

# Chapter 5

## MWR

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## 5.1 Background

This chapter of the SOP describes Navy Cash procedures for selected operations within Morale, Welfare, and Recreation (MWR).

### NOTES:

1. *Normally, under Navy Cash, all transactions are performed electronically. However, MWR requires the flexibility to receive cash and checks under certain unpredictable circumstances after Navy Cash is installed. For those instances when MWR must collect or disburse actual cash or checks, existing cash procedures apply.*
2. *The term MWR Officer used throughout this SOP refers to the Custodian and individuals who have been properly authorized and appointed as his agents.*
3. *In Navy Cash, all times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

## 5.2 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.

## 5.3 Establishing MWR as a Navy Cash Merchant with a Navy Cash Account

- a. MWR is established as a Navy Cash merchant as a part of the process of implementing Navy Cash on board the ship.
- b. Generally, the MWR Officer uses a local bank or credit union checking account set up specifically for, and in the name of, the ship's MWR fund to manage MWR operating funds. This checking account is specified when the MWR Navy Cash merchant account is established. The MWR Officer provides the Treasury Financial Agent, JPMorgan Chase, with the MWR checking account number and ABA Routing number, the account name printed on the checks (e.g., USS Neversail MWR Fund), and whether the checking account is a business or consumer account. The Treasury Financial Agent can then transfer funds between the MWR checking account and the MWR Navy Cash merchant (strip) account whenever the MWR Officer directs a funds transfer.
- c. The MWR Officer may choose to settle Navy Cash transactions to the MWR fund bank or credit union checking account or to the Navy Cash (strip) account. Generally, if most MWR payments are made by check, it is probably better to settle to the bank or credit union account; if most payments are made with the Navy Cash card, it is probably better to settle to the merchant Navy Cash (strip) account. Value can always be transferred among the Navy Cash chip and strip accounts and the bank or credit union checking account.
- d. The MWR Officer may also choose to settle on a daily or a weekly basis. By default, private merchants have been set up to settle on a daily basis to help simplify the reconciliation and settlement process. For merchants who elect to settle on a weekly basis, deposits are initiated using the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month. This slight delay in actual deposits is minor compared to the delay experienced when checks are mailed to a bank or credit union for deposit to the MWR account.

e. The MWR Officer must understand that funds settled to bank or credit union accounts ashore are NOT immediately available for expenditure. Navy Cash transactions are sent to the Treasury Financial Agent daily, but deposits are NOT made immediately. Automated Clearance House (ACH) transactions, which Navy Cash uses, are only processed Sunday through Friday at 10:00 PM Eastern Time (8:00 PM on Sunday) by the Federal Reserve System. Transactions will generally be posted to bank or credit union accounts within 48 hours, and funds are normally available the next business day after the transactions are posted. Funds settled to Navy Cash (strip) accounts are available as soon as the End-Of-Day (EOD) round trip is completed between ship and shore.

f. Settlement Reports. Merchant settlement reports are produced for all merchants listing all Navy Cash deposits. These shore reports are generated automatically at the completion of each EOD round trip and placed into a shore reports directory by date (see paragraph 8.4.21). A sample report is contained in paragraph 5.12.5. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

#### **5.4 Sales (Tickets, Tours, Memorabilia, etc.)**

a. The Point-Of-Sale device (POS) is the card reader and keypad device used to register sales transactions in Navy Cash. On larger ships, with a dedicated MWR office, a POS will normally be permanently installed. This POS can be augmented by portable, hand-held POSs for use in the offline mode during special sale events, such as on the mess decks. On smaller ships where MWR does not have dedicated office space, portable POSs can be operated in the offline mode for MWR sales. When operated in the portable mode, the operator should make sure that the POS has fresh batteries and that additional batteries are readily available.

b. A POS device will be configured for MWR during Navy Cash implementation. Depending on ship type and LAN capability, the POS can be configured to operate online from the MWR office or offline in the portable mode. Additional portable POSs can be configured for offline use by the disbursing office, issued to the MWR Officer as needed, and must be returned to the disbursing office as soon as the special sale is over. See Chapter 2 for instructions on operating the POS.

c. To register sales on a POS:

(1) A cardholder initiates a sales transaction at the MWR sales counter or office.

