



# Navy Cash Bulletin

Volume 18: Issue 1      January/February/March 2021

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# Disbursing News

## FROM THE NAVY CASH PROGRAM OFFICE

As we start the new calendar year 2021, we look forward to the upcoming year with a renewed spirit and hope for all the ways that we continue to execute our mission. While a lot of us within the Navy Cash family are still on telework orders, we continue to support and work on solving issues remotely. With Covid-19 restrictions still in place we must continue to look after the health and safety of the force and guarantee mission assurance. While leveraging the operational environment and continued observance of the guidance provided by regional and installation commanders regarding use of on and off-installation services, the NAVSUP Navy Cash Team remains vigilant in working with its partners to utilize platforms that allow distance support such as Go-to-Assist (G2A), CSU support via helpdesk and email, and contacting the FLC waterfront support teams. Although COVID-19 is still producing some challenges, we will stay resolved in our commitment to the fleet, the sailors, and ultimately the American people who entrust in us to keep our country safe.

The Navy Cash Program Team would like to wish Vicente Cruz of FLC Yokosuka a heartfelt farewell as he is PCS out of the 7<sup>th</sup> Fleet as the Navy Cash Representative as of 20 April 2021.

## FROM THE DDS PROGRAM OFFICE

DDS shore deployments are in full swing and have been for the last 6 months and NAVSUP and DFAS have made the most with the tools we have in this era of COVID. With a lot of hard work and coordination, we've been successful using MS Teams and DCS sessions, but are hopeful by the end of the year, we can get back to supporting the Navy disbursing community in person.

As we near the end of Spring 2021, NAVSUP and DFAS will have successfully completed the migration of the 6 Navy shore commands to DDS operations. We've also been busy conducting Instructor Lead Training sessions and are busy collecting lessons learned that may apply to how DDS will operate in the afloat environment.

In 2020, and into 2021, DDS Team has been participating in the PMW160, CANES and ISNS Interoperability testing and has received several testing approvals as we move into summer 2021. The Fleet will have a large pool of candidates to choose for DDS deployments. The PILOT of DDS Afloat is planned for July 2021.

The Navy disbursing community will be very busy over the next 24 months, in order to support an aggressive "replacement of NFRS" and deploy DDS to the 140 ships. As mentioned above, NAVSUP and DFAS are busy gathering and documenting some business process improvements, developing User Guides and Administrative Guides that will help the Fleet transition to the new disbursing system. No doubt, we will be extremely busy, and NAVSUP and DFAS will need support and assistance to coordinate this huge effort – I have no doubt that the Navy disbursing community will come together and make this a successful transition - We are going to need all hands on deck!

## **Disbursing News Cont.**

### **Fleet Logistic Center News, Reminders & Recommendations**

#### **NAVY CASH ENROLLMENT FORM REQUIREMENT (FS FORM 2887)**

Enrollment forms are a critical element in the Navy Cash program. A signed enrollment form must be on file for every Navy Cash cardholder. By signing the 2887, cardholders acknowledge the program's Privacy Act statement, authorize debits and credits to their bank and credit union account, consent to immediate collection from pay for any negative balances that may result from use of the Navy Cash card, and authorize the Government to initiate debt collection procedures for amounts that remain or become due and owing. The signed 2887 is the enforceable agreement between the individual cardholder and the Navy Cash program.

**Retention.** Electronic enrollment forms will be retained on the Navy Cash server on the ship for three years. Copies of any hardcopy enrollment forms shall be maintained on board ship for reference for three years from the date of signature. Enrollment forms can be purged three years from the date of signature, unless the individual is still on the ship. Because the FS 2887 contains sensitive personal information, the forms must be kept in the safe.

**Monthly Reports on Missing Enrollment Forms.** Each month, the Disbursing Officer must ensure the Ship Navy Cash missing 2887 Report is reviewed each month and verify a signed enrollment form (2887) has been or will be forwarded to the Treasury Agent for every cardholder whose name is listed on the report.

**ENROLLMENT FORM 2887 UPLOAD.** This feature is only available to the Navy Disbursing or Marine Disbursing role within the Navy Cash application. A 'Forms' option has been added to the left navigation menu. This feature allows searches for cardholders by either SSN or first/last name. Matching cardholders will show in the results. Use the 'Browse' button to navigate to the .pdf Form 2887 file located on your computer. If the upload is successful, user will see a green pop-up message indicating that the upload was received. Uploaded forms are available to disbursing and the CSU immediately upon upload completion.

