



# Navy Cash Training

## Sales Unit 2: Reports and Maintenance

# Objectives

- Discuss the different types of Navy Cash reports
- Explain the *End of Month* (EOM) process
- Demonstrate how to perform *End of Month* (EOM)
- Demonstrate how to change a Card Access Device
- Describe the procedure to add/remove a vending machine from the *Disbursing Application*
- Explain procedures to resolve system casualties

# Disbursing Application Reports for Sales End-Of-Day comparisons

# View Reports

- Click [View Reports]

**Operations**

Indicate End of Day

View Reports

ROM II Reporting

- This will show the reports available for viewing
- Click on the report desired
- Fill in the start and end dates for inclusive period then click “Generate”

NavyCash Disbursing Application

Welcome SALES

[Logout](#)

**Funds Transfer**

[Funds Transfer](#)

**Card Maintenance**

[PIN Reset or Change](#)

[Change Card Status](#)

[Unblock Card](#)

[Card Report](#)

**Account Maintenance**

[Assign Replacement Card](#)

[Account Enrollment](#)

[Account Information Update](#)

[Note Maintenance](#)

**Operations**

[Indicate End of Day](#)

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[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

[Event Maintenance](#)

**Utility Functions**

[View Log](#)

[View Disk Usage](#)

[NOC Selection](#)

[Process Marine Split Pay](#)

[Provisional Split Pay](#)

[Access Editor](#)



**View Reports**

Click on the Report you wish to view.

Disbursing Office Reports

[Safe Bank Transactions Report](#)

[SPD Payroll Report](#)

[Disbursing Accountability Detail Report](#)

[Disbursing Transactions Detail Report](#)

[Disbursing Accountability Summary Report](#)

[Disbursing Transactions Summary Report](#)

[Replication Conflict Report](#)

Sales Reports

[Merchant Sales Summary Report](#)

[Merchant Transactions Report](#)

Operations Reports

[Operator Status Report](#)

[EOD Report](#)

[Unmatched Chip-to-Chip Report](#)

[Fraud Detection Report](#)

[Navy Cardholder Issued Card Report](#)

You are using version 1.5.34 of the Disbursing Application. (noc.demo)

# Merchant Transactions Report

- This report shows *all* sales, refunds and correction credits involving both vending and non-vending ship merchants

Merchant Transactions Report

Run Date/Time: 01/18/2006 17:13:30 GMT

Merchant Transactions Detail Report  
Location: 5718T

Report Parameters:  
Start Date: 01/18/2004 15:04:37  
End Date: 01/18/2006 16:18:46  
First Name:  
Last Name:  
Merchant Type: ALL  
Merchant ID: 800000000815

Merchant	Merchant ID	Operator	Date
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:39:35
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:00
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:17
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:34
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:50
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:41:08
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:41:35
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:42:04
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:42:20

Merchant Type:  Vending  Non-Vending  All Sort Order: Merchant

Start Date: 01/18/2004 15:04:37 End Date: 01/18/2006 16:18:46

First Name: Last Name:

Merchant: 800000000815 - CPO MESS

Generate Print Save Exit

# Merchant Sales Summary Report

- This report shows a *summary* of sales, refunds and reversal transactions for each ship *Merchant*.

Run Date/Time: 01/17/2006 12:39:18 GMT

Merchant Sales Summary Report  
Location: 5718T

Report Parameters:  
Start Date: 01/12/2002 21:35:15  
End Date: 01/17/2006 12:39:12

Merchant Name	Merchant ID	Sales
CPO MESS	800000000815	629.35
GENERAL MESS	800000000807	6,993.48
HUSBANDING AGENT	800000000835	7,728.61
MARINE DISBURSING	800000000811	0.00
MARINE MWR	800000000813	25.37
MERCHANT ONE	800000032454	6.00
MERCHANT ONE	VMsoda0000000001	28.68
MERCHANT ONE	VMsoda0000000002	284.50
MERCHANT TWO	800000032460	70.10
MERCHANT TWO	VMCandy0000000001	378.00
MERCHANT TWO	VMCandy0000000003	189.60
MERCHANT TWO	VMCandy0000000004	26.00
POST OFFICE - METEOR MATT	800000000825	12.00

