

Part 1



Navy Cash Training

Disbursing Unit 2:

Disbursing Application Overview

Objectives

- Demonstrate how to Log on to the *Disbursing Application* on the stand alone Navy Cash work station.
- Describe the various types of Funds Transfers that the user can perform utilizing the *Disbursing Application* tool.
- Describe the various procedures involved with card and account maintenance using the *Disbursing Application* tool.
- Describe various reports that can be generated with Disbursing Operations.

Disbursing Application

The screenshot shows the NAVYSUP Disbursing Application interface. At the top, there is a navigation menu with the following items: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. Below the menu is the NAVYCASH logo. The main content area features the NAVSUP logo, which includes a stylized ship and a jet, with the text "NAVSUP" in large blue letters. Below the logo is the text "NAVAL SUPPLY SYSTEMS COMMAND" and the slogan "Ready. Resourceful. Responsive!". At the bottom of the interface, there is a status bar with the following information: "Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)", the date "8/17/2010", and the time "7:11:25 PM".

Logging Into Application

- You will need to have a distinct login name and password for the *Disbursing Application*.
 - Last name and first initial is login name
 - In order to get a login name for Navy Cash, you must be enrolled into the system.
- Remember that you also need a login name and password for the *Windows* system – do not get these two logins confused!

Funds Transfer

Fund Transfer to Chip

NAVY CASH®
Funds Transfer to Chip

Have user insert card.

Get Chip Info [Reset]

Account Name: [] Account #: []
Card Number: [] Account Status: []
Card ID: [] Card Status: []
Account Balance: [] Chip Balance / Limit: [] / []
Social Security Number: [] (Last 4 Digits)

Please select a funding source.

Cash
 SSN []

Procedure

1. Have user insert card.
2. Click the 'Get Chip Info.' button.
3. Verify cardholder's identity (except for Visitor card).
4. Select a funding source.
5. Specify a transfer amount.
6. Click the 'Submit' button.

Transfer Amount: [] [Submit]

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/6/2011 10:26:23 AM

Select '*Funds Transfer to Chip*' on the *Disbursing Application* (DA) menu to allow adding of value to chip.

Fund Transfer to Chip (cont)

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Funds Transfer to Chip

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:
Card Number: Account Status:
Card ID: Card Status:
Account Balance: Chip Balance / Limit: /
Social Security Number: (Last 4 Digits)

Please select a funding source.

Cash
 SSN

Procedure

1. Have user insert card.
2. Click the 'Get Chip Info' button.
3. Verify cardholder's identity (except for Visitor card).
4. Select a funding source.
5. Specify a transfer amount.
6. Click the 'Submit' button.

Transfer Amount:

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g) 8/16/2010 7:12:32 PM

- Fund transfer to the chip can be done by:
 - Cash
 - SSN or strip to chip. (usually used when a *Visitor* card is issued due to a *Instant Issue* card not functioning while awaiting replacement card)
 - Cards need to be available to gain account information

Fund Transfer from Chip

With the *Merchant* button selected, this option is used primarily for Bulk Sales, such as bulk soda sales.

NAVY CASH®
Funds Transfer from Chip

Have user insert card

Get Chip Info reset

Account Name: [] Account #: []
Card Number: [] Account Status: []
Card ID: [] Card Status: []
Account Balance: [] Chip Balance / Limit: [] / []
Social Security Number: [] (Last 4 Digits)

Please select the transfer destination.

Merchant [807 00477544 - 1ST CLASS ASSN]
 Cash

Procedure

1. Have user insert card.
2. Click the 'Get Chip Info.' button.
3. Verify cardholder's identity (except for Visitor card).
4. Select a funding source.
5. Specify a transfer amount.
6. Click the 'Submit' button.

Transfer Amount: [] Submit

Disbursing Application Version: 1.7.23143 | Application Release : (ncp) 1/6/2011 10:27:58 AM

Fund Transfer from Chip (cont)

With the *Cash* button selected, this option is used to “cash out” a cardholders chip.

The screenshot shows the NAVY CASH web application interface for 'Funds Transfer from Chip'. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the page title 'Funds Transfer from Chip'. Below the header, a message reads: 'Have user insert card. Then click the 'Get Chip Info' button.' There are two buttons: 'Get Chip Info' and 'Reset'. The form contains several input fields: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Social Security Number (Last 4 Digits). Below these fields, a message says 'Please select a transfer destination.' There are two radio buttons: 'Merchant' and 'Cash'. The 'Cash' radio button is selected and circled in red. A dropdown menu is visible next to the 'Merchant' option, showing '800000043368 - 1ST CLASS ASSN'. Below the radio buttons, there is a 'Procedure' section with a list of six steps: 1. Have user insert card. 2. Click the 'Get Chip Info.' button. 3. Verify cardholder's identity (except for Visitor card). 4. Select a funding source. 5. Specify a transfer amount. 6. Click the 'Submit' button. At the bottom of the procedure section, there is a 'Transfer Amount:' input field and a 'Submit' button. The footer of the application displays 'Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)', the date '8/16/2010', and the time '7:13:29 PM'.

