

# Chapter 7

## Ship's Store

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## 7.1 Background

This chapter describes procedures for Navy Cash operations in the ship's store:

### NOTES:

1. *Purpose. The purpose of this SOP is to provide guidance for use of Navy Cash for purchases in the ship's store and vending machines. It is provided as an addendum to existing policy and procedures outlined in NAVSUP P487.*
2. *Authorized Users. Ship's personnel, official visitors, and any other authorized visitors who have been issued a Navy Cash card.*
3. *General. In the ship's store, the Navy Cash Point-Of-Sale (POS) card reader can be operated either attached to the Resale (Retail) Operations Management (ROM) cash register or separate from the ROM cash register. In the vending machines, the Navy Cash Card Access Device (also known as Card Accepting Device) (CAD) replaces the bill validator. The POS and the CAD enable customers to purchase merchandise using the Navy Cash (closed-loop) account on a Navy Cash card. Value is subtracted from the customer's card through the POS and CAD reader/collection devices, and receipts from sales are automatically transmitted to the Navy Cash server at the time of sale. At the end of each business day, these receipts are forwarded electronically to the Treasury Agent. Then, at the end of the month, these receipts from sales are posted to the appropriate lines of accounting. The Navy Cash system produces reports (see paragraph 7.8 of this SOP for sample reports) and transaction journals to assist with balancing the sales operations.*
4. *Exceptions. At the discretion of the Commanding Officer, cash may be accepted for special evolutions at the ship's store and vending machines. (e.g., visitors, tour groups, personnel riding the ship for less than 24 hours). S-3 personnel will follow the procedures outlined in NAVSUP P487. Cash sales should be the exception to accommodate visitors who are only going to be on the ship for a short time. Generally, members of ship's company should not be allowed to use cash on board the ship.*
5. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

## 7.2 Planned Maintenance System

Preventive maintenance for the Navy Cash Financial System is covered through the Planned Maintenance System (PMS). PMS information for Navy Cash is available from the ship's Maintenance and Material Management (3-M) Coordinator. Maintenance Index Page (MIP) number 6541/080-14 applies to Navy Cash. In particular, proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card.

## 7.3 Retail Sales

### 7.3.1 ROM Integrated with Navy Cash—POS Attached to Cash Register

#### a. ROM Cash Register

(1) The ship's store operator receives a till assignment diskette from the designated assistant in the back office in accordance with the ROM User's Guide. A Navy Cash operator ID must first be established in the Navy Cash Disbursing Application for each ship's store operator

(see paragraph 8.4.24, Operator ID Maintenance). The Disbursing Officer then provides the operator ID information to the Sales Officer, and the Sales Officer or designated assistant enters the information by operator into the ROM back office. *When ROM and Navy Cash are integrated, the ROM and Navy Cash operator IDs must match for sales receipts to be reported properly. When configuring the POS that will be attached to the ROM cash register, “Enforce User Logon” must be set to “Force Operator Logon” (see paragraphs 2.2.2.k and 2.2.9 and Appendix C).*

(2) The ship’s store operator inserts the till assignment diskette into the Electronic Point-Of-Sale (EPOS) cash register and uploads the data. The operator then logs into the EPOS system following the instructions in the ROM User’s Guide and starts conducting the business of the day.

b. Point-of-Sale (POS) Card Reader

(1) Turn on the POS. The ship’s store operator boots up the POS card reader. The POS must be turned on for all transactions including log-on and log-off. See Chapter 2 for detailed POS operating instructions.

(2) Log on the POS. The cash register must be online to the Navy Cash server for the operator to log on the POS. When the POS is turned on, the operator log-on screen is displayed. The ship’s store operator logs on to the cash register in accordance with the ROM User’s Guide and NAVSUP P487. The Navy Cash proxy application on the cash register handles the operator’s log on to the POS through the Navy Cash server. ROM and Navy Cash operator IDs must match

(3) Log off the POS. The cash register must be online to the Navy Cash server for the operator to log off the POS. The ship’s store operator logs off the cash register in accordance with the ROM User’s Guide and NAVSUP P487. The cash register’s software handles the operator’s log off from the POS through the Navy Cash server.

(4) Connectivity Problems. With ROM integrated with Navy Cash, the POS operates in the proxy mode and is connected to the ship’s Local Area Network (LAN) and the Navy Cash server through the ROM cash register. The cash register must be online to the Navy Cash server to process sales transactions. If connectivity to the server is expected to be a problem, for example, the ship’s LAN is experiencing problems or the Navy Cash server is down, a backup POS in normal mode with the merchant set to ship’s store and a ship’s store operator already logged on must be available in order to be able to process sales transactions offline in the event that connectivity to the Navy Cash server is not available (see paragraph 7.7.2).

c. Navy Cash Procedures

To properly complete a Navy Cash transaction at the register, perform the following steps.

(1) At time of sale, the operator scans all items through the cash register. After all items have been scanned, the operator presses the “END” button on the keyboard. The “CASH PAYMENT FORM” screen appears, and the operator selects the type of tender that will be accepted. For Navy Cash transactions, the type of tender is “Navy Cash”. The total transaction amount is displayed at the ROM cash register and the POS card reader.

(2) The customer inserts his/her Navy Cash card into the POS card reader, enters the PIN number, and then presses the OK button.

(3) If there is sufficient value on the card, the POS card reader authorizes the transaction and allows the customer to verify the transaction amount. When the customer presses the OK button to verify the transaction amount, the POS card reader subtracts the total amount of the sale from the e-purse. The POS card reader sends the approval code to the cash register to total out the sale. After each transaction, the ROM cash register prints out a receipt for the customer. (The cash register automatically requests verification that the transaction was approved or canceled.)

(4) The customer removes his or her card.

(5) All completed transactions are forwarded automatically to the Navy Cash server at the time of sale. The Disbursing Officer can print daily reports for the ship's store office. The Sales Officer has the capability to print ROM daily reports from the ship's store office to compare with the Navy Cash reports received from the disbursing office.

d. Transactions Not Approved

(1) If a transaction is not approved by the POS card reader, e.g., due to non-sufficient funds on the customer's Navy Cash card, the operator follows the procedures stated in the ROM User's Guide under Point of Sale procedures to discontinue the sale. (If a transaction is canceled or there is an error, the POS card reader sends a message to the cash register saying so. The cash register receives this message when it requests approval or cancellation of a transaction. If there is a cancellation or a timeout, the transaction is automatically canceled, and ROM returns to the main screen.)

(2) The ship's store operator should direct the customer to the disbursing office for further guidance if the customer has any questions about the Navy Cash card.

### **7.3.2 ROM Not Integrated with Navy Cash—POS Not Attached to Cash Register**

a. ROM Cash Register

(1) The ship's store operator receives a till assignment diskette from the designated assistant in the back office in accordance with the ROM User's Guide. (A Navy Cash operator ID must first be established in the Navy Cash application for each ship's store operator (see paragraph 8.4.24, Operator ID Maintenance. The Disbursing Officer then provides the ID information to the Sales Officer, and the Sales Officer or designated assistant enters the information by operator into the ROM back office.)

(2) The ship's store operator inserts the till assignment diskette into the Electronic Point-Of-Sale (EPOS) cash register and uploads the data. The operator then logs into the EPOS system following the instructions in the ROM User's Guide and starts conducting the business of the day.

b. POS Point-of-Sale (POS) Card Reader

(1) Turn On the POS. The ship's store operator boots up the POS card reader. The POS must be turned on for all transactions including log-on and log-off. See Chapter 2 for detailed POS operating instructions.

