



# Navy Cash Training

## Disbursing Unit 1:

### Introduction

# Objectives

- Provide an overview of the Navy Cash Program
- Discuss Navy Cash shipboard internal policies, procedures, and controls
- Discuss Navy Cash cards, replenishment of Navy Cash Card stock, and managing Navy Cash Spares
- Explain the procedures pertaining to Fraudulent and Erroneous Transactions
- Provide an overview of the Password Rotation tool
- Discuss where to obtain Navy Cash Support
- Become familiar with the Navy Cash Websites

# Navy Cash Program Overview

# Navy Cash

- Navy Cash provides a cashless alternative for all money-based transactions on board ship
  - Reduced workload and accountability for retail operators and the Disbursing Officer
  - Improved customer service
  - Virtually eliminated cash/coins from circulation
  - Cash is maintained to meet routine cash payments or contingency operations
    - » *Letter of “Authority to Hold Cash at Personal Risk” is submitted*
  - The same forms (i.e. DD 2657, DD 2665, DD 1081, SF 1219, OF 1017-G, etc. ) are used in reporting Navy Cash transactions

# Navy Cash Transition

- New Treasury Agents
  - Federal Reserve Bank of Boston (FRBB)
    - » Designated as the new Operations Manager
    - » Manage the Help Desk, Technical Support
    - » Manage the Closed-Loop (Chip) Accounts
  - PNC Bank
    - » Manage the Open-Loop (Strip) Accounts
- Transition took place on Aug 21, 2017

# Cardholders' Perspective

- Cardholders must keep track of their personal account so they don't incur negative balances (i.e. NSF)
- Navy Cash is an offline system
  - Recommend Cardholders stage money to open-loop (strip) account *at least* 24 hours in advance (inport) or 72 hours (underway)
  - Encourage Cardholders to keep a portion of funds on their open-loop (strip) account (funds always available)
  - Cardholders should keep in mind that shipboard connectivity affects: PIN changes, fund transfers, etc.

# Disbursing Officer Perspective

- Perform your balancing procedures on a daily basis
- Follow up on any irregularities immediately
- Check the status of round-trips on a regular basis
  - If pending batch is not completed within 6 hours, engage ships IT to resolve communication issues
  - Check latest batch\_process\_summary log file located in *F:\files\navydata\log directory*
- Become familiar with your Navy Cash system
- Know where your Navy Cash system documentation is located

# Cardholder Agreement

- Complies with Federal Consumer Financial Laws and Regulations
- Defines the terms and conditions for use of the Navy Cash Card and provides information about cardholder rights, responsibilities, and liabilities
- A copy of the Cardholder Agreement must be given to all members who get a Navy Cash Card and should be posted outside Disbursing Office
  - *Note: Appendix U of NC SOP and Treasury Fiscal Service Navy Cash website has copies available*
  - *The new Cardholder Agreement is effective August 21, 2017*



# Navy Cash E-Receipts

- Required by laws and regulations
  - *Procedures are found in NC SOP Change 18-001 dated 8 Mar 2018*
- Enables Navy Cash cardholders to opt-in to receive electronic receipts via e-mail.
  - Applies only to Electronic Fund Transfers (EFTs) initiated at Ship's Navy Cash Kiosk, and
  - EFT transfers between cardholder's open-loop account and bank or credit union only
- Enrollment campaign started 10 Apr 2018
  - Sample POD notes have been provided to all Disbursing Officers

# Navy Cash E-Receipts (cont.)

- Demand Deposit Account (DDA)
  - Refers to cardholder's bank or credit union
- Open-Loop – Strip Account
- Closed- Loop – Chip Account

EFT at Kiosk on Ship	Electronic Receipt Provided?
DDA to Open Loop <i>DDA to Strip</i>	Yes
Open Loop to DDA <i>Strip to DDA</i>	Yes
Open to Closed Loop <i>Strip to Chip</i>	No
Closed to Open Loop <i>Chip to Strip</i>	No
DDA to Closed Loop <i>DDA to Chip</i>	No
Closed Loop to DDA <i>Chip to DDA</i>	No
Closed Loop to Closed Loop <i>Chip to Chip</i>	No

# Internal Procedures and Controls

# Internal Procedures and Controls

- Disbursing Officer must:
  - Develop and maintain an updated Navy Cash Internal Policies, Procedures, and Controls Instruction
  - Sample instruction is included in NC SOP, Appendix K
  - Outlines internal management controls and specific policies and procedures for Navy Cash
  - Must include provisions for proper handling and safeguarding of *Personally Identifiable Information* (PII) associated with Navy Cash operations to ensure the security and confidentiality of that information

# Internal Procedures and Controls (cont.)

- Disbursing Officer or Navy Cash Deputy:
  - Must approve any personal Navy Cash transactions made by any Disbursing User
    - » Add or cash out value on Navy Cash card
    - » Change a PIN
  - Must initial the Cardholder Signature block on the Navy Cash Daily Cash Transaction Ledger to indicate the transaction was approved