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#### **AUDIT TIPS**

1. Ensure you balance to the penny, count, recount your cash on hand. (Blue E disqualifier if off)
2. Ensure ALL DD2657's signed and Section V completed.
3. Ensure you have a Deputy assigned, you designate on DD577
4. Bulk checks inventoried every 90 days, sign bulk check log
5. Change combo every 6 months, record it
6. Ensure all required signatures on retained 1359.
7. Certifying Officer not designated, should be SUPPO
8. No funds on unused Private Merchant Navy Cash cards, strip and chip zeroed out.

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#### **Where to find SOPs**

SOPs are available for download from the Treasury Web Site. DISBOs are encouraged to download the new SOPs to replace the version you may have in your offices.

## Disbursing News Cont.

### Fleet Logistic Center News, Reminders & Recommendations

#### Incomplete Forms for Civilian, Contract Riders and Merchants

A completed 2887/2888/2889 form is vital to the navy cash program in order to perform to its operational peak. Without completed banking information, the transfer of funds from the Civ/Contractors/Merchants home account to and from the Navy Cash card will not take place. The Civ/Contractor will not be able to receive unused funds back to their home account and reciprocally the DISBO will not be able to collect any negative balances from the rider if they overdraft. Although this does not happen often, it is still an issue that we would like to have corrected in the future; by following the guidelines of having, the correct forms filled out correctly and in future. Some points to keep in mind are 1. A cardholder mostly can only go negative if they have previously provided a bank account. If they have a negative balance, then they should bring cash to Disbursing on the ship to clear the negative balance. 2. Without bank account information, cardholders would have to visit Disbursing with cash. The Navy Cash program is trying to reduce the amount of cash being presented to Disbursing. 3. A FS Form 2889 is only required for DoD Contractors and the FS Form 2888 is only for merchants.

**All forms must be completely filled out. The Disbursing Officer should return all incomplete forms without completing enrollment if given an incomplete form.**

The Navy Cash Program Office and the Offices of the FLC's appreciate all the effort and assistance in this matter.

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#### NAVY CASH OPEN LOOP DECLINES

Know your balance!

Navy Cash open loop transaction (Debit or strip transactions) declines are on the rise. This indicates many cardholders are unaware of their strip/Debit feature balance before using it to make retail purchases or ATM withdrawals. We encourage the use of the strip for retail purchases but also expect cardholders to take personal responsibility to ensure there are sufficient funds to conduct retail transactions when using their Navy Cash Card. Not knowing one's balance opens one to risk for a declined transaction or denied cash withdrawal at an ATM.

We are generating and will provide Plan of the Day notes for distribution and will ask they be part of your regular rotation to the crew to remind them to check their balances at the kiosk or to register for an online account by visiting [www.navycash.com](http://www.navycash.com). We also recommend advising cardholders to load their strip/Debit fund 48 to 72 hours prior to beginning retail transactions. This will ensure the funds are properly reflected on the card; if Navy Cash and ship communications are delayed the correct balance may not be properly represented set the cardholder up for declined transactions.

Navy Cash had created a Navy Cash Cardholder User Guide with helpful information for cardholders on retail use, balance holds and withdrawals. Disbursing officers should have these available for their cardholders, please contact your Navy Cash FLC for some published user guides or an electronic copy for printing on demand.

With the holiday season in full swing we may see more declined transactions due to insufficient funds: the best prevention is to know one's balance and ensure there are sufficient funds before going shopping or making an ATM withdrawal.

Please encourage your cardholders to know their balance and help to minimize declines

**Attention: Food Service Officers (FSO), Sales Officers (SALESO), CS Personnel, and RS Personnel**

**In Summary: FSOs and SALESOs MUST have the NAVSUP 1359 and DD Form 1149 match the Navy Cash EOM Summary Report. Navy Cash does NOT match the NAVSUP 1359 or the DD Form 1149.**

The Navy Cash Manager (NCM-DISBO) should inform the FSO and SALESO the date and time that Navy Cash EOM is planned to be indicated/completed. After Navy Cash EOM is completed, transactions can no longer be added for the current month. Any Food Service transactions not completed and downloaded before Navy Cash EOM is completed, will show as Un-deposited Sales for the current month. Any Retail Operations transactions not completed and downloaded before Navy Cash EOM is finished, will be included in the next month's EOM. FSO and SALESO should verify that all Navy Cash devices have been downloaded, especially before Navy Cash EOM. They are responsible for all of their Navy Cash transactions and the NCM/DISBO is not.

Once that the Navy Cash EOM Summary Report is provided by the NCM/DISBO to the FSO and SALESO, the NAVSUP 1359 should be printed out of FSM and DD Form 1149 should be printed out of ROM and MUST match the Navy Cash EOM Summary Report. Again, remember that the NAVSUP 1359 and DD Form 1149 must match Navy Cash EOM Summary and not the other way around.

