevent Accountable Officials from making large purchases on the ship in a single payment. In a situation like this, the Accountable Official can elect to make more than one payment with the organization's Navy Cash merchant card or simply pay by check.

c. Modifying Navy Cash Card Limits.

(1)   Individual Cardholders. The NCAO can modify the closed-loop load and debit and ACH transfer limits for individual cardholders who are "checked in" on that ship through the Disbursing Application. For individual cardholders, the maximum closed-loop load and debit limit is $1,000, and the maximum ACH transfer amount is $400 per day.

(2)   Accountable Official Merchant Cardholders. The NCAO can modify the closed-loop load and debit and ACH transfer limits for merchant cardholders on board that ship through the Disbursing Application, but only up to a maximum of $1,000 for the closed-loop account and a maximum of $400 per day for ACH transfers. For any amount above these maximum limits, the NCAO must contact the CSC and request that a merchant cardholder limit be modified, but only up to the standard limits listed above.

(3)   Any updates to card limits done through the Disbursing Application are effective immediately on the ship and will regulate any subsequent funds transfer requests the individual or merchant cardholder attempts at the Kiosk. Updates done through the CSC do not go into effect on the ship until the CSC receives the information, processes the request, and a round trip is completed between ship and shore. The NCAO cannot change the closed-loop load and debit limit or ACH transfer limit using the Navy Cash Disbursing Website.

6. CUSTODY OF NAVY CASH CARDS.

a. The NCAO is responsible for maintaining the stock of Navy Cash instant issue and visitor cards. Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in Chapter 7, of reference (a).

b.   The NCAO may delegate the responsibility for custody of Navy Cash cards to a representative designated in writing.

c.   A Bulk Navy Cash Card Log shall be maintained for each type of card, which contains the Navy Cash card number, name, date, and signature of the person to whom a working stock of Navy Cash Cards is issued. Unused working stock shall be returned to the NCAO or designated representative at least once each week for audit and inventory.

d.   All Navy Cash cards shall be inventoried once each month, an entry shall be made in the Bulk Navy Cash Card Log to document the inventory. A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, shall be retained in the disbursing office, and a copy shall be given to the quarterly cash verification team as an attachment to their quarterly verification report.

e.   A separate Navy Cash Card Issue Log shall be maintained, which contains the last four digits of the card number, name and last four digits of the Social Security Number (SSN) of the card owner, issue date, signature of the recipient, date returned for visitor Navy Cash cards, and the name and signature of the issuer in accordance with reference (a) paragraph 100502. The Navy Cash Card Issue Log also contains columns to document destruction of a card.

f.   Replacement cards and cards for newly enrolled personnel shall be issued as described in references (a) and (c).

7.   CUSTODY OF SPARE POINT-OF-SALE DEVICES AND CADS.

In accordance with reference (c), the NCAO will be responsible for control of all spare Point-of-Sale (POS) devices held in ready reserve, and the Sales Officer, for all spare vending machine Card Access Devices *(also known as Card Accepting Devices)* (CADs). When a POS or CAD has transactions that have been recorded (stored) but have not yet been downloaded to the server, it should be kept in a safe, e.g., the Disbursing safe. *NOTE: CAD and POS devices that have stored transactions should be downloaded to the server as soon as possible.* Spare POSs and CADs that do not have transactions stored on them should be kept either in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access, e.g., the disbursing office or Sales Office. For the Navy Cash Kiosk, one of the installed Kiosks is considered an "online" spare, that is, if one Kiosk fails, at least one other Kiosk is immediately available to support Navy Cash transactions.

8.   RULES OF BEHAVIOR FOR USERS OF NAVY CASH SYSTEM.

The NCAO must ensure every Navy Cash operator assigned an Operator ID has signed the Navy Cash Rules of Behavior. By their signature, individuals indicate they have read, understand, and agree to abide by these rules of behavior.

9.   ACCESS CONTROL FOR NAVY CASH DISBURSING APPLICATION.

a.   The NCAO controls access to the various functions within the Disbursing Application. Individual operators are assigned to one of six "User Groups" based on roles and responsibilities.

These user groups represent six levels of access rights. The access rights within each user group cannot be modified or tailored for an individual operator.

    b.   In order for an individual to change his/her password, the NCAO must first verify the individual's identity. Once this is established, the individual can then enter a new password into the system.

    c.   Each individual operator must log off when they are through working on the system. Each operator must use their own user ID and password when operating the Navy Cash system.

    d.   As a matter of policy, any Disbursing Application user who wants to perform any personal Navy Cash transactions in the disbursing office, e.g., to add or cash out value or change a PIN, should contact the NCAO or Navy Cash Deputy.

    e.   Each calendar quarter, the Cash Verification Team (CVT) will generate card reports for all Navy Cash Disbursing Application users (see reference (c), Section 5E, paragraph 10, Card Report) to verify no unauthorized deposits or other unauthorized transactions were made to their accounts since the last quarterly cash verification. Transactions should also be reviewed on the Navy Cash website.

10.   ENROLLMENT IN NAVY CASH.

    a.   Individuals. To open a Navy Cash account, an individual must enroll in the Navy Cash program. To enroll, individual cardholders who use Navy Cash for personal use must complete and sign an FS Form 2887, Application Form for U.S. Department of the Treasury Stored Value Card (SVC) Program, either electronically or manually (hard copy).

    b.   Accountable Officials. Navy Cash merchant cardholders who use Navy Cash as accountable officials in an official capacity must complete and sign an FS Form 2888.

    c.   The NCAO shall verify the ABA or routing number and the account number recorded on the form. In order to help verify account information, the individual should, if possible, bring in a cancelled check or deposit slip from the bank or credit union account they want to associate with Navy Cash.

    d.   Importance of Enrollment Forms. 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 enrollment form, 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 enrollment form is the enforceable agreement between the cardholder and the Navy Cash program.

    e.   Electronic Enrollment. New individual enrollees sign enrollment forms electronically, and the forms are uploaded automatically to the document storage system ashore.

(1)   Once the round trip is completed between ship and shore, the 2887 will be available on the Navy Cash server on that ship, and the Navy Cash Disbursing website will indicate that a copy of the individual cardholder's 2887 is available in the document storage system ashore. The 2887 can be viewed on the website, the NCAO can also contact the CSC and request a copy if needed.

(2)   For individual cardholders who appear on the monthly missing 2887 report the NCAO must follow the steps below. If a copy of the cardholder's signed 2887 is not available in the file of hardcopy enrollment forms maintained on board the ship for reference, the cardholder must fill out and sign a new, hardcopy enrollment form (2887). Electronic enrollment is only available for a new individual enrollee's initial enrollment. Navy Cash merchant cardholders must also fill out and sign a hardcopy, accountable official enrollment form (2888). Failure to complete the form will result in revocation of the Navy Cash card.

f.   Forward Manual Enrollment Forms to Treasury Agent. Hardcopy enrollment forms, signed by the individual, **may** be sent **manually** to the Treasury Agent. Enrollment forms for individual cardholders (2887s) and merchant cardholders (2888s; and 2889s for contractor personnel) must be sent in separate packages. Enrollment forms contain sensitive personal information and must be sent via traceable means, e.g., FedEx, UPS, registered mail. Due to PII restrictions, do not send enrollment forms via fax, digital sender, or email.   The preferred method of forwarding all forms to Treasury Agent is by uploading via the Navy Cash website. Manual submission will only be used as a last option.

(1)   Double-pack all forms, with the Treasury Agent address below on each envelope / package, to protect against possible damage during the shipping and handling process.

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

(2)   Send an email notification to the Treasury Agent Scanning Center at navycashcenter@frb.org for each package of enrollment forms sent. Include the following information in the email: date package was sent, number of enrollment forms in package, carrier name (e.g., FedEx, UPS, registered mail, etc.), tracking information, and the ship's name and Point Of Contact (POC) on the ship (phone number and email address). A sample memorandum is included at paragraph Section 5B. To report all of the required information, fill out the memorandum, and send it as an attachment to the email notification. Include a copy of the memorandum in the package with the enrollment forms. Finally, retain a copy of each email and memorandum sent on file for inspection.

g.   Retention. Hard copies of FS Forms 2887 and/or 2889 are ONLY required pending upload to the Navy Cash website. Once upload is confirmed, hard copies can be destroyed. Hard copies of FS Form 2888 are ALWAYS required while the merchant card is issued to a merchant accountable official and a copy MUST be uploaded via the Navy Cash website. When a copy is confirmed to be uploaded, only purge hard copy of 2888 forms once card is returned to NCAO and/or when there is a turnover on the merchant accountable official position with a new form

submitted. Enrollment forms contain sensitive personal information and must be retained in a secure container.

11.   CLOSING OR SUSPENDING A NAVY CASH ACCOUNT.

a.   Transfer Funds from Card. When cardholders are leaving the Navy, transferring to activities that do not have Navy Cash, or no longer want a Navy Cash card, they should move all funds on the closed and open loop back to their home bank or credit union account using the Navy Cash Kiosk. Alternatively, they may move all the funds on the open loop to the closed loop at the Kiosk and cash out the closed loop at the disbursing office.

b.   Close Account. Cardholders leaving military service or who no long want a Navy Cash card are required to close their Navy Cash account. After verifying that the Navy Cash card is empty (closed and open loop), the NCAO will block Navy Cash ACH access to their home bank or credit union, change the card status to "canceled", close the account using the Navy Cash Disbursing website, and give the card back to the cardholder for destruction.

c.   Suspend Account. Cardholders transferring to another activity should keep their Navy Cash card. After verifying that the Navy Cash card is empty (closed and open loop), the NCAO will block Navy Cash ACH access to their bank or credit union and suspend their Navy Cash account using the Navy Cash Disbursing website. Cardholders should then retain their Navy Cash card until reporting to a Navy Cash equipped ship. Once on board a new ship, cardholders must first complete a "Ship Check In" at a Navy Cash Kiosk, and the ship must complete the round-trip processing between ship and shore. Since end-of-day processing is normally completed each six hours, full access to Navy Cash capabilities should be available the next day.

d.   The disbursing office will work closely with the personnel office to keep track of members who will be leaving the ship within 30 days.

(1)   The NCAO/Disbursing Officer will review the Negative Balance Report on a daily basis and ensure any negative balances for cardholders within 30 days of transfer or terminal leave/discharge are resolved in a timely manner. The NCAO will ensure that a cardholder's access to their home bank or credit union account is blocked until any negative open-loop account balance is cleared.

(2)   The NCAO will make a judgment whether or not a negative balance condition is likely on a cardholder's Mastercard® debit open-loop account, e.g., from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system. To prevent an unrecoverable debt from being posted to Navy Cash, the NCAO should evaluate the need to suspend the member's Navy Cash account or cancel the member's Navy Cash card and close the member's Navy Cash account some time prior to their actual departure date. If necessary, the NCAO can issue a "closed-loop-only" visitor card for use on the ship until the member leaves the ship.

(3)   If a member is within the final 30 days of being discharged from the Navy and has a negative balance, the NCAO/Disbursing Officer's only option is to have a "DS01" indebtedness, Company Code D411179, posted to the member's military pay account prior to

the member's separation date by submitting a DD 139 to the Personnel Office on board the ship.

          (4)   The NCAO continues to be responsible for stopping a member's SPO at least 30 days before they leave the ship. This is accomplished by having the sailor submit a locally generated SPO form to the ship's Personnel Officer.

     e.   <u>Recover Visitor Cards.</u> Visitor cards must also be recovered from anyone leaving the ship, so they can be reissued to another visitor. Technical representatives and other personnel from both government and industry who make repeated trips to ships can retain their Navy Cash cards for subsequent visits to other ships.

12. NEGATIVE MASTERCARD® DEBIT OPEN-LOOP ACCOUNT BALANCES.

     a.   The amount of any negative balance in an open-loop account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of their accountability, the NCAO is responsible for collecting on that debt.

     b.   A negative Mastercard® debit open-loop account balance can occur:

          (1)   When ACH transactions are returned from an individual's home bank or credit union account: nonsufficient funds (NSF), closed account, invalid account information, etc.

          (2)   As a result of debit card purchases or ATM withdrawals ashore when there are not sufficient funds in a cardholder's open-loop account. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

          (3)   When cardholders use their Navy Cash open-loop debit ashore, for cash withdrawals or retail purchases, the new balance in their open-loop account will be reflected ashore immediately, but will not be reflected on the ship until the next round-trip processing is completed between ship and shore. If they get back to the ship and check their open-loop account balance before this processing is completed, the Navy Cash Kiosk will show their old balance not their new balance. If they transfer money to their closed loop based on their old balance, their open-loop account will end up with a negative balance once all their transactions ashore and on the ship are fully processed.

     c.   <u>Representment.</u> With automatic representment, if a cardholder's ACH transfer request at the Navy Cash Kiosk is returned for NSF and the value of the returned transaction is $5 or more, the ACH transaction will automatically be represented up to two more times on successive pay days. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically.

     d.   <u>NCAO Actions</u>

          (1)   Review Reports Daily. Review Negative Balance Report and Returned Items Detail Report on a daily basis and take the necessary actions.

(a)   Daily Negative Balance Report. Lists all Navy Cash Mastercard® debit open-loop accounts with negative balances.

((1)) Representment Pending. If a cardholders account is negative the details of the pending representment are listed on the report immediately below the line of account data. The Disbursing Officer does not need to take any collection action (but can if the cardholder desires) on negative accounts for which details are listed, because representment actions are pending.

- If the ACH REPRESENTMENT COUNT = 0, the ACH request is scheduled to be represented for the first time on the date.
- If the ACH REPRESENTMENT COUNT = 1, either the ACH request was represented on the date and is in the five-day waiting period, or the ACH request is scheduled to be represented for the second time on the date.
- If the ACH REPRESENTMENT COUNT = 2, the ACH request was represented a second time on the date and is in the five-day waiting period.

((2)) No Representment Pending. If the second automatic representment fails, no details are listed on the report below the account, because no further representments are pending. If someone's account is negative because of Navy Cash card transactions not covered by automatic representment, no details are listed on the report below the account. The NCAO should initiate collection action immediately on all negative accounts for which no details are listed, because no representments are pending.

((3)) Funds Held for Five Business Days. When a returned ACH transfer request is represented, the funds are not posted immediately but are held for five business days (7 calendar days) to ensure the cardholder cannot use the funds until it is reasonably certain the represented transaction will not be denied and returned as well. The cardholder's negative balance will continue to appear on the Daily Negative Balance Report until the five working day waiting period is over.

(b) Returned Items Detail Report.   Assists in investigating negative balances. Provides details for transactions that were processed and returned for NSF or that were not processed and were returned because of invalid account information. Cardholders who appear on the report because of invalid account information should be contacted, so they can update their bank or credit union account information.

(2) Notify Cardholder. Immediately notify via email (include the cardholder's chain of command for second and third occurrences) any cardholder whose negative open-loop account appears on the report with no representment details. Once notified, cardholder shall report to the NCAO within two working days to establish how the cardholder's Navy Cash balance will be restored to $0 or greater.

(3) Disciplinary Action. NCAO will notify Chain of Command for appropriate actions.

(4) Collect on Negative Balance. For each negative balance listed on the Daily Negative Balance Report with no representment details, if no response is received from the

cardholder within 10 calendar days after the date of receipt of the pertinent negative balance report, the disbursing office will produce a DD 139 and present it to the Personnel Officer on the ship, who will apply a pay checkage (DS01) to the cardholder's pay account. The Company Code for Navy Cash is D411179.

(a)   Cardholder Disputes Transaction. If a cardholder reports they have submitted a claim to dispute the transaction as unauthorized and does not want to make a payment to clear the negative balance until they have heard from the Treasury Agent bank about the results of the claim, the NCAO must contact the CSC and ask them to confirm whether or not the cardholder has an active dispute in process.

(b)   Delay Collecting on Negative Balance. If the cardholder does have a dispute in process, resolving the dispute can take 30 or more days. The NCAO may delay collecting on the negative balance for up to 45 days. If, after 45 days, the cardholder's Mastercard® open loop debit account is still negative, the NCAO must contact the CSC again to confirm the dispute is still pending.

((1))   If the claim has been processed and approved, the negative balance should clear shortly and drop off the negative balance report.

((2))   If the claim has been denied, the cardholder must be notified to report to disbursing office to clear the negative balance. If the dispute is still in process, the Disbursing Officer may delay collecting on the negative balance for an additional 15 days, and then must repeat the process.

((3))   The NCAO must let the cardholder know that Navy Cash access to their home bank or credit union account will remain blocked until the negative balance is cleared. The NCAO must not unblock access until the cardholder's Mastercard® debit (strip) account balance is zero or positive.

(c)   Document Response Received from CSC. The Disbursing auditors from the Field Examination Group (FEG) look at the collection of negative account balances during an audit and report on the number of delinquent accounts that have negative balances that are more than 10 days old. To document the reason for delay in collecting on a negative balance for a cardholder disputing a transaction, retain a copy of the e-mails exchanged with the CSC indicating that a dispute is pending on file for inspection (if contacting the CSC by phone, request an e-mail response from them for retention).

(5) Collection Options. There are several options available to collect on the amount of a negative account balance. The NCAO must ensure that a cardholder's Navy Cash ACH access remains blocked until the negative balance is cleared.

(a)   Deposit Cash to Open Loop Account. NCAO can have the cardholder provide cash at the disbursing office and transfer the value directly to the cardholder's open-loop account.

<u>Closed- to Open-Loop Account Transfer</u>. The NCAO can have the cardholder transfer any value on the closed to the open loop by escorting the cardholder to the Navy Cash Kiosk and verifying that the cardholder moves the funds.

<u>Change or Initiate Split Pay Option (SPO)</u>. The NCAO can ask the member to change or initiate SPO, which is transferred directly to the member's open-loop account on pay day, to cover the amount of the negative balance. The NCAO cannot force this option on the member as it is voluntary.

<u>Immediate Collection from Pay</u>. The NCAO can initiate an immediate collection from pay to clear the amount of any negative Navy Cash balance. The Disbursing Officer may have an indebtedness posted to the cardholder's military pay account by submitting a DD 139 to the Personnel Office on board the ship. The Company Code for Navy Cash is D411179. When DFAS-CL receives the information from the system, the debt will be reconciled with the Treasury Agent via a collection from the cardholder's military pay account. This option is also appropriate for cardholders who have left the ship but are still in the service.

<u>Within Final 30 Days of Being Discharged</u>. If a cardholder is within the final 30 days of being discharged from the Navy and has a negative balance, the Disbursing Officer's only option is to have a "DS01" indebtedness posted to the cardholder's military pay account prior to the cardholder's separation date by submitting a DD 139 to the Personnel Office on board the ship.

<u>Out-of-Service Debt</u>. Even if a member leaves the service before settling a negative account balance, the DFAS Directorate of Debt and Claims Management and the U.S. Department of the Treasury, Bureau of the Fiscal Service, are responsible for collecting delinquent debts owed the government by former military members. Debt collection procedures for the Government are detailed in Book 31 of the Code of Federal Regulations, Chapter 9, Parts 900-904. A debt notice will be sent through the United States Postal Service using the mailing address provided by the Master Military Pay Account. If the Postal Service returns the debt notice as undeliverable, an attempt will be made to obtain a current mailing address through the commercial credit bureau network and various other government databases. Whether or not a current mailing address is found, DFAS and Treasury are required by law to continue with the debt collection process. Thus, even if they cannot contact the former member, the debt must be reported to commercial credit bureaus as a "collection account", and the former member's Federal income tax refund will be offset by the Department of the Treasury for payment towards the debt. They are also required by law to report the delinquent account to private collection agencies through the Department of the Treasury.

13. FUNDS TRANSFER. A member can plus up the electronic value on their Navy Cash card with cash, or refund at the disbursing office. Cash received in exchange for electronic credit on the Navy Cash card will be treated as public funds and maintained in the Disbursing Officer's safe. All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In accordance with reference (c), all transactions will be manually recorded on the Daily

Cash Transaction Ledger, which will be kept in the safe.

14. REFUNDS.

a.   When a crewmember is due a refund from a merchant, e.g., Ship's Store or MWR, they must first obtain authorization, e.g., from the Sales Officer or MWR Officer, or a designated representative, on a standard, serialized, Navy Cash refund chit. In addition, the approving merchant will record the refund on the Refund Chit Log. The crewmember will then take the refund chit to the disbursing office and present it to the NCAO or the Navy Cash Deputy.

b.   The NCAO will retain one copy of all approved chits and the end of month reports summarizing all refunds. The original chits will be returned to the approving merchants for verification against the serialized logs.

15. FUNDS TRANSFER FROM CHIP.

a.   A member can convert the electronic value on his/her Navy Cash closed loop to cash at the disbursing office. Transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, transactions will be recorded manually on the Daily Cash Transaction Ledger and kept in the safe.

b.   When a member no longer requires a visitor card (e.g., checking off ship) the card shall be turned in to the disbursing office, and the value on the closed loop shall be returned to the member. The return date shall be entered on the Card Issue Log and the card shall be returned to the visitor card spare stock for re-issue.

c.   The Navy Cash Disbursing Application is designed to handle electronic value transfers from the closed loop on a customer's Navy Cash card to the various Navy Cash accounts held by retail merchants on the ship, e.g., Wardroom, Chiefs Mess, Ship's Store. Because these transactions represent electronic transfer of value, they are handled completely within the Navy Cash application and do not affect the Disbursing Office accountability or other responsibilities for funds. Similarly, transferring value at the Navy Cash Kiosks, e.g., from the closed loop on the Navy Cash card to the open loop, are handled within the Navy Cash application and do not affect the Disbursing Office accountability.

16. INDICATE END-OF-DAY.

a.   Completing the Indicate End-Of-Day (IEOD) function starts automatic system back-ups and begins a "round-trip" process that runs the batch file, connects through the ship's communications systems to the Navy Cash shore facility, transfers all ship transactions to shore, generates and retrieves shore reports, retrieves updates from shore, and updates account data on ship and shore. The "Indicate End of Day" function ends all business transactions for that particular day, and the Navy Cash system begins recording all subsequent transactions for the next business day.

b.   Automatic EOD initiates the IEOD function automatically at a preset time. Originally developed to complete an EOD if no one from the disbursing office would be on

duty at the end of the business day, e.g., on the weekend, Automatic EOD is now mandatory. Automatic EOD ensures Navy Cash is closed out each business day and makes tracking down any problems like reconciliation and settlement much simpler.

c.   In setting up automatic EOD, the NCAO or Navy Cash Deputy must coordinate with Navy Cash merchants on the ship to determine the time to set for automatic EOD. The time selected should normally be after all merchants have closed out their operations for the day, in order to ensure all the transactions for the business day appear on the shore reports for that business day. For example, automated EOD should be set up at a preset time after the dinner meal, so that any Food Service sales receipts for the day are reported in that day's reports. If transactions occur during EOD processing, some transactions may be posted to the next day's business and the next day's shore reports, and merchants need to be aware of this possibility.

d.   There will be times when a manual EOD is still required. For example, if a particular EOD will also be the EOM close-out, the NCAO must initiate the IEOD function manually in order to check the "Indicate End of Month" block and send the EOM indicators to the Navy Cash back end ashore and close out Navy Cash business for the month.

17. REPORTS.

a.   The NCAO and other responsible individuals, e.g., Sales Officer, MWR Officer, Chief's Mess Treasurer, etc., will compare the daily reports with reports from other existing systems to verify accuracy. Navy Cash generated reports state the collections that have been recorded to any particular activity. Therefore, the reports serve the same function to an accountable officer as a signed page in the NS 470 or a deposit ticket.

b.   Transaction reports will be generated for all enrolled merchants as requested.

18. SAFE BANK TRANSACTIONS.

a.   The "Safe Bank Transaction" functionality enables the Disbursing Officer to make adjustments to the cash amount reported by the Disbursing Applications (i.e., the Navy Cash system on the ship) in the Disbursing Audit Summary Report (DASR).

b.   This functionality is used primarily during the "End-of-Month" process to reset the DASR back to a zero balance. In addition, this functionality can be used to make adjustments to the DASR when the cash amount reported in the DASR does not agree with the cash amount recorded in the Daily Cash Transaction Ledger, the amount shown on DD Form 2665 in DDS or the amount of Navy Cash cash on hand.

c.   When an actual out-of-balance condition cannot be resolved, this adjustment procedure can be used, but only as a temporary fix to continue with the "End-of-Day" process. The NCAO must go back and complete all required actions for an out-of-balance condition, as stated in Chapter 6 of reference (a), to report any overage or underage. Contact the NAVSUP

FLC Fleet Support Group (FSG) points of contact for any assistance needed in clearing the discrepancy.

19. NETWORK OPERATIONS CENTER (NOC) SELECTION, NAVY CASH ROUND TRIPS, AND COMMUNICATIONS TROUBLESHOOTING,

a.   Navy Cash is designed to exchange data with its shore component through multiple paths. To ensure maximum throughput, the Navy Cash server on the ship automatically switches among these paths, so that, if any one path is inoperable for any reason, data files will continue to flow without action on the part of the NCAO. Nonetheless, it is not uncommon for ships to experience temporary communication outages while they are underway.

b.   <u>Communications Troubleshooting.</u> The NCAO should check the status of round trips on a regular basis via the Navy Cash website. If a pending batch is not completed within six hours, engage a ship's IT and, together with the IT, go through the troubleshooting steps in the Communications Troubleshooting Guide in Section 5I.

(1)   Navy Cash Access Control List (ACL) statements must match the statements provided in the troubleshooting guide. In addition, verify that all NOC selections (paths) are responding to the FTP test instructions in the troubleshooting guide. If one of the NOCs times out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why that IP is not connecting. A successful connection is indicated when the FTP test returns a prompt for a user name and password for that IP address.

(2)   To monitor the round-trip process, log on to the Navy Cash server and check the most current batch_process_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, check the batch_process_details.log for timed-out or decrypt errors. If these errors exist, the ship's IT should open a COMSPOT with the UARNOC or PRNOC, i.e., per the IP address the Disbursing Application is displaying at the top of the "NOC Selection" screen, along with the NOC the ship may currently be termed with due to location. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission.

(3)   Once completed, the Navy Cash alteration or ship change became part of the ship's configuration. The network switches or drops installed to enable Navy Cash servers, workstations, laptops, and devices to connect to the Navy Cash VLAN on the ship's network became part of the ship's network configuration, which is owned, operated, and maintained by the ship's ITs. The primary responsibilities of the ship's ITs in supporting Navy Cash operations are network and communications issues. Navy Cash servers, workstations, laptops, and devices are owned, operated, and maintained by the NCAO (Disbursing Officer) and the Navy Cash Deputy.

       (4)   The key to resolving communications issues is to work with the ship's ITs. NIWC Systems Center Atlantic sent a NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message reiterating the responsibility of the ship's ITs for supporting Navy Cash (NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). Ships who's ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting Navy Cash files, the NCAO should then contact the CSC via email at navycashcenter@frb.org. The CSC will assign a case number and engage the Navy Cash Technical Support team for further troubleshooting.

20. PROCESS SPLIT PAY FILE.

      a.   To authorize the Split Pay Option (SPO), the member must sign a locally generated form, and an HM series FID must be generated via the Personnel Office onboard. All SPO payroll functions are accomplished between DFAS Cleveland and the Treasury Agent.

      b.   Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll an individual in Navy Cash; conversely, enrolling in Navy Cash does not automatically sign an individual up for SPO. To prevent SPO payroll payments from being rejected, the NCAO must ensure that individuals are enrolled in Navy Cash and their Navy Cash accounts are open before they sign up for SPO and that the name and SSN on the SPO enrollment form matches the name on the Navy Cash enrollment form.

      c.   Should the Treasury Agent reject SPO payroll payments, e.g., for individuals that do not have Navy Cash accounts, the funds will be returned to DFAS Cleveland to be credited back to the individuals' Master Military Pay Accounts (MMPAs). After every payday, the NCAO should review the rejected SPO payments report the Treasury Agent sends to the ship. The NCAO should then monitor the MMPA to see when the SPO payroll amounts have been credited back to these individuals' accounts.

      d.   In the event of a communications interruption around payday, the NCAO has the option to run a provisional SPO payroll on the ship. Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their SPO payroll amounts. The Navy Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's customer profile information and provides the NCAO the ability to update the SPO payroll amounts. Even when the Navy Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy Cash back end ashore for processing. When communications are restored, the Navy Cash system synchronizes the open-loop accounts between ship and shore. The provisional split pay files will be sent from ship to shore as a part of the normal end-of-day processing, and the Navy Cash system will reconcile open-loop accounts on the ship so they reflect the correct balances.

21. VENDORS.

a.   Money Exchange by Vendors in a Foreign Port

(1)   When a ship pulls into a port, the NCAO will issue the vendors portable POS devices, each set to one of the transient merchants (i.e., Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events) and using a separate operator ID number for each operator. The vendor will use the POS to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards in exchange for foreign currency. The vendor will also maintain a currency exchange log and record each transaction. The NCAO will provide the vendor a sufficient number of copies of the log.

(2)   At the end of each day or at the end of the port visit, the vendor will bring the POS and the currency exchange logs back to the disbursing office. The NCAO or Deputy will download the information contained on the POS to the Navy Cash server. Once the reports generated by the Navy Cash system and the vendor's currency exchange logs are reconciled, the NCAO will cut an exchange for cash remittance check to the vendor for the amount of the money exchanged.

b.   Concessionaire Sales by Vendors in a Foreign Port

(1)   The Sales Officer will check out hand-held battery-operated POS devices for each vendor, using a separate operator ID for each operator. The vendor will be responsible for this device and use it to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards. The vendor will also maintain concessionaire number control logs and SS-141 forms and record each transaction. The NCAO will provide the vendor a sufficient number of copies of the log.

(2)   At the end of each day or at the end of the port visit, each vendor will bring the POS and all appropriate paperwork back to the Sales Office. The Sales Officer will download the POS sales information to the Navy Cash server. Once the reports generated by the Navy Cash system and the vendor's SS-141s and control logs are reconciled, the NCAO will cut an exchange for cash remittance check to the vendor for the amount due the vendor.

22. NAVY CASH QUARTERLY CASH VERIFICATION.

a.   All funds collected, disbursed, or maintained by the ~~Disbursing Officer~~, Deputies, and Agents are to be considered public funds. Therefore, responsible individuals will be required to show auditable proof for the disposition of those funds. Any accountable items, to include cash, checks, blank card stock, and the like, will be verified in the same manner as prescribed within the DoD FMR, Volume 5, Appendix A, Quarterly Verification of Cash and Other Assets.

b.   The cash verification board will use the Daily Cash Transaction Ledger as well as the Disbursing Transactions Detail Report to substantiate all funds being held on DD Form 2665.

c.   All Navy Cash funds collected and reported as deposits on the SF 1219 can be substantiated by the End Of Month reports generated by the Navy Cash System. For example, the NCAO reports a $10,000 deposit on line 4.2 of the SF 1219 for the Ship's Store. There should be a corresponding End Of Month report showing $10,000 in electronic collections for the same month.

d.   The CVT shall verify that the Daily Cash Transaction Ledger(s) and Disbursing Transactions Detail Report (sorted by operator) are retained with each DD Form 2665 and that the Monthly Transaction Summary Report (shore report summarizing merchant figures for month), EOM Summary Report, SF 215s / 5515s, and complete DD Form 2665 packages for each day of month are retained as part of monthly financial returns.

e.   The CVT shall verify all Navy Cash card stock by count against the Bulk Card Log, and an entry shall be make in the Bulk Navy Cash Card Log to document the audit. The CVT shall also check the expiration dates on the cards. The NCAO shall collect and destroy any cards that have expired or will soon expire.

f.   The CVT shall verify that the account balances for the Navy disbursing office merchant card and all generic private merchant cards not currently assigned to and in use by a Navy Cash merchant are zero (both closed and open loop) and review the disposition of deposits, withdrawals, or transfers made with the disbursing office merchant card and those generic private merchant cards since the last quarterly cash verification (see reference (c), Section 5E paragraph 22, Navy Cash Quarterly Verification).

g.   Card Reports. The CVT will generate card reports for all Navy Cash Disbursing Application users (see reference (c), Section 5E, paragraph 10, Card Report). The card reports will be used to verify that no unauthorized deposits or other unauthorized transactions were made to their accounts since the last quarterly cash verification. Transactions should also be reviewed on the Navy Cash website.

Reason for Negative Balance	Guidelines[1] for Negative Navy/Marine Cash Open-Loop Account Balances		
	First Occurrence	**Second Occurrence**	**Third Occurrence**
Returns from Home Account Requests [2]	System *temporarily* blocks access to DDA until negative balance is corrected.[3] Disbursing Officer has discretion to unblock access Options: • Counseling from Disbursing Officer on managing Navy Cash accounts more effectively • Disbursing Officer has discretion to reduce daily max limit down from $400 for 30 days[4]. • If willful negligence or fraud suspected, Non-Judicial Punishment (NJP) or court-martial under Article 92 of Uniform Code of Military Justice (UCMJ)	System *temporarily* blocks access to DDA until negative balance is corrected.[3] Disbursing Officer has discretion to unblock access Options: • Counseling from Disbursing Officer on managing Navy Cash accounts more effectively • Notify member of second occurrence via member's chain of command • Disbursing Officer has discretion to reduce daily max limit from previous limit for 60 days • Block access to DDA for 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	System *permanently* blocks access to DDA.[3] Disbursing Officer has discretion to unblock access Options: • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash accounts indefinitely • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ
ATM and Point-of-Sale Purchases Ashore [5]	Options: • Counseling from Disbursing Officer on managing Navy Cash account more effectively • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	Options: • Counseling from Disbursing Officer on managing Navy Cash accounts more effectively • Notify member of second occurrence via member's chain of command • Block (suspend) Navy Cash account 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ	Options: • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash account 60 days • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ

---

[1] Several options are presented for each reason an open-loop account balance might go negative. Actual action taken is at discretion of cardholder's chain of command. Guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe.

[2] ACH transactions returned from cardholder's DDA account, i.e., home bank or credit union, resulting in a negative balance. Reasons for returned transactions include: nonsufficient funds (NSF) in cardholder's account, closed account, invalid account information, etc.

[3] ACH access automatically blocked when ACH return received and open-loop account goes negative. If NSF and balance restored to $0 or greater, block is removed in first two instances of NSF returns. ACH block remains in place on receipt of third NSF return. If non-NSF return received, ACH access remains blocked until banking info updated.

[4] For first occurrence, reduction based on graduated access limits determined by rate/rank: E1–E2 $50, E3–E4 $75, E5–E6 $100, E7 and above $200. For second occurrence: E1–E2 $10, E3–E4 $25, E5–E6 $50, E7 and above $100. For third occurrence, access to DDA blocked indefinitely.

[5] Debit card purchases or ATM withdrawals ashore that cause the open-loop account to go negative. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

CHECKLISTS

Pre- and Post-Deployment Service Call Checklist

POSs and CADs		
How many POSs (including spares) do you have?		
How many of that number are spares?		
Do all POSs (including spares have SAM chips?	Yes ☐	No ☐
How many CADs (including spares) do you have?		
Do all CADs (including spares) have SAM chips?	Yes ☐	No ☐
How many spare SAMs (not in spare CADs/POSs) do you have?		
How many card reader cleaning cards do you have in stock? (if applicable)		
Navy Cash Cards		
How many instant issue cards do you have in stock?		
How many visitor cards do you have in stock?		
How many card ledgers (small booklet for tracking transactions to give out with Navy Cash cards) do you have in stock?		
How many plastic card holders do you have in stock?		
How many anti-static card protectors do you have in stock?		
System Maintenance		
Do you have a complete set of PMS cards for your Navy Cash system? (if applicable) Maintenance Index Page (MIP) 6541 series refers	Yes ☐	No ☐
Do you have any damaged or malfunctioning Navy Cash equipment? If so, please provide details.	Yes ☐	No ☐

System Administration		
What version of the Navy Cash SOP do you have?		
Do you have a copy of the Navy Cash Maintenance CD?	Yes ☐	No ☐
Please list any Navy Cash discrepancies noted on the last audit, if applicable.		

Preparing for Service Call		
Will there be any Engineering Drills which will involve securing the ship's power during the time period for your groom?	Yes ☐	No ☐
Please provide location of ship at scheduled time for groom (shipyard, dry dock, pierside)		
Please provide rank/rate, name, phone, and fax number of the ship's Security Manager (for visit request and access to the ship.		

Custody of Navy Cash Equipment Checklist

Item	Location	Operational	
Server	Disbursing Office	☒ Yes	☐ No
Monitor/Display	Disbursing Office – Server	☒ Yes	☐ No
Client Desktop with POS	Disbursing Office	☒ Yes	☐ No
Monitor/Display	Disbursing Office – Client Desktop	☒ Yes	☐ No
Client Laptop with POS	Disbursing Office	☒ Yes	☐ No
Client Laptop with POS	Troop Disbursing Office	☒ Yes	☐ No
Client Desktop with POS	Sales Office	☒ Yes	☐ No
Monitor/Display	Sales Office – Client Desktop	☒ Yes	☐ No
Client Laptop	Post Office	☒ Yes	☐ No
Navy Cash Kiosk	Disbursing Passageway	☒ Yes	☐ No
Router	Disbursing Passageway – Kiosk	☒ Yes	☐ No
Kiosk	Troop Training – Gym – Left	☐ Yes	☒ No
Router	Troop Training – Gym – Left – Kiosk	☒ Yes	☐ No
Kiosk	Troop Training – Gym – Right	☒ Yes	☐ No
Kiosk	Ship's Store Passageway	☒ Yes	☐ No
Router	Ship's Store Passageway – Kiosk	☒ Yes	☐ No
Point of Sale (POS) Device	Ship's Store – Nearest to door	☒ Yes	☐ No
POS Device	Ship's Store	☒ Yes	☐ No
POS Device	Food Service Office	☒ Yes	☐ No
POS Device	MWR	☒ Yes	☐ No
POS Device	CPO Mess	☒ Yes	☐ No
POS Device	Wardroom Mess Treasurer's Office	☒ Yes	☐ No
POS Device	Post Office Window #1	☒ Yes	☐ No
POS Device	Post Office Window #2	☒ Yes	☐ No
POS Device	Post Office Window #3	☒ Yes	☐ No
CAD	Vending Room – Soda #1	☒ Yes	☐ No
CAD	Vending Room – Soda #2	☒ Yes	☐ No
CAD	Vending Room – Soda #3	☒ Yes	☐ No
CAD	Vending Room – Soda #4	☒ Yes	☐ No
Router	Vending Room	☒ Yes	☐ No
CAD	Hangar Bay – Soda #5	☒ Yes	☐ No

Item	Location	Operational	
CAD	Hangar Bay – Soda #6	☒ Yes	☐ No
CAD	Hangar Bay – Soda #7	☒ Yes	☐ No
CAD	Disbursing Officer Passageway – Soda #8	☒ Yes	☐ No
CAD	Food Service Office Passageway – Soda #9	☒ Yes	☐ No
CAD	Vending Room – Candy #1	☒ Yes	☐ No
CAD	Vending Room – Candy #2	☒ Yes	☐ No
CAD	Troop Training – Candy #3	☒ Yes	☐ No
Spare POSs	Disbursing Office – Quantity = 10 spare POSs	☒ Yes	☐ No
Spare Cables for POSs	Disbursing Office – Quantity = 10 spare cables	☒ Yes	☐ No
Spare CADs	Sales Office – Quantity = 8 spare CADs	☐ Yes	☒ No
Kiosk Spare Card Readers	Disbursing Office – Quantity = 2 spare card readers	☒ Yes	☐ No
Kiosk Spare Motherboard	Disbursing Office – Quantity = 1 spare motherboard	☒ Yes	☐ No
Kiosk Spare EPROMs	Disbursing Office – Quantity = 1 spare EPROM	☒ Yes	☐ No
Kiosk Flash Cable	Disbursing Office – Quantity = 1 Kiosk flash cable	☒ Yes	☐ No
Spare Router	Disbursing Office – Quantity = 1 spare router	☒ Yes	☐ No
Spare SAM Chips	Disbursing Office – Quantity = 7 spare SAMs	☒ Yes	☐ No
Card Reader Cleaning Card	Disbursing Office – Quantity = 4 boxes	☒ Yes	☐ No

_____ _____   _____ _____
    Relieved Disbursing Officer   Date   Relieving Disbursing Officer   Date

Exceptions

```
Navy Cash Kiosk Troop Training – Gym – Left.  Trouble call placed with
CSC 26 Nov 200X.  Case # 98314 assigned.  Troubleshooting help
provided by SAIC.  Failed card reader identified.  Failed reader
(serial # A78230200) shipped to SAIC certified or registered USPS
(tracking # 1Z 999 999 99 9999 999 9) on 28 Nov 20XX. Replacement in
transit to ship.

CAD with transactions stuck in queue.  Trouble call placed with CSC on
17 Nov 200X. Case # 98298 assigned.  CSC provided troubleshooting
help.  Stuck transactions could not be downloaded.  CAD (serial #
1604001541) shipped via certified or registered USPS (tracking # 1Z
999 999 99 9999 999 9) to SAIC on 19 Nov 20XX.
```

Checklist for Recurring Navy Cash Tasks

Task	SOP[1]	Daily	Weekly	Monthly	As Required
Opening Business Each Day					
Log On. Log on to Navy Cash application	S5E	X			
Check EOD. Use Navy Cash Website to check the status of previous End of Day (EOD) Report, or check IEOD icon on Node 1 or Node 2.	S5E	X			
Verify Shore Reports. Verify ROM, Post Office, and other merchant daily returns with EOD reports from shore. Distribute copies as needed.	S5E	X			
Open Daily Navy Cash Transactions Ledger. Maintain ledger for cash transactions in Disbursing Office if business is conducted.	S4 & S6				X
Check Negative Balances. Review Negative Balance Report, if no representments pending, use options available to collect on that debt.	S4, S5E, & S5I	X			
Closing Business Each Day					
Close Daily Navy Cash Transaction Ledger. Close out ledger for cash transactions in NCAO	S5E				X
DD 2665. Maintain Daily Statements of Accountability in accordance with D0D FM Form Vol 5.	S5I	X			X
If needed, initiate EOD. Ensure Automatic Indicate End of Day (IEOD) function on Navy Cash Application initiated each day.[2]	S5B & S5E	X			
Verify Server Reports. Review EOD merchant reports from server. Distribute copies as needed.	S5E	X			
Log Off. Log of the Navy Cash Application.	S5E	X			

---

[1] References are to Navy Cash SOP Part 2 Version 3.0 section.
[2] Automatic EOD initiates IEOD function at present time each day and is mandatory. There are times when manual EOD takes precedence over automatic EOD, e.g., at EOM or when appropriate to meet operational requirements.

Task	SOP[3]	Daily	Weekly	Monthly	As Required
Opening Business Each Day					
Review Unmatched Chip to Chip. Review Automated Chip to Chip Corrections Report on a daily basis and restore value to visitor cards listed on report.	S5E	X			
Unused Card Stock. Return unused working stock for audit and inventory. Record return and results of audit/inventory on Bulk Navy Cash Card Log.	S5B & S2		X		X
Review Personnel Transfers. Review pending transfers/discharges with Personnel. Settle Navy Cash accounts.	S4, S5B, S5E		X		
Reboot Server. Reboot each node of server to reset default operational parameters and minimize memory use. This is an automated task that runs every Saturday.	S5E		X		
EOM Closeout. Initiate EOM closeout and reporting for Vending, Ship's Store[4], Disbursing, Food Service, and Marine Disbursing (if embarked). (Start process at least five working days prior to end of the month.[5])	S3 & S5J			X	X[6]
Safe Bank Transactions. Conduct Safe Bank Transaction.	S5E			X	X[5]
EOM Summary Report. Successful processing of EOD round trip ashore sends EOM shore reports. Use EOM Summary Report to report Disbursing, Sales, and Food Service numbers.	S3 & S5E			X	X[5]
Operator IDs. Review list of configured operators to verify operators who have been relieved, transferred, separated, or discharged have been deleted.	S5E			X	X
Website IDs. Log in to CIR, and Navy Cash websites monthly to keep accounts active.	S5J			X	
PMS. Perform preventative maintenance in accordance with schedule. (if applicable) MIP 6500 Series applies to Navy Cash.	See 3-M Coordinator				X
Bulk Card Log. Maintain Bulk Navy Cash Card Log.[7]	S2			X	X
Card Issue Log. Maintain Navy Cash Card Issue Log.	S5B & S2				X
Card Working Stock. Issue card working stock.	S5B & S2				X
Quarterly Cash Verification. Audits Navy Cash funds/card stock, balances for disbursing and generic private merchant cards, and disposition of funds. Retain copy of CVT report and all enclosures on file for inspection.	S4 & S5B	Conducted Quarterly			

---

[3] References are to Navy Cash SOP Part 2 Version 3.0 section.

[4] See guidance in SOP regarding Vending and Ship's Store. Done individually for each vending machine having a Navy Cash CAD and for the Ship's Store.

[5] To make certain 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month, if the 27th falls on a weekend or holiday, on the business day prior.

[6] Normally conducted monthly and at turnover of Disbursing/Sales Officer.

[7] All Navy Cash cards held by NCAO shall be inventoried every 30 days and a note entered into the Bulk Card Log.

Navy Cash Pre-Audit/Turnover Checklist

Tasks	SOP Reference	Yes	No
Letters of Authority			
Has a Navy Cash Accountable Officer been appointed?	S4 1.1		
Has the Navy Cash Accountable Officer appointed Navy Cash Agent/Deputy on a DD Form 577 delineating what his or her responsibilities?	S4 1.1.2		
Internal Procedures and Controls			
Has Commanding Officer set up internal procedures and controls for Navy Cash?	S4 2.2.3.7		
Custodial Responsibilities			
Are Navy Cash cards kept in a safe or a secure container?	S2 1.3		
Are Navy Cash cards in custody of NCAO or designated agents/deputy?	S2 1.2		
Is the Bulk Navy Cash Card Log in agreement with actual card count?	S4 2.1.3.4		
Are cards inventoried every 30 days and an entry made in the Bulk Log?	S2 1.3.3		
Is Navy Cash Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (visitor/temp cards); name and signature of issuer?	S2 1.4.1		
Are unissued cards being returned to the NCAO, or designated representative weekly for audit?	S2 1.3.1		
Are merchant cards not currently assigned kept in safe or secure container? Was balance of merchant cards (closed and open loop) in custody of NCAO confirmed as zero? Was merchant card PIN changed at turnover?	S3 3.1.1 S4 2.3.2.1(B) S1 4.2.2		
Ensure w Is there an Application Form FS 2888 on file for each Accountable Official Official issued a Navy Cash merchant card with a linked bank account.	S3 3.0		
Custody of Spare POSs and CADs			
Are spare POSs and CADs being kept in a safe or in a secure space?	S4 2.1.3.2		
Are POSs or CADs that have transactions still stored in them being kept in DDO's safe?	S4 2.1.3.1 S4 2.1.3.2		
Navy Cash Disbursing Application			
Is the DO assigning individual Access Rights as appropriate?	S5E 27		
Are passwords changed every six months and recorded in a locally prepared log?	S5E 27d(6)		
Are Daily Cash Transaction Ledgers being closed out daily and compared to the DASR and Disbursing Transactions Detail Report *(sorted by operator)*?	S5E 16d(4)		

Cash Verification Team (CVT) Navy Cash Checklist

Tasks	SOP Reference	Yes	No
Funds			
Navy Cash funds by actual count:	$		
Ensure funds agree with Disbursing Accountability Summary Report (DASR)	S5E 16e		
Ensure Daily Cash Transaction Ledger(s) is (are) being closed out daily, and compared to the DASR and Disbursing Transactions Detail Report	S5E 16e2		
Are Daily Cash Transaction Ledger totals posted on daily Disbursing Accountability Report(s)?	S5E 6		
Are Daily Cash Transaction Ledger and Disbursing Transactions Detail Report *(sorted by operator)* being retained with the daily Disbursing Accountability Report (s)?	S5E 6e		
Ensure, EOM Summary Report, and complete Disbursing Accountability report packages for each day of month are retained as part of financial retains	S4 2.3.1		
Generate and print Transaction History for Disbursing Office merchant card and generic merchant cards using cardholder website to confirm open- and closed-loop balances are zero. Review disposition of funds since last CVT.	S4 2.3.2.1B4		
Generate card reports for all Navy Cash Disbursing Application users (see S5E, paragraph 10, Card Report) and verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification	S4 2.3.3		
Navy Cash Cards			
Inventory all unissued Navy Cash cards (bulk and working stock to ensure that custody of cards is properly maintained			
Ensure Bulk Navy Cash Card Log agrees with actual card count. Use Bulk Card Log to verify working stock returned weekly for audit/inventory.	S2 1.3.1		
Ensure there is an Application Form FS 2888 on file for each Accountable Official who has been issued a Navy Cash merchant card with a linked bank account	S3 3.0		
Ensure Navy Cash cards are kept in a safe or a secure container	S2 1.4.2		
Check random sample of turned-in visitor cards (at least 10 cards) to verify there are no residual funds on the card, i.e., the closed-loop balance is zero.	S2 1.2.2		

Cash Verification Team Navy Cash Checklist *(continued)*

Tasks	SOP Reference	Yes	No
Spare POSs			
Ensure spare POSs are being kept in a safe or in a secure space.	S4 2.1.3.1		
Ensure POSs that have transactions still stored in them are being kept in the Navy Cash Accountable Officer's (NCAO) safe.	S4 2.1.3.1		
Navy Cash Disbursing Application			
Verify Disbursing Application users are assigned to appropriate user group.	S5E 27a		
Check locally generated and maintained password change log to verify that passwords are being changed every six months	S5E 27d(6)		
Ensure refunds processed in Disbursing Office are being authorized by Sales/MWR/Food Service Officer.	S5E 17a(6) S5E 18b		
.			
Is the NCAO reviewing the monthly reports for missing enrollment forms (DD 2887)? Is the NCAO taking appropriate action?	S5E 13j (6k)		
Review EOD Report to verify mandatory Automatic EOD is performed at end of each business day (manual EOD may take precedence at EOM, etc.).	S5E 16e(2)		
Ensure the NCAO is reviewing Daily Negative Balance Report daily.	S4 2.2.3.3		
Review Daily Negative Balance Report to verify there are no aged negative balances over 60 days old.	S4 2.2.3.2		
Review Daily Negative Balance Report to verify collection action is initiated on negative balances with no representments pending within 10 days of receipt of Report.	S4 2.2.3.2		
Ensure personnel office is providing Disbursing Office with names of those personnel who will be transferred or discharged within the next 30 days.	S4 2.5		
Ensure Safe Bank Transactions Report is being zeroed out at end of month.	S5E 16f(3)(b)		

REPORTS TABLE OF CONTENTS

Daily Merchant Settlement Transaction Detail Report

```
                                              Run Date : 03/18/2020
                                              Run Time   : 14:52:39
                                  Report name: TRAN_Ship_Merchant_Settle_D
                                              Page          : 1


                        Navy Cash
          Daily Transaction Detail Report - Merchant Settlement
                   Location: USS NEVER SAIL
          Date: 03/17/2020 14:16:33 To 03/18/2020 14:43:55



-----------------------------------------------------------------------



Merchant  : CPO MESS - DUES 800000012345
  Settlement Date: 17-MAR-20
  Settlement Type: NAVY CASH

  Batch            Date              Amount          C
  ---------------- ---------------- ---------------- -
  R12345_12345     03/17/20 14:21              $200.00
  R12345_12345_R   03/17/20 14:23              $106.00
  ---------------- ---------------- ---------------- -
  Settlement Total                            $306.00


Merchant CPO MESS - DUES 8000000XXXXX Total: $306.00
-----------------------------------------------------------------------



Merchant  : POST OFFICE - METERED MAIL 800000023456
  Settlement Date: 17-MAR-20
  Settlement Type: DDA

  Batch            Date              Amount          C
  ---------------- ---------------- ---------------- -
  R12345_12345     03/17/20 14:21               $65.60
  ---------------- ---------------- ---------------- -
  Settlement Total                             $65.60


Merchant POST OFFICE - METERED MAIL 800000023456 Total: $65.60
-----------------------------------------------------------------------



Merchant  : WARDROOM MESS - FOOD 80000034567
  Settlement Date: 17-MAR-20
  Settlement Type: NAVY CASH

  Batch            Date              Amount          C
  ---------------- ---------------- ---------------- -
  R12345_12345     03/17/20 14:21               $69.40
  R12345_12345_R   03/17/20 14:23            $1,054.20
  ---------------- ---------------- ---------------- -
  Settlement Total                          $1,123.60

Merchant WARDROOM MESS - FOOD 80000034567 Total: $1,123.60
-----------------------------------------------------------------------



* C = Correction Transactions.



                      ****** End of the Report *****
```

Daily MWR Transaction Detail Report

```
Run Date    : 03/18/2020
Run Time    : 14:46:40
Report name: TRAN_NavyMWR_D
Page        : 1


                          Navy Cash
              Daily Transaction Detail Report - NAVY MWR
                      Location: USS NEVER SAIL
          Date: 03/17/2020 15:00:03 To 03/18/2020 15:00:03 Batch Id: R12345_13946



Merchant  : 800000012345
Event Code: <none>
  Operator: JONES,DAVID


   Name                             SSN  Account #     Transaction Date    Trans         Amount
   ------------------------------- ---- ------------- ------------------- ------ ----------------
   STONE,BOLOGNA                    1234 8000012345678 03/17/2020 21:29:45     1          $5.00
   ------------------------------                                         ------ ----------------
   Operator JONES Subtotal:                                                    1          $5.00
------------------------------                                            ------ ----------------
Event   Subtotal:                                                             1          $5.00


Event Code: MWR LIBERTY TRIPS
  Operator: PHELPS,NATHANIEL


   Name                             SSN  Account #     Transaction Date    Trans         Amount
   ------------------------------- ---- ------------- ------------------- ------ ----------------
   CLAY,DIRT     - REFUND           2345 8000012345678 03/18/2020 00:55:40     1        -$129.00
   CLEMMONS,SMEMMONS  - REFUND      3456 8000012345678 03/18/2020 01:12:16     1        -$234.00
   ------------------------------                                         ------ ----------------
   Operator PHELPS Subtotal:                                                   2        -$363.00

   JONES, BOB        - REFUND   4567 8000012345678 03/18/2020 01:29:25     1        -$129.00
   ------------------------------                                         ------ ----------------
   Operator SAN BARBARA  Subtotal:                                             1        -$129.00
------------------------------                                            ------ ----------------
Event MWR LIBERTY TRIPS Subtotal:                                             3        -$492.00


Event Code: REBATE
  Operator: JONES,DAVID


   Name                             SSN  Account #     Transaction Date    Trans         Amount
   ------------------------------- ---- ------------- ------------------- ------ ----------------
   SMITH, JONES                     5678 8000012345678 03/17/2020 22:26:04     1          $9.00
   SMITH, JONES                     6789 8000012345678 03/18/2020 00:44:14     1         $10.00
   ------------------------------                                         ------ ----------------
   Operator JONES Subtotal:                                                    2         $19.00
------------------------------                                            ------ ----------------
Event REBATE Subtotal:                                                        2         $19.00


------------------------------                                            ------ ----------------
Merchant 800000012345 Subtotal:                                               6        -$468.00
------------------------------                                            ------ ----------------
Total                                                                         6        -$468.00


                    ****** End of the Report *****
```

Daily Ship's Store Transaction Detail Report

```
Run Date   : 03/25/2020
Run Time   : 14:19:45
Report name: TRAN_ShipStore1_D
Page       : 1


                              Navy Cash
                Daily Transaction Detail Report - SHIP STORE #1
                         Location: USS NEVER SAIL
           Date: 03/24/2020 01:59:06 To 03/25/2020 15:00:03 Batch Id: R12345_13956



Merchant  : 800000012345
Event Code: <none>
  Operator: SMITH, JONES


  Name                          SSN  Account #     Transaction Date      Trans          Amount
  ----------------------------- ---- ------------- -------------------- ------ ----------------
  JONES, BOB                    1234 8000012345678 03/24/2020 22:15:03      1           $4.10
  JONES, BOB                    1234 8000012345678 03/24/2020 20:56:58      1           $7.50
  JONES, BOB                    1234 8000012345678 03/24/2020 21:23:44      1          $11.65
  JONES, BOB                    1234 8000012345678 03/24/2020 21:06:41      1          $26.65
  JONES, BOB                    1234 8000012345678 03/24/2020 21:14:25      1           $0.20
  JONES, BOB                    1234 8000012345678 03/25/2020 00:29:33      1           $8.80
  JONES, BOB                    1234 8000012345678 03/24/2020 23:47:03      1           $5.10
  JONES, BOB                    1234 8000012345678 03/24/2020 22:46:15      1          $15.80
  JONES, BOB                    1234 8000012345678 03/24/2020 23:47:50      1           $3.20
  JONES, BOB                    1234 8000012345678 03/24/2020 22:21:22      1           $3.00
  JONES, BOB                    1234 8000012345678 03/24/2020 22:04:36      1           $7.00
  JONES, BOB                    1234 8000012345678 03/24/2020 21:07:17      1           $2.15
  JONES, BOB                    1234 8000012345678 03/24/2020 20:58:41      1           $5.35
  JONES, BOB                    1234 8000012345678 03/25/2020 00:16:34      1           $7.50
  JONES, BOB                    1234 8000012345678 03/24/2020 20:59:26      1           $2.30
  JONES, BOB                    1234 8000012345678 03/24/2020 21:02:59      1           $2.90
  ----------------------------------                                  ------ ----------------
  Operator MYLES Subtotal:                                               16         $113.20
  ----------------------------------                                  ------ ----------------
Event    Subtotal:                                                       16         $113.20


  ----------------------------------                                  ------ ----------------
Merchant 800000012345 Subtotal:                                          16         $113.20
  ----------------------------------                                  ------ ----------------
Total                                                                    16         $113.20


                       ****** End of the Report *****
```

Daily Wardroom Mess Transaction Detail Report

```
Run Date   : 03/24/2020
Run Time   : 03:21:18
Report name: TRAN_WardroomMessFood_D
Page       : 1


                             Navy Cash
             Daily Transaction Detail Report - WARDROOM MESS - FOOD
                         Location: USS NEVER SAIL
           Date: 03/23/2020 22:16:04 To 03/24/2020 01:59:06 Batch Id: R12345_13950



Merchant  : 800000123456
Event Code: <none>
  Operator: BOLTON,PATRICK


    Name                             SSN  Account #      Transaction Date     Trans         Amount
    ------------------------------  ----  ------------  --------------------  ------  ----------------
    JONES, BOB                      1234  8000012345678 03/24/2020 00:54:01     1            $116.50
    JONES, BOB                      1234  8000012345678 03/24/2020 00:42:30     1            $128.90
    JONES, BOB                      1234  8000012345678 03/24/2020 01:18:43     1            $124.05
    JONES, BOB                      1234  8000012345678 03/23/2020 23:10:48     1            $111.80
    ------------------------------                                            ------  ----------------
    Operator BOLTON Subtotal:                                                   4            $481.25
---------------------------------                                            ------  ----------------
Event   Subtotal:                                                             4            $481.25


---------------------------------                                            ------  ----------------
Merchant 800000123456 Subtotal:                                               4            $481.25
---------------------------------                                            ------  ----------------
Total                                                                         4            $481.25



                      ****** End of the Report *****
```

Daily Vending Soda Transaction Detail Report

```
Run Date   : 03/18/2020
Run Time   : 14:49:34
Report name: TRAN_VendingSoda_D
Page       : 1



                              Navy Cash
                  Daily Transaction Report - VENDING SODA
                        Location: USS NEVER SAIL
            Date: 03/17/2020 15:00:03 To 03/18/2020 15:00:03 Batch Id: R12345_13946



Vending Machine                               CAD ID                 Transactions          Value
------------------------------------------    --------------------   ------------   ----------------
VENDING SODA VMSODA0000001234                 F8DC7A0E416D0000                111          $77.70
VENDING SODA VMSODA0000002345                 F8DC7A03477B0000                120          $78.00
------------------------------------------    --------------------   ------------   ----------------
Total                                                                         231         $155.70


                     ****** End of the Report *****
```

Daily Refund Report by Sales Activity

```
                                    Run Date:03/18/2020
                                    Run Time:  14:03:32
                         Report Name:TRAN_RefundbySaleActivity_D
                                Navy Cash
                   Daily Refund Report - By Sales Activity
                          Location: USS NEVER SAIL
        Date: 03/17/2020 15:00:03 to 03/18/2020 15:00:03 Batch Id: R12345_13946


Sale Type                                Transactions              Value
------------------------------------------ -------------- ----------------
NAVY MWR - REFUND                                     3          -$492.00
                                           -------------- ----------------
Total Transactions                                   3          -$492.00




                        *** End of the Report ***
```

Daily Transaction Summary Report

```
Run Date   : 03/18/2020
Run Time   : 14:49:28
Report name: TRAN_TransactionSummary_D
Page       : 1
                         Navy Cash
                Daily Transaction Summary Report
                   Location: USS NEVER SAIL
       Date: 03/17/2020 15:00:03 To  03/18/2020 15:00:03 Batch Id: R12345_13946


Event Code:
  Operator              Merchant                              Trans          Amount
  --------------------- ------------------------------------- ------ ----------------
Event Code: <none>
                        VENDING SODA                            231         $155.70
                        VENDING STORE ITEMS                     539         $760.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                            770         $915.70

   JONES,BOB            WARDROOM MESS - FOOD                      2         $149.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                              2         $149.00

   JONES,BOB            NAVY MWR                                  1           $5.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                              1           $5.00

   JONES,BOB            POST OFFICE - METERED MAIL                2          $93.05
   ***********************                                    ------ ----------------
   Operator Subtotal                                              2          $93.05

***********************                                       ------ ----------------
Event Subtotal                                                  775       $1,162.75

Event Code: MWR LIBERTY TRIPS
   JONES,BOB            NAVY MWR - REFUND                         2        -$363.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                              2        -$363.00

   JONES,BOB            NAVY MWR - REFUND                         1        -$129.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                              1        -$129.00

***********************                                       ------ ----------------
Event Subtotal                                                    3        -$492.00

Event Code: REBATE
   JONES,BOB            NAVY MWR                                  2          $19.00
   ***********************                                    ------ ----------------
   Operator Subtotal                                              2          $19.00

***********************                                       ------ ----------------
Event Subtotal                                                    2          $19.00
***********************                                       ------ ----------------
Total                                                          780         $689.75

Transaction Summary
                        Merchant                              Trans          Amount
  --------------------- ------------------------------------- ------ ----------------
  800000012345          NAVY MWR                                  6        -$468.00
  800000023456          POST OFFICE - METERED MAIL                2          $93.05
  VMSODA0000001234      VENDING SODA                            120          $78.00
Run Date   : 03/18/2020
Run Time   : 14:49:30
Report name: TRAN_TransactionSummary_D
Page       : 2
                         Navy Cash
                Daily Transaction Summary Report
                   Location: USS NEVER SAIL
       Date: 03/17/2020 15:00:03 To  03/18/2020 15:00:03 Batch Id: R12345_13946
```

Daily Blocked Account Report – Shore Report

Run Date: 08/14/2020
Run Time: 17:27:01
Report Name: D21198

Navy Cash
Daily Blocked Account Report
Location: USS SHIP

Last Name	First Name	MI	SSN4	Account Number	Decl Cnt
BACON	KERRI	S	4567	8000000012817	97
BAIRD1	ROBERT	A	6789	8000000012858	98
BUBBLE	MYRON	A	2222	8000000013278	97
ELDRIGESCOTT	EDWARD	A	1111	8000000012478	3
FINAN	JOHN	A	7850	8000000020489	94
GLENDALE	JACKIE	A	6782	8000000020562	97

Decline Count Legend

1-3 NSFs
95 Linked account not provided during enrollment
96 Unacceptable NFCU account supplied
97 Technical error processing account
98 Account blocked for invalid account #
99 Block requested by Disbursing

 *** End of the Report ***

Monthly Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:05:00
Report name: TRAN_NavyMWR_M
Page       : 1
                               Navy Cash
                 Monthly Transaction Detail Report - NAVY MWR
                          Location: USS NEVER SAIL
                          Month: February , 2020
                 Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22


Merchant  : 8000000XXXXX
Event Code:
  Operator: JONES,DAVID


  Name                          SSN  Account #     Transaction Date    Trans          Amount
  ----------------------------- ---- ------------- ------------------- ------ ----------------
  JONES, BOB                    1234 8000012345678 01/22/2020 21:14:20     1          $90.00
  ----------------------------- ---- ------------- ------------------- ------ ----------------
  Operator JONES Subtotal:                                                  1          $90.00
--------------------------------                                       ------ ----------------
Event   Subtotal:                                                          1          $90.00

Event Code: 2019 REAGAN BALL
  Operator: JONES,DAVID


  Name                          SSN  Account #     Transaction Date    Trans          Amount
  ----------------------------- ---- ------------- ------------------- ------ ----------------
  JONES, BOB                    1234 8000012345678 01/23/2020 23:26:32     1          $35.00
  JONES, BOB                    1234 8000012345678 01/23/2020 22:14:11     1          $75.00
  JONES, BOB                    1234 8000012345678 01/22/2020 21:24:05     1          $90.00
  JONES, BOB                    1234 8000012345678 01/23/2020 23:01:53     1         $100.00
  JONES, BOB                    1234 8000012345678 01/23/2020 23:03:27     1          $30.00
  JONES, BOB                    1234 8000012345678 01/22/2020 22:48:52     1          $50.00
  JONES, BOB                    1234 8000012345678 01/22/2020 22:11:43     1          $30.00
  JONES, BOB                    1234 8000012345678 01/22/2020 01:29:53     1          $50.00
  JONES, BOB                    1234 8000012345678 01/23/2020 21:17:41     1          $75.00
  JONES, BOB                    1234 8000012345678 01/22/2020 23:24:58     1          $50.00
  JONES, BOB                    1234 8000012345678 01/23/2020 22:52:05     1          $30.00
  JONES, BOB                    1234 8000012345678 01/22/2020 22:21:22     1          $60.00
  JONES, BOB                    1234 8000012345678 01/22/2020 02:09:01     1          $30.00
  JONES, BOB                    1234 8000012345678 01/22/2020 01:26:06     1          $30.00
  JONES, BOB                    1234 8000012345678 01/23/2020 23:54:10     1          $25.00
  JONES, BOB                    1234 8000012345678 01/22/2020 23:36:37     1          $25.00
  JONES, BOB                    1234 8000012345678 01/22/2020 21:14:46     1         $100.00
  JONES, BOB                    1234 8000012345678 01/24/2020 00:26:41     1          $30.00
  JONES, BOB                    1234 8000012345678 01/25/2020 01:12:02     1          $30.00
  JONES, BOB                    1234 8000012345678 01/25/2020 01:19:48     1          $35.00
  JONES, BOB                    1234 8000012345678 01/25/2020 01:40:32     1          $35.00
  JONES, BOB                    1234 8000012345678 01/25/2020 01:43:55     1          $35.00
  JONES, BOB                    1234 8000012345678 01/22/2020 20:56:38     1          $50.00
  JONES, BOB                    1234 8000012345678 01/24/2020 01:41:59     1          $50.00
  JONES, BOB                    1234 8000012345678 01/24/2020 02:12:36     1          $35.00
  JONES, BOB                    1234 8000012345678 01/24/2020 01:17:57     1          $90.00
  JONES, BOB                    1234 8000012345678 01/22/2020 22:36:29     1          $75.00
  JONES, BOB                    1234 8000012345678 01/22/2020 23:42:54     1          $55.00
  JONES, BOB                    1234 8000012345678 01/23/2020 01:05:50     1           $5.00
  JONES, BOB                    1234 8000012345678 01/23/2020 01:12:38     1          $50.00
  JONES, BOB                    1234 8000012345678 01/22/2020 23:33:03     1          $50.00
  JONES, BOB                    1234 8000012345678 01/24/2020 01:19:48     1          $25.00
  JONES, BOB                    1234 8000012345678 01/24/2020 00:44:31     1          $50.00
  JONES, BOB                    1234 8000012345678 01/22/2020 02:03:27     1          $35.00
  JONES, BOB                    1234 8000012345678 01/23/2020 23:49:31     1          $35.00
Run Date   : 02/24/2020
Run Time   : 02:05:00
Report name: TRAN_NavyMWR_M
Page       : 2


                               Navy Cash
                 Monthly Transaction Detail Report - NAVY MWR
                          Location: USS NEVER SAIL
                          Month: February , 2020
                 Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly MWR Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 1
                              Navy Cash
                 Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                           Month: February , 2020
                   Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22


Merchant   : 800000123456
Event Code:
   Operator: SMITH, JONES


   Name                              SSN  Account #    Transaction Date     Trans        Amount
   -------------------------------- ---- ------------ ------------------- ------ ----------------
   JONES, BOB                       1234 8000012345678 02/06/2020 21:24:06    1         $115.70
   JONES, BOB                       1234 8000012345678 02/12/2020 23:44:10    1          $38.40
   JONES, BOB                       1234 8000012345678 02/23/2020 22:31:16    1          $72.90
   JONES, BOB                       1234 8000012345678 02/11/2020 22:42:29    1         $133.60
   JONES, BOB                       1234 8000012345678 02/10/2020 22:10:04    1          $63.70
   JONES, BOB                       1234 8000012345678 02/10/2020 21:00:03    1          $43.20
   JONES, BOB                       1234 8000012345678 02/13/2020 22:34:18    1          $25.80
   JONES, BOB                       1234 8000012345678 02/06/2020 20:31:04    1          $76.15
   JONES, BOB                       1234 8000012345678 02/10/2020 22:29:54    1         $463.75
   JONES, BOB                       1234 8000012345678 02/19/2020 21:09:57    1          $76.50
   JONES, BOB                       1234 8000012345678 02/06/2020 22:46:51    1          $77.20
   JONES, BOB                       1234 8000012345678 02/19/2020 21:11:14    1          $24.00
   JONES, BOB                       1234 8000012345678 02/17/2020 20:48:49    1          $30.40
   JONES, BOB                       1234 8000012345678 02/10/2020 01:10:20    1          $25.80
   JONES, BOB                       1234 8000012345678 02/09/2020 23:08:49    1          $63.75
   JONES, BOB                       1234 8000012345678 02/11/2020 00:53:45    1          $27.80
   JONES, BOB                       1234 8000012345678 02/19/2020 23:24:00    1         $124.05
   JONES, BOB                       1234 8000012345678 02/20/2020 22:13:25    1          $31.50
   JONES, BOB                       1234 8000012345678 02/13/2020 00:16:26    1         $131.50
   JONES, BOB                       1234 8000012345678 02/06/2020 23:39:37    1          $79.75
   JONES, BOB                       1234 8000012345678 01/24/2020 01:52:33    1          $33.40
   JONES, BOB                       1234 8000012345678 02/20/2020 22:47:48    1          $49.30
   JONES, BOB                       1234 8000012345678 02/11/2020 00:08:35    1         $114.10
   JONES, BOB                       1234 8000012345678 02/17/2020 23:53:32    1         $107.90
   JONES, BOB                       1234 8000012345678 02/23/2020 23:55:44    1          $71.50
   JONES, BOB                       1234 8000012345678 02/19/2020 00:37:49    1          $25.85
   JONES, BOB                       1234 8000012345678 02/17/2020 23:57:33    1          $22.60
   JONES, BOB                       1234 8000012345678 02/20/2020 19:47:16    1          $41.60
   JONES, BOB                       1234 8000012345678 02/13/2020 23:42:24    1          $96.30
   JONES, BOB                       1234 8000012345678 02/10/2020 23:45:26    1          $56.00
   JONES, BOB                       1234 8000012345678 02/13/2020 00:25:03    1          $26.70
   JONES, BOB                       1234 8000012345678 02/24/2020 00:11:44    1           $4.30
   JONES, BOB                       1234 8000012345678 02/17/2020 22:05:11    1          $59.70
   JONES, BOB                       1234 8000012345678 02/17/2020 22:07:19    1          $77.50
   JONES, BOB                       1234 8000012345678 02/04/2020 22:49:46    1          $19.60
   JONES, BOB                       1234 8000012345678 02/19/2020 21:17:44    1          $45.60
   JONES, BOB                       1234 8000012345678 02/17/2020 20:53:31    1         $123.65
   JONES, BOB                       1234 8000012345678 02/12/2020 00:29:32    1          $24.10
   JONES, BOB                       1234 8000012345678 02/06/2020 23:14:30    1         $198.40
   JONES, BOB                       1234 8000012345678 02/11/2020 01:02:43    1          $13.80
   JONES, BOB                       1234 8000012345678 02/17/2020 21:28:07    1         $194.40
   JONES, BOB                       1234 8000012345678 02/19/2020 23:05:04    1          $40.10
   JONES, BOB                       1234 8000012345678 02/21/2020 01:07:05    1          $12.90
   JONES, BOB                       1234 8000012345678 02/20/2020 22:42:37    1          $83.60
   JONES, BOB                       1234 8000012345678 02/18/2020 01:14:54    1         $228.30
   JONES, BOB                       1234 8000012345678 02/24/2020 00:15:51    1          $41.30
   JONES, BOB                       1234 8000012345678 01/27/2020 23:22:55    1          $37.90
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 2
                              Navy Cash
                 Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                          Location: USS NEVER SAIL
                           Month: February , 2020
                   Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly Wardroom Mess Transaction Detail Report

```
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 1
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                            Location: USS NEVER SAIL
                            Month: February , 2020
                    Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22


Merchant  : 800000123456
Event Code:
  Operator: SMITH, JONES


  Name                            SSN  Account #    Transaction Date     Trans         Amount
  ------------------------------  ---- ------------ -------------------- ------ ----------------
  JONES, BOB                      1234 8000012345678 02/06/2020 21:24:06     1        $115.70
  JONES, BOB                      1234 8000012345678 02/12/2020 23:44:10     1         $38.40
  JONES, BOB                      1234 8000012345678 02/23/2020 22:31:16     1         $72.90
  JONES, BOB                      1234 8000012345678 02/11/2020 22:42:29     1        $133.60
  JONES, BOB                      1234 8000012345678 02/10/2020 22:10:04     1         $63.70
  JONES, BOB                      1234 8000012345678 02/10/2020 21:00:03     1         $43.20
  JONES, BOB                      1234 8000012345678 02/13/2020 22:34:18     1         $25.80
  JONES, BOB                      1234 8000012345678 02/06/2020 20:31:04     1         $76.15
  JONES, BOB                      1234 8000012345678 02/10/2020 22:29:54     1        $463.75
  JONES, BOB                      1234 8000012345678 02/19/2020 21:09:57     1         $76.50
  JONES, BOB                      1234 8000012345678 02/06/2020 22:46:51     1         $77.20
  JONES, BOB                      1234 8000012345678 02/19/2020 21:11:14     1         $24.00
  JONES, BOB                      1234 8000012345678 02/17/2020 20:48:49     1         $30.40
  JONES, BOB                      1234 8000012345678 02/10/2020 01:10:20     1         $25.80
  JONES, BOB                      1234 8000012345678 02/09/2020 23:08:49     1         $63.75
  JONES, BOB                      1234 8000012345678 02/11/2020 00:53:45     1         $27.80
  JONES, BOB                      1234 8000012345678 02/19/2020 23:24:00     1        $124.05
  JONES, BOB                      1234 8000012345678 02/20/2020 22:13:25     1         $31.50
  JONES, BOB                      1234 8000012345678 02/13/2020 00:16:26     1        $131.50
  JONES, BOB                      1234 8000012345678 02/06/2020 23:39:37     1         $79.75
  JONES, BOB                      1234 8000012345678 01/24/2020 01:52:33     1         $33.40
  JONES, BOB                      1234 8000012345678 02/20/2020 22:47:48     1         $49.30
  JONES, BOB                      1234 8000012345678 02/11/2020 00:08:35     1        $114.10
  JONES, BOB                      1234 8000012345678 02/17/2020 23:53:32     1        $107.90
  JONES, BOB                      1234 8000012345678 02/23/2020 23:55:44     1         $71.50
  JONES, BOB                      1234 8000012345678 02/19/2020 00:37:49     1         $25.85
  JONES, BOB                      1234 8000012345678 02/17/2020 23:57:33     1         $22.60
  JONES, BOB                      1234 8000012345678 02/20/2020 19:47:16     1         $41.60
  JONES, BOB                      1234 8000012345678 02/13/2020 23:42:24     1         $96.30
  JONES, BOB                      1234 8000012345678 02/10/2020 23:45:26     1         $56.00
  JONES, BOB                      1234 8000012345678 02/13/2020 00:25:03     1         $26.70
  JONES, BOB                      1234 8000012345678 02/24/2020 00:11:44     1          $4.30
  JONES, BOB                      1234 8000012345678 02/17/2020 22:05:11     1         $59.70
  JONES, BOB                      1234 8000012345678 02/17/2020 22:07:19     1         $77.50
  JONES, BOB                      1234 8000012345678 02/04/2020 22:49:46     1         $19.60
  JONES, BOB                      1234 8000012345678 02/19/2020 21:17:44     1         $45.60
  JONES, BOB                      1234 8000012345678 02/17/2020 20:53:31     1        $123.65
  JONES, BOB                      1234 8000012345678 02/12/2020 00:29:32     1         $24.10
  JONES, BOB                      1234 8000012345678 02/06/2020 23:14:30     1        $198.40
  JONES, BOB                      1234 8000012345678 02/11/2020 01:02:43     1         $13.80
  JONES, BOB                      1234 8000012345678 02/17/2020 21:28:07     1        $194.40
  JONES, BOB                      1234 8000012345678 02/19/2020 23:05:04     1         $40.10
  JONES, BOB                      1234 8000012345678 02/21/2020 01:07:05     1         $12.90
  JONES, BOB                      1234 8000012345678 02/20/2020 22:42:37     1         $83.60
  JONES, BOB                      1234 8000012345678 02/18/2020 01:14:54     1        $228.30
  JONES, BOB                      1234 8000012345678 02/24/2020 00:15:51     1         $41.30
  JONES, BOB                      1234 8000012345678 01/27/2020 23:22:55     1         $37.90
Run Date   : 02/24/2020
Run Time   : 02:10:08
Report name: TRAN_WardRoomMessFood_M
Page       : 2
                                Navy Cash
                Monthly Transaction Detail Report - WARDROOM MESS - FOOD
                            Location: USS NEVER SAIL
                            Month: February , 2020
                    Date: 01/22/2020 01:23:52 To 02/24/2020 02:11:22
```

Monthly End of Month Summary Report

```
Run Date: 02/24/2020
Run Time: 02:18
Report Name: EOM Summary Report

                    NAVY CASH END OF MONTH SUMMARY REPORT FOR 02/2020
                                    USS NEVER SAIL
                                    DSSN: 1234
```

START TIME	END TIME	Vendor/Merchant	Sale Amount	Refund Amount	Net Amount
-	-	NAVY DISBURSING - STRIP	0.00	0.00	0.00
20200122 012352	20200224 021122	NAVY DISBURSING - CHIP	29167.00	-25788.75	3378.25
-	-	MARINE DISBURSING - STRIP	0.00	0.00	0.00
-	-	MARINE DISBURSING - CHIP	0.00	0.00	0.00
20200122 012352	20200224 021122	GENERAL MESS - FOOD	8254.40	0.00	8254.40
20200122 012352	20200224 021122	GENERAL MESS - SURCHARGES	4.50	0.00	4.50
-	-	SHIP STORE #1	0.00	0.00	0.00
20200122 005252	20200224 020007	SHIP STORE #2	5689.30	-36.75	5652.55
-	-	BEVERAGE BAR	0.00	0.00	0.00
-	-	HANGAR BAY SALES	0.00	0.00	0.00
-	-	SSPN TRANSFER TO MWR	0.00	0.00	0.00
20200122 005309	20200224 001542	VMSODA0000009801	699.05	0.00	699.05
20200122 005314	20200224 001551	VMSODA0000009802	305.25	0.00	305.25
20200122 005318	20200224 001615	VMSODA0000009803	1782.00	0.00	1782.00
20200122 005324	20200224 001628	VMSODA0000009804	388.70	0.00	388.70
-	-	VMSODA0000009805	0.00	0.00	0.00
20200122 005330	20200224 001636	VMSODA0000009806	1158.85	0.00	1158.85
20200122 005357	20200224 001821	VMSODA0000009815	454.25	0.00	454.25
-	-	VMCAND0000009702	0.00	0.00	0.00
20200122 005444	20200224 001141	VMCAND0000009703	1701.30	0.00	1701.30
20200122 005449	20200224 001157	VMCAND0000009704	1278.10	0.00	1278.10
20200122 005454	20200224 001209	VMCAND0000009705	478.45	0.00	478.45
20200122 005503	20200224 001220	VMCAND0000009706	208.60	0.00	208.60
20200122 005508	20200224 001234	VMCAND0000009707	346.85	0.00	346.85
-	-	VMCAND0000009708	0.00	0.00	0.00
-	-	VMCAND0000009709	0.00	0.00	0.00
20200122 005524	20200224 001308	VMCAND0000009710	818.85	0.00	818.85
-	-	VMCAND0000009711	0.00	0.00	0.00
-	-	VMCAND0000009713	0.00	0.00	0.00
-	-	VMCAND0000009714	0.00	0.00	0.00
20200122 005547	20200224 001347	VMCAND0000009715	10.50	0.00	10.50
20200122 005552	20200224 001428	VMCAND0000009716	312.00	0.00	312.00
-	-	VMCAND000009701A	0.00	0.00	0.00
-	-	VMWATR0000009710	0.00	0.00	0.00
20200122 005433	20200224 001058	VMCAND00000-9701	538.38	0.00	538.38
20200122 005439	20200224 001112	VMCAND00000-9702	1046.20	0.00	1046.20
-	-	Vending Candy BULK	0.00	0.00	0.00

Voucher Description	Voucher#	Chip/Strip	Date Prepared	Voucher Amount
Disbursing Cash-Strip is > Strip - Cash	-	-	-	
Disbursing Strip-Cash is > Cash-Strip	-	-	-	
Disbursing Cash-Chip is > Chip- Cash	-	-	-	
Disbursing Chip-Cash is > Cash-Chip	DT210855	CHIP	02/24/2020	3378.25
SSPN Transfer to MWR	-	-	-	
Food Service Sales Totals	DT230855	CHIP	02/24/2020	8254.40
Food Surcharges Total	DT240855	CHIP	02/24/2020	4.50
Sales Totals	DT250855	CHIP	02/24/2020	17179.88

Merchant Sales Summary Report and Daily/Weekly Meter Register Report

```
Run Date/Time:  05/12/2010  17:00:00 GMT  ←
```

	Report will be run after the close of postal business on ~~Wednesday~~

```
Merchant Sales Summary Report
Location:  Rxxxxxx

Report Parameters:
    Start Date:  05/06/2010  00:01:00
      End Date:  05/12/2010  17:00:00  ←
```

	Report is from Thursday (week prior) at 00:01 through the close of postal business on ~~Wednesday~~

Merchant Name	Merchant ID	Sales	Refunds	Total	Count
GENERAL MESS – FOOD	800000003675	0.00	0.00	0.00	0
POST OFFICE – METERED MAIL	800000003699	100.00	0.00	100.00	10
SHIP STORE #1	800000003701	0.00	0.00	0.00	0
VENDING SODA	VMSODA0000000001	0.00	0.00	0.00	0
VENDING STORE ITEMS	VMCAND0000000001	0.00	0.00	0.00	0
WARDROOM MESS – FOOD	800000003695	0.00	0.00	0.00	0
	Totals	100.00	0.00	100.00	10

```
REGISTER REPORT         ARC       PB######
MAY 12 10                            17:00P

ASCENDING REGISTER                 $100.00
DESCENDING REGISTER               $4900.00
CONTROL SUM                       $5000.00
METER PIECE COUNT                       10
PIECES                                  10
VALUE                              $100.00
```

←	**Postage Meter Register Report will be printed after close of business on Wednesday. Then it will be affixed to the Merchant Sales Summary Report.**

Postal Clerk   *5/12/2010* ←
_____
POSTAL CLERK SIGNATURE   DATE

Postal Officer   *5/12/2010* ←
_____
POSTAL OFFICER SIGNATURE   DATE

	Postal Clerk and Postal Officer will sign and date the report (does not have to be typed in).