(2) Log on the POS. The POS must be on line to the Navy Cash server for the operator to log on. The POS is turned on by pressing the "OK" key. The operator log-on screen is displayed, and the ship's store operator enters his or her operator ID number into the POS. The POS displays a wait screen while processing, and returns to the normal screen when the log-on is accepted.

(3) Log off the POS. The POS must be on line to the Navy Cash server for the operator to log off. The ship's store operator presses the "Off/Cancel" key and presses the "OK" key to confirm log off is desired. At the end of the day, the ship's store transactions for the day are processed automatically through the Navy Cash server.

(4) Connectivity Problems. With ROM and Navy Cash not integrated, the POS operates in the normal mode and is connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, for example, the ship's LAN is experiencing problems or the Navy Cash server is down, an operator should remain logged on to the POS at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available.

c. Navy Cash Procedures

To properly complete a Navy Cash transaction at the register, perform the following steps.

(1) At time of sale, the operator scans all items through the cash register. After all items have been scanned, the operator presses the "END" button on the keyboard. The "CASH PAYMENT FORM" screen appears, and the operator selects the type of tender that will be accepted. For Navy Cash transactions, the type of tender is "Navy Cash". The total transaction amount is displayed at the ROM cash register, and the operator manually enters the total into the POS card reader. The total on the POS must match the total on the cash register.

(2) The customer inserts his/her Navy Cash card into the POS card reader, enters the PIN number, and then presses the OK button.

(3) If there is sufficient value on the card, the POS card reader authorizes the transaction and allows the customer to verify the transaction amount. When the customer presses the OK button to verify the transaction amount, the POS card reader subtracts the total amount of the sale from the e-purse. The ship's store operator totals out the sale on the cash register, and the ROM cash register prints out a receipt for the customer.

(4) The customer removes his or her card.

(5) All completed transactions are forwarded automatically to the Navy Cash server at the time of sale. The Disbursing Officer can print daily reports for the ship's store office. The Sales Officer has the capability to print ROM daily reports from the ship's store office to compare with the Navy Cash reports received from the disbursing office.

d. Transactions Not Approved

(1) If a transaction is not approved by the POS card reader, e.g., due to non-sufficient funds on the customer's Navy Cash card, the operator follows the procedures stated in the ROM User's Guide under Point of Sale procedures to discontinue the sale.

(2) The ship's store operator should direct the customer to the disbursing office for further guidance if the customer has any questions about the Navy Cash card.

### **7.3.3 Multiple Operators**

If more than one person is responsible for the operation of the ship's store, the procedures outlined above will be followed for each shift/till.

### **7.3.4 Non-EPOS Retail Store Sales (e.g., Hangar Bay or Pier Side)**

a. Procedures stated in the NAVSUP P487 will be followed when operating a pier side or other non-EPOS retail store.

b. The Sales Officer or designated assistant will add a store number (94 series) in the ROM back office, following the procedures prescribed in the ROM User's Guide.

c. All sales for cash and check and cash collection procedures will be in accordance with the NAVSUP P487, paragraph 2200.

d. All cash and checks will be recorded in the NAVSUP 469 and deposited with the Disbursing Officer in accordance with NAVSUP P487, paragraph 2230.

e. Navy Cash can also be used to accommodate these sales. When setting up a non-EPOS store, the Sales Officer can check out the appropriate number of battery-operated POS devices from the disbursing office. Each POS must be set up for a merchant and one of the operator IDs previously assigned by the Disbursing Officer for generic sales. The POS must be online to the Navy Cash server for an operator to log on.

f. At the end of the day or at the end of the event, the Sales Officer will take each POS to one of the available Navy Cash "download boxes" or serial ports, in the disbursing office or sales office for example. When plugged in, the POS will automatically upload sales information to the Navy Cash server.

g. Once all the POSs are uploaded, the Sales Officer can view the Navy Cash sales by printing out the Merchant Sales Summary Report under the "View Reports" link in the Navy Cash application. When creating this report, the Sales Officer must ensure the time frame indicated is specific and inclusive for the applicable non-EPOS store event. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

h. To verify that the amounts reported by Navy Cash Merchant Sales Summary Report and the non-EPOS cash register or sales receipt book are correct, the totals will be reconciled. If both reports match, there is no discrepancy. If the reports do not match, an error has occurred that must be investigated and resolved. The Sales Officer can generate the more detailed Merchant Sales by Operator (MSO) Detail Report for the period in question under the same "View Reports" link in the Navy Cash application to research discrepancies and facilitate the investigation.

i. The Sales Officer or designated collection agent will enter the amounts collected in cash and checks and in Navy Cash into the ROM back office in accordance with the ROM User's Guide.

### **7.3.5 Concessionaire Sales**

When overseas concessionaires take advantage of Navy Cash, ship's store personnel will follow the procedures in the Sixth/Seventh Fleet concessionaire instructions and the procedures stated below. If a ship encounters overseas concessionaires who will not use Navy Cash, for whatever reason, ship's store personnel will follow the procedures outlined in the Sixth/Seventh Fleet concessionaire instructions and the NAVSUP P487, Chapter 3, when setting up concessionaire vendors overseas for receiving cash

a. Prior to Foreign Concessionaire Vendor (s) arriving on board, the Sales Officer will check out the appropriate number of POS devices from the disbursing office. Each POS must be set up for a merchant and one of the operator IDs previously assigned by the Disbursing Officer for generic sales. The POS must be online to the Navy Cash server for an operator to log on.

- b. When a Foreign Concessionaire Vendor arrives on board to conduct sales, they will report to the Sales Officer to receive a portable POS device.
- c. The Sales Officer will be responsible for training each concessionaire vendor on how to conduct Sales using the portable POS device.
- d. The concessionaire vendor(s) will take the portable POS device to the designated area to conduct sales. Each transaction per customer will be recorded by the vendor(s) in the concessionaire number control log and on an SS-141 Navy Exchange Sales Receipt in accordance with NEX Yokosuka/Naples Concessionaire instruction 4000 series.
- e. Upon completion of sales, or at the end of the day, the concessionaire vendor(s) will report to the Sales Officer, and present the portable POS device, as well as all SS-141 Navy Exchange Sales Slips.
- f. The Sales Officer will take the POS to one of the available Navy Cash “download boxes” or serial ports, in the disbursing office or sales office for example. When plugged in, the POS will automatically upload sales information to the Navy Cash server.
- g. Once all the POSs are uploaded, the Sales Officer will be able to view the Navy Cash sales by printing out the Merchant Sales Summary Report under the “View Reports” link in the Navy Cash application. When creating this report, the Sales Officer must ensure the time frame indicated is specific and inclusive for the applicable concessionaires. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). The total of the SS-141s will be reconciled with the total from the Merchant Sales Summary Report and the concessionaire number control log.
- h. The Sales Officer will compute the commission due to NEX and the ship for each concessionaire’s sales based on the percentage contained in the concessionaire’s contract. Once the commission value is determined and verified, the Sales Officer will be responsible for creating two separate SF 1034’s, Public Vouchers for Purchases and Services Other Than Personal, one for the net amount due the vendor (total sales receipts less the commission percentage) and one for 50 percent of the commission collected for the NEX. The Line of Accounting (LOA) cited will be Ship’s Store Profits Navy (SSPN). The Sales Officer will record the 50 percent of the commission collected for the ship as a contribution to SSPN in the ROM system following the procedures outlined in the ROM User’s Guide. The Disbursing Officer will report the collection of monies owed to the ship’s store as a collection under SSPN. The sample Foreign Concessionaire Sales Reconciliation Form included at paragraph 7.8.6 provides a tool to assist in reconciling foreign concessionaire sales.
- i. The two SF 1034 vouchers will be given to Disbursing. The Disbursing Officer will issue two separate Treasury Checks, one for the net amount owed to the vendor, and one for the amount owed to NEX. The Disbursing Officer will use the prepared SF 1034s citing the SSPN line of accounting as the substantiating vouchers.
- j. The Disbursing Officer will forward the checks to the Sales Officer, who will be responsible for delivery to the vendor and NEX. Upon receipt of the NEX check, the Sales Officer will forward the check, copies of the concessionaire number control log, and all applicable SS-141 receipts to NEX. The Sales Officer will send the vendor(s) his/her check.
- k. The Sales Officer will notify NEX via e-mail in accordance with the concessionaire instruction and provide the total dollar sales broken down by each vendor, total SS-141s used by

each vendor, port, check number, check date, amount of check, and date mailed to NEX. (A copy of the SS-141s will be retained by the ship)