If the FSO and SALESO, refuse to match the Navy Cash EOM Summary Report to include any other cash deposited with the DISBO, the NCM/DISBO shall not sign the certification block of the NAVSUP 1359 confirming cash deposited if that statement is inaccurate. This also applies to the DISBO signature on the DD 1149. Incorrect vouchers must be returned for correction. To ensure timely submission of the Statement of Accountability, in lieu of those vouchers, the DISBO shall prepare a DD Form 1131 (Collection Voucher), matching the Navy Cash EOM Summary Report totals to include cash deposited and provide a copy to the FSO and SALESO.

If there are any questions or concerns, please contact your supporting FLC Navy Cash Team.

# Sailor of the Month

## January 2021



USS AMERICA (LHA 6) Disbursing Team, homeported in Sasebo, Japan is selected as Navy Cash Sailors of the month. LTJG Austin Mickelson, PS1 Kareen Sylvester, and PS1 Coriene Shea worked as an effective team providing sensational customer service, and technical expertise in supporting over 2,400 Sailors and Marines. The team conducted 896 Navy Cash transactions totaling approximately \$348K, created over 1,700 Navy Cash accounts, audited 13 merchant accounts and were instrumental in correcting over 40 unique repairs on the Navy Cash System, all while forward deployed in the Seventh Fleet AOR in a COVID-19 pandemic environment. In addition, LTJG Mickelson through superior supervision of Ship's Store sales, provided \$205K to AMERICA's MWR program since January 2020. AMERICA continues to receive OUTSTANDING quality of life services from our Navy Cash Team during this current deployment with the 31<sup>st</sup> MEU. They truly deserve a "BRAVO SULU" for all their efforts.

*From the Office of FLC Yokosuka*

# Sailor of the Month

## February 2021



The Disbursing Team of USS ESSEX (LHD 2) home-ported in San Diego, CA was selected as the Navy Cash Sailors of the Month for February 2021. ENS Danielle Watkins-Lozano and PS2(SW/AW) Brandee Lindsay-Williams provided outstanding daily customer service and disbursing support to 1,050 Sailors and Marines. The ESSEX Disbursing Team planned and coordinated the Navy Cash enrollment of 1,100 Marines and embarked guests during exercises DAWN BLITZ and STEEL KNIGHT. In addition, ESSEX's Disbursing Team was the only Commander, Naval Surface Force Pacific large deck to meet all Navy Cash documentation requirements and program directives with 100% completion status of Financial Service Form 2887. As a team, ENS Danielle Watkins-Lozano and PS2(SW/AW) Lindsay-Williams managed \$90k in disbursements, collections, and deposits while accurately maintaining flawless accountability of all cash reserves. The team supported multiple merchant organizations, programmed 20 merchant events and transferred \$60k in Ship Store profits to ESSEX's Morale Welfare and Recreation account. The ESSEX Disbursing Team takes pride in their financial operation and delivering outstanding support while directly impacting ESSEX's esprit de corps and operational readiness.

ENS Danielle Watkins-Lozano and PS2(SW/AW) Lindsay-Williams are superior performers and are well deserving of recognition as Navy Cash Sailors of the Month!

*From the Office of FLC San Diego*

# Sailor of the Month

## March 2021



The Disbursing Team of the USS George H. BUSH home-ported in Norfolk, VA was selected as the Navy Cash Sailors of the quarter. ENS Christine Quizon, PS1 Leonard Spears, PS1 Ian Hayman, PS2 Kaleb Bacon, and PS3 Andrew Gansauer for their dedicated customer service, outstanding technical knowledge, and continuous process improvements in support of the 3,500 Sailors and Contractors during the Ship's maintenance period. They received a complete upgrade of the Navy Cash System, which resulted in the temporary loss all Navy Cash services. It forced Disbursing, Food Service and Retail Operations to revert to full cash operations collecting 35k in cash transactions with zero discrepancies.

As a team, they maintained and recovered 3,300.00 in negative balances for 125 Sailors, and completing 124 missing DD-Form 2887 increasing their overall percentage to 96%. In addition to this, they have trained 24 personnel, Cashiers and Merchants on the new MT280 to ensure excellent customer service can be given throughout the ship.

Team disbursing onboard USS George Bush are extremely motivated and eager to find new ways to improve their office. As all of the great accomplishments were happening with-in this office. Team Disbursing managed to do a complete renovation of their office as well creating a welcoming atmosphere for their customers. The USS GEORGE BUSH disbursing operation sets an example of Service Second to None! They have adopted an attitude of excellence and has been the shining example of Navy Cash pride and professionalism. Their service is top notch and they are well deserving of recognition as Navy Cash Sailor of the Quarter!