# Internal Procedures and Controls (cont.)

- At least once each quarter, the Cash Verification Team (CVT):
  - Conduct a surprise verification of cash and other assets
  - Verify that both closed-loop (chip) and open-loop (strip) balances of the following cards show Zero:
    - » Disbursing Merchant Card
    - » All Generic Private, Staff, Air Wing, and Squadron Merchant Cards that are not assigned or used
  - Review the disposition of deposits, withdrawals, and transfers on Disbursing and Generic Merchant cards

# Internal Procedures and Controls (cont.)

- Each quarter, the Cash Verification Team:
  - Generates card reports for all NC Disbursing Application users to verify any unauthorized transactions made
    - » Transactions should also be reviewed on the Navy Cash website
  - Verify all Navy Cash card stock against the Bulk Card Log
    - » This audit shall be documented as the next entry on the Bulk Card Log
  - Verify the Expiration dates on the cards
- CVT *Navy Cash Checklist* is included in the NC SOP and NC Resource CD

# Internal Procedures and Controls (cont.)

- Access to the Disbursing Application
  - Passwords must be a minimum of 14 characters and less than 16 characters in length
    - » Begins with alphabetic character
    - » Should use 3 of 4 sets (i.e., upper-case, lower case, numbers, and special characters)
    - » Changed every 6 months
    - » Maintain a record of password changes in a locally generated log



# Internal Procedures and Controls (cont.)

- Log off the *Disbursing Application* when not in use
  - Each operator must use his/her own user ID and password when operating the Navy Cash System
- Navy Cash operating system administration passwords must be *changed every 60 days*
  - Use Password Rotation Password tool on Node 1
- Completed DD Form 577s must be on file
  - Disbursing Officer/Navy Cash Accountable Officer
  - Deputy Disbursing Officer/Navy Cash Deputy

# Navy Cash Cards

# Navy Cash Cards

## ■ *Embossed Permanent Navy Cash Cards*

- Provide access to all Navy Cash capabilities
- Embossed with the *Cardholder's name and Master Card Number*
- Normally issued as part of bulk enrollment
- Issued on an exception basis

## ■ *Instant Issue Navy Cash Cards*

- Provide immediate access to all Navy Cash capabilities
- Pre-embossed with “**NAVY CARDHOLDER**” *and Master Card Number*
- Issued on the spot to new enrollees
- Issued to replace lost, stolen, damaged, or expired cards

# Navy Cash Cards (cont.)

## ■ *Visitor Navy Cash Cards*

- Chip-only cards
- Used to make purchases on board Navy Cash ships only
- Primarily issued to visitors
- Reusable and should be cashed out and turned in to Disbursing when Visitor is done with the card

# New Navy Cash Card

- As part of re-carding efforts, embossed Permanent Cards are issued starting Oct 2017

**OLD NAVY CASH CARD**



**NEW NAVY CASH CARD**

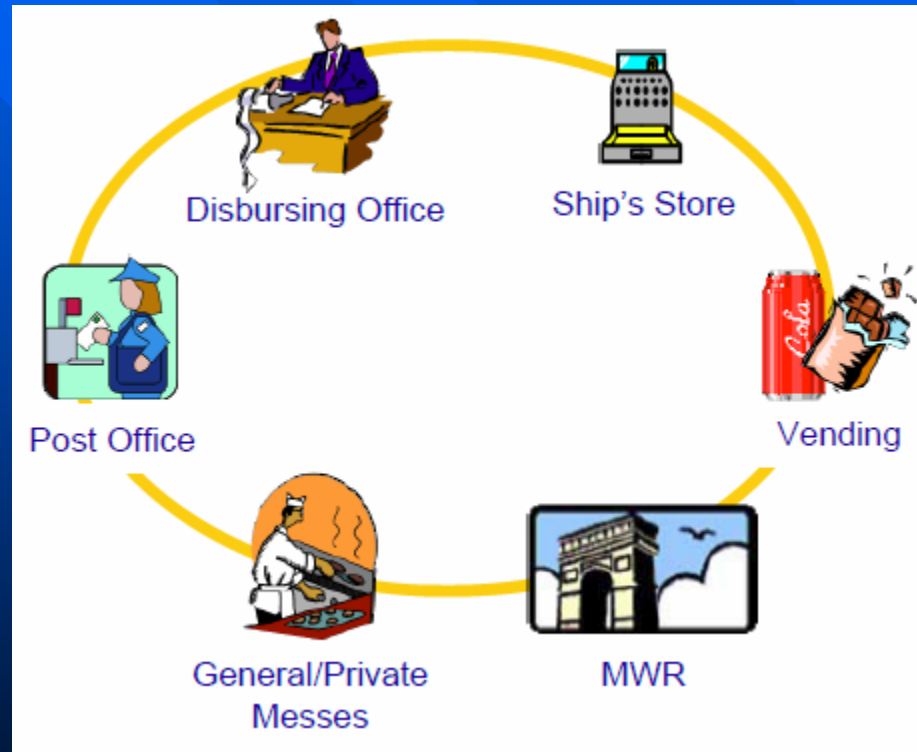


# Navy Cash Accounts

- Navy Cash (Closed-Loop) Account
  - the stored value on a Navy Cash Card (Chip) used for purchases on a ship
- MasterCard Debit (Open-Loop) Account
  - the stored value on a Navy Cash Card (Strip) used for purchases off the ship

