



Navy Cash™ Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 2 Issue: 7 April 2005

Marco ... Polo

Do you know where your maintenance CD is stored? Do you need a new one?

Maintenance CD's are usually left with the DISBO but may have been distributed to other parts of the ship. If you cannot locate your maintenance CD, please contact:

Navy Cash Waterfront Support

Fleet Support Group Norfolk:

William Freeman, (757) 443-1189, DSN: 646

Fleet Support Group San Diego:

Arsenio Vergara, (619) 556-6493, DSN: 526

Installations

As of 31 March 2005, 46 Ships have been installed with the Navy/Marine Cash™ Financial System.

April Installations:

PCU Halsey (DDG 97) (Pascagoula)

USS De Wert (FFG 45) (Mayport)

USS Enterprise (CVN 65) (Norfolk)

USS Vicksburg (CG 69) (Mayport)

May Installations:

USS John L Hall (FFG 32) (Pascagoula)

USS Ramage (DDG 61) (Norfolk)

USS Ross (DDG 71) (Norfolk)

Round Trip

DISBO's please remind crewmembers that it can take anywhere from 48-72 hours for money to be transferred onto the Navy Cash Card. It depends on when the transfer is attempted AND when a round trip occurs.

NICC-GDSC

The Navy Integrated Control Center (NICC) has changed its name. It's now the Global Distance Support Center (GDSC). Same number, same people, new name. All contact numbers from the December Bulletin are still valid. For back issues of the bulletin, log on to NKO.

MPCC

Pending Redeposit Report from FRB should not be treated as SF5515. Failed checks on initial presentation will be re-deposited (by FRB) twice (on 1st or 15th paydays). Adjustments to 2665,2657,1219 and collection from the member will not occur until actual SF5515 is received.

Win A Trip

Win an "all expenses paid" trip to the Annual DFAS MILPAY conference in Cleveland, Ohio. The conference will be held the week of 8 August, contest for 3 lucky winners will come out in May.



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Help us Help you!

All trouble and customer service calls, whether by phone call or e-mail, should be directed to the Navy Cash Customer Service Center (CSC). This includes all hardware, software, ship and shore report, communications, and cardholder issues. The CSC will attempt to resolve all calls, particularly cardholder service issues. Calls not resolved initially by the CSC will be forwarded to the proper technical support person. Trouble and customer service calls sent via email can include the appropriate technical support personnel as additional addressees.

Treasury Financial Agent, JPMorgan Chase Bank, N.A., is responsible for tracking trouble and customer service calls in a central location. By tracking these calls, they are able to monitor trends, report to NAVSUP and Treasury the volume and types of calls handled, the time it takes to resolve the calls, and any developing trends. The Navy Cash management team expects to use these reports to monitor overall system performance and to recognize problems or recurring issues that may require corrective action, e.g., an inordinate number of failures of a particular piece of equipment or an excessive amount of time to resolve an issue.

If calls are handled outside of the CSC, we get an unrealistic picture of the health of the system and may not recognize a problem that should be getting increased attention.

Remember: if the issue is related to card members, DO NOT transmit SSN's full MasterCard numbers or complete bank routing info over unsecured lines or email. Only transmit members name, mothers maiden name, month and year of the members birthday, last 4 SSN.

Contact the CSC via the GDSC - Phone: (877) 418-6824 / DSN (510) 428-6824 and select Option 6, then Option 3. If GDSC is down, you can also contact the CSC directly - Phone: (866) 662-8922. Fax: (866) 242-7301. Website: <https://www.navycashcenter.com>
Email: navycashcenter@ezpaymt.com

References

<http://nko.navy.mil>
<https://www.navycashcenter.com>
GDSC (NICC): (877) 418-6824 /
DSN 510 418-6824, Option 6

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