

NAVSUP Publication 727

Navy Cash[®] Financial System Standard Operating Procedure

Ready. Resourceful. Responsive!



Version 1.13
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NAVSUP Publication 727
Navy Cash[®] Financial System
Standard Operating Procedure

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This Standard Operating Procedure (SOP) provides information and guidance for ships equipped with the Navy Cash Financial System. The SOP lays out the actions required to carry out Navy Cash operations within the various “retail” areas on board ship. The Navy Cash SOP augments existing procedures. It does not affect non-monetary procedures, which remain in effect. Neither does it completely eliminate the need to maintain existing cash-handling procedures, which must remain in effect to process transactions that cannot be handled by Navy Cash.



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RECORD OF CHANGES

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.08	31 Oct 2003	Initial Publication in Naval Logistics Library <i>NAVSUP PUB 727</i>	
1.09 <i>NAVSUP PUB 727B</i>	15 Jan 2004	Minor editorial and usability changes Other specific changes include: <u>Chapter 2</u> <ul style="list-style-type: none"> • Display screens updated • Merchant ID, event code, and amount entry and function key changes • Clear/remove a merchant ID • Event maintenance <u>Chapter 5</u> <ul style="list-style-type: none"> • Reference to bulk refund and event maintenance <u>Chapter 8</u> <ul style="list-style-type: none"> • Disbursing application screen prints updated • All funds transfer options under single link • Funds transfer to another card's chip using SSN • Individual refunds — miscellaneous and chip-purchase • Bulk refunds • Event maintenance • NOC selection information updated • Provisional split pay • Suggested courses of action for returned transactions that result in negative balance • End-of-month process to begin five days before end of month for S-2, S-3, and S-4 • Sample letter of authority to hold cash <u>Appendixes</u> <ul style="list-style-type: none"> • CAD will not allow more than one EOM message to be sent in 15 second period • Merchant ID, event code, and amount function key changes • Toll-free number changed on affidavit form • Suggested courses of action for returned transactions that result in negative balance 	Throughout <ul style="list-style-type: none"> • Throughout • 2.2.2, 2.2.3, 2.2.9, 2.2.11.e, and throughout • 2.2.9.a • 2.2.9.b • 5.3 and 5.5.2 • Throughout • 8.4.7 • 8.4.8 • 8.4.10 • 8.4.12 • 8.4.27 • 8.4.30 • 8.4.32 • 8.8 and Appendix L • 8.9.1 • 8.2.1 and 8.15.3 • Appendix A • Appendix B • Appendix I • Appendix L

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
<p>1.10</p> <p><i>NAVSUP PUB 727C</i></p>	<p>31 Oct 2005</p>	<p>Minor editorial and usability changes</p> <p>Emphasis added that all dates and times in Navy Cash are recorded and reported in Greenwich Mean Time (GMT) / Coordinated Universal Time (UTC) / ZULU time</p> <p>Other specific changes include:</p> <p><u>Chapter 1 — Navy Cash Overview</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Name of Navy Integrated Call Center (NICC) changed to Global Distance Support Center (GDSC) • List of Acronyms updated • Reference to Provisional Split Pay included <p><u>Chapter 2 — K22/K80 Operating Procedures</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Proxy mode Intercept Merchant/Merchant Override and Set New Merchant ID deleted <p><u>Chapter 3 — General Mess</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Maximum limit on chip on merchant cards increased from \$1,000 to \$9,999.99 • Meal price and surcharge separate amounts • Eliminated option to send e-mail to CSC to transfer funds from one merchant account to another to pay food invoice <p><u>Chapter 4 — Private Messes</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Merchant Settlement Reports added and weekly settlement/deposit dates changed • Maximum limit on chip on merchant cards increased from \$1,000 to \$9,999.99 • Options added to settle daily or weekly and to checking or Navy Cash merchant account • Eliminated option to send e-mail to CSC to transfer funds from one merchant account to another to pay food invoice 	<p>Throughout</p> <p>Throughout</p> <ul style="list-style-type: none"> • 1.4 • 1.5.4.i and 1.5.9 • 1.5.9 • 1.9 • 2.2 • 2.3.2, 2.3.3, and 2.3.9 • 3.2 • 3.1, 3.4.4, and 3.5.2 • 3.3 and 3.4 • 3.5.2 • 4.2 • 4.3, 4.14, and 4.17.3 • 4.1.5 and 4.10 • 4.3 and 4.14 • 4.10.3

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.10 (continued)	31 Oct 2005	<p><u>Chapter 5 — MWR</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Merchant Settlement Reports added and weekly settlement/deposit dates changed • Options added to settle daily or weekly and to checking or Navy Cash merchant account <p><u>Chapter 6 — Post Office</u></p> <ul style="list-style-type: none"> • Reference to Navy Cash Preventive Maintenance System (PMS) included • Sale of USPS stamp booklets to ship’s store • Two scenarios added to describe possible account shortages and corrective actions • Eliminated e-mail from Treasury Financial Agent confirming funds deposited to USPS • Procedures included for uploading unit 1412 data using the RCU disk • Attach Merchant Sales Summary Report vice Daily Transaction Detail Report to PS Form 1412 • PS Form 1412/Merchant Sales Summary Report kept on file for four vice three years • Use of visitor card to pay for official mail postage and postal services <p><u>Chapter 7 — Ship’s Store</u></p> <ul style="list-style-type: none"> • Chapter reorganized • Reference to Navy Cash Preventive Maintenance System (PMS) included • Operator IDs for store operators must be established first in Navy Cash application and then entered into ROM II back office • If connectivity is a problem, don’t log off K22, so business can be conducted next day • Navy Cash can be used to support non-EPOS store sales • Description of ROM II–Navy Cash Comparison Report and ROM II Reporting function in Navy Cash application added • Vending (CAD) maintenance updated • Reference added to End-of-Month (EOM) spreadsheet as a part of EOM process 	<ul style="list-style-type: none"> • 5.2 • 5.3.c, 5.9.k, and 5.12.3 • 5.3 and 5.9 • 6.2 • 6.5 • 6.7 • 6.7 • 6.7 • 6.7 • 6.7 • 6.10 • Throughout • 7.2 • 7.3 • 7.3 • 7.3.4 • 7.3.9 • 7.4.5 • 7.6.3

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.10 (continued)	31 Oct 2005	<u>Chapter 8 — Disbursing</u> <ul style="list-style-type: none"> • Navy Cash application screen prints updated • Use visitor cards for new enrollments whenever possible • Maximum limit on chip on merchant cards increased from \$1,000 to \$9,999.99 • Reference to Navy Cash Preventive Maintenance System (PMS) included • Navy Cash cards to be inventoried once each month vice every 60 days • Damaged cards no longer need to be sent to the FISC or JPMC • Updated custodial responsibility for custody of spare K22s and CADs • Transfer of responsibility upon relief and Navy Cash Pre-Audit/Turnover Checklist • Transfer custody of SecurID token upon relief • Procedures for unclaimed value on visitor cards added • Review of Unmatched Chip-to-Chip Transaction Report changed from monthly to weekly • Procedures for unclaimed value for unmatched chip-to-chip transactions added • Change card status procedures updated • “New Enrollee Card Pick Up” function deleted • Canceled cards must be destroyed, e.g., cut up, in the presence of the cardholder • Disbursing Officer review Negative Balance Report on a daily basis • Updated addresses for Treasury Financial Agent, JPMorgan Chase Bank, N.A. (JPMC), for sending in enrollment forms and Government checks • To open account, individual must fill out and sign enrollment form; Disbursing Officer must forward signed form to JPMC • Disbursing Officer must ensure that individuals are enrolled in Navy Cash before they sign up for SPO. 	<ul style="list-style-type: none"> • Throughout • 8.2.2 and 8.4.21 • 8.2.3 • 8.2.5 • 8.3.1 • 8.3.2 • 8.3.3 • 8.3.4 • 8.3.4 • 8.4.9.b • 8.4.11 • 8.4.11 • 8.4.15 • 8.4.18 • 8.4.15 and 8.4.20 • 8.4.20 and 8.8.1 • 8.4.20 and 8.8.1 • 8.4.21 • 8.4.21 and 8.4.32

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.10 (continued)	31 Oct 2005	<ul style="list-style-type: none"> • Individuals not part of ship's company should include company name or command name on line 2 of the address block on the enrollment forms when they enroll. • Merchant Settlement Reports added and weekly settlement/deposit dates changed • ROM II/Navy Cash Comparison Report added • To be assigned operator ID, individual must be Navy/Marine Cash cardholder; and, to be added to Navy Cash application user list, "Add as Disbursing User" block must be checked • Installing new equipment and pulling cable to nearest Navy Cash router is ship's responsibility • Vending and Ship's Store — vending maintenance and end of month procedures updated • For Marine Corps split pay, change in point of contact at FRB Boston • Procedures for money exchange by vendors in a foreign port updated • Disbursing Officer action in case of negative account balance updated • Out-of-service debt—collecting on negative account balance after member leaves service • Updated end-of-month reporting procedures • Name of Navy Integrated Call Center (NICC) changed to Global Distance Support Center (GDSC) • Navy Cash Trouble Call Worksheet • Log in to disbursing website at least monthly to keep account active • Revised letters of authority for accountable officer and agent • Bulk Card Log • Navy Cash Pre-Audit/Turnover Checklist • Navy Cash SPO enrollment/disenrollment form 	<ul style="list-style-type: none"> • 8.4.21 • 8.4.23.g and 8.15.6 • 8.4.24 and 8.15.4 • 8.4.26 • 8.4.26 and 8.5.3 • 8.4.27 and Appendix A • 8.4.31.b • 8.5.1 • 8.8.1 • 8.8.1 • 8.9.1 • 8.14 • 8.14.1 and 8.15.20 • 8.14.3 • 8.15.1 and 8.15.2 • 8.15.10 • 8.15.12 • 8.15.14

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.10 (continued)	31 Oct 2005	<ul style="list-style-type: none"> • Currency Exchange Log • Quarterly Cash Verification Team Navy Cash Checklist <p><u>Appendixes</u></p> <ul style="list-style-type: none"> • Vending maintenance and end of month procedures updated • Proxy mode Intercept Merchant/Merchant Override and Set New Merchant ID deleted • Updated flow diagram for configuring K22 • Enrollment form updated • Disbursing Officer Checklist for Recurring Tasks updated • Sample Internal Procedures and Controls instruction updated • Suggested guidelines for negative account balances updated • Procedures for purchasing stamps in the ship's post office for sale in the ship's store • Procedures for processing official mail using a visitor card • Procedures for coordinating move of Navy Cash to barge during shipyard availabilities 	<ul style="list-style-type: none"> • 8.15.17 • 8.15.18 <ul style="list-style-type: none"> • Appendix A • Appendix B • Appendix B • Appendix F • Appendix J • Appendix K • Appendix L • Appendix M • Appendix N • Appendix O
1.11 <i>NAVSUP PUB 727D</i>	31 Mar 2006	<p>Minor editorial and usability changes</p> <p><u>Chapter 1 — Navy Cash Overview</u></p> <ul style="list-style-type: none"> • New personnel can now be enrolled in Navy Cash without issuing them temporary cards <p><u>Chapter 8 — Disbursing</u></p> <ul style="list-style-type: none"> • Navy Cash application screen prints updated • Do not change time or time zone on server • New personnel can now be enrolled in Navy Cash without issuing them temporary cards • Navy Cash card limits can now be modified through Navy Cash application on ship • To perform any personal Navy Cash transactions in disbursing office, PS (DK) should see Disbursing Officer or Deputy • Navy Cash card inventory procedures updated • Disbursing Notification notes 	<p>Throughout</p> <ul style="list-style-type: none"> • 1.6.3 <ul style="list-style-type: none"> • Throughout • 8.1 and 8.4 • 8.2.2 and 8.4.20 • 8.2.3 and 8.4.21 • 8.2.4, 8.4.35, Appendix K • 8.3.1 • 8.4.3 and 8.4.22.f

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.11 <i>(continued)</i>	31 Mar 2006	<ul style="list-style-type: none"> • Monitor cardholder transfer dates • Ensure access to bank or credit union account remains blocked until Navy Cash account balance is zero or positive • Account information can now be updated through the Navy Cash application • Any change in cardholder's name will automatically generate request for new permanent card • Ensure Transfer Date and Type is current in each cardholder's member profile • For contingency purposes, cardholders should have personal checks and ATM/debit/check card on board in event Navy Cash is at or near complete mission failure • Note Maintenance enables disbursing office to view and add notes to member profiles • Disbursing Notification notes sent to ship to notify of any replication conflicts • Titles and contents of reports that can be generated on the ship updated • Deleted operator can now be reactivated at Navy Cash application • Avoiding failed split pay payroll payments • Procedures for foreign concessionaire vendors updated • Creating new merchants updated • To control negative balances, Navy Cash card limits and access to bank and credit union accounts ashore can now be modified through Navy Cash application on ship • Managing and requisitioning spares updated • Account information can now be updated through the Navy Cash application • Sample reports updated • Sample of Navy Cash Payroll Report added • Sample of SPO Payroll Report added <p><u>Appendixes</u></p> <ul style="list-style-type: none"> • To perform any personal Navy Cash transactions in disbursing office, PS (DK) should see Disbursing Officer or Deputy 	<ul style="list-style-type: none"> • 8.4.19.b and 8.4.21 • 8.4.19.c and 8.8.1 • 8.4.21 and 8.14 • 8.4.21.e • 8.4.21.f • 8.4.21.h • 8.4.22 • 8.4.22.f • 8.4.24 • 8.4.27.f • 8.4.33 • 8.5.2 • 8.5.3 • 8.8.1.e, 8.8.2 and 8.4.21 • 8.13 • 8.14 and 8.4.21 • 8.15 • 8.15.17 • 8.15.18 • Appendix K

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.11 <i>(continued)</i>	31 Mar 2006	<ul style="list-style-type: none"> • Updated procedures for barge support • Pre- and post-deployment grooms • Navy Cash merchants 	<ul style="list-style-type: none"> • Appendix O • Appendix P • Appendix Q
1.12 NAVSUP PUB 727E	31 Aug 2007	<p>Minor editorial and usability changes</p> <p><u>Chapter 1 — Navy Cash Overview</u></p> <ul style="list-style-type: none"> • Points of contact information updated • Global Distance Support Center (GDSC) menu selection numbers updated • Additional guidance for Marine enrollments <p><u>Chapter 2 — K22/K80 Operating Procedures</u></p> <ul style="list-style-type: none"> • Enforce User Logon Selection must be set to Do Not Force Logon even when ROM II and Navy Cash are integrated <p><u>Chapter 7 — Ship’s Store</u></p> <ul style="list-style-type: none"> • Enforce User Logon Selection must be set to Do Not Force Logon even when ROM II and Navy Cash are integrated <p><u>Chapter 8 — Disbursing</u></p> <ul style="list-style-type: none"> • Navy Cash application screen prints updated • Navy DISBO to support Marines embarked on ship without Marine DISBO • Replacement cards can now be requested without issuing temporary cards • Navy Cash card expiration—if no activity for six months when card expires, any remaining balance transferred to linked bank or credit union account automatically • Dormant accounts • Automatic chip-to-chip corrections (includes Automated Chip-to-Chip Corrections Report) • Deposit cash or check to strip (includes revised Daily Cash Transaction Ledger) • Cardholders can activate new, pendactive, permanent Navy Cash card at K80 • Navy Cardholder Issued Card Report lists temporary cards issued through Navy Cash application • Destroy canceled cards in presence of cardholder and document destruction on Navy Cash Card Issue Log (includes revised Navy Cash Card Issue Log) 	<p>Throughout</p> <ul style="list-style-type: none"> • 1.5.4 • 1.5.4.j • 1.6.4 • 2.3.8.a • 7.3.1.a • Throughout • 8.1 • 8.2.2 and 8.4.19 • 8.2.4 • 8.2.4.d • 8.4.11.e and 8.15.20 • 8.4.13, 8.4.14, and 8.15.10 • 8.4.16 • 8.4.19.g, 8.4.25, and 8.3.1 • 8.4.16, 8.4.19, 8.3.1, and 8.15.12

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
<p>1.12 (continued)</p>	<p>31 Aug 2007</p>	<ul style="list-style-type: none"> • ACH access blocked and Navy Cash account access suspended when account transferred to “Shore Command” based on transfer date in member profile • Name on SPO enrollment form must match name on Navy Cash enrollment form • Signed enrollment form must be sent via FedEx, UPS, or other traceable means, via fax (digital sender), or via e-mail • DISBO to notify Sales, Food Service, and Marine DISBO when IEOD function completed with Indicate EOM checked • Fraud Detection Report added • Disbursing can check status of vending and store EOM for current and previous month • Disbursing can do multiple EOM close-outs within current month • Clear a negative Navy Cash account balance by depositing a cash or check directly to the Navy Cash (strip) account • Daily Blocked Account Report added— Disbursing should review on daily basis • EOM spreadsheet revised • Global Distance Support Center (GDSC) menu selection numbers updated <p><u>Appendixes</u></p> • Enforce User Logon Selection must be set to Do Not Force Logon even when ROM II and Navy Cash are integrated • Assign cardholder to new ship location using Disbursing web site • Updated procedures for barge support 	<ul style="list-style-type: none"> • 8.4.20 and 8.4.22 • 8.4.21 and 8.4.34 • 8.4.21.g • 8.4.24 • 8.4.25 and 8.8.1 • 8.4.28.b(10) • 8.4.28.b(11) • 8.8.1 and 8.4.13 • 8.8.2 and 8.4.24.n • 8.4.9 • 8.14.1 and 8.15.25 • Appendix B and C • Appendix E • Appendix O
<p>1.13 <i>NAVSUP PUB 727F</i></p>	<p>30 Jun 2009</p>	<p>Minor editorial and usability changes</p> <p><u>Chapter 3 — General Mess</u></p> <ul style="list-style-type: none"> • For merchant cardholders, chip load and debit limit for Navy Cash cards issued after 24 Sep 08 increased to \$50,000 <p><u>Chapter 4 — Private Messes</u></p> <ul style="list-style-type: none"> • For merchant cardholders, chip load and debit limit for Navy Cash cards issued after 24 Sep 08 increased to \$50,000 	<p>Throughout</p> <ul style="list-style-type: none"> • 3.1 and 3.4.4 • 4.1, 4.10.3, and 4.10.4

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.13 (continued)	30 Jun 2009	<ul style="list-style-type: none"> • Private merchants set up to settle on daily basis to help simplify reconciliation and settlement process <p><u>Chapter 5 — MWR</u></p> <ul style="list-style-type: none"> • For merchant cardholders, chip load and debit limit for Navy Cash cards issued after 24 Sep 08 increased to \$50,000 • Private merchants set up to settle on daily basis to help simplify reconciliation and settlement process <p><u>Chapter 6 — Post Office</u></p> <ul style="list-style-type: none"> • Refunds in Post Office to be processed through USPS not Navy Cash <p><u>Chapter 8 — Disbursing</u></p> <ul style="list-style-type: none"> • Introduces instant issue and embossed permanent Navy Cash cards • Shipments of less than 10 cards will be mailed to individual cardholders directly • Disposition of unclaimed or returned Navy/Marine Cash cards • For merchant cardholders, chip load and debit limit for Navy Cash cards issued after 24 Sep 08 increased to \$50,000 • For any change to chip load and debit limit above \$1,000, DISBO must contact CSU • Expiration date for cards issued after 24 Sep 08 changed from three to five years • Replacements for expiring cards created and sent to cardholders in first week of month prior to the month in which the card expires • Cash Verification Team to generate card reports for all Disbursing App users to verify no unauthorized deposits made to their accounts since last cash verification • Individuals must log off Disbursing App when through working on system • DISBO must establish procedures for proper handling and safeguarding of Personally Identifiable Information (PII) • Working stock of Navy Cash cards shall be returned to DISBO at least once each week for audit and inventory vice daily 	<ul style="list-style-type: none"> • 4.3.d • 5.7.1 • 5.3.d • 6.6 • 8.2.3 • 8.2.3, 8.4.19 • 8.2.3, 8.4.19 • 8.2.4, 8.8.1 • 8.2.4 • 8.2.5 • 8.2.5 • 8.2.6, 8.11, 8.15.25 • 8.2.6 • 8.2.6, Appendix K • 8.3.1, Appendix K