(2) The MWR Officer follows the POS sales function directions presented in Chapter 2 of this SOP.

(3) The MWR Officer provides a sales receipt to the cardholder when the transaction completes successfully in accordance with existing procedures.

(4) For major event sales, such as tours and concerts, for which an event code has been assigned, the MWR Officer / sales clerk must indicate which event the cardholder is purchasing by selecting the appropriate function key on the POS for each sales transaction (see paragraph 5.6.2 below and paragraphs 2.2.2.j.(2), 2.2.6.b, 8.4.7, and 8.4.26 of this SOP for a description of event maintenance and bulk refunds).

#### **5.5 Deposits**

##### **5.5.1 Cash To MWR Fund Navy Cash Card**

a. As required, the MWR Officer presents cash to the disbursing office for deposit.

b. The disbursing office accepts the cash from the MWR Officer and executes the cash deposit to the MWR fund via the “Funds Transfer to Chip” transaction screen. This transaction is detailed in paragraph 8.4.4 of this SOP.

### **5.5.2 Check to MWR Fund Navy Cash Card**

The MWR Officer has two options to deposit checks into the ship’s MWR fund account.

a. As necessary, the MWR Officer mails checks directly to the bank or credit union for deposit in the MWR fund checking account in accordance with existing procedures. After the checks clear the bank, the MWR Officer can transfer funds from the MWR fund checking account to the MWR fund Navy Cash (strip) account using the Navy Cash Kiosks located on board. The Kiosks present easy to follow directions on the screen for performing a funds transfer.

b. As necessary, the MWR Officer presents the checks to the disbursing office for deposit in the MWR fund chip account. Disbursing accepts the checks and executes the deposit to the MWR fund chip account via the “Funds Transfer to Chip” transaction screen. This transaction is detailed in paragraph 8.4.4.

## **5.6 Refunds**

Refunds for items or services purchased from MWR using cash or check will be made using existing cash procedures. Refunds for items or services purchased with Navy Cash will be made as described in the following paragraphs. Navy Cash refunds will appear on reports as depicted in the example reports contained in paragraphs 5.12 and 7.8.5 of this SOP.

### **5.6.1 Individual Refunds**

a. The disbursing office performs individual refunds when given written authorization from the MWR Officer.

b. The MWR Officer records the refund in accordance with existing procedures and provides the cardholder with a refund chit that describes the refund and the amount of money to refund. A sample Navy Cash Merchant Refund Log and Navy Cash Refund Chit are included in paragraphs 8.15.15 and 8.15.16.

c. The cardholder takes the refund chit to the disbursing office. This should be done within two working days to minimize the frequency of unliquidated refunds.

d. Disbursing selects the “Fund Transfer to Chip” screen, clicks on the “Individual Refunds” link in the funds transfer options window, and then selects either “Chip Purchase Refund” or “Miscellaneous Refund” as the funding source option. The system performs a funds transfer from the MWR fund Navy Cash account to the chip on the cardholder’s Navy Cash card. This transaction is detailed in paragraph 8.4.6.