Individual Refund

With the *Chip Purchase Refund* button selected, the refund is linked to a specific chip transaction for the total amount.

NAVY CASH
Individual Refund

Have user insert card.

Get Chip Info Reset

Account Name: Account #:
Card Number: Account Status:
Card ID: Card Status:
Account Balance: Chip Balance / Limit: /
Social Security Number: (Last 4 Digits)

Chip Purchase Refund Miscellaneous Refund Submit

Transaction Date - D	Amount	Merchant	Event	Refunded
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Filters

From Date: To Date:
Event:
Display Expired Events: Refresh

Procedure

1. Have user insert card.	Chip Purchase Refund.
2. Click the 'Get Chip Info' button.	1. You can narrow the list by choosing a date range
3. Verify cardholder's identity.	and by Event. Then click Refresh.
4. Choose refund by either a purchase or by dollar amount.	2. Click 'Submit' to Refund.

Disbursing Application Version: 1.7.23143 | Application Release : (ncp)

1/6/2011

10:29:08 AM

Individual Refund (cont)

With the *Miscellaneous Refund* button selected, “All-purpose refunds” are done such as purchase two tickets and later refund one of them.

The screenshot shows the NAVY CASH Individual Refund web application. At the top, there is a navigation menu with links: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title 'Individual Refund'. Below the header, there is a section titled 'Have user insert card. Then click the 'Get Chip Info' button.' This section contains two buttons: 'Get Chip Info' and 'Reset'. Below these buttons are several input fields for account information: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Card Security Number (Last 4 Digits). Below the input fields, there are two radio buttons: 'Chip Purchase Refund' and 'Miscellaneous Refund'. The 'Miscellaneous Refund' radio button is selected and circled in red. To the right of the radio buttons is a 'Submit' button. Below the radio buttons, there is a 'Refund' section with a 'Transfer Amount' field set to '150.00' and a dropdown menu showing a list of refund categories. The dropdown menu is open, showing the following items: 800000477548 - COLLEGE COURSES, 800000477548 - COLLEGE COURSES, 800000477510 - CPO MESS - DUES, 800000477512 - FOREIGN CONCESSIONAIRE, 800000477514 - GENERAL MESS - FOOD, 800000477516 - GENERAL MESS - SURCHARGES, 800000477518 - HANGAR BAY SALES, 800000477520 - HUSBANDING AGENT, and 800001229959 - MISC EVENTS. Below the dropdown menu, there is a 'Procedure' section with a list of instructions: 1. Have user insert card. 2. Click the 'Get Chip Info' button. 3. Verify cardholder's identity. 4. Choose refund by either a purchase or amount.

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp)

1/6/2011

10:31:52 AM

Automatic Chip to Chip Corrections

- Once every 24 hours, the Navy Cash server on the ship will scan the escrow account for unmatched *chip-to-chip* transactions.
- For each unmatched transaction detected, the automatic correction process will first determine if the sending card was a Embossed permanent or *Instant Issue* card or a *Visitor* card.
 - If the sending card was a Embossed permanent or *Instant Issue* card, the electronic value will be returned to the initiator cardholder's Navy Cash (strip) account automatically.
 - Because a *Visitor* card does not have a Navy Cash (strip) account associated with it, the electronic value will be transferred to the Disbursing *Merchant* card (strip) account.

Automatic Chip to Chip Corrections (cont)

- *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 and placed in the Q:\files\navydata\report\ship\pspo folder.
 - The report lists the chip-to-chip corrections that were successfully completed that day. The Disbursing Officer should review these reports daily.
 - For every chip-to-chip correction completed for a *Visitor* card, the Disbursing Officer must take action to restore the value to the appropriate *Visitor* Card cardholder.

Automatic Chip to Chip Corrections (cont)

- To restore value to a *Visitor* card, Disbursing Officer should take the Disbursing *Merchant* card to the ATM, and move the funds from the strip to the chip. Then, he has the options to:
 - cash out the chip and use the cash to fund the cardholder's *Visitor* card in the amount of the unmatched chip-to-chip correction,
 - cash out the chip and give the cardholder the cash or
 - go to the NCR Cashless ATM and do a chip-to-chip transfer from the Disbursing Office *Merchant* card to the cardholder's *Visitor* card.

Automatic Chip to Chip Corrections (cont)

Start Time for Disbo Report 24-May-2009:040056

Payroll card Chip to Chips completed :

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	CARD_NUMBER	TO_PAYROLL_ACCT	LAST_NAME
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Visitor card Chip to Chips completed :

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	CARD_NUMBER	TO_PAYROLL_ACCT	LAST_NAME	
23-May-2009:134408	\$204.15	24-May-2009:040055	400012345	8000000123456	USS TITAN	VISIT
23-May-2009:145116	\$2.00	24-May-2009:040055	400123456	8000000123456	USS TITAN	VISIT

Finish Time for Disbo Report 24-May-2009:040056

PL/SQL procedure successfully completed.