Ship's Store Profits Transfer to MWR Navy Cash End of Month Summary Report

Run Date: 09/26/2019
Run Time: 14:26
Report Name: EOM Summary Report

NAVY CASH END OF MONTH SUMMARY REPORT FOR 09/2019
USS ARLINGTON
DSSN: 8888

START TIME	END TIME	Vendor/Merchant	Sale Amount	Refund Amount	Net Amount
20190820 171022	20190925 155839	NAVY DISBURSING - STRIP	0.00	-10.00	-10.00
20190820 171022	20190925 155839	NAVY DISBURSING - CHIP	0.05	-722.05	-722.00
-	-	MARINE DISBURSING - STRIP	0.00	0.00	0.00
-	-	MARINE DISBURSING - CHIP	0.00	0.00	0.00
-	-	SSPN TRANSFER - STRIP	0.00	0.00	0.00
20190820 171022	20190925 155839	SSPN TRANSFER - CHIP	0.00	-20000.00	-20000.00
20190820 171022	20190925 155839	GENERAL MESS - FOOD	1395.81	0.00	1395.81
20190820 171022	20190925 155839	GENERAL MESS - SURCHARGES	36.45	0.00	36.45
20190820 170958	20190925 155810	SHIP STORE	3004.01	0.00	3004.01
-	-	HANGAR BAY SALES	0.00	0.00	0.00
-	-	VMSODA0000000005	0.00	0.00	0.00
20190820 170730	20190925 155605	VMSODA0000000004	235.80	0.00	235.80
20190820 170737	20190925 155611	VMSODA0000000003	183.70	0.00	183.70
-	-	VMSODA0000000002	0.00	0.00	0.00
-	-	VMSODA0000000001	0.00	0.00	0.00
20190820 170745	20190925 155654	Vending Soda BULK	396.00	0.00	396.00
20190820 170901	20190925 155713	VMCAND0000000007	1214.00	0.00	1214.00
20190820 170805	20190925 155707	VMCAND0000000008	112.20	0.00	112.20
20190820 170752	20190925 155700	VMREDBULL0000001	1168.75	0.00	1168.75
20190820 170939	20190925 155750	VMCAND0000000001	378.30	0.00	378.30
-	-	VMCAND0000000006	0.00	0.00	0.00
20190820 170907	20190925 155721	VMCAND0000000005	378.15	0.00	378.15
-	-	VMCAND0000000004	0.00	0.00	0.00
20190820 170920	20190925 155735	VMCAND0000000003	1375.75	0.00	1375.75
20190820 170930	20190925 155741	VMCAND0000000002	523.00	0.00	523.00
-	-	Vending Candy BULK	0.00	0.00	0.00

Voucher Description	Voucher#	Chip/Strip	Date Prepared	Voucher Amount
Disbursing Cash-Strip is > Strip - Cash	DV27309	STRIP	09/25/2019	10.00
Disbursing Strip-Cash is > Cash-Strip	-	-	-	
Disbursing Cash-Chip is > Chip- Cash	DV26309	CHIP	09/25/2019	722.00
Disbursing Chip-Cash is > Cash-Chip	-	-	-	
SSPN Transfer to MWR	DV31309	CHIP	09/25/2019	20000.00
Food Service Sales Totals	DT230309	CHIP	09/25/2019	1395.81
Food Surcharges Total	DT240309	CHIP	09/25/2019	36.45
Sales Totals	DT250309	CHIP	09/25/2019	8969.66

Disbursing Accountability Detail Report

```
Run Date/Time:  01/16/2020  08:35:44 GMT


Disbursing Accountability Detail Report
Location: NEVERSAIL DDG 46


Report Parameters:
       Start Date:  01/15/2020 10:10:44
         End Date:  01/16/2020 08:35:32


Merchant Information:
       Merchant Name:  NAVY DISBURSING
         Merchant ID:  8000000008448
```

Date	Transaction Type	Account Name	Account #	Amount
Starting Balance				$200.00
01/15/2020 12:20:00	Load Cash to Chip	TANI, DANIEL	8000000003790	$90.00
01/15/2020 12:32:04	Chip withdrawal	THOMAS, JOHN	8000000003790	-$40.00
01/15/2020 12:48:00	Safe - Deposit	Bank, Safe	0	$200.00
01/15/2020 13:23:01	Load Cash to Chip	DLUAT, THOMAS	8000000003816	$50.00
01/15/2020 14:02:05	Chip withdrawal	RUSSELL, MARK	8000000003816	-$25.00
01/15/2020 14:15:00	Safe - Withdraw	Bank, Safe	0	-$150.00
01/15/2020 14:28:02	Load Cash to Chip	JONES, JOHN	8000000003832	$100.00
01/15/2020 14:29:00	Safe - Deposit	Bank, Safe	0	$400.00
01/15/2020 14:32:03	Load Cash to Chip	HANGFU, LEE	8000000003857	50.00
			Sub Total	$675.00
01/16/2020 04:20:00	Load Cash to Chip	GAMBLE, ERICA	8000000003709	$90.00
01/16/2020 05:23:01	Load Cash to Chip	BLACKMORE, WILLIAM	8000000003838	$50.00
01/15/2020 05:32:00	Safe - Withdraw	Bank, Safe	0	-$200.00
01/16/2020 05:47:05	Chip withdrawal	CHAPLAIN, CHARLES	8000000003845	-$25.00
01/16/2020 06:04:02	Load Cash to Chip	JONES, JARROD	8000000003844	$100.00
01/15/2020 06:16:00	Safe - Withdraw	Bank, Safe	0	-$200.00
01/16/2020 06:30:03	Load Cash to Chip	LEE, ROBERT	8000000003957	50.00
01/15/2020 06:49:00	Safe - Deposit	Bank, Safe	0	$500.00
01/16/2020 07:32:04	Chip withdrawal	MOORE, WILLIAM	8000000003740	-$40.00
			Sub Total	$325.00

SPO Payroll Report – Ship Report

Run Date/Time: 01/16/2020 08:35:44 GMT

SPO Payroll Report Location: NEVERSAIL DDG 46

Report Parameters:

        SSN:

      Pay Date: 01/01/2020

     First Name:

     Last Name:

Account Name	SSN	Last Pay Date	Amount
-------------------------	----	------------------	----------
BACON, KERRIE	1001	01/01/2005	$50.00
BAILEY, DAVID	0002	01/01/2005	$100.00
JONES, JOHN	4901	01/01/2005	$125.00
KELLEY, DAVID	2832	01/01/2005	$150.00
YOUNG, NEIL	4253	01/01/2005	$40.00
-------------------------	----	------------------	----------
			$465.00

*** End of the Report ***

FORMS TABLE OF CONTENTS

Sample Foreign Concessionaire Sales Reconciliation Form

Foreign Concessionaire Sales Reconciliation Form	
Ship Name:	
Vendor:	
NEX / Ship Commission:	**%**
Navy Cash Sales:	**$**
Cash Sales:	**$**
Credit Card Sales:	**$**
Check Sales:	**$**
Sub Total:	**$**
Less Commission NEX / Ship:	**$**
Net Due Vendor:	**$**

Sample DD Form 577, Navy Cash Accountable Officer

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE
(Read Privacy Act Statement and Instructions before completing form.)

PRIVACY ACT STATEMENT

AUTHORITY: E.O. 9397, 31 U.S.C. Sections 3325, 3528, DoDFMR, 7000.14-R, Vol. 5.
PRINCIPAL PURPOSE(S): To maintain a record of appointment and termination of appointment of persons to any of the positions listed in Item 6, and to identify the duties associated with this appointment.
SORN T1300 (http://dpclo.defense.gov/Pricacy/SORNsIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx)
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside of the Department of Defense (DoD) to the Federal Reserve Banks to verify authority of the appointed individuals to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published at:
http://dpclo.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx.
DISCLOSURE Voluntary; however, failure to provide the requested information may preclude appointments.

SECTION I - APPOINTEE

1. **NAME** *(First, Middle Initial, Last and Rank or Grade)*	2. **DoD ID NUMBER**	3. **TITLE** Navy Cash Accountable Officer

4. **DOD COMPONENT/ORGANIZATION**	5. **ADDRESS** *(Include ZIP Code, email address, and telephone number with area code and DSN)*

6. POSITION TO WHICH APPOINTED *(X appropriate box - one only. Checking more than one invalidates the appointment.)*

X DISBURSING OFFICER: DSSN NCAO	☐ CASHIER	☐ CHANGE FUND CUSTODIAN
☐ DEPUTY DISBURSING OFFICER: DSSN ____	☐ PAYING AGENT	☐ IMPREST FUND CASHIER
☐ CERTIFYING OFFICER	☐ COLLECTIONS AGENT	☐ SAFEKEEPING CUSTODIAN
☐ DEPARTMENTAL ACCOUNTABLE OFFICIAL	☐ DISBURSING AGENT	☐ ASSISTANT SAFEKEEPING CUSTODIAN

7. YOU ARE APPOINTED TO SERVE IN THE POSITION IDENTIFIED IN ITEM 6. YOUR RESPONSIBILITIES INCLUDE:

Navy Cash Accountable Officer (NCAO). As NCAO, you are responsible for the operation and maintenance of Navy Cash. Navy Cash is a financial system, and the handling of public funds is inherent. You are held pecuniarily liable for any loss of such funds. Understand your accountability for erroneous payments and errors in Navy Cash accounts. Although your appointed personnel are liable for any funds in their custody, you hold overall responsibility and are jointly (or singularly) liable for any losses associated with these personnel. Make certain all deputies, agents, cashiers, and other custodians are fully aware of their responsibilities for properly handling and protecting public funds. Verify and maintain proper physical security for disbursing spaces, transactions, and documents. Ensure users adhere to rules of behavior for Navy Cash system, maintain custody of Navy Cash equipment and Navy Cash cards, including accurate, up-to-date inventories, and collect immediately on any debt owed the Treasury Navy Cash funds pool. You are responsible for proper handling and safeguarding of Personally Identifiable Information associated with Navy Cash operations. When required, notify the Commanding Officer regarding any Navy Cash discrepancies.

8. REVIEW AND ADHERE TO THE FOLLOWING PUBLICATION(S) NEEDED TO ADEQUATELY PERFORM YOUR ASSIGNED DUTIES:

DoDFMR Vol 5 Chapter 10; NAVSUP P727 Navy Cash SOP, Part 1, Section 1, 4.1.

SECTION II - APPOINTING AUTHORITY

9. **NAME** *(First, Middle Initial, Last)*	10. **TITLE**	11. **DOD COMPONENT/ORGANIZATION**

12. **DATE** *(YYYYMMDD)*	13. **SIGNATURE**

SECTION III - APPOINTEE ACKNOWLEDGEMENT

I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds or payment certification, as appropriate, under my control. I have been counseled on my pecuniary liability applicable to this appointment and have been given written operating instructions. I certify that my official signature is shown in item 16 below.

14. **PRINTED NAME** *(First, Middle Initial, Last)*	15. **DATE** *(YYYYMMDD) (Not earlier than date in Item 12 or 13)*

16.a. **DIGITAL SIGNATURE**	16.b. **MANUAL SIGNATURE**

SECTION IV - APPOINTMENT TERMINATION

The appointment of the individual named above is hereby revoked.	17. **DATE** *(YYYYMMDD)*	18. **APPOINTEE INITIALS**

19. **NAME OF APPOINTING AUTHORITY**	20. **TITLE**	21. **APPOINTING AUTHORITY SIGNATURE**

DD FORM 577, NOV 2014   PREVIOUS EDITION IS OBSOLETE.   Adobe Designer 9.0

Sample DD Form 577, Navy Cash Deputy

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE
(Read Privacy Act Statement and Instructions before completing form.)

PRIVACY ACT STATEMENT

AUTHORITY: E.O. 9397, 31 U.S.C. Sections 3325, 3528, DoDFMR, 7000.14-R, Vol. 5.
PRINCIPAL PURPOSE(S): To maintain a record of appointment and termination of appointment of persons to any of the positions listed in Item 6, and to identify the duties associated with this appointment.
SORN T1300 (http://dpclo.defense.gov/Pricacy/SORNsIndex/DODComponentArticleView/tabid/7489/Article/6235/t1300.aspx)
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C Section 552a(b) of the Privacy Act of 1974, as amended. It may also be disclosed outside the Department of Defense (DoD) to the Federal Reserve Banks to verify authority of the appointed individuals to issue Treasury checks. In addition, other Federal, State and local government agencies, which have identified a need to know, may obtain this information for the purpose(s) identified in the DoD Blanket Routine Uses published at:
http://dpclo.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx.
DISCLOSURE Voluntary; however, failure to provide the requested information may preclude appointments.

SECTION I - APPOINTEE

1. NAME *(First, Middle Initial, Last and Rank or Grade)*	2. DoD ID NUMBER	3. TITLE	Navy Cash Deputy

4. DOD COMPONENT/ORGANIZATION	5. ADDRESS *(Include ZIP Code, email address, and telephone number with area code and DSN)*

6. POSITION TO WHICH APPOINTED *(X appropriate box - one only. Checking more than one invalidates the appointment.)*

☐ DISBURSING OFFICER: DSSN _____	☐ CASHIER	☐ CHANGE FUND CUSTODIAN
☒ DEPUTY DISBURSING OFFICER: DSSN NCD	☐ PAYING AGENT	☐ IMPREST FUND CASHIER
☐ CERTIFYING OFFICER	☐ COLLECTIONS AGENT	☐ SAFEKEEPING CUSTODIAN
☐ DEPARTMENTAL ACCOUNTABLE OFFICIAL	☐ DISBURSING AGENT	☐ ASSISTANT SAFEKEEPING CUSTODIAN

7. YOU ARE APPOINTED TO SERVE IN THE POSITION IDENTIFIED IN ITEM 6. YOUR RESPONSIBILITIES INCLUDE:

Navy Cash Deputy (NCD). As NCD, properly receive, disburse, account for, and safeguard all public funds with which you are entrusted. You are held pecuniarily liable for any loss of such funds. Understand your accountability for erroneous payments and errors in Navy Cash accounts. Make certain all agents, cashiers, and other custodians are fully aware of their responsibilities for properly handling and protecting public funds. Verify and maintain proper physical security for disbursing spaces, transactions, and documents. As NCD, properly operate and maintain Navy Cash system on the ship, ensure users adhere to the rules of behavior for Navy Cash system, maintain custody of Navy Cash equipment and Navy Cash cards which will be turned in weekly for inventory, including accurate, up-to-date inventories, and collect immediately on any debt owed the Treasury Navy Cash funds pool as a result of negative Navy Cash account balances. You are responsible for proper handling and safeguarding of Personally Identifiable Information associated with Navy Cash operations. When required, notify the Commanding Officer regarding any Navy Cash discrepancies.

8. REVIEW AND ADHERE TO THE FOLLOWING PUBLICATION(S) NEEDED TO ADEQUATELY PERFORM YOUR ASSIGNED DUTIES:

NCD: DoDFMR Vol 5 Chapter 10; NAVSUP P727 Navy Cash SOP, Part 1, Section 1, 4.1.

SECTION II - APPOINTING AUTHORITY

9. NAME *(First, Middle Initial, Last)*	10. TITLE	11. DOD COMPONENT/ORGANIZATION
12. DATE *(YYYYMMDD)*	13. SIGNATURE	

SECTION III - APPOINTEE ACKNOWLEDGEMENT

I acknowledge and accept the position and responsibilities defined above. I understand that I am strictly liable to the United States for all public funds or payment certification, as appropriate, under my control. I have been counseled on my pecuniary liability applicable to this appointment and have been given written operating instructions. I certify that my official signature is shown in item 16 below.

14. PRINTED NAME *(First, Middle Initial, Last)*	15. DATE *(YYYYMMDD) (Not earlier than date in Item 12 or 13)*
16.a. DIGITAL SIGNATURE	16.b. MANUAL SIGNATURE

SECTION IV - APPOINTMENT TERMINATION

The appointment of the individual named above is hereby revoked.	17. DATE *(YYYYMMDD)*	18. APPOINTEE INITIALS
19. NAME OF APPOINTING AUTHORITY	20. TITLE	21. APPOINTING AUTHORITY SIGNATURE

DD FORM 577, NOV 2014   PREVIOUS EDITION IS OBSOLETE.   Adobe Designer 9.0

Sample SF Form 1034 to Support Transfer of Funds from Ship's Store Profits to MWR

Standard Form 1034 Revised October 1987 Department of the Treasury 1 TFM 4-2000 1034-122	PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL		PV#	VOUCHER NO. PV #

U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION

DISBURSING OFFICER
USS ARLINGTON (LPD 24)

→ PAYING OFFICE

DATE VOUCHER PREPARED
01 OCT 2019

CONTRACT NUMBER AND DATE

REQUISITION NUMBER AND DATE

SCHEDULE NO.

PAID BY
DISBURSING OFFICER
USS ARLINGTON (LPD 24)
DSSN 888

Date: 01 OCT 2019

PAYEE'S NAME AND ADDRESS
MORALE WELFARE AND RECREATION FUND
USS ARLINGTON (LPD 24)
UNIT 100341
FPO AE 09564

← PAYEE

DATE INVOICE RECEIVED

DISCOUNT TERMS

PAYEE'S ACCOUNT NUMBER

GOVERNMENT B/L NUMBER

SHIPPED FROM | **TO** | **WEIGHT**

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES (Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)	QUAN-TITY	UNIT PRICE COST	PER	AMOUNT (¹)
	01OCT2019	DISBURSEMENT OF SHIP'S STORE PROFITS TO RECREATION FUND THE EXPENDITURE AUTHORIZED HERE IS CONSIDERED NECESSARY, (OR DESIRABLE) FOR THE MORALE AND RECREATION OF THE PERSONNEL UNDER MY COMMAND. //S// _____ ANDREW YAGER, CDR, USN COMMANDING OFFICER				$20,000.00

EXPLANATION/AMOUNT OF PAYMENT

(Use continuation sheets if necessary) | (Payee must NOT use the space below) | **TOTAL** | $20,000.00

PAYMENT:	APPROVED FOR	EXCHANGE RATE	DIFFERENCES	
☐ PROVISIONAL	~$ 20,000.00	~$1.00		
XX COMPLETE	BY²			
☐ PARTIAL	HUGH CHIN, ENS, SC, USN //S// ← APPROVAL			
FINAL			Amount verified; correct for	$20,000.00
☐ PROGRESS	TITLE		(Signature or initials)	
☐ ADVANCE	DISBURSING OFFICER			

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

25 SEP 2019 | ANDRE GRISHAM, LT, SC, USN //S//   CERTIFICATION OF PMT | SUPPLY OFFICER

(Date) | (Authorized Certifying Officer)² | (Title)

ACCOUNTING CLASSIFICATION

US 17X8723 2301 023 10001 0 065972 2I 000000 00XXXXX75400 $20,000.00

PAYMENT TYPE: CASH OR CHECK

LINE OF ACCOUNTING: XXXXX = SHIP UIC

CHECK NUMBER	ON ACCOUNT OF U.S. TREASURY	CHECK NUMBER	ON (Name of bank)
EFT PAYMENT NAVY CASH $20,000.00	DATE 01 OCT 2019	PAYEE³ DELMA ROBINSON //S//	

¹ When stated in foreign currently, insert name of currency.

² If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.

³ When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John Smith, Secretary" or "Treasurer", as the case may be.

Previous edition usable

PER

TITLE
TREASURER

NSN 7650-00-634-4206

PRIVACY ACT STATEMENT
The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

Split Pay Option Enrollment/Disenrollment Form

NAVY CASH SPLIT PAY OPTION ENROLLMENT/DISENROLLMENT FORM			
NAME (Last, First, MI)	SSN	DIVISION	PHONE

Check the appropriate box and initial when responding to the following statements	INITIALS
I request the Split pay Option (SPO) be started to have the indicated amount of my Direct Deposit System (DDS) EFT payment sent to my Navy Cash account Yes ☐ No ☐	
I request my SPO be stopped Yes ☐ No ☐	

I request the indicated amount be deducted from my DDS EFT payment every payday	$

I understand that by signing this document, I am requesting an amount of my pay be deducted from my DDS EFT payment and paid to me through Navy Cash. I understand that the amount indicated above is a *per payday* amount and *not* a monthly amount.	
SIGNATURE	DATE

DISBURSING OFFICE USE ONLY	
STARTS	**STOPS**
DATE DDS EFT STARTED	HMO2 DATE
HMO1/HMO4 DATE	LAST SPO PAYDAY DATE
AMOUNT OF SPO (PER PAYDAY)	DATE DMO DATABASE UPDATED
FIRST SPO PAYDAY DATE	
DATE DMO DATABASE UPDATED	
REMARKS	
SIGNATURE	DATE

Authorization to Disclose Information Related to Stored Value Account

FOR OFFICE USE ONLY:	
Cardholder Name	Cardholder No.

FS FORM 5752
Department of the Treasury
Bureau of the Fiscal Service

**AUTHORIZATION TO DISCLOSE INFORMATION
RELATED TO STORED VALUE ACCOUNT**

OMB No. 1530-0013

IMPORTANT: You should be aware that the making of any false, fictitious, or fraudulent claim or statement to the United States is a crime that is punishable by fine and/or imprisonment.

PRINT IN INK OR TYPE ALL INFORMATION

---

1. AUTHORITY

A. I, _____ (the "Cardholder"), authorize the U.S. Department of the Treasury, Bureau of the Fiscal Service ("Fiscal Service") and the U.S. Department of Defense ("DoD") and Fiscal Service's and DoD's subordinate departments or agencies, along with their employees, agents, and contractors (the "Disclosing Parties") to disclose any and all information related to my EagleCash, Navy Cash, Marine Cash, or EZpay Stored Value Card account(s) ("SVC Account") to the following:

☐ Military and civilian law enforcement agencies and prosecutors

☐ Other _____

B. Information related to my SVC Account includes, but is not limited to, my Stored Value Card number and associated account number; my name, addresses, and other contact information; my social security number, other identifying numbers and types of identification, date of birth, and other demographic information about me; information about bank account(s), including routing and account numbers, which I have linked to my SVC Account or from which I have transferred funds to or from my SVC Account; my balance and transaction history, including the amount, date, time, tracking numbers, location, merchants, and payees; website usage; and other information associated with my SVC Account.

C. The Disclosing Parties are not required to give me notice of disclosures made under this authorization.

D. A photocopy, facsimile, or electronic copy of this signed authorization shall have the same force and effect as the original.

---

2. TERM AND DURABILITY

This authorization to disclose information is valid for one year from the date indicated below, unless it is revoked sooner by sending written notice by e-mail to svc@fiscal.treasury.gov. Revocation will be effective as of the date the notice is received and processed by the Fiscal Service.

---

3. SIGNATURE

I certify I am the Cardholder or am legally authorized to sign on behalf of the Cardholder.

Sign Here: _____   _____

Signature of Cardholder or Legal Representative   Date

_____   _____

Print Name of Cardholder or Legal Representative   E-Mail Address (Optional)

NOTICE UNDER PRIVACY ACT AND PAPERWORK REDUCTION ACT

AUTHORITY: 5 U.S.C. 552a; 31 CFR 210; and E.O. 9397.

PRINCIPAL PURPOSE(S): To obtain authorization to disclose information considered private under Treasury regulations and Privacy Act.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. 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 by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.

DISCLOSURE: Furnishing the information is voluntary; however, failure to furnish requested information may significantly delay or prevent disclosure of the information you have requested.

We estimate it will take about 1 minute to complete this form. However, you are not required to provide the information requested unless a valid OMB control number is displayed on the form. Any comments or suggestions regarding this form should be sent to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

FS Form 5752

FS Form 2887 - Application Form for U.S. Department of the Treasury Stored Value Card (SVC) Program

APPLICATION FORM FOR U.S. DEPARTMENT OF THE TREASURY STORED VALUE CARD (SVC) PROGRAM	OMB No. 1530-0013

DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for the Treasury SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your Treasury SVC account at a Treasury SVC kiosk. For more information about the Treasury SVC programs, please visit eaglecash.gov or navycash.gov.

PRIVACY ACT STATEMENT
AUTHORITY: P.L. 104-134, Debt Collection Improvement Act 1996, as amended; 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 the Treasury SVC program; 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 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services, or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. 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 by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.
DISCLOSURE: Disclosure is voluntary; however, failure to furnish requested information may significantly delay or prevent your participation in the Treasury SVC program.

BURDEN ESTIMATE STATEMENT
According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

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

SECTION I – APPLICANT PERSONAL INFORMATION

2. RATE, RANK, TITLE	3. FIRST NAME		4. MIDDLE INITIAL	5. LAST NAME
6. PAY GRADE	7. MILITARY BRANCH OR COMPANY NAME (Contractors)	8. FULL SSN	9. DATE OF BIRTH (MMDDYYYY)	10. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes)

11a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)

b. CITY	c. STATE	d. ZIP CODE	e. COUNTRY

12a. RESIDENCE/PERMANENT ADDRESS (Must not be military duty address)

b. CITY	c. STATE	d. ZIP CODE	e. COUNTRY

13. WORK TELEPHONE NUMBER	14. CELL PHONE NUMBER	15. E-MAIL ADDRESS (Must not be military e-mail address) ☐ NONE

SECTION II – APPLICANT BANK OR CREDIT UNION INFORMATION (Complete only if linking Treasury SVC account to an eligible U.S. bank or credit union account)

16a. 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) ☐ CHECKING ☐ SAVINGS		

SECTION III – STATEMENTS OF UNDERSTANDING
DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a Treasury SVC, I hereby knowingly and voluntarily consent to the immediate collection from my U.S. Government pay (military or civilian), 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 Treasury 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 I am no longer receiving U.S. Government military or civilian pay and amounts remain or become due or owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collections Standards (31 CFR 900-904) and Chapters 28-32, Volume 5, DoD 7000-14-R, DoD Financial Management Regulation.
EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my Treasury SVC expires, any value remaining may be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the Treasury SVC cannot be forwarded to the account for any other reason, I understand that the funds may be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 or elsewhere in accordance with applicable law and that I retain the right to claim such funds. If my Treasury SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.
ADDITIONAL TERMS AND CONDITIONS: By using the Treasury SVC, I agree to accept the terms and conditions for use of the Treasury 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.

SECTION IV – AUTHORIZATION TO MAKE SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT
I authorize the U.S. Treasury's Financial or Fiscal 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 Treasury SVC account.

21. SIGNATURE	22. DATE SIGNED (MMDDYYYY)

SECTION V – FOR OFFICE USE ONLY

23. ISSUED BY (Disbursing/Financial Office Name/Location)	24. CARD NUMBER (Last seven digits)

FS FORM 2887   DEPARTMENT OF THE TREASURY
                                                            BUREAU OF THE FISCAL SERVICE

FS Form 2888 - Application Form for U.S. Department of the Treasury Accountable Official Stored Value Card (SVC)

APPLICATION FORM FOR U.S. DEPARTMENT OF THE TREASURY ACCOUNTABLE OFFICIAL – MERCHANT STORED VALUE CARD (SVC)		OMB No. 1530-0020

DIRECTIONS: Submit completed form to Disbursing or Finance Office. Provide bank or credit union information if you are authorized to transfer funds from an organizational bank or credit union account to your Accountable Official (AO) Treasury Stored Value Card (SVC) account at a Treasury SVC kiosk.
All form dates must be entered using the DDMMYYYY format.

ACCOUNTABLE ORGANIZATION BANK OR CREDIT UNION INFORMATION *(Complete if applicable)*

1. COMPANY/ORGANIZATION/MERCHANT ACCOUNT NAME *(as it appears on your account)*			2. DUTY STATION/SHIP	
3. CITY	4. STATE	5. ZIP CODE	6. BANK OR CREDIT UNION NAME	7. EIN/TIN
8. ACCOUNT TYPE *(X one)* ☐ CHECKING ☐ SAVINGS	9. ABA ROUTING NUMBER *(9-digits)*		10. ACCOUNT NUMBER	

ACCOUNTABLE OFFICIAL PERSONAL INFORMATION

11. RATE, RANK, TITLE	12. FIRST NAME	13. MIDDLE INITIAL	14. LAST NAME	15. MILITARY BRANCH *(If applicable)*	
16. FULL SSN	17. DOD ID	18. DATE OF BIRTH	19. WORK E-MAIL ADDRESS	20. PERSONAL E-MAIL ADDRESS	
21a. MILITARY DUTY/WORK ADDRESS *(If military, include Division, Unit, etc.)*			22a. RESIDENCE/PERMANENT ADDRESS *(Must not be same as 21a)*		
21b. CITY	21c. STATE	21d. ZIP CODE	21e. COUNTRY	22b. CITY	22c. STATE	22d. ZIP CODE	22e. COUNTRY
23. WORK TELEPHONE		24. WORK CELL PHONE		25. HOME TELEPHONE	26. PERSONAL CELL PHONE

AUTHORIZATION TO MAKE TREASURY SVC TRANSFERS ELECTRONICALLY TO AND FROM BANK OR CREDIT UNION ACCOUNT
I authorize the U.S. Treasury's Fiscal or Financial Agent to initiate debit and credit entries to the bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between the bank or credit union account and this Accountable Official - Organization Treasury SVC account.

ACCOUNTABLE OFFICIAL LIABILITY: I acknowledge that I am the Accountable Official representing the organization for all funds placed on this card and may be held pecuniarily liable for the loss or misuse of such funds. I may be relieved of such liability only under the procedures detailed in DoD FMR Volume 5, Ch 1. **EXPIRED, LOST, STOLEN, OR DAMAGED CARD:** When the Accountable Official – Organization Treasury SVC card expires, any value remaining may be forwarded to the bank or credit union account specified above. If the account has been closed or if any value remaining on the card cannot be forwarded to the account for any other reason, I understand that the funds may be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 or elsewhere in accordance with applicable law. The organization listed in Items 1 and 7 retains the right to claim such funds. If my Accountable Official – Organization Treasury SVC is lost, stolen or damaged, I may be charged a fee for a replacement card. **ADDITIONAL TERMS AND CONDITIONS:** By using the Accountable Official – Organization Treasury SVC, I agree to accept the terms and conditions for use of the Accountable Official Treasury 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, and an electronic image shall be considered the legal equivalent of the original. I represent and warrant that the organization listed in Items 1 and 7 has authorized me to obtain this Accountable Official – Organization Treasury SVC, to link it to the bank or credit union account listed above, and to hold, collect, and disburse funds that are in the account and on this Accountable Official – Organization Treasury SVC. I agree to return the Accountable Official – Organization Treasury SVC when I no longer hold the position as accountable officer for the funds and/or Accountable Officer – Organization SVC account.

PRIVACY ACT STATEMENT
AUTHORITY: Executive Order 9397, 31 CFR 210, and 31 U.S.C. 7701. **PRINCIPAL PURPOSES:** To enroll individuals acting in the capacity of Accountable Officials in the Treasury SVC program; to obtain authorization to initiate debit and credit entries to bank and credit union accounts; and to facilitate collection of any delinquent amounts. **ROUTINE USES:** The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury, Fiscal and Financial Agents involved in providing SVC services, and their contractors or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register. Aggregate data about transactions captured both on and off the installation or ship, whether through the card's electronic purse or magnetic strip, may be used to generate summary level reports. **DISCLOSURE:** Disclosure is voluntary; however, failure to furnish requested information may prevent you from participating in the Treasury SVC programs. Your SSN and the organization's EIN/TIN is being requested to verify your and its identity and to facilitate the collection of any amounts that may become due to the government as a result of your use of the Treasury SVC. If you do not provide your SSN and the organization's EIN/TIN, we cannot process your application for a SVC.

27. POSITION TO WHICH APPOINTED	28. SIGNATURE		29. DATE SIGNED

FOR OFFICE USE ONLY

30. SIGNATURE OF ISSUER:	31. PRINTED NAME	32. CARD NUMBER (Last 7 digits)	33. DATE ISSUED

BURDEN ESTIMATE STATEMENT
According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

FS FORM 2888 (12-21)   **DEPARTMENT OF THE TREASURY**
                                                                       BUREAU OF THE FISCAL SERVICE

FS Form 2889 - U.S. Department of the Treasury
Stored Value Card Contractor Agreement

For official use only Cardholder Name:	OMB No. 1530-0013

U.S. DEPARTMENT OF THE TREASURY
STORED VALUE CARD
CONTRACTOR AGREEMENT

BUREAU OF THE
Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

DIRECTIONS: This form collects supplemental information pertaining to an applicant for an SVC card who is not an employee of the U.S. Department of Defense. The applicant also must complete FS Form 2887. Submit completed form to Disbursing or Finance Office or other authorized person responsible for coordinating enrollment for Treasury SVC program. For more information about the Treasury SVC programs, please visit eaglecash.gov or navycash.gov.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection Improvement Act 1996, as amended; 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 the Treasury SVC program and to facilitate collection of any delinquent amounts that may become due and owing as a result of your use of the Treasury SVC.

ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury to its Fiscal and Financial Agents and their contractors involved in providing SVC services, or to the Department of Defense (DoD) for the purpose of administering the Treasury SVC programs. 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 by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register.

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

BURDEN ESTIMATE STATEMENT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14th Street SW, Washington DC 20227.

PLEASE PRINT OR TYPE ALL INFORMATION (Information Must Be Legible)

1. NAME *(First, Middle Initial, Last)*	2. SOCIAL SECURITY NUMBER

3. HOME ADDRESS *(Street, Apartment Number, City, State, ZIP Code)*

4. PERSONAL CELL PHONE NUMBER	5. PERSONAL EMAIL ADDRESS	6. DRIVER'S LICENSE STATE & # or COUNTRY/PASSPORT #

7. EMPLOYER NAME	8. EMPLOYER EMAIL ADDRESS	9. EMPLOYER PHONE NUMBER

10. EMPLOYER ADDRESS *(Street, Suite Number, City, State, ZIP Code)*

11. SUPERVISOR'S NAME *(First, Middle Initial, Last)*	12. SUPERVISOR'S EMAIL ADDRESS	13. SUPERVISOR'S PHONE NUMBER

STATEMENTS OF UNDERSTANDING

DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a Treasury SVC, I understand that, if any amounts become due and owing as a result of my use of the Treasury SVC, the government will initiate debt collection procedures in accordance with the Federal Claims Collections Standards (31 CFR 900-904) and Chapters 28-32, Volume 5, DoD 7000-14-R, DoD Financial Management Regulation.

ADDITIONAL TERMS AND CONDITIONS: By using the Treasury SVC, I agree to accept the terms and conditions for use of the Treasury SVC established by the issuer of the card. Issuance of a Treasury SVC is conditional upon your employer's confirmation of employment and their agreement to certain obligations. Your employer's failure to promptly agree to such obligations may result in the suspension and/or termination of your participation in the Treasury SVC card program. I agree to the release of my personal information and information about my Treasury SVC account to the employer listed above for the purposes of verifying my employment with the entity and for the purposes of administering the Treasury SVC program. 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.

14. REQUESTOR'S SIGNATURE	15. DATE

Department of the Treasury | Bureau of the Fiscal Service   FS Form 2889

Navy Cash Fraud Transaction Dispute Form

Page 1

Navy Cash Fraud Transaction Dispute Form

Instructions for filing a dispute:

Please note: This form is only to be used to dispute transactions that you believe are **fraudulent**. A fraudulent transaction is one which you did not authorize, participate in, or benefit from.) If you are disputing transactions that you do not consider to be fraudulent (disputes with a merchant or an ATM), please use the Non-Fraud Transaction Dispute Form.

1. To submit a dispute using this form, please complete all fields below and all fields in the Transaction Claims section for each disputed transaction. Any missing information will cause a delay in processing your dispute.

2. The form can be completed by:
   - Filling it out online and then printing it
   - Printing it and filling it out by hand

3. You may send your completed form by one of two ways:
   - Fax it to 866-280-5057
   - Mail it to:
     SVC Customer Service Center
     Attention: Disputes
     2201 Farnam St
     Omaha, NE 68102

Cardholder Information

* Today's date (mm/dd/yyyy)

* Cardholder name

* Card number   * Cardholder phone number

* Address1

* Address 2

* City   * State   * Zip

I certify that I did not use and that I did not authorize anyone else to use my card for the disputed transactions identified below. I also certify that I did not receive any value or benefit in connection with the disputed transactions. I have made available all information and suspicions I have about the disputed transactions, including any information regarding the identity of the person who wrongfully used my card for the disputed transactions.

I authorize you to share the information below with law enforcement, banking regulators, and other third parties in connection with any investigation of the disputed transactions, including any criminal investigation. I agree to cooperate in any such investigation and in the prosecution of any person believed to be responsible for fraudulently using my card.

I certify that the information in this Fraud Transaction Dispute Form is true and correct.

Cardholder signature_____ Date _____

I am initiating a claim for the following reason. Select one:

○ The card was lost   ○ The card was not received

○ The card was stolen   ○ The card was compromised – the card was in my possession when the unauthorized transactions took place

Navy Cash Prepaid Fraud Dispute Form   Updated Aug, 2017

Card Number [＿＿＿＿＿＿＿＿＿＿] Page [＿] Of [＿]

Transaction Claims

Please fill out the amount, date, and name of the merchant for each transaction on which you are claiming fraud.

Claim 1	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 2	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 3	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 4	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 5	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 6	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 7	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 8	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 9	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 10	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 11	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 12	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 13	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 14	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]
Claim 15	Amount $ [＿＿＿]	Date (mm/dd/yyyy) [＿＿＿]	Merchant [＿＿＿＿＿＿＿]

Sample Cash Collection Voucher

CASH COLLECTION VOUCHER	1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER
	ASSIGN LOCAL CV NUMBER
	2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER

3. RECEIVING OFFICE

a. ACTIVITY *(Name and Location) (Include ZIP Code)*

b. RECEIVED AND FORWARDED BY *(Printed Name,Title and Signature)*	d. DATE *(YYYYMMDD)*

c. TELEPHONE NUMBER *(Include Area Code):*
COMMERCIAL: DSN:

4. DISBURSING OFFICE

a. ACTIVITY *(Name and Location) (Include ZIP Code)*

USS DUARTE (DD 901)
FPO 96653-5000

b. DISBURSING OFFICER *(Printed Name, Title and Signature)*	d. DISBURSING STATION SYMBOL NUMBER
W B ELLIS, ENS, SC, USN	

c. TELEPHONE NUMBER *(Include Area Code):* COMMERCIAL: DSN:	e. DATE *(YYYYMMDD)*

5. PERIOD: a. FROM: b. TO:

6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
	Official Mail Manager	Collection to refund unused funds on Official Mail Manager card.	1,000.00	USE APPROPRIATE LINE OF ACCOUNTING APPLICABLE TO THE FUNCTIONAL AREA.
		11. TOTAL	1,000.00	

DD FORM 1131, DEC 2003   PREVIOUS EDITION IS OBSOLETE.   Adobe Professional 8.0

LOGS, LEDGERS AND ROSTERS

Bulk Navy Cash Card Log

CARD TYPE _____
(Instant Issue, Embossed Permanent, or Visitor)

Date	Beginning Card Serial Number	Ending Card Serial Number	Number of Cards Returned	Number of Cards Issued for the day	Number of Cards Remaining	Signature for Cards / Signature for Verification of Inventory

Navy Cash® Daily Cash Transaction Ledger

DATE	CLOSED LOOP		OPEN LOOP	PRINT CARDHOLDER NAME	LAST FOUR OF SSN	CARDHOLDER SIGNATURE
	CASH-TO-CLOSED	CLOSED-TO-CASH	CASH-TO-OPEN			
TOTAL CASH-TO-CLOSED LOOP	TOTAL CLOSED LOOP TO-CASH		TOTAL CASH-TO-OPEN LOOP	NET SUM FOR CASH TRANSACTIONS		

Navy Cash® Refund Chit

NAVY CASH REFUND CHIT	
MERCHANT NAME:	**SERIAL NUMBER:**
ISSUED TO:	**DATE ISSUED:**
REASON FOR REFUND:	
REFUND AMOUNT:	**SIGNATURE OF APPROVAL AUTHORITY:**
DATE PAID:	**SIGNATURE OF DISBURSING OFFICER:**
DATE RECEIVED:	**SIGNATURE OF RECIPIENT:**

Navy Cash® Merchant Refund Log

Serial Number	Name	Date Issued	Amount	Reason For Refund	Date Cleared

Navy Cash® Card Issue Log

I agree to be bound by the provisions of the Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement.

Issue Date	Card Number	Name	SSN [1]	Signature	Issued By / Destroyed By	Return Date	Destruction	
							Witnessed By	Date

[1] *Note: Enter last four digits of SSN. Enter last four digits of card number for instant issue/embossed cards and entire card sequence number for visitor cards.*

Sample Rosters of Navy Cash® Merchants Activated
Navy Cash® Standard Merchants — AS, CG, DDG — Accountable Officials, Cards, And Enrollment Forms

MERCHANT	NAME	UNTABLE OFI (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing STRIP account only			Card not required - not issued

PRIVATE MERCHANTS							
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued	
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____	
WARDROOM MESS - DUES						Yes. Signed?____ Issued?____	
WARDROOM MESS - FOOD							
GENERIC PRIVATE MERCHANTS							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____

Sample Rosters of Navy Cash® Merchants Activated
Navy Cash® Standard Merchants — ESB — Accountable Officials, Cards, And Enrollment Forms

MERCHANT	NAME	UNTABLE OFF (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing STRIP account only			Card not required - not issued

PRIVATE MERCHANTS						
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____
BLUE PRIVATE MERCHANTS						
BLUE - 1ST CLASS ASSN						Yes. Signed?____ Issued?____
BLUE - 2ND CLASS ASSN						Yes. Signed?____ Issued?____
BLUE - CPO MESS - DUES						Yes. Signed?____ Issued?____
BLUE - NAVY MWR						Yes. Signed?____ Issued?____
BLUE - PRIVATE ONE						Yes. Signed?____ Issued?____
BLUE - PRIVATE TWO						Yes. Signed?____ Issued?____
BLUE - PRIVATE THREE						Yes. Signed?____ Issued?____
BLUE - PRIVATE FOUR						Yes. Signed?____ Issued?____
BLUE - PRIVATE FIVE						Yes. Signed?____ Issued?____
BLUE - WARDROOM MESS - DUES						Yes. Signed?____ Issued?____
BLUE - WARDROOM MESS - FOOD						

Navy Cash Standard Merchants – MSC – Accountable Officials, Cards, and Enrollment Forms

MERCHANT	NAME	ACCOUNTABLE OFFICIAL (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
MSC GENERAL MESS – FOOD				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only			Card not required - not issued

MISC EVENTS				Settles to Navy Disbursing STRIP account only		Card not required - not issued
PRIVATE MERCHANTS						
1ST CLASS ASSN						Yes. Signed?____ Issued?____
2ND CLASS ASSN						Yes. Signed?____ Issued?____
CPO MESS - DUES						Yes. Signed?____ Issued?____
MSC MWR						Yes. Signed?____ Issued?____
NAVY MWR						Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____
WARDROOM MESS - DUES						Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD						
GENERIC PRIVATE MERCHANTS						
PRIVATE ONE						Yes. Signed?____ Issued?____
PRIVATE TWO						Yes. Signed?____ Issued?____
PRIVATE THREE						Yes. Signed?____ Issued?____
PRIVATE FOUR						Yes. Signed?____ Issued?____
PRIVATE FIVE						Yes. Signed?____ Issued?____
PRIVATE SIX						Yes. Signed?____ Issued?____
PRIVATE SEVEN						Yes. Signed?____ Issued?____
PRIVATE EIGHT						Yes. Signed?____ Issued?____

PRIVATE NINE							Yes. Signed?____ Issued?____
PRIVATE TEN							Yes. Signed?____ Issued?____

Navy Cash Standard Merchants — LCC, LHA, LHD — Accountable Officials, Cards & Enrollment Forms

MERCHANT	NAME	UNTABLE OFF (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
MARINE DISBURSING [1]				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR [1]				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE #1				Settles to LOA only			Card not required - not issued
SHIP STORE #2				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing STRIP account only			Card not required - not issued

PRIVATE MERCHANTS							
1ST CLASS ASSN							Yes. Signed?____ Issued?____
2ND CLASS ASSN							Yes. Signed?____ Issued?____
CPO MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - DUES							Yes. Signed?____ Issued?____
FLAG MESS - FOOD							
MARINE MWR [1]							Yes. Signed?____ Issued?____
NAVY MWR							Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued	
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____	
WARDROOM MESS - DUES							Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD							

MERCHANT NOT CONFIGURED ON LCC CLASS SHIPS

MERCHANT	NAME	UNTABLE OFI (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
GENERIC PRIVATE MERCHANTS							
PRIVATE ONE							Yes. Signed?____ Issued?____
PRIVATE TWO							Yes. Signed?____ Issued?____
PRIVATE THREE							Yes. Signed?____ Issued?____
PRIVATE FOUR							Yes. Signed?____ Issued?____
PRIVATE FIVE							Yes. Signed?____ Issued?____
PRIVATE SIX							Yes. Signed?____ Issued?____
PRIVATE SEVEN							Yes. Signed?____ Issued?____
PRIVATE EIGHT							Yes. Signed?____ Issued?____
PRIVATE NINE							Yes. Signed?____ Issued?____
PRIVATE TEN							Yes. Signed?____ Issued?____

Navy Cash Standard Merchants — LPD, LSD — Accountable Officials, Cards & Enrollment Forms

MERCHANT	NAME	UNTABLE OFI (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued
HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only			Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing STRIP account only			Card not required - not issued

PRIVATE MERCHANTS						
1ST CLASS ASSN						Yes. Signed?____ Issued?____
2ND CLASS ASSN						Yes. Signed?____ Issued?____
CPO MESS - DUES						Yes. Signed?____ Issued?____
NAVY MWR						Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____
WARDROOM MESS - DUES						Yes. Signed?____ Issued?____
WARDROOM MESS - FOOD						
GENERIC PRIVATE MERCHANTS						
PRIVATE ONE						Yes. Signed?____ Issued?____
PRIVATE TWO						Yes. Signed?____ Issued?____
PRIVATE THREE						Yes. Signed?____ Issued?____
PRIVATE FOUR						Yes. Signed?____ Issued?____
PRIVATE FIVE						Yes. Signed?____ Issued?____

Navy Cash® Standard Merchants — CVN — Accountable Officials, Cards & Enrollment Forms

MERCHANT	NAME	UNTABLE OF (AO) PHONE	EMAIL ADDRESS	NAME ON ACCOUNT	ROUTING NUMBER	ACCOUNT NUMBER	AO ENROLLMENT FORM AND MERCHANT CARD
LINE OF ACCOUNTING (LOA) MERCHANTS							
NAVY DISBURSING				Settles to LOA only			Yes. Signed?____ Issued?____
GENERAL MESS - FOOD				Settles to LOA only			Card not required - not issued
GENERAL MESS - SURCHARGES				Settles to LOA only			Card not required - not issued
BEVERAGE BAR				Settles to LOA only			Card not required - not issued
HANGAR BAY SALES				Settles to LOA only			Card not required - not issued
SHIP STORE #1				Settles to LOA only			Card not required - not issued
SHIP STORE #2				Settles to LOA only			Card not required - not issued
SSPN TRANSFER TO MWR				Settles to NAVY MWR only			Card not required - not issued
UNCLAIMED FORFEIT				Settles to LOA only			Card not required - not issued
UNCLAIMED TREASURY				Settles to LOA only			Card not required - not issued
VENDING SODA				Settles to LOA only			Yes. Signed?____ Issued?____
VENDING STORE ITEMS				Settles to LOA only			Yes. Signed?____ Issued?____
TRANSIENT MERCHANTS							
COLLEGE BOOKS				Settles to Navy Disbursing STRIP account only			Card not required - not issued
COLLEGE COURSES				Settles to Navy Disbursing STRIP account only			Card not required - not issued
FOREIGN CONCESSIONAIRE				Settles to Navy Disbursing STRIP account only			Card not required - not issued

HUSBANDING AGENT				Settles to Navy Disbursing STRIP account only		Card not required - not issued
MISC EVENTS				Settles to Navy Disbursing STRIP account only		Card not required - not issued
PRIVATE MERCHANTS						
1ST CLASS ASSN						Yes. Signed?____ Issued?____
2ND CLASS ASSN						Yes. Signed?____ Issued?____
CPO MESS - DUES						Yes. Signed?____ Issued?____
FLAG MESS - DUES						Yes. Signed?____ Issued?____
FLAG MESS - FOOD						Yes. Signed?____ Issued?____
NAVY MWR						Yes. Signed?____ Issued?____
POST OFFICE - METERED MAIL				Settles to USPS PFO account only		Card not required - not issued
TAXI MERCHANT				No linked bank/credit union account		Yes. Signed?____ Issued?____
WARDROOM MESS - DUES						
WARDROOM MESS - FOOD						Yes. Signed?____ Issued?____

SECTION 5C - NAVY CASH REFERENCES

This section contains a listing of known acronyms, terms, definitions, error codes (with descriptions) and other reference information useful to working in the Navy Cash environment.

NAVY CASH-RELATED PUBLICATIONS

NAVSUP P-487 – Ships Store Afloat Operational Forces S-3 Procedures; September 2019
NAVSUP P-485 – Operational Forces Supply Procedures

LIST OF ACRONYMS, TERMS, AND DEFINITIONS

ACH	Automated Clearing House
ADNS	Automated Digital Network System
ATM	Automated Teller Machine
BIN	Bank Identification Number
BUPERS	Bureau of Naval Personnel
CAD	Card Access Device *(also known as Card Accepting Device)* (card reader) used to record sales transactions in vending machines
CIR	The Treasury's Collections Information Repository (CIR) is a web-based tool that provides information on deposits and collections. Used primarily to confirm Deposit Tickets and Debit Vouchers.
Closed Loop	The stored value on a Navy Cash card used for purchases on a ship. Also known as Navy Cash, the closed loop can only be used on board ship, but it can be used on any ship equipped with the Navy Cash system.
CO	Commanding Officer
COPE	Custodian of Postal Effects
DASR	Disbursing Accountability Summary Report
DDS	Direct Deposit System or Deployable Disbursing System
DFAS	Defense Finance and Accounting Service
DJMS	Defense Joint Military Pay System
DMM	Domestic Mail Manual
DoD FMR	Department of Defense Financial Management Regulation
DSN	Defense Switched Network
DSSN	Disbursing Station Symbol Number
EFT	Electronic Funds Transfer
EOD	End Of Day
EOM	End Of Month
EPOS	Electronic Point-Of-Sale
FDNF	Forward Deployed Naval Forces
FEG	Field Examination Group
FLC	Fleet Logistics Center

FRBKC	Federal Reserve Bank of Kansas City
FRB-TCC	FRB Tampa Call Center
FSO	Food Service Officer
GMT	Greenwich Mean Time *(Navy Cash "clock" is set to GMT/UTC)*
Hotlist	List of Navy Cash cards (accounts) that have been reported lost or stolen to the Navy Cash system. A card on the hot list is rendered inoperable.
IEOD	Indicate End Of Day (EOD)
ISNS	Integrated Shipboard Network System
ISO	International Standards Organization
Kiosk	Cashless ATM (card reader) permanently installed on board ship and used by Navy Cash cardholders to perform various financial transactions and manage their Navy Cash (closed-loop) and Mastercard® Debit (open-loop) accounts.
LAN	Local Area Network
LOA	Line Of Accounting
LSC	Logistics Support Center
LSR	Logistics Support Representative
Mastercard® Debit	The stored value on a Navy Cash card used for purchases off the ship. Also known as the open loop, Mastercard® debit can only be used off the ship, but it provides access to funds in the Mastercard® debit account to pay for purchases ashore everywhere Mastercard® debit cards are accepted and to obtain local currency at any ATM ashore that carries the Mastercard®®, Maestro®, or Cirrus® brand mark.
MICR	Magnetic Ink Character Recognition
MMPA	Master Military Pay Account
MSO	Merchant Sales by Operator (a type of Navy Cash application report)
MWR	Morale, Welfare, and Recreation
NAVPERS	Navy Personnel Command
NAVCOMPT	Navy Comptroller
NAVSUP	Naval Supply Systems Command
Navy Cash	The stored value on a Navy Cash card used for purchases on a ship. Also the Navy Cash closed loop can only be used on board ship; but it can be used on any ship equipped with the Navy Cash system.
NCAO	Navy Cash Accountable Officer
NEXCOM	Navy Exchange Services Command
NIC	Network Interface Card
NOC	Network Operations Center
NSF	Non-Sufficient Funds
NWCF	Navy Working Capital Fund
OMM	Official Mail Manager

Open Loop	The stored value on a Navy Cash card used for purchases off the ship. Also known as Mastercard® Debit, the open loop can only be used off the ship, but it provides access to funds in the open-loop account to pay for purchases ashore everywhere Mastercard® cards are accepted and to obtain local currency at any ATM ashore that carries the Mastercard®, Maestro, or Cirrus brand mark.
OSI	Operating Space Item
PIN	Personal Identification Number
PMS	Planned Maintenance System
POS	Point Of Sale card reader used to record sales transactions. Handheld device that can be operated in online or offline modes.
PRNOC	Pacific Region Network Operations Center
RIC	Routing Identification Code
ROM	Resale (Retail) Operations Management
SAM	Secure Access Module
SATCOM	Satellite Communications
SIK	Subsistence In Kind
SIMA	Shore Intermediate Maintenance Activity
SODA	Statement Of Deposit Activity
SOP	Standard Operating Procedure
SPO	Split Pay Option
SSEC	Ship's Store Electronic Catalog
SSN	Social Security Number
SSPN	Ship's Store Profits Navy
TYCOM	Type Commander (ship type)
UARNOC	Unified Atlantic Region Network Operations Center
USPS	United States Postal Service
UTC	Coordinated Universal Time *(Navy Cash "clock" is set to UTC/GMT)*

ACH RETURN CODES AND DESCRIPTIONS

Return Codes   Return Reason

R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Unauthorized Debit to Consumer Account Using Corporate SEC Code
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Entry is Unauthorized, Improper, Ineligible, or Part of an Incomplete Transaction
R12	Account Sold to Another DFI
R13	Invalid ACH Routing Number
R14	Representative Payee Deceased or Unable to Continue in that Capability
R15	Beneficiary or Account Holder (Other than Representative Payee) Deceased
R16	Account Frozen/Entry Returned per OFAC Instruction
R17	File Record Edit Criteria
R20	Non-Transaction Account
R21	Invalid Company Identification
R22	Invalid Individual ID Number
R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R29	Corporate Customer Advises Not Authorized
R31	Permissible Return Entry (CCD and CTX only)
R37	Source Document Presented for Payment
R38	Stop Payment on Source Document
R39	Improper Source Document/Source Document Presented for Payment
R50	State Law Affecting RCK Acceptance
R51	Item is ineligible, Notice Not Provided, Signature Not Genuine, or Item Altered (adjustment entries)
R52	Stop Payment on Item (adjustment entries)
R53	Item and RCK Entry Presented for Payment
R61	Misrouted Return
R67	Duplicate Return
R68	Untimely Return
R69	Field Error(s)
R70	Permissible Return Entry Not Accepted/Return Not Requested by ODFI
R71	Misrouted Dishonored Return
R72	Untimely Dishonored Return
R73	Timely Original Return
R74	Corrected Return
R75	Return Not a Duplicate
R76	No Errors Found

ACH NOTIFICATION CODES AND DESCRIPTIONS

Notification Code	Notification Description
C01	Incorrect DFI Account Number
C02	Incorrect Transit/Routing Number
C03	Incorrect Transit/Routing Number and Incorrect DFI Account
C04	Incorrect Individual Name/Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Incorrect Receiving DFI Identification (IAT only)
C09	Incorrect Individual Identification Number/Incorrect Receiver Identification Number
C13	Addenda Format Error
C14	Incorrect SEC Code for Outbound International Payment

Deposited Item (Check) Return Reasons

Notification Code	Notification Description
P01	Insufficient Funds
P02	Account Closed
P03	Stop Payment
P04	Endorsement
P05	Uncollected Funds
P06	Signature
P07	Refer to Maker
P08	Date
P09	Unlocated
P10	Not Authorized/Ineligible
P11	Signature(s) Irregular
P12	Non Negotiable
P13	Funds Frozen
P14	Altered/Fictitious Item
P15	Unable to Process (e.g., Mutilated Item)
P16	Item Exceeds Dollar Limit
P17	Branch/Account Sold (Wrong Bank)
P18	Stop Payment Suspect
P19	Unusable Image
P20	Image Fails Security Check
P21	Cannot Determine Amount
P22	See Check

SECTION 5D - SOFTWARE & DEVICES USER GUIDE

This section is a brief placeholder for describing what the overall purpose of this part of Section 5 will help the disbursing officer accomplish in their duties. Emphasize important reminders here.

Section 5D Table of Contents

Software

There are three applications loaded on each of the devices, the Navy Cash Shell, Navy Cash Application, and Remote Update Tuner. These three applications are installed on the devices as part of the initial operating system image.

1. **Navy Cash Shell**. The NavyCashShell is a background monitoring application that ensures the Navy Cash application is always running and serves as a status indicator during Navy Cash Application updates. The NavyCashShell also ensures that users do not have access to the Windows operating system on the device if the Navy Cash Application is not running.

2. **Navy Cash Application**. Navy Cash is the primary application on each of the devices. The Navy Cash POS Application, CAD Application, and Kiosk Application run on top of the NavyCashShell monitoring application. The Navy Cash POS, CAD, and Kiosk Applications are always running, unless they are being remotely updated. In that case, the NavyCashShell displays a "Please Wait…Navy Cash System Update in Progress" message to the user until the POS, CAD, or Kiosk Application is installed and restarted.

3. **Remote Update Tuner**. The Remote Update Tuner allows for remote updates to the NavyCashShell, POS, CAD, and Kiosk Applications, and Remote Update Tuner as well as some other remote application capabilities.

Devices

1. **Navy Cash Point of Sale Device (POS).** The POS is a portable, handheld device that is used to record sales transactions in the Navy Cash system. It can be operated on line or off line and has a battery backup for use in the portable mode or in the event of power failure in order to continue to operate and protect data. The disbursing office has POSs that may be checked out when required. Since a limited number of these devices are available, they must be returned to the disbursing office as soon as possible after use.

2. **Navy Cash Card Accepting Device (CAD).** The CAD is installed in vending machines and can read the closed-loop account on the Navy Cash card and interact with the Navy Cash server. The CAD allows cardholders to purchase items from the vending machines and records the sales transactions in the Navy Cash system. Because the transactions in vending machines are small in value, CADs don't support entry of Personal Identification Numbers (PINs).

3. **Navy Cash Kiosk.** The Navy Cash kiosk is a self-service kiosk that can read the chip on the Navy Cash card and interact with the Navy Cash server. The kiosk allows cardholders to move funds between their bank and credit union accounts ashore and their Navy Cash closed-loop and open-loop accounts, to change their Personal Identification Numbers (PINs), and to check in to the ship.

Navy Cash Fixed Point of Sale (FPOS). The Navy Cash Fixed Point of Sale device replaces the functionality of the "proxy" mode of the POS device found in versions prior to 1.4.7.3. This is intended to work with the existing connections to the Navy Cash server when there is a need for card interaction directed from the Disbursing Application or ROM application.

The above diagram shows what model of devices are currently in use for the different system versions.

A - POINT OF SALE (POS)

A - Point of Sale (IPA280 POS)

1. General.

      a.   General Screen Layout. The screen on the Navy Cash POS consists of a Main Screen displayed between a Header Bar above and a Status Bar below.

      b.   Header Bar. The header bar has a Navy Cash logo in the center, a battery life indicator on the left, and an option to Logoff on the right. If an operator is not logged on, the logoff option is not show.

      c.   Main Screen

      d.   Status Bar. The status bar displays the current date and time in the center and has indicators for online/offline status, SD card, and internal and SD-card queue messages.

      (1)   Online/Offline Status Indicator. "Offline Indicator" is displayed if POS does not receive "PING" message from Navy Cash server within 30 seconds. If POS is online to server, no indicator is displayed. POS will operate in offline mode, but must be online to synchronize with server.

      (2)   SD Card Indicator. "No SD Card Indicator" is displayed if an SD card is not installed in the POS. If an SD card is installed, no indicator is displayed. If the "No SD Card Indicator" is displayed, install an SD card. The device will not allow purchases if the SD card is not present.

      (3)   Current Date and Time. Current date and time is displayed in the center of the status bar in the format. The time is displayed in Greenwich Mean Time (GMT) and is synchronized with the Navy Cash server. Users cannot configure the time.

(4) Internal Queue Message Indicator. "Internal Queue Message Indicator" is displayed when there are messages in the internal queue. If there are no messages in the queue, no indicator is displayed. The POS generates messages during its operations. These messages are stored in an internal queue and in an SD card queue. Both message queues hold up to 10,000 messages. The number shown in the "Internal Queue Message Indicator" indicates the total number of messages in the queue.

(5) SD Card Queue Message Indicator. "SD Card Message Indicator" is displayed when there are messages in the SD card queue. If there are no messages in the queue, no indicator is displayed. The number shown in the "SD Card Message Indicator" indicates the total number of messages in the queue.

2.   Admin Mode — Setting Up the POS

Introduction. In the Admin Mode, a user can change the admin password, set the Terminal ID, view diagnostic information, change the operational state of the device from Normal Mode to Proxy Mode, and configure the device's IP address. To complete some admin functions, a POS must be able to communicate with the Navy Cash server.

When in Admin Mode, a POS is not in an operational state, i.e., no sales, PIN changes, or other cardholder-related activities are allowed. When a user selects the option to exit the Admin Menu screen or reboots the POS, the device returns to the currently selected operational state.

Ship's Local Area Network (LAN). A POS in normal mode may be plugged into the ship's LAN (Ethernet connection) at any operating Navy Cash POS connection point or download box, e.g., in the disbursing office, general mess, private mess, MWR, post office. A POS listens on the selected TCP/IP port for incoming connections from the Navy Cash server.

Navy Cash Workstation. A POS in proxy mode may be connected to a Navy Cash workstation (USB connection). The Proxy Application on the workstation handles communications between a POS and the Navy Cash server.

Create Admin Password. When a POS is run for the first time, an admin password must be created. A POS cannot proceed past the Create Admin Password screen until a password has been set successfully. The admin password must be a six-digit numeric value. To create an admin password:

The POS prompts the user to enter an admin password.

The "OK" button is disabled until six digits are entered.

Use the keypad to enter a six-digit numeric password.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the password.

After six digits are entered, the entry textbox turns green, and the "OK" button is enabled. Touch the "OK" button to continue.

The device prompts you to confirm the admin password.

Confirm the admin password by using the keypad to re-enter it.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the password.

If you choose not to set the admin password, touch the "Cancel" button to return to the Create Admin Password screen. You will not be able to proceed any further until an admin password is set.

After six digits are entered, the entry textbox turns green, and the "OK" button is enabled. Touch the "OK" button to continue.

POS verifies both passwords match.

If the passwords do not match, the entry textbox turns red, and a "Password Mismatch. Re-enter." message is displayed. You must enter and confirm the admin password again or cancel.

If the passwords match, the admin password is set, and the Admin Menu screen is displayed.

3. Entering Admin Mode
   You may enter admin mode at any time a POS is idle, and a POS is considered to be idle when no card is inserted and a transaction is not in progress. To enter admin mode:

Touch Navy Cash logo on header bar.

An Admin Password Entry screen displays, prompting you to enter the admin password. Enter the six-digit password.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the password.

If the admin password is entered incorrectly more than three consecutive times, you will be locked out of Admin Mode for one hour.

After one hour, you may try to enter Admin Mode again. The lockout period is maintained even if the device is rebooted.

After six digits are entered, the entry textbox turns green, and the "OK" button is enabled. Touch the "OK" button to continue.

The POS verifies the password entered matches the password stored on the device.

If the password is not valid, the entry textbox turns red, and a "Password Invalid. Re-enter." message is displayed on the Admin Password Entry screen instead of "Enter Admin Password."

If the password is valid, the Admin Menu screen is displayed.

If you touch the "Cancel" button on the Admin Password Entry screen, the device will return to the current operational state.

Admin Menu Screen. The Admin Menu screen allows a user to view and configure POS settings. The buttons on the screen depict the options available:

> "Change Password" (admin password)
>
> View and set "Terminal ID"
>
> View "Diagnostic" information,
>
> View and change operational "State" (from Normal Mode to Proxy Mode)
>
> Set "IP Address"

4. Change POS Admin Password

To change the admin password for the POS:

On the Admin Menu screen, touch the "Change Password" button.

When Enter Old Password screen is displayed, enter the old password. The entry textbox turns green and the "OK" button is enabled when six digits have been entered.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the password.

If you decide not to change the password, touch the "Cancel" button to return to the Admin Menu screen.

After six digits are entered, the entry textbox turns green, and the "OK" button is enabled. Touch the "OK" button to continue.

The device verifies the old password entered matches the password stored on the device.

If the old password is not valid, the entry textbox turns red, and a "Password Invalid. Re-enter." message is displayed.

If the password is valid, the Enter New Password screen is displayed.

Enter the new password.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the new password.

If you decide not to change the password, touch the "Cancel" button to return to the Admin Menu screen.

After six digits are entered, the entry textbox turns green, and the "OK" button is enabled. Touch the "OK" button to continue.

A Confirm New Password screen is displayed. Re-enter the new password to confirm it.

If any digits are entered incorrectly, touch the "CLR" button to clear the entry textbox, and re-enter the new password again to confirm it.

If you decide not to change the password, touch the "Cancel" button to return to the Admin Menu screen.

The entry textbox turns green and the "OK" button is enabled when six digits are entered. Touch the "OK" button.

POS verifies both passwords match.

If the passwords do not match, the entry textbox turns red, and a "Password Mismatch. Re-enter." Message is displayed. You must enter and confirm the new admin password again, or touch the "Cancel" button to return to the Admin Menu screen.

If the passwords match, the new password is set, and the Admin Menu screen is displayed.

5. View and Set POS Terminal ID

To view and set the terminal ID for the POS:

On the Admin Menu screen, touch the "Terminal ID" button.

If a Terminal ID is already set, a Terminal ID screen is displayed. If a Terminal ID is not set, a Terminal ID Entry screen displays.

From the Terminal ID screen, touch the "Update" button to display the Terminal ID Entry screen and set a new Terminal ID. If you do not want to change the Terminal ID, touch the "Cancel" button to return to the Admin Menu screen.

On the Terminal ID Entry screen, enter the new 16-digit Terminal ID.

If any digits are entered incorrectly, touch "CLR" button to clear entry textbox, and re-enter Terminal ID.

If you decide not to change the Terminal ID, touch "Cancel" button to return to Admin Menu screen.

After you have entered 16 digits, entry textbox turns green and "OK" button is enabled. Touch "OK" button to continue.

If Terminal ID is valid, POS Terminal ID is set, and Admin Menu screen is displayed.

6. View POS Diagnostic Information

The Diagnostic screen allows the user to view system diagnostic information for the POS. The Diagnostic screen uses four tabs to display this diagnostic information; App, System, Network, and Queue. Touching the "Done" button at any time returns you to the Admin Menu screen. To view diagnostic information:

Touch the "Diagnostic" button on the Admin Menu screen.

Diagnostic screen defaults to the App tab. App tab displays the following information:

Application Version – Navy Cash POS application version running on the POS.

Last Update – Date/time Navy Cash POS application last updated via remote updater.

Device State – Operational state of POS (Normal or Proxy mode).

Enforce Operator Logon – Current value of Enforce User Logon Proxy mode setting, either "Force Operator Logon" or "Do Not Enforce Logon".

Hotlist Last Update – Last date/time hotlist was updated.

Number of Hotlisted Cards – Number of cards in hotlist.

Database Version – Version of Navy Cash POS database on the POS.

SD Card Database Version – Version of Navy Cash POS database on SD card, if SD card present.

Touch the System tab to proceed to next tab. System tab displays following information:

Operating System – POS Windows operating system version.

Main Battery – Percent of life remaining in main battery.

Backup Battery – Percent of life remaining in backup battery.

SAM Status – Status of SAM, i.e., Present, Not Present, or Error Code.

Chip Version –Chip version number if a card is inserted or "No Card Inserted." if no card is inserted.

Chip Date –Chip manufacturing date if card inserted or "No Card Inserted." if no card inserted.

SD Card Status – Status of SD card, i.e., Present, Not Present, or Full.

Touch the Network tab to proceed to next tab. Network tab displays following information:

Network Connectivity – If POS has not received "PING" message from Navy Cash server in over 30 seconds, "Offline" is displayed. Otherwise, "Online" is displayed.

Server Logon – If POS is online and has logged on to Navy Cash server, "Logged On" is displayed. If POS is Offline or has not logged on to Navy Cash server, "Not Logged On" is displayed.

IP Address –IP Address of POS.

Port –Port POS listens on for incoming connections from Navy Cash server.

Operator – Name or ID of operator currently logged on. If no operator logged on, "No Operator Logged On" is displayed.

Terminal ID –Terminal ID of POS.

Touch the Queue tab to proceed to next tab. Queue tab displays following information about messages waiting to be uploaded to Navy Cash server from internal message queue and, if installed, SD card message queue:

> Total Messages – Total number of all messages in internal and SD card queues.
>
> Transactions – Number of EFT transaction messages.
>
> Errors – Number of error messages.
>
> Reversals – Number of EFT reversal messages.
>
> Card Burns – Number of card burn messages generated after insertion of hotlisted cards.
>
> Capacity Left – Percent of message capacity remaining.

Note: Messages are cleared from message queues when successfully uploaded to Navy Cash server.

> Touch the "Done" button at any time to return to Admin Menu screen.

7. Set IP Address

The POS may be set to Dynamic Host Configuration Protocol (DHCP) or to a Static IP address. To set the IP Address configuration:

On the Admin Menu screen, touch the "IP Address" button.

The IP Address screen is displayed.

If you decide not to change the IP Address, touch the "Cancel" button to return to the Admin Menu screen.

Select either the DHCP or Static IP radio button.

If you select Static IP, then you may change only the last two octets of the IP address.

If you select DHCP, then you must Screeenter the "secret" key, 999.999, for the last two octets so the first two octets and the Port become editable.

Use the keypad to enter the desired IP setting and/or Port and touch the "OK" button.

If Static IP is selected, the POS validates the IP address. If DHCP is selected, the POS will ensure the port is in the range 1-65,535. The device IP and/or port configuration is set accordingly. If any part of the IP address is invalid, including the port, then an "IP Address Invalid" message displays, and the invalid items are highlighted in red.

8. View and Change POS Operational State

In the <u>Normal Mode</u> operational state, the POS is connected to the ship's LAN via Ethernet connection to communicate with the Navy Cash server. In the <u>Proxy Mode</u> operational state, to communicate with the Retail Operational Management (ROM) application in the Ship's Store/Sales Office and with the Navy Cash Disbursing Application in the disbursing office, the POS is connected to a workstation via a USB connection. The Navy Cash Proxy installed on the workstations handles communications with the applications and the Navy Cash server. To change the operational state of the POS:

From the Admin Menu screen, touch the "State" button.

The Device State screen is displayed.

If you do not want to change the operational state, touch the "Cancel" button to return to the Admin Menu screen.

Select the desired state, Normal Mode or Proxy Mode, and touch the "OK" button.

If Normal Mode was selected, the Device State is set to Normal Mode, and the Normal Mode Menu is displayed.

If Proxy Mode was selected, the Device State is set to Proxy Mode, and the Enforce User Logon screen is displayed.

9. Normal Mode Menu

The Normal Mode Menu is displayed after selecting Normal Mode on the Device State screen. A user may configure Merchants, Events, and Amounts from the Normal Mode Menu.

a. <u>Merchants</u>. The term merchant describes the location of the POS.

Normal Mode requires that at least one merchant has been configured on the POS.

At startup, the POS checks to make sure settings are correct.

If there is not at least one configured merchant, an "Error Initializing Device State, No Configured Merchants." message is displayed.

You must add at least one merchant to the POS. You can view and configure up to ten merchants on the POS.

b. View and Configure Merchants

Ensure POS is online, so POS can retrieve current list of merchants from Navy Cash server.

On Normal Mode Menu, touch "Merchants" button. Current Merchants screen displayed.

Touch "Done" button at any time to return to Normal Mode Menu.

Current Merchants screen contains list of current configured merchants (if any) and buttons to add, remove, or clear merchants.

"Add" button is disabled if POS is offline.

"Remove" button is disabled if there are no configured merchants.

"Clear" button is disabled if there are no configured merchants.

c. Add Merchants

On Current Merchants screen, touch "Add" button.

If maximum number of 10 configured merchants already reached, "Merchant Limit Reached" message is displayed. Touch "Remove Merchant" button to remove a merchant, or touch "Cancel" button to return to Current Merchants screen.

If maximum number of merchants not reached, POS displays "Please Wait …Getting Available Merchants" message with a progress bar while it queries Navy Cash server for list of available merchants.

If POS goes offline, an error message is displayed, and POS returns to Current Merchant screen.

A list of available merchants from the Navy Cash server is displayed. Select one or more new merchants.

If you choose not to add any merchants, touch "Cancel" button to return to Current Merchants screen. Touch "OK" button to add selected merchants to configured merchants on POS and return to Current Merchants screen.

d. Remove Merchants

On Current Merchants screen, touch "Remove" button.

A list of configured merchants is displayed.

If you choose not to remove any merchants, touch "Cancel" button to return to Current Merchants screen.

Select one or more merchants to remove.

Touch "OK" button to remove selected merchants from configured merchants on POS and return to Current Merchants screen.

e. Clear merchants

On Current Merchants screen, touch "Clear" button.

Warning message, "Are you sure you want to remove all merchants and events?", is displayed.

To remove all configured merchants and their events from POS, touch "Yes" button.

If you do not want to remove all configured merchants and events, touch "No" button.

Current Merchants screen is then displayed.

f. Events. Events are merchant sale items, goods, or services.

A merchant is not required to have an event set up in order to complete a sale.

If merchant conducts a sale with no events configured, Event Selection screen is not displayed during the sale.

To display the Event Selection screen during a sale, there must be at least one event configured for the selected merchant.

You can view and configure up to ten events for each merchant on the POS.

g. View and Configure Events

On Normal Mode Menu, touch "Events" button. Select Merchant screen is displayed.

If you do not want to view or configure an event, touch "Cancel" button to return to Normal Mode Menu.

Select a merchant, and touch "OK" button.

The events menu for the selected merchant is displayed.

Touch "Done" button at any time to return to Normal Mode Menu.

Events menu contains list of current configured events (if any) and buttons to add, remove, and clear amounts.

Expired events appear in red font.

"Add" button disabled if POS is offline.

"Remove" button disabled if there are no configured events.

"Clear" button disabled if there are no configured events.

h. Add Events

On events menu, touch "Add" button.

If maximum number of 10 configured events per merchant already reached, "Event Limit Reached" message displayed. Touch "Remove Event" button to remove an event or "Cancel" button to return to events menu.

If maximum number of 10 configured events per merchant not reached, "Please Wait …Getting Available Events" message displayed with progress bar while Navy Cash server is queried for list of available events.

A list of available events and their expiration dates from the Navy Cash server is displayed.

The list defaults to "No Event". Select one or more events, or select "No Event" if no event is to be specified for the merchant.

If you choose not to select any events, touch "Cancel" button to return to events menu.

Touch "OK" button to add selected events to the configured events for the merchant and return to event menu.

i. Remove Events

On events menu, touch "Remove" button.

List of configured events and their expiration dates for the merchant is displayed.

If you choose not to remove any events, touch "Cancel" button to return to events menu.

Select one or more events to remove.

Touch "OK" button to remove selected events from configured events for the merchant and return to event menu.

j. Clear Events

On events menu, touch "Clear" button.

Warning message, "Are you sure you want to remove all events for this merchant?", is displayed.

To remove all configured events for this merchant, touch "Yes" button.

If you do not want to remove all configured events for this merchant, touch "No" button.

Events menu is then displayed.

k. Amounts. The POS can be configured with up to ten pre-defined amounts for each event.

l. View and Configure Amounts

On Normal Mode Menu, touch "Amounts" button.

Current Amounts menu is displayed showing list of configured amounts on the POS, and buttons to add, remove, and clear amounts.

Touch "Done" button at any time to return to Normal Mode Menu.

"Remove" button disabled if there are no configured amounts.

"Clear" button disabled if there are no configured amounts.

m. Add Amounts

On Current Amounts menu, touch "Add" button.

If maximum number of 10 configured amounts per event already reached, "Amount Limit Reached" message displayed.

Touch "Remove Amount" button to remove an amount, or touch "Cancel" button to return to Current Amounts menu.

If maximum number of 10 configured amounts per event not reached, Enter New Amount screen is displayed.

If you choose not to enter any amounts, touch "Cancel" button to return to Current Amounts menu.

If you want to enter an amount, touch the "keypad" button to enter amount on numeric keypad.

If any digits are entered incorrectly, touch "CLR" button to clear entry textbox.

If you choose not to enter an amount, touch "Cancel" button to return to Enter New Amount screen.

Entry textbox turns green and "OK" button is enabled when at least 0.01 is entered. Touch "OK" button to add entered amount.

If amount already exists, entry textbox turns red, and "Amount Exists. Re-Enter." message displayed. Re-enter an amount or touch "Cancel" button to return to Enter New Amount screen.

If amount does not already exist, new amount added to configured amounts on POS, and Current Amounts menu displayed.

n. Remove Amounts

Touch "Remove" button on Current Amounts menu.

List of configured amounts is displayed.

If you chose not to remove any amounts, touch "Cancel" button to return to Current Amounts menu.

Select one or more amounts to remove.

Touch "OK" button to remove selected amounts from configured amounts on POS and return to the Current Amounts menu.

o. <u>Clear Amounts</u>

On Current Amounts menu, touch "Clear" button.

Warning message, "Are you sure you want to remove all amounts?", is displayed.

To remove all configured amounts, touch "Yes" button.

If you do not want to remove all configured amounts, touch "No" button.

Current Amounts menu is displayed.

10. Proxy Mode – Enforce User Logon

After setting the operational state of the POS to Proxy Mode, you can determine whether or not successful operator logon is required before any other action can be taken by setting either "Force Operator Logon" or Do Not Force Logon." To set the Enforce User Logon option:

On Device State screen, select "Proxy Mode" and touch "OK" button.

Enforce User Logon screen is displayed.

If you do not want to change the current setting, touch the "Cancel" button to return to the Admin Menu screen. POS will remain set to Proxy Mode operational state.

Select desired operational mode, "Do Not Force Logon" or "Force Operator Logon", and touch "OK" button to apply changes and return to the Admin Menu screen.

In the ship's store, when ROM and Navy Cash are integrated, "Enforce User Logon" must be set to "Force Operator Logon." *ROM and Navy Cash operator IDs must match for sales receipts to be reported properly, and the "Force Operator Logon" setting prevents Navy Cash sales in the ship's store unless a successful operator logon occurs.*

a. <u>Exit Admin Mode</u>. To exit Admin Mode:

On the Admin Menu screen, touch the "Done" button.

If the Terminal ID is set, the device returns to the current operational state, either Normal Mode or Proxy Mode.

If the Terminal ID is not set, a "Terminal ID Required" message is displayed, followed by the Terminal ID Entry screen.

If a Navy Card is inserted, a "Please Remove Card" message is displayed.

11. Error Messages

The POS device uses a common error screen to display messages with descriptions and details of errors that may occur during POS operations.

a. <u>Error Initializing SAM</u>

<u>Error</u>. May occur during POS initialization and shows there was an error initializing the SAM because the SAM was not present.

<u>Corrective Action</u>. Install SAM in POS device.

b. Error Authenticating Card

Error. May occur when authenticating a Navy Cash card after it is inserted in POS. The card is blocked and cannot be authenticated. While this error is displayed on POS to the Navy Cash cardholder, additional error information is also sent to the Navy Cash server.

Corrective Action. Have cardholder report to disbursing office to correct problem with Navy Cash card.

c. SD Card Errors

Error. POS device is inoperable if an SD card is not present, if SD card message queues are full, or if the internal message cues are full. If there is not enough memory to complete a sales transaction, a "Memory Full…Sale Cancelled" error message displays. The POS prompts the cardholder to "Please Remove Card" and displays a memory full error.

Corrective Action. If an error shows the SD card is not present, then install an SD card. If the POS is offline and the internal and/or SD card message queues are full, plug POS into network connection point. POS will automatically upload messages to the Navy Cash server.

d. SAM Errors

Error. The POS keeps track of consecutive SAM errors and allows for five errors before halting normal processing. If a Navy Cash card is inserted when this condition occurs, the POS prompts the cardholder to remove the card. The POS device displays an error message until the error count is reset.

Corrective Action. Clean SAM or replace if necessary. The error count is reset after a successful SAM operation is completed or the POS is rebooted.

e. Bootup Errors

Error. If an error occurs when starting the POS Navy Cash application after bootup, an error message is displayed.

Corrective Action. SAM errors and SD card errors can be corrected automatically by inserting a good SAM or SD card. All other errors during startup require a reboot of the device to re-initialize all application components.

          1.   POS Administrative and Troubleshooting Tasks

a. <u>Reboot POS Device.</u> Rebooting the device should always be the first step in troubleshooting the POS. To reboot the POS device:

    (1)   Touch small RESET button on the upper right-hand side of the POS with stylus.

    (2)   Rebooting re-initializes all POS operating system and Navy Cash components.

b. <u>Hard-Reset POS Device.</u> If the POS device becomes unstable or stops functioning correctly and you have exhausted all other troubleshooting options, then you should perform a hard-reset on the device. A hard-reset clears device memory and returns the operating system on the device to its original state. Review the POS Navy Cash application documentation prior to performing a hard-reset. To hard-reset the POS device:

    (1)   Hold down small RESET button on the upper right-hand side of the POS.

    (2)   While holding down the RESET button, hold down the number '4' key on the numeric keypad.

    (3)   Release the RESET button while continuing to hold down the number '4' key. After a few seconds, a screen briefly appears that says "Memory Clear" and a few other status messages as the hard-reset re-flashes the device.

    (4)   Release the number '4' key. The device then continues to boot normally.

    (5)   Configure the Time Zone.

    (6)   Either click "Recover Now" to perform application recovery immediately or let applications recovery start on its own automatically in a few seconds.

    (7)   The POS Navy Cash application should start, and the device should be in its original state. Refer to your POS Navy Cash application documentation if the Navy Cash application is not running.

c. <u>Install SAM.</u> To install or replace a SAM in the POS device:

    (1) Use a screwdriver to open the battery cover on the back of the device, towards the bottom, where it says, "OPEN".

    (2) Remove the battery pack to gain access to the SAM slots.

    (3) Install or replace the SAM in the bottom-left corner SAM slot.
Note: this is the only slot that works.

    (4) Replace the battery pack.

    (5) Turn the battery locking screw to lock it in place.

d. <u>Install SD Card.</u> To install or replace an SD card in the POS device:

    (1)   Look on the left side of the device, towards the middle, for a slot labeled "SD".

    (2)   Pull back the rubber cover on the slot.

    (3)   If an SD card is present, push in the SD card to unlock it and then pull it out.

    (4)   Insert the new SD card until it clicks.

    (5)   Carefully replace the rubber cover, to prevent unlocking the SD card.

2. POS Operations

a. <u>Operator Logon</u>. You must log on to the POS device before beginning any transactions. To log on:

Ensure POS is connected to the network, and start POS device.

Enter Operator ID when prompted. Operator IDs assigned at disbursing office. To be assigned Operator ID, you must be a Navy Cash cardholder.

If any digits are entered incorrectly, touch "CLR" button to clear the Operator ID textbox, and re-enter Operator ID.

After four digits entered, Operator ID textbox turns green, and "OK" button enabled.

POS sends message to Navy Cash server to log operator on. "Please Wait…Logging Operator On" message is displayed.

If the server denies the logon, POS displays an error message for a few seconds before returning to the Enter Operator ID screen.

If Navy Cash server accepts Operator ID, then you are logged on, and the Normal Mode Welcome Screen is displayed.
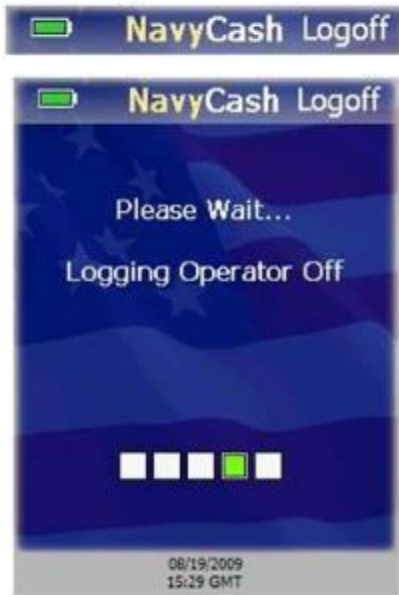
b. Operator Logoff. You may log off from the POS device after successfully logging on and when the device is not processing messages or transactions. To log off of the POS device:

   (6)   Ensure POS is connected to the network.

   (7)   Touch the Logoff option on header bar.

   (8)   POS will prompt you to confirm logoff with "Are you sure you want to log off?" message.

   (9)   Touch "Yes" button to log off, or "No" button to cancel.

   (10)   POS sends message to Navy Cash server to log operator off. "Please Wait…Logging Operator Off" message is displayed.

   (11)   If Navy Cash server accepts logoff, then you are logged off, and Enter Operator ID screen is displayed.

   (12)   If the server denies the logoff, POS displays an error message for a few seconds, before returning to the Normal Mode Welcome Screen.

c. Welcome Screen. In Normal Mode, the Welcome Screen is displayed after an operator has successfully logged on and when there are no pending sales.

The Normal Mode Welcome Screen displays the name of the operator currently logged on the POS. The Operator ID is displayed if the operator's name is not available from the Navy Cash server.

When the Welcome Screen is displayed, you may insert a Navy Cash card or touch the "Begin Sale" button to begin a transaction.

If you insert a Navy Cash card before a sale, the you must perform a Single Purchase. If you insert a card at the end of a sale, then Multiple Purchases are allowed.

3. Normal Mode – Purchases

Sales transactions may be composed of one or more items or purchases. The purchase amounts are debited from a cardholder's Navy Cash card. Each purchase within a sale is composed of a Merchant and an Amount and optionally an Event.

a. <u>Merchant Selection</u>. The Merchant Selection screen is the first in the sequence of three screens in the process of entering a purchase during a sale. To start a sales transaction:

On Welcome Screen, touch "Begin Sale" button.

Merchant Selection screen is displayed. Choose a merchant from the "Select Merchant" pick list. Entire name of each configured merchant is visible on pick list even if merchant's name is wider than pick list.

Name at top of Merchant Selection screen updates to that of chosen merchant. POS device always maintains currently selected merchant. You do not have to repeatedly select the same merchant.

Sales total displayed at bottom of screen.

