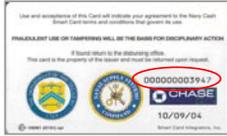


RESETTING YOUR PIN



- For visitor Navy Cash® cards, the PIN is set to the last four digits of the card number, which is printed on the lower right corner of the back of the card.

- As soon as you get your card from disbursing, you should change the PIN at one of the K80 Cashless ATMs on board ship or at disbursing.

USING YOUR CARD

- Each retail location has a K22 Point-Of-Sale (POS) device. Each vending machine has a Card Access Device (CAD).
- Feed the card into card slot face up and chip end first until card *gently* clicks into place. Follow instructions on the screen.
- Remember, do not remove your card until the transaction is completed.



CHECKING YOUR BALANCE

- You can check your remaining balance at the card reader before you start a purchase transaction.
- For each purchase, the exact amount of the transaction



- is deducted from funds loaded on the chip.
- Card readers display the new balance as purchase transaction is completed.
- You can also check your balance at K80 Cashless ATMs. Feed the card into card slot

face up and chip end first. Select “Balance” option presented on screen.

RELOADING YOUR CARD

- Visitor cards are reloadable.
- Add, or plus up, value on the chip by presenting cash or a personal check at the disbursing office.
- You can also transfer money from someone else’s chip to your chip (chip-to-chip transfer).

CHIP-TO-CHIP TRANSFER

- You can transfer money from someone else’s chip to your chip at a K80 Cashless ATM. K80s are installed in various locations on the ship.
- First, insert the card to be debited and enter the PIN. Select “Chip-to-Chip” transfer option and follow instructions presented on screen. Funds are removed from card and placed into escrow account, and originating card is ejected from ATM.
- Second, insert the card to be credited and enter the PIN.
- Receiving card must be inserted and authenticated with the PIN within 60 seconds (more time can be requested if needed).
- If process is interrupted before transfer completed (e.g., a power failure at the K80 or time expires), owner of debited card can go to disbursing to return value of incomplete transfer to his/her card.



SECURITY

The value on cards is protected in three ways:

- If a card is lost or stolen, the PIN prevents an unauthorized person from using the card.
- After a card is reported lost or stolen to disbursing or the Navy Cash and Marine Cash card Customer Service Center, the card is *hotlisted*, which prevents an unauthorized person from using the card even if the PIN is known.
- At vending machines where a PIN is not required, purchases are limited to a total of \$25 before the PIN must be entered to reset the counter in the chip.
- If your chip-only card is lost or stolen, the maximum you can lose is \$25. To limit loss, report lost or stolen card and card number to disbursing immediately. Remaining value will be restored, and a new card issued.



PROTECTING YOUR CARD

- Your visitor Navy Cash card is your means to purchase things on the ship. Protect your card.
- Do not bend card, attempt to pop chip out of card, or scratch chip. Do not punch hole in card for key ring or lanyard. Keep clean of dirt, oil, and adhesive debris by rubbing with soft cloth. Use water or rubbing alcohol if needed.
- You can pick up a protective cover for your card at the disbursing office.
- Please report damaged cards to the disbursing office immediately.

PROTECTING YOUR PIN

- For your protection, memorize your PIN and keep it confidential.
- Never give your PIN to anyone. Don’t write your PIN on your card or in your address book, and avoid carrying your PIN with you in your wallet or purse.
- If you forget your PIN, report to the disbursing office with your card to reset your PIN.
- When creating your PIN, don’t use consecutive numbers or part of SSN, birth date, or address.

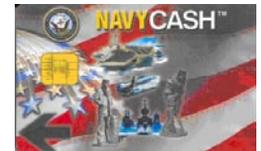


UNBLOCKING YOUR CARD

- If your card is blocked because the PIN was entered incorrectly in the K80 three times or more, go to disbursing to unblock the card.

CASHING OUT AND TURNING IN YOUR CARD

- Visitor Navy Cash cards are reusable and should be turned into the disbursing office prior to your final departure from the ship.
- When turning the card in, be sure to cash out the chip at disbursing to receive cash for all value remaining on the chip.
- *Once you turn the card in, any residual value remaining on the card cannot be recovered.*



VISITOR NAVY CASH® CARDS



- The electronic purse (chip) on Navy Cash® and Marine Cash® cards replaces bills and coins for purchases on the ship — the result is an essentially cashless environment on board the ship.

- Visitor Navy Cash cards can be used at any vending machine or retail location on the ship, e.g., ship's store, post office, MWR, Wardroom, Chief's Mess, etc.

OBTAIN A VISITOR NAVY CASH CARD AT THE DISBURSING OFFICE

- Visitor Navy Cash cards can be obtained from disbursing for your purchases on board the ship.
- Bring cash or a personal check to the disbursing office to add value to the electronic purse (chip) on the card.
- Record your card number (printed on the lower right of the back of the card). You'll need the card number if your card is lost or stolen.



- Visitor cards are reloadable — you can reload, or plus up, the value on the chip at disbursing.

- Visitor cards are reusable and should be cashed out and turned in at the disbursing office before you depart the ship for the last time.
- If you make repeated trips to ships, you may keep your visitor Navy Cash card. The card, and the value on the chip, can be used on any Navy Cash ship. You can also add, or plus up, value on the card at disbursing on any Navy Cash ship.

NAVY CASH® AND MARINE CASH® CARD PROGRAM CUSTOMER SERVICE CENTER (CSC)

Commercial: 1 (866) 3NAVYCASH
1 (866) 362-8922

Web Site: www.navycash.com
e-mail: navycash@ezpaymt.com

FAX: 1 (866) CHASE01
1 (866) 242-7301

CSC can also be reached through
Global Distance Support Center (GDSC)

Commercial: 1 (877) 4-1-TOUCH
1 (877) 418-6824

DSN: (510) 4-2-TOUCH
(510) 428-6824

Press 6 then 2

Navy Cash® Card Program Office
Naval Supply Systems Command
Navy Family Support Mechanicsburg
Disbursing Division, SUP NFS 56
(717) 605-5270
DSN: 430-5270

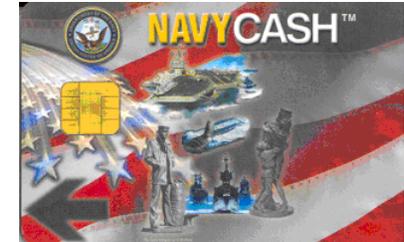
Ready. Resourceful. Responsive!



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Financial Management Service*

Navy Cash® Card Marine Cash® Card

Visitor Card User Guide



TEN BASIC STEPS

The details are inside

1. Obtain a card at disbursing, and add value to the card.
2. Change your PIN.
3. Record your card number.
4. If you lose your card, bring your card number to disbursing to get the value remaining on your card restored and a new card issued.
5. Treat your card like cash, and protect your PIN.
6. Use your card.
7. Check your balance.
8. Reload your card.
9. Cash out and turn card in at disbursing before you leave the ship.
10. Any questions, see disbursing.