1. The procedures listed above are an addendum to the existing policy and procedures outlined in the NEX Yokosuka and/or Naples Instruction 4000.1A, NAVSUP P487, and the Navy Cash Standard Operating Procedures (SOP).

### **7.3.6 Special Order Items/Flowers**

a. Special order items not listed on the Ship's Store Electronic Catalog (SSEC) and/or flowers will be processed in accordance with the NAVSUP P487, paragraphs 4300. The records keeper or designated assistant will assign a stock number and a stock record card to each item.

b. For flowers: The records keeper or designated assistant will set up flower sales in the ROM as a non-EPOS store following the ROM users guide. The flower sales will be entered into the POS (offline mode) as a separate merchant, e.g., Hangar Bay Sales. Additionally, the steps below will be followed in the ROM back office:

(1) Enter "Snack Vending" as the store type. (It is the only store type that will post to line CO2, that is, a non-EPOS activity.)

(2) Under "Creating a New Vending Machine", enter store type as 9300, machine name as Flower Sales, and machine number as 9301.

(3) A breakout will be accomplished of the flower items (types) to 9300 in accordance with NAVSUP P487, paragraph 6100.

(4) The records keeper will post sales from the POS under "Vending Collections".

c. The ship's store operator will follow paragraphs 7.3.1.c or 7.3.2.c of this SOP when performing Navy Cash transactions for special order items and/or flowers.

### **7.3.7 End of Day (EOD) Closeout**

a. The Sales Officer and Disbursing Officer will determine and agree when the ROM and Navy Cash systems will be closed out each day to complete the EOD process and reporting.

b. At EOD, the ship's store operator does an EOD till export from the cash register to a floppy diskette following the ROM User's Guide, Chapter 14.

c. The ship's store operator delivers the diskette to the designated assistant in the back office, who does an EOD till import into the back office computer following the ROM User's Guide, Chapter 15. Upon completion, an EOD report is generated from the ROM back office summarizing that day's sales activity at the cash register.

### **7.3.8 EOD Reports**

a. The Sales Officer or designated assistant must compare the ROM e-cash receipts EOD report with the Navy Cash Merchant Sales Summary Report printed from the Navy Cash workstation in the Sales Office or disbursing office (see paragraph 7.8.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated by entering the correct start and end dates in the "View Reports" link in the Navy Cash application (see paragraph 8.4.22). *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way.

b. All totals for electronic sales in the ship's store must match. Any differences must be investigated. Once verification has been made, the sales total received from the register will be entered and posted by the designated assistant into the ROM back office. The designated assistant will print out the ROM over and short report.

c. The Sales Officer or designated assistant is also responsible for comparing the Navy Cash Daily Transaction Detail Reports from shore with the ROM daily transaction reports to verify accuracy. The shore reports are generated automatically by the Navy Cash EOD process and sent to the ship when the EOD round trip is completed (see paragraph 8.4.21). When the shore reports are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The "Shore Reports" folder on the Navy Cash application desktop provides a short cut to the directory.

d. All reports must be signed by the Sales Officer, and filed in the RK CO2/CO3/CO4 file.

### **7.3.9 EOD Differences**

a. If a difference occurs between the total receipts listed on the ROM report and the Merchant Sales Summary Report printed from the Navy Cash application, the Sales Officer will do the following.

(1) Print out the ROM daily transaction report from the back office.

(2) Print out the ROM over/short report.

(3) Generate the more detailed Merchant Sales by Operator (MSO) Detail Report for the period in question under the "View Reports" link in the Navy Cash application. Print out a copy of the report and compare it with the ROM e-cash daily transaction report to research and resolve discrepancies. When creating this report, ensure the time frame indicated is specific and inclusive. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

b. The Sales Officer or Disbursing Officer can request assistance from the Customer Service Center if needed. If the difference is unresolved, a signed letter/report by the Sales and Disbursing Officer will be filed in the RK, CO2/CO3/CO4 file.

## **7.4 Non-EPOS Vending**

### **7.4.1 Dollar Value of Card**

As a security feature, each customer's Navy Cash card has a \$25.00 threshold for vending machine transactions. Once the value exceeds the \$25.00 PIN-less transaction counter on the card, the CAD will display the message "Insufficient Funds" to indicate that the customer is required to reenter his/her PIN at a Navy Cash Kiosk or a POS device. (The CAD is programmed to display the PIN-less balance on the card.)

### **7.4.2 Navy Cash Procedures**

a. The customer will insert his/her Navy Cash card into the CAD prior to making a selection. A message will be displayed on the CAD denoting processing is taking place.

b. If the card is valid, the CAD will prompt the customer to make a selection.

c. All Navy Cash sales receipts from vending machines will be forwarded automatically to the Navy Cash server, generally at the time of sale. If network connectivity is lost for any reason, sales transactions are store in the CAD and are forwarded automatically when network connectivity is restored.

d. The Sales Officer or designated assistant will record Navy Cash sales receipts into the ROM back office using the Navy Cash Merchant Sales Summary Report totals for each vending machine merchant (see paragraph 7.8.1 of this SOP for a sample report) generated from the Navy Cash application in the disbursing office and/or sales office.

e. The Merchant Sales Summary Report is intended to provide the Sales Officer with electronic totals of receipts for each soda machine. The report can be generated by entering the desired start and end dates in the “View Reports” link in the Navy Cash application (see paragraph 8.4.22) and will be printed out as needed to assist the Sales Officer with auditing the soda machines on a bi-weekly basis. The Merchant Sales Summary Report for the month will assist the Sales Officer at EOM when closing/posting sales into the ROM back office.

f. The Sales Officer or Disbursing Officer can also print out a copy of the Vending Soda or Vending Store Items Daily (or Monthly) Transaction Detail Reports (see paragraph 7.8.4 of this SOP for a sample report) from the shore reports folders (see paragraph 8.4.21).

### **7.4.3 Invalid Transactions**

a. The customer will insert his/her card into the CAD, and if the card is invalid, a message will be displayed telling the customer that the card is invalid along with a prompt to remove the card.

b. If the price is greater than the card balance, the balance is displayed to the customer along with an insufficient balance message, and the vend will be denied. The current transaction will be canceled.