After merchant is selected, touch "Enter Purchase" button to continue with the sale, or touch "Cancel Sale" button to return to Welcome Screen.

b. <u>Event Selection</u>. The Event Selection screen is the second in the sequence of three screens in the process of entering a purchase during a sale. Events are merchant sale items, goods, or services. To select an event:

   (1)   A merchant is not required to have an event selected in order to complete a sale.

   (2)   If merchant conducts sale with no events selected, Event Selection screen is not displayed during the sale.

   (3)   There must be at least one event selected for POS to display Event Selection screen during sale.

   (4)   Select Event pick list allows operator to select an event. POS defaults to "No Event" selection. Select "No Event" if you do not want to specify an event.

   (5)   Choose an event from the "Select Event" pick list.

Currently selected event name and expiration date are displayed below merchant name on Event Selection screen and are updated as you select events in the "Select Event" pick list.

If selected event has expired, event name and expiration date are displayed in red. Enter Amount button is disabled if selected event has expired.

Choose another event from "Select Event" pick list, or touch "Cancel" button to return to Merchant Selection screen.

If selected event has not expired, currently selected event name and expiration date are displayed below merchant name and are updated as you select events in the "Select Event" pick list.

The sales total is displayed at the bottom of the screen.

Once desired event is selected and displayed, touch "Enter Amount" button. Amount Entry screen is displayed allowing you to enter an amount for the purchase.

c. <u>Amount Entry</u>. The Amount Entry screen is the third and last in the sequence of three screens in the process of entering a purchase during a sale. To enter an amount:

You may either select a predefined amount from a pick list or enter a specific amount.

If you select from the pick list of predefined amounts, then the amount textbox is automatically populated with the selected amount.

If you choose to enter a specific amount, use the POS numeric keypad, or touch the "keypad" button to enter the amount using the touch-screen keypad.

Touch the "Cancel" button to return to the amount entry screen without entering an amount.

If you enter an incorrect amount, touch the "CLR" button to clear the amount entry text.

If you use the touch-screen keypad, touch the "OK" button to apply the specific amount entered, and return to the Amount Entry screen.

On the Amount Entry screen, touch the "Complete" button to add the purchase to the total sale and return to the Merchant Selection screen.

For multiple purchases, select additional merchants and events, and enter additional amounts.

d. <u>Sale Review</u>. Once all merchants and events have been selected, and amounts entered, you may review the sale. To review the sale:

Touch "Review Sale" button on Merchant Selection screen.

Summary of all purchases entered during current sale is displayed, including Merchant Name, Event Name (if any), and Amount.

Entries in list are grouped according to Merchant/Event combination.

Each line item could consist of multiple purchases for given Merchant/Event combination.

Touch "Done" button to return to Merchant Selection screen.

Sale Confirmation. To complete a sale, the customer (cardholder) must insert his / her Navy Cash card.

Insert Navy Cash card in card slot in POS. "Please Wait…Accessing Card" message is displayed while POS authenticates the card.

POS verifies card is not on hotlist—a list of negative cards maintained on Navy Cash server and downloaded to each POS that denies cards that are to be removed from operation / circulation.

If card is on hotlist, "Card Blocked. Please Remove Card." message is displayed on POS.

If card is not on hotlist, sale can be completed.

If card valid, POS prompts cardholder to enter his / her PIN. Cardholder enters PIN.

If PIN entered incorrectly, touch "CLR" button to clear PIN entry textbox, and re-enter PIN.

If there are no PIN digits entered and cardholder touches "CLR" button, PIN-entry is canceled and "Please Remove Card" message is displayed.

Once PIN is entered, touch "OK" button. POS verifies that PIN entered matches PIN on card. If the PINs do not match, then an "Invalid PIN" message is displayed followed by a "Re-Enter PIN" message. The customer may re-enter their PIN up to the retry limit enforced by the card.
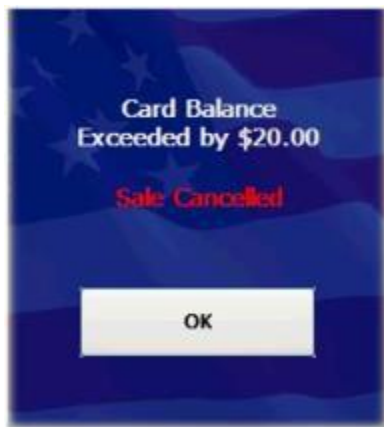
POS verifies total sale amount does not exceed card balance. If it does, "Card Balance Exceeded by $X.XX...Sale Cancelled" error screen is displayed, and sale is canceled.

After Navy Cash card authenticated, Sale Confirmation screen displays total amount of sale and list of all purchases entered during the current sale, including merchant name, event name (if any), and amount.

Cardholder touches "OK" button to confirm and complete the sale.

If there is not enough memory to complete the sales transaction, current sale is canceled and "Memory Full…Sale Cancelled" error message is displayed for a few seconds. POS prompts cardholder to "Please Remove Card" and then displays a memory full error screen. If POS is offline and internal and / or SD card message queues are full, plug POS into network connection point. POS will automatically upload messages to Navy Cash server.

If there is enough memory to complete the sale, POS displays "Please Wait…Completing Sale" while processing the transactions.

e. Sale Results. Sale Results screen is displayed after all sales transactions are processed. Screen shows processing status of each transaction and how many were Approved or Denied.

Numbers of Approved and Denied transactions are displayed at the top under Sale Results, and detailed results for each transaction are displayed under Details.

It is possible for transactions to fail if Navy Cash card has enough funds to complete some, but not all of the transactions.

Transactions may also fail because of errors writing to the Navy Cash card.

Detailed results show which transactions were Approved and which transactions were Denied. Approved transactions are marked with "Success" and Denied transactions are marked with an error message, such as "Card Error."

If a printer is attached to the POS, the Print Receipt button will be enabled.

If enabled, touch "Print Receipt" button to print sales receipt.

After reviewing Sale Results and/or printing a receipt, touch "Done" button to return to Normal Mode Welcome screen.

f. Single Purchase Sale. The single purchase sale is a special case that allows cardholder to purchase only one item. To start a single purchase sale:

Have the customer insert their Navy Cash card without touching the "Begin Sale" button.

POS displays "Please Wait…Accessing Card" message while authenticating card and verifying it is not on hotlist. If card is on hotlist, a "Card Blocked Please Remove Card" message is displayed.

When prompted, cardholder enters PIN. If PIN entered incorrectly, touch "CLR" button to clear PIN entry textbox, and re-enter PIN.

If there are no PIN digits entered and cardholder touches "CLR" button, PIN-entry is canceled and "Please Remove Card" message is displayed.

Once PIN entered, touch "OK" button. Card balance displays on Normal Mode Welcome screen.

Touch "Begin Sale" button.

Select merchant from list of configured merchants on POS, and touch "Enter Purchase" button.

Select event from Event Selection screen (if applicable).

Enter amount on Amount Entry screen.

POS device verifies total sale amount does not exceed card balance. If total sale amount exceeds card balance, error screen displayed and sale canceled.

POS displays Sale Confirmation screen. Cardholder touches "OK" button to complete the sale.

If there is not enough memory to complete transaction, current sale is canceled and "Memory Full…Sale Cancelled" error message is displayed for a few seconds. POS prompts cardholder to "Please Remove Card" and then displays a memory full error screen.

If there is enough memory to complete the sale, POS displays "Please Wait…Completing Sale" while processing the transaction.

POS displays the Sale Results screen. To print receipt for the transaction (if a printer is attached to the device), touch "Print Receipt" button.

When finished reviewing Sale Results, touch "Done" button to return to Normal Mode Welcome screen.

12. Proxy Mode

In order to communicate with the Navy Cash Disbursing Application, or with the Retail Operations Management (ROM) application in the Ship's Store/Sales Office, the POS device must be connected to a workstation/laptop via a USB connection and must be set up in the Proxy Mode operational state. The Navy Cash Proxy application installed on the workstations/laptops handles communications between the POS and the ROM or Disbursing Application and between the POS and the Navy Cash server.

a. Proxy Mode Welcome Screen. The Proxy Mode Welcome Screen is displayed when the POS is started or running idle, i.e., when no card is inserted, and no transactions are pending.

If the POS is operating offline, the Proxy Mode Welcome Screen is displayed with an "Offline" message.

The POS device cannot operate in Proxy Mode if an SD Card is not present or if either the internal message queue or SD card message cue is full. An "Internal Memory Full" or SD Card Memory Full" error message will display in red. Notify the Navy Cash Accountable Officer (NCAO) of any error messages displayed in red.

b. <u>Card Entry</u>. A cardholder may insert his/her Navy Cash card when the POS is idle or when the POS displays a message requiring card insertion.

If the POS is idle, a "Waiting for Command" message is displayed. No card validation is done until a command is received from the ROM Application or Navy Cash Disbursing Application.

If no card is inserted and the ROM or Disbursing Application sends a command that requires the card to be inserted, a "Please Insert Navy Cash Card," message is displayed.

When cardholder inserts Navy Cash card, "Please Wait…Accessing Card" message displayed.

POS verifies card is not on hotlist. If card is on hotlist, POS displays "Card Blocked. Please Remove Card." message.

If card not on hotlist, cardholder prompted to enter his / her PIN.

If PIN is entered incorrectly, touch "CLR" button to clear PIN entry textbox.

If there are no PIN digits entered and cardholder touches "CLR" button, PIN-entry is canceled and "Please Remove Card" message is displayed.

Once PIN is entered correctly and verified, POS displays card's closed-loop account balance.

13. Proxy Mode–Disbursing Application Interaction

In order to communicate with the Navy Cash Disbursing Application, the POS device must be connected to a workstation/laptop via a USB connection and must be set up in the Proxy Mode operational state. The Navy Cash Proxy application installed on the workstations/laptops handles communications between the POS and the Disbursing Application and between the POS and the Navy Cash server. The POS and Disbursing Application provide for the transfer of funds to and from the card and for various card maintenance functions, such as changing or unblocking a cardholder's PIN. The POS device must be online to send and receive all message requests to and from the Disbursing Application.

In the ship's store, when ROM and Navy Cash are integrated, "Enforce User Logon" must be set to "Force Operator Logon." ROM and Navy Cash operator IDs must match for sales receipts to be reported properly, and the "Force Operator Logon" setting prevents Navy Cash sales in the ship's store unless a successful operator logon occurs.

a. <u>Get Chip Information</u>. The Disbursing Application has a "Get Chip Info" button that is used throughout the application to request the card ID and closed-loop account balance. Chip information may be obtained when the POS is in the Proxy Mode operational state, not processing messages, and online. To get chip information:

(1)   Touch "Get Chip Info" button on Disbursing Application (see Chapter 8 of SOP for additional information).

(2)   Disbursing Application sends message to POS. If no card is inserted, "Please Insert Navy Cash Card" message is displayed to prompt cardholder.

(3)   If card not already inserted, cardholder inserts his/her card.

(4)   POS displays "Please Wait…Accessing Card" while it authenticates the card.

(5)   POS verifies card is not on hotlist. If card is on hotlist, then POS "burns" the chip, sends an error message to the Navy Cash server, and displays "Card Blocked. Please Remove Card." message.

(6)   If card is not on hotlist, POS reads card ID and closed-loop balance from card and sends message back to Disbursing application with card ID and closed-loop account balance.

(7)   POS displays "Waiting for Command" message and continues to wait for commands from Disbursing Application.

(8)   If errors occur when accessing the card, POS sends failure response message back to Disbursing Application, and the card must be removed. POS returns to Proxy Mode Welcome Screen after card is removed.

b. <u>Funds Transfer to Chip</u>. The POS supports funds transfer requests from the Disbursing Application that credit an amount to the closed-loop account on the Navy Cash card. To complete a funds transfer credit transaction:

Enter the amount of the transfer in the Disbursing Application and initiate the funds transfer.

Disbursing Application sends funds transfer message to POS.

If no card inserted, "Please Insert Navy Cash Card" message displayed to prompt cardholder.

Cardholder inserts Navy Cash card.

POS displays "Please Wait…Accessing Card" while it authenticates card.

POS verifies card is not on hotlist. If card is on hotlist, then POS "burns" the chip, cancels the transaction, and displays "Card Blocked. Please Remove Card." message.

If card is not on hotlist, POS prompts cardholder to enter his / her PIN.

Cardholder enters PIN and touches "OK" button. "Please Wait…Verifying PIN" message displays.

POS verifies PIN entered matches PIN on card. If PINs don't match, "Invalid PIN" message displayed, followed by "Re-Enter PIN" message. Cardholder may re-enter PIN up to the retry limit enforced by card.

Confirm Credit screen is displayed. Touch "OK" button to confirm transaction, or touch "Cancel" button to cancel transaction.

If credit amount is confirmed, "Please Wait…Querying Network" message is displayed.

Navy Cash server will approve the transaction, unless the amount is over soft limit on closed loop, in which case Navy Cash server will deny the transaction. If transaction is denied, then it is canceled, and POS sends failure message to Disbursing Application.

If transaction approved by Navy Cash server, POS credits the amount to the card.

If transaction was successful, "Success" message is displayed for a few seconds. If transaction failed, a descriptive error message followed by an error code is displayed for a few seconds.

If Navy Cash card still inserted, POS displays "Waiting for Command" message followed by closed-loop account balance on card and continues to wait for commands from Disbursing Application. If card is not inserted, POS returns to Proxy Mode Welcome Screen.

c. <u>Funds Transfer from Chip</u>. The POS supports funds transfer requests from the Disbursing Application that debit an amount from the closed-loop account on the Navy Cash card, e.g., in exchange for cash. To complete a funds transfer debit transaction:

(1)　Enter the amount of the transfer in the Disbursing Application and initiate the funds transfer (see Section 5E for additional information).

(2)　Disbursing Application sends funds transfer message to POS.

(3)　If no card inserted, "Please Insert Navy Cash Card" message displayed to prompt cardholder.

(4)　Cardholder inserts Navy Cash card.

(5)　POS displays "Please Wait…Accessing Card" message while it authenticates card.

(6)　POS verifies card is not on hotlist. If card is on hotlist, then POS "burns" the chip, cancels the transaction, and displays "Card Blocked. Please Remove Card." message.

(7)　If card is not on hotlist, POS prompts cardholder to enter his/her PIN.

(8)　Cardholder enters PIN and touches "OK" button. "Please Wait…Verifying PIN" message displays.

(9)　POS verifies PIN entered matches PIN on card. If PINs don't match, "Invalid PIN" message displayed, followed by a "Re-Enter PIN" message. Cardholder may re-enter PIN up to the retry limit enforced by card.

Confirm Debit screen is displayed. Touch the "OK" button to confirm transaction, or touch "Cancel" button to cancel transaction.

If debit amount is confirmed, "Please Wait…Updating Card" message is displayed.

POS debits the amount from the card. If any errors occur debiting the amount from the card, the transaction is canceled.

POS generates an EFT message to be sent to the Navy Cash server for the transaction amount.

POS device sends response message back to Disbursing Application with a success code.

If funds transfer was from closed-loop account to Merchant, "Print receipt?" message with a "Yes" and "No" button is displayed (if a printer is attached to the POS). Cardholder has five seconds to touch "Yes" or "No" button before screen disappears.

If cardholder touches "Yes" button to print a receipt, POS prints receipt and returns to idle.

If cardholder touches "No" button, POS returns to idle.

If transaction succeeded, "Success" message is displayed for a few seconds. If transaction failed, an error message followed by an error code is displayed for a few seconds.

If Navy Cash card still inserted, POS displays "Waiting for Command" message followed by closed-loop account balance on card and continues to wait for commands from Disbursing Application. If card is not inserted, POS returns to Proxy Mode Welcome Screen.

Change / Unblock PIN. The POS supports PIN reset and change requests from the Disbursing Application. To change or unblock a PIN:

Initiate the PIN reset or change process in the Disbursing Application (see Section 5E for additional information).

Cardholder inserts Navy Cash card.

"Please Wait…Accessing Card" message displayed while POS authenticates the card.

POS verifies card is not on hotlist. If card is on hotlist, then POS "burns" the chip, cancels the transaction, and displays "Card Blocked. Please Remove Card." message.

If card is not on hotlist, Enter PIN screen is displayed prompting cardholder to enter his / her PIN.

If any digits entered incorrectly, touch "CLR" button to clear PIN textbox, and re-enter PIN.

After four digits entered, PIN textbox turns green, and "OK" button enabled. Touch "OK" button. "Please Wait…Verifying PIN" message displays.

POS verifies PIN entered matches PIN on card. If PINs don't match, "Invalid PIN" message displayed, followed by a "Re-Enter PIN" message. Cardholder may re-enter PIN up to the retry limit enforced by card.

If PINs match, Enter New PIN screen is displayed prompting cardholder to enter his / her new PIN. New PIN must contain four digits.

If any digits entered incorrectly, touch "CLR" button to clear PIN textbox, and re-enter PIN.

After four digits entered, PIN textbox turns green, and "OK" button enabled. Touch "OK" button.

Re-Enter PIN screen is displayed prompting cardholder to re-enter and confirm new PIN.

POS verifies both PIN entries match. If they don't match, "PIN Mismatch…Try Again" message is displayed. The customer must again enter and confirm new PIN.

If PINs match, POS displays "Please Wait…Changing PIN" message.

POS sends message to Navy Cash server requesting unblock PIN for PIN change. Server sends response back to POS with unblock PIN. If transaction is denied by Navy Cash server, then transaction is canceled.

POS uses unblock PIN from server to unblock the card and sets the new PIN on the card.

If transaction successful, "Success…PIN Changed" message is displayed for a few seconds.

If Navy Cash card still inserted, POS displays "Waiting for Command" message followed by closed-loop account balance on card and continues to wait for commands from Disbursing Application. If card is not inserted, POS returns to Proxy Mode Welcome Screen.

14. Proxy Mode–ROM Application Interaction

In order to communicate with the Retail Operations Management (ROM) application in the Ship's Store/Sales Office, the POS device must be connected to a workstation via a USB connection and must be set up in the Proxy Mode operational state (see paragraph 2.2.2.k above). The Navy Cash Proxy application installed on the workstation handles communications between the POS and the ROM Application and between the POS and the Navy Cash server.

In the ship's store, when ROM and Navy Cash are integrated, "Enforce User Logon" must be set to "Force Operator Logon." ROM and Navy Cash operator IDs must match for sales receipts to be reported properly, and the "Enforce User Logon" setting prevents Navy Cash sales in the ship's store unless a successful operator logon occurs (see paragraph 2.2.2.k above).

a. Operator Logon. An operator may log on to the POS device from the ROM application. The Navy Cash server must approve the logon. The POS must be in the Proxy Mode operational state, have no pending transactions, and online. Consult ROM application documentation for information about ROM operations. To logon to the POS from the ROM application:

From ROM application, initiate logon.

ROM application sends message to POS.

If Enforce User Logon setting is set to Force Operator Logon, then the POS verifies that an operator is not already logged on to the POS.

If an operator is already logged on to the POS, the POS sends a failure message back to the ROM application, and the operator is not logged on to the POS.

If an operator is not already logged on to the POS, the POS displays a "Please Wait…Logging Operator On" message.

POS sends message to Navy Cash server to log on the operator.

POS sends a success/failure message back to the ROM application.

If successful, a "Success…" message is displayed for a few seconds, the operator is logged on, and the POS returns to the screen displayed before the logon request.

If unsuccessful, an error message is displayed for a few seconds, the operator is not logged on, and the POS returns to the screen displayed before the logon request.

b. <u>Operator Logoff.</u> An operator may log off the POS device from the ROM application. The Navy Cash server must approve the logoff. The POS must be in the Proxy Mode operational state, have no pending transactions, and online. Consult ROM application documentation for information about ROM operations. To logoff the ROM ES application using the POS device:

(1)   From ROM application, initiate log off.

(2)   ROM application sends message to POS.

(3)   If Enforce User Logon setting is set to Force Operator Logon and an operator is already logged on, then the POS verifies that the Operator IDs match.

(4)   If the Operator IDs do not match, the POS sends a failure message back to the ROM application, and the operator is not logged off of the POS.

(5)   If the operator IDs match, POS displays a "Please Wait…Logging Operator Off" message.

(6)   POS sends message to Navy Cash server to log off the operator.

(7)   POS sends a success / failure message back to the ROM application.

If logoff is successful, a "Success…" message is displayed for a few seconds, the operator is logged off, and the application returns to the screen displayed before the logoff request.

If logoff is unsuccessful, an error message is displayed for a few seconds, the operator is not logged off, and the application returns to the screen displayed before the logoff request.

c. <u>Purchase Transactions</u>. Amounts may be deducted from the Navy Cash card using the POS in conjunction with the ROM application. The POS must be in the Proxy Mode operational state and not processing any messages or transactions. These closed-loop debit purchase transactions may occur either online or offline. Consult ROM application documentation for information about ROM operations. To perform a closed-loop debit transaction:

   (1)   The purchase amount is entered by the ROM application.

   (2)   The ROM application sends a purchase message to the POS to initiate the funds transfer.

   (3)   If there is no Navy Cash card inserted, POS displays "Please Insert Navy Cash Card" message to prompt cardholder.

   (4)   Cardholder inserts Navy Cash card.

   (5)   POS displays "Please Wait…Accessing Card" message while it authenticates card.

   (6)   POS verifies card is not on hotlist. If card is on hotlist, then POS "burns" the chip, cancels the transaction, and displays "Card Blocked. Please Remove Card." message.

   (7)   If card is not on hotlist, POS prompts cardholder to enter his/her PIN.

   (8)   Cardholder enters PIN. If PIN entered incorrectly, touch "CLR" button to clear PIN entry textbox, and re-enter PIN.

   (9)   If there are no PIN digits entered and cardholder touches "CLR" button, PIN-entry is canceled and "Please Remove Card" message is displayed.

Once PIN entered, touch "OK" button. POS verifies PIN entered matches PIN on card.

If PINs don't match, "Invalid PIN" message displayed, followed by a "Re-Enter PIN" message. Cardholder may re-enter PIN up to the retry limit enforced by card.

POS displays Confirm Withdraw screen. Cardholder touches "OK" button to confirm purchase transaction (withdraw) amount or "Cancel" button to cancel purchase transaction.

If cardholder touches "Cancel" button, transaction is canceled, and POS sends failure message back to ROM application.

If cardholder touches "OK" button, POS displays "Please Wait…Updating Card" message.

The POS debits the amount from the cardholder's Navy Cash card and generates an EFT message to be sent to the Navy Cash server for the transaction amount.

If transaction succeeded, "Success …Purchase Succeeded" message is displayed for a few seconds. If the transaction failed, then an error message followed by an error code is displayed for a few seconds.

If Navy Cash card still inserted, POS displays a "Waiting for Command" message followed by closed-loop account balance and continues to wait for commands from ROM application. If card is not inserted, POS returns to Proxy Mode Welcome Screen.

B - POINT-OF-SALE
(MT280 POS)

1. **Applicability**

   Navy Cash versions 1.4.7.3 and 1.4.7.4.

2. **Introduction**

   The Point-of-Sale (POS) hardware used for the applicable versions of Navy Cash is Bluebird MT280. The functionality of this device is nearly identical to that of the v. 1.4.7.1 POS, Ingenico IPA280. However, there are some differences in the POS application user interface (UI).

General Screen Layout

The main screen consists of a header bar, status bar and content area. The header bar consists of a battery life indicator, network offline indicator, Navy Cash logo image and an option to Logoff the current operator, if any. If no operator is currently logged on, then the Logoff option is not shown. If the device is connected to the NCService, then the network offline indicator is not shown.

a. Header Bar

b. Status Bar

Icon	Description	Action(s)
	SD card missing	Install SD card
	Internal messages	Place in cradle Verify Network settings Verify device exists in navy.cfg in NCService
	Backup messages	Place in cradle Verify Network settings Verify device exists in navy.cfg in NCService
	Offline Indicator	Place in cradle Verify Network settings Verify device exists in navy.cfg in NCService

Header and Status Bar Icons

c. Admin Mode
1. Login to Admin Mode
2. Tap on Navy Cash logo on header bar at least three times in five seconds. Enter the admin password to continue.
3. Note: If the admin password is entered incorrectly three times, entry into Admin Mode will be suspended for one hour.

d. Admin Menu: The Admin Menu allows the admin user to view and configure device settings.

Options
- Password: Change Admin password
- Setup: Setup Merchants, Events, and Amounts
- Diagnostics: View device diagnostic information
- Network: Change network settings

e. Password Screen. The Password screens verify the Admin user's existing password, prompt for new password, and verification of the new password.

Change Password Screen

f.   Setup Menu: The Setup Menu allows for the adding or removing of Merchants, Events, or Amounts.

3.

3. **Setup Menu**

a.   Merchants. At startup, the POS device *verifies that* at least one merchant has been configured on the device. If there is not at least one configured merchant, then the message, "Error Initializing Device, No Configured Merchants." is displayed. You must add at least one merchant to the device. You can view and configure up to ten merchants on the POS device. To view and configure merchants:

1. Ensure that the device is online, so that the POS device can retrieve the current list of merchants from the Navy Cash server.
2. Touch the Merchants button on the Setup menu.
3. The Merchants screen contains a list of current configured merchants (if any); and options to add, remove, and clear merchants.

Note**:** If the maximum number of configured merchants on the device is reached, a "Merchant Limit Reached" message displays. Touch the "Remove" button to remove a merchant, or touch the "Cancel**"** button to return to the Merchants screen.

b. To Add Merchants:
  1.   The device must be online to retrieve the list of available merchants.
  2.   If the device is offline, the error message, "Error Getting Available Merchants - Offline" displays and you are returned to the Merchant menu.
  3.   A list of available merchants from the Navy Cash server displays. Select one or more new merchants – up to a total of 10 (including those previously configured)

     c. To remove merchants:
           1. From the Merchant Menu, touch the "Remove" button.

           2. Tap each merchant to be removed.
           3. Touch the "OK" button to remove the selected merchants and return to the
           Merchants screen.
     d. To clear merchants: Touch the "Clear" button on the Merchants screen.

Note: This will remove ALL merchants and events from the device.
           1. If you want to remove all configured merchants and their events, touch the
           "Yes" button. If you do not want to remove all merchants and events, touch the
           "No" button.

e.   Events. Events are merchant sale items, goods, and services. There must be at least one configured event for the selected merchant in order for the POS device to display *the* Event Selection screen during a sale. A merchant does not have to setup events in order to complete a sale. You may view and configure up to ten events per merchant on the device.

To view and configure events:

1. To begin Event setup, select the merchant for which Events should be configured.

2. After selecting the desired merchant, Events are configured in a similar way as Merchants. Refer to the Merchants section above for more information.
3. Note that Events have an expiration date. If an Event has expired, it will continue to count against the ten item limit and will need to be removed.

f.   Amounts. Use the Amount Menu to view and configure amounts on the POS device. The device may hold up to ten configured amounts at a given time. This limit applies to the device overall – not to an individual merchant. Amounts can be added at any time and do not require the device to be online.

To configure amounts:

1. From the Setup menu, touch the "Amounts" button.

2. The Amount Menu displays showing the list of configured amounts on the device, and buttons to add, remove, and clear amounts.

3. To add or remove an amount, touch the "Add" or "Remove" button on the Amount Menu.

4. If you attempt to add an amount that already exists, a warning message displays and you can either re-enter an amount or cancel.

5. To remove all configured amounts:

a). Touch the "Clear" key on the Amount menu.
b). An "Are you sure you want to remove all amounts?" warning message displays.

g. Network:

The Network settings screen allows an Admin user to:
1. Choose between static or DHCP addressing mode
2. Modify static address network settings (IP Address, Subnet Mask, DNS, etc.)
3. Set the Port on which the device will listen to for connections from the Navy Cash server

Note: This value must match the value in the navy.cfg file on Navy Cash server.

Network Settings Screen

4. To enable DHCP addressing mode, check the DHCP check box.
Note: IP Address, Subnet Mask, Gateway, and DNS Server settings are not editable when DHCP is checked.
5. To enable static addressing mode, uncheck the DHCP check box.
Note: IP Address, Subnet Mask, Gateway, and DNS Server settings are editable when
6. DHCP is unchecked.
7. Touch the Port or desired octet field to edit.
   a). Use the keypad to enter the desired IP setting and/or Port
   b). Use the directional pad to navigate between the various fields
   c). If the port setting has been changed, the message, "App Restart Required, Press OK to continue" displays. Touch "OK" to continue and restart the application.

The device will ensure the port is in the range 1024-65,535. If not using DHCP mode, the device validates the IP address and associated network parameters. If any of the network settings are invalid, including the port, then a message displays indicating that the parameter is invalid, and the invalid items are highlight in red.

h.   Diagnostics

Device diagnostic and configuration information is summarized under the Diagnostics Screen. The Diagnostics Screen has four tabs, including "System", "Network", "Queue", and "App". Use these tabs to view device diagnostic information.
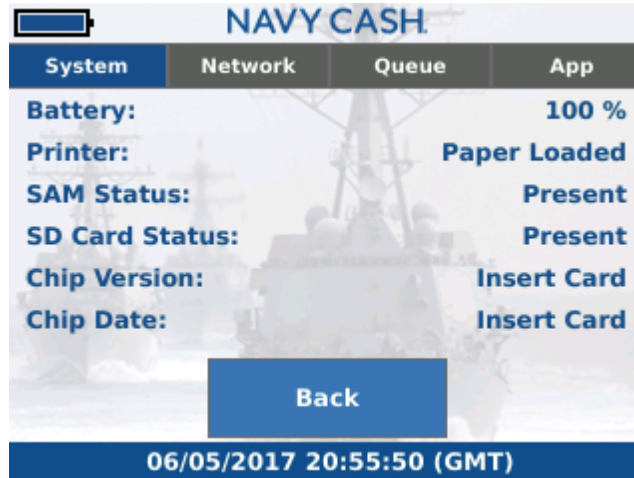
Diagnostics Screen

i.   Purchases

1. <u>User Logon</u>: To perform purchases, a user must logon to the device. The device must be online (connected to the Navy Cash server) to perform user logon. Once the user logon is completed, that user will remain logged on until the "Logoff" button is pressed.

2. <u>Begin Purchase</u>: A purchase can be initiated in one of two ways – card insertion and the "Begin Sale" button on the Welcome Screen.

> a) Card Insertion: When a sale is initiated by insertion of a user card, the sale will consist of a single purchase (transaction).
>
> b) "Begin Sale" button: When a sale is initiated by the "Begin Sale" button, the terminal operator can group together multiple "purchases" in a single sale. Each "purchase" is considered a distinct transaction. As a result, if a user does not have sufficient funds for the entire sale, it is possible that some purchases will succeed, while those with insufficient funds will not. The results of all purchases can be viewed at the end of the sale on the "Sale Results" screen. Successful transactions are shown in green and marked with "Success", and failed transactions are marked in red with a failure message.

Sale Results Screen

3. <u>Entering a Purchase:</u>
    a. Verify or select the current Merchant
    b. If Events are configured for the selected Merchant, the user can select an unexpired event.
    c. Enter the amount of the purchase using the keypad or by selecting from the list of configured amounts.
    d. If desired, the user can review the sale by pressing the "Review Sale" button
    e. Complete the sale by pressing the "Complete Sale" button

Common Error Messages:

Error Message	Corrective Action
Error Authenticating Card Card Blocked	Contact NCAO detected "Lost" or "Stolen" card status
Error Initializing SAM SAM Not Present	Install SAM then restart
SD Card Error SD Card Not Present	Install SD Card then restart
SAM Error Please Clean or Replace SAM	Clean or Replace SAM then restart
SD Card Reader Fatal Reader Error	Power device off then ensure the SD card is properly inserted into the device
SD Card Reader SD Card Not Present	Install SAM then restart
System Sync Required Connect to Navy Cash	Sync with Navy Cash server - network access is needed.
Reading Card Error Powering On	Failed to power on card – verify card is valid and inserted properly
Out of Service "OOS" Errors and Other Errors	Other problems or those not resolved with suggested corrective action please contact support at 1-866-6NAVYCASH / 1-866-662-8922 navycashcenter@frb.org www.navycashcenter.com

C - CARD ACCEPTING DEVICE (ITC CAD)

1.   General

The CAD is installed in vending machines and can read the closed-loop account on the Navy Cash card and interact with the Navy Cash server. The CAD allows cardholders to purchase items from the vending machines and records the sales transactions in the Navy Cash system. Because the transactions in vending machines are small in value, CADs don't support entry of Personal Identification Numbers (PINs).

2.   Interfaces

a.   <u>Ship's Local Area Network (LAN)</u>. The CAD connects to the Navy Cash server through the ship's LAN (Ethernet), e.g., the Integrated Shipboard Network System (ISNS). The CAD requires a network connection to the Navy Cash server to initially log in to the Navy Cash server and to send messages after any transactions. The CAD can support transactions when it is off line. Transaction messages are saved if the CAD is off line. Once the CAD is back on line, the stored messages are sent to the Navy Cash server.

b.   <u>Navy Cash Card.</u> The chip on the Navy Cash card provides a means of user authentication and a Secure Authenticated Counter (SAC), or closed-loop account, to and from which funds can be transferred. The CAD recognizes two types of cards, cardholder cards and vending merchant cards. Cardholder cards are synonymous with Navy Cash cards. Vending merchant cards are used to activate the End-Of-Month (EOM) message at the CADs. Each CAD can be associated with only one vending merchant. Vending merchant cards are used only for EOM reporting and must never be funded or used to purchase products.

c.   <u>Secure Access Module (SAM).</u> The CAD uses a SAM (chip) to interact with the chip on the Navy Cash card.

d.   <u>Secure Digital (SD) Card.</u> The SD card provides a means of storing transactions when the CAD is off line. Once the CAD is back on line, the stored transaction messages are sent to the Navy Cash server automatically. The transactions stored on the SD card can be

uploaded to the Navy Cash server "manually" in the event the CAD itself fails.

e. <u>Multi-Drop Bus (MDB).</u> The MDB standard enables communications between a CAD and a vending machine. The MDB interface also supplies power to the CAD.

3.   Messages

The CAD displays startup, error, transaction, card, and admin messages to indicate its current state of operation.

a. <u>Startup Messages.</u> Prior to initially starting a CAD, an IP address must be set up in the Navy Cash server, and the CAD must be assigned in the Disbursing Application (see Section 5E).

Initializing

When starting up, a message is displayed to indicate the CAD is initializing.

After initialization is complete, the CAD should receive a PING message from the Navy Cash server. Upon receipt of the PING, the CAD displays a message to indicate it is trying to log on to the Navy Cash server.

Navy Cash
Trying to Log On

If a PING is not received, the CAD displays a message to indicate it is unable to log on to the Navy Cash server. To correct the problem,

Navy Cash
Unable to Log On

Open the vending machine to access the CAD. Make sure all cables are plugged in, and troubleshoot network connections.

Ensure CAD has an IP address set up in the Navy Cash server.

Ensure CAD has been assigned in the Disbursing Application.

Restart CAD, and close vending machine.

b. Error Messages. The CAD will display error messages when the SD card is not present, the CAD is disabled, the vending machine is out of stock, or there is a system error.

Out Of Service
SD

An "Out of Service – SD" message is displayed if there is no SD card in the CAD. An SD card must be inserted to continue CAD operations.

Open the vending machine to access the CAD. The SD card slot is located on the back of the CAD.

Insert an SD card. SD High-Capacity (SDHC) cards are not compatible with the CAD. SD cards should be 1 GB or greater and have a standard size form factor. A standard size adapter is required if SD-Mini or SD-Micro cards are used.

Restart CAD; close vending machine.

CAD Disabled

A "CAD Disabled" message is displayed if there is no communications between the CAD and the MDB interface.
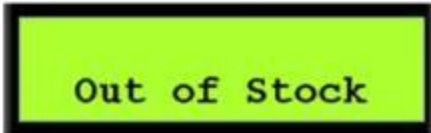
Out of Stock

An "Out of Stock" message is displayed if the vending machine is out of stock or the CAD is unable to vend due to an MDB system failure.

To correct an MDB problem, open the vending machine to access the CAD.

Make sure the power is connected and restart the CAD.

Contact the vending machine vendor if the problem persists.
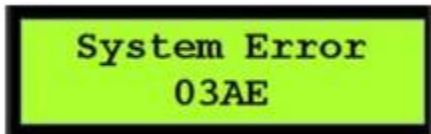
System Error 03AE

A "System Error" message with a four-digit hexadecimal number is displayed if there is an internal error.

Restart the CAD and the vending machine.

If the problem persists, contact the CSC at 1-866-6NAVYCASH / 1-866-662-8922, navycashcenter@frb.org, or www.navycash.com.

c. Transaction Messages

$ xxxx.xx Paid

A transaction message is displayed at the end of a transaction. For successful transactions, first the amount paid and then the new card balance are displayed on the screen.

$ xx.xx Card Balance
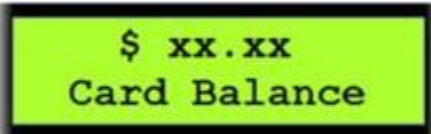
d. Card Messages.

A "Please Remove Card" message is displayed if, at any point during the transaction, the CAD determines the card should be removed.

e. Admin Messages. If the SAM is not in the CAD, the CAD will not work, and an "Out of Order – S1" message is displayed on the screen. To insert the SAM into the CAD:

Open the vending machine.

Insert the new SAM in the slot in the center of the CAD.

Restart the CAD, and close the vending machine.

4.   Administrative Functions

The CAD administrative functions provide tools that can be helpful in managing the operation of the CADs and in diagnosing and solving any problems with the CADs.

Diagnostic Information.

The diagnostic screens display analytic information about the CAD. CAD diagnostics are categorized into five groups and a restart function. The "Restart" function displays no diagnostic information; it simply restarts the CAD application.

General
Current date/time (*GMT*)
CAD application version
Operating system information
Application updated date/time
SAM status (present/not present)
Main battery status (%remaining)
Backup battery status (%remaining)
Database version
Backup database version

Network
Terminal ID number
Network connectivity status (online / offline)
Server log-on status (logged on / not logged on)
Device IP address
Port
Hotlist
Hotlist size (number of entries)
Date / time of last hotlist update (*GMT* mm/dd/yyyy hh:mm)

Queue
Total number of items in queue
Number of transactions in queue
Number of errors in queue
Number of reversals in queue
Number of card burn messages in queue
Message queue capacity remaining (percentage)

Backup
Total
Number of transactions
Number of errors
Number of reversals
Number of card burn
Capacity remaining (percentage)

Accessing Diagnostic Information.   Navigation of the CAD "Diagnostic Menu" is
depicted in the graphic below. Diagnostic information is accessed via the
"hidden" front panel buttons on the CAD.

The buttons are located below the screen and above the card reader, as shown in the picture of the CAD to the left. There are three buttons, one on the left, one in the center, and one on the right. The buttons are also shown in the graphic on the diagnostic menu below, labeled "DONE" on the left, "SELECT" in the middle, and "NEXT" on the right.
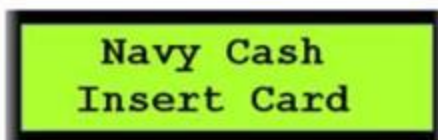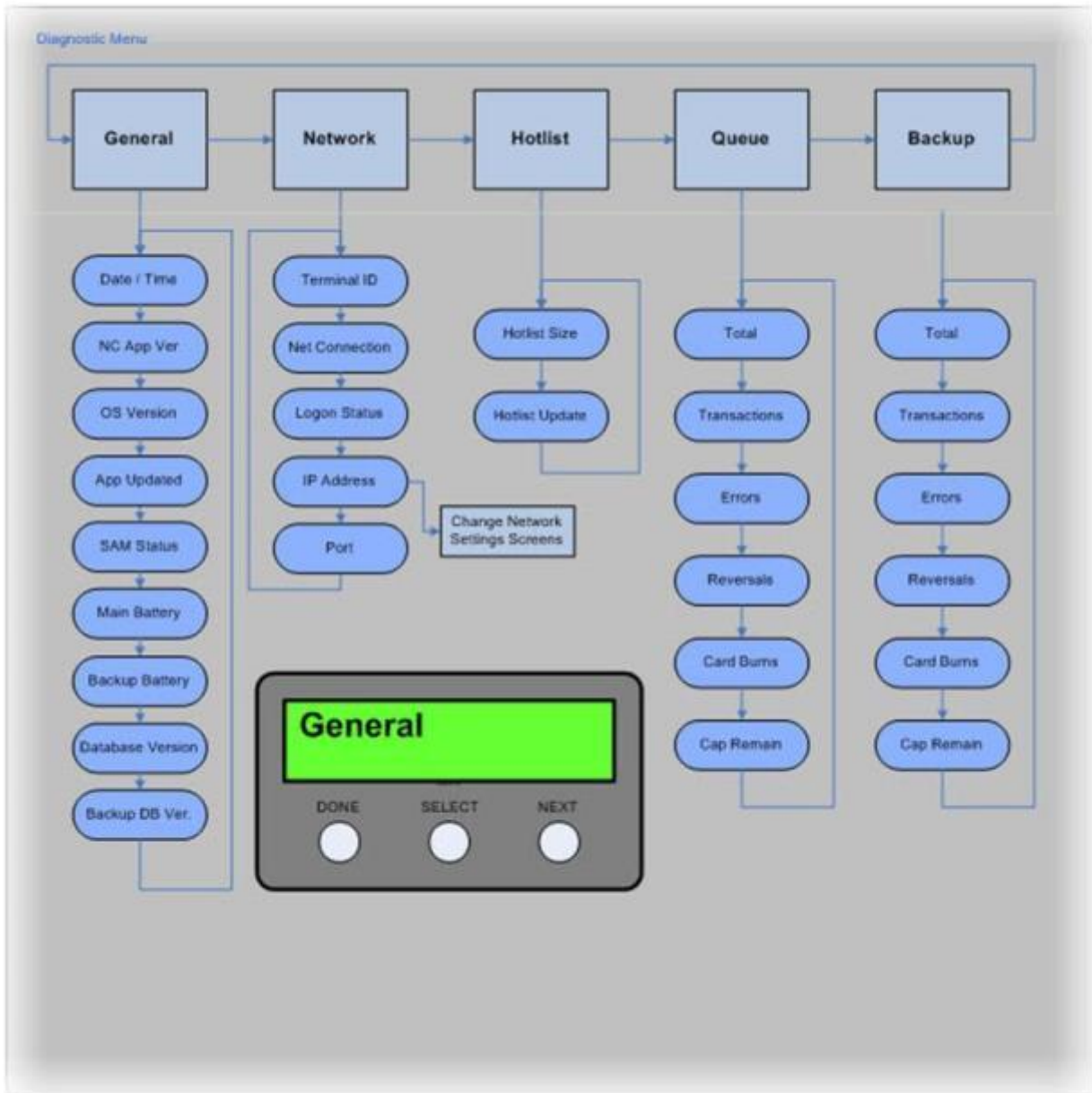
The diagnostic menu can be accessed when the CAD is in an idle state with no card inserted and the "Welcome Screen" is displayed. To access the diagnostic menu, press and hold the center (SELECT) button for three seconds.

The CAD will display the "CAD Diagnostics" screen. Press the left (DONE) button to "Exit" and return to the "Welcome Screen." Press the center (SELECT) button to "Start" the diagnostic menu and continue to the next screen.

General
Done Select Next

The CAD will then display the first diagnostic group name, i.e., "General." Press the right (NEXT) button until the desired diagnostic group is displayed (see the CAD "Diagnostic Menu" in the graphic above for the diagnostic group names).

To select the desired diagnostic group, press the center (SELECT) button.

Date: 01/21/2009
Time: 21:19 GMT
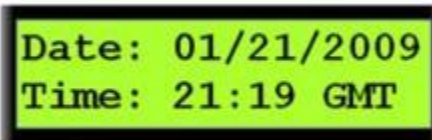
The CAD will then display the first item in the list of the selected group's diagnostic information. Press the right (NEXT) button to view each diagnostic item in the group.

After completing the review of desired diagnostic items in the group, press the left (DONE) button to return to the diagnostic group selection screen.

Port and IP Address Settings. A CAD's port and IP address settings can be edited from the diagnostics screens. To edit the address settings:

Navigate through the diagnostic group selection screens to the "Network" group. Press the center (SELECT) button to select the Network group.

Press the right (NEXT) button several time until the "IP Address" diagnostic screen is displayed.

Press and hold the center (SELECT) button for three to four seconds until the "Addressing Mode" screen is displayed.

Mode: DHCP
Exit DHCP Static
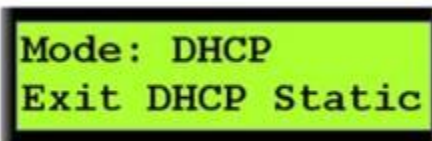
The addressing mode screen displays the current "Mode", as well as options to "Exit" and to edit "DHCP" and "Static" IP.

If you choose not to edit the address settings, press the left (DONE) button to "Exit" the addressing mode screen and return to the "Network" group screen.
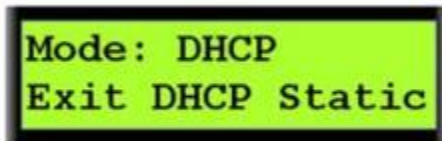
Edit Port Number. To edit the port number, press the center (SELECT) button to select "DHCP".

Port: 3999
Exit Change

The "Port Selection" screen displays the current "Port." If you choose not to change the port number, press the left (DONE) button to "Exit" and return to the addressing mode screen. Press the center (SELECT) button to "Change" the port number.

A cursor will appear positioned at the most significant digit of the port number.

Press the right (NEXT) button to increment the current digit.
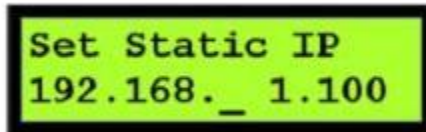
Press the center (SELECT) button to move the cursor to the next digit.

```
Mode: DHCP
Exit DHCP Static
```

When the change to the port number is completed, press the left (DONE) button to return to the addressing mode screen.

```
Set Static IP
192.168._ 1.100
```

Edit IP Address. To edit the IP address, press the right (NEXT) button on the addressing mode screen to select "Static".

The current IP address is displayed, with the cursor positioned at the most significant digit of the third octet.

Press the right (NEXT) button to increment the current digit.

Press the center (SELECT) button to move the cursor to successive digits and to the next octet.

Press the right (NEXT) button to increment successive digits.

To position the cursor at the most significant digit of the first (left-most) octet to edit the entire IP address, enter "999.999" in the third and fourth octets.

```
Port: 3999
Exit Change
```

Press the right (NEXT) button to increment the current digit.

Press the center (SELECT) button to move the cursor to successive digits and to the next octet.

When finished editing the IP address, press the left (DONE) button. The CAD will return to the "Port Selection Screen."

Once the port and/or IP address have been edited, press the center (SELECT) button to select "Change" and save the changes.

A "Commit Change" Screen is displayed. Press the left (DONE) button to discard the changes, or press the center (SELECT) button to apply the network settings changes.

The "IP Address" diagnostic screen is displayed.

Terminal ID. The "Terminal ID" for the CAD is set automatically using the Media Access Control (MAC) address assigned to the CAD's Network Interface Card (NIC). Since the CAD has no user interface that allows for the entry of a terminal ID, the NIC card's MAC address is obtained when the CAD application starts up. The MAC address is then loaded into memory, right-padded with zeroes to form a 16-digit terminal ID number, and used any time the Terminal ID is required.

Merchant ID. The "Merchant ID" for the CAD is set by the Navy Cash server using the Disbursing Application. The CAD receives its merchant ID with the hotlist message that is sent from the Navy Cash server.

5.   CAD Operations

a.   End-Of-Month (EOM) Reporting. EOM reporting is initiated at each CAD using the vending merchant cards (for detailed EOM procedures see Part 2, paragraphs 16b and 21b). Each CAD can be associated with only one merchant. The CAD must be on line to perform EOM reporting. To activate the EOM messages at the CAD:

Insert the vending merchant card associated with the appropriate merchant into the card reader on the CAD.
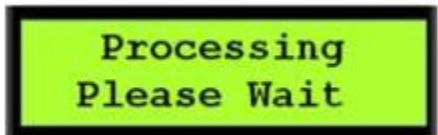
A "Processing Please Wait" message is displayed. During processing, the merchant card is authenticated, and the CAD verifies the card is not on the hotlist.

If the merchant card is valid for the CAD, but EOM has never been performed, an "EOM Not Done Yet" message is displayed. If EOM has previously been performed, the CAD displays the last EOM date and time in mm/dd/yy and hhmmss format and the CAD terminal ID.

Press the right (NEXT) button on the hidden front panel of the CAD to activate EOM. The "EOM Activation Notification" message is displayed, and the CAD begins sending EOM messages to the Navy Cash server.

Once the EOM messages have been sent to the Navy Cash server, the CAD displays the new EOM date and time. Remove the merchant card from the card reader. The "Welcome Screen" will display on the CAD.

6.   Message Queue

The CAD generates and sends messages to the Navy Cash server advising of actions performed, including Electronic Funds Transfer (EFT) debit transactions, card errors, and card burns. These messages are always stored on the CAD's internal database and on the SD card's database. Storing the messages in both databases ensures no transactions are lost. If the CAD is on line, the messages are immediately sent to the Navy Cash server. If the CAD is off line, the messages remain in queues in both the internal and SD card databases until the CAD comes on line again. Once the CAD is on line again, the messages are sent to the Navy Cash server. The messages are removed from the queues in both the internal and SD card databases once a satisfactory response is received from the Navy Cash server. The CAD will not work if an SD card is not in the CAD.

All EFT messages have a globally unique ID. Anytime a message is stored in the queue on the CAD, the message is also stored in the queue on the SD card. While on line with the Navy Cash server, the CAD processes the internal queue first. When the message has been successfully sent to the server, the device uses the unique ID to search for the same message in the SD card queue, and deletes it if found. After processing the internal queue, the device processes the messages in the SD card queue. This is necessary because the SD card may have come from another CAD that failed and may contain transactions that need to be uploaded to the server.

7.   Transaction Recovery

Each transaction is stored in a backup queue on the SD card until all transactions are uploaded successfully to the Navy Cash server. Then, each transaction is removed from the backup queue on the SD card. If a CAD is off line, an upload will occur when the CAD is brought back on line.

Should a CAD fail, the transactions in the backup queue on the SD card can be recovered. To recover transactions, remove the SD card from the failed CAD, and place it in a functioning CAD. The transactions are automatically uploaded from the SD card to the Navy Cash server once the working CAD is on line.

8.   **Admin Message Support**

Navy Cash Admin Messages (NCAM) may be sent to the CAD to retrieve information from the CAD or to perform various administrative functions on the CAD. The CAD only processes NCAM messages when in an idle state, i.e., when no card is inserted, and there are no pending transactions. While processing NCAM messages, the CAD displays a "Please Wait…Under Maintenance" message to the user, and all other requests are ignored. Upon completion of the NCAM message processing, the CAD returns to an idle state, and the "Welcome Screen" is displayed.

9.   **CAD Maintenance and Set Up**

Installation of the CAD application is completed prior to delivery to the ship. Updates and upgrades for the application are generally installed remotely.

10. **CAD Installation**

   a.   Open the vending machine door and the interior panel.

   b.   Attach the CAD using the four screws and secure with four nuts.

   c.   Carefully attach Ethernet and MDB cables to the CAD.

   d.   Close the interior panel and door, making sure not to pinch the cables.

   e.   Ensure the network settings are correct and the CAD is assigned to the vending machine in the Disbursing Application (see Section 5E).

   f.   Test the CAD by inserting a Navy Cash card. The card balance will display if the installation was successful and the CAD is operating correctly.

11. **SAM Installation**

   a.   Open the vending machine door and the interior panel to access the CAD.

   b.   Carefully unplug the Ethernet and MDB cables from the CAD.

   c.   Unscrew the four nuts securing the CAD, and remove the CAD.

   d.   Flip the CAD over so that you are looking at the bottom of the CAD.

   e.   If a SAM is already installed, it will be visible on the circuit board.

12. **To install a new SAM**

   a.   Slide SAM holder in the direction of the arrow; remove any existing SAM.

   b.   Without touching gold contact points of the new SAM, place it in the SAM holder with the gold contacts facing the circuit board.

   c.   Press down on the SAM and slide it forward to lock it in place.

   d.   Reattach the CAD to the vending machine, and secure it with the four nuts.

   e.   Carefully attach the Ethernet and MDB cables to the CAD.

   f.   Close the interior panel and door, making sure not to pinch the cables.

   g.   Test the CAD by inserting a Navy Cash card. The card balance will display if the installation was successful and CAD is operating correctly.

13. SD Card Installation

The SD card may be replaced by accessing the CAD in the same manner described above. To install an SD card:

      a. If an SD card is already installed, it will be visible on the board.

      b. Depress the SD card so that it ejects from the card slot.

      c. Insert the new SD card into the slot.

      d. Reattach the CAD to the vending machine, and secure it with the four nuts.

      e. Carefully attach the Ethernet and MDB cables to the CAD.

      f. Close the interior panel and vending machine door, making sure not to pinch the cables and ensuring nothing is pressed against the SD card, as objects pressing against the SD card may cause it to eject from the card slot.

      g. The CAD application automatically creates and updates the database on the SD card anytime a new card is inserted into the card slot on the CAD.

14. Remote Update (Deprecated)

Remote update software is used to install application updates from the Navy Cash server onto the CAD automatically. No user intervention is required.

A "System Update In Progress" message is displayed until the update is complete.

If the CAD application is running before an update is installed, the CAD will gracefully finish any pending processes. Once the CAD application is idle, it shuts down and the update installs. The CAD application restarts automatically after the update is completed.

15. Technical Support

Should technical support be required, contact the Customer Service Center (CSC) at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, or www.navycash.com.

D - CARD ACCEPTING DEVICE (BEZEL 8 CAD)

1.   **Applicability:**
      Navy Cash v. 1.4.7.4

2.   **General**

Navy Cash cards are used at card accepting devices (CADs) for vending machine purchases. Because the transactions are small, CADs don't require the entry of a personal identification number (PIN). These PIN-less transactions are limited to a maximum of the PIN-less balance (typically $20-$25). As purchases are performed, the PIN-less limit is reduced by the purchase amount. Once the PIN-less balance has been exhausted, the user will need to insert his or her Navy Cash card into a Kiosk or POS device to validate the card PIN. Upon successful PIN validation, the PIN-less balance will be reset to the lesser of the PIN-less limit or the card balance.

3.   **Merchant Cards**

The merchant card is used to activate End of Month (EOM) messages. Each CAD can have only one assigned merchant card. CADs are assigned to a vending merchant during installation, but can be modified if necessary. The merchant card is for EOM reporting only and should not be funded or used to purchase products.

4.   **Messages**

Startup Messages. After initialization is complete, the CAD will attempt to connect with the Navy Cash server. Once connected, you will see a message indicating the CAD is trying to log onto the Navy Cash server. If the CAD does not receive a message from the server, the Network Connectivity diagnostic item in the Network diagnostic group will display a message stating that the CAD is "Offline". If this situation persists, power off and open the vending machine to access the CAD and verify cable connections. Ensure the CAD has an IP address and port setup in the Navy Cash server configuration file, and that those values match the CAD's network settings.

Once the device is "Online", the CAD must have a merchant assigned in the Disbursing Application, under "Operations" >> "Vending and Ship's Store".

Error Messages. The CAD may display one of the following types of error messages:
- Out of Service messages
- CAD Disabled
- Out of Stock
- System Error.

An "Out of Service - SD" message is displayed if there is no external storage device attached. You must attach a properly formatted and partitioned flash drive to the CAD in order to continue CAD operations. If the flash drive is in a read-only mode, the CAD will display and "Out of Service – SL" message. This situation will usually cause the CAD to reboot in an attempt to clear the read-only status of the flash drive.

1. Power off the vending machine.
2. Open the vending machine to access the CAD. The flash drive should be inserted into the Y-cable, which should be installed in the "RS232/USB" port on the back of the CAD (center port).
3. Insert a flash drive. Flash drives should be 16 GB San Disk Cruzer Fit. The flash drive is required to have at least three partitions, 2GB each, all formatted for FAT16. All other partitions are ignored by the system.
4. Restart the CAD.
5. Close the vending machine.

Problems with the multi-drop bus (MDB) interface will also result in error messages. A "CAD Disabled" message is displayed if there is no communication between the CAD and the MDB.

An "Out of Stock" message will be displayed if the vending machine is out of stock, or if the CAD is unable to vend due to MDB system failure. To correct an MDB problem, power off and open the vending machine to access the CAD. Verify all cables are connected then restart the vending machine.. Contact the vending machine vendor if the problem persists.

If there is an internal error, a "System Error" message with a four digit hexadecimal number is displayed. Restart the vending machine. If the problem persists, contact Navy Cash Client Support at 1-866-6NAVYCASH / 1-866-662-8922, navycashcenter@frb.org, or www.navycashcenter.com.

5.   Admin Messages. If the SAM is not in the CAD, the CAD will not work and a message saying "Out of Order – S1" displays on the main screen. To load the SAM onto the CAD device:

1. Power off the vending machine.
2. Open the vending machine door.
3. If, attached, remove the MDB interface board.
4. Insert the new SAM in the slot on the far left of the CAD.
5. Replace the MDB interface board.
6. Close the vending machine door.
7. Power on the vending machine.

Admin Functions. Administrators can begin viewing diagnostic

information when the CAD is in an idle state with no card inserted, and the Welcome screen is displayed. Press the [ENTER] button five times in a short period of time.

Diagnostics are categorized into five diagnostic information groups, as seen in the following diagram:
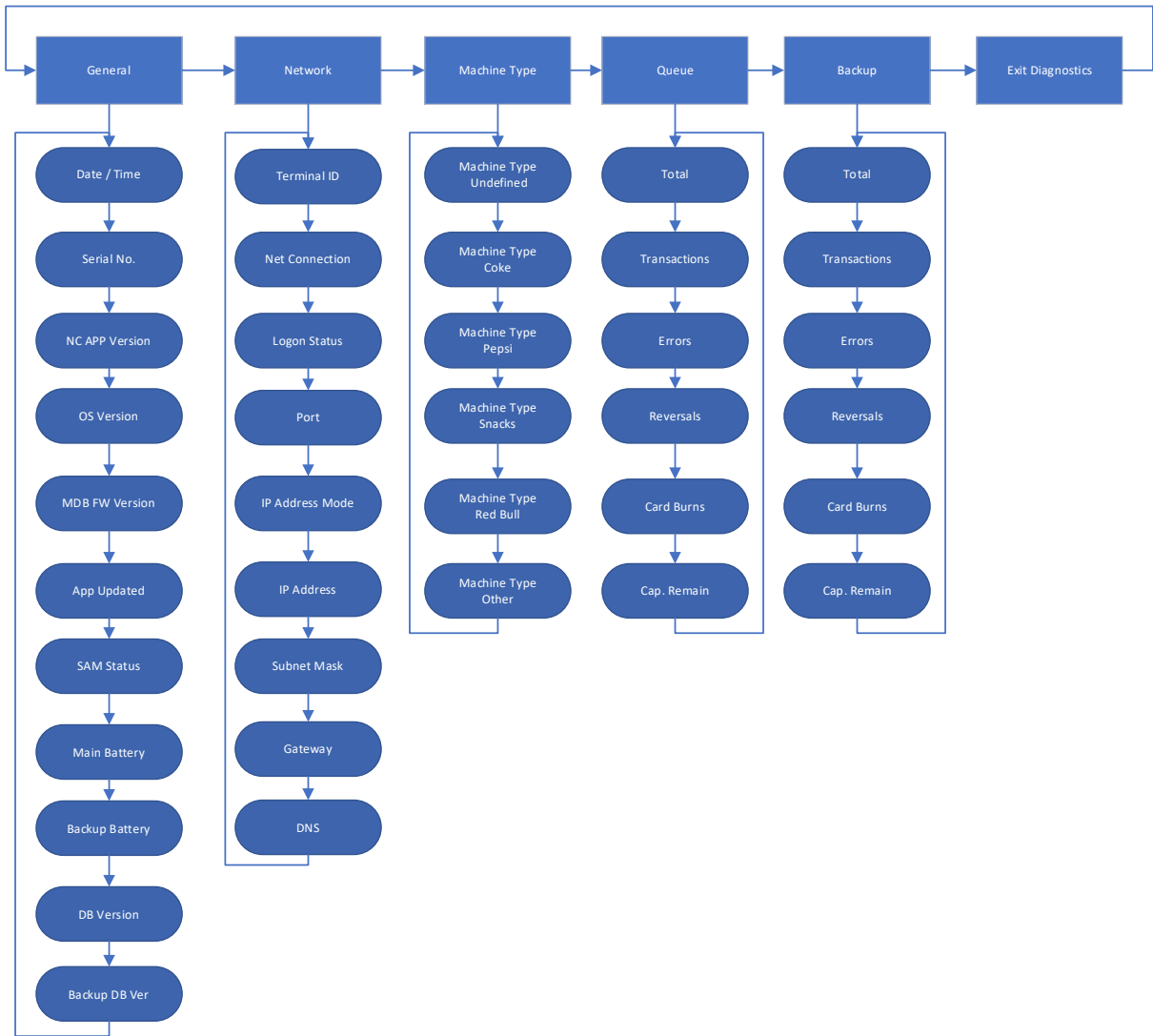
The CAD will display the Diagnostic Screen. Press the START button to continue.

The CAD will then display the first diagnostic information group name (e.g. "General"). If you need to view diagnostic information for a different group, press the NEXT button until you see the desired group. To select the desired diagnostic information group, press the SELECT button.

The CAD will then display the first item in the selected group's list of diagnostic information items. You may press the NEXT button to view each diagnostic item in the group.

When you are finished viewing the diagnostic information, press the EXIT button to return to the diagnostic information group selection screen.

CAD OPERATIONS. The CAD sends electronic funds transfer, or EFT, messages to the Navy Cash server. A recovery process using the USB flash drive makes it possible for EFT messages from inoperable CADs to reach the Navy Cash server by removing the USB flash drive from the inoperable device and inserting it into an operable device. The CAD also allows end of month reporting using merchant cards.

a. **End of Month (EOM) Reporting**. EOM is activated using the CAD's associated merchant card. There is only one merchant card for each CAD and the CAD must be online in order to perform EOM reporting. To run the EOM Report:

1. Insert the merchant card into the card reader.
2. A "Processing" message will be displayed. During processing, the merchant card is authenticated, and the CAD verifies that it is not on the card hotlist.
3. If the merchant card is valid for the CAD, but EOM has never been performed, an "EOM Not Done Yet" message will be displayed. If EOM has been previously performed, then the CAD will display the last EOM date in MM/DD/YY format, the last EOM time in hhmmss format, and the CAD Terminal ID.
4. Press the "Enter" key on the front panel of the CAD to activate EOM. The CAD EOM activation notification will appear on the screen. The CAD will send the EOM message to the Navy Cash server.
5. Once the EOM message has been sent to the Navy Cash server, the CAD displays the new EOM date and time. Remove the merchant card from the card reader. The Welcome Screen will display on the CAD.

b. Transaction Recovery. Each transaction is stored in a backup queue on the USB flash drive until transactions are successfully uploaded to the Navy Cash server. Then, each transaction is removed from the backup queue on the USB flash drive. If a CAD is offline, an upload will occur when it is brought back online.

Should a CAD become inoperable, the transactions in the backup queue of the USB flash drive can be recovered. To recover transactions, remove the USB flash drive from the inoperable CAD, and place it in a functioning CAD. The transactions are automatically uploaded from the USB flash drive once the working device is online.

Common Error Messages

Error Message	Corrective Action
Out of Service Config Type	Set "Machine Type" from Admin Menu
SD Card Not Installed	Insert SD Card
System Error SAM Error	Clean or Replace SAM
System Error Card Blocked	Card Blocked, Cannot Be Authenticated Cardholder should report to disbursing officer to correct problem with the Navy Cash Card
System Error Invalid Card	Try the card again or contact the disbursing officer about a problem with either the card or device. If device continues to report this error for all cards, restart the device or replace the device
System Error Card Expired	Contact disbursing officer for a new card.
System Error Card Error	Try the card again or contact the disbursing officer about a problem with either the card or device. If device continues to report this try restarting the device or look to replace the device
System Error	Contact support.
Out of Service "OOS" Errors and Other Errors	Other problems or those not resolved with suggested corrective action please contact support at 1-866-6NAVYCASH / 1-866-662-8922 navycashcenter@frb.org www.navycashcenter.com

E - NAVY CASH KIOSK (SELFSERVE 60)

a. **General Overview**

The Navy Cash kiosk is a self-service kiosk that can read the chip on the Navy Cash card and interact with the Navy Cash server. The kiosk allows cardholders to move funds between their bank and credit union accounts ashore and their Navy Cash closed-loop and open-loop accounts, to change their Personal Identification Numbers (PINs), and to check in to the ship.

b. **Interfaces**

a. Secure Access Module (SAM). The Kiosk uses a SAM to interact with the chip on the Navy Cash card. If a SAM is not in the kiosk, the kiosk will not work, and an out-of-service error message is displayed on the screen.

b. Ship's Local Area Network (LAN). The kiosk connects to the Navy Cash server through the ship's LAN (Ethernet), e.g., the Integrated Shipboard Network System (ISNS). The kiosk requires a continuous network connection to the Navy Cash server to process any transaction. The kiosk cannot support transactions when it is off line.

The kiosk receives PING messages from the Navy Cash server every 30 seconds. If the kiosk has not received a PING message within 30 seconds, an out-of-service message is displayed on the screen.

c. **Welcome Screen**

The main screen for the kiosk is the "Welcome Screen". Cardholders may insert their Navy Cash card and begin a transaction anytime the "Insert Card to Begin" prompt is displayed on the screen.

a. Status Bar. A status bar is at the bottom of every screen. The current date and time are displayed in the lower-right corner of the status bar. The time is synchronized with the Navy Cash server. In Navy Cash, all dates and times are recorded, reported, and displayed in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC).

Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.

b. Offline Indicator. If the kiosk does not receive a "PING" message within 30 seconds, it will go off line. An offline indicator appears in the left hand corner of the status bar, and an out-of-service message is displayed on the screen.

d. **Admin Mode**

a. Create Admin Password. When the kiosk application is initially installed and runs for the first time, a six-digit numeric admin password must be created. The kiosk cannot proceed past the "Create Admin Password" screen until a password has been successfully set. To create an admin password:

Enter the desired six-digit password using the kiosk's touch screen or keypad.

The password entry box turns green, and the "OK" button enables, when six digits are entered. Touch the "CLR" button to discard the previously entered password and enter a different one.

If the password is acceptable, touch the "OK" button after the entry box turns green.

The kiosk prompts you to confirm the admin password.

Re-enter the desired password.

The password entry box turns green, and the "OK" button enables, when six digits are entered. Touch the "CLR" button if you would like to discard the previously entered password and enter a different one.

If the password is acceptable, touch the "OK" button after the entry textbox turns green.

The kiosk verifies that both passwords match.

If the passwords do not match, a "Password Mismatch – Try Again" message displays in red. You must enter and confirm the admin password again.

If the passwords match, the kiosk sets the admin password, and the Admin Menu displays.

b. <u>Entering Admin Mode.</u>   Admin mode is used to change device settings or view diagnostic information. To access admin mode, the "Welcome Screen" must be visible and there must not be any cards in the kiosk. To enter admin mode:

Touch the middle area of the "Status Bar" below the welcome screen three times. The "Admin Mode" button itself is not labeled on the status bar.

Enter the six-digit admin password when prompted. Password characters are masked with asterisks ("*").

The password entry box turns green, and the "OK" button enables, when the correct six digits are entered.

If you enter an incorrect digit and would like to make a correction before submitting the password, touch the "CLR" button to discard the previously entered password and enter the correct one.

If the wrong password is entered three times in a row, the admin mode is locked out for a period of one hour. The lockout remains in effect even if the system is rebooted.

Touch the "OK" button.

The kiosk verifies the password. If the password is not valid, a "Password Invalid – Re-enter" message displays in red. Enter the correct password, or touch the "Quit" button to return to the welcome screen without entering admin mode.

If the password is valid, the Admin Menu displays.

e. **Administrative Functions**

The Admin Menu allows you to view and configure kiosk settings. You must enter the admin password and be in admin mode to access the Admin Menu. You may exit the Admin Menu and return to the welcome screen at any time by touching the "Quit" button.

a. **Change Admin Password**. The admin password may be changed whenever necessary. To change the admin password:

Touch the "Password" button on the "Admin Menu".

A "Change Admin Password" screen displays prompting you to enter the current admin password.

Use the touch screen or keypad to enter the six-digit password.

The kiosk verifies that the current password is correct. If the current password is not correct, a "Current Password Invalid – Re-enter" message displays in red. Either re-enter the correct current password, touch the "Main Menu" button to return to the admin mode, or touch the "Quit" button to exit the admin mode.

If the current password is correct, the current password entry box turns green, and you are prompted to enter the new admin password.

Enter the new six-digit password in the "New Password" entry box.

After six digits are entered, the "New Password" entry box turns green, and you are prompted to re-enter the new password for verification.

The Admin Menu screen displays if the new password entries match.

If the new password entries do not match, a "Password Mismatch – Try Again" message displays.

Correctly enter and confirm the new password, then touch the "OK" button on the keypad.

If you choose not to change the admin password, touch the "Main Menu" button to return to the Admin Menu, or the "Quit" button to exit admin mode.

b. **Change Terminal ID**. The kiosk's terminal ID may be changed whenever necessary. To change the terminal ID:

Touch the "Terminal ID" button on the "Admin Menu".
The Terminal ID screen appears showing the current terminal ID for the kiosk.

If you do not wish to change the terminal ID, touch the "Main Menu" button to return to the Admin Menu screen.

Touch the "Update" button to continue.

The "Set Terminal ID" screen is displayed. Use the touch screen keypad to enter the new 16-digit terminal ID.

After 16 digits are entered, the terminal ID entry box turns green, and the "OK" button is enabled.

Touch the "Quit" button to return to the Terminal ID screen.

Touch the "OK" button to initiate the change.

The kiosk's terminal ID is updated, and the "Change Successful" screen is displayed. Touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen.

c. **Set IP Address.** The kiosk's IP address configuration may be changed whenever necessary. To modify the first two octets of the IP address, you must enter "999" for the last two octets. This "999.999" key sequence also allows you to change the TCP Port that the device listens on for incoming connections from the Navy Cash server. To change the IP address configuration:

Touch the "IP Address" button on the "Admin Menu".

The "IP Address" screen displays the current IP address configuration for the kiosk.

Select either the "DHCP" or "Static IP" radio button.

If you choose "Static IP", then you may change the last two octets.

Use the touch screen keypad to make the octet entries.

If you enter "999" for the last two octets (999.999), the first two octets and the "Port" will become editable.

If you change the port, it must be in the range between 1 and 65,535.

If you do not wish to change the IP and/or port configuration, touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen.

If you wish to set the new IP and/or port configuration, touch the "OK" button.

If the port is not valid, a "Port Must Be 1 to 65,535" message displays in red. If you change the IP address, all octets must have a value. If an octet does not have a value, it highlights in red, and an "IP Address Invalid" message displays in red.

The kiosk displays the "Change Successful" screen, and the kiosk's IP address configuration is updated.

Touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen.

Display Diagnostic Screen.

The "Diagnostic Screen" displays diagnostic information about the kiosk.

General	Network	Queue
Current date/time (*GMT*)	Terminal ID number	Total number of items in queue
Kiosk application version	Device IP address	Number of transactions in queue
Device database version	Port	Number of errors in queue
Operating system information	Network connectivity status (online / offline)	Number of reversals in queue
SAM status (present/not present)	Server log-on status (logged on / not logged on)	Number of card burn messages in queue
Chip version (if card inserted)		Number of any other messages in queue
Chip date (if card inserted, mm/dd/yyyy format)	**Hotlist**	Message queue capacity remaining (percentage)
	Hotlist size (number of entries)	
	Date / time of last hotlist update (*GMT* mm/dd/yyyy hh:mm)	

Any information in an "error" or "abnormal" state displays in red text.

To view the information on the Diagnostic Screen:

Touch the "Diagnostic" button on the Main Menu to display the screen.

Insert a Navy Cash card to display chip version and date information. The card may be removed after the information is displayed.

When review of diagnostic information is complete, touch the "Main Menu" button to return to the Admin Menu or touch the "Quit" button to return to the Welcome Screen.

   f. **Restart**

Touch the "Restart" button on the Admin Menu to re-initialize all kiosk application components. Using the restart function should always be the first step in troubleshooting the kiosk to determine if a simple re-initialization of the kiosk application fixes the problem.

   g. **Messages**

a. **<u>Startup Messages</u>**. When the kiosk application starts, a series of startup screens shows the current state of the kiosk as it starts up. Screens indicating an error during startup also display a warning symbol. The following startup messages and startup error messages are possible:

<div align="center">(1)   Startup Messages</div>

"Loading Drivers" – when application is loading

"Init Connections" – when device is initializing communications

"Loading Configurations" – when the device is loading saved configuration information

<div align="center">(2) Startup Error Messages</div>

"Out of Service – C1" – when the main card reader cannot be activated

"Out of Service – S1" – when the SAM is not present or is malfunctioning

"Out of Service – N1" – when network communications cannot be established

"Out of Service – T1" – when the Terminal ID for the device has not yet been set

b. **Error Messages**. When the kiosk is inoperable, it displays an "Out of Service" message. The message is followed by an error code showing the reason for the out-of-service status. Common error codes the kiosk may display are listed in the table below.

Error Code	Reason for Out-of-Service Status
C1	General card reader error.
D1	Error creating database.
D2	Error opening database.
D3	Database on device is more recent than application database version. Application needs to be updated.
D4	Error updating database.
D5	Application database version does not match version of database on device.
D6	Error getting database version.
D7	General database error.
DF	6. Database capacity has been exceeded.
B1	Error creating backup database.
B2	Error opening backup database.
B3	Backup database on SD card is more recent than application backup database version. Application needs to be updated.
B4	Error updating backup database.
B5	Application database version does not match version of backup database on SD card.
B6	Error getting backup database version.
B7	General backup database error.
BF	Backup database capacity has been exceeded.
S1	SAM not present.
S2	Error powering on SAM.
S3	Maximum number of allowed SAM errors reached. Please clean or replace SAM.
N1	Network initialization error.
NN	Network down. No response from Navy Cash server.
P1	General PIN pad error.
SD	SD card not present.
T1	Terminal ID has not been set.
C21	Chip-to-chip failure after first card entered. Message being sent to server.
C2D	Chip-to-chip failure after second card entered. Message being sent to server.
C2E	Chip-to-chip failure after first card reentered. Message being sent to server.
CP	Change PIN – shown during a PIN change.
GT	General transfers – shown during transfers.
CR	Card removal error

c. <u>Message Queue.</u> The kiosk generates and sends messages to the Navy Cash server advising of actions performed, including Electronic Funds Transfers (EFTs), Card Errors, Reversals, and Card Burns. These messages are always stored on the kiosk's internal database. If the kiosk is on line, the messages are immediately sent to the Navy Cash server. If the kiosk loses its connection to the Navy Cash server during a transaction, the messages remain in the internal database until the kiosk comes on line. Once the kiosk is on line again, the messages are sent to the Navy Cash server. The messages are removed from the queue once a satisfactory response is received from the Navy Cash server. The number and types of messages in the message queue can be displayed on the Diagnostic Screen.

d. <u>Admin Message Support.</u> Navy Cash Admin Messages (NCAM) may be sent to the kiosk to retrieve information from the kiosk or to perform various administrative functions on the kiosk. The kiosk only processes NCAM messages when in an idle state, i.e., when no card is inserted, and there are no pending transactions. While processing NCAM messages, the kiosk displays a "Please Wait…Under Maintenance" message to the user, and all other requests are ignored. Upon completion of the NCAM message processing, the kiosk returns to an idle state, and the "Welcome Screen" is displayed.

h. **General Maintenance and Troubleshooting**

Installation of the kiosk application is completed prior to delivery to the ship. Updates and upgrades for the application are generally installed remotely.

If there are any errors during initialization or general operation of the kiosk, an "Out of Service" message is displayed with a specific error code, e.g., "C1" for a card reader error, "NN" when the connection to the Navy Cash server is lost, and "S2" for error powering on SAM (see paragraph 2.4.4.b above for a table of error codes).

a. <u>Admin Mode.</u> The administrative functions in the admin mode (see paragraphs 2.4.2 and 2.4.3 above) provide tools that can be helpful in diagnosing and solving problems with the kiosk. Enter the admin mode by tapping on the status bar at the bottom of the Welcome Screen three times and entering the admin password. The admin menu is displayed upon entry of a valid password.

b. <u>Restart Feature.</u> The restart feature in the admin menu (see paragraph 2.4.3.e above) re-initializes all kiosk application components and should always be a first step in troubleshooting to determine if a simple restart fixes the problem.

c. <u>Diagnostic Screen.</u> The diagnostic screen feature in the admin menu (see paragraph 2.4.3.d above) displays information that can be helpful in solving a problem with the kiosk.

i. **Reset Admin Password**

Should the admin password for a kiosk be forgotten, it can be reset remotely. The NCAO must contact the Customer Service Center (CSC) (see paragraph "g" below, Technical Support) and identify the specific kiosk that requires the password be reset. The Navy Cash Technical Support

Team (NCTS) group ashore will create a remote update package to reset the password. Once the update package is ready, when the next round trip is completed between the ship and the shore, the remote update function will reset the password automatically. The next time a user enters admin mode on the kiosk, they are prompted to verify the reset password and then create a new password.

j.   **Replace SAM**

To install or replace a SAM chip in the kiosk: Open the Kiosk case to gain access to the SAM slots. Install or replace the SAM in the top-left corner, or SAM2 slot. Note: the SAM2 slot is the only slot that works.

Secure the Kiosk case.

To ensure the SAM is working properly, use the Restart Feature in the admin menu to verify that no out-of-service conditions exist.

k.   **Severe Troubleshooting**

Severe troubleshooting may be necessary when there is question of the status of a physical component, such as the PIN pad, network card, or smart-card reader, or when access to the underlying Windows Operating System (OS) is required. The secure case protecting the kiosk must be removed to access the physical components.

1. Technical Support. Should technical support be required, contact the CSC at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, www.navycash.com, or Fax 1-813-533-5711.
2. Navy Cash Equipment Checklist. A sample Navy Cash Equipment Checklist is included in Section 5B. This checklist will be tailored for each ship as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

l.   **CAD Failure Troubleshooting Procedures**

If a vending machine CAD is not working, ship's store personnel should follow Navy Cash troubleshooting procedures. See the Navy Cash Troubleshooting Manual and Maintenance CD for detailed procedures.

If the ship's network is down, do not cycle power to the vending machine. Once the vending machine and CAD are powered down, the network connection is needed to reset the CAD for operation when power is restored. The CAD can operate in the offline mode and store about 741 transactions, and the vending machine can continue to operate, at least until the CAD is full.

For maintenance assistance, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the Navy Cash Customer Service Center (CSC) (see Section 5A). The CSC will assign a case number that will be used to track the trouble call until it is resolved. The CSC will handle the trouble call directly, if at all possible, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate technical and support personnel as additional addressees. To report hardware, software, communications, or operational problems, contact the CSC. As the Navy Cash Accountable Officer, the Disbursing Officer should be kept apprised of all trouble calls.

If the CAD itself fails, ship's store personnel can replace it with a spare device from stock. All such replacements must be coordinated with the disbursing office so that the CADs are associated with the correct vending machines in the Navy Cash application, thus ensuring sales are recorded to the proper merchants.

m. **Failed Equipment**

When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSC and the equipment serial number should be included with all Navy Cash equipment returns.

n. **Stuck Transactions**

POSs or CADs with stuck transactions should be sent to SAIC. When directed to return a POS or CAD to SAIC, retain a copy of the case opened with the CSC with the monthly reports for Sales.

Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card.

If the shipboard network or Navy Cash server are likely to be down for an extended period or there are no spare CADs in stock, the sales division can revert to accepting cash, if authorized by the Commanding Officer, by replacing the CAD with a dollar bill validator and/or turning on the coin changer for each vending machine. Procedures outlined in the NAVSUP P487 for collecting cash will be followed.

F - NAVY CASH KIOSK AND FIX POINT OF SALE (MX925)

1. **Messages**

   a. <u>Welcome Messages</u>. The main screen for the Kiosk or Fixed Point of Sale (FPOS) is the Navy Cash Welcome screen. Users may insert their card to begin a transaction anytime they see this prompt.

   A status bar is at the bottom of every Navy Cash screen and may contain the following icons and current time of the system.

Icon	Description	Action(s)
	SD card missing	**Install SD card**
	Internal messages	**Place in cradle** **Verify Network settings** **Verify device exists in navy.cfg in NCService**
	Backup messages	**Place in cradle** **Verify Network settings** **Verify device exists in navy.cfg in NCService**
	Offline Indicator	**Place in cradle** **Verify Network settings** **Verify device exists in navy.cfg in NCService**

   b. <u>Startup Messages.</u> When the Application starts, there is a series of startup screens. The Kiosk or FPOS displays these messages to show its current state as it starts up. The following messages and error states are possible:

   - "Navy Cash Starting" – when application is loading
   - "Card Reader Unavailable" – when the main card reader cannot be activated
   - "SAM Error Clean or Replace SAM" – when the SAM is detected, but cannot be activated

   - "SAM Not Present" – when the SAM is not present or is malfunctioning

- "Offline" – when the device is not connected to the Navy Cash server
- "Installing New Application Package" – when an application update is being installed.
- "Rebooting Terminal" – after the update is installed the terminal has to be rebooted to activate the update.
- "SD Card Not Present" – when the SD card is not detected as being present.

c. Error Messages. When the Kiosk or FPOS is inoperable, it displays a message stating that it is out of service.

2**. Message Queue.** The Kiosk or FPOS device generates messages to be sent to the Navy Cash server advising of actions performed, including Electronic Funds Transfers (EFTs), Card Errors, Reversals and Card Burns. EFT messages are stored on the Kiosk or FPOS internally, as well as backup storage media. Any time the device is online, the EFT messages are immediately sent to the Navy Cash server. If the Kiosk or FPOS loses its connection to the Navy Cash server during a transaction, the EFT messages will be sent when it comes online again. The messages are removed from the internal and backup queue once a satisfactory response is received from the Navy Cash server.

3. Network Interfaces
Some functions require the device to communicate with the Navy Cash server or an external application. The following interfaces enable this communication:

- Navy Cash Network – The device requires an Ethernet connection. The device will maintain a "Port" setting which it will use to connect with the Navy Cash server. (This setting is referred to "Server Port" in the FPOS device.) These IP and Port settings must match the values in the Navy Cash server's navy.cfg file.
- Navy Cash Workstation (**FPOS ONLY**) – The device requires an Ethernet connection to the Navy Cash Workstation. The Disbursing application on a Navy Cash workstation maintains connection settings between it and the associated device. Additionally, the device will maintain an "Application Port" setting which it will use to connect with the Disbursing application. These settings for IP and Port must match the settings configured in the Disbursing application.

4. Admin Functions: Use Admin mode to change device settings or view diagnostic information.
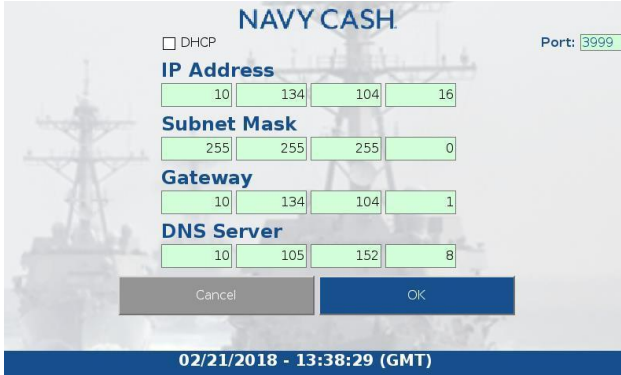
a. Entering Admin Mode. To access Admin mode, the Welcome screen must be visible and there must not be any cards in the Kiosk or FPOS.

b. To enter admin mode:

1) Touch the Navy Cash logo 3 times within 5 seconds. The area to touch is highlighted in red on the figure below.

2) An Admin Password Entry screen displays. Enter the Admin password.
Note: If the Admin password is entered incorrectly three times, Admin Mode will be
locked out for one hour.

3) After the entering Admin Mode, the Admin Menu displays the following:
   - Password – Change the admin password
   - Diagnostics – Access the diagnostic menu
   - Network – Configure device network settings
   - Restart (only in Kiosk) – Restarts the device
   - Back – Exits the admin menu

a. Change Admin Password. To change the admin password for the Kiosk or
FPOS device:
   1) Touch the "Password" button on the Admin Menu screen.
   2) Enter the old password.
   3) Enter the New Password.
   4) Re-enter New Password.

b. Modify Network Settings. You may set the device addressing mode to
DHCP or static. You can also change the TCP Port the device listens on for
incoming connections from the Navy Cash server.

