

Appendices

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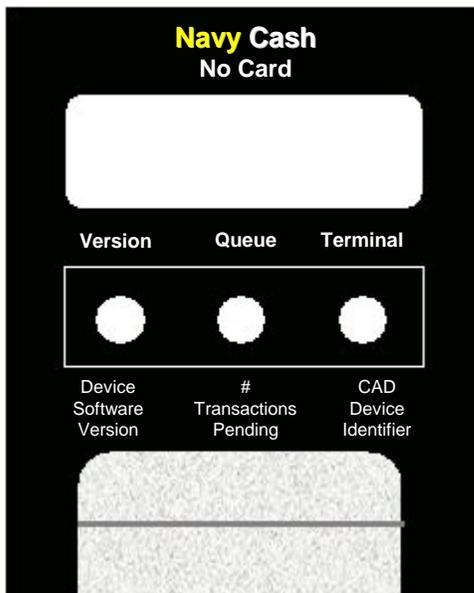
Appendix A

Vending Maintenance and Sales End of Month

A.1 CAD Buttons and CAD Templates

Each CAD has three hidden “buttons” designed to help with diagnostics. On the older model of the CADs, the buttons are distinct; on the newer model, pressure sensitive “areas”. A CAD template depicts where the “buttons” are located. The CAD template has two sides to it.

a. No Card Template



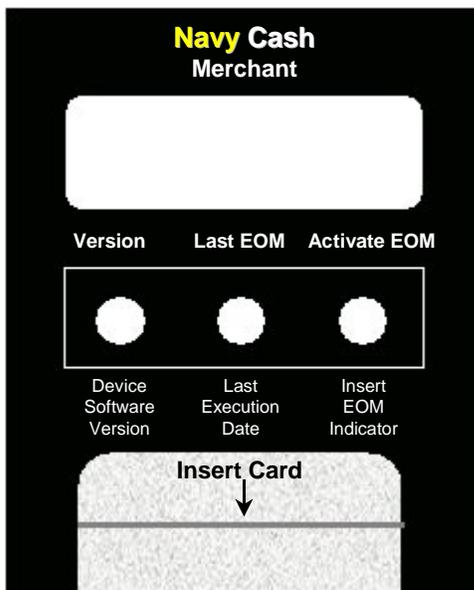
The “No Card” side of the template is used to check the number of transactions and verify the terminal ID number and current software version of the CAD. When these buttons are pressed, the diagnostic messages display for two seconds and then disappear.

Pressing the left button shows the current version of software on the CAD in the format “ver *abc.d*” where the version is *abc* and the build is *d*.

Pressing the center button shows the number of messages currently in the offline queue. This includes both transactions and card errors. It does not include hotlist or log-on messages. The format is “QUEUE : *x*” where *x* is the number of messages that have not been sent. The queue should be empty, that is, the number of messages should be “0” before proceeding with the End-Of-Month (EOM) and inventory.

Pressing the right button shows the 16-digit CAD Terminal ID number with “Terminal ID” on line 1 and the 16-digit number itself on line 2.

b. Merchant Card Template



The “Merchant” side of the template is used with the Merchant Card when activating the CAD EOM function. When these buttons are pressed, the messages remain on the display until the card is removed or a new button is pressed.

Pressing the left button shows the current version of software on the CAD in the format “ver *abc.d*” where the version is *abc* and the build is *d*.

Pressing the center button shows the execution date of the last EOM message on line 1 and the Terminal ID on line 2. The date is shown in the format *MM/DD/YY hh:mm*. The Terminal ID is shown as a 16-digit number.

Pressing the right button activates the EOM message. Once pressed, the display will show “End of Month Activated”. An EOM message is sent every time the button is pressed; however, to help prevent unnecessary EOM messages, the CAD will not send another EOM message for 15 seconds.

A.2 Merchant Cards

For vending operations, a Merchant Card is a normal Navy Cash card that has been associated with a particular type of vending machine in the Navy Cash Application, that is, Vending Soda, which works in all soda machines, and Vending Store Items, which works in snack, phone card, and soap vending machines. Merchant cards cannot be used to vend or buy products in the vending machines. Each vending machine type will have one and only one Merchant Card associated with it.

A.3 Phase One—Close Out All Vending Machines

a. Step 1. Verify that the off-line queue in the CAD is empty by pressing the center hidden button on the CAD, using the “No Card” Template to help locate the correct button. A message is then displayed on the CAD in the format “QUEUE : *x*” where *x* is the number of messages that have not been sent. In order to ensure that all transactions are included in the current month, the queue should be empty, that is, the number of messages should be “0” before proceeding with the EOM and inventory.

b. Step 2. When ready, insert the Merchant Card associated with the particular type of vending machine into the CAD. 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.

c. Step 3. If the Merchant Card is valid for that particular type of vending machine, the CAD in the machine will then display the date and time of the last EOM message on line 1 and the Terminal ID on line 2. The date is shown in the format *MM/DD/YY hh:mm*. The Terminal ID is shown as a 16-digit number. **The vending machine operator should record both the date/time stamp and the Terminal ID.** If no previous EOM has been performed, the CAD will display the message, “EOM Not Done Yet.”

d. Step 4. When ready, activate the EOM function by pressing the right-hand hidden button on the CAD. The CAD will display the message “End of Month Activated,” and the EOM message is sent to the Navy Cash server. An EOM message is sent every time the button is pressed; however, to help prevent unnecessary EOM messages, the CAD will not send another EOM message for 15 seconds.

e. Step 5. The inventory team can then count the merchandise in the machine.

f. Step 6. Repeat steps 1 through 5 for the rest of the vending machines.

A.4 Phase Two—Close Out All Vending and Ship’s Store Merchants (Parents)

a. Step 1. When all vending machines have been closed out and inventories completed, log into the Navy Cash Application and click on the “Vending and Ship’s Store” link. The “Merchants and Vending Machines” box displays all the merchants, all the vending machines associated with each merchant (if any), and the Terminal ID numbers for the CADs tied to each of the vending machines.

(1) Click on the “+” of the Vending Soda Merchant (parent) to display all the soda machines with associated CADs (a green traffic signal with a date and time is displayed for all vending machines inventoried).

(2) Click on the “+” of the Vending Store Items Merchant (parent) to display all the store item machines with associated CADs (a green traffic signal with a date and time is displayed for all vending machines inventoried).

(3) Highlight the Vending Soda Merchant (parent).

(4) Click the check box next to “Indicate End of Period for Vending Merchant.

(5) Pull down the correct “End of Period Month” and “End of Period Year.”

(6) Click on the “Indicate EOP” button, and, when the prompt is displayed, verify that EOM is desired for the specified merchant by clicking the “OK” or “Cancel” button as appropriate.

(7) Highlight the Vending Store Items Merchant and repeat (4) through (6) above.

(8) Highlight the Ship’s Store #1 Merchant and repeat (4) through (6) above.

(9) Highlight the Ship’s Store #2 Merchant and repeat (4) through (6) above.

(10) A new date and time stamp will appear by the merchant (parent). Continue until all merchants (parents) are closed out. The icons next to the vending machines will turn back to yellow yield signs (triangles).

b. Step 2. Click on the “+” of the Vending Soda Merchant (parent) to display all the soda machines with associated CADs (a yellow yield sign with a date and time is displayed for all vending machines inventoried).

c. Step 3. Click on the “+” of the Vending Store Items Merchant (parent) to display all the store item machines with associated CADs (a yellow yield sign with a date and time is displayed for all vending machines inventoried).

d. Step 4. Record the date and time stamps displayed just to the right of each machine ID for all machines. This can be accomplished by performing a screen print or manually recording all the dates and times. **The Sales Officer must retain a record of the date and time stamps for each machine for use in the following month’s inventories.** If the record of date and time stamps is not available when the time comes for the next month’s inventories, the information can be collected at each CAD as described in Phase 1 Step 3 directly above.

(1) To perform a screen print, hit the “Alt” + “Print Screen” keys twice.

(2) Click on “Start” then “Programs” then “Accessories” then “Paint”.

(3) Click on “Edit” then “Paste” (if message states file is too big, just click “OK” to continue).

(4) Click on “File” then “Print”.

e. Step 5. Click on the “View Reports” link in the Navy Cash Application.

f. Step 6. Under the “Application Reports” box, click on “Merchant Sales Summary.”

g. Step 7. For each vending machine, fill in the “Start Date” with the date and time stamp retained from the last accounting period (Phase 2 Step 4 above) and fill in the “End Date” with the date and time stamp from the current inventory (also Phase 2 Step 4 above) . This period will establish what sales are to be included in the report for the monthly period. The period will be different for each machine because each machine is inventoried separately.

h. Step 8. Click on the “Generate” button.

i. Step 9. Click “Print” to print the sales report for that particular vending machine.

j. Step 10. Repeat Phase 2 Steps 7 through 9 to generate a separate report for each vending machine.

k. Step 11. Once all these reports have been generated, add the separate amounts printed in Step 9 above to determine all Vending Soda and all Vending Store Items sales for the period. These amounts should be entered into the ROM II system.

l. If ROM II inventories do not balance with Navy Cash collections, any or all machines can be re-inventoried by simply restarting the inventory process at Phase 1 Step 2. When the vending machine operator inserts the Merchant Card into the CAD and presses the right-hand button on the CAD to activate the EOM function, the date and time stamp in the Navy Cash system will be reset to the new date and time.

m. The EOM reports will be transferred to JPMorgan Chase upon completion of the third and final phase in the end-of-month sequence, the “Indicate End of Month” by the Disbursing Officer. The Vending EOM Report will appear in the Sales Officer report files. This report should be used as substantiating documentation for the DD 1149, Cash Memorandum of Sales.

Appendix B

A Quick Guide to Configuring a K22

Before beginning, two main things must be done to correctly configure a K22:

- ❑ Ensure there are no offline transactions stored that need to be sent from the K22.
- ❑ Get a list of the K22's current configuration settings (see K22 Settings Worksheet).

B.1 How to Check for Offline Transactions

To check for stored transactions in either the Normal or Proxy Mode, press the CLR button to bring up the diagnostic screens of the K22. The first screen shows the current status of the K22, the name of the operator currently logged on, the full 16-digit Terminal ID number, and the current version and build number of the K22 software, where *x.xx* is the version number and *y* is the build number. The second screen shows the current K22 mode and the number of messages in the queue, where *x* is the number of messages. The third screen shows the number of each type of message in the queue. To go from one screen to the next, press any button.

```
0 On-Line
1 Wayne, John
2 0647379200000000
3 V x.xx By
```

```
0 Normal Mode
1
2
3 Queue: x
```

```
0 Trans: x
1 Reversals: x
2 Errors: x
3 Other: x
```

B.2 ROM II Gotcha's

Additional steps are required to ensure the ROM II cash register connects properly to the Navy Cash system. To fully configure a K22 to work when the current version of ROM II software and a network card are installed and the cash register is on the Navy Cash network:

NOTE: These settings are for ROM II only and NOT for use with the Navy Cash Application. You will be able to tell there are issues if the ROM-II software takes a long time (e.g., 20+ seconds) to log the user on or is unable to log the user on.

- a. Load and configure the Navy Cash Proxy Application on the ROM II cash register computer. This proxy is the software that uses DDE, TCP/IP, and serial protocols to connect the cash register, the K22, and the Navy Cash server. The setting that needs to be configured is the port number of the ROM II cash register computer.
- b. The Navy Cash Proxy Application must be configured to use COM 3 on the ROM II computer since ROM II uses COM 1 and COM 2 for other devices.
- c. The Navy Cash Proxy Application must also be configured to use the DDE settings string "Navy Cash DDE Proxy".
- d. Configure the Navy Cash server. Place the IP Address of the ROM II computer and the port number of the Proxy Application in the server settings.
- e. Attach the K22 to the ROM II serial port that is being used.

f. Configure the K22. *ROM II and Navy Cash operator IDs must match for sales receipts to be reported properly.* However, even when ROM II and Navy Cash are integrated, "Enforce User Logon" must be set to "Do Not Force Logon" within the Proxy Application menu in the K22's Admin Mode.

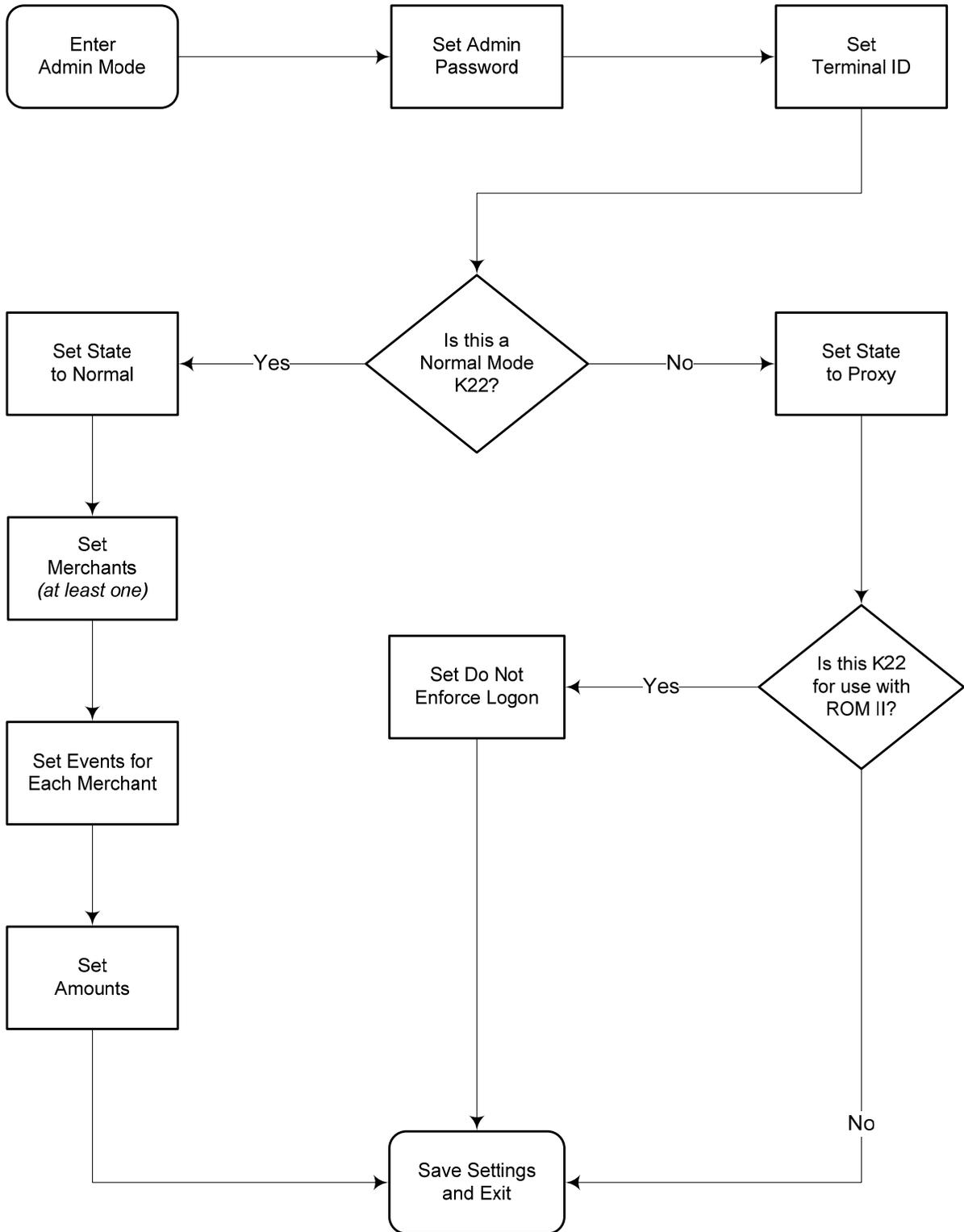
g. Reboot the K22. It will now work correctly with the ROM II cash register.

K22 Configuration Settings

Variable Needed	Description	Variable Source
Password	4-Digit Password for Admin Mode	L-3 Communications
Terminal ID	16-Digit ID Identifying K22	First 8 Digits Are Device Serial Number. Last 8 Digits Are Zeros
State	Current Mode the K22 Is In	<u>Proxy</u> for Disbo App and ROM II App; Otherwise, Set to <u>Normal</u>
Enforce User Log On	Set to <u>False</u> to Not Enforce User Log On ("Do Not Force Logon")	Even if K22 Integrated with ROM II, Set to <u>False</u>
Merchant ID Function Key 1	Merchant ID Assigned To Function Key 1	If K22 Is Used in Normal Mode. Merchant ID Available from Disbursing
Merchant ID Function Key 2	Merchant ID Assigned To Function Key 2	If K22 Is Used in Normal Mode Merchant ID Available from Disbursing
Merchant ID Function Key 3	Merchant ID Assigned To Function Key 3	If K22 Is Used in Normal Mode Merchant ID Available from Disbursing
Event Code Function Key 1	Event ID Assigned To Function Key 1 Based on Currently Selected Merchant Function Key	If K22 Is Used in Normal Mode. Event Code Available from Disbursing
Event Code Function Key 2	Event ID Assigned To Function Key 2 Based on Currently Selected Merchant Function Key	If K22 Is Used in Normal Mode. Event Code Available from Disbursing
Event Code Function Key 3	Event ID Assigned To Function Key 3 Based on Currently Selected Merchant Function Key	If K22 Is Used in Normal Mode. Event Code Available from Disbursing
Amount Function Key 1	Preset Dollar Amount Assigned To Function Key 1	If K22 Is Used in Normal Mode. Optional Feature. Enter Desired Amount
Amount Function Key 2	Preset Dollar Amount Assigned To Function Key 2	If K22 Is Used in Normal Mode. Optional Feature. Enter Desired Amount
Amount Function Key 3	Preset Dollar Amount Assigned To Function Key 3	If K22 Is Used in Normal Mode. Optional Feature. Enter Desired Amount

Flow Diagram — Configuring the K22

The following flow diagram may be helpful in configuring the K22.



K22 Configuration Settings Worksheet

Ship:	
K22 Location:	
IP Address: <i>(Computer or Network Drop)</i>	
Port Number:	
K22 Serial Number:	

Variable	Value	Notes
Password		
Terminal ID		
State		
Do Not Force Log On		
Merchant ID Function Key 1		
Event Code Function Key 1		
Event Code Function Key 2		
Event Code Function Key 3		
Merchant ID Function Key 2		
Event Code Function Key 1		
Event Code Function Key 2		
Event Code Function Key 3		
Merchant ID Function Key 3		
Event Code Function Key 1		
Event Code Function Key 2		
Event Code Function Key 3		
Amount Function Key 1		
Amount Function Key 2		
Amount Function Key 3		

Appendix C

How to Set Up Navy Cash and ROM II

C.1 PRE-INSTALLATION STEPS

The installations of the Navy Cash and ROM II software must follow certain guidelines to ensure success. Before beginning the software installation, the cash register computer on which the ROM II / Navy Cash system will be installed must have the follow options loaded and configured.

- a. The system must run Windows NT 4.0 with Service Pack 6 loaded.
- b. The system must have a working Network Interface Card (NIC) installed. The NIC must have all drivers loaded and must also be configured for the correct IP Address.
- c. The computer must have three working COM ports. Normally, ROM II cash registers normally come with only two COM ports installed. A COM port extender card should be installed to ensure the computer has three working COM ports.
- d. The COM ports must be properly configured. To configure the COM ports go to Start > Settings > Control Panel and select Ports. For each COM port under Ports (COM 1, COM 2, and COM 3) set to the following settings:

Baud Rate: 9600
Data Bits: 8
Parity: None
Stop Bits: 1
Flow Control: None

- e. The COM port memory locations (DMA and IRQ settings) must not overlap. To access the memory settings, click on the Advanced button under the Settings for each COM port.

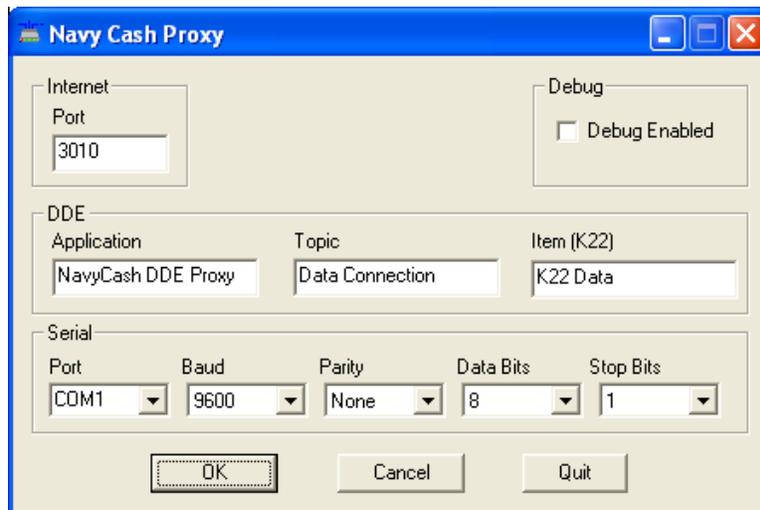
C.2 INSTALLATION

Once the pre-installation steps are completed, the following steps must be performed to fully install the ROM II and Navy Cash systems on the ROM II cash register computer.

- f. Install the ROM II system. Follow the installation guidelines for the ROM II system.
- g. Copy the Navy Cash Proxy application onto the machine. Normally, this should be installed in the following location: "C:\Program Files\Navy Cash".
- h. Create a shortcut in the Startup menu to point to the Navy Cash Proxy application. To access the startup menu, navigate to "c:\winnt\Profiles\All Users\Start Menu\Programs\Startup" and install the shortcut there. To create a shortcut, click on File > New > Shortcut and follow the directions.
- i. Once the Navy Cash Proxy application and associated shortcut are installed, double click on the shortcut to start the application. It will display an icon in the System Tray. Click on the icon to display the Navy Cash Proxy settings.

j. Configure the Navy Cash Proxy to use the following settings:

- Port: 3000
- Application: NavyCash DDE Proxy
- Topic: Data Connection
- Item (K22): K22 Data
- Item (Server): Server Data
- Port: COM3
- Baud: 9600
- Parity: None
- Data Bits: 8
- Stop Bits: 1



k. Once done, click OK.

l. Attach the K22 to the system. If necessary, configure the K22 using the directions in Appendix B, A Quick Guide to Configuring a K22.

m. Configure the Navy Cash Server. Place the IP Address of the ROM II computer and the Port number of the Proxy Application in the Server settings.

n. Attach the K22 to the ROM II Serial Port that is being used, COM 3.

o. Configure the K22. *When ROM II and Navy Cash are integrated, the ROM II and Navy Cash operator IDs must match for sales receipts to be reported properly.* Within the Proxy Application menu in the K22's admin mode, the settings "Enforce User Logon" must be set to "Do Not Force Logon" to ensure that the K22 operates correctly with the ROM II.

p. Once the K22 is rebooted, it will work correctly with the ROM II.

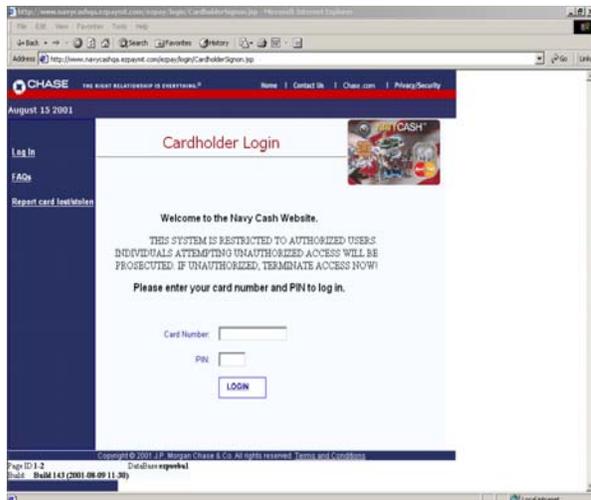
q. Start the ROM II system.

Note: These settings are for ROM II use only and are not to be used with the Navy Cash Application.

Appendix D

Cardholder Web Site — www.NavyCash.com

To access, use Netscape 4.5 or greater or Internet Explorer 4.0 or greater.



Cardholder Log In

*Provides Cardholder Access
To Navy Cash Web Site*

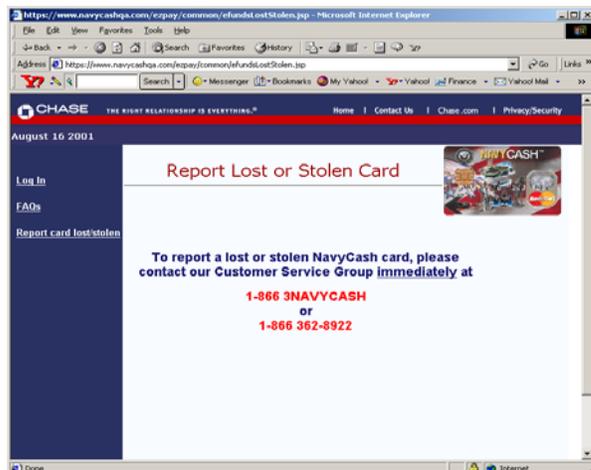
Use hyperlinks to view information pages:

[Report Card Lost / Stolen](#)

[Contact Us](#)

[Frequently Asked Questions \(FAQs\)](#)

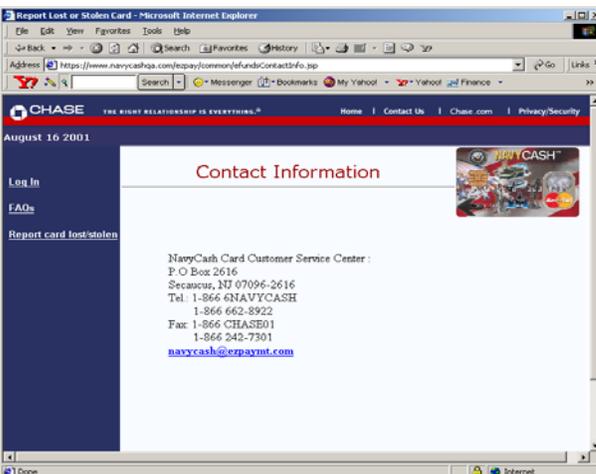
Enter card number and PIN to log in and view account summary information.



Report Lost or Stolen Card

*Shows Customer Service
Number to Call*

Call the toll-free number listed to report a lost or stolen card.