### **7.4.4 \$25 Dollar Pin-less Limit Scenario**

a. The customer will insert his/her card into the CAD, and a message will be displayed denoting processing is taking place.

b. If the customer’s card is valid, the balance will be displayed along with a prompt to make a selection. If the customer’s card is invalid, a message will be displayed telling the customer that the card is invalid, and to remove the card. Customers should be directed to the disbursing office for further guidance if they have any questions about the Navy Cash card.

c. The customer will select a product. If the price of the product is greater than the value left on the card, or will exceed the \$25.00 PIN-less transaction counter on the card, the message “Insufficient Funds” will be displayed to indicate that the customer needs to reenter the PIN at a Navy Cash Kiosk or a POS device.

### **7.4.5 Vending (CAD) Maintenance**

The Navy Cash application requires each vending machine CAD to be identified by a unique 16-digit alphanumeric Terminal ID number. Whenever a CAD is changed or a new CAD is installed, it must be registered in the Navy Cash application so that sales transactions can be credited to the correct merchant. The following procedures are also found in the disbursing section of this Standard Operating Procedure (SOP), paragraph 8.4.25, Vending and Ship’s Store—Vending Maintenance and End of Month.

a. Adding a New Vending Machine and CAD

(1) It is the responsibility of the ship to install any new vending machine and CAD and pull the cabling from the nearest Navy Cash router to the new machine. The Navy Cash depot and field support contractor can advise the ship on the nearest available router. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new machine in the Navy Cash system configuration.

(2) No transactions can occur at the vending machine until the CAD is associated with the vending machine in the Navy Cash application.

(3) Once the new vending machine and CAD have been installed, the Navy Cash system configuration has been set up, and the vending machine has been powered up, the Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link in the Navy Cash application. When the “Merchants and Vending Machines” menu tree is expanded, the screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines. The Disbursing Officer or Sales Officer then highlights (selects) the appropriate merchant.

(4) A description of the new vending machine, for example, Candy #3, is entered in the “Vending Machine ID” box, and the location of the new machine on the ship is entered in the “Machine Location” box.

(5) The Disbursing Officer or Sales Officer then selects (highlights) the appropriate CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box. When a CAD is installed in a vending machine, the Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed. If there are multiple unassigned CADs, the correct 16-digit CAD Terminal ID numbers can be verified at the CAD itself. The Terminal ID is the first item in the list of the “Network” group’s diagnostic information, and “Network” is the second of the five groups in CAD diagnostics (see paragraph 2.3.3 for a more detailed description and procedures for CAD diagnostic information).

(6) Once all the information is entered or selected, the Disbursing Officer or Sales Officer clicks the “Add Vending Machine” button to update the system. The Disbursing Officer or Sales Officer will be prompted to verify information for the CAD and vending machine being added, which is accomplished by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired.

b. Changing a CAD

(1) The vending machine operator installs the new CAD and powers up the vending machine. No transactions can occur at the machine until the CAD is associated with the machine in the Navy Cash application.

(2) The Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link. When the “Merchants and Vending Machines” menu tree is expanded, the screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.

(3) The Disbursing Officer or Sales Officer selects (highlights) the appropriate vending machine and then selects (highlights) the appropriate CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box. When a CAD is installed in a vending machine, the Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed. If there are multiple unassigned CADs, the correct 16-digit CAD Terminal ID numbers can be verified at the CAD itself. The Terminal ID is the first item in the list of the “Network” group’s diagnostic information, and “Network” is the second of the five groups in CAD diagnostics (see paragraph 2.3.3 for a more detailed description and procedures for CAD diagnostic information).

(4) Once the new CAD Terminal ID number is selected, the Disbursing Officer or Sales Officer clicks the “Update Vending Machine Data” button to update the system. The Disbursing Officer or Sales Officer will be prompted to verify the information for the new CAD, which is accomplished by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-selects the information for the change desired.

(5) Clicking the “OK” button removes the previous CAD from the system.

c. Removing a Vending Machine and CAD

(1) The Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link. When the “Merchants and Vending Machines” menu tree is expanded, the screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.

(2) The Disbursing Officer or Sales Officer first highlights (selects) the appropriate vending machine in the “Merchants and Vending Machines” window and then clicks the “Remove Vending Machine” button. At this time the Disbursing Officer or Sales Officer will be prompted to verify removing the vending machine, which is accomplished by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-selects the vending machine for the change desired.

d. Updating Vending Machine Information

(1) The Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link. The screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.

(2) The Disbursing Officer or Sales Officer highlights (selects) the appropriate vending machine in the “Merchants and Vending Machines” window, then highlights the old vending machine information, enters the new information, and clicks the “Update Vending Data” button to update the system. At this time the Disbursing Officer or Sales Officer will be prompted to verify the updated information, which is accomplished by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired.

#### **7.4.6 Weekly Review of Vending Machine Operation for Malfunction**

- a. To determine if the machine is functioning properly, the Sales Officer will capture the meter reading a minimum of twice weekly from each vending machine using a locally prepared form. The difference between the current meter reading and the previous meter reading times the retail selling price should equal the total e-cash collected from the Navy Cash system.
- b. Overages and shortages will be investigated in accordance with the NAVSUP P487. Assistance will be requested from the Treasury Agent through the Disbursing Officer if needed.

#### **7.5 Refunds**

The Sales Officer or designated assistant must approve all refunds, whether for ship's store or vending. Refunds will be processed at the ship's store office using the following procedures.

- a. The customer will take the merchandise to the ship's store office for turn-in. The Sales Officer or designated assistant will fill out a NAVSUP 972 for each refund. The customer and the Sales Officer or designated assistant will sign the NAVSUP 972.
- b. The Sales Officer or designated assistant will enter the Navy Cash application and access the "Individual Refunds" link in the "Funds Transfer Options" window under the "Funds Transfer" link (see paragraph 8.4.6, Individual Refund).
  - (1) A "Chip Purchase Refund" allows a single purchase transaction to be selected for the refund and helps to ensure that a particular purchase is only refunded once. Multiple-item purchases are treated as a single total if all the items were purchased at the same time.
  - (2) A "Miscellaneous Refund" can be used when the specific purchase may be difficult to identify, for example, a soda or snack vending item or a single item within a multiple-item purchase.
- c. The amount of the refund will be returned to the customer's Navy Cash card, and the amount will be deducted from the ship's store or vending merchant sales collections for that day.
- d. The Sales Officer or designated assistant will take the merchandise to the ship's store for turn-in back to inventory. Procedures outlined in the NAVSUP P487 will be followed when accepting merchandise back into the ship's store through the ROM register. For damaged sodas, the Sales Officer or designated assistant will dispose of the cans and survey the total in accordance with the NAVSUP P487, Chapter 7, for the appropriate vending machine.
- e. The Sales Officer or designated assistant will log into the ROM Electronic Point-of-Sale (EPOS) register under the manager function. The manager will depress F8 under the refund screen and follow the procedures.
- f. Once the refund procedure is completed, the merchandise will be accepted back into the ship's store stock. The ship's store operator will give the manager a receipt printed from the register.
- g. The Sales Officer will verify the total of the printed receipts with the totals of the refunds by sales activity on the Navy Cash Daily Refund Report (see paragraph 7.8.5 of this SOP for a sample report) and the NAVSUP 972s. All totals will match. If the totals do not match, the Sales Officer will request assistance from the Treasury Agent.
- h. The receipts and NAVSUP 972s will be stapled to the Navy Cash Daily Refund Report and filed in the RK CO2/CO3/CO4 file.

## 7.6 End of the Month (EOM)

The DISBO's monthly Statement of Accountability (SF 1219) must be prepared and submitted on time, i.e., NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month. In order to make certain the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. Since the numbers from the Cash Sales Memorandum Invoice (DD 1149) must be included in the DISBO's 1219 in order to be registered to the correct line of accounting, the Navy Cash EOM process generally begins in the sales office as much as **five days before the 27th of the month** with the EOM close out of the vending machines and ship's store (see paragraph 8.9).