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.13 (continued)	30 Jun 2009	<ul style="list-style-type: none"> • Allowance for spare cards updated • When directed, return failed equipment to depot via traceable means (K22s/CADs with stuck transactions sent to Cogent Systems). Include case number assigned and equipment serial number. • Procedures for transfer of responsibility upon relief updated • New, more detailed procedures for cashing out residual funds on visitor cards • Disbursing office merchant not to be used in “Chip to Merchant Account” function • Within bulk refund function, events codes must be unique and are not reusable • When changing card status or updating account information, if multiple cards match search criteria, verify that card selected is correct card • Instant issue card as replacement for lost, stolen, damaged card. Embossed permanent card no longer used for this purpose • ACH access unblocked and Navy Cash account access unsuspended automatically when cardholder completes “Ship Check In” at K80 Cashless ATM • Instant issue card used for new enrollments. Embossed permanent card no longer used for this purpose • Personnel stationed aboard ship enrolling in Navy Cash should include their assigned division in address line 2 • Change in address and procedures to send enrollment forms to JPMC for imaging • Updating cardholder’s name in member profile via Account Info Update will no longer generate automatic request for replacement Navy Cash card • Indicate End Of Day (IEOD) function can also be initiated automatically at preset time • Multiple batch transfers (interim round trips) will be run automatically to synchronize ship and shore databases • Events codes must be unique and are not reusable 	<ul style="list-style-type: none"> • 8.3.2 • 8.3.3, 8.13, 8.14 • 8.3.4, 8.15.14 • 8.4.9.b • 8.4.9.c • 8.4.12, 8.4.30 • 8.4.16, 8.4.22 • 8.4.19 • 8.4.20 • 8.4.21.a • 8.4.21.c • 8.4.21.g • 8.4.22 • 8.4.24.c • 8.4.24.d • 8.4.30, 8.4.12

VERSION NUMBER	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.13 (continued)	30 Jun 2009	<ul style="list-style-type: none"> • Navy Cash server now switches among multiple paths through NOCs automatically if any one path is inoperable for any reason • Automated application of IAVA and other software patches • Transient merchants, e.g., currency exchange (husbanding agent) and foreign concessionaire, now settle to disbursing office merchant card strip account daily rather than monthly as part of EOM process • Negative balance notification message displayed on K80 Cashless ATM • If transfer request at K80 returned for NSF, automatic representment will present transaction up to two more times automatically on successive pay days • Automated generation of EOM spreadsheet using shore numbers and of SF 215/5515 numbers streamlines EOM process • Include DASR, Monthly Transaction Summary Report, EOM spreadsheet, original SF 215s/5515s in retained returns • Sample e-mails notifying cardholder of negative balance • Joint Navy Cash relieving letter for relieved and relieving Disbursing Officers • CVT Navy Cash Checklist updated • Navy Cash Trouble Call Worksheet updated <p><u>Appendixes</u></p> <ul style="list-style-type: none"> • New enrollment form, DD Form 2887, Feb 2009 (previous editions are obsolete and should no longer be used) • Checklist for Recurring Navy Cash Tasks revised • Working stock of Navy Cash cards shall be returned to DISBO at least once each week for audit and inventory vice daily • Transfer requests at K80 returned for NSF, will be represented automatically up to two more times on successive pay days • End-Of-Month (EOM) Procedures Worksheet added • Comms troubleshooting guide added 	<ul style="list-style-type: none"> • 8.4.33 • 8.4.37 • 8.5.1 • 8.8.1, 8.4.22 • 8.8.1, 8.4.13, Appendix L Appendix K • 8.9 • 8.9.k, 8.15.25 • 8.15.7 • 8.15.14 • 8.15.25 • 8.15.26 • Appendix F • Appendix J • Appendix K, 8.3.1 • Appendix L • Appendix R • Appendix S

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1.1 Reference Documents

- a. DOD FMR Volume 5
- b. NAVSUP P486
- c. NAVSUP P487

1.2 Description of Navy Cash

Navy Cash represents an evolution of the Automated Teller Machines (ATMs)-at-Sea program (ATMS), which began installing ATMs on board ships in 1988. The Navy Cash card combines chip technology and a magnetic strip to virtually eliminate the need for Sailors and Marines to carry cash. The chip-based electronic purse provides for a cashless environment within the lifelines of the ship. The magnetic strip on the back of the card provides for pre-paid debit access to the funds in Navy Cash accounts at more than 23 million MasterCard acceptance locations and more than 1,000,000 ATMs in over 210 countries and territories worldwide. To

support these transactions, Navy Cash also provides for electronic access to checking and savings accounts ashore.

Sailors and Marines continue to have their pay deposited in their bank and credit union Demand Deposit Accounts (DDAs) through the Navy's Direct Deposit System (DDS). On board ship, they can use cashless ATMs to access these accounts electronically to transfer money, as needed, into their Navy Cash accounts. Navy Cash provides these electronic banking capabilities, without additional charge to Sailors and Marines, 24 hours a day, seven days a week through store-and-forward, off-line access to virtually all bank and credit union accounts ashore. Sailors and Marines who elect the Split Pay Option (SPO) can also have a portion of their pay sent directly to their Navy Cash accounts each payday.

On the ship, Sailors and Marines use the chip-based electronic purse on their Navy Cash cards at Point-Of-Sale (POS) terminals for all their purchases in the ship's store, post office, MWR, general mess, wardroom, and other "retail" locations throughout the ship, including vending machines. This cashless environment not only improves service to customers but also reduces workload aboard ship by automating payment transactions and eliminating (as nearly as possible) the circulation of cash.

Off the ship, Sailors and Marines can use the magnetic strip on the back of their Navy Cash cards to purchase gifts and souvenirs and pay for meals in restaurants using the Navy Cash card directly. They can also obtain the cash they need during port visits from the ATMs that are available in the local area. Overseas, these local ATM transactions generally provide the best exchange rate for foreign currency.

In support of Navy Cash, a U.S. Department of the Treasury Financial Agent provides access to virtually all banks and credit unions and reconciliation and settlement services, thus further reducing workload and eliminating a large portion of the accountability of the retail operators and the Disbursing Officer.

The business case analysis of Navy Cash operations on the two initial prototype ships was positive in every area of the analysis. The NAVSUP Program Office is budgeted in the POM to replace the oldest ATMs-at-Sea systems at a rate of about 30 to 35 systems per year and complete the installation of Navy Cash on all ships with a Disbursing Office by the end of FY09 and the beginning of FY10. This replacement of all ATM system components represents a planned replacement cycle as system equipment reaches the end of its expected service life.

1.3 Navy Cash Financial System Equipment Description

The main hardware components of the Navy Cash Financial System are a server, from one to four cashless ATMs (K80), POS card readers (K22) at retail locations throughout the ship, and Card Access Devices (*also know as Card Accepting Devices*) (CADs) in all vending machines. The number of ATMs and POS and CAD devices depends on ship class. A sample Navy Cash Equipment Checklist is included at Appendix G. This checklist is tailored for each ship as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

1. The cluster server itself consists of:
 - a. Two COMPAQ DL380 servers.
 - b. One RAID controller.
 - c. Five SCSI II hard drives.
2. Each COMPAQ DL380 server consists of:
 - a. Single processor.
 - b. Two Network Interface Cards (NIC) 100/10 MB NIC (Will be upgraded to a Gigabyte-Ethernet card).
 - c. Two hard drives.
 - d. One CD ROM drive.
 - e. One Floppy drive.
3. The following software is installed on each server node:
 - a. Windows NT or Windows 2000.
 - b. Microsoft Cluster Server.
 - c. Oracle 8.
 - d. Microsoft Cluster Server Toolkit.
 - e. Navy Cash Listener / Parser.
 - f. Navy Cash Proxy.
 - g. Disbursing Application.
 - h. Legato (Windows NT) or Veritas (Windows 2000) Backup utility.

1.4 Planned Maintenance System

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

1.5 Standard Operating Procedure

1. SOP OBJECTIVES

The Navy Cash Financial System is designed to provide a cashless alternative for all money-based transactions performed on board ship. This Standard Operating Procedure (SOP) stipulates the procedures necessary to perform Navy Cash transactions within the various shipboard functional areas. This SOP augments existing procedures. It should be understood that Navy Cash does not affect non-monetary procedures, which continue to have their full force and effect.

Neither does Navy Cash eliminate the need for maintaining existing money-handling procedures for contingency operations in the unlikely event that Navy Cash experiences a catastrophic failure and ceases to function.

2. NAME OF PREPARING ORGANIZATION

Naval Supply Systems Command, Navy Family Support Mechanicsburg, Navy Cash Program Office (NAVSUP NFS 56).

3. EXPECTED LIFE OF THE STANDARD OPERATING PROCEDURE

This SOP is effective throughout the life of the Navy Cash Financial System or as long as the system remains installed on board ship. Ultimately, these procedures will be incorporated into existing Navy publications and instructions that govern the various functional processes affected by Navy Cash, e.g., DOD FMR Vol. 5, NAVSUP Publications P485, P486, and P487. The Navy Cash Financial System SOP has been assigned NAVSUP Publication Number 727.

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h. Fleet Assistance Teams

Refer to NAVSUP P487, paragraph 1004, for telephone numbers and e-mail addresses for ship's store teams in each geographical area.

i. System Support

U.S. Treasury Financial Agent,
JPMorgan Chase Bank, N.A.
Hotline Number/Customer Service Center:

For Card Holders:

1 (866) 3NAVYCASH
1 (866) 362-8922
Web site: www.navycash.com
e-mail: navycash@ezpaymt.com

For Disbursing Offices:

1 (866) 6NAVYCASH
1 (866) 662-8922
Web site: www.navycashcenter.com
e-mail: navycashcenter@ezpaymt.com
navycashfin@ezpaymt.com (EOM only)

Fax:

1 (866) CHASE01
1 (866) 242-7301

j. Global Distance Support Center (GDSC)

The Navy Cash Customer Service Center can also be reached through the GDSC, which is also known as "One Touch". The telephone numbers for the GDSC are:

Commercial: 1 (877) 4-1-TOUCH Cardholders:
1 (877) 418-6824 Press 4, then 5, then 2

DSN: 510 4-2-TOUCH Disbursing / Merchants:
510 428-6824 Press 4, then 5, then 3

The 1-877 number should be used for worldwide toll-free access from the United States, Japan, Germany, England, Italy, and Spain from activities ashore or ships in port and can be used when aboard ships at sea that have the capability and connectivity.

The DSN number should be used for toll-free access from all other countries from activities ashore or ships in port and can be used when aboard ships at sea that have the capability and connectivity.

5. SOP COORDINATION

This SOP has been coordinated with FISC Norfolk, FISC San Diego, DFAS Cleveland, Navy Exchange Services Command (NEXCOM) Ship's Store Program, NAVPERS 65 (MWR), NAVSUP NFS 51, NAVSUP NFS 56, Field Examination Groups (FEGs), and ship, TYCOM, and Fleet staffs.

6. SOP VALIDATION/TESTING

Lessons learned are incorporated into revised versions of the SOP on a continuing basis.

7. SOP APPROVAL

This SOP was prepared and approved by the NAVSUP NFS Navy Cash Program Office.

8. SOP REVIEW AND REVISION

This SOP will be reviewed at least semi-annually by the Navy Cash Program Office and revised on a regular basis.

9. LIST OF ACRONYMS AND DEFINITIONS

ACB	Automated Contract Bulletin
ACH	Automated Clearing House
ADNS	Automated Digital Network System
AMPS	Automated Military Postal System
APDS	All Purpose Date Stamp
ASL	Automated SSAC Listing
ATM	Automated Teller Machine
ATMS	Automated Teller Machines-at-Sea program
BIN	Bank Identification Number
BUPERS	Bureau of Naval Personnel
CAD	Card Access Device (<i>also known as Card Accepting Device</i>)
Chip	Miniaturized circuit card embedded in the Navy Cash card that processes e-purse transactions (often synonymous with e-purse)
CO	Commanding Officer
COOP	Continuity Of Operations Plan
COPE	Custodian of Postal Effects
CPO	Chief Petty Officer
DDA	Demand Deposit Account

DDE	Dynamic Data Exchange
DDS	Direct Deposit System
DFAS	Defense Finance and Accounting Service
DISBO	Disbursing Officer
DMM	Domestic Mail Manual
DOD FMR	Department of Defense Financial Management Regulations
DSI	Direct Settlement Interface
DSN	Defense Switched Network
DSSN	Disbursing Station Symbol Number
DV	Distinguished Visitor
EFT	Electronic Funds Transfer
EOD	End Of Day
EOM	End Of Month
EPOS	Electronic Point-Of-Sale
E-purse	Miniaturized circuit card embedded in the Navy Cash card that holds the programming to process financial transactions (synonymous with chip)
FDNF	Forward Deployed Navy Forces
FEG	Field Examination Group
FISC	Fleet and Industrial Supply Center
FRB	Federal Reserve Bank
FSMIS	Food Service Management Information System
FSO	Food Service Officer
GDSC	Global Distance Support Center, also known as “One Touch”
GMT	Greenwich Mean Time (Navy Cash “clock” is set to GMT/UTC)
Hot list	List of Navy Cash cards (accounts) that have been reported lost or stolen to the Navy Cash system. A card on the hot list is rendered inoperable.
IEOD	Indicate End Of Day (EOD)
ISNS	Integrated Shipboard Network System
ISO	International Standards Organization
JPMC	JPMorgan Chase Bank, Treasury Financial Agent for Navy Cash
K22	Handheld Navy Cash card reader device used to record sales transactions. Operated in the online or offline modes.
K80	Cashless ATM device permanently mounted on board ship and used by Navy Cash cardholders to perform various financial transactions.

LAN	Local Area Network
LCD	Lighted Crystal Display
LOA	Line Of Accounting
LSC	Logistics Support Center
LSR	Logistics Support Representative
MICR	Magnetic Ink Character Recognition
MMPA	Master Military Pay Account
MPSA	Military Postal Service Agency
MSO	Merchant Sales by Operator (a type of Navy Cash application report)
MWR	Morale, Welfare, and Recreation
NAVPERS	Navy Personnel Command
NAVCOMPT	Navy Comptroller
NAVSUP	Naval Supply Systems Command
NEXCOM	Navy Exchange Services Command
NFS	Navy Family Support
NIC	Network Interface Card
NOC	Network Operations Center
NSF	Non Sufficient Funds
NWCF	Navy Working Capital Fund
OMM	Official Mail Manager
ORF	Official Representation Funds
OSI	Operating Space Item
PAR	Postal Accounting Report
PIN	Personal Identification Number
PMS	Planned Maintenance System
POS	Point Of Sale
PRNOC	Pacific Region Network Operations Center
PVI	Postage Validation Imprinter
RIC	Routing Identification Code
ROM	Resale Operations Management
SAM	Secure Access Module
SASR	Safe Audit Summary Report
SATCOM	Satellite Communications

SIK	Subsistence In Kind
SIMA	Shore Intermediate Maintenance Activity
SODA	Statement Of Deposit Activity
SOP	Standard Operating Procedure
SPO	Split Pay Option
SSAC	Ship's Store Afloat Catalog
SSEC	Ship's Store Electronic Catalog
SSN	Social Security Number
SSPN	Ship's Store Profits Navy
TFA	Treasury Financial Agent
TYCOM	Type Commander (ship type)
UARNOC	Unified Atlantic Region Network Operations Center
UMIDS	Uniform Microcomputer Disbursing System
USPS	United States Postal Service
UTC	Coordinated Universal Time (Navy Cash "clock" is set to UTC/GMT)

1.6 Navy Cash Enrollment

1. BACKGROUND

Navy Cash cards replace bills and coins for personal financial transactions at all retail locations on board ship. Sailors and Marines must have Navy Cash cards to pay for purchases at the ship's store, vending machines, and the post office, for example. Cash is only accepted at these retail locations on an exception basis, e.g., from guests on board the ship for only a short time. Sailors and Marines on board ship are still able to obtain U.S. currency at the Disbursing Office.

Each member of the crew is enrolled in the Navy Cash program and issued a Navy Cash card, either as part of the initial bulk enrollment prior to installation of Navy Cash on board the ship, or at the Disbursing Office if an individual reports to the ship after the bulk enrollment is completed. Navy Cash orientation training is provided as a part of the enrollment process.

The Navy Cash card combines chip technology and a magnetic strip to virtually eliminate the need for Sailors and Marines to carry cash. On board ship, Navy Cash cards can be used at cashless ATMs 24 hours a day, seven days a week to access bank or credit union accounts electronically and transfer money as needed into Navy Cash accounts. The chip-based electronic purse is used for all purchases on board ship. On liberty ashore, the magnetic strip can be used for pre-paid debit access to Navy Cash accounts at 23 million MasterCard acceptance locations and more than 1,000,000 ATMs in over 210 countries and territories worldwide. There are three types of Navy Cash cards .

a. INSTANT ISSUE NAVY CASH CARDS provide access to all Navy Cash capabilities. Pre-embossed with the name as "NAVY CARDHOLDER" and a MasterCard®

account number at the card manufacturing facility, a stock of instant issue cards is held on the ship by the Disbursing Officer. They are issued on the spot to individuals newly enrolling in Navy Cash and to replace lost, stolen, or damaged cards.

b. **EMBOSSSED PERMANENT NAVY CASH CARDS** also provide access to all Navy Cash capabilities. These cards are personalized and embossed with the account-holder's name and a MasterCard® account number at the card manufacturing facility and must be delivered to the individual 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 and as replacements for expiring cards. When an individual's Navy Cash 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 old card expires. If there is a need, an embossed permanent Navy Cash card can be requested for a new enrollee or as a replacement for a lost, stolen, or damaged card. (*Note: Disbursing Officers shall only give out one card, either by issuing an instant issue card or by requesting an embossed permanent card; they shall not do both.*) A visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

c. **VISITOR NAVY CASH CARDS** are chip-only cards intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship. Visitor cards are issued primarily to visitors from a stock of cards held on the ship by the Disbursing Officer and are reusable. They should be cashed out and turned in when the visitor is done with the card, so they can be reissued to another visitor.

Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in DODFMR, Volume 5, Chapter 7.

2. BULK ENROLLMENT

Prior to installing Navy Cash on board a ship, the entire crew is enrolled in the Navy Cash program and issued embossed permanent Navy Cash cards. It is highly recommended that everyone enroll in the Navy Cash program. Crewmembers must provide personal information on special Navy Cash enrollment forms provided by the Disbursing Office and must acknowledge, by their signature, the Non-Sufficient Funds (NSF) procedures and electronic funds transfer policies. The bank or credit union account information on the enrollment form allows Navy Cash accounts to be linked to each crewmember's checking or savings account and enables the transfer of funds to and from the Navy Cash account. 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. The information entered on the enrollment forms is entered into the Navy Cash system database ashore to establish each crewmember's Navy Cash account and to initiate issue of embossed permanent Navy Cash cards. A hardcopy of the signed Navy Cash enrollment form is held on file until the crewmember transfers or leaves the Navy. A more detailed discussion of basic bulk enrollment procedures is contained in Appendix H.

Providing bank or credit union information is optional when enrolling in Navy Cash. An individual can elect not to provide this information but can still be issued a Navy Cash Debit MasterCard® with a magnetic strip and an associated Navy Cash account. Individuals who

choose this option can still fund their Navy Cash accounts by electing the Split Pay Option (SPO). Each payday, the amount of their split pay payroll is forwarded either by DFAS Cleveland for the Navy or by the Marine Disbursing Officer for the Marine Corps to the Treasury Financial Agent to plus up their Navy Cash accounts.