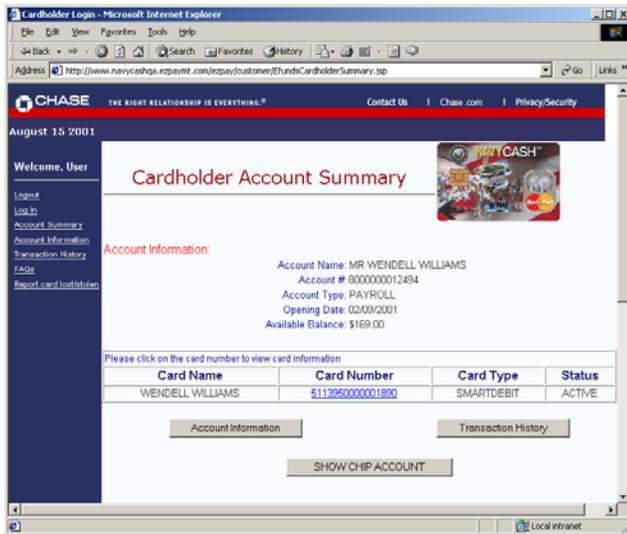


Contact Information

*Shows the Contact Information for
Customer Support*

Click NavyCash@ezpaymt.com to send an e-mail to Customer Support

Click [FAQs](#) to view the information page



Account Summary

Shows a Summary of Payroll or Chip Account

Enter via “Cardholder Login” page by entering card number and PIN.

Use the hyperlinks or buttons to view other account information pages:

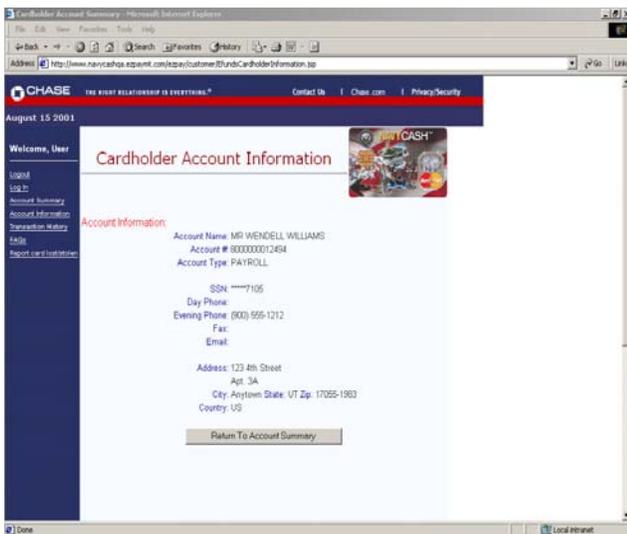
[Account Information](#)

[Transaction History](#)

[Show Chip Account](#)

[Show Payroll Account](#)

Click on the card number to view card information.



Cardholder Account Information

Shows a Summary of Payroll or Chip Account

Use the hyperlinks or buttons to view other account information pages:

[Account Summary](#)

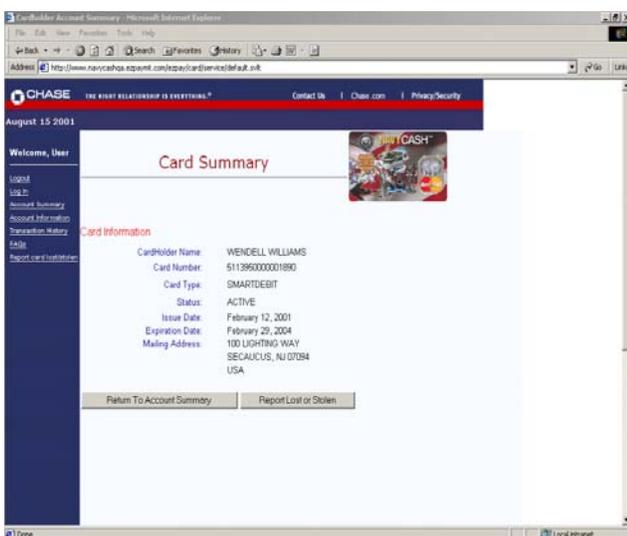
[Account Information](#)

[Transaction History](#)

[Contact Us](#)

[Report Card Lost or Stolen](#)

[Frequently Asked Questions \(FAQs\)](#)



Card Summary

Shows a Summary of Chip or Payroll Card Information

Use the hyperlinks or buttons to view other account information pages:

[Account Summary](#)

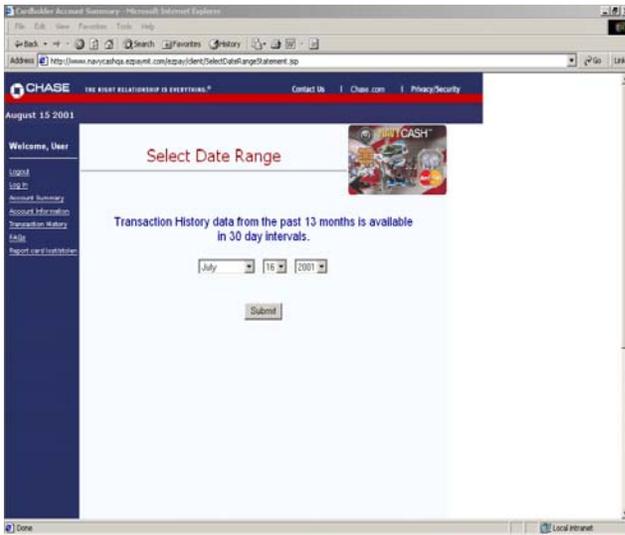
[Account Information](#)

[Transaction History](#)

[Contact Us](#)

[Report Card Lost or Stolen](#)

[Frequently Asked Questions \(FAQs\)](#)



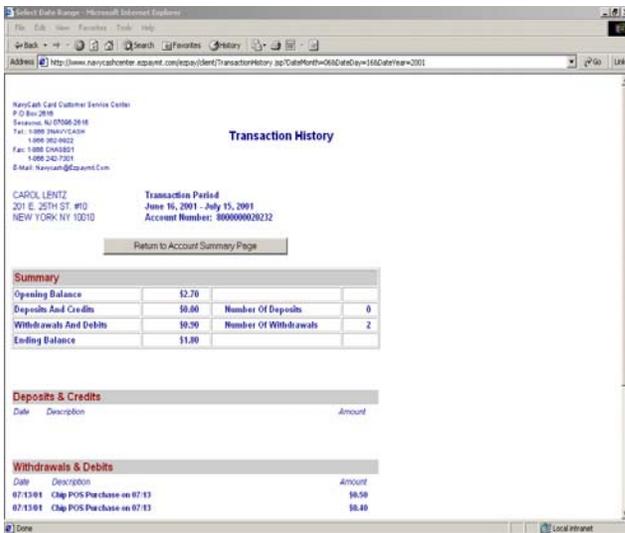
Transaction History **Select Date Range**

*Allows Selection of Date Range
To View Transaction History*

Select the beginning date for the transaction history

Click “Submit” button.

*Note: You can view any 30-day period
in the past 13 months.*



Transaction History

Displays Transaction History Requested

Select the beginning date for the transaction history

*Note: You can view any 30-day period
in the past 13 months.*

Log Out

Prevents Others from Viewing Your Information

In order to avoid unauthorized viewing of your information, log out and exit the browser.

Click on “Logout” hyperlink on upper left of web page.

Exit your browser.

Appendix E

Disbursing Web Site—www.navycashcenter.com



Primary Login

Provides access to Navy Cash Center website

- Enter User ID for “Username”.
- Enter number on SecurID for “Passcode”.
- Click “Send” to submit.

First-time users will be prompted to create a new PIN.

JPMC will provide each user a User ID, a six-digit number preceded by letter “U”, a SecurID, and a temporary password (used for first-time secondary login).



Create New PIN

Establishes PIN for first-time users

- Enter new PIN.
- Re-enter new PIN.
- Click “Send” to submit.

PIN must be 6–8 alphanumeric characters.

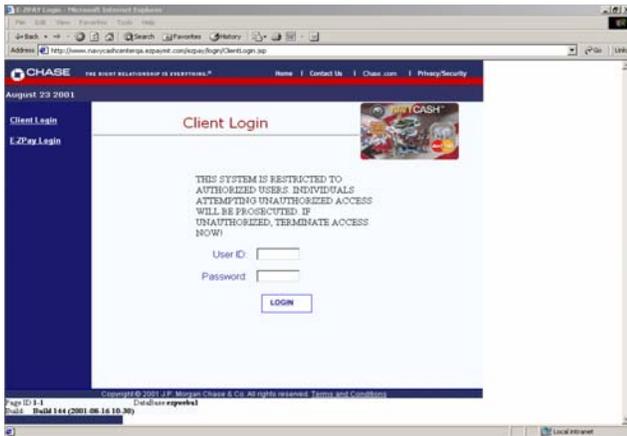


Create New PIN

Verifies new PIN for first-time users

- Enter User ID for “Username”.
- Enter new PIN and number on SecurID for “Passcode”. *Enter PIN and number as one string with no spaces.*
- Click “Send” to submit.

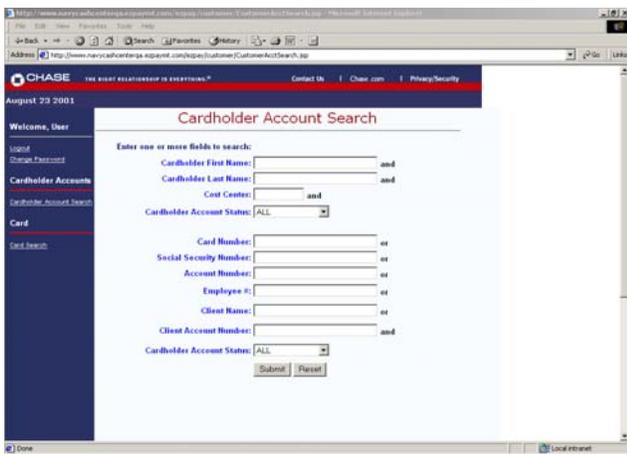
This screen is identical to Primary Login Screen.



Secondary Login

Provides Access to Navy Cash Center website

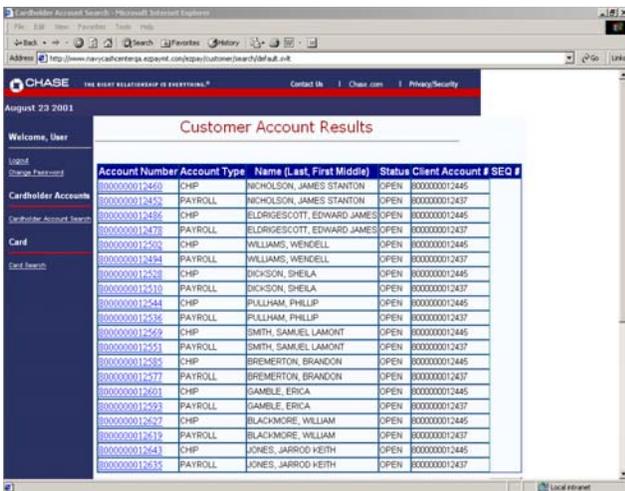
- Enter User ID and password to log in and view account summary information.
- Click “Login”.
JPMC will provide temporary password to use for first-time login.



Cardholder Account Search

Enter Search Criteria to Locate Cardholder Accounts

- Enter first name, last name, and cost center (use wildcard symbol “%” for cost center) to locate cardholder account(s).
- Ensure cardholder account status is correct. If not sure of status, select “All” in drop-down menu.
- Or, enter one of the additional fields.
- Click “Submit”.



Cardholder Account Results

Shows Results of Criteria Entered for Search

- Displays both chip and payroll accounts.
- Click on an account number to view Cardholder Account Summary page.



Cardholder Account Summary

Shows a Summary of Chip Account

Use the following buttons/links to view other pages

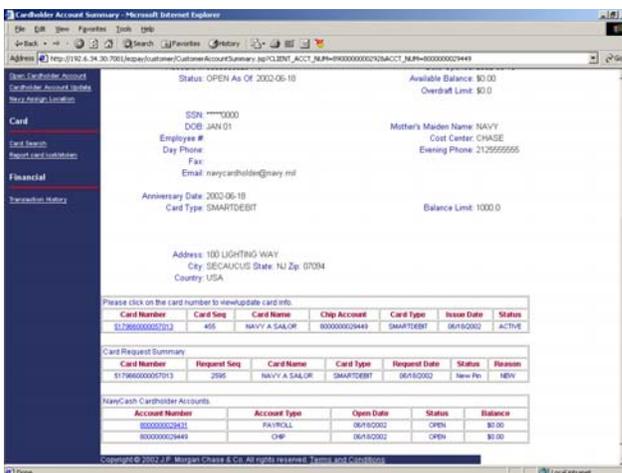
[Update Account](#)

[Assign Card](#)

[Show Payroll Account](#)

[Transaction History](#)

Click on card number to view card information.



Cardholder Account Summary

Shows a Summary of Payroll Account

Use the following buttons/links to view other pages.

[Update Account](#)

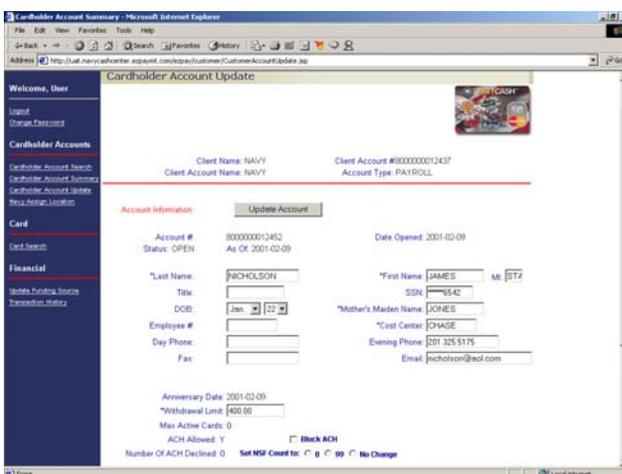
[Assign Card](#)

[Show Chip Account](#)

[Transaction History](#)

[Update Funding Source](#)

Click on card number to view card information.



Cardholder Account Update

Provides Ability to Update Personal Information

- Enter changes to NSF count, ACH block/unblock, withdrawal limits, etc.
- Click "Update Account" button to save any changes. "Update was Successful" displays at top of screen when it reloads.

Use the following buttons/links to view other pages.

[Update Account](#)

[Transaction History](#)

[Block / Unblock ACH](#)

[Navy Assign Location](#)

[Change Funding Source](#)

Only the Central Support Unit (CSU) can close or suspend an account.

CHASE
November 29, 2006
Welcome NAVYFIN1

Logout
Change Password
FAQs

Cardholder Accounts
Cardholder Account Search
Cardholder Account Summary
Cardholder Account Update
Navy Assign Location

Card
Card Search
Report card lost/stolen

Financial
Update Funding Source
Transaction History

Client Name: NAVY
Client Account Name: NAVY

Account Information:
Account Name: BEETLE F BAILEY
Account # 8000000118267
Status: OPEN As Of: 2004-03-17

SSN: *****1005
DOB: JAN 01
Employee #
Day Phone:
Fax:
Email: navycardholder@navy.mil

Anniversary Date: 2004-03-17
Card Type: SMARTDEBIT

Address: 100 LIGHTING WAY
City: SECAUCUS State: NJ Zip: 07094
Country: USA

The Sailor is assigned to the following locations

Location	Name
DL3800	DL3800 SETUP

Location:

Assign To Location

Navy Assign Location

Assigns Cardholder to Specified Ship

- Click on “Navy Assign Location” to assign cardholder to new ship location.
- “Assign Location” page is displayed.

The Sailor is assigned to the following locations

Location	Name	Hull	Class
DL3800	DL3800 SETUP	FFG40	FFG

Location:

Assign To Location

Navy Assign Location

Assigns Cardholder to Specified Ship

- At the bottom of the “Assign Location” screen, a history log lists the cardholder’s ship location history.
- At drop-down box labeled “Location”, select desired new ship location.
- Click the “Assign to Location” button.
- Cardholder will be assigned to the new ship location specified and the screen page will refresh.
- If cardholder has never been checked in to the ship, a new row of information will be displayed in the history log.

Client Name: NAVY
Client Account Number: 800000012437
Client Account Name: NAVY
Account Type: PAYROLL

Account Information:
Account Name: BEETLE F BAILEY
Account # 8000000118267
Date Opened: 2004-03-17
Status: OPEN As Of: 2004-03-17
Available Balance: \$620.00

SSN: *****1005
DOB: JAN 01
Mother's Maiden Name: DLL
Employee #
Day Phone:
Fax:
Email: navycardholder@navy.mil

Anniversary Date: 2004-03-17
Card Type: SMARTDEBIT
Withdrawal Limit: \$400.00

Address: 100 LIGHTING WAY
City: SECAUCUS State: NJ Zip: 07094
Country: USA

The Sailor is assigned to the following locations

Location	Name	Hull	Class
DL3800	DL3800 SETUP	FFG40	FFG
D54321	DUMMY UAT SHIP	DDG 89	DDG

Location:

Assign To Location



Update Funding Source

Provides Ability to Change Cardholder Funding Source

- From Cardholder Account Summary Screen, click “Update Funding Source” link on left menu bar.
- Enter new funding source information for the selected funding type.
- Click “Submit” button to update.

At least one roundtrip and one working day required for new source to take effect.

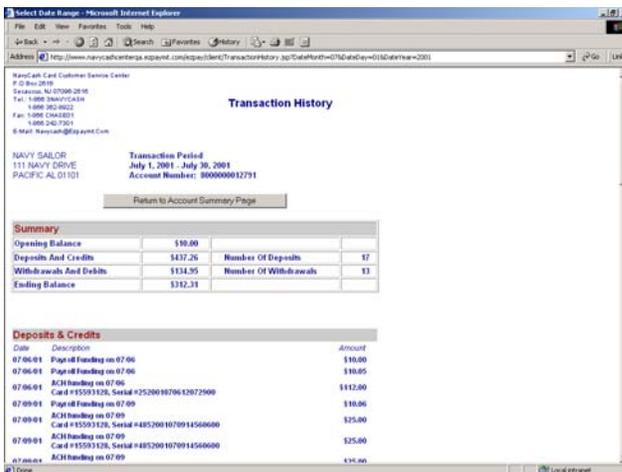


Transaction History Select Date Range

Provides Ability to Choose Date Range for Transaction History

- From Cardholder Account Summary, Cardholder Account Update, or Update Funding Source screens, click on “Transaction History” on left menu bar.
- Select beginning date for transaction history using pulldown menus.
- Click “Submit” button to process.

You can view any 30-day period in the past 13 months.



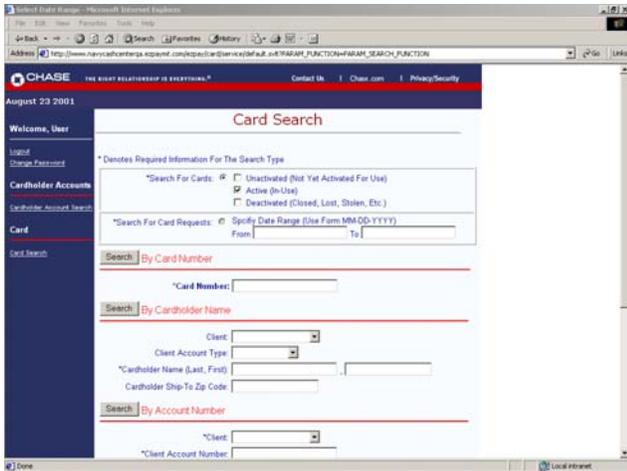
Transaction History

Displays Transaction History Requested

Preliminary troubleshooting tool when a cardholder comes to disbursing office to investigate a perceived problem with Navy Cash account.

Records displayed are shore-side records—may not include transactions performed offline either on ship or on shore. Transactions from current day will not be displayed until roundtrip is completed.

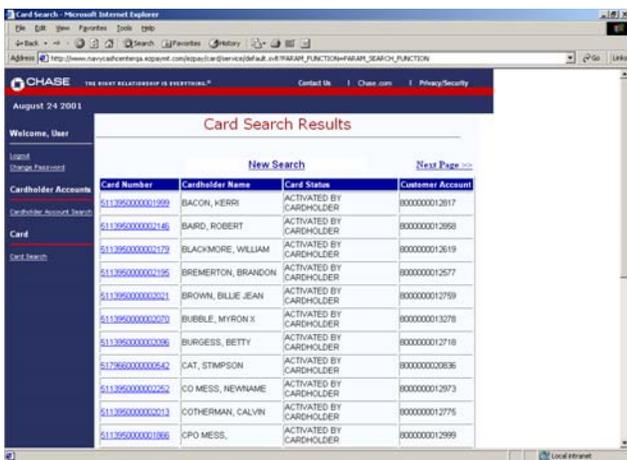
Click on button to return to “Account Summary” page.



Card Search

Provides Ability to Locate Desired Account and Retrieve Records

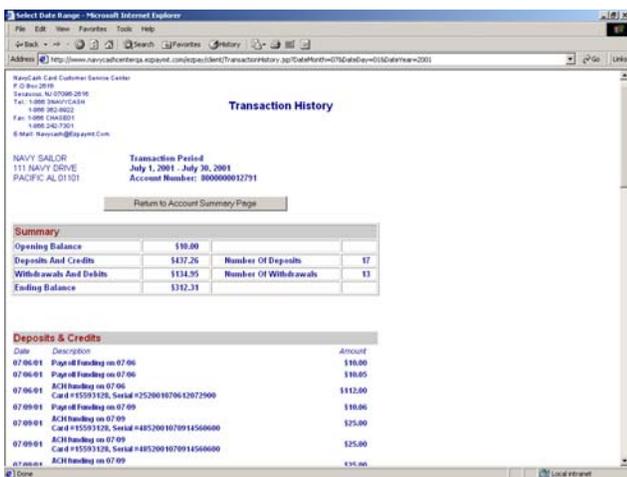
- Search by either card number, cardholder name, or account number.
- Click “Search” button to process.
 - Similar to “Cardholder Account Search” screen.



Card Search Results

Displays Results from Card Search Query

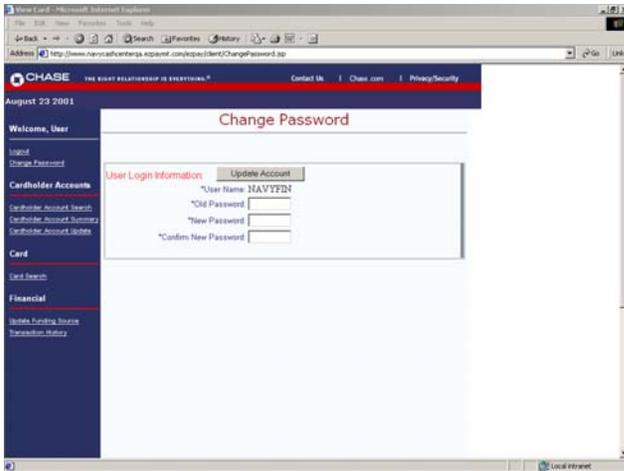
- Click on card number to view card information page.



View Card Screen

Displays Details of Card Information

Similar to “Cardholder Account Summary” screen.



Change Password

Provides Ability to Change Secondary Login Password

- From main menu, click “Change Password” .
- Enter current (or temporary).
- Enter new password.
- Re-enter new password to confirm.
- Click “Update Account” button.

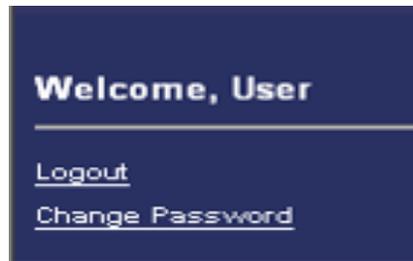
Note: Passwords must be six to eight alphanumeric characters.

Passwords cannot be the same as user name.

Passwords must contain at least one alpha and one numeric character.

Passwords cannot contain more than two consecutive occurrences of the same character.

Passwords cannot be reused within one year.



Logout

Prevents Others from Viewing Your Information

- Click “Logout” on any screen to end current login session.
- Exit your browser when done using Navy Cash Center website.

For security purposes, you are required to logout after every session. Never leave a workstation unattended while logged into the Navy Cash Center website.

Appendix F

Navy Cash Enrollment Form and Instructions

DD FORM 2887
APPLICATION FOR DEPARTMENT OF DEFENSE (DoD)
STORED VALUE CARD (SVC) PROGRAMS

APPLICATION FOR DEPARTMENT OF DEFENSE (DoD) STORED VALUE CARD (SVC) PROGRAMS	OMB No. 0730-0016 OMB approval expires Oct 31, 2011
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PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ADDRESS IN THE PARAGRAPH BELOW. SUBMIT COMPLETED FORMS AS SHOWN IN "DIRECTIONS".
 The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0730-0016). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT

AUTHORITY: P.L. 104-134, Debt Collection and Improvement Act 1996, as amended; Department of Defense Financial Management Regulation (DoDFMR) 7000.14-R, Vol. 5, Chapter 17; 5 U.S.C. 5514; 31 U.S.C. Sections 1322 and 3720A; 37 U.S.C. Section 1007; 31 CFR 210 and 285; and E.O. 9397.
PRINCIPAL PURPOSE(S): To enroll individuals in DoD Stored Value Card (SVC) programs; to obtain authorization to initiate debit and credit entries to individual's accounts; and to facilitate collection of any delinquent amounts.
ROUTINE USE(S): The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552(a)(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of DoD to the U.S. Department of the Treasury, Fiscal and Financial Agents and their contractors involved in providing DoD SVC services. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) as identified in the DoD Blanket Routine Uses as published in the Federal Register.
DISCLOSURE: Disclosure is voluntary; however, failure to furnish the requested information may significantly delay or prevent your participation in the DoD SVC program.

DIRECTIONS: Submit completed form to Disbursing or Finance Office or other authorized person coordinating enrollment for DoD-approved SVC program. Provide bank or credit union information if you wish to transfer funds from your bank or credit union account to your SVC account at an SVC kiosk or cashless ATM. For more information about DoD SVC programs, please visit <http://www.fms.treas.gov/eaglecash>, or <http://www.fms.treas.gov/navycash>.