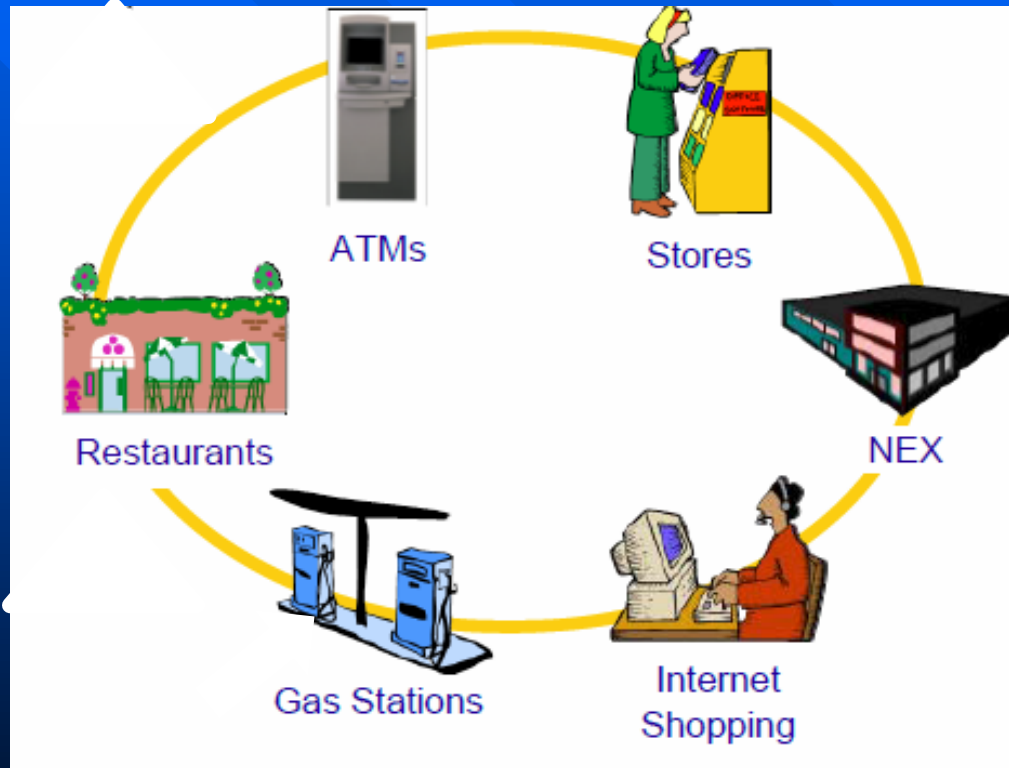
# Closed-Loop Account

- Closed-Loop Account – previously referred to as the Chip Account



# Open-Loop Account

- Open-Loop Account – previously referred to as the Strip Account





# Replenish Navy Cash Card Stock

# Spare Navy Cash Cards (cont.)

- The standard recommendation for spare Navy Cash card stock is based on type of ship and operational readiness status
  - *Lasts the ship 6-8 months*
- Cards must be ordered when the inventory of spare cards drops down to the *specified reorder-point numbers*
  - *Note: DODFMR Vol 5 and NC SOP require a monthly inventory of all Navy Cash Visitor and Instant Issue cards*
- Cards must be ordered when the ship is about to *change status* (i.e., homeport/local operations to pre-deployment/pre-surge operations)

# Spare Navy Cash Cards (cont.)

- When a ship expects a high volume of visitors or transient personnel, contact CSU and order cards
- Visitors should turn-in their Visitor cards before departing the ship
- Periodically, DO should check expiration date on back of all Visitor cards and on the front of all Instant Issue cards in inventory to ensure they are not expired or soon to expire

# Spare Navy Cash Cards (cont.)

- To order replacement cards, the Disbursing Officer sends an e-mail request to CSU, [navycashcenter@frb.org](mailto:navycashcenter@frb.org) to obtain a case number. E-mail includes:
  - How many cards are needed?
  - How many cards are currently in stock?
  - What is the ship's operational readiness status, e.g. Homeport, Pre-Deployment, or Deployed?
  - Will additional personnel be embarking during deployment? If so, how many?
  - *Note: Normally, cards are shipped 1-2 weeks after the order is approved.*