5. Set the IP Address:

a. From the Admin Menu screen, touch the "Network" button.
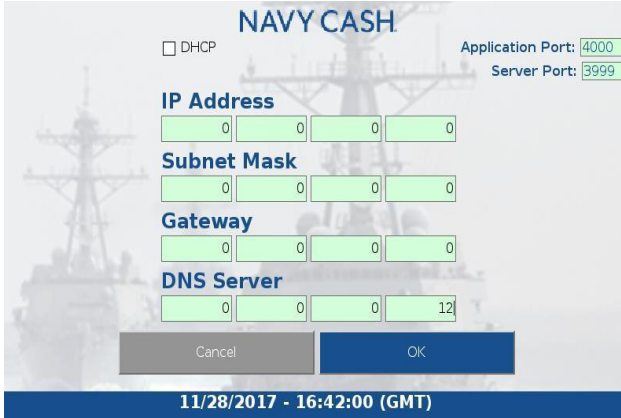
Kiosk Network Settings Screen

FPOS Network Settings Screen

1) Check the DHCP check box to select DHCP. IP Address, Subnet Mask, Gateway, and DNS Server settings are not editable when DHCP is checked.
2) Uncheck the DHCP check box to select Static IP. IP Address, Subnet Mask, Gateway, and DNS Server settings are editable when DHCP is unchecked.
3) Touch the Port or desired octet field to edit.
4) If any of the network settings are invalid, then an error message displays, and the invalid items highlight in red.
5) If the server port setting has been changed, the message "Please Wait Network Restarting" displays. Then message "Navy Cash Starting" displays and the Welcome screen will display.
6) FPOS ONLY - Modify Application Port:
   - The Application Port should match value set when establishing "device pairing" in Disbursing application.

b. Diagnostic Screen. You may view system diagnostic information for the device. The diagnostic has four tabs, including System, Network, Queue and App to

display information. Touching the "Back" button at any time returns you to the Admin Menu screen.

To view diagnostic information, touch the "Diagnostics" button on the Admin Menu screen.

5. Hardware Setup

a. <u>SAM Card</u>. Use the following procedure to install or replace a SAM in the Kiosk or FPOS device:

1.   Locate the Slot 1 in the back of the VeriFone device. The number "1" denotes Slot 1.
         Device will not work if SAM card is installed in Slot 2 or Slot 3.
2.   Insert the Sam card in Slot 1.

b. <u>SD Card.</u> Use the following procedure to install or replace an SD card in the Kiosk or FPOS device:

1.   Locate the SD card slot on the back of the VeriFone device. Its located above the Slot 1 for the SAM card.
2.   Insert the SD card fully.

c. <u>Auto Reboot Config</u>. 24 hour reboot is incorporated into this release. It is configurable by placing a simple text file with one line in it. The line should be formatted as XX:XX:XX for hour, minutes, and second when reboot should occur. For instance it would look like this:

                        19:30:00

The configuration file should be named and located thus: "/mnt/SD/reboot-config.txt". At this point, if no config file is found, the application will store a config file in flash and will set reboot to 17:00:00

6. Common Error Messages

Error Message	Corrective Action
Error Initializing SD Card SD Card Not Present	Insert SD Card
Validating DDE SD Card Not Present	
Error Initializing SAM SAM Not Present	Install SAM
Validating DDE SAM Not Present	
Error Initializing SAM SAM Not Present	Install SAM
SAM Error Fatal Reader Error	Confirm SAM is installed correctly then reset/restart.
Card Reader Fatal Reader Error	Reboot device and try again.
Error Initializing SD Card SD Card Not Present	Insert SD Card
Entering Admin Mode Admin Locked	Wait one hour for admin lockout time to expire. If the problem persists after waiting one hour, contact support.
Validating DDE Invalid Device Mode	(FPOS Only) Verify device is not in Admin Mode and re-try.
Validating DDE Internal Memory Full	Queue capacity exceeded, upload transactions to free queue space.
Validating DDE SD Card Memory Full	Queue capacity exceeded, upload transactions to free queue space.

Error Message	Corrective Action
Getting PIN PIN Error Operation Timeout	Re-try. Enter PIN before timeout expires.
Out of Service "OOS" Errors and Other Errors	Other problems or those not resolved with suggested corrective action please contact support at 1-866-6NAVYCASH / 1-866-662-8922 navycashcenter@frb.org www.navycashcenter.com ~~or FAX 1-813-533-5711~~

G - NAVY CASH KIOSK

1. General

The Navy Cash kiosk is a self-service kiosk that can read the chip on the Navy Cash card and interact with the Navy Cash server. The kiosk allows cardholders to move funds between their bank and credit union accounts ashore and their Navy Cash closed-loop and open-loop accounts, to change their Personal Identification Numbers (PINs), and to check in to the ship.

2. Interfaces

a. <u>Secure Access Module (SAM)</u>. The kiosk uses a SAM to interact with the chip on the Navy Cash card. If a SAM is not in the kiosk, the kiosk will not work, and an out-of-service error message is displayed on the screen.

b. <u>Ship's Local Area Network (LAN).</u> The kiosk connects to the Navy Cash server through the ship's LAN (Ethernet), e.g., the Integrated Shipboard Network System (ISNS). The kiosk requires a continuous network connection to the Navy Cash server to process any transaction. The kiosk cannot support transactions when it is off line.

The kiosk receives PING messages from the Navy Cash server every 30 seconds. If the kiosk has not received a PING message within 30 seconds, an out-of-service message is displayed on the screen.

3. Welcome Screen

The main screen for the kiosk is the "Welcome Screen". Cardholders may insert their Navy Cash card and begin a transaction anytime the "Insert Card to Begin" prompt is displayed on the screen.

a. <u>Status Bar.</u> A status bar is at the bottom of every screen. The current date and time are displayed in the lower-right corner of the status bar. The time is synchronized with the Navy Cash server. In Navy Cash, all dates and times are recorded, reported, and displayed in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.

b. <u>Offline Indicator.</u> If the kiosk does not receive a "PING" message within 30 seconds, it will go off line. An offline indicator appears in the left hand corner of the status bar, and an out-of-service message is displayed on the screen.

4.   Admin Mode
a. <u>Create Admin Password.</u> When the kiosk application is initially installed and runs for the first time, a six-digit numeric admin password must be created. The kiosk cannot proceed past the "Create Admin Password" screen until a password has been successfully set. To create an admin password:

Enter the desired six-digit password using the kiosk's touch screen or keypad.

The password entry box turns green, and the "OK" button enables, when six digits are entered. Touch the "CLR" button to discard the previously entered password and enter a different one.

If the password is acceptable, touch the "OK" button after the entry box turns green.

The kiosk prompts you to confirm the admin password.

Re-enter the desired password.

The password entry box turns green, and the "OK" button enables, when six digits are entered. Touch the "CLR" button if you would like to discard the previously entered password and enter a different one.

If the password is acceptable, touch the "OK" button after the entry textbox turns green.

The kiosk verifies that both passwords match.

If the passwords do not match, a "Password Mismatch – Try Again" message displays in red. You must enter and confirm the admin password again.

If the passwords match, the kiosk sets the admin password, and the Admin Menu displays.

b. Entering Admin Mode.   Admin mode is used to change device settings or view
    diagnostic information. To access admin mode, the "Welcome Screen" must be visible
    and there must not be any cards in the kiosk. To enter admin mode:

Touch the middle area of the "Status Bar" below the welcome screen three times. The "Admin
Mode" button itself is not labeled on the status bar.

Enter the six-digit admin password when prompted.
Password characters are masked with asterisks ("*").

The password entry box turns green, and the "OK" button
enables, when the correct six digits are entered.

If you enter an incorrect digit and would like to make a
correction before submitting the password, touch the
"CLR" button to discard the previously entered password
and enter the correct one.

If the wrong password is entered three times in a row, the
admin mode is locked out for a period of one hour. The
lockout remains in effect even if the system is rebooted.

Touch the "OK" button.

The kiosk verifies the password. If the password is not
valid, a "Password Invalid – Re-enter" message displays
in red. Enter the correct password, or touch the "Quit"
button to return to the welcome screen without entering
admin mode.

If the password is valid, the Admin Menu displays.

5.   Administrative Functions

The Admin Menu allows you to view and configure kiosk settings. You must enter the admin password and be in admin mode to access the Admin Menu. You may exit the Admin Menu and return to the welcome screen at any time by touching the "Quit" button.

a. Change Admin Password. The admin password may be changed whenever necessary. To change the admin password:

Touch the "Password" button on the "Admin Menu".

A "Change Admin Password" screen displays prompting you to enter the current admin password.

Use the touch screen or keypad to enter the six-digit password.

The kiosk verifies that the current password is correct. If the current password is not correct, a "Current Password Invalid – Re-enter" message displays in red. Either re-enter the correct current password, touch the "Main Menu" button to return to the admin mode, or touch the "Quit" button to exit the admin mode.

If the current password is correct, the current password entry box turns green, and you are prompted to enter the new admin password.

Enter the new six-digit password in the "New Password" entry box.

After six digits are entered, the "New Password" entry box turns green, and you are prompted to re-enter the new password for verification.

The Admin Menu screen displays if the new password entries match.

If the new password entries do not match, a "Password Mismatch – Try Again" message displays.

Correctly enter and confirm the new password, then touch the "OK" button on the keypad.

If you choose not to change the admin password, touch the "Main Menu" button to return to the Admin Menu, or the "Quit" button to exit admin mode.

b. Change Terminal ID. The kiosk's terminal ID may be changed whenever necessary. To change the terminal ID:

Touch the "Terminal ID" button on the "Admin Menu". The Terminal ID screen appears showing the current terminal ID for the kiosk.

If you do not wish to change the terminal ID, touch the "Main Menu" button to return to the Admin Menu screen.

Touch the "Update" button to continue.

The "Set Terminal ID" screen is displayed. Use the touch screen keypad to enter the new 16-digit terminal ID.

After 16 digits are entered, the terminal ID entry box turns green, and the "OK" button is enabled.

Touch the "Quit" button to return to the Terminal ID screen.

Touch the "OK" button to initiate the change.

The kiosk's terminal ID is updated, and the "Change Successful" screen is displayed. Touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen.

c. Set IP Address. The kiosk's IP address configuration may be changed whenever necessary. To modify the first two octets of the IP address, you must enter "999" for the last two octets. This "999.999" key sequence also allows you to change the TCP Port that the device listens on for incoming connections from the Navy Cash server. To change the IP address configuration:

Touch the "IP Address" button on the "Admin Menu".

The "IP Address" screen displays the current IP address configuration for the kiosk.

Select either the "DHCP" or "Static IP" radio button.

If you choose "Static IP", then you may change the last two octets.

Use the touch screen keypad to make the octet entries.

If you enter "999" for the last two octets (999.999), the first two octets and the "Port" will become editable.

If you change the port, it must be in the range between 1 and 65,535.

If you do not wish to change the IP and/or port configuration, touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen..

If you wish to set the new IP and/or port configuration, touch the "OK" button.

If the port is not valid, a "Port Must Be 1 to 65,535" message displays in red. If you change the IP address, all octets must have a value. If an octet does not have a value, it highlights in red, and an "IP Address Invalid" message displays in red.

The kiosk displays the "Change Successful" screen, and the kiosk's IP address configuration is updated.

Touch the "Main Menu" button to go to the Admin Menu. Touch the "Quit" button to return to the welcome screen.

 d. Display Diagnostic Screen.
The "Diagnostic Screen" displays diagnostic information about the kiosk.

General	Network	Queue
Current date/time (*GMT*)	Terminal ID number	Total number of items in queue
Kiosk application version	Device IP address	Number of transactions in queue
Device database version	Port	Number of errors in queue
Operating system information	Network connectivity status (online / offline)	Number of reversals in queue
SAM status (present/not present)		Number of card burn messages in queue
Chip version (if card inserted)	Server log-on status (logged on / not logged on)	Number of any other messages in queue
Chip date (if card inserted, mm/dd/yyyy format)	**Hotlist**	Message queue capacity remaining (percentage)
	Hotlist size (number of entries)	
	Date / time of last hotlist update (*GMT* mm/dd/yyyy hh:mm)	

Any information in an "error" or "abnormal" state displays in red text.

To view the information on the Diagnostic Screen:

Touch the "Diagnostic" button on the Main Menu to display the screen.

ATM Diagnostics

General

Date / Time:	07/17/2009 15:53
Operating System:	Microsoft Windows NT 5.1.2600 Service Pack 3
Navy Cash Application Version:	1.0.0.0
Date of Last Application Update:	07/17/2009 10:50
Database Version:	1.00
SAM Status:	Present
Chip Version:	No Card Inserted
Chip Date:	No Card Inserted

Network

Terminal ID:	1234567887654321
IP Address:	172.46.200.60
Network Connectivity:	Online
Server Logon Status:	Logged On

Hotlist

Hotlist Size:	805
Last Hotlist Update:	02/20/2009 14:49

Queue

Total:	0
Transactions:	0
Errors:	0
Reversals:	0
Card Burns:	0
Transaction Capacity Remaining:	100%

Main Menu   **Quit**

Insert a Navy Cash card to display chip version and date information. The card may be removed after the information is displayed.

When review of diagnostic information is complete, touch the "Main Menu" button to return to the Admin Menu or touch the "Quit" button to return to the Welcome Screen.

6.   Restart

Touch the "Restart" button on the Admin Menu to re-initialize all kiosk application components. Using the restart function should always be the first step in troubleshooting the kiosk to determine if a simple re-initialization of the kiosk application fixes the problem.

7.   Messages

a. <u>Startup Messages.</u> When the kiosk application starts, a series of startup screens shows the current state of the kiosk as it starts up. Screens indicating an error during startup also display a warning symbol. The following startup messages and startup error messages are possible:

(1) **Startup Messages**

"Loading Drivers" – when application is loading

"Init Connections" – when device is initializing communications

"Loading Configurations" – when the device is loading saved configuration information

(2)   **Startup Error Messages**

"Out of Service – C1" – when the main card reader cannot be activated

"Out of Service – S1" – when the SAM is not present or is malfunctioning

 "Out of Service – N1" – when network communications cannot be established

 "Out of Service – T1" – when the Terminal ID for the device has not yet been set

b. Error Messages. When the kiosk is inoperable, it displays an "Out of Service" message. The message is followed by an error code showing the reason for the out-of-service status. Common error codes the kiosk may display are listed in the table below.

Error Code	Reason for Out-of-Service Status
C1	General card reader error.
D1	Error creating database.
D2	Error opening database.
D3	Database on device is more recent than application database version. Application needs to be updated.
D4	Error updating database.
D5	Application database version does not match version of database on device.
D6	Error getting database version.
D7	General database error.
DF	Database capacity has been exceeded.
B1	Error creating backup database.
B2	Error opening backup database.
B3	7. Backup database on SD card is more recent than application backup database version. Application needs to be updated.
B4	Error updating backup database.
B5	Application database version does not match version of backup database on SD card.
B6	Error getting backup database version.
B7	General backup database error.
BF	Backup database capacity has been exceeded.
S1	SAM not present.
S2	Error powering on SAM.
S3	Maximum number of allowed SAM errors reached. Please clean or replace SAM.
N1	Network initialization error.
NN	Network down. No response from Navy Cash server.
P1	General PIN pad error.
SD	SD card not present.
T1	Terminal ID has not been set.
C21	Chip-to-chip failure after first card entered. Message being sent to server.
C2D	Chip-to-chip failure after second card entered. Message being sent to server.
C2E	Chip-to-chip failure after first card reentered. Message being sent to server.
CP	Change PIN – shown during a PIN change.
GT	General transfers – shown during transfers.
CR	Card removal error

c. Message Queue.   The kiosk generates and sends messages to the Navy Cash server advising of actions performed, including Electronic Funds Transfers (EFTs), Card Errors, Reversals, and Card Burns. These messages are always stored on the kiosk's internal database. If the kiosk is on line, the messages are immediately sent to the Navy Cash server. If the kiosk loses its connection to the Navy Cash server during a transaction, the messages remain in the internal database until the kiosk comes on line. Once the kiosk is on line again, the messages are sent to the Navy Cash server. The messages are removed from the queue once a satisfactory response is received from the Navy Cash server. The number and types of messages in the message queue can be displayed on the Diagnostic Screen.

d. Admin Message Support. Navy Cash Admin Messages (NCAM) may be sent to the kiosk to retrieve information from the kiosk or to perform various administrative functions on the kiosk. The kiosk only processes NCAM messages when in an idle state, i.e., when no card is inserted, and there are no pending transactions. While processing NCAM messages, the kiosk displays a "Please Wait…Under Maintenance" message to the user, and all other requests are ignored. Upon completion of the NCAM message processing, the kiosk returns to an idle state, and the "Welcome Screen" is displayed.

8.   General Maintenance and Troubleshooting

Installation of the kiosk application is completed prior to delivery to the ship. Updates and upgrades for the application are generally installed remotely.

If there are any errors during initialization or general operation of the kiosk, an "Out of Service" message is displayed with a specific error code, e.g., "C1" for a card reader error, "NN" when the connection to the Navy Cash server is lost, and "S2" for error powering on SAM (see paragraph 2.4.4.b above for a table of error codes).

a. Admin Mode. The administrative functions in the admin mode (see paragraphs 2.4.2 and 2.4.3 above) provide tools that can be helpful in diagnosing and solving problems with the kiosk. Enter the admin mode by tapping on the status bar at the bottom of the Welcome Screen three times and entering the admin password. The admin menu is displayed upon entry of a valid password.

b. Restart Feature. The restart feature in the admin menu (see paragraph 2.4.3.e above) re-initializes all kiosk application components and should always be a first step in troubleshooting to determine if a simple restart fixes the problem.

c. Diagnostic Screen. The diagnostic screen feature in the admin menu (see paragraph 2.4.3.d above) displays information that can be helpful in solving a problem with the kiosk.

9.   Reset Admin Password

Should the admin password for a kiosk be forgotten, it can be reset remotely. The NCAO must contact the Customer Service Center (CSC) (see paragraph "g" below, Technical Support) and identify the specific kiosk that requires the password be reset. The Navy Cash Technical Support Team (NCTS) group ashore will create a remote update package to reset the password. Once the update package is ready, when the next round trip is completed between the ship and the shore, the remote update function will reset the password automatically. The next time a user enters admin mode on the kiosk, they are prompted to verify the reset password and then create a new password.

10. Replace SAM

To install or replace a SAM chip in the kiosk: Open the Kiosk case to gain access to the SAM slots. Install or replace the SAM in the top-left corner, or SAM2 slot. Note: the SAM2 slot is the only slot that works.
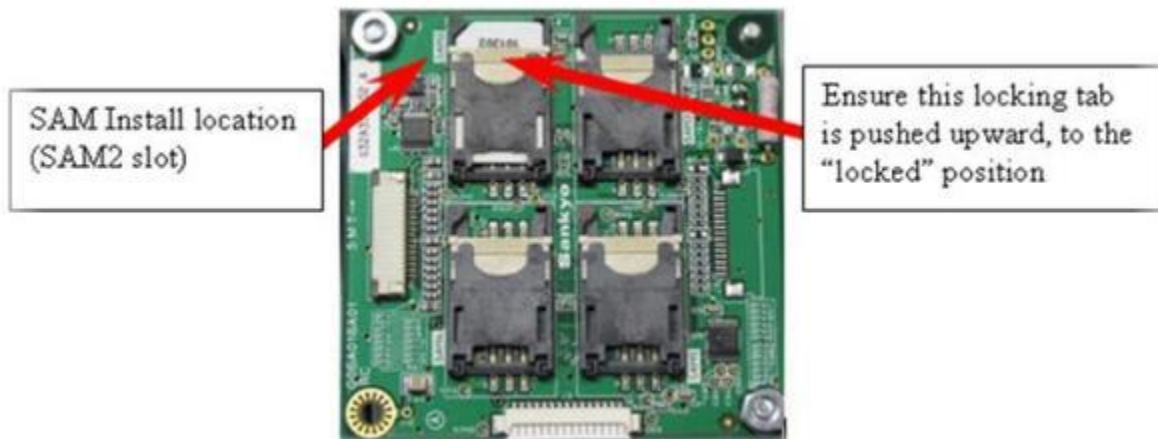
Secure the Kiosk case.

To ensure the SAM is working properly, use the Restart Feature in the admin menu to verify that no out-of-service conditions exist.

11. Severe Troubleshooting

Severe troubleshooting may be necessary when there is question of the status of a physical component, such as the PIN pad, network card, or smart-card reader, or when access to the underlying Windows Operating System (OS) is required. The secure case protecting the kiosk must be removed to access the physical components.

   a. <u>Technical Support</u>. Should technical support be required, contact the Customer Support Center (CSC) at 1-866-6NAVYCASH (1-866-662-8922), navycashcenter@frb.org, www.navycash.com, ~~or Fax 1-813-533-5711.~~

b. <u>Navy Cash Equipment Checklist.</u> A sample Navy Cash Equipment Checklist is included in Section 5B. This checklist will be tailored for each ship as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

12. CAD Failure

a.   <u>Troubleshooting Procedures</u>

If a vending machine CAD is not working, ship's store personnel should follow Navy Cash troubleshooting procedures. See the Navy Cash Troubleshooting Manual and Maintenance CD for detailed procedures.

If the ship's network is down, do not cycle power to the vending machine. Once the vending machine and CAD are powered down, the network connection is needed to reset the CAD for operation when power is restored. The CAD can operate in the offline mode and store about 741 transactions, and the vending machine can continue to operate, at least until the CAD is full.

For maintenance assistance, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the Navy Cash Customer Service Center (CSC) (see Section 5A). The CSC will assign a case number that will be used to track the trouble call until it is resolved. The CSC will handle the trouble call directly, if at all possible, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate technical and support personnel as additional addressees. To report hardware, software, communications, or operational problems, contact the CSC. As the Navy Cash Accountable Officer, the Disbursing Officer should be kept apprised of all trouble calls.

If the CAD itself fails, ship's store personnel can replace it with a spare device from stock. All such replacements must be coordinated with the disbursing office so that the CADs are associated with the correct vending machines in the Navy Cash application, thus ensuring sales are recorded to the proper merchants.

13. Failed Equipment

When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSC and the equipment serial number should be included with all Navy Cash equipment returns.

14. Stuck Transactions

POSs or CADs with stuck transactions should be sent to SAIC. When directed to return a POS or CAD to SAIC, retain a copy of the case opened with the CSC with the monthly reports for Sales.

Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card.

If the shipboard network or Navy Cash server are likely to be down for an extended period or there are no spare CADs in stock, the sales division can revert to accepting cash, if authorized by the Commanding Officer, by replacing the CAD with a dollar bill validator and/or turning on the coin changer for each vending machine. Procedures outlined in the NAVSUP P487 for collecting cash will be followed.

SECTION 5E - DISBURSING APPLICATION USER GUIDE

This section contains screen captures and detailed instructions for using the Navy Cash Disbursing Application.

NAVY CASH DISBURSING APPLICATION
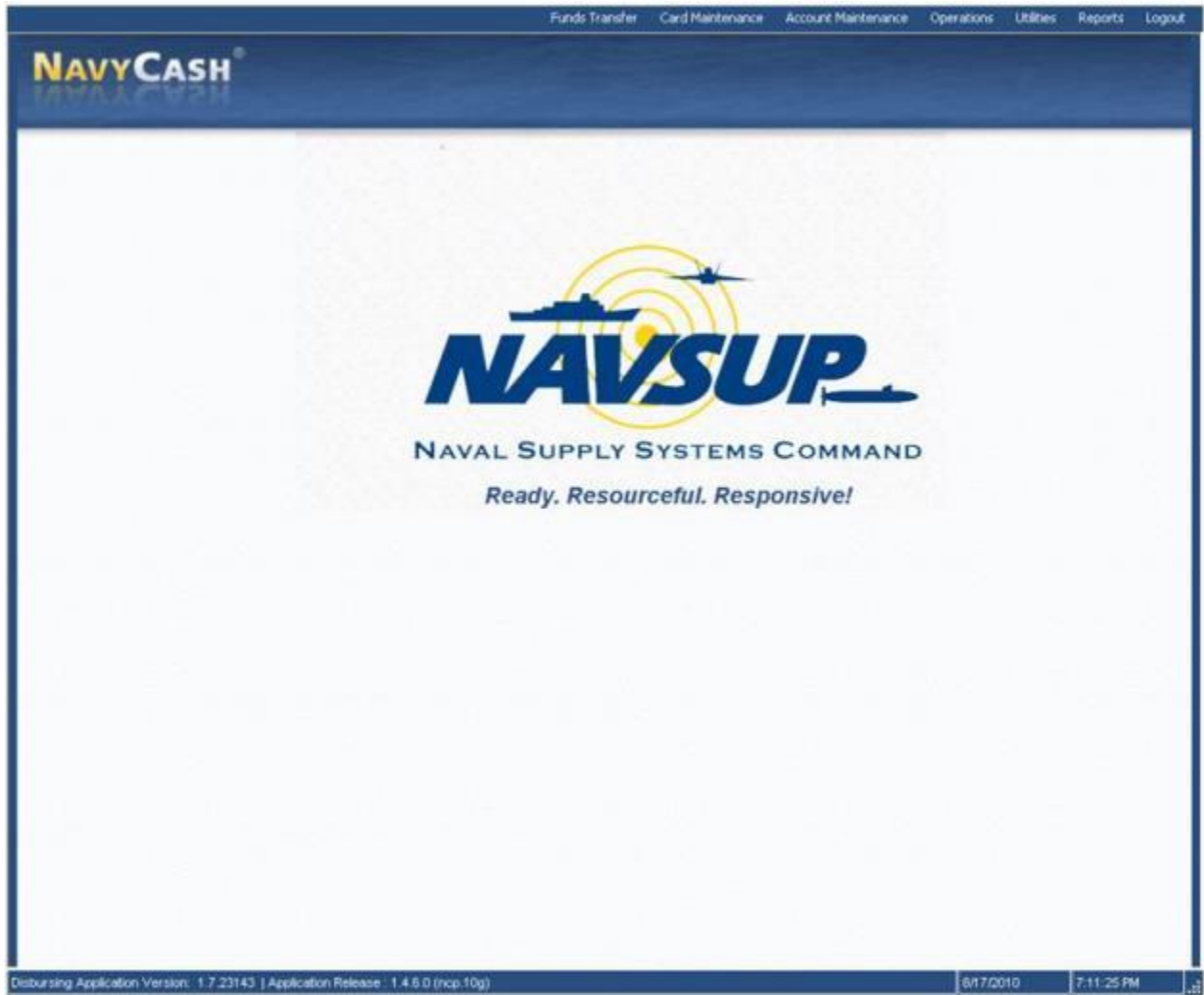
Cross-Reference for Navy Cash Disbursing Application Pull-Down Menus

Funds Transfer	Para	Page	Card Maintenance	Para	Page	Account Maintenance	Para	Page
Funds Transfer to Chip	2.1	198	PIN Reset or Change	7	219	Assign Replacement Card	11	229
Funds Transfer from Chip	2.2	201	Change Card Status	8	220	Account Enrollment	13	237
Individual Refunds	3.1	205	Unblock Card	9	226	Account Information Update	14	250
Bulk Refunds	3.2	209	Card Report	10	228	Note Maintenance	15	257
Deposit Cash to Strip	4	212						

Operations	Para	Page	Utilities	Para	Page
Indicate End of Day	16	249	View Log	23	300
Safe Bank Transaction	19	277	View Disk Usage	24	301
Operator ID Maintenance	20	277	NOC Selection	25	302
Vending and Ship's Store	21	287	Split Pay	26	303
Event Maintenance	22	297	Provisional Split Pay	26.1	307
			Update Previous Split Pay Info	26.1.d	308
			Provisional Post Split Pay	26.1.e(1)	310
			Access Editor	27	311
			Assigned Access Rights Editor	27.c	313
			User Account Operations	27.d	314

Reports *(See S5E-274 - Ship Reports Details)*

Disbursing Office Reports	Para	Page	Sales Reports	Para	Page	Operations Reports	Para	Page
Daily Settlement Transaction Detail	*18*	*57*	*MWR Transaction Detail*	*17a(6)*	*58*	*Operator Status Report*	*16d(4)*	*--*
SPO Payroll	*19*	*73*	*Ship's Store Transaction Detail*	*17a(6)*	*59*	*EOD Report*	*16f*	*--*
Disbursing Accountability Detail	*16(7)(c)((1))*	*71*	*Wardroom Mess Transaction Detail*	*17a(6)*	*60*	*EOM Summary Report*	*21b(3)(d)*	*68*
Monthly Transactions Detail	*16(7)(a)*	*65*	*Vending Soda Transaction Detail*	*17a(6)*	*61*	*Unmatched Chip-to-Chip Report*	*5d(3)*	*--*
Disbursing Accountability Summary Report	*19a*	*72*	*Refund Report by Sales*	*3*	*62*	*Fraud Detection Report*	*14i(5)*	*--*
Daily Transactions Summary Report	*18c*	*63*	*Merchant Sales Summary*	*18b*	*292*	*Navy Cardholder Issued Report*	*11f*	*--*
Replication Conflict Report	*15(d)(3)*	*--*	*Ship's Store Profit – MWR Transfer*	*3.1b(7)*	*70*			

Navy Cash Disbursing Application

In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). *Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.*

1. **STARTING THE NAVY CASH DISBURSING APPLICATION**

    1.1. First, Start the Navy Cash Service
    From the Windows desktop screen, click on the "Services" icon, the 4th or 5th icon in the box at the bottom of the screen to immediate right of Start button. A window will open with the title "Services" in upper left hand corner.

    Locate the "Navy Cash Messaging Service" line and click on it once. Line will be highlighted.

    Click on "Play" button at top of window (looks like play button on a tape recorder). Status will change to "Started".

    1.2. Second, Start the Proxy Application
    From the desktop screen display, click Start.

    Point to Programs.

    Point to Navy Cash Disbursing Interface.

    Click on Navy Cash Proxy application. The card reader proxy icon, a green and blue cable connector, appears in the status bar next to the clock when the application starts.

    1.3. Third, Start the Navy Cash Disbursing Application
    From the windows desktop screen display, click Start.

    Point to Programs.

    Point and click on Navy Cash Disbursing Interface application.

    Disbursing Application menu screen is presented. The Disbursing Application has different levels of access. Menu items are grayed out if the current user does not have access to that particular function.
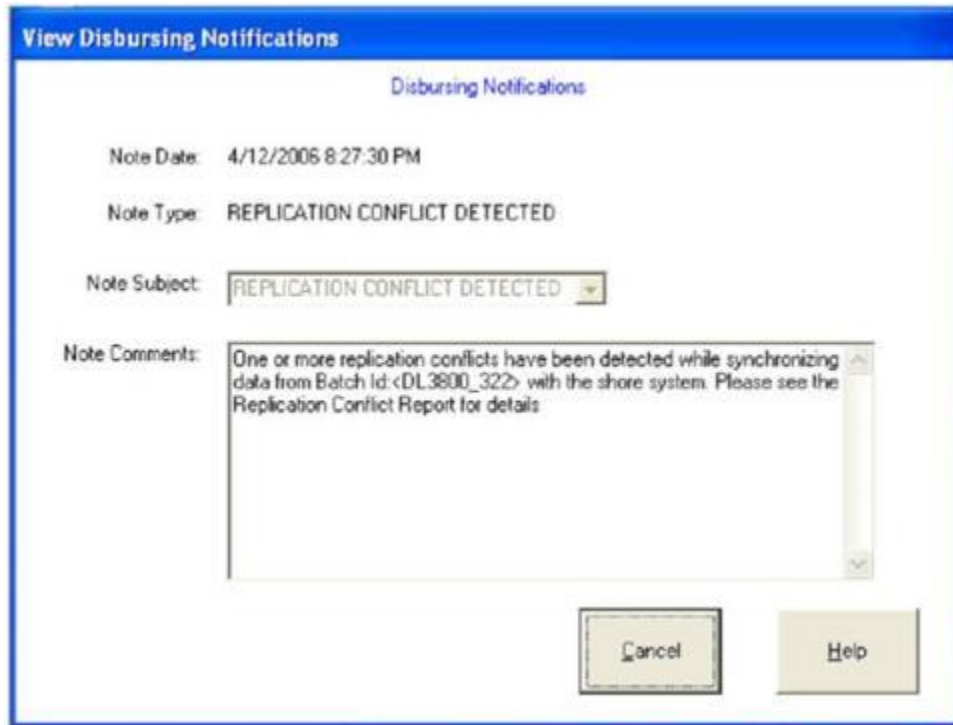
Disbursing Notifications Alerts. "Disbursing Notifications" notes appear as alerts at startup of the Disbursing Application if there are new alerts since the last time an operator logged on or when a new operator logs on. These notes are sent by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. See paragraph 15d(4) for the actions that should be taken when one of these alerts appears. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time they logged on to the Disbursing Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click the "Cancel" button to close the note(s).

1.4. **Closing the Navy Cash Disbursing Application**

1.4.1. First, Close the Navy Cash Application

Click on "Logout" in the upper left of the menu screen.

Then click on "OK".

1.4.2. Second, Close the Proxy Application

Right click or double click the Card Reader Proxy icon in the status bar. A window will open titled "Navy Cash S-D-I Proxy".

Click the quit button.

1.4.3. Third, Close the Navy Cash Service

Click on Services icon at bottom of screen.

2. **FUNDS TRANSFER**

Using the Disbursing Application, funds can be transferred to and from the closed-loop account on the card and directly to the open-loop account on the card. To access the funds transfer functions, the NCAO clicks on the "Funds Transfer" pull-down menu in the Disbursing Application. The pull-down menu displays the funds transfer options, each of which will be discussed in turn.

2.1. **Funds Transfer to Chip**
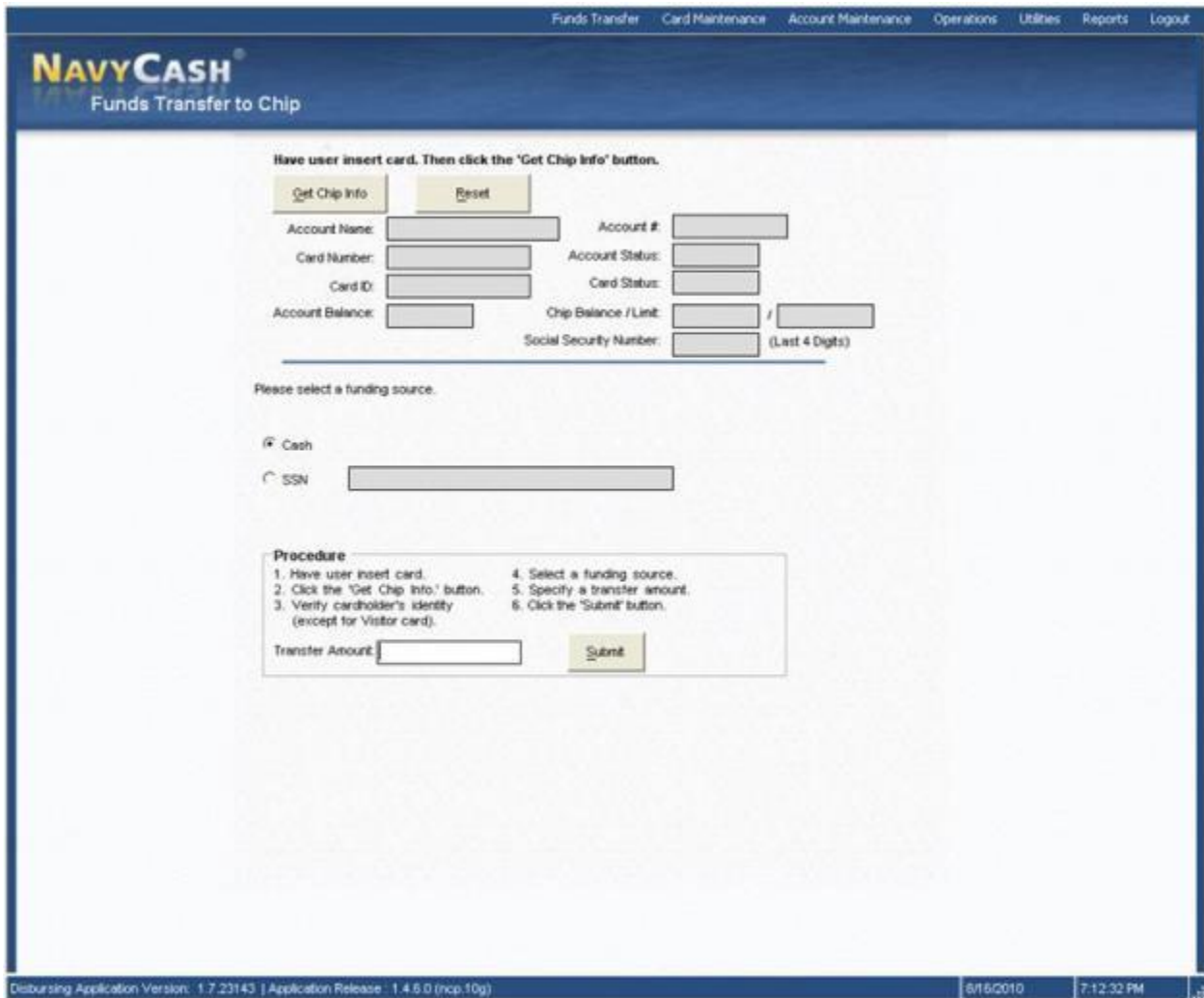
A cardholder can plus up the electronic value on his or her Navy Cash card at the disbursing office with cash or from an existing Navy/Marine Cash account.

2.1.1.   To access the closed-loop account on the cardholder's card and add value, the NCAO selects "Funds Transfer to Chip" in the "Funds Transfer" pull-down menu.

2.1.2.   The cardholder inserts the card into the POS, and the NCAO clicks "Get Chip Info".

2.1.3.   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.

2.1.4.   The NCAO verifies ownership of the Navy Cash Card.

2.1.5.   The NCAO chooses the correct funding source, and specifies the transfer amount requested by the cardholder.

2.1.5.1.   The Disbursing Application displays two funding sources, "Cash" and "SSN".

2.1.5.2.   Cash. When a cardholder is exchanging cash to plus up his or her Navy Cash card, "Cash" is selected as the funding source. All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually on the Daily Cash Transaction Ledger, which shall be kept in the safe.

2.1.5.3.   Checks that are exchanged for electronic credit on the Navy Cash Card will be treated the same as cash within the Navy Cash system. These checks should be handled, deposited, and reported in accordance with the DoD FMR Volume 5.

2.1.5.4.   SSN. A cardholder can request that the NCAO transfer funds from his or her closed-loop account to another card's closed-loop account using the cardholder's Social Security Number (SSN) to designate the account. This capability could be used to transfer funds from an open-loop account, e.g., split pay funds, to the closed loop on

a visitor card for a cardholder who, for one reason or another, has a Visitor Navy Cash card rather than an instant issue or embossed permanent Navy / Marine Cash card and therefore can't use the Navy Cash Kiosk to effect the transfer. An account must be in an "open" status to enable a transfer. "SSN" is selected as the funding source. Enter the cardholder's SSN without dashes or spaces.

2.1.6.   The NCAO clicks "Submit" to initiate the funds transfers.

2.1.7.   The POS will require the cardholder to enter his PIN and click OK.

2.1.8.   The POS will then 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, and the process will need to be repeated for the correct amount.

2.1.9.   All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash balance due the U.S. Treasury funds pool from all dishonored transactions. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DoD FMR, Volume 5, Chapter 4).

2.2.   Funds Transfer from Chip

2.2.1.   To convert electronic value in the closed-loop account to cash or to transfer value to a retail merchant account, the NCAO selects "Funds Transfer from Chip" in the "Funds Transfer" pull-down menu.

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

2.2.2.1.   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 funds in their open-loop accounts at over 1,000,000 ATMs in over 120 countries worldwide using 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.

2.2.2.2.   Navy Cash Card Open-Loop Debit Feature. Cardholders can purchase gifts and souvenirs and pay for meals in restaurants using the Navy Cash card. This open-loop 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 open-loop accounts 24 to 48 hours prior to attempting to use their Navy Cash cards ashore.

2.2.2.3.   Currency Exchange on Board Ship. 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 (POSs) will be available to the husbanding agent so that Navy Cash cardholders can use the closed-loop account on their Navy Cash cards to "purchase" currency (see paragraph 30.2, Currency Exchange by Vendors in a Foreign Port).

2.2.2.4.   Cash Out Navy Cash Card. Cardholders can also cash out the value in the closed-loop account on their Navy Cash cards at the disbursing office. However, because cardholders can transfer value from the closed loop to the open loop on the card 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.

2.2.2.5.   Cash Personal Checks. The Deputy Disbursing Officer will no longer cash checks per Naval Message Date Time Group (DTG) R 201549Z APR 23 COMNAVSUPSYSCOM MECHANICSBURG PA. Again, local ATM transactions generally provide the best exchange rate for foreign currency.

2.2.3.   Closed-Loop-to-Cash Transactions.

2.2.3.1.   After the NCAO verifies ownership of the Navy Cash card, the cardholder inserts the card into the POS.

2.2.3.2.   The NCAO clicks "Get Chip Info", and the Disbursing Application displays the card ID number and the closed-loop balance received from the POS and then displays the account number and account name associated with the card.

2.2.3.3.   The NCAO chooses the funding destination, "Cash," specifies the transfer amount requested by the cardholder, and then clicks the "Submit" button to initiate the funds transfer.

2.2.3.4.   The POS prompts the cardholder for a PIN. The cardholder enters the PIN and presses OK.

2.2.3.5.   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.

2.2.3.6.   All transactions will be recorded on the Navy Cash server and added to the daily reports. In addition, all transactions will be manually recorded on the Daily Cash Transaction Ledger, which shall be kept in the safe.

2.2.4.   Closed Loop to Merchant Account (Individual and Bulk Retail Sales). The Disbursing Application is designed to handle electronic value transfers from the closed-loop account on the card 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 Office's accountability or other responsibilities for funds.

2.2.4.1.   After the NCAO verifies ownership of the Navy Cash card, the cardholder inserts card into POS.

2.2.4.2.   The NCAO 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.

2.2.4.3.   The NCAO 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.

2.2.4.4.   The POS will prompt the cardholder for his or her PIN. After the PIN is entered, the cardholder presses OK.

2.2.4.5.   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.

2.2.4.6.   The Navy Cash server records the retail transaction, and it is included in the appropriate daily merchant transactions reports.

2.2.5.   <u>Disbursing Officer Merchant Not a Retail Sales Merchant.</u> The Navy Disbursing 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 Navy Disbursing 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 Section 4, paragraph 2.2.3.2, Collecting on Negative Balances), the NCAO can transfer value directly to the cardholder's open-loop account (see Section 5E, paragraph 4, Deposit Cash to Strip).

2.2.6.   <u>Cash Out Visitor Cards. Navy Cash visitor cards are reusable.</u> When a cardholder no longer needs a visitor card and prior to leaving the ship, the card should be turned in to the disbursing office, and any value remaining in the closed-loop account must be cashed out and returned to the cardholder immediately in accordance with paragraph 2.2.c above. 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.

2.2.6.1.   <u>Residual Funds on Visitor Cards</u>. 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 NCAO must make every reasonable effort to return any remaining value to the cardholder in accordance with the DoD FMR, Chapter 10, Paragraph 100505. Refer to the Navy Cash Card Issue Log 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 on the log.

2.2.6.2.   <u>If the Cardholder Can Be Identified.</u>

2.2.6.2.1.   The NCAO shall contact the individual and request they return to ship to cash out any remaining balance. If the individual does not return to claim the funds, the NCAO can dispose of these funds via the Unclaimed Monies procedures.

2.2.6.2.2.   The card can then be returned to the stock of visitor cards for re-issue.

2.2.6.3.   If the Cardholder Cannot Be Identified

2.2.6.3.1.   After good faith efforts to identify and locate the individual cardholder and return the residual funds have been exhausted, the NCAO can dispose of these funds via the Unclaimed Monies procedures.

2.2.6.3.2.   The card can then be returned to the stock of visitor cards for re-issue.

2.2.6.4.   Collect and Destroy Expired Visitor Cards. When visitor cards are turned in to disbursing office and cashed out, the NCAO should check the expiration dates on the cards. Any expired Navy Cash cards must be collected, cancelled on the Navy Cash website, and destroyed. Cards can be destroyed by cutting them up or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log.

3. REFUNDS

3.1. Individual Refund

3.1.1.   When a cardholder desires a refund from a merchant on the ship (for example, ship's store, MWR, General Mess), they must first obtain authorization (for example, from the Sales Officer, MWR Officer, Food Service Officer, or a designated representative) on a standard, serialized, Navy Cash Refund Chit. In addition, the approving merchant must record the refund on the Navy Cash Merchant Refund Log. A sample refund log and refund chit are included in Section 5B.

3.1.2.   The cardholder will then take the refund chit to the disbursing office and present it to the NCAO or Navy Cash Deputy. On bigger ships with a separate Sales Officer, refunds for Ship's Store and vending will be taken care of at the Sales Office by the Sales Officer or Deputy.

3.1.2.1.   To access the closed-loop account on cardholder's card and add value of the refund, the NCAO (Sales Officer) selects "Individual Refunds" in the "Funds Transfer" pull-down menu.

3.1.2.2.   After the NCAO (Sales Officer) verifies ownership of the Navy Cash card, the cardholder inserts the card into the POS.

3.1.2.3.   The NCAO (Sales 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.

3.1.2.4.   The NCAO (Sales Officer) then selects either "Chip Purchase Refund" or "Miscellaneous Refund" as the funding source.

3.1.2.5. <u>Chip Purchase Refund</u>. This function allows the NCAO (Sales Officer) to select a single specific purchase transaction for the refund from a list of the cardholder's purchases. Multiple-item purchases are treated as a single total if all the items were purchased at the same time. To limit the number of transactions displayed when selecting the chip purchase refund option, the Disbursing Officer (Sales Officer) should either specify a date range ("From Date" and "To Date") or select a specific event (see paragraph 3.2, Bulk Refunds, for an explanation of events) and click the "Refresh" button. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* When the transaction is selected, the transfer amount for the refund is specified by the Disbursing Application. The chip purchase refund helps to ensure that a particular purchase is only refunded once. For purchases at vending machines or for a single item within a multiple-item purchase, the miscellaneous refund should be used, since the specific sales transaction may be difficult or impossible to identify (see paragraph (6) below). Generally, in ship's store, the miscellaneous refund is the preferred method for refunds.

3.1.2.6. <u>Miscellaneous Refund</u>. This function allows the NCAO (Sales Officer) to specify a transfer amount for the refund and select a Navy Cash merchant (for example, vending soda, vending snack, or ship's store) from which the refund should originate.

3.1.2.6.1.   The NCAO (Sales Officer) clicks the "Submit" button to initiate the funds transfers.

3.1.2.6.2.   The POS will require the cardholder to enter his PIN and click OK.

3.1.2.6.3.   The POS will display the amount for credit and ask if the amount is correct. The cardholder selects 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.

3.1.2.6.4.   This will return the amount of the refund to the card and deduct that amount from the originating merchant's (e.g., ship's store, MWR) collections for

that day. Individual refunds are credited on the ship to a cardholder's closed-loop account immediately.

3.1.2.6.5.   The Navy Cash server records the transaction, and it is included in the appropriate daily merchant transactions reports for the day.

3.1.2.6.6.   The NCAO and other responsible individuals, for example, Sales Officer or MWR Officer, should verify that the amounts reported by the Navy Cash server are correct and match the approved chits. They should also verify that the amounts refunded plus the amounts deposited (for example, in ship's store accounts, MWR bank account, or Navy Cash open-loop account) match the total collections (for example, ship's store or MWR) for that day.

3.1.2.6.7.   For all refunds processed in the disbursing office, the NCAO shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds. The original chit will be returned to the approving merchant for verification against the serialized logs. Similarly, for all refunds processed in the Sales Office, the Sales Officer shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds.

3.1.2.7.   Distribution of Ship's Store Profits to MWR: See Section 3, para 9.3 for detailed instructions.

3.2. **Bulk Refunds**

3.2.1.   Refunds for single cardholders and single transactions can be handled readily using the "Individual Refund" function. When a large number of cardholders needs a refund, handling them individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. The bulk refund function allows the NCAO to initiate a refund to everyone who purchased a ticket in a few simple steps. Bulk refunds are credited to each cardholder's open-loop account on the ship. This credit will be reflected ashore as soon as the ship completes its end-of-day processing between ship and shore. Purchases made with visitor cards, which do not have an open-loop account associated with them, must be refunded individually at the Disbursing Application.

3.2.2.   Bulk Refunds consists of four basic parts, each of which will be discussed in turn.

- Event Processing
- Programming the Point-Of-Sale Device (POS)
- Bulk Refunds
- Reporting

3.2.3.   Event Processing.   Although developed primarily for MWR, event processing allows any merchant on the ship to specify events for collections and reporting (see paragraph 22).

3.2.3.1.   To set up event processing, the merchant must coordinate with the NCAO, who will use the Event Maintenance function in the Disbursing Application to enter an event name and event description and create an event code.

3.2.3.2.   Event Codes.   Event codes provide the ability to track events that are purchased using Navy / Marine Cash so that sales transaction data can be reported by event and a bulk refund can be performed at a later time if necessary. Once an event code is created, a merchant can use it during sales by selecting the appropriate function key on a POS that has been configured with event codes, although selecting an event is not required to complete a sale.

3.2.3.3.   Event Codes Are Not Reusable. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used one time. This becomes especially important if an event is canceled and the NCAO performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.

3.2.4.   Programming the POS Device.   Follow instructions in Section 5D to program up to ten event codes for each of ten merchants. When transactions are collected on a POS that has been properly configured, the sales clerk will be able to indicate which event the cardholder is purchasing by selecting the appropriate event. This event code information is then held in the database for reporting purposes and for a bulk refund if one should become necessary. When programming the POS for multiple MWR events, the event code must correspond with the descriptions set within the Event Maintenance function of the Disbursing Application.

3.2.5.   Bulk Refunds.   When requested by an appropriate merchant, the Disbursing Officer can initiate a bulk refund on the ship using the Disbursing Application. For each event refunded, the full purchase amount will be credited to each cardholder's open-loop account on the ship. This credit will be reflected ashore after the next end-of-day round trip is completed. A bulk refund can only be initiated one time for any one event.

3.2.5.1.   To enter the "Bulk Refunds" function, the NCAO selects "Bulk Refunds" in the "Funds Transfer" pull-down menu.

3.2.5.2.   Select Event. To refund an event, select the appropriate event in the "Select Event for Refund" box and click the "Refund" button.

3.2.5.3.   Check Status. To check the status of a refunded event, look at the appropriate event in the "View Refund Request Status Details" box.

3.2.5.3.1.   Review Bulk Refund Exceptions Report. Although the status of a refund request may indicate "Processed Successfully", the NCAO and MWR Officer must review the Bulk Refund Exceptions Report to ensure that all transactions were refunded.

3.2.5.3.2. <u>Visitor Cards</u>. Purchases made with visitor cards, which do not have an open-loop account associated with them, will always be listed on the Bulk Refund Exceptions Report and must be refunded individually at the disbursing office.

3.2.6. <u>Bulk Refund Reports</u>.

3.2.6.1. <u>Bulk Refund Exceptions Report</u>. The bulk refund procedure will generate a Bulk Refund Exceptions Report for transactions that it cannot refund, for example, purchases made with visitor cards or transactions that have already been refunded individually. This report will be placed automatically in the reports directory "Q:\files\navydata\report\ship\bulkrefund". On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the shore report directory.

3.2.6.2. Merchant Reports. Merchant daily and monthly reports will group sales transaction data by event codes if one or more have been created (and used) for any "events" within a merchant's sales, for example, a concert, golf tournament, cruise

book, flower sales. If no event codes were indicated during sales, all sales transactions will be reported together.
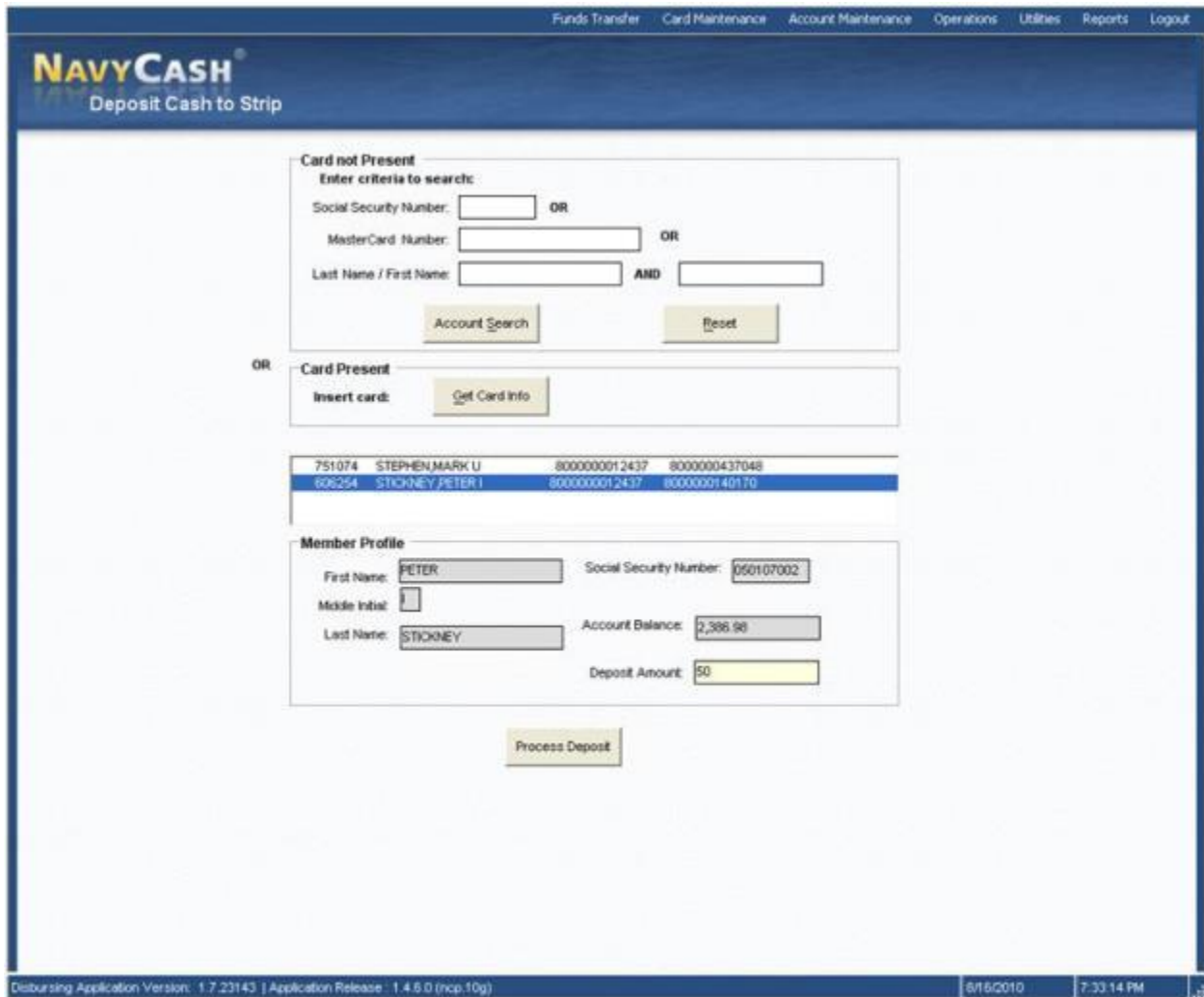
4. **DEPOSIT CASH TO STRIP**

    4.1. A cardholder can plus up or deposit value directly to his or her open-loop account at the disbursing office with cash.

        4.1.1. <u>Clear a Negative Open-Loop Account Balance</u>. For a cardholder with a negative balance, a funds transfer directly to his or her open-loop account provides an additional option to clear the negative balance (see Part 1, paragraph 2.2.2, Negative Navy Cash Balances). The cardholder can provide cash to the Disbursing Officer in an amount sufficient to return the open-loop account balance to zero or a positive amount.

        4.1.2. <u>Representment</u>. With automatic representment, if a cardholder's ACH transfer request at the Navy Cash Kiosk is returned for NSF (and greater than $5), the ACH transaction will automatically be presented up to two more times on successive pay days.

            4.1.2.1. Because Navy Cash access to a bank or credit union account is blocked automatically when a transfer request is returned for NSF and an open-loop account goes negative, a cardholder may opt to go to disbursing office to clear a negative

balance and unblock access. Just prior to initiating automatic representment, the Navy Cash system ashore checks the open-loop account balance. If the account is no longer negative, i.e., the account balance is "zero" or positive, the transaction returned for Non-Sufficient Funds (NSF) will not be represented. It is important to note that the cardholder must clear the negative balance in sufficient time for a round trip to be completed between ship and shore. Although a zero or positive balance will be reflected on the ship immediately, the new open-loop account balance must be posted ashore before the Navy Cash system checks the account balance. If the account balance ashore is still negative, the returned ACH transaction will be represented. Cardholders should be sure there are sufficient funds available in their bank or credit union account to cover any representment.

4.1.2.2.   With representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the NCAO must continue to review the Negative Balance and Returned Items Detail Reports on a daily basis and collect on any negative balances not covered by automatic representment. If a cardholder's open-loop account balance has gone negative for a reason other than NSF, if the transaction returned for NSF is under $5, or if there have been two representments since the account went negative, the NCAO is responsible for collecting on that debt.

　　4.1.2.2.1.   The NCAO should ensure the cardholder's Navy Cash access to his or her bank or credit union account ashore remains blocked until the negative balance is cleared.

4.1.3.   To access the cardholder's open-loop account and add value, the NCAO selects "Deposit Cash to Strip" in the "Funds Transfer" pull-down menu.

4.1.4.   To search for the appropriate open-loop account:

　　4.1.4.1.1.   If the cardholder's Navy Cash card is not available, the NCAO enters the cardholder's SSN or Mastercard® card number or the cardholder's last name or the initial letter or letters of the last name in the "Card not Present" box and then clicks the "Account Search" button.

　　4.1.4.1.2.　　If the cardholder's Navy Cash card is available, the NCAO inserts the card into the POS and clicks the "Get Card Info" button in the "Card Present" box.

　　4.1.4.1.3.   The Disbursing Application brings up the cardholder names associated with the search criteria.

4.1.4.2.   After verifying the cardholder's identity, the NCAO highlights the correct name, and the cardholder's name and SSN are displayed in the "Member Profile" window.

4.1.4.3.   The NCAO chooses the correct funding source, and specifies the deposit amount requested by the cardholder.

4.1.4.3.1.   Cash. The Disbursing Application displays one funding source, "Cash". When a cardholder is exchanging cash to plus up his or her open-loop account, "Cash" is selected as the funding source.

4.1.4.3.2.   All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually in accordance with paragraph 6 on the Daily Cash Transaction Ledger, which shall be kept in the safe.

4.1.4.4.   The NCAO clicks the "Process Deposit" button to initiate the deposit to the cardholder's open-loop account.

4.1.4.5.   The Disbursing Application asks to verify the deposit amount and the cardholder's name. The NCAO clicks the "Yes" button to complete the deposit.

5. **CORRECTING UNMATCHED CHIP-TO-CHIP TRANSACTIONS**

5.1.   Two cardholders can transfer electronic value from the closed loop account on one cardholder's Navy Cash card to the closed loop account on the other cardholder's card. Cardholders conduct these transactions at the Navy Cash Kiosks following the instructions presented on the Kiosk screen.

5.2.   The transfer is completed in two parts. First, the sending card initiates the transfer, the funds are removed from the card and placed into an escrow account, and the card is removed from the Kiosk. Second, the receiving card is put into the Kiosk, authenticated with PIN entry, and the funds are moved from the escrow account to the receiving card. The receiving card must be placed into the Kiosk and authenticated within 60 seconds (more time can be requested if needed).

5.3.   If the process is interrupted for any reason before it is completed, e.g., a power failure at the Kiosk or time expires before the process is completed, the result of the transaction is stored in the escrow account on the Navy Cash server as an unmatched transaction.

5.4.   Automatic Chip-to-Chip Correction. Navy Cash corrects unmatched closed-loop to closed-loop transactions automatically by returning the value to the sending card.

5.4.1.   Once every 24 hours, the Navy Cash server on the ship will scan the escrow account for unmatched closed-loop to closed-loop transactions.

5.4.2.   For each unmatched transaction detected, the automatic correction process will first determine if the sending card was an instant issue or embossed permanent card or a visitor card. If the sending card was an instant issue or embossed permanent card, the electronic value will be returned to the cardholder's open-loop account automatically. Because a visitor card does not have an open-loop account associated with it, the electronic value will be transferred to the Navy Disbursing merchant card open-loop account.

5.4.3.   Automated Chip-to-Chip Corrections Report. When the automatic correction process is completed each day, an Automated Chip-to-Chip Corrections Report will be generated by the Navy Cash server on the ship and placed in the reports directory (Q:\files\navydata\report\ship\pspo). On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to

the Q:\files\navydata\report directory on the Navy Cash server. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. The report lists the closed-loop to closed-loop corrections that were successfully completed that day. The NCAO should review these reports daily. For every closed-loop to closed-loop correction completed for a visitor card, the Disbursing Officer must take action to restore the value to the appropriate visitor card cardholder.

5.4.4.   Restoring Value to a Visitor Card. The NCAO should take the Navy Disbursing merchant card to the Navy Cash Kiosk, and move the appropriate funds from the open loop to the closed loop. Then, the NCAO can either cash out the closed loop and use the cash to fund the cardholder's visitor card in the amount of the unmatched closed-loop to closed-loop correction; or cash out the appropriate amount from the closed-loop account and give the cardholder the cash; or go to the Kiosk and do a chip-to-chip transfer from the Navy Disbursing merchant card closed-loop account to the closed-loop account on the cardholder's visitor card.

5.4.4.1.   If a visitor card cardholder is no longer on aboard the ship, the individual cardholder should be contacted, if at all possible, and asked to provide a mailing address.

5.4.4.2.   The NCAO should then cut an ex cash remittance check in the amount of the unmatched closed-loop to closed-loop correction and mail the check to the visitor cardholder.

5.4.4.3.   If for some reason, an unmatched chip-to-chip transaction could not be reimbursed to the cardholder, the overage must be collected to the Treasury Department Receipt Account, Forfeiture of Unclaimed Money and Property, in accordance with DoD FMR, Volume 5, Chapter 6, Paragraph 0608. For example, a visitor card may have been turned in after hours or "under the door" or after a visitor has left the ship and cannot be attributed to a specific individual. *If not cashed out, any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.*

6. DAILY CASH TRANSACTION LEDGER

Note: A cardholder's signature is required only for a closed-loop-to-cash transaction. .

6.1.   If a cardholder uses cash to put monies into his or her closed-loop account:

6.1.1.   In Block 1, enter the date of the transaction.

6.1.2.   In Block 2, enter the amount of the cash value added to the closed loop.

6.1.2.1.   If a cardholder converts electronic value into his or her closed loop account to cash:

6.1.3.   In Block 1, enter the date of the transaction.

6.1.4.   In Block 3, enter the amount of the cash value removed from the closed loop.

6.1.5.   In Blocks 5 and 6, have the cardholder print and sign his or her name for the amount of cash received.

6.2.   If a cardholder uses cash to put monies into his or her open loop account:

6.2.1.   In Block 1, enter the date of the transaction.

In Block 4, enter the amount of the cash value added to the open loop.

6.2.2.   Close out the Daily Cash Transaction Ledger as follows:

6.2.2.1.   Total Column 2, and enter the amount in Block 7, Total Cash to Closed Loop.

6.2.2.2.   Total Column 3, and enter the amount in Block 8, Total Closed Loop to Cash.

6.2.2.3.   Total Column 4, and enter the amount in Block 9, Total Cash to Open Loop

6.2.2.4.   In Block 10, Net Sum for Cash Transactions, enter the difference between the sum of Blocks 7 and 9 and Block 8.

6.2.2.5.   This value should be the value recorded on the DD Form 2665 .

6.2.3.   Each individual operator, e.g., NCAO, Navy Cash Deputy, agent cashier, must use a separate Daily Cash Transaction Ledger. The completed Daily Cash Transaction Ledger(s), along with the supporting Disbursing Transactions Detail Report sorted by operator, shall be retained with the balanced DD Form 2665.

6.2.4.   A blank copy of the Daily Cash Transaction Ledger is included in Section 5B.

NAVY CASH® DAILY CASH TRANSACTION LEDGER

DATE	CLOSED LOOP		OPEN LOOP	PRINT CARDHOLDER NAME	LAST FOUR OF SSN	CARDHOLDER SIGNATURE
	CASH TO CLOSED	CLOSED TO CASH	CASH TO OPEN			
11/01/02	100.00					
11/01/02	60.00					
11/01/02	50.00					
11/01/02	50.00					
11/01/02		50.00				
11/01/02			40.00			
11/01/02			100.00			
11/01/02		40.00				
11/01/02			20.00			
Total	260.00	90.00	160.00			
TOTAL CASH TO CLOSED LOOP $260.00	TOTAL CLOSED LOOP TO-CASH $90.00		TOTAL CASH TO OPEN LOOP $160.00		NET SUM FOR CASH TRANSACTIONS $330.00	

7. RESETTING OR CHANGING THE PIN

Cardholders who elect to reset or change the PIN associated with their Navy Cash cards would normally use the Navy Cash Kiosk and follow the screen prompts. To change a PIN at the disbursing office:

7.1.   The NCAO must verify the cardholder and selects "PIN Reset or Change" in the "Card Maintenance" pull-down menu.

7.2.   The NCAO instructs the cardholder to insert the card into the POS and clicks on the "Get Chip Info" button. The NCAO must then verify the information displayed and the cardholder's identity and ownership of the card.

7.3.   The NCAO then clicks the "Submit" button to initiate the PIN change.

7.4.   The cardholder then follows instructions on POS and enters and reenters a new PIN.

7.5.   A pop-up window on the Disbursing Application screen will indicate PIN change was successful.

7.6.   If a card is blocked, it must be unblocked before the PIN can be changed.

8. **CHANGE CARD STATUS**

The "Change Card Status" screen can be used to "activate" a new embossed permanent Navy Cash card that has been delivered to the ship and to report a card that has been lost, stolen, or damaged, or needs to be canceled.

8.1. Card Activation for Embossed Permanent Cards.

For security reasons and to prevent fraud, all embossed permanent Navy Cash cards are delivered to the ship in a "pendactive" status and must be activated before they will work. Occasionally, a cardholder will come to disbursing office to report a card that no longer works, when, in fact, the card has never been activated. For example, the cardholder may have been given a new embossed permanent card just as they were leaving a previous ship, and the card was not activated at the time. Because the card does not work, the cardholder will not be able to do a ship check-in until the card has been activated.

8.2. Disbursing Activates Card at Disbursing Application

8.2.1. To activate a card, the NCAO selects "Change Card Status" in the "Card Maintenance" pull-down menu.

8.2.2.   If the cardholder has an instant issue or embossed permanent card that is about to expire, disbursing personnel must first insert the card into the POS and click on the "Get Card Info" button so that card can be canceled before activating the new card.

8.2.3.   To provide quicker access to any funds remaining in the closed-loop account on the instant issue or embossed permanent card, the cardholder can move the funds in the closed loop to the open loop using the Kiosk before coming to disbursing office. Otherwise, the system will automatically do a closed-loop to open-loop transfer to restore the value in the closed loop when the NCAO clicks the "Update Card Status" button in the step below, and the funds won't be available in the open-loop account until the next end-of-day processing is completed between the ship and the shore.

8.2.4.   The Disbursing Application brings up the card ID number(s) associated with the search criteria. After verifying the cardholder's identity and ownership of the card, the NCAO selects the correct card in the "Cards Found" window, selects the "Canceled" status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

8.2.5.   The NCAO must provide the cancelled card back to the cardholder for destruction purposes.

8.2.6.   The NCAO then inserts the new embossed permanent Navy Cash card into the POS and clicks on the "Get Card Info" button.

8.2.7.   The NCAO selects the correct card in the "Cards Found" window, selects the "active" status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

8.2.8.   The new embossed permanent Navy Cash card is now active and immediately usable on the ship. Since the active status of the card will not be reported to the Navy Cash backend ashore until the next end-of-day processing is initiated, the card will not be usable ashore until the end-of-day processing between the ship and the shore is completed.

8.3.   Reporting Embossed Permanent and Instant Issue Cards That Are Lost, Stolen, Damaged, or Need To Be Canceled

8.3.1.   Lost, Stolen, or Damaged Cards. If a cardholder's Navy Cash card is lost, stolen, or damaged, they must report to the disbursing office immediately so that the status of the old card can be reported appropriately as "Lost", "Stolen", or "Damaged" and a new card can be issued.

8.3.2.   Canceled Cards. If a cardholder is being discharged from the Navy or Marine Corps or no longer desires to have a Navy/Marine Cash account, the NCAO will cancel his/her card. The cancelled card will be given back to the cardholder for destruction purposes.

8.3.2.1.   Prior to reporting to the disbursing office, cardholders being discharged from the service or otherwise closing their Navy/Marine Cash accounts should move all the funds on their Navy/Marine Cash cards from the closed-loop and the open-loop accounts back to their home bank or credit union accounts using the Kiosk.

Alternatively, they may move all the funds in the open loop to the closed loop and "cash out" the closed loop at the disbursing office.

8.3.2.2.   For cardholders being discharged or closing their accounts, the NCAO must first verify that their Navy / Marine Cash card is empty before changing the card status to "Canceled." For cardholders turning in an expiring card in order to be issued a new instant issue card, the system will automatically start a closed-loop-to-Navy Cash transfer on the ship to restore the value on the closed loop (see below and para 8 on page S5E-206).

8.3.3.   The NCAO clicks on the "Change Card Status" link in the Disbursing Application.

8.3.4.   If the card is present.

8.3.4.1.   The NCAO inserts the card into the POS and clicks on the "Get Card Info" button.

8.3.4.2.   The Disbursing Application brings up the card ID number(s) and associated information. The cardholder's name is displayed but cannot be modified. After verifying the cardholder's identity and ownership of the card, the NCAO selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

8.3.4.3.   If the card's status is being changed to "Cancelled", the system will automatically start a closed-loop to open-loop transfer. This allows the system to move the exact amount in the closed-loop account to the individual's open-loop account on the ship. The updated open-loop account balance will not be reflected on the shore until the next end-of-day processing is completed between the ship and the shore.

Note: If the cardholder has not checked in to the particular ship, his or her open-loop account balance cannot be displayed because the account balance information is not available on the shipboard server. The open-loop account balance can only be displayed after the individual cardholder has done a "Ship Check In" at the Kiosk and a subsequent round trip has been completed between ship and shore.

8.3.4.4.   The POS will require the cardholder to enter his PIN and click OK.

8.3.4.5.   The POS will display the amount for credit and ask cardholder if amount is correct. The cardholder will select either "OK" or "CLR." If the cardholder chooses "OK", the closed-loop to open-loop transfer is completed and the card can be removed. If the cardholder chooses "CLR", the transaction will be rejected and cancelled, and the process will need to be repeated for the correct amount.

8.3.5.   Destruction of Navy Cash Cards. The cardholder will be provided all Navy Cash cancelled cards for destruction.

8.3.6.   If the card is not present (or the chip is damaged).

8.3.6.1.   The NCAO enters either the individual's SSN, the Mastercard® number, or, for visitor cards, the card ID number (with just one criterion needed) and clicks the "Card Search" button. The Mastercard® number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card,

the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

8.3.6.2.   The Disbursing Application brings up the card ID number(s) associated with the search criteria.

8.3.6.2.1.   After verifying the cardholder's identity and ownership of the card, the NCAO selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

8.3.6.2.2.   When multiple card ID numbers match the search criteria, the NCAO must carefully verify that the card selected is the correct card.

8.3.6.3.   If the card's status is being changed to "Lost", "Stolen", "Damaged", or "Cancelled", the system will automatically notify the shore-side when the next Navy Cash data transmission occurs to do a closed-loop to open-loop transfer to restore the value in the closed-loop account. The balance that was in the closed-loop account at the close of the business day the card was reported lost, stolen, or damaged is transferred automatically by the shore-side to the cardholder's open-loop account. This action will not be completed until the next end-of-day processing is initiated from the ship, and the updated Navy / Marine Cash account balance will not be reflected on the ship until the end-of-day processing is completed between the ship and the shore.

8.3.7.   The system then changes the card's status, and the card is now "hotlisted" on the ship. All the card readers on the ship, for example, the POSs in the ship's store and post office and the CADs in the vending machines, will be updated with this hotlist information within five minutes, and, if the card is inserted into a POS or CAD, the device will lock the card from further use and actually render the chip permanently unusable.

8.3.8.   Since the hotlisted status of the card is not "reported" to the Navy Cash backend ashore until the next round-trip processing is initiated from the ship, the NCAO must also notify the CSC that the card has been hotlisted. A telephone call is the preferred way to notify the CSC, but email notification is also acceptable.

8.3.9.   To issue a replacement card, the NCAO then clicks on the "Assign Replacement Card" link in the Disbursing Application.

8.4. **Visitor Cards**

8.4.1. Reporting Lost, Stolen, Damaged, or Expired Visitor Cards

8.4.1.1.   If a cardholder's Navy Cash visitor card is lost, stolen, damaged, or expired they must report to the disbursing office immediately so that the status of the old card can be reported appropriately as "Lost", "Stolen", "Damaged", or "Cancelled", any unused value remaining on the card can be restored, and a new card can be issued if needed.

8.4.1.2.   If the card is not available or if the card is damaged or has expired and the chip no longer functions, the NCAO can no longer insert the card and use the "Get Card Info" function to pull up the appropriate card information and change the status of the "old" visitor card.   The NCAO must enter the visitor card sequence number, which is printed on the lower right of the back of the card, and click the "Card Search" button in order for the system to bring up the correct card in the "Cards Found" window. If the card is lost or stolen, and the cardholder has not recorded the card number, the NCAO can refer to the Navy Cash Card Issue Log. The log contains the last four digits of the card number for instant issue and embossed permanent cards and the entire card sequence number for visitor cards.

8.4.1.3.   After verifying the cardholder's identity and ownership of the card (see paragraph 6, Custody of Navy Cash Cards), the NCAO selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

8.4.1.4.   Visitor cards are not normally canceled (unless they have expired) but should be turned in and cashed out at disbursing office when the visitor departs, so that they can be reissued to another visitor.

8.4.1.4.1.   Restoring Value on Lost, Stolen, or Damaged Visitor Cards.

8.4.1.4.1.1.   Because a Navy Cash Visitor Card is anonymous and does not have a pre-paid debit open-loop account associated with it, the funds that were in the closed-loop account cannot be moved automatically from the closed- to the open-loop account.

8.4.1.4.1.2.   To retrieve funds from a visitor card, the NCAO must first change the card status of the "old" visitor card to "Lost", "Stolen", "Damaged" or "Cancelled" as appropriate (see above).

8.4.1.4.1.3.   Contact CSC to Move Funds to Navy Disbursing Merchant Open-Loop Account. The Disbursing Officer must provide CSC the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). CSC can then debit the closed-loop account and credit the Navy Disbursing merchant open-loop account. After the next round trip, the NCAO can take the Navy Disbursing merchant card to the Kiosk, move the funds from the open-loop to the closed-loop account. Then, they can either cash out the closed loop and use the cash to fund a new visitor card; or cash out the closed loop and give the cardholder the cash; or go to the Kiosk and do a closed-loop-to-closed-loop transfer from the Navy Disbursing merchant card to the cardholder's new visitor card.

8.4.1.4.2.   Collect and Destroy Expired Visitor Cards. When visitor cards are turned in to disbursing office and cashed out, the NCAO should check the expiration dates on the cards. Any visitor cards that have expired or will soon expire must be collected and destroyed. Cards can be destroyed by cutting them

up or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log (see Section 5B).

9.   **UNBLOCK CARD.**

9.1.   If a cardholder's Navy Cash card becomes blocked because they entered their PIN incorrectly more than three times, they must report to the NCAO so that the card can be unblocked.

9.2.   The NCAO selects "Unblock Card" in the "Card Maintenance" pull-down menu and enters either the individual's SSN, the Mastercard® number, or, for visitor cards, the card ID number (with just one criterion needed). The NCAO then clicks the "Card Search" button.

9.3.   The Mastercard® number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card, the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

9.4.   The Disbursing Application brings up the card ID number(s) associated with the search criteria.

9.5.   After verifying ownership of the Navy Cash card, the NCAO selects the correct card, instructs the cardholder to insert the card into the POS, and clicks the "Submit" button to initiate unblocking the card.

9.6.   The cardholder then follows instructions presented on the POS.

9.7.   Successful unblocking of the card will be indicated on the Disbursing Application screen. When a blocked card is inserted, the POS may display the error codes "Card BlockedR09" or "Card BlockedR09A." R09 is displayed the first time a blocked card is inserted into a POS, and R09A is displayed each subsequent time the card is inserted. Experience has shown that, when the error codes R09 or R09A are encountered, several unblock attempts may be required to successfully unblock the card. Disbursing personnel should attempt to unblock a card several times before deciding to replace the card.

9.8.   If a cardholder entered his or her PIN incorrectly ten or more times prior to bringing it to the disbursing office to be unblocked, the card becomes permanently blocked and must be replaced. If the POS displays the error code "Unusable CardR7", the card is permanently blocked, cannot be unblocked, and must be replaced.

10. CARD REPORT.

10.1.   To view information on all closed-loop transactions for a specific account, a Card Report can be generated which displays a breakdown of all transactions that have occurred on a closed-loop account.

10.2.   To generate the Card Report, the NCAO selects "Card Report" in the "Card Maintenance" pull-down menu.

10.3.   The NCAO then has the cardholder insert his or her card into the POS and clicks the "Get Chip Info" button. If the card is not available to be inserted, a search can be created based on the prescribed search criteria. The NCAO must then identify the appropriate account from the search results listing.

10.4.   Once the account has been identified, the NCAO will select start and end dates for the report and click on the generate button. This will produce the report on screen. If a hardcopy printout is required, simply click on the Print button and a paper report will be generated.

10.5.   Cardholders can also see their transaction history via the Navy Cash website.

11.   **ASSIGN REPLACEMENT CARD.**

11.1.   If a cardholder's Navy Cash card is lost, stolen, or damaged, they must report to the NCAO so the status of the old card can be reported appropriately. Prior to assigning a replacement card, normally by issuing an instant issue Navy Cash card or, on rare occasions, by requesting an embossed permanent Navy Cash card, the NCAO must update the status of the lost, stolen, or damaged card in accordance with paragraph 8), Change Card Status. (Note: NCAO shall only give out one card, either by issuing an instant issue card or by requesting an embossed permanent card; they   cannot do both.) As a rule, an instant issue Navy Cash card will be issued on the spot as a replacement card. When there is a bona fide need to request an embossed permanent Navy Cash card as a replacement card, a visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

11.1.1.   Visitor Navy Cash Cards.   Visitor cards should only be used for short-term periods when it is not possible to enroll someone due to member being a Foreign rider with no SSN, time constraints, or member does not have a U.S. bank account.

11.1.2.   Instant Issue Navy Cash Cards. Instant issue cards, on the other hand, provide individuals immediate access to all Navy Cash capabilities. A cardholder can, for example, transfer funds at the Kiosk on the ship to the closed-loop or open-loop account from a bank or credit union account ashore. As soon as the account information ashore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between ship and shore, a cardholder can access funds in the open-loop account at ATMs ashore or to pay for purchases at retail locations ashore.

11.2.   Issuing a Replacement Card. To issue a replacement card, the NCAO selects "Assign Replacement Card" in the "Account Maintenance" pull-down menu. To search for the appropriate card ID number for the lost, stolen, or damaged card, the NCAO enters an individual's SSN or selects an appropriate merchant from the drop down menu and then clicks the "Card Search" button.

11.3.   The Disbursing Application brings up the card ID numbers associated with the search criteria. The cardholder's name is displayed but cannot be modified. The NCAO must verify the information displayed and the cardholder's identity and ownership of the card. The NCAO then selects the card that is to be replaced in the "Cards Found" window.

11.4.   Issue Instant Issue Navy Cash Card As A Replacement Card.

11.4.1.   After selecting an instant issue Navy Cash card from the stock of spare cards, the NCAO shall document issuing the card 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 6, Custody of Navy Cash Cards).

11.4.2.   The NCAO inserts the instant issue (generic) card into the POS and clicks the "Get Card Info" button.

11.4.3.   The Disbursing Application receives the card ID number from the POS, which it then displays. The NCAO then clicks the "Request New Card" button, which assigns the instant issue card to the account and activates the card.

11.4.3.1.   Once the instant issue card has been assigned to the account (activated), it can be used on the ship immediately. Any funds available in the open-loop account can be transferred to the closed-loop account for use on the ship, and any funds remaining in the closed-loop account of the lost, stolen, or damaged card will be transferred to the open-loop account automatically when the next end-of-day processing is completed between the ship and the shore-. This is normally within 24 hours.

11.4.3.2.   The new instant issue Navy Cash card cannot be used ashore until the account information ashore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between the ship and the shore.

11.5.   **Request Embossed Permanent Card as Replacement Card**

11.5.1.   To request an embossed permanent card as a replacement card, rather than inserting a new instant issue Navy Cash card into the POS and clicking the "Get Card Info" button, the NCAO simply clicks the "Request New Card" button.

11.5.2.   The Disbursing Application will ask the NCAO to verify they want to assign (request) a new (replacement) card without assigning a generic (instant issue) card. The NCAO then clicks the "Yes" button to create a request for a new embossed permanent card without issuing an instant issue card.

11.5.2.1.   For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a "pendactive" status and must be activated before it will work.

11.5.2.2.   The NCAO can activate the card at the Disbursing Application.

11.5.3.   If a visitor card is issued to the cardholder to use until the embossed permanent card is delivered, the NCAO shall document issuing the visitor card in the 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.

11.5.3.1.   Visitor cards are closed-loop-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have an open-loop account associated with them. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

11.5.3.2.   Visitor cards are reusable. The visitor card should be cashed out and turned in when the embossed permanent Navy Cash card arrives so it can be reissued.

11.5.3.3.   Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting

"Operations Reports" and "Navy Cardholder Issued Card Report" in the "Reports" pull-down menu, filling in the start and end dates for the period, and clicking on the "Generate" button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

11.5.3.4. <u>Delivery of Cards.</u> For security reasons and to prevent fraud, instant issue and embossed permanent Navy Cash cards arrive on the ship in a "pendactive" status and must be activated before they will work. If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder. Shipments of 10 or more cards are FedEx'ed to the NCAO for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy / Marine Cash cards shipped via FedEx should arrive at NAVSUP FLC about 10 business days after the Navy Cash backend ashore receives the enrollment data electronically. Contact the ship's LSR to check the status of any card FedEx shipments.

11.5.3.5. <u>Unclaimed or Returned Navy/Marine Cash Cards.</u> Any card received for an individual who has left the ship should be cancelled and destroyed. The ship's Post Office should not be "returning to the sender as undeliverable" Navy / Marine Cash cards sent via U.S. mail that are unclaimed or returned unopened.

11.5.4. <u>Unclaimed or Returned Navy Cash Cards</u>. Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship's Post Office during the check-out process. If the next command is not known or can't be identified or the individual was discharged from the service, the NCAO should cancel and destroy the card (see paragraph 8, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to disbursing office when they receive the cards to have the PIN reset using the Disbursing Application.

11.5.5. <u>Unclaimed or Returned Navy Cash Cards.</u> Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate MEF Disbursing Office, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office	II MEF Disbursing Office	III MEF Disbursing Office
MARFORPAC	MARFORLANT	MARFORPAC
15th St, Bldg 1164, Room 238	Bldg 10, McHugh Blvd	Bldg 5714, Unit 38405
Camp Pendleton, CA 92055	Camp Lejeune, NC 28542	Camp Foster, Okinawa, Japan
(760) 725-5550	(910) 451-7807	FPO AP 96604-8405
		011-81-611-745-7020

12. <u>BEFORE CARDHOLDERS LEAVE THE SHIP FOR A PENDING TRANSFER OR DISCHARGE</u>

12.1. Before Navy Cash cardholders leave the ship, the NCAO must ensure:

12.1.1. Any negative account balances have been cleared.

12.1.2.   Any remaining funds in Navy Cash closed-loop and Mastercard® debit open-loop accounts) have been zeroed out.

12.1.3.   Any Split Pay Option (SPO) has been stopped at least 30 days prior.

12.2.   Cardholders depart the ship on a regular basis, some detaching for Permanent Change of Station (PCS) transfers or to be discharged from the Service, and others returning to their home units at the end of a deployment. There have been periodic problems when cardholders leave the ship and have not cleared negative balances or have not "zeroed out" funds remaining on Navy Cash instant issue and embossed permanent cards (Navy Cash closed-loop and Mastercard® debit open-loop accounts) and visitor cards (Navy Cash closed-loop account only). These problems can be magnified when deployed squadrons, air detachments, or Marine elements disembark and a large number of cardholders leave the ship at about the same time.

12.3.   **Monitor Cardholder Transfer Dates.** To track cardholders who will be leaving the ship, the NCAO must work closely with the personnel office, e.g., refer to the report of Prospective Gains and Losses and the Transfer Information Sheet, to monitor individuals who are scheduled to transfer within the next 30, 60, and 90 days.

12.3.1.   Transfer Type and Date. To assist in monitoring transfer dates for cardholders who are enrolled in Navy Cash, the NCAO must ensure that the projected "Transfer Date" in each cardholder's member profile is current (see paragraph 14g(1), Transfer Type and Date).

12.3.2.   Monthly Member Transfer Report. Based on the transfer dates in member profiles, a shore report will be generated each month listing cardholders whose transfer dates are within a 30-day window. The Monthly Member Transfer Report will contain closed- and open-loop account balances (Chip Balance and Strip Balance) and will serve as an additional notice to clear any negative balances (indicated by angle brackets) and zero out any remaining balances in the Navy Cash closed-loop and Mastercard® debit open-loop accounts before these cardholders leave the ship (see Section 5B for a sample report).

12.3.2.1.   Transfer to Shore Command. The transfer dates in member profiles will also be used to pull accounts of cardholders off the ship's Navy Cash roster and transfer these accounts to a "shore command" roster.