1. STORED VALUE CARD (SVC) PROGRAM APPLYING FOR (X as applicable)
 EAGLECASH NAVY CASH/MARINE CASH OTHER (Specify)

SECTION I - APPLICANT PERSONAL INFORMATION

2. RATE, RANK, TITLE		3. FIRST NAME	4. MIDDLE INITIAL	5. LAST NAME
6. SSN	7. PAY GRADE	8. MILITARY BRANCH OR COMPANY NAME <i>(Contractors)</i>	9. DATE OF BIRTH <i>(MMDD)</i>	10. MOTHER'S MAIDEN NAME OR KEYWORD <i>(Required for security purposes)</i>

11.a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)			b. USMC ONLY	
			<input type="checkbox"/> (1) MEU	<input type="checkbox"/> (2) MLG
c. CITY	d. STATE	e. ZIP CODE	f. COUNTRY	

12.a. RESIDENCE/PERMANENT ADDRESS

b. CITY	c. STATE	d. ZIP CODE	e. COUNTRY
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13. WORK TELEPHONE NUMBER **14. CELL TELEPHONE NUMBER** **15. E-MAIL ADDRESS**

SECTION II - APPLICANT BANK OR CREDIT UNION INFORMATION

16.a. BANK OR CREDIT UNION NAME		b. CITY	c. STATE	d. ZIP CODE
17. ABA ROUTING NUMBER (9-digit number)		18. ACCOUNT NUMBER		
19. ACCOUNT NAME (Your name as it appears on your account)			20. ACCOUNT TYPE (X one)	
			<input type="checkbox"/> CHECKING	<input type="checkbox"/> SAVINGS

SECTION III - STATEMENTS OF UNDERSTANDING

DEBT COLLECTION/WAIVER OF PRIOR DUE PROCESS: In consideration of receiving a DoD SVC, I hereby knowingly and voluntarily consent to the immediate collection from my pay (military or civilian DoD pay), without prior notice or prior opportunity for a hearing or review, of any amounts that may become due and owing as a result of my use of the SVC. This means the government may deduct amounts owed from my pay as authorized by 5 U.S.C. 5514, 37 U.S.C. 1007, and other applicable laws. If I am employed by a contractor or if I am no longer receiving military or civilian pay, and amounts remain or become due and owing, I understand that the government will initiate debt collection procedures in accordance with the Federal Claims Collection Standards (31 C.F.R. Parts 900-904) and Chapters 28-32, Volume 5, DoD 7000.14-R, DoD Financial Management Regulation.

EXPIRED, LOST, STOLEN, OR DAMAGED CARD: When my DoD SVC expires, any value remaining will be forwarded to my bank or credit union account specified above. If the account has been closed or if any value remaining on the SVC cannot be forwarded to the account for any other reason, I understand that the funds will be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 and that I retain the right to claim such funds. For Navy Cash/Marine Cash only: If my DoD SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.

ADDITIONAL TERMS AND CONDITIONS: By using the DoD SVC, I agree to accept the terms and conditions for use of the SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent. The electronic image shall be considered the legal equivalent of the original.

SECTION IV- AUTHORIZATION TO MAKE DoD SVC TRANSFERS ELECTRONICALLY TO AND FROM MY BANK OR CREDIT UNION ACCOUNT

I authorize the U.S. Treasury's Financial Agent to initiate debit and credit entries to my bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between my bank or credit union account and my SVC account.

21. SIGNATURE	22. DATE SIGNED (YYYYMMDD)
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SECTION V - FOR OFFICE USE ONLY

23. ISSUED BY (Disbursing/Finance Office Name/Location)	24. CARD NUMBER (Last 6 digits)
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**INSTRUCTIONS FOR COMPLETING DD FORM 2887
APPLICATION FOR DEPARTMENT OF DEFENSE (DoD)
STORED VALUE CARD (SVC) PROGRAMS**

February 2009 Version

DD Form 2887 shall be used to apply for enrollment in Navy Cash[®] and issuance of a Navy Cash[®] or Marine Cash[®] card. DD Form 2887 authorizes debits and credits to your bank or credit union account at your request. DD Form 2887 provides your consent to immediate collection from pay (military or civilian DoD pay) of any amounts that may become due and owing as a result of use of the SVC. If employed by a contractor or if no longer receiving military or civilian DoD pay and amounts remain or become due and owing, DD Form 2887 authorizes the government to initiate debt collection procedures. The original of the DD Form 2887 shall be forwarded to the Treasury Financial Agent responsible for Navy Cash in accordance with the Navy Cash Standard Operating Procedure (SOP). The DD Form 2887 may be imaged and kept on file by the Treasury Financial Agent. The electronic image shall be considered the legal equivalent of the original. In accordance with the SOP, the Disbursing Officer shall retain a copy. All fields on the DD Form 2887 must be completed except as indicated below.

Block 1. Stored Value Card (SVC) Program Applying For. Enter an “X” in the block next to Navy Cash/Marine Cash.

Block 2. Rate, Rank, Title. Enter your rate, rank, or title using standard abbreviations as appropriate, e.g., OS2, CTT3, Cpl, GySgt, SSG, SSgt, ENS, 1LT, LCDR, Maj, MAJ, Lt Col, Mr, Mrs, Ms. The rate, rank, or title cannot contain any special characters nor is any punctuation permitted.

Block 3. First Name. Enter your first name. The name cannot contain any special characters nor is any punctuation permitted.

Block 4. Middle Initial. Enter your middle initial. If you do not have a middle initial, leave blank. *Use no more than one character.*

Block 5. Last Name. Enter your last name. The “last name” field can include a designation of Jr, Sr, Esq, or the Roman numerals I through X. To include that designation, enter the appropriate data after the last name. The name cannot contain any special characters nor is any punctuation permitted..

Block 6. Social Security Number (SSN). Enter your SSN in the following format: 000-00-0000. *Use eleven characters.*

Block 7. Pay Grade. Enter your pay grade from the valid abbreviations listed in the left column, below.

E1–E9, W1–W5, O1–O10	Uniformed Services
GS01–GS15	Federal employees with General Schedule pay grades
SES	Senior Executive Service Personnel
EXEC	Executive Level Personnel
NF1–NF6	Federal employees with Nonappropriated Fund pay grades
OTHER	Other pay grades not defined above
CONTR	Contractor employee
CIV	Other eligible individuals

Block 8. Military Branch or Company Name. Enter the organization with which you are affiliated from the valid abbreviations listed in the left column, below:

USN	U.S. Navy
USMC	U.S. Marine Corps
USA	U.S. Army
USAF	U.S. Air Force
USCG	U.S. Coast Guard
USPHS	U.S. Public Health Service
NOAA	National Oceanic and Atmospheric Administration
DOD	Department of Defense

Contractors should enter the name of the company for which they work.

Block 9. Date of Birth. Used to verify your identity if you call or e-mail the Customer Service Center. Enter your date of birth. Provide month and day only in two-digit month and two-digit day format (MMDD).

Block 10. Mother's Maiden Name or Keyword. Used to verify your identity if you call or e-mail the Customer Service Center.

Block 11. Military Duty Address. Address to which the Navy Cash card should be mailed. Normally, personnel stationed aboard ship should use the ship's mailing address. Personnel stationed aboard ship should indicate their assigned division to make sorting cards mailed to ships easier. Contractors should enter the address of the company for which they work.

Block 12. Residence/Permanent Address. Enter your residence or permanent address.

Block 13. Work Telephone Number. Enter your work phone number beginning with the area code in the following format: 206 605-4253.

Block 14. Cell Telephone Phone. Enter your cell phone number beginning with the area code in the following format: 206 605-4253.

Block 15. E-mail Address. Enter either work or personal e-mail address. Used to verify your identity if you call or e-mail the Customer Service Center.

Block 16. Bank or Credit Union. Enter the name, city, state, and zip code of your bank or credit union.

Figure 1, Sample Check, is provided below to help in filling out Blocks 18 through 25. If at all possible, you should bring a blank, voided check, which will be used to verify account information.

If you do not want to enroll your bank or credit union account in Navy Cash, draw an "X" from Block 18 to Block 26 and from Block 25 to Block 22 and initial the "X".

DK1 Curt Maple
Anne Maple
 123 Pear Lane
 Anyplace, VA 20000

Account Name

PAY TO THE ORDER OF Depository Name

\$ 1234

1500-0000

DOLLARS

ANYPLACE BANK
 Anyplace, VA 20000

ABA Routing Number: 250250025

Account Number: 2020200703

For

Do not include the check number.

1 250250025 2020200703 1234

Figure 1. Sample Check

Block 17. ABA Routing Number. Enter the ABA routing number for your bank or credit union. *The routing number must be nine digits.* On the sample check above, the routing number is 250250025

Block 19. Account Number. Enter your account number. Include hyphens but omit spaces and special symbols. On the sample check above, the account number is 2020200703. Be sure not to include the check number.

Block 19. Account Name. Enter your name *as it appears on your account or check*, not the name of the bank or credit union (depository name), which is entered in Block 18 above.

Block 20. Account Type. Enter an “X” in the block next to the account type, either a savings account or a checking account.

Block 21. Signature. To apply for enrollment in Navy Cash and issuance of a Navy or Marine Cash card, you must sign in this block. Your signature authorizes debits and credits to your bank or credit union account at your request using Automated Clearing House (ACH) transactions and consents to immediate collection from pay for the face value or resulting negative Navy Cash balance due the U.S. Treasury funds pool as a result of your use of the Navy Cash or Marine Cash card.

Block 22. Date Signed (YYYYMMDD). Enter the date you sign the DD Form 2887 in four-digit year, three-alpha-character month, and two-digit day format (YYYYMMDD), e.g., 2009JUN24.

Appendix G

Sample Navy Cash Equipment Checklist

Priority 0

Item	Location	Works	
Server	Communications Center	Yes	No
Client	Disbursing Laptop	Yes	No
Client	Disbursing Desktop	Yes	No
Client	Troop Disbursing Office	Yes	No

Priority 1

Item	Location	Works	
ATM - K80	Disbursing PWAY	Yes	No
ATM - K80	Troop Training - Gym - Left	Yes	No
ATM - K80	Troop Training - Gym - Right	Yes	No
ATM - K80	Ship Store #1 - Across from	Yes	No
ATM - K80	PWAY 1-46-02-L - Officer's Country	Yes	No
K22	Ship's Store #1 - Nearest to door	Yes	No
K22	Ship's Store #1 -	Yes	No
K22	Ship's Store #2 - Nearest to door	Yes	No
K22	Ship's Store #2 -	Yes	No

Priority 2

Item	Location	Works	
K22	Food Service Office	Yes	No
K22	Galley Office	Yes	No
K22	MWR	Yes	No
K22	CPO Mess	Yes	No
K22	Wardroom Mess Treasurer's Office	Yes	No
K22	Post Office #9	Yes	No
K22	Post Office #10	Yes	No
K22	Post Office #11	Yes	No

Priority 3

Item	Location	Works	
CAD	Hangar Bay - Soda - #7	Yes	No
CAD	Hangar Bay - Soda - #8	Yes	No
CAD	Hangar Bay - Soda - #9	Yes	No
CAD	Disbursing Office PWAY - Soda - #6	Yes	No
CAD	Vending Room - Soda - #4	Yes	No
CAD	Vending Room - Soda - #3	Yes	No
CAD	Vending Room - Soda - #2	Yes	No
CAD	Vending Room - Soda - #1	Yes	No
CAD	Vending Room - Candy - #A	Yes	No
CAD	Vending Room - Candy - #B	Yes	No
CAD	Troop Training - Candy - #C	Yes	No
CAD	PWAY 1-41-02-L (near FSO) - Soda - #5	Yes	No
CAD	Laundry Room Lobby - Soap	Yes	No

CONDUCTED BY: _____

DATE ____/____/____

Appendix H

Basic Bulk Enrollment Procedures

1. **BACKGROUND.** The Navy Cash system is designed to replace bills and coins for personal financial transactions on board Navy ships and to provide Sailors and Marines 24/7 off-line access to funds in bank and credit union accounts ashore. Prior to system implementation, all crewmembers must provide personal information on special enrollment forms to establish Navy Cash accounts and be issued Navy Cash MasterCard debit cards. The bank or credit union account information provided enables the transfer of funds to and from the Navy Cash account. The process of enrolling crewmembers en masse prior to system startup can be somewhat cumbersome and time consuming, especially for a large ship with thousands of crewmembers. A comprehensive enrollment procedure must be coordinated with the ship about 10 to 12 weeks prior to system implementation to ensure the enrollment process is orderly and accurate and minimizes the impact on the ship's routine and crew.

2. GENERAL

- a. Enrollment in Navy Cash is highly recommended for all crewmembers.
- b. Providing bank or credit union information is optional when enrolling in Navy Cash. An individual can elect not to provide bank or credit union account information but can still be issued a Navy Cash MasterCard debit card with a magnetic strip and an associated Navy Cash account. Individuals who choose this option will still be able to fund their Navy Cash accounts by electing the Split Pay Option (SPO). Each payday, the amount of their split pay payroll will be forwarded either by DFAS Cleveland for the Navy or by the Marine Disbursing Officer for the Marine Corps to the Treasury Financial Agent who will plus up their Navy Cash accounts.
- c. Crewmembers fill out Navy Cash enrollment forms provided through the Disbursing Office and acknowledge, by their signature, the policy for collection from pay of any negative Navy Cash account balance resulting from transactions that are dishonored and returned by their bank or credit union for Non-Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason.
- d. Individuals whose check cashing privileges aboard ship have been suspended can be enrolled with access to their home bank or credit union accounts blocked until the ship decides to restore their privileges. Procedures for unblocking access are found in Chapter 8, Disbursing, paragraph 8.8.2. The Supply Officer or Disbursing Officer will provide a list of any individuals in this category to the Treasury Financial Agent, JPMorgan Chase, during the bulk enrollment process.
- e. The information entered on the enrollment forms will be transferred into the Navy Cash system database to establish each crewmember's account and to initiate the Navy Cash MasterCard debit card issuance process. The signed Navy Cash enrollment forms will be imaged and stored by JP Morgan Chase, the Treasury Financial Agent and prime contractor for Navy Cash.
- f. A special enrollment team will be set up by the Navy Cash program office to conduct the enrollment process. About 30 days before issuing the Navy Cash cards and starting up the Navy Cash system, crewmembers will be required to attend a Navy Cash orientation and enrollment meeting.

3. PRE-ENROLLMENT PROCEDURES

- a. Hold a pre-enrollment meeting on the ship to coordinate orientation and enrollment particulars and tailor the entire process to individual ship requirements. The meeting should include representatives from ship's company (primarily Supply Department and a Navy Cash Tiger Team made up of Division Pay Liaison Representatives (PLRs) or other departmental training personnel), the Type Commander, NAVSUP, the Fleet Support Group, and the Treasury Financial Agent.
- b. Determine dates and times to conduct enrollment and orientation training.
- c. Determine what classrooms or other designated spaces will be used to conduct the orientation training and enrollment.
- d. Determine the number of instructors, data entry clerks, laptop computers, tables, chairs, training aids, etc. necessary to facilitate a quick and accurate enrollment process.
- e. Organize crewmembers into logical groups to facilitate the orientation and enrollment process. Group size should be 100 people or less (size is dependent on facilities available), and it is recommended that the groups be planned along department, division, or work center lines.
- f. Develop an enrollment schedule and assign groups to a specific time and place.
- g. Distribute the enrollment schedule to the crewmembers.
- h. Build database of enrollment information for all members of the crew and pre-populate the database with as much information as possible (NAVSUP action).
- i. About two weeks prior to the ship's scheduled orientation and enrollment sessions, provide training to the ship's Navy Cash Tiger Team and Disbursing Office so they can answer questions about Navy Cash and the enrollment process.
- j. At the same time, provide material that can be distributed to the crew that provides basic information about Navy Cash, to include proposed POD notes, Frequently Asked Questions (FAQs), CCTV infomercials, brochures, posters, and bulletins.
- k. Print and distribute pre-populated enrollment forms and instructions to each crewmember a few days prior to the ship's scheduled orientation and enrollment sessions. This step provides an opportunity for crewmembers to verify pre-populated information; correct information as necessary; fill in any additional information required, e.g., mother's maiden name; and acquire information that an individual may not remember, e.g., bank ABA routing number and bank account number.

4. ORIENTATION TRAINING AND ENROLLMENT PROCEDURES

- a. Prior to their scheduled orientation training and enrollment session, crewmembers verify enrollment information, make pen and ink changes to correct any incorrect items, and fill out any incomplete items. Questions about the enrollment form can be addressed to the ship's Navy Cash Tiger Team or Disbursing Office or can wait until the orientation training and enrollment sessions are conducted.
- b. If at all possible, crewmembers should bring a cancelled check or deposit slip from the bank or credit union account that they want to associate with Navy Cash so that the ABA routing number and account number can be verified by the enrollment team.
- c. Enrollment team reports to the ship and, assisted by ship's Navy Cash Tiger Team, sets up tables, computer, and learning aids in the classroom or other designated space(s) to prepare for the orientation training and enrollment process.

d. For each enrollment group, the enrollment team conducts Navy Cash orientation training. The prepared training material takes about 30 minutes to cover and is followed by a question and answer period, which normally takes about 30 minutes as well. This step provides an additional opportunity for crewmembers to receive standard information about the Navy Cash program and to ask questions after the training materials are presented about the enrollment process and how the Navy Cash system works.

e. For each enrollment group, the enrollment team clerks assist individual crewmembers to fill out the enrollment forms as needed.

f. Each crewmember completes an enrollment form and gives the completed form to an enrollment clerk.

(1) Enrollment clerk immediately verifies that the enrollment form is complete and accurate. Any inaccurate or incomplete item will be resolved immediately. If a cancelled check or deposit slip is provided by the crewmember, the enrollment clerk will verify the ABA routing number and the account number and staple the cancelled check or deposit slip to the signed enrollment form.

SAMPLE CHECK

DK1 Curt Maple
Anne Maple
 123 Pear Lane
 Anyplace, VA 20000

Account Name

PAY TO THE ORDER OF Depository Name

\$ 1234

1500-0000

DOLLARS

ANYPLACE BANK
 Anyplace, VA 20000

ABA Routing Number: 250250025

Account Number: 2020200703

For

Do not include the check number.

1 250250025 2020200703 1234

(2) After the enrollment information on the form is verified, the crewmember signs the enrollment form, and the enrollment clerk immediately enters any additional or corrected enrollment data into the Navy Cash enrollment database.

(3) Crewmembers authorize, by their signature, debits and credits to their bank or credit union accounts at their request using Automated Clearing House (ACH) transactions, e.g., when requesting a transfer of funds at the K80 Cashless ATM.

(4) Crewmembers acknowledge, by their signature, the policy for collection from pay of any negative Navy Cash account balance resulting from transactions that are dishonored and returned by their bank or credit union for Non-Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason. This completes the enrollment process for the crewmember.

(5) The enrollment clerks keep the completed and signed enrollment forms. A copy of the enrollment form will be retained on file by the Disbursing Office, and the original will be sent to the Treasury Financial Agent.

5. POST-ENROLLMENT PROCEDURES

a. The enrollment team compiles the final enrollment database for the ship and generates a data file that includes the required header and trailer information in accordance with agreed upon procedures.

b. The enrollment team forwards the enrollment data file to the Treasury Financial Agent, JP Morgan Chase. The enrollment team will also forward the original copies of the enrollment forms to the Treasury Financial Agent to be imaged and stored.

c. The Treasury Financial Agent processes either the enrollment data file or the imaged enrollment forms, initiates the Navy Cash card issuance process, and sends pre-notification (pre-note) Automated Clearing House (ACH) transactions to verify that the bank or credit union account information has been entered correctly in the database. This final step helps to ensure that initial transactions are not dishonored and returned by a bank or credit union for closed accounts or otherwise inaccurate account information.

Appendix I

Affidavit of Unauthorized Transactions

1. An individual Navy Cash cardholder has every right to dispute an unauthorized ATM withdrawal ashore or MasterCard debit purchase ashore if he or she suspects unauthorized activity on his or her Navy Cash card.

2. In the event of an unauthorized transaction with a Navy Cash card, the individual cardholder should stop using his or her card and immediately notify the Customer Service Center (CSC)

Phone: 1 866 3NAVY CASH
1 866 362-8922

Web site: www.NavyCash.com

e-mail: NavyCash@ezpaymt.com

Fax: 1 866 CHASE01
1 866 242-7301

3. In order to dispute an unauthorized transaction, an individual must fill out, sign, and date an affidavit form. The form must then be faxed, mailed, or scanned and e-mailed to the CSC. A copy of the affidavit form is attached.

Address: Navy Cash Customer Service Center
10430 Highland Manor Drive
Building 1, 4th Floor
Tampa, FL 33610

4. If at all possible, the form should be sent to the CSC on the same day that the unauthorized use of the Navy Cash card was reported. The CSC will respond within 10 business days of receiving the affidavit form.

5. The individual must fill out all applicable information on the form for the claim to be processed. If the individual has exercised reasonable care in safeguarding the Navy Cash card, he or she will not be responsible for unauthorized purchases, depending, of course, on the history of the account, e.g., the individual has not reported two or more unauthorized events in the past 12 months. After the claim has been investigated and processed, the CSC will return the funds to the individual's Navy Cash account.

6. In the event an ATM ashore does not dispense the amount of money requested, i.e., too little or too much cash, no affidavit is required. The individual cardholder should immediately notify the CSC. The CSC will investigate the problem and, depending on the history of the account, return the funds to the individual's Navy Cash account.



AFFIDAVIT OF UNAUTHORIZED ELECTRONIC FUNDS TRANSFER AND POINT OF SALE TRANSACTION

Fax Completed Form Toll Free To: 1 866 242-7301 or
Mail Completed Form To: Navy Cash Customer Service Center
10430 Highland Manor Drive
Building 1, 4th Floor
Tampa, FL 33610

ACCOUNT NUMBER	ACCOUNT TITLE			
ADDRESS (Street and Number)		CITY	STATE	ZIP CODE
PERSON REPORTING ALLEGED ERROR				
NAME	Home Phone Number		Business Phone Number	

CIRCUMSTANCES OF THE LOSS

(All applicable information must be included for claim to be processed)

Check (X) One Box Below (A, B, C, or D)

A. My ATM Card bearing number _____ has been:
 Lost Stolen
I discovered my Card missing on (*enter date here*) _____
I last recall using my Card on (*enter date here*) _____
Please give a brief explanation of how your Card was lost/ stolen _____

B. I still have my Card bearing number _____
It has not left my possession, but money was withdrawn or transactions processed against my account(s) without my authorization. I learned about the withdrawals on (*enter date here*) _____
How?

Note: If you have copies of receipts for the transfers in dispute, please forward copies along with this form.

C. My Card was never received.
I learned on (*enter date here*) _____ that money was withdrawn or transactions were processed against my Navy Cash/Marine Cash account.

D. Other circumstances (*please explain*) _____

(Continued On Back)

POLICE REPORT

I have *or* have not reported this incident to the police. If you have, Precinct Number: _____
 Officer's Name: _____ Complaint Number: _____ Date: _____

OTHER INFORMATION

A. I have *or* have not allowed anyone to use my Navy Cash/Marine Cash Card.
 If you have, please list below:

NAME	RELATIONSHIP	PURPOSE	DATE

B. Please state how or where you keep your Personal Identification Number (PIN) _____

C. Who may have seen you enter your PIN number?

Name: _____ Relationship: _____

D. How do you think these unauthorized withdrawals occurred? _____

E. Do you have any ideas as to who could have used your Card? Who? _____

F. All authorized users and I have examined the following list of transactions and agree that they are unauthorized
(use separate page for additional items):

WITHDRAWALS			PURCHASES		
Date	Amount	Bank	Date	Amount	Merchant

Total Amount Claimed: \$ _____

CUSTOMER'S ACKNOWLEDGEMENT

Neither I, nor any authorized user of the card number indicated in this claim, used this card for the transactions listed above and/or authorized a third party to use the card for these transactions. I have no knowledge of the identity or the whereabouts of the person(s) using this card, and I have not received any benefit or value whatsoever from these transactions.

ACCOUNT HOLDER SIGNATURE	DATE
JOINT ACCOUNT SIGNATURE	DATE
AUTHORIZED USER'S SIGNATURE	DATE

Appendix J

Checklist for Recurring Navy Cash Tasks

Checklist for Recurring Navy Cash Tasks

Task	SOP ¹	Daily	Weekly	Monthly	As Required
Opening Business Each Day					
Log On. Log on to Navy Cash Application.	8.4	X			
Check EOD. Use Navy Cash Application to check status of previous End Of Day (EOD Report).	8.4.25	X			
Verify Shore Reports. Verify ROM II, PC 1412, and other merchant daily returns with end-of-day reports from shore. Print and distribute copies as needed.	8.4.24.f	X			
Replace Backup Tapes. Verify/replace server backup tapes. Tapes must be changed daily for complete backups (in accordance with Sys Admin Guide).	3.1.2.1 and 3.1.2.2	X			
Open Cash Transaction Ledger. Maintain ledger for chip transactions from Disbursing Office.	8.4.14	X			X
Check Negative Balances. Review Returned Items Detail and Negative Balance Reports. If account negative, use options available to collect on that debt.	8.4.24.f 8.8.1	X			
Closing Business Each Day					
Verify Backups. Set up system back-ups. Backup tapes must be changed daily for complete backups (in accordance with Sys Admin Guide).	3.1.2.1 and 3.1.2.2	X			
Close Cash Transaction Ledger. Close out ledger for chip transactions from Disbursing Office.	8.4.14	X			X
MPCC — Close Out Batch. Close out Military Paper Check Conversion batch at end of day.	MPCC SOP	X			X
DD 2657 and DD 2665. Maintain Daily Statements of Accountability.	8.10	X			
Initiate EOD. Initiate Indicate End Of Day (IEOD) function on Navy Cash Application. ²	8.4.24	X			
Verify Server Reports. Review end-of-day merchant reports from server. Print/distribute copies as needed.	8.4.25	X			
Log Off. Log off of Navy Cash Application.	8.4	X			

¹ References are to Navy Cash SOP Version 1.13 and Sys Admin Guide Version 1.0.1.3.