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 provides a list of any individuals in this category to the Treasury Financial Agent, JPMorgan Chase, during the bulk enrollment process.

3. NORMAL ENROLLMENT

After the initial bulk enrollment is completed, personnel reporting to the ship can enroll in the Navy Cash program at the Disbursing Office. To enroll, they must fill out and sign an enrollment form and turn the form in to Disbursing (a sample Navy Cash enrollment form is included at Appendix F). Disbursing uses the Navy Cash Disbursing Application to enter the information needed from the enrollment form (see paragraph 8.4.21 of this SOP), which is then forwarded automatically to the Navy Cash backend ashore to complete the enrollment process. Disbursing retains a copy of the enrollment form on board the ships and forwards the original to the Treasury Financial Agent to image and keep on file electronically.

Personnel newly enrolling in Navy Cash are normally issued an instant issue Navy Cash card. Pre-embossed with the name as “NAVY CARDHOLDER” and a MasterCard® account number, instant issue cards are issued on the spot at the Disbursing Office. Instant issue cards provide individuals immediate access to all Navy Cash capabilities. A new enrollee can load the chip on the card at the Disbursing Office immediately by writing a personal check or converting cash, and the card can then be used for purchases on the ship. As soon as the account information on the ship and shore has been updated with the new account and new card number, which occurs when the next “round-trip” processing is completed between ship and shore, normally within 24 to 48 hours, the card can also be used to transfer funds at K80 Cashless ATMs 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.

Again, embossed permanent Navy Cash cards are normally only issued as a part of bulk enrollment when Navy Cash is initially implemented on a ship or as replacements for expiring cards. If there is a need to request an embossed permanent Navy Cash card for a new enrollee, a visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship (see paragraph 8.4.19, Assign Replacement Card). *(Note: Disbursing Officers shall only give out one card, either by issuing an instant issue card or by requesting an embossed permanent card; they shall not do both.)* Visitor cards can be used for a short period without significant inconvenience until an embossed permanent cards is delivered to the ship. However, visitor cards are chip-only cards. They can only be used to make purchases on board ship. They cannot be used to access a bank or credit union account ashore from the K80 Cashless ATM on the ship and transfer money to the chip. They do not have a magnetic strip. They cannot be used to pay for purchases ashore or to access commercial ATMs off the ship. Visitor cards cannot be used to access Split Pay credited to a cardholder’s Navy Cash (strip) account from the K80 Cashless ATM. If necessary, for an individual already enrolled in Navy Cash and waiting

on delivery of an embossed permanent card, split pay can be transferred to the chip on the visitor card using the Navy Cash Disbursing Application (see paragraph 8.4.8).

4. MARINE ENROLLMENT

Long-Term Deployments. Prior to embarking on a Navy Cash ship for an extended deployment, Marines should be enrolled in Marine Cash using bulk enrollment procedures. The Marine Logistics Groups (MLGs)—MLG 1 Camp Pendleton, MLG 2 Camp Lejeune, and MLG 3 Okinawa—are responsible for coordinating the bulk enrollment of the entire Marine Expeditionary Unit (MEU). This bulk enrollment process, which includes training and enrolling the Marines, should be completed about four to six weeks prior to the date of embarkation to provide enough lead time to manufacture and deliver the Marine Cash cards for distribution just before or just after embarking on the ship.

Short-Term Deployments. Visitor cards do not require prior enrollment and may be issued for short-term deployments, such as exercises. Particularly for pre-deployment exercises several months prior to overseas deployments, visitor cards may be the preferred alternative, because the Marines participating in the exercise may not be the Marines embarking for the deployment. Visitor cards are the ship's responsibility. The MLG and the MEU should coordinate with the ship on the schedule and the number of Marines that will be embarking, so the ship has time to order additional visitor cards if necessary. The ship will then work with Marines to set up procedures to get the visitor cards issued. The Navy Disbursing Officer will generally sign out an additional number of visitor cards to the Marine Disbursing Officer at the beginning of the deployment. Visitor cards are reusable, and the Marines will be responsible for returning "all" visitor cards when they leave the ship.

Replacement Cards. Instant issue Navy Cash cards are available as replacements for lost, stolen, or damaged cards and for small numbers of enrollments during extended or overseas deployments. Instant issue cards are the ship's responsibility. The MLG and the MEU should coordinate with the ship on the schedule and the number of Marines that will be embarking, so the ship has time to order additional instant issue cards if necessary. The Navy Disbursing Officer will generally sign out a number of instant issue cards to the Marine Disbursing Officer at the beginning of the deployment. The Marine Disbursing Officer is responsible for returning any remaining instant issue cards at the end of the deployment.

1.7 Visitors, Guests, and Dependents

Navy ships frequently host guests or other visitors for a variety of reasons. For example, Distinguished Visitors (DVs) and Navy and civilian personnel come to the ship to conduct inspections or accomplish other business. Shipyard and other maintenance personnel are on the ship to repair and update systems. DVs, scout groups, school groups, and others are given tours of the ship. Large-deck ships, particularly the CVs/CVNs and LHAs/LHDs, have guests on board nearly every day, and often in large numbers.

Under Navy Cash, visitors, guests, and dependents who are on the ship for only a few hours or for the day can buy things in the ship's store, such as snacks, drinks, souvenirs, and emblematic items, or pay for meals in the General Mess or Wardroom, for example, using cash or checks, as they have in the past. But, cash sales should be the exception to accommodate visitors that are only going to be on the ship for a short time, e.g., less than 72 hours.

Members of ship's company should not be allowed to use cash on board ship. If a member of the crew has \$5 in his/her pocket, he/she can go to the Disbursing Office to convert that \$5 into electronic cash on the Navy Cash card and then spend it wherever he/she wants on the ship.

Guests who are going to be on the ship for longer periods can be issued a chip-only Visitor Navy Cash card when they check on board. Just as they must stop by a berthing office to be assigned a place to sleep, these guests should go to the Disbursing Office to write a personal check or provide cash to convert into electronic cash on the chip on their Visitor Navy Cash cards. At the end of their stay on board, these guests should return to the Disbursing Office to receive cash for the value remaining on their Visitor Navy Cash cards and to turn in their cards. The Visitor cards can then be reused for other guests. Industry technical representatives and other personnel who make repeated trips to ships can retain their Visitor Navy Cash cards or enroll in the Navy Cash program and receive instant issue Navy Cash cards.

Procedures for the sale of meals with and without Navy Cash cards are covered in Chapter 3, General Mess, and Chapter 4, Private Messes, of this SOP. Procedures for issuing Visitor Navy Cash cards and for cashing out and returning these cards are covered in Chapter 8, Disbursing.

The following table provides examples of how visitors, guests, and dependents can be accommodated on board ships equipped with Navy Cash. These instances are examples only, and each ship must develop its own policy and procedures. There is additional workload for ship's store and disbursing personnel, for example, in handling cash in what would otherwise be a cashless environment, and the ship must make its own judgment that the level of service provided or the additional revenue and profit are worth the additional effort. In making their decision, the ship should also consider that some functions, such as ship's store and disbursing, are well equipped to handle both cash and Navy Cash with existing equipment, policy, and procedures, while others, such as post office, might be better served maintaining a completely cashless operation.

Visitor cards are relatively expensive, but they are reusable, and every effort should be made to recover these cards from visitors before they leave the ship. The Navy Cash Card Issue Log shall be used to document each card issued and turned in (see paragraph 8.3.1). When a card is turned in, all value remaining on the card must be cashed out (see paragraph 8.4.9). *If not cashed out any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.*

Guest	Room / Meals	Retail <i>Ship's Store, etc.</i>	Vending	Payment Type
Distinguished Visitor (DV) <i>Short-term</i> < 72 hours	One or two meals	Guest Package <i>ball cap, spirit pin, etc.</i> or Occasional purchases	None	Navy Cash card not required. Pay with check at Wardroom Office (still a "cashless" transaction). Alternatively, DV could be enrolled in Navy Cash with instant issue Navy Cash card. Load value on card using K80 Cashless ATM or at Disbursing.
DV Groups Tour Groups <i>Short-term</i> < 72 hours	One or two meals	Occasional purchases or Guest Package <i>ball cap, spirit pin, etc.</i>	Occasional purchases	Navy Cash card not required. Exception to cashless rule. Collect cash using existing procedures. Alternatively, Navy Cash visitor cards given to escort(s) to pay for purchases at retail locations and vending. Group settles at end of visit by paying equivalent amount with check at Disbursing.
Any Guest <i>Short-term</i> < 72 hours	One or two meals	Occasional purchases	Occasional purchases	Navy Cash card not required. Pay with check at Wardroom Office, Chiefs Mess, or Food Service Office as appropriate. Alternatively, sponsor pays for meals using Navy Cash card at Wardroom Office, Chiefs Mess, or Food Service Office as appropriate.
Regular Guest or Contractor	Occasional meal	Occasional purchases	Regular purchases	Issue Navy Cash visitor card at Disbursing. Retain card for subsequent visits. Load card at Disbursing. <i>Or</i> , sign up for instant issue Navy Cash card, which can be loaded using K80 Cashless ATM or at Disbursing.
Aircrew or Other Personnel on Board for Training <i>Medium-term</i> > 72 hours	Room and meals for one, two, or more days	Occasional purchases	Regular purchases	Issue Navy Cash visitor card at Disbursing. Load card at Disbursing. Regular visitors can retain card for next visit. <i>Or</i> , sign up for instant issue Navy Cash card, which can be loaded using K80 Cashless ATM or at Disbursing. Other visitors return visitor cards to Disbursing to cash out card. Disbursing retains card for later reuse.

Guest	Room / Meals	Retail <i>Ship's Store, etc.</i>	Vending	Payment Type
Large Groups <i>Medium-term</i> > 72 hours	Room and meals for multiple days	Regular purchases	Regular purchases	Navy Cash card not required. Exception to cashless rule. Pay with check at Wardroom Office, Chiefs Mess, or Food Service Office as appropriate. Collect cash using existing procedures at ship's store and selected "cash only" vending machines or vending machines that take both cash and Navy Cash. Vending machines can be reset for Navy Cash only operations when large group departs.
TAD Personnel, Guests, and Contractors <i>Long-term</i>	Room and meals for multiple days	Regular purchases	Regular purchases	Issue Navy Cash visitor card at Disbursing. Load card at Disbursing. Regular visitors can retain card for next visit. <i>Or</i> , sign up for instant issue Navy Cash card, which can be loaded using K80 Cashless ATM or at Disbursing. Other visitors return visitor cards to Disbursing to cash out card. Disbursing retains card for later reuse.
Pier / Hangar Sales	None	Ship's Store purchases	None	Large number of short-term visitors Navy Cash card not required. Exception to cashless rule. Collect cash using existing procedures.
Shipyards, SIMA, or Other Short-Term Guests When in Port	None	None	Regular purchases	Navy Cash card not required. Exception to cashless rule. Collect cash at selected "cash only" vending machines using existing procedures. Vending machines can be reset for Navy Cash card operations when at sea.

1.8 Hot List for Lost, Stolen, or Damaged Navy Cash Cards

The Navy Cash card is electronic money and must be treated like cash. If it is lost or stolen, the maximum that can be lost from the chip is \$25—as long as the Personal Identification Number (PIN) is protected. If other people know the PIN, all the funds on the card could be lost, as could funds in the card owner's bank or credit union account. To limit their loss in the event of a lost or stolen card, cardholders must report lost, stolen, or damaged cards to the Disbursing Office immediately. When a cardholder is unable to contact the Disbursing Office immediately, e.g., on leave away from the ship, he or she should immediately notify the Navy Cash Customer Service Center of the lost, stolen, or damaged card. A telephone call is the preferred way to notify the Customer Service Center, but e-mail notification is also acceptable. The telephone number for the Customer Service Center is printed on the back of the embossed permanent and

instant issue Navy Cash cards. The telephone numbers and e-mail addresses of the Customer Service Center are contained in paragraphs 1.5.4.i and j of this SOP.

Navy Cash safeguards a cardholder's electronic funds in three ways. First, a PIN, known only to the individual cardholder, is associated with each Navy Cash card. The PIN prevents an unauthorized user from withdrawing money or making a purchase. Should someone obtain a cardholder's card and attempt to determine the PIN by trial and error, the card is "blocked" after three consecutive, unsuccessful attempts to enter the correct PIN. Once a card is blocked, it must be taken to the Disbursing Office to be unblocked. Additionally, ten consecutive incorrect PIN entries results in the card being permanently blocked, at which time it must be taken to the Disbursing Office to be replaced. Second, after an individual reports his or her card lost or stolen to the Disbursing Office or the Navy Cash Customer Service Center, the card is "hot listed". All online devices receive the hot list and start looking for the card. When the lost or stolen card is inserted, the device permanently blocks the card. This prevents anyone from using the card even if they have the PIN. Third, for vending machine purchases on board ship, a PIN is not required, so Navy Cash limits vending machine purchases to a total of \$25 on the electronic purse before the PIN is required to reset the counter and allow continued spending. However, once a card is reported lost or stolen and the CADs in the vending machines have received the hot list, the CADs permanently block the card if it is inserted.

The balance that was on the chip of a lost or stolen embossed permanent or instant issue card at the close of the business day it was reported lost, stolen, or damaged is transferred automatically to the cardholder's Navy Cash account. For the return of funds on a lost, stolen, or damaged visitor card, see paragraph 8.4.16, Change Card Status,

To replace a lost, stolen, or damaged card, the Disbursing Office issues the crewmember an instant issue card. Issued on the spot at the Disbursing Office, instant issue cards provide immediate access to all Navy Cash capabilities. A new enrollee can load the chip on the card at the Disbursing Office immediately by writing a personal check or converting cash, and the card can then be used for purchases on the ship and to transfer funds at K80 Cashless ATMs on the ship to the chip or Navy Cash (strip) account from bank or credit union accounts ashore. As soon as the account information on the ship and shore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between ship and shore, normally within 24 to 48 hours, the card can also be used to access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

1.9 Navy Cash: Store-and-Forward Affects Timing of Navy Cash Processing

Navy Cash depends on ship-to-shore satellite communications. To keep communications demands to a minimum, Navy Cash was designed to work on a store-and-forward basis—a day's worth of transactions are generally transmitted ashore once each day at the end of the business day. This store-and-forward design affects the time that Navy Cash transactions are processed, both on the ship and on the shore.

Home Account to Navy Cash Transfers. If cardholders transfer money from their home bank or credit union account to their Navy Cash (strip) account at the K80 Cashless ATM, the funds are available for use on the ship immediately, as soon as they transfer value from their Navy Cash account to the chip. The funds will generally be available ashore the next day, if the ship completes its end-of-day processing between ship and shore. For this reason, it's important to

stage funds to their Navy Cash account in advance, so the funds will be available when they want to use their Navy Cash Debit MasterCard[®] ashore. However, Automated Clearing House (ACH) transactions, which Navy Cash uses, are only processed Sunday through Friday at 10:00 PM (8:00 PM on Sunday) Eastern Time by the Federal Reserve system. When they transfer money from their bank or credit union account Sunday through Friday, the transaction will generally be posted to their home account within 48 hours. If they transfer money on a Saturday, the transaction will generally not be posted to their home account until Tuesday.

Navy Cash to Home Account Transfers. The same is true if they transfer money from their Navy Cash account back to their home bank or credit union account. When they transfer money Sunday through Friday, the funds will generally be available in their home account within 48 hours, if the ship completes its end-of-day processing. If they transfer money on a Saturday, the funds will generally not be available in their home account until Tuesday.

Chip to Navy Cash Transfers. If they transfer money from their chip to their Navy Cash (strip) account, the new balance in their Navy Cash account is reflected on the ship immediately, but the funds won't be available ashore until the next end-of-day processing is completed between ship and shore. Again, it's important to stage funds to their Navy Cash account in advance, so the funds will be available ashore when they need them.

Use of Navy Cash Funds Ashore. If they use their Navy Cash Debit MasterCard[®] 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 account is reflected ashore immediately, but it won't be reflected on the ship until the next end-of-day processing is completed between ship and shore.

PIN Changes. If they change their PIN on the ship, the new PIN is effective on the ship immediately and will generally be effective ashore the next business day, but only if the end-of-day processing has been completed between ship and shore. In the interim, the old PIN is still valid ashore.

Split Pay. Split Pay is normally processed ashore and posted to their Navy Cash account the day before pay day so the funds are available on the ship on pay day. Split pay funds are available for use ashore as soon as they are posted to their Navy Cash account. However, if shipboard communications are down on pay day, the split pay payroll information from shore can't be received on the ship. The Disbursing Officer has the option to run a provisional Split Pay Option (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 / Marine Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's profile information and provides the Disbursing Officer the ability to update the SPO payroll amounts. Even when the Navy / Marine Cash system cannot communicate with the shore side, DFAS Cleveland still sends the actual Navy split pay file to the Navy / Marine Cash back end ashore for processing. When communications are restored, the Navy / Marine Cash system synchronizes Navy / Marine Cash accounts between ship and shore and reconciles Navy / Marine Cash accounts on the ship so they reflect the correct balances.

The following table summarizes the information detailed above.

Transaction Type	Aboard Ship	Ashore
Funds transfer from bank or credit union ashore <i>Sunday through Friday</i>	Funds available immediately. ¹	Funds available next day. ² Transaction posted to home account within 48 hours.
Funds transfer from bank or credit union ashore <i>Saturday</i>	Funds available immediately. ¹	Funds available next day. ² Transaction posted to home account by Tuesday.
Funds transfer to bank or credit union ashore <i>Sunday through Friday</i>	New Navy Cash account balance reflected immediately.	Funds available within 48 hours. ²
Funds transfer to bank or credit union ashore <i>Saturday</i>	New Navy Cash account balance reflected immediately.	Funds available by Tuesday. ²
Funds transfer from Navy Cash account to chip	Funds available on chip immediately. New Navy Cash account and chip balances reflected immediately.	New Navy Cash account balance reflected next day. ³
Funds transfer from chip to Navy Cash account	New Navy Cash account and chip balances reflected immediately.	Funds available next day. ³
Navy Cash Debit MasterCard® at ATM or merchant ashore	New Navy Cash account balance reflected next day. ³	New Navy Cash account balance reflected immediately.
PIN change	New PIN effective immediately.	New PIN effective next day. ³ <i>Use old PIN in interim.</i>
Split pay <i>Shipboard comms "up"</i>	Funds available as soon as ship completes end-of-day between ship and shore. ⁴	Funds available as soon as split pay payroll posted. ⁵
Split pay <i>Shipboard comms "down"</i>	Ship can't receive payroll update. Disbursing Officer has option to run provisional payroll on ship. Cardholders enrolled in SPO given "provisional credit" in amount of payroll. When comms restored, system synchronizes accounts between ship and shore and reconciles accounts on ship so they reflect correct balances.	Funds available as soon as split pay payroll posted. ⁵

Notes:

¹ Transfer value to chip to use on ship.

² If ship completes end-of-day between ship and shore. ACH transactions are processed Sunday through Friday at 10:00 PM (8:00 PM on Sunday) Eastern Time and are generally posted to bank and credit union accounts within 48 hours. To meet processing deadline, ship must complete end-of-day by about 9:00 to 9:30 PM (7:00 to 7:30 PM on Sunday) Eastern Time. Transactions that miss deadline are processed next business day.

³ If ship completes end-of-day between ship and shore.

⁴ Normally at end-of-day completed the day before pay day, so funds are available on pay day.

⁵ Normally processed the day before pay day, so funds are available on pay day.

