

NAVY CASH®
SOP CHANGE NOTICE
NAVSUP PUB 727

Navy Cash Fleet Support Groups
NAVSUP Fleet Logistics Centers
Norfolk
San Diego
Yokosuka

Navy Cash SOP Change Notice 2020-005

16 October 2020

Subject: Procedures for Missing or Deceased Members

Attention: Supply Officers/Disbursing Officers/Navy Cash Accountable Officers/Navy Cash Deputies

- 1. Background.** During the rewrite editing process of NAVSUP Pub 727, details for the procedure for actions required by the Disbursing Officer in the event of a sailor’s death or unauthorized absenteeism were omitted.
- 2. Disbursing Officer Action.** Disbursing Officers should follow the procedures in this change notice in the event of an unauthorized absence or death of a cardholder.
- 3. Official Change to Navy Cash SOP.** This Navy Cash SOP Change Notice represents an official change to the Navy Cash SOP (NAVSUP PUB 727). Each DO/Navy Cash Accountable Officer shall retain a copy of all effective Navy Cash SOP Change Notices on file for inspection with the current version of the SOP (*see list of effective Navy Cash SOP change notices immediately below*).
- 4. List of Effective Navy Cash SOP Change Notices.** This table identifies all change notices issued in the publication year of the rewrite of NAVSUP Pub 727 dated 18 May 2020. An “N/A” in the Issued column identifies that those changes applied to the previous SOP version and were incorporated in the new SOP. They are listed only to avoid confusion regarding the change notice numbering sequence.

<i>CHG #</i>	<i>Issued</i>	<i>Change Title</i>	<i>SOP Version</i>
2020-001	N/A	CANCELLED - Ship’s Store Profits Transfer to MWR	v1.15v2
2020-002	N/A	CANCELLED - Cardstock Reordering Procedures	v1.15v2
2020-003	N/A	CANCELLED - Barge Move Procedures	v/1.15v2
2020-004	21 Aug 20	Navy Cash Card Issuance Requires a Linked U.S. Bank	18 May 20

- 5. Points of Contact.** If you have any questions, please contact your local Fleet Logistics Center (FLC) representative:

Hugh Chin at NAVSUP FLC Norfolk
hugh.chin@navy.mil
(757) 443-1189 DSN: 646-1189

Andy Yager at NAVSUP FLC San Diego
andrew.yager@navy.mil
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+81 (46) 816-7324 DSN: (315) 243-7324

6. General Changes to Procedures. Provides guidance to disbursing officers regarding deceased members, individuals killed in action, missing in action, or absent without authorization.

7. Specific Changes to Procedures.

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2.10.4. NAVY CASH CARDHOLDER DECEASED, INJURED, OR AN UNAUTHORIZED ABSENTEE. If a Navy Cash card is found in the personal effects of a cardholder who is deceased, missing, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer, should present the card to the Disbursing Officer.

2.10.4.1. PRIOR TO CANCELLING CARD. The Disbursing Officer confirms with the Casualty Assistance Calls Officer (CACO) the validity of the current linked bank account information with immediate family members of the deceased to expedite transfer of residual funds to immediate beneficiaries.

2.10.4.2. CANCEL CARD. The Disbursing Officer will cancel the card in the Navy Cash application. The Navy Cash system automatically transfers any remaining closed-loop balance to the open-loop account.

2.10.4.3. OPEN CASE WITH CSU. The Disbursing Officer opens a case with the CSU requesting any remaining funds in the cardholder's account be pushed back to the cardholder's linked bank account. Be sure to provide any appropriate documentation (memorandum, death certificate) to support account closure. Upon receiving the request, the CSU process requires a 24-hour wait period to ensure all pending transactions are processed before pushing the funds back to the cardholder's account. Upon confirmation of a zero balance, the CSU closes the cardholder's account.

2.10.4.4. IF CARD DOES NOT HAVE A LINKED BANK ACCOUNT. Contact your local FLC for specific procedures.

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