² Should be performed every day, to include non-working days. If no one from disbursing will be on duty at the end of the business day, e.g., on the weekend, the IEOD function can be initiated automatically at a preset time (SOP 8.4.24.c)

Task	SOP ¹	Daily	Weekly	Monthly	As Required
Other Recurring Tasks					
Unused Card Stock. Return unused working stock for audit and inventory. Record return and results of audit/inventory on Bulk Navy Cash Card Log.	8.3.1		X		X
Review Personnel Transfers. Review pending transfers/discharges with Personnel Office. Settle Navy Cash accounts. Issue temp cards 30 days prior to departure.	8.4.20		X		
Review Unmatched Chip-to-Chip. Review Automated Chip-to-Chip Corrections Report on weekly basis and restore value to visitor cards listed on report.	8.4.11		X		
Reboot Server. Reboot server to guard against memory loss (in accordance with Sys Admin Guide).	3.1.3		Biweekly		
EOM Closeout. Initiate EOM closeout and reporting for Vending, Ship's Store, ³ Disbursing, Food Service, and Marine Disbursing (if embarked). (Start process at least five working days prior to the 27th of the month. ⁴)	8.4.29.b 8.9			X	X ⁵
Safe Bank Transaction. Conduct Safe Bank Transaction.	8.4.27			X	X ⁵
EOM Spreadsheet. Generate automated EOM spreadsheet, enter shore report numbers ship will report on 1219 and any variances agreed upon, and e-mail to JPMC at navycashfin@ezpaymt.com.	8.9			X	X ⁵
SF 1219. Prepare and submit Disbursing Officer's Statement of Accountability on time at end of month.	8.9			X	X ⁵
Website IDs. Log in to MPCC and Navy Cash websites monthly to keep accounts active.	8.14.3 MPCC SOP			X	
PMS. Perform preventive maintenance in accordance with schedule. MIP 6541/080-14 applies to Navy Cash .	See 3M Coordinator				X
Bulk Card Log. Maintain Bulk Navy Cash Card Log. ⁶	8.3.1			X	X
Card Issue Log. Maintain Navy Cash Card Issue Log.	8.3.1				X
Card Working Stock. Issue card working stock.	8.3.1				X
Quarterly Cash Verification. Navy Cash Quarterly Cash Verification Check-Off List (audit of funds/card stock).	8.11	Conducted Quarterly			

³ See guidance in SOP section 8.4.29.b and Appendix A regarding EOM for vending and Ship's Store. Done individually for each vending machine having a Navy Cash CAD and for the Ship's Store.

⁴ To make certain 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.

⁵ Normally conducted monthly and at turnover of Disbursing/Sales Officer.

⁶ All Navy Cash cards held by DISBO shall be inventoried every 30 days and a note entered in the Bulk Card Log. Visitor cards in Cash-to-Card Machine (CCM) must be inventoried weekly.

Appendix K

Internal Procedures and Controls: Sample Instruction

NEVERSAIL INST 7220.1

USS NEVERSAIL (DDG XX) INSTRUCTION 7220.1

Subj: NAVY CASH INTERNAL PROCEDURES AND CONTROLS

Ref: (a) DOD Financial Management Regulation, Volume 5, Chapter 17 and Appendix D
(b) Navy Cash Financial System Standard Operating Procedure, NAVSUP PUB 727, Chapter 8

1. **PURPOSE.** To promulgate instructions for effective management and administration of Navy Cash operations on board NEVERSAIL.

2. **LETTERS OF AUTHORITY.** Navy Cash is a financial system, and the handling of public funds follows standard financial management procedures and regulations. A Letter of Authority will be signed by the Commanding Officer to the Disbursing Officer, who is the Navy Cash Accountable Officer, delineating what his accountability includes. Subsequent Letters of Appointment from the Disbursing Officer to his Agents will also be maintained. Sample letters are included in Appendix D to reference (a) and paragraphs 8.15.1 and 8.15.2 of reference (b). Detailed operating procedures for Navy Cash are included in reference (b).

3. **PERSONALLY IDENTIFIABLE INFORMATION.** The Disbursing Officer must monitor procedures for the proper handling and safeguarding of the Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations to ensure the security and confidentiality of that information.

4. NAVY CASH CARDS

a. **Instant Issue Navy Cash Cards.** Instant issue cards are embossed with NAVY CARDHOLDER and a MasterCard® card number. Generally, instant issue cards are issued to personnel newly enrolling in Navy Cash and as replacements for lost, stolen, or damaged cards. Issued on the spot, instant issue cards provide individuals immediate access to all Navy Cash capabilities. For example, cardholders can transfer funds at the K80 Cashless ATM on the ship to the chip or Navy Cash (strip) account from bank or credit union accounts ashore and can access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

b. **Embossed Permanent Navy Cash Cards.** Embossed permanent cards are embossed with the cardholder's name and a MasterCard® card number. Produced individually at the card manufacturing facility, they must be delivered to the individual on the ship after they are produced. Generally, embossed permanent Navy Cash cards are only issued as a part of bulk enrollment when Navy Cash is initially implemented on a ship or as replacements for expiring cards. When an individual's instant issue or embossed permanent card is about to expire, if there has been activity on the account in the last six months, a new embossed permanent card will be

manufactured and mailed in time to reach the individual before the instant issue or embossed permanent card expires.

c. Visitor Navy Cash Cards. Visitor cards are chip-only cards that can only be used on board Navy Cash ships. Visitor cards are reusable and should be cashed out and turned in to Disbursing when the visitor is done with the card, so they can be reissued to another visitor.

(1) Even if a visitor card is turned in after a visitor has left the ship, the Disbursing Officer must make every effort to identify the individual cardholder and return any remaining funds. If the cardholder cannot be identified, the Disbursing Officer must cash out any residual funds remaining on the card and do a collection for the amount using a DD 1131 in accordance with DODFMR, Volume 5, Chapter 6, Paragraph 0606, and Chapter 26, Paragraph 260503 (see paragraph 8.4.9.b of reference (b)).

(2) Once any value that was remaining on a card has been credited to either of the Treasury accounts, 20X6133 or --1060, the Disbursing Officer cannot recover the funds. Individuals can, however, submit a claim for a refund. Any claim must include enough facts to validate the accuracy of the claim and justify the refund.

5. NAVY CASH CARD LIMITS

a. A \$400 daily maximum limit on transfers of funds from an cardholder's bank or credit union account to his or her Navy Cash account is pre-set as a part of a cardholder's customer profile. The Disbursing Officer, through the Navy Cash web site, can reduce this limit, if necessary, for individual cardholders.

b. No more than \$1,000 can be loaded on the electronic purse. This limit is pre-set as a part of a cardholder's customer profile. The Disbursing Officer, through the Navy Cash web site, can reduce this limit, if necessary, for individual cards.

6. CUSTODY OF NAVY CASH CARDS

a. The Disbursing Officer is responsible for maintaining the stock of Navy Cash instant issue and visitor cards. Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in Chapter 7, of reference (a).

b. The Disbursing Officer may delegate the responsibility for custody of Navy Cash cards to a representative designated in writing.

c. A Bulk Navy Cash Card Log shall be maintained for each type of card, which contains the Navy Cash card number, name, date, and signature of the person to whom a working stock of Navy Cash Cards is issued. Unused working stock shall be returned to the Disbursing Officer or designated representative at least once each week for audit and inventory.

d. All Navy Cash cards shall be inventoried at least once each month, and an entry shall be made in the Bulk Navy Cash Card Log to document the inventory. A detailed record of the inventory, to include total cards on hand and sequential serial numbers, by card type, shall be retained in the disbursing office, and a copy shall be given to the quarterly cash verification team as an attachment to their quarterly verification report.

e. A separate Navy Cash Card Issue Log shall be maintained, which contains the last four digits of the card number, name and last four digits of the Social Security Number (SSN) of the card owner, issue date, signature of the recipient, date returned for visitor Navy Cash cards, and the name and signature of the issuer.

f. Cards for newly enrolled personnel shall be issued as described in references (a) and (b).

g. Replacement cards shall be issued as described in references (a) and (b).

7. CUSTODY OF SPARE K22 POINT-OF-SALE DEVICES.

In accordance with reference (a), the Disbursing Officer will be responsible for control of all spare K22 Point-of-Sale (POS) devices held in ready reserve, and the Sales Officer, for all spare vending machine Card Access Devices (*also known as Card Accepting Devices*) (CADs). When a K22 or CAD has transactions that have been recorded (stored) but have not yet been downloaded to the server, it should be kept in a safe, for example, the Disbursing Officer's safe. Spare K22s and CADs that do not have transactions stored on them should be kept either in a safe or in a secure storeroom or space on the ship that is locked when not occupied and has limited access, for example, the disbursing officer or sales office. For the K80 Cashless ATM, one of the installed K80s is considered an "online" spare, that is, if one K80 fails, at least one other K80 is immediately available to support Navy Cash transactions.

8. ACCESS CONTROL FOR NAVY CASH APPLICATION

a. The Disbursing Officer will control access to the various functions within the Navy Cash Application. Individual operators are assigned to one of six "User Groups." These user groups essentially represent six levels of access rights. The access rights for each user group are initially set to default settings. The Disbursing Officer can tailor the access rights for an individual operator by either adding or deleting specific functions.

b. In order for an individual to change his/her password, the Disbursing Officer must first verify the individual's identity. Once this is established, the individual can then enter a new password into the system.

c. Each individual operator must log off when they are through working on the system. The next operator can then log on the system by entering his or her own user ID and password.

d. As a matter of policy, any PS who wants to perform any personal Navy Cash transactions in the disbursing office, for example, to add or cash out value or change a PIN, should contact the Disbursing Officer or Deputy.

e. Each calendar quarter, the Cash Verification Team will generate card reports for all Navy Cash Disbursing Application users (see reference (b), paragraph 8.4.18, Card Report) to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

9. ENROLLMENT IN NAVY CASH

a. To open a Navy Cash account, an individual must enroll. To enroll, an individual must fill out and sign an enrollment form and turn the form in to the disbursing office. The Disbursing Officer shall verify the ABA or routing number and the account number recorded on the form. In order to help verify account information, the individual should, if possible, bring in a cancelled check or deposit slip from the bank or credit union account he or she wants to associate with Navy Cash.

(1) Forward Signed Enrollment Forms to JPMC. The hardcopy enrollment form, signed by the individual, must be sent via FedEx or UPS or other traceable means to the Treasury Financial Agent, JPMorgan Chase (JPMC). Enrollment forms contain sensitive personal information and must not be mailed via the U.S. Postal Service (USPS).

(a) Double-pack all forms, with the JPMC address below on each envelope / package, to protect against possible damage during the shipping and handling process.

JPMorgan Chase
Document Processing Services
Attention: Phyllis Smith
300 N King Street, Mail Stop DE 1404
Wilmington, DE 19801
(302) 282-2176 *(Please use this number only for FedEx, UPS, etc. packages)*

(b) Send an e-mail notification to the JPMC Scanning Operations representatives listed below for each package of enrollment forms sent. Include the following information in the e-mail: date package was sent, number of enrollment forms in package, carrier name (e.g., FedEx, UPS, etc.), and the ship's name and Point Of Contact (POC) on the ship.

phyllis.d.smith@chase.com
yusef.allen@chase.com
robin.herbus@chase.com

(c) Enrollment forms may be imaged and kept on file by JPMC, the Treasury Financial Agent. The electronic image shall be considered the legal equivalent of the original.

(d) If there are any questions, contact the CSU at 1-866-6NavyCash (662-8922) or navycashcenter@ezpaymt.com.

(2) Retain Copy of Signed Enrollment Forms On Board. A copy of each enrollment form, signed by the individual, shall be maintained on board ship for reference. Enrollment forms can be purged three years from the date of signature, unless the individual is still on the ship.

10. CLOSING OR SUSPENDING A NAVY CASH ACCOUNT

a. Transfer Funds from Card. When cardholders are leaving the Navy, transferring to activities that do not have Navy Cash, or no longer want a Navy Cash card, they should move all funds on the chip (electronic purse) and strip (Navy Cash account) back to their home bank or credit union account using the K80 Cashless ATM. Alternatively, they may move all the funds on the strip to the chip at the K80 and cash out the chip at the disbursing office.

b. Close Account. Cardholders leaving military service or who no longer want a Navy Cash card are required to close their Navy Cash account and turn in their Navy Cash card. After verifying that the Navy Cash card is empty (chip and strip), the Disbursing Officer will block Navy Cash ACH access to their home bank or credit union, change the card status to "canceled", notify the Navy Cash CSU via phone or e-mail to close the account, and cut up (destroy) the card in the presence of the cardholder. The cardholder should sign the card issue log to document destruction of the card.

c. Suspend Account. Cardholders transferring to another activity should keep their Navy Cash card, particularly as more and more ships in the fleet are equipped with Navy Cash. After verifying that the Navy Cash card is empty (chip and strip), the Disbursing Officer will block Navy Cash ACH access to their bank or credit union and request via phone or e-mail that the CSU suspend their Navy Cash account. Cardholder then retain their Navy Cash card until reporting to a Navy Cash equipped ship. Once on board a new ship, cardholders must first complete a "Ship Check In" at a K80 Cashless ATM, and the ship must complete the next end-of-day processing between ship and shore. In the interim, cardholders must also report to

disbursing who will request via phone or e-mail that the CSU re-activate their Navy Cash account. Since end-of-day processing is normally completed each day, full access to Navy Cash capabilities should be available the next day.

d. The disbursing office will work closely with the personnel office to keep track of members who will be leaving the ship within 30 days.

(1) The Disbursing Officer will review the Negative Balance Report on a daily basis and ensure cardholders within 30 days of transfer or discharge are not listed on the report. The Disbursing Officer will ensure that a cardholder's access to his or her home bank or credit union account is blocked until any negative Navy Cash account balance is cleared.

(2) The Disbursing Officer will make a judgment whether or not a negative balance condition is likely on a cardholder's Navy Cash account, e.g., from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system. To prevent an unrecoverable debt from being posted to Navy Cash, the Disbursing Officer should evaluate the need to suspend the member's Navy Cash account or cancel the member's instant issue or embossed permanent Navy Cash card and close the member's Navy Cash account some time prior to his or her actual departure date. If necessary, the Disbursing Officer can issue a "chip-only" visitor card for use on the ship until the member leaves the ship.

(3) If a member is within the final 30 days of being discharged from the Navy and has a negative Navy Cash balance, the Disbursing Officer's only option is to post a "DS01" indebtedness, Company Code D411179, to the member's military pay account prior to the member's separation date.

(4) The Disbursing Officer continues to be responsible for stopping a member's SPO at least 30 days before he or she leaves the ship.

e. Recover Cards. The Disbursing Officer must recover embossed permanent and instant issue Navy Cash cards from individuals who are closing their Navy Cash accounts and cancel and destroy, for example, cut up or shred, the cards in the presence of the cardholders. The disbursing office should ensure the cardholders sign the card issue log to document the destruction of the cards. The disbursing office must also notify the CSU via phone or e-mail to close the account. Visitor cards must also be recovered from anyone leaving the ship, so they can be reissued to another visitor. Technical representatives and other personnel from both government and industry who make repeated trips to ships can retain their Visitor Navy Cash cards for subsequent visits to other ships.

11. NEGATIVE NAVY CASH ACCOUNT BALANCES

a. The amount of any negative balance in a Navy Cash account represents a debt to the U.S. Treasury funds pool. Even though the amount of that debt is not part of his or her accountability, the Disbursing Officer is responsible for collecting on that debt.

b. A negative Navy Cash account balance can occur:

(1) When ACH transactions are returned from an individual's home bank or credit union account. Reasons for returned transactions include: nonsufficient funds (NSF), closed account, invalid account information, etc.

(2) As a result of debit card purchases or ATM withdrawals ashore when there are not sufficient funds in a cardholder's Navy Cash (strip) account. Possible causes include

merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

(3) When cardholders use their Navy Cash debit feature ashore, either to get cash at an ATM or to purchase something at a restaurant or store, the new balance in their Navy Cash accounts will be reflected ashore immediately, but won't be reflected on the ship until the next end-of-day processing is completed between ship and shore. If they get back to the ship and check their Navy Cash account balance before this processing is completed, the K80 Cashless ATM will show their old balance not their new balance. If they transfer money to their chip based on their old balance.

c. Automatic Representment. With automatic representment, if a cardholder's ACH transfer request at the K80 is returned for NSF, the ACH transaction will automatically be represented up to two more times on successive pay days. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically.

d. Disbursing Officer Action

(1) Review Reports Daily. Review Negative Balance Report and Returned Items Detail Report on a daily basis.

(a) Daily Negative Balance Report. Lists all Navy Cash strip accounts with negative balances.

((1)) Automatic Representment Pending. If someone's account is negative because of an ACH transfer request returned for NSF and covered by automatic representment, the details of the pending representment are listed on the report immediately below the line of account data. The Disbursing Officer should not take any collection action on negative accounts for which details are listed, because representment actions are pending.

- If the ACH REPRESENTMENT COUNT = 0, the ACH request is scheduled to be represented for the first time on the date.
- If the ACH REPRESENTMENT COUNT = 1, either the ACH request was represented on the date and is in the five-day waiting period, or the ACH request is scheduled to be represented for the second time on the date.
- If the ACH REPRESENTMENT COUNT = 2, the ACH request was represented a second time on the date and is in the five-day waiting period.

((2)) No Representment Pending. If the second automatic representment fails, no details are listed on the report below the account, because no further representments are pending. If someone's account is negative because of Navy Cash card transactions not covered by automatic representment, no details are listed on the report below the account. The Disbursing Officer should initiate collection action immediately on all negative accounts for which no details are listed, because no representments are pending.

((3)) Funds Held for Five Days. When a returned ACH transfer request is represented, the funds are not posted immediately but are held for five business days to ensure the cardholder cannot use the funds until it is reasonably certain the represented transaction will not be denied and returned as well. The cardholder's negative balance will continue to appear on the Daily Negative Balance Report until the five-day waiting period is over.

(b) Returned Items Detail Report. Assists in investigating negative balances. Provides details for transactions that were processed and returned for NSF or that were not

processed and were returned because of invalid account information. Cardholders who appear on the report because of invalid account information should be contacted, so they can update their bank or credit union account information.

(2) Notify Cardholder. Immediately notify via e-mail (include the cardholder's chain of command for second and third occurrences) any cardholder whose negative Navy Cash (strip) account appears on the report with no representment details. Once notified, cardholder shall report to the Disbursing Officer within two working days to establish how the cardholder's Navy Cash balance will be restored to \$0 or greater.

(3) Collect on Negative Balance. For each negative balance listed on the report with no representment details, collect the amount of the negative balance within 10 working days after the date of receipt of the pertinent negative balance report. Apply a pay checkage (DS01) the cardholder's pay account if no response is received from the cardholder within the prescribed period. The Company Code for Navy Cash is D411179.

(4) Disciplinary Action. Recommend any disciplinary action considered necessary through the cardholder's chain of command within five working days of receipt of the pertinent Negative Balance Report.

(5) Collection Options. There are several options available to collect on the amount of a negative account balance. The Disbursing Officer must ensure that a cardholder's Navy Cash ACH access remains blocked until the negative balance is cleared.

((1)) Deposit Cash or Check to Strip (Navy Cash) Account. Disbursing Officer can have the cardholder provide cash (or a personal check if the Disbursing Officer is willing to accept it) at the disbursing office and transfer the value directly to the cardholder's strip account.

((2)) Chip to Navy Cash Account Transfer. The Disbursing Officer can have the transfer any value on the chip to the strip by escorting the cardholder to the K80 Cashless ATM and verifying that the cardholder moves the funds from the chip to the strip.

((3)) Change or Initiate Split Pay Option (SPO). The Disbursing Officer can have the member change or initiate SPO, which is transferred directly to the member's Navy Cash account (strip) on pay day, to cover the amount of the negative balance. Depending on the size of the negative balance, these "collections" may be spaced out over several pay periods until the negative balance is cleared.

((4)) Immediate Collection from Pay. The Disbursing Officer can initiate an immediate collection from pay to clear the amount of any negative Navy Cash balance. The Disbursing Officer may post an indebtedness to the cardholder's military pay account using the "DS01" Format Identifier (FID) in the DMO system in accordance with the DMO Procedural Training Guide. The Company Code for Navy Cash is D411179. When DFAS-CL receives the information from the DMO system, the debt will be reconciled with JPMC via a collection from the cardholder's military pay account. Depending on the size of the negative balance, these collections may be spaced out over several pay periods until the negative balance is cleared. This option is also appropriate for cardholders who have left the ship but are still in the service.

((5)) If a cardholder is within the final 30 days of being discharged from the Navy and has a negative balance, the Disbursing Officer's only option is to post a "DS01" indebtedness to the cardholder's military pay account prior to the cardholder's separation date.

((6)) Out-of-Service Debt. Even if a member leaves the service before settling a negative account balance, the Defense Finance and Accounting Service (DFAS), Directorate of Debt and Claims Management, and the Department of the Treasury, Financial Management Service, are responsible for collecting delinquent debts owed the government by former military members. Debt collection procedures for the Government are detailed in Book 31 of the Code of Federal Regulations, Chapter 9, Parts 900-904. A debt notice will be sent through the United States Postal Service using the mailing address provided by the Master Military Pay Account. If the Postal Service returns the debt notice as undeliverable, an attempt will be made to obtain a current mailing address through the commercial credit bureau network and various other government databases. Whether or not a current mailing address is found, DFAS and Treasury are required by law to continue with the debt collection process. Thus, even if they cannot contact the former member, the debt must be reported to commercial credit bureaus as a "collection account", and the former member's Federal income tax refund will be offset by the Department of the Treasury for payment towards the debt. They are also required by law to report the delinquent account to private collection agencies through the Department of the Treasury.

12. FUNDS TRANSFER

a. A member can plus up the electronic value on his/her Navy Cash card with a check, cash, or refund at the Disbursing Office. Checks and cash received in exchange for electronic credit on the Navy Cash card will be treated as public funds and maintained in the Disbursing Officer's safe. Checks that are exchanged for electronic credit on the Navy Cash card will be treated the same as cash within the Navy Cash system. All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In accordance with reference (a), all transactions will be manually recorded on the Check and Cash Transaction Ledger, which will be kept in the safe.

13. REFUNDS

a. When a crewmember is due a refund from a merchant, for example, Ship's Store or MWR, he or she must first obtain authorization, for example, from the Sales Officer or MWR Officer, or a designated representative, on a standard, serialized, Navy Cash refund chit. In addition, the approving merchant will record the refund on the Refund Chit Log. The crewmember will then take the refund chit to the Disbursing Office and present it to the Disbursing Officer or Deputy.

b. The Disbursing Officer will retain one copy of all approved chits and the end of month reports summarizing all refunds. The original chits will be returned to the approving merchants for verification against the serialized logs.

14. FUNDS TRANSFER FROM CHIP

a. A member can convert the electronic value on his/her Navy Cash chip to cash at the Disbursing Office. Transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, transactions will be recorded manually on the Check and Cash Transaction Ledger and kept in the safe.

b. When a member no longer requires a visitor card (e.g., checking off ship, leaving Navy service, etc.) the card shall be turned in to the Disbursing Office, and the value on the chip shall be returned to the member. The return date shall be entered on the Card Issue Log and the card shall be returned to the "chip-only" spare card stock for re-issue.

c. The Navy Cash Application is designed to handle electronic value transfers from the chip on a customer's Navy Cash card to the various Navy Cash accounts held by retail merchants on the ship, e.g., Wardroom, Chiefs Mess, Ship's Store, etc. Because these transactions represent electronic transfer of value, they are handled completely within the Navy Cash application and do not affect the Disbursing Officer's accountability or other responsibilities for funds. Similarly, transferring value at the K80 Cashless ATMs, e.g., from the chip on the Navy Cash card to a Navy Cash account, are handled within the Navy Cash application and do not affect the Disbursing Officer's accountability.

15. INDICATE END-OF-DAY

a. At the end of a business day, the Disbursing Officer or Deputy must perform the "Indicate End of Day". This will end all business transactions for that particular day and the system will begin recording all subsequent transactions for the next business day.

b. On non-workdays, Saturday, Sunday etc., if no one from disbursing will be on duty at the end of the business day, the IEOD function can be initiated automatically at a preset time. .

16. REPORTS

a. The Disbursing Officer and other responsible individuals, e.g., Sales Officer, MWR Officer, Chief's Mess Treasurer, etc., will compare the daily reports with reports from other existing systems to verify accuracy. Navy Cash generated reports state the collections that have been recorded to any particular activity. Therefore, the reports serve the same function to an accountable officer as a signed page in the NS 470 or a deposit ticket.

b. Transaction reports will be generated for all enrolled merchants. Typical enrolled merchant accounts are:

- (1) MWR
- (2) Post Office — Metered Mail
- (3) Post Office — Money Orders
- (4) Post Office — Stamps
- (5) Ship's Store
- (6) Vending — Store Items (e.g., Snack, Phone Cards, Soap)
- (7) Vending — Soda
- (8) Vending — Amusement Machines
- (9) Chiefs Mess
- (10) General Mess
- (11) Wardroom
- (12) Flag Mess
- (13) Commanding Officer's Mess
- (14) First Class Petty Officer Association.

17. SAFE BANK TRANSACTIONS.

a. The "Safe Bank Transaction" functionality enables the Disbursing Officer to make adjustments to the check amount and cash amount in the Safe Audit Summary Report (SASR) in

order to change the balance reported by the Navy Cash application. This functionality will be used during the “End-of-Month” process to reset the SASR to a zero balance.

b. In addition, this functionality can be used to create adjustments to the SASR when an out of balance condition exists. This action should be used as a last resort and only as a temporary fix to continue with the “End-of-Day” process when the out-of-balance condition cannot be rectified. The Disbursing Officer should go back and complete all required actions for an out of balance condition, as stated in Chapter 6 of reference (a).

18. NETWORK OPERATIONS CENTER (NOC) SELECTION.

a. Navy Cash is designed to exchange data with its shore component through multiple paths. To ensure maximum throughput, the Navy Cash server on the ship *automatically* switches among these paths, so that, if any one path is inoperable for any reason, data files will continue to flow without action on the part of the Disbursing Officer. Nonetheless, it is not uncommon for ships to experience temporary communication outages while they are underway.

b. If all active paths are failing consistently, consult on-board ITs about the status of ship-to-shore communications in general. If other ship-to-shore communications are functioning well, ask the ITs to verify the Access Control List (ACL) entries in the shipboard router. If the ITs report that these are properly in place, contact the CSU for assistance.