Sort Report By:

Start Date:  End Date:

# Shore Reports

(These come from JPMC after EOD/EOM data processed)

# Shore Reports

- EOD/EOM generates transaction reports from shore for:
  - Reconciliation Vending soda\*\*
  - Reconciliation Vending store items\*\*
  - Reconciliation Ship's Store\*\*
  - Transaction Summary
  - Refund by Sale Activity
  - Ship's Store
  - Vending soda
  - Vending store items

\*\*Reconciliation reports, which are generated for all *Merchants*, segregate transactions that were collected in the *offline* mode but were not processed on the same day they were collected.

# Shore Reports (cont)

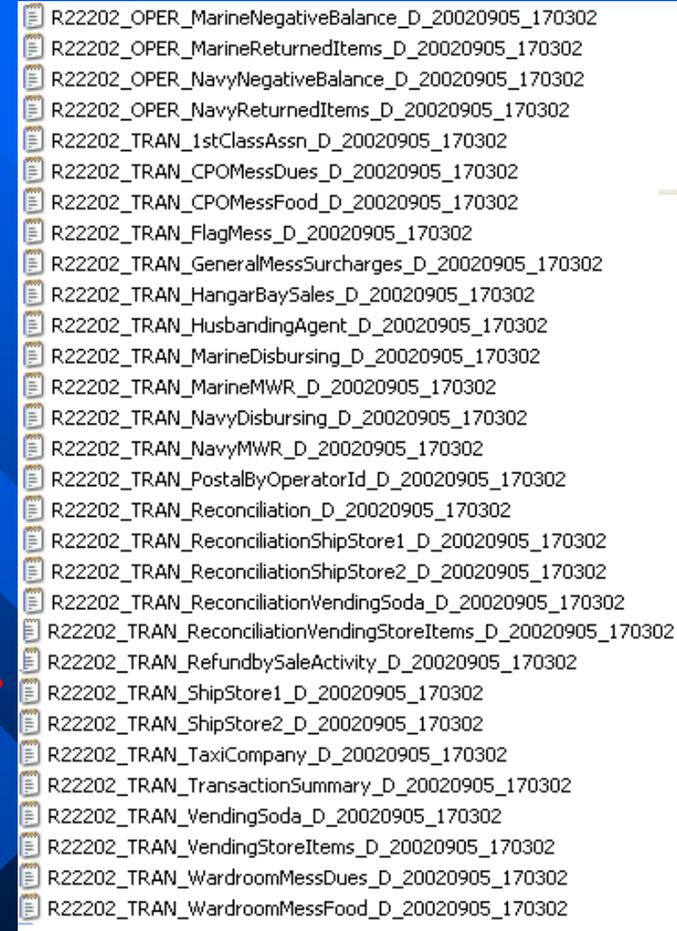
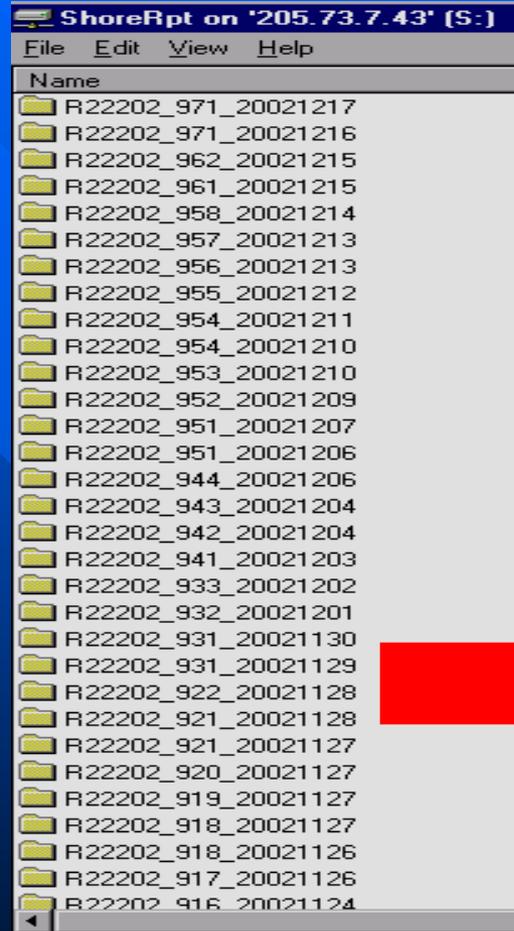
- Compare daily reports with other reports from systems to verify accuracy
- All reports sent to ship from shore server are placed in the reports directory by date, with one subdirectory for each report date:

```
<UIC>_<REPORT TYPE>_<REPORT  
NAME>_<D/M>_YYYYMMDD_HHMMSS.txt
```