12.3.2.1.1.   Once these accounts are transferred to the shore command roster, a standard set of reports will be generated, so that any account activity can continue to be monitored ashore and any negative account balances that have not been cleared can continue to be pursued by the Navy Cash debt collection process ashore. Cardholders transferred to the shore command will continue to appear on the ship's daily reports for a transition period of two weeks.

12.3.2.1.2.   ACH Access Blocked / Mastercard® Debit (Open-Loop) Account Suspended Automatically. When transferred to the shore command, a Mastercard® debit open-loop account is suspended and Navy Cash ACH access to a bank or credit union account is blocked automatically. Blocking ACH access only prevents Navy Cash access to bank and credit union accounts from the ship. Suspending an account only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder can still use the card

for signature-based purchases ashore, even when the open-loop account balance is negative, at merchants who process transactions in an offline mode.

12.3.2.2.   Navy Cash Ship Roster Report. To assist the NCAO in monitoring transfer dates for cardholders who are enrolled in Navy Cash, the Navy Cash Ship Roster Report lists the cardholder name and SSN (last four digits), Navy Cash cardholder account number, and date of the last closed-loop transaction on the ship for all cardholders who are "checked in" or assigned to the ship within the Navy Cash system. The NCAO can generate the Navy Cash Ship Roster Report on the ship on demand and compare it with the actual ship roster to identify individual cardholders who are no longer on the ship and should be transferred to the Navy Cash "Shore Command".

12.3.2.2.1.   Monthly Automated Transfer of Dormant Accounts 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 cardholder Navy Cash accounts (closed-loop, split pay, or ACH transfer activity) in the past 180 days. After 365 days of no activity, if there is a valid bank or credit union account linked to the Navy Cash member profile, any funds remaining in the Mastercard® debit open-loop account will be pushed to the linked account automatically. If a cardholder attached to the ship has not used their Navy Cash card in the past 180 days and is transferred to the Shore Command in error, they can simply do a "Ship Check In" at a Navy Cash Kiosk. Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

12.3.2.3.   Marine Bulk Transfer. The Marine Disbursing Officer can transfer a group of Marines assigned to a ship or ships as part of a Marine Expeditionary Unit (MEU) off the ship(s) and to the appropriate Marine Logistics Group (MLG) in bulk by opening a case with the Navy Cash CSC.

12.3.3.   Collect on Negative Balances. The amount of any negative balance in a Navy Cash open-loop account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of his / her accountability, the NCAO is responsible for collecting on that debt. After a cardholder has left the ship, it can be much more difficult for the Navy Cash debt collection process ashore to collect on a negative balance. Ultimately, if a cardholder does not respond or cannot be located, the Fiscal Service must turn the unpaid debt over to its Debt Management Services division for collection, at which time administrative fees, penalties, and interest will be added to the cardholder's debt.

12.3.3.1.   Review Negative Balance Report. As a part of reviewing the Negative Balance Report on a daily basis, the NCAO must ensure cardholders within 30 days of transfer or discharge are not listed on the report. For cardholders who are listed on the report, the NCAO must ensure that the cardholder's Navy Cash access to their home bank or credit union account remains blocked until any negative balance is cleared. Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

12.3.3.2.   Options and detailed procedures for collecting on negative balances are in Part 1, Section 4. If the name of a cardholder who has transferred off the ship shows up on the Daily Negative Balance Report, the NCAO should still take action to

produce a DD 139, Pay Adjustment Authorization, with a copy of the Negative Balance Report attached, and present it to the Personnel Officer on board, who will post a "DS01" indebtedness to the cardholder's military pay account. A sample DD 139 for Navy Cash negative balances can be obtained from your servicing FLC, Navy Cash Team. A DS01 debt collection against pay will be processed as long as the person is still in the Navy.

12.3.3.3.   Prevent Unrecoverable Debt. Within 30 days of a pending transfer or discharge, the NCAO should make a judgment whether or not a negative balance condition is likely on a cardholder's open-loop account, for example, from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system. To help prevent an unrecoverable debt from being posted to Navy Cash, the NCAO may decide to suspend a cardholder's Mastercard® debit open-loop account and block ACH access manually.

12.3.3.3.1.   Block ACH Access/Suspend Mastercard® Debit Open-Loop Account Manually. To suspend the cardholder's open-loop account "manually", the NCAO must contact the CSC via phone or email and request that the cardholder's Mastercard® debit open-loop account be suspended, which will prevent online ATM withdrawals and online PIN-based and signature-based purchases ashore. To block the cardholder's Navy Cash access to their bank or credit union manually, the NCAO can use either the Disbursing Application or the Navy Cash Disbursing Website or send a request to the CSC by phone or email. Any updates to Navy Cash card access done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. Updates done through the Disbursing Website do not go into effect ~~on~~ onboard the ship until a round trip is completed between ship and shore. Updates done through the CSC do not go into effect onboard the ship until the CSC receives the information, processes the request, and a round trip is completed between ship and shore.

12.3.3.3.2.   If necessary, the NCAO can issue a "closed-loop-only" visitor card for use on the ship until the cardholder leaves the ship.

12.3.4.   Zero Out Any Funds Remaining on Card. When a cardholder is transferring to an activity that does not have Navy Cash or is being discharged from the Navy, they should move all the funds on the Navy Cash card from the closed-and open-loop accounts back to their home bank or credit union account using the Navy Cash Kiosk. Alternatively, they can move all the funds in the open-loop to the closed-loop and "cash out" the closed-loop at the disbursing office. When a cardholder reports to the disbursing office as a part of the checkout process, the NCAO must verify that the cardholder's Navy Cash card is empty (zero balance in the closed- and open-loop accounts). Similarly, the NCAO must make every effort to cash out and recover visitor cards from anyone leaving the ship, so they can be reissued to another visitor.

12.3.5.   Recovering Funds Left on Card. After a cardholder has left the ship, it can be much more difficult to access any funds in the closed- and open-loop accounts, particularly the closed-loop.

12.3.5.1.   Funds in Open Loop. If there are funds in the open-loop account, the money can be spent at any merchant or withdrawn from any ATM that accepts debit Mastercard®® cards. If the cardholder's linked bank or credit union account is still the

same as the account that was linked to the open-loop account, the cardholder can call and authorize the Navy Cash Customer Service Center (CSC) (the number is on the back of the Navy Cash card; see also Section 5A) to transfer the money from the open-loop account to the linked bank or credit union account. The customer service representative will ask a series of questions to verify a cardholder's identity before they transfer funds, e.g., mother's maiden name (or other password provided at time of enrollment in Navy Cash), last four digits of SSN.

12.3.5.2.   Funds in Closed Loop of Expiring Card. When a Navy Cash card expires, the chip on the card no longer functions. 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 cards. If there has been no activity on a card (closed- or open-loop account) in the previous six months, the account is considered inactive, and the card is canceled automatically. As a part of the process, any funds remaining in the closed-loop account are transferred automatically to the open-loop account associated with the card, and the open-loop account balance is transferred to the linked bank or credit union account automatically, if the linked account is still valid.

12.3.5.3.   Funds in Closed Loop of Active Card. If there are funds in the closed-loop account and the cardholder's Navy Cash instant issue or embossed permanent card is not going to expire in the near term, the CSC will have to cancel the card, since the chip on the card is still active. After asking a series of questions to verify the cardholder's identity, the customer service representative will cancel the card. As a part of the process, any funds remaining in the closed loop are transferred automatically to the open-loop account associated with the card. If the cardholder's linked bank or credit union account is still the same as the account that was linked to the open-loop account, the customer service representative can now transfer any remaining balance in the open-loop account (which now includes the closed-loop account balance) to the linked bank or credit union account.

12.3.5.4.   If the Linked Account Information Is Not Valid. In the three scenarios above, if there is no linked bank or credit union account or the account information is not valid, the CSC will direct the cardholder to contact the Navy Cash Fleet Support Group (FSG) representatives at the NAVSUP Fleet Logistics Center (FLC) in Norfolk or San Diego.

Hugh Chin at NAVSUP FLC Norfolk	Andy Yager at NAVSUP FLC San Diego
hugh.o.chin.civ@us.navy.mil	w.a.yager.civ@us.navy.mil
(757) 443-1189 DSN: 646-1189	(619) 556-6493 DSN: 526-6493

Resty Herrera at NAVSUP FLC Yokosuka
restituto.c.herrera.civ@us.navy.mil
+81 (46) 816-7324   DSN: (315) 243-7324

The FSG representatives will ask the cardholder for the information they need to verify his/her identity. The cardholder can then provide a bank or credit union account number, ABA routing number, and his/her name as it appears on the account, and the FSG representative will contact the Navy Cash Customer Service Center (CSC) to authorize the CSC to transfer any remaining balance to that account.

12.3.5.5.   Funds in Closed Loop of Visitor Card. If a cardholder contacts the CSC to recover funds left in the closed-loop account of a visitor card, the CSC has no way to verify a cardholder's identity or ownership of a card, because a visitor card is anonymous and does not have an open-loop account or cardholder member profile associated with it. The cardholder must provide the CSC the card sequence number, which is printed on the lower right of the back of the card, so the CSC can identify the correct card in the Navy Cash system. In order to verify the cardholder's identity, the CSC will direct the cardholder to contact the Navy Cash FSG representatives at the NAVSUP Fleet Logistics Centers (FLC) in Norfolk or San Diego (contact information in paragraph above). The FSG representatives will ask the cardholder for the information they need to verify his/her identity. The cardholder can then provide a bank or credit union account number, ABA routing number, and his/her name as it appears on the account, and the FSG representative will contact the CSC to authorize the CSC to transfer any remaining balance to that account.

12.3.6.   PCS Transfer. Cardholders transferring PCS should keep their Navy Cash cards and accounts when they leave the ship. A Navy Cash Debit Mastercard®® does not expire until five years from the date of issue, so it will remain valid after an individual leaves the ship. If a cardholder's next ship is Navy Cash equipped and their card is still valid, they can quickly get access to all Navy Cash capabilities by completing a "Ship Check In" at a Navy Cash Kiosk.

12.3.6.1.   Once the ship has completed the next round-trip between ship and shore, the cardholder's Navy Cash open-loop account will be restored (unsuspended), which will allow online ATM withdrawals and online PIN-based and signature-based purchases ashore, and the cardholder's Navy Cash ACH access to the home bank or credit union will be unblocked, which reinstates Navy Cash ACH access to the account from the ship. Once round-trip processing is completed, the cardholder's member profile and full access to Navy Cash capabilities should be available on the ship the same day.

12.3.6.2.   Navy Cash access to a bank and credit union account ashore will be unblocked automatically only if the ACH Decline Count in the cardholder's customer profile is 0,1, or 2 (set to 90, 91, or 92 after being transferred to the Shore Command from the previous Navy Cash ship).

12.3.6.3.   Transfer Cardholder's Member Profile to Ship Using Navy Cash Website. If necessary (e.g., if a cardholder reports to the ship, their Navy Cash card has expired, and they cannot complete a "Ship Check In" at a Navy Cash Kiosk), the NCAO can transfer a cardholder's member profile from the shore command to the ship using the "Location" tab on the "Cardholders" screen on the Navy Cash disbursing website (see Section 5F). Once the ship has completed a roundtrip between ship and shore, the cardholder's member profile will be transferred to the ship. Transferring a cardholder's member profile from the shore command to the ship using the Disbursing Website unblocks the cardholder's Navy Cash ACH access to a home bank or credit union (see paragraph f.(2) directly above) and restores (unsuspends) the account automatically.

12.3.7.   Discharge from Service. Cardholders being discharged from the Navy are required to report to the disbursing office to close their Navy Cash accounts. Before reporting to disbursing office, they must transfer any remaining funds from both the closed- and open-loop accounts back to their home bank or credit union account using

the Navy Cash Kiosk. As a last resort, they can move all the funds in the open loop to the closed loop and "cash out" the closed loop at the disbursing office.

12.3.7.1.   When a cardholder reports to disbursing office as a part of the checkout process, the NCAO must verify that the cardholder's Navy Cash card is empty (zero balance in the closed- and open-loop accounts).

12.3.7.2.   Prior to a cardholder's discharge, the NCAO must ensure that all negative balance conditions are cleared and that minimal possibilities exist for a future negative balance condition.

12.3.7.3.   If a cardholder is within the final 30 days of being discharged from the Navy and has a negative balance, the NCAO's only option is to have a "DS01" indebtedness, Company Code D411179, posted to the cardholder's military pay account prior to the cardholder's separation date by submitting a DD 139 to the Personnel Office on board the ship.

12.3.8.   Close Navy Cash Account

12.3.8.1.   To close his or her Navy Cash account, a cardholder must first transfer any remaining funds from both the closed- and open-loop accounts back to his or her home bank or credit union account using the Navy Cash Kiosk before reporting to the disbursing office.

12.3.8.2.   As a part of the checkout process, the cardholder must report to the disbursing office to close his or her Navy Cash account.

12.3.8.3.   After verifying that the cardholder's Navy Cash card is empty (zero balance), the NCAO must change the card status to "Canceled" and transfer account to Shore Command (see paragraph 8, Change Card Status). The cancelled card will be given back to the cardholder for destruction.

12.3.9.   Disposition of Navy Cash Visitor Cards. The NCAO must make every effort to recover and cash out visitor cards from anyone leaving the ship, so they can be reissued to another visitor. When visitor cards are turned in to disbursing office and cashed out, the NCAO should check the expiration dates on the cards. Any visitor cards that have expired or will soon expire must be collected and destroyed. Cards can be destroyed by cutting them up or shredding them. Document destruction of the cards using the Navy Cash Card Issue Log.

13. ACCOUNT ENROLLMENT

13.1.   To open a Navy Cash account, a person must be enrolled in the Navy Cash program. To enroll in the Navy Cash program, a person must fill out and sign an enrollment form (FS Form 2887), Application Form for U.S. Department of the Treasury Stored Value Card (SVC) Program. A copy of the FS Form 2887 cardholder enrollment form is included in Section 5B, and is available on the Treasury Fiscal Service Navy Cash website *(https://www.navycash.gov)*.

13.1.1.   Instant Issue Navy Cash Card. Normally, instant issue cards are issued to personnel newly enrolling in Navy Cash. Once the instant issue card has been assigned to the account (activated), funds can be loaded in the closed-loop account at disbursing office and used on the ship right away. The new enrollment itself will not be reflected on the ship until 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. 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, for example, transfer funds at the Kiosk on the ship to the closed- or open-loop account from a bank or credit union account ashore and access funds in the open-loop account at ATMs ashore or to pay for purchases at retail locations ashore.

13.1.2.   Split Pay Option (SPO). Individuals who elect SPO can have a portion of their military paycheck sent directly to their Navy Cash open-loop account each payday.

13.1.2.1.   Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll an individual in Navy Cash; conversely, enrolling in Navy Cash does not automatically sign an individual up for SPO.

13.1.2.2.   To prevent SPO payroll payments from being rejected, the NCAO must ensure that individuals are enrolled in Navy Cash and their Navy Cash open-loop accounts are open before they sign up for SPO and that the name on the SPO enrollment form matches the name on the Navy Cash enrollment form.

13.1.2.3.   Should the Navy Cash backend be forced to reject SPO payroll payments, e.g., for individuals who do not have Navy Cash open-loop accounts or whose names do not match, the funds must be returned to DFAS Cleveland to be credited to the individuals' Master Military Pay Accounts (MMPAs), which creates additional workload for the NCAO and significantly delays receipt of SPO payroll amounts by these individuals.

13.2.   Enrolling in the Navy Cash Program. To enroll in Navy Cash, an individual must report to the disbursing office to fill out and sign an enrollment form (2887) electronically.

13.2.1.   Importance of Enrollment Forms. 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.

13.2.2.   Consent to Immediate Collection from Pay. All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash account balance due the U.S. Treasury funds pool from all dishonored transactions returned for Non-Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DoD FMR, Volume 5, Chapter 4).

13.3.   **Cardholder Agreement**

13.3.1.   The Navy Cash, Marine Cash, and Navy Cash Visitor Card Cardholder Agreement is a key part of the Navy Cash program's overall efforts to comply with the Federal consumer financial laws and regulations that govern many consumer financial products and services. The Cardholder Agreement lays out the terms and conditions for use of the Navy Cash card and provides information about cardholder rights, responsibilities, and liabilities. The Cardholder Agreement also lets the cardholder know how to use the card, how to obtain account information, and how to deal with specific card-related issues.

13.3.2.   Since both new and replacement Navy Cash cards and Navy Cash visitor cards are issued at the disbursing office, the NCAO must ensure each cardholder is aware of and receives a copy of the Cardholder Agreement to ensure compliance with Federal laws and regulations. For instant issue cards, each card issued comes with a Cardholder Agreement in the envelope. For visitor cards, because they are reusable, the must have copies of the Cardholder Agreement available to hand to the cardholder. The Cardholder Agreement should be posted on the bulletin board outside the disbursing office.

13.4.   A copy of the Cardholder Agreement is available on the Treasury Fiscal Service Navy Cash website (https://fiscal.treasury.gov/navy-cash/resources.html#cardholder).

13.5.   Safeguard Personally Identifiable Information. Enrollment forms contain sensitive personal information, and the NCAO 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.

13.6.   New Account Enrollment. To enroll a person in the Navy Cash program, the NCAO selects "Account Enrollment" in the "Account Maintenance" pull-down menu. The "New Account Enrollment" screen is displayed. Enter the enrollment information into the on-screen enrollment form. The Date Of Birth (DOB) fields are mandatory fields. It is critical that the month, day, and year information in the DOB (mmddyyyy) drop-down menus be updated with the person's correct DOB. Otherwise, the Disbursing Application will use the default values (01/01/1940), and this will create problems down the line. The Treasury Agent bank uses the new enrollees' DOB, and other information like their SSN, to verify their identity before enrolling them in Navy Cash and establishing their Navy Cash account. The Customer Service Center uses the DOB to verify a cardholders' identity when they call in with questions about their Navy Cash account. Incorrect DOB information will delay customer support to our Sailors and Marines. Sample Navy Cash Enrollment Forms can be found in Section 5B.

13.6.1.   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.

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

13.6.3.   Definition of Terms:

Title = rank, rate, or title, for example, OS2, LT, Mr., Ms.

Phone = home phone number

Pay Grade = E1–E9, O1–O10

Address = Residence/Permanent Address. The Military Duty Address is the ship's official mailing address, which is the address actually used by the Navy Cash system. It is entered into the individual's member profile automatically, based on the ship on which the individual is enrolling. The Military Duty Address is the address entered into the Mastercard® data base for Navy Cash cards. If you use a Navy Cash card to pay for something over the phone or at a website, it can be mailed to almost any address, but, if the merchant asks for the billing address, use the ship's mailing address.

Generic Card # = card number on Navy Cash Card taken from the stock of cards held by the NCAO (see paragraph 6, Custody of Navy Cash Cards).

The following information can be found on a check or deposit slip associated with a cardholder's bank or credit union account. The NCAO must verify the ABA or routing number and the account number, either by referring to the Direct Deposit account in the Master Military Pay Account (MMPA) or to the micro line (MICR) at the bottom of a personal check or deposit slip.

ABA = transit routing number or bank routing indicator—the first nine numbers in the micro line (MICR) at the bottom of a check or deposit slip.

Account No = as listed on check in the remaining numbers of micro line (MICR) or deposit slip, not the name of the bank (depository name).

Account Name = name of individual as it appears on check or deposit slip, not the name of the bank (depository name).
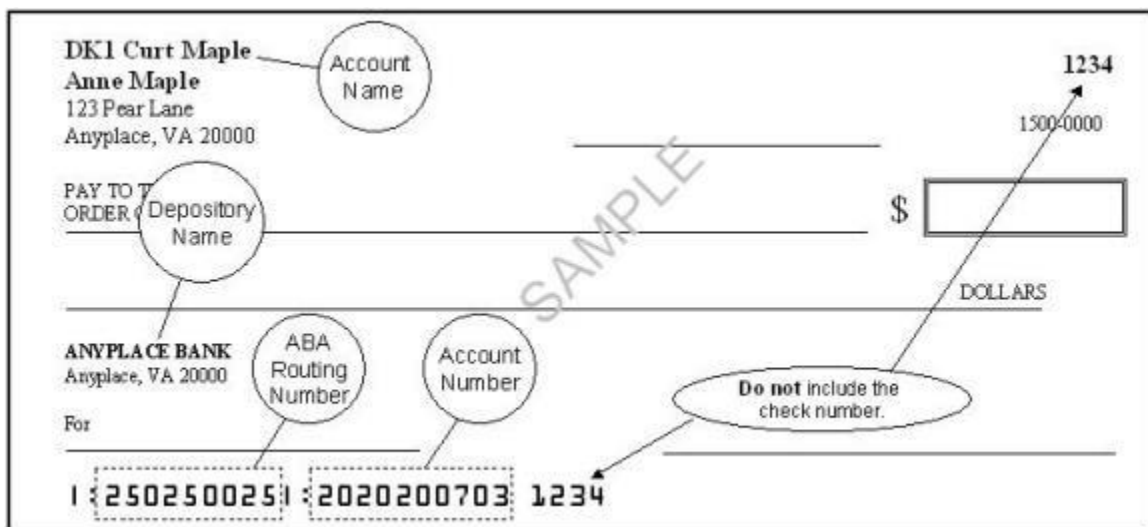
13.6.4.   If either a bank account name, ABA routing number, or account number is entered, they must all be entered. If any one of them is missing, an error message will appear. If the Navy Federal Credit Union ABA routing number is entered, the system will check to see if the account number is a Share Savings account, that is, the eighth and ninth positions of the account number are zero or a one, in which case an error message will be displayed.

13.6.5.   Account Type. For "Account Type", use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Checking" or "Savings" account.

13.6.5.1.   ATM, Debit, or Check Cards. Again, for contingency planning purposes, all crew members should be encouraged to have the ATM, debit, or check card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure

13.7. **Enroll and Issue Instant Issue Navy Cash Card**

13.7.1.   After selecting an instant issue Navy Cash card from the stock of spare cards, the NCAO shall document issuing the card 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 6, Custody of Navy Cash Cards).

13.7.2.   The NCAO inserts the new instant issue card into the POS and clicks the "Get Card Info" button.

13.7.3.   The card ID number of the newly issued card will be displayed in the "Generic Card #" window if the card is unassigned. Otherwise, the current assignment status will be displayed, and another instant issue card must be used from stock.

13.7.4.   The NCAO then clicks the "Next" button to continue the process to enroll a new account holder in Navy Cash, assign the instant issue Navy Cash card to the account, and activate the card.

13.7.5.   Again, once the instant issue card has been assigned to the account (activated), funds can be loaded in the closed-loop account 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.

13.8.   **Enroll and Request Embossed Permanent Navy Cash Card**

13.8.1.   To request an embossed permanent card when enrolling an individual, rather than inserting a new instant issue card into the POS and clicking the "Get Card Info" button, the NCAO simply clicks the "Submit" button to initiate enrollment of a new account holder in Navy Cash.

13.8.2.   The Disbursing Application will ask the NCAO to verify they want to enroll an individual without assigning a generic (instant issue) card. The NCAO then clicks the "Yes" button to create a request for a new embossed permanent card without issuing an instant issue 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 visitor Navy Cash card can be issued to the new enrollee to use until the embossed permanent card is delivered to the ship.

13.8.2.1.   For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a "pendactive" status and must be activated before it will work.

13.8.2.2.   The NCAO can activate the card at the Disbursing Application.

13.9.   Verify Enrollment Information and Capture New Enrollee's Signature Electronically. When the NCAO clicks the "Next" button, the "Navy Cash Enrollment and Authorization

Agreement" screen is displayed, pre-populated with the information entered into the on-screen enrollment form on the "New Account Enrollment" screen.

13.9.1.   The NCAO must ensure the new enrollee reviews the enrollment information on the 2887 and verifies that it is correct.

13.9.1.1.   If the enrollment information is not correct, the NCAO clicks the "Back" button to return to the "New Account Enrollment" screen and revise the incorrect entries.

13.9.1.2.   If the enrollment information is correct, the NCAO clicks the "Capture Signature" button.

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

13.9.3. At the same time, the main screen of the POS device connected to the Disbursing Application workstation / laptop displays a signature pad. The new enrollee uses a stylus (provided with each POS device) on the signature pad to sign the enrollment form electronically.

13.9.3.1. If the signature is not satisfactory, the new enrollee touches the "Clear" button on the POS device to discard the signature. The new enrollee uses the signature pad to re-sign the enrollment form.

13.9.3.2. If the signature is satisfactory, the new enrollee touches the "I Accept" button on the POS device to actually sign the enrollment form electronically.

13.9.4. The Navy Cash Enrollment and Authorization Agreement (2887) is now signed cryptographically and the new enrollee's signature is embedded into the 2887 document, which is then encrypted separately. Once an electronic signature has been embedded, the document is sealed and can no longer be altered.

13.10. **Complete Enrollment Process**

13.10.1.   If the signature is not satisfactory, the NCAO clicks the "Re-Capture Signature" button on the "Navy Cash Enrollment and Authorization Agreement" screen to discard the signed enrollment form, return to the "Capture Signature" screen, and recapture the new enrollee's signature.

13.10.2.   If desired, the NCAO can print a copy of the signed enrollment form at this time by clicking on the "Print Document" button.

13.10.3.   Once the electronic signature process is complete, the NCAO clicks the "Submit" button. This initiates the enrollment of a new account holder in Navy Cash and, if an instant issue card was issued during the enrollment process, assigns the instant issue Navy Cash card to the account and activates the card. The Disbursing Application returns to the "New Account Enrollment" screen, and an "Enrollment complete. Thank you" message is displayed to indicate the enrollment process is complete.

13.10.4.   Establishing New Navy Cash Account. The new account itself will not be reflected on the ship until the signed enrollment form (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.

13.10.5.   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 in the closed-loop account at disbursing office 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 closed- or open-loop account from a bank or credit union account ashore and access funds in the open-loop account at ATMs ashore or to pay for purchases at retail locations ashore.

13.10.6.   Enrollment Forms Kept on File

13.10.6.1.   Electronic Enrollment Forms Available on Ship. For new cardholders enrolled electronically, once the round trip is completed between ship and shore and the new account is established ashore and on the ship, the signed 2887 will be available on the Navy Cash server on the ship, where it can be retrieved and viewed or printed by the NCAO for reference as needed. Again, even if the full DOB was entered using the "New Account Enrollment" screen (see paragraph f above) and was uploaded to the Navy Cash database ashore and became part of the cardholder's profile, the printed copy of the enrollment form will be the old DD Form 2887, and only the four-digit month and day (MMDD) will be shown on the form.

13.10.6.2.   Forward Any Manual Enrollment Forms to Treasury Agent. Any hardcopy cardholder enrollment forms, signed by the individual, must be uploaded to the Navy Cash website.

13.10.6.3.   Electronic Enrollment Forms. For new enrollees enrolled electronically on the ship, or through self-enrollment, the signed enrollment forms (2887s) are uploaded automatically to the document storage system ashore, so packages of hardcopy

enrollment forms and email notifications for each package no longer need to be sent to the Treasury Agent for new enrollees.

13.10.6.4.   Indication on Disbursing Website That Enrollment Form Is on File. The Navy Cash Disbursing Website now displays the status of a cardholder's enrollment form (2887) under the "Personal" tab on the "Cardholder Profiles" screen (see Section 5F, Disbursing Website, Cardholder Personal Screen).

13.10.6.4.1.   Electronic Enrollment. For new cardholders who were enrolled electronically on the ship, once the round trip is completed between ship and shore, the screen will indicate that a cardholder signed the 2887 electronically and a copy is available in the document storage system ashore. The 2887 can be viewed on the website, the Disbursing Officer can also contact the CSC and request a copy if needed.

13.10.6.4.2.   Manual Enrollment. For cardholders who were enrolled manually, the screen will indicate either that a cardholder's 2887 is not available in the document storage system ashore, or that a cardholder's 2887 is available in either the i-Vault! or FileNet document storage system ashore. This information is updated on a monthly basis. The 2887 can be viewed on the website, but if needed, the NCAO can contact the CSC and request a copy.

13.11.   **Monthly Reports on Missing Enrollment Forms**

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

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

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

13.11.1.1.2.   Each month, the Ship / MLG Report can be found in the shore reports directory by date after successful completion of the EOD round trip process at EOM. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. On the Disbursing Application workstation or laptop, the shore reports can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The Ship / MLG Report is also available on the Navy Cash Disbursing Website on the "Ship Reports" screen using the "Reports" tab.

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

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

13.11.1.2.2.   The Comprehensive Report is intended for NAVSUP, MCDOSS, NAVSUP FLC Norfolk, San Diego, and Yokosuka, and Treasury Fiscal Service, so they can monitor the progress of individual ships and MLGs in meeting the goal of a signed 2887 on file for every Navy Cash / Marine Cash cardholder. The report is also available on the Navy Cash Disbursing Website on the "Shore Reports" screen using the "Reports" tab (see Section 5F, Navy Cash Website— https://www.navycash.com).

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

13.11.1.3.1.   Enrollment Form Available on the Ship / MLG. If a copy of the cardholder's signed 2887 can be located in the file of enrollment forms maintained on board the ship / MLG for reference, a copy shall be uploaded to the Navy Cash website.

13.11.1.3.2.   Enrollment Form Not Available on the Ship / MLG. If a copy of the cardholder's signed 2887 is not available in the file of enrollment forms maintained on board the ship / MLG for reference, the NCAO shall notify the cardholder to report to disbursing office to fill out and sign a new, hardcopy enrollment form (FS Form 2887). Electronic enrollment is only available for a new enrollee's initial enrollment. A copy of the signed FS 2887 shall be uploaded via the Navy Cash website. The NCAO shall review the following month's report to confirm that the 2887 has been received and stored and the cardholder's name is no longer listed on the report.

13.11.1.3.3.   Cardholder No Longer on the Ship / MLG. If a copy of the cardholder's signed 2887 can be located in the file of enrollment forms maintained on board the ship / MLG for reference, a copy shall be uploaded via the Navy Cash website.

13.12.   Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting "Operations Reports" and "Navy Cardholder Issued Card Report" in the "View **Reports**" pull-down menu, filling in the start and end dates for the inclusive period, and clicking on the "Generate" button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

13.13.   Delivery of Cards. If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder via the FPO address. Shipments of 10 or more cards are sent via FedEx to the NCAO for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy / Marine Cash cards shipped via FedEx should arrive at the NAVSUP FLC LSCs about 10 business days after the

Treasury Agent receives the enrollment data electronically. Contact the ship's LSR to check the status of any card FedEx shipments.

14. **ACCOUNT INFORMATION UPDATE**

14.1.   To update his or her account information, for example, to change to a new bank or credit union, the individual or merchant cardholder can report to the disbursing office.

14.2.   The NCAO should update the bank account information on the Navy Cash website.

14.3.   Account information is stored in a cardholder's member profile. To search for the appropriate "Member Profile":

14.3.1.   If the cardholder's Navy Cash card is not available, the NCAO enters the cardholder's SSN (or selects an appropriate merchant from the drop down menu) or enters the cardholder's last name or the initial letter or letters of the last name in the "Card not Present" box and then clicks the "Account Search" button. When multiple card ID numbers match the search criteria, the NCAO must carefully verify that the card selected is the correct card.

14.3.2.   If the cardholder's Navy Cash card is available, the NCAO inserts the card into the POS and clicks the "Get Card Info" button in the "Card Present" box.

14.3.3.   The Disbursing Application brings up the cardholder names associated with the search criteria.

14.4.   After verifying the cardholder's identity, the NCAO highlights the correct name, and the current account information is displayed in the "Member Profile" and "Bank Account Information" windows.

14.5.   Enrollment Form (2887) on File.

14.5.1.   Electronic Enrollment on Ship. For cardholders enrolled electronically on the ship, the NCAO can click on the "Form 2887" button to retrieve, view, or print a cardholder's enrollment form with embedded signature (but only after a round trip has been completed between ship and shore).

14.5.1.1.   Even if the full DOB was entered using the "New Account Enrollment" screen and was uploaded to the Navy Cash database ashore and became part of the cardholder's profile, the printed copy of the enrollment form will be the old DD Form 2887, FEB 09, and only the four-digit month and day (MMDD) will be shown on the form.

14.5.1.2.   The "Form 2887" button will be grayed out and cannot be used if the cardholder does not have an electronic enrollment form on file on the ship or if the cardholder was enrolled electronically on a different ship.

14.5.2.   Indication on Disbursing Website That Enrollment Form Is on File. The Navy Cash Disbursing Website now displays the cardholder's enrollment form (2887) under the "Personal" tab on the "Cardholder Profiles" screen.

14.5.2.1.   For cardholders who were enrolled electronically on a ship, once the round trip is completed between ship and shore, the screen will indicate that a cardholder signed the 2887 electronically and a copy is available in the document storage system ashore. The 2887 can be viewed on the website, but the NCAO can contact the CSC and request a copy if needed. Again, even if the full DOB was entered using the "New Account Enrollment" screen and was uploaded to the Navy Cash database ashore and became part of the cardholder's profile, the copy of the enrollment form provided by the CSC will be the old DD Form 2887, and only the four-digit month and day (MMDD) will be shown on the form.

14.5.2.2.   For cardholders who were enrolled manually, the screen will indicate either that the cardholder's 2887 was not found in the document storage system ashore, or that a scanned copy of the cardholder's 2887 is available in either the i-Vault! or FileNet document storage system ashore. The 2887 can be viewed on the website, the NCAO can also contact the CSC and request a copy.

14.6.   **Name Change.** Changes to the cardholder's first or last name or middle initial, for example, to correct a misspelling or to change a last name to reflect a marriage or divorce, will automatically update the cardholder's member profile in the Navy Cash system and in the Navy Cash card management system ashore. Keep in mind that, to avoid failed SPO payroll payments, a cardholder's name and SSN in their member profile in Navy Cash must match their name and SSN in their Master Military Pay Account (MMPA). Updating a cardholder's name in their member profile will not generate an automatic request for a replacement Navy Cash card.

14.6.1.   Replacement Cards. A cardholder who is currently using an instant issue Navy Cash card will continue to use the same card — a replacement card is not needed. A cardholder who is using an embossed permanent Navy Cash card can continue to use the same card, as long as the misspelling or name change is considered minor. Because Navy Cash cards are relatively expensive, the cardholder and the NCAO should decide jointly whether or not a replacement card is genuinely necessary. Name changes due to major misspellings or marriage or divorce would, of course, warrant a replacement card.

14.6.2.   Prior to issuing a replacement card, the NCAO must cancel the old card.

14.6.3.   Instant Issue Navy Cash Card. Normally, an instant issue card will be issued on the spot as a replacement for an instant issue or embossed permanent card. To provide quicker access to any funds remaining in the closed-loop account of the old embossed permanent card, the cardholder can move the funds in the closed loop account to the open loop account using the Kiosk before coming to disbursing office. Otherwise, the system will automatically do a closed-to-open-loop transfer to move the value on the closed loop account when the card is canceled, and those funds won't be available in the open-loop account until the next round-trip processing is completed between ship and shore.

14.6.4.   Embossed Permanent Navy Cash Card. If there is a bona fide need, an embossed permanent Navy Cash card can be requested. A visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

14.6.4.1.   Visitor cards are closed-loop-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have an open-loop account associated with them. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

14.7.   For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a "pendactive" status and must be activated before it will work (see paragraph 8a, Card Activation).

Transfer Type and Date

14.7.1.   The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days. To assist in monitoring transfer dates, the NCAO should ensure that the projected "Transfer Date" and "Transfer Type" in each cardholder's member profile is current. For "Transfer Type", use the selections in the drop down box to indicate whether the transfer is a "Transfer of Command", in which the cardholder is transferring to a new ship or shore command, or a "Separation", in which the cardholder is leaving the Navy.

14.7.2.   Monthly Member Transfer Report. Based on the transfer dates in the member profiles, a shore report will be generated each month listing cardholders whose transfer dates are within a 30-day window. The Monthly Member Transfer Report will contain closed- and open-loop account balances and will serve as an additional notice to clear any negative balances and zero out any remaining balances in the closed-loop and open-loop accounts before these cardholders leave the ship (see Section 5B for sample report).

14.7.3.   Transfer to Shore Command. The transfer dates in the member profiles will also be used to pull accounts of cardholders who have left the ship off the ship's Navy

Cash roster and transfer these accounts to a "shore" command (this function will only operate if the transfer date entered is for a date in the future). Once these accounts are transferred to the shore command, a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, will continue to be generated, so that any account activity can be monitored ashore and any negative account balances can continue to be pursued.

14.7.4. <u>Automatic Blocking of Navy Cash ACH Access and Suspending of Open-Loop Account.</u> As soon as they are transferred to the shore command, Navy Cash open-loop accounts are suspended automatically and Navy Cash access to bank and credit union accounts is blocked automatically. Blocking access prevents Navy Cash access to bank and credit union accounts from the ship. Suspending an account only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder can still use the value in the closed-loop account to purchase things on the ship. The cardholder can still use the card for signature-based purchases ashore, even when the open-loop account balance is negative, at merchants who process transactions in an offline mode.

14.7.5. <u>Navy Cash Ship Roster Report.</u> To assist the NCAO in monitoring transfer dates, the Navy Cash Ship Roster Report lists the cardholder name and SSN (last four digits), Navy Cash account number, and date of the last closed-loop transaction on the ship for all cardholders who are "checked in" or assigned to the ship within the Navy Cash system. The NCAO can generate the Navy Cash Ship Roster Report on the ship on demand and compare it with the actual ship roster to identify individual cardholders who are no longer on the ship and should be transferred to the Navy Cash "Shore Command".

14.7.6. <u>Monthly Automated Transfer of Dormant Accounts from Ship to Shore.</u> 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 cardholder Navy Cash accounts (closed loop, split pay, or ACH transfer activity) in the past 365 days. If there is valid bank or credit union account linked to the Navy Cash member profile, any funds remaining in the open-loop account will be pushed to the linked account automatically. If a cardholder attached to the ship hasn't used their Navy Cash card in the past year and is transferred to the Shore Command in error, they can simply do a "Ship Check In" at a Navy Cash Kiosk. Full access to Navy Cash capabilities will be restored as soon as the next round-trip processing is completed between ship and shore.

14.8. **Navy Cash Card Limits.** To change card limits, enter a new limit in the "Chip Load Limit" block and / or "DDA Account to Navy Cash Transfer Amount" block.

14.8.1. <u>For Individual Cardholders</u>. The NCAO can modify the closed-loop load (and debit) limit and the ACH transfer limit for cardholders who are "checked in" on that ship, but only up to the maximum closed-loop ($1,000) and ACH-transfer ($400 per day) limits.

14.8.2. <u>For Accountable Official Merchant Cardholders.</u> For merchants, the standard closed-loop load (and debit) limit is $10,000 (for a limited number of merchants on a limited number of ships, the standard closed-loop load limit has been increased to $50,000). The standard ACH transfer limit is $5,000 per day. The NCAO can modify the closed-loop load (and debit limit) and the ACH transfer limit for merchants on board that ship, but only up to the maximums. For any amount above the maximum limits, the

NCAO must contact the CSC (see Section 5A) and request that a merchant cardholder limit be modified.

14.8.3.   Any updates to these card limits done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer request attempts at the Kiosk. Updates done through the CSC do not go into effect on board the ship until the CSC receives the information, processes the request, and a round trip is completed between ship and shore. The NCAO cannot change closed-loop load (and debit) limits or ACH transfer limits using the Navy Cash Disbursing Website, navycash.com.

14.9.   For Individual Cardholders with Negative Open-Loop Account Balances

14.9.1.   Navy Cash Card Limits. Reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be loaded on the closed-loop are options available to minimize future negative balances for an individual cardholder who continues to have problems with negative account balances.

14.9.2.   Blocking Access to Bank and Credit Union Accounts Ashore. Blocking Navy Cash access is an option available to minimize future negative balances for a cardholder who continues to have problems with negative account balance. Any updates to block Navy Cash access are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the Kiosk. To block account access, click on the "Block Account Request" button.

14.9.3.   Negative Balance Notification at Navy Cash Kiosk. When a cardholder's open-loop account balance is negative, a message will be displayed on the Kiosk after they enter their PIN notifying them that the account is negative and asking them to go to disbursing office to arrange to clear their negative balance. With automatic representment, transactions returned for Non-Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented.

14.9.4.   Guidelines for Negative Balances. Part 1, Section 2, paragraph 4.4, and Section 4, Table S4-1 provides recommendations for taking action in the case of a cardholder whose Navy Cash account balance is negative. These guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe. These guidelines are offered as suggestions only; the actual action taken is at the discretion of the cardholder's chain of command.

14.9.5.   Fraud Detection Report. In the event the Disbursing Application detects possible fraudulent ACH activity on the ship, a pop-up window will appear automatically. If the NCAO clicks the "Yes" button, the Fraud Detection Report will be displayed. The report is intended to reduce the number of negative account balances, particularly when ship's communications are not available. If the round trips between

ship and shore do not take place, cardholders could pull non-existent funds from their bank or credit union account to the closed- or open-loop account several times before Disbursing personnel would see the Negative Balance and Returned Items Detail Reports. Fraud Detection Reports will include cardholders who have made more than $400 in transfers from a bank or credit union account since the last round trip and cardholders who have made more than $1,000 in transfers from a bank or credit union account over a seven day period. The Fraud Detection Report can also be generated, viewed, and printed on the ship at any time, by clicking on the report name in the "Operations Reports" block on the "View Reports" screen in the Disbursing Application, filling in an end date, and clicking on the "Generate" button. The report will display any possible fraudulent transaction events leading up to that end date.
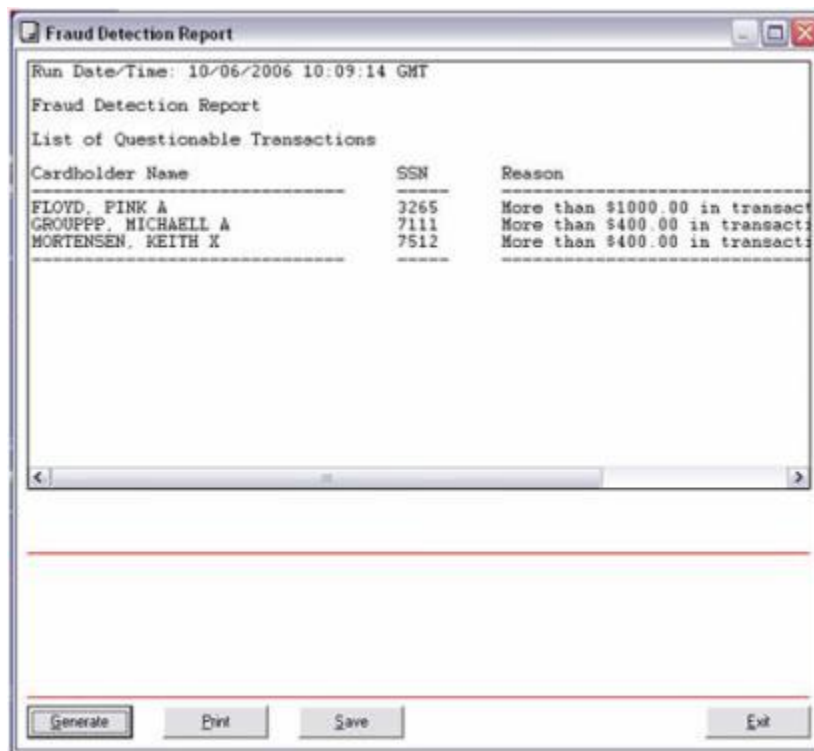
14.9.6.   Unblocking Access to Bank and Credit Union Accounts Ashore. Once a cardholder's negative balance has been cleared, click on the "Unblock Account" button.

14.9.6.1.   ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system and would not normally be reset. Navy Cash has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the Navy Cash system, a "counter" records the event. When a cardholder reaches a limit of three NSFs, the ability to access his or her DDA account from the Navy Cash system is permanently blocked.

14.9.6.2.   Once Navy Cash access is permanently blocked, the only way it can be restored is by authorized NCAO action, either by unblocking access through the Disbursing Application or the Navy Cash Disbursing Website or by sending a request to the CSC.

14.9.6.3.   The following summarizes ACH decline counts. For a more complete description of "ACH Allowed" and "ACH Decline Count" flags and codes, see

NAVSUP Pub 727, Part 1, Section 4, paragraph 2.2.3.8, Blocking and Unblocking Access to Home Accounts.

0,1,2,3	Number of ACH returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if bank or credit union account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

14.9.7.   Daily Blocked Account Report. This shore report lists all cardholders whose access to linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The NCAO should review the report on a daily basis. The report will make it easier for disbursing personnel to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Kiosk. Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph j below).

14.9.8.   Again, any updates to Navy Cash access done through the Disbursing Application are effective immediately on board ship and will regulate any subsequent transfer requests the cardholder attempts at the Kiosk. Updates done through the Navy Cash Disbursing Website do not go into effect on board ship until a round trip is completed between ship and shore. Updates done through the CSC do not go into effect on board the ship until the CSC receives the information, processes the request, and a round trip is completed between ship and shore.

14.9.9.   *Blocking access* only prevents Navy Cash access to bank and credit union accounts from the ship. The cardholder can still use the card for signature-based purchases ashore, even when the open-loop account balance is negative, at merchants who process transactions in an offline mode. Suspending an account only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. Neither blocking Navy Cash access to bank and credit union accounts nor suspending an open-loop account disables the closed-loop account on a Navy Cash card; the individual can still use the value on the closed loop to purchase things on the ship.

14.10.   Bank Account Information. When changing or updating a cardholder's bank or credit union account, the NCAO must verify the ABA routing number and account number, either by referring to the cardholder's Direct Deposit account in the Master Military Pay Account (MMPA) or to the micro line (MICR) at the bottom of the cardholder's personal

check or deposit slip. For "Customer Type", indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Consumer" or "Business" account. Generally, individual cardholders will have "Consumer" accounts. A Navy Cash merchant, on the other hand, may have opened a "Business" account. For "Bank Account Type", use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Checking" or "Savings" account.

>14.10.1.   <u>ATM or Debit Cards.</u>   Again, for contingency planning purposes, all crew members should be encouraged to have the ATM or debit card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure.

14.11.   <u>When Are Changes Effective?</u> Once the appropriate updates to the cardholder's account information have been completed, the NCAO clicks on the "Account Update" button to initiate the changes.

>14.11.1.   Any updates done through the Disbursing Application are effective in the local database on the ship immediately and are effective in the database ashore as soon as a round trip is completed between ship and shore.

>14.11.2.   When a Navy Cash cardholder or merchant registers or changes the bank or credit union account linked to Navy Cash, they can use the cardholder website to confirm the change has taken effect before attempting an ACH transfer request to or from the new account at a Navy Cash kiosk.

15. NOTE MAINTENANCE

15.1. A "Note" is a memo internal to Navy Cash that is stored in a cardholder's member profile. "Disbursing Notifications" notes are sent by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. On board the ship, the "Note Maintenance" function enables the disbursing office to view the notes stored in member profiles and to add notes to log efforts to clear negative balances. The ability to add notes can be used to both coordinate actions taken within the disbursing office to clear negative balances and to document those actions for the chain of command or auditors. Initially, the only "Note Type" that can be generated on the ship is a "Negative Balance" note.

15.2. To view or add a note, the NCAO selects "Note Maintenance" in the "Account Maintenance" pull-down menu. If the "View Disbursing Notifications" checkbox at the top of the screen in the "Card not Present" box is checked, only the notes that report replication conflicts between ship and shore are displayed. If the checkbox is unchecked, all notes are displayed. To view a particular note:

15.3.   "View Disbursing Notifications" Checkbox Unchecked.

15.3.1.   If the cardholder's Navy Cash card is available, the NCAO inserts the card into the POS and clicks the "Get Card Info" button in the "Card Present" box.

15.3.2.   If the cardholder's Navy Cash card is not available, the Disbursing Officer enters the cardholder's SSN or the Mastercard® number from the front of the cardholder's Navy Cash card or the cardholder's last name or the initial letter or letters of the last name in the "Card not Present" box and then clicks the "Search" button.

15.3.3.   If needed, the "Help" button can be pressed to display the procedures to search for a cardholder's name and to view and add notes.
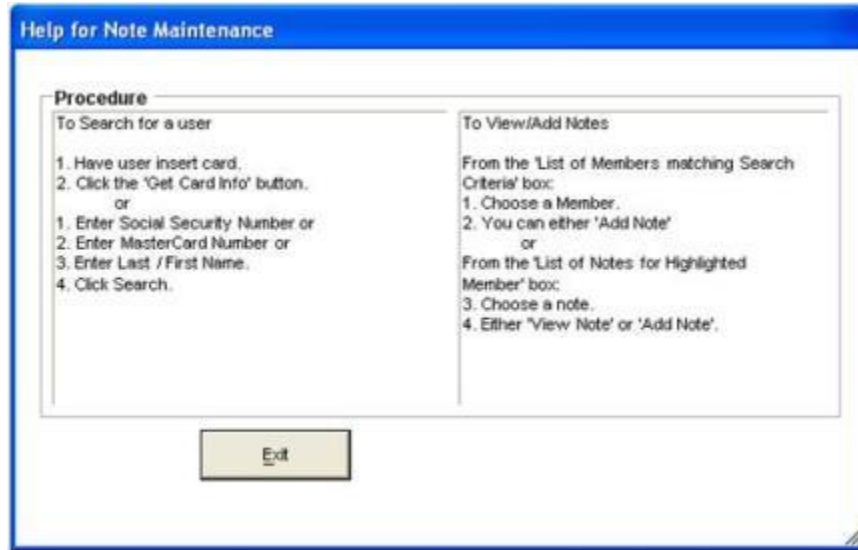
15.3.4.   The application brings up the names associated with the search criteria.

15.3.5.   After verifying the cardholder's identity, the NCAO highlights the correct name in the "List of Members Matching Search Criteria" box, and a listing of all the notes in the cardholder's member profile appears in the "List of Notes for Highlighted Member" box. The most recent note is listed first. With the "View Disbursing Notifications" checkbox unchecked, this includes both "Disbursing Notifications" and "Negative Balance" notes.

15.3.6.   View Note. To view a note, select the appropriate listing and click on the "View Note" button. The "View Note" window will be displayed, and the "Note Comments" can be reviewed but not edited. Click on the "Cancel" button to close the note. For a discussion of "Disbursing Notifications" notes and the actions to be taken, see paragraph d below.

15.3.7.   Add Note. To add a note to the cardholder's member profile, click on the "Add Note" button. The "Add Note" window will be displayed. At least initially, the only "Note Type" that can be generated on the ship is a "Negative Balance" note.

15.3.7.1.   Use the "Note Subject" drop down menu to select an appropriate subject.

15.3.7.2.   In the "Note Comments" box, enter appropriate comments to document any Navy Cash account actions taken. Comments should be kept relatively simple, but should make clear what action was taken, who took the action, and what date the action was taken. There is a limit of 1,000 characters for note comments. Click on the "Add Note" button to save the note.

15.3.7.3.   Once the note is saved, note comments cannot be changed. Take care in composing the comments. Proofread the comments before clicking the "Add Note" button. Careful attention is required because all notes are retained permanently as a part of an individual's member profile and are sent along with the rest of the profile to each new ship when an individual does a "Ship Check In" at a Kiosk.

15.3.7.4.   "View Disbursing Notifications" Checkbox Checked.

15.3.7.4.1.   The NCAO enters the "Disbursing Note Start and End Dates" in the "Card not Present" box and then clicks the "Search" button. The start date defaults to the last time the operator logged on to the Disbursing Application. If no end date is entered, all "Disbursing Notifications" notes up to the current log-in will be displayed. The "Card Present" search option is not available if the checkbox is checked.

15.3.7.4.2.   After verifying the cardholder's identity, the NCAO highlights the correct name in the "List of Members Matching Search Criteria" box, and a listing of only the "Disbursing Notifications" notes in the cardholder's member profile appears in the "List of Notes for Highlighted Member" box. The most recent note is listed first.

15.3.7.4.3.   To view a note, select the appropriate listing and click on the "View Note" button. The "View Note" window will be displayed, and the "Note Comments" can be reviewed but not edited. Click on the "Exit" button to close the note. The "Add Note" option is not available if the "View Disbursing Notifications" checkbox is checked.

- Replication Conflicts. Replication conflicts can occur when both the ship and the shore side update a cardholder's account information between two consecutive round trips. For example, the ship may initiate a change to a cardholder's account information using the "Account Information Update" function in the Disbursing Application (see paragraph 14) on the same day that the shore side updates a cardholder's account information based on a separate phone or email request from the ship.

    1.   The Navy Cash system, both ship and shore, will apply the account update received from the ship. When alerted to the replication conflict

by the "Disbursing Notifications" note, the NCAO should review the cardholder's account information and update as necessary to resolve any errors that may have resulted from the conflict.

2.   When viewing a note, clicking on the "Help" button will display the options available for "Replication Conflict" notes. Clicking on the "Cancel" button will return the application to the "Note Maintenance" screen. Clicking on the "Account Information Update" button will open an "Account Information Update" screen and display the data for the record in conflict. The NCAO can then update the data to fix the replication error if necessary. In the sample screen above, the account name can be changed to reflect the correct first name, Marcia, if the cardholder desires. From the "Account Information Update Screen", clicking on the "Return to Note Maintenance" button will return the application to the "Note Maintenance" screen.

3.   Replication Conflict Report. The Disbursing Notifications note identifies the EOD batch that contains the replication conflict. Disbursing personnel can then pull the Replication Conflict Report for that period to obtain the details of the conflict. The Replication Conflict Report is a ship report that can be generated as needed on the ship. To select, view, and print the report, disbursing personnel can click on the "View Reports" link on the Disbursing Application, click on the "Replication Conflict Report" link in the "Disbursing Office Report" box, fill in the start and end dates for the inclusive period desired, click the "Generate" button, and, once the report appears, click the "Print" button.

15.3.8.   Disbursing Notifications Alerts. Disbursing Notifications notes appear as alerts at startup of the Disbursing Application or when a new operator logs on. Like the "Negative Balance" notes above, Disbursing Notifications notes are retained permanently as a part of an individual's member profile. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time they logged on to the Disbursing Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click on the "Cancel" button to close the note.
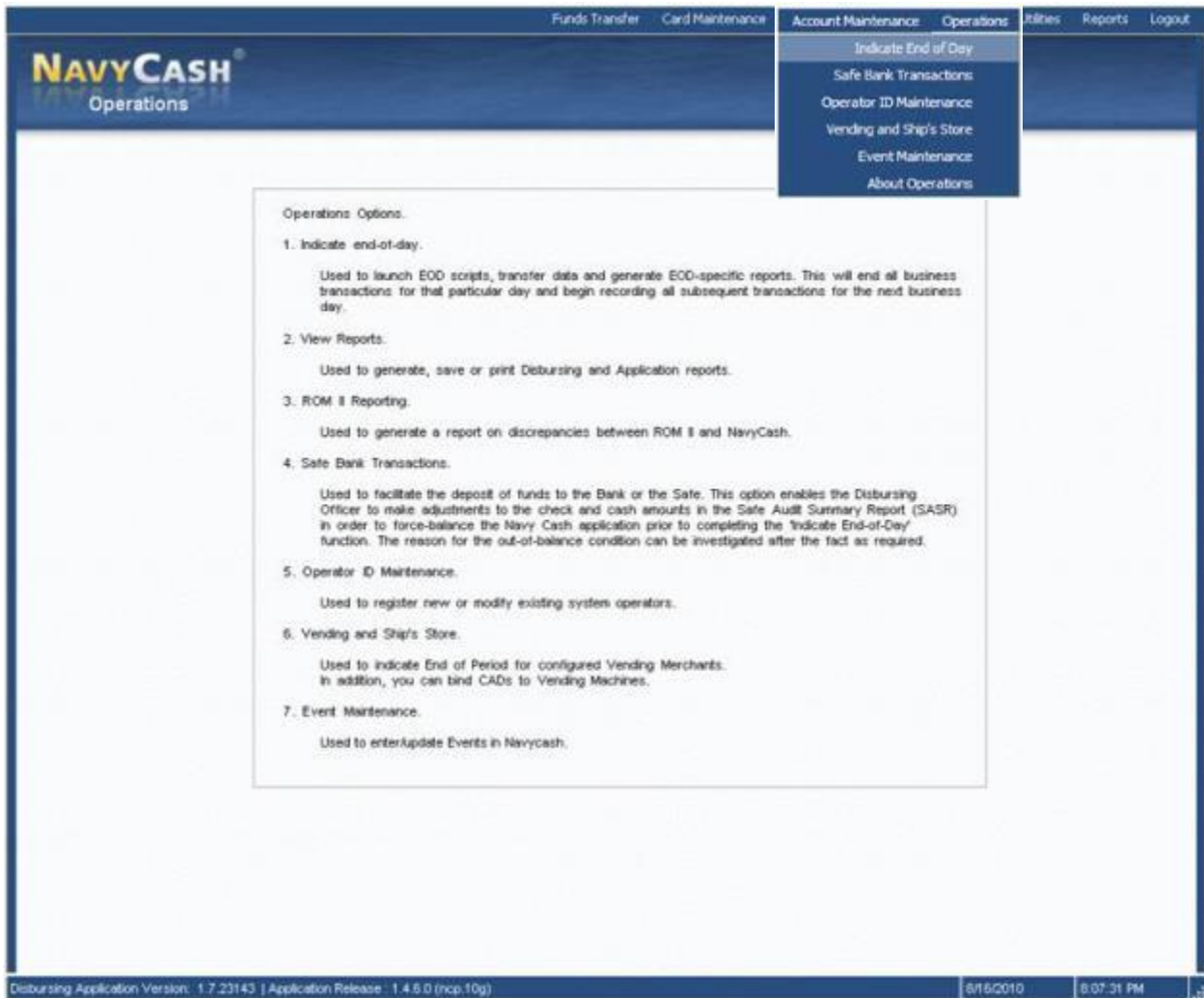
16. INDICATE END OF DAY

16.1. **Indicate End Of Day (IEOD) Function.** Completing the IEOD function starts automatic system back-ups and begins a "round-trip" process that runs the batch file, connects through ship's communications systems to Navy Cash shore facility, transfers all ship transactions to shore, generates and retrieves shore reports, retrieves updates from shore, and updates account data on ship and shore. Completing the IEOD function ends all business transactions for that particular day and begins recording all subsequent transactions on the next business day. The IEOD function has three components, each of which will be discussed in turn.

Automatic Interim Round Trips

Automatic EOD

Manual EOD

16.2. **Automated Interim Round Trips**

16.2.1.   To ensure everyone's Navy Cash account information is updated on a regular basis, the Navy Cash system on the ship runs interim round trips automatically at regular intervals throughout the day to synchronize the ship and shore databases.

16.2.2.   These interim round trips do not start automatic system back-ups or generate and retrieve shore reports. Automated system back-ups are initiated and shore reports are generated only when IEOD is initiated, either manually from the Disbursing Application or automatically when the automatic EOD function is selected. If IEOD is not initiated for some reason, either manually or automatically, Navy Cash continues to operate normally, but shore reports are not available for that business day. Transactions for that business day appear on the shore reports for the next business day.

16.2.3.   In synchronizing the ship and shore databases, these interim round trips also ensure Split Pay Option (SPO) payroll payments are retrieved from shore and account balances updated on the ship on pay day. If communications are completely down around pay day, the NCAO has the option to run a provisional SPO on the ship.

16.2.4.   By default, automated interim round trips run every six hours. Any changes requested in the interval will not go into effect on board the ship until the CSC receives the information, processes the request, and a round trip is completed between ship and shore.

16.3.   **Automatic EOD**

16.3.1.   Automatic EOD initiates the IEOD function automatically at a preset time and was originally developed to complete an EOD if no one from the disbursing office would be on duty at the end of the business day, e.g., on the weekend.

16.3.2.   Automatic EOD Mandatory. Automatic EOD is now MANDATORY.

16.3.2.1.   Automatic EOD ensures Navy Cash is closed out each business day and makes tracking down any problems at a later date much simpler, e.g., problems with reconciliation and settlement.

16.3.2.2.   Coordinate Time for Automatic EOD. The NCAO must coordinate with all Navy Cash merchants on the ship in determining the time to set for automatic EOD. The time selected should normally be after all merchants have closed out their operations for the day, in order to ensure all the transactions for the business day appear on the shore reports for that business day. For example, automated EOD should be set up at a preset time after the dinner meal, so that any sales receipts for the day are reported in that day's reports. If transactions occur during EOD processing, some transactions may be posted to the next day's business and the next day's shore reports, and merchants need to be aware of this possibility. Do not use between 2200 and 0200 GMT time, as this may result in daily shore reports not being generated.

16.3.2.3.   In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.

16.3.3.   <u>Managing Automatic EOD Settings.</u> The settings for automatic EOD are displayed in the "Auto EOD Settings" box in the "Indicate End-of-Day" screen.

16.3.3.1.   To change the preset time for initiating automatic EOD, select the desired time using the hours and minutes drop-down boxes for the "Time (24hrs)", and click the "Update" button. A pop-up window verifies that the automatic EOD settings were updated successfully.

16.3.3.2.   To activate automatic EOD, click on the "Automatic EOD On" check box to insert the "check" mark, and click the "Update" button. A pop-up window verifies that the automatic EOD settings were updated successfully.

16.3.3.3.   To deactivate automatic EOD, click on the "Automatic EOD On" check box to remove the "check" mark, and click the "Update" button. Click the "OK" button to verify and deactivate automatic EOD.

16.3.4.   <u>Automatic Versus Manual EOD.</u> There will be times when manual EOD takes precedence over automatic EOD.

16.3.4.1.   <u>At End Of Month (EOM)</u>. If a particular EOD will also be the EOM close-out, the NCAO must initiate the IEOD function manually in order to check the "Indicate End of Month" block and send the EOM indicators to the Navy Cash back

end ashore and close out Navy Cash business for the month (see paragraph d.(8)(a) below). Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior.

16.3.4.2. Operational Requirements. In some cases, e.g., when a ship is underway, certain Navy Cash merchants like the Ship's Store may extend the hours of their retail operations. If becomes too difficult to coordinate the end of a merchant's business day with the end of the Navy Cash business day using a preset time in the Automatic EOD function, the NCAO can opt to use the Manual EOD function in the Disbursing Application. The objective remains that IEOD must be run every day, either automatically using the automatic EOD function or manually from the Disbursing Application.

16.3.4.3. With automatic EOD, if a current automated round trip is pending and the NCAO initiates a manual IEOD, the pending automated round trip will be converted into a manually initiated round trip.

16.4. **Manual EOD**

16.4.1. The NCAO can initiate the "Indicate End of Day" function manually, at the end of the business day on the ship, or whenever appropriate, e.g., at Turnover of the Disbursing Officer or Sales Officer.

16.4.2. Coordinate Time for Manual EOD. The NCAO must coordinate with all Navy Cash merchants on the ship in determining the time to initiate a manual IEOD. The time selected should normally be after all merchants have closed out their operations for the day, in order to ensure all the transactions for the business day appear on the shore reports for that business day. For example, manual EOD should be initiated after the dinner meal, so that any sales receipts for the day are reported in that day's reports. If transactions occur during EOD processing, some transactions may be posted to the next day's business and the next day's shore reports, and merchants need to be aware of this possibility.

16.4.3. NCAO selects "Indicate End-of-Day" in "Operations" pull-down menu.

16.4.4. NCAO then clicks "Submit" button next to "Check for Logged in Operators" tag.

16.4.5.   If operators are logged on, for example, in the ship's store, post office, MWR, Wardroom, or Chiefs Mess, an Operator Status Report is displayed in the report box to let the NCAO know who is still logged on. It is not necessary to delay EOD processing if operators are still logged in; however, if transactions occur during EOD processing, some transactions may be posted to the next day's business. It is generally recommended that operators either log out or suspend business until the NCAO completes the EOD process. The NCAO can contact the operator and request that they log out immediately, or the NCAO can proceed with the EOD process. Any transactions entered by that

operator after EOD will appear on the next business day. To validate that you wish to proceed with the EOD process, click the "Yes" button.

NOTE: POSs operating in normal mode are connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the POS at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available (see paragraphs 3.12, 4.16, 5.11, 6.8, or 7.7).
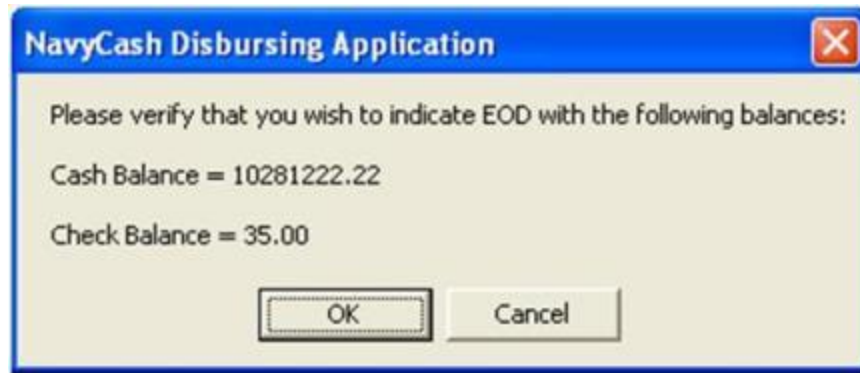
16.4.6.   The Disbursing Accountability Summary Report (DASR) will be displayed in the report box, and the "End of Day Values" frame will be enabled, which will contain the check balance, cash balance, and EOD date and time (a non-editable variable) reported by the DASR. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). The DASR, which is produced by the Navy Cash system on the ship, is a handy tool that provides a quick check on the amount of Navy Cash cash on hand.

16.4.7.   Reconciliation Procedures. At this point, the NCAO should have closed out the Daily Cash Transaction Ledger in accordance with paragraph 6. The total in block 10 (Net Sum for Cash Transactions) of the Daily Cash Transaction Ledger, the amount on the DD Form 2665 and the actual amount of Navy Cash on hand should match the total balance amounts reported in the DASR. If the amounts do not match, the NCAO shall make every effort to identify the correct totals to be reported for the day (the NCAO can contact the NAVSUP FLC Fleet Support Group (FSG) points of contact (see Section 5A) for assistance in clearing the discrepancy).

16.4.7.1.   Generate Disbursing Transaction Detail Report. Select the "Reports" pull-down menu in the Disbursing Application to generate and print a Disbursing Transactions Detail Report (view reports in Section 5B). *The basic business rule is that the Navy Cash numbers reported in the Disbursing Transaction Detail Reports are correct.*

16.4.7.2.   Count the Navy Cash Cash. Count the amount of Navy Cash cash on hand. The total should agree with the DD Form 2665 and block 10 (Net Sum for Cash Transactions) of the Daily Cash Transaction Ledger. *The Navy Cash cash should be counted each and every day.*

16.4.7.3.   Compare Disbursing Transaction Detail Report with Daily Cash Transaction Ledger. If the total balance amounts shown on the DASR are less than or

greater than what is shown on the DD Form 2665 compare the Disbursing Transaction Detail Report for the period to the Navy Cash Daily Cash Transaction Ledger.

16.4.7.3.1.   If the Disbursing Transaction Detail Report and Daily Cash Transaction Ledger agree, then go to the "Safe Bank Transactions" function (see paragraph 19). Select the Transaction Type and enter the amount of cash that would be needed to adjust the system value reported in the DASR. The "Transaction Type" drop down menu lists "Deposit to Bank", which subtracts the designated amount from the NCAO account to balance the total if the DASR amount is positive, and "Deposit to Safe", which adds the designated amount to the NCAO account to balance the total if the DASR amount is negative. Click the "Submit" button to adjust the system value. The correction will be documented in the DASR and the Disbursing Accountability Detail Report for the day for future reference.

16.4.7.3.2.   If the Disbursing Transaction Detail Report and Daily Cash Transaction Ledger agree and the actual amount of Navy Cash cash on hand is greater than or less than that the amount shown on the reports, then follow the procedures in Chapter 6 of DoD FMR Volume 5 to report an overage or shortage (loss of funds/loss of accountability).

16.4.8.   After any necessary corrections have been made, the NCAO can proceed with the IEOD process.

16.4.8.1.   Indicate End of Month. If that particular IEOD will also be considered the End Of Month (EOM) close-out, the NCAO must check the "Indicate End of Month" block, and then enter the month and year being closed, before clicking the "Submit". The "Indicate End of Month" block will be grayed out and cannot be used until the Sales Officer has performed the EOM process at all vending machines and indicated EOM for each vending and ship's store merchant (parent) in the Disbursing Application.

16.4.8.2.   Coordinate EOM Close-Out. As a part of the EOM process, the NCAO is responsible for coordinating all Navy / Marine Cash collections that must be registered to a Line of Accounting (LOA) through the DD Form 2665 Statement of Accountability, e.g., sale of meals in the general mess and sale of merchandise in the ship's store and vending machines (see paragraph 21b(1). The NCAO, Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) must coordinate to establish a closeout date and time each month. Again, the time selected should normally be after all merchants have closed out their operations for the day, in order to ensure all the transactions for the business day appear on the shore reports for that business day. For example, the closeout should be initiated after the dinner meal, so that any sales receipts for the day are reported in that day's reports.

16.4.8.3.   EOM Indicators. Completing the "Indicate End Of Day" function (IEOD) with the "Indicate End of Month" block checked, sends the EOM indicators for disbursing, food service, and Marine disbursing (when embarked) to the Navy Cash back end ashore and closes out their Navy Cash business for that month. EOM indicators for the vending machines and ship's store are sent at the first IEOD completed after closing out the vending and ship's store merchants (parents) in the Disbursing Application (see Section 5E). The NCAO should notify the Sales Officer,

Food Service Officer, and Marine Disbursing Officer (when embarked) when this step has been completed.

16.4.9.   Initiate Indicate End of Day Process. The NCAO clicks the "Submit" button to initiate the actual IEOD process.

16.4.9.1.   The NCAO is then prompted for verification of EOD with the balance amounts displayed. This gives the NCAO an opportunity to back out of the action if necessary.

16.4.9.2.   Once the balances have been verified, the NCAO will click "OK" in the verification window. After verification, an EOD completion message is displayed.

16.4.10.   If that particular IEOD has been indicated as the EOM close-out, the NCAO will zero out the DASR starting balance by entering a "Deposit To Bank" transaction type for the total amount being carried on the DASR at the end of the month. This action shall be done in accordance with paragraph 8, Safe Bank Transactions, to reset the Safe Bank Transactions functionality for the next month's reports.

16.4.11.   The manual EOD function is normally initiated from the Disbursing Application on the Navy Cash workstation in the disbursing office. If no one from the disbursing office will be on duty, the automatic EOD function will normally be activated to initiate IEOD at a preset time. However, if the Navy Cash server or another Navy Cash workstation (desktop or laptop) is located outside the disbursing office, a manual EOD can be run remotely by duty personnel (see paragraph 27, Access Editor–Access Control for Disbursing Application). When IEOD is run under the duty log-in, it is completed with minimal user requirements (i.e., double click the IEOD icon on the desktop) and is the only functionality available.

16.5.   Post Navy Cash Numbers on Daily Statement of Accountability DD Form 2665 for the Day. The NCAO will record the total from block 10 (Net Sum for Cash Transactions) of the Daily Cash Transaction Ledger on the DD Form 2665 as an increase / decrease to U.S. Currency on Hand. **Remember**, when a cardholder is exchanging either cash to plus up the Navy Cash card (closed- or open-loop account), "Cash" should be selected as the funding source. Navy Cash Deputy will record the transaction on the DD 2665 as an increase / decrease to line 17, US Currency on Hand as appropriate and an opposite entry to line 31, Other.

16.5.1.   The completed Daily Cash Transaction Ledger(s) and Disbursing Transactions Detail Report sorted by operator shall be retained on file with the balanced DD Form 2665.

16.6.   **End of Day (EOD) Report.** A shipboard report, the EOD Report tracks the status of manual IEOD and automated interim round-trip requests (batches) initiated. An EOD Report can be generated on the ship as needed (see Section 5E). A column in the report identifies the batch as either an automated interim or manually initiated IEOD batch. If a prior automated round trip is pending, any subsequent round trips (either automated or manual) will not be processed until the response files are received from the shore for the prior round trip. At any time, a ship can have only one pending automated round trip or any number of pending manually initiated IEOD round trips. If a current automated round trip is pending and the NCAO initiates a manual IEOD round trip, the pending automated round trip will be converted into a manually initiated IEOD round trip.

17. SHORE REPORTS

17.1.   Successful processing of the IEOD batch (round trip), either manually or automatically, sends a series of reports to the ship from the shore side. These shore reports include all the round trips (automated interim) that were created since the last IEOD was initiated, either *manually* from the Disbursing Application or *automatically* when the automatic EOD function is selected. Shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. On the Disbursing Application workstation or laptop, the shore reports can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy/Marine Cash server. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

17.1.1.   Reports have been named using the following convention:

<UIC>_<REPORT TYPE>_<REPORT NAME>_<D/M>_yyyymmdd_HHMMSS.txt, where:

UIC	=	Ship's Unit Identification Code
Report Type	=	TRAN – Transaction Report, FRAU – Fraud Report, OPER- Operational Report, SETT – Settlement Report
Report Name	=	Name of report
D/M	=	Daily or Monthly
Yyyymmdd	=	year/month/day report generated (GMT)
Hhmmss	=	hour/minute/second report generated (GMT)
.txt	=	Text file

Example:

R21452_TRAN_Ship_Merchant_Settle_D_20041209_000736.txt

R21198_TRAN_ShipStore_D_20010828_171708.txt
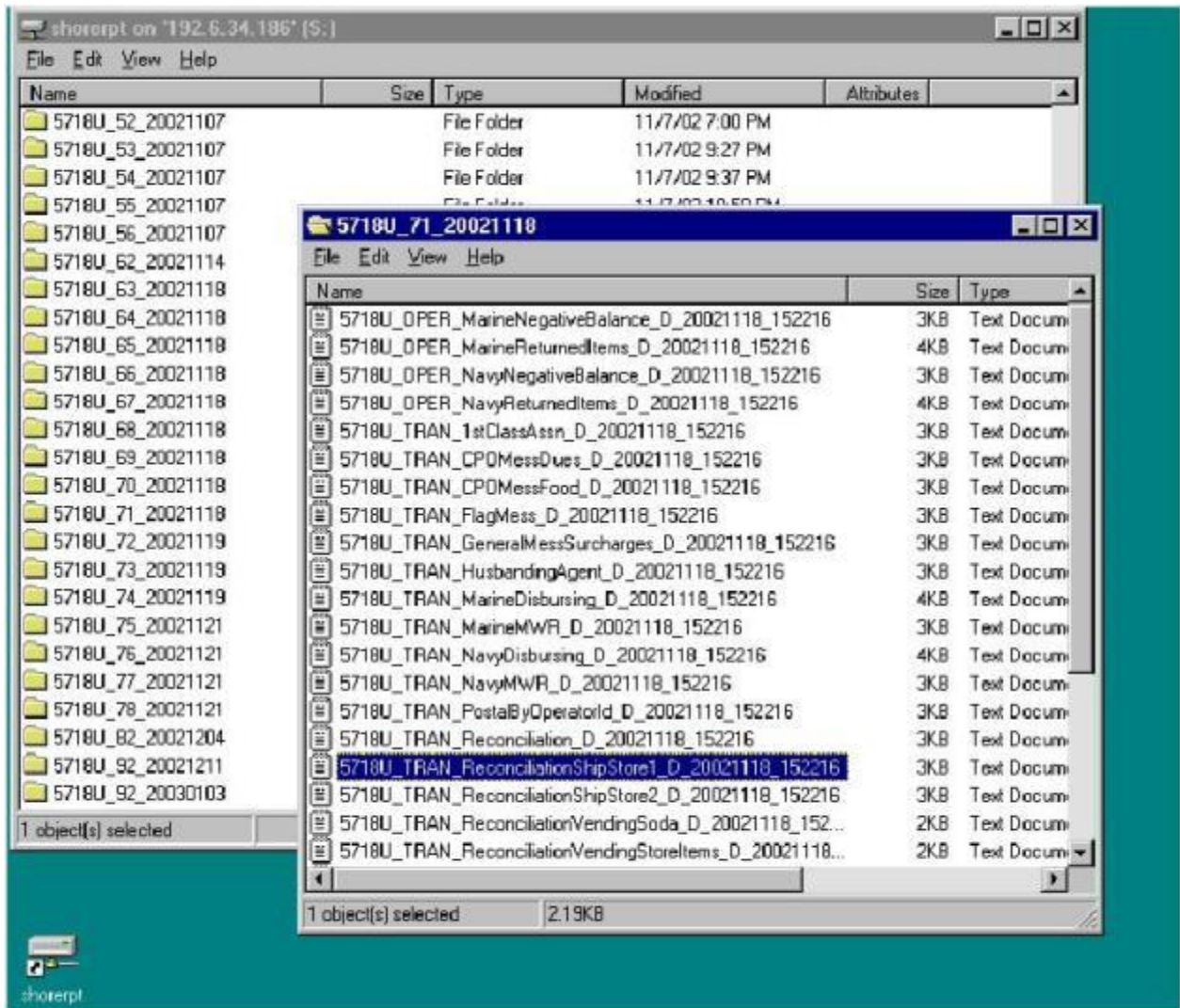
17.1.2. <u>Transaction Reports.</u> Available for all ship merchants, for example:

17.1.2.1. Wardroom

17.1.2.2. CPO Mess Dues

17.1.2.3. General Mess

17.1.2.4. Flag Mess

17.1.2.5. Commanding Officer's Mess

17.1.2.6. First Class Petty Officer Association

17.1.2.7. MWR

17.1.2.8. Post Office — Metered Mail

17.1.2.9. Ship's Store

17.1.2.10. Foreign Vendors

17.1.2.11. Vending Store Items (Snack, Phone Cards, Soap)

17.1.2.12. Vending Soda

17.1.2.13.   Transaction Summary

17.1.2.14.   Negative Balances

17.1.2.15.   Returned Items Detail Report

17.1.3.   Merchant Settlement Reports. Merchant settlement reports are generated for all merchants, whether they settle to bank or credit union accounts ashore or to merchant open-loop accounts. Generally, private merchants have the option to settle to a bank or credit union checking account or to the merchant open-loop account. By default, private merchants are set up to settle on a daily basis. Funds are normally available the within 1-3 business days after the transactions are posted. Generic private, Staff, Air Wing, and Squadron merchants settle only to the merchant open-loop account.

17.1.4.   Reconciliation Reports. Reconciliation reports, which are generated for all merchants, segregate transactions that were collected in the offline mode but were not processed on the same day they were collected. Reported separately, these collections can then be added to the totals for the appropriate day if desired.

17.1.5.   Print Reports. NCAO can view and print reports at any time by accessing shore report directories and sub-directories. Reports should be printed in "Landscape" format using WordPad™ software. A printer is not provided with the Navy Cash system. The NCAO must print reports sharing an already existing printer local to the server or workstation in the disbursing office. Reports can also be saved electronically and sent via email.

17.1.6.   Review Reports. The NCAO and other responsible individuals, such as the Sales Officer, MWR Officer, and Chiefs' Mess Treasurer, should compare the daily reports with reports from their existing accounting systems, for example, the Sales Officer with ROM for ship's store, to verify accuracy. Reconciling collections and sales at the end of each day simplifies reconciliation at the end of the month. For example, the Sales Officer or designated assistant should compare the ROM daily transaction reports (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so ROM and Navy Cash agree. The Food Service Officer should compare recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to Navy Cash collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail Reports plus any checks or cash (currency) collected. A Navy Cash generated report states the collections that have been recorded to any particular activity. Therefore, the report serves the same function for an accountable officer as a signed page in the NS 470 or a deposit ticket.

17.1.7.   Negative Balances. The NCAO shall review the Negative Balance Report and the Returned Items Detail Report on a daily basis. Guidelines for handling negative balances are in , Part 1, Section 4, paragraph 2.2.2.

18. SHIP REPORTS
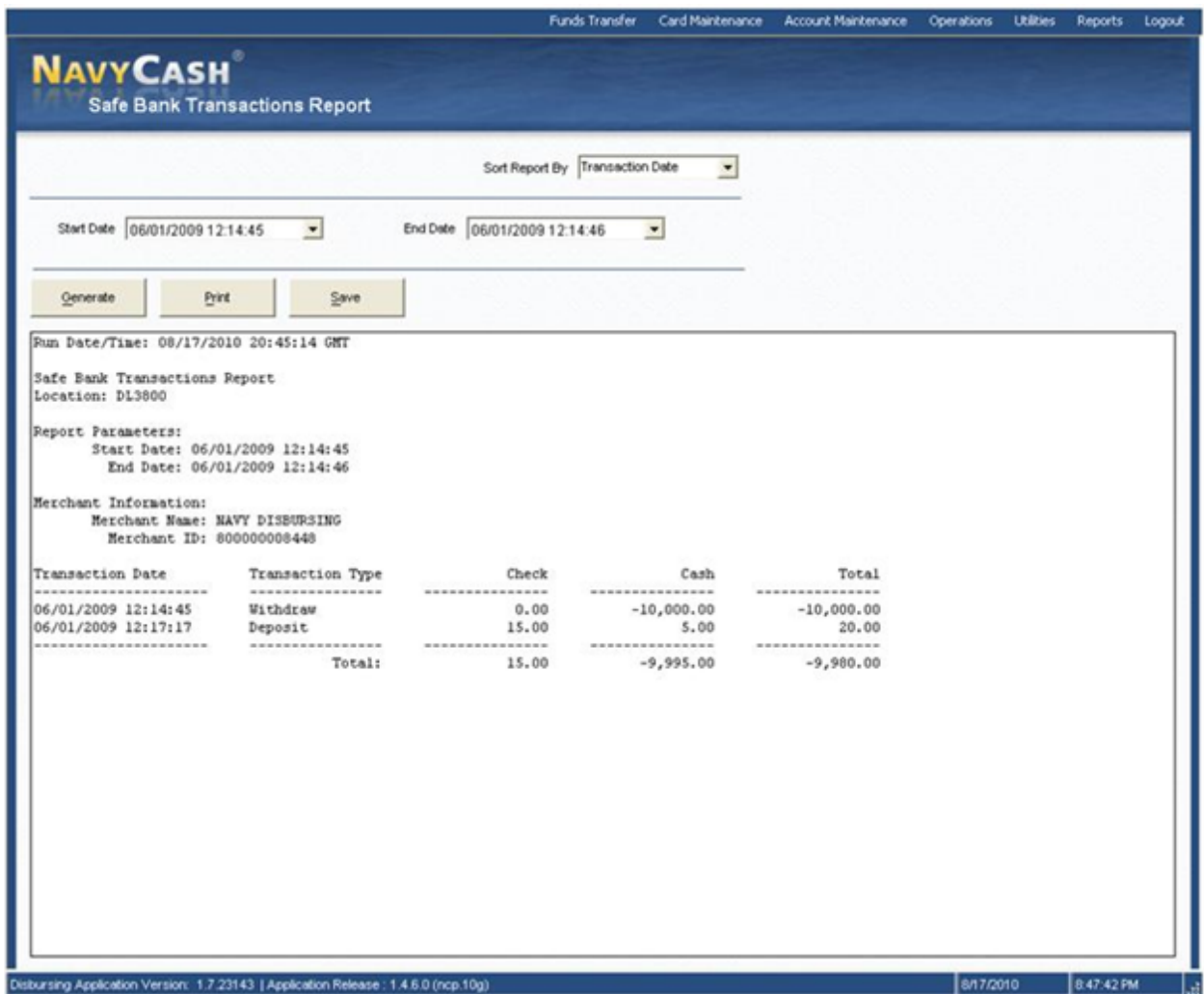
18.1.   NCAO can select the "Reports" pull-down menu to display the reports that can be generated as needed on the ship. To select, generate, view, and print a report, click on the report desired, fill in the start and end dates for the inclusive period, and click the "Generate" button. Some of the reports can be generated using one of a selection of preset sorting criteria (see table of report descriptions below). Sample reports are shown in Section 5B.

18.2.   **Review Reports.** The NCAO and other accountable individuals, such as the Sales Officer and Chiefs' Mess Treasurer, are responsible for comparing the daily reports with reports from their existing accounting systems to verify accuracy. Reconciling collections and sales at the end of each day simplifies reconciliation at the end of the month. This review is normally done with the shore reports, which are generated automatically by the EOD process and sent to the ship when the EOD round trip is completed. For example, the Sales Officer or designated assistant should compare the ROM daily transaction reports (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so ROM and Navy Cash agree. The Food Service Officer should compare recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to Navy Cash collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail Reports plus any checks or cash (currency) collected. However, to check total sales figures for a particular day before the shore reports are received on the ship, a Merchant Sales Summary Report can be generated by entering the correct start and end dates. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). The more detailed Merchant Transactions Report can be generated in the same way.

18.3.   **Printing Reports.** Reports must be printed sharing an already existing printer local to the server or workstation in the disbursing office.