# Spare Navy Cash Cards (cont.)

  
**Reorder  
 Point  
 Number  
 (in italics)**

INSTANT ISSUE CARDS <i>NAVY CARDHOLDER cards</i>	DDG/CG	LPD/LSD/ AS/LCC	LHA/LHD	CVN
Pre-Deployment/Pre-Surge	150	200	1,000	2,000
Deployed/Surge	100 <i>(50)</i>	100 <i>(50)</i>	500 <i>(200)</i>	1,000 <i>(500)</i>
Homeport/Local Ops	75 <i>(25)</i>	100 <i>(50)</i>	500 <i>(200)</i>	1,000 <i>(200)</i>
VISITOR CARDS <i>Reusable, closed-loop-only cards</i>	DDG/CG	LPD/LSD/ AS/LCC	LHA/LHD	CVN
Pre-Deployment/Pre-Surge	50	100	200	500
Deployed/Surge	50 <i>(25)</i>	100 <i>(50)</i>	200 <i>(100)</i>	500 <i>(200)</i>
Homeport/Local Ops	50 <i>(25)</i>	100 <i>(50)</i>	200 <i>(100)</i>	500 <i>(100)</i>

# Fraudulent or Erroneous Transactions

# Fraudulent Transactions

- Fraudulent Transaction – a transaction which a cardholder did not authorize, participate in, or benefit from.
- If cardholder suspects a fraudulent transaction, he/she
  - Should stop using card immediately
  - Immediately notify Disbursing Officer and Navy Cash Customer Service Center
  - Submit a Navy Cash Fraud Transaction Dispute Form

# Erroneous Transaction

- Erroneous Transaction – a transaction which the cardholder believe was in error and was not fraudulent.
- Examples:
  - Dispute with a merchant
  - ATM does not dispense amount of money requested
- In the event of an *erroneous transaction*, cardholder should notify Navy Cash Customer Service Center immediately
- Fill out and submit a Non-Fraud Dispute Form



# Notification

- In case of suspected fraudulent transaction or erroneous transaction, notify Navy Cash Customer Service Center (CSC):

Phone: 1-866-3NAVYCASH  
1-866-362-8922

Website: [www.navycash.com](http://www.navycash.com)

E-mail: [navycash@frb.org](mailto:navycash@frb.org)

# Fraud Transaction Dispute Form

■ To submit a claim for fraudulent transactions, a member must complete and mail or fax a Dispute Form to:

– **FRB-TCC**  
**Attention: Disputes**  
**3913 Riga Blvd**  
**Tampa, FL 33619**

– **Fax: 1-617-619-8945**

■ *Most current Dispute Form can be found in NC SOP change 18-002 dated 3 Apr 2018.*

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.

- 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.
- The form can be completed by:
  - Filling it out online and then printing it
  - Printing it and filling it out by hand
- You may send your completed form by one of two ways:
  - Fax it to 1-617-619-8945
  - Mail it to:  
FRB-TCC  
Attention: Disputes  
3913 Riga Blvd  
Tampa, FL 33619

**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

# Non-Fraud Transaction Dispute Form

■ To submit a claim for fraudulent transactions, a member must complete and mail or fax a Dispute Form to:

– FRB-TCC  
Attention: Disputes  
3913 Riga Blvd  
Tampa, FL 33619

– Fax: 1-617-619-8945

■ Most current Dispute Form can be found in NC SOP change 18-002 dated 3 Apr 2018



Page 1

### Navy Cash Non-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 in error and are **not fraudulent**. (A fraudulent transaction is one which you did not authorize, participate in, or benefit from.) If you are disputing transactions that you believe are fraudulent, please use the Fraud Transaction Dispute Form.

- To submit a dispute using this form, please complete all fields below and all fields in the appropriate dispute section. Any missing information will cause a delay in processing your dispute.
- The form can be completed by:
  - Filling it out online and then printing it
  - Printing it and filling it out by hand
- You may send your completed form by one of two ways:
  - Fax it to 1-617-619-8945
  - Mail it to:  
FRB-TCC  
Attention: Disputes  
3913 Riga Blvd  
Tampa, FL 33619

**Cardholder Information**

\* Cardholder name  \* Today's date (mm/dd/yyyy)

\* Card number  \* Cardholder phone number

\* Address 1

Address 2

\* City  \* State  \* Zip

\* Transaction date  \* Merchant name

\* Transaction amount \$  \* Dispute amount \$

Cardholder signature \_\_\_\_\_ Date \_\_\_\_\_

**Dispute Types**

Click the dispute type link that most closely matches your dispute. Please answer all questions in the selected dispute type section and provide your card number at the top of the page. Required fields are marked with an asterisk (\*). Include any supporting documents so we can process in a timely manner.