### **5.6.2 Bulk Refunds**

a. When a large number of cardholders need a refund, handling the refunds individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event or series of tours that must be cancelled at the last minute because of operational requirements or a change in the ship’s schedule. Event processing allows a merchant to make sales collections for specific events, report transactions by event, and request a refund through the Disbursing Officer for everyone who purchased the event if a bulk refund should become necessary. Event maintenance allows the Disbursing Officer to establish and update event processing for any merchant on the ship.

b. To take advantage of bulk refunds and event maintenance for major event sales, such as tours and concerts, the MWR Officer must first coordinate with the Disbursing Officer to establish a unique event code for each event. This event code must then be entered into the POS and the appropriate function key must be selected as a part of each sales transaction. The POS can be programmed with up to three event codes for each of three merchants, with each event assigned to a different function key. When transactions are collected on a POS that has been properly configured, the sales clerk will be able to indicate which event the cardholder is purchasing by selecting the appropriate function key. This event code information is then held in the database for reporting purposes and for a bulk refund if one should become necessary. See paragraphs 2.2.2.j.(2), 2.2.6.b, 8.4.7, and 8.4.26 of this SOP for a description of event processing and bulk refunds.

c. When requested by the MWR Officer, the Disbursing Officer can initiate a bulk refund on the ship using the disbursing application (see paragraph 8.4.7.e). For each event refunded, the full purchase amount will be credited to each cardholder's strip (Navy/Marine Cash) account on the ship. This credit will be reflected ashore after the next en-of-day round trip is completed. The MWR Officer records the refund in accordance with existing procedures describing the refund and the amount of money refunded.

d. Visitor Cards. Purchases made with visitor cards, which do not have a strip (Navy / Marine Cash) account associated with them, must be refunded individually at the Navy Cash application (see paragraph 8.4.6 and the "Chip Purchase Refund" selecting a specific event).

e. Bulk Refund Exceptions Report. The bulk refund procedure will generate a Bulk Refund Exceptions Report for transactions that cannot be refunded, for example, purchases made with a visitor card or transactions that have already been refunded individually. Although the status of a bulk refund request may indicate "Processed Successfully", the Disbursing Officer and MWR Officer must review the Bulk Refund Exceptions Report to ensure that all transactions were refunded (see paragraph 8.4.7.e).

## **5.7 Purchases (MWR Expenses)**

### **5.7.1 On Board Ship**

The MWR Officer can use the MWR fund Navy Cash card (chip/e-purse) to purchase items in the same manner that individual crewmembers purchase items on board ship. The Navy Cash card e-purse (chip) sets a maximum load and debit (payment) limit of \$50,000 for merchant cards issued after 24 September 2008 and \$9,999.99 for merchant cards issued before 24 September 2008. This monetary limit prevents private messes, MWR, or other merchants from using Navy Cash cards to make larger purchases on board ship in a single payment. For example, a CVN wardroom treasurer pays a monthly food invoice to the general mess that can be as much as \$30,000 or more. In these situations, the MWR Officer can elect to make more than one payment with the MWR Navy Cash merchant card or simply pay by check.

### **5.7.2 Ashore**

The MWR Officer can use the MWR fund Navy Cash card debit function (magnetic strip) to purchase items at 23 million locations worldwide.

## **5.8 Transfer MWR Funds between Checking Account And Navy Cash Account**

### **5.8.1 On Board Ship**

Easy to follow directions are presented on the screen of the Navy Cash Kiosks located on the ship.

### **5.8.2 Ashore**

Contact the Navy Cash Customer Service Center at the toll free number listed in Chapter 1 of this SOP.