Fund Transfer – Bulk Refunds

Bulk Refunds is used to refund cancelled *Events* such as a concert. This refund method is used only with *Instant Issue* and Embossed Permanent cards. Funds are transferred to the strip account.

NAVY CASH® Bulk Refunds

Navigation: Funds Transfer | Card Maintenance | Account Maintenance | Operations | Utilities | Reports | Logout

Dropdown Menu: Funds Transfer to Chip | Funds Transfer from Chip | Individual Refunds | Chip to Chip Corrections | **Bulk Refunds** | About Funds Transfer

Select Event for Refund

Merchant	Event - A	Event Desc
1ST CLS AS	DUBAI GOLF	DUBAI
1ST CLS AS	DUBAI SCUBA	DUBAI
CG BOOKS	PACE	PACE COURSES SECOND TERM.
CG COURSES	PACE	SECOND CLASS FOR PACE.
GENERAL MESS	GENERAL MESS	GENERAL MESS

Refund

View Refund Request Status Details

Merchant	Event - A	Event Status
NAVY MWR	JAGUARS FOOTBALL	Processed
NAVY MWR	HORSEBACK RIDING	Processed
NAVY MWR	PEARL SNORKLING	Processed
NAVY MWR	GOLD	Processed

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Reset

Procedure

To Refund an Event:
From the 'Select Event for Refund' box:
1. Select a Merchant/Event.
2. Click the 'Refund' button.

To Check Status of a Refunded Event:
From the 'View Refund Request Status Details' box:
1. Choose an Event being refunded.

To Refresh all the Data on the screen Click the 'Reset' button.

Fund Transfer – Deposit Cash or Check to Strip

Used to deposit funds directly to the strip. Enables *negative* balances to be immediately resolved.

The screenshot shows the NAVY CASH web application interface for 'Deposit Cash to Strip'. At the top, there is a navigation bar with links: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title 'Deposit Cash to Strip'.

The interface is divided into two main sections: 'Card not Present' and 'Card Present'. The 'Card not Present' section contains a search form with the following fields and options:

- Enter criteria to search:**
- Social Security Number: OR
- MasterCard Number: OR
- Last Name / First Name: AND
- Buttons: and

The 'Card Present' section includes a button labeled 'Get Card Info'.

Below these sections is a table displaying account information:

751074	STEPHEN, MARK U	8000000012437	8000000437048
808254	STICKNEY, PETER I	8000000012437	8000000140170

The 'Member Profile' section contains the following fields:

- First Name: Social Security Number:
- Middle Initial:
- Last Name: Account Balance:
- Deposit Amount:

A 'Process Deposit' button is located at the bottom of the form.

Card Maintenance

PIN Reset or Change

The screenshot displays the NAVY CASH web application interface. At the top, there is a navigation menu with options: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. A dropdown menu is open under 'Card Maintenance', showing options: PIN Reset or Change, Change Card Status, Unblock Card, Card Report, and About Card Maintenance. The main content area is titled 'Reset or Change PIN' and includes a prompt: 'Have user insert card. Then click the 'Get Chip Info' button.' Below this are several input fields: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Social Security Number (Last 4 Digits). There are 'Get Chip Info' and 'Reset' buttons. A 'Procedure' box contains the following steps: 1. Insert card into reader. 2. Click the 'Get Chip Info' button. 3. Verify users identity. 4. Click the 'Submit' button. 5. User will be prompted for new PIN. A 'Submit' button is located to the right of the procedure box. At the bottom of the page, there is a status bar with the text: 'Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncc) 1/6/2011 10:35:35 AM'.

- Reset or Change PIN allows:
 - Cardholder to change PIN if forgotten.
 - Reset PIN on *Visitor* cards.

Change Card Status

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Change Card Status

Card Not Present
Enter criteria to search:

Social Security Number: OR
MasterCard Number: OR
Card ID:

Card Present
OR
Insert card:

Customer Name:
Account Balance:

Card: **200602848 : ACTIVE : CARLOS M DIAZ : 31-AUG-14**

Report card status:

Procedure

<p>If card present:</p> <ol style="list-style-type: none">1. Insert card.2. Click 'Get Card Info' button.3. Select the new status.4. Click the 'Update Card Status' button.	<p>If card not present or chip is damaged:</p> <ol style="list-style-type: none">1. Enter customer's Social Security Number, MasterCard number, Or enter Card ID for Visitor card.2. Click 'Card Search' button.3. Select card from list.4. Select the new status.5. Click the 'Update Card Status' button.
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Used to:

- activate Embossed Permanent cards,
- to mark cards lost/stolen/damaged,
- to cancel *Instant Issue* cards.

Always cancel *Instant Issue* and Embossed Permanent cards in the iPA 280, if available.

- This removes the chip funds from the card immediately and credits the funds to the cardholder's strip account.

Unblock Card

- Verify cardholder identity before unblocking a card.
- Perform this action before replacing card showing error 'R09'.

