



Navy Cash Training

Disbursing Unit 3: Cardholder Management

Objectives

- Demonstrate how to administer Navy Cash Cardholder accounts.
- Describe daily Navy Cash Disbursing procedures.
- Log on to and become familiar with the Disbursing Website.
- Discuss the procedures pertaining to Unauthorized Card Use.

Daily Accountability

- Cashiers maintain their own daily *Check and Cash Transaction Ledgers*.
- Figures should match the Cashier's *Disbursing Accountability Detail Report* and DD 2665.
- Blank ledgers can be photocopied from NC SOP, Chapter 8.

NAVY CASH® DAILY CASH TRANSACTION LEDGER

DATE	CHIP		STRIP	PRINT CARDHOLDER NAME	CARDHOLDER SIGNATURE
	CASH-TO-CHIP	CHIP-TO-CASH	CASH-TO-STRIP		
04/06/08	200.00			Jim Smith	
04/06/08	90.00			Jane Doe	
04/06/08	100.00			Sam Brown	
04/06/08	150.00			Joe Johnson	
04/06/08		110.00		Amy Black	<i>Amy Black</i>
04/06/08		55.00		Bill White	<i>Bill White</i>
Total	540.00	165.00			
TOTAL CASH-TO-CHIP		TOTAL CHIP-TO-CASH		TOTAL CASH-TO-STRIP	
540.00		165.00		NET SUM FOR CASH TRANSACTIONS	
				375.00	

Daily Accountability (cont)

Total Cash to Chip \$ 540.00	Total Chip to Cash \$ 165.00	Field 10 Net Sum for Chip Transactions \$ 375.00
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- Agent records Net Sum for Chip Transactions (Field 10) as increase/decrease to line 17 and 20, and decrease/increase to line 31 (Navy Cash EFT) of DD 2665. A copy of ledger should be retained with DD 2665.
- Disbursing Officer records Net Sum for Chip Transactions (Field 10) as increase/decrease to line 6.2A and 6.3A, and decrease/increase to line 6.9 of the DD 2657

Refunds

- When a Sailor requires a refund from a *Merchant* (i.e. Ship's Store, MWR), authorization must first be obtained on an approved *Navy Cash Refund Chit*
 - Each *Merchant* maintains a *Refund Log* for monthly verification
- For *Ship Store*, Sailor requests refund from Sales Officer, who typically performs refund on the DA and at the *Ship Store* POS, and records in *Refund Log*
- All other refunds are performed at the Disbursing Office and logged in the Disbursing *Refund Log*

Refunds (cont)

- Refunds will return the amount of purchase to the card and deduct the amount from originating *Merchant's* collections (i.e. MWR) for that day
 - Remember that the chit may have been issued on an earlier date, so notify the *Merchant* once the refund is completed
- NC records the refund on the daily reports

Refunds (cont)

- Disbursing and other accountable individuals (i.e. Sales Officer, MWR) should verify the amounts reported by NC server match the refund chits for that day
- Also verify that the amount(s) of refund plus amounts deposited (i.e. MWR bank account or NC account) match total collections for that day
- Return *Refund Chits* to originators for verification
- At end of the month, chits should be verified against NC reports and *Merchant Refund Logs*

Types of Refunds

- There are *three* types of refunds available in the Navy Cash application:
 - Individual (*Miscellaneous*): Select this option when just a portion of the transaction needs to be refunded, or specific purchases cannot be identified as with vending purchases
 - Individual (*Chip Purchase*): Select this option when the total amount of the transaction needs to be refunded
 - *Bulk Refund*: Select this option when an *Event* needs to be canceled at a *Merchant's* direction

Individual Refund

Also used for refunding *Event* purchases on *Visitor* cards (with approved NC refund chit).