## **5.9 End-of-Business Day Procedure**

- a. MWR business is secured at the end of the business day.
- b. The MWR Officer downloads the POS to the Navy Cash server following the procedures in Chapter 2 of this SOP.
  - c. The Navy Cash system records the sales transactions.
  - d. The MWR Officer logs off the Navy Cash system.
  - e. The disbursing office initiates Navy Cash EOD processing.
  - f. As a part of the EOD processing ashore, funds are transferred to and from the MWR Navy Cash account as necessary.
  - g. Actual deposits to the MWR bank or credit union account ashore are made on either a daily or a weekly basis as explained in paragraph 5.3.d of this SOP.
  - h. Each day, the MWR Officer should review the daily Navy Cash Merchant Sales Summary Report for accuracy (see paragraph 5.12.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated at the Navy Cash workstation in the disbursing office 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)).*
  - i. The MWR Officer should also obtain a copy of the MWR Daily Transaction Detail Report for reconciliation and management purposes. As a result of successful processing of the EOD batch and completion of the round trip between ship and shore, a series of Navy Cash reports are sent to the ship from the shore side. These shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. The Daily Transaction Detail Report can be printed at the disbursing office. An example of the report is contained in paragraph 5.12.3 of this SOP.
  - j. The MWR Officer validates that the sales total less refunds for the day equals the sales total reported on the Daily Transaction Detail report. This step compares (electronic) cash collected (the sales value from the Navy Cash report) to the daily sales receipts to determine that there is no discrepancy. If both numbers match, there is no discrepancy.
  - k. If the numbers do not match, an error has occurred that must be investigated and resolved. At this point, the investigation would be conducted with the same procedures used prior to the implementation of Navy Cash. Records must be reviewed to determine if a sale was not properly receipted or an incorrect sales amount was deducted from a Navy Cash card. To facilitate the investigation, the more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated on the ship much like the Merchant Sales Summary

Report (see paragraph 5.9.h above). If the Navy Cash EOD process and round trip have already been completed, the MWR Daily Transaction Detail Report can also be retrieved from the shore reports directory (see paragraph 8.4.21) on the Navy Cash workstation (see paragraph 5.12.3 for a sample report) to assist in the investigation.

l. Navy Cash also produces a Monthly Transaction Detail Report. An example of this report is in paragraph 5.12.4.

m. Merchant Settlement Reports. Merchant settlement reports list all Navy Cash deposits made to the specified bank or credit checking account or merchant Navy Cash (strip) account and can be used to assist in reconciling the account. These shore reports are generated automatically at the completion of each EOD round trip and placed into a shore reports directory by date (see paragraph 8.4.21). A sample report is contained in paragraph 5.12.5.

## **5.10 Distribution of Ship's Store Profits to MWR**

a. There is no change to the existing procedure for distribution of ship's store profits.

b. However, there is no need to cut a Treasury check payable to the ship's MWR fund for the MWR Officer. Prepare a Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal, for the amount of the distribution using the accounting data for ship's store profits.

c. The Disbursing Officer will process the SF 1034 and load the entire amount on the MWR Navy Cash merchant card in accordance with paragraph 8.4.4, Funds Transfer to Chip, or paragraph 8.4.8, Deposit Cash to Strip. The entire amount of the SF 1034 must be loaded on the card; partial payments are not authorized.

d. The Disbursing Officer will record the transfer of the payment to the MWR merchant card as a cash transaction on the Daily Cash Transaction Ledger in accordance with paragraph 8.4.10. The MWR Officer shall sign the SF 1034 and the Daily Cash Transaction Ledger for the amount of value received, and the Disbursing Officer shall record the SF 1034 voucher number on the Daily Cash Transaction Ledger.

e. The Disbursing Officer will post the amount of the SF 1034 as an increase to line 4.1A and a decrease to line 6.2A.

f. The Disbursing Officer will then post the amount of the payment transferred to the MWR Navy Cash merchant card as an increase to line 6.2A and a decrease to line 6.9.

## **5.11 Contingency Operations**

### **1. Short-Term Outage.**

a. The POS in MWR operates in the normal mode and is connected to the Navy Cash server 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 Navy Cash payments can be processed offline the next day even if connectivity is not available. A POS in normal mode operating offline can store about 741 transactions before it is full and can no longer process transactions.

b. When connectivity to the Navy Cash server is restored, 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.

2. Localized Network Outage.

a. The POS must be online to the Navy Cash server through the ship's LAN 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 MWR, an operator can go to the disbursing office and sign out a spare POS to use in the portable mode.

b. Operator Log-On. The operator can log on to the portable POS (and the merchant can be set to MWR) at any operating POS network connection point or download box (in the disbursing office, general mess, 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.

c. 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 (b) above.