### 7.6.1 EOM Closeout for Both Ship's Store and Vending

a. Prior to initiating an EOM inventory and closeout each month, the Sales Officer and DISBO will coordinate specific start and end dates when Sales and Navy Cash activities will be closed out. It is common practice, especially on larger ships, to specify different EOM closing dates for different vending machines. To assist in closing out each month, the Navy Cash application allows different EOM closing dates to be specified for each vending machine.

b. Closing Out the Navy Cash System. To determine the total of sales receipts collected by Navy Cash that will be recorded in the ROM back office for both ship's store and vending, the Sales Officer or designated assistant must work with the DISBO to close out the Navy Cash system. Navy Cash enforces a specific sequence of steps for closing out each month or period. **First**, the Sales Officer must close out all the vending machines for a particular merchant. **Second**, the Sales Officer must close out all the merchants, to include both vending merchants and ship's store(s). **Third**, the DISBO must perform the actual Navy Cash EOM, but can only do so after the first and second phases have been completed in order. The EOM Summary Report and monthly transaction detail reports from shore are generated automatically only after the DISBO completes this third and final phase of the EOM process and a round trip is completed between ship and shore. Step-by-step procedures are detailed in paragraph 8.4.25.b and in Appendix A of this SOP.

(1) Phase One. Proceed to each vending machine to close out the vending machine following Appendix A of this SOP. Ship's store personnel will take with them the Navy Cash merchant card associated with the particular type of vending machine. The merchant card is used to activate the CAD EOM function. There are separate Navy Cash merchants and separate merchant cards for vending soda and vending store items (e.g., snack or soap) and vending stamp (if applicable).

(a) Verify Off-Line Queue Is Empty. To ensure that all transactions are included in the current month, ship's store personnel should verify the off-line queue in the CAD is empty before proceeding with Phase One of EOM. Each CAD has three hidden "buttons" designed to access diagnostic information like CAD terminal ID number, current software version of the CAD, or numbers of transaction messages in the queue. The diagnostic menu can be accessed when the CAD is in an idle state with no card inserted and the "Welcome Screen" is displayed. Navigation of the CAD "Diagnostic Menu" is described in detail in paragraph 2.3.3 and Appendix A of this SOP.

(b) Close Out Each Vending Machine. When ready, insert the merchant card associated with the particular type of vending machine into the CAD to activate the EOM

function. A message is displayed on the CAD that indicates that processing is taking place while the card is authenticated and checked against the negative card list. Refer to Appendix A for step-by-step procedures.

(c) Vending Inventory. Ship's store personnel will complete the EOM inventory following the procedures outlined in the NAVSUP P487, paragraph 9004, and the ROM User's Guide when determining units sold. Ship's store personnel will print the profitability report of the non-EPOS vending machines following the procedures outlined in the ROM User's Guide.

(2) Phase Two. After all vending machines have been closed out, the Sales or Disbursing Officer will close out each vending and ship's store merchant (parent) using the Navy Cash application at the sales or disbursing office. Log into the Navy Cash application and click on the "Vending and Ship's Store" link. Verify the appropriate month is shown (selected) in the "Display Status for Period" pull-down menu. When the "Merchants and Vending Machines" menu tree is expanded, the screen displays all the vending and ship's store merchants, all the vending machines associated with each vending merchant, and the Terminal ID numbers for the CADs associated with each of the vending machines within the Navy Cash system. Step-by-step procedures are detailed in paragraph 8.4.25.b. All merchants, including both vending and ship's store, must be closed out before the actual end of month can be performed.

### **7.6.2 End-of-Month Ship Reports**

The Sales Officer, or designated assistant, must wait until the monthly EOM Summary Report and monthly transaction detail reports are received from shore before finalizing the Navy Cash sales receipts numbers for Sales and preparing the DD 1149 Cash Sales Memorandum Invoice. However, to begin to pull together the figures needed to compare the monthly sales figures reported by Navy Cash and ROM, a Merchant Sales Summary Report or more detailed Merchant Transaction Report can be generated on the ship by entering the correct start and end dates (see paragraph 8.4.22, Ship Reports). Ensure the time frame indicated is specific and inclusive. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The Merchant Sales Summary Report for the month provides total Navy Cash sales receipts and transaction counts for each merchant, including each vending machine merchant, e.g., vending soda and vending store item (snack, soda, etc.) (see paragraph 7.8.2 of this SOP for a sample report). Ship reports can be printed from a Navy Cash workstation in the disbursing office or the sales office.

### **7.6.3 EOM Closeout at Disbursing**

After the Ship's Store and vending operations have been closed out (Phase Two) following the guidance above and in paragraph 8.4.25.b and Appendix A of this SOP, the DISBO will initiate the Indicate End of Day (IEOD) function and indicate the EOM close-out (Phase Three). Successful processing of this EOM close-out on the ship sends the EOM close-out indicators for Disbursing, Food Service, and Marine Disbursing to the Navy Cash backend ashore. *EOM indicators for the vending machines and Ship's Store were sent to the Navy Cash back-end at the first IEOD completed after closing out the vending and Ship's Store merchants (parents) at the Navy Cash Application (Phase 2).* As soon as the EOM close-out indicators are received and processed by the Navy Cash backend ashore, the SF 215 deposit data and SF 5515 debit data for Navy Disbursing, Sales, Food Service, and Marine Disbursing (*if a Marine Disbursing Officer is embarked*) are automatically sent directly to the Treasury's Collections Information Repository (CIR).

#### 7.6.4 End-Of-Month Shore Reports

a. Successful processing of the IEOD round trip ashore at EOM sends the EOM shore reports to the ship, including the monthly Transaction Detail Reports and the EOM Summary Report. Shore reports can be retrieved and printed from the shore reports directory (see paragraph 8.4.21) and from the Navy Cash Disbursing website using a Navy Cash workstation in the disbursing office or sales office. The Sales Officer will coordinate with the DISBO to determine when the EOM reports from shore can be printed.

b. Navy Cash End Of Month Summary Report. The EOM Summary Report summarizes the shore totals for Navy Disbursing, Sales, Food Service, and Marine Disbursing (*if a Marine Disbursing Officer is embarked*) and includes the deposit ticket (SF 215) numbers, dates, and amounts and the debit voucher (SF 5515) numbers, dates, and amounts that were reported to Treasury's CIR by the Navy Cash backend ashore. The EOM Summary Report for the month provides the Sales Officer with the totals for Navy Cash sales receipts for the month in the ship's store and non-EPOS vending soda, vending store items, and hangar bay sales to enter into the ROM back office. This report will also be compared with the ROM EOM report.

c. Monthly Transaction Detail Reports. The Sales Officer must compare the EOM Summary Report (see paragraph 7.8.8) and the Ship's Store, Vending Soda, Vending Store Items, and Hangar Bay Sales Monthly Transaction Detail Reports. The totals from each report should match.

d. The ROM profitability report for each vending machine operation will also be printed at the end of each month, e.g., vending soda and vending store item (snack, soap, etc.).

#### 7.6.4 Cash Sales Memorandum Invoice

The Sales Officer, or designated assistant, must **use the EOM Summary Report** to enter the ship's store, vending soda, vending store items, and hangar bay sales Navy Cash numbers for the month into ROM and prepare the DD 1149 Cash Sales Memorandum Invoice using the ROM back office in accordance with the NAVSUP P487 to substantiate the electronic sales receipts transmitted to the Navy Cash backend ashore and posted to Treasury's CIR. The 1149 will be provided to the DISBO for his/her monthly returns.