The screenshot shows the NAVY CASH Unblock Card web application. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. A dropdown menu is open under Card Maintenance, showing options: PIN Reset or Change, Change Card Status, Unblock Card (highlighted), Card Report, and About Card Maintenance. The main content area is titled 'NAVY CASH Unblock Card'. It contains a search section with the following fields: Social Security Number, MasterCard Number, and Card ID, each with a text input box and an 'OR' label. Below these are 'Card Search' and 'Reset' buttons. Further down are 'Customer Name' (with two text input boxes) and 'Account Balance' (with one text input box). A section labeled 'Cards found: (please select the one to unblock.)' contains a large empty text area. Below this is a 'Procedure' box with a list of five steps: 1. Enter the available search criteria. 2. Click the 'Card Search' button. 3. Verify users identity. 4. Have user insert card. 5. Click the 'Submit' button. To the right of the procedure is an 'Initiate Unblock:' label and a 'Submit' button.

Card Report

- Used for research purposes
- Report shows **ONLY** chip transactions
- Card is not required because the search can be done using Name, SSN, or NC Card ID.

The screenshot shows the NAVY CASH Card Report web application. At the top, there is a navigation bar with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title 'Card Report'. Below the header, a message reads: 'Have user insert card. Then click the 'Get Chip Info' button.' There are two buttons: 'Get Chip Info' and 'Reset'. The form contains several input fields: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Social Security Number (Last 4 Digits). Below these fields, there are search criteria: Customer First Name, Customer Last Name (with 'DIAZ' entered), SSN, and Card ID. A 'Search Results' dropdown menu is open, showing three results: '200612388 - DIAZ, RAMON D >', '200602848 - DIAZ, CARLOS M >' (which is highlighted), and '200627388 - DIAZ, JOSE A >'. There are 'Submit' and 'Reset' buttons next to the search results. Below the search results, there are 'Start Date' and 'End Date' dropdown menus (with '12/01/2005' and '01/06/2011' selected respectively) and a 'Card ID' field (with '200602848' entered). A large text area displays a list of transactions under the heading 'Description'. The transactions include 'ACH Funding to Chip Via NC - NC Debit' and 'ACH Funding to Chip Via NC - NC Credit' repeated multiple times, as well as 'Transfer NavyCash to Chip - NC Debit'. At the bottom of the form, there are 'Generate' and 'Print' buttons, and a label 'Card Seq: 200602848 - Account Number:'. The footer of the application shows 'Disbursing Application Version: 1.7.23143 | Application Release: (ncp)', the date '1/8/2011', and the time '10:43:34 AM'.

Account Maintenance

Assign Replacement Card

- This function assigns a replacement card for lost, stolen, damaged, or cancelled cards.

- Moves strip funds in account to *Instant Issue* card strip immediately, while the chip funds will be moved to strip once a round trip is completed.

The screenshot shows the 'NAVY CASH' web application interface for 'Assign Replacement Card'. The top navigation bar includes links for 'Funds Transfer', 'Card Maintenance', 'Account Maintenance', 'Operations', 'Utilities', 'Reports', and 'Logout'. The main content area is titled 'NAVY CASH Assign Replacement Card' and contains a search form. The search criteria include 'Social Security Number' (with an input field), 'Merchant ID' (set to '800000477526 - POST OFFICE - MONE'), and 'Customer Name' (set to 'POST OFFICE - MONEY ORDERS'). There are 'Card Search' and 'Reset' buttons. Below the search criteria, a table lists 'Cards found' with one entry: '200183889--EXPIRED-- POST OFFICE, MONEY ORDERS'. A 'Procedure' section provides a 6-step guide for card replacement, including a note about card display and assignment status. At the bottom of the form, there are 'Get Card Info', 'Reset', 'Request New Card', and 'Card ID' input fields. The footer of the application displays 'Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp)', the date '1/6/2011', and the time '10:50:24 AM'.

Assign Replacement Card (cont)

Note: An error message will pop up if you attempt to assign a replacement card to an account with an ACTIVE or PENDACTIVE (not active) card.

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVYCASH
Assign Replacement Card

Enter a criteria to search:

Social Security Number: OR

Merchant ID: 800000477546 - COLLEGE BOOKS

Card Search Reset

Customer Name: COLLEGE BOOKS

Cards found: (please select the card you wish to replace.)

200183899--DAMAGED- COLLEGE BOOKS
200577331--ACTIVE- COLLEGE BOOKS

Procedure

1. Enter the available search criteria
2. Click the 'Card Search' button
3. Select the card you wish to replace
4. Place instant issue card into the card reader
5. Click the 'Get Chip Info' button

Get Card Info Reset

Account Name: Navy CardHolder Card ID:

Request New Card

NavyCash Disbursing Application

The target account has an ACTIVE or PENDACTIVE card.
A replacement card may not be assigned to an account with an active card.