Example: R21198\_TRAN\_ShipStore\_D\_20010828\_171708.txt

*Note:* Navy Cash uses GMT

# Shore Report Folder



- <Double-click> folder (title includes date)
- <Double-click> selected report to view/print

# End of Month Closeout



# End of Month (EOM)

- Sales Officer and Disbursing will establish a closeout date for the month. Ships EOM must be completed by 2100Z on the 27<sup>th</sup> or the last business day prior if it falls on a weekend or holiday.
- Sales Officer performs EOM procedure in two phases:
  - Phase One. Vending machines
    - » “*Activate EOM*” for each machine (using template)
    - » Conduct physical inventory of machine contents
  - Phase Two. Use DA in Sales or Disbo Office
    - » Activate EOP(period)/EOM for each *Merchant* (parent )
    - » Print report and compare
- These steps cannot be performed out-of-sequence

# EOM – Phase One: Vending



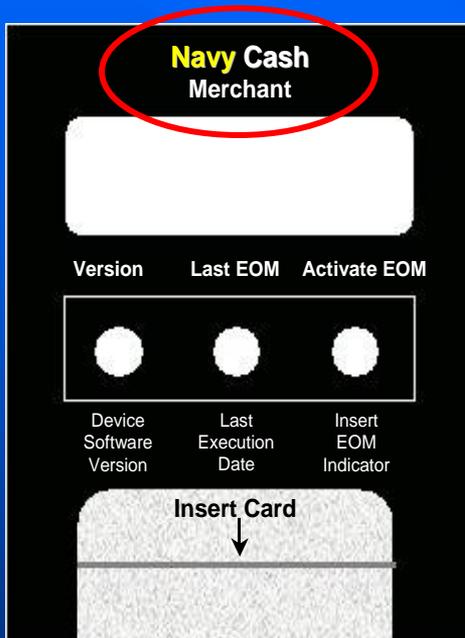
NO CARD

Template

- First, use the template's *No Card* side to check the number of queued transactions (and verify the terminal ID and software version)
- Place the template over the front of the CAD then:
  - Press center button to display # of messages held in *offline* queue

Queue should be **empty** before proceeding with EOM

# EOM – Phase One: Vending (cont)



## MERCHANT Template

- Insert merchant card in CAD
- Turn the template over and use the *Merchant* side of template
  - Press right button once to *Activate EOM*. The display will show “*End Month Activated*”
- Perform an inventory of vending items
- Verify EOM processed by pushing the middle button. Date and time of last EOM displays

# EOM – Phase Two: DA

## Operations

[Indicate End of Day](#)

[View Reports](#)

[RDM II Reporting](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending and Ship's Store](#)



- Select *Vending and Ship's Store* from the *DA Operations* menu

**Vending and Ship's Store**

Merchants and Vending Machines.