Report	Purpose	Sort Capability
Disbursing Office Reports		
Safe Bank Transactions Report	Tracks all changes to Navy Cash funds in the Disbursing Office that result from deposits to bank (withdrawals), deposits to safe (deposits), funds transfers to closed loop, and funds transfers from closed loop	Transaction Date or Transaction Type
SPO Payroll Report	Lists cardholders in SPO and the last payroll amounts credited to their open-loop accounts	Cardholder Name or Last Pay Date
Disbursing Accountability Detail Report	Lists disbursing transactions—cash and check to closed loop, deposits to safe and bank, and closed loop to cash	Transaction Date or Transaction Type
Disbursing Accountability Summary Report	Summary of transactions shown in Disbursing Accountability Detail Report	None
Disbursing Transactions Detail Report	Lists all transactions by disbursing personnel—to facilitate audit of Disbursing Office	Operator, Date, or Transaction Type
Disbursing Transactions Summary Report	Summary of transactions shown in Disbursing Transaction Detail Report	Operator, Date, or Transaction Type
Replication Conflict Report	Provides details of any replication conflicts in updating a cardholder's account information	None
Ship Roster Report	Provides cardholder name and SSN (last 4 digits), Navy Cash cardholder account number, and date of last closed-loop transaction on the ship for all cardholders checked in to the ship.	None
Sales Reports		
Merchant Sales Summary Report	Summary of total sales and transaction counts shown in Merchant Transactions Report—used for EOD and EOM merchant sales receipts	Merchant Name or Merchant ID
Merchant Transactions Report	Lists all sales, refunds, and correction transactions and cardholder name and card number (last 5 digits) for both vending and non-vending merchants—includes summary section	Merchant, Operator, Date, Transaction Type, or Event Description
Operations Reports		

Operator Status Report	Lists operators currently logged on to POSs	None
EOD Report	Tracks the status of end-of-day requests (batches) initiated and check and cash balances at EOD	None
Unmatched Chip-to-Chip Report	Lists all failed closed-loop-to-closed-loop transactions—used to research unmatched closed-loop-to-closed-loop transfers	Cardholder Name, Date, or Card Number
Navy Cardholder Issued Card Report	Tracks cardholder name, date, and card number (last 5 digits) for all instant issue cards issued	Cardholder Name, Date, or Card Number
Fraud Detection Report	Indicates possible fraudulent ACH activity on ship. Lists questionable transactions by cardholder name and SSN (last 4 digits).	None

19.   **SAFE BANK TRANSACTIONS**

19.1.   The "Safe Bank Transactions" functionality enables the NCAO to make adjustments to the cash amount **reported** by the Disbursing Application (Navy Cash system on the ship) in the Disbursing Accountability Summary Report (DASR).

19.1.1.   This functionality will be used primarily during the "End-of-Month" process to reset the DASR to a zero balance, as described in the sample Internal Procedures and Controls Instruction in Section 5B.

19.1.2.   In addition, this functionality can be used to make adjustments to the DASR when the cash amount reported in the DASR does not agree with the cash amount recorded in the Daily Cash Transaction Ledger, the amount shown on the DD Form 2665 or the amount of Navy Cash cash on hand. Reconciliation procedures are included as of part of the manual end-of-day procedures. When an actual out-of-balance condition cannot be resolved, this adjustment procedure can be used, but only as a temporary fix to continue with the "End-of-Day" process (the NCAO can contact the NAVSUP FLC Fleet Support Group (FSG) points of contact in Section 5A for assistance in clearing the discrepancy). The NCAO must go back and complete all required actions for an out of balance condition, as stated in Chapter 6 of the DoD FMR Volume 5 to report any overage or underage.

19.2.   To initiate the adjustment transaction, the NCAO or the Navy Cash Deputy selects "Safe Bank Transaction" in the "Operations" pull-down menu.

19.3.   The NCAO enters the amount of cash that would be needed to zero out or "balance" the system and selects the appropriate "Transaction Type." The "Transaction Type" drop down menu lists "Deposit to Bank", which subtracts the designated amount from the NCAO account to balance the total if the DASR amount is positive, and "Deposit to Safe", which adds the designated amount to the NCAO account to balance the total if the DASR amount is negative.

19.4.   After the adjustments are completed, the NCAO clicks the "Submit" button to adjust the system value.

19.5.   The NCAO then returns to the "Indicate End-of-Day" function to complete the process for that particular day. All Safe Bank transactions will be identified on the DASR for that day.

20.   **OPERATOR ID MAINTENANCE**

20.1.   Within Navy Cash, each operator, e.g., in the ship's store, CPO mess, MWR, wardroom, or disbursing office, must be identified by a unique operator ID number and must be registered at the disbursing office. Once ship's store operator IDs are established in Navy Cash, they must be entered into the ROM back office. To be assigned an operator ID, an individual must be a Navy/Marine Cash cardholder and must sign the Navy Cash Rules of Behavior.

20.2. **Rules of Behavior for Users of Navy Cash System.** The NCAO must ensure every Navy Cash operator assigned an Operator ID has signed the Rules of Behavior. Navy Cash is a U.S. Government information system that is provided for authorized use only. Navy Cash operators must only conduct official business on the Navy Cash system. They must not introduce or use any unauthorized software or hardware. By their signature, individuals indicate they have read, understand, and agree to abide by these rules of behavior. Generally, the rules of behavior are signed electronically in the disbursing office. A copy of the Rules of Behavior for Users of Navy Cash System is included on page S5B-79.

20.3. **Current Disbursing Application Users.** When the "Rules of Behavior" functionality is first implemented on the ship, current users of the Navy Cash Disbursing Application will not be able to log in to the Navy Cash system until they have signed the rules of behavior form.

20.3.1.   If they have signed a rules of behavior form electronically on a previous ship, they will not be required to sign the form again and will be able to log in to the system without taking further action. An indication that the rules of behavior form has been signed electronically is retained permanently as a part of an individual's member profile and is sent with the profile to each new ship when an individual does a "Ship Check In" at a Kiosk.

20.3.2.   If they have not signed a rules of behavior form electronically, the following message will be displayed when they attempt to log in.

20.3.3.   To sign the rules of behavior form in the disbursing office (or in the Sales Office) where the Disbursing Application workstation / laptop is connected to a POS device, click the "Sign Form" button.

20.3.4.   The "Rules of Behavior Form" screen will be displayed, pre-populated with the user's name and current date.

20.3.5.   If the information on the form is not correct, click the "Cancel" button, and report the error to the NCAO.

20.3.6.   If the information on the form is correct, click the "Capture Signature" button. The main screen of the POS device connected to the Disbursing Application workstation / laptop will display a signature pad.

20.3.7. If you have read and agree to abide by the rules of behavior, use a stylus (provided with each POS device) on the signature pad on the POS to sign the rules of behavior form electronically.

20.3.8. If the signature is not satisfactory, touch the "Clear" button on the POS device to discard the signature. Uses the signature pad to re-sign the rules of behavior form.

20.3.9. If the signature is satisfactory, touch the "I Accept" button on the POS device to actually sign the rules of behavior form electronically.

20.3.10. The rules of behavior from is now signed cryptographically, and the operator's signature is embedded into the rules of behavior document, which is then encrypted separately. Once an electronic signature has been embedded, the document is sealed and can no longer be altered.

20.3.11.   If the signature is not satisfactory, click the "Re-Capture Signature" button on the "Rules of Behavior Form" screen to discard the signed rules of behavior form, return to the "Capture Signature" screen, and recapture the operator's signature.

20.3.12.   If desired, a copy of the signed rules of behavior form can be printed at this time by clicking on the "Print Document" button.
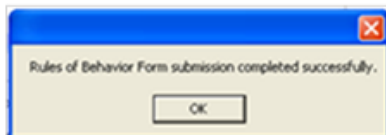
20.3.13.   Once the electronic signature process is complete, click the "Submit" button. The Disbursing Application returns to the "Operator ID Maintenance" screen, and a "Rules of Behavior Form submission completed successfully" message is displayed to indicate the process is complete.

20.3.14.   When the next round-trip is completed between ship and shore, the signed Rules of Behavior will be transmitted ashore, the rules of behavior form with embedded signature will be filed electronically in the document storage system ashore, and the operator's member profile will be updated ashore and on the ship to include a permanent indication that the rules of behavior form has been signed electronically.

20.4.   **Current Navy Cash Operators Who Are Not Disbursing Application Users.** The Navy Cash POS device will not be able to determine if a Navy Cash operator has signed the rules of behavior form when the operator logs in to a POS using his / her Operator ID. When the "Rules of Behavior" functionality is first implemented on the ship, the NCAO must ensure every Navy Cash operator who is not a Disbursing Application user reports to the disbursing office to sign a rules of behavior form electronically.

20.4.1.   To enable a current Navy Cash operator to sign a rules of behavior form, the NCAO selects "Operator ID Maintenance" in the "Operations" pull-down menu.

20.4.1.1.   Click the "List Configured Operators" button to display all operators within the ship's Navy Cash system, and select the correct name in the list of configured operators.

20.4.1.2.   Or, enter the First Name, Last Name, and/or Social Security Number of the operator; click the "Search" button; and select the correct name in the list of currently configured operators (if multiple names appear).

20.4.2.   Rules of Behavior Not Signed

20.4.2.1.   If the operator has not signed a rules of behavior form electronically, the "Sign ROB" button is displayed (ROB = Rules Of Behavior). The NCAO clicks on the "Sign ROB" button.
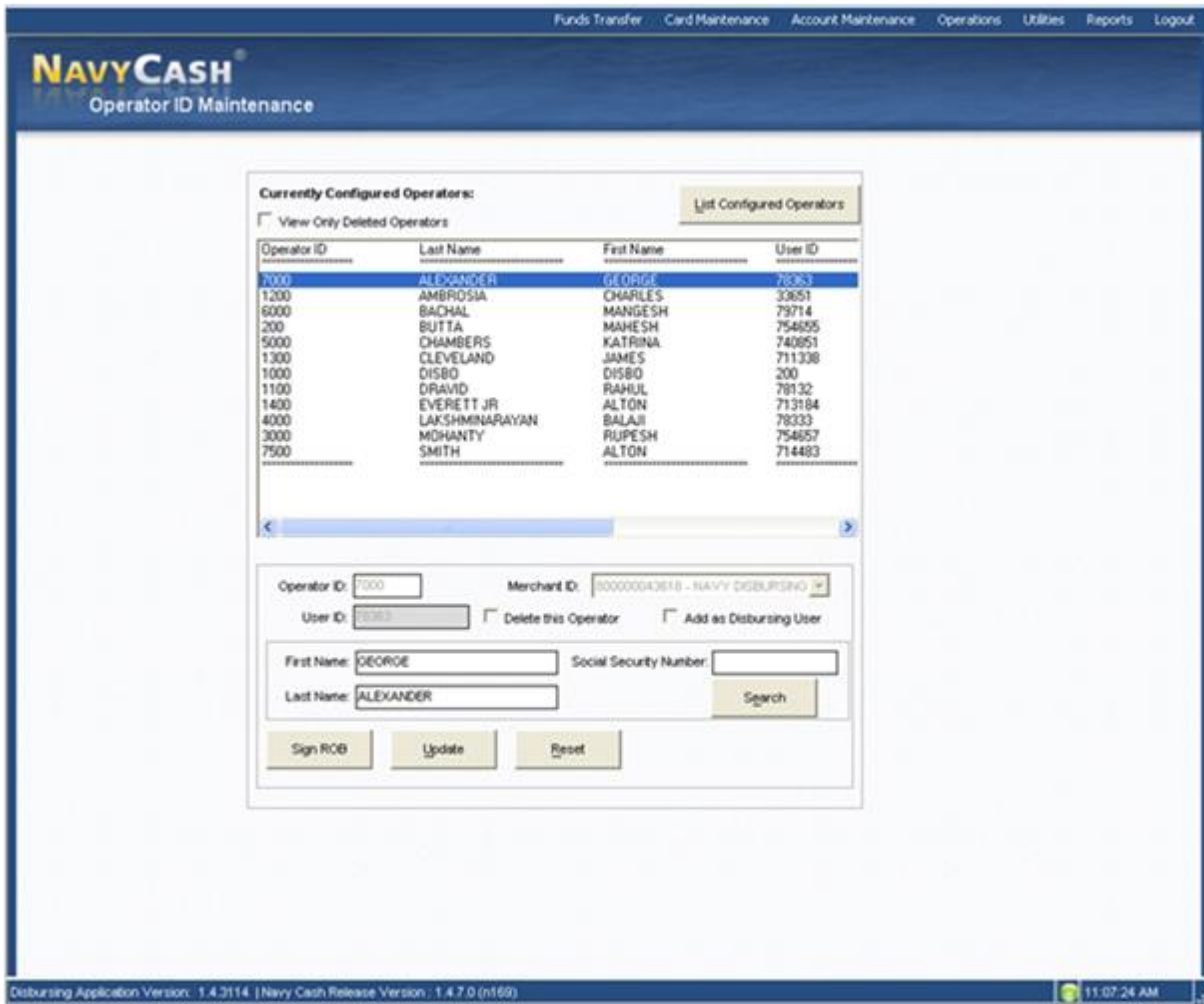
20.4.2.2.   The "Rules of Behavior Form" screen will be displayed, pre-populated with the user's name and current date.

20.4.2.3.   Follow the steps in paragraph c.(4) through (13) above to review the information on the form, sign the rules of behavior form electronically, and complete the process of submitting the electronic rules of behavior form with embedded signature.

20.4.3.   Rules of Behavior Signed

20.4.3.1.   If the operator has signed a rules of behavior form electronically on the current ship, the "View ROB" button is displayed. The NCAO can click on the "View ROB" button to retrieve and view or print a cardholder's rules of behavior form with embedded signature (but only after a round trip has been completed between ship and shore).

20.4.3.2.   If the operator has signed a rules of behavior form electronically on a previous ship, the "View ROB" button is grayed out and cannot be used.

20.4.3.3.   In either case, the operator's member profile includes a permanent indication that the rules of behavior form has been signed electronically, and they do not need to sign the form again.

20.4.3.4.   The rules of behavior form with embedded signature will be retained in the document storage system ashore. All rules of behavior forms will be retained ashore for seven years past the termination of the Agency Agreement with the Treasury Agent for Navy Cash. The electronic image shall be considered the legal equivalent of the original. The rules of behavior form cannot be viewed on the Navy Cash Disbursing Website, but the NCAO can contact the CSC and request a copy.

20.5.   **Add New Navy Cash Operator.** The NCAO enters the first and last name of the new operator and assigns a four-digit number.

20.5.1.   The four-digit Operator ID must be unique within the Disbursing Application on each ship. Once a number has been assigned to an operator on a ship, it cannot be reused on that ship even if that operator is deleted. However, the number can be duplicated on different ships.

20.5.2.   The four-digit Operator ID must not begin with zero (0).

20.5.3.   Disbursing Application User. If a person is to be added to the Disbursing Application user list, the "Add as Disbursing User" block must be checked.

20.5.4.   Upon clicking "Submit", the NCAO will be prompted to verify information for the operator being added. Click the "Yes" or "No" button as appropriate.

20.5.5.   Rules of Behavior Not Signed. The "Rules of Behavior Form" screen will be displayed, pre-populated with the user's name and current date. Follow the steps in paragraph c.(4) through (13) above to review the information on the form, sign the rules of behavior form

electronically, and complete the process of submitting the electronic rules of behavior form with embedded signature.

20.5.6.   Rules of Behavior Signed. If the operator has signed a rules of behavior form electronically on a previous ship, they do not need to sign the form again and will be added as a new Navy Cash operator on the ship and assigned an Operator ID without taking further action. An indication that the rules of behavior form has been signed electronically is retained permanently as a part of an individual's member profile and is sent with the profile to each new ship when an individual does a "Ship Check In" at a Kiosk.

20.6.   **Forward Any Manual Rules of Behavior Forms to Treasury Agent.** If for any reason a Navy Cash operator signs a hardcopy rules of behavior form, the original hardcopy form, signed by the individual operator, must be uploaded to the Navy Cash website.

20.6.1.   Retain Copies of Signed Rules of Behavior Forms On Board. Copies of signed hardcopy rules of behavior forms shall be maintained on board ship for reference. Rules of behavior forms can be purged three years from the date of signature, unless the Navy Cash system user is still on the ship. The rules of behavior forms must be kept in the safe.

20.7.   **Delete an Operator.** The NCAO selects the correct name in the list of configured operators and clicks in the "Delete This Operator" box. There will be a prompt to verify this is the operator to delete, which is done by clicking the "Yes" or "No" button. Navy Cash operators must be deleted upon relief, transfer, separation, or discharge.

20.8.   **Reactivate an Operator.** The NCAO selects the correct name in the list of configured operators and clicks in the "Delete This Operator" box. This removes the check mark in the box. There will be a prompt to verify this is the operator to re-activate, which is done by clicking the "Yes" or "No" button. The NCAO can narrow the list of configured operators to search by clicking in the "View Only Deleted Operators" box.

20.8.1.   Review List of Configured Operators Monthly. The list of configured operators must be reviewed at least once a month. Navy Cash operators who are no longer involved in Navy Cash operations, e.g., individuals who have been relieved, transferred, separated, or discharged, must be deleted. Click the "List Configured Operators" button to display all operators within the ship's Navy Cash system, and select the correct name in the list of configured operators. Or, enter the First Name, Last Name, and/or Social Security Number of the operator; click the "Search" button; and select the correct name in the list of currently configured operators (if multiple names appear).

21.   VENDING AND SHIP'S STORE—VENDING MAINTENANCE AND END OF MONTH

The "Vending and Ship's Store" function in the Disbursing Application is used to:

- Add, change, or remove a CAD or vending machine or modify the description of a vending machine, actions which are described under "Vending Maintenance" below.
- Close out the vending machines and the ship's store at the end of the month or at the end of a specified period, actions which are described under "End of Month" below.

21.1.   **Vending Maintenance**

21.1.1.   Navy Cash "ties" or "links" specific CADs to specific vending machines in the Navy Cash system database so that sales transactions are credited to the correct merchant. The Disbursing Application requires that each CAD be identified by a unique CAD Terminal ID number. Whenever a CAD is added, changed, or removed, it must be linked within the Disbursing Application as discussed in the following subparagraphs.

21.1.2.   To display all operating CADs within the Navy Cash system, the NCAO or Sales Officer selects "Vending and Ship's Store" in the "Operations" pull-down menu. The "Vending and Ship's Store" screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs "tied" to each of the vending machines.
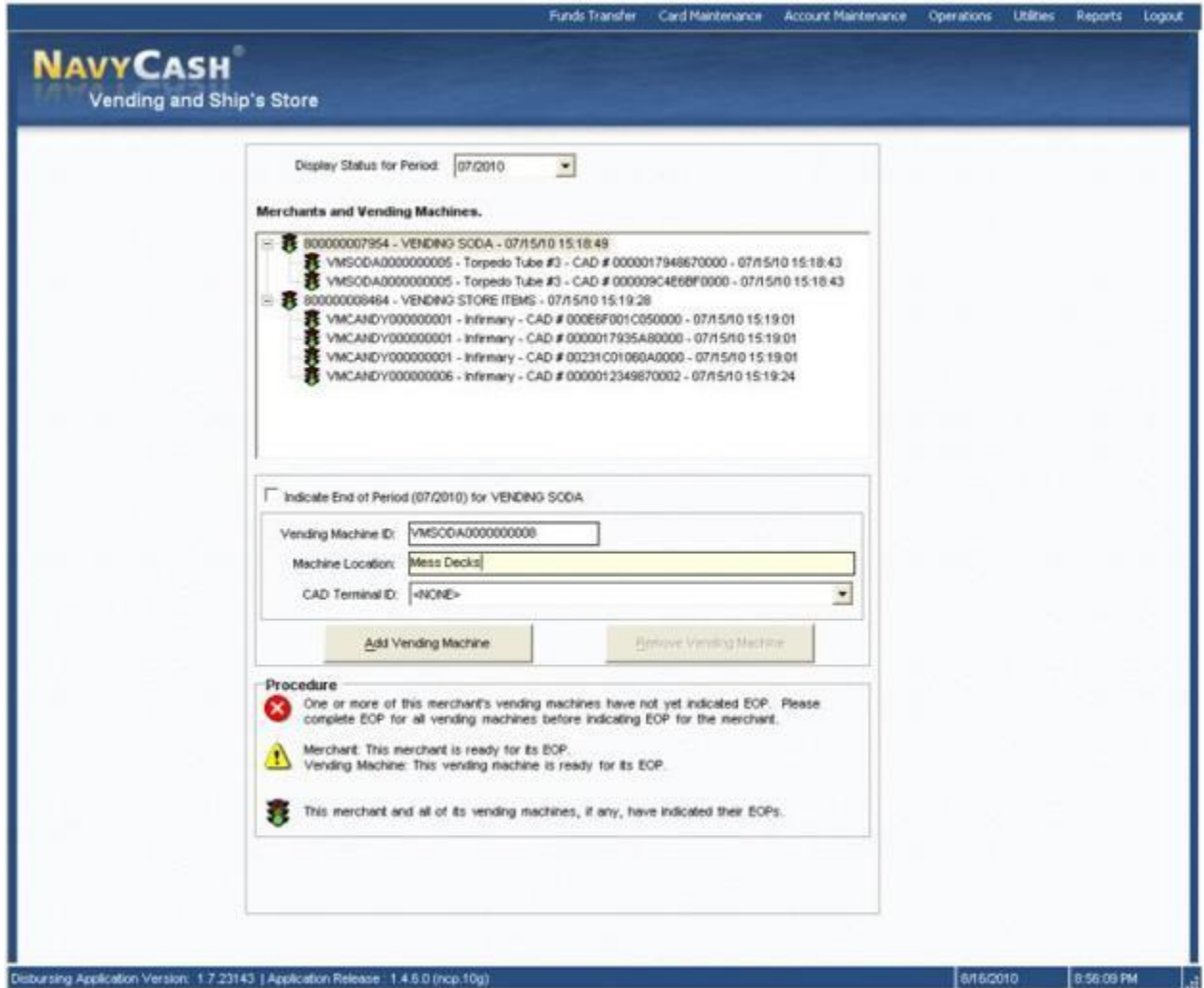
21.1.3.   <u>Adding a Vending Machine and CAD</u>

21.1.3.1.   To add a new vending machine and CAD to the Navy/Marine Cash system, the NCAO or Sales Officer first highlights (selects) the appropriate merchant in the "Merchants and Vending Machines" window on the "Vending and Ship's Store" screen.

21.1.3.2.   A description of the new vending machine, for example, Candy #3, is entered in the "Vending Machine ID" box, and the location of the new machine on the ship is entered in the "Machine Location" box.

21.1.3.3.   The NCAO or Sales Officer then selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the "CAD Terminal ID" drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed

as unassigned until it is assigned to the appropriate vending machine when the next step is completed.

- If there are multiple unassigned CADs, the correct 16-digit CAD Terminal ID numbers can be verified at the CAD itself. The Terminal ID is the first item in the list of the "Network" group's diagnostic information, and "Network" is the second of the five groups in CAD diagnostics. The diagnostic menu can be accessed when the CAD is in an idle state with no card inserted and the "Welcome Screen" is displayed. To access the diagnostic menu, press and hold the center (SELECT) "hidden" button for three seconds. The CAD will display the "CAD Diagnostics" screen. Press the center (SELECT) button to "Start" the diagnostic menu and continue to the next screen. The CAD will display the first diagnostic group, i.e., "General." Press the right (NEXT) button until the "Network" group is displayed. To select the "Network" diagnostic group, press the center (SELECT) button. The CAD will then display the Terminal ID, the first item in the list. After determining the Terminal ID, press the left (DONE) button to return to the diagnostic group selection screen. Press the left (DONE) button again to "Exit" and return to the "Welcome Screen".

21.1.3.4.   Once all the information is entered or selected, the NCAO or Sales Officer clicks the "Add Vending Machine" button to update the system. At this time the NCAO or Sales Officer will be prompted to verify information for the CAD and vending machine being added, which is done by clicking the "OK" or "Cancel" button as appropriate. If the "Cancel" button is clicked, the change is not made, and the NCAO or Sales Officer either exits this portion of the application or re-enters the information for the change desired. No transactions can occur at the vending machine until the CAD is associated with the vending machine in the Disbursing Application.

21.1.3.5.   It is the responsibility of the ship to install any new vending machine and pull the cabling from the nearest Navy Cash router to the new machine. The Navy Cash depot and field support contractor can advise the ship on the nearest available router. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new machine in the Navy Cash system configuration.

21.1.4.   Updating Vending Machine Information, Changing a CAD, or Removing a Vending Machine

21.1.4.1.   To update vending machine information, change a CAD, or remove a vending machine from the system, the NCAO or Sales Officer first highlights (selects) the appropriate vending machine in the "Merchants and Vending Machines" window on the "Vending and Ship's Store" screen.

21.1.4.2.   To remove a vending machine, the NCAO or Sales Officer clicks the "Remove Vending Machine" button. At this time the NCAO or Sales Officer will be prompted to verify removing the vending machine, which is done by clicking the "OK" or "Cancel" button as appropriate. If the "Cancel" button is clicked, the change is not made, and the NCAO or Sales Officer either exits this portion of the application or re-enters the information for the change desired. If the "OK" button is clicked, the vending machine and associated CAD are removed from the system.

21.1.4.3.   To update vending machine location, the NCAO or Sales Officer selects (highlights) the entry in the "Machine Location" box and enters the new location information.
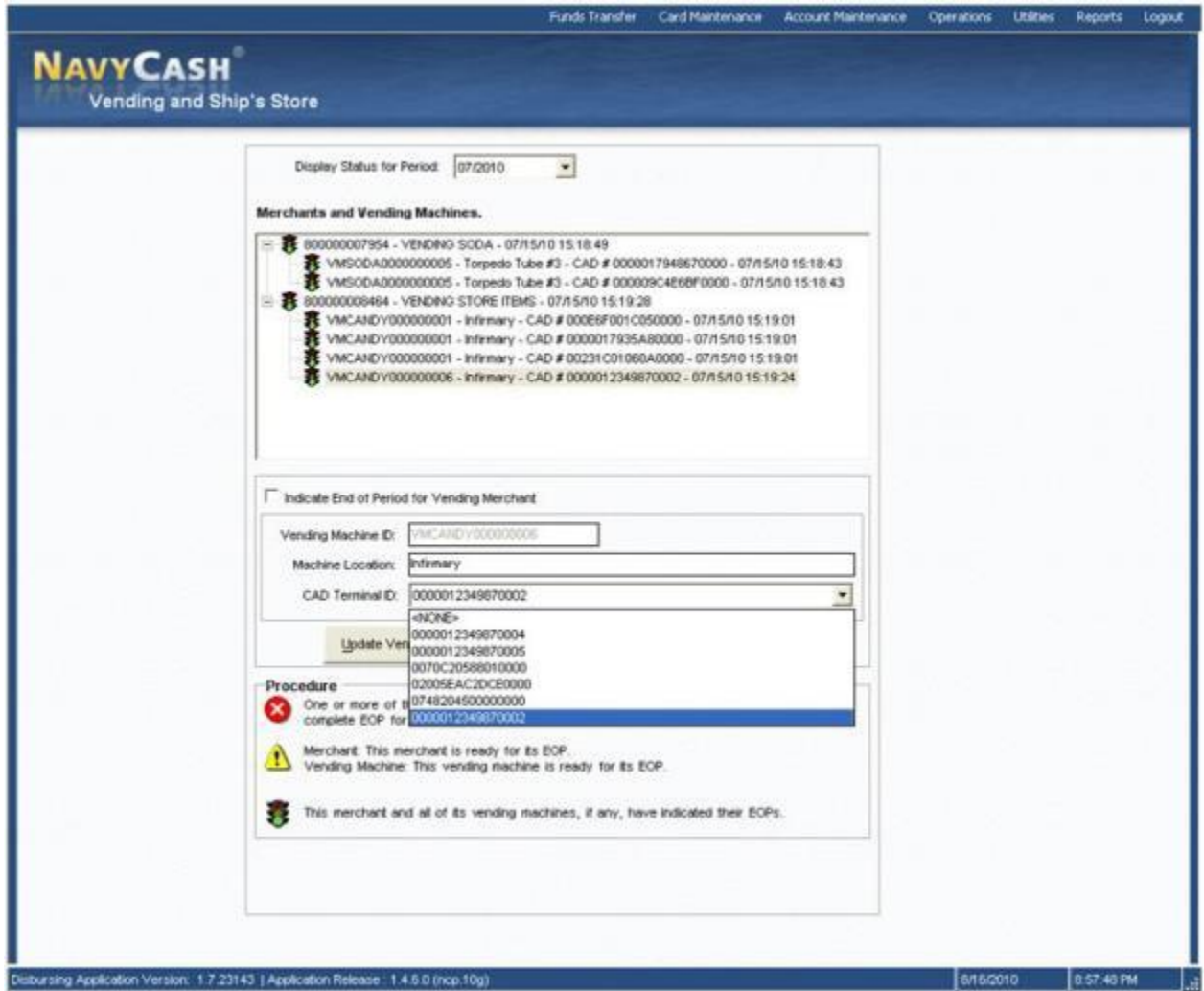
21.1.4.4.   To change a CAD, the NCAO or Sales Officer selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the "CAD Terminal ID" drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed.

- If there are multiple unassigned CADs, the 16-digit CAD Terminal ID numbers can be verified at the CAD itself (see paragraph (3) directly above, Adding a Vending Machine and CAD).

21.1.4.5.   Once the updated vending machine information is entered or the new CAD Terminal ID is selected, the Disbursing Officer or Sales Officer clicks the "Update Vending Machine Data" button to update the system. At this time, the NCAO or Sales Officer will be prompted to verify the updated information, which is done by clicking the "OK" or "Cancel" button as appropriate. If the "Cancel" button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the

information for the change desired. When changing the CAD, clicking the "OK" button removes the previous (old) CAD from the system.

21.2. **End of Month for Vending Machines and Ship's Store**

21.2.1. Prepare and Submit Reports on Time. Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. Each month, the NCAO, Sales Officer, Food Service Officer, and Marine Disbursing Officer, if one is embarked, should coordinate to establish a closeout date for the month. The EOM process generally begins in the Sales Office with the EOM for vending machines and ship's store as much as five days before the 27th of the month (see , Part 1, Section 3, para 9.4). At the same time the Sales Office begins to close out the vending machines, disbursing (including Marine disbursing if embarked) and food service should begin to pull together the Navy Cash figures needed to meet their own reporting responsibilities.

21.2.2. It is common practice, especially on larger ships, to specify different EOM or End-of-Period (EOP) closing dates for different vending machines. To assist in closing out each month, the Disbursing Application allows different closing dates for each vending machine.

21.2.3. Navy Cash enforces a sequence of steps for closing out each month or period.

21.2.3.1.   First, all the vending machines for the particular merchants must be closed out at the vending machines themselves (see Section 5D).

21.2.3.2.   Second, all the merchants must be closed out, to include both vending and ship's store(s), at the Disbursing Application.

21.2.3.3.   Third, an EOM close-out can be performed as a part of the Indicate End of Day (IEOD) function at the Disbursing Application. Food service is closed out at the same.

21.2.3.4.   Successful processing of the IEOD round trip sends the EOM shore reports, which include the Navy Cash End Of Month Summary Report (-Part 1, Section 3, para 9.4.1.3B) that will be used to prepare the required EOM reports (see sample report in Section 5B).

21.2.4.   The "Indicate End of Month" field on the "Indicate End of Day" screen (see NAVSUP Pub 727, Part 2, Section 5B paragraph 15d) will remain grayed out until all vending machines and merchants are closed out in the proper sequence. In this way, an EOM cannot be initiated before all the vending machines and merchants are closed out.

21.2.5.   The EOM process for vending and ship's store is performed in two phases.

21.2.5.1.   Phase one is performed at the vending machine using the appropriate vending merchant card to activate the CAD EOM function (see Section 5B, Vending Sales End of Month) and includes a physical inventory for each machine. This is the <u>first step in the sequence</u> for closing out each month, and all vending machines for a particular merchant must be closed out before proceeding to phase two.

21.2.5.2.   Phase two is performed at the Sales Office or Disbursing Office using the Disbursing Application to activate EOM for each merchant (parent). This is the second step in the sequence for closing out each month, and all the merchants, including both vending and ship's store, must be closed out before the actual end of month can be performed.

21.2.6.   To initiate EOM for each merchant (parent) (phase 2), Sales Officer selects "Vending and Ship's Store" in the "Operations" pull-down menu. "Merchants and Vending Machines" box displays all merchants, all vending machines associated with each merchant (if any), and Terminal ID numbers for the CADs "tied" to each of the vending machines.

- A yellow traffic sign next to a vending machine indicates that an EOM must be performed at the vending machine (see Appendix A, Vending Maintenance).

- If an EOM has been performed at a vending machine, a green traffic light will be displayed next to the vending machine.

- If an EOM has been performed on all vending machines associated with a merchant (parent), a yellow traffic sign will be displayed next to the merchant.

- A red warning sign indicates that one or more of a merchant's vending machines have not indicated EOM. EOM must be completed at all vending machines before EOM for the merchant can be initiated.

- A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs.

21.2.7.   After all the vending machines for a particular merchant display the green traffic light icon, a yellow traffic sign will be displayed next to the merchant, and the Sales Officer can initiate an EOM for that merchant (parent).

21.2.7.1.   Highlight specific merchant in "Merchants and Vending Machines" box.

21.2.7.2.   Click the check box next to "Indicate End of Period for Merchant".

21.2.7.3.   Verify the "End of Period Month" and "End of Period Year" by scrolling down the respective menus.

21.2.7.4.   Click on the "Indicate EOP" button.

21.2.7.5.   When the prompt is displayed, verify that EOM is desired for the specified merchant by clicking the "OK" or "Cancel" button as appropriate.

21.2.7.6.   Print the screen to record the vending EOM date and time. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

21.2.8.   The procedure in paragraph (5) above is followed until all merchants, including ship's store are closed out. A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs.

21.2.9.   The EOM indicators for the vending machines and ship's store are sent to the Navy Cash back end ashore whenever the NCAO performs the next "Indicate End of Day" function.

21.2.10.   Once the EOM process has been completed for all vending and ship's store merchants, the Sales Officer should notify the NCAO. Once all vending and ship's store merchants have been properly closed out, the "Indicate End of Month" field on the "Indicate End of Day" screen (see Section 5D) will no longer be grayed out. The NCAO can then complete the third step in the sequence for closing out each month at the next appropriate end of day. If ROM II inventories do not balance with Navy Cash collections, any or all machines can be re-inventoried by simply restarting the inventory process at Phase 1 Step 2 (see Appendix A). When the vending machine operator inserts the Merchant Card into the CAD and presses the right-hand button on the CAD to activate the EOM function, the date and time stamp in the Navy Cash system will be reset to the new date and time. If a recount is necessary after the NCAO has completed the EOM, the NCAO must reinitiate the EOM in order to incorporate the new numbers.

21.2.11.   EOM reports will not be available until the NCAO completes the EOM process by clicking the "Indicate End of Month" check box at the next appropriate IEOD.

21.2.12.   Status of Vending and Ship's Store Merchant Closeout. The NCAO can check the status of the vending and ship's store EOM or other EOP process for the current and the previous month.

21.2.12.1.   In the first sample screen below, selecting the previous month, "4/2020", in the "Display Status for Period" drop-down box indicates that each merchant and all of its vending machines (if any) have indicated their EOMs.
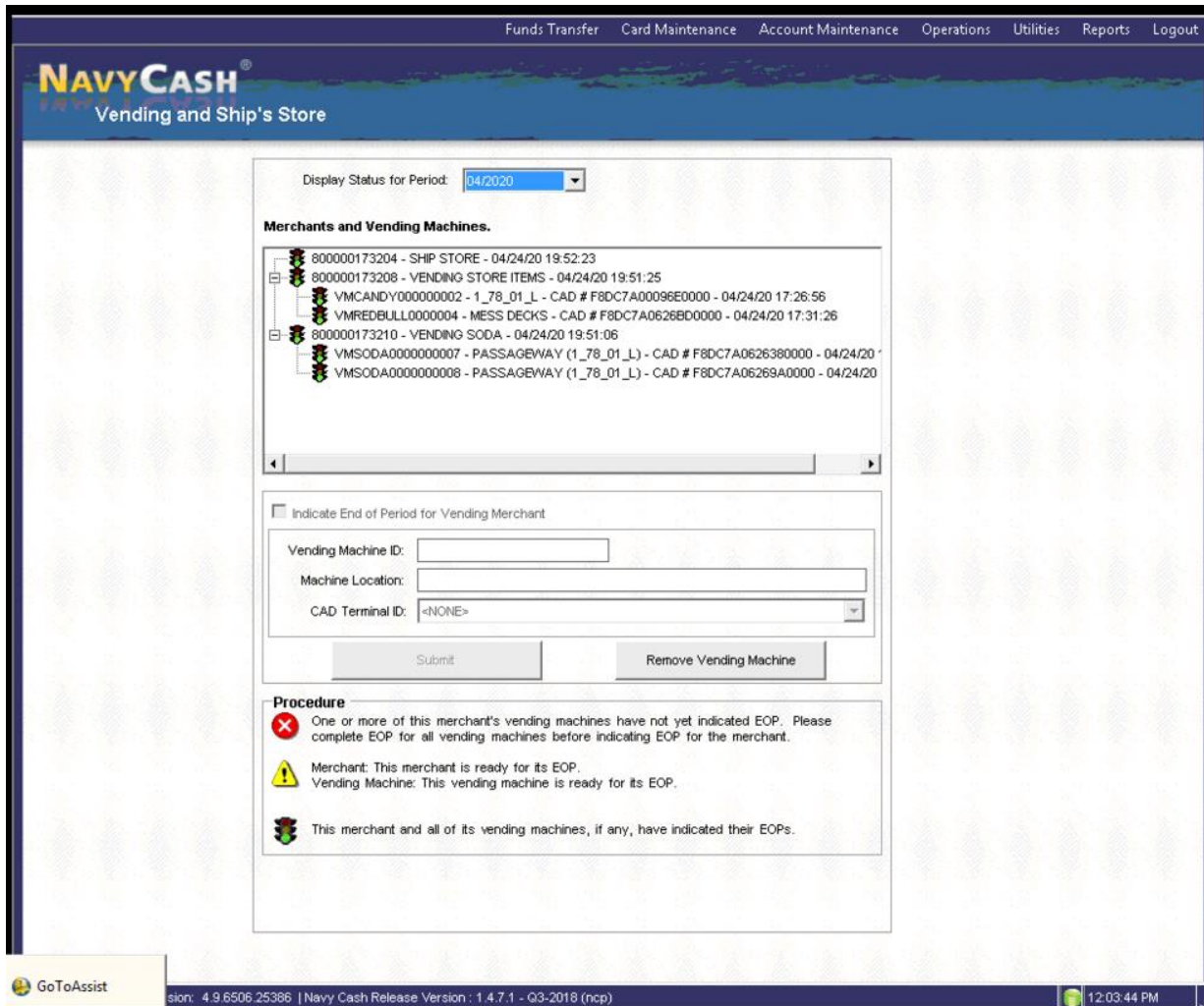
21.2.12.2.   In the second sample screen below, selecting the current month, "4/2020", in the "Display Status for Period" drop-down box indicates that each merchant and all of its vending machines (if any) have not yet completed their EOMs.

21.2.13.   Multiple EOMs for Turnover Closeout

21.2.13.1.   Current Month. The NCAO can do multiple EOM close-outs within the current month, for example, at NCAO turnover (see Section 3, para 9.4), by selecting the current month in the "Display Status for Period" drop-down box. The NCAO cannot close out Navy Cash (step three in paragraph (10) above) until all vending and ship's store merchants have been properly closed out (steps one and two in paragraph (5) above). At true EOM, the same steps are followed, and the EOM numbers will start from the previous month end, not the midmonth closeout, and include the full month's receipts. When indicating EOP for the vending machines for the second time in the same month, the indication must be via the Navy Cash DISAPP and not the vending machine cards. The reports will include numbers for the entire month, but the new NCAO will only be responsible for the latter part of the month.

21.2.13.2.   Previous Month. The NCAO can do an EOM close-out for the previous month (steps one, two, and three) by selecting the previous month in the "Display Status for Period" drop-down box as long as no other close-out was completed in that month. Once the month changes, multiple EOMs are no longer possible for the previous month. If necessary the CSC can assist the ship in recovering the numbers for previous month.
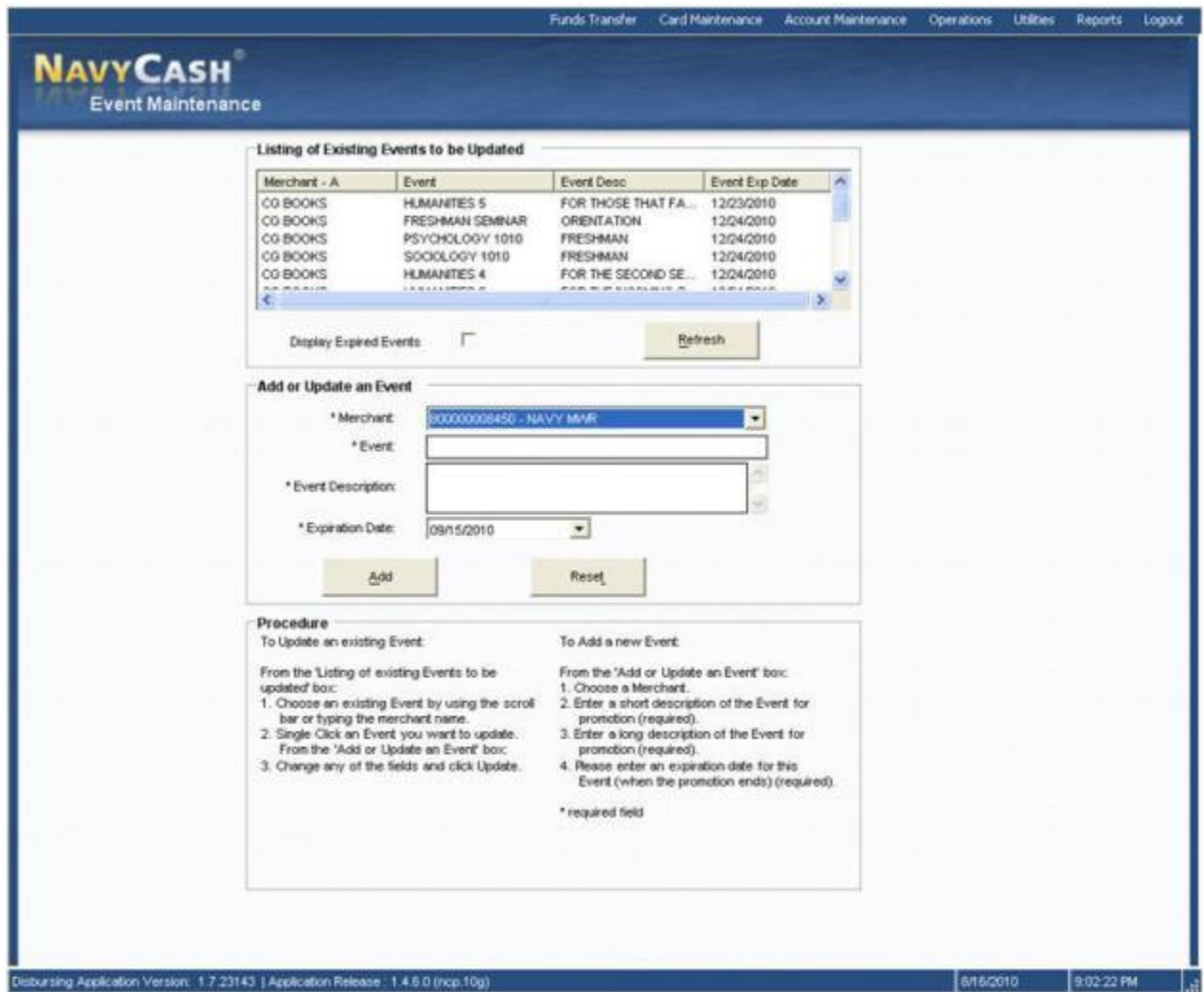
22. EVENT MAINTENANCE

When a large number of cardholders need a refund, handling the refunds individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event or series of tours that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. Event processing allows a merchant to make sales collections for specific events, report transactions by event, and request a refund through the NCAO for everyone who purchased the event if a bulk refund should become necessary (see Section 5D, para 3.2). Event maintenance allows the NCAO to establish and update event processing for any merchant on the ship. To enter the "Event Maintenance" function, the NCAO selects "Event Maintenance" in the "Operations" pull-down menu.

22.1. Add a New Event

22.1.1. In the "Add or Update an Event" box, choose a merchant from the "Merchant" field by using the scroll bar.

22.1.2. Enter a short description of the event in the "Event" field and a long description of the event in the "Event Description" field. The short description will be what is displayed on the POS screen as the "Event Code" during sales transactions, and the POS screen is limited to 20 characters (including spaces). Therefore, the short description, or event code, should be

generated accordingly. For example, a series of tours sponsored by MWR on one particular day of an extended port visit might be indicated simply as TOUR A 040211, TOUR B 040211, and TOUR C 040211, where "A", "B", and "C" distinguish the three tours and "040211" indicates the year, month, and day of the tours. The long description can be used to provide a more detailed explanation of the events.

22.1.3.   Enter an estimated expiration date for the event in the "Expiration Date" field and click the "Update" or "Reset" button to save the new event. The default date displayed in the "Expiration Date" field is 30 days from the current date. After the expiration date, the event will no longer be sent to the POS by the Navy / Marine Cash server.

22.2.   **Update an Existing Event**

22.2.1.   In the "Listing of Existing Events to be Updated" box, choose an event by using the scroll bar or by typing or selecting the merchant name in the "Merchant" field in the "Add or Update an Event" box.

22.2.2.   Click on the event to be updated. This will populate the fields in the "Add or Update an Event" box.

22.2.3.   Change any of the fields in the "Add or Update an Event" box, and click the "Update" or "Reset" button to save the changes.

22.3. **Event Codes Are Not Reusable.** Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used one time. This becomes especially important if an event is canceled and the NCAO performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.
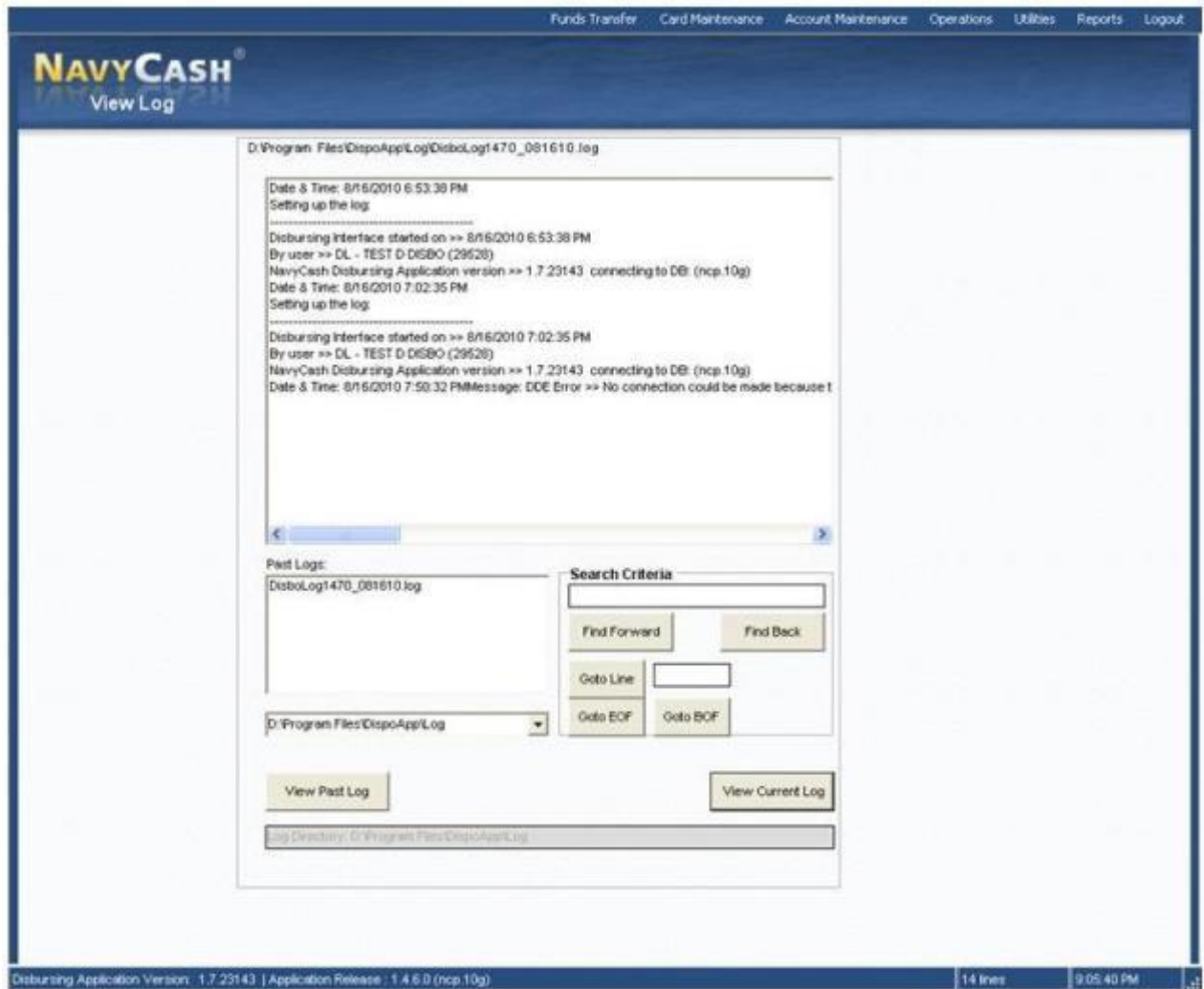
23. VIEW LOG

The "View Log" function in the Disbursing Application provides access to both current and historical records of system actions and error conditions. It is used primarily for troubleshooting problems with the Disbursing Application. To enter the "View Log" function, the NCAO selects "View Log" in the "Utilities" pull-down menu.

23.1.   To view the current **log**, click on the "View Current Log" button.

23.2.   To view a past log, highlight the desired log in the "Past Logs" window and then click on the "View Past Log" button.
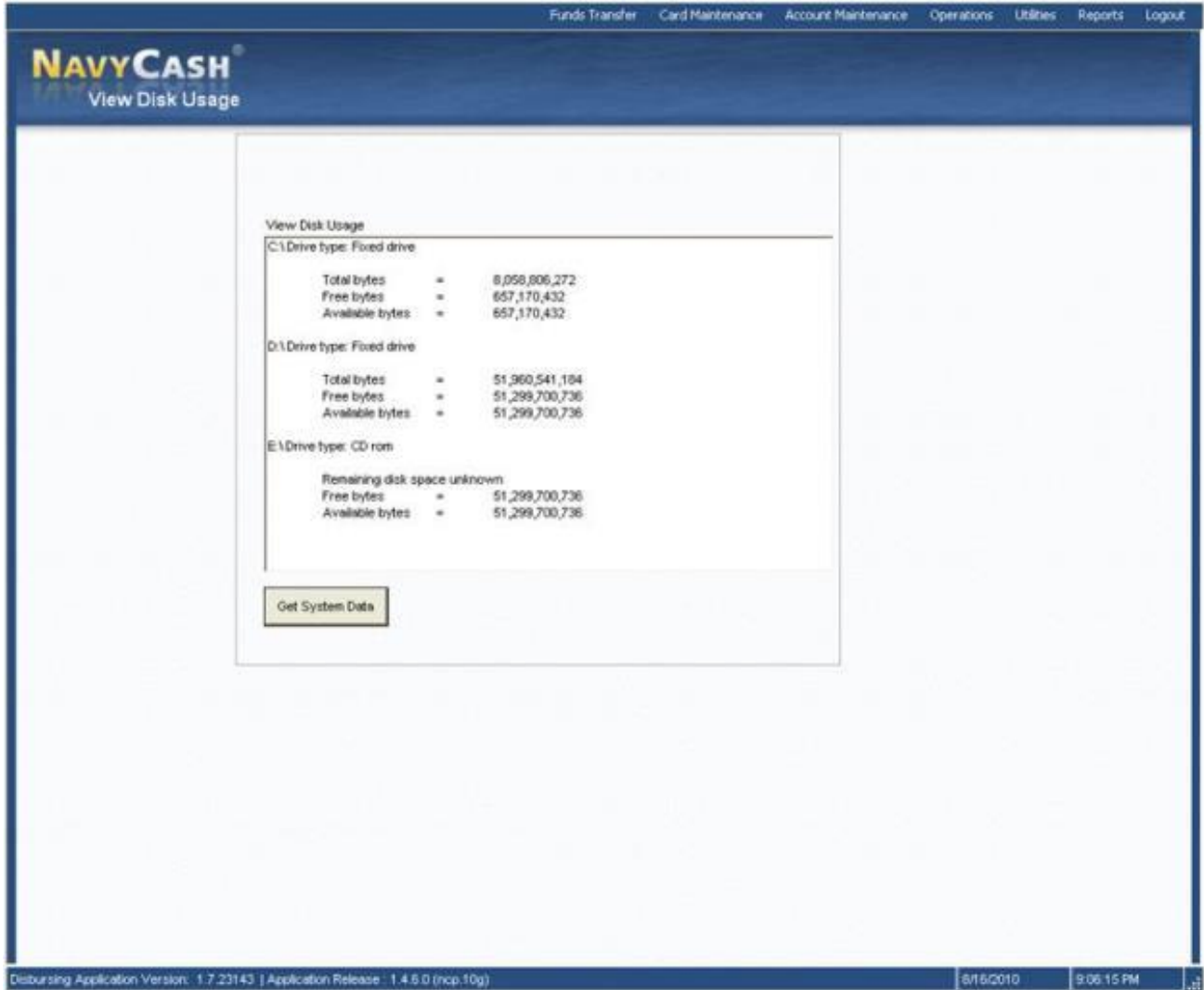
24. **VIEW DISK USAGE**

The "View Disk Usage" function in the Disbursing Application displays the current state of disk storage use within the system. It is used primarily for troubleshooting problems with the Disbursing Application. To enter the "View Disk Usage" function, the NCAO selects "View Disk Usage" in the "Utilities" pull-down menu.
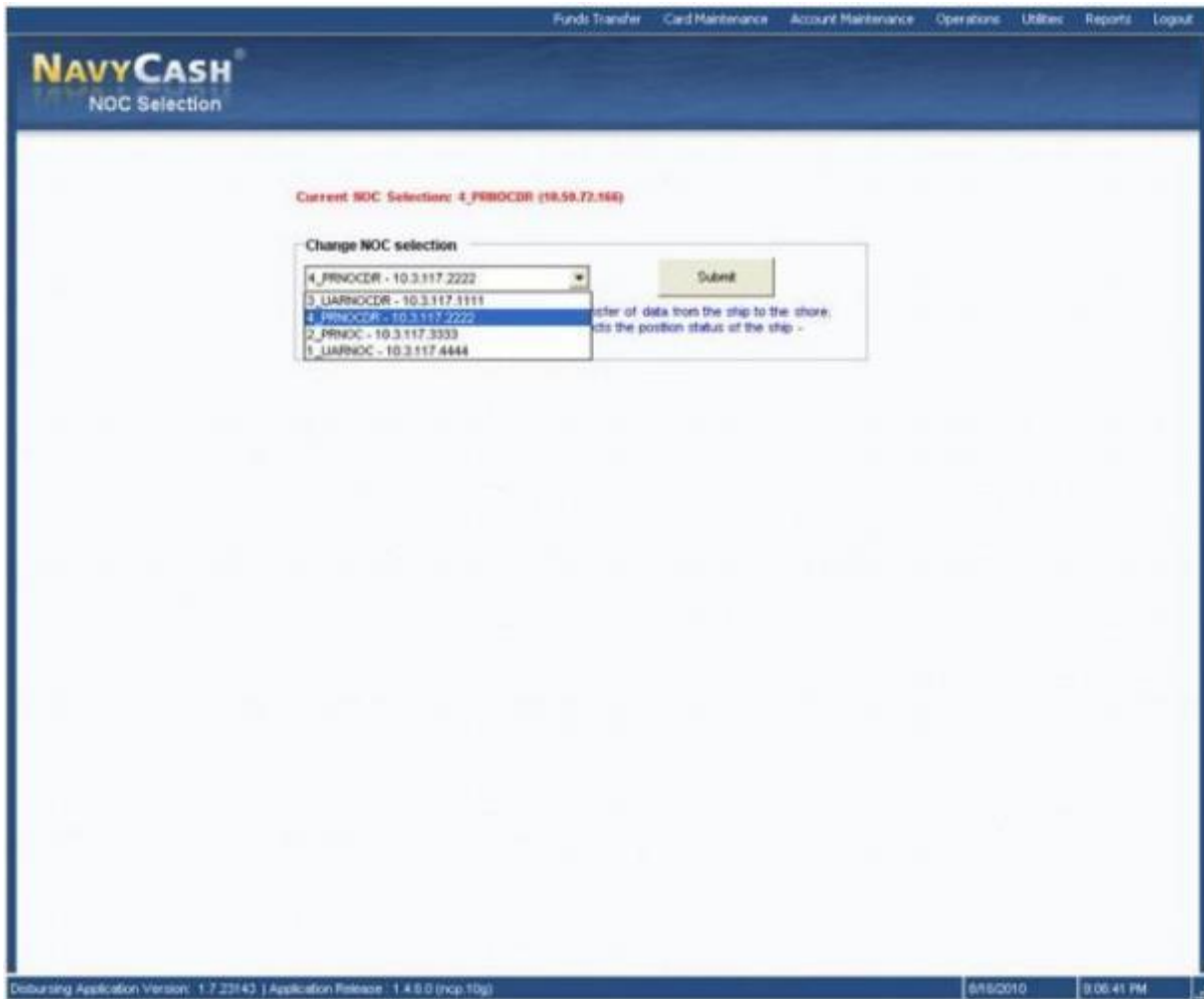
25. <u>COMMUNICATIONS TROUBLESHOOTING.</u>

The NCAO should check the status of round trips on a regular basis via the navy cash website (see section 5b, paragraph 16, indicate end of day, for an explanation of manual EOD, automatic EOD, and automatic interim round trips). If a pending batch is not completed within 24 hours, engage the ship's it and, together with the it, go through the troubleshooting steps in the communications troubleshooting guide included at Section 5I.

25.1.   Navy Cash Access Control List (ACL) statements must match the statements provided in the troubleshooting guide. In addition, verify that *all* NOC selections (paths) are responding to the FTP test instructions in the troubleshooting guide. If one of the NOCs times out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why that IP is not connecting. A successful connection is indicated when the FTP test returns a prompt for a user name and password for that IP address.

25.2.   To monitor the round-trip process, log on to the Navy Cash server and check the most current batch_process_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, check the batch_process_details.log for timed-out or decrypt errors. If these errors exist, the ship's IT should open a COMSPOT with the UARNOC or PRNOC, i.e., per the IP address the Disbursing Application is displaying at the top of the "NOC Selection" screen (see paragraph b above), along with the NOC the ship may currently be termed with due to location. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission.

25.3.   The key to resolving communications issues is to work with the ship's Its. NIWCSYSCEN Atlantic (now NIWC LANT) sent a NAVCYBERFOR, NAVSUP, PEO C4I, and SSC ATLANTIC coordinated message reiterating the responsibility of the ship's ITs for supporting Navy Cash (NIWCSYSCEN ATLANTIC CHARLESTON SC 231102Z Feb 16). Ships whose ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting Navy Cash files, the Disbursing Officer should then contact the CSC via email at navycashcenter@frb.org. The CSC will assign a case number and engage the Navy Cash Technical Support team for further troubleshooting.

26. <u>SPLIT PAY</u>

Individuals who elect the Split Pay Option (SPO) have a portion of pay sent directly to Navy Cash open-loop accounts each payday. Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll someone in Navy Cash (see NAVSUP Pub 727, Part 2, Section 2, para 4.22); conversely, enrolling in Navy Cash does not automatically sign someone up for SPO. To avoid failed SPO payroll payments, ensure a person's enrollment in Navy Cash is completed and their Navy Cash account is actually opened before signing them up for SPO.

26.1.   **Navy Split Pay**

26.1.1.   To sign up for split pay, an individual must sign a locally generated form to authorize SPO (see Section 5B for a sample SPO Enrollment/Disenrollment Form), and the PSD must generate an HM series FID in the Defense MilPay Office (DMO) system. Under Navy Cash, SPO payroll functions are completed between DFAS Cleveland and the Treasury Agent. The SPO payroll dollars appear on the pay message, but require no action by the ship.

26.1.2.   Failed Navy Cash SPO Payments.   Currently, when DFAS Cleveland forwards a SPO payroll file, the Treasury Agent credits payroll payments to individual accounts by name, SSN (last four), and ship. Individual payments fail when someone does not have an open Navy Cash account or when the name or SSN in the payroll file from DFAS does not match the name or SSN in Navy Cash or when the Navy Cash backend ashore does not know that someone is assigned to a particular ship.

26.1.3.   If an Individual's Payroll Payment Has Failed

26.1.3.1.   Before Contacting the CSC

26.1.3.1.1.   Check the Navy Cash Payroll Report. The report is sent to the ship as a part of the next EOD round trip after the Navy Cash backend posts the split pay payroll amounts to the individual accounts. In the report, "CLOSE_PND" or "CLOSED" indicates the Navy Cash account has been closed, and "Account Invalid" indicates the Navy Cash backend ashore could not match the person's name, SSN, or ship to a Navy Cash account.

26.1.3.1.2.   Verify the person is enrolled in Navy Cash. Or, if the person transferred from another Navy Cash ship and was already enrolled in Navy Cash, verify the person completed a "Ship Check In" at the Navy Cash Kiosk. When the next round trip is completed, the "Ship Check In" will notify the Navy Cash backend ashore that the person is assigned to the ship.

26.1.3.1.3.   Verify the person's name in her / his Navy Cash account matches the name in the Master Military Pay Account (MMPA), e.g., a person's name may have been changed in MMPA but not in Navy Cash.

26.1.3.1.4.   Verify the person's SSN, which is probably correct in MMPA, is correct in Navy Cash.

26.1.3.1.5.   Verify the HM FID to start split pay was posted by PSD by checking its status in MMPA. A "–" (dash) next to the FID entry means the FID is closed, and the person is not in the split pay master payroll file.

26.1.3.1.6.   Verify when the FID was posted by PSD. If it does not make the DMO cycle cut-off date, it will take effect the next pay period. Verify the start date in MMPA if the HM FID is open (no dash).

26.1.3.1.7.   Verify any pay being held in MMPA.

26.1.3.2.   Contact the Customer Service Center (CSC)

26.1.3.2.1.   Contact the CSC, preferably via email, and get a case number assigned so problems with split pay can be tracked. Keep the distribution of this initial email to a minimum. By policy, the CSC must hit "Reply to All", and having too many addressees creates confusion as to who is responsible for resolving the problem.

26.1.3.2.2.   Be prepared to tell the CSC what troubleshooting steps you have taken and what you were able to discover during troubleshooting.

26.1.3.2.3.   If an error was detected by going through the troubleshooting steps above, provide the correct SSN, name, ship, or enrollment status to the CSC.

26.1.3.2.4.   If it becomes necessary to send a follow-up email to DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411), a brief description of the issue, member's name, and what troubleshooting steps the ship and CSC have already taken to isolate and resolve the issue.

26.1.3.3.   Otherwise, CSC Will Email Ship a Failed Split Pay Notice

26.1.3.3.1.   If the likely error was detected by going through the troubleshooting steps above, NCAO should respond by providing the correct SSN, name, ship, or enrollment status to the CSC.

26.1.3.3.2.   If the CSC does not hear from the ship or if the individual is not going to enroll in Navy Cash, the Treasury Agent must return the funds to DFAS Cleveland to be credited back to the individual's MMPA.

26.1.4.   If a Squadron or Staff Element Doesn't Receive Their Split Pay

26.1.4.1.   Verify squadron or staff element UIC is located under the ship's UIC in Table 133 in MMPA via the Navy Cash Team at the appropriate FLC.

26.1.4.2.   If the squadron or member's UIC is not under the ship's UIC, a table request update to DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411) can help ensure that Table 133 is updated.

26.1.5.   Split Pay Roles.

26.1.5.1.   Ship

26.1.5.1.1.   Submit SPO enrollment forms to the PSD. SPO is a pay function, and the PSD is responsible for entering the Format Identifier (FID) into DMO.

26.1.5.1.2.   Troubleshoot split pay failures using the recommended steps above prior to contacting the CSC.

- PSD will process the HM13 to release funds back to member's account and funds will be included to the next available DDS payday.

26.1.5.2.   DFAS Cleveland

26.1.5.2.1.   DFAS Cleveland (Ms. Ronnie Ruff at ronnall.m.ruff.civ@mail.mil or (216) 204-4411) uses MMPA to find out why a person was not in the split pay master payroll file.

26.1.5.2.2.   Although DFAS Cleveland cannot update Table 133, they coordinate the initial changes required.

26.1.5.2.3.   DFAS Cleveland makes sure that, when a ship transitions to PSD Afloat or comes on line with Navy Cash, updates are made to the applicable systems and tables.

26.1.5.3.   Treasury Agent

26.1.5.3.1.   Posts the split pay payroll amounts from DFAS Cleveland to the appropriate Navy Cash open-loop accounts.

26.1.5.3.2.   Monitors failures from payroll file and contacts DFAS Cleveland to have money put back into proper accounts.

26.1.5.3.3.   The Treasury Agent cannot access DMO or MMPA.

26.1.5.4.   NAVSUP

26.1.5.4.1.   NAVSUP notifies DFAS Cleveland of any upcoming changes for ships, e.g., changes in ADSN, transition dates to PSD Afloat (which are set by the ship), and go-live dates for Navy Cash.

26.1.5.4.2.   When contacted by CSC, NAVSUP helps troubleshoot split pay problems using MMPA records or Navy Cash transaction history on the Navy Cash website.

26.1.5.4.3.   NAVSUP cannot update systems or tables in DMO or MMPA.

26.2. **Provisional Split Pay**

26.2.1.   In the event of a communications interruption around payday, which is normally held on the 1st and the 15th of the month, the NCAO has the option to run a provisional Split Pay Option (SPO) payroll on the ship. Cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their SPO payroll amounts. The Navy Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's profile information and provides the NCAO the ability to update the SPO payroll amounts. The SPO Payroll Report can be generated on the ship and lists cardholders who have participated in SPO and the amount of the last payroll payment credited to their open-loop accounts (see Section 5B for sample reports).

26.2.2.   Even when the Navy Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy Cash back end ashore for processing. When communications are restored, the Navy / Marine Cash system synchronizes Navy Cash accounts between ship and shore and reconciles Navy Cash accounts on the ship so they reflect the correct balances.

26.2.3.   The "Provisional Split Pay" function consists of two basic parts, updating previous split pay information and running provisional split pay, each of which will be discussed in turn.
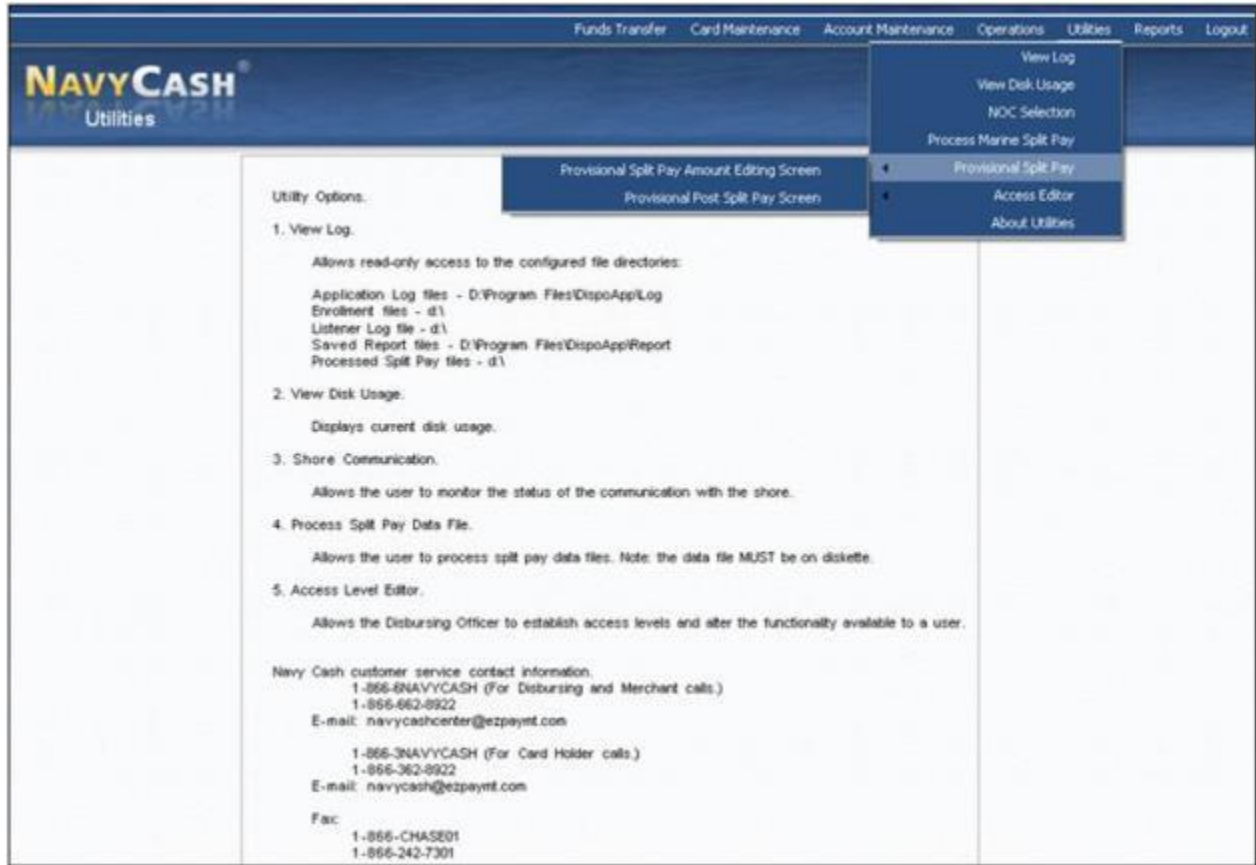
26.2.4. Update Previous Split Pay Information. If communications have been a problem and, as payday approaches, it appears that a provisional split pay request may be necessary, the NCAO can update a cardholder's SPO information in the Navy Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll file was posted, to include adding a Navy Cash cardholder who was not previously receiving split pay. This capability helps to ensure that the proper SPO amount is credited to a cardholder's Navy Cash account should a provisional split pay request become necessary.

26.2.4.1. To update the previous split pay information, the NCAO selects "Provisional Split Pay" and "Provisional Split Pay Amount Editing Screen" in the "Utilities" pull-down menu. The Provisional Split Pay Amount Editing screen is then displayed.
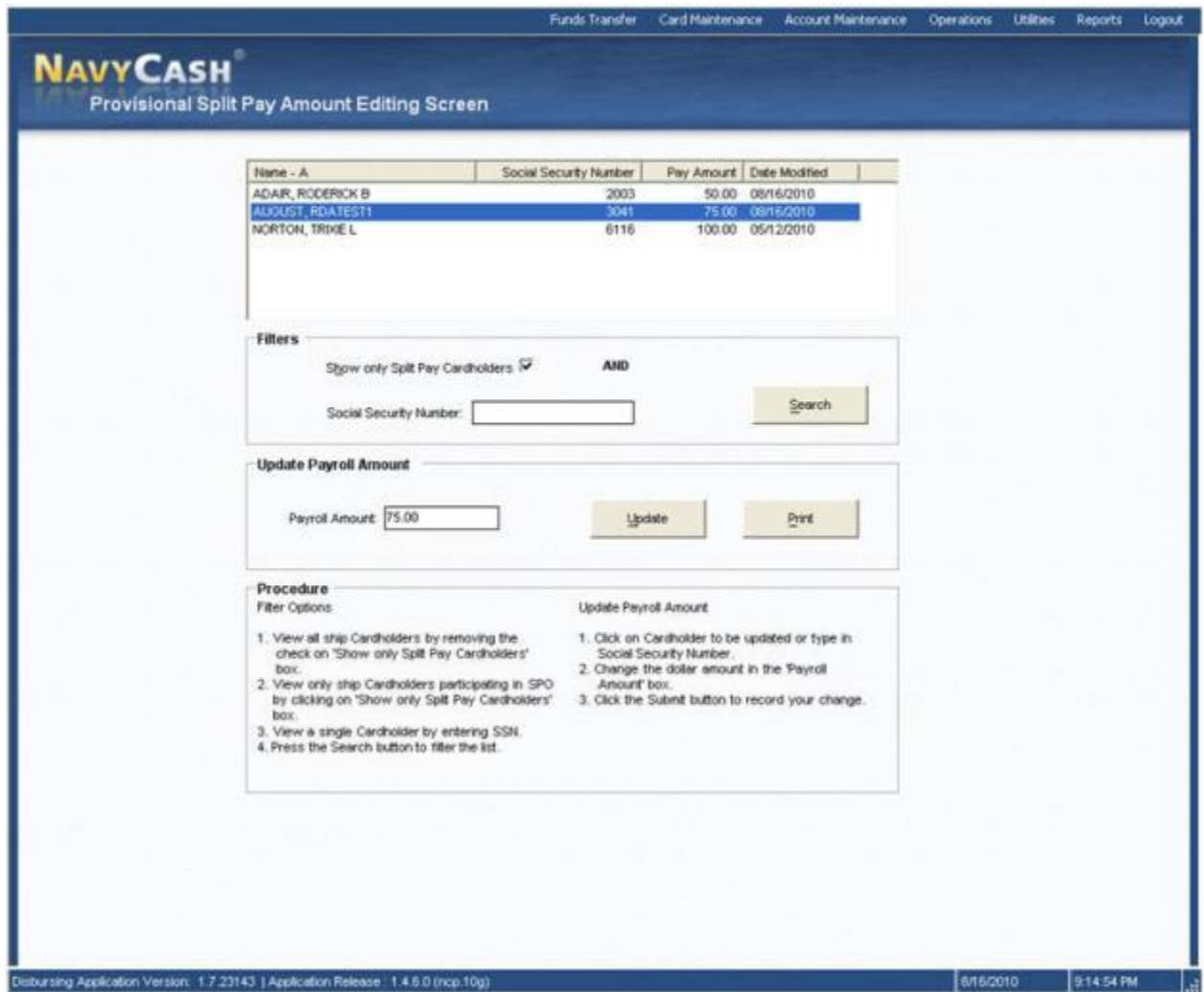
26.2.4.2.   Filter Options.

26.2.4.2.1.   To view only the Navy Cash cardholders on the ship who are participating in the Split Pay Option (SPO), click on the "Show Only Split Pay Cardholders" check box to insert the "check" mark, and click the "Refresh" button.

26.2.4.2.2.   To view all Navy Cash cardholders, click on the "Show Only Split Pay Cardholders" check box to remove the "check" mark, and click the "Refresh" button.

26.2.4.2.3.   To view a single Navy Cash cardholder, enter an SSN in the "Social Security Number" box, and click the "Refresh" button.

26.2.4.3.   Update Payroll Amount. To update the payroll amount for an individual Navy Cash cardholder:

26.2.4.3.1.   Click on the cardholder whose payroll amount is to be updated; or enter an SSN in the "Social Security Number" box, and click the "Refresh" button.

26.2.4.3.2.   Change the dollar amount in the "Payroll Amount" box, and click the "Submit" button to save the change.

26.2.4.3.3.   This change updates the Navy Cash database on the ship only and is normally used to reflect any changes entered into DMO since the last SPO payroll was posted.

26.2.4.3.4.   Run Provisional Split Pay. If the Navy Cash system cannot communicate with the shore side on or just before payday, the NCAO has the option to submit a provisional split pay request. Before submitting a request, the NCAO should update cardholder SPO information in the Navy Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll was posted to ensure that the proper SPO amount is credited to each cardholder's Navy Cash account.

26.2.4.4.   To run provisional split pay, the NCAO selects "Provisional Split Pay" and "Provisional Post Split Pay Screen" in the "Utilities" pull-down menu. The Provisional Post Split Pay screen is then displayed.

26.2.4.5.   View Split Pay Requests.

26.2.4.5.1.   To check the status of a provisional split pay request, look at the appropriate split pay request in the "Previous Split Pay Requests" box. If there is no "Status Date" provided, then the request has not been processed.

26.2.4.5.2.   The status displayed only represents the status of processing the provisional split pay request on the ship. It does not represent the status of synchronization with the back end ashore. A status of "Processed Successfully" indicates that provisional split pay has been successfully applied to Navy account balances on the ship.

26.2.4.6.   Submit Split Pay Request. To submit a provisional split pay request:

26.2.4.6.1.   After ensuring cardholder SPO information in the Navy Cash database on the ship has been updated as necessary to reflect any changes entered into DMO since the last SPO payroll file was posted, enter the date of the payday being requested for provisional split pay, and click the "Submit" button. The default date displayed is always the date of the previous payday from today's date.

26.2.4.6.2.   There cannot be more than one pay request for a pay date that is in a "Not Yet Processed" status. A request for the same pay period cannot be submitted until the processing of that request has been completed. A provisional split pay request might be submitted a second time to credit the Navy Cash account of a cardholder who was added to split pay through the "Provisional Split Pay Amount Editing" screen after the request was run initially.

26.2.4.6.3.   A pay date cannot be skipped. Requests for provisional split pay must be run in date order. If the last successfully processed provisional split pay request displayed in the "Previous Split Pay Requests" box was 15 September 2019, the NCAO could first go back and run the 15 September 2019 provisional split pay request again to pick up any cardholders who were not paid for that pay period. Once the 1 October 2019 provisional split pay request has been submitted and processed successfully, the previous 15 September 2019 pay period cannot be run again.

26.2.4.6.4.   There can only be one future pay date. Continuing the example above, once the 15 October 2019 provisional split pay request displays a status of "Processed Successfully", the NCAO could submit a provisional split pay request for 1 November 2019 but could not submit a request for another future date after 1 November 2019.

26.3.   **Reconciliation and Reporting.** When communications are restored and the provisional split pay file is received ashore as a part of the normal end-of-day processing, it is posted to cardholder Navy Cash accounts and reversed **immediately**. The cardholder accounts will already reflect the actual split pay payroll from DFAS Cleveland. Any differences will be reflected in the Provisional Split Pay Exceptions Report. This detailed report, and other summary reports, will be placed in the provisional split pay option log files in the "Q:\files\navydata\report\ship\spso\by date" directory. On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The "Shore Reports" folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory.

27.   ACCESS EDITOR–ACCESS CONTROL FOR DISBURSING APPLICATION

27.1.   The NCAO controls who has access to the various functions within the Disbursing Application. Individual Disbursing Application users are assigned to one of six "User Groups." These user groups **represent** six levels of access rights: Navy Disbursing Office, Marine Disbursing Office, Agent Cashier, Duty Personnel, Refunds, and Duty ADP. The access rights within each user group cannot be modified or tailored for an individual user.

27.2.   To access the access editor functions, the NCAO selects "Access Editor" in the "Utilities" pull-down menu. A window is then displayed that presents the access editor options that are available to the NCAO, each of which will be discussed in turn.

- Assigned Access Rights Editor
- User Account Operations

Funds Transfer   Card Maintenance   Account Maintenance   Operations   Utilities   Reports   Logout

View Log
View Disk Usage
NOC Selection
Provisional Split Pay
Access Editor
About Utilities

NAVYCASH
Utilities

Assigned Access Rights Editor
User Account Operations

Utility Options.

1. View Log.

Allows read-only access to the configured file directories:

Application Log files - C:\Program Files\JPMorgan Chase _Co\DisboSetup\Log
Enrollment files - C:\enrollment
Listener Log file - c:\logs
Saved Report files - C:\Program Files\JPMorgan Chase _Co\DisboSetup\Report
Processed Split Pay files - c:\payroll

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 4.7.24713 and Ship Release 1.4.7.2 (QS1472)

Disbursing Application Version: 4.7.6059.24713 | Navy Cash Release Version : 1.4.7.2 (QS1472)   1:06:39 PM
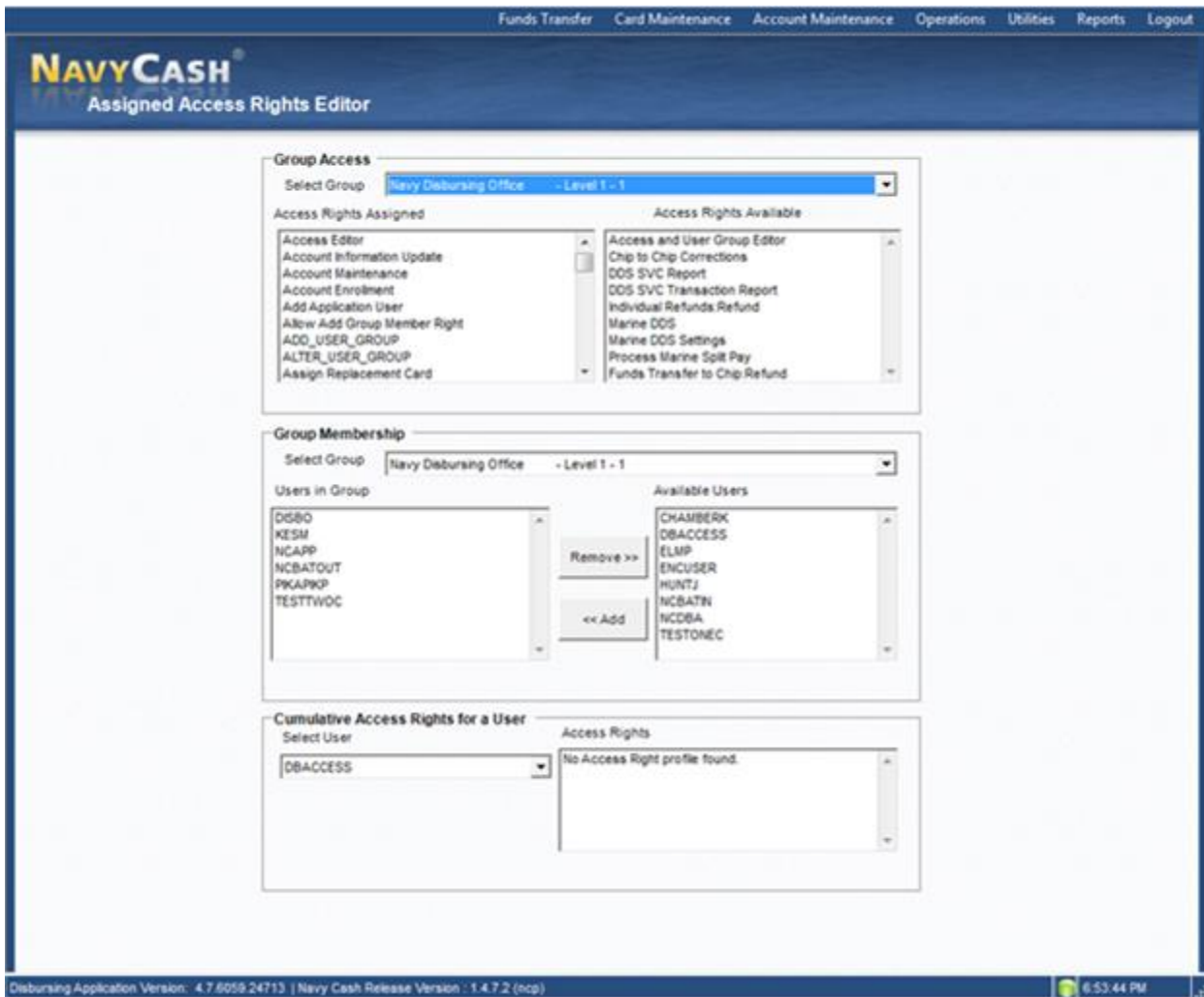
27.3.   **Assigned Access Rights Editor**

27.3.1.   The NCAO selects "Access Editor" and "Assigned Access Rights Editor" in the "Utilities" pull-down menu.

27.3.2.   Group Membership. A Navy Cash Disbursing Application user can be added to or removed from a User Group by selecting the appropriate group in the "Select Group" drop-down list, highlighting the individual's user name in the "Available Users" or "Users in Group" list box, using the scroll bar if necessary to find the user name, and selecting either "Add" or "Remove" as appropriate. The application will ask the NCAO to verify that they want to add or remove the indicated user. When the NCAO clicks the "OK" button, the application then displays a status box to indicate that the operation was successful. Clear the status box by clicking the "OK" button.

> *NOTE: User names are assigned by the Disbursing Application when a new Disbursing Application user is added.*

27.3.3.   Group Access. The access rights within each Disbursing Application user group cannot be modified or tailored for the individual user.

27.4. **User Account Operations**

27.4.1.   The NCAO selects "Access Editor" and "User Account Operations" in the "Utilities" pull-down menu.

27.4.2.   Click on the "List Active Users" button to display all currently active Disbursing Application users.

27.4.3.   The status of each account, for example, locked, open, expired, is listed in the "Status" column on the far right. Use the scroll bar to view the "Status" column.

27.4.4.   <u>Unlock Account</u>. A user account is automatically locked if the password is entered incorrectly three times.

27.4.4.1.   To unlock a locked user account, the NCAO specifies a user by clicking on the user name and then clicking on the "Unlock" button. The application will ask the NCAO to verify that they want to "Unlock" the specified account by clicking the "OK" button. When the "OK" button is clicked, the application displays a status box that indicates the operation was successful. Clear the status box by clicking the "OK" button.