#### 7.6.5 Differences (EOM)

a. Difference in EOM Summary Report and Monthly Transaction Detail Reports. If there is a difference in the Navy Cash totals reported in the EOM Summary Report from shore and the ship's store, vending soda, vending store items, and hangar bay sales reported in the Monthly Transaction Detail Reports from shore, the Sales Officer or DISBO must send an e-mail to the Navy Cash Settlement Group at the Treasury Agent at [navycashcenter@frb.org](mailto:navycashcenter@frb.org) and to the appropriate Fleet Support Group (FSG) at the NAVSUP Fleet Logistics Center (FLC) in Norfolk, San Diego, or Yokosuka to alert them about these differences and to request assistance as needed in resolving them. Since the SF 215 deposit data for the month for Sales were automatically sent by the Navy Cash backend ashore directly to the Treasury CIR as soon as the EOM close-out indicators were received and processed by the backend, the Sales Officer, or designated assistant, must use EOM Summary Report to enter the Navy Cash numbers for the month into the ROM back office and generate the 1149. Any difference must be resolved, and any necessary adjustment must be made, in the next month's business.

b. Difference in EOM Summary Report and ROM Reports. Similarly, if there is a difference in the Navy Cash totals reported in the EOM Summary Report and the totals reported in ROM, the basic business rule is the Navy Cash figures reported in the EOM Summary Report are always correct. The Sales Officer, or designated assistant, must use the EOM Summary Report to enter the Navy Cash numbers for the month into the ROM back office and generate the 1149. Any differences must be resolved and any necessary adjustment must be made in the next month's business. Again, the FSO or DISBO must send an e-mail to the Treasury Agent Navy Cash Settlement Group at [navycashcenter@frb.org](mailto:navycashcenter@frb.org) and to the appropriate FSG at the NAVSUP FLC in Norfolk, San Diego, or Yokosuka to alert them about these differences and to request assistance as needed in resolving them.

c. Reconciliation. In either case, the out-of-balance condition must be investigated. The following procedures should enable the Sales Officer, or designated assistant, to determine the cause of any out-of-balance condition and reconcile the differences (see also Appendix R, End-Of-Month Procedures Worksheet, also includes basic guidelines for reconciliation).

(1) Have ship's store personnel verify that the monthly Navy Cash receipts were posted in the ROM back office computer correctly for the ship's store and each type of vending machine, e.g., vending soda and vending store item (snack, soap, etc.). If the figures were posted incorrectly, ship's store personnel will modify the figures following the procedures outlined in the ROM User's Guide.

(2) Print out the ROM Over/Short Report from the back office and compare it with the monthly EOM Summary Report from shore or generate and print the Merchant Sales Summary Report for the month on the ship.

(3) Have the Sales Officer or DISBO print out a copy of the Ship's Store, Vending Soda, Vending Store Items, and Hangar Bay Sales Daily (or Monthly) Transaction Detail Reports (see paragraph 7.8.3 of this SOP for a sample report) from the shore reports folders (see paragraph 8.4.21) and compare the totals with the ROM daily transaction reports. The Sales Officer or DISBO can also generate the Merchant Sales by Operator (MSO) Detail Report for the period in question under the "View Reports" link in the Navy Cash application. When creating this report, ensure the time frame indicated is specific and inclusive. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* Print out a copy of the report, and compare it with the ROM e-cash daily transaction report to research and resolve discrepancies.

(4) The Sales Officer or DISBO will work with the Navy Cash Settlement Group to investigate and resolve any differences. If the difference is unresolved, a signed letter/report by the Sales and Disbursing Officer will be filed in the RK, CO2/CO3/CO4 file.

## **7.6.6 End of the Accounting Period**

At the end of the accounting period, all electronic receipts from sales will automatically be posted to the NAVCOMPT 153 on line CO2, and all electronic receipts from vending machines will automatically be posted to the NAVCOMPT 153 on line CO3, once the amount is posted in the ROM back office.

## **7.7 Equipment Failure**

### **7.7.1 ROM Cash Register Down**

a. Ship's store personnel will request assistance from the nearest Fleet Assistance team.

b. If the problem cannot be resolved, ship's store personnel will request replacement hardware by sending a request to Navy Exchange Services Command, Ship's Store Program, Norfolk, VA.

c. Ship's store personnel will have a spare cash register in stock.

d. If the ROM cash register is likely to be down for an extended period, the POS card reader can be disconnected from the Network Interface Card (NIC) in the computer and connected directly to the Navy Cash network drop in the ship's store. The POS must be changed from the proxy mode to the normal mode to operate independent of the ROM cash register (see Chapter 2 of this SOP for detailed procedures for setting up the POS). Alternatively, a spare POS can be set up in normal mode with the ship's store merchant ID and connected to the network drop for use until the ROM cash register is back in operation.

### **7.7.2 Shipboard Network or Navy Cash Server Down**

#### **a. Short-Term Outage.**

(1) ROM Integrated with Navy Cash. The POS operates in the proxy mode and is connected to the ship's Local Area Network (LAN) and the Navy Cash server through the ROM cash register. The cash register must be online to the Navy Cash server to process sales transactions. If connectivity to the server is expected to be a problem, a backup POS in normal mode with the merchant set to ship's store and a ship's store operator already logged on must be available in order to be able to process sales transactions offline in the event that connectivity to the Navy Cash server is not available. If a POS is going to be used in the portable mode, the operator should make sure that it has fresh batteries and that additional batteries are readily available.

(1) ROM and Navy Cash Not Integrated. The POS operates in the normal mode and is connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the POS at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available.

(2) Processing Transactions. A POS in normal mode operating offline can store about 741 sales transactions, and ship's store operations can continue, at least until the POS is full. When processing transactions in the offline mode, the total transaction amount is displayed at the ROM cash register, and the operator must manually enter the total into the POS card reader. The total on the POS must match the total on the cash register.

#### **(3) When Connectivity is Restored.**

(a) ROM Integrated with Navy Cash. The sales receipts stored on the portable POS must be downloaded at one of the POS connection points or download boxes in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation. Disconnect the POS device currently in use (if any) and use the data cable to connect the portable POS. Ensure the POS is powered on by pressing the green "OK" key. The download starts automatically when the LAN connection is made and the asterisk symbol on the POS screen disappears, usually within a minute. The "!" symbol on the POS screen remains displayed until all transactions have been downloaded to the server. When the "!" symbol disappears, the POS can be disconnected from the network connection point. If a POS was disconnected to permit the download, it should be reconnected at this time.

(b) ROM and Navy Cash Not Integrated. The sales receipts stored on the POS are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the POS screen disappears, usually within a minute. The “!” symbol on the POS screen remains displayed until all transactions have been downloaded to the server.

(4) Localized Network Outage. The POS must be online to the Navy Cash server, either through the ROM cash register and the ship’s LAN or through the ship’s LAN directly for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage is localized to the area of the ship’s store, an operator can go to the disbursing office and sign out a spare POS to use in the portable mode.

(a) Operator Log-On. The operator can log on to the portable POS (and the merchant can be set to ship’s store) at any operating POS network connection point or download box (in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation). The operator disconnects the POS device currently in operation (if any) and connects the portable POS. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the POS in the offline mode. If a POS was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable POS has fresh batteries and that additional batteries are readily available.

(b) Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable POS can be downloaded at the end of each day at one of the POS connection points or download boxes as described in paragraph (4)(a) directly above.