OK

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp) 1/6/2011 10:48:45 AM Ver 1.4.7

Assign Replacement Card (cont)

- If a cardholder's Navy Cash card is lost, stolen, or damaged, the member must report the problem to the Disbursing Officer.
 - Disbursing will update the status of the old card prior to assigning a replacement card
 - Normally an *Instant Issue* card will be issued as a replacement card. In those few instances where there is a need to request an Embossed Permanent card, a *Visitor* card can be issued to use until the Embossed Permanent card is received on the ship.

Note: Disbursing shall only give out one card, either by issuing an *Instant Issue* card or by requesting an Embossed Permanent card; they shall not do both.

Assign Replacement Card (cont)

This message will only appear if an Embossed Permanent card is being requested and an *Instant Issue* card is not being utilized.

The screenshot displays the NAVY CASH web application interface for assigning a replacement card. The page title is "NAVY CASH Assign Replacement Card". The navigation menu includes: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout.

Enter a criteria to search:

Social Security Number: OR
Merchant ID:

Buttons: Card Search, Reset

Customer Name:

Cards found: (please select the card you wish to replace.)
200183889--EXPIRED-- POST OFFICE MONEY ORDERS

Procedure - NavyCash Disbursing Application

Are you sure you want to Assign a new card without assigning a Instant Issue card?

Buttons: Yes, No

Buttons: Get Card Info, Reset

Account Name: Card ID:

Button: Request New Card

Footer: Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (nsp) | 1/6/2011 | 10:50:49 AM

Assign Replacement Card Instant Issue Card

- Instant Issue Navy Cash card

When deployed away from homeport for an extended period, delivery of Embossed Permanent Navy Cash cards can take several weeks. *Instant Issue* cards ensure individuals have immediate access to all Navy Cash capabilities, for example, transferring funds on the ship to the chip or Navy Cash (strip) account from bank or credit union account ashore and accessing funds in the strip account at ATMs ashore.

Assign Replacement Cards

Visitor Card

- Visitor Navy Cash cards

Visitor cards are reusable by the Disbursing officer. They must be returned to Disbursing and cashed out when the Embossed Permanent card is activated.

- If necessary, for individuals already enrolled in Navy Cash and waiting on delivery of replacement cards, split pay can be transferred to the chip on the *Visitor* card using the *Disbursing Application*.

Navy Cash Card Expiration

- Navy Cash Cards issued after 24 Sep 08 expire 5 years from the initial date of issue.
- The actual expiration date is the last day of the month in the “Valid Thru” date embossed on the front of the Embossed Permanent and *Instant Issue* cards.
- Navy Cash *Visitor* cards have the expiration date printed on the back of the card.

Account Enrollment Form

- If member has no middle initial then use a hyphen (-).
- Bank account info is not required if member does not want transfer option.
 - User may sign up later in Disbursing Office.

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
New Account Enrollment

Applicant Information:

*SSN: 147258369 Title:
*First Name: JOHN *Middle Initial: L
*Last Name: SMITH *Date of Birth (mmdd): 03 16
*Mother's Maiden Name: JONES *Home Phone: 7574440000
Email Address: MITHJ@CG11.NAVY.MIL *Military Branch: NAVY
*Pay Grade: E-5

Address:

*Address: USS ALWAYS SAIL CG11

NavyCash Disbursing Application

The bank account specified is a Navy Federal Credit Union account that is not a checking account. The only Navy Federal Credit Union accounts that may be used with Navy Cash at this time are checking accounts.

OK

Account No: 1234567001 Account Name: SMITH

Procedure

1. Enter the required information.
2. Place Instant Issue card into card reader.
3. Click the 'Get Card Info' button.
Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another Instant Issue card must be used.
4. Click the 'submit' button.
5. Place allocated Instant Issue card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info Reset

*Instant Issue Card #:

Submit Reset

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (hcp) 1/6/2011 12:32:07 PM

Account Enrollment

- While enrolling a member stationed aboard ship use the ship's mailing address, entering the ship's name in address line 1.
 - To make sorting cards mailed to the ship easier, personnel stationed aboard ship should include their assigned division in address line 2.

Account Enrollment

Normally an *Instant Issue* card is issued on the spot. If Embossed Permanent card is requested, issue new member a *Visitor* card to use until Embossed Permanent card arrives.

The screenshot shows the NAVY CASH New Account Enrollment form. The form is titled "Applicant Information:" and contains the following fields:

- *SSN: 123456789
- Title: []
- *First Name: JOHN
- *Middle Initial: L
- *Last Name: SMITH
- *Date of Birth (mmdd): 03 / 06
- *Mother's Maiden Name: JONES
- *Home Phone: 7574440000
- Email Address: MITHJ@CG11.NAVY.MIL
- *Military Branch: NAVY
- *Pay Grade: E-7

The form also includes an "Address:" section with a field for "*Address:" containing "USS ALWAYS SAIL CG11".

A "NavyCash Disbursing Application" dialog box is overlaid on the form, asking: "Are you sure you want to Assign a new card without assigning a Instant Issue card?". The dialog box has "Yes" and "No" buttons.

Below the form, there is a "Bank Account" section and a "Procedure" section with the following steps:

1. Enter the
2. Place the
3. Click the

Note: the c... is unassigned. Otherwise the current assignment status will be displayed and another Instant Issue card must be used.