- 800000007954 - VENDING SODA - 03/31/04 18:36:24
  - VMSODA0000000001 - NC LAB - No CAD Assigned
  - 800000008458 - SHIP STORE #1 - 03/31/04 18:36:08
  - 800000008460 - SHIP STORE #2 - 03/31/04 18:35:58
- 800000008464 - VENDING STORE ITEMS - 03/31/04 18:35:50
  - VMCANDY0000000001 - MAIN HALL - No CAD Assigned
  - VMSIMAX0000000001 - Maximus CAD JE - CAD # 0070C20588350000
- 800000011315 - VENDING STAMPS - 03/31/04 18:35:34
  - VMSTAMPS0000000003 - NAVY LAB - CAD # 0070C20581FA0000 - 04/01/04 21:48:42

Indicate End of Period for VENDING STAMPS

End of Period Month: 04 End of Period Year: 2004

Vending Machine ID:

Machine Location:

CAD Terminal ID: <NONE>

Indicate EOP Remove Vending Machine

**Procedure**

- One or more of this merchant's vending machines have not yet indicated EOP. Please complete EOP for all vending machines before indicating EOP for the merchant.
- Merchant: This merchant is ready for its EOP.  
Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.



# EOM – Phase Two (cont)

- Screen will display all vending parent/Merchant accounts and sub-lists assigned machines

*Note:* This is also where you would add or change vending machine or CAD information.

**Note the *Procedure* section**  
**EOP = EOM**

**Vending and Ship's Store**

Merchants and Vending Machines.

- 800000007954 - VENDING SODA - 03/31/04 18:36:24
  - VMSODA0000000001 - NC LAB - No CAD Assigned
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  - VMSTAMPS0000000003 - NAVY LAB - CAD # 0070C20581FA0000 - 04/01/04 21:48:42

Indicate End of Period for VENDING STAMPS:

End of Period Month: 04 End of Period Year: 2004

Vending Machine ID:

Machine Location:

CAD Terminal ID: <NONE>

Indicate EOP Remove Vending Machine

**Procedure**

- One or more of this merchant's vending machines have not yet indicated EOP. Please complete EOP for all vending machines before indicating EOP for the merchant.
- Merchant: This merchant is ready for its EOP.  
Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.

# EOM – Phase Two (cont)

- Click on “+” to open sub-list of all Merchant’s machines
- Click on “-” to close Merchant’s sub-list

Merchants and Vending Machines.

- [-] [X] 800000007954 - VENDING SODA - 03/31/04 18:36:24
  - [!] VMSODA0000000001 - NC LAB - No CAD Assigned
- [!] 800000008458 - SHIP STORE #1 - 03/31/04 18:36:08
- [!] 800000008460 - SHIP STORE #2 - 03/31/04 18:35:58
- [-] [X] 800000008464 - VENDING STORE ITEMS - 03/31/04 18:35:50
  - [!] VMCANDY0000000001 - MAIN HALL - No CAD Assigned
  - [!] VMSIMAX0000000001 - Maximus CAD JE - CAD # 0070C20588350000
- [+] [!] 800000011315 - VENDING STAMPS - 03/31/04 18:35:34
  - [T] VMSTAMPS000000003 - NAVY LAB - CAD # 0070C20581FA0000 - 04/01/04 21:48:42

# EOM – Phase Two (cont)

- If *Activate EOM* was performed successfully on the vending machine, a green traffic light displays

Merchants and Vending Machines.

