



PS2 KYLE PAYNE USS FORREST SHERMAN Navy Cash Sailor for August 2007



PS2 Kyle Payne, USS Forrest Sherman, did it the right way! This August 2007 Sailor of the month completed the troubleshooting checklist steps to determine the problem, detailing it in his first email to CSU. By being thorough, he saved two days of email traffic, thus saving time and money. The Navy Cash Program Office and L-3 Corporation would like to “Thank You” for taking the time to do a good job!

Submitted by Joshua Roberto, L-3 Corporation

Anyone wishing to nominate a Navy Cash Sailor of the month, please send their name and a short write up to lucinda.wilson@navy.mil



SEPTEMBER 2007 NAVY CASH SAILOR OF THE MONTH!



PS2 Josh Henry, USS CARR, has been named the Navy Cash Sailor for the Month of September 2007. Steven Sawyer, JPMorgan Chase writes, "PS2 Henry has been very responsive and more than helpful in running the tests and commands requested. He has shown dedication, persistence, and competence." New to Navy Cash, PS2 Henry took the watch while DISBO attended school making contact with CSU to resolve financial problems and order temporary and visitor cards.

PS2 Henry is from Johnson City, TN, has been in the Navy for 12 years, and recently married April 2007. The Navy Cash Program Office and JPMorgan Chase, sends congratulation on your marriage and for doing a good job with the Navy Cash procedures.

Submitted by Steven X. Sawyer, JPMorgan Chase, NA

Anyone wishing to nominate a Navy Cash Sailor of the month, please send their name and a short write up to lucinda.wilson@navy.mil



Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 6

August - September 2007

NEW INSTALLATIONS

As of September 31st the Navy Cash system has been implemented on 116 ships.

Latest installs:

USS MASON (9/25)

USS THE SULLIVANS (9/11)

USS HOWARD (8/14)

Future Navy Cash Training

These classes are for you! The attendees should include: IT/ETs, DISBOs, PSs, SHs, PCs MWR, Wardroom treasurer, 1st class mess, CPO mess and Food service.
POC is lucinda.wilson@navy.mil, 717-605-7033

San Diego – May 5th-9th Norfolk- February 4th-8th Norfolk – August 11th-15th

NORFOLK FISCAL TRAINING

FISC Building 143 - Room 310A
0900 – 1200

Class dates: Nov 14th Dec 5th

POC: Bill Freeman 757- 443-1189

SAN DIEGO FISCAL TRAINING

TSC Building - Room 307- 1300
3975 Norman Scott Road

Class dates: Nov 14th Dec 12th

POC: Arsenio Vergara 619 – 556- 6493

INSTALLATION - Functional Training Classes

UNDERWOOD Mayport Nov 5th – 9th

O’KANE Pearl Harbor Dec 3rd -7th

ROOSEVELT Mayport Dec 3rd- 7th

RODNEY M. DAVIS Everett Jan 7th-11th





Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 6

August - September 2007

DID YOU KNOW?

When an individual sailor transfers from the ship, DISBO can either report them as "separated" or "transferred" via the drop down menu on the 1.4.5 Build 0 version of the Navy Cash software. By doing this, the folks with negative balances are removed from the reports and they are diverted to a "Shore Command" so DISBO no longer has to be concerned with them. The SOP directs DISBO on what to do and, he/she has the Navy Cash Customer Service office for additional assistance."

Navy Knowledge Online (NKO)

Navy Cash information can be found on NKO at <http://www.nko.navy.mil>.

At the top of the page click on NKO Library. Click on Communities – NAVSUP – Navy Family Support – Navy Marine Cash Library. Navy Cash information available:

Customer Handbook	Training Information	Troubleshooting Manual			
Customer Service POCs	SOPs	ULSS	Articles	Messages	NTSP

US Treasury “NEW” Navy Cash website

Navy Cash information can be found on <http://fms.treas.gov/navycash>. This new link provides easy access to information on enrollment, contacts, training links, and other valuable information. Cardholder basic information, functional training materials, maintenance procedures, Standard Operating Procedures, news articles, bulletins and Navy Cash flashes are available to you 24/7.

POC is lucinda.wilson@navy.mil, (717) 605-7033.



Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 6

August - September 2007

LOOKING FOR LESSONS LEARNED!

Attention all Navy Cash Ships!

The program office is looking for your lessons learned. If you have some valuable lessons you learned while administering the Navy Cash Program, please send them to me. We plan on putting them on the new web site which will be an easy access to all. Please send your lessons learned to lucinda.wilson@navy.mil.

IDEAS?

Attention all Navy Cash Ships!

The program office is looking for your ideas and suggestions on ways to improve the program. If you have an idea on ways you think the program can be improved, please send them to lucinda.wilson@navy.mil. All ideas will be reviewed and a reply will be sent to you. If your idea is published in the bulletin, you will become the next Sailor of the Month.

NAVY CASH BULLETIN ARTICLES

The Navy Cash Bulletin has been in publication since June 2004. We are always looking for news articles and ideas. For instance, last October, we installed the Navy Cash Sailor of the Month. If you have any ideas on what you would like to read or see, please send them to lucinda.wilson@navy.mil.





Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 6

August - September 2007

We Need Your Help!

Distant support requires an all hands on deck teaming effort for trouble shooting/sustaining the Navy Cash System. IT/ET element must be fully engaged in the process to consistently sustain the system.

Training attendance must be a priority and training dates and schedules must be managed to not conflict with other shipboard priorities. Ships with special requirements need to communicate them and in a timely manner.

During installation many documents and CDs were provided to help you sustain the Navy Cash System. IT/ETs should have a System Admin manual and a trouble shooting guide to help you. Disbursing received a maintenance CD showing step by step guidance on repairing and cleaning Navy Cash equipment.

Customer Service Center is for your support. Before you call, take the trouble call worksheet and write down what actions have been done to fix your problem. Remember to perform preventive maintenance, review the trouble shooting manual, system admin manual, and maintenance CD. When all else fails, call the CSC and have the trouble call worksheet available so they'll know what actions you have taken. Be sure to have the equipment serial number to give to the CSC.

Failed Equipment

As soon as a part fails, your first step is to open a trouble case and trouble shoot with a technician. Only after being directed, send them back for repair and hardware analysis. Some parts are extremely expensive, and many of the reported failures fall under the manufacturer's warranty or can be easily repaired at no cost. Sending the parts back also allows for adequate spares on hand. Failed spares with no transactions should be sent to TITAN Corporation, 3033 Science Park Road, Lower Receiving Dock, San Diego, CA 92121-1101, Attn: NC DEPOT.

Reminder: All Navy Cash spares are to be returned to the Depot for a one for one swap. Ships only receive new parts after returning the bad material. Exceptions on occasion have been made for forward deployed ships on a case by case basis.



Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume:5 Issue 6

August - September 2007

Navy Cash Customer Service

JPMorgan Chase Customer Service Center CSC

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

Website: www.navycash.com

E-mail: navycash@ezpaymt.com

**Disbursing offices/Merchants: (866) 3NAVYCASH or
(866) 362-8922**

Website: www.navycashcenter.com

Email: navycashcenter@ezpaymt.com

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

GLOBAL DISTANCE SUPPORT CENTER (GDSC)

Commercial: (877) 4-1-TOUCH

(877) 418 – 6824

DSN: (510) 4-2- TOUCH

(510) 428-6824