19. PROCESS SPLIT PAY FILE

a. The procedures for the Navy Cash Split Pay Option (SPO) follow the procedures in place today for non-Navy Cash ships. The member will continue to sign a locally generated form to authorize SPO, and an HM series FID will be generated in the DMO system. However, all SPO payroll functions will be accomplished between DFAS Cleveland and the Treasury Financial Agent. The SPO payroll dollars will continue to appear on the pay message, but no action is required by the ship.

b. Should the Treasury Financial Agent reject SPO payroll payments, e.g., for individuals that do not have Navy Cash accounts, the funds will be returned to DFAS Cleveland to be credited back to the individuals’ Master Military Pay Accounts (MMPAs). After every payday, the Disbursing Officer should review the rejected SPO payments report the Treasury Financial Agent sends to the ship. The Disbursing Officer should then monitor the MMPA to see when the SPO payroll amounts have been credited back to these individuals’ accounts. Once the amounts are reflected in the MMPAs, the Disbursing Officer can pay the individuals as appropriate.

c. In the event of a communications interruption around payday, which is normally held on the 1st and the 15th of the month, the Disbursing Officer has the option to run a provisional SPO payroll on the ship. Cardholders who are enrolled in SPO can be given a “provisional credit” in the amount of their SPO payroll amounts. The Navy Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder’s customer profile information and provides the Disbursing Officer the ability to update the SPO payroll amounts. Even when the Navy Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy Cash back end ashore for processing. When communications are restored, the Navy Cash system synchronizes the Navy Cash accounts between ship and shore. The provisional split pay files will be sent from ship to shore as a part of the normal end-of-day processing, and the Navy Cash system will reconcile Navy Cash accounts on the ship so they reflect the correct balances.

20. VENDORS

a. Money Exchange by Vendors in a Foreign Port

(1) When a ship pulls into a port, the Disbursing Officer will issue the vendors portable K22 point of sale devices, each set to one of the transient merchants and using a separate operator ID number for each operator. The vendor will use the K22(s) to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards in exchange for foreign currency. The vendor will also maintain a currency exchange log and record each transaction. The Disbursing Officer will provide the vendor a sufficient number of copies of the log.

(2) At the end of each day or at the end of the port visit, the vendor will bring the K22 and the currency exchange logs back to the Disbursing Office. The Disbursing Officer or Deputy will download the information contained on the K22 to the Navy Cash server. Once the reports generated by the Navy Cash system and the vendor's currency exchange logs are reconciled, the Disbursing Officer will cut an exchange for cash remittance check to the vendor for the amount of the money exchanged (for more detailed procedures see SOP paragraph 8.5.1).

b. Concessionaire Sales by Vendors in a Foreign Port

(1) The Sales Officer will check out hand-held battery-operated K22 point of sale devices for each vendor, using a separate operator ID for each operator. The vendor will be responsible for this device and use it to record all Navy Cash transactions and collect value from the cardholders' Navy Cash cards. The vendor will also maintain concessionaire number control logs and SS-141 forms and record each transaction. The Disbursing Officer will provide the vendor a sufficient number of copies of the log.

(2) At the end of each day or at the end of the port visit, each vendor will bring the K22 and all appropriate paperwork back to the Sales Office. The Sales Officer will download the K22 sales information to the Navy Cash server. Once the reports generated by the Navy Cash system and the vendor's SS-141s and control logs are reconciled, the Disbursing Officer will cut an exchange for cash remittance check to the vendor for the amount due the vendor (for more detailed procedures see SOP paragraph 8.5.3).

21. NAVY CASH QUARTERLY CASH VERIFICATION

a. All funds collected, disbursed, or maintained by the Disbursing Officer, Deputies, and Agents are to be considered public funds. Therefore, responsible individuals will be required to show auditable proof for the disposition of those funds. Any accountable items, to include cash, checks, blank card stock, and the like, will be verified in the same manner as prescribed within the DODFMR Volume 5 Appendix A.

b. The cash verification board will use the Daily Cash Transaction Ledger as well as the Disbursing Officer's Safe Audit Summary Report to substantiate all funds being held on line 6.9 of the DD 2657.

c. All Navy Cash funds collected and reported as deposits on the SF 1219 can be substantiated by the End Of Month reports generated by the Navy Cash System. For example, the Disbursing Officer reports a \$10,000 deposit on line 4.2 of the SF 1219 for the Ship's Store. There should be a corresponding End Of Month report showing \$10,000 in electronic collections for the same month.

d. All blank Navy Cash card stock shall be verified by count against the Navy Cash Card Issue Log and the Bulk Navy Cash Card Log, and an entry shall be made in the Bulk Navy Cash Card Log to document the audit.

e. Card Reports. The cash verification team will generate card reports for all Navy Cash Disbursing Application users (see paragraph 8.4.18, Card Report). The card reports will be used to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

CO's Signature

Distribution

Reason for Negative Balance	Guidelines ¹ for Negative Navy/Marine Cash Account Balances		
	First Occurrence	Second Occurrence	Third Occurrence
Returns from Home Account Requests ²	<p>System <i>temporarily</i> blocks access to DDA until negative balance is corrected.³ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Disbursing has discretion to reduce daily max limit down from \$400 for 30 days⁴. • If willful negligence or fraud suspected, Non-Judicial Punishment (NJP) or court-martial under Article 92 of Uniform Code of Military Justice (UCMJ) 	<p>System <i>temporarily</i> blocks access to DDA until negative balance is corrected.³ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Notify member of second occurrence via member's chain of command • Disbursing has discretion to reduce daily max limit from previous limit for 60 days • Block access to DDA for 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>System <i>permanently</i> blocks access to DDA.³ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash account indefinitely • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ
ATM and Point-of-Sale Purchases Ashore ⁵	<p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Notify member of second occurrence via member's chain of command • Block (suspend) Navy Cash account 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>Options:</p> <ul style="list-style-type: none"> • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash account 60 days • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ

¹ Several options are presented for each reason a Navy Cash account balance might go negative. Actual action taken is at discretion of cardholder's chain of command. Guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe.

² ACH transactions returned from cardholder's DDA account, i.e., home bank or credit union, resulting in a negative balance. Reasons for returned transactions include: nonsufficient funds (NSF) in cardholder's account, closed account, invalid account information, etc.

³ ACH access automatically blocked when ACH return received and Navy Cash (strip) account goes negative. If NSF and balance restored to \$0 or greater, block is removed in first two instances of NSF returns. ACH block remains in place on receipt of third NSF return. If non-NSF return received, ACH access remains blocked until banking info updated.

⁴ For first occurrence, reduction based on graduated access limits determined by rate/rank: E1–E2 \$50, E3–E4 \$75, E5–E6 \$100, E7 and above \$200. For second occurrence: E1–E2 \$10, E3–E4 \$25, E5–E6 \$50, E7 and above \$100. For third occurrence, access to DDA blocked indefinitely.

⁵ Debit card purchases or ATM withdrawals ashore that cause the Navy Cash (strip) account to go negative. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

Appendix L

Guidelines for Negative Account Balances

1. The table at the end of this appendix provides guidelines for taking action in the case of a cardholder whose Navy Cash account balance is negative. The guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe. These guidelines are offered as suggestions only; the actual action taken is at the discretion of the cardholder's chain of command.

2. Disbursing Officer's Responsibilities. When a cardholder's Navy Cash account balance is negative, the Disbursing Officer is responsible for dealing with the negative balance in accordance with the procedures delineated in paragraph 8.8 of this SOP. The amount of any negative Navy Cash account balance represents a debt to the U.S. Treasury's Navy Cash funds pool, and the Disbursing Officer is responsible for collecting on that Government debt, even though the amount of that debt is not part of the Disbursing Officer's accountability.

3. How Negative Balances Occur

a. When requests to transfer funds at a K80 Cashless ATM are dishonored and returned from cardholders' home bank or credit union accounts. Reasons for returned transactions include: nonsufficient funds (NSF), closed account, invalid account information, etc.

b. As a result of debit card purchases or ATM withdrawals ashore when there are not sufficient funds in cardholders' Navy Cash (strip) accounts. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

c. When cardholders use their Navy Cash debit feature ashore, the new balance in their Navy Cash accounts will be reflected ashore immediately, but won't be reflected on the ship until the next end-of-day processing is completed between ship and shore. If, when they get back to the ship, they transfer money to their chips based on their old balances, their Navy Cash accounts will end up with negative balances once all their transactions are fully processed.

4. Managing Negative Balances

a. Navy Cash System Checks. The Navy Cash system automatically blocks Navy Cash access to a cardholder's bank or credit union account when an Automated Clearing House (ACH) transaction return is received and the cardholder's Navy Cash (strip) account goes negative. If the reason for dishonoring and returning the ACH transfer request is NSF, once the Navy Cash account balance is restored to \$0 or greater, the ACH block is automatically removed in the first two instances of NSF returns. The ACH block will not be removed automatically on receipt of the third NSF return, and the cardholder must request that the Disbursing Officer initiate action to reinstate access. If an ACH return is received for a reason other than NSF, ACH access remains blocked until an individual's banking information is updated. The Disbursing Officer should work with the cardholder to update any invalid bank or credit union account information, so Navy Cash ACH access can be unblocked.

b. Automatic Representation. Managing and collecting on negative Navy Cash account balances represented a sizeable workload for Disbursing. Navy Cash implemented automatic representation to reduce that workload.

(1) ACH Transfer Requests Returned for NSF. If a cardholder's request at the K80 Cashless ATM to transfer funds from a bank or credit union account is returned for NSF, the ACH transaction will automatically be presented up to two more times on successive pay days.

(2) Automatic Representation Process

(a) Pay day is on the 1st and 15th of each month. If the 1st or 15th falls on a weekend or holiday, pay day is the duty day preceding the weekend or holiday. The Navy Cash system ashore will create an ACH representation file one day prior to pay day, so the receiving banks or credit unions can debit the accounts first thing on pay day. For example, if the 15th falls on a Monday and is a holiday, the ACH representation file will be created on the 11th, and the accounts will be debited on pay day on the 12th.

(b) If the first representation is also returned for NSF, the ACH transfer request will be represented automatically a second time on the following pay day.

(c) Navy Cash automatically blocks Navy Cash access to a bank or credit union account when ACH transfer requests are returned for NSF or any other reason and the Navy Cash account balance goes negative. For the first or second return for NSF, the block is temporary, until the account balance returns to zero or a positive amount. For the third return, the block is "permanent", and the Disbursing Officer must decide whether or not to unblock access, once the Navy Cash account balance returns to zero or a positive amount.

(d) With automatic representation, a single ACH transfer request returned for NSF could result in a cardholder's Navy Cash ACH access being blocked "permanently" if both representations are also returned for NSF.

(3) Specific Characteristics of Automatic Representation

(a) Funds Held for Five Days. When a returned transaction is represented, the funds will not be posted immediately but will be held for five business days to ensure the cardholder does not use those funds until it is reasonably certain the represented transaction will not be returned for NSF as well.

(b) Returned Transactions of \$5 or More. To avoid the potential for multiple bounced check fees for very small transactions, automatic ACH representation will proceed only if the value of the returned transaction is \$5 or more. With Navy Cash, some cardholders transfer as little as 50 cents from their bank or credit union accounts. In some cases, even these small transactions are returned for NSF, and banks and credit unions may charge a bounced check fee. There is a risk that automatic representations for these very small ACH transactions would also be returned for NSF and additional bounced check fees. The amount of \$5 was selected to balance the requirement to protect the individual cardholder with the requirement to reduce Disbursing workload. The Navy Cash program will review this floor limit annually.

(4) Limitations of Automatic Representation

(a) At Implementation. Automatic representation only works with ACH transactions that are processed after it is implemented on the ship. Negative Navy Cash account balances incurred before automatic representation was implemented will not be processed by automatic representation.

(b) Only ACH Transfer Requests Over \$5 Returned for NSF. With the Navy Cash implementation of automatic representation, only an ACH transfer request of \$5 or more that is returned for NSF will be represented.

(c) Other ACH Transfer Requests Returned. ACH transactions will also be returned if the bank or credit union account has been closed, the account information is invalid, the account is not authorized for ACH transactions, etc. ACH transactions returned for reasons other than NSF will not be processed by automatic representment. If a transaction is returned for invalid account information, Navy Cash automatically blocks Navy Cash access to the bank or credit union account. The Disbursing Officer should work with the cardholder to update any invalid bank or credit union account information, so Navy Cash ACH access can be unblocked.

(d) Insufficient Funds in Navy Cash (Strip) Account. When a cardholder uses a Navy Cash card ashore, the amount of the purchase or ATM withdrawal may have exceeded the available balance. However, the ATM withdrawal or debit card purchase may have been allowed, rather than being denied, because the financial network was not available, the merchant did not have online authorization capability, the transaction was below the merchant's floor limit, there was a merchant hold on the account, etc.

(e) Timing of Navy Cash Transaction Processing. When a cardholder uses a Navy Cash card ashore, either to get cash at an ATM or to purchase something at a store, the new balance in the Navy Cash (strip) account is reflected ashore immediately, but isn't reflected on the ship until the next end-of-day processing is completed between ship and shore. If the cardholder got back to the ship and checked the strip account balance before this processing was completed, the K80 would have shown the old balance not the new balance. If the cardholder transferred money to the chip based on the old balance, the Navy Cash account may have ended up with a negative balance once all the transactions ashore and on the ship were fully processed.

(f) Recurring Payment. When a cardholder uses a Navy Cash cards for a recurring payment they pre-authorized, they may have forgotten to add money to their Navy Cash (strip) account to cover the cost of the payment. A recurring payment that exceeds the available balance will be declined, but only if the merchant tries to get authorization first. If the merchant is "force posting" the transaction without getting prior authorization, a recurring payment that exceeds the available balance will result in a negative balance.

5. Collecting on Negative Balances

a. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, if a cardholder's account balance has gone negative for a reason other than NSF, if the NSF is under \$5, or if the two automatic representments failed, the Disbursing Officer is still responsible for collecting on the amount of the debt owed the U.S. Treasury's Navy Cash funds pool.

b. Review Negative Balance and Returned Items Detail Reports Daily. Report Lists all Navy Cash accounts with negative balances and indicates if an account is negative due to an ACH transfer request returned for NSF. It also indicates if the negative balance is covered by automatic representment and if the NSF is from the initial ACH transfer request or either of the two representments.

(1) Automatic Representment Pending. If an account is negative because of an ACH transfer request returned for NSF and covered by automatic representment, the details of the pending representment are listed on the report immediately below the line of account data. The Disbursing Officer should not take any collection action on negative accounts for which details are listed, because representment actions are pending.

- If the ACH REPRESENTMENT COUNT = 0, the ACH request is scheduled to be represented for the first time on the date.
- If the ACH REPRESENTMENT COUNT = 1, either the ACH request was represented on the date and is in the five-day waiting period, or the ACH request is scheduled to be represented for the second time on the date.
- If the ACH REPRESENTMENT COUNT = 2, the ACH request was represented a second time on the date and is in the five-day waiting period.

(2) No Representation Pending. If the second automatic representation fails, no details are listed on the report below the account, because no further representations are pending. If someone's account is negative because of Navy Cash card transactions not covered by automatic representation, no details are listed on the report below the account. The Disbursing Officer should initiate collection action immediately on all negative accounts for which no details are listed, because no representations are pending.

(3) Funds Held for Five Days. When a returned ACH transfer request is represented, the funds are not posted immediately but are held for five business days to ensure the cardholder cannot use the funds until it is reasonably certain the represented transaction will not be denied and returned as well. The cardholder's negative balance will continue to appear on the Daily Negative Balance Report until the five-day waiting period is over.

(4) Returned Items Detail Report. Assists in investigating negative balances. Provides details for transactions that were processed and returned for NSF or that were not processed and were returned because of invalid account information. Cardholders who appear on the report because of invalid account information should be contacted, so they can update their bank or credit union account information.

c. Notify Cardholder. Immediately notify via e-mail (include the cardholder's chain of command for second and third occurrences) any cardholder whose negative Navy Cash (strip) account appears on the report with no representation details. Once notified, cardholder shall report to the Disbursing Officer within two working days to establish how the cardholder's Navy Cash balance will be restored to \$0 or greater.

d. Collect on Negative Balance. For each negative balance listed on the report with no representation details, collect the amount of the negative balance within 10 working days after the date of receipt of the pertinent negative balance report. The options available for collecting on the amount of a negative balance as detailed in paragraph 8.8.1.e of this SOP. Apply a pay checkage (DS01) the cardholder's pay account if no response is received from the cardholder within the prescribed period. The Company Code for Navy Cash is D411179.

e. Disciplinary Action. Recommend any disciplinary action considered necessary through the cardholder's chain of command within five working days of receipt of the pertinent Negative Balance Report, particularly if willful negligence or fraud is suspected.

f. The Disbursing Officer must ensure the cardholder's Navy Cash access to a bank or credit union account ashore remains blocked until the negative balance is resolved and the balance is zero or positive.

g. If a cardholder has had three ACH transactions returned for NSF resulting in negative balances, the Disbursing Officer must decide whether or not to unblock Navy Cash access to the bank or credit union account ashore, once the Navy Cash account balance has returned to zero or a positive amount.

6. Command Policy. The Commanding Officer is responsible for establishing a Navy Cash policy for the command that identifies such things as the limits on the number of negative balances, disciplinary repercussions, e.g., reducing the daily limits for transfers from bank or credit union accounts, associated with Non Sufficient Funds (NSF) or other returned transactions and negative Navy Cash account balances, and the suspension of a cardholder's card for misuse. The guidelines in the following table should assist in putting together that policy.

Reason for Negative Balance	Guidelines ⁶ for Negative Navy/Marine Cash Account Balances		
	First Occurrence	Second Occurrence	Third Occurrence
Returns from Home Account Requests ⁷	<p>System <i>temporarily</i> blocks access to DDA until negative balance is corrected.⁸ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Disbursing has discretion to reduce daily max limit down from \$400 for 30 days⁹. • If willful negligence or fraud suspected, Non-Judicial Punishment (NJP) or court-martial under Article 92 of Uniform Code of Military Justice (UCMJ) 	<p>System <i>temporarily</i> blocks access to DDA until negative balance is corrected.³ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Notify member of second occurrence via member's chain of command • Disbursing has discretion to reduce daily max limit from previous limit for 60 days • Block access to DDA for 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>System <i>permanently</i> blocks access to DDA.³ Disbursing has discretion to unblock access</p> <p>Options:</p> <ul style="list-style-type: none"> • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash account indefinitely • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ
ATM and Point-of-Sale Purchases Ashore ¹⁰	<p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>Options:</p> <ul style="list-style-type: none"> • Counseling from DISBO on managing Navy Cash account more effectively • Notify member of second occurrence via member's chain of command • Block (suspend) Navy Cash account 30 days • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ 	<p>Options:</p> <ul style="list-style-type: none"> • Notify member of third occurrence via member's chain of command • Block (suspend) Navy Cash account 60 days • Confiscate Navy Cash card; provide visitor card funded only via cash or SPO • If willful negligence or fraud suspected, NJP or court-martial under Article 92 of UCMJ

⁶ Several options are presented for each reason a Navy Cash account balance might go negative. Actual action taken is at discretion of cardholder's chain of command. Guidelines are based on the number of times a cardholder's account has gone negative and are listed in order of severity, from least severe to most severe.

⁷ ACH transactions returned from cardholder's home bank or credit union account resulting in a negative balance. Reasons for returned transactions include: nonsufficient funds (NSF), closed account, invalid account information, etc.

⁸ ACH access automatically blocked when ACH return received and Navy Cash (strip) account goes negative. If NSF and balance restored to \$0 or greater, block is removed in first two instances of NSF returns. ACH block remains in place on receipt of third NSF return. If non-NSF return received, ACH access remains blocked until banking info updated.

⁹ For first occurrence, reduction could be based on graduated access limits determined by rate/rank: E1–E2 \$50, E3–E4 \$75, E5–E6 \$100, E7 and above \$200. For second occurrence: E1–E2 \$10, E3–E4 \$25, E5–E6 \$50, E7 and above \$100. For third occurrence, access to DDA could be blocked indefinitely.

¹⁰ Debit card purchases or ATM withdrawals ashore that cause the Navy Cash (strip) account to go negative. Possible causes include merchant holds, merchant without online authorization capability, transaction below merchant floor limit, network unavailable, etc.

Appendix M

Purchasing Stamps for Sale in Ship's Store

1. Ship's stores are authorized to sell U.S. Postal Service (USPS) stamp booklets. Sale of single stamps is not authorized. Procedures for the purchase and sale of stamps are outlined below.
2. Purchasing Stamps from the Ship's Post Office
 - a. Prior to purchasing stamps, the Sales Officer will create a new stock department (P1) in ROM II for the stamp booklets. A stock number (UPC) will be created for the new item. The mark-up percentage for department P1 will be zero percent.
 - b. An Order for Supplies or Services, DD Form 1155, will be prepared in accordance with NAVSUP P487, paragraph 4022, and as outlined in the ROM II User's Guide, except that the senior supply officer will sign the purchase order. In block 9 of the DD 1155, the words "Ship's Post Office" will be entered.
 - c. A Public Voucher for Purchases and Services other than Personal, Standard Form (SF) 1034, will be prepared charging the Navy Working Capital Fund. The SF1034 will be approved by the senior supply officer. The Sales Officer will give the Disbursing Officer the following:
 - (1) Original and one copy of the DD 1155.
 - (2) Original and all copies of the SF 1034.
 - d. The Disbursing Officer will make the payment in cash and transfer the value to the ship's store Navy Cash merchant card for payment of the stamps.
 - e. The Sales Officer will go to the Postal Petty Officer (PPO) and use the ship's store Navy Cash merchant card to pay for the stamps. The PPO will then issue the stamps to S-3. One copy of the DD 1155 and the SF 1034 are required for accounting purposes and to maintain accountability. Both will be filed in the AO File.
3. Returns from Customers. There are no refunds for stamps.
4. Effect on Financial Operations. Each book of stamps represents a zero percent profit margin because the cost price and retail price are the same. When combined with total store sales, the sale of stamps should not measurably affect the overall gross profit of an operation.
5. Receipt and Processing of Stamps into S-3. The Sales Officer will follow the procedures outlined in NAVSUP P487, Chapter 5, when receiving stamps from the PPO.
6. Mandatory Price Increases. If there is an increase in postage rates, the Sales Officer will purchase "make-up stamps" from the PPO in accordance with NAVSUP P487, paragraph 3401, to bundle and sell with the current on-hand inventory. A stock record card will be created and the "make up stamps" will be assigned to department P-1. Bundled stamp booklets will be depleted before new booklets with the new price are purchased.
7. Security of Stamps. Ship's store operators are responsible to the Sales Officer for stamp inventory and sales conducted in the ships store. Operators will exercise care and diligence in all sales transactions. Stamp booklets will be kept in a secure location, and only the ship's store operator(s) will have access during the working hours of the ship's store.

8. Damaged Stamps. Damaged stamp booklets may be exchanged with the PPO or post office for booklets of the same value.

Appendix N

Processing Official Mail

1. On Navy Cash ships, the ship's Official Mail Manager (OMM) is authorized to be set up as a Navy Cash merchant, so the OMM can use a Navy Cash merchant card to pay for postage and postal services when processing official mail. The responsibilities of the OMM are identified in Department of Defense Instruction 4525.08, DoD Official Mail Management.

a. In Navy Cash, OFFICIAL MAIL MANAGER is a private merchant. Although the OMM does not handle sales receipts and is not settling to a bank or credit union account or to the Navy Cash (strip) account, the strip account is used to deposit the entire amount of the funds provided to pay for the anticipated cost of the postage and postal services (see paragraph 3 below).

b. To activate the OFFICIAL MAIL MANAGER merchant, the Disbursing Officer must contact the CSU. In the request, the Disbursing Officer must include the name, phone number, and e-mail address of the OMM as the Point Of Contact (POC) for the OFFICIAL MAIL MANAGER merchant. Again, the OMM will not be settling to a bank or credit union account or to the strip account. The strip account will only be used to deposit the funds provided for official mail. Funds can then be transferred to the chip as needed to pay for postage and postal services.

c. Once the OMM is enrolled by the CSU ashore, the new account information will be updated on the ship when the next end-of-day round trip is completed between ship and shore. At the same time, the ship's current merchant list will be updated with OFFICIAL MAIL MANAGER, if necessary. The OMM's Navy Cash merchant card will be forwarded to the ship automatically.

2. Navy Cash Responsibilities of the Official Mail Manager

a. The OMM is responsible for the security of the Navy Cash merchant card issued for processing official mail. When not in use, the OMM merchant card shall be secured in a locked container or in a locked room, accessible only to the person having custody of the card.

b. The OMM will maintain a signature receipt record (logbook) for the OMM merchant card transferred for use on a sub-custody basis. Normally, only the OMM, Administrative Officer, or Disbursing Officer should have custody of the card. The OMM will require all persons having sub-custody of or using the OMM card to maintain a daily record reflecting:

- (1) Cash value of the OMM card upon receipt or at the beginning of the day.
- (2) Number of official mail pieces mailed.
- (3) Total postage and postal services purchased.
- (4) Cash value of the OMM card at the end of the day.

(5) Receipts for all postage and postal services purchased at the post office. *A card report (see paragraph 8.4.18) can be generated using the Disbursing Application to document postage and postal services purchased in lieu of "receipts", which are no longer available in the ship's Post Office.*

3. Funds Control and Accounting Procedures

a. Prior to deployment, or when appropriate, the OMM will coordinate with the Regional Navy Mail Center (RNMC), or other appropriate Navy mail facility, to prepare a Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal. The

SF 1034 will include the accounting data and funds for the anticipated cost of the postage and postal services required for official mail during the deployment.

b. The Disbursing Officer will process the SF 1034 and load the value on the OMM Navy Cash merchant card. There is no need to cut a Treasury check if the OMM is only going to give the cash back to the Disbursing Officer to load the funds on the Navy Cash card.

c. If the OMM requested a Treasury check, the Disbursing Officer shall prepare the check for the entire amount of the SF 1034 made payable to the OMM. The OMM will cash the Treasury check with the Disbursing Officer and load the funds on the strip of the Navy Cash OMM merchant card in accordance with paragraph 8.4.13, Deposit Cash or Check to Strip. The entire amount of the Treasury check must be loaded on the strip; partial payments are not authorized.

d. If the OMM did not request issuance of a Treasury check, the Disbursing Officer shall cash out the entire amount of the SF 1034, ensure the OMM signs for the cash on the SF 1034, and load the funds on the strip of the OMM merchant card. Again, the entire amount of the SF 1034 must be loaded on the card; partial payments are not authorized.

e. The Disbursing Officer will record the transfer of the payment to the OMM merchant card as a cash transaction on the Daily Cash Transaction Ledger in accordance with paragraph 8.4.14. Although the transfer is essentially a cash-to-strip transaction, the OMM shall sign 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.