(5) Ship’s store personnel will follow the procedures in paragraphs 7.3.7, 7.3.8, and 7.3.9 of this SOP for EOD closeout.

b. Long-Term Outage. In the unlikely event that connectivity to the Navy Cash server is down for a lengthy period of time (days, weeks), the ship’s store can, with the authorization of the Commanding Officer, revert to accepting cash and/or check. Ship’s store personnel will follow the procedures in NAVSUP P487 for collecting cash.

### **7.7.3 CAD Failure.**

#### **a. Troubleshooting Procedures**

(1) If a vending machine CAD is not working, ship’s store personnel should follow Navy Cash troubleshooting procedures. For example, verify that the ship’s network is up and that the routers are powered on; check the cables from the CADs to the routers; cycle power to the vending machine by turning the vending machine off then back on; clean the Secure Access Module (SAM) chip; replace the SAM; or, finally, replace the CAD. (See the Navy Cash Troubleshooting Manual and Maintenance CD for detailed procedures.)

(2) If the ship’s network is down, do not cycle power to the vending machine. Once the vending machine and CAD are powered down, the network connection is needed to reset the CAD for operation when power is restored. The CAD can operate in the offline mode and store about 741 transactions, and the vending machine can continue to operate, at least until the CAD is full.

(3) For maintenance assistance, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the Navy Cash Central Support Unit (CSU) (see paragraph 8.14.1, Call Centers). The CSU will assign a case number that will be used to track the trouble call until it is resolved. The CSU will handle the trouble call directly, if at all possible, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate technical and support personnel as additional addressees. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraphs 7.8.7 and 8.15.26) lays out the information the Sales Officer, or designated representative, should have available before contacting the CSU. As the Navy Cash Responsible Officer, the Disbursing Officer should be kept apprised of all trouble calls.

(4) If the CAD itself fails, ship's store personnel can replace it with a spare device from stock. All such replacements MUST be coordinated with the disbursing office so that the CADs are associated with the correct vending machines in the Navy Cash application, thus ensuring sales are recorded to the proper merchants (see paragraphs 7.4.5 and 8.4.25.a).

b. Failed Equipment. When directed to return failed equipment to the Navy Cash depot, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

c. Stuck Transactions. POSs or CADs with stuck transactions should be sent to Cogent Systems. When directed to return a POS or CAD to Maximus, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns. The Trouble Call Worksheet becomes your documentation that a POS or CAD with stuck transactions was sent to Cogent Systems. Retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

d. Proper cleaning of the card readers can significantly reduce the incidence of card readers failing to read the Navy Cash card (see paragraph 7.2).

e. If the shipboard network or Navy Cash server are likely to be down for an extended period or there are no spare CADs in stock, the sales division can revert to accepting cash, if authorized by the Commanding Officer, by replacing the CAD with a dollar bill validator and/or turning on the coin changer for each vending machine. Procedures outlined in the NAVSUP P487 for collecting cash will be followed.

## 7.8 Ship's Store Navy Cash Reports (Samples)

*In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

### 7.8.1 Daily Merchant Sales Summary Report

Run Date: 05/17/2005                      Run Time: 17:08:16  
Report Name: NC\_133  
Start Date: 05/16/2005                      End Date:: 05/17/2005  
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	102.75	3
WARDROOM MESS - DUES	800000003677	28.50	2
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

## 7.8.2 Monthly Merchant Sales Summary Report

Run Date: 05/31/2005      Run Time: 19:07:33  
Report Name: NC\_133  
Start Date: 05/01/2005      End Date:: 05/31/2005

### Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	3082.37	92
WARDROOM MESS - DUES	800000003677	915.00	40
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

### 7.8.3 Daily Transaction Detail Report

Run Date : 08/29/2001  
 Run Time : 17:08:25  
 Report Name : TRAN\_ShipStore1\_D

Navy Cash  
 Daily Transaction Detail Report - Ship Store #1  
 Location: USS NEVERSAIL

Date: 08/28/2001 02:04:31 To 08/29/2001 02:01:54 Batch Id: R12345\_323

Merchant : 80000010016  
 Event Code :  
 Operator : WOOD, MIKE

Name	SSN	Account #	Transaction Date	Trans	Amount
ROCK, JIM	2341	80000010012	08/28/2001 11:42:25	1	\$18.95
TEMPLE, MIKE	7865	80000010014	08/28/2001 11:43:00	1	\$4.50
SCHU, STEVE	3628	80000010043	08/28/2001 12:42:41	1	\$2.75
USS NEVERSAIL,VISITOR		80000011062	08/28/2001 12:45:21	1	\$10.60
Operator WOOD Subtotal:				4	\$36.80

Merchant : 80000010016  
 Event Code :  
 Operator : BARBER, BRIAN

Name	SSN	Account #	Transaction Date	Trans	Amount
JOHN, ROBERT	1234	80000010002	08/28/2001 13:42:25	1	\$10.95
JOSH, JIM	5678	80000010004	08/28/2001 13:43:00	1	\$6.50
USS NEVERSAIL,VISITOR		80000011022	08/28/2001 13:45:21	1	\$39.60
ALPERT, MIKE	4321	80000010003	08/28/2001 13:42:41	1	\$18.75
GOLD, STEVE	8765	80000010001	08/28/2001 13:42:01	1	\$3.65
Operator BARBER Subtotal:				5	\$79.45
Event Subtotal:				9	\$79.45
Merchant 80000010016 Subtotal:				9	\$79.45
Total:				9	\$116.25

\*\*\* End of the Report \*\*\*

## 7.8.4 Vending Machine Daily Transaction Detail Report

Run Date : 08/29/2001  
Run Time : 17:08:20  
Report Name : TRAN\_VendingSoda\_D  
Page : 1

Navy Cash  
Daily Transaction Detail Report - Vending Soda  
Location: USS NEVERSAIL  
Date: 08/28/2001 22:04:31 To 08/29/2001 22:01:54 Batch Id: R12345\_323

Vending Machine	CAD ID	Transactions	Value
-			
VENDING SODA VMSODA0000000002	000003FFC9B10000	183	\$91.50
VENDING SODA VMSODA0000000001	0070C2057DA80000	137	\$68.50
VENDING SODA Refunds		10	\$-5.00
-			
Total Transactions		330	\$155.00

\*\*\* End of the Report \*\*\*

### 7.8.5 Daily Refund Report by Sales Activity

Run Date : 08/29/2001  
Run Time : 17:08:29  
Report Name : TRAN\_RefundbySaleActivity\_D

Navy Cash  
Daily Refund Report - By Sales Activity  
Location: USS NEVERSAIL  
Date: 08/28/2001 22:04:31 to 08/29/2001 22:01:54

Sale Type	Transactions	Value
MWR - Refunds	6	\$-63.25
SHIP STORE #1 Refunds	2	\$-75.00
SHIP STORE #2 Refunds	1	\$-50.00
SHIP STORE - VENDING STORE ITEMS Refunds	1	\$-.50
SHIP STORE - VENDING SODA Refunds	4	\$-2.00
Total Transactions	14	-\$190.75

\*\*\* End of the Report \*\*\*

**7.8.6 Sample Foreign Concessionaire Sales Reconciliation Form**

<b>Foreign Concessionaire Sales Reconciliation Form</b>	
Ship Name:	
Vendor:	
NEX / Ship Commission:	%
Navy Cash Sales:	\$
Cash Sales:	\$
Credit Card Sales:	\$
Check Sales:	\$
Sub Total:	\$
Less Commission NEX / Ship:	\$
Net Due Vendor:	\$