*From the Office of FLC Norfolk*

## OTCNET NEWS

### WINDOWS 7 – JANUARY 2021

In January 2021, the Treasury Web Application Infrastructure (TWAI) where OTCnet resides will implement a security upgrade to strengthen the TWAI environment and address a security vulnerability. As a result of the upgrade to the TWAI environment, Windows 7 users will no longer be able to login to OTCnet using Internet Explorer.

Communications were sent out notifying that Windows 7 is no longer supported by OTCnet as [Microsoft](#) announced that they no longer support Windows 7 Operating Systems (OS) as of January 14, 2020.

**OTCnet deposit reporting users that ONLY have a Windows 7 workstation  
MUST use the Chrome browser to access OTCnet**

**Contact your local FLC representative for the proper MITGA procedures for any  
contingencies**

SYSTEM REQUIREMENTS GUIDE:

<https://fiscal.treasury.gov/files/otcnet/OTCnet-SysReq.pdf>

Thank you again for your support of OTCnet. If you have any questions, please feel free to contact the OTCnet Team.

Thank you,  
The OTCnet Team  
Toll free phone: 866-945-7920  
DSN phone: 510-428-6824, Options 1, 3, 4  
Email: [FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com)

# Navy Cash Card Replacement Guidance

The Disbursing Officer is responsible to ensure replacement card inventory remains at standard levels and expiration dates exceed 12 month on current card stock inventory.

SPARE NAVY CASH CARD STOCK. Navy Cash instant issue stock are identified by ship types in the table below. These standard recommendations support operational readiness and should support ship needs for up to 6 months.

NAVY CASH CARD STOCK: MARINES. MEUs that require Navy Cash cards to issue their cardholders for upcoming activities will place their orders with their Stored Value Card Program Management Office or their Marine Disbursing representative (Camp Pendleton, Camp Lejeune, and Camp Foster). Ship board Navy Disbursing Officers manage their card inventory based on ship size but may assist with card inventory for Marine Disbursing Officers if needed.

REORDER POINT. The Disbursing Officer will place an order when instant Issue cards inventory drops near or below the reorder-point indicated in parenthesis in the table below, or when a ship is about to change status. Cards are shipped within two to three weeks after the order has been approved.

Card Stock Reorder Points				
	DDG/CG	LPD/LSD/ AS/LCC	LHA/LHD	CVN
Instant Issue Cards (Navy Cardholder Cards)				
1. Pre-Deployment/Pre-Surge	200	200	1,000	2,000
2. Deployed/Surge Homeport/Local Ops	100 (50)	100 (50)	500 (200)	1,000 (500)

TO ORDER INSTANT ISSUE REPLENISHMENT STOCK. To order replacement instant issue cards, the Disbursing Officer should send an email request to the CSU at [navycashcenter@frb.org](mailto:navycashcenter@frb.org) to obtain a case number. The email request should include the following information:

- Current inventory on hand?
- Number of cards ordering?
- Ships status: Please indicate #1 for Pre-Deployment/Pre-Surge and #2 for Deployed, Surge, Pier side, Local Ops.
- If requesting cards above established SOP inventory levels please provide a brief justification or special circumstances reason.

# Additional Resources



Navy Cash, DDS & OTCnet tech docs are available on SAILOR 2.1  
<https://sailor.navy.mil/sailor/home.cfm>

## Navy Cash Treasury Website

[Navycash.gov](http://Navycash.gov)

Or

<https://www.fiscal.treasury.gov>

[NAVSUP 727, NAVYCASH SOP, NAVY CASH SOP CHANGE  
NOTICE](#)

<https://fiscal.treasury.gov/navy-cash/procedures.html>

## NAVSUP News and Media

<https://www.navsup.navy.mil/navsup/news>

## Deployable Disbursing System (DDS)

DDS Training Database: [https://dds-test.dfas.mil/forms/frmservlet?config=dds-test-sqt\\_a](https://dds-test.dfas.mil/forms/frmservlet?config=dds-test-sqt_a)

Tutorials: <https://www.milsuite.mil/video>

# Fleet Events & Training Dates

## Meet the Fleet

With the continued COVID travel and gathering restrictions in place, we will continue to suspend Navy Cash Meet the Fleet meetings with DISBOs, program office, NIWC, Treasury, SAIC and the Federal Reserve Bank until such time it is safe to hold these events. Until then, please continue to communicate to the program office through your local FLC Navy Cash Representative.