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH® Individual Refund

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:
Card Number: Account Status:
Card ID: Card Status:
Account Balance: Chip Balance / Limit: /
Social Security Number: (Last 4 Digits)

Chip Purchase Refund Miscellaneous Refund

Chip Purchase Refund

Transaction Date - D	Amount	Merchant	Event	Refunded
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Filters

From Date: To Date:
Event:
 Display Expired Events

Procedure

1. Have user insert card.	Chip Purchase Refund.
2. Click the 'Get Chip Info' button.	1. You can narrow the list by choosing a date range
3. Verify cardholder's identity.	and by Event. Then click Refresh.
4. Choose refund by either a purchase or by dollar amount.	2. Click 'Submit' to Refund.

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g)

8/16/2010

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Fund Transfer – Bulk Refunds

- Merchant must initiate Bulk refunds.
- Disbursing processes the Bulk refund
- Refund goes to strip accounts (approx 20 min)

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Bulk Refunds

Select Event for Refund

Merchant	Event - A	Event Desc
MISC EVNTS	MISC EVENTS II	NEW EVENT
NAVY MWR	MWR PARTY	HAVE FUN!
PO STAMPS	MUSICIANS	PROMOTING SPECIALTY STAMPS1
VEND SODA	VITAMIN WATER	PROMOTING HEALTHY OPTIONS

View Refund Request Status Details

Merchant	Event - A	Event Status
1ST CLS AS	SANTO FEST	Processed
CG BOOKS	FRESHMAN MATH10	Processed
CG BOOKS	FRESHMAN MATH10	Processed
CG BOOKS	FRESHMAN MATH10	Processed

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Procedure

<p>To Refund an Event:</p> <p>From the 'Select Event for Refund' box:</p> <ol style="list-style-type: none"> 1. Select a Merchant/Event. 2. Click the 'Refund' button. 	<p>To Check Status of a Refunded Event:</p> <p>From the 'View Refund Request Status Details' box:</p> <ol style="list-style-type: none"> 1. Choose an Event being refunded. <p>To Refresh all the Data on the screen Click the 'Reset' button.</p>
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Deposit Cash or Check to Strip

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH®

Deposit Cash to Strip

Card not Present
Enter criteria to search:

Social Security Number: OR
MasterCard Number: OR
Last Name / First Name: AND

OR

Card Present
Insert card:

751074	STEPHEN, MARK U	8000000012437	8000000437048
606254	STICKNEY, PETER I	8000000012437	8000000140170

Member Profile

First Name: Social Security Number:
Middle Initial:
Last Name: Account Balance:
Deposit Amount:

Deposit Cash or Check to Strip (cont)

- A cardholder can plus up or deposit value directly to his or her Navy Cash (strip) account at the disbursing office with a check or cash.
- To access the cardholder's strip account and add value, Disbursing clicks on the "Deposit Cash or Check to Strip" link in the funds transfer options window.
- To search for the appropriate Navy Cash (strip) account.

Deposit Cash or Check to Strip (cont)

- The cardholder's Navy Cash card is not required. The Disbursing Officer enters the cardholder's SSN in the "Card not Present" box and then clicks [*Account Search*].
- If the cardholder's Navy Cash card is available, the Disbursing Officer inserts the card into the iPA 280 and clicks [*Get Card Info*] in the "Card Present" box.
- After verifying the cardholder's identity, the Disbursing Officer highlights the correct name, and the cardholder's name and SSN are displayed in the "Member Profile" window.
- The Disbursing Officer chooses the correct funding source, and specifies the deposit amount requested by the cardholder.

Deposit Cash or Check to Strip (cont)

- Check or Cash. The Navy Cash application displays two funding sources, “Check” and “Cash”. When a cardholder is exchanging either a check or cash to plus up his or her Navy Cash (strip) account, “Cash” is always selected as the funding source.
- All transactions will be recorded manually on the *Daily Cash Transaction Ledger*, which shall be kept in the safe.
- The Disbursing Officer clicks [*Process Deposit*] to initiate the deposit to the cardholder’s Navy Cash (strip) account

Provisional Split Pay

- Editing is based on:
 - Last SPO data or by using the entire database
 - SPO edit limited to \$500