3. Long-Term Outage. In the unlikely event that connectivity to the Navy Cash server is down for a lengthy period of time (days, weeks), MWR can, with the authorization of the Commanding Officer, revert to accepting cash and/or check, following the same procedures used prior to implementing Navy Cash.

## 5.12 MWR Reports (examples)

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

### 5.12.1 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
-----	-----	-----	-----
GENERAL MESS - FOOD	800000003675	101.25	27
GENERAL MESS - SURCHARGES	800000003677	45.00	20
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
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
-----	-----	-----	-----

## 5.12.2 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
GENERAL MESS - FOOD	800000003675	345.00	92
GENERAL MESS - SURCHARGES	800000003677	117.00	52
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
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

### 5.12.3 Daily Transaction Detail Report

Run Date:08/29/2001  
Run Time:17:08:14  
Report Name:TRAN\_MWR\_D

Navy Cash  
Daily Transaction Detail Report - MWR  
Location: USS NEVERSAIL

Date: 08/28/2001 22:04:31 To 08/29/2001 22:01:54 Batch Id: R12345\_323

Last Name	First Name	Account #	Transaction Date	Value
-----	-----	-----	-----	-----
Barr	Robert	8000000000023	08/28/2001	\$100.00
Delaney	Sally	8000000000031	08/28/2001	\$150.00
Josh	Jim	8000000000004	08/28/2001	\$5.00
Michael	Fred	8000000000046	08/28/2001	\$10.00
Saylor	Rebecca	8000000000049	08/28/2001	\$2.00
MWR Refunds			08/28/2001	\$-1.50
*****	*****	*****	*****	-----
Total Transactions				\$265.50

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

## 5.12.4 Monthly Transaction Detail Report

Run Date:08/31/2001  
 Run Time:19:07:06  
 Report Name:TRAN\_MWR\_M

Navy Cash  
 Monthly Transaction Detail Report - MWR  
 Location: USS NEVERSAIL  
 Date: 08/01/2001-20:01:36 To 08/31/2001-22:20:37

Last Name	First Name	Account #	Transaction Date	Value
Antioch	Galen	8000000000107	08/12/2001	\$9.25
Barr	Robert	8000000000023	08/28/2001	\$100.00
Delaney	Sally	8000000000031	08/28/2001	\$150.00
Josh	Jim	8000000000004	08/28/2001	\$5.00
Michael	Fred	8000000000046	08/28/2001	\$10.00
Saylor	Rebecca	8000000000049	08/28/2001	\$2.00
Shaul	Don	8000000000146	08/04/2001	\$7.50
USS NEVERSAIL	Visitor	8000000001239	08/09/2001	\$5.00
Wentzel	Laura	8000000021099	08/19/2001	\$75.00
MWR Refunds				\$-7.50
*****				-----
Total Transactions				\$356.25

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

## 5.12.5 Merchant Settlement Report

Run Date: 12/09/2004  
Run Time: 00:08:42  
Report name: TRAN\_Ship\_Merchant\_Settle\_D  
Page: 1

Navy Cash  
Daily Transaction Detail Report - Merchant Settlement  
Location: USS NEVERSAIL  
Date: 12/08/2004 00:12:52 To 12/09/2004 03:43:22

-----  
Merchant: MWR 800000026283  
Settlement Date: 08-DEC-04  
Settlement Type: NAVY CASH

Batch	Date	Amount	C
R21452_1022	11/30/04 23:01	\$255.55	
R21452_1023	12/01/04 21:13	\$30.00	
R21452_1027	12/07/04 10:19	\$338.95	
R21452_1028	12/08/04 00:07	\$196.80	
R21452_1029	12/08/04 07:56	\$263.85	
Settlement Total		\$1,085.15	

Merchant MWR 800000026283 Total: \$1,085.15  
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\* C = Correction Transactions.

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

