



-USS NITZE (DDG 94)

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## OCTOBER'S NAVY CASH SAILOR OF THE MONTH



**ENS Christopher T. Cromie, DISBO from the USS Forrest Sherman (DDG 98)**, has been named Navy Cash Sailor of the Month of October 2010. During a Navy Cash Program Office visit to the USS FOREST SHERMAN, ENS Cromie's professionalism, knowledge and ability to address Navy Cash challenges truly impressed the team. He presented several innovative solutions he had successfully implemented on DDG 98, including:

- \* His policy for repeat card replacement requests being addressed through the chain of command, and

- \* His diligence in addressing his negative balance offenders with stronger restrictions.

Through his knowledge and commitment to excellence, the team was able to review all end of month procedures. This review will be looked at for future automation/integration opportunities to continually improve the Program and decrease the Disbursing Officer's workload. Great job ENS Cromie!

Submitted by Edie Johnston of the Navy Cash Program Office- Mechanicsburg P.A.

Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)

## NOVEMBER'S NAVY CASH SAILOR OF THE MONTH



**PS2(AW) Adam Judd of USS FARRAGUT (DDG 99)** has been named Navy Cash Sailor of the Month for November 2010. Since being assigned as the USS FARRAGUT (DDG 99) Deputy Disbursing Officer PS2 (AW), Judd has maintained an exceptional Navy Cash program. His technical expertise with the Navy Cash program achieved minimal down time during the FARRAGUT's most recent deployment accomplishing high crew moral PS2 (AW) Judd also works closely with the Sales Officer using Navy Cash reports to balance ledgers and maintain accuracy in the ship store. His work ethic and great rapport with L-3 Communications has made FARRAGUT's Navy Cash operation a more efficient and robust system to track. The Navy Cash program office would like to thank you for your superb management of your system!

Submitted by PS1 (SW) Michelle R. Fortener Navy Cash Fleet Support Group -Fleet and Industrial Supply Center Norfolk.  
Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)

## DECEMBER'S NAVY CASH SAILOR OF THE MONTH



**PS2 (SW) Andrew Lucio** aboard **USS Blue Ridge (LCC-19)** is currently assigned as the Deputy Disbursing Officer. USS Blue Ridge (LCC-19) is forward deployed in Yokosuka, Japan. He flawlessly manages the Navy Cash system for the entire crew. His skills in operating the Navy Cash system make him stand out amongst his peers. He has impeccable records management, performs all required Daily, Monthly, and Quarterly tasks, and his Navy Cash maintenance is superb. The L-3 Communications trainer who recently performed a pre- deployment Service Call said this Navy Cash Operation is the best on the water front in Yokosuka, Japan. PS2 (SW) Lucio has shown the ability to manage and use Navy Cash as a tool for the betterment of the crew. PS2 (SW) Lucia performs his Navy Cash duties in an outstanding manner and has been chosen as Navy Cash Sailor of the Month for January.

Submitted by Andrew Yager Navy Cash Fleet Support Group-San Diego.

Anyone wishing to send nominates for Navy Cash Sailor of the month, please send their name, a short write up and picture to [matthew.winter1@navy.mil](mailto:matthew.winter1@navy.mil)



## Installations

As of 18 October 2010 the Navy Cash system is currently installed on 153 active Navy ships.

## Future 2010 Navy Cash Training

These classes are for you! The attendees should include: IT/ETs, DISBOs, PSSs, SHs, PCs MWR, Wardroom treasurer, 1st class mess, CPO mess and Food service.

Location	Date
Norfolk, VA	28 Feb- 4 March
Bremerton, WA	11-15 April 2011*
San Diego, CA	9-13 May 2011*
Yokosuka,	18-22 July 2011*
	*Tentative Date

POC is Derek Takara, [derek.takara@navy.mil](mailto:derek.takara@navy.mil).

## Fiscal Training

Date	POC
	Hugh Chin hugh.chin@navy.mil (757) 443-1189
March 17-18,2010 Will be held in San Diego, California	Andrew Yager andrew.yager@navy.mil (619) 556-6493

## Installation - Functional Training Classes

\*ALL DATES ARE SUBJECT TO CHANGE

Ship	Location	Start
USS William P. Lawrence	Pascagoula, MS	March 2011 (TBD)

**Ships on the waterfront are encouraged to participate!**



## Subject: Navy Cash Survey... Thank you!

Thank you for participating in the recent Navy Cash System survey. With a 100 % participation rate, we appreciate the feedback you have provided and have utilized your responses to improve the program.

Although approximately 95 % of survey respondents believed overall the Navy Cash System is a very good system; the survey revealed four areas that could use further refinement – shipboard IT engagement, Basic Qualification Course (BQC) expansion, customer service, and connectivity/communication enhancement. The Quality of Life Program Office has taken aggressive action to improve these areas.