Attach a separate sheet or letter if you need more room to explain. If none of the following dispute types accurately reflect your dispute, please write a separate letter and include all of the information listed above.

[I do not recognize this transaction](#)

[Cancellation dispute](#)

[Returned merchandise dispute](#)

[I paid for these goods or services by other means](#)

[Non-receipt of goods or services](#)

[A credit transaction posted as a debit in error](#)

[Incorrect transaction amount](#)

[I was charged two or more times for the same transaction](#)

[I did not receive cash from an ATM withdrawal attempt, but was charged as if I did receive it](#)

[Quality of goods or services, defective merchandise or not as described](#)

[ATM load error](#)



# Cardholder Actions

Transaction Types	Cardholder Actions
<b>PROBLEMS WITH DEBIT TRANSACTIONS ON SHORE</b>	
<ol style="list-style-type: none"> <li>1. ATM withdrawal</li> <li>2. PIN-based purchase</li> <li>3. Signature-based purchase</li> </ol>	<ul style="list-style-type: none"> <li>• Call CSC immediately so a case can be opened 1-866-3NAVY CASH (1-866-362-8922) <i>(also printed on back of Navy Cash card).</i></li> <li>• Fill out, sign, and date appropriate dispute form <i>(available at Disbursing)</i> and fax or mail to:                      Address: FRB-TCC                      Attention: Disputes                      3913 Riga Blvd                      Tampa, FL 33619                      Fax: 1-617-619-8945</li> </ul>
<b>PROBLEMS WITH FUNDS TRANSFERS AT KIOSK ON SHIP</b>	
<ol style="list-style-type: none"> <li>4. Open loop to home account</li> <li>5. Open loop to closed loop</li> <li>6. Closed loop to open loop</li> <li>7. Closed loop to home account</li> </ol>	<ul style="list-style-type: none"> <li>• Call CSC immediately so a case can be opened 1-866-3NAVY CASH (1-866-362-8922).</li> </ul>
<b>PROBLEMS WITH CLOSED-LOOP TRANSACTIONS ON SHIP</b>	
<ol style="list-style-type: none"> <li>8. POS purchase</li> <li>9. Vending purchase</li> <li>10. Closed loop-to-closed loop transfer</li> </ol>	<ul style="list-style-type: none"> <li>• Notify Master at Arms and Disbursing immediately.</li> <li>• Funds in closed-loop account are considered cash and may not be recoverable if lost, so disputes must be pursued via Navy investigative/judicial processes.</li> </ul>
<b>PROBLEMS WITH HOME ACCOUNT TRANSFERS AT KIOSK ON SHIP</b>	
<ol style="list-style-type: none"> <li>11. Home account to closed loop</li> <li>12. Home account to open loop</li> </ol>	<ul style="list-style-type: none"> <li>• Contact bank or credit union directly to dispute any unauthorized transactions.</li> </ul>

# Managing Navy Cash Spares

# Navy Cash Spares

- Selected spares are available on board the ship to replace failed equipments:
  - The second node on the server is an onboard spare for the first node
  - Spare NCR Cashless ATM is also an onboard working spare
  - Spare MT 280s and CADs are provided during initial outfitting
  - Navy Cash Laptop is the Spare for the Navy Cash workstation
  - Spare SAM Chips and Secure Digital (SD) cards are also provided during initial outfitting or Tech Refresh

# Navy Cash Spares (cont.)

- Inventoried twice a year
- Accounted for in the same manner as other repair parts
- Inventory control ensures correct inventory level is maintained at all times
  - *Failure to maintain inventory control can result in missing items during turnover of key personnel*
- Transfer custody of Navy Cash Equipment and Spares during Disbursing Officer turnover
  - A separate relieving letter is required

# Custody of Navy Cash Spares

## ■ SPARE POSs

- The Disbursing Officer is responsible
- POSs checked out for periodic functions should be signed out on locally generated and maintained custody log
- POSs that have transactions and have not been downloaded to the Navy Cash Server should be kept in the safe

## ■ SPARE CADs

- The Sales Officer is responsible
- CADs that have transactions and have not been downloaded to the Navy Cash Server should be kept in the safe



# Password Rotation Tool

# SysAdmin Password Changes

- Local Administrator Accounts
  - Password changed every 60 days
  - Directed by Navy Cyber Forces
    - » Communication Task Order 13-15
    - » To comply with Navy Cybersecurity (CS) and Information Assurance (IA) requirements
- Navy Cash Administrator Accounts
  - Password Rotation Tool
    - » Used to generate and change all NC Administrative passwords automatically

# Password Rotation Tool

- SysAdmin Passwords
  - use the Password Rotation tool on Node 1
  - changed every 60 days
  - changed immediately upon relief, transfer, separation, or discharge of Navy Cash Accountable Officer or Deputy
  - changed whenever passwords are provided to Navy Cash Technical personnel during on-site visits or remote-access sessions

# Password Rotation Tool - New

## NAVYCASH®

**STEP 1**

Click on "Get Current Status" to get current Password Rotation status for - AP1470

**STEP 2**

If Password Rotation is due or if Password Rotation required then click on "Rotate Password" button.

