

Attention Disbursing Officers and Supply Officers

**NAVY CASH[®]
SOP CHANGE NOTICE
NAVSUP PUB 727**

**Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka**

Navy Cash SOP Change Notice 2012-004

27 June 2012

Subject: TRANSFER MEMBER PROFILE AND UNSUSPEND ACCOUNT USING NAVY CASH DISBURSING WEB SITE

Attention: Disbursing Officers/Supply Officers

- 1. Background.** Ships have reported problems using the Navy Cash Disbursing Web Site to transfer a cardholder's member profile to the ship and unsuspend a cardholder's Navy Cash account. For some reason, member profiles were being transferred back to the Navy Cash "Shore Command", and accounts suspended again. Ships had to send an e-mail to the Navy Cash Central Support Unit (CSU) and request that a member profile be transferred to the ship and the account be unsuspended. The Navy Cash Technical Support Team (NCTS) tracked down the issue, and the problem was fixed by a change implemented in late May 2012.
- 2. Disbursing Officer Action.** Upon receipt of this Navy Cash SOP Change Notice, the Disbursing Officer (DO) must take the necessary steps to ensure account assignments are handled as quickly as possible. Updates done through the Navy Cash Kiosk (K80 Cashless ATM) or Navy Cash Disbursing Web Site go into effect on board ship as soon as a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore.

 - **If Cardholder Reporting to Ship Has Valid Navy/Marine Cash Card.** The cardholder can quickly get access to all Navy Cash capabilities himself/herself by completing a "Ship Check In" at a Kiosk. Once a round trip is completed between ship and shore, the cardholder's member profile will be available on the ship. Navy Cash access to a home bank or credit union is unblocked automatically, which reinstates Navy Cash access to the account from the ship. The cardholder's Navy/Marine Cash account is restored (unsuspended) automatically, which allows online ATM withdrawals and online PIN-based and signature-based purchases ashore.
 - **If Cardholder Reporting to Ship Has Expired Navy/Marine Cash Card.** The Cardholder will not be able to complete a "Ship Check In" at a Kiosk. However, the Disbursing Officer 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 web site (see Appendix E). Once a round-trip is completed between ship and shore, the cardholder's member profile will be available on the ship. Transferring a cardholder's member profile from the shore command to the ship using the Disbursing Web Site unblocks the cardholder's Navy Cash access to a home bank or credit union and unsuspends the account automatically.
- 3. Official Change to Navy Cash SOP.** This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO shall retain a copy of this Navy Cash SOP Change Notice on file for inspection with the current version of the SOP.

Please route immediately to the Supply Officer and Disbursing Officer

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8.4.20 Close or Suspend an Account Pending Transfer or Discharge?

(in version 1.13 of the Navy Cash SOP, associated with release v1.4.6)

8.4.16 Close or Suspend an Account Pending Transfer or Discharge?

(in version 1.14 of the Navy Cash SOP associated with release v1.4.7)

d. PCS Transfer. Cardholders transferring PCS (Permanent Change of Station) should be encouraged to keep their Navy/Marine Cash cards and accounts when they leave the ship, particularly as more and more ships in the fleet are equipped with Navy Cash. A Navy/Marine Cash Debit MasterCard[®] does not expire until five years from the date of issue for cards issued after 24 September 2008 or three years from the date of issue for cards issued before 24 September 2008, so it will remain valid after an individual leaves the ship. If a cardholder's next ship is Navy Cash equipped and his or her card is still valid, he or she can quickly get access to all Navy Cash capabilities.

(1) Retain Navy/Marine Cash Account. If a cardholder elects to keep his or her Navy/Marine Cash card and account, he or she should transfer any remaining funds from both the chip and the strip as described above before leaving the ship.

(a) Automatic Blocking of Navy Cash ACH Access and Suspending of Navy Cash Account

((1)) Based on the transfer dates in the cardholder's member profile, the cardholder's Navy Cash account is pulled from the ship's Navy Cash roster and transferred to the shore command. At the same time, the Navy Cash account is suspended automatically and Navy Cash ACH access to the bank or credit union account is blocked automatically.

((2)) Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy Cash account disables the chip on a Navy Cash card. The cardholder can still use any value remaining on the chip to purchase things on the ship. *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 Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

((3)) The cardholder should then retain his or her Navy/Marine Cash card until he or she reports to a Navy Cash equipped ship. Once on board the new ship, the cardholder should complete a "Ship Check In" at a Navy Cash Kiosk (K80 Cashless ATM).

(b) Automatic Unblocking of Navy Cash ACH Access and Unsuspending of Navy Cash Account

((1)) Having retained his or her Navy/Marine Cash card and reported on board the new ship, the cardholder must complete a "Ship Check In" at a Kiosk (K80 Cashless ATM). Once the ship has complete the next round trip between ship and shore, the cardholder's Navy/Marine Cash 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 access to the home bank or credit union will be unblocked, which reinstates Navy Cash access to the account from the ship. Once round-trip processing is completed, the cardholder's member profile and full access to Navy/Marine Cash capabilities should be available on the ship.

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((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 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).

((3)) ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system. 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 (ACH Decline Count of 3 or 93), the ability to access his or her home bank or credit union account from the Navy Cash system is permanently blocked. Once Navy Cash ACH access is permanently blocked, the only way it can be restored is by authorized Disbursing Officer or Navy Cash Deputy action, either by unblocking access through the Disbursing Application or the Navy Cash Center web site or by sending a request to the CSU.

(c) Transfer Profile to Ship and Unsuspend Account Using Disbursing Web Site. If necessary (e.g., if a cardholder reports to the ship, his/her Navy Cash card has expired, and she/he cannot complete a "Ship Check In" at a Navy Cash Kiosk (K80 Cashless ATM)), the Disbursing Officer 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 web site (see Appendix E). Once the ship has complete a round-trip process 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 Web Site unblocks the cardholder's Navy Cash ACH access to a home bank or credit union (see paragraph (b)((2)) above) and unsuspends the account automatically.

5. List of Effective Navy Cash SOP Change Notices.

- 2012-001 Automatic EOD Now Mandatory
- 2012-002 Required Navy Cash Documentation in Financial Returns
- 2012-003 Residual Funds on Visitor Cards
- 2012-004 Transfer Member Profile and Unsuspend Account Using Disbursing Web Site

6. Points of Contact. If you have any questions, please contact:

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