27.4.4.2.   For the NCAO or Navy Cash Deputies who are locked out of their Disbursing Application user account, one can normally unlock the other; however, they may need to open a case with the Navy Cash CSC to get their account unlocked.
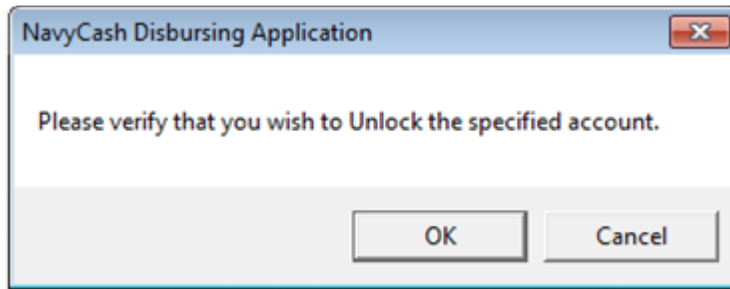
27.4.5. <u>Lock Account</u>. To lock a user out of the Disbursing Application, for example, if a user will be on temporary duty away from the ship for an extended period, specify a user by clicking on the user name and then clicking on the "Lock" button. The application will ask the NCAO to verify that they want to "Lock" the specified account by clicking the "OK" button. When the "OK" button is clicked, the application displays a status box that indicates the operation was successful. Clear the status box by clicking the "OK" button.
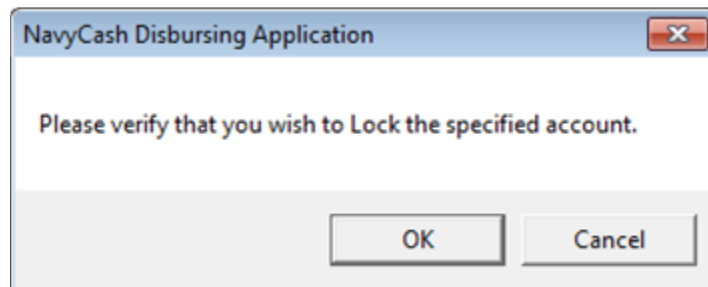
27.4.6. <u>Reset Password</u>. In order for an individual to change his/her password, the NCAO must first verify the individual's identity. Once this is established, the individual can then enter a new password into the system. To reset the password on a user account, the NCAO specifies a user by clicking on the user name and then clicking on the "Reset Password" button. The application will ask the NCAO to verify that they want to reset the password for the specified account by clicking the "OK" button. The user is then prompted for a new password, which becomes effective upon the next log on.
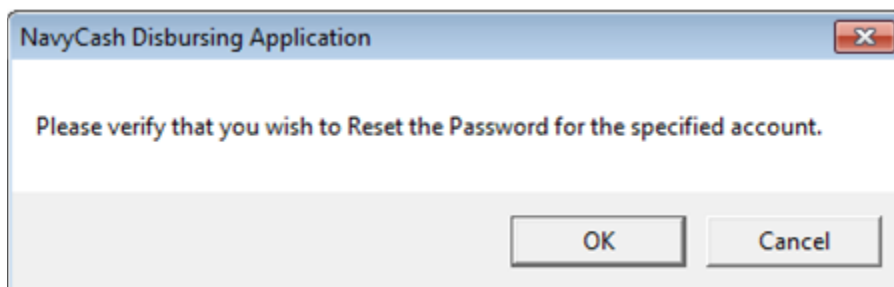
NOTE: After the new password is set, the Disbursing Application may display an error and terminate. Simply restart the Disbursing Application and log on.

Password Control. Access to the Disbursing Application is controlled by password. By policy and procedure, passwords must be a minimum of 8 characters and less than 16 characters in length and must begin with an alphabetic character and should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters. Passwords should be changed every six months. The NCAO shall record password changes in a locally generated and maintained log.

Each operator should log off when they are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her own user ID and password when operating the Navy Cash system.

27.4.7.   Change Password. In order for an individual to change his/her password, the NCAO must first verify the individual's identity. Once this is established, the individual can then enter a new password into the system. To change the password on a user account, the NCAO specifies a user by clicking on the user name and then clicking on the "Change Password" button. The user is then prompted for a new password, which becomes effective upon the next log on. Again, the NCAO shall record password changes in a locally generated and maintained log.

```
┌────────────────────────────────────────────────────────────┐
│ Password Editor                                            │
│                                                            │
│                                                            │
│       Please Enter a new Password:   ┌──────────────────┐  │
│                                      └──────────────────┘  │
│                                                            │
│          ┌──────────────────┐      ┌──────────────────┐    │
│          │   Set Password   │      │       Exit       │    │
│          └──────────────────┘      └──────────────────┘    │
│                                                            │
│     ┌──────────────────────────────────────────────────┐  │
│     │ Please make sure new password meets below criteria:│  │
│     │                                                    │  │
│     │ 1. Min password length 8 characters.               │  │
│     │ 2. Password should contain at least two DIGITS.    │  │
│     │ 3. Password should contain at least two LOWERCASE characters. │  │
│     │ 4. Password should contain at least two UPPERCASE characters. │  │
│     │ 5. Password should contain at least two SPECIAL characters from @!"#S%() │  │
│     │ ``*+,-/:;<=>?_)                                     │  │
│     │ 6. Old and New password should differ by more than 4 characters. │  │
│     │ 7. New password shouldn't have been used since last 365 days. │  │
│     └──────────────────────────────────────────────────┘  │
│                                                            │
└────────────────────────────────────────────────────────────┘
```
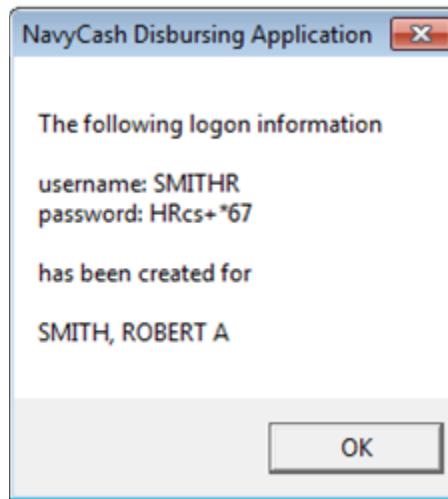
NOTE: Again, by policy and procedure, passwords must be a minimum of 8 characters and less than 16 characters in length and must begin with an alphabetic character. Passwords should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters, and should be changed every six months.

Each operator should log off when they are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her own user ID and password when operating the Navy Cash system.
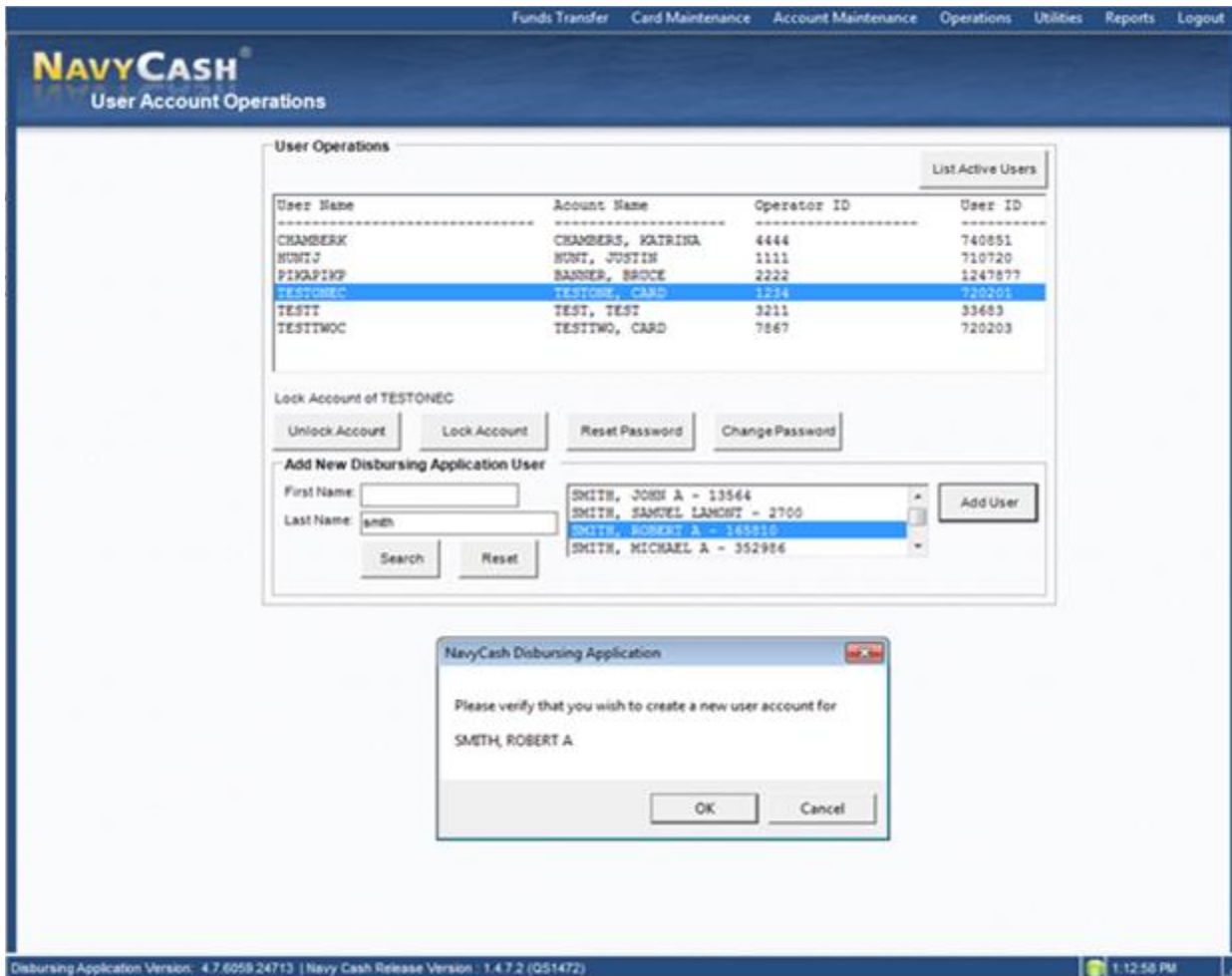
27.4.8.   Add New Navy Cash Application User

NOTE: An individual must be a Navy Cash cardholder and have an Operator ID assigned with the "Add as Disbursing User" block checked (see paragraph 20, Operator ID Maintenance) in order to be added to the Disbursing Application user list.

27.4.8.1.   In the "First Name" and "Last Name" text boxes, NCAO enters the individual's first and/or last name. Click on the "Search" button and select the desired individual by clicking on the appropriate name in the adjacent list box. If no entries are found, the list box will be empty, and the specified individual is probably not a Navy Cash cardholder.

27.4.8.2.   Click on the "Add User" button. The application will ask the NCAO to verify that they want to create a new user account for the specified individual by clicking the "OK" button. A successful operation will be indicated by a status box that displays the username and password created by the system for the new user. Before clicking the "OK" button, which will clear the status box, write this information down for the new user. The user should destroy this written note once they have changed the password (see paragraph (d) below. If an error message is displayed, write down the displayed message and contact the CSC (see Section 5A).

NavyCash Disbursing Application ✕

The following logon information

username: SMITHR
password: HRcs+*67

has been created for

SMITH, ROBERT A

OK

27.4.8.3.   Add the new user's username to the appropriate user group through the Disbursing Application "Access Editor" screen and the "Assigned Access Rights Editor" functionality (see paragraph 27).

27.4.8.4.   Once the new user account has been established and his or her username has been assigned to the appropriate user group, the password assigned by the Disbursing Application must be changed by the user.

27.4.8.5.   The NCAO must let each new Disbursing Application user know that, as a matter of policy, any Disbursing Application user who wants to perform any personal Navy Cash transactions in the disbursing office, for example, to add or cash out value or change a PIN, must contact the NCAO or Navy Cash Deputy. For any funds transfers, the NCAO or Navy Cash Deputy must initial in the Cardholder Signature block on the Navy Cash Daily Cash Transaction Ledger to indicate the transaction was approved.

27.4.8.6.   Similarly, each calendar quarter, the Cash Verification Team will generate card reports for all Navy Cash Disbursing Application users to verify no unauthorized deposits or other unauthorized transactions were made to their accounts since the last cash verification.

28.   INSTALLATION ALERTS: INSTALLING IAVA AND OTHER SOFTWARE PATCHES

28.1.   Information Assurance Vulnerability Management (IAVM) is an important step in maintaining the security posture of the Navy Cash system. To effectively safeguard the Navy Cash system against internal and external cyber threats, all known vulnerabilities must be patched effectively in a timely manner.

28.2.   Installation alerts provide an automated mechanism for applying software updates to the Navy Cash system on the ship. These software updates include Information Assurance Vulnerability (IAV) patches to address applicable Information Assurance Vulnerability Alerts (IAVAs) and Bulletins (IAVBs), DMLs (data fixes) applied to the ship-side Navy Cash database, and application patches applied to the Navy Cash system.

28.2.1.   Updates generally occur automatically without any action by the NCAO, but some updates require a reboot or other intervention, so the NCAO must be proactive and verify the installation process was completed. When IAV and Navy Cash application patches have been pulled to the ship as a part of a round-trip, the "Installation Alert" pop-up window appears the next time an authorized user logs in to the Disbursing Application. The Installation Alert

window notifies the NCAO to initiate the installation process by clicking on "Install Now" or delay the installation by clicking on "Install Later".

28.2.2.   DML patches will generally be transmitted to the ship and applied automatically without any action required by the NCAO.

The NCAO must install IAV and Navy Cash application patches as soon as practicable. Ideally, patches should be installed after the end of the business day, when retail outlets have closed out for the day and retail operations are at a minimum.

28.2.3.   If updates have not occurred for a while, reboot the system to attempt to force the update to restart, as there may have been an issue with the update script.

28.2.4.   The status of each patch will be transmitted back to shore automatically via a log file as a part of the next ship-initiated round trip. These log files will show a summary of the activity that occurred during the installation of a patch.

28.2.5.   IAV patches in particular require Navy-wide compliance monitoring to ensure mitigation of security vulnerabilities. For each IAVA/B, the Navy Cash team ashore must report compliance to meet established deadlines using the Vulnerability Management System (VMS) to document and track compliance status for all Navy assets.
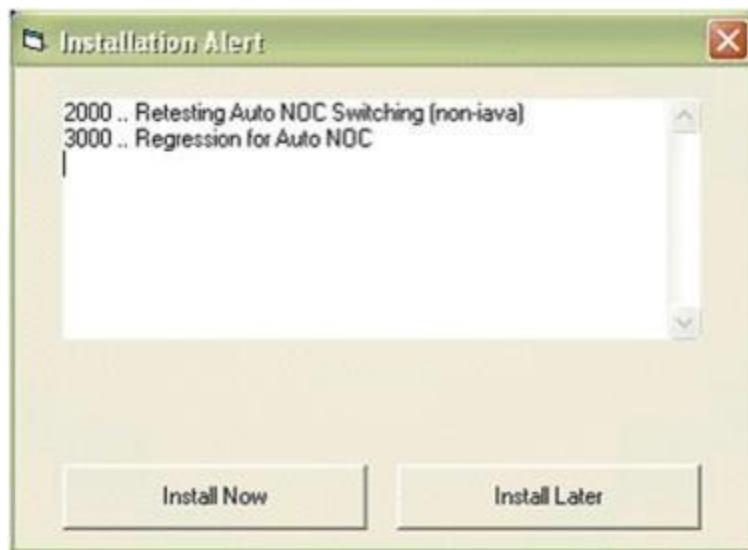
28.3.   **Ensure Laptops Connected to Ship's Network.** The NCAO must ensure the spare laptop (and the Marine Disbursing laptop on LHA / LHDs) is powered up and connected to the ship's network on a permanent basis using the Digital Sender LAN drop in the disbursing office to make certain the laptop stays up to date with security updates and other software patches. Connecting the laptop on a permanent basis will also ensure the laptop is included in the required monthly vulnerability scans conducted by the ship's ITs. If the drop has not been used for an extended period, it may need to be reconfigured by the ITs. If there is no Digital Sender or other dedicated LAN drop for the laptop, NCAO may need to disconnect the workstation to connect the laptop to the network. If that is the case, the NCAO must ensure the laptop is connected to the ship's network and powered up at least once each week, preferably near the end of the week (Thursday), for at least 48 hours each time, to make certain the laptop stays up to date with security and any other patches. One recommendation is that the laptop be connected to the network every Friday and left on over the weekend. The laptop should be powered up and remain on the log-in screen. Updates will generally

occur automatically, but some updates will require a reboot, so the NCAO must be proactive and verify that the reboot process was completed. With regular updates, the spare laptop will be ready if it is ever needed as a backup and will not spend the first few hours updating anti-virus definitions and other security and software patches.

28.4.   Verify Update Process Completed.

28.4.1.   <u>IAV and Other Software Patches</u>. To better maintain IAVM compliance of Navy Cash servers, workstations, and laptops on board ship, Navy Cash has implemented Windows Server Update Services (WSUS) to enable IAV and other software patches, such as bug fixes and new functionality, to be provided remotely and applied automatically.

28.4.1.1.   After a patch or update has been reviewed, tested, and approved by the Navy Cash Technical Support group (NCTS), it is placed on a server and waits for the Navy Cash computers on each ship to check-in with the server. The server lets the computer on the ship know which patches and updates have been approved but not yet installed.

28.4.1.2.   When a Navy Cash computer downloads a software patch or update, the computer determines if the item can be installed immediately without adversely affecting operations, i.e., the computer will not require a reboot. Otherwise, the computer queues the patch or update for installation at a scheduled timeslot.

28.4.1.2.1.   For Server Node-1, installation begins each Friday at 0300 GMT.

28.4.1.2.2.   For Server Node-2, installation begins each Saturday at 0300 GMT.

28.4.1.2.3.   For workstations / laptops, installation begins each Friday at 1000 GMT.

28.4.2.   <u>Anti-Virus Definitions.</u> McAfee Antivirus patch 11 or higher should be loaded on all Navy Cash systems (servers, workstations, and laptops) by the ship IT. Definitions should be updated daily automatically by the McAfee Enterprise agent, and should be pointed to the centralized Navy ePO server. Weekly fully systems scans should be configured to run on the weekends (typically Saturday) and not exceed 5 hours of execution.

28.4.2.1.   If the automated update function does not appear to be running, or the update is older than seven days, contact the Navy Cash Customer Service Center (CSC) at 1-866-662-8922 or navycashcenter@frb.org and request assistance.

28.5.   **IT-21 Security Practices.**   NCAO should follow IT-21 security practices, e.g., auditing event logs, physical security, etc., in addition to all Navy Cash information security requirements, Navy Cash Custodial Responsibilities; and para 27 in this Section - Access Editor–Access Control for Disbursing Application.

28.5.1.   <u>Monthly Vulnerability Scans</u>. The ship's ITs are now responsible for scanning the Navy Cash system as part of their required monthly vulnerability scans and entering the results in VRAM each month. It is important that all Navy Cash system assets are scanned each month to help ensure that a 100 percent integrity scan has been achieved in VRAM.

28.5.1.1.   <u>Retina Vulnerability Scanner</u>. Retina is an enterprise vulnerability scanning tool approved for use by DoD. Ships' ITs use Retina to remotely scan all computer networks and assets on the ship to help track IAVM compliance. Navy Cash is an approved afloat system, and the Retina scanner is approved for use in scanning the Navy Cash system.

28.5.1.2.   <u>Assured Compliance Assessment Solution (ACAS) Scanning Tool</u>. The new ACAS scanning tool is replacing the old Retina scanner. A set of instructions on how to do ACAS scans of the Navy Cash system can be found on Node 1 of the Navy Cash server.

S5E-334

28.5.2.   Occasionally, a scan conducted on the ship may reveal a security vulnerability on the Navy Cash system that requires a patch or update. As described above in paragraph e.(1), the Navy Cash Program Office at NAVSUP manages all vulnerabilities and patches with the assistance of NCTS and SAIC. Security vulnerability patches and updates are reviewed, tested, and approved in the Navy Cash lab to ensure that any patch or update applied will not damage the operation of the Navy Cash system on the ship. Approved patches and updates are provided remotely and applied automatically. At no time should a patch be applied to an afloat Navy Cash system without the direct assistance of NCTS or SAIC.

28.5.3.   Any patch or update applied to the Navy Cash system without NCTS or SAIC assistance is considered unauthorized and may be subject to investigation. The Navy Cash Program Office understands that Navy organizations inspecting afloat systems may insist that patches be applied immediately, but doing so would represent a departure of the Navy Cash system on the ship from the approved baseline of its ODAA type accreditation.

28.5.4.   If the ship's ITs or other personnel have questions regarding this matter or a NCAO is notified by ship ITs or other personnel that a patch or other software (HBSS, etc.) must be installed on the Navy Cash system, please contact the NAVSUP Navy Cash Program Office Information Assurance Officer (IAO) (phone (757) 443-0348) or the CSC to coordinate the technical details, since any new, untested software install like this may adversely affect Navy Cash operations on the ships if it is configured incorrectly in any way.

28.6.   **SAILOR 2.1.** The NAVWAR Acquisition Integrated Logistics Online Repository (SAILOR) is an easy-to-use tool designed to deploy logistics, configuration, and technical documentation and provide a single location to obtain systems support information for programs of record, including Navy Cash. Ship's ITs supporting Navy Cash operations can find configuration and troubleshooting documents, ACAS scanning instructions, and other supporting documents for the Navy Cash system on SAILOR 2.1. The link for SAILOR 2.1 is https://sailor.navy.mil/sailor/Home.cfm (use email PKI certificate).

29.   NAVY CASH SYSTEM ADMINISTRATION PASSWORD CONTROL

29.1.   Passwords are an important aspect of security for the Navy Cash system and must be controlled and protected. Any list of passwords and operating system user profiles, whether in a handwritten or printed document, must be stored in a safe at all times. When no longer needed, the list of passwords and user profiles must be properly destroyed.

29.2.   When responding on site to trouble calls that cannot be resolved by phone, e-mail, or other distance support troubleshooting efforts like remote access, Navy Cash technical support personnel may require access to system administration (sys admin) passwords in order to access the system to troubleshoot, identify, and correct any problems. The easiest way for technical support personnel to obtain these passwords is directly from the Navy Cash Manager or Navy Cash Deputy when they report to the ship.

29.3.   **Administration Password Change Requirements**

29.3.1.   Every 60 Days. To comply with Navy Information Assurance (IA) requirements for local administrator accounts, Navy Cash sys admin passwords must be changed every 60 days. A warning banner that a sys admin password change is required in x days will be displayed on Navy Cash servers, workstations, and laptops.

29.3.2.   As Required. The Navy Cash sys admin passwords must also be changed immediately upon the relief, transfer, separation, or discharge of the Navy Cash Manager or Navy Cash

Deputy or whenever Navy Cash or other technical support personnel have been provided access to the passwords during on-site visits or remote-access sessions to troubleshoot, identify, and correct any problems with the Navy Cash system.

29.4. **Automated Password Change Tool.** To facilitate changing sys admin passwords, Navy Cash has been equipped with a password rotation tool that shows the due date for the next required password change and provides a single button that can be used to generate and change all sys admin passwords automatically.

29.5. **Protect System Passwords.** Any list of passwords and operating system user profiles, whether handwritten or printed Word document, must be stored in a safe at all times. If generated electronically, the electronic file for the list must be deleted immediately and must not be stored electronically on any hard drive or other storage media. When no longer needed, the list of passwords and user profiles must be properly destroyed.

29.6. **Log Out.** For security purposes, you are required to logout after every session. Never leave a server or workstation unattended while logged in.

30. NAVY CASH MERCHANTS, VENDORS, AND FOREIGN CONCESSIONAIRES

A detailed discussion of Navy Cash merchants is included in Part 1 - Section 3. Merchants are accountable officials authorized to use Navy Cash in an official capacity. As accountable officials, Navy Cash merchants must complete and sign an FS Form 2888 accountable official enrollment form prior to being issued a Navy Cash merchant card.

30.1. TRANSIENT MERCHANTS—VENDORS AND FOREIGN CONCESSIONAIRES

30.1.1.   Transient merchants are generally used when Navy Cash transactions must be settled on an as-needed basis to pay a vendor or concessionaire without delay for goods or services provided. The transient merchants are usually **only** needed for a short time and are commonly settled to a different vendor each time they are used. Transient merchants are designed to settle to the Disbursing Office merchant open-loop account on a daily basis and not to a bank or credit union account. The NCAO then provides an ex-cash-remittance check or cash to the vendor in the amount of the Navy Cash transactions collected by the vendor. Within Navy Cash, the standard transient merchants are: Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events. While the other transient merchants were set up for fairly specific purposes, "Miscellaneous Events" was established to handle fund-raising and other events, like a Navy Wives' bake sale or a Chief's Mess special function.

30.1.2.   The procedures below were written for currency exchange and foreign concessionaires, but they apply to transient merchants in general. Specific differences for individual transient merchants are noted where necessary.

30.2. CURRENCY EXCHANGE BY VENDORS IN A FOREIGN PORT

Navy Cash can be used in exchange for foreign currency on board ships during a port visit. When needed, currency exchange is generally arranged through the husbanding agent as part of the Logistics Request (LOGREQ) prior to a port visit.

30.2.1.   Preparation

30.2.1.1.   Before the sale of currency begins, an exchange rate that will remain in effect throughout the port visit will be agreed upon with the currency exchange vendor. Once established, the exchange rate will not be changed.

30.2.1.2.   The vendor will maintain a currency exchange log and record each transaction. A sample "Currency Exchange Log" is included in Section 5B. The vendor may use his or her own log as long as the information recorded includes the basic information in the sample log.

30.2.1.3.   When a ship pulls into a port, the NCAO will provide the vendor with sufficient copies of the Currency Exchange Log and issue each operator a battery-operated POS device. POSs checked out for these periodic functions should be signed out on a locally generated and maintained custody log. Following the procedures in Section 5D, each POS will be set to one of the transient merchants (Husbanding Agent is generally used for the currency exchange vendor) and each operator will be assigned a separate operator ID number so the Navy Cash detail reports can be separated by operator. The vendor will use the POS(s) to record transactions and collect value from the cardholders using their Navy Cash cards to exchange for foreign currency. If the POSs are expected to be used remotely for an extended period, the NCAO should provide the operator with additional batteries.

30.2.2.   Closeout

30.2.2.1.   Closeout Day Prior to Payment. At the end of each day or, more commonly, at the end of the port visit, the vendor will bring the POS and the currency exchange logs back to the disbursing office for closeout and payment.

30.2.2.1.1.   Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

30.2.2.1.2.   Navy Cash transactions collected by transient merchants are settled to the disbursing office merchant open-loop account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function and subsequent round trip between the ship and the shore are completed. This may take up to 72 hours.

30.2.2.2.   Download POS and Copy Logs. The NCAO or Deputy shall make copies of the logs and then plug the POS into an available "download box" or LAN drop, e.g., in the Disbursing Office or Sales Office. When the POS comes on line with the Navy Cash server, the sales information contained on the POS will be uploaded to the Navy Cash server automatically.

30.2.2.3.   Generate Ship Report. As soon as the sales information on the POS is uploaded to the server on the ship, the NCAO shall use the Disbursing Application to generate and print a Merchant Sales Summary Report that shows the total amount of Navy Cash transactions collected by the vendor.

30.2.2.4.   Reconcile Navy Cash Report and Vendor Logs

30.2.2.4.1.   If the Merchant Sales Summary Report generated by the Navy Cash system and the vendor's currency exchange logs agree, the NCAO is ready to pay the vendor for the amount of the Navy Cash transactions collected by the vendor. If they do not agree, the NCAO must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before initiating the IEOD function.

30.2.2.4.2.   The NCAO shall use the Navy Cash system to generate a Merchant Transactions Report for the period covered by the logs presented by the vendor and using the merchant and operator ID number that was assigned to the POS used by the vendor.

30.2.2.4.3.   There are two primary out-of-balance conditions that can occur. It is possible, however, to experience combinations of these two basic error conditions, and this must be considered when conducting the investigation.

30.2.2.4.3.1.   Shortage. The total sales amount on the vendor's currency exchange log is greater than the total amount collected on the Merchant Sales Summary Report. Sales are overstated, or collections are understated. This condition occurs when a currency exchange sale was recorded but the currency or electronic cash was not collected, for example, an individual could have removed his or her Navy Cash card before the transactions was completed, or the amount collected was less than the amount of the sale. If cash (currency) is involved, it is possible that a cashier made change incorrectly during the transaction or that money was miscounted, misplaced, lost, or stolen.

30.2.2.4.3.2.   Overage. The total sales amount on the vendor's currency exchange log is less than total amount collected on the Merchant Sales Summary Report. Sales are understated, or collections are overstated. This condition occurs when currency or electronic cash was collected but a sale was never recorded or was recorded at an amount less than the currency or electronic cash collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted.

30.2.2.4.4.   For either out of balance condition, the NCAO must compare the Navy Cash Merchant Transactions Report for the currency exchange vendor, which lists every Navy Cash transaction the vendor performed that day, and the vendor's currency exchange log to determine, through a process of elimination, which transactions are missing or were recorded at incorrect amounts. Probable error conditions and corrective actions:

30.2.2.4.4.1.   Condition 1: The Merchant Transactions Report shows a Navy Cash collection transaction but a corresponding entry in the vendor's currency exchange log does not exist. Corrective Action: NCAO will first confirm that the collection reported on the Merchant Transactions Report is correct. If correct, the vendor will make a corresponding entry in the currency exchange log. If incorrect, the NCAO will reverse the Navy Cash collection by issuing a refund to the member in the amount of the original erroneous collection in Navy Cash or currency as appropriate.

30.2.2.4.4.2.   Condition 2: The Merchant Transactions Report shows a collection transaction but recorded at an amount different than what is recorded in the currency exchange log. Corrective Action: NCAO will determine the correct amount for the transaction and, if the correct transaction amount is greater than the amount collected, the currency exchange log will be corrected and the NCAO will contact the member and request payment of the difference in Navy Cash or currency as appropriate. If the correct transaction amount is less than the amount collected, the currency exchange log will be corrected and the NCAO will refund the difference to the member in Navy Cash or currency as appropriate.

30.2.2.4.4.3.   Condition 3: The currency exchange log shows a collection transaction occurred on the day of reconciliation but a corresponding transaction was not been recorded in the Merchant Transactions Report. Corrective Action: NCAO will

confirm that the collection entry in the currency exchange log is correct. If correct, payment was never made, and the NCAO must contact the cardholder and request payment in Navy Cash or currency as appropriate. If incorrect, the currency exchange vendor will reverse (cancel) the entry in the currency exchange log.

30.2.3.   If the investigation reveals that cash (currency) was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DoD FMR Volume 5 and existing procedures (which are outside the scope of Navy Cash).

30.2.4.   Once the Merchant Transactions Report and Currency Exchange Log agree, the reconciliation is successful, and the NCAO is ready to pay the vendor with a US Treasury check or cash for the amount of the money exchanged using Navy Cash (see paragraph 30.2c below).

30.2.5.   The NCAO shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with currency exchange on file for 12 months.

30.3.   **Payment**

30.3.1.   Once the round trip is completed between ship and shore and the correct balance is reflected in the disbursing merchant open-loop account and the Daily Transaction Detail Report—Merchant Settlement from shore (see Section 5B for a sample report), the NCAO shall transfer value from the open-loop to the closed-loop account in the amount of the Navy Cash transactions collected by the vendor using the Navy Disbursing merchant card at the Kiosk or at the Disbursing Application. On the Merchant Settlement Report, the "Settlement Type" for Navy Cash transactions collected Shore Reports Available on Navy Cash Disbursing Website. If there are any problems downloading the EOM Summary Report, or any other shore reports, one option is to download the report using Navy Cash Disbursing Website (www.navycash.com) (see Section 5F).
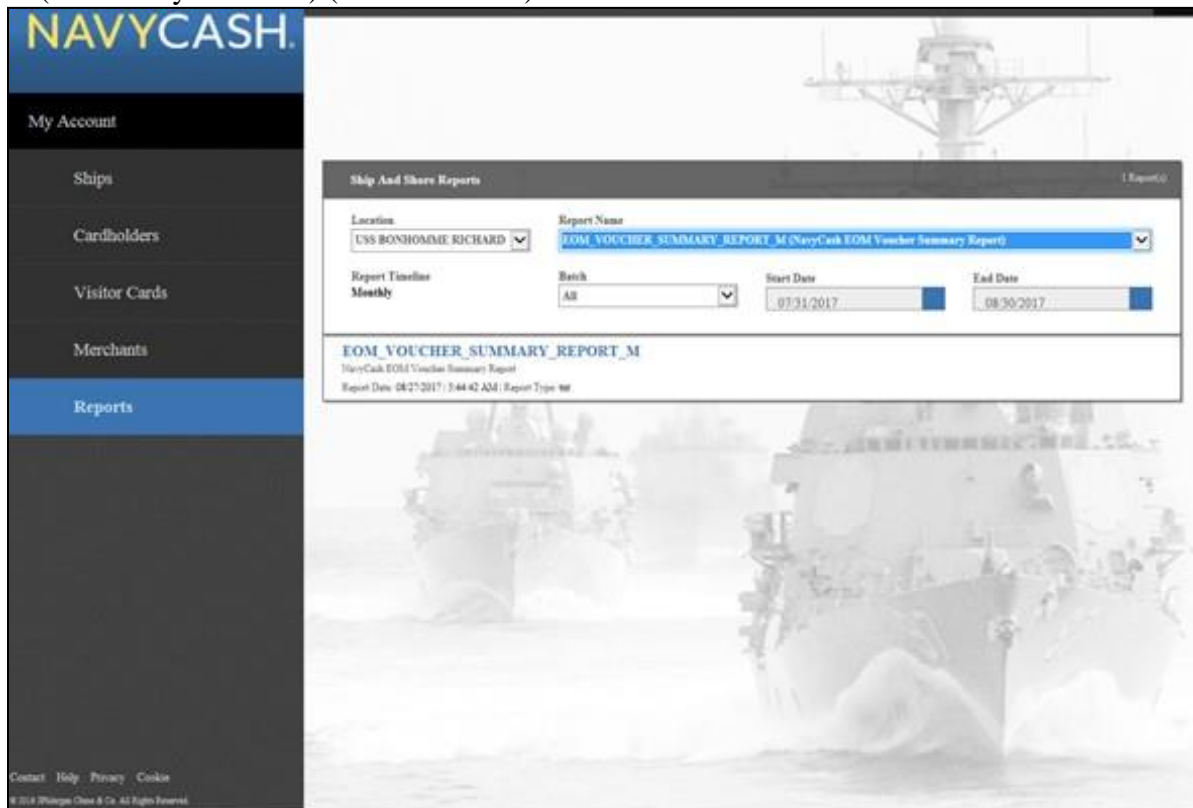
30.3.2.   The "Reports" page is used to manage "Ship Reports." To locate the EOM Summary Report, click on the "Reports" tab, and select the appropriate report in the "Report Name" drop-down list (EOM_VOUCHER_SUMMARY_REPORT_M).

30.3.3.   Select the appropriate ship (UIC) from the "Location" drop-down list.

30.3.4.   Once an appropriate "Location" has been selected, a batch ID number can be selected from the "Batch" drop-down list, or, alternatively, an appropriate "Start Date" and "End Date" can be entered.

30.3.5.   Once the appropriate search criteria have been entered, click the "Search" button.

30.3.6.   "Report Name", "Location", and "Start Date" are required fields. If a "*Please enter all search criteria*" message is displayed, ensure an appropriate value has been entered in each required field.

30.3.7.   Click on the report name to display the report information.

30.3.8.   For printing, and to make the report readable and line up correctly without too many adjustments, we recommend downloading and saving the report file to a folder. Then, right click the file name, and select "Open with" WordPad or Microsoft Word. Use the "Page Setup" window to change the "Orientation" to "Landscape" and set all the "Margins" to 0.5 inches. Finally, change the font size to "8".

Ready. Resourceful. Responsive!

NAVSUP

NAVAL SUPPLY SYSTEMS COMMAND

SECTION 5F - NAVY CASH WEB APPLICATION USER GUIDE

This section contains screen captures of the Navy Cash Web Application to orient users of its features.

1. DISBURSING LOGIN
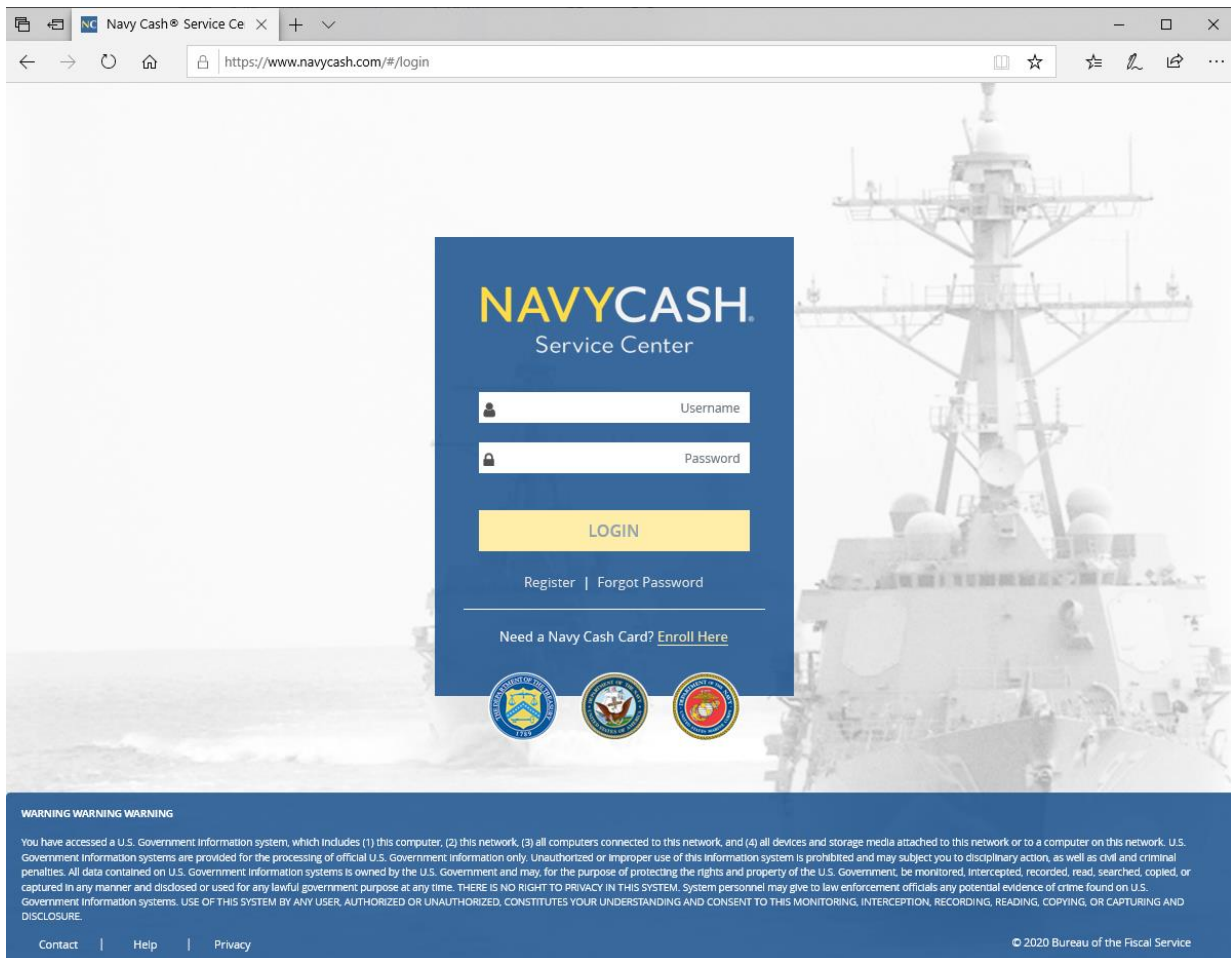
1.1 Displayed when you enter www.navycashcenter.com, the login page provides access to the Navy Cash Service Center website with a link to cardholder self-enrollment.

1.2 Log in using your user name and password.

1.3 If you do not have a user name and password, contact the Navy Cash Central Support Unit (CSU) at navycashcenter@frb.org or 1-866-6NavyCash (662-8922).

2. SET SECURITY QUESTIONS

2.1. The first time you log in to the new website, you will be asked to select two different security questions from the questions available in the drop-down lists. You may also type in your own questions. Enter your answers in the blocks provided. These security questions provide a second layer of authentication, and you must answer these questions in the future each time you log in to the new Navy Cash Service Center website.

2.2. The available security questions are:

What was the name of your first elementary school?

In what city were you living at age 14?

What is your mother's maiden name?

In what city were you born?

In what city were you at the turn of the millennium?

What is your favorite color?

2.3. Remember your answers to the security questions you select. You will be asked these questions each time you log in to the Navy Cash Service Center website.
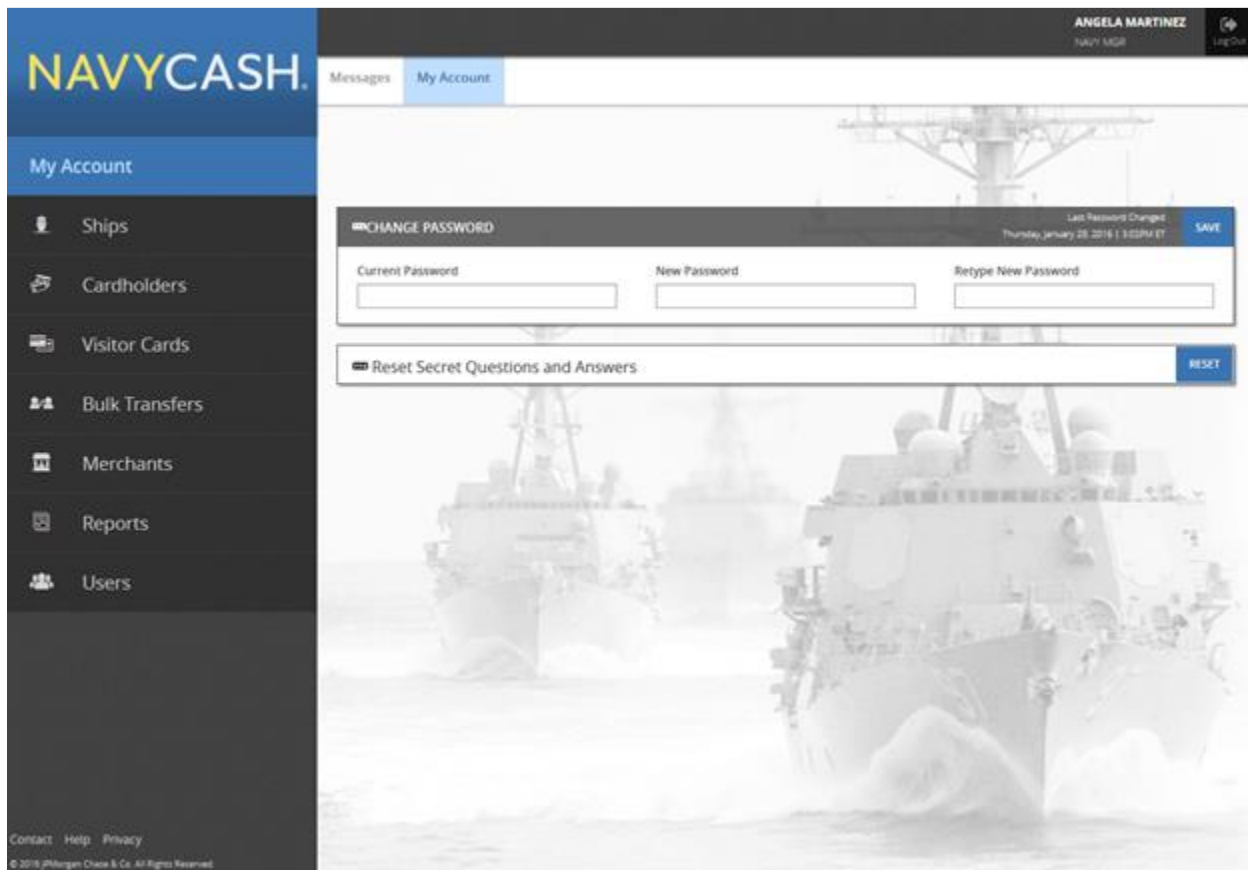
The first time you log in to the new website, you will be asked to change your password.

3.2. Enter your current password.

3.3. Then enter your new password. The new password must be at least twelve characters in length, with at least one uppercase character, one lowercase character, one number, and one special character.

3.4. Confirm your new password by retyping it in the box provided.

3.5. When you have changed your password successfully, you will enter the Navy Cash Service Center website.

4. PROFILES
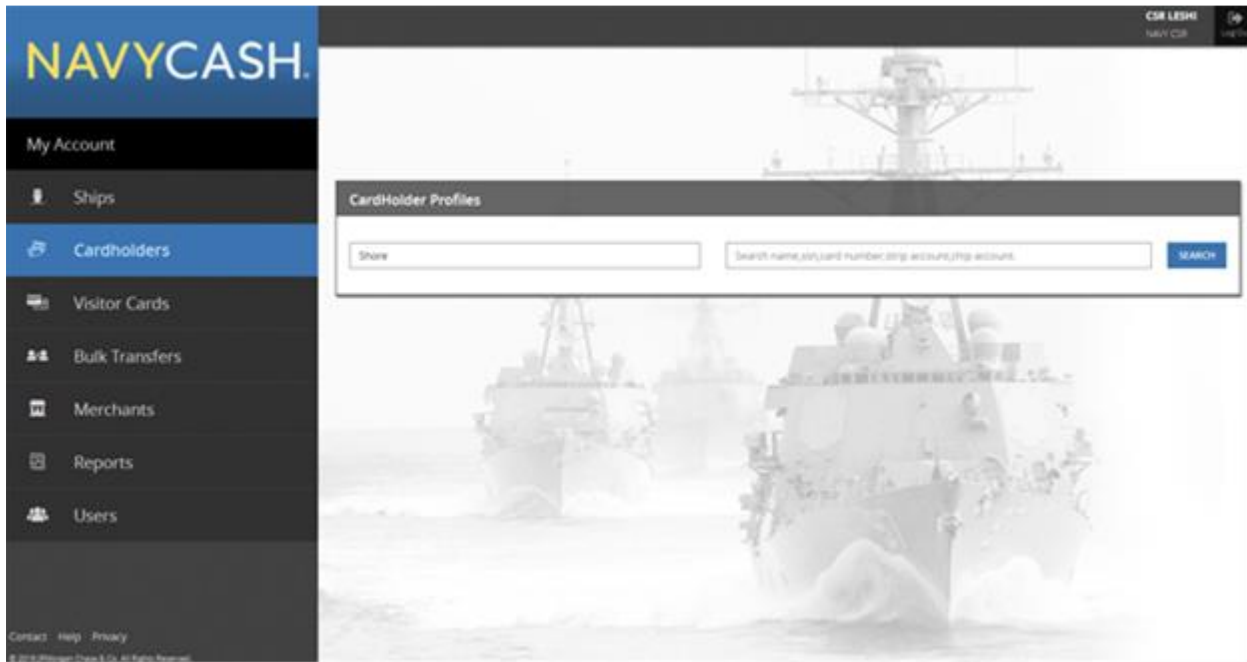
4.1. The "Cardholders" page is used to manage cardholder accounts.

4.2. To locate a particular cardholder profile, select the appropriate search criteria in the drop-down list: First and Last Name, Social Security Number, Card Number, or Open-Loop Account. <u>Searching via the full SSN is the best way to identify the correct cardholder.</u>

4.3. To narrow the search criteria, select the appropriate "Location" from the drop-down list.

4.4. To pull up all cardholders with the same last name, enter the last name only in the "First and Last Name" search criteria.

4.5. If only one word is entered in the "First and Last Name" search criteria, the site will search by last name. At least two characters are required to search by last name.

4.6. If two words are entered in the "First and Last Name" search criteria, the site will treat the first word as the first name, and the second, as the last name.

4.7. To pull up all cardholder profiles assigned to a particular ship, leave the "First and Last Name" search criteria blank, and select the appropriate ship name from the "Location" drop-down list.

4.8. Enter the appropriate information, and click the "Search" button.

4.9. Click on a cardholder's name to display the cardholder's profile information.

5. CARDHOLDER ACCOUNTS
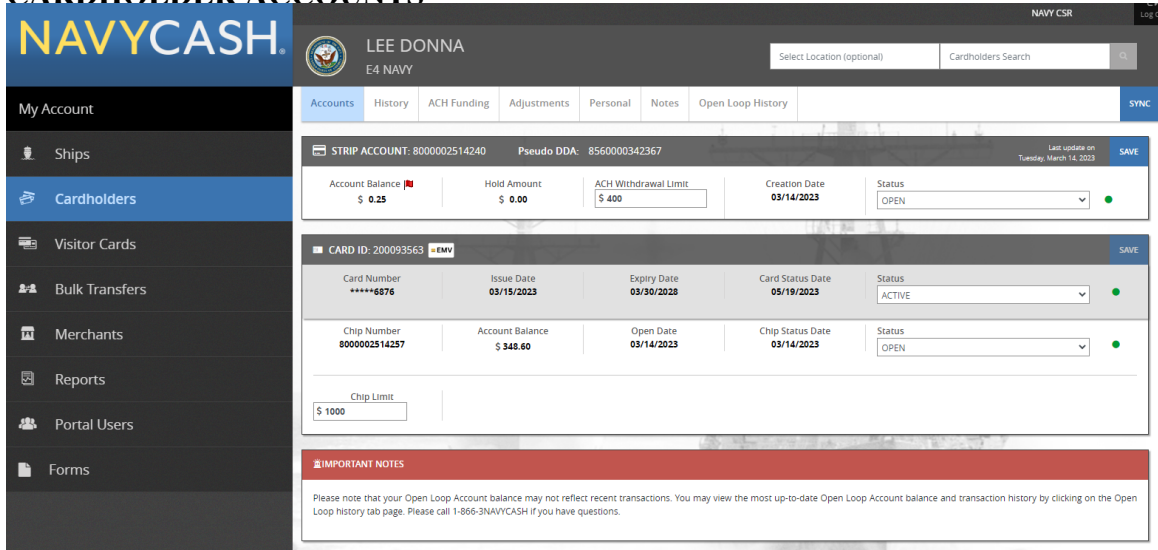
5.1. The "Accounts" tab displays both "Strip" and "Chip" account information (Mastercard® debit open-loop and Navy Cash closed-loop account information).

5.2. Enter changes to Navy Cash ACH withdrawal or closed-loop-load limits.

5.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the account update was completed.

5.4. If an "Error" message is displayed, update any fields highlighted in red.

5.5. Only the Central Support Center (CSC) can close or suspend a merchant account.
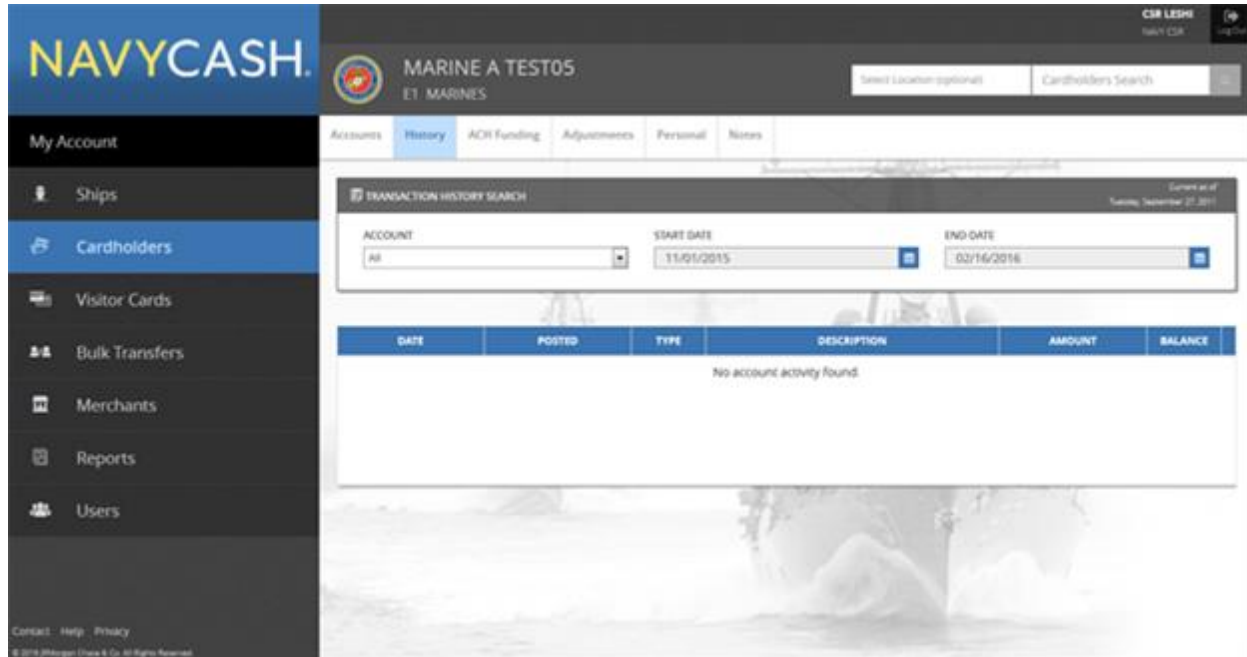
6.1. The "History" tab can be used to search for closed- and open-loop transaction history. The dates and duration of the "Transaction History" displayed can be controlled by entering a "Start Date" and an "End Date." Transaction history is available for the current month and the past 24 months. If "strip" is selected, only payroll load open-loop transactions are displayed per Navy Cash privacy policy.

6.2. The transaction history records displayed are shore-side records and may not include transactions performed off line, either on the ship or on the shore. Transactions from the current day will not be displayed until a roundtrip is completed between the ship and the shore.
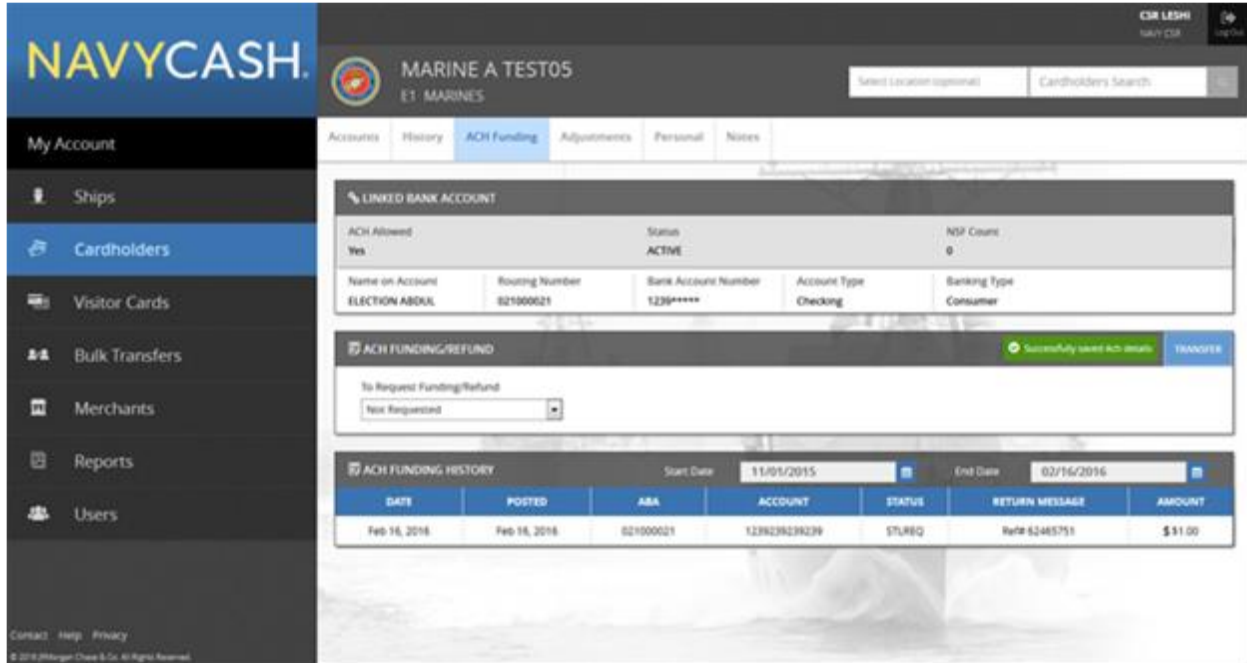
7.1. The "ACH Funding" tab displays "Linked Bank Account" and "ACH Funding History" information.

7.2. The dates and duration of "ACH Funding History" displayed can be controlled by entering a "Start Date" and an "End Date." ACH funding history is available for the current month and the past 24 months.

8. CARDHOLDER PERSONAL

8.2. Enter changes to a cardholder's personal information, and click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the account update was completed.

8.3. If an "Error" message is displayed, update any fields highlighted in red.

8.4. The "Personal Information" section also displays the status of a cardholder's Navy Cash enrollment form (2887).

    8.4.1. "Enrollment Form Not Available" indicates the cardholder's 2887 is not found in the document storage system ashore.

    8.4.2. "View ENROLLMENT Form in File System" indicates the cardholder signed the 2887 electronically on board ship and a copy is available in the document storage system ashore. The 2887 can be viewed on the website, but the NCAO can also contact the CSC and request a copy.

9.1. The "Location" tab displays the current location of a cardholder's member profile.

9.2.   To transfer a cardholder's member profile from one Navy Cash location to a new Navy Cash location, select the appropriate new location in the "Location" drop-down list.

9.3.   Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the change in location of a cardholder's member profile was completed. After making changes on the cardholder profile a "SYNC" must be done on the accounts tab.

9.4.   Transferring a cardholder's member profile from the shore command to the ship using the disbursing website automatically unblocks the cardholder's Navy Cash ACH access to a home bank or credit union and unsuspends the Navy Cash account. Navy Cash access to a bank or credit union account ashore will be unblocked automatically only if the ACH Decline Count (NSF Count) in the cardholder's member profile is 0,1, or 2 (set to 90, 91, or 92 after being transferred to the Shore Command from the previous Navy Cash ship).

9.5.   If an "Error" message is displayed, update any fields highlighted in red.
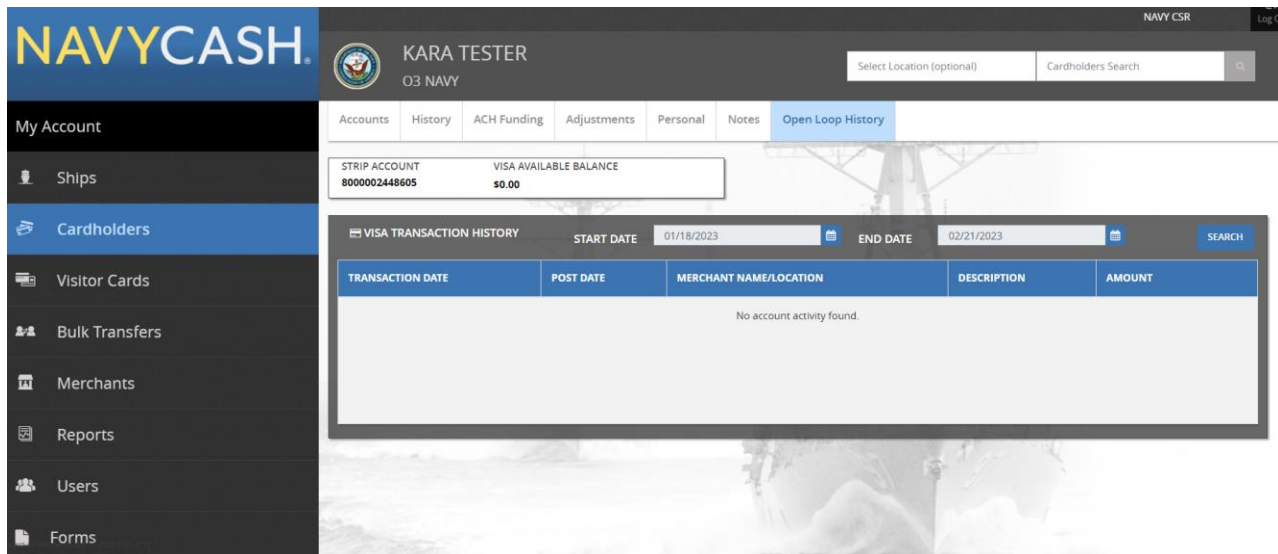
10.1. Displays cardholder strip account number and the Visa open loop available balance which is provided by Visa DPS.

10.2. "Visa Transaction History" - Displays transactions made with the open loop account. Only 34 days' worth of transactions can be searched at a time.
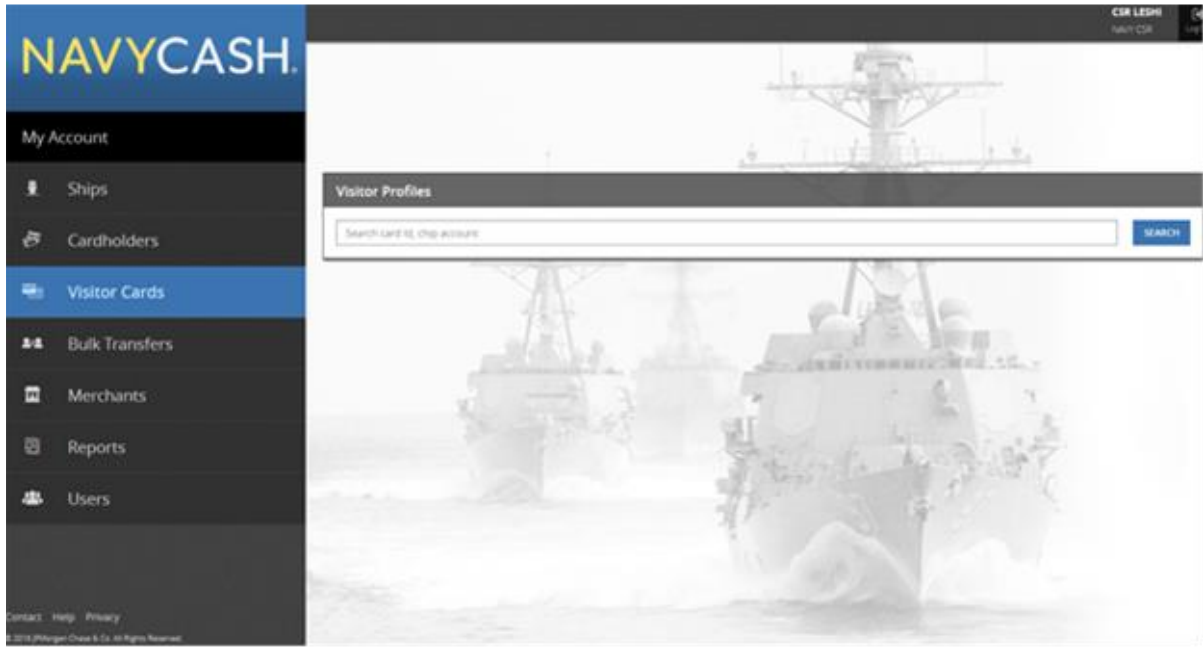
11.1. The "Visitor Cards" page is used to manage visitor cards.

11.2. To locate a visitor card, enter the "Card ID" number, and click the "Search" button. The "Card ID" number is on the back of the visitor card.

12.1. The "Accounts" tab displays the "Chip" account summary information.

12.2. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the change was completed.

12.3. If an "Error" message is displayed, update any fields highlighted in red.

12.4. VISITOR CARD TRANSACTION HISTORY

12.4.1. The dates and duration of the "Transaction History" displayed can be controlled by entering a "Start Date" and an "End Date." Transaction history is available for the current month and the past 24 months.

12.4.2. The transaction history records displayed are shore-side records and may not include transactions performed off line on the ship. Transactions from the current day will not be displayed until a roundtrip is completed between the ship and the shore.
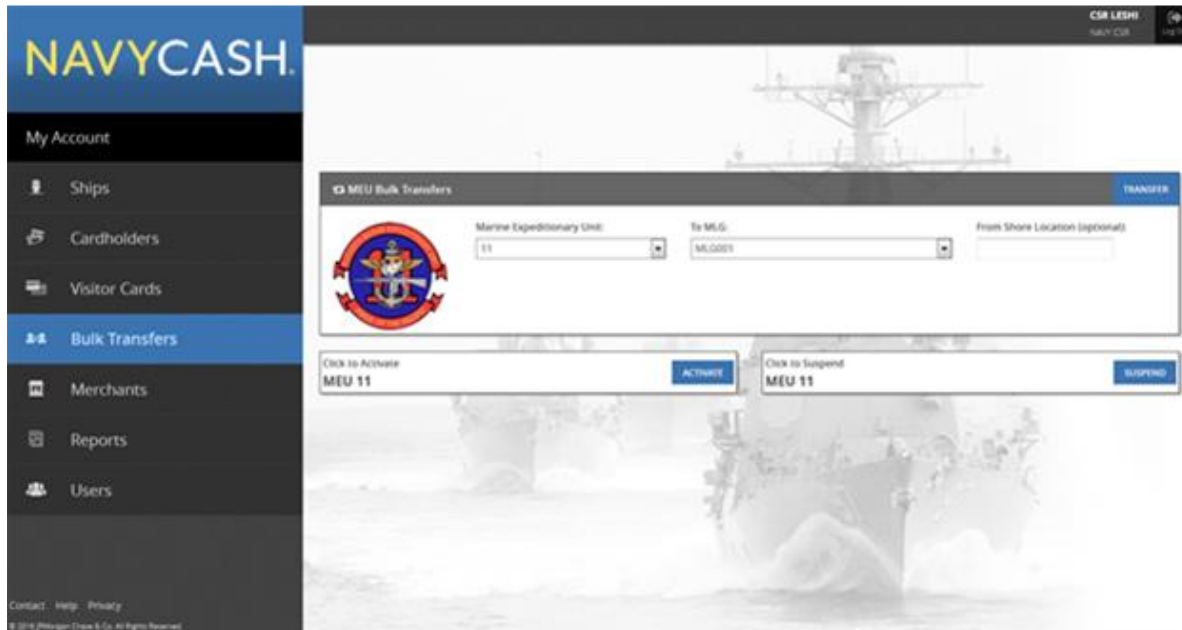
13.1. All the Marines assigned to a Marine Expeditionary Unit (MEU) can be transferred off a ship or ships and transferred to the appropriate Marine Logistics Group (MLG) in bulk.

13.2. Under the "Marine Expeditionary Unit" drop-down list, select the appropriate MEU.

13.3. Based on the MEU selected, the "To MLG" box will default to the appropriate MLG to which the Marines' member profiles are being transferred. To ensure bulk transfer success, all members being transferred must have a profile showing their current MEU as the one being transferred from, (i.e. multiple members in the 31st MEU can be bulk transferred to another MEU provided each member's profile currently shows them assigned to the 31st MEU.) If the member's profile shows any other MEU than the one selected from the Marine Expeditionary Unit drop-down listing, transfer for those member's profiles will fail.

13.4. Click the "Transfer" button to complete the bulk transfer. A "Transfer Successful" message is displayed on the page to indicate the bulk transfer was completed.

13.5. Transferring Marines' member profiles from a MEU in bulk automatically suspends the accounts and blocks Navy Cash ACH access to banks and credit unions.

13.6. <u>ACTIVATE OR SUSPEND MARINE ACCOUNTS IN BULK</u>

13.6.1. To activate or suspend the accounts of all the Marines assigned to a MEU in bulk without transferring their member profiles, under the "Marine Expeditionary Unit" drop-down list, select the appropriate MEU. Click the "Activate" or "Suspend" button as appropriate. An "Activated Successfully" or "Suspended Successfully" message is displayed on the page to indicate the bulk activation or suspension was completed.

14.
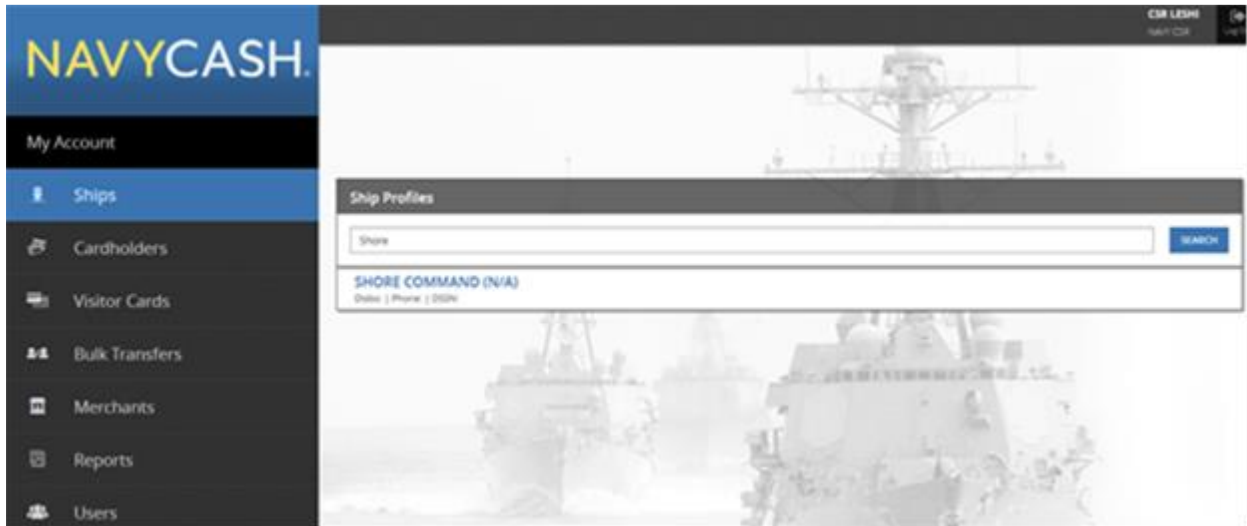
14.1. The "Ships" page is used to manage "Ship Profiles" information.

14.2. To locate a particular ship's profile, select the ship's name in the drop-down list, or start typing the ship's name beginning with "USS".

14.3. Click on the ship's name to display the ship's profile.
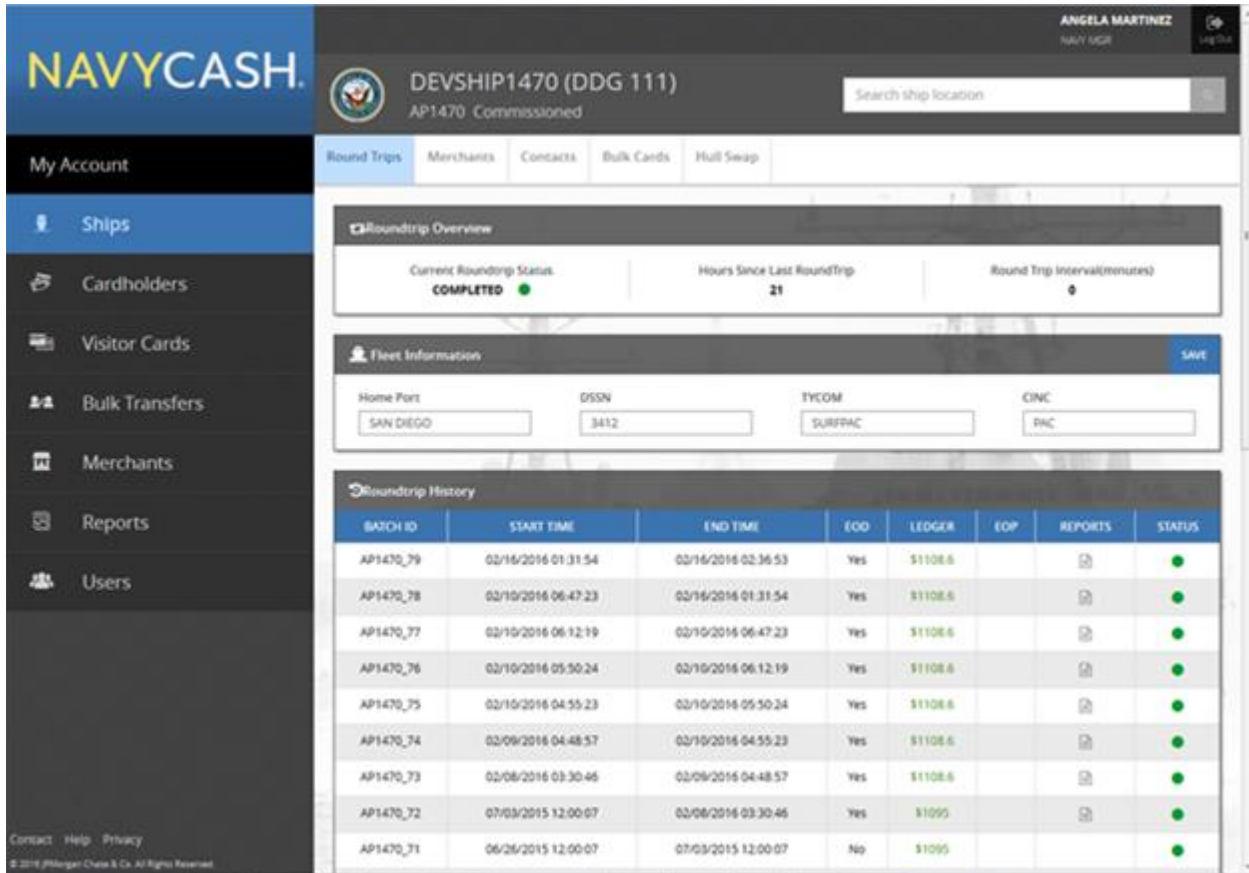
15.1. The "Roundtrips" tab displays basic "Fleet Information" and a "Roundtrip Overview" and "Roundtrip History" for each Navy Cash ship.

15.2. Enter changes to "Fleet Information".

15.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the update was completed.

15.4. If an "Error" message is displayed, update any fields highlighted in red.
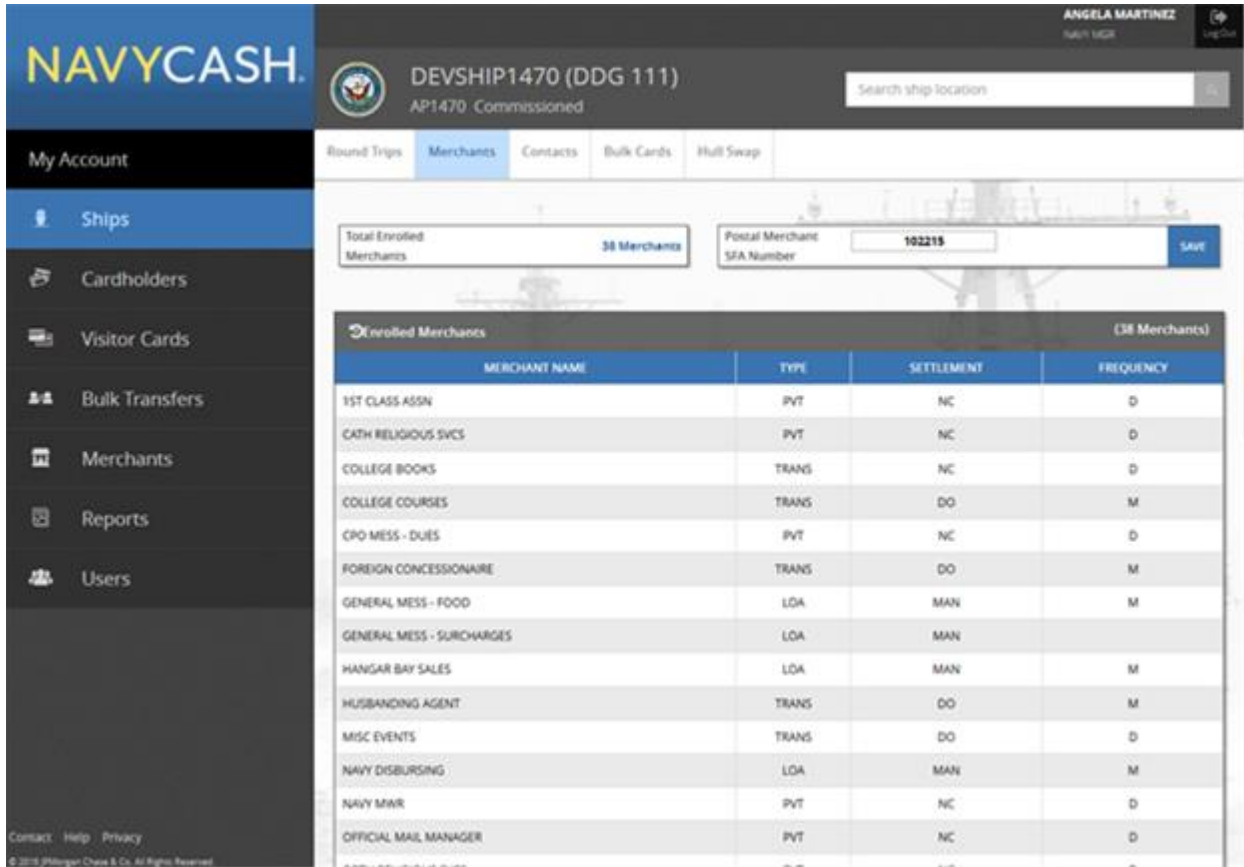
16.1. The "Merchants" tab displays "Enrolled Merchants" information.

16.2. Enter changes to "Merchants" information.

16.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the update was completed.

16.4. If an "Error" message is displayed, update any fields highlighted in red.

17. SHIP CONTACTS

17.1. The "Contacts" tab displays basic contact information for the "Disbursing Office", LSR (Logistics Support Representative) Contact", "Ship Address" and Bulk Mailing Address.

17.2. After NCAO turnover, enter changes to "Contacts" information.
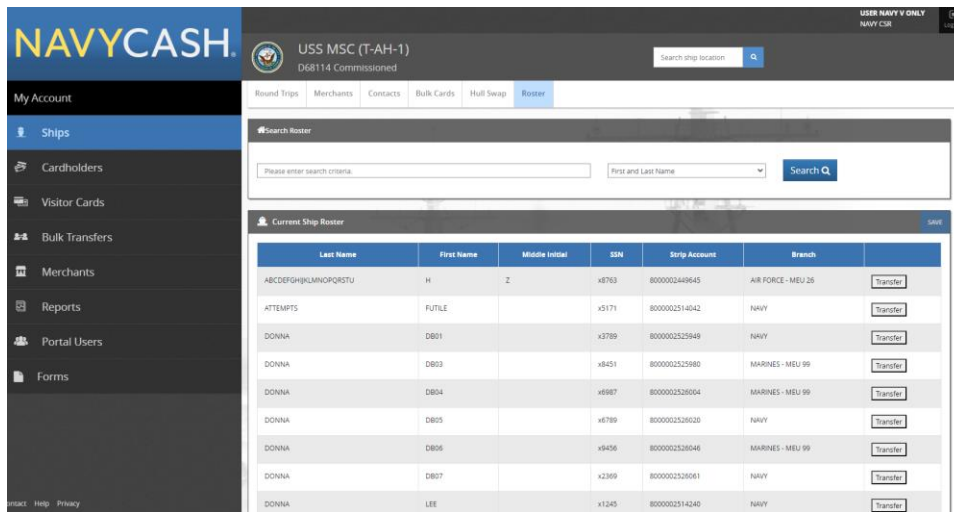
17.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the update was completed.

17.4. If an "Error" message is displayed, update any fields highlighted in red.

18. ROSTER

18.1. The "Roster" tab displays all cardholders with the Ship's location. Data displayed is Last Name, First Name, Middle Initial, last 4-digits of SSN, Strip Account and Branch.

18.2. The 'Search Roster' lookup can be used to filter the roster by 'First and Last Name, 'Branch' or 'Last 4-digits of SSN'.

18.3. Clicking the 'Transfer' Button:

18.3.1. If the Cardholder is Navy their location will automatically be updated to 'Shore Command' after clicking 'Save'. They will no longer be displayed on this Ship's Roster.

18.3.2. If the Cardholder is a Marine their location will automatically be updated to a Camp based on their MEU after clicking 'Save'. They will no longer be displayed on the Ship's Roster.

19. MERCHANT PROFILES
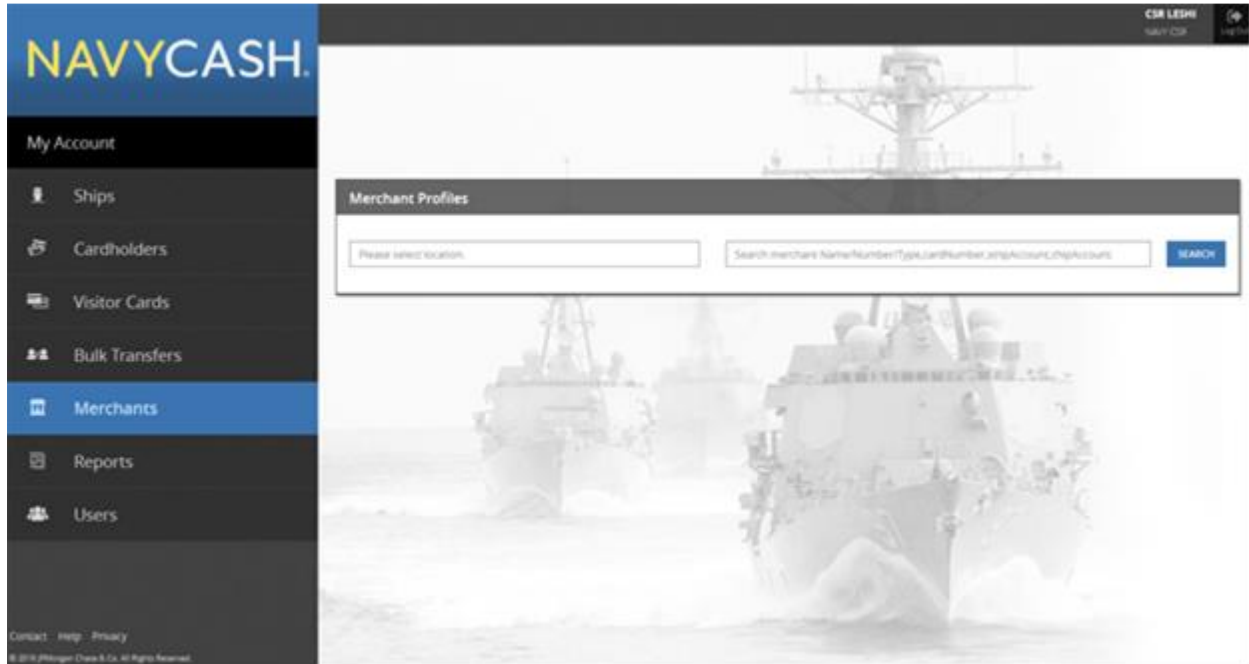
19.1. The "Merchants" page is used to manage merchant accounts.

19.2. To locate a particular merchant account, select the appropriate search criteria in the drop-down list: Merchant Name, Merchant Number, Merchant TIN, Card Number, or Closed-Loop Account.

19.3. To narrow the search criteria, select the appropriate "Location" from the drop-down list.

19.4. Enter the appropriate information, and click the "Search" button.

19.5. To pull up all merchant accounts assigned to a particular ship, leave the "Merchant Name" search criteria blank, and select the appropriate ship name from the "Location" drop-down list.

19.6. Click on a merchant's name to display the merchant's account information.

20. MERCHANT ACCOUNT INFORMATION

20.1. There are three different types of merchants in Navy Cash, "Private Merchants," "Line of Accounting (LOA) Merchants," and "Transient Merchants." See , Part 1, Section 3 for a more detailed discussion of Navy Cash merchants.

20.1.1. Private Merchants. Only private merchants, like Navy MWR, Wardroom Mess–Food, CPO Mess–Dues, Private One through Private Fifteen, and SQDN1 MWR Fund, will display the "Accounts", "ACH Funding", and "Settlement" tabs shown above.

20.1.2. LOA Merchants. LOA merchants will only display the "Accounts" tab.

20.1.3. Transient Merchants. Transient merchants will only display the "Accounts" and "Settlement" tabs.

21. MERCHANT ACCOUNTS

21.1. The "Accounts" tab displays both "Strip" and "Chip" account information.

21.2. Enter changes to Navy Cash ACH withdrawal or closed-loop-load limits.

21.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the page to indicate the account update was completed.

21.4. If an "Error" message is displayed, update any fields highlighted in red.

21.5. Only the Central Support Center (CSC) can close or suspend a merchant account.

21.6. TRANSACTION HISTORY

21.6.1. The dates and duration of the "Transaction History" displayed can be controlled by entering a "Start Date" and an "End Date." Transaction history is available for the current month and the past 24 months.