1.10 Web and Telephone Purchases Using the Navy Cash Card

The Navy Cash Debit MasterCard[®] can be used to pay for things ordered over the phone or at a web site. The things that are ordered can be shipped to almost any address, but, when the merchant asks for a billing address, the correct address is the ship's mailing address because that's the billing address that's been entered in the MasterCard[®] data base for the Navy Cash cards. To protect against fraudulent use of lost and stolen debit and credit cards, many merchants and their financial networks compare the billing address given by the customer against the billing address registered in the data base. These addresses may need to be the same before they will approve the transaction.

1.11 Recurring Payments Using the Navy Cash Card

Recurring or automatic bill payment is a one way to pay for such things as telephone or cable television service, health club membership, magazine subscriptions, or internet service. Recurring payments can be made with credit and debit cards. Either a fixed amount, like a monthly internet service bill, or a variable amount, like a telephone bill, is pre-authorized. Although the Navy/Marine Cash card can be used for recurring payments, it is not recommended.

The Navy Cash/Marine Cash Debit MasterCard[®] is a prepaid debit card, not a credit card or a check card. It does not provide a line of credit or access to the pay deposited automatically in a checking account. Normally, the amount of money that can be spent is limited by the amount of money a cardholder loads onto the card. If a cardholder forgets to add money to the strip account, 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. The negative balance will be reported the next day, and the Disbursing Officer must notify the cardholder to come to disbursing to clear the negative balance.

If a cardholder has used a Navy/Marine Cash card for a recurring payment and, for some reason, a merchant continues to submit the recurring payment after the cardholder notified them to cancel their service, the cardholder must first contact the merchant to work out the problem. If the cardholder is unable to settle the issue, they may contact the Customer Service Center (CSC) for help in resolving the dispute with the merchant. The Fraud/Claims Group will contact the merchant and work to halt the recurring payment and restore the funds to the Navy/Marine Cash account.

Chapter 2

K22 and K80 Operating Procedures

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2.1 Background

This chapter of the SOP describes the operation of the K22 Point-Of-Sale (POS) device and the K80 Cashless Automated Teller Machine (ATM).

NOTES:

1. Operator is defined as a properly authorized agent clerk/cashier or functional manager (payee) that performs Navy Cash transactions. For example, the ship's store cashier, a disbursing clerk, the wardroom cashier or officer, and the MWR custodian are operators.
2. Cardholder is defined as any person holding a Navy Cash card or making a purchase (payer) or receiving a refund with their Navy Cash card at any merchant on the ship.
3. Merchant is defined as the shipboard activity that supplies items or services to be purchased or makes a refund. The ship's store, MWR, private messes, and post office are all merchants.

2.2 Planned Maintenance System

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

2.3 K22 Point of Sale Device

The K22 is a handheld Point-Of-Sale (POS) device that is used to record sales transactions in the Navy Cash system. It can be operated online or offline and has a battery backup in the event of power failure to continue to operate and to protect data. The disbursing office has portable K22s that may be checked out when required. Since a limited number of these portable devices are available, they must be returned to the disbursing office as soon as possible after use.

2.3.1 Basic Day-to-Day Retail Operations (Normal Mode)

The operation of the K22 in recording sales transactions is relatively straightforward and is explained in basic terms in the following few paragraphs. Subsequent paragraphs contain more detailed explanations and describe modifying the K22 device setup to, for example, change the mode or add, delete, or modify merchants, events, or amounts.

a. Operator Log On. The operator must first log on the Navy Cash system in order to operate the K22 (see paragraph 2.3.11.a for a more detailed description). The operator will remain logged on the system until he or she specifically logs off.

(1) Online Mode. In the online mode, the K22 is connected directly to the Local Area Network (LAN) and the operator selects the "OK" key to turn the K22 on.

(a) The K22 automatically boots up and displays the Operator Log-On screen, prompting the operator for Operator ID.

(b) The operator enters his or her Operator ID using the keypad and presses the OK key. Operator IDs are four-digit numbers.

(c) The K22 sends a message to the server, and the server returns a message to the K22 either accepting or denying the operator log-on.

(d) If the log-on is accepted, the K22 enters the current configuration normal operation and is ready for use when the Operator Name is displayed on the screen.

(e) If log-on is denied, the operator must report to the disbursing office to resolve the problem.

(2) Offline Mode. If the K22 is going to be used in the offline mode, operator log-on must first take place online at any K22 network connection point. K22 connection points are located in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation.

(a) The operator disconnects the K22 device currently in operation (if any) and connects the K22 that he or she wants to log onto to the LAN with a data cable.

(b) Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the K22 in the offline mode. The operator should make sure that the K22 has fresh batteries before disconnecting the device from the network, i.e., going offline.

b. Sales Transactions.

To begin a generic purchase transaction, the K22, whether online or offline, is already properly logged-in and ready to operate (a screen showing the current operator name is shown) (see paragraphs 2.3.11.c through 2.3.11.i for a more detailed description). The K22 has three function keys that can have a merchant, an event, and an amount assigned to them. The operator or the cardholder can select the “CLR” key to completely cancel the transaction and return the K22 to the main screen at anytime during the process.

(1) The operator selects the appropriate merchant ID function key. This step identifies the type of sale transaction, i.e., some merchants perform more than one sale transaction type. For example, the post office has three sale transaction types (stamps, postal meter sales and money orders).

(a) The merchant function keys are programmed when the disbursing office originally configures the K22.

(b) If only one merchant has been assigned to the function keys, this step is not needed because a merchant is automatically assigned to the sales transaction.

(c) If the cardholder’s Navy Cash card is inserted in the K22 before the sale begins, only one merchant/event/amount purchase can be done because multiple entries of merchants/ events/amounts are not allowed.

(2) The operator selects the appropriate event code function key, which is optional, or presses OK to proceed to the amount entry screen.

(3) The operator enters the sale amount using the keypad or selects an amount function key. If the sale amount was entered with the keypad, the “OK” key is pressed to confirm the sale.

(4) The K22 displays the current sales total for each type of sales transaction. The operator repeats the three steps above to add items until the sale is completed. The displayed sales amount is revised after each item is added.

(5) After all items are entered into the K22, the final sales amount is displayed and the operator prompts the cardholder to insert their Navy Cash Card.

(6) The cardholder inserts their Navy Cash card into the card reader receptacle on the K22.

(7) The K22 prompts the cardholder to enter their PIN.

(8) The cardholder enters their PIN using the keypad.

(9) The K22 confirms the PIN and prompts the cardholder to confirm the final sale amount with a yes or no question.

(10) The cardholder accepts the sale amount by pressing the “OK” key.

(11) Alternatively, the cardholder can select the “CLR” key to completely cancel the transaction and return the K22 to the main screen at anytime during the process.

(12) When the cardholder presses the OK key to submit the transaction, the message “Approved” or “Denied” is displayed on the screen for each type sales transaction amount.

(a) If “Approved” is displayed, the K22 debits the amount from the cardholder’s Navy Cash Card. In the case where more than one transaction type amount is involved in the sale, it is possible that one transaction type amount will be approved while another will be denied. This depends on the amount of the sale and the amount of money on the cardholder’s Navy Cash card. For example, if a cardholder wants to purchase a money order and stamps (two different sales transaction types) and only has enough money on the card (e-purse/chip) for the stamp purchase, the K22/system will approve the stamp purchase and deny the money order purchase. The K22 will display which parts of the sale were accepted, and the operator can press the up or down arrows to scroll through a list to see the individual sales results.

(b) If “Denied” is displayed, the cardholder has insufficient funds and the transaction (or partial transaction under certain circumstances discussed above) is canceled automatically. The operator directs the cardholder to transfer a sufficient amount of funds to their card at the cashless ATM (K80) before the sale can be accomplished.

(13) If a cardholder’s card is hot listed for any reason, the K22 will immediately display the message “Invalid Card” when the cardholder’s card is inserted into the K22. The K22 will lock the card from further use (the chip is permanently rendered unusable) and display the message “Remove Card”.

c. Download of Sales Transactions from K22 to Navy Cash Server

(1) Online Mode. When operated in the online mode, sales transactions are downloaded to the Navy Cash server automatically and do not require operator intervention.

(2) Offline Mode. When operated in the offline mode, the upper right-hand corner of the K22 screen displays an asterisk (“*”) for offline mode and an exclamation point (“!”) when transactions have been recorded (stored) and require downloading to the Navy Cash server.

(a) The K22 can be downloaded at any Navy Cash network connection point (disbursing, MWR, private mess, general mess, ship’s store, post office). The network connection points are the same as for the log-on function.

(b) Disconnect the K22 device currently in use (if any) and use the data cable to connect the offline K22 to the network connection point. Ensure the K22 is powered on by pressing the green “OK” key.

(c) The download starts automatically when the LAN connection is made and begins when the asterisk on the K22 screen disappears, usually within a minute.

(d) The “!” will remain displayed until all transactions have been downloaded to the server. When the “!” symbol disappears, the K22 can be disconnected from the network connection point. If a K22 was disconnected to permit the download, it should be reconnected at this time.

(3) K22 Terminal Lost or Destroyed. The K22 POS terminal is used to store the value of sales transactions and should be protected much like a cash box, particularly when operated in the offline mode. When being transported off the ship and over water, the K22 should be carried in a waterproof container equipped with a flotation device. In the unlikely event that a K22 is lost or destroyed before the sales transactions data recorded in it are downloaded to the server, the sales transactions can be reconstructed from copies of sales receipts.

(a) The Navy Cash chip balance is essentially maintained in two places, physically on the chip and electronically in the database ashore. If sales transactions are not captured on the Navy Cash server on the ship, e.g., the K22 is lost overboard before the transactions are downloaded to the server, then no transactions can be posted to the shore database, and the Navy Cash database ashore has no way of knowing the value to transfer to that particular merchant’s account or the correct chip balances on cardholders’ cards. The chip balance on the card (the correct value) will be different from the chip balance that is maintained in the shore database.

(b) The information required to reconstruct the sales transactions would need to be provided by whoever collected the transactions. It could come from the ROM II reports if it was the ship’s store K22 that was lost or destroyed or from copies of receipts given to cardholders, e.g., in the wardroom, Chiefs mess, or MWR. The amounts that were deducted from cardholders’ cards and the cardholders’ names or card numbers would be provided to the Navy Cash Customer Service Center (CSC) at the toll free number listed in Chapter 1 of this SOP. CSC personnel would then adjust each cardholder’s chip balance in the shore database. This should synchronize the chip balance in the shore database with the chip balance on the

cardholders' Navy Cash cards, and enable payment to the merchant account. The accuracy will, of course, only be as good as the information provided to the CSC.

d. Operator Log Off

(1) Online Mode. In the online mode, the operator selects the "Off/Cancel" key (see paragraph 2.3.11.b for a more detailed description). The operator will remain logged on the system until the operator specifically logs off. The operator is not automatically logged off if the K22 is turned off.

(a) The K22 prompts operator with a yes or no question to confirm that log-off is desired.

(b) The operator selects the "OK" key.

(c) The K22 sends a message to the server, and the server returns a message to the K22 either accepting or denying the operator log-off.

(d) If the log-off is denied, the K22 returns to normal operation.

(e) If the log-off is accepted, the K22 enters the Log-On screen and log-off is completed.

(f) To turn the K22 off, the operator holds the "OFF" key down for 10 to 20 seconds.

(2) Offline Mode. If the K22 has been used in the offline mode, operator log-off must take place online at any K22 network connection point. The network connection points are the same as for the log-on function. The operator connects the K22 data cable to the network connection point and performs the same steps as for the online log-off.

2.3.2 K22 Modes

a. Administrative Screens: The K22 Administrative Screens allow the device to be configured to work in the Normal Mode or in the Proxy Mode. The Administrative Screens are entered by use of an Administrative Password and allow the Disbursing Officer, or designated representative, to change the following variables. Once the variables have been altered, the changes can be saved.

(1) **Merchant ID** — Assign to one of the three function keys in Normal Mode. The K22 must be online for Merchant IDs to be set. The Terminal ID must be set before Merchant IDs can be set.

(2) **Event ID** — Assign to one of the three function keys in Normal Mode. The K22 must be online for Event IDs to be set. The Terminal ID and Merchant ID must be set before Event IDs can be set.

(3) **Amount** — Assign to one of the three function keys in Normal Mode

(4) **Mode** — Select Normal Mode or Proxy Mode.

(5) **Admin Password** — Change the Admin Password.

(6) **Terminal ID** — A 16-digit number assigned to the K22. The Terminal ID is the first eight digits of the device serial number followed by eight zeros.

(7) **Force Operator Logon** — Forces operator logon in Proxy Mode.

b. **Normal Mode:** In Normal Mode, the K22 is used as a POS device and allows the Operator to log on and log off the system (see paragraphs 2.3.1.a and 2.3.1.d) and process sales transactions (see paragraph 2.3.1.b). An operator must be logged on before the K22 can process transactions. The K22 must be connected to the Navy Cash network for an operator to log on or off, but constant network connection is not required to process sales transactions. When a K22 is in normal mode, the proper order for a sales transaction is:

- (1) Press a function key to select a Merchant.
- (2) Press a function key to select an Event (*optional*).
- (3) Press a function key to select a pre-set amount or enter the amount using the keypad.
- (4) Insert Navy Cash card and enter PIN.
- (5) Verify Amount.
- (6) Complete Sale.
- (7) Display result of Sale.

At least one merchant must be assigned to a function key to enter the Normal Mode. Merchants are assigned to function keys using the Admin Screens (see paragraph 2.3.9). If only one merchant is assigned to a function key (i.e., the rest are left blank), the K22 will automatically use that one merchant for any sale (in this case, step 1 above does not need to be performed). If one or two merchants are assigned to function keys, and the other key(s) left blank, the blank key(s) will not work.

Events are assigned to function keys based on the merchant selection. After a user selects a merchant function key, then the function keys represent the events assigned to that merchant. Events are assigned to function keys using the Admin Screens (see paragraph 2.3.9). If no events are assigned to function keys, the K22 will proceed immediately to the amounts screen. If no event is assigned, a function key will not work. If the user does not want to use an event, “OK” can be pressed and no event will be assigned.

Amounts can also be assigned to function keys. Amounts are assigned to function keys using the Admin Screens (see paragraph 2.3.9). If no amount is assigned, a function key will not work.

c. **Proxy Mode:** In proxy mode, the K22 interacts with the disbursing application (see Chapter 8 of this SOP) and the ROM II cash register (when K22 and cash register are connected) (see Chapter 7 of this SOP). In each case, the K22 is connected to the PC by a serial cable. The proxy mode relies on a Navy Cash Proxy application that resides on the PC. If there is a problem with the K22 in the proxy mode, e.g., the K22 screen displays the “Offline” message for an extended period, it may be necessary to restart the Navy Cash Proxy application.

- (1) Locate the Navy Cash Proxy icon in the Windows status bar next to the clock. The icon has green and blue colors and is meant to look like a serial cable connector.
- (2) Either right-click or double-click the icon. A window will open titled “Navy Cash Proxy”.
- (3) Click the “Quit” button.
- (4) Go to the Start Menus > Programs > Navy Cash Disbursement Interface > and click on Shortcut to Navy Cash Proxy.exe to restart the application. The icon should reappear in the status bar.

2.3.3 K22 Device Setup

The K22 uses a Secure Access Module (SAM) for interaction with the Navy Cash card. The SAM is loaded directly into the K22 device. If the SAM is not in the K22, the K22 will not work and a message saying “Out of Order — Call Maintenance” will replace the main screen.

a. Device Setup Entry To Main Menu. When the K22 is first set up after it has been flashed with the hex file, the Device Setup mode will immediately skip to Admin Password Entry. If the K22 has been set up before, pressing 5 when the K22 first boots up will enter the Device Setup (see paragraph 2.3.7.c for a more detailed description).

- (1) K22 prompts user to enter Admin Password.
- (2) User Enters Admin Password.
- (3) K22 Verifies and displays Main Menu.
- (4) User selects option to change. This step allows entry to all other Use Cases/Modes.

b. Admin Password Entry (see paragraph 2.3.7.d for a more detailed description).

- (1) K22 prompts user to enter new Admin Password.
- (2) User enters new Admin Password.
- (3) K22 asks user to reenter new Admin Password.
- (4) User reenters new Admin Password.
- (5) K22 returns to Main Menu.

c. Merchant Entry. Merchants can be assigned to any or all of three function keys (see paragraph 2.3.9.a for a more detailed description).

- (1) K22 prompts user to select function key to assign to a merchant.
- (2) User selects a function key.
- (3) If Cancel (CLR) is selected, K22 returns to Main Menu.
- (4) K22 queries server for a list of merchant ID numbers.

- (5) K22 asks user to select which merchant ID to use.
- (6) User scrolls through list of Merchant IDs and selects one.
- (7) K22 asks user to confirm merchant ID.
- (8) User confirms merchant ID.
- (9) K22 returns to Step 1.

d. Event Entry. Events can be assigned to any or all of three function keys for each merchant ID assigned (see paragraph 2.3.9.b for a more detailed description).

(1) K22 prompts user to select the function key for the merchant to which the event will be assigned.

- (2) User selects a function key that has a current merchant ID assigned.
- (3) The K22 prompts user to select function key to assign to an event.
- (4) User selects a function key.
- (5) If Cancel (CLR) is selected, K22 returns to Main Menu.
- (6) K22 queries server for a list of current event codes.
- (7) K22 asks user to select which event code to use.
- (8) User scrolls through list of event codes and selects one.
- (9) K22 asks user to confirm event code.
- (10) User confirms event code.
- (11) K22 returns to Step 1.

e. Amount Entry. Amounts can be assigned to any or all of three function keys (see paragraph 2.3.9.c for a more detailed description).

- (1) The K22 prompts user to select function key to assign to a preset Amount.
- (2) User selects a function key.
- (3) If Cancel (CLR) is selected, the K22 returns to the Main Menu.
- (4) K22 asks user for the Amount.
- (5) User enters the Amount.
- (6) The K22 will prompt user to confirm the Amount assignment.
- (7) User confirms the Amount.
- (8) The K22 returns to Step 1.

f. State Selection (see paragraph 2.3.7.f for a more detailed description).

- (1) K22 prompts user to select state for K22 (Normal or Proxy).

- (2) User selects a state.
- (3) K22 asks user to confirm the new state.
- (4) User confirms new state.
- (5) K22 returns to State Selection Menu.

g. Proxy Mode Force Operator Logon Selection (see paragraph 2.3.8.a for a more detailed description).

- (1) K22 displays to the user the current force operator logon setting.
- (2) User changes setting.
- (3) K22 asks user to confirm the new setting.
- (4) User confirms new setting.
- (5) K22 returns to proxy mode menu.

h. Terminal ID Entry (see paragraph 2.3.7.e for a more detailed description).

- (1) K22 prompts user to enter a new Terminal ID.
- (2) User enters a new Terminal ID.
- (3) K22 will ask user to confirm new Terminal ID.
- (4) User confirms new Terminal ID.
- (5) K22 returns to Main Menu.

i. Save Device Setup. Terminal ID must be entered before the Device Setup can be saved (see paragraph 2.3.10 for a more detailed description).

- (1) K22 prompts user to indicate if they wish to save changes (Yes/No).
- (2) User selects “Yes” to save changes and “No” to not save changes.
- (3) If user answers Yes, K22 saves all changes made.
- (4) K22 reboots itself.

2.3.4 Quick Guide to Configuring a K22

a. A Quick Guide to Configuring a K22 is included at Appendix B. The guide contains an example of the K22 Configuration Settings Worksheet. A copy of the worksheet will be filled out for each K22 included as a part of the Navy Cash installation. The worksheet provides an aid to assist in troubleshooting any equipment or software problems and should also be referred to and updated whenever a K22 is being configured or reconfigured.

b. When configuring a K22 to connect to the ROM II electronic cash register, additional steps are required. Appendix C, How to Set Up Navy Cash and ROM II, provides these guidelines.

2.3.5 K22 Screens

The K22 screen can display four lines of text of 20 characters each. In the descriptions below of the various screen displays, the line numbers “0” through “3” on the left of each “screen” are used for textual references only and are not displayed on the K22 screen itself.