- Disbursing matches amount based on RPR from DFAS-CL

NAVY CASH®
Provisional Split Pay Amount Editing Screen

Name - A	Social Security Number	Pay Amount	Date Modified
ADAIR, RODERICK B	2003	50.00	08/16/2010
AUGUST, RDATEST1	3041	75.00	08/16/2010
NORTON, TRIXIE L	6116	100.00	05/12/2010

Filters

Show only Split Pay Cardholders **AND**

Social Security Number:

Update Payroll Amount

Payroll Amount:

Procedure

Filter Options

1. View all ship Cardholders by removing the check on 'Show only Split Pay Cardholders' box.
2. View only ship Cardholders participating in SPO by clicking on 'Show only Split Pay Cardholders' box.
3. View a single Cardholder by entering SSN.
4. Press the Search button to filter the list.

Update Payroll Amount

1. Click on Cardholder to be updated or type in Social Security Number.
2. Change the dollar amount in the 'Payroll Amount' box.
3. Click the Submit button to record your change.

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Provisional Split Pay (cont)

- Used to post edited Provisional SPO amounts
- Comms reestablished:
 - Provisional SPO reversed
 - Accounts are reconciled

The screenshot shows the NAVYCASH Provisional Post Split Pay application. At the top, there is a navigation menu with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVYCASH logo and the title 'Provisional Post Split Pay'. Below this, there are three main sections:

- Previous Split Pay Requests:** A table with columns for Pay Date - D, User, Status, Status Date, and Status Description. It lists four requests with their respective dates, users (DISBO ,DL - TEST D), statuses (Processed Success... or Cancelled), status dates, and descriptions (e.g., '3 of 3 enrollees tota...').
- Submit a Split Pay Request:** A form with dropdown menus for Month (August), Day (15), and Year (2010). Below the form are buttons for Refresh, Submit, and Cancel.
- Procedure:** A section with two columns of instructions. The left column is titled 'Viewing Split Pay Requests' and the right column is titled 'Submitting a Split Pay Request'. Both columns contain numbered steps for handling requests and submitting them.

At the bottom of the application window, there is a status bar with the following information: Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g) | 8/16/2010 | 9:18:42 PM.

Cardholder Account Management

Updating Member Accounts

- If a member's name, address, bank account changes, there are three ways to update the members information:
 - *Account Information Update on DA*
 - Log on to Disbursing Website:
 - » Update account information/funding source
 - » Block or unblock ACH on account
 - Contact Navy Cash Call Center:
 - » Update account information/funding source
 - » Ask them to block or unblock ACH

PCS Transfers

- Going to another Navy Cash Command:
 - Member retains account and card
 - Check-in at next command (using ATM)
- Going to Non-Navy Cash Command:
 - Disbursing contacts the Navy Cash Call Center to “suspend” and block ACH access.
 - Member retains card.
 - » Upon reporting to a NC command, member performs a “ship check-in” at ATM *unless* account is suspended. This moves the member’s profile from the former NC ship to the current NC ship. The member must report to Disbursing on the next NC ship to have the account changed from SUSPEND to OPEN status, and unblock ACH access. This is not automatic.

Member Discharge

- 30 Days prior to the member discharging/terminal leave the following actions must occur:
- Member:
 - Transfer all funds off *Embossed Permanent/ Instant Issue* card to *Visitor* card.
- Disbursing:
 - Review *Negative Balance Report* and clear all negative balances (via DS01).
 - Disbursing contacts the Navy Cash Call Center to “suspend” account.
 - Stop SPO
 - Cancel the card in *Disbursing Application*.

Close or Suspend an Account Pending Transfer or Discharge

■ Cash Out or Transfer Funds on Card.

When a Navy or Marine Corps cardholder:

- is being discharged,
- transferring to an Non-Navy Cash Command,
- or no longer desires to have a Navy/Marine Cash account...

he or she should:

- Use the Kiosk to transfer all the funds from the chip and the strip back to his or her home bank or credit union account.
- Alternatively, he or she may move all the funds on the strip to the chip and “cash out” the chip at the disbursing office.