21.6.2. The transaction history records displayed are shore-side records and may not include transactions performed off line, either on the ship or on the shore. Transactions from the current day will not be displayed until a roundtrip is completed between the ship and the shore.
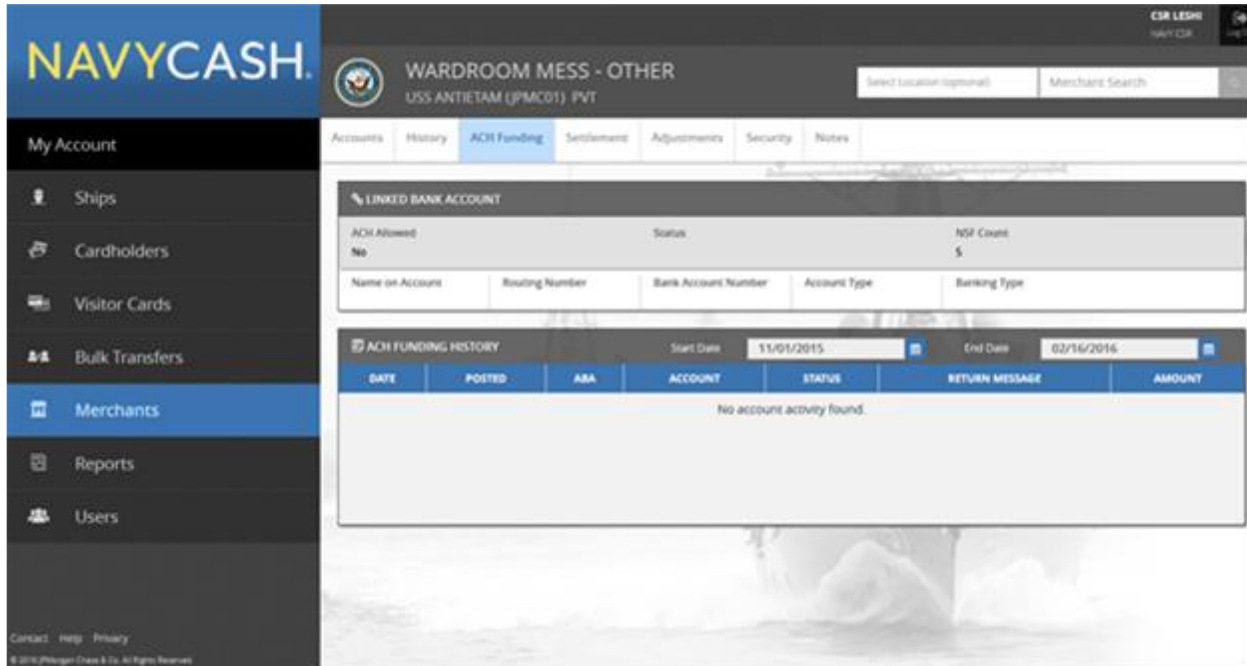
22. MERCHANT ACH FUNDING The "ACH Funding" tab displays "Linked Bank Account" and "ACH Funding History" information.

    22.2. The dates and duration of "ACH Funding History" displayed can be controlled by entering a "Start Date" and an "End Date." ACH funding history is available for the current month and the past 24 months.

23. MERCHANT SETTLEMENT

23.1. The "Settlement" tab displays a merchant's "Settlement Type" and "Settlement History" information.

23.2. To change the "Settlement Type", select the appropriate type in the drop-down list.

23.3. Click the "Save" button to save any changes. A "Saved Successfully" message is displayed on the screen to indicate the account update was completed.

23.4. If an "Error" message is displayed, update any fields highlighted in red.

24. MERCHANT OPEN LOOP HISTORY
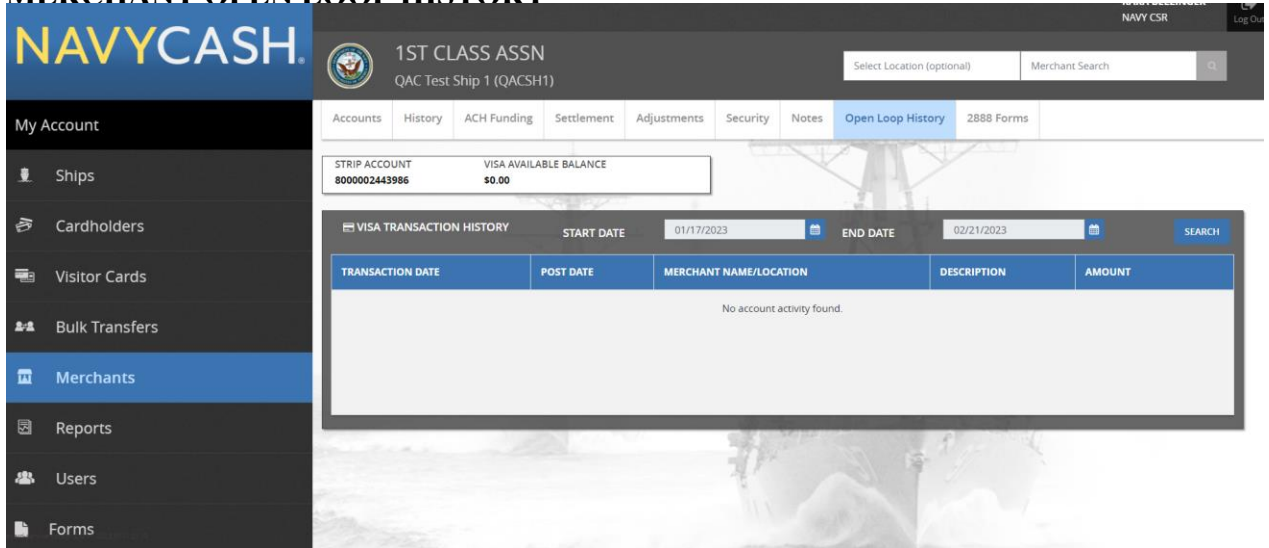
24.1. Displays Merchant's strip account number and the Visa open loop available balance which is provided by Visa DPS.

24.2. "Visa Transaction History" displays transactions made with the open loop account. Only 34 days' worth of transactions can be searched at a time.

25. MERCHANT 2888 FORMS
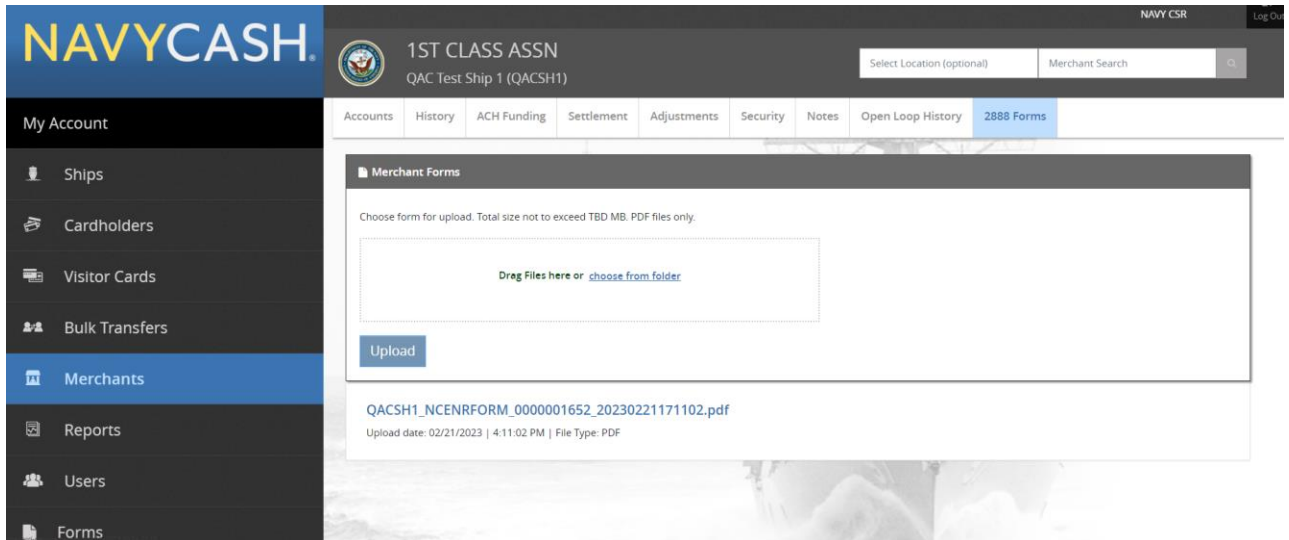
25.1. NCAO can upload a 2888 PDF by either dragging and dropping the file into the designated upload area or choosing the file from a folder location on their desktop. Clicking 'choose from folder' will open a Windows Explorer.

25.2. After choosing the file and clicking 'Upload' the PDF will be displayed below.

25.3. Double clicking on an uploaded 2888 PDF will open and display the form in a default web browser.

26. REPORTS
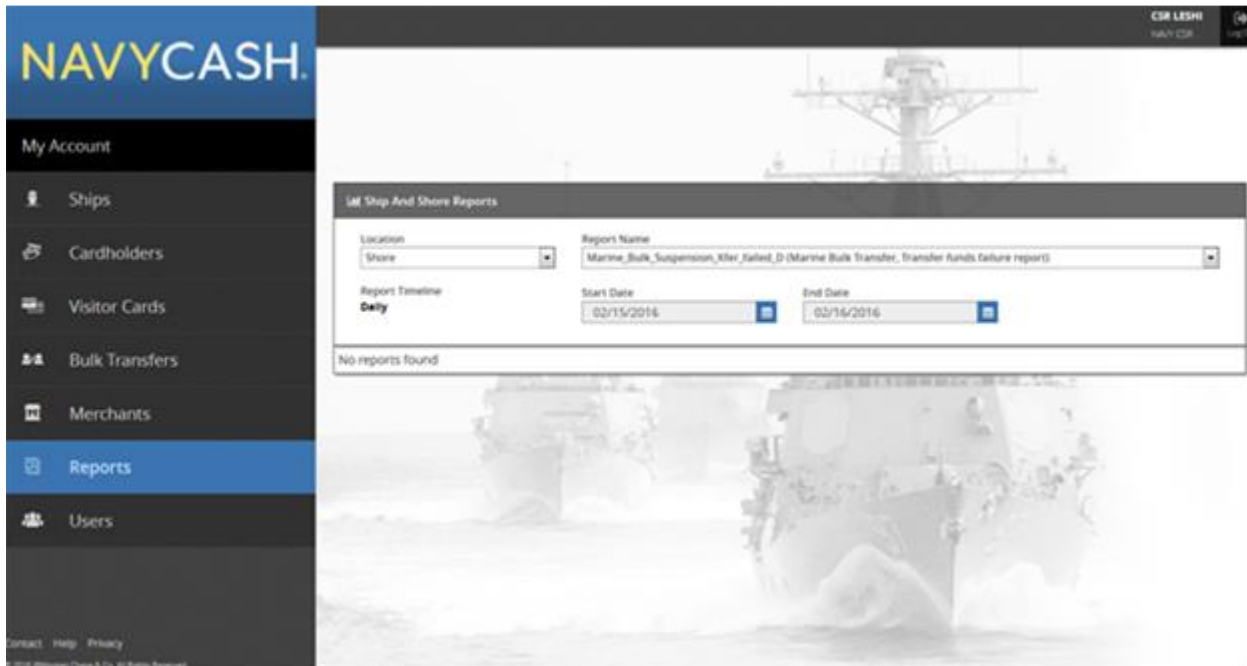
26.1. The "Reports" page is used to manage "Ship Reports".

26.2. <u>SHIP REPORTS</u>

    26.2.1. To locate a particular ship report, select the "Report Name" in the drop-down list.

    26.2.2. Select the appropriate ship or shore location from the "Location" drop-down list.

    26.2.3. Once an appropriate "Location" has been selected, a batch ID number can be selected from the "Batch" drop-down list. Alternatively, an appropriate "Start Date" and "End Date" can be entered.

    26.2.4. Once the appropriate search criteria have been entered, click the "Search" button.

    26.2.5. "Report Name", "Location", and "Start Date" are required fields. If a "Please enter all search criteria" message is displayed, ensure an appropriate value has been entered in each required field.

    26.2.6. Click on the report name to display the report information.

27. CHANGE NAVY CASH SERVICE CENTER ACCOUNT INFORMATION
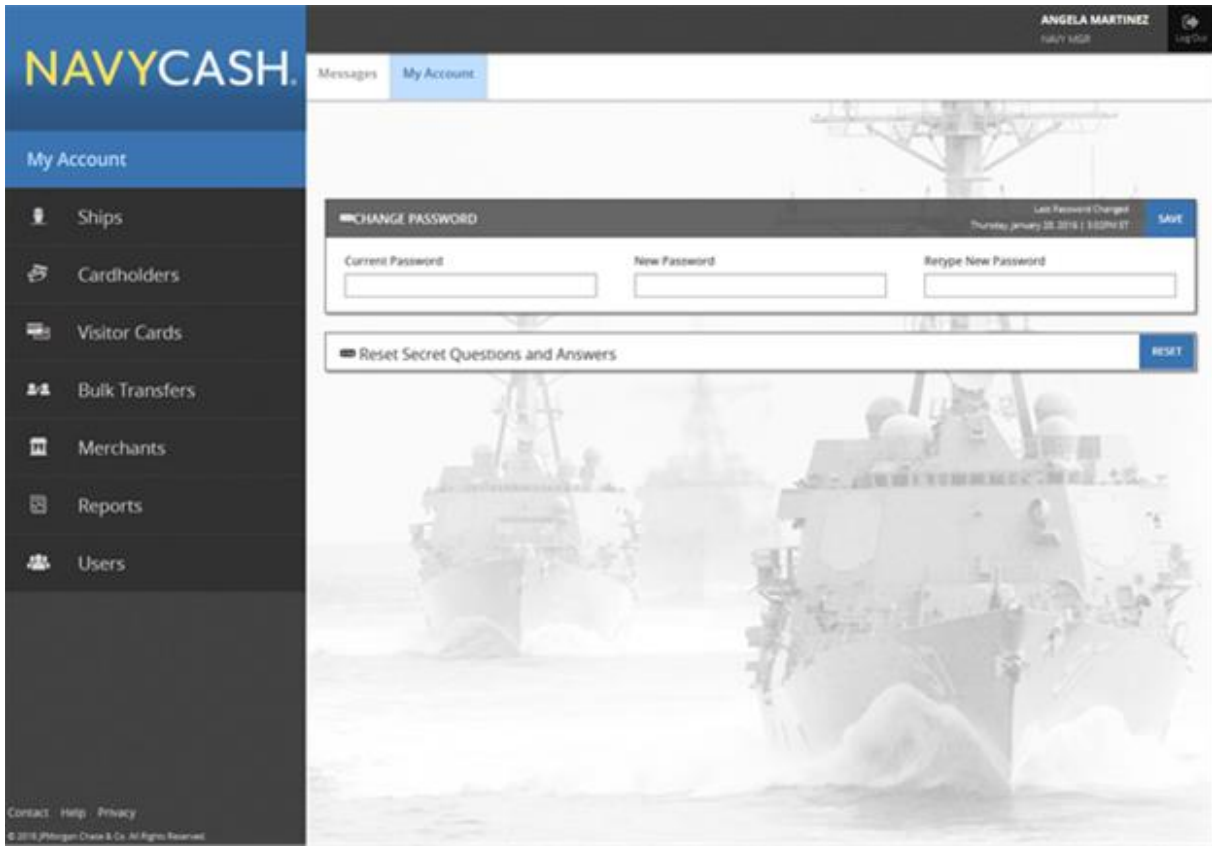
27.1. The "My Account" page is used to change account information.

28. CHANGE PASSWORD To change your password, enter your current password.

28.2. Then enter your new password. The new password must be at least eight characters in length, with at least one uppercase character, one lowercase character, one number and one special character.

28.3. Confirm your new password by retyping it in the box provided.

29. CHANGE SECURITY QUESTIONS To change one or both of your security questions, select a security question from the questions available in the drop-down lists. You may also type in your own question(s). Enter your answer in the block provided.

29.2. The available security questions are:

'What was the name of your first elementary school?'

'In what city were you living at age 14?'

'What is your mother's maiden name?'

'In what city were you born?'

'In what city were you at the turn of the millennium?'

'What is your favorite color?'

29.3. Remember your answers to the security questions you select. You will be asked these questions each time you log in to the Navy Cash Service Center website.

30. LOGOUT To prevent others from viewing Navy Cash account information, click on "Logout" in the upper right corner of the screen to end the current session, and exit your browser when done using the Navy Cash Center website.

1.3   For security purposes, you are required to logout after every session. Never leave a workstation unattended while logged in to the Navy Cash Center website.

SECTION 5G - NAVY CASH WITHOUT A DISBURSING OFFICER OR DEPUTY DISBURSING OFFICER

This section contains important information for operating Navy Cash aboard the DDG 1000 Class ships without a Disbursing Officer on board.

1.0 NAVY CASH WITHOUT A DISBURSING OFFICER OR DEPUTY DISBURSING OFFICER (DDG 1000 CLASS).

1.1 <u>NO CASH, CHECKS, OR OTHER NEGOTIABLE INSTRUMENTS.</u> Without a Deputy Disbursing Officer on board, no cash, checks, or other negotiable instruments can be processed on the ship. The Navy Cash Manager cannot accept cash, checks or other negotiable instruments to fund Navy Cash cards or clear negative balances. However, personal checks for Food Service Officer for meals or for the Sales Officer to buy items in the Ship's Store can be accepted. A DD Form 1131 and the check will be mailed to DFAS Cleveland for processing.

   1.1.1   <u>FUNDING NAVY CASH CARDS.</u>

   1.1.1.1 LINKED BANK OR CREDIT UNION ACCOUNT IS MANDATORY. Everyone will receive a Navy Cash instant issue card, and everyone must link a bank or credit union account, so they can fund the card using the Navy Cash Kiosks on the ship.

   1.1.1.1.1   INSTANT ISSUE CARDS. Instant issue cards provide individuals access to all Navy Cash capabilities. For new enrollees, as soon as the account information on the ship and shore have been updated with the new account and new card number, which occurs when a round-trip is completed between ship and shore (normally within 24 to 48 hours), the card can be used at Navy Cash Kiosks on the ship to transfer funds to the chip or strip account from bank or credit union accounts ashore. The card can also be used to access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

   1.1.1.2 CIVILIAN RIDERS. All civilian riders must complete an FS Form 2887 and additional FS Form 2889, Supplemental Enrollment for civilian contractors. On this class of ship, visitor card issuance is not permitted.

   1.1.1.3 ENROLL PRIOR TO REPORTING TO THE SHIP. Sailors and civilian riders, who have not been enrolled in Navy Cash before (i.e., new enrollees) must be enrolled upon arrival to the ship. This can be accomplished via the Navy Cash Self Enrollment on the main page of the Navy Cash website.

   1.1.2   <u>END-OF-MONTH PROCEDURES.</u> At the end of each month, the Navy Cash Manager is responsible for coordinating all Navy Cash collections (electronic sales receipts) that must be registered to a Line of Accounting (LOA), including Food Service and Sales (Ship's Store and vending machines).

1.1.2.1 <u>CLOSE-OUT ON TIME.</u> In accordance with the Navy Cash SOP, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. (Most ships indicate EOM for Navy Cash between the 20th and 25th of each month.) The Navy Cash Manager, Sales Officer, and Food Service Officer should coordinate to establish a closeout date each month. The EOM process generally begins in the Sales Office as much as five days before the actual closeout date for the month.

1.1.2.2 <u>INITIATE END OF MONTH.</u> When the Navy Cash Manager initiates EOM close-out, the close-out indicators for Sales and Food Service are sent to the Navy Cash backend ashore. As soon as the EOM close-out indicators are received and processed by the Navy Cash backend, the SF 215 deposit data and / or SF 5515 debit data for Sales (Ship's Store and vending) and Food Service (food and surcharges). It is these receipts from sales by Food Service and Ship's Store that need to be registered to specific lines of accounting (see Part 1, Section 4).

1.1.2.3 <u>EOM SUMMARY REPORT.</u> Successful processing of the EOM round trip ashore sends the EOM shore reports to the ship, including the Navy Cash EOM Summary Report. The EOM Summary Report details the Navy Cash totals for the receipts from sales for Food Service and Ship's Store and includes the deposit ticket (SF 215) numbers, dates, and amounts and the debit voucher (SF 5515) numbers, dates, and amounts.

1.1.2.4 <u>EOM REPORT NUMBERS MUST MATCH.</u> The Food Service Officer and Sales Officer must validate that the Food Service numbers reported in FSM and the NAVSUP 1359 and the Ship's Store numbers reported in ROM and the DD Form 1149 match EXACTLY the numbers reported in the EOM Summary Report. Food Service and Retail Operations matches Navy Cash. Navy Cash does not match Food Service and Retail Operations.

1.1.2.4.1 Any adjustments / corrections necessary must be made in the next month's business.

1.1.2.4.2 <u>NO SAFE BANK TRANSACTIONS REQUIRED.</u> For ships without a Deputy Disbursing Officer, there is no need to use the "Safe Bank Transactions" functionality.

1.1.3   <u>COLLECT ON NEGATIVE NAVY CASH BALANCES.</u> Any negative Navy Cash account balance represents a debt to the U.S. Treasury funds pool, and the Navy Cash Manager is responsible for collecting on that debt.

1.1.3.1 <u>REVIEW THE DAILY NEGATIVE BALANCE REPORT.</u> With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the Navy Cash Manager should review the Daily Negative Balance Report each day and initiate collection action on all negative balances for which no details are listed, which means no representments are pending.

1.1.3.2 <u>SPLIT PAY OPTION (SPO).</u> The primary method to clear negative balances on ships without a Deputy Disbursing Officer is to have a crewmember who goes negative prepare and sign a split pay request to cover the amount of the negative balance.

1.1.3.3 <u>PAY ADJUSTMENT.</u> The secondary method to clear negative balances is to have the Navy Cash Manager on the ship type up a DD Form 139, Pay Adjustment Authorization, using the correct company code (currently D411179 for PNC) and forward the form to the PSD (for a sample DD 139, contact appropriate FSG representative using contact information listed above).

1.1.3.4 <u>CIVILIAN RIDERS.</u> In the event a civilian rider's Navy Cash account goes negative, the Navy Cash Manager can use the information in the FS Form 2889 to contact the individual, or his / her company if necessary, to clear the negative balance (see above).

1.1.4 <u>DISTRIBUTION OF SHIP'S STORE PROFITS TO MWR.</u> See Section 3 for detailed instructions.

1.1.5 <u>COLLECTING PAYMENTS USING NEXCOM SHIPS STORE SPECIAL EVENT CREDIT CARD PROGRAM.</u> The Navy Exchange Service Command (NEXCOM) Ship's Store Program has <u>received</u> approval, under the umbrella of the Treasury's Card Acquiring Service (CAS) program, for ships to accept credit card payments from the public during special events, like a commissioning ceremony, Fleet Week, or port visit. Ships will contact the NEXCOM Ships Store Program for details.

1.1.5.1 Ships without a Deputy Disbursing Officer shall use the Fiscal Servicing PSD DSSN 8371.

1.1.5.2 The Sales Officer shall enter the amount of the sales receipts confirmed by the SF 215 deposit ticket into ROM as a non-EPOS store event in accordance with the ROM User's Guide.

1.1.5.3 The Sales Officer shall enter the amount of the sales receipts confirmed by the SF 215 deposit ticket into ROM as a non-EPOS store event in accordance with the ROM User's Guide.

At the end of the month, the Sales Officer shall include the SF 215 for the credit card sales receipts in the EOM package with the Cash Sales Memorandum Invoice (DD Form 1149) prepared by ROM. The DD Form 1149 for the month would reflect the SF Form 215 for the credit card sales receipts and the SF Form 215 for the Navy Cash sales receipts.

SECTION 5H - NAVY CASH BARGE MOVE USER GUIDE

This section contains instructions for Disbursing Officers moving the Navy Cash system to a Barge who are not approved for support from SAIC to assist with the move of the equipment.

1.0 Overview. Ships undergoing availabilities in shipyards often use barges as temporary offices and messing and berthing spaces. If desired by the ship, the Navy Cash equipment (such as the server, workstations, Navy Cash Kiosk and router, and Point of Sale (POS) devices) may be relocated from the ship to the barge. To accommodate Navy Cash ships when required, selected barges have been equipped with the basic infrastructure of Serial and LAN drops and equipment racks / foundations needed to support limited Navy Cash operations. For example, the table below lays out the typical configuration for YRBM(L) size barges.

Note: Barge LAN and internal Navy Cash Cable configurations will vary.

Barge Configuration – YRBM(L)

Serial/ LAN Drops	To Support
3	Vending Machines
2	Server
1	Disbursing Workstation
1	Sales Office
1	Download Box
2	Ship's Store
1	Post Office
1	K80 and Router
1	Post Office

2.0 <u>Coordinate with Barge Managers.</u> If it becomes necessary to move Navy Cash to the barge, this requirement must be communicated to the Barge Managers along with the ship's other requirements.

3.0 <u>Relocate Navy Cash Equipment.</u> To relocate Navy Cash equipment from the ship to the barge, the ship will be responsible for all labor, equipment moves, set up, and bringing the system up operationally. This includes both physical equipment and electrical/communications systems availability and operation. When the ship relocates the equipment using ship's force, the ship will be responsible for any damages to Navy Cash equipment sustained during the move.

    3.1 There are two scenarios for relocating the equipment:

        3.1.1   <u>Ship to Barge</u> allows ship's force to perform all of the work necessary to move the Navy Cash equipment from the ship to the barge without any assistance from SAIC, and then establish Navy Cash operations on the barge. Communications, configuration and operation of the Navy Cash system on the barge is the sole responsibility of the ship.

            NOTE: If the ship experiences challenges moving the Navy Cash operation from ship to barge, remote assistance will be provided via Navy Cash Technical Support (NCTS).

        3.1.2   <u>Barge to Ship</u> allows the SAIC to perform all of the work necessary to move Navy Cash equipment from the barge to the ship, including the configuration and restoration of the Navy Cash system. Work to restore operations related to the movement of equipment will likely necessitate a visit from SAIC. The barge to ship move is not always provided by SAIC, so please contact your Navy Cash Team at your supporting FLC.

    3.2 <u>Request a Case Number</u>. Each time there is a request for barge support that would involve work performed by SAIC, the ship should contact CSC (see Section 5A) so that a case number can be generated for tracking purposes.

4.0 <u>Ensure Navy Cash is Fully Operational</u>. The ship must ensure that the Navy Cash system is fully operational prior to the relocation. Any hardware, software, communications, or operational issues should be reported to the Customer Service Center (see Section 5A). It will be much easier to resolve any issues before an equipment move in either direction has started.

5.0 <u>Vending Machines</u>. To operate with Navy Cash, any vending machines on the barge must be compatible with Navy Cash. If soda vending machines are to be installed on the barge, the Coke and Pepsi distributors need to be aware of the requirement to install "MDB compliant" machines that will be operating with Navy Cash. To accommodate shipyard, IMF/SIMA, or other short-term guests during the availability, the ship can set up selected "cash only" vending machines and/or vending machines that take both coins and Navy Cash by turning on the coin acceptor. If the Navy Cash server must be relocated from the ship to the barge, the vending machines on the ship may be turned off or revert to accepting cash by replacing the CAD with a dollar bill validator and/or turning on the coin acceptor during the availability (see Section 5E, paragraph 7.7.3, CAD Failure). Any cash collections will be handled in accordance with existing procedures.

6.0 <u>Ship to Barge Checklist.</u> The checklist below has been developed to lay out the ship's responsibilities to relocate Navy Cash equipment to the barge.

BARGE LISTING

Barge	Homeport	Barge	Homeport
APL 2	San Diego	YRBM(L) 27	Norfolk/Mayport
APL 4	Kitsap-Bremerton	YRBM(L) 28	Norfolk/Mayport
APL 5	San Diego	YRBM(L) 29	San Diego
APL 15	San Diego	YRBM(L) 30	Kitsap-Bremerton
APL 18	San Diego	YRBM(L) 32	Pearl Harbor
APL 29	Norfolk/Mayport	YRBM(L) 33	Norfolk/Mayport
APL 32	Norfolk/Mayport	YRBM(L) 34	Norfolk/Mayport
APL 39	Sasebo	YRBM(L) 35	Norfolk/Mayport
* APL 40	Yokosuka	YRBM(L) 36	Norfolk/Mayport
APL 42	Norfolk/Mayport	YRBM(L) 37	Pearl Harbor
APL 45	Norfolk/Mayport	YRBM(L) 38	San Diego
APL 50	Norfolk/Mayport	YRBM(L) 39	San Diego
APL 58	Norfolk/Mayport	YRBM(L) 40	Norfolk/Mayport
APL 61	Norfolk/Mayport	YRBM(L) 41	Norfolk/Mayport
APL 62	Kitsap-Bremerton	YRBM(L) 42	Norfolk/Mayport
APL 65	San Diego	YRBM(L) 43	Norfolk/Mayport
APL 66	Norfolk/Mayport	YRBM(L) 44	San Diego
		YRBM(L) 45	Norfolk/Mayport
* YRB 30	Yokosuka	YRBM(L) 46	Norfolk/Mayport
YRB 34	Kitsap-Bremerton	YRBM(L) 49	Pearl Harbor
		YRBM(L) 51	San Diego
YRBM(L) 20	San Diego	YRBM(L) 52	Pearl Harbor
YRBM(L) 23	Norfolk/Mayport	YRBM(L) 53	Pearl Harbor
YRBM(L) 24	Norfolk/Mayport	YRBM(L) 55	San Diego
YRBM(L) 26	San Diego		

Two sets of Navy Cash infrastructure on each barge

CHECKLIST FOR MOVING NAVY CASH

SHIP:

BARGE:

NAVY CASH MOVE ABOARD DATE:

Item	Responsible Shipboard POC	Task	Completed
		Network Connectivity	
1		Ensure the Local Area Network (LAN) on the barge is up and connectivity is established between all servers and workstations on the barge.	
2		Ensure that the barge can communicate to shore and that web browsing is fully functional.	
3		If the barge has a router and the ship's router isn't moving to the barge, ensure that the password to the router is available, so that the router can be checked / configured with the outbound ACL for Navy Cash if necessary. If the activity that controls / maintains the router will not divulge the password, you will then need a contact to call who can be available quickly.	
		Physical Access	
4		Ensure access to all necessary spaces on the ship for Navy Cash components that are intended to be moved to the barge.	
5		Ensure access to all necessary spaces on the barge.	
6		Ensure that Navy Cash vending machines are in place on the barge and the vending machine operator is available to allow access into the machines.	
7		Ensure that network drops for Navy Cash equipment have not been used for other equipment.	
		Power	
8		Ensure power is currently supplied to the barge.	
9		Ensure that power outlets for Navy Cash equipment have not been used for other equipment.	

7.0 <u>Move Back to Ship</u>. At some point near the end of the availability, the Navy Cash equipment previously moved to the barge will need to be moved back to the ship. Again, the ship should work directly with SAIC/ to arrange these services. With some straightforward substitutions, the Barge Checklist can be used to support the move from the barge to the ship as well.

SHIP TO BARGE OVERVIEW

1. **Navy Cash Ship to Barge Move Process**
   a. Read Navy Cash SOP, Section 5H.
2. **Prior to Ship's network is secured:**
   a. Download all transactions from POS devices and vending CADS
   b. Conduct a round trip to transfer transactions, then a Navy Cash EOM if needed.
   c. Perform proper shutdown of servers (see Quick Info sheet)
   d. Shut down the ATMs
   e. Secure power to the Navy Cash switches (typically located behind ATMs in the ATM rack).
   f. Unplug all POS bases. POS devices, bases and other equipment not being used on the barge should be removed and safely stored for the duration of the Availability. For equipment that cannot be removed, steps should be taken to secure and protect in place.
3. **Determine equipment to move and install on barge**
   a. Determine the extent of activity for Navy Cash onboard the barge. Ships will usually move and install the following equipment:
      i. Two Dell Servers and the Overland Snap Server
      ii. Associated UPS units
      iii. KVM, keyboard, mouse, and monitor
      iv. laptop or workstation (with keyboard, mouse, and monitor)
      v. ATM and Cisco switches (which mounts behind ATM and the APC700 UPS that provides power to this equipment) sufficient for barge operations
      vi. Sufficient POS devices and bases to support barge operations
      vii. CADs if vending will be operational on the barge
4. **Move and install Navy Cash system**
   a. Install and hook up servers in accordance with provided drawings (your server model will determine which drawing to utilize).
   b. Install switches and ATMS and connect ATMs to switches.
   c. Install POS devices POS bases, and CADs.
5. **Energize and verify equipment is operational**
   a. Perform proper startup of servers (see Quick Info sheet) and then energize all other Navy Cash equipment.
   b. Verify all devices are logged on and connected.
   c. Perform an end of day.

R310 SERVER RACK & DX1/XSR40 STORAGE UNIT FOR NAVY CASH VERSIONS 1.4.7.1/1.4.7.3

MONITOR TO KVM CABLE

MONITOR TO UPS POWER CABLE

USB/KVM CABLE

KVM TO UPS POWER CABLE

MOUSE TO KVM CABLE

USB/KVM CABLE

KVM SWITCH

KEYBD TO KVM CABLE

KEYBD/MOUSE SHELF

SERVER NODE 1 TO STORAGE UNIT CABLE

SERVER TO UPS POWER CABLE

R310 SERVER NODE 1

SERVER TO UPS POWER CABLE

R310 SERVER NODE 2

SERVER TO UPS POWER CABLE

NODE 2

SERVER NODE 2 TO STORAGE UNIT CABLE

DX1/XSR40 STORAGE UNIT

2X DROP BOXES

STORAGE UNIT TO UPS POWER CABLE

SUA1500R2X93, UPS

SERVER NODE 1 TO UPS, USB CABLE

SERVER TO UPS POWER CABLE

SERVER NODE 2 TO UPS, USB CABLE

SUA1500R2X93, UPS

NAVY CASH R310 SERVER RACK 1.4.7.1/1.4.7.3

**R320 SERVER & DX1/XSR40 STORAGE UNIT
FOR NAVY CASH VERSIONS 1.4.7.1/1.4.7.3**

MONITOR TO
KVM CABLE

MONITOR TO UPS
POWER CABLE

USB/KVM CABLE

KVM TO UPS
POWER CABLE

MOUSE TO KVM CABLE

USB/KVM CABLE

KVM SWITCH

KEYBD TO KVM
CABLE

KEYBD/MOUSE SHELF

SERVER NODE 1
TO STORAGE
UNIT CABLE

NODE 1

SERVER NODE 2
TO STORAGE
UNIT CABLE

NODE 2

SERVER TO UPS
POWER CABLE

R320 SERVER NODE 1

SERVER TO UPS
POWER CABLE

R320 SERVER NODE 2

SERVER TO UPS
POWER CABLE

DX1/XSR40 STORAGE UNIT

STORAGE UNIT TO
UPS POWER CABLE

SUA1500R2X93, UPS

2X DROP
BOXES

SERVER NODE 1 TO
UPS, USB CABLE

SERVER TO UPS
POWER CABLE

SERVER NODE 2 TO
UPS, USB CABLE

SUA1500R2X93, UPS

NAVY CASH R320 SERVER RACK 1.4.7.1/1.4.7.3

R430 SERVER & XSR40 STORAGE UNIT FOR NAVY CASH VERSION 1.4.7.4

5050 MICRO PC DROP BOX

CAT5 CABLE

MONITOR TO KVM CABLE

TYPICAL CONNECTION FOR 5050/5060 MICRO PC OPTION

MONITOR TO UPS POWER CABLE

HDMI/DISPLAY PORT TO VGA ADAPTER CABLE

USB/VGA KVM CABLE

USB/VGA KVM CABLE

KVM TO UPS POWER CABLE

MOUSE TO KVM CABLE

KVM SWITCH

KEYBD TO KVM CABLE

USB/VGA KVM CABLE

KEYBD/MOUSE SHELF

NODE 1

CAT5 CABLE

SERVER TO UPS POWER CABLE

NODE 1

SERVER NODE 1 TO STORAGE UNIT CABLE

R430 SERVER NODE 1

NODE 2

CAT5 CABLE

SERVER TO UPS POWER CABLE

NODE 2

SERVER NODE 2 TO STORAGE UNIT CABLE

R430 SERVER NODE 2

SERVER TO UPS POWER CABLE

2X DROP BOXES

MICRO PC POWER CABLE

XSR40 STORAGE UNIT

1 & 2

STORAGE UNIT TO UPS POWER CABLE

SUA1500R2X93, UPS

SERVER NODE 1 TO UPS, USB CABLE

SERVER TO UPS POWER CABLE

SERVER NODE 2 TO UPS, USB CABLE

SUA1500R2X93, UPS

NAVY CASH R430 SERVER RACK 1.4.7.4

SECTION 5I - NAVY CASH COMMUNICATIONS TROUBLESHOOTING GUIDE

This section contains instructions to help Disbursing Officers troubleshoot Navy Cash systems when experiencing round trip failures/errors.

Escalation Guide for
Communications Problems Affecting Navy Cash

2–3 Days

48-Hour Gap Reports. Generally, the *Navy Cash Daily File Transaction Exception Report* is the first indication for the Navy Cash team ashore of a possible communications problem on a ship. The report is a system-generated e-mail message that lists all the ships that have not successfully completed an End Of Day (EOD) round trip in the last 72 hours. The report goes out twice daily, at 5 a.m. ET and 5 p.m. ET, and is distributed to NAVSUP, the Fleet Support Groups (FSGs) at FLC San Diego and FLC Norfolk, Navy Cash Technical Support (NCTS), Settlement, Central Support Center (CSC), NIWC, SAIC, and BFS.

At the same times each day, 5 a.m. and 5 p.m., a similar system-generated email message report, the *Navy Cash 72-Hr EOD Gap Notification for USS SHIP (XUICXX)*, is sent directly to the Navy Cash Accountable Official (NCAO) on each ship on the list asking her/him to perform an EOD.

FLC Norfolk, FLC Yokosuka, and FLC San Diego generally contact the ships as soon as they appear on the 72-hour gap reports and ask the NCAOs to perform an EOD round trip or advise of any problems they may be having.

It is common for ships not to perform EODs on weekends or for a few days in a row. A ship's operational requirements may require imposing a level of "River City" communications restrictions that prohibit EOD round trips for a period of time. Ships are removed from the reports as soon as they perform an EOD round trip. As a matter of routine, most ships perform a round trip within a day or two after they initially appear on the reports.

3–5 Days

NCTS Review for Ship Logs. NCTS reviews system files to determine if they are receiving logs ashore from ships listed on the 72-hour gap reports. If they are receiving logs, ship communications are less likely to be the issue. If a ship has still not completed a round trip, NCTS escalates the issue by sending an e-mail to NAVSUP, who sends an email to the NCAO requesting that he/she perform an EOD or advise of any communications issues.

Navy Cash Communications Troubleshooting Guide. If they are not receiving logs, ship communications are more likely to be an issue. NCTS sends an email to the NCAO asking if there are any known communications issues. The Navy Cash Communications Troubleshooting Guide (see Enclosure (1)) is attached to the email to provide the NCAO the steps necessary to engage a ship's ITs and troubleshoot Navy Cash related communications issues, working with the CSC and NCTS as necessary. NAVSUP is cc'd on the email.

5–7 Days

POD Note to Notify Crew. If NCTS does not receive a response from a ship in one or two days, they escalate the issue by sending an email to NAVSUP and cc'ing FLC Norfolk, FLC Yokosuka, and FLC San Diego. NAVSUP sends an email to the NCAO requesting that she/he contact the CSC for help in troubleshooting any communications issues. BFS shall be cc'ed on the email. In the email, the NCAO is directed to post a note in the Plan of the Day (POD) to notify the crew that they need to keep track of their transfer requests and make sure they have sufficient funds in their home accounts. A sample POD note (see below) is included in the email.

Sample POD Note

Heads Up, Shipmates! The ship is experiencing communications problems. Navy Cash has not been able to complete a round trip since 5 January 2010. This means that your funds transfer requests at the Cashless ATM (kiosk) since that date have not been sent to your bank or credit union to debit your account. If you check your account balance online, it will reflect your old balance not your new balance. Remember, transferring money at the kiosk is just like writing a check. Keep track of your transfers! Do not try to spend the same money twice! Requesting a funds transfer when the funds are not available may be considered fraud. When full communications are restored, Navy Cash will process the backlog of round trips, and all your transfer requests will reach your bank or credit union at about the same time. If your requests cannot be completed because of Non-Sufficient Funds (NSF), your bank or credit union may charge a bounced-check fee. Remember too, Navy Cash automatically presents transfer requests returned for NSF up to two more times on successive paydays. With multiple transfer requests returned for NSF, these bounced-check fees could add up very quickly. Finally, negative Navy Cash account balances that result represent a debt to the U.S. Treasury, and that debt will be collected.

Troubleshoot, Identify, Resolve. NCTS works with the ship and NIWC Charleston to troubleshoot, identify, and resolve any communications issues.

7–14 Days

Troubleshoot, Identify, Resolve. NCTS continues to work with the ship and NIWC Charleston to troubleshoot, identify, and resolve any communications issues. For most ship types, the communications capabilities available to them are robust enough that, once the problem is identified and resolved, they are able to process any backlog of round trips in short order, and Navy Cash EOD round-trip operations return to normal.

14–30 Days

Underway Communications Challenges. Limited bandwidth and weak satellite signal present unique challenges. These limitations affect all communications on and off the ship, not just Navy Cash, e.g., SIPRNet, NIPRNet, NIAPS, SALTS, email, chat rooms, web access, etc.

Communications Setup Options. The NCAO needs to work with the ship's ITs, particularly when the ship enters the Indian Ocean operating areas, to verify they have implemented any Navy-directed options available to mitigate these underway communications challenges and minimize backlogs. For example:

     a. Manually set Inmarsat signal to operate at peak signal strength (over 400). Otherwise, when a weaker signal drops in and out, each packet that fails must be resent. Requiring a strong signal helps to prevent the bottleneck of resending packets over already limited bandwidth.

     b. Establish set times for each Division/system to do its uploads and downloads, e.g., Navy Cash, SALTS, NIAPS.

     c. Consider imposing "River City" communications restrictions while downloads are in process to make sure mission essential information can be sent and received.

     d. Set size limits for all outgoing and incoming emails, e.g. 1 MB per email.

     e. Work with CIC to keep chat rooms to minimum. Try to limit chat rooms to two or three vice six or seven. Each chat window uses up to 10 kB.

One Successful Communications Setup

        a. Reduce incoming email size at the NOC to 2 MB, or 1 MB if possible (just reducing email size on the ship does not solve the problem).

        b. Reduce outgoing email size at the exchange server on the ship.

        c. Reduce the quantity of emails passed from the NOC to the ship at one time, e.g., pull 50 e-mails at a time rather than 500.

        d. Set River City each night between 0130-0200, and then indicate the ship's EOD.

        e. Disconnect the exchange server from the NOC altogether during River City above.

Indicate End Of Day (IEOD). One other recommendation based on lessons learned during extended communications outages is that NCAOs should not continue to initiate IEOD each and every day. If round trips are being completed, but at a significantly reduced rate, wait until one round trip completes before initiating the next IEOD. Otherwise, initiate IEOD about every three days. This reduces the number of round trips in the backlog and reduces the amount of time required to clear the backlog once full communications are restored.

Mitigation Procedures

If troubleshooting efforts by the ship, NCTS, and NIWC are unable to resolve the problem, the ship must implement procedures to mitigate the limitations of Navy Cash. NAVSUP will send an email message to the ship reminding them about the mitigation procedures.

Keep the Crew Informed. NCAOs must keep the crew informed of the status of Navy Cash round trips and the date the last successful round trip was completed. The NCAO is directed to run a POD Note at least once each week to remind the crew they need to keep track of their transfer requests and make sure they have sufficient funds in their home accounts (see sample POD note above). The crew also needs to be kept informed of the other limitations of Navy Cash that are affected by any communications outage. A sample notice for the Disbursing bulletin board describing these limitations is included at Enclosure (2) of this document. The material in the sample notice could also be used to run additional POD notes about the overall effects of the communications outage on Navy Cash operations.

Fraud Detection Pop-Up. NCAO must review the Fraud Detection Report on a regular basis. If the Disbursing Application detects possible fraudulent ACH activity on the ship, a pop-up window appears automatically. If NCAO clicks the "Yes" button, the Fraud Detection Report is displayed listing cardholders who have made more than $400 in transfers from a bank or credit union account since the last successful round trip and cardholders who have made more than $1,000 in transfers from a bank or credit union account over a seven-day period. The Fraud Detection Report can also be generated, viewed, and printed on the ship at any time by clicking on the report name in the "Operations Reports" block on the "View Reports" screen in the Disbursing Application, filling in an end date, and clicking on the "Generate" button. The report will list any possible fraudulent transaction events leading up to that end date.

Reduce Transfer Limits at the Kiosk. The NCAO should recommend to the Commanding Officer that they reduce the default $400 daily maximum limit on funds transfer requests from an individual's bank or credit union account to her/his Navy Cash accounts (open loop and closed loop). For example, a "temporary" daily transfer limit of $20 or $40 could be set for all hands using the "Account Information Update" function in the Disbursing Application for each individual account on the ship. Alternatively, a graduated daily transfer limit could be set determined by rate/rank, e.g., E1–E2 $10, E3–E4 $25, E5–E6 $50, E7 and above $100. For the Government, this will limit exposure to the debt represented by any transfer requests returned for NSF. For the crew, this will serve as a reminder to be sure they have sufficient funds in their bank or credit union accounts. The downside is

that multiple transactions would be needed to move the same amount of money and could result in multiple transfer requests returned for NSF and multiple NSF ("bounced check") fees assessed by their bank or credit union. For this reason, to avoid multiple NSF fees, crewmembers should also be advised to avoid making many small transactions at the kiosk.

New Personnel Reporting on Board During Deployment. All personnel who will be reporting to the ship while the ship is on an extended deployment should be notified to have the ATM or debit card issued by their bank or credit union available to use on liberty during port visits to obtain the local currency they need at ATMs ashore and to make purchases at stores and restaurants ashore.

1. **New Enrollments**. Normally, instant issue cards are issued to personnel newly enrolling in Navy Cash. As soon as the instant issue card has been assigned to the account (activated) in the Disbursing Application on the ship, the new cardholder can load funds on the closed loop at the Disbursing Office in exchange for cash and use the card on the ship immediately. However, the new enrollment itself will not be reflected on the ship until the new account is established ashore and the new account information (member profile) is posted on the ship, which occurs only when the next round-trip processing is completed between ship and shore. Until a round trip is completed, a new enrollee cannot transfer funds at the kiosk on the ship to the closed loop or Navy Cash (open loop) account from a bank or credit union account ashore and cannot access funds in the open loop account at ATMs ashore or to pay for purchases at retail locations ashore.

2. *Already Enrolled*. If already enrolled in Navy Cash, a newly reporting individual can load funds on the closed loop on her or his Navy Cash card at the Disbursing Office in exchange for cash and use the card on the ship immediately. However, a cardholder must complete a "Ship Check In" at the kiosk, and the ship must complete its next round trip, so the Navy Cash backend knows the cardholder is now assigned to the ship and the cardholder's account information (member profile) can be posted on the ship. Until a round trip is completed, a newly reporting cardholder cannot transfer funds at the kiosk on the ship to the closed loop or Navy Cash (open loop) account from a bank or credit union account ashore. Because the cardholder's Navy Cash account has already been established, any funds that were already in the open loop account may be accessed at ATMs ashore or to pay for purchases at retail locations ashore, but only after the NCAO sends an email or calls the CSU asking that the cardholder's Navy Cash account be restored (unsuspended). In the e-mail or call, the NCAO should also ask the CSC to update the cardholder's location to the ship using the Assign Location screen on the Navy Cash web site (see "Emphasize the Split Pay Option" below).

Emphasize the Split Pay Option (SPO). Individuals who elect split pay have a portion of pay sent directly from DFAS Cleveland to their Navy Cash (open loop) account each payday. When a ship is having communications problems, the "Provisional Split Pay" function in Navy Cash provides cardholders on SPO a regular source of funds other than their bank or credit union account ashore. By taking advantage of split pay, cardholders would have less need to transfer funds from their bank or credit union account during extended communications problems. When communications are ultimately restored, they would not have as large a backlog of transfer requests that would all be processed at one time and would be far less likely to have any transfer requests returned for NSF.

a. **New Enrollees and Newly Reporting Personnel Already Enrolled.** Currently, when DFAS Cleveland forwards a split pay payroll, FRB must credit payroll payments to individual accounts by ship. Individual payroll payments fail when someone does not

have an open Navy Cash account or when the Navy Cash backend ashore does not know that someone is assigned to a particular ship.

      i.   *New Enrollments*. A new Navy Cash account cannot be established ashore or reflected on the ship (member profile) until the next round-trip processing is completed between ship and shore. To avoid failed split pay payroll payments, NCAOs must ensure a person's enrollment in Navy Cash is completed and their Navy Cash account is actually opened before signing them up for SPO. If FRB is forced to reject a split pay payroll payment, the funds will be returned to DFAS Cleveland to be credited back to the individual's Master Military Pay Account (MMPA). This significantly delays receipt of SPO payroll amounts for the individual.

      ii.   *Already Enrolled*. If a cardholder is enrolled in Navy Cash before they report to the ship, her/his Navy Cash account has already been established, and the NCAO only needs to send an e-mail or call the CSC asking that the cardholder's location be updated to the ship using the Assign Location screen on the Navy Cash web site (see "New Personnel Reporting on Board During Deployment" above) and the cardholder's Navy Cash account be restored (unsuspended). The cardholder who is already enrolled will be able to access the split pay payroll amount sent to their Navy Cash (open loop) account each payday at ATMs ashore or to pay for purchases at retail locations ashore. However, until the next round trip between ship and shore is completed and the cardholder's account information (member profile) is posted on the ship, the newly reporting cardholder cannot transfer the split pay payroll funds from the open loop to the closed loop at the kiosk on the ship (or from a bank or credit union account ashore to the closed loop or open loop).

b. **Provisional Split Pay.** With Provisional Split Pay, during an extended communications outage, cardholders who are enrolled in SPO can be given a "provisional credit" in the amount of their last SPO payroll amounts (or updated amount if a change to split pay has been entered since the last payday), which the Navy Cash system keeps as a part of their profile information on the ship. One recommendation based on lessons learned by other small ships was that a ship should consider not running Provision Split Pay when they have been out of communications for an extended period and are pulling into a port for a port visit on or just before payday. Rather than run Provisional Split Pay, advise cardholders on split pay to pull the money they need on liberty ashore from the split pay payroll amount sent to their open loop account at ATMs ashore or to pay for purchases at retail locations ashore. This avoids confusion over Navy Cash (open loop) account balances later if the ship has not caught up on the backlog of round trips. Members not on split pay will have to use the ATM or debit cards issued by their bank or credit union to obtain the local currency they need at ATMs ashore and to make purchases at stores and restaurants ashore.

30+ Days

    Notify Senior Management/Commands. On or about the 30th day, if troubleshooting efforts by the ship, NCTS, and NIWC are unable to resolve the problem, the NAVSUP Program Manager (PM), Treasury BFS PM, and FRB PM will coordinate to escalate the issue by notifying senior management at NAVSUP, Treasury BFS, FRB, the appropriate Type Commanders, NETWARCOM, and USFLTFORCOM.

Consider Canceling Automatic Representment Process. When Navy Cash processes the backlog of round trips, all the crew's transfer requests will reach the banks and credit unions at about the same time. If any of the requests cannot be completed because of NSF, the banks and credit unions are likely to charge bounced-check fees. Normally, Navy Cash automatically represents transfer requests returned for NSF up to two more times on successive paydays. With multiple transfer requests returned for NSF, these bounced-check fees could add up very quickly.

On or about the 30th day, The NAVSUP PM, Treasury BFS PM, and FRB PM will also coordinate canceling the automatic representment process temporarily for transfer requests processed during an extended communications outage if and when it is considered necessary. This action will prevent any members of the crew whose transfer requests were returned for NSF from incurring additional NSF (bounced check) fees.

As a part of this action, NAVSUP will send an e-mail message once a week to remind the NCAO that he/she must collect on any negative Navy Cash account balances that result, because these transactions will not be covered by automatic representment. Negative Navy Cash account balances represent a debt to the U.S. Treasury, and that debt will be collected.

LEGACY NAVY CASH TECHNICAL SUPPORT TROUBLESHOOTING GUIDE (VERSIONS 1471/3/4)

Legacy Cluster Servers Restart Instructions

1. One of the most effective methods to get Windows systems back online is a power cycle. This is very efficient in getting things back to a correct state and we ask that you do this before requesting a remote session. We find reboots can be up to 80% successful in resolving issues.
2. Note – If you're waiting on an EOM batch to complete, rebooting will not speed up or correct this process. Please be aware it can take Shore a few hours to fully process an EOM batch.

<u>Instructions for 1471/3 Navy Cash Versions</u>

The following process involves shutting down just the two Navy Cash Servers while leaving the Storage Array online (Snap Server), if you need to power down the Snap server (power outage), you can use steps from 1474 below.

1. Login to Node 1
    a. If you are unable to login to Node 1 using any of the 3 server accounts that you have a password for, perform a hard shutdown by pressing the power button in for that server until it turns off.
    b. Once logged into Node 1 perform the following:
        i. Click the Start Button
        ii. Select Shutdown
        iii. If prompted for a reason, enter reason (i.e., power loss upcoming/proactive power cycle).
2. Login to Node 2
    a. If you are unable to login to Node 2 using any of the 3 server accounts that you have a password for, perform a hard shutdown by pressing the power button in for that server until it turns off.
3. Once logged into Node 2 perform the following:
    a. Press the Start Button
    b. Select Shutdown
    c. If prompted for a reason, enter reason (i.e., power loss upcoming/proactive power cycle).
4. Once both Nodes have shutdown, turn on ONLY Node 1.
    a. Note – If Snap Server is down, start it up and wait a few minutes before bringing Node 1 up.
    b. Once Node 1 is back up, attempt to login to it as normal and then turn on Node 2.

c. Once Node 2 is back up, attempt to login to it as normal.

5. If you are unable to login to one or both nodes, contact CSC to have a case opened.

6. If you can login to at least 1 node, check the Failover Cluster Manager to see if all the services are showing as online. If services are still showing as Offline and/or failed, proceed to Failover Cluster Issues for All Navy Cash Versions below.

Instructions for 1474 Navy Cash Versions

1474 Shutdown instructions:

1. From Physical Server 2 (MS2-Node 2)

    a. Close all open windows and shut down server from start menu.

2. From Physical Server 1 (MS1-Node 1)

    a. Open Internet Explorer

    b. In address bar type 10.10.10.10 and press enter

    c. Login to SNAP Server

    d. Maintenance

    e. Shutdown/Restart

    f. Shutdown

    g. Shutdown

    h. Close all open windows and shut down server from start menu.

3. Note if MS 1 is unavailable, do steps 2 a-g on MS2 using 10.10.11.10 in IE.

1474 Power up Instructions:

1. Power up Snap Server by tapping power button on front for no more than 1 second.

    a. Wait a few minutes for the Snap Server to fully come up before proceeding.

2. Power on Physical Server 1 by tapping power button on front.

    a. Note – Powering on both servers at the same time will cause issues with Navy Cash as both servers try to take control of the Navy Cash Cluster, only power on Server 1.

3. Power on Physical Server 2 by tapping button on front.

    a. Login

4. Once everything is powered up completely, open Failover Cluster Manager:

    a. Check if Cluster came up, otherwise proceed.

    b. Right click on ncsvr-cl.ncsvr-d.navycash.navy.mil

    c. More Actions

    d. Start Cluster

LEGACY NAVY CASH HEALTH CHECK

1. On the desktop of your servers will be an icon with a name of 0NCTS_Checks, you can right click on this and run as PowerShell (if prompted to elevate say yes). This tool will give you some quick troubleshooting automatically.
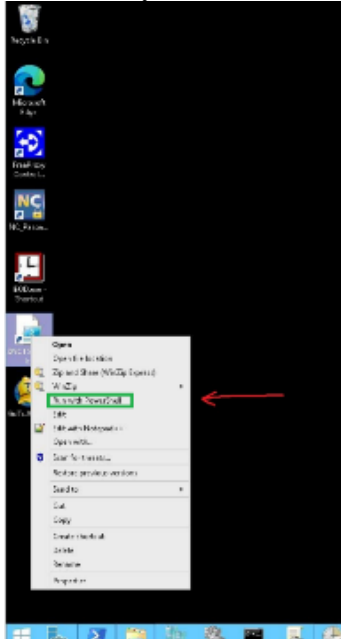
2. After it starts up you will have 7 menu options, note all 6 checks can be ran by typing CSC and hitting enter.

3. This will check 6 items and show if they are good or offer suggestions to fix them.
    a. Gateway – essential for Navy Cash to get files to shore.
    b. Snap Server – where Navy Cash Database resides.
    c. Internal Ping Test – If this node can see the other node.
    d. COAF test – if logs have gotten too big and caused issues.
    e. System last reboot – if it's been too long since last reboot, rebooting can clear many issues.
    f. Primary Domain Controller Tests – Can check if a DC is operating properly and might suggest reboot.

4. Follow the suggestions for any failed items, if this doesn't fix your issue proceed to following checks. Note you can re-run a specific check by its number and not run all during follow up troubleshooting.

Port 22 Check for Legacy Navy Cash Legacy Versions

1. On the Navy Cash Server perform the following steps to verify that port 22 is open.
2. Open a command prompt.
3. At the 'C:\>' prompt, enter the following line:
   nslookup gppfts.navycash.fiscal.treasury.gov
4. You should get a response that indicates 199.169.193.37
5. At the 'C:\>' prompt, enter the following line:
   telnet gppfts.navycash.fiscal.treasury.gov 22
6. If you get a response back that looks like the following, then port 22 is open for the Navy cash Server:

7. If you get don't get a response back that looks like one above, then port 22 is not open for the Navy cash Server.
8. Repeat the process on the other Navy Cash Server.
9. If you don't see the results shown in Step 5 on either node, then you will want to get with the ship ITs to validate the ACL is good on the ship for port 22.
10. If the ACL is good, then the ship ITs will need to open a BCR/FSR with the NOC that the ship is connecting to that includes the following information:
    a. Source IP address – External IP addresses for both Node 1 and Node 2
    b. Destination IP address – 199.169.193.37
    c. Port – 22
    d. Protocol – SSH
    e. Traffic Direction – Two-way (bi-directional)

**ACL Check for
Legacy Navy Cash
Versions**

If round trips have not been going through and you are unable to browse the Internet from the Navy Cash server, then the issue may be with the ship/barge ACL entries for the Navy Cash system.

Please have your ITs verify the following entries are in present:

access-list	110	permit	tcp	host	<navy-cash	node	#1	IP>	any	eq	22
access-list	110	permit	tcp	host	<navy-cash	node	#2	IP>	any	eq	22
access-list	110	permit	tcp	host	<navy-cash	node	#1	IP>	any	eq	80
access-list	110	permit	tcp	host	<navy-cash	node	#2	IP>	any	eq	80
access-list	110	permit	tcp	host	<navy-cash	node	#1	IP>	any	gt	1023
access-list	110	permit	tcp	host	<navy-cash	node	#2	IP>	any	gt	1023
access-list	110	permit	tcp	host	<navy-cash	node	#1	IP>	any	https	443
access-list	110	permit	tcp	host	<navy-cash	node	#2	IP>	any	https	443

NOTE: When you apply these statements, be sure that they do not get placed below any deny statements. Also be sure that you use the correct greater than (gt) and equal to (eq) command for each specific line.

Failover Cluster Issues for Legacy Navy Cash Versions

If the ATMs and POS devices will not come online and the Disbursing Application and IEOD application can't connect, check if all the cluster items are online:

1474/3:

1474:

1. If the cluster doesn't show on-line as above examples, execute following.

    a. Right click on Navy Cash and bring online.

    b. Wait for Navy Cash cluster to come online, report any errors or which items won't come online to CSC.
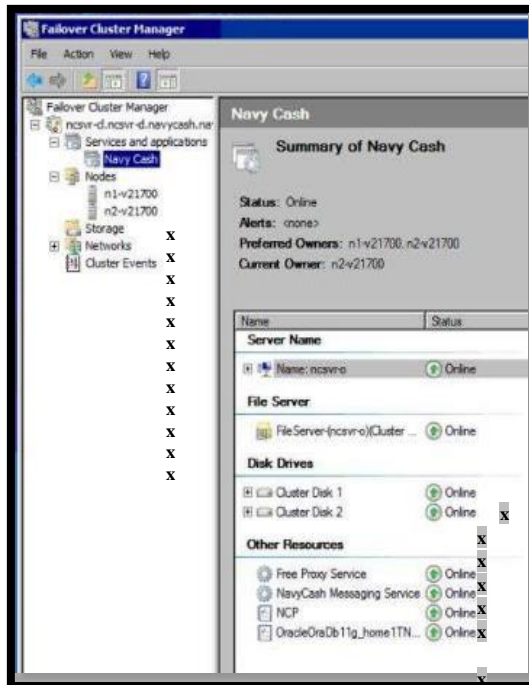
ROUND TRIP RESTART AID FOR LEGACY NAVY CASH VERSIONS

If your ship has not had a round trip in over 24 hours, please perform the following troubleshooting steps after restart above:

The following needs to be done from the ACTIVE node. Whichever server you see the "F" drive on is the ACTIVE server.

1. Check and keep in mind what time the Navy Cash server says it is.
2. On the active server, go to the following location in 'My Computer'.
    a. F:\files\navydata\batproc
3. With this folder open, see what files (if any) are present. One of the following scenarios will be what you see (ignore anything that doesn't match the exact file names below, i.e., batch_process.sta.old doesn't count):
    a. You don't see any files.
    b. You only see the file named 'batch_process.sta'.
    c. You see three files named 'batch_process.sta', 'file.pid' and 'sqlnet.output'.
4. Open the 'Task Scheduler' program on the desktop and expand the left side out until you can select Navy Cash. Once selected, press the refresh button on the right-hand side of the screen.
5. Look for the task called 'Navy Cash Batch' to see what its status is. If the minutes on the server are 00, 20, or 40, then the task should be running. Depending on what step it is on, it could run for a few minutes before it ends.
6. Based on what you saw in steps 3 and 5 above will determine what action to take.
    a. If in step 3 you saw the scenario for 3A or 3B and the Navy Cash Batch was running after refreshing it, then:
        i. Click on the 'Navy Cash Batch' then on the right-hand side, press 'End'.
        ii. Note: Make sure there is no current RT batch file in F:\files\navydata\Work\ folder before ending the job.
        iii. On the right-hand side, press 'Run'.
        iv. You should now see the files listed in 3C and the round trips should be good again and will need some time to catch up.
    b. If in step 3 you saw the scenario for 3C AND the date/time for the file.pid and sqlnet.output is close to the servers time AND the Navy Cash Batch was running after refreshing it, then:
        i. Let it continue to run as it is processing something for the round trip.
    c. If in step 3 you saw the scenario for 3C AND the date/time for the file.pid and sqlnet.output is over an hour old when compared to the servers time AND the Navy Cash Batch was running after refreshing it, then:
        i. Click on the 'Navy Cash Batch'
   ii. On the right-hand side, press 'End'

iii.   Note: Make sure there is no current RT batch file in F:\files\navydata\Work\ folder before ending the job.

iv.   Switch back to the window where the F:\files\navydata\batproc directory is being displayed.

v.   Delete the files (if needed)

vi.   file.pid & sqlnet.output

vii.   Switch back to the 'Task Scheduler'.

viii.   Click on the 'Navy Cash Batch'.

ix.   On the right-hand side, press 'Run'.

x.   Both file.pid and sqlnet.output should re-appear. You should now see all the files listed from 3C and the round trips should be good again and will need some time to catch up.

7. Once the 'Navy Cash Batch' task is done, you should either see the scenario for 3A or 3B.

   a. If you see 3A now, it means that the round trip has completed on the ship and is either between batches or there are no new batches to process.

   b. If you see 3B now, it means that the round-trip process has started but has not completed yet.

Password Rotation Aid for Legacy Navy Cash Versions

(NEVER use Ctrl-Alt-Del through Windows)

Follow these steps to rotate server/node passwords. NOTE: You need Internet access for password rotation to work, if Ship has an internet outage that will need to be resolved first. See if you can reach NavyCash.com from Node 1 to verify.

1. Login to Node 1.
2. Check Cluster Manager that Node 1 is in control of the cluster.
3. Ensure Node 2 is up, but not in control of the cluster (note if you are only running 1 Node due to a hardware/software issue, you will not be able to rotate your passwords).
4. Open Password Rotation Tool using icon on Node 1 desktop.
5. Click on Get Current Status button.
6. If the Processing bar is red, this alerts you that something needs addressed before rotation can take place. (Some examples are SSL errors or a notice that Node 2 is not online).

   a. Open a case with CSC if an error occurs. Please include error message in your communication to CSC.

7. If everything connects properly, the processing status bar will be green which lets you know you can proceed to rotate PW.
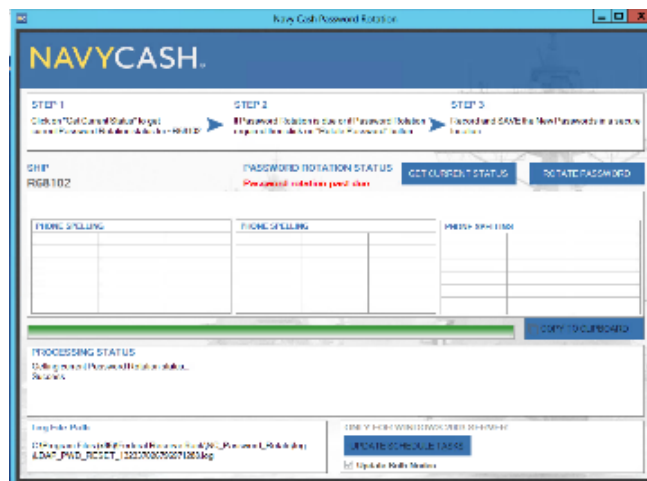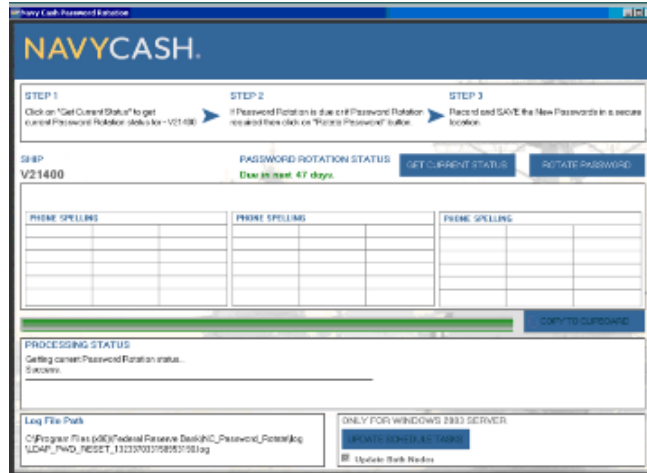
8. Click Rotate Password button. This process can take a minute or so.
9. Write down and securely store new passwords.

Case Opening Guidance

When opening a case, please include as much information as possible:

1. Any conditions leading up to Issue (power outage, network outage or upgrade etc.)
2. Results of CSC health check above
3. What device or devices are affected (1 CAD, All POS, Workstation1, Node 2 etc.)
   Note: To find out what the device name for Windows devices, type cmd in start menu, once the Command prompt window opens, type: 'hostname'.
4. If account issue, what account:
   Server Account – nc-admin, ncinstall, ncship-admin
   Workstation account to login to Windows
   Disbursing application account
   NavyCash.com website account

Contact CSC @ navycashcenter@frb.org or call 1-866-662-8922 with as much details as you can.

Note some Ship IT's are not familiar with Navy Cash and may be hesitant to assist, the following official message was sent out for guidance and still in effect, a snippet is shown below:

FROM SPAWARSYSCEN ATLANTIC CHARLESTON SC
R 231102Z FEB 16 NAVY CASH SHIPBOARD TECHNICAL SUPPORT UPDATE

B. WHEN NAVY CASH ENCOUNTERS TECHNICAL ISSUES, COORDINATED SHIP-WIDE EFFORT AMONG DISBURSING OFFICERS, NAVY CASH DEPUTIES, ELECTRONIC TECHNICIANS, AND INFORMATION TECHNICIANS IS REQUIRED TO TROUBLESHOOT, ISOLATE, AND CORRECT ANY PROBLEMS. IF UNABLE TO ISOLATE PROBLEMS OR EFFECT REPAIR, SHIP IS RESPONSIBLE FOR INITIATING A TROUBLE CALL TO NAVY CASH CENTRAL SUPPORT AT 866-662-8922 OR EMAIL NAVYCASHCENTER(AT)FRB.ORG. TECHNICAL SUPPORT PERSONNEL ASHORE PROVIDE TROUBLESHOOTING AND REPAIR GUIDANCE BY PHONE OR E-MAIL. DISBURSING OFFICER AND ELECTRONIC TECHNICIAN AND INFORMATION TECHNICIAN PERSONNEL SHOULD BE AVAILABLE TO DISCUSS PROBLEM AND TROUBLESHOOTING AND REPAIR GUIDANCE WITH TECHNICAL SUPPORT PERSONNEL. ON-SITE TECHNICAL ASSISTANCE IS AVAILABLE AS NEEDED, BUT ONLY AFTER DISTANCE SUPPORT EFFORTS OVER PHONE OR E-MAIL HAVE BEEN EXHAUSTED, OR TO SUPPORT EMERGENCY REQUIREMENTS FOR SYSTEMS THAT ARE AT OR NEAR COMPLETE MISSION FAILURE.

Extended Communications Outage and Effects on Navy Cash

The ship is experiencing communications problems, and Navy Cash has not been able to complete round trips. Since Navy Cash does not require full-time communications support, you can continue to use your card just as you normally do to make purchases. The card readers in the Ship's Store, vending machines, etc. are on-line to the Navy Cash server. You can continue to transfer funds at the Cashless ATM (kiosk) to your open loop or closed loop, but you should exercise caution. Until communications are restored, your funds transfer requests at the kiosk will not be sent to your bank or credit union to actually debit your account—if you check your bank or credit union account balance online, it will reflect your old balance not your new balance. In fact, any change to your Navy Cash account on the ship won't be reflected ashore, and any ATM withdrawal or purchase ashore using your Navy Cash card won't be reflected on the ship.

Until communications are restored, delays in processing end-of-day batches ashore will have the following effects.

Transfer from bank or credit union to open loop. New balance in open loop account is reflected at the kiosk immediately, and you can transfer funds to the closed loop at any time for use on the ship. However, the funds transferred to your open loop account won't be available for use ashore until communications are restored and the ship completes the appropriate end-of-day processing between ship and shore. *Don't try to spend the money before it gets there.* Only the funds that you staged to your open loop account before the communications outage began will be available for use ashore until then.

Once communications are restored, the Navy Cash server will automatically transmit each end-of-day batch in turn until all the batches are sent ashore for processing. All your transfer requests will reach your bank or credit union at about the same time. If your requests cannot be completed because of Non-Sufficient Funds (NSF), your bank or credit union may charge a bounced-check fee. Navy Cash automatically presents transfer requests returned for NSF up to two more times on successive paydays. With multiple transfer requests returned for NSF, bounced-check fees could add up very quickly.

Transfer from open loop to closed loop or from bank or credit union to closed loop. Funds are available for use on the ship immediately.

Transfer from open loop or closed loop back to bank or credit union. Funds won't be available in your account ashore until communications are restored and the appropriate end-of-day processing between ship and shore is completed.

Transfer from closed loop to open loop. Funds won't be available for use ashore until communications are restored and the appropriate end-of-day processing is completed between ship and shore.

Use of debit feature ashore. If you use your Navy Cash debit feature ashore, either to get cash at an ATM or to purchase something at a restaurant or store, the new balance in your open loop account will be reflected ashore immediately, but won't be reflected on the ship until communications are restored and the appropriate end-of-day processing is completed between ship and shore. If you get back to the ship and check your open loop account balance before this processing is completed, the kiosk will show your old balance, not your new balance. *Don't try to spend the same money twice.* If you transfer money to your closed loop based on your old balance, your open loop account may end up with a negative balance once all your transactions ashore and on the ship are fully processed. You won't be charged a bounced-check fee, but it does represent a debt to the U.S. Treasury funds pool, and the Disbursing Officer will require you to make good any negative balance in your open loop account.

PIN change. New PIN will be effective on ship immediately, but will only be effective ashore when communications are restored and appropriate end-of-day processing is completed between ship and shore. In the interim, the old PIN is still valid ashore.

Split pay. Normally processed ashore and posted to your open loop account the day before payday so the funds will be available on the ship on payday. Split pay funds are available for use ashore as soon as they are posted to your open loop account. However, if shipboard communications are down on payday, the split pay information from shore can't be received on the ship. A Navy Cash feature called "provisional split pay" allows individuals on split pay to continue to transfer funds on the ship from their open loop accounts to the closed loop. When communications are restored and the payroll information is received and posted on board ship, these open loop accounts will be reconciled and reflect their true balance.

Your responsibility. A Navy Cash card is a pre-paid debit card, not a credit card. Managing your account is like managing your checking account. Making a purchase or obtaining funds at an ATM ashore is like writing a check. You must be sure there are funds available in your open loop account to cover the amount of the purchase or ATM withdrawal. You need to keep track of your transactions, both what you transfer to your closed loop and open loop and what you spend. This is particularly important while communications are down. Requesting a funds transfer when the funds are not available in your bank or credit union may be considered fraud. Finally, negative Navy Cash account balances that result represent a debt to the U.S. Treasury, and that debt will be collected.

SECTION 5J –NAVY CASH TURNOVER AND DESKTOP GUIDE

This section contains instructions to help guide prospective Disbursing Officers through the turnover processes upon relief of the outgoing incumbent.

Introduction

1. Purpose

The purpose of this guide is to provide a single source of references a Disbursing Officer can use to assist in turning over duties for Navy Cash.

2. References to Locate

- Department of Defense Financial Management Regulation (DODFMR), Volume 5
- COMNAVSURFOR Instruction 4400.1, Surface Force Supply Procedures (SURFSUP)
- COMNAVAIRFOR INST 4440.2D, Air Force Supply Procedures
- NAVSUP PUB 727, Navy Cash Standard Operating Procedure (SOP)
- NAVSUP P-485, Navy Disbursing Operations
- Field Examination Group Checklist
- Navy Cash Communications Troubleshooting Guide

3. Relief of Navy Cash Duties

3.1. <u>Navy Cash Accountable Officer</u>. The actions required for transferring Navy Cash responsibilities and custody of Navy Cash equipment are specified in Ref (s) b and c. Navy Cash Fleet Support Group will provide additional guidance not covered in this guide as necessary.

A pre-audit and turnover checklist is available in Section 5B, Documentation Resources.

3.2. <u>Navy Cash Relieving Letters.</u> A sample of Letters of Authority and DD577s is available in Section 5B, Documentation Resources.

4. Navy Cash Internal Procedures and Controls

4.1. The following instructions are required. A sample Navy Cash instruction is available in Section 5B, Documentation Resources. This instruction is generic and must be tailored to your ship.

4.2. Ship's instructions should include:

- Operating and security procedures.
- Internal procedures and controls.
- Custody of Navy Cash cards.
- Custody of spare POS devices and CADs.
- Access control for Navy Cash Disbursing application.
- Policy on ACH transfer requests returned for NSF or other reasons, to include limits on the number and size of returned transactions (similar to check cashing policy).
- Policy on proper handling and safeguarding of PII in Navy Cash operations.

5. **Navy Cash Turnover Tips / Requirements**.

5.1.1. Change all passwords and gain access to the following systems:

    5.1.1.1. Navy Cash Secured Website. (Outgoing Disbursing Officer opens case with CSC to create an account)

    5.1.1.2. Navy Cash Disbursing Application Software (Outgoing Disbursing Officer provides access).

    5.1.1.3. Navy Cash Server (Outgoing Disbursing Officer provides access. Operating system)

5.2. Locate the following:

    5.2.1. The Disbursing Merchant Navy Cash card.

    5.2.2. The most recent FEG audit.

    5.2.3. Review last audit as part of turnover. Take note of all Navy Cash discrepancies or errors and corrective action taken. It is very important to rectify all errors before another inspection. Repeat items of error will result in additional deductions in your score, even if the initial error happened before your arrival.

    5.2.4. Copies of last four quarters CVT audit reports.

    5.2.5. Review audit procedures as part of your turnover. A sample of the Navy Cash Verification Team checklist is available in Section 5B, Documentation Resources.

5.3. Complete a physical inventory of the following:

    5.3.1. All blank Navy Cash cards (put an entry in the Bulk Card Log).

    5.3.2. All Navy Cash equipment (utilize turnover checklist—attach copy to the relieving letter).

    5.3.3. Introduce yourself to the following people either in person, phone or email immediately upon reporting to your ship (personnel may rotate, but office numbers should remain the same).

TYCOM Force Disbursing Phone Numbers:

SURFLANT	*SURFPAC*
(757) 836-3174	(619) 556-5748
AIRLANT	*AIRPAC*
(757) 445-6600 ext. 439	(619) 545-1035

Navy Cash Fleet Support Group (NFSG) Representatives:

FLC Norfolk	FLC San Diego	FLC Yokosuka
Mr. Hugh Chin	Mr. Andy Yager	Mr. Restituto Herrera
hugh.o.chin.civ@us.navy.mil	w.a.yager.civ@us.navy.mil	restituto.c.herrera.civ@us.navy.mil
(757) 443-1189	Tel: (619) 556-6493	Tel: +81 (46) 816-7324

Navy Cash Customer Service Center (CSC)   1-866-662-8922   navycashcenter@frb.org

6.   Pre-Deployment Readiness

6.1. Contact local Navy Cash FSG for pre-deployment guidance 90 days in advance of schedule deployment.

6.2. The Navy Cash Pre-Deployment Checklist is available in Section 5B, Documentation Resources. This guide provides basic guidance in getting the Navy Cash system ready for an extended overseas deployment.

NAVY CASH DESKTOP GUIDE

The Checklist for Recurring Navy Cash Tasks is available in Section 5B, Documentation Resources. This guide provides a tool for the NCAO to monitor tasks that must be performed on a regular basis to properly manage Navy Cash operations.

1. Open Daily Cash Transaction Ledger

Each day, prepare the *Daily Cash Transaction Ledger* for the day's business in the disbursing office. When not in use, the ledger should be kept in the safe. Use it to record all Navy Cash card monetary transactions in the disbursing office:

1.1. Cash-to-chip. When a cardholder presents cash to add value to his or her chip, enter date of transaction in column 1 and amount of value added in column 2.

1.2. Chip-to-cash. When a cardholder converts electronic value from his or her chip to cash, enter date of transaction in column 1 and amount of value subtracted in column 3, and have the cardholder print and sign his or her name for the amount of cash received in columns 5 and 6. A cardholder's signature is required only for chip-to-cash transactions.

1.3. Cash-to-strip. When a cardholder presents cash to add value to his or her strip (Navy Cash) account, enter date of transaction in column 1 and amount added in column 4.

2.   Check Negative Balances

2.1. Each day, the NCAO must review the Negative Balance Reports. If an account is negative, use the options available to collect on that debt. See Ref (d) for additional guidance.

3. Closing Business Each Day

3.1. Close Cash Transaction Ledger. At the end of each day, the Daily Cash Transaction Ledger for the day's business in the disbursing office should be closed out.

    3.1.1.1.   Total column 2; enter sum in Total Cash-to-Chip block.

    3.1.1.2.   Total column 3; enter sum in Total Chip-to-Cash block.

    3.1.1.3.   Total column 4; enter sum in Total Cash-to-Strip block.

    3.1.1.4.   In Net Sum for Cash Transactions block, enter the difference between the sum of the [Total Cash-to-Chip and Total Cash-to-Strip] and the [Total Chip-to-Cash].

- Difference value recorded as an increase/decrease to the DD Form 2665 Statement of Accountability.

3.1.1.5.   To document the Disbursing Officer's Navy Cash accountability each day, a copy of the completed Daily Cash Transaction Ledger(s) and the Disbursing Transactions Detail Report sorted by operator shall be retained on file with the DD Form 2665

- Unused stock shall be returned to the NCAO at the end of each day or at a minimum once a week as specified in Deputy/Agent DD Form 577.

- The Navy Cash Bulk Card Log contains the card numbers and name, date, and signature of the person to whom a working stock of Navy Cash cards is issued.

- The card numbers of returned cards and the name, date, and signature of the Disbursing Officer, or designated representative, shall be recorded on the Navy Cash Bulk Card Log.

3.1.1.6.   DD 2665 This form must be prepared in accordance with Ref (b) for each day business is transacted.

- Deputies, agents, and cashiers maintain their daily accountability on the DD Form 2665, Daily Agent Accountability Summary.

- If the cash-to-chip and cash-to-strip transactions for the day were greater than the chip-to-cash transactions, the NCAO will enter an increase in cash and a decrease Navy Cash.

- If the chip-to-cash transactions for the day were greater than the cash-to-chip and cash-to-strip transactions, the NCAO will enter a decrease in cash and an increase in Navy Cash.

- Disbursing Agents will record the transaction on the DD 2665 as an increase to line 17, US Currency on Hand, and an opposite entry to line 31, Other.

Successful processing of the EOD batch round trip sends a series of reports to the ship from the shore side.

3.1.1.7.   Access/Verify Server (Ship) Reports. At the end of each day, the end-of-day Merchant reports should be reviewed by the responsible individual. The NCAO may provide reports which can be printed or emailed and distributed upon request from merchant. See Ref (d) for sample of reports.

Successful processing of the EOD batch on the ship generates a series of reports that can be accessed by clicking on the "View Reports" link on the Navy Cash application menu.

- In the "Application Reports" box, click on the "Merchant Sales Summary" for total sales figures or the "Non-Vending Sales Report", "MSO

Summary Report", or "MSO Detail Report" for more detailed sales information.

- Enter the correct start and end dates and click on the "Generate" button (In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

- Selected report is displayed for view and print.

- Report will be displayed using WordPad software. Print in landscape format and 8 font.

4. EOM Closeout

4.1.1. Procedures for Navy Cash End-Of-Month (EOM) closeout and reporting for Disbursing, Sales (Vending and Ship's Store), and Food Service is available in, Section 5B, Documentation Resources.

- The NCAO is responsible for coordinating EOM for all Navy Cash operations, including collections that must be registered to a Line of Accounting (LOA). For example, the sale of meals in the General Mess and the sale of merchandise in the Ship's Store and vending machines, and Marine disbursing operations (if a Marine Disbursing Officer is embarked).

- Navy Cash records and reports all dates and times in Greenwich Mean Time (GMT).

- Navy Cash must be closed out prior to 2100Z on the 27th of each month (if the 27th falls on a weekend or holiday, close out the business day prior).

- Each month the NCAO must coordinate with the Sales Officer, Food Service Officer (FSO), and Marine Disbursing Officer to establish a closeout date and time for the month.

- The EOM process generally begins in the Sales Division as much as five days before 27th of the month to accommodate the inventory of all vending machines.

An early start in S-2, S-3, and S-4 ensures that the Disbursing monthly returns are submitted on time.

4.1.2. <u>Safe Bank Transaction.</u> Used primarily during EOM process to reset Disbursing Accountability Summary Report (DASR) to zero balance for next month's business.

- Click on the "Safe Bank Transaction" link on the Navy Cash application menu.

- Enter amount needed to zero out or balance the system and select appropriate "Transaction Type"—"Deposit to Safe" to add an amount and "Deposit to Bank" to subtract an amount.

- Click the "Submit" button to adjust the system value.

- All Safe Bank transactions will be identified on the DASR for that day.

4.1.3. <u>PMS</u>

- Preventive maintenance for the Navy Cash system should be performed in accordance with the Planned Maintenance System (PMS) schedule. PMS information for Navy Cash is available from the ship's Maintenance and Material Management (3-M) Coordinator.

- Maintenance Index Page (MIP) number 6541/081 series applies to Navy Cash 1.4.7. MIP 6541/089 applies to Navy Cash 2.0 6541/089 is No Maintenance Required (NMR).

- Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card. MRC PM27 applies to the Ingenico POS. MRC PM28 applies to the ITC CAD. MRC PM29 applies to the NCR cashless ATM.

- All POS devices contain a lithium battery with an estimated life span of two years. The ship NCAO is responsible for replacing these batteries, which are available through the supply system. If the lithium battery dies at a time the POS device is holding transactions, those transactions will be lost and cannot be verified without a written log. A Maintenance Requirement Card (MRC) has been established.

4.1.4. <u>Distance Support.</u> When the Navy Cash system experiences a hardware, software, or communications failure, the NCAO is responsible for the initial efforts to troubleshoot, isolate, and correct the problem. This may require a coordinated effort from Ship Force and Navy Cash Technical Support (NCTS)/SAIC Personnel.

- In general, if a device fails, the ship is responsible for installing a spare in its place.

- If unable to isolate the problem or affect the necessary repair, the ship can contact the Navy Cash Central Support Center (CSC) for technical assistance. All trouble calls, whether by phone or email, must be directed to the CSC. The CSC will assign a case number and forward the trouble call to technical support as appropriate.

- Prior to calling CSC to report hardware, software, communications, or operational problems, review Troubleshooting Manual and provide CSC with details on troubleshooting efforts.

4.1.5. <u>Bulk Card Log.</u> A Navy Cash Card Log shall be maintained for all Navy Cash cards received, issued, returned, and on hand. See Section 5B for sample of log.

- All Navy Cash cards shall be individually counted and sequential serial numbers verified. An initial inventory shall be completed and recorded on receipt of all Permanent, Instant Issue and Navy Cash Visitor cards, even single cards.

- For bulk shipments, any open or damaged container shall be inventoried by individual count and sequential serial numbers of the cards.

- All Navy Cash cards shall be inventoried at least once each calendar month, and an entry made in the Bulk Navy Cash Card Log to document the inventory.

- A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, will be retained in the disbursing office, and a copy given to the Cash Verification Team (CVT) as an attachment to their quarterly verification report.

5. Card Issue Log

A Navy Cash Card Issue Log shall be maintained for all Navy Cash cards issued from the disbursing office. When a card is issued, the name and signature of the Disbursing personnel and of the card recipient should be recorded on the log. When a card is turned in and cancelled, the card should be destroyed and signature of the Disbursing personnel should be recorded on the log to document the destruction of the card.

6. **Quarterly Verification of Cash and Other Assets**

In accordance with Ref (s) a thru c, the Cash Verification Team (CVT) will perform a surprise verification of cash and other assets, to include Navy Cash at least once during each calendar quarter.