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

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

f. The OMM can transfer funds from the strip to the chip as needed at the K80 Cashless ATM and then take the Navy Cash card to the post office to pay for purchases of postage and postal services for official mail.

g. If a question arises about the record of transactions for the OMM Navy Cash merchant card, the OMM can go to the disbursing office and request a Card Report for the OMM merchant card (see paragraph 8.4.18). The “Card Report” link in the Navy Cash application can provide a breakdown of all transactions, including all loads and purchases, for any period specified.

Appendix O

Barge Support

1. Ships undergoing availabilities in shipyards often use barges as temporary office, messing, and berthing spaces. To accommodate Navy Cash ships when required, selected barges have been equipped with the basic infrastructure of serial and LAN drops and equipment racks/foundations needed to support limited Navy Cash operations. The Navy Cash equipment itself, such as the server, workstations, K80 Cashless ATM and router, and K22 Point of Sale (POS) devices, would be relocated from the ship to the barge. As an example, the table below lays out the typical configuration for YRBM(L) size barges.

Barge Configuration – YRBM(L)

Serial/ LAN Drops	To Support
3	Vending Machines
2	Server
1	Disbursing Workstation
1	Sales Office
1	Download Box
2	Ship's Store
1	Post Office
1	K80 and Router
1	Post Office

2. Coordinate with Barge Managers. If it becomes necessary to move Navy Cash to the barge, this requirement must be communicated to the Barge Managers along with the ship's other requirements. Given enough lead time, Barge Managers can match Navy Cash ships to Navy Cash barges.

3. Relocate Navy Cash Equipment. To relocate Navy Cash equipment from the ship to the barge, the ship can request assistance from L-3 Communications. The ship will work directly with L-3 Communications to arrange these services and will be responsible for all costs associated with the relocation. If the ship decides to relocate the equipment using ship's force, the ship will be responsible for any damages to Navy Cash equipment sustained during the move.

a. There are basically three options for relocating the equipment, and two of these necessitate a purchase order (contract) between the ship and L-3 Communications before any work commences.

(1) Option 1 allows the support contractor to perform all of the work necessary to move Navy Cash equipment from the ship to the barge or to return that equipment from the barge to the ship, including the configuration and restoration of the Navy Cash system.

(2) Option 2 allows ship's force to move the equipment necessary to move Navy Cash operations to the barge or to return the equipment to the ship. After ship's force moved the equipment, L-3 Communications would restore the configuration and operation of the Navy Cash system.

(3) Option 3 allows ship's force to perform all of the work necessary to move the Navy Cash equipment from the ship to the barge or from the barge to the ship without any assistance from L-3 Communications. However, any work to restore operations related to the movement of equipment that would necessitate a visit from L-3 Communications would incur a cost.

b. Request a Case Number. Each time there is a request for barge support that would involve work performed by L-3 Communications, the ship should contact the Central Support Unit (CSU) (see paragraph 8.14.1) so that a case number can be generated for tracking purposes. The ship must then generate a purchase order for any work to be performed by L-3 Communications.

4. Ensure Navy Cash is Fully Operational. The ship must ensure that the Navy Cash system is fully operational prior to the relocation. Any hardware, software, communications, or operational issues should be reported to the Customer Service Center (see paragraph 8.14.1). It will be much easier to resolve any issues before the equipment has been moved to the barge.

5. Vending Machines. To operate with Navy Cash, any vending machines on the barge must be compatible with Navy Cash. If soda vending machines are to be installed on the barge, the Coke and Pepsi distributors need to be aware of the requirement to install "MDB compliant" machines that will be operating with Navy Cash. To accommodate shipyard, SIMA, or other short-term guests during the availability, the ship can set up selected "cash only" vending machines and/or vending machines that take both coins and Navy Cash by turning on the coin acceptor (see paragraph 1.7, Visitors, Guests, and Dependents). If the Navy Cash server must be relocated from the ship to the barge, the vending machines on the ship may have to be turned off or revert to accepting cash by replacing the CAD with a dollar bill validator and/or turning on the coin acceptor during the availability (see paragraph 7.7.3, CAD Failure). Any cash collected will be handled in accordance with existing procedures.

6. Barge Checklist. The checklist below has been developed to lay out the ship's responsibilities in working with L-3 Communications to relocate Navy Cash equipment to the barge.

7. Move Back to Ship. At some point near the end of the availability, the Navy Cash equipment that was moved to the barge will need to be moved back to the ship. Again, the ship must work directly with L-3 Communications to arrange these services and will be responsible for all costs associated with the relocation. With some straightforward substitutions, the Barge Checklist can be used to support the move from the barge to the ship as well.

CHECKLIST FOR MOVING NAVY CASH TO A BARGE

SHIP: _____

BARGE: _____

NAVY CASH MOVE ABOARD DATE: _____

L-3 COMMUNICATIONS ENGINEER: _____

Item	Responsible Shipboard POC	Task ¹¹	I-3 Initials
Network Connectivity			
1		Ensure the Local Area Network (LAN) on the barge is up and connectivity is established between all servers and workstations on the barge.	
2		Ensure that the barge can communicate to shore and that web browsing is fully functional.	
3		If the barge has a router and the ship's router isn't moving to the barge, ensure that the password to the router is available, so that the router can be checked/configured with the outbound ACL for Navy Cash if necessary. If the activity that controls/maintains the router will not divulge the password, we will then need a contact to call who can be available quickly.	
Physical Access			
4		Ensure access to all necessary spaces <i>on the ship</i> for Navy Cash components that are intended to be moved to the barge.	
5		Ensure access to all necessary spaces <i>on the barge</i> .	
6		Ensure that Navy Cash vending machines are in place on the barge and the vending machine operator is available to allow access into the machines.	
7		Ensure that network drops for Navy Cash equipments have not been used for other equipments.	
Power			
8		Ensure power is currently supplied to the barge.	
9		Ensure that power outlets for Navy Cash equipments have not been used for other equipments.	

¹¹ Any item not completed prior to the scheduled move aboard may incur additional costs to the ship.

Appendix P

Navy Cash Merchants

Navy Cash merchants are set up for each retail location on the ship as a part of the initial implementation process. Navy Cash essentially eliminates the circulation of bills and coins on the ship. Transactions are processed electronically in the Ship's Store, Post Office, Wardroom, Chief's Mess, at vending machines, etc. Reports at the end of each day record receipts from sales for the day. Funds are settled electronically on a daily, weekly, or monthly basis.

1. Private Merchants

a. Option to Settle to Checking or Strip Account. Private merchants have the option to settle either to the bank or credit union checking accounts specified when their Navy Cash merchant accounts are established at implementation or to the Navy Cash (strip) account. A Navy Cash merchant account can also be established without a corresponding checking account. In that case, funds are settled only to the strip account. Generally, if most of a merchant's payments are made by check, it is probably better to settle to a bank or credit union account; if most of a merchant's payments are made with the Navy Cash card, it is probably better to settle to a Navy Cash (strip) account. Money can always be transferred among the Navy Cash chip and strip accounts and the bank or credit union checking account, if one was specified.

b. Option to Settle Daily or Weekly. Private merchants also have the option to settle on either a daily or a weekly basis. By default, private merchants are initially set up to settle on a daily basis. For merchants who elect to settle on a weekly basis, deposits are initiated on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month includes 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 had to be mailed to a bank or credit union ashore for deposit to the merchant's checking account.

c. Settlement Timing and Availability of Funds. Navy Cash funds settled to a checking account ashore *are not immediately available* for expenditure. Navy Cash transactions are sent ashore daily as a part of the End-Of-Day (EOD) process, 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 round trip is completed between ship and shore. Merchant settlement reports listing all Navy Cash deposits made are generated ashore on a daily basis for all merchants and sent to the ship at the completion of the EOD process.

2. Line of Accounting (LOA) Merchants

a. For merchants who settle to LOAs, receipts from sales are sent ashore as a part of the EOD process and held in the appropriate merchant accounts within Navy Cash until the end of the month. Summary and detail reports can be generated on the ship as needed or retrieved from the shore reports directory when the EOD process is completed showing the name of the merchant account, the number of transactions, and the dollar value.

b. Monthly Settlement. For some LOA merchants, such as the General Mess and Ship's Store, Navy Cash transactions are settled or "registered" to the appropriate lines of accounting at

the end of each month through the Disbursing Officer's monthly returns. Navy Cash receipts from sales, refunds, and other collections and debits for the month are reported in the Food Service Officer's Monthly General Mess Operating Statement (NS 1359), the Sales Officer's Cash Memorandum of Sales (DD 1149), and the Disbursing Officer's Statement of Accountability (SF 1219). Based on the Sales Officer's and Food Service Officer's reports, the accumulated end-of-month Navy Cash transactions are recorded on the appropriate lines of the Disbursing Officer's SF 1219, and the Disbursing Officer prepares Deposit Tickets (SF 215's) and Debit Vouchers (SF 5515's) in the appropriate amounts. Based on the SF 215's and 5515's, the Treasury Financial Agent enters the funds into the CashLink system. When the Disbursing Officer submits his monthly returns, DFAS uses the SF 1219 to register the funds to the appropriate LOAs. Each month, the Food Service Officer, Sales Officer, and Disbursing Officer must coordinate their monthly reporting responsibilities to make certain that the Disbursing Officer's monthly returns are prepared and submitted on time, so that the funds are credited to the appropriate LOAs on a timely basis.

3. Transient Merchants

a. Transient merchants are generally used when Navy Cash transactions must be settled on an as needed basis to pay a vendor or concessionaire without delay for services or goods provided. The transient merchants are usually only needed for a short time and are commonly settled to a different vendor each time they are used.

b. Within Navy Cash, the standard transient merchants are: Husbanding Agent, Foreign Concessionaire, College Courses, College Books, and Miscellaneous Events. While the other transient merchants were set up for fairly specific purposes, "Miscellaneous Events" was established to handle fund-raising and other events, like a Navy Wives' bake sale or a Chief's Mess special function.

c. Transient merchants are designed to settle to the disbursing office merchant Navy Cash (strip) account on a daily basis and not to a bank or credit union account. The Disbursing Officer then provides an ex-cash-remittance check or cash to the vendor in the amount of the Navy Cash transactions collected by the vendor. Transaction logs maintained by the merchant can be compared with Navy Cash shore reports. If the log and report agree, the Disbursing Officer can cut an ex-cash-remittance check to the merchant or vendor in the appropriate amount. If the log and report do not agree, the differences must be reconciled before the Disbursing Officer cuts the ex-cash-remittance check. Detailed procedures are included at paragraph 8.5 of this SOP.

4. Setting Up a K22 Point of Sale (POS) Device. To enable a merchant to record Navy Cash sales transactions, the Disbursing Officer simply sets up one or more K22s for the appropriate merchant and assigns operator IDs to each K22. Event processing can also be established to collect and report on sales transactions to an additional level of detail. The K22 must be online to the Navy Cash server to access the ship's current merchant list, select the appropriate merchant, select an appropriate event if desired, and log on an operator. If it is to be operated in the offline mode, the K22 can be taken to one of the available Navy Cash "download boxes" or serial ports to select a merchant and log on an operator. When plugged in at the end of the business day or at the end of the event, the K22 automatically uploads sales receipt information to the Navy Cash server for processing at the next end of day. Navy Cash reports of sales receipts can be generated on the ship on an as needed basis.

5. Navy Cash Standard Merchant Listing

a. A set of standard merchants has been established within Navy Cash (see the Navy Cash Merchant Listing at enclosure (1)). Not all merchants are set up for each ship, however. As a part of the process of implementing Navy Cash on each ship, specific merchants are set up based on the size of the ship and the requirements stated by the ship at the time. For example, many ships do not need a Flag Mess or First Class Association merchant (see the sample set of merchant accounts at enclosure (2)). Should a need arise at a later date, additional merchants can be activated at any time by sending a request to the Central Support Unit (CSU).

b. Standard merchant names cannot be changed to accommodate a short-term need on a ship. For example, if the generic merchant PRIVATE ONE has been assigned to Cruise Book Sales for a particular deployment, PRIVATE ONE will appear on the K22 screen and in Navy Cash reports related to Cruise Book Sales. Individual ships are responsible for managing any cross references required between standard merchant names and actual merchants assigned.

c. For the carriers, air wing and squadron merchant accounts can be used as needed while the air wing is embarked. When the air wing leaves the ship, the merchant accounts will no longer be used, and the merchant accounts can then be reused when a new air wing embarks. Individual ships are responsible for managing the cross references between the standard air wing and squadron merchant names and the actual air wing and squadrons assigned. For example, the standard name from the merchant listing SQDN1 CPO MESS DUES could be assigned to VFA 14 for one deployment and to VFA 94 for the next (see the sample set of air wing and squadron merchant accounts at enclosure (4)). It is critical that all the funds on Navy Cash merchant cards be moved from the chip (electronic purse) and the strip (Navy Cash account) back to the home bank or credit union accounts using the K80 Cashless ATM before the air wing and squadrons leave the ship. The Navy Cash merchant cards must also be returned to the Disbursing Office before the air wing and squadrons leave the ship.

6. Activate a Private Merchant. To activate a merchant who settles to a bank or credit union checking account ashore or to a Navy Cash (strip) account on the ship, the Disbursing Officer must contact the CSU. In the request, the Disbursing Officer must include the information needed to enroll the new merchant to include the bank or credit union name, routing number, and account number for the settlement account. The request should also indicate whether the merchant wants to settle on a daily or weekly basis to the checking account specified or to the Navy Cash (strip) account. If the merchant elects to establish a Navy Cash merchant account without a corresponding checking account, the request should so indicate. In that case, funds would be transferred only to the strip account. Once the merchant is enrolled ashore, the new account information will be updated on the ship when the next end-of-day round trip is completed between ship and shore. At the same time, the ship's current merchant list will be updated with the new merchant, if necessary. The new merchant's Navy Cash merchant card will be forwarded to the ship automatically.

7. Generic Private Merchants

a. Recognizing that the named merchants established within Navy Cash will not cover every situation, a set of generic merchants has been established. Generic merchants can be used to "activate" a merchant not specifically named in the Navy Cash merchant listing, such as Family Support Group or Cruise Book Sales. These generic merchants are included in the merchants set up for each and every Navy Cash ship. Individual ships are responsible for managing the cross references between the standard generic merchant names and the actual merchants assigned (see enclosure (3)). For example, Cruise Book Sales could be assigned the

standard name from the merchant listing PRIVATE TWO one deployment and PRIVATE FIVE the next.

b. By default, generic private merchants will be set up to settle automatically to the merchant's strip (Navy Cash) account on a daily basis. If a ship wants to link a bank or credit union account to a generic private merchant, they can update the account through either the Navy Cash application (see paragraph 8.4.22, Account Information Update) or the Navy Cash Disbursing web site (see paragraph 8.14.1 and Appendix E), or by sending a request to the CSU by phone or e-mail (see paragraph 8.14.2). Any updates done through the Navy Cash application are effective immediately on board the ship and will regulate any subsequent transactions at the K80 Cashless ATM. Updates done through the Navy Cash Center web site do not go into effect on board the ship until a round trip is completed between ship and shore. Updates done through the CSU do not go into effect on board the ship until the CSU receives the information, processes the request, and a round trip is completed between ship and shore. If the ship wants to change the settlement schedule (see paragraph 2.b above, Option to Settle Daily or Weekly) or the settlement account (see paragraph 2.a above, Option to Settle to Checking or Strip Account), they must send the request to the CSU.

c. When the need for a generic merchant is over, the merchant account will no longer be used, and the merchant account can be reused when a new requirement emerges. Again, it is critical that all the funds on the Navy Cash merchant card (if one was provided to the merchant) be removed and that the balance for both the strip and the chip accounts be zero when the generic merchant account is no longer needed. The funds can be pushed from the chip (electronic purse) and the strip (Navy Cash account) back to the home bank or credit union account using the K80 Cashless ATM. Alternatively, the funds can be moved from the strip to the chip using the K80, and the chip can then be cashed out at the Disbursing Office. The Navy Cash merchant cards must be returned to the Disbursing Office when the need for the generic merchant is over.

8. Activate an LOA Merchant. To activate a merchant who settles to a line of accounting, for example, a second ship's store when only one ship's store was set up during implementation, the Disbursing Officer must contact the CSU to indicate which merchant to enroll. Once the merchant is enrolled, the new account information will be updated on the ship when the next end-of-day round trip is completed between ship and shore. At the same time, the ship's current merchant list will be updated with the new merchant, if necessary. The new merchant's Navy Cash merchant card will be forwarded to the ship automatically. To add a new vending machine to an existing merchant, the Disbursing Officer simply goes to the "Vending and Ship's Store" link in the Navy Cash application. No transactions can occur at the new vending machine until the Card Access Device (CAD) terminal ID number is associated with the machine in the Navy Cash application.

9. New Equipment. It is the responsibility of the ship to install any new equipment, for example a new vending machine or an additional ship's store, and to pull the cabling from the nearest Navy Cash router to the new equipment. The Navy Cash depot and field support contractor can advise the ship on the nearest available router. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, and/or come on board after the installation is complete to set up the new equipment in the Navy Cash system configuration. Any costs associated with this effort, including travel, will be borne by the ship.

Navy Cash Merchant Listing

LOA Merchants

GENERAL MESS – FOOD
 GENERAL MESS – SURCHARGES
 SHIP STORE
 SHIP STORE #1
 SHIP STORE #2
 VENDING SODA
 VENDING STORE ITEMS
 NAVY DISBURSING
 MARINE DISBURSING
 HANGAR BAY SALES

Private Merchants

POST OFFICE – STAMPS
 POST OFFICE – MONEY ORDERS
 POST OFFICE – METERED MAIL
 WARDROOM MESS – DUES
 WARDROOM MESS – FOOD
 WARDROOM – OTHER
 FLAG MESS – DUES
 FLAG MESS – FOOD
 CPO MESS – DUES
 CPO MESS – FOOD
 1ST CLASS ASSN (*First Class Association*)
 NAVY MWR
 MARINE MWR
 VENDING STAMPS
 RELIGIOUS SERVICES CATHOLIC
 RELIGIOUS SERVICES PROTESTANT
 RELIGIOUS SERVICES ORTHODOX
 OFFICIAL MAIL MANAGER
 TAXI MERCHANT (*to be used only for taxi services set up to support the ship's crew*)
 DUTY FUND

Transient Merchants

FOREIGN CONCESSIONAIRE
 HUSBANDING AGENT
 COLLEGE COURSES
 COLLEGE BOOKS
 MISCELLANEOUS EVENTS

Generic Private Merchants

*PRIVATE SIX through TEN generally assigned to large-deck ships only.
 See enclosure (3).*

PRIVATE ONE	PRIVATE SIX
PRIVATE TWO	PRIVATE SEVEN
PRIVATE THREE	PRIVATE EIGHT
PRIVATE FOUR	PRIVATE NINE
PRIVATE FIVE	PRIVATE TEN

Flag, Air Wing, and Squadron Merchants

Sample listing. Complete listing in enclosure (4).

CVW CPO MESS DUES
 CVW WARDROOM DUES
 CVW 1ST CLASS DUES
 CVW MWR FUND
 SQDN1 CPO MESS DUES
 SQDN1 WARDROOM DUES
 SQDN1 1STCLASS DUES
 SQDN1 MWR FUND

**NAVY CASH POINTS OF CONTACT AND BANK AND CREDIT UNION ACCOUNTS — PART 1
USS NEVERSAIL**

MERCHANT	PYMT FREQ ¹	POINTS OF CONTACT			NAME ON ACCOUNT	ABA NUMBER	ACCOUNT NUMBER	CUST TYPE ²	ACCT TYPE ³	LOA ⁴
		NAME	PHONE	E-MAIL ADDRESS						
SHIP STORE	Monthly				N/A	N/A	N/A	N/A	N/A	Y
VENDING STORE ITEMS	Monthly				N/A	N/A	N/A	N/A	N/A	Y
VENDING SODA	Monthly				N/A	N/A	N/A	N/A	N/A	Y
HANGAR BAY SALES	Monthly				N/A	N/A	N/A	N/A	N/A	Y
GENERAL MESS FOOD	Monthly				N/A	N/A	N/A	N/A	N/A	Y
GENERAL MESS SURCHARGES	Monthly				N/A	N/A	N/A	N/A	N/A	Y
NAVY MWR	Daily									N
MARINE MWR	Daily									N
CPO MESS FOOD	Daily									N
CPO MESS DUES	Daily									N
1ST CLASS ASSN	Daily									N
WARDROOM MESS FOOD	Daily									N
WARDROOM MESS DUES	Daily									N
OFFICIAL MAIL MANAGER	N/A				N/A	N/A	N/A	N/A	N/A	N
TAXI MERCHANT ⁵	Daily									N
POST OFFICE STAMPS	Daily				USPS PFO	123456789	123456789 xxxx			N
POST OFFICE MONEY ORDERS	Daily				USPS PFO	123456789	123456789 xxxx			N
POST OFFICE METERED MAIL	Daily				USPS PFO	123456789	123456789 xxxx			N
VENDING STAMPS	Daily				USPS PFO	123456789	123456789 xxxx			N
FOREIGN CONCESSIONAIRE	Daily				N/A	N/A	N/A	N/A	N/A	N
HUSBANDING AGENT	Daily				N/A	N/A	N/A	N/A	N/A	N
COLLEGE COURSES	Daily				N/A	N/A	N/A	N/A	N/A	N
COLLEGE BOOKS	Daily				N/A	N/A	N/A	N/A	N/A	N
MISCELLANEOUS EVENTS	Daily				N/A	N/A	N/A	N/A	N/A	N

¹ PYMT FREQ = Payment Frequency = Daily, Weekly, or Monthly. Weekly payments are initiated on the 8th, 15th, 22nd, and 28th of the month.

² CUST TYPE = Customer Type = Commercial or Individual = "C" or "I"

³ ACCT TYPE = Account Type = Savings or Checking = "S" or "C"

⁴ LOA = Line of Accounting

⁵ TAXI MERCHANT to be used only for taxi services set up to support the ship's crew.

NAVY CASH POINTS OF CONTACT AND BANK AND CREDIT UNION ACCOUNTS — PART 2

USS NEVERSAIL

MERCHANT	PYMT FREQ ¹	POINTS OF CONTACT			NAME ON ACCOUNT	ABA NUMBER	ACCOUNT NUMBER	CUST TYPE ²	ACCT TYPE ³	LOA ⁴	MERCHANT LISTING STANDARD NAME ⁵
		NAME	PHONE	E-MAIL ADDRESS							
	Daily						C	C	N	PRIVATE ONE	
	Daily						C	C	N	PRIVATE TWO	
	Daily						C	C	N	PRIVATE THREE	
	Daily						C	C	N	PRIVATE FOUR	
	Daily						C	C	N	PRIVATE FIVE	
	Daily						C	C	N	PRIVATE SIX	
	Daily						C	C	N	PRIVATE SEVEN	
	Daily						C	C	N	PRIVATE EIGHT	
	Daily						C	C	N	PRIVATE NINE	
	Daily						C	C	N	PRIVATE TEN	

¹ PYMT FREQ = Payment Frequency = Daily, Weekly, or Monthly. Weekly payments are initiated on the 8th, 15th, 22nd, and 28th of the month.

² CUST TYPE = Customer Type = Commercial or Individual = "C" or "I"

³ ACCT TYPE = Account Type = Savings or Checking = "S" or "C"

⁴ LOA = Line of Accounting

⁵ MERCHANT LISTING STANDARD NAME = As it appears on K22 screen from ship's current merchant list. PRIVATE SIX through TEN generally assigned to large-deck ships only.

**NAVY CASH POINTS OF CONTACT AND BANK AND CREDIT UNION ACCOUNTS — PART 3
USS NEVERSAIL**

MERCHANT	PYMT FREQ ¹	POINTS OF CONTACT			NAME ON ACCOUNT	ABA NUMBER	ACCOUNT NUMBER	CUST TYPE ²	ACCT TYPE ³	LOA ⁴	MERCHANT LISTING STANDARD NAME
		NAME	PHONE	E-MAIL ADDRESS							
Staff CPO Mess Dues	Daily							C	C	N	STAFF CPO MESS DUES
Staff Wardroom Dues	Daily							C	C	N	STAFF WARDROOM DUES
Staff 1st Class Dues	Daily							C	C	N	STAFF 1STCLASS DUES
Staff MWR Fund	Daily							C	C	N	STAFF MWR FUND
CVW CPO Mess Dues	Daily							C	C	N	CVW CPO MESS DUES
CVW Wardroom Dues	Daily							C	C	N	CVW WARDROOM DUES
CVW 1st Class Dues	Daily							C	C	N	CVW 1STCLASS DUES
CVW MWR Fund	Daily							C	C	N	CVW MWR FUND
VFA XXX CPO Mess Dues	Daily							C	C	N	SQDN0 CPO MESS DUES
VFA XXX Wardroom Dues	Daily							C	C	N	SQDN0 WARDROOM DUES
VFA XXX 1st Class Dues	Daily							C	C	N	SQDN0 1STCLASS DUES
VFA XXX MWR Fund	Daily							C	C	N	SQDN0 MWR FUND
VFA XXX CPO Mess Dues	Daily							C	C	N	SQDN1 CPO MESS DUES
VFA XXX Wardroom Dues	Daily							C	C	N	SQDN1 WARDROOM DUES
VFA XXX 1st Class Dues	Daily							C	C	N	SQDN1 1STCLASS DUES
VFA XXX MWR Fund	Daily							C	C	N	SQDN1 MWR FUND
VFA XXX CPO Mess Dues	Daily							C	C	N	SQDN2 CPO MESS DUES
VFA XXX Wardroom Dues	Daily							C	C	N	SQDN2 WARDROOM DUES
VFA XXX 1st Class Dues	Daily							C	C	N	SQDN2 1STCLASS DUES
VFA XXX MWR Fund	Daily							C	C	N	SQDN2 MWR FUND
VF XXX CPO Mess Dues	Daily							C	C	N	SQDN3 CPO MESS DUES
VF XXX Wardroom Dues	Daily							C	C	N	SQDN3 WARDROOM DUES
VF XXX 1st Class Dues	Daily							C	C	N	SQDN3 1STCLASS DUES
VF XXX MWR Fund	Daily							C	C	N	SQDN3 MWR FUND

MERCHANT	PYMT FREQ ¹	POINTS OF CONTACT			NAME ON ACCOUNT	ABA NUMBER	ACCOUNT NUMBER	CUST TYPE ²	ACCT TYPE ³	LOA ⁴	MERCHANT LISTING STANDARD NAME ⁵
		NAME	PHONE	E-MAIL ADDRESS							
VS XXX CPO Mess Dues	Daily						C	C	N	SQDN4 CPO MESS DUES	
VS XXX Wardroom Dues	Daily						C	C	N	SQDN4 WARDROOM DUES	
VS XXX 1st Class Dues	Daily						C	C	N	SQDN4 1STCLASS DUES	
VS XXX MWR Fund	Daily						C	C	N	SQDN4 MWR FUND	
VAQ XXX CPO Mess Dues	Daily						C	C	N	SQDN5 CPO MESS DUES	
VAQ XXX Wardroom Dues	Daily						C	C	N	SQDN5 WARDROOM DUES	
VAQ XXX 1st Class Dues	Daily						C	C	N	SQDN5 1STCLASS DUES	
VAQ XXX MWR Fund	Daily						C	C	N	SQDN5 MWR FUND	
VAW XXX CPO Mess Dues	Daily						C	C	N	SQDN6 CPO MESS DUES	
VAW XXX Wardroom Dues	Daily						C	C	N	SQDN6 WARDROOM DUES	
VAW XXX 1st Class Dues	Daily						C	C	N	SQDN6 1STCLASS DUES	
VAW XXX MWR Fund	Daily						C	C	N	SQDN6 MWR FUND	
HS XXX CPO Mess Dues	Daily						C	C	N	SQDN7 CPO MESS DUES	
HS XXX Wardroom Dues	Daily						C	C	N	SQDN7 WARDROOM DUES	
HS XXX 1st Class Dues	Daily						C	C	N	SQDN7 1STCLASS DUES	
HS XXX MWR Fund	Daily						C	C	N	SQDN7 MWR FUND	
XX XXX CPO Mess Dues	Daily						C	C	N	SQDN8 CPO MESS DUES	
XX XXX Wardroom Dues	Daily						C	C	N	SQDN8 WARDROOM DUES	
XX XXX 1st Class Dues	Daily						C	C	N	SQDN8 1STCLASS DUES	
XX XXX MWR Fund	Daily						C	C	N	SQDN8 MWR FUND	

¹ PYMT FREQ = Payment Frequency = Daily, Weekly, or Monthly. Weekly payments are initiated on the 8th, 15th, 22nd, and 28th of the month.