2.3.6 Boot-Up and Error Screens

When the K22 is first booted, there are a series of boot-up screens. These screens show the current state of the K22 as it powers up. During this boot up phase, the following screens and error states are possible.

```
0 Loading Drivers
1
2
3
```

Device specific drivers are being loaded.

```
0 DEVICE ERROR
1 CALL MAINTENANCE
2
3
```

This screen is shown when the main card reader cannot be activated.

```
0 DEVICE ERROR -S1
1 CALL MAINTENANCE
2
3
```

The two error screens on the left occur when the Secure Access Module (SAM) cannot be activated.

```
0 DEVICE ERROR -S2
1 CALL MAINTENANCE
2
3
```

```
0 Init Connections
1
2
3
```

The device is initializing communication connections.

```
0 CONNECTIVITY ERROR
1 CALL MAINTENANCE
2
3
```

This error indicates Serial Port communication cannot be activated.

```
0 Loading Configurations
1
2
3
```

The device is loading saved configurations.

2.3.7 Device Setup Screens

a. Initial Device Configuration Screens: After the K22 is flashed, it needs to be configured, and an initial password is required to protect the configuration information. The password must be four digits long. The password is not saved until the Device Setup is saved.

Under normal circumstances, all K22s received on the ship have already been set up and a password has already been assigned, either by the installation team or the depot. To begin configuring a K22 for merchant use, skip to step “c” below, press the “5” key to enter the admin mode, enter the current four-digit admin password, press the “3” key to bring up the state selection screen, and then skip to step “f” below to select either normal mode or proxy mode as appropriate.

```
0 Enter New
1 Admin Password
2
3 CLR=Clear    OK=Done
```

As the password is entered, a series of asterisks is shown on line 2. If CLR is pressed, the digits are cleared, and the user can re-enter. If OK is pressed before any digits are entered, line 3 changes to say “A value is required”. If OK is pressed before all four digits are entered, line 3 changes to say “4 digits required”.

```
0 Re-Enter New
1 Admin Password
2
3 CLR=Clear    OK=Done
```

If OK is pressed after four digits have been entered, the next screen will ask for the new password to be reentered. If the reentered four digits are not the same as the original four digits, the K22 will ask for a new password to be entered again. The K22 will not continue until both passwords are the same.

b. Set Terminal ID. The next requirement is to set a Terminal ID. Terminal IDs are 16 digits long. The new Terminal ID will not be saved until the Device Setup is saved.

```
0 Enter Terminal ID
1
2
3 CLR=Clear   OK=Done
```

The first Terminal ID Entry screen will ask the user to enter a Terminal ID. The digits will be shown on line 1 as they are entered. If CLR is selected, the digits are cleared, and the user can re-enter. If OK is selected before any digit is entered, a message on line 2 will read “A value is required”. If OK is pressed before 16 digits are entered, line 2 will read “16 digits required”.

```
0 New Terminal ID
1 xxxxxxxxxxxxxxxxxxxx
2 Confirm       OK=Yes
3              CLR=No
```

If OK is pressed after 16 digits have been entered, the Confirm screen will be shown. The new Terminal ID will be shown on line 1. If CLR is selected, the first terminal entry screen will be shown for re-entry. If the user presses OK, the new Terminal ID will be assigned, and the K22 will return to the main menu.

c. Device Setup Entry to Main Menu. When the K22 is booted up (after the first boot), the initial screen will be displayed showing the current Version and Build number of the K22 software, where x.xx is the Version number and y is the Build. If the “5” Key is pressed, the K22 will ask for the current Admin Password for entry into the Device Setup Screens. The Admin Password is four digits long.

```
0 Press 5 to enter
1 admin mode
2
3 V x.xx By
```

```
0 Admin Mode
1 Enter Password
2
3 CLR=Cancel   OK=Done
```

As the Password is entered, it appears on line 2 as asterisks and “Cancel” will change to “Clear”. Once the Password has been entered, the user will select OK to continue. If CLR is pressed while characters are on line 2, the data will be cleared. If there is nothing on line 2, the K22 will reboot.

```
0 Admin Mode
1 Wrong Pin - Do you
2 wish to try again?
3 CLR=No       OK=Yes
```

If the Admin Password is entered incorrectly, the K22 will ask if the user wishes to try again. Pressing OK will return to the Enter Password Screen. Pressing CLR will reboot the K22.

```
0 1 Password
1 2 Terminal ID
2 3 State
3 CLR=Cancel OK=Save
```

Once the Admin Password has been entered correctly, the Main Menu will be shown. If OK is pressed, the Save Screen will be shown for confirmation. If CLR is pressed, nothing is saved, and the K22 reboots. If “1” is pressed, the Password Change Screens will be shown. If “2” is pressed, the Terminal ID Change Screen will be shown. If “3” is pressed, the State Screen is shown.

d. Admin Password Entry Screens. When entered, the first screen will ask the user to enter a new Admin Password. The password must be four digits long. The new password will not be fully changed until the Device Setup is saved.

```
0 Enter new
1 Admin Password
2
3 CLR=Cancel OK=Done
```

As the password is entered, a series of asterisks will show on line 2, and “Cancel” will change to “Clear”. If CLR is pressed while line 2 is blank, the device will return to the Main Menu. If pressed after entering digits, the digits will be cleared. If OK is pressed after 4 digits have been entered, the next screen will ask for the new password to be reentered. If OK is pressed before four digits are entered, line 3 will read “4 digits required”.

```
0 Re-enter new
1 Admin Password
2
3 CLR=Cancel OK=Done
```

As the password is reentered, it will show a series of asterisks on line 2. If CLR is pressed while line 2 is blank, the device will return to the Main Menu. The last confirmed value will be retained, and the most recently entered value will be discarded. If CLR is pressed after entering digits, the digits will be cleared. If pressed before four digits are entered, line 3 will read “4 digits required”. After the password has been reentered and the OK key is pressed, the device will return to the Main Menu.

e. Terminal ID Entry: If Terminal ID is selected from the main menu, the entry screen will initially display the current value. Terminal IDs are 16 digits long. The new Terminal ID will not be saved until the Device Setup is saved.

```
0 Terminal ID
1 xxxxxxxxxxxxxxxxxxxx
2
3 CLR=Change  OK=Done
```

If the user presses CLR, then “Change” becomes “Clear” and a new Terminal ID can be entered. The new Terminal ID will be shown on line 1 as it is entered. Continuing to press CLR will result in line 1 being cleared. If OK is selected while line 1 is clear, the Main Menu will be shown. If OK is selected after data is entered, but before 16 digits are reached, a message on line 2 will read “16 digits required”. The user can continue entering the Terminal ID until done.

```
0 New Terminal ID
1 xxxxxxxxxxxxxxxxxxxx
2 Confirm      OK=Yes
3              CLR=No
```

If OK is pressed after 16 digits have been entered, the Confirm screen will be displayed with the new Terminal ID shown on line 1. If user presses OK, the new Terminal ID will be assigned, and the Main Menu will be shown again. If CLR is selected, the new Terminal ID will not be assigned — instead the previous value will be shown.

f. State Selection. The State Selection Screens allow the user to select the operational state of the K22, either Normal Mode or Proxy Mode. The new state selection will not be saved until the Device Setup is saved.

```
0 State: Normal Mode
1
2 Press 0 to Switch
3 CLR=Cancel  OK=Done
```

On line 0, the current Mode will be shown. If the “0” key is selected, the mode is switched, from Normal to Proxy or from Proxy to Normal. If OK is selected, the mode is accepted, and the menu for that particular mode is displayed. CLR cancels the change and returns to the main menu.

```
0 State: Proxy Mode
1
2 Press 0 to Switch
3 CLR=Cancel  OK=Done
```

2.3.8 Proxy Mode Setup Screens

After the mode is confirmed in the state selection screen, a menu for that particular mode is shown. If the proxy mode was selected, then the proxy mode menu will be displayed.

```
0 1 Enforce User Logon
1
2
3 OK=Main Menu
```

If “1” is selected, the “Enforce User Logon” screen will be shown. If OK is selected in the Proxy mode menu, the K22 will return to the Main menu.

a. Enforce User Logon Selection

```
0 Current State:
1 Do Not Force Logon
2 Press 0 to Switch
3 CLR=Cancel   OK=Done
```

Pressing the “0” key toggles the K22 between requiring a successful user logon before any other action can occur or not requiring a user logon. Pressing OK returns the K22 to the proxy mode menu keeping the currently selected setting. Pressing CLR returns the K22 to the proxy mode menu without saving the changes. *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".*

```
0 Current State:
1 Force Operator Logon
2 Press 0 to Switch
3 CLR=Cancel   OK=Done
```

2.3.9 Normal Mode Setup Screens

After the mode is confirmed in the state selection screen, a menu for that particular mode is shown. If the normal mode is selected, then the normal mode menu will be displayed.

```
0 1 Merchant
1 2 Event
2 3 Amount
3 OK=Main Menu
```

If “1” is selected, the “Merchant Entry” screen will be shown. If “2” is selected, the “Event Entry” screen will be shown. If “3” is selected, the “Amount Entry” screen will be shown. If OK is selected in the normal mode menu, the K22 will return to the Main menu.

a. Merchant Entry Screens. When first entered, the Merchant Entry screen (in Normal Mode) will ask the user to select a function key to which a merchant will be assigned. Merchant Assignments are not saved until the Device Setup is saved.

```
0 Set Merchants
1 Press a Function Key
2
3 OK=Menu
```

To assign a Function Key to work with a merchant, the K22 will ask the user to press the function key. The user can also press “1” for the F1 function key, “2” for the F2 function key, or “3” for the F3 function key. Pressing CLR or OK will return the K22 to the normal mode menu.

```
0 Press a Function Key
1 <<F1 Merchant>>
2 <<F2 Merchant>>
3 <<F3 Merchant>>
```

If the “Func” key is pressed instead of one of the function keys themselves, the screen will show the merchants currently assigned to function keys. Line 1 will show the merchant assigned to F1, Line 2 to F2, and Line 3 to F3. Pressing CLR or OK will return the K22 to the previous screen. Pressing one of the three function keys will advance the K22 to the set merchant screen for that function key.

```
0 Current Merchant
1 xxxxxxxxxxxxxxxxxxxxxxxx
2
3 CLR=Cancel    OK=Done
```

Once a function key has been selected, the K22 will show the current merchant assigned to that function key on line 1. The K22 will then ask if the user would like to change the merchant. Pressing CLR will return the K22 to the merchant entry screen. Pressing OK will continue to the next screen. If no merchant has been entered, the K22 will go immediately to the next screen.

```
0 Current Merchant
1 xxxxxxxxxxxxxxxxxxxxxxxx
2 Getting Merchants
3 Please Wait ...
```

The K22 will then try to get the merchant list from the server. While it attempts to retrieve the list, the K22 will display the current merchant on line 1. If no merchant is selected, “Merchant not set” will be displayed on line 0. Lines 2 and 3 will say “Getting Merchant Please Wait...”. Should the K22 be offline during this operation, the screen will say “Offline Unable to Set Mchnt” and will then return to the merchant entry screen.

```
0 Current Merchant
1 xxxxxxxxxxxxxxxxxxxxxxxx
2 Select New Merchant
3 xxxxxxxxxxxxxxxxxxxxxxxx
```

After it gets the current merchant list from the server, the K22 will say “Select New Merchant” on line 2 and display the merchant currently selected from the list of current merchants on line 3. The user can press the “Up” and “Down” keys to scroll up and down the list of merchants. To clear an already set merchant, the K22 allows the user to scroll past the end of the list to the “Clear Merchant” description. If the “Clear Merchant” selection is chosen, then no merchant will be assigned to the function key. Pressing OK will select the currently selected merchant displayed on line 3 and bring up the confirmation screen. Pressing CLR will cancel the merchant selection process and return the K22 to the merchant entry screen.

```
0 New Merchant
1 xxxxxxxxxxxxxxxxxxxxxxxx
2 Confirm      OK=Yes
3              CLR=No
```

After the desired merchant is selected, the K22 will ask the user to confirm the new merchant selection. The new merchant will be displayed on line 1. Pressing OK will confirm the new merchant. Pressing CLR will discard the new merchant selection. In either case, the K22 will return to the normal mode menu.

b. Event Entry Screens. When first entered, the Event Entry screen, which is only available in Normal Mode, will ask the user to select a function key for the merchant to which the event will be assigned. Event Assignments are not saved until the Device Setup is saved.

```
0 Set Events
1 Press a Function Key
2 to Select Merchant
3 OK=Menu
```

In setting up the K22 to process events, the user will first be asked to which merchant the event will be assigned. To designate that merchant, the K22 will ask the user to press the function key assigned to the merchant. Functions keys F1, F2, or F3 are accepted if there is a merchant assigned to the respective key. The user can also press “1” for the F1 function key, “2” for the F2 function key, or “3” for the F3 function key. Pressing CLR or OK will return the K22 to the normal mode menu.

```
0 Press a Function Key
1 <<F1 Merchant>>
2 <<F2 Merchant>>
3 <<F3 Merchant>>
```

Before the merchant is selected, if the “Func” key is pressed instead of one of the function keys, the screen will show the merchants currently assigned to function keys. Line 1 will show the merchant assigned to F1, Line 2 to F2, and Line 3 to F3. Pressing CLR or OK will return the K22 to the previous screen. Pressing one of the three function keys will advance the K22 to the event entry selection screen for the merchant associated with that function key.

```
0 <<Selected Merchant>>
1 Press a Function Key
2 to Set Event
3 OK=Menu
```

Once the merchant has been selected by pressing the appropriate function key, the K22 will ask the user to designate another function key to which the Event Code will be assigned. The current merchant selected will be shown on line 1. Pressing OK will return the K22 to the normal mode menu.

```
0 Press a Function Key
1 <<F1 Event>>
2 <<F2 Event>>
3 <<F3 Event>>
```

Before an event is selected, if the “Func” key is pressed instead of one of the function keys, the screen shows the events currently assigned to function keys. Line 1 shows the event assigned to F1, Line 2 to F2, and Line 3 to F3. Pressing CLR or OK will return the K22 to the previous screen. Pressing one of the three function keys will advance the K22 to the next screen.

```
0 Current Event
1 xxxxxxxxxxxxxxxxxxxxxxxx
2 Getting Event List
3 Please Wait...
```

Once a function key has been selected, the K22 will retrieve the Event list from the server, and the current event assigned to the function key will be displayed on line 1. If no event is set for the particular function key, “Event Not Set” will be displayed on line 0, and line 1 will be blank. Lines 2 and 3 will say “Getting Event List Please Wait...”.

```
0 Current Event
1 xxxxxxxxxxxxxxxxxxxxxxxx
2 Select New Event
3 Please Wait...
```

Once the list has been downloaded, the K22 will say “Select New Event” on line 2 and display the event currently selected from the list on line 3. Press the “Up” and “Down” keys to scroll up and down the list. To clear an already set event, scroll past the end of the list to the “Clear Event” description. Pressing OK will select the event displayed on line 3 and bring up the confirmation screen.

```
0 New Event
1 xxxxxxxxxxxxxxxxxxxxxxxxxxxx
2 Confirm      OK=Yes
3              CLR=No
```

After the desired event is selected, the K22 will ask the user to confirm the new event selection. The new event will be displayed on line 1. Pressing OK will assign the new event to the function key. Pressing CLR will discard the new event selection. In either case, the K22 will return to the first event setup screen.

```
0 Clear Event
1
2 Confirm      OK=Yes
3              CLR=No
```

If “Clear Event” was selected as the event description, then the confirmation screen will show “Clear Event” on line 0, and line 1 will be blank. Pressing OK will clear the event currently assigned to the function key.

c. Amount Entry Screens. When first entered, the Amount Entry screen will ask the user to select a function key to which an Amount will be assigned. Amount Assignments are not saved until the Device Setup is saved.

```
0 Set Amounts
1 Press Function Key
2
3 OK=Menu
```

To set a Function Key to work with an Amount, press the desired function key directly. The user can also press 1 for the F1 function key, 2 for the F2 function key, or 3 for the F3 function key. Pressing CLR or OK will return the K22 to the normal mode menu.

```
0 Press a Function Key
1 <<F1 Amount>>
2 <<F2 Amount>>
3 <<F3 Amount>>
```

Before the amount is selected, if the “Func” key is pressed instead of one of the function keys, the screen will show the amounts currently assigned to function keys. Line 1 will show the amount assigned to F1, Line 2 to F2, and Line 3 to F3. Pressing CLR or OK will return the K22 to the previous screen. Pressing one of the three function keys will advance the K22 to the amount set screen.

```
0 Current Amount
1 xxxx.xx
2 Enter new Amount
3 xxxx.xx
```

Once a Function key has been selected, the next screen will show the current Amount assigned to that key and allow the user to enter a new Amount. The current Amount will be shown on line 1. As the user enters a new Amount, the new Amount will be placed on line 3. Amounts are entered in the format “xxxxx.xx”. Pressing OK will assign the new amount to the selected function key. Pressing CLR will discard the new amount selection. In either case, the K22 will return to the first amount screen.

```
0 New Amount
1
2 Confirm      OK=Yes
3              CLR=No
```

After an amount has been entered, the user will be asked to confirm this new amount. The screen will list the amount on line 1. If OK is pressed, the amount will be assigned to the function key, and the first amount screen will be shown. If CLR is pressed, the K22 will return to the first amount screen without keeping the new amount.

2.3.10 Save Device Setup Screen

When selected, the K22 will ask the user if they would like to save the changes. If the Terminal ID has not been set when the Save Device Setup is selected from the Main Menu, the Terminal Entry screen will be shown instead.

```
0 Save Changes?
1
2 OK=Yes
3 CLR=No
```

If OK is selected, the changes made are saved. If CLR is selected, the changes will not be saved. After the settings are saved (or not saved) the K22 will reboot itself.

2.3.11 Normal Mode Screens

When entering the Normal Mode, the K22 will check to make sure the settings for Normal Mode are correct. Operator Log On and Operator Log Off are online functions (i.e., the K22 must be connected to the Navy Cash server). Purchase functions can be completed while the K22 is offline (i.e., the K22 is not connected to the Navy Cash server).

```
0 DEVICE NOT
1 INITIALIZED
2 ERROR
3
```

For Normal Mode, there must be at least one merchant set for the device. If no merchants are set, the Normal Mode will show the error screen on the left.

a. Operator Log On. A K22 can only have a single operator logged on at any one time. The only way to log on is through the log on screen. Once an operator has logged on, he or she will be logged on until he or she specifically logs off. Even rebooting the machine will not replace an operator that is currently logged on. Operator IDs are four digits long. When there is no operator logged onto the device, the K22 will show the Enter Operator ID screen.

```
0 Enter Operator ID
1
2
3 CLR=Clear   OK=Done
```

From the Enter Operator ID screen, the operator can enter his or her four-digit ID. As the ID is entered, it will show on line 1. If CLR is selected, the Operator ID that has been entered is cleared. If OK is selected and the Operator ID is four digits, the K22 will send a message to the server to log the Operator On.

```
0 Please Wait...
1 Logging Operator On
2
3
```

While the message is being sent, the screen will change to a “Please Wait” screen. If the CLR button is pressed while this operation is in progress, the log on will be canceled. If the server denies the log on, the Enter Operator ID is shown again. The returned error message is shown on line 2. Once a new key is pressed, the past error will disappear. If the server accepts the Operator Log On, the Normal Operation screens will be shown with the operator’s name.

b. Operator Log Off. To log an operator off the K22, press the Cancel/Off button. The K22 must be online, i.e., connected to the Navy Cash server, to log off an operator. Holding down the Cancel/Off key for more that 5 seconds will turn the K22 off, but will NOT log the Operator off.

```
0 Confirm
1 Operator Log Off
2
3 CLR=No      OK=Yes
```

The K22 will ask the operator to confirm Operator Log Off. If the CLR button is pressed, the operator is not logged off, and the K22 will return to Normal Operation. If the OK button is pressed, the K22 sends a message to the server to log the current operator off.

```
0 Please Wait for
1 Operator Log Off
2
3
```

While waiting for a response from the server, the K22 will display a “Please Wait” screen. If the server allows the operator to Log Off, the K22 will return to an Operator Log On screen. If the operator is not allowed to Log Off, the K22 will return to the Normal Operations screen. The returned error message is shown on line 2. Once a new key is pressed, the past error will disappear. Also, if CLR is selected while the device is waiting for a response, the K22 will return to the Normal Operation Screen without logging the operator off.

c. Basic Operation Screens. The K22 has a basic “Welcome to Navy Cash” screen that is shown when there are no current purchases being made. This screen will give information such as the current operator logged n, the status of the network, the status of the queued messages, and the balance of the currently entered and ready card.

```
0 Welcome to Navy Cash
1                               *!
2 Balance : $ xxxxx.xx
3 Wayne, John
```

```
0 Welcome to Navy Cash
1                               *!
2
3 Wayne, John
```

The basic screen that the K22 will display is shown on the left. The Operator is shown on line 3. The current card balance is shown on line 2. The balance will be in the format “\$ xxxxx.xx” (up to \$99999.99 of value). If there is no currently entered card, then line 2 will be blank. Finally, on line 1 are an asterisk and an exclamation point. The asterisk represents the current network status — if the K22 has had a contact with the server in the past 30 seconds, the asterisk will not be shown. The exclamation point represents whether there are purchase messages stored in the K22 that must be sent to the server — if there is at least one purchase message to be sent, the exclamation point will be shown.