Buttons: Get Card Info, Reset, Submit, Reset.

*Instant Issue Card #: []

Footer: Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (hnp) | 1/6/2011 | 10:58:06 AM

Embossed Card Issuance

- Normally Embossed Permanent cards are only issued as part of a mass enrollment. They might be “needed” by VIPs, COs, Admirals, ETC...
- Embossed Permanent card is “requested” through *Disbursing Application* using either the *Assign Replacement Card* or *New Account Enrollment* functions by not inserting a card when clicking the [*Request New Card*] or [*Submit*] Button.
 - We decided on the term “requested” because you have to wait for the card to be delivered and will be using a *Visitor* card in the interim.

Electronic Signature

- When the Disbursing Officer 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.
- The Disbursing Officer must ensure the new enrollee reviews the enrollment information on the DD 2887 and verifies that it is correct.
 - (a) If the enrollment information is not correct, the Disbursing Officer clicks the [*Back*] button to return to the *New Account Enrollment* screen and revise the incorrect entries.
 - (b) If the enrollment information is correct, the Disbursing Officer clicks the [*Capture Signature*] button.

Electronic Signature

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
NAVY CASH ENROLLMENT AND AUTHORIZATION AGREEMENT

APPLICATION FOR DEPARTMENT OF DEFENSE (DoD) STORED VALUE CARD (SVC) PROGRAMS OMB No. 0730-0016
OMB Approval expires
Oct 31, 2011

PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ADDRESS IN THE PARAGRAPH BELOW. SUBMIT COMPLETED FORMS AS SHOWN IN "DIRECTIONS". The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Service Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0730-0016). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT
AUTHORITY: P.L. 104-134, Debt Collection and Improvement Act 1996, as amended; Department of Defense Financial Management Regulation (DoDFMR) 7000.14-R, Vol. 5, Chapter 17; 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 DoD Stored Value Card (SVC) programs; 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 552(a)(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of DoD to the U.S. Department of the Treasury, Fiscal and Financial Agents and their contractors involved in providing DoD SVC services. 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 in the DoD Blanket Routine Uses as published in the Federal Register.
DISCLOSURE: Disclosure is voluntary; however, failure to furnish the requested information may significantly delay or prevent your participation in the DoD SVC program.
DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for DoD-approved SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your SVC account at an SVC kiosk or cashless ATM. For more information about DoD SVC programs, please visit <http://www.fms.treas.gov/eaglecash> or <http://www.fms.treas.gov/navycash>.

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: MP
 3. FIRST NAME: DAVID
 4. MIDDLE INITIAL: K
 5. LAST NAME: ROGER
 6. SSN: 345657576
 7. PAY GRADE: E-1
 8. MILITARY BRANCH OR COMPANY NAME (Contractors): NAVY
 9. DATE OF BIRTH (MMDD): 0302
 10. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes): K

11. a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)
 b. USMC ONLY (1) MEU (2) MLG
 c. CITY
 d. STATE
 e. ZIP CODE
 f. COUNTRY

12. a. RESIDENCE/PERMANENT ADDRESS: 10420 HIGHLAND MANOR DR
 b. CITY: TAMPA
 c. STATE: FL
 d. ZIP CODE: 33610
 e. COUNTRY: USA

13. WORK TELEPHONE NUMBER
 14. CELL TELEPHONE NUMBER: 8134328857
 15. E-MAIL ADDRESS

SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION

16. a. BANK OR CREDIT UNION NAME
 b. CITY
 c. STATE
 d. ZIP CODE

Please review the form and capture the signature.

Back Capture Signature Print Document Submit

Disbursing Application Version: 1.4.3114 | Navy Cash Release Version: 1.4.7.0 (devdb) 10:22:09 AM

Electronic Signature

- 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 Disbursing Officer 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.

Electronic Signature

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
NAVY CASH ENROLLMENT AND AUTHORIZATION AGREEMENT

b. CITY TAMPA	c. STATE FL	d. ZIP CODE 33610	e. COUNTRY USA
13. WORK TELEPHONE NUMBER	14. CELL TELEPHONE NUMBER 1234567890	15. E-MAIL ADDRESS	
SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION			
16.a. 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) <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS	
SECTION III - STATEMENTS OF UNDERSTANDING			
<p>DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a DoD SVC, I hereby knowingly and voluntarily consent to the immediate collection from my pay (military or civilian DoD pay), 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 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 if I am no longer receiving military or civilian pay, and amounts remain or become due and owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collection Standards (31 C.F.R. Parts 900-904) and Chapters 28-32, Volume 5, DoD 7000.14-R, DoD Financial Management Regulation.</p> <p>EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my DoD SVC expires, any value remaining will be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the SVC cannot be forwarded to the account for any other reason, I understand that the funds will be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 and that I retain the right to claim such funds. For Navy Cash/Marine Cash only: If my DoD SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.</p> <p>ADDITIONAL TERMS AND CONDITIONS: By using the DoD SVC, I agree to accept the terms and conditions for use of the 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.</p>			
SECTION IV. AUTHORIZATION TO MAKE DoD SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT			
I authorize the U.S. Treasury's Financial 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 SVC account.			
21. SIGNATURE SIGN HERE	22. DATE SIGNED (YYYYMMDD) 20120726		
SECTION V - FOR OFFICE USE ONLY			
23. ISSUED BY (Disbursing/Finance Office Name/Location)		24. CARD NUMBER (Last 6 digits)	

DD FORM 2887, FEB 2009 PREVIOUS EDITION IS OBSOLETE. Adobe Professional 8.0

Timeout in 56 seconds.

