

EAGLECASH POINT OF CONTACT (POC) CHANGE REQUEST FORM

FORM # FRBB SVC-417

INSTRUCTIONS

The purpose of this form is to provide EagleCash customers a convenient method to request receipt of information from the EagleCash Program. This form is available for Finance, Postal, Services, etc. Please complete as many fields as possible before submitting.

1. A direct link to the form on AKO for Army, Marines, and Navy personnel is at <https://www.us.army.mil/suite/files/9207522> and for Air Force personnel it is at <https://www.us.army.mil/suite/files/28184005>.
2. **NOTE: To fill out this form, please be sure to "enable all Macros" within the document.**
3. After completing ALL fields on this form,
 - For Army Finance requests, please submit to Tony Taylor (tony.taylor@dfas.mil)
 - For Postal requests, please submit to Jonathan Homeyer (jonathan.homeyer@fms.treas.gov)
 - For AAFES requests, please submit to Tim Lane (lanet@aafes.com)
 - For Air Force requests, please submit through Michael Windsor (michael.windsor@wpafb.af.mil) or SMSgt Lisa Azzoline (lisa.azzoline@afcent.af.mil)
 - For Navy requests, please submit to Dan Olson (daniel.c.olson@navy.mil)
 - For Marines requests, please submit to GySgt Angela Castro (angela.castro@mcw.usmc.mil)
4. The form approver will send completed forms to FRBB via email to Eagle@bos.frb.org using "Form 417: POC Change Request" as the subject.

Special Instructions Section II: Who Would You Like to Add as a POC? and Section IV: Would You Like to Delete a POC?

1. AKO Email: This is needed to provide access to reports on AKO.
2. Preferred Email: This is the email address that FRBB should use to contact the POC (*Must be a .mil email address*).
3. Is this a temporary POC: This field should be used to address individuals who will be filling in as a POC due to leave, TDY, etc.

Section III: Duty Position

Please select the position(s) that applies to the POC. Based on the duty position selected, the POC will be granted access to the reports specified in the matrix below. Cells highlighted in yellow signify reports that contain PII Information.

FRBB Communications Duty Positions	ACH Return Log	Unload/Cashback Report	Incident Report Log	Hot/Warm List	Missing 2887 Report	KFD Report	RTN Report	Site specific inventory reports	Site specific financial reports	AOR specific inventory reports	All Reports w/metrics	Bulletins	EC News	AKO Site Folder (TR Files)	Daily emails for Missing Kiosk/TR Files
Cashier	X	X	X	X								X	X	X	X
Disbursing NCOIC	X	X	X	X	X	X	X	X	X		X	X	X	X	X
DDO/DA	X	X	X	X	X	X	X	X	X		X	X	X	X	X
Command Element											X	X	X	X	
Detachment EC POC				X		X	X	X				X	X	X	
FMCO EC POC				X		X	X			X		X	X	X	
FMC EC POC											X	X	X	X	X
Postal - COPE				X			X	X				X	X	X	
Theater Postal Finance Officer							X		X	X		X	X	X	
MWR/NAF				X								X	X	X	
Exchange / DECA				X			X		X			X	X	X	
KMBO				X		X		X				X	X	X	X

Section IV: Would You Like to Delete a POC?

Be sure to specify the Effective Date of Deletion. If this field is not filled out, the POC will be deleted upon receipt of the form.

For Assistance please call the EagleCash Customer Service Center (CSC):
 Monday – Friday 0100 – 1900 Eastern Time (Excluding United States Federal Holidays)
 Telephone: DSN 312-955-3555 or US 1-877-973-8982 or Email: Eagle@bos.frb.org

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Today's date:

Military Branch

Army

AF

USMC

Navy

DFAS

Affiliation

Finance

Postal

Exchange

Other

SECTION I: LOCATION INFORMATION

Country

Site Name/Location

Phone

Fax

SECTION II: WHO WOULD YOU LIKE TO ADD OR UPDATE AS A POC?

First Name		Last Name		Middle	
Rank		Unit		DEROS (Date Estimated Return from Overseas)	
AKO Email or ID			Preferred Email		
Is this a Temporary POC?		Start Date		End Date	

SECTION III: DUTY POSITION

Cashier		Disbursing NCOIC		DDO / DA		Command Element	
Detachment EC POC		FMCO EC POC		FMC EC POC		Postal - COPE	
Theater Postal Finance Officer		MWR / NAF		Exchange / DECA		KMBO	

SECTION IV: WOULD YOU LIKE TO DELETE A POC?

First Name		Last Name		Middle	
Rank		Effective Date of Deletion			
AKO Email or ID			Preferred Email		

COMMENTS

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Date Last Revised: June 28, 2013