Below are the possible states:

```
0 Welcome to Navy Cash
1                               *!
2
3 Wayne, John
```

Network down. At least one message to be sent.

```
0 Welcome to Navy Cash
1                               !
2
3 Wayne, John
```

Network up. At least one message to be sent.

```
0 Welcome to Navy Cash
1                               *
2
3 Wayne, John
```

Network down. No messages to be sent.

```
0 Welcome to Navy Cash
1
2
3 Wayne, John
```

Network Up. No messages to be sent.

```
0 Welcome to Navy Cash
1 Memory Full      *!
2
3 Wayne, John
```

After a purchase, messages are saved in the memory of the K22. When the K22 is online, the device will send these messages to the server. If the memory queue on the K22 is full, line 1 will say “Memory Full” in addition to the asterisk and exclamation point.

```
0 Welcome to Navy Cash
1                      *!
2
3 Operator 1234
```

If the Operator Name is not returned by the server, but the operator is still logged on, the Operator ID will be shown on line 3 instead of the Operator Name.

```
0 Please Remove Card
1
2
3                      #
```

If there is a card in the K22 that should be removed, the Normal screen will change to “Please Remove Card”. There will be a number on line 3 at the end of the line. This number represents the reason for removing the card.

```
0 Welcome to Navy Cash
1                      *!
2 Total: $ xxxxx.xx
3 Wayne, John
```

If there is currently an ongoing purchase, the Normal Operations screen will change to represent the total purchase. Other parts of the screen will function the same. If there is an ongoing purchase and the CLR button is pressed, the ongoing purchase is immediately canceled. The screen will return to the default Normal Operation screen. If the up or down scroll keys are pressed, the Purchase Review screens will be displayed (see below).

d. Purchase and Card Entry Screens. Purchases are entered while in normal operation mode. Purchase transactions are a combination of a merchant, event, and amount. As a purchase is entered, the amount of the new purchase is added to the total of the same merchant/event pairing. Each merchant/event pairing total is saved in memory until a card is entered.

```
0 Welcome to Navy Cash
1
2 Total : $ xxxxx.xx
3 Wayne, John
```

During a purchase, the total of all merchant/event pairings are shown on line 2. If CLR is pressed while in the main normal mode screen, all the current transactions will be cleared. If CLR is pressed during a transaction entry, just that transaction entry will be cancelled. Transactions can be entered until a card is inserted. Once a card is inserted, the transaction must be completed or cancelled. While a card is inserted it, is possible to enter new merchant/event/amount transactions, but each transaction must be approved and finished right after it is entered.

e. K22 Function Keys. At any time, if a function key is pressed, the current function key assignments will be shown. For example, if a function key is pressed before a transaction is completed, the merchant assignments will be shown. After a merchant is selected, if a function key is pressed, the event assignments will be shown. After an event is selected, if a function key is pressed, the amount assignments will be shown.

```
0 Press a Function Key
1 <<F1 Merchant>>
2 <<F2 Merchant>>
3 <<F3 Merchant>>
```

With three function keys on the K22, there are 12 possible combinations of merchants and events, three for merchants alone and nine for each merchant/event function key press.

```
0 Press a Function Key
1 <<F1 Event>>
2 <<F2 Event>>
3 <<F3 Event>>
```

While viewing the function key assignment screens, if the OK button is pressed, the K22 will return to the current selection screen. If the CLR button is pressed, the transaction is cancelled. If any of the function keys are pressed, i.e., F1, F2, or F3, then the appropriate function key assignments will be used for the current purchase.

```
0 Press a Function Key
1 <<F1 Amount>>
2 <<F2 Amount>>
3 <<F3 Amount>>
```

f. Purchase Review Screens. While the K22 is at the normal mode screen, pressing the up and down scroll buttons will enter the purchase review screens. The purchase review screens will show the current totals for each merchant/event pairing where the amount is greater than zero.

```
0 <<Merchant Name>>
1 <<Event Name>>
2 $ xxxxx.xx
3 Scroll or Press OK
```

The purchase review screen shows the merchant on line 0 and the event on line 1. If there is no event, line 1 will be blank. Line 2 shows the total of the purchase for this item. If the down scroll button is pressed, the next purchase item description is displayed until all items have been shown. If the up scroll button is pressed, the previous purchase item is displayed. If OK or CLR is pressed, the K22 returns to the normal operation screen.

g. Purchase Entry Screens. To begin a purchase, the user presses one of the function keys or a numeric key. The K22 then checks to see if only one function key has a merchant assigned. If there is only one merchant assignment, then the K22 will go to the event entry screen. If the original key pressed was a function key, the K22 will check to see if the function key has an event assignment. If it does, then the K22 will go to the amount entry screen with the selected event. If more than one function key has a merchant assigned, then the K22 will check to see if the key pressed has a merchant assignment. If the key pressed was a numeric key or a function key that does not have a merchant assigned, the K22 will ignore it. If the key has a merchant assigned, then the K22 will go to the event entry screen with the selected merchant. If there are no events assigned to any of the function keys, then the K22 will go immediately to the amount entry screen.

```
0 <<Merchant>>
1
2 Enter Event
3
```

Once the event entry screen is entered, the K22 will show the currently selected merchant on line 0. From this screen, if a function key is pressed, the K22 will check to see if an event has been assigned to that key. If an event has been assigned, the K22 will go to the amount entry screen with the selected event. If no event was assigned, then nothing will be done. If the OK button is selected, the K22 will not use an event and will go to the amount entry screen. If a numeric key is selected, the K22 will not use an event and will go to the amount entry screen.

```
0 <<Merchant>>
1 <<Event>>
2 $ xxxxx.xx
3 Enter Amount
```

Once the amount entry screen is entered, the K22 will show the currently selected merchant on line 0 and the currently selected event on line 1. If no event is selected, line 1 will be left blank. The current total of the sale is shown on line 3. If one of the function keys is pressed, the K22 will automatically use the value assigned to the function key as the amount for this transaction if the value is greater than 0 and show the amount on line 2. If the numeric keys are pressed, then the K22 will show the value as the amount for this transaction on line 2.

h. Card Entry Screens. Navy/Marine Cash cards may be inserted into the K22 at any time. The card will be acted upon the next time the main normal operation screen is displayed.

```
0 Please Wait
1 Accessing Card
2
3
```

When a Navy Cash card is entered, the K22 will access the card. The “Please Wait” screen will show until the card is fully accessed. If the card is blocked or unable to be accessed, the “Please Remove Card” screen will be shown. A message will be sent to the Navy/Marine Cash server with the reason for removal.

```
0 Enter PIN
1
2          ****
3 CLR=Clear  OK=Done
```

Once the card is fully accessed, the K22 will ask the cardholder to enter his or her Personal Identification Number (PIN). As the PIN is entered, a series of asterisks will be shown on line 2. If the CLR button is selected when no PIN numbers have been entered, the device will return to normal operations and ask for the card to be removed. If at least one of the PIN numbers has been entered, line 3 will say “CLR=Clear” and “OK=Done”. If the CLR button is pressed, the currently entered PIN will be cleared, and the cardholder can start again with PIN entry.

```
0 Verifying Pin
1 One moment please...
2
3
```

If the OK button is selected after all four of the PIN numbers have been entered, the K22 will try to verify the PIN.

```
0 PIN Invalid
1 Re-enter Pin
2
3 CLR=Clear OK=Done
```

If it is unable to verify the PIN, the K22 will show a “PIN Invalid Re-Enter PIN” message on lines 0 and 1. As the PIN is reentered, the message will disappear.

```
0 Please Remove Card
1
2
3 #
```

If the card goes over its PIN retry limit, the “Please Remove Card” message will be shown. If there is any error, a message will be sent to the back end server with the reason for removal. There will be a number on line 3 at the end of the line. This number represents the reason for removing the card.

```
0 Welcome to Navy Cash
1
2 Balance: $ xxxxx.xx
3
```

After the card has been entered, the PIN presented, and the card authenticated, the K22 will return to normal mode if there is no sales transaction pending and display the current card balance.

```
0 Total: $ xxxxx.xx
1 Confirm? OK = Yes
2 CLR = No
3 Scroll to Review
```

If there is a sales transaction pending, the K22 will enter the purchase confirmation screen (see paragraph i below). The total of the sale is shown on line 0 in a “\$xxxxx.xx” format. To confirm the transaction, press OK. To cancel the transaction and return to the normal operation screen, press CLR. Pressing the up and down scroll buttons will show the transaction review screens. If CLR is pressed, the sale is canceled and all the totals go to \$0.00.

i. Purchase Confirmation Screens. If there is an authentic Navy/Marine Cash card and at least one transaction in the K22, the Purchase Confirmation screens will be displayed.. The purchase confirmation screens are also shown when a card is in the K22 and a new transaction is entered. For every transaction, successful or failed, a log is saved in the offline queue to be sent to the Navy/Marine Cash server.

```
0 Total: $ xxxxx.xx
1 Confirm?   OK = Yes
2           CLR = No
3 Scroll to Review
```

The total of the sale is shown on line 0. To confirm the transaction, press OK. To cancel the transaction and return to the normal operation screen, press CLR. Pressing the up and down scroll buttons will show the transaction review screens.

```
0 <<Merchant Name>>
1 <<Event Name>>
2 $ xxxxx.xx
3 Scroll or Press OK
```

In the purchase review screens, pressing the scroll buttons will scroll through the transactions. Each transaction is shown as a merchant/event pairing with the total amount assigned to that merchant and event. If the merchant/event pairing does not have an amount assigned, it will not be shown. Pressing OK or CLR will return the K22 to the basic purchase confirmation screen.

```
0 Memory Full...
1 Current Transaction
2 Cancelled...
3 Please Wait
```

After the sale has been confirmed, the K22 will first check to make sure that there is enough memory in the offline queue to save the new sale. If the memory is full, the transaction will be cancelled and an error message saying “Memory Full” will be displayed. Once this screen is shown, it will remain until the offline queue can start receiving messages again. Once the queue has more available space, the K22 will return to the normal operation screen. The offline queue will clear normally while the K22 is connected to the network.

```
0 Please Wait for
1 Sale Completion
2
3
```

If there is room to save the new transaction, the K22 will begin to process the transaction. While the K22 is processing the transaction, the “Please Wait for Sale Completion” screen will be displayed. One transaction will be sent to the card as an amount with a merchant/event pairing for each merchant/event pairing. It is **CRITICAL NOT TO REMOVE THE CARD DURING THIS PERIOD**. Removing the card during sale completion does not mean the sale will not go through. It is still possible for part of the sale to have been completed before the card had been removed.

```
0 Purchase Succeeded
1
2
3
```

Once the sale is complete, the K22 will display the results. If all the purchases were successful, the screen will display “Purchase Succeeded”.

```
0 xx:Approved
1 xx:Denied
2 Scroll to Review
3
```

If one or more of the merchant/event pair transactions failed, the K22 will display the number of transactions approved and the number denied on lines 0 and 1, and line 2 will display the message “Scroll to Review”. In either case, the user can press the up or down scroll buttons to review the sale. For example, it is possible for the card to have enough funds to complete one transaction, but not all of them. Since each merchant/event pairing is considered one transaction, it is possible for the card to have enough funds to complete some merchant/event pairs but not all of them. These screens will show which ones were approved and which ones were denied. Line 2 will display the message “Scroll to Review”. In either case, the user can press the up or down scroll buttons to review the transactions. Pressing OK or CLR at these screens will return the K22 back to the normal operations screen.

```
0 <<Merchant Name>>
1 <<Event Name>>
2 $ xxxxx.xx: Success
3 Scroll or Press OK
```

If the up or down scroll buttons are selected, the K22 will display each individual merchant/event pair result. The merchant will be shown on line 0, and the event on line 1. Line 2 will display the amount of the purchase followed by a “Success” or “Failure” message. Transactions that succeeded, i.e., removed funds from the card, will show “Success; transaction that failed will show “Failure”. “Scroll or Press OK” will be shown on line 3. If OK or CLR is pressed, the K22 will return to the normal operations screen. If the up or down scroll buttons are pressed, the K22 will continue to scroll through the transactions results.

j. Diagnostic Screens. While in the Normal Operation mode, the diagnostic screens will show information about the current K22 that may be helpful in troubleshooting. To enter the diagnostic screens, the K22 must be at the normal operation screens with no transactions pending and no card inserted. Once the K22 is in this state, pressing the CLR button will display the first diagnostic screen. The diagnostic screens can also be entered from the Operator Log On screen if no portion of the Operator ID has been entered by pressing the CLR button. There are two diagnostic screens.

```
0 On-Line
1 <<Operator Name>>
2 xxxxxxxxxxxxxxxxxxxxxx
3 V x.xx By
```

Line 0 will show the current status of the K22, “On-Line” if the K22 is online and “Off-Line” if the K22 is offline. Line 1 will show the name of the operator currently logged on the K22. If no name is available, line 1 will say “Operator xxxx” where “xxxx” is the operator number. If no operator is logged on, line 1 will say “No Operator Logged On”. Line 2 will show the full 16-digit Terminal ID number. Line 3 will show the current version and build number of the K22 software, where x.xx is the Version number and y is the Build.

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

From the first diagnostic screen, press any button to enter the second diagnostic screen. The current K22 mode, “Normal Mode”, is shown on line 0. The number of messages in the queue is shown on line 3. This is shown as “Queue:x” where “x” is the number of queue messages. To exit the second diagnostic screen, press any button. The K22 will return to the normal operations screen.

k. Normal Mode Admin Message Support. While in the Normal Operation mode, admin messages may be sent to the K22. The K22 will only act on the messages when it is in the normal mode operations screen. Any pending transaction will be cancelled when an admin message is received. .

```
0 Please Wait...
1
2 Under Maintenance
3
```

While processing the admin message, the K22 will show the message “Please Wait...” on line 0 and “Under Maintenance” on line 2. Once it has finished processing the admin message, the K22 will return to the normal operation screen.

2.3.12 Proxy Mode Screens

This section details the screens shown by the K22 while in Proxy Mode or State. The proxy mode or state is used by the Navy Cash disbursing application and by the ROM II cash register.

a. Normal Operation. The K22 in proxy mode uses the Terminal ID that was defined in the device setup mode above. Because the Terminal ID is required before the K22 can be set to a usable state, the K22 is always correctly configured when in the Proxy Mode.

```
0 Welcome to Navy Cash
1   Proxy Mode
2   Please Insert
3   Navy Cash Card
```

With no card in the reader, the normal screen shown here is displayed.

```
0 Welcome to Navy Cash
1   Proxy Mode
2
3   Offline
```

When the K22 goes offline, all transactions (except the get-card-info command) are disabled. This screen is displayed.

```
0 Welcome to Navy Cash
1   Proxy Mode
2   Please Insert
3   Navy Cash Card   !
```

If the K22 has messages in the offline queue, the normal operation screen will show an exclamation point on line 3 at the end of the line. The exclamation point will be shown when the K22 is online or offline as long as there are messages in the queue.

```
0 Welcome to Navy Cash
1   Proxy Mode
2
3   Memory Full
```

If the K22's offline queue is full and the K22 is unable to continue entering new transactions, the K22 will display "Memory Full" on line 3.

```
0 Welcome to Navy Cash
1   Proxy Mode
2   Memory Full
3   Offline
```

When the K22 is offline, the "Memory Full" message will be displayed on line 2.

b. Card Entry

```
0 Please Insert
1 Navy Cash Card
2
3
```

If the Disbursing or the ROM II Application sends a command that requires the card to be inserted and it is not already inserted, the insert card screen is shown. This includes the Get-Card-Info request. The insert card screen is displayed if a card is inserted before the Disbursing or ROM II Application requests a transaction.

```
0 Checking Card
1 One moment please...
2
3
```

When the request is received (get-card-info or transaction request), the screen changes to the checking card screen. During this time, the card is verified to be a Navy Cash card and checked against the list of “hot” cards.

```
0 Waiting For Command
1
2
3
```

If the request is for card information, the screen returns to the “Waiting For Command” state and remains there for subsequent get-card-info requests.

```
0 Waiting For Command
1 Balance: $ xxxxx.xx
2
3
```

After a transaction that requires a PIN, this wait screen is displayed to show that the K22 has finished the last transaction and does not need additional hot list checks or PIN verifications to continue. The card balance is shown on line 1.

c. Operator Log On/Off. An operator log-on or log-off request can be made when the K22 is online whether or not a card is inserted. The K22 must be in an idle state, i.e., no other transactions pending, if a card is in the reader.

```
0 Please Wait...
1 Logging Operator On
2
3
```

```
0 Please Wait...
1 Logging Operator Off
2
3
```

These screens are displayed for log on and log off. When complete, the K22 returns to the screen that was previously displayed.