Close or Suspend an Account Pending Transfer or Discharge (cont)

- Monitor Cardholder Transfer Dates.

The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days.

- To assist in monitoring transfer dates, the Disbursing Officer should ensure that the projected “Transfer Date” and “Transfer Type” in each cardholder’s member profile is current utilizing the *Account Information Update* function.

Close or Suspend an Account Pending Transfer or Discharge (cont)

■ Shore Report.

- Based on the transfer dates in the member profiles, a shore report will be generated when a cardholder's transfer is within a 30-day window.
- The shore report will contain account balances and will serve as a notice to clear any *negative* balances before these cardholders leave the ship.

Close or Suspend an Account Pending Transfer or Discharge (cont)

■ Transfer to Shore Command.

- The transfer dates in the member profiles will also be used to pull accounts of cardholders off the ship's Navy Cash roster and transfer these accounts to a "shore command" roster.
- Once these accounts are transferred to the shore command roster, a standard set of reports, including the daily *Negative Balance Report* and *Returned Items Detail Report*, will be generated, so that any account activity can be monitored ashore and any negative account balances can continue to be pursued.
- Cardholders transferred to the shore command will continue to appear on the ship's daily reports for a transition period of two weeks.

Close or Suspend an Account Pending Transfer or Discharge (cont)

■ Automatic Blocking of ACH Access and Suspending of Navy Cash Account

- When transferred to the shore command, the Navy Cash account is automatically suspended and Navy Cash access to the bank or credit union account is automatically blocked.
- The cardholder can still use any value remaining on the chip to purchase things on the ship.
- *Blocking ACH access* only prevents Navy Cash access to bank and credit union accounts from the ship.
- *Suspending an account* only prevents online ATM withdrawals and online PIN-based and signature based purchases ashore. However, the cardholder can still use the card for signature based purchases ashore, even when the Navy Cash account balance is *negative*, at merchants who process transactions in an *offline* mode.

Cardholder Account Management: Non-Sufficient Funds

Negative Balances

- Strip account can go *negative* for the following various reasons:
 - Non-Sufficient Funds:
 - » Pulling non-existent funds from a personal account.
 - » Off-line shore-side transactions - Member's strip balance can also go *negative* if card is used at a shore-side merchant or ATM that is operating *offline*. If the shore merchant does not do an *online* authorization or the ATM is *offline*, and the member does not have sufficient funds on the strip account to cover the purchase or ATM withdrawal, the strip account can go *negative* when the transaction is eventually received by the NC back-end.
 - If this is the reason a member's strip goes *negative*, it will **not** appear on the *Returned Items Detail Report*.
 - » Shore transactions which cause a *negative* strip account must be researched.

Negative Balances (cont)

- Strip account can go negative for the following various reasons:
 - Non-Sufficient Funds:
 - Closed Personal Account
 - Incorrect Bank Information:
 - » Routing number
 - » Account number
- Negative accounts are listed in the *Daily Negative Balance Report* and *Returned Items Report* which should be monitored daily.

Negative Balance Notification at NCR Cashless ATM

- When cardholder's Navy Cash (strip) account balance is *negative*, after they enter the PIN a message will display on the Kiosk that the account is negative and the member needs to go to Disbursing to arrange to clear their negative balance.
 - With Automatic representment, transactions returned for Non Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented.

Automatic Representment

- The Disbursing Officer pursues collection on any *negative* balance resulting from an ACH transfer request *after* the second automatic ACH representment is returned.
- In the interim, the Disbursing Officer must ensure the cardholder's Navy Cash access to a bank or credit union account ashore remains blocked until the *negative* balance is resolved and the balance is zero or positive.
- Pay day is on the 1st and 15th of each month. If the 1st or 15th falls on a weekend or holiday, pay day is the duty day preceding the weekend or holiday. The ACH representment file will be created one day prior to pay day, so the receiving banks or credit unions can debit the accounts first thing on pay day.
 - For example, if the 15th falls on a Monday and is a holiday, the ACH representment file will be created on the 11th, and the accounts will be debited on pay day on the 12th.
 - If a first representment is also returned for NSF, the ACH transfer request will be represented automatically a second time on the following pay day.