	800000007954 - VENDING SODA - 03/31/04 18:36:24
	VMSODA0000000001 - NC LAB - No CAD Assigned
	800000008458 - SHIP STORE #1 - 03/31/04 18:36:08
	800000008460 - SHIP STORE #2 - 03/31/04 18:35:58
	800000008464 - VENDING STORE ITEMS - 03/31/04 18:35:50
	VMCANDY0000000001 - MAIN HALL - No CAD Assigned
	VMSIMAX0000000001 - Maximus CAD JE - CAD # 0070C20588350000
	800000011315 - VENDING STAMPS - 03/31/04 18:35:34
	VMSTAMPS000000003 - NAVY LAB - CAD # 0070C20581FA0000 - 04/01/04 21:48:42

# EOM – Phase Two (cont)

## ■ Sales Officer:

- All machines under parent should display a stoplight 
- Highlight parent *Merchant* displaying a yield sign 
- Check box *Indicate EOP for Vending (Merchant)*
- Click on *Indicate EOP*



Indicate End of Period for VENDING STAMPS

End of Period Month: 04      End of Period Year: 2004

- **Don't forget** to close out the Ship's Store accounts that do not have machines
- Print Screen to record vending EOM date and time

# EOM Reporting

- Totals from EOM Navy Cash reports are printed after EOM is complete and sent to shore (JPMC)
- Compare Shore reports against *Cash Sales Memorandum* (DD 1149) printed from ROM II back office computer\*
- Totals should match:
  - Any differences will be investigated with the assistance of the Disbursing Officer and the Navy Cash Call Center
    - » Remember there may be outstanding refund chits and outstanding adjustments from the previous month

\* Additional information for Sales EOM found in NAVSUP P727, Ch. 7

# Maintenance Procedures

# K22 Preventive Maintenance

K22 PM actions include:

- Clean card reader with card cleaner
  - Weekly on large deck, monthly other
- Clean SAM - as needed
- Replace lithium battery (detailed next)

Note: Navy Cash equipment maintenance videos can be found on the ships Intranet, L3 Resource Disk (located with DISBO) or can be retrieved from <http://fms.treas.gov/navycash/maintenance.html>

# K22 Preventive Maintenance

- Every 18 months:
  - Replace the lithium battery inside the K22\*:
    - » Open back of K22 by pressing and lifting off the lid positioned on the back of the terminal
    - » Remove three “AA” batteries if installed
    - » Push on lithium battery and release (battery will pop out)
    - » Press new lithium battery into place, “+” symbol facing up
    - » Replace the “AA” batteries and the back panel cover

**\*Caution: Ensure no transactions are held in the device prior to removing the lithium battery!!**

# Changing a CAD

- Use ‘No Card’ template, make sure CAD queue is empty
- Physically replace CAD in vending machine
- Sales Officer logs into DA, clicks on *Vending and Ship’s Store*
- Find right Merchant, click on “+” to open sublist
- Highlight the vending machine with just replaced CAD

Vending Machine ID: VMCANDY0000000001  
Machine Location: MAIN HALL  
CAD Terminal ID: <NONE>

Update Vending Machine Data      Remove Vending Machine

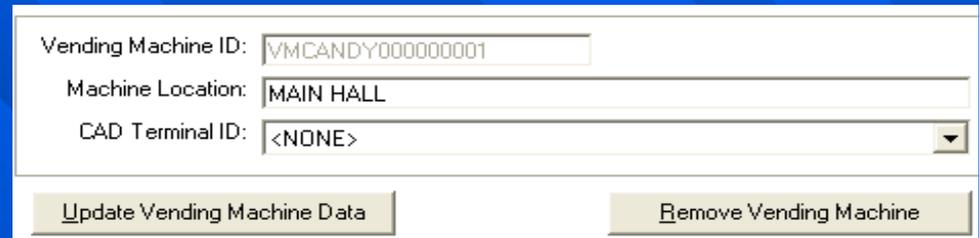
- Select *CAD Terminal ID* on pull down menu

- Click [*Update Vending Machine Data*]

*Note:* Clean or change SAM prior to replacing CAD

# Add/Remove Vending Machine

- Contact NC CSU, via Disbursing, to enroll a new vending machine into the NC system
- Log onto DA and select *Vending and Ship's Store*
- Highlight vending parent



The screenshot shows a web form for managing vending machines. It contains three input fields: 'Vending Machine ID' with the value 'VMCANDY000000001', 'Machine Location' with the value 'MAIN HALL', and 'CAD Terminal ID' with a dropdown menu showing '<NONE>'. Below the fields are two buttons: 'Update Vending Machine Data' and 'Remove Vending Machine'.