² CUST TYPE = Customer Type = Commercial or Individual = "C" or "I"

³ ACCT TYPE = Account Type = Savings or Checking = "S" or "C"

⁴ LOA = Line of Accounting

⁵ MERCHANT LISTING STANDARD NAME = As it appears on K22 screen from ship's current merchant list.

Appendix Q

Pre- and Post-Deployment Grooms

1. Navy Cash Groom. Field support personnel from L-3 Communications are available to conduct operations and maintenance assessments and grooms of Navy Cash systems both before and after overseas deployments. These pre- and post-deployment grooms include shipboard verification of system hardware, software, communications, operations, documentation, spares, and training. To assist in identifying issues before they become problems, every effort should be made to take advantage of this opportunity, especially before extended overseas deployments. A Navy Cash groom should be a part of your pre- and post-deployment checklist.

2. During a groom the following actions are performed:

- a. Replenish Navy Cash spares inventory.
- b. Test all Navy Cash equipment and devices.
- c. Conduct On-the-Job Training (OJT) as required.
- d. Replace failed or defective equipment.
- e. Update system software as required.

3. Contact the Central Support Unit (CSU). To request pre- and post-deployment grooms, contact the Navy Cash CSU, either through the Global Distance Support Center (GDSC) or directly. The CSU will assign a case number for tracking purposes and forward the request to L-3 Communications. L-3 Communications will coordinate with the ship to schedule, prepare for, and complete the groom.

GDSC Phone: 1.877.41TOUCH — Press 4, then 5, then 3.
1.877.418.6824

DSN: 510.42TOUCH — Press 4, then 5, then 3.
510.428.6824

CSU Phone: 1.866.6NAVYCASH
1.866.662.8922

E-mail: navcashcenter@ezpaymt.com.

4. Schedule the Groom. To provide sufficient time to resolve any issues or problems that may be identified, pre-deployment grooms should be requested about 60 to 90 days before deployment, with a goal of scheduling the groom itself about 30 days prior to deployment. Post-deployment grooms should be scheduled as soon as stand down is completed.

5. Ship Responsibilities. A groom will normally take about three days to complete. The ship should expect two representatives from L3 Communications to come to the ship to conduct all of the required tasks. During the groom, the ship must be ready to provide access to all Navy Cash equipment, including all vending machines and K22's, as well as all spare equipment and devices. Navy Cash "key players" among the PSs (DKs), SHs, PCs, CSs, ITs, and ETs should be present if at all possible to receive OJT in their individual responsibilities for managing and maintaining Navy Cash operations. The groom provides an excellent opportunity to get answers to any Navy Cash questions the ship may have.

6. Pre- and Post-Deployment Groom Checklist. The information in the checklist below will assist the ship and L-3 Communications prepare for the groom. The ship should complete the checklist and provide the information to L-3 Communications as soon as possible after coordinating the actual dates for the groom.

Pre- and Post-Deployment Groom Checklist

K22s and CADs		
How many K22s (including spares) do you have?		
How many of that number are spares?		
Do all K22s (including spares) have SAM chips?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How many CADs (including spares) do you have?		
How many of that number are spares?		
Do all CADs (including spares) have SAM chips?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How many spare SAMs (not in spare CADs/K22s) do you have?		
How many card reader cleaning cards do you have in stock?		
Support for Daily Server Backups		
How many backup tapes (including spares) do you have?		
Do you have a backup tape drive cleaning tape?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Navy Cash Cards		
How many instant issue cards do you have in stock?		
How many visitor cards do you have in stock?		
How many card ledgers (small booklet for tracking transactions to give out with Navy Cash card) do you have in stock?		
How many plastic card holders do you have in stock?		
How many anti-static card protectors do you have in stock?		
System Maintenance		
Do you have a complete set of PMS cards for your Navy Cash system? Maintenance Index Page (MIP) 6541/080-14 refers.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have any damaged or malfunctioning Navy Cash equipment? If so, please provide details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

System Administration		
What version of the Navy Cash SOP do you have?		
Do you have a copy of the Navy Cash Maintenance CD?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have a copy of the Navy Cash EOM CD?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please list any Navy Cash discrepancies noted on the last audit, if applicable.		
Who has custody of Shiva cards (for access to Navy Cash disbursing website)?		
When was the last time each Shiva card holder logged on to the Navy Cash disbursing website?		
MPCC		
What version of the MPCC SOP do you have?		
Have you completed the MPCC OTC conversion?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Is your log on to the Elvis/CIRA website current (refer to the MPCC SOP)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
When was the last time each MPCC user logged on to the Elvis/CIRA website (refer to the MPCC SOP)?		
Preparing for Groom		
Will there be any Engineering Drills which will involve securing of ship's power during the time period for your groom?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please provide location of ship at scheduled time for groom (shipyard, dry dock, pierside).		
Please provide rank/rate, name, phone and fax number of ship's Security Manager (for visit request and access to the ship).		

Appendix R

End-Of-Month Procedures Worksheet

1. The Navy Cash EOM Procedures Worksheet consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service.

NAVY CASH® END-OF-MONTH (EOM) PROCEDURES WORKSHEET

GENERAL

1. Navy Cash must be closed out prior to 2100Z on the 27th of each month (*if the 27th falls on a weekend or holiday, close out the business day prior*).
2. The Disbursing Officer (DISBO) is responsible for coordinating EOM for all Navy Cash operations, including collections that must be registered to a Line of Accounting (LOA) thru the SF 1219 Statement of Accountability, e.g., the sale of meals in the General Mess, the sale of merchandise in the Ship's Store and vending machines, and Marine disbursing operations (*if a Marine Disbursing Officer is embarked*).
3. Each month, the DISBO, Sales Officer, Food Service Officer (FSO), and Marine DISBO should coordinate to establish a closeout date and time for the month.
4. The DISBO's 1219 must be prepared and submitted on time at the end of each month, 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.
5. An early start in S-2, S-3, and S-4 ensures that the DISBO's monthly returns (1219) are submitted on time.
6. The EOM process generally begins in the Sales Division as much as five days before 27th of the month to accommodate the inventory of all vending machines.
7. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

CLOSE OUT VENDING MACHINES Phase 1 — At Vending Machines

○ **Start** on or about
22nd of the month

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<ol style="list-style-type: none"> 1. At same time that the Sales Division begins to close out the vending machines, Disbursing should begin to pull together the Navy Cash figures needed to meet their own reporting responsibilities. 2. Marine Disbursing should also begin to pull together the Navy Cash figures needed to meet their reporting requirements. 	<ol style="list-style-type: none"> 1. At each vending machine, verify that the off-line queue in the CAD is empty. Press the center hidden button on the CAD, using the "No Card" Template to help locate the correct button. The CAD will display message "QUEUE:x". To ensure all transactions are included in the current month, the queue should be empty, i.e., "0". 2. When ready, insert appropriate merchant card into vending machine CAD, i.e., Vending Soda for soda machines and Vending Store Items for all others. A message will be displayed on the CAD indicating processing is taking place while the card is authenticated/checked against the negative card list. 3. If card is valid, the CAD will display a message indicating date/time of the last EOM on Line 1 and the Terminal ID on Line 2. If this is initial EOM, CAD will display message, "EOM Not Done Yet." 4. When ready to activate EOM, press the right- 	<ol style="list-style-type: none"> 1. At same time that the Sales Division begins to close out the vending machines, Food Service should begin to pull together the Navy Cash figures needed to meet their own reporting responsibilities.

	<p>hand hidden button on CAD, using the “Merchant” Template to help locate the correct button. CAD will display message “End of Month Activated”, and an EOM indicator for that vending machine is sent to the Navy Cash server.</p> <p>5. An EOM message is sent every time the button is pressed; however, to help prevent unnecessary EOM messages, the CAD will not send another EOM message for 15 seconds.</p> <p>6. The inventory team should perform the physical inventory for each vending machine immediately after activating EOM.</p> <p>7. Once the machine(s) have been inventoried and closed out, they can be turned back on for business. New sales will be included in next month’s sales.</p>	
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**CLOSE OUT VENDING AND
SHIP’S STORE MERCHANTS
Phase 2 — At Navy Cash Application**

o **Complete** prior to 2100Z
on 25th of the month

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
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	<ol style="list-style-type: none"> 1. When inventory is completed for all vending machines, click on the Vending and Ship’s Store link in the Navy Cash application menu. 2. <u>For Vending</u>: Click on the “+” for each vending merchant (parent) to display all vending machines, e.g., Vending Soda and Vending Store Items. <ol style="list-style-type: none"> a. Green traffic signal at machine means machine has been closed out. b. Yellow traffic sign at machine means machine must be closed out before continuing. 3. <u>For Vending and Ship’s Store</u>: Highlight each vending and Ship’s Store merchant (parent) in turn, check Indicate End of Period for Vending Merchant block, pull down correct month and year, and click Indicate EOP. 4. Same process must be completed for all merchants (parents), e.g., Vending Soda, Vending Store Items, Ship’s Store #1, Ship’s Store #2, etc. 	
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5. EOM indicators for each vending machine and for Ship's Store are sent to the Navy Cash back-end when the next Indicate End of Day (IEOD) is done.
 6. Click on the "+" for each vending merchant (parent) to display all vending machines.
 - a. Yellow traffic sign at parent means all machines have been closed out.
 - b. Red warning sign at parent means machines must be closed out before continuing.
 - c. Green traffic signal at parent means machines and parent have been closed out.
 7. Record date/time stamps displayed just to right of each machine. Use Print Screen function or record manually. Retain for use in current and following month's EOM. *The Monthly Transaction Detail Reports received from shore after successful EOD roundtrip will document date/time stamps for Ship's Store, Vending Soda, and Vending Store Items.*
 8. Exit the Vending and Ship's Store menu.
 9. Under the Operations menu, click on the View Reports link. Under Application Reports, click on the Merchant Sales Summary Report.
 10. For each machine, fill in Start Date from last month's screen print and End Date from this month's screen print, click on Generate and click Print to print sales report for that particular machine.
 11. When completed for all machines, add separate amounts to determine vending sales for month and enter into ROM II to verify sales match inventory.
 12. If vending inventories do not balance with Navy Cash collections, any or all machines can be re-inventoried by simply restarting inventory process at Phase 1 Step 2. Date/time stamp in Navy Cash system will be reset to new date/time.
 13. Prepare preliminary memorandum cash sales invoice (DD 1149) using ROM II in accordance
-

with existing procedures.

**DISBURSING
EOM CLOSE-OUT
Phase 3 — At Navy Cash Application**

o **Complete** prior to 2100Z
on 26th of the month

DISBURSING

SALES

FOOD SERVICE

1. At end of day, after vending and Ship's Store merchants have closed out, click on Indicate End of Day (IEOD) link in Navy Cash Application.
2. If all vending and Ship's store merchants (parents) have been closed out, the Indicate End of Month field is no longer grayed out.
3. Close out Navy Cash Daily Cash Transaction Ledger. Total on line 6.9 of the Daily Statement of Accountability (DD 2657) should match total balance on Disbursing Accountability Summary Report (DASR) (Safe Audit Summary Report (SASR)).
 - a. At the end of each business day, if there is a discrepancy between DASR (SASR) and line 6.9 of DD 2657, do not click "Submit" to complete IEOD.
 - b. Count the Navy Cash Cash. Count the amount of Navy Cash cash to see if the total agrees with line 6.9 of the DD 2657 and the Navy Cash Daily Cash Transaction Ledger. *The Navy Cash cash should be counted each and every day.*
 - (1) If amount of cash is greater than amount shown on line 6.9 and the ledger, then increase line 6.9 and correct the ledger. The Disbursing Transaction Detail Report will show all transaction details.
 - (2) If the amount of cash is less than the amount shown on line 6.9 and the ledger, then decrease line 6.9 and correct the ledger. Check Disbursing Transaction Detail Report for other operator (agent) activity that hasn't been received by Disbursing Officer.
 - c. If the cash balance shown on the DASR

(SASR) is less than or greater than what is shown on line 6.9 of the DD 2657, go to the View Reports function and generate a Disbursing Transaction Detail Report for the period to compare to the Navy Cash Daily Cash Transaction Ledger.

d. Compare Disbursing Transaction Detail Report and Navy Cash Daily Cash Transaction Ledger.

(1) If the Disbursing Transaction Detail Report and the Navy Cash Daily Cash Transaction Ledger agree, then go to the Safe Bank Transactions function. Select the Transaction Type and enter the amount of cash that would be needed to adjust the system value. The “Transaction Type” drop down menu lists “Deposit to Bank”, which subtracts the designated amount from the DISBO account to balance the total if the DASR amount is positive, and “Deposit to Safe”, which adds the designated amount from the DISBO account to balance the total if the DASR amount is negative. Click the “Submit” button to adjust the system value.

(2) If Disbursing Transaction Detail Report and Navy Cash Daily Cash Transaction Ledger agree and actual Navy Cash cash is greater than or less than that the amount shown on the reports, then follow the procedures in Chapter 6 of DODFMR Volume 5 to report an overage or underage.

e. After any necessary corrections have been made, complete the IEOD.

4. Click on Indicate End of Month block, pull down the correct month and year, click Submit, and verify the EOM number (line 6.9 of 2657) to complete the IEOD.

5. Completing the Disbursing EOM Close-Out at IEOD (Phase 3) sends the EOM indicators for Disbursing, Food Service, and Marine Disbursing to the Navy Cash back-end ashore. *EOM indicators for the vending machines and Ship’s Store are 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 above).

**CLOSING OUT
ALL LINE-OF-ACCOUNTING MERCHANTS
Disbursing, Sales, and Food Service**

o **Complete** prior to 2100Z on 27th of the month

DISBURSING

SALES

FOOD SERVICE

1. Reset DASR (SASR) to zero using Safe Bank Transaction function.
 - a. Deposit to Bank if DASR is positive.
 - b. Deposit to Safe if DASR is negative.
2. Successful processing of the EOD round trip sends the EOM shore reports and automated EOM spreadsheet files to the ship. Once the spreadsheet files are processed, the EOM spreadsheet will be completed automatically with the *shore totals; deposit ticket numbers, dates, and amounts; and debit voucher numbers, dates, and amounts.*

1. Successful processing of EOD round trip sends EOM shore reports to ship.
2. Sales will **use shore report numbers** in the Ship's Store, Vending Soda, Vending Store Items, and Hangar Bay Sales Monthly Transaction Detail Reports to enter Navy Cash numbers into ROM II for the 1149.
3. Prepare the memorandum cash sales invoice (DD 1149) using ROM II in accordance with existing procedures.

1. Successful processing of EOD round trip sends EOM shore reports to ship.
2. Food Service will **use shore report numbers** in the General Mess Food and General Mess Surcharges Monthly Transaction Detail Reports to prepare the Navy Cash numbers for the 1359.
3. Prepare the Monthly General Mess Operating Statement (NS 1359) in accordance with existing procedures.
4. When Navy Cash is used to collect meal sales and surcharges, the Navy Cash totals are combined with cash (currency) collected, if any. In other words, for reporting purposes, treat Navy Cash collections as if they were actual cash collections.
5. Report the combined cash and Navy Cash totals on the appropriate lines in the cash statement and accounting classification sections of the 1359 in accordance with existing procedure.

DISBURSING

Complete the Automated EOM Spreadsheet

3. To process the spreadsheet files and prepare the EOM spreadsheet for closing, follow these steps.
 - a. Once EOM is indicated and a roundtrip has been completed, find the EOM spreadsheet Excel file and Comma Separated Value (CSV) file on the **Navy Cash Server computer directly** at My Computer-> Q:\files\navydata\work. *NOTE: You will not be able to access and copy these files from your desktop workstation — the workstation only allows for View Only access.*

Excel File Name Format: NavySettlement_Y_M_(Timestamp).xls

Sample: NavySettlement_Y_M_20080317_114830.xls

CSV File Name Format: ShipName_BatchID_YearMonth_EOP_SETTLEMENT_RPT_SMRY_M_(Timestamp).csv

Sample: BAINBRIDGE_V23153_935_200803_EOP_SETTLEMENT_RPT_SMRY_M_20080317_114830.csv

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- b. Right click and copy both files to a floppy disk or thumb drive, and move the files from the Q:\files\navydata\work folder to the Q:\files\navydata\report\shore\ - c. Copy both of the files (csv file and spreadsheet file) to a thumb drive and then move them to a workstation that has Microsoft Excel. Make sure there is only one data file (*only one csv file*) in this new folder.
 - d. Open the Excel spreadsheet file. Fill in the password ('navycash' for Navy).
 - e. In Excel, enable "Macro Processing" and set the security settings to LOW. This is done with the Tools->Macro->Security pull-down menu entry.
 - f. Press the Ctrl + "F" keys on the keyboard to populate the EOM spreadsheet with the *shore totals; deposit ticket numbers, dates, and amounts; and debit voucher numbers, dates, and amounts*.
 - g. Enter the shore report numbers the ship will be reporting on the SF 1219 on the ship side of the EOM spreadsheet and any variances already agreed upon on the shore side of the spreadsheet. If there is a difference between the ship and shore totals, it must be resolved before the last day of the month. If the difference is not resolved, then you *must* report the shore totals from JPMC. The 1219 *must* be submitted 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. Do not hold up your 1219 message and e-mail reports because of Navy Cash. Any difference *must* be resolved and any adjustment necessary made in the next month's business.
 - h. Save and name the EOM spreadsheet. Include at least the month and year in the file name, e.g., EOM Spreadsheet YYYYMM.
4. Forward the EOM spreadsheet via e-mail to JPMC for settlement (navycashfin@ezpaymt.com). The EOM spreadsheet should contain the following:
 - Ship totals
 - Shore totals
 - Any variances agreed upon
 - Deposit ticket numbers, dates, and amounts and debit voucher numbers, dates, and amounts
 5. If the variances are not included on the EOM spreadsheet, JPMC will enter any previous variances already agreed upon on the shore side of the spreadsheet.
 6. JPMC will send final EOM spreadsheet to Navy for approval. JPMC and Navy then close EOM. JPMC enters Navy Cash 5515s and 215s into CASHLINK.

NOTES:

- (1) The deposit ticket and debit voucher numbers generated by the spreadsheet need to be reflected on the Disbursing Officer's SF 1219 Statement of Accountability. The preprinted deposit tickets and debit vouchers on board the ship will no longer be used for EOM merchants.
- (2) New EOM spreadsheet includes section for Strip (5a) and Chip (5b) Disbursing Activity. If a ship does not have any Strip Disbursing Activity, only the Chip Disbursing Activity section will be populated when the Ctrl "F" function is used. If a ship has Strip Disbursing activity, two deposit ticket/debit voucher numbers should be submitted on the 1219 (one for strip and one for chip). *Only ships with software release 1.4.5 build 2 or later have the "Deposit Cash or Check to Strip" functionality.*
- (3) Again, the Disbursing Officer's 1219 must be submitted on time at the end of each month, i.e., NLT 1000 EDST on the first calendar day of the following month. If you do not receive the EOM spreadsheet as part of the round trip process, use the shore reports (or use the Navy Cash application to generate ship reports if necessary), fill out a blank EOM spreadsheet, and forward it to JPMC for settlement. Here is how to create the deposit ticket and debit voucher numbers.

SF 215 Deposit Ticket Number is a six-digit number (ABCDEF) and is to be created as follows:

A = "2"

B = "1" – Disbursing Chip to Cash

"2" – Disbursing - Concessionaires Reimbursed

"3" – Food Service Sales total

“4” – Food Service Surcharges total

“5” – Sales total

C = “0” (zero)

DEF = “123” where 123 are the last three digits of the batch_ID for the batch that contained the last of the EOM/P flags

SF 5515 Debit Voucher Number is a five-digit number (ABDEF) and is to be created as follows:

A = “2”

B = “6” – Disbursing Cash to Chip

“7” – Disbursing Check or Cash to Strip

DEF = “123” where 123 are the last 3 digits of the batch_ID for the batch that contained the last of the EOM/P flags

(4) If you have questions, contact the Settlement Group via e-mail (navycashfin@ezpaymt.com) or your Navy Cash EOM Representative via e-mail or phone.

(5) ACCESS DENIED Error. If you experience an access error at your server station, select the Cluster Administrator Icon on your server job monitor and verify that all your Groups and Resources are in control by Owner Node 1. Highlight the Groups folder and Resources folder to verify this. All Groups and Resources need to be controlled by the same Node for you to be able to complete the EOM instructions successfully.

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<p>7. Disbursing will use EOM spreadsheet and shore report numbers to report the Navy Cash Disbursing numbers and prepare debit voucher (SF 5515) or deposit ticket (SF 215) as appropriate.</p> <p>8. Disbursing will use EOM spreadsheet and shore report numbers to verify Navy Cash Sales numbers on 1149 and prepare 215.</p> <p>9. Disbursing will use EOM spreadsheet and shore report numbers to verify Navy Cash Food Service numbers on 1359 and prepare 215.</p> <p>10. Post final Navy Cash numbers on 2657 for day. 1149 and 1359 totals entered on line 4.1E; totals for 5515s/215s prepared above are entered on line 4.2A.</p> <p>11. Update Schedule of Deposit Activity (SODA) with all Navy Cash 5515s and 215s.</p> <p>12. Ensure SODA, 215s, 5515s, and EOM spreadsheet Deposit Activity all have the same amounts.</p>	<p>4. Submit 1149 to DISBO. DISBO will prepare deposit ticket based on the 1149 and the shore report numbers to register the funds to the Navy Working Capital Fund (NWCF) LOA.</p> <p>5. If the Navy Cash collections reported in the Monthly Transaction Detail Reports from shore and the Navy Cash sales reported initially in ROM II don't balance (equal), an error condition exists that must be investigated and corrected by reconciling to the Navy Cash figures. See <i>Reconciling Disbursing, ROM II, And FSM To Navy Cash: Disbursing, Sales, and Food Service</i> below.</p>	<p>6. Submit 1359 to DISBO. DISBO will prepare deposit ticket based on the 1359 and the shore report numbers to register the funds to Subsistence In Kind (SIK) and surcharge (O&MN) LOAs as appropriate.</p> <p>7. If the Navy Cash collections reported in the Monthly Transaction Detail Reports from shore and the Navy Cash sales reported on the 1544s, 1046s, and 1149s, don't balance (equal), an error condition exists that must be investigated and corrected by reconciling to the Navy Cash figures. See <i>Reconciling Disbursing, ROM II, And FSM To Navy Cash: Disbursing, Sales, and Food Service</i> below.</p>

**PROCESSING SF 1219
DISBURSING OFFICER MONTHLY RETURNS
Disbursing, Sales, and Food Service**

o **Submit not later than 1000 EDST on 1st calendar day of month**

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<ol style="list-style-type: none"> At actual end of month, close out SF 1219. Send via Navy message and e-mail (include EOM spreadsheet) to DFAS Cleveland NLT 1000 EDST on the first calendar day of the following month. DFAS Cleveland uses CA\$HLINK to verify Navy Cash 5515s and 215s entered by JPMC Tampa and reported in 1219 and reconciles accounts. DFAS Cleveland reports monthly on status of Monthly Returns (1219s) — timeliness of reporting and any out-of-balance conditions. 	<ol style="list-style-type: none"> DFAS Cleveland uses CA\$HLINK to register Navy Cash funds collected for Ship’s Store and vending operations to Navy Working Capital Fund (NWCF) LOA. 	<ol style="list-style-type: none"> DFAS Cleveland uses CA\$HLINK to register Navy Cash funds collected for General Mess to appropriate SIK and surcharges (O&MN) LOAs.