**STEP 3**

Record and SAVE the New Passwords in a secure location.

**SHIP**  
AP1470

**PASSWORD ROTATION STATUS**

**GET CURRENT STATUS**   **ROTATE PASSWORD**

nc-admin  
NC!1234\*\*#AhJ@\*

PHONE SPELLING		
Upper case: November	Upper case: Charlie	Exclamation Point
One	Two	Three
Four	Asterisk	Asterisk
Pound Sign	Upper case: Alpha	Lower case: hotel
Upper case: Juliet	At symbol	Asterisk

ncinstall  
NC!05670q:xnOW

PHONE SPELLING		
Upper case: November	Upper case: Charlie	Exclamation Point
Zero	Five	Six
Seven	Zero	Lower case: quebec
Colon	Lower case: x-ray	Lower case: november
Upper case: Oscar	Upper case: Whiskey	

ncship-admin  
NC!8901\*tI=mM+<

PHONE SPELLING		
Upper case: November	Upper case: Charlie	Exclamation Point
Eight	Niner	Zero
One	Asterisk	Lower case: tango
Upper case: India	Equals	Lower case: mike
Upper case: Mike	Plus	Less than

COPY TO CLIPBOARD

**PROCESSING STATUS**

Success.  
Copying Log to Drop Box is started... Please wait..  
Copying Log to Drop Box is completed.

**Log File Path**

C:\Projects\C#\rotate-password\LDAP\_PWD\_RESET  
\LDAP\_PWD\_RESET\bin\Debug\log\LDAP\_PWD\_RESET\_  
131058272536706218.log

**ONLY FOR WINDOWS 2003 SERVER**

**UPDATE SCHEDULE TASKS**

Update Both Nodes

# Password Rotation Tool - Old

The screenshot shows the 'NAVY CASH Password Rotation' web application. The interface includes a header with the 'NAVY CASH' logo, a main content area with instructions, a form for ship UIC and password rotation status, a 'New Passwords' section with a text area and a 'Copy to Clipboard' button, a 'Processing Status' section with a scrollable log of actions, and a 'Log File Path' field. At the bottom, there are buttons for 'Update Schedule Tasks' and 'Update Both Nodes'.

**NAVY CASH**  
NAVY CASH Password Rotation

**Instructions**

- Step 1: Click on "Get Current Status" to get current Password Rotation status for - EE1472
- Step 2: If Password Rotation is due or if Password Rotation is required then click on "Rotate Password" button.
- Step 3: Record and SAVE the New Passwords in a secure location.

Ship UIC: EE1472

Password Rotation Status: Password rotation due in next 60 days.

Get Current Status      Rotate Password

**New Passwords**

```
nc-admin: NC!1472*AEG7TD
ncinstall: NC!1472*dS%r?
ncship-admin: NC!1472*y$=tR
```

Copy to Clipboard

**Processing Status**

- Changing Scheduled Tasks passwords...
- Changing Scheduled Tasks passwords...Success.
- Changing other user passwords...
- Changing ncinstall password...Success
- Changing ncship-admin password...Success
- Password change successful. Sending confirmation...Success

Log File Path: C:\AD\_Uti\log\LDAP\_PWD\_RESET\_130283958991622290.log

Only for Windows 2003 server

Update Schedule Tasks       Update Both Nodes

# Navy Cash Support

# Navy Cash Support

- Navy Cash Customer Service Call Center (CSC)
  - Responsible for answering Navy Cash Cardholder questions
    - » Phone: ***1-866-3NAVYCASH (1-866-362-8922)***
    - » Website: ***www.navycash.com***
    - » E-mail: ***navycash@frb.org***
    - » Fax: ***(617) 619-8945***
  
- Navy Cash Central Support Unit (CSU)
  - Responsible for answering disbursing office and merchant questions
    - » Phone: ***1-866-6NAVYCASH (1-866-662-8922)***
    - » Website: ***www.navycashcenter.com***
    - » E-mail: ***navycashcenter@frb.org***
    - » Fax: ***(617) 619-8945***

# Navy Cash Support

## ■ Navy Cash Fleet Support Groups

- Provides technical support, advice, and assistance for disbursing operations in general and for Navy Cash operations and fiscal procedures in particular
  - » NAVSUP Fleet Logistic Center (FLC) San Diego
  - » NAVSUP Fleet Logistic Center (FLC) Norfolk
  - » NAVSUP Fleet Logistic Center (FLC) Yokosuka

## ■ Navy Cash Depot

- Located in Norfolk and San Diego
- Provides on-site technical assistance to the fleet
- Maintains replacement spares