(a) Transaction Confirmation.

```
0 Enter Pin
1
2
3 CLR=Clear OK=Done
```

If the first request to the K22 is for a transaction other than a get-card-info request, e.g., a funds transfer to or from the chip, the checking card screen is displayed and then the user is asked to enter his or her PIN. This does not include the PIN change request.

```
0 Verifying Pin
1 One moment please...
2
3
```

The PIN verification screen is displayed during the PIN verification.

```
0 PIN Invalid
1 Re-enter Pin
2
3 CLR=Clear OK=Done
```

If the PIN was incorrectly entered and verification fails, the K22 gives a second chance for the user to re-enter the PIN. And again the “Verifying PIN” screen is displayed.

```
0 Withdraw $ 10.53
1
2 Confirm      OK=Yes
3              CLR=No
```

When complete, one of the confirmation screens to the left is shown (depending on the requested transaction). An example of \$10.53 is shown.

```
0 Credit $ 10.53
1
2 Confirm      OK=Yes
3              CLR=No
```

```
0 Transfer $ 10.53
1
2 Confirm      OK=Yes
3              CLR=No
```

The screen to the left is for a Navy Cash to Navy Cash transfer, i.e., transfer between two accounts that are not chip accounts.

```
0 Querying Network...
1 One moment please...
2
3
```

For credit transactions, the screen to the left is displayed, once the cardholder has confirmed the transaction, while the K22 attempts to query the network and complete the transaction.

```
0 Updating Card
1 One moment please...
2
3 CLR=Clear   OK=Done
```

If the response from the Backend Server is positive (for a credit), or if the transaction is a debit, this screen is displayed.

```
0 Done
1
2
3
```

After a successful transaction, the “Done” screen to the left is shown. Otherwise, the K22 will display the error received. These screens will remain active for a short time and then return to the normal operations screen or the basic card-in screen if a card is still in the K22.

d. PIN Change.

```
0 Enter New PIN
1
2      ****
3 CLR=Clear  OK=Done
```

When a PIN-reset request is made, the K22 will ask the cardholder to enter a new PIN. As the cardholder enters the PIN, the PIN will show up as a series of asterisks on line 2. During this time, if there is at least one digit on the display, pressing CLR will clear the PIN entered. This will allow the user to enter another PIN. Pressing OK will finish the PIN entry as long as four digits have been entered. If it is the first transaction requested using this particular Navy Cash card, the K22 will not perform the hot list check or ask for a PIN to be entered for verification.

```
0 Re-enter PIN
1
2
3 CLR=Clear  OK=Done
```

After the cardholder has entered a new PIN, the K22 will ask the cardholder to re-enter the PIN for confirmation.

```
0 Changing PIN...
1
2
3
```

These screens are followed by a “Querying Network...” screen and then the two screens on the left. After a few moments, the idle screen is shown and transactions can continue.

```
0 PIN Changed
1
2
3
```

e. Error Screens.

```
0 Transaction Canceled
1
2
3
```

If the user cancels a transaction, e.g., selects clear during a withdrawal, or cancels a PIN change, these screens are shown — followed by an idle screen.

```
0 Pin Change Canceled
1
2
3 CLR=Clear  OK=Done
```

```
0 Pin Change Failed
1 xxxxxxxxxxxxxxxxxxxxxx
2
3
```

If the Backend Server denies a PIN change, the returned message will be displayed on the K22 screen in the area “xxxxxxxxxxxxxxxxxxxx”.

```
0 Pin Change Failed
1 xxxxxxxxxxxxxxxxxxxxxx
2
3
```

The screen to the left is displayed when a card error occurs, e.g., the unblock PIN returned from the server fails to match that on the card. After a pause, the “Enter PIN” screen is shown, followed by a menu state. A message will be sent to the server for this error and to the disbursing application.

```
0 Transaction Failed
1 xxxxxxxxxxxxxxxxxxxxxx
2
3
```

The server may deny a transaction for some reason, e.g., the card-id is unknown. The returned message will be displayed on the K22 screen. As shown on the left, it will be displayed in the area “xxxxxxxxxxxxxxxxxxxx”.

```
0 Transaction Failed
1 xxxxxxxxxxxxxxxxxxxxxx
2
3
```

When attempting to place money on the card, the card software may deny the request, e.g., the amount to be loaded is too high or there are insufficient funds on the card to complete the transaction. This screen is displayed. A message will be sent to the back end server and to the disbursing application or ROM II cash register for this error.

```
0 Transaction Failed
1 Ntwk Message Timeout
2
3
```

The screen to the left is displayed when the server takes too long to respond to requests.

```
0 Please Remove Card
1
2
3 Time Expired
```

While the K22 is operating, various conditions may occur that require a transaction to be canceled and the card removed. This screen is displayed with an explanation at the bottom. For this example, the card has been in the reader too long without action.

```
0 System error cid
1
2
3
```

When this (or a similar message) is displayed, the K22 received incomplete or invalid data from the disbursing application or ROM II cash register. The application contact (and possibly the Navy Cash Customer Service Center) needs to be contacted.

2.4 K80 Cashless Automated Teller Machine Device

2.4.1 General

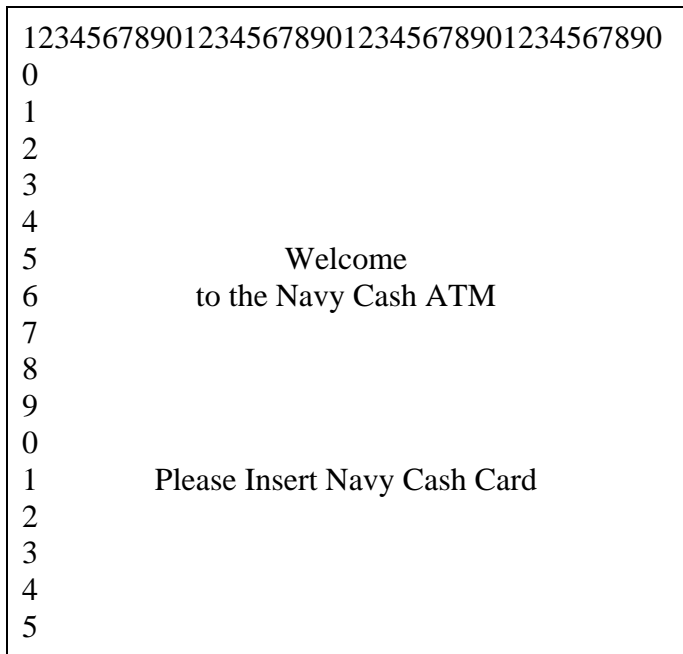
The K80 is an Automated Teller Machine (ATM)-like device that can read the chip on the Navy Cash card, interact with the Navy Cash server, and allow users to move “funds” between their bank and credit union accounts ashore and their Navy Cash (strip) accounts or their chip accounts. The K80 uses a SAM for interaction with the Navy Cash card, i.e., the chip on the card. If the SAM is not in the K80, the K80 will not work, and a message saying “Out of Order — Call Maintenance” will replace the main screen.

The K80 connects to the Navy Cash network through an internal serial port connection. The K80 is dependent upon a continuous network connection to the Navy Cash server. The K80 cannot support offline transactions, and, in fact, no transactions are allowed unless the K80 is connected to the Navy Cash server. The K80 receives “Ping” messages from the Navy Cash Server. If the K80 has not received a “Ping” message within 15 seconds, it will display a screen stating the ATM is currently out of service.

In the unlikely scenario that the server is down for a lengthy period of time (days, weeks), the retail operation will be operated on a cash basis, with the same procedures used prior to the implementation of Navy Cash.

2.4.2 Screens

a. Base Screen



The K80 default base screen is shown on the left. The screen is 40 characters wide and 16 lines high. The numbers on the left and top show the current row and the current column for text placement and reference only and are not displayed on the K80 screen itself.

The K80 has a numeric keypad below the display. This keypad includes the numbers 0 to 9 in a standard keypad layout. Also included are the OK key on the lower right in green and the CLR key on the lower left in red.

The K80 has four buttons on each side of the Lighted Crystal Display (LCD) screen. These buttons are located adjacent to Lines 0, 5, 10, and 15. From this point on, these buttons will be referred to with a letter (L for Left, R for Right) and a number (the line where the button is located). For example, the buttons on the left side will be L0, L5, L10, and L15. For the right side buttons from the top, the labels will be R0, R5, R10, and R15.

Displayed in the upper right corner of the screen is a two-digit alphabetical code, which signifies a specific type of error when detected. A legible message associated with the error code is displayed clearly on the footer of the screen notifying a user of possible maintenance difficulty.

b. Boot Up Screens and Error Screens. When the K80 first powers up, there are a series of boot-up screens. These screens show the current state of the K80 as it powers up. During this boot-up phase, there is a possibility of several error states. The error states are located on the first four lines on the screen and will not go past the first 20 characters. The following screens and error states are possible.

```
0 Loading Drivers
1
2
3
```

Device specific drivers are being loaded.

```
0 DEVICE ERROR
1 CALL MAINTENANCE
2
3
```

This screen is shown when the main card reader cannot be activated.

```
0 DEVICE ERROR-S1
1 CALL MAINTENANCE
2
3
```

The error screens on the left occur when the SAM cannot be activated.

```
0 DEVICE ERROR-S2
1 CALL MAINTENANCE
2
3
```

```
0 Init Connections
1
2
3
```

The screen indicates that the K80 is initializing communication connections.

```
0 CONNECTIVITY ERROR
1 CALL MAINTENANCE
2
3
```

This error indicates Serial Port communication cannot be activated.

```
0 Loading
Configurations
1
2
3
```

The K80 is loading saved configurations.

```
0 Device Not
Initialized
1 Call Administrator
2
3
```

The K80 is not initialized. See the Terminal ID entry screen section.

c. Terminal ID Entry Screen. When a K80 is initialized, it is necessary to enter a new Terminal ID for the K80. This can be done with the Terminal ID Entry Screens. These screens can only be brought up when the K80 is booted with the door open. At all other times, it will either not display the Terminal ID Entry Screens (if one has been entered previously) or it will display the error “Device not Initialized Call Administrator” (if a Terminal ID has not been set previously).

```
0 Press 5 to enter
1 admin mode
2
3 V x.xx By
```

The first screen (shown on the left) allows the user to enter the Terminal ID Entry Screen. To enter the screen, press the 5 button. If the button is not pressed within 5 seconds, the K80 will boot normally. Also displayed is the current Version and Build number of the K80 software. This is shown as “Vx.xx By” where x.xx is the Version number and y is the Build number.

```
0 Change Terminal
1 Identification?
2 OK = Yes
3 CLR = No
```

The second screen confirms that the Terminal ID should be changed. Press OK to change the ID or CLR to cancel and boot the machine normally.

```
0 Enter New
1 Terminal ID
2
3
```

The screen to the left is now shown. If the K80 has not had a Terminal ID entered into it before, this will be the first screen that is shown. The Terminal ID entered must be exactly 16 digits long. If more than 16 digits are entered, only the first 16 will be used. If CLR is pressed, the Terminal ID will return to no digits entered and allow a new Terminal ID entry. If OK is pressed before 16 digits are entered, nothing will happen.

```
0 New Terminal ID
1 xxxxxxxxxxxxxxxxxxxx
2 Confirm      OK = Yes
3              CLR = No
```

Once the Terminal ID is set, the screen to the left asks the operator to confirm the new Terminal ID. Press OK to confirm the ID and CLR to return to the Terminal ID Set.

```
0 Save Changes
1
2 OK = Yes
3 CLR = No
```

Once the new Terminal ID has been confirmed, the next step will be to Save the Changes. Press OK to save the changes and CLR to cancel the changes.

```
0 Rebooting
1
2
3
```

Whether the changes have been saved or not, the K80 will then reboot.

2.5 Navy Cash Equipment Checklist

A sample Navy Cash Equipment Checklist is included at Appendix G. This checklist will be tailored for each ship as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

Chapter 3

General Mess

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3.1 Background

This chapter of the SOP describes Navy Cash procedures for the general mess.

NOTES:

- 1. The term Food Service Officer (FSO) used throughout this chapter refers to not only the FSO but also individuals that have been properly appointed as his or her agent in accordance with existing procedure.*
- 2. Private messes are considered “subsisting” from the general mess when meals consumed in the private mess are accounted for and billed to the private mess at standard meal prices by the general mess.*
- 3. Private messes are considered “private” when the general mess is reimbursed for the cost of stores (food) consumed in the private mess on a monthly basis.*
- 4. The NAVSUP Navy Cash Program Office acknowledges that Navy Cash and Food Service Management Information System (FSMIS) should be integrated to optimize system capabilities and to avoid manual and double entry of data/information. Navy Cash and FSMIS integration may be developed in a later Navy Cash version that is implemented in the Fleet after prototype.*
- 5. The Navy Cash card e-purse (chip) sets a maximum load and debit (payment) limit of \$50,000 for merchant cards issued after 24 September 2008 and \$9,999.99 for merchant cards issued before 24 September 2008. This monetary limit may prevent private messes, MWR, or other merchants from using Navy Cash cards to make larger purchases on board the ship in a single payment. For example, a CVN wardroom treasurer pays a monthly food invoice to the general mess that can be as much as \$30,000 or more. In these situations, more than one payment with the organization’s Navy Cash card or payment by check are authorized.*
- 6. The daily or monthly Navy Cash reports of electronic transactions (see paragraph 3.13 of this SOP) are the substantiating documents for food service collections. It is the equivalent of a signed NS 470 page, deposit ticket, or any other document substantiating a deposit with the Disbursing Officer.*
- 7. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

3.2 Planned Maintenance System

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

3.3 Establishing the General Mess as a Navy Cash Merchant

1. The general mess is established as a Navy Cash merchant as a part of the process of implementing Navy Cash on board the ship.

2. A K22 Point Of Sale (POS) device will be configured for the general mess during Navy Cash implementation. Generally, one function key is programmed for recording standard meal prices, and one, for recording meal surcharges, that is, General Mess Food and General Mess Surcharges. Thus, a cash meal sale with surcharge is entered as two separate amounts on the K22. The cardholder's Navy Cash card is then inserted into the K22, and the total amount is then deducted from the cardholder's Navy Cash card (e-purse). See Chapter 2 of this SOP for K22 detailed operating instructions.

3.4 Cash Sale of Meals

3.4.1 Without Navy Cash Card

For visitors, guests, or dependents that do not possess an instant issue or embossed permanent Navy Cash card or are not issued a visitor Navy Cash card, e.g., when a crewmember sponsors a guest or dependent for a visit to have lunch in the general mess on his duty day, either the sponsor pays for the meal with a Navy Cash card or the FSO must accept cash payment.

a. If the treasurer accepts cash payment, existing cash handling procedures must be followed.

b. If a crewmember sponsors the visitor and pays for the guest meal with a Navy Cash card:

(1) The authorized visitor and sponsor report to the FSO/cashier located at the food service office, galley office, or meal line (depending on local procedure) to purchase the meal.

(2) For each visitor, the FSO records the sale on the Cash Meal Payment Book, DD 1544, and updates FSMIS in accordance with existing procedure.

(3) The FSO keys in the meal price and the surcharge (if applicable) as two separate amounts into a properly logged-in K22 device. The K22 will display the total of the sale.

(4) The sponsor inserts his or her Navy Cash card into the K22, enters the PIN, and presses the "OK" key to complete the transaction.

(5) The K22 deducts the total amount, that is, the meal price and the surcharge (if applicable), from the sponsor's Navy Cash card and records the transaction for download to the Navy Cash system. The Navy Cash reports will also record the collection, as if a cash collection had actually occurred and the sales proceeds for the day were deposited in disbursing. General Mess Food and General Mess Surcharges will each be reported separately.

(6) The visitor and sponsor go to the meal line to receive the meal.

3.4.2 With Navy Cash Card

For visitors, guests, or dependents that possess a valid instant issue or embossed permanent Navy Cash card or a visitor Navy Cash card, e.g., a manufacturer's technical representative staying on board two weeks that is not entitled to subsist in the wardroom or chief's mess:

a. The FSO has the option to have visitors pay for meals in advance (when coming aboard), as-they-go (by individual meal), or upon departure from the ship. The FSO must consider the type of visitor, length of stay, ship's policy, and service capabilities when determining which option is most appropriate.

- b. The visitor, guest, or dependent can use their Navy Cash card to purchase meal(s) from the general mess.
- c. The visitor reports to the FSO/cashier located at the food service office, galley office, or meal line (depending on local procedure) to purchase the meal.
- d. For each visitor, the FSO records the sale on the Cash Meal Payment Book, DD 1544, and updates FSMIS in accordance with existing procedure.
- e. The FSO keys in the meal price and the surcharge (if applicable) as two separate amounts into a properly logged-in K22 device. The K22 will display the total of the sale.
- f. The visitor inserts his or her Navy Cash card into the K22, enters the PIN, and presses the “OK” key to complete the transaction.
- g. The K22 deducts the total amount, that is, the meal price and the surcharge (if applicable), from the visitor’s Navy Cash card and records the transaction for download to the Navy Cash system. The Navy Cash reports will also record the collection, as if a cash collection had actually occurred and the sales proceeds for the day were deposited in disbursing. General Mess Food and General Mess Surcharges will each be reported separately.
- h. The visitor goes to the meal line and receives the meal.

3.4.3 With Large Groups

For large groups of visitors, guests, and dependents for which it is not feasible to issue instant issue or visitor Navy Cash cards, for example, a dependent’s cruise or tiger cruise on board an aircraft carrier.

- a. These are special events for which the Commanding Officer (CO) assigns a “cruise coordinator” to plan for, among other tasks, the accounting for and payment of meals consumed from the general mess by the guests.
- b. Typically, sponsors of guests pay in advance for the cost of meals to be consumed. The cruise coordinator sets up a system to count heads/meals, collect money, and pay the general mess. The process that the cruise coordinator develops varies among different ships and is not part of this Navy Cash SOP.
- c. However, the cruise coordinator has the option to accept payment from sponsors that possess Navy Cash cards using a portable K22 POS device. A K22 can be programmed and issued by the disbursing office for this special purpose, and arrangements must be made in advance of the event. Operating procedures for the K22 are located in Chapter 2 of this SOP.
- d. Generic Procedure. A generic procedure for accepting Navy Cash for special cruise events is as follows:
 - (1) When paying with Navy Cash, the guest sponsor reports to the cruise coordinator representative to pay for his guest’s meals.
 - (2) For each visitor/sponsor, the cruise coordinator records the number of meals sold (to be sold) in accordance with the cruise coordinator’s policy.

(3) The cruise coordinator representative keys in the meal price and the surcharge (if applicable) as two separate amounts into a properly logged-in K22 device. The K22 will display the total of the sale.

(4) The sponsor inserts his or her Navy Cash card into the K22, enters the PIN, and presses the “OK” key to complete the transaction.

(5) The K22 deducts the total amount, that is, the meal price and the surcharge (if applicable), from the sponsor’s Navy Cash card and records the transaction for download to the Navy Cash system.

(6) If a portable K22 was programmed for this special purpose, at the end of each day funds are collected, the cruise coordinator (representative) downloads the K22, which electronically “deposits” the funds in the Navy Cash system.

(7) The Navy Cash reports will also record the collection, as if a cash collection had actually occurred and the sales proceeds for the day were deposited in disbursing. General Mess Food and General Mess Surcharges will each be reported separately.

(8) The cruise coordinator then presents the FSO along with the meal counts associated with the special event. The FSO then updates FSMIS in accordance with existing procedures.

e. The cruise coordinator has the option to accept cash or check directly, especially from sponsors that do not possess a Navy Cash card. In that case, existing cash collection procedures must be followed (beyond the scope of this Navy Cash SOP).

3.4.4 Members of Private Messes that Subsist from the General Mess

Shipboard private messes may include the Wardroom, CO, Unit Commander (Flag), or Chief Petty Officer (CPO) depending on the size of the ship.

a. Daily, in accordance with existing procedure, the private mess treasurer records meals consumed by mess members and guests of the mess. Meal counts are forwarded to the FSO.

b. Monthly, the FSO completes the NS Form 1046(s) for the cash sale of meals to the private mess, indicating the total number of breakfasts, lunches, and dinners consumed by all members and guests in accordance with existing procedure.

c. The FSO computes the total private mess bill based on the meal consumed counts (NS Form 1046) and standard meal cost rates and presents an invoice (DD 1149) to the private mess treasurer in accordance with existing procedures.

d. If the monthly mess invoice is less than \$10,000, the private mess treasurer can pay the FSO with the private mess Navy Cash card.

e. Due to the \$50,000 load and debit limit on merchant cards issued after 24 September 2008 and the \$9,999.99 load and debit limit on merchant cards issued before 24 September 2008, if the monthly mess invoice is larger than the limit, the private mess treasurer can make more than one payment with the private mess Navy Cash merchant card following the procedures in the paragraph directly below or pay the FSO with a check drawn on the private mess fund bank or credit union checking account (existing procedures).

3.5 Bulk Sale of Food

3.5.1 Daily or as Required

The FSO documents the cost of food items transferred (sold) to a private mess, MWR, or other authorized party, on a Food Item Request/Issue Document, NAVSUP (NS) Form 1282, at last receipt price in accordance with existing procedures.