Automatic Representment (cont)

- If the ACH transaction is returned a third time, that is, the initial ACH transfer request plus the two representments, the Disbursing Officer is directed to initiate an immediate collection from pay (FID DS01) for the debt owed the U.S. Treasury's Navy Cash funds pool in the amount of the negative Navy Cash account balance.
- When a represented transaction is successful, the funds will not be posted immediately but will be held for five business days to ensure the cardholder does not use those funds until it is reasonably certain the represented transaction will not be returned for NSF as well.
- To avoid the potential for multiple bounced check fees for small transactions, automatic ACH representment will proceed only if the value of the returned transaction is \$5 or more.

NSF Collection

- The following actions can be used to collect monies from a member on board a ship:
- Transfer funds
 - Move funds from chip to strip
 - Move funds from cash to strip
- Split Pay Option
 - Initiate or increase SPO amount
- Collect money
 - Mail ex-cash to JP Morgan Chase
- MMPA collection
 - DS01: Company Code D411179
 - Approx 6 weeks for credit to member account

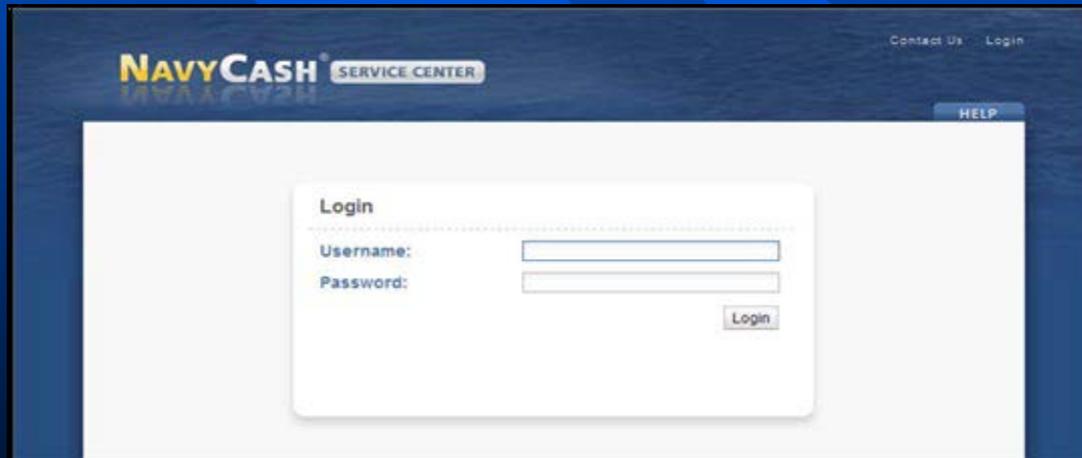
NSF Collection: Member Transferred

- If a member has transferred from your command and is on the NSF list, the following steps can be used to collect monies from the member:
- Collect money (if member is easily available)
 - Mail ex-cash to JP Morgan Chase
- MMPA collection
 - DS01
 - » Company Code D411179

Cardholder Account Management: Disbursing Website

Disbursing Website

- Displayed when you enter www.navycashcenter.com, the login screen provides access to the Navy Cash Service Center website. (Appendix E)
- Log in using your user name and password.
- If you do not have a user name and password, contact the Navy Cash Central Support Unit (CSU) at navycashcenter@ezpaymt.com or 1-866-6NavyCash (662-8922).



The screenshot shows the login interface for the Navy Cash Service Center. At the top left, the logo reads "NAVY CASH SERVICE CENTER". In the top right corner, there are links for "Contact Us" and "Login". Below the logo, there is a "HELP" button. The main content area features a "Login" section with two input fields: "Username:" and "Password:". A "Login" button is positioned to the right of the password field.