Back Cancel Signature Print Document Submit

Disbursing Application Version: 1.4.3114 | Navy Cash Release Version: 1.4.7.0 (n169) 11:19:18 AM

Electronic Signature

- 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.
- If the signature is:
 - not satisfactory, enrollee touches [*Clear*] to re-sign the enrollment form.
 - satisfactory, enrollee touches [*I Accept*].
- The *Navy Cash Enrollment and Authorization Agreement* (DD 2887) is now signed cryptographically and the new enrollee's signature is embedded into the DD 2887 document, which is then encrypted separately. Once an electronic signature has been embedded, the document is sealed and can no longer be altered.

Electronic Signature



Complete Enrollment process

- If the signature is not satisfactory, click the [*Re-Capture Signature*] button on the *Navy Cash Enrollment and Authorization Agreement* screen to return to the [*Capture Signature*] screen, and recapture the new enrollee's signature.
- If desired, the Disbursing Officer can print a copy of the signed enrollment form at this time by clicking on the [*Print Document*] button.

Complete Enrollment process

- Once the electronic signature process is complete, click the [*Submit*] button.
 - If an *Instant Issue* card was issued during the enrollment process it is assigned to the new account and is now activated.
 - The *Disbursing Application* displays an “Enrollment complete. Thank you.” message.



Enrollment Form Availability

- **Enrollment Form Kept on File Electronically.** Once the round trip is completed and the new account is established ashore and on the ship, the cardholder's profile will indicate the encrypted enrollment form (DD 2887) is available on file electronically.
 - The form can be viewed or printed by the Disbursing Officer
 - It will also be available on the Navy Cash Disbursing Web Site. For those enrolled manually, the Cardholder Personal Screen will indicate either that the cardholder's DD 2887 was not found in the document storage system ashore, or that a scanned copy of the cardholder's DD 2887 is available in either the iVault or Filenet document storage system ashore. Manual DD 2887s cannot be viewed on the web site, but the Disbursing Officer can contact the CSU and request a copy.

Retention of Enrollment Forms

- Electronic enrollment forms will be retained on the Navy Cash server on the ship for *three* years. All enrollment forms (electronic and manual) will be retained in the document storage system ashore for seven years past the termination of the U.S. Treasury Financial Agency Agreement with the Financial Agent for Navy Cash. The electronic image shall be considered the legal equivalent of the original.
- With electronic enrollment, hardcopy enrollment forms, signed by new enrollees, no longer need to be sent to JPMorgan Chase (JPMC), the Treasury Financial Agent for Navy Cash. Hardcopy enrollment forms, signed manually by new enrollees, will still be produced during the bulk enrollment process and will generally be forwarded by the NAVSUP Fleet Logistics Center (FLC) Fleet Support Groups (FSGs) or the Marine Logistics Group (MLG) Disbursing Offices. Hardcopy enrollment forms will continue to be digitally scanned by JPMC and stored in the document storage system ashore.

Dormant Accounts

- If there has been no activity on a cardholder's Navy Cash account for 180 days:
 - cardholder's profile will be automatically transferred from the ship's roster to the Shore Command. Marine cardholders will be transferred to the appropriate Marine Logistics Group (MLG).
 - If there is valid bank or credit union account linked to the member's profile, any funds remaining in the strip account will be pushed to the linked account automatically.
- A cardholder attached to the ship but transferred to the "shore command" due to 180 days of no card/account activity can simply do a "Ship Check In" at a Navy Cash Kiosk. Full access to Navy Cash capabilities will be available as soon as the next EOD processing is completed between ship and shore.

Account Information Update

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Account Information Update

- Assign Replacement Card
- Account Enrollment
- Account Information Update
- Note Maintenance
- About Account Maintenance

Card not Present
Enter criteria to search:

Social Security Number: OR
Merchant: 800000477510 - CPO MESS - DUES OR
MasterCard Number: OR
Last Name / First Name: AND

OR

Card Present
Insert card:

IDENTITY SEQ	LAST NAME	FIRST NAME	MIDDLE NAME	SSN	CLIENT
3819235	CPO MESS - DUES				8000000

Member Profile

First Name: Branch of Service: NAVY
Middle Initial: Social Security Number:
Last Name: CPO MESS - DUES Transfer Type: <NONE>
Chip Load Limit: 9999.99 Transfer Date:
DDA Account to Navy Cash Transfer Amount: 400