# Navy Cash Service Calls

- Pre- and -post deployment Service Calls are provided to ensure the overall health of your Navy Cash system
  - Verification of System Hardware
  - Software updates, communications, operations, documentation, spares, and training
  - Should be part of your pre and post deployment checklist
  - Service Call procedures including scheduling are provided in the Navy Cash SOP, Appendix Q

# Alterations and Upgrades

- Navy Cash alterations and hardware upgrades
  - Carried out by SAIC
  - Upon completion, alteration becomes part of the ship's configuration
- Barge Support/Moves
  - May be completed by Ship or SAIC
  - Procedures are found in NC SOP, Appendix O

# Navy Cash Websites

# Navy Cash Websites

- Navy Cash Cardholder Website
  - [www.navycash.com](http://www.navycash.com)
- Navy Cash Disbursing Website
  - [www.navycash.com](http://www.navycash.com)
- Treasury Navy Cash Website
  - [www.navycash.gov](http://www.navycash.gov)

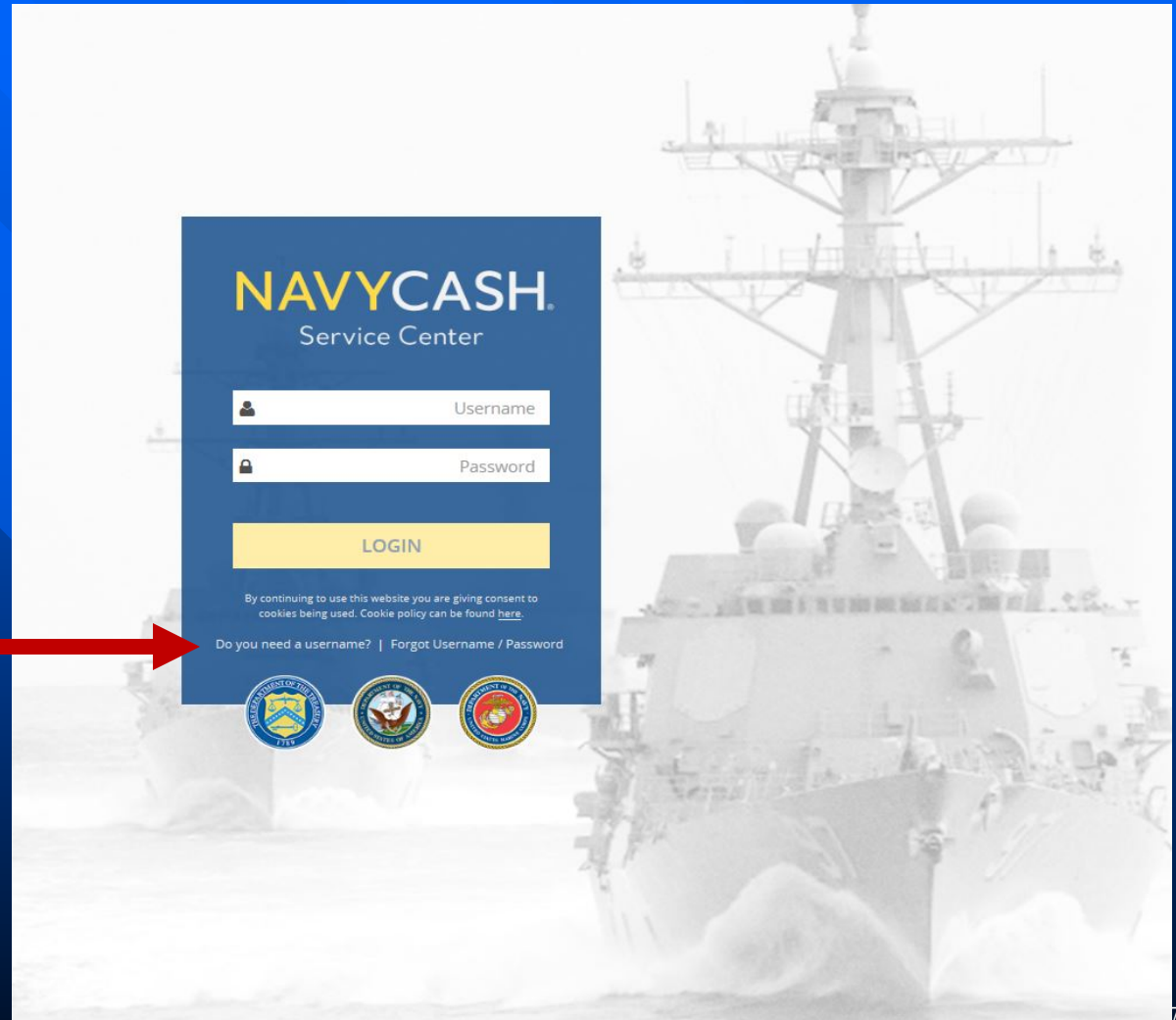
# Navy Cash Cardholder Website

- Developed to help cardholders and merchants manage their Navy Cash accounts
- Help Screen provides answers to most questions
- Provides Summary Account Information
  - Account Balances on closed-loop (Chip) and open-loop (Strip) Accounts
  - Linked Bank Account or Credit Union
- Shows detailed transaction history for current month plus 24 months