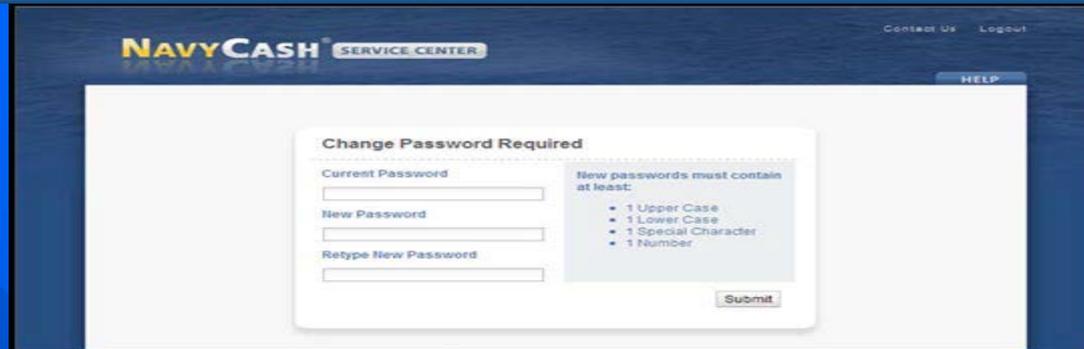
Disbursing Website: Security Questions

- The first time you log in, you will be asked to select two different security questions from a drop-down list and to enter your answers in the blocks provided.
 - These questions provide a second layer of authentication. You must answer these questions each time you log in to the new Navy Cash Service Center website.

The available security questions are:

- What was the name of your first elementary school?'
- In what city were you living at age 14?'
- What is your mother's maiden name?'
- In what city were you born?'
- In what city were you at the turn of the millennium?'
- What is your favorite color?'
- ***Remember your answers to the security questions you select. You will be asked these questions each time you log in to the Navy Cash Service Center website***

Logging into Website the first time



The screenshot shows the NAVY CASH SERVICE CENTER website interface. At the top, there is a navigation bar with 'NAVY CASH SERVICE CENTER' on the left, 'Contact Us' and 'Logout' on the right, and a 'HELP' button. The main content area features a 'Change Password Required' form. The form includes three input fields: 'Current Password', 'New Password', and 'Retype New Password'. To the right of these fields is a box titled 'New passwords must contain at least:' with a bulleted list of requirements: '1 Upper Case', '1 Lower Case', '1 Special Character', and '1 Number'. A 'Submit' button is located at the bottom right of the form.

- The first time you log in, you will be asked to change your password.
- Enter your current password.
- Then enter your new password. The new password must be at least six characters in length, with at least one uppercase character, one lowercase character, one number and one special character.
- Confirm your new password by retyping it in the box provided.
- When you have changed your password successfully, you will enter the Navy Cash Service Center website.

What will you see

The screenshot displays the NAVY CASH SERVICE CENTER interface. At the top right, there are links for "My Account (Bennie Helton)", "Contact Us", and "Logout". The main navigation bar includes tabs for "SHIPS", "MERCHANTS", "CARDHOLDERS" (which is highlighted), "REPORTS", and "HELP". Below the navigation bar are three main action buttons: "Cardholder Profiles" (with a person icon), "Visitor Cards" (with a person icon), and "Bulk Transfers" (with a ship icon). The "Cardholder Profiles" section is active, showing a search form with a text input field, a "Location:" dropdown, a "First and Last Name" dropdown, and a search button. Below the search form is a "Recent Searches" section. At the bottom of the page, there is a JPMorgan Chase logo and links for "CONTACT US", "PRIVACY AND SECURITY", and "HELP". The footer contains the copyright notice: "Copyright © 2011 JPMorgan Chase & Co. All Rights Reserved. [Terms and Conditions](#)".

How does it work

- The “Cardholders” tab is the screen used to manage cardholder accounts.

To locate a particular cardholder profile, select the appropriate search criteria in the drop-down list: First and Last Name, Social Security Number, Card Number, or Strip Account.