- To add a vending machine:
  - Type in the *Vending Machine ID* and *Machine Location*
  - Select the *CAD Terminal ID* from pull down menu
  - Click [*Update Vending Machine Data*] to add the machine
- To delete a machine, highlight it and click [*Remove Vending Machine*]

# Replacing Damaged/Lost Components

- Spare components are provided during installation
- The Sales Officer is responsible for all CADs, including spares
- Disbursing is responsible for custody and programming of all K22s, including spares
- Any CADs or K22s with transactions that can not be uploaded will be sent to contractor for recovery with prior approval from the Navy Cash Call Center

# Replacing Damaged/Lost Components (cont)

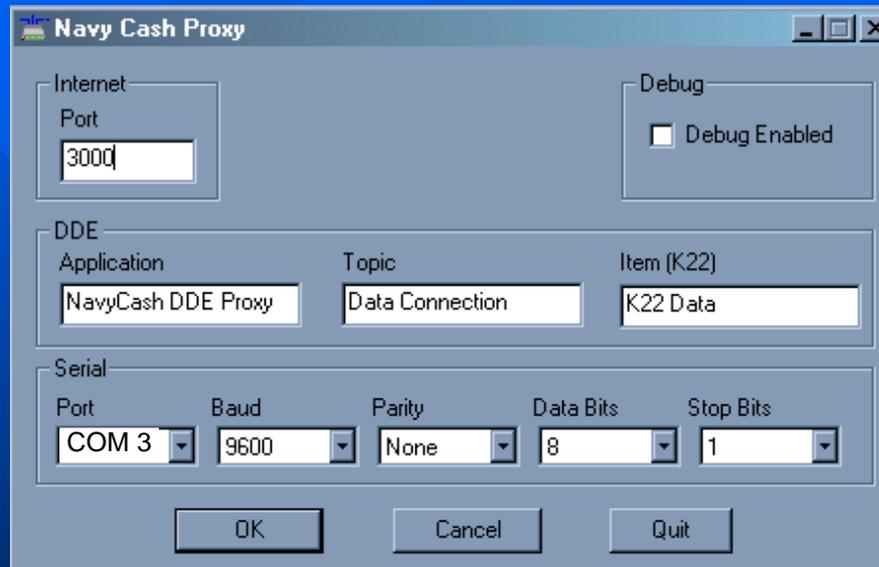
- When a component **fails**, replace with spare
- Contact Navy Cash Call Center for failed components
- Disbo can arrange one for one swap for certain failed components. Depot processes replacements if instructions received from the Navy Cash Call Center

# Troubleshooting Equipment Problems



# ROM II Errors: Logging on

- The Navy Cash Proxy must be running on the ROM II POS and be set to the parameters on the example below:



The screenshot shows the 'Navy Cash Proxy' configuration window. It has a title bar with the text 'Navy Cash Proxy' and standard window controls. The window is divided into several sections:

- Internet:** A 'Port' field containing the value '3000'.
- Debug:** A checkbox labeled 'Debug Enabled' which is currently unchecked.
- DDE:** Three text input fields: 'Application' with 'NavyCash DDE Proxy', 'Topic' with 'Data Connection', and 'Item (K22)' with 'K22 Data'.
- Serial:** Five dropdown menus: 'Port' set to 'COM 3', 'Baud' set to '9600', 'Parity' set to 'None', 'Data Bits' set to '8', and 'Stop Bits' set to '1'.

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Quit'.