# Navy Cash Cardholder Website

For first time users:

- Click on *“Do you need a username?”*



# Navy Cash Cardholder Website (cont.)

The screenshot displays the Navy Cash website interface. At the top right, it shows the account name "NC SOON EIGHT MWR FUND" and a "Log Out" button. The main navigation includes "NAVYCASH.", "Account", and "History". A sidebar on the left contains "My Account" and "Cardholder Accounts". The main content area shows two account summaries:

CHIP ACCOUNT	ACCOUNT BALANCE	STATUS	STRIP ACCOUNT	ACCOUNT BALANCE	STATUS
8000000523417	\$ 40	OPEN	8000000523409	\$ 100	OPEN

Below this is the "ACCOUNT INFORMATION" section, which includes a table with the following data:

Card Number	Issue Date	Expiry Date	Card Status Date	Card Status
5179660100797132	03/22/2013	03/31/2018	04/10/2014	ACTIVE

A second table provides additional card details:

Chip Number	ACH Allowed	Name on Account	Routing Number	Bank Account Number	Account Type
8000000523417	N			****	

The background of the website features a faded image of a large naval ship at sea. At the bottom left, there are links for "Contact", "Help", and "Privacy", along with the copyright notice "© 2014 JPMorgan Chase & Co. All Rights Reserved."

# Navy Cash Disbursing Website

- Enables DOs to review and update Navy Cash cardholder and merchant information
- Shows cardholder transaction history for current month plus 24 months
- Allows Disbursing Officer to:
  - Update cardholder location
  - Review all cardholders and merchants assigned to ship
  - Review Round-Trip history, Update Ship's contact information, and Ship and Shore Reports



# Navy Cash Disbursing Website (cont.)



# Navy Cash Disbursing Website (cont.)

The screenshot displays the NAVYCASH web application interface. The top navigation bar includes the NAVYCASH logo, the user's name 'MARINE A TEST05' with rank 'E1 MARINES', and search options for location and cardholders. A left-hand sidebar contains menu items: My Account, Ships, Cardholders (highlighted), Visitor Cards, Bulk Transfers, Merchants, Reports, and Users. The main content area shows details for a STRIP ACCOUNT (8000000419020) and two CANCELLED cards (200011417 and 200010719). Each card entry includes fields for Card Number, Issue Date, Expiry Date, Card Status Date, and Status. Below the cards, there are fields for Chip Number, Account Balance, Open Date, Chip Status Date, Status, Chip Limit, and Withdrawal Limit.

STRIP ACCOUNT: 8000000419020					
Account Balance	Hold Amount	ACH Withdrawal Limit	Creation Date	Status	
\$ 0	\$ 0	\$ 400	08/05/2008	OPEN	

CARD ID: 200011417					
Card Number	Issue Date	Expiry Date	Card Status Date	Status	
5*****4082	08/12/2009	08/31/2013	08/01/2013	CANCELLED	
Chip Number	Account Balance	Open Date	Chip Status Date	Status	
8000000447948	\$ 0	06/25/2010	08/01/2013	CLOSED	
Chip Limit	Withdrawal Limit				
\$ 1000	\$ 400				

CARD ID: 200010719					
Card Number	Issue Date	Expiry Date	Card Status Date	Status	
5*****4082	08/05/2008	08/31/2013	08/01/2013	CANCELLED	
Chip Number	Account Balance	Open Date	Chip Status Date	Status	
8000000419038	\$ 0	08/05/2008	08/01/2013	CLOSED	


# Treasury Navy Cash Website

- Good source of information on Navy Cash
- Provides overview of Navy Cash program
  - Provides answers to most questions about how Navy Cash works
  - Updates and Newsletters
  - Functional training materials
  - Videos on selected maintenance procedures
  - Navy Cash SOPs and SOP Change Notices
  - Navy Cash Bulletins and Flashes


# Treasury Navy Cash Website (cont.)

Official website of the United States Government

U.S. DEPARTMENT OF THE TREASURY

 **BUREAU OF THE Fiscal Service** Navy Cash

X Menu A-Z Index Q Search






## Navy Cash


A program of the Bureau of the Fiscal Service

### NAVY CASH MENU

- Home
- Resources
  - Resources
  - Maintenance
  - Procedures
- Updates and Newsletters
- Training
- Photo Gallery
- Contact Us

### RELATED LINKS

- FAQs 
- OTC Net
- NAVSUP 
- My Navy Portal 



**Tip:** To get back to the Fiscal Service home page, click or tap the logo in the upper left corner.



# Questions