**RECONCILING DISBURSING, ROM II,
AND FSM TO NAVY CASH
Disbursing, Sales, and Food Service**

o **Start on or about 28th of the month**

- Reconciliation is the process of confirming that Navy Cash collections balance with Navy Cash sales (transactions) and, if they don’t balance, determining what caused the out-of-balance condition. The DISBO, Sales Officer, and FSO must reconcile daily.
- At the completion of the EOM process, the DISBO, Sales Officer, and FSO must reconcile the Navy Cash numbers reported on the 1219, 1149, or 1359 at EOM to the Navy Cash numbers carried in the Disbursing Activity, ROM II, or FSM.
- The basic business rule is that the Navy Cash figures reported in the EOM spreadsheet and Monthly Transaction Detail Reports are always correct.
- Any adjustments necessary must be completed within 30 days and reported in next month’s 1149 or 1359 and posted on next month’s 2657/1219.**

**DAILY
RECONCILIATION
Disbursing, Sales, and Food Service**

o **Reconcile daily**

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<ol style="list-style-type: none"> To simplify reconciliation at EOM, reconcile collections and transactions at the end of each day. At the end of each business day when initiating Indicate End of Day (IEOD) link in Navy Cash Application, total on line 6.9 of Daily Statement of Accountability (DD 2657) should match total balance on Disbursing Accountability Summary Report (Safe Audit Summary Report). If there is a 	<ol style="list-style-type: none"> To simplify reconciliation at EOM, reconcile collections and sales at the end of each day. To reconcile each day, the Sales Officer or designated assistant should compare the ROM II daily transaction report (sales) and the Merchant Sales by Operator Detail Report (collections). The totals from each report should match. Any differences should be reviewed and reconciled so 	<ol style="list-style-type: none"> To simplify reconciliation at EOM, reconcile collections and sales at the end of each day. To reconcile each day, the FSO compares recorded sales and surcharges (cash meals and bulk food) totals for the day from DD 1544s, NS 1046s, and DD 1149s, less any refunds, to Navy Cash collection totals shown on General Mess Food and General Mess Surcharges Daily Transaction Detail

discrepancy between the totals, follow reconciliation procedures in the <i>Disbursing EOM Close-Out: Phase 3 — At Navy Cash Application</i> section above.	ROM II and Navy Cash agree. Do a Sales Data Export in ROM II, and upload the disk into the Navy Cash server to get a ROM II/Navy Cash Comparison Report.	Reports plus any checks or cash (currency) collected. A reconciliation worksheet is provided to assist the FSO in the reconciliation process.
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3. If daily sales (transactions) and collections are equal (balance), the reconciliation is successful and complete.
4. If total sales (transactions) and total collections do not balance, an error condition exists that must be investigated and corrected.
5. After compensating properly for unliquidated refunds, there are two primary out of balance conditions that can occur. It is possible, however, to experience combinations of these two basic error conditions, and this must be considered when conducting the investigation.
 - a. Shortage. The total sales (transactions) amount is greater than the total collected; sales (transactions) are overstated or an amount collected is understated. This condition is caused when a sale (transaction) is recorded but nothing was collected or the amount collected was less than the amount of the sale (transaction). If cash (currency) is involved, it is possible that a cashier made change incorrectly during the transaction or that money was miscounted, misplaced, lost, or stolen.
 - b. Overage. The total sales amount is less than the total collected; sales are understated or an amount collected is overstated. This condition is caused when an amount was collected but a sale was never recorded or was recorded at an amount less than the amount collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted. As an example on the Navy Cash side, if the Wardroom Treasurer pays a portion of the General Mess Food bill in the Disbursing Office using the Chip to Merchant Account function and does not notify the FSO of the payment, the amount collected would be reflected in the General Mess Food Daily Transaction Detail Report but would not be recorded in the Food Service daily sales records.

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<p>c. See reconciliation procedures in the <i>Disbursing EOM Close-Out: Phase 3 — At Navy Cash Application</i> section above.</p>	<p>c. The basic Ship’s Store Business Rule is that Disbursing (Navy Cash) is always correct. ROM II will always have to match what Disbursing reports.</p> <p>(1) <u>Unknown Differences</u>. Navy Cash shows a figure (collections) greater than ROM II (sales).</p> <p>(a) Navy Cash captured a sale that ROM II did not. This error can occur when ROM II and Navy Cash are not communicating well, the operator does a “control alt delete” action, and the transaction in ROM II is lost.</p> <p>(b) <u>Effect on Operation</u>. ROM II does not know inventory has been sold. At the end of the accounting period, an inventory shortage (something sold but in effect not rung up) and a cash overage will exist. These will balance out with zero net effect on the operation.</p> <p>(c) <u>Correction</u>. For the total sales on that particular day, the Sales Officer will have to make the EOD collections in ROM II match the Navy Cash MSO summary report.</p>	<p>c. For either out of balance condition, the FSO should compare the General Mess Food and General Mess Surcharges Daily Transaction Detail Reports, which list every Navy Cash transaction performed that day, and the food service daily sales records (1544, 1046, and 1149) to determine, through the process of elimination, which transactions are missing or were recorded at incorrect amounts.</p>

(2) Known Differences. Differences reported in the ROM II/Navy Cash Comparison Report (if the system is allowed to operate without the intervention of a “control alt delete” action). The report consists of four sections.

(a) ROM II Transactions Not in Navy Cash. This section lists any ROM II transaction that was included in the ROM II file, but not reported in the Navy Cash system in the time period specified by the ROM II start and end dates. No ship has ever reported any item being listed in this section. If a ship does see a listing here, they should contact the Navy Cash Central Support Unit (CSU).

(b) Navy Cash Transactions Not in ROM II. This section lists any transactions that failed in ROM II but succeeded in Navy Cash. This section lists any Navy Cash transactions that were not included in the ROM II file for the time period specified in the ROM II start and end dates, or failed transactions, but were matched in ROM II and Navy Cash by transaction IDs and were reported as valid transactions in the Navy Cash System. These sales can be validated in the POS Reconcile Till, under Navy Cash Cancelled Transactions.

(c) Navy Cash and ROM II Transactions with Different Dollar Amounts. This section lists transactions that were matched in ROM II and Navy Cash by transaction IDs, but the dollar amounts differ between ROM II and Navy Cash. No ship has ever reported any item being listed. If a ship does see a listing here, they should contact the CSU.

(d) Transactions That Failed in ROM II But Succeeded in Navy Cash. This section lists transactions that were included in the ROM II file and marked by ROM II as failed transactions but that were matched in ROM II and Navy Cash by transaction IDs and were reported as valid transactions in the Navy Cash system. These sales can be validated in the ROM II POS Reconcile Till,

under Navy Cash Cancelled Transactions.

- d. If the investigation reveals that an insufficient amount (or nothing) was collected from a particular member for a particular sale (transaction), contact the member to request payment of the difference in Navy Cash or currency, as appropriate.
 - c. If the investigation reveals that too much money was collected from a particular member for a particular sale (transaction) or that the member was charged for a sale (transaction) that did not actually occur, refund the difference to the member in Navy Cash or currency, as appropriate.
 - d. If the investigation reveals that a sale (transaction) was erroneously recorded (didn't actually occur or was recorded at an incorrect amount), reverse or adjust the sale (transaction) in the appropriate sales (transaction) record.
 - e. If the investigation reveals that cash (currency) was lost, misplaced or stolen, corrective action taken will be in accordance with existing procedures (outside the scope of Navy Cash).
5. **Unliquidated Refunds.** Unliquidated refunds require special consideration during daily reconciliation because the day a refund chit is liquidated (cash) can be different than the day the refund chit was issued, perhaps several days or weeks later. Consequently, refunds not liquidated on the day they were issued must be considered in the day-to-day reconciliation process until they are finally liquidated and reported in the Daily Transaction Detail Report. To minimize efforts associated with unliquidated refunds, the SOP requires refunds be liquidated within 2 working days.
- a. If a refund was issued and liquidated during the day of reconciliation, neither recorded sales nor cash collections require any adjustment. Given that no other balance affecting error condition exists, recorded sales (1544, 1046, 1149) and cash collections shown on Daily Transaction Detail Report will be in balance.
 - b. If a refund was issued but not liquidated during the day of reconciliation, recorded sales will be understated compared to cash collections shown on the Daily Transaction Detail Report. In this case, the FSO must add the amount of the unliquidated refund to recorded sales to balance sales with collections.
 - c. If a refund was liquidated during the day of reconciliation but more than one day after the original day of issuance, the daily sales total will be overstated compared to cash collections shown on the Daily Transaction Detail Report. In this case, the FSO must subtract the amount of the refund from recorded sales to balance sales with collections.
 - d. If no refunds were issued or liquidated on the day of reconciliation, the daily sales total should balance with cash collections shown on the Daily Transaction Detail Report, provided that no other balance affecting error condition exists.
6. Maintain daily reports and reconciliation worksheets for 30 days or until the monthly reconciliation is completed.

**MONTHLY
RECONCILIATION**
Disbursing, Sales, and Food Service

o **Start** on or about
28th of the month

<u>DISBURSING</u>	<u>SALES</u>	<u>FOOD SERVICE</u>
<p>1. To reconcile Navy Cash transactions for the month, the DISBO must add the daily transactions recorded throughout the month on 2657s to calculate total transactions for the month.</p> <p>2. See reconciliation procedures in the Disbursing EOM Close-Out: Phase 3 — At Navy Cash Application section above.</p>	<p>1. To reconcile sales reported by ROM II and collections reported by Navy Cash for the month, Sales Officer or designated assistant will do the following.</p> <ul style="list-style-type: none"> a. Verify that the monthly Navy Cash receipts were posted in the ROM II 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 	<p>1. To reconcile cash collections and sales for the month, FSO must add the daily sales recorded throughout the month on 1544s, 1046s, and 1149s, less refunds, to calculate total sales for the month.</p> <p>2. The FSO compares the calculated monthly sales total to the monthly Navy Cash collections reported in the Monthly Transaction Detail Reports plus any cash or checks (currency) accepted during the month.</p>

	<p>posted incorrectly, modify the figures in ROM II following the procedures outlined in the ROM II User's Guide.</p> <p>b. Print out ROM II Over/Short Report from ROM II back office and Ship's Store Monthly Transaction Detail Report from shore reports folders and compare the totals with the ROM II daily transaction reports to research and resolve discrepancies.</p> <p>c. 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.</p>	<p>3. If monthly cash collections and sales don't balance (equal), an error condition exists that must be investigated and corrected. The process of investigation and correction is the same as that described in Daily reconciliation above.</p> <p>4. The FSO will maintain monthly reports and reconciliation worksheets on file for 12 months. When a month's activity is reconciled, the daily reports for that month can be discarded.</p>
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USS _____

GENERAL MESS DAILY RECONCILIATION WORKSHEET

DATE: _____

SALES		COLLECTIONS	
DD 1149/NS 1282			Cash
NS 1046			Checks
DD 1544			Navy Cash (from Merchant Sales Summary Report)
TOTAL SALES			TOTAL COLLECTIONS
ADJUSTMENTS TO SALES		ADJUSTMENTS TO COLLECTIONS	
Plus refunds issued today but not liquidated today			Less amount of currency overage—exclusive of Navy Cash funds
Less refunds issued before today but liquidated today			Plus amount of currency shortage—lost, misplaced or stolen—exclusive of Navy Cash funds
Less erroneously overstated sales amounts			Plus erroneously understated Navy Cash collections
Plus erroneously understated sales amounts			Less erroneously overstated Navy Cash collections
ADJUSTED TOTAL			ADJUSTED TOTAL

USS _____

PRIVATE MESS DAILY/MONTHLY RECONCILIATION WORKSHEET

DATE: _____

RECORDED		ACTUAL	
Recorded Collections for Day/Month (Total of 'NC' Entries in Record of Collections)			Navy Cash Collected for Day/Month (Daily/Monthly Merchant Sales Summary Report)
Less Refunds <u>Liquidated</u> for Day/Month (Total Of 'NC' Refund Entries in Record of Expenditures Liquidated on/in Day/Month)			
TOTAL RECORDED COLLECTIONS			TOTAL ACTUAL COLLECTIONS
ADJUSTMENTS TO RECORDED COLLECTIONS		ADJUSTMENTS TO ACTUAL COLLECTIONS	
ADJUSTED TOTAL			ADJUSTED TOTAL

NAVY CASH EOM RECONCILIATION RECORD

1. Basic business rule is that Navy Cash numbers reported in Monthly Transaction Detail Reports are always correct.
2. Use this form to document reconciliation of the Navy Cash numbers reported in Monthly Transaction Detail Reports and on your 1219, 1149, or 1359 to the Navy Cash numbers carried in Disbursing activity, ROM II, or FSM.
3. If there is a discrepancy, any adjustments necessary must be reported within 30 days in the next month's 1219, 1149, or 1359.
4. Retain this form on file with your monthly retained returns or monthly reports to document problem resolution. Forms may be reviewed by assist teams, Type Commanders, etc. to develop lessons learned to improve EOM procedures.

SHIP NAME	EOM MONTH AND YEAR	DIVISION (e.g., S-2, S-3, S-4)
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NAME OF FISCAL CLERK/RECORDS KEEPER	RANK/RATE	PHONE	E-MAIL ADDRESS
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NAME OF DISBURSING/SALES/FOOD SERVICE OFFICER	RANK/RATE	PHONE	E-MAIL ADDRESS
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DESCRIBE NATURE OF ISSUE/DISCREPANCY: *Include any error messages or error codes if possible. Attach any ROM II, FSM, or Navy Cash printouts, screen prints, or ship or shore reports as needed. Describe any suspected hardware, software, communications, or operational problems.*

<i>If Navy Cash system problem is suspected, include the case number you obtained from the Navy Cash Customer Service Center when you reported the trouble call.</i>	CASE NUMBER
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DESCRIBE STEPS TAKEN TO RECONCILE AND RESOLVE ISSUE/DISCREPANCY: *Include references you used in troubleshooting the problem, e.g., SOP, ship or shore reports, ROM II or FSM reports, system log files. Attach any reports, log file printouts, or screen prints as needed.*

Appendix S

Communications Troubleshooting Guide

The Disbursing Officer should check the status of round trips on a regular basis (see paragraph 8.4.33, Network Operations Center (NOC) Selection, and paragraph 8.4.24, Indicate End of Day, which explains manual EOD, automatic EOD, and automatic interim round trips). If a pending batch is not completed within six hours, the Disbursing Officer should engage a ship's IT and, together with the IT, go through the troubleshooting steps below.

STEP 1: When first noticing a possible communications problem, report the problem to the ship's ITs and verify with them that there are no ship communications issues or recent network changes that could possibly be the cause of the problem.

STEP 2: Request assistance from a ship's IT to make sure the ACLs are correct as follows:

A. Verify that the router ACL settings match the ones below:

```
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 20
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 21
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 20
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 21
access-list 110 permit tcp host <navy-cash node #1 IP> any eq 80
access-list 110 permit tcp host <navy-cash node #2 IP> any eq 80
access-list 110 permit tcp host <navy-cash node #1 IP> any gt 1023
access-list 110 permit tcp host <navy-cash node #2 IP> any gt 1023
```

NOTE: When applying these statements, be sure that they do not get placed below any deny statements. Also, be sure to use the correct "greater than" (gt) and "equal to" (eq) command for each specific line.

B. Verify ship's router settings, and e-mail them to JPMC's Navy Cash Technical Support (NCTS) group at navy.cash.technical.support@ezpaymt.com.

C. If the ACLs are correct and the round trip is still pending, then proceed to STEP 3.

STEP 3: Verify that "JIT Scheduler" and "Cluster Services" are running properly on the Navy Cash server.

Log on to the Active Node (Node 1 or Node 2)

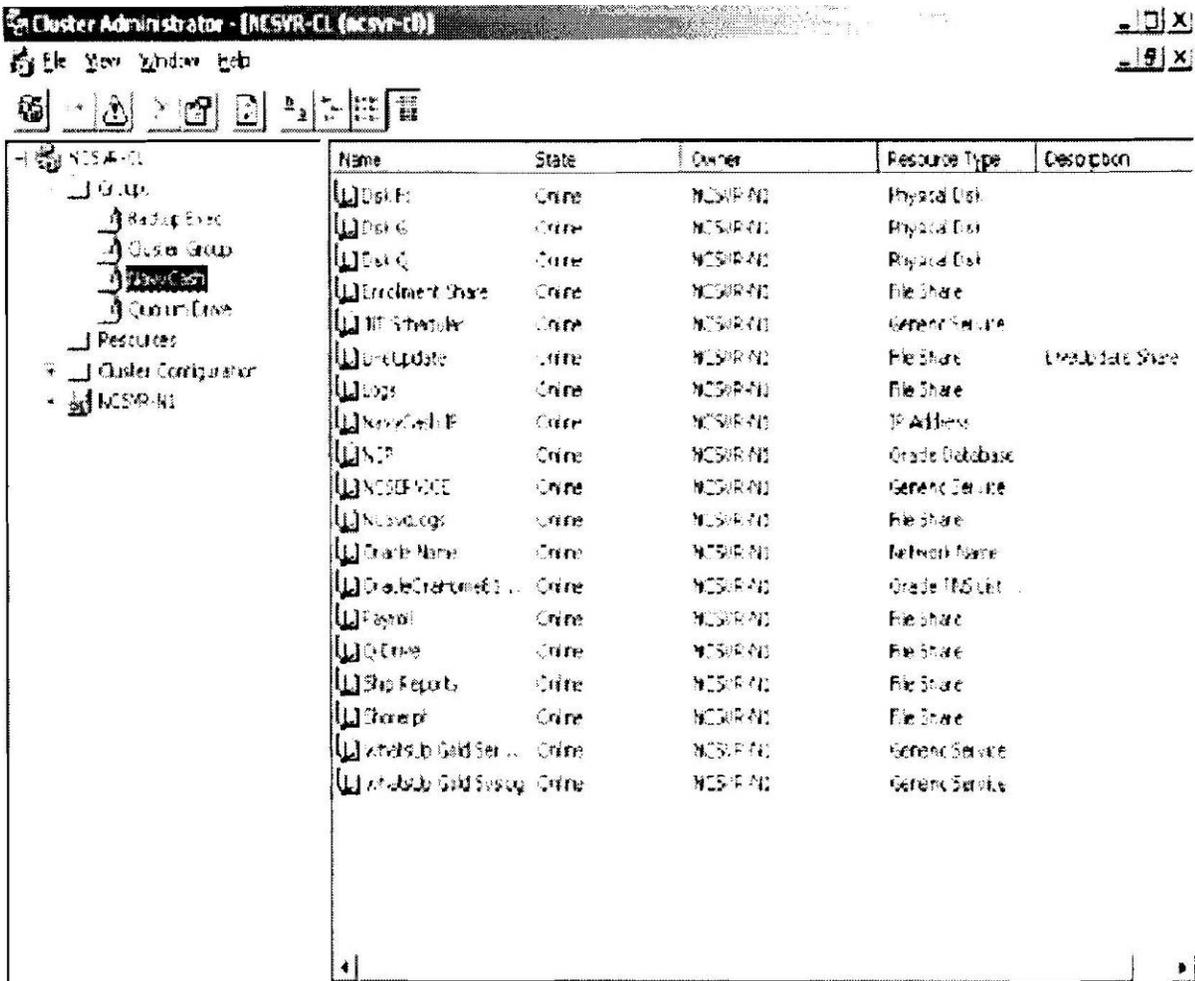
A. Verify that all Cluster Services are running on one server node (Node 1 or Node 2).

1. Start -> Programs -> Cluster Administrator.

2. Verify that all your Groups and Resources directories are in the control of the same Owner (NCSVR-N1 or NCSVR-N2). If there are some resources owned by Node 1 and others owned by Node 2, you will experience communication issues. You will also need to move on to the next step of these instructions.

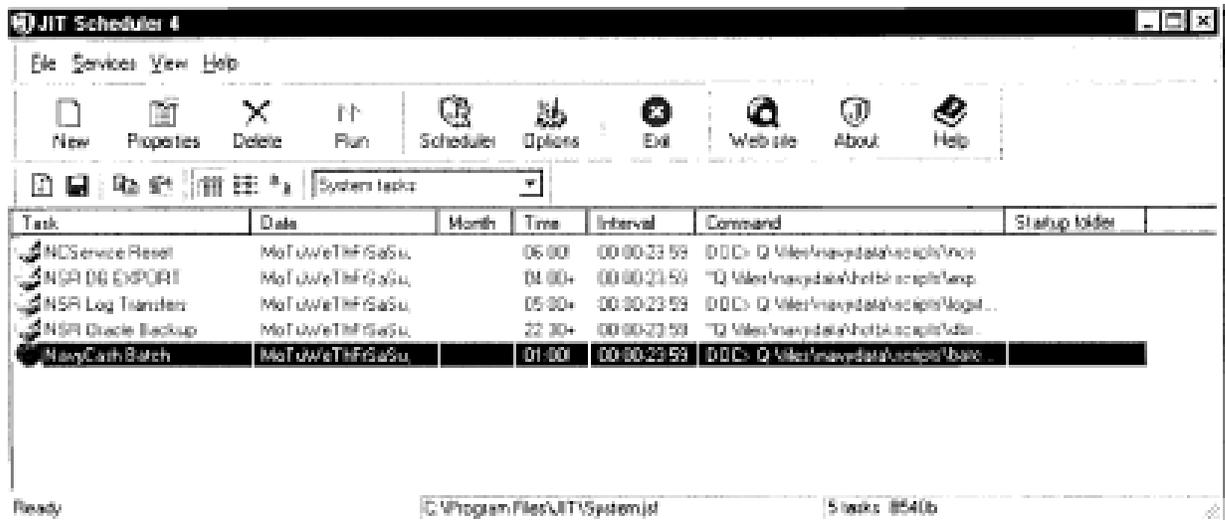
3. To move Groups or Resources folders to Node 1 or Node 2, right click on the folder/directory and select "Move Group" or "Move Resource", this will take a few moments to process.

4. Once all Groups and Resources are owned by, or in the control of, the same Node, wait and see if your batches resume processing.



B. Verify that all Cluster Services are Online.

1. Start -> Programs -> Cluster Administrator
2. Verify that the Status of all your Groups and Resources directories show "Online".
3. If there are services offline, report the issue to the Navy Cash Central Support Unit (CSU) at navycashcenter@ezpaymt.com for assignment of a case number and to NCTS at navy.cash.technical.support@ezpaymt.com.



C. Verify that your JIT Scheduler and Tasks are Active on both server nodes.

1. Start -> Programs -> JIT Terminal.
 2. Select the Options Icon and the Options window appears. Make sure the Run Scheduler Automatically at system startup is checked.
 3. Verify that each one of your tasks are set to active. Just highlight a Task and then
 4. Select File -> Task properties.
 5. Click OK
- If not active Activate JIT Scheduler jobs:
6. From the JIT scheduler window, double click on the NCS Service Restart task.
 7. Make sure that Active is checked.
 8. Click on the OK button.
 9. Repeat steps 5 through 7 for each of the tasks listed.
 10. Click on File -> Save.
 11. Exit JIT Scheduler.
 12. Complete these steps on both nodes.

If all of STEP 3 A, B, and C above are verified to be correct, move on to STEP 4.

STEP 4: Test the NOCs. Log on to the active node, Node 1 or Node 2.

Verify access off the ship and access to the FTP servers

1. Log on to Node 1.
2. Click START --> RUN
3. Type CMD in box, hit enter (Command Prompt Window will open)
4. In Command Prompt Window
5. Type FTP 205.56.145.73 (hit ENTER and provide results)
6. Type FTP 205.56.145.20 (hit ENTER and provide results)
7. Type FTP 205.56.129.35 (hit ENTER and provide results)
8. Type FTP 205.56.129.36 (hit ENTER and provide results)
9. Close window.

The IP addresses that prompt for a user name indicate a successful connection; those that do not prompt for a user name are unsuccessful. If one or more NOCs don't prompt for a user name, email the IPs experiencing problems to NCTS at navy.cash.technical.support@ezpaymt.com and to spawarc4ihelpdesk@navy.mil to report the issue.

STEP 5: Change the NOC as instructed below, to one of the NOCs from STEP 4 that prompted for a user name the most quickly.

1. In the Disbursing Application, under the "Utility Functions" menu, click on the "NOC Selection" function.
2. Verify the "Current NOC Selection" IP address.
3. From the "Change NOC Selection" dropdown box, select another NOC IP address. (If there are no other selections, contact the Navy Cash CSU. There should be four NOC options.)
4. Click on the Submit button.
5. Click on OK button.
6. Click on OK button again.
7. Log out of the Disbursing Application.

Notify NCTS at navy.cash.technical.support@ezpaymt.com of the previous NOC selection and what was selected as the new NOC. Wait one hour for round-trip processing to complete.

If, after one hour, the round trip is still making no progress, then proceed to STEP 6

STEP 6: Run the Checkcomm test on the active cluster node, and e-mail the results to the CSU for assignment of a case number and to the NCTS.

1. Log on to the active node of the Navy Cash server cluster
2. Copy the attached file, checkcomm.txt, to the Q:\ directory using Windows Explorer.
3. Rename the file to checkcomm.ksh
4. Copy the attached file, ftp_test.txt, to the Q:\ directory using Windows Explorer.
5. Rename the file to ftp_test.ksh
6. Select Start->Programs->MKS Toolkit->Korn Shell. This will open an MKS Korn Shell window.
7. At the Korn Shell prompt, type the following commands:
cd Q:/
./checkcomm.ksh
8. Wait 10 minutes for the command to finish, go to E:\ncsetup\logs\[today's date] folder, and copy and return all the logs contained therein to the CSU at navycashcenter@ezpaymt.com and to NCTS at navy.cash.technical.support@jpmchase.com.

COMMUNICATIONS AND NETWORK OPERATIONS CENTER POINTS OF CONTACT

NOTE: Please be sure your ITs keep the following POC information to report NOC/communications issues:

For Technical Support, contact:

GCCS-M/ISNS-IT21 LAN/NTCSS/NALCOMIS/JMCIS/JMCIS98/TIDS/TBMCS/WECAN

Help Desk Manager: 800-838-1816 (Option 2)

CONUS ISNS Helpdesk: DSN: 588-5665

E-mail (unclas): jmcishlp@spawar.navy.mil
spawarc4ihelpdesk@navy.mil

Shore support:

PRNOC:	808-653-5301/1000	prnoc@fleet.navy.mil/smil
	DSN: 453-8360/0523	fset@fleet.navy.mil
PACSW:	619-545-4357	sdbanhelpdesk@cnrsw.navy.mil
PACNW:	360-476-9090	helpdesk@pacnw.navy.mil
JRNOC:	243-3883/5233	helpdesk@cnrfe.navy.mil/smil
PH RITSC:	808-473-4357	helpdesk@cpf.navy.mil
IORNOC Bahrain:	DSN: 318-439-3407/3408/3415	iornoc@pop1.iornavy.mil/smil
UARNOC:	757-836-5004	121@pop1.uar.navy.mil/smil
	DSN: 836-5004	
ECRNOC	DSN 314-626-6020/3880/3881	noceng@ecr.navy.mil/smil

Please notify NCTS of any case numbers, ticket numbers, or COMMSPOTs opened with communications technical support or the NOCs.