## 7.8.7 Navy Cash Trouble Call Worksheet

<b>NAVY CASH TROUBLE CALL WORKSHEET</b> <i>Please be prepared to provide the information below to the Central Support Unit (CSU)</i> <i>Retain form as your Trouble Call Log</i>				
<b>CENTRAL SUPPORT UNIT (CSU)</b> Phone: (866) 6NAVYCASH (866) 662-8922 E-Mail: navycashcenter@frb.org Fax: (813) 533-5711 Web Site: www.navycash.com				
<b>OTCnet</b> <i>Paper Check Conversion</i> <b>OTCnet CUSTOMER SERVICE TEAM</b> (866) 945-7920 (302) 323-3159 DSN: (510) 428-6824 fiscalservice.otcchannel@citi.com			<b>ROM</b> <b>CONTACT APPROPRIATE FLEET ASSISTANCE TEAM</b> SAN DIEGO: (619) 556-5725/5733 PEARL HARBOR: (808) 473-7519 YOKOSUKA: 011-8146-816-7965 NORFOLK: (757) 443-2522 MAYPORT: (904) 270-7178	
SHIP NAME		DATE OF CALL		TIME OF CALL
SHIP LOCATION/PORT (AND COUNTRY IF DEPLOYED)		CASE NUMBER (obtained from CSU)		NAME OF CSU REPRESENTATIVE
CALLER NAME		RANK/RATE	PHONE	E-MAIL ADDRESS
POINTS OF CONTACT SO TECHNICAL OR FIELD SUPPORT REPRESENTATIVE CAN CONTACT SHIP IF REQUIRED				
LOCATION	NAME	RANK/RATE	PHONE	E-MAIL ADDRESS
DISBURSING OFFICE				
SALES OFFICE				
SUPPLY OFFICE				
EMO/ADP OFFICE				
QUARTERDECK				
IF A HARDWARE PROBLEM, IDENTIFY SPECIFIC EQUIPMENT, MODEL NUMBER, AND SERIAL NUMBER				
SERVER:		SWITCH:		KIOSK:
WORKSTATION:		UPS:		POS DEVICE:
DISPLAY:		KVM SWITCH:		CAD (VENDING):
LAPTOP:				
OTHER:		ROM:		OTCnet SCANNER:

DESCRIBE THE NATURE OF THE HARDWARE, SOFTWARE, COMMUNICATIONS, OR OPERATIONAL PROBLEM (include any error messages or error codes if possible—attach any printouts or screen prints as needed)

DESCRIBE ANY TROUBLESHOOTING STEPS YOU HAVE ALREADY TRIED (include references you used in troubleshooting the problem, e.g., SOP, SYS ADMIN Manual, Maintenance CD, MRC, system log files reviewed—attach any log file printouts or screen prints as needed)

**SHIPPING INFORMATION**

When directed to return failed equipment via traceable means to the Navy Cash depot (POSs or CADs with stuck transactions are sent to Gemalto Cogent), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For POSs or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.

SHIPPING ADDRESS NAVY CASH DEPOT  
 Engility Corporation  
 ATTN: Navy Cash Depot  
 7580 Metropolitan Drive, Suite 207  
 San Diego, CA 92108  
 Phone: (619) 278-5472 (Shipment related issues only)

SHIPPING ADDRESS GEMALTO COGENT  
 Gemalto Cogent  
 ATTN: Ryan Settle, Navy Cash Equipment Return  
 3300 Acorn Street  
 Williamsburg, VA 23188  
 Phone: (757) 564-4604 (Shipment related issues only)

TRACEABLE TRACKING NUMBER		DATE SHIPPED	
NAME OF POINT OF CONTACT	E-MAIL ADDRESS	PHONE NUMBER	
RETURN ADDRESS (recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC))			
CITY	STATE	ZIP CODE	
NUMBER OF TRANSACTIONS (for POSs OR CADs with stuck transactions)		ESTIMATED DOLLAR VALUE (for stuck transactions)	

## 7.8.8 Navy Cash End of Month Summary Report

Run Date: 02/22/2015  
 Run Time: 14:58  
 Report Name: EOM Summary Report

NAVY CASH END OF MONTH SUMMARY REPORT FOR 02/2015  
 USS XXXXXXXXXXXXXXXXXXXX  
 DSSN: 8888

START TIME	END TIME	Vendor/Merchant	Sale Amount	Refund Amount	Net Amount
20150125 071548	20150222 140929	NAVY DISBURSING - STRIP	0.00	-207.80	-207.80
20150125 071548	20150222 140929	NAVY DISBURSING - CHIP	32974.75	-15834.28	17140.47
-	-	MARINE DISBURSING - STRIP	0.00	0.00	0.00
20150125 071548	20150222 140929	MARINE DISBURSING - CHIP	85093.10	-3847.10	81246.00
20150125 071548	20150222 140929	GENERAL MESS - FOOD	32360.30	0.00	32360.30
20150125 071548	20150222 140929	GENERAL MESS - SURCHARGES	275.10	0.00	275.10
20150125 070100	20150222 115615	SHIP STORE #1	176530.26	0.00	176530.26
20150125 070110	20150222 115634	SHIP STORE #2	56314.75	0.00	56314.75
-	-	HANGAR BAY SALES	0.00	0.00	0.00
20150125 070038	20150222 115604	VMSODA0000000016	514.80	0.00	514.80
20150125 070032	20150222 115555	VMSODA0000000015	3513.40	0.00	3513.40
-	-	VMSODA0000000009	0.00	0.00	0.00
20150125 070025	20150222 115546	VMSODA0000000008	6680.30	0.00	6680.30
20150125 070017	20150222 115539	VMSODA0000000007	5559.95	0.00	5559.95
-	-	VMSODA0000000001	0.00	0.00	0.00
20150125 065940	20150222 115512	VMSODA0000000002	1073.60	0.00	1073.60
20150125 065954	20150222 115518	VMSODA0000000003	2677.95	0.00	2677.95
20150125 070007	20150222 115528	VMSODA0000000004	2913.90	0.00	2913.90
-	-	Vending Soda BULK	0.00	0.00	0.00
20150125 065713	20150222 115454	VMCAND0000000008	13860.45	0.00	13860.45
-	-	VM SOAP0000000001	0.00	0.00	0.00
-	-	VMPHON0000000001	0.00	0.00	0.00
20150125 065721	20150222 115505	VMCANDY0000000006	8571.95	0.00	8571.95
-	-	VMCAND0000000001	0.00	0.00	0.00
20150125 065651	20150222 115444	VMCAND0000000007	8833.85	0.00	8833.85
-	-	VMCAND0000000005	0.00	0.00	0.00
20150125 065640	20150222 115427	VMCAND0000000004	7932.05	0.00	7932.05
20150125 065732	20150222 115648	Vending Candy BULK	451.80	0.00	451.80

Voucher Description	Voucher#	Chip/Strip	Date Prepared	Voucher Amount
Disbursing Cash-Strip is > Strip - Cash	DV27159	STRIP	02/22/2015	207.80
Disbursing Strip-Cash is > Cash-Strip	-	-	-	-
Disbursing Cash-Chip is > Chip- Cash	-	-	-	-
Disbursing Chip-Cash is > Cash-Chip	DT210159	CHIP	02/22/2015	17140.47
Food Service Sales Totals	DT230159	CHIP	02/22/2015	32360.30
Food Surcharges Total	DT240159	CHIP	02/22/2015	275.10
Sales Totals	DT250159	CHIP	02/22/2015	295429.01