

Attention Disbursing Officers and Supply Officers

NAVY CASH[®] FLASH!
Naval Supply Systems Command

Navy Family Support Mechanicsburg
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P.O. Box 2050
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Navy Cash[®] Flash 10-020

29 Nov 2010

Subject: Navy Cash Central Support Unit (CSU)
Attention: Disbursing Officer/Supply Officer

You have likely noticed changes in the level of support provided by the Navy Cash CSU this year. Call center operations were moved from Tampa FL to Elgin IL, which caused noticeable disruptions to the timeliness and quality of responses to your requests. Once we learned of the disruption, we worked with US Treasury and JPMorgan Chase to resolve as quickly as possible. This involved moving back to Tampa and training the CSU representatives, which began in late August.

The recent Navy Cash survey made clear to us that this change hindered your ability to operate and maintain the Navy Cash system on your ship. We regret this impact to you and your ship. We recently instituted the changes necessary to bring CSU support back to a level of high quality.

While there was a backlog of requests that had to be worked through, program metrics are showing improved turn-around times for your requests. Because of how important this piece of program support is to you, we want to make certain that you are seeing the expected improvements. If you feel you have an issue that is not being taken care of in a timely or high-quality manner, please contact either of your fleet representatives (Mr. Hugh Chin or Mr. Andy Yager) or come directly into the program office, so we can address any deficiencies.

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Daniel C. Olson
Deputy Director, Quality of Life Services

Please route immediately to the Supply Officer and Disbursing Officer