



Navy Cash® Bulletin



NAVAL SUPPLY SYSTEMS COMMAND HEADQUARTERS

Volume: 4 Issue:6

JULY-AUGUST 2006

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.

Navy Cash training is being offered and properly communicated to all ships. 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 loud and clear and in a timely matter.

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.

So before you call the Customer Service Center check What's Up Gold, and perform preventive maintenance such as cleaning the CADs. Review the trouble shooting manual, system admin manual, and maintenance CD. When all else fails, call the CSC for support. But don't forget to complete the trouble call worksheet so they'll know what actions you have taken.

Failed Equipment

When parts fail, remember to 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 and, therefore, can be easily repaired at no cost. Sending the parts back also allows for adequate spares on hand. Failed spares 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.



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REMINDERS

Trading or borrowing CADs? The firmware version loaded onto your ship's CAD is dependent upon the Navy Cash software version the ship is running. Your ship is assigned an allotment of parts and borrowing or lending parts will cause errors. Not all CAD firmware versions are compatible with all Navy Cash software versions, so certain CADs will not function on certain ships or worse burn your chips. Bearing this in mind, please do not trade or borrow CADs.

Enrollment Forms should be taken to the FISC so the enrollment can be processed in bulk. This saves the program the additional card costs required to assign a new enrollee both a temp and then a permanent card. The temp cards should be saved for the replacement of lost/stolen/damaged cards, and for the enrollment of members during deployment only.

Collections to general Mess need to be recorded as sales transactions on a K22 using General Mess merchant.

Failed Chip to Chip Report should be checked on a weekly basis by disbursing offices so they can return funds to the cards that originated the transfers before the cardholders leave the ship.

Installations

As of 30 July 2006, 88 Ships have been installed with the Navy/Marine Financial System.

USS GUNSTON HALL	Little Creek
USS PRINCETON	San Diego
USS PEARL HARBOR	San Diego
USS DONALD COOK	Norfolk
USS HIGGINS	San Diego
USS GARY	Yokosuka

References

<https://www.navycash@ezpaymt.com>
GDSC (NICC): (877) 418-6824 /
DSN 510 428-6824 Option 6
Program Manager: (717) 605-5270
Maintenance Manager: (717) 605-2771
Bulletin: lucinda.wilson@navy.mil

Training

STOUT	Norfolk 8/28 - 9/1
WCQFT	San Diego 8/21- 25
LABOON	Norfolk 10/16- 20
FT MCHENRY	Norfolk 10/16-20 (T)
GETTYSBURG	Mayport 10/23-27
GRIDLEY	Bath 10/30-11/3

<http://www.nko.navy.mil> - Navy Family Support-Navy Cash Training-Sales, Merchant, Sys Admin- Disbursing