Bank Account Information

Bank Account No: Bank Account Type: CHECKING
Bank Account Name: CPO MESS - DUES USS G Customer Type: CONSUMER
ABA:

Block Account Request Unblock Account ACH Decline Count: 0 ACH Allowed:

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/5/2011 11:04:01 AM

ACH Declines

The following is the list of ACH decline codes

- 94: DSI request to disallow ACH funding - Do not allow unblock.
- 95: Funding information not supplied. Allow unblock if bank account & ABA changed.
- 96: Unacceptable NFCU account supplied - Allow unblock if bank account & ABA changed
- 97: Technical error while processing account - Do not allow unblock
- 98: Invalid Account Number. Allow unblock if bank account number changed.
- 99: Manually blocked Allow unblock

The screenshot shows the NAVY CASH Account Information Update form. The form is divided into several sections: 'Card not Present', 'Card Present', 'Member Profile', and 'Bank Account Information'. The 'Bank Account Information' section contains fields for Bank Account No., Bank Account Name, ABA, Bank Account Type, and Customer Type. Below these fields, there are radio buttons for 'Block Account Request', 'Unblock Account', and 'ACH Decline Count'. The 'ACH Decline Count' field is circled in red, and a red arrow points from this field to the list of decline codes on the left. The 'ACH Allowed' field is also visible next to it.

Negative Balance Notification at Navy Cash Kiosk

- When cardholders' strip 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 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.

Note Maintenance

The checkbox at the top is to *View Disbursing Notifications*. If unchecked the Operator can view all notes.

Note: the [Help] button. Clicking it will display help for the current screen. The help content will change if the *View Disbursing Notifications* block is checked.

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH®
Note Maintenance

Card Present
 View Disbursing Notifications

Enter criteria for individual note search:

Social Security Number:

MasterCard Number: OR

Last Name / First Name: AND

Search Reset

OR Card Present
Insert Card:

List of Members matching Search Criteria

List of Notes for Highlighted Member

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g) 8/16/2010 7:52:15 PM

Help for Note Maintenance

Help for Note Maintenance

Procedure

To Search for a user

1. Have user insert card.
2. Click the 'Get Card Info' button.
or
1. Enter Social Security Number or
2. Enter MasterCard Number or
3. Enter Last / First Name.
4. Click Search.

To View/Add Notes

From the 'List of Members matching Search Criteria' box:

1. Choose a Member.
2. You can either 'Add Note'
or

From the 'List of Notes for Highlighted Member' box:

3. Choose a note.
4. Either 'View Note' or 'Add Note'.

Exit

Adding a Note

Add Note

Note for BERGSTEIN, MAXINE A

Note Type: NEGATIVE BALANCE

Note Subject:

Note Comments:
Comment
DS01 Initiated
Funds Transfer
SPO Incremented

Disbursing Note

Add Note

Note for BERGSTEIN, MAXINE A

Note Type: NEGATIVE BALANCE

Note Subject:

Note Comments:

View Disbursing Notifications

- When *View Disbursing Notifications* checked, the start date defaults to the last time the Operator logged out of the *Disbursing Application*.
- If there is no end date, all Replication Conflict errors up to the current Login will be displayed. The sort is by latest replication conflicts first.

The screenshot shows the NAVY CASH Note Maintenance application. At the top, there is a navigation bar with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the text 'Note Maintenance'. The interface is divided into two sections: 'Card not Present' and 'Card Present'. In the 'Card not Present' section, the 'View Disbursing Notifications' checkbox is checked. Below this, there is a search criteria section with two dropdown menus for 'Disbursing Note Start Date' (set to 01.06/2005 09:29:18) and 'Disbursing Note End Date' (set to 01.06/2011 11:08:58). There are 'Search' and 'Reset' buttons. The 'Card Present' section has an 'OR' label and an 'Insert Card:' field with a 'Get Card Info' button. Below these are two empty list boxes: 'List of Members matching Search Criteria' (containing the text 'No members found matching search criteria.') and 'List of Notes for Highlighted Member'. At the bottom of the interface are 'View Note', 'Add Note', and 'Help' buttons. The footer contains the text 'Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp)', the date '1/6/2011', and the time '11:08:37 AM'.

Help Note Maintenance

Although similar, this allows to search and view only for different note information than the previous “Help Note Maintenance” screen.

Help for Note Maintenance

Procedure

<p>To Search for a user</p> <ol style="list-style-type: none">1. Have user insert card.2. Click the 'Get Card Info' button. <p>or</p> <ol style="list-style-type: none">1. Enter Social Security Number or2. Enter MasterCard Number or3. Enter Last / First Name.4. Click Search.	<p>To View/Add Notes</p> <p>From the 'List of Members matching Search Criteria' box:</p> <ol style="list-style-type: none">1. Choose a Member.2. You can either 'Add Note' <p>or</p> <p>From the 'List of Notes for Highlighted Member' box:</p> <ol style="list-style-type: none">3. Choose a note.4. Either 'View Note' or 'Add Note'.
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