- Improper parameters or a non-running Proxy will keep the attached K22 from logging on

# ROM II Errors: Logging on (cont)

The *Operator ID* for ROM II and Navy Cash must be the same to allow the operator to log onto ROM II and the K22 properly

- If they do not, the error message below will appear:



# ROM II Errors: Logging on (cont)

- The Navy Cash proxy must be running for POS terminal to logon
  - If not, the error message below will appear:



# K22 Errors

- Card has timed out:
  - K22 screen will read “*CARD TIMEOUT*”. To clear the message, pull out card and re-insert
- Card has been blocked:
  - K22 screen reads “*CARD BLOCKED*”, meaning the user has entered PIN incorrectly 3 times. The member must return to Disbursing and show ID to unblock PIN

# K22 Errors (cont)

## ■ Screen is dark

- Make sure the K22 has power (i.e. plugged in or has fresh batteries)
- Make sure the *Cancel/Off* key is not stuck under the lip
- Hold down the [OK] button for five seconds to re-initialize the K22

# K22 Errors (cont)

- K22 turns off randomly:
  - Check the strain relief cover and verify that the plug is connected firmly and the cover is in place
  - Ensure that the cable is not twisted at the connection point to the K22
  - If problem persists, replace K22 cable



# CAD Errors

- If transaction errors are displayed and CAD does not logon:
  - Turn vending machine power off/on
  - Clean SAM
  - Change SAM
  - If the previous items do not work, change out CAD
- If the Queue has transactions that are not downloading:
  - Check online status – is the LAN up? Are routers off?
  - Check cables from CAD to router

# CAD Errors (cont)

- The CAD displays “*OUT OF STOCK*” when there is stock in the machine:
  - Turn vending machine power off/on
  - Clean SAM
  - Change SAM
  - If the previous items do not work, change out CAD
- CAD will not read cards, even one that has just worked on another machine:
  - Clean Card reader
  - Clean SAM
  - Replace SAM
  - If the previous items do not work, change out CAD

# Changing CADs

- Remember, after changing out a CAD you MUST:
  - Log on to *DA*
  - Select *Vending and Ship's Store*
  - Select the new CAD's *Terminal ID* from the drop-down menu, and
  - Assign the CAD to the proper machine!!

**Vending and Ship's Store**

Merchants and Vending Machines.

- 800000007954 - VENDING SODA - 03/31/04 18:36:24
  - ⚠ VMSODA0000000001 - NC LAB - No CAD Assigned
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- 800000011315 - VENDING STAMPS - 03/31/04 18:35:34
  - 🚦 VMSTAMPS0000000003 - NAVY LAB - CAD # 0070C20581FA0000 - 04/01/04 21:48:42

Indicate End of Period for VENDING STAMPS:

End of Period Month: 04 End of Period Year: 2004

Vending Machine ID:

Machine Location:

CAD Terminal ID: <NONE>

Indicate EOP Remove Vending Machine

Procedure

- ✘ One or more of this merchant's vending machines have not yet indicated EOP. Please complete EOP for all vending machines before indicating EOP for the merchant.
- ⚠ Merchant: This merchant is ready for its EOP.  
Vending Machine: This vending machine is ready for its EOP.
- 🚦 This merchant and all of its vending machines, if any, have indicated their EOPs.

# Casualty Procedures



# Casualty Procedures

- If off ship communications go down, the NC system can run independently for several weeks
- If the NC LAN or Server go down:
  - Use K22s offline (provided operator is logged on)
  - CADs will continue to work unless ships power is lost (can store over 700 transactions)

# Casualty Procedures (cont)

- In the worst-case scenario, go back to using cash
  - Disbursing Office still carries cash and
  - The coin acceptors are still in place
- When the system comes back online, the NC server onboard ship will be updated via shore communications

Note: Need another refresher? Check the NAVSUP SOP manual (Ch. 7). Helpful information, videos, and training slides can also be retrieved from <http://fms.treas.gov/navycash/maintenance.html>