Attention Disbursing Officers and Supply Officers

NAVY CASH® FLASH!

Naval Supply Systems Command

Navy Family Support Mechanicsburg
Code 56
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P.O. Box 2050
Mechanicsburg, PA 17055-0791

Navy Cash® Flash 10-017 **25 August 2010**

Subject: **ELIMINATING AUTO REPLACEMENT OF EXPIRING CARDS / PIN MAILERS**

Attention: Disbursing Officers / Supply Officers

1. Instant Issue and Embossed Permanent Cards. Beginning with cards expiring in October 2010, when individual cardholders' Navy Cash Debit MasterCard® cards expire, replacement cards will no longer be created and sent to the ship automatically. The actual expiration date is the last day of the month indicated in the "Valid Thru" date embossed on the front of instant issue and embossed permanent cards. When a card expires, the chip on the card stops functioning. Any funds remaining on the chip are automatically transferred to the Navy Cash (strip) account associated with the card.

Cardholders who have a card that has expired or expiring at the end of a month must now report to Disbursing where they will be issued instant issue Navy Cash cards as replacements. Instant issue cards have every capability that embossed permanent cards have, including the Debit MasterCard strip, immediate access to any funds in the strip account associated with the expiring card, and the ability to access Split Pay. Once new instant issue cards are assigned, the cards will be usable on the ship immediately, and ashore after the next round trip is executed by the ship.

2. Merchant Cards. Replacement cards for Navy Cash merchant cards that are expiring will continue to be created and sent to the ship automatically.

3. PIN Mailers. Beginning 9 September 2010, PIN mailers will no longer be created and sent to the ships for instant issue or visitor cards. Instant issue and visitor cards are always handed out by the Disbursing Office, so the individuals receiving these cards can select a PIN at the same time as they pick up their cards. PIN mailers will continue to be sent to the ships with embossed permanent cards.

4. Visitor Cards. As a reminder, Navy Cash visitor cards expire on the date printed on the back of the card. When a visitor card expires, the chip can no longer be read on the ship, so any value remaining on the card cannot be returned directly. Disbursing Officers must ensure customers understand when a visitor card will expire and that the card must be turned in before the expiration date to cash out any remaining value on the ship. If the expiration date displayed for a particular card indicates the card will expire before the individual will be leaving the ship, the Disbursing Officer should select a new visitor card to issue. Refer to paragraph 8.4.16, Change Card Status, in the Navy Cash SOP for the three options available to retrieve funds from a visitor card.

5. If you have any questions, please contact Carrie Kunze: carrie.kunze@navy.mil or (717) 605-3506.

Marlene Higgins
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Director, Quality of Life Systems

Please route immediately to the Supply Officer and Disbursing Officer