Approximately 77 % of all respondents found guidance and training among shipboard IT personnel would supplement support through troubleshooting and maintenance of the Navy Cash System. The Quality of Life Program Office understands this concern and is taking action by issuing a joint message with C10F/CYBERFOR stating that shipboard disbursing officers and IT personnel are first responders for Navy Cash System technical issues, as well as encouraging IT personnel to attend Navy Cash training sessions and adding technical training to the IT schoolhouses.

Correlating with the need to engage IT personnel, another area of improvement resides in the need to expand technical and hands-on instruction at BQC. Prior to distribution of this survey, the Quality of Life Program Office identified this need and has been working closely with the Newport School House to institute improvements for more hands-on, end-to-end scenarios, and integration into other coursework (sales and disbursing blocks). In addition, the program office is working with the TYCOMs to identify two additional Navy Cash refresher training sessions this year, one each in Norfolk and San Diego, and investigating avenues to increase attendance. Training sessions are announced via email from the Fleet Support Group to ships home-ported in the area. Current schedule: Norfolk, VA 7-11 Feb, Bremerton, WA 11-15 Apr, Yokosuka, Japan 18-22 Jul. For more information contact: Hugh Chin, [hugh.chin@navy.mil](mailto:hugh.chin@navy.mil) (East Coast); or Andy Yager, [andrew.yager@navy.mil](mailto:andrew.yager@navy.mil) (West Coast).

Although historically not an area of concern, prior to the distribution of the survey, recent contractor support changes disrupted customer service (“CSU”) resulting in 68% of survey respondents indicating the level of service provided needs improvement. Although the contractor has made significant strides to improve customer services resulting in positive 1st quarter metrics; the Quality of Life Program Office continues to scrutinize call center performance to assure standards are met and conducting live “spot checks.

Finally, even though on average only 33% found connectivity/communication needing enhancement, the Quality of Life Program Office has taken the initiative to shepherd an Engineering Change Request (ECR) to increase the priority of Navy Cash transaction at the Network Operations Center (NOC). This improvement will increase the system’s ability to perform roundtrips and will be seamless to customers. Initial testing has been very positive and we expect approval and Fleet-wide deployment very soon.

Once again, thank you for your time and effort on this survey. Your feedback is central in defining how and where we improve Navy Cash. For a PowerPoint summary of the survey results please send a request via email to Bridget Carroll at [bridget.carroll.ctr@navy.mil](mailto:bridget.carroll.ctr@navy.mil) .

V/R,

Dan Olson  
Navy Cash Program Manager



Tech. Refresh is short for Technology Refresh. Technology Refresh is the periodic replacement of equipment to ensure continuing reliability of equipment and/or improved speed and capacity.



## **NAVY CASH Tech. Refresh**

**Navy Cash hardware and software are reaching the end of their expected service life and are being replaced as a required maintenance task. Planning for this technical refresh has been underway for some time, and the initial tech refresh pilot test will begin 15 February 2011 on USS ANTIETAM (CG 54). In developing the requirements for this software and hardware tech refresh, the goal was to duplicate the current Navy Cash capabilities and provide some additional capabilities.**

**The K80 Cashless ATM (Kiosk) and K22 Point Of Sale device (POS) are no longer being manufactured and, along with the Card Accepting Device (CAD) used in vending machines, will be replaced first. In addition, the replacement devices will use Windows-based operating systems, which will enable the remote application of security and other software patches. As a part of tech refresh, the Navy Cash Disbursing Application will also be upgraded to improve the interface.**

**Although the software and devices will be replaced, the shipboard infrastructure, e.g., the cabling and the network and communications connections, are already in place as a result of the initial installation of the Navy Cash system and will not be changed significantly.**

**These new capabilities will significantly improve the system's information assurance posture and reduce the number of on-site maintenance visits required to apply software patches. These upgrades should simplify and improve maintenance response times and reduce the overall cost of maintenance.**

**Upon successful completion of the pilot, we will begin to install tech refresh on all Navy Cash ships as a part of a systematic replacement cycle at a rate of about 25–35 ships a year. The priority will be to replace the oldest systems first. We should complete the cycle by the end of FY15.**



## Navy Cash Customer Service

JPMorgan Chase Customer Service Center (CSC)

Cardholders: (866) 6NAVYCASH or (866) 362-8922

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

E-mail: [navycash@ezpaymt.com](mailto:navycash@ezpaymt.com)

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

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

Email: [navycashcenter@ezpaymt.com](mailto:navycashcenter@ezpaymt.com)

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

Enrollment Forms: 888-344-3796

Settlement items: 813-432-4793

CSU: 866-242-7301

## GLOBAL DISTANCE SUPPORT CENTER (GDSC)

Commercial: (877) 4-1-TOUCH

(877) 418 – 6824

DSN : (510) 4-2- TOUCH

(510) 428-6824

## Navy Cash Program Office

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