## Navy Cash Refresher Training

### Location

San Diego, CA

Norfolk, VA

Yokosuka, Japan

### Dates

11-14 May 2021

11-14 May 2021

TBD

## DDS Training Video Tutorials

Video Name/#	Video Name/#
001 General Information (DDS) #37933	014 Print Checks and Check Register (DDS) #38237
002 Logging into DDS #37934	015 Cash Received from Bank (DDS) #38225
003 Opening a New Business Day (DDS) #38216	016 Creating Domestic EFT File (DDS) #38231
004 Agent Processing (DDS) #38215	017 Close Out Process (DDS) #38238
005 DD1081 Advances (DDS) #38217	018 DD1081 Returns (DDS) #38239
006 Exchange Transactions (DDS) #38218	019 DD2665 - Daily Agent Acct Summary (DDS) #38236
007 Manual Disbursements (DDS) #38219	020 DD2657 - Daily Stmt of Acctability (DDS) #38232
008 SF1034 Public Voucher (DDS) #38221	021 End of Month Navy Cash (DDS) #38228
009 Manual Collections (DDS) #38220	022 Finalized Level 8 and SF1179 (DDS) #38227
010 DD1131 Certify (DDS) #38235	023 SF1219 - Statement of Acctability (DDS) #38234
010a DD1131 Cash Coll Voucher Reject (DDS) #38223	024 Upload and Maintain LOA Tables (DDS) #38240
010b DD1131 - Edit (DDS) #38222	025 Journal Voucher (DDS) #38229
011 Deposits (DDS) #38224	026 Vault to Vault Transfer (DDS) #38233
012 Debit Voucher (DDS) #38226	027 Foreign Currency Transactions (DDS) #38377
013 Check-EFT for Cash (DDS) #38230	

<https://www.milsuite.mil/video/watch/video/#####>

# Points of Contact

## **Federal Reserve Bank Customer Service Center (CSC)**

### Customer Service Center (CSC)

Cardholders: (866) 3NAVYCASH or (866) 362-8922

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

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

Disbursing Offices: (866) 6NAVYCASH or (866) 662-8922

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

Email: [navycashcenter@frb.org](mailto:navycashcenter@frb.org)

### Others:

FAX:

1-(813)-533-5711 or 1-(866)280-5807

Enrollment Forms Shipping Address: FRB-KC

Attention: Forms  
2201 Farnam St  
Omaha, NE 68102  
(866) 662-8922

## **NAVSUPHQ Navy Cash Program Office**

Eric Burks, Navy Cash Supervisor

Beth Pollock, Program Manager

Michael Harants, Deputy Program Manager

David Robertson, Installation Manager

Melanie Truempy, Financial/Shipboard Auditor

Derek Takara, LCS EagleCash and Training Mgr

David Sulli, Logistics Management Specialist

John Titzel, Integrated Logistics Manager

Nicholas Brown, Program Analyst

[eric.burks@navy.mil](mailto:eric.burks@navy.mil)

[beth.pollock@navy.mil](mailto:beth.pollock@navy.mil)

[michael.harants@navy.mil](mailto:michael.harants@navy.mil)

[david.s.robertson2@navy.mil](mailto:david.s.robertson2@navy.mil)

[melanie.truempy@navy.mil](mailto:melanie.truempy@navy.mil)

[derek.takara@navy.mil](mailto:derek.takara@navy.mil)

[david.sulli@navy.mil](mailto:david.sulli@navy.mil)

[john.titzel2@navy.mil](mailto:john.titzel2@navy.mil)

[nicholas.g.brown1@navy.mil](mailto:nicholas.g.brown1@navy.mil)

Ralph Pieper, Information Systems Security Manager

Will Lindsey, Information Systems Security Manager

Johathan Boyce, Information Systems Security Manager

[ralph.l.pieper@navy.mil](mailto:ralph.l.pieper@navy.mil)

[william.r.lindsey@navy.mil](mailto:william.r.lindsey@navy.mil)

[jonathan.boyce@navy.mil](mailto:jonathan.boyce@navy.mil)

## **NAVSUP FLC Navy Cash Fleet Support**

Hugh Chin, Waterfront Support (LANTFLT)

Andrew Yager, Waterfront Support (PACFLT)

Vic Cruz, Waterfront Support (Yokosuka)

[hugh.chin@navy.mil](mailto:hugh.chin@navy.mil)

[andrew.yager@navy.mil](mailto:andrew.yager@navy.mil)

[vicente.cruz@fe.navy.mil](mailto:vicente.cruz@fe.navy.mil)