- To narrow the search criteria, select the appropriate “Location” from the drop-down list.
- To pull up all cardholders with the same last name, enter the last name only in the “First and Last Name” search criteria.
- If only one word is entered in the “First and Last Name” search criteria, the site will search by last name. At least two characters are required to search by last name.

How does it work (Cont)

- If two words are entered in the “First and Last Name” search criteria, the site will treat the first word as the first name, and the second, as the last name.
- To pull up all cardholder profiles assigned to a particular ship, leave the “First and Last Name” search criteria blank, and select the appropriate ship name from the “Location” drop-down list.
- Enter the appropriate information, and click the “Search” button.
- Click on a cardholder’s name to display the cardholder’s profile information.

Website Account Tab

NAVY CASH SERVICE CENTER

SHIPS | MERCHANTS | **CARDHOLDERS** | REPORTS | HELP

Cardholder Profiles | Visitor Cards | Bulk Transfers

Cardholder Profiles

First and Last Name: Location:

Jeffery O Jones

ES NAVY

ACCOUNTS | **ACH FUNDING** | PERSONAL | LOCATION

Card Number: 5*****6504 Status: EXPIRED Issued: 4/12/2007 Expires: 4/30/2010

Card Type	Card Number	Status	Issued	Expires	WDL Limit	Chip Limit
Strip	8000000353583	(open)	4/12/2007		\$ 0.00	\$ 400
Chip	8000000353591	(closed)	4/12/2007		\$ 0.00	\$ 1000

Transaction History

nov 08 feb 09 may 09 aug 09 nov 09 feb 10 may 10 aug 10 nov 10 feb 11 may 11 aug 11 nov 11

show: strip chip

balances current as of Tue Mar 13 10:06:12 EDT 2007

DATE	POSTED	TYPE	DESCRIPTION	AMOUNT	BALANCE
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Website Account Tab

- The “Accounts” tab displays both *Strip* and *Chip* account information.
- Enter changes to Navy Cash ACH transfer/withdrawal (WDL) or chip-load limits.
- Click [*Save All*] to save any changes. A “*Success*” message will display to indicate the account update was completed.
- If a “*Please verify the validity of all fields*” message is displayed, check the “Accounts”, “ACH Funding”, “Personal”, and “Location” tabs, and update any fields highlighted in red where a “*This value is required*” or “*The value entered is not valid*” message is displayed.
- Only the Central Support Unit (CSU) can close or suspend a *Merchant* account.

Transaction History

- The dates and duration of the “Transaction History” displayed can be controlled by clicking and dragging on the middle or on either end of the “Transaction History” slider. Transaction history is available for the current month and the past 12 months. If “Strip” is selected, only payroll load strip transactions are displayed per Navy Cash privacy policy.
- The transaction history records displayed are shore-side records and may not include transactions performed off line, either on the ship or on the shore. Transactions from the current day will not be displayed until a roundtrip is completed between the ships and the shore.

Appendix E also covers

- Cardholder ACH Funding Screen
- Cardholder Personal Screen
- Cardholder Location Screen
- Visitor Cards Screen
- Visitors Card Accounts screen (with Transaction History).
- Bulk Transfer screen
- Activate or Suspend Marine Accounts in Bulk
- Ship Profile screen
- Ship Roundtrip screen
- Ship Merchant screen
- Ship Contact screen

Appendix E also covers (Cont)

- Merchant Profiles screen
- Merchant Account information
- Merchant Accounts screen
- Merchant ACH Funding screen
- Merchant Settlement screen
- Reports screen
- Shore Reports screen
- Change Navy Cash Service Center Account Information

Disbursing Website

NOTE:

Log on to the website every month!

Due to inactivity, your account will be closed after 90 days and purged after 6 months.

The Navy Cash Call Center must be contacted if Disbursing user's website access is locked out, or user has forgotten password.

**Cardholder Account
Management:
Unauthorized EFT And POS
Charges**

Procedures For Submission

- Inform the Navy Cash Call Center.
- Submit the completed affidavit via fax or e-mail.
 - Affidavit can be found in NC SOP, and on Ship's NIAPS server.

Questions