3.5.2 At Month End

a. The FSO prepares and forwards an invoice (DD Form 1149) for the cost of bulk food items sold to MWR, private messes, or other authorized organizations, based on the NS 1282 documentation.

b. If the bulk food item invoice is less than \$10,000, the private mess treasurer, MWR custodian or other authorized party reports to the FSO with their organization's Navy Cash card (e.g., USS NEVERSAIL Wardroom Fund Navy Cash card) to pay for the bulk sale of food. Payments must be made by the 15th of the month following the month of the sale, in accordance with existing procedure.

(1) The FSO enters the bulk food sale amount into a properly logged-in K22 device.

(2) The private mess treasurer, MWR custodian or other authorized party inserts the Navy Cash card into the K22, enters their PIN and presses the "OK" key to complete the transaction.

(3) The K22 deducts the sale amount from the organization's Navy Cash card and records the transaction for download to the Navy Cash system. Navy Cash records the collection as if a cash collection had actually occurred and the sales proceeds for the day were deposited in disbursing.

(4) The Navy Cash system records the sale of bulk food items, and, during month end processing, the Disbursing Officer will prepare vouchers based on the NS 1359, Monthly General Mess Operating Statement and Navy Cash system reports to register the funds to the Navy SIK and surcharge lines of accounting as appropriate.

c. If the bulk food item invoice is \$10,000 or greater, the private mess treasurer, MWR custodian, or other authorized party can make more than one payment with the organization's Navy Cash card or pay the FSO with a check drawn on the organization's bank checking account (existing procedures).

(1) Pay the FSO with a check drawn on their commercial bank checking account in accordance with existing (normal) procedures. Navy/Marine Cash is not involved.

3.6 Refunds

1. In response to a refund request from a cardholder, the FSO records the refund in the General Mess Refund Control Log and prepares, signs, and issues a refund chit to the cardholder. Refund chit and refund control log examples are contained in Chapter 8 of this SOP.

2. The cardholder reports to the disbursing office during normal office hours with his Navy Cash card and presents the refund chit. Disbursing personnel then follow standard Navy Cash

procedure to perform the refund transaction that adds the refund value to the cardholder's Navy Cash e-purse (chip). This process is known as refund liquidation. The Disbursing Officer retains the liquidated refund chit and forwards it to the FSO at the end of the business day for follow up action.

3. On the day the refund is liquidated, after receiving the liquidated refund chit from disbursing, the FSO will note the date of liquidation on the original refund record in the Refund Control Log.
4. On the day the refund is liquidated, the refund amount will be reflected in the General Mess Daily Transaction Detail Report as a negative number associated with the members name and Navy Cash account number, reducing the overall sales amount for the day.
5. The FSO will retain the General Mess Refund Control Log for five years for reconciliation and audit purposes.
6. The FSO will maintain an audit trail on refund chits by recording the status of issued refund chits in the Refund Control Log. The FSO will note whether the refund was liquidated, reissued or canceled and date of occurrence on every original refund record entry.
7. To alleviate holding unliquidated refunds for long periods of time, members will be required to liquidate refunds at the disbursing office within 2 working days. After 30 days, the FSO has the option to reverse or cancel an unliquidated refund. The FSO will note the reason for the reversal in the Refund Control Log and will cross reference the reversal entry to the original refund entry.
8. In the event that a refund is liquidated after the FSO reversed (canceled), the refund can be reentered in the Refund Control Log to bring records into balance. Prior to reentering a refund, the FSO must confirm that the refund was previously canceled by comparing the General Mess Daily Transaction Detail Report that shows the negative refund amount and the name of the person issued the refund to the General Mess Refund Control Log.
9. If a refund chit is lost or destroyed prior to liquidation, the FSO can reissue the refund chit to the member. Prior to reissuing a refund chit, the FSO must confirm that the original refund chit was not previously liquidated by reviewing the status of the refund in the Refund Control Log.
10. The FSO must consider the status of unliquidated refunds when determining whether cash collections equal recorded sales during the end of day reconciliation process (see the end of day reconciliation section below).
11. In accordance with existing procedure, the FSO makes adjustments in FSMIS within the current month to reflect refunds issued and to modify the DD 1544 and NS 1046 and 1359 accordingly.

3.7 Payment of Foreign Vendors

The existing process for paying foreign vendors is not affected by Navy Cash.

3.8 End-of-Day Procedure

1. The FSO and all operators (cashiers/clerks) log-off the system. If a K22 is operated offline (not directly connected to the Navy Cash server via the LAN), before end of day procedures can be completed, the operator must first download the K22 to the Navy Cash server by following the K22 operating procedure, paragraph 2.3.1.

2. The general mess business is secured for the day and disbursing is notified.

3. Each day, the FSO or designated assistant should review the Navy Cash Merchant Sales Summary Report for accuracy (see paragraph 3.13.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated at the Navy Cash workstation in the disbursing office by entering the correct start and end dates in the “View Reports” link in the Navy Cash application (see paragraph 8.4.25). *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way.

4. The Disbursing Officer initiates end of day processing. The daily transactions (collections and expenditures) are batched and downloaded to the Navy Cash server located ashore where the Navy Cash system automatically records and accumulates daily sales until the end of the month. At month end, the Disbursing Officer will prepare vouchers based on the NS 1359, the Monthly General Mess Operating Statement, and the monthly Navy Cash system reports to register the funds to the Navy subsistence-in-kind (SIK) and surcharge accounts.

5. The FSO should also receive a General Mess Daily Transaction Detail Report for reconciliation and management purposes. Successful processing of the EOD batch (round trip) sends a series of reports to the ship from the shore side. These shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. This report can be printed at the disbursing office. An example of this report is contained in paragraph 3.13.3 of this SOP. *Again, in Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

3.9 Daily Reconciliation

1. Reconciliation is the process of confirming that currency (cash/check) and Navy Cash collections balance with total sales for the day and, if they don't balance, determining what caused the out of balance condition. The FSO must reconcile daily.

2. To reconcile, the FSO compares recorded sales/surcharges (cash meal and bulk food) totals for the day from DD 1544, NS 1046, or DD1149 less refunds to total cash collections shown on the Navy Cash Merchant Sales Summary Report (paragraph 3.13.1) plus any checks or cash (currency) collected. A reconciliation worksheet is provided in paragraph 3.13.5 of this SOP to assist the FSO when conducting the reconciliation process.

3. If daily sales and collections balance (equal), the reconciliation is successful and complete.

4. If total sales and total cash collections do not balance, an error condition exists that must be investigated and corrected. After compensating properly for unliquidated refunds (see

paragraph 3.6), 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 amount is greater than cash collected; sales are overstated or cash collected is understated. This condition is caused when a sale is recorded but cash was not collected or the amount collected was less than the amount of the sale. 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 cash collected; sales are understated or cash collected is overstated. This condition is caused when cash is collected but a sale was never recorded or was recorded at an amount less than the cash collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted.

c. For either out of balance condition, the FSO should compare the more detailed Navy Cash reports which list every Navy Cash transaction performed that day and the food service daily sales records (1544, 1046, 1149) to determine, through the process of elimination, which transactions are missing or were recorded at incorrect amounts. The Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated on the ship at the Navy Cash workstation in the disbursing office. If the Navy Cash EOD process and round trip have already been completed, the General Mess Daily Transaction Detail Reports can also be retrieved from the shore reports directory (see paragraph 8.4.24.n) on the Navy Cash workstation (see paragraph 3.13.3 for a sample report).

d. If the investigation reveals that an insufficient amount (or nothing) was collected from a particular member for a particular sale, the FSO will contact the member to request payment of the difference in Navy Cash or currency, as appropriate.

e. If the investigation reveals that too much money was collected from a particular member for a particular sale or that the member was charged for a sale that did not actually occur, the FSO will refund the difference to the member in Navy Cash or currency, as appropriate.

f. If the investigation reveals that a sale was erroneously recorded (didn't actually occur or was recorded at an incorrect amount), the FSO will reverse or adjust the sales transaction in the appropriate sales record.

g. 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 (cashed) can be different than the day the refund chit was issued, perhaps many 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 finally liquidated and reported in the General Mess Daily Transaction Detail Report (paragraph 3.13.3). To minimize efforts associated with unliquidated refunds, paragraph 3.6.7 of this 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 the 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. The FSO will maintain daily reports and reconciliation worksheets for 30 days or until the monthly reconciliation is completed.

3.10 Monthly Reconciliation

1. Each month, the FSO and Disbursing Officer should coordinate to establish a closeout date for the month. The EOM process generally begins in the sales office five days before the actual end of the month. At the same time, the FSO should begin to pull together the figures needed to meet his or her monthly reporting responsibilities.

2. The FSO should obtain a copy of the Navy Cash Merchant Sales Summary Report for the month (see paragraph 3.13.2 of this SOP for a sample report). The Merchant Sales Summary Report can be generated at the Navy Cash workstation in the disbursing office by entering the correct start and end dates in the “View Reports” link in the Navy Cash application (see paragraph 8.4.25). Ensure the time frame indicated is specific and inclusive. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

3. To reconcile cash collections and sales for the month, the FSO must add daily sales recorded throughout the month on 1544, 1046 and 1149 less refunds to calculate total sales for the month.

4. The FSO compares the calculated monthly sales total to monthly Navy Cash collections reported in the Merchant Sales Summary Report plus any cash or checks (currency) accepted during the month. If monthly cash collections and sales don't balance (equal), the process of investigation and correction is the same as described in paragraph 3.9.4 above. To assist in any reconciliation required, the more detailed Navy Cash Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way as the Merchant Sales Summary Report (see paragraph 3.10.2 above). If the final Navy Cash EOD process and round trip for the month have already been completed, the General Mess Monthly Transaction Detail Reports can also be retrieved from the shore reports directory (see paragraph 8.4.24.n) on the Navy Cash workstation (see paragraph 3.13.4 for a sample report).

5. 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.

3.11 End of Month Procedure

1. Prepare the NS 1359, Monthly General Mess Operating Statement, in accordance with existing procedure.
2. 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.
3. Report the combined cash and Navy Cash totals on the appropriate lines in the cash statement and accounting classification sections of the NS 1359, in accordance with existing procedure.
4. The Navy Cash system records the sale of bulk food items, and, during month end processing, the Disbursing Officer will prepare vouchers based on the NS 1359 and the monthly Navy Cash system reports to register the funds to the Navy SIK and surcharge lines of accounting as appropriate.

3.12 Contingency Operations

1. Short-Term Outage.

a. The K22 in the general mess operates in the normal mode and is connected to the Navy Cash server through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that Navy Cash payments for meals can be processed offline the next day even if connectivity is not available. A K22 in normal mode operating offline can store about 741 transactions before it is full and can no longer process transactions.

b. When connectivity to the Navy Cash server is restored, sales receipts stored on the K22 are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the K22 screen disappears, usually within a minute. The "!" symbol on the K22 screen remains displayed until all transactions have been downloaded to the server.

2. Localized Network Outage.

a. The K22 must be online to the Navy Cash server through the ship's LAN for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the network outage is localized to the area of the general mess, an operator can go to the disbursing office and sign out a spare K22 to use in the portable mode.

b. Operator Log-On. The operator can log on to the portable K22 (and the merchant can be set to general mess food and surcharges) at any operating K22 network connection point or download box (in the disbursing office, MWR, post office, or other locations set up during the Navy Cash installation). The operator disconnects the K22 device currently in operation (if any) and connects the portable K22. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and

proceed to operate the K22 in the offline mode. If a K22 was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable K22 has fresh batteries and that additional batteries are readily available.

c. Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable K22 can be downloaded at the end of each day at one of the K22 connection points or download boxes as described in paragraph (b) above.

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

3.13 General Mess Reports and Forms (examples)

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

3.13.1 Daily Merchant Sales Summary Report

Run Date: 05/17/2005 Run Time: 17:08:16
Report Name: NC_133
Start Date: 05/16/2005 End Date:: 05/17/2005
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
GENERAL MESS - FOOD	800000003675	101.25	27
GENERAL MESS - SURCHARGES	800000003677	45.00	20
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

3.13.2 Monthly Merchant Sales Summary Report

Run Date: 05/31/2005 Run Time: 19:07:33
 Report Name: NC_133
 Start Date: 05/01/2005 End Date:: 05/31/2005
 Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
GENERAL MESS - FOOD	800000003675	345.00	92
GENERAL MESS - SURCHARGES	800000003677	117.00	52
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

3.13.3 Daily Transaction Detail Report

Run Date : 08/29/2001
Run Time : 17:08:25
Report Name : TRAN_GeneralMessFood_D

Navy Cash
Daily Transaction Detail Report - GENERAL MESS - FOOD
Location: USS NEVERSAIL
Date: 08/28/2001 02:04:31 To 08/29/2001 02:01:54 Batch Id: R12345_323

Merchant : 80000010016
Event Code :
Operator : BARBER, BRIAN

Name	SSN	Account #	Transaction Date	Trans	Amount
JOHN, ROBERT	1234	80000010002	08/28/2001 13:42:25	1	\$3.75
JOSH, JIM	5678	80000010004	08/28/2001 13:43:00	1	\$3.75
ALPERT, MIKE	4321	80000010003	08/28/2001 13:42:41	1	\$3.75
GOLD, STEVE	8765	80000010001	08/28/2001 13:42:01	1	\$3.75
Operator BARBER Subtotal:				4	\$15.00
Event Subtotal:				4	\$15.00
Merchant 80000010016 Subtotal:				4	\$15.00
Total:				4	\$15.00

*** End of the Report ***

3.13.4 Monthly Transaction Detail Report

Run Date : 08/31/2001
 Run Time : 19:07:44
 Report Name : TRAN_GeneralMessFood_M

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

Merchant : 80000010016
 Event Code :
 Operator : BARBER, BRIAN

Name	SSN	Account #	Transaction Date	Trans	Amount
ALPERT, MIKE	4321	80000010003	08/28/2001 13:44:19	1	\$3.75
CASPER, STEPHEN	2314	80000010005	08/27/2001 10:12:25	1	\$3.75
GOLD, STEVE	8765	80000010001	08/28/2001 13:42:01	1	\$3.75
IZASK, MIKE	4231	80000010006	08/30/2001 13:23:27	1	\$3.75
JOHN, ROBERT	1234	80000010002	08/28/2001 13:45:05	1	\$3.75
JOSH, JIM	5678	80000010004	08/28/2001 13:44:01	1	\$3.75
Operator BARBER Subtotal:				6	\$22.50
Event Subtotal:				6	\$22.50
Merchant 80000010016 Subtotal:				6	\$22.50
Total:				6	\$22.50

*** End of the Report ***

3.13.5 Daily Reconciliation Worksheet

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

Chapter 4

Private Messes

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4.1 Background

This chapter of the SOP describes Navy Cash procedures for selected operations in the wardroom, CO, unit commander (flag), CPO, and any other private messes:

NOTES:

- 1. The term treasurer used in this chapter refers not only to the private mess treasurer but also individuals that have been properly authorized and appointed as his/her agents.*
- 2. A private mess is considered “subsisting” from the general mess when meals consumed in the mess are accounted for and billed to the mess at standard meal prices by the general mess in accordance with NAVSUP Publication 486, Volume 1, Food Service Management – General Messes.*
- 3. A private mess is considered “private” when the general mess is reimbursed for the cost of the stores (food) consumed by the private mess on a monthly basis.*
- 4. When a private mess collects or expends Navy Cash funds (for any reason) ‘NC’ will be noted in parenthesis in the purpose field on the Record of Collections or Record of Expenditures to denote that the collection/expenditure was made in Navy Cash. This*

notation is required to distinguish Navy Cash collections/expenditures from actual cash (currency) collections/expenditures for the day during the daily reconciliation process described below.

5. *The Navy Cash card e-purse (chip) sets a maximum load and debit (payment) limit of \$50,000 for merchant cards issued after 24 September 2008 and \$9,999.99 for merchant cards issued before 24 September 2008. This monetary limit may prevent private messes, MWR, or other merchants from using Navy Cash cards to make larger purchases on board the ship in a single payment. For example, a CVN wardroom treasurer pays a monthly food invoice to the general mess that can be as much as \$30,000 or more. In these situations, the private mess treasurer can elect to make more than one payment with the organization's Navy Cash card or simply pay by check.*
6. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

4.2 Planned Maintenance System

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

4.3 Establishing the Private Mess as a Navy Cash Merchant

- a. Each private mess is established as a Navy Cash merchant as a part of the process of implementing Navy Cash on board the ship.
- b. Generally, a private mess treasurer uses local bank or credit union checking accounts set up specifically for, and in the name of, the private mess to manage operating funds. The mess treasurer provides the Treasury Financial Agent, JPMorgan Chase, with the mess fund checking account numbers and ABA Routing numbers, the account name printed on the checks (e.g., USS Neversail CPO Mess Dues), and whether the checking account is a business or consumer account. For example, the Chiefs Mess is generally established with just a "dues" Navy Cash merchant account, and the Wardroom, with both "food" and "dues" accounts. In the case of the Chiefs Mess, a "food" account can always be requested and set up later. It is possible to establish one or both private mess Navy Cash merchant accounts without a corresponding checking account. In that case, funds would be transferred directly to the Navy Cash (strip) account.

(1) Food rations (BAS - Basic Allowance for Subsistence) for enlisted personnel assigned to duty in a private mess are commuted (credited) to the mess (known as commuted rations). In the case of the Chiefs Mess, rations for every Chief Petty Officer assigned to the ship/mess are also commuted (credited to the mess). Law expressly forbids using commuted rations for purposes other than purchasing food. Commingling of commuted rations with funds used for non-food purchases, such as, private mess flower and gift funds, is also against regulations.

(2) To accommodate this requirement and to maintain separation of funds, two merchant Navy Cash accounts, each with a unique Navy Cash card, can be established for each

private mess, one for food purchases (the “food” account) and the other for dues collection and non-food expenses (the “dues” account). When conducting financial transactions using Navy Cash, the mess treasurer must be certain to use the appropriate “food” or “dues” Navy Cash card.

c. The private mess treasurer may choose to settle to the bank or credit union checking account specified when the private mess Navy Cash merchant account was established or to the Navy Cash (strip) account. Generally, if most private mess payments are made by check, it is probably better to settle to the bank or credit union account; if most payments are made with the Navy Cash card, it is probably better to settle to the merchant Navy Cash (strip) account. Money can always be transferred among the Navy Cash chip and strip accounts and the bank or credit union checking account.

d. The private mess treasurer may also choose to settle on a daily or a weekly basis. The Wardroom Mess merchants (dues and food) have been set up to settle on a daily basis to help simplify the reconciliation and settlement process. For merchants who elect to settle on a weekly basis, deposits are initiated using the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month. This slight delay in actual deposits is minor compared to the delay experienced when checks are mailed to a bank or credit union for deposit to the private mess account.

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

f. Settlement Reports. Merchant settlement reports are produced for all merchants listing all Navy Cash deposits. These shore reports are generated automatically at the completion of each EOD round trip and placed into a shore reports directory by date (see paragraph 8.4.24.n). A sample report is contained in paragraph 4.17.5. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

4.4 Sale of Meals

NOTES:

- 1. The treasurer has the option to have guests/visitors pay for meals in advance (when coming aboard), as-they-go (by individual meal), or upon departure from the ship. The treasurer must consider the type of visitor, length of stay, Navy/ship policy, and service capabilities when determining which option is most appropriate.*
- 2. Local billing and collection procedures vary among different private messes for different types of guests and visitors, e.g., a distinguished visitor and a contractor technician. Except for replacing the cash aspects of the payment transaction with the*

Navy Cash card, existing private mess local billing and collection procedures for guests and visitors need not change.

a. The K22 Point-Of-Sale (POS) device is the card reader and keypad device used to register sales transactions in Navy Cash. On larger ships, with a dedicated office for the mess treasurer, a K22 will normally be permanently installed. On smaller ships where a mess treasurer may not have dedicated office space, portable K22s can be operated in the offline mode for sales transactions.

b. A K22 POS device will be configured for each private mess during Navy Cash implementation. Depending on ship type and LAN capability, the K22 can be configured to operate online from the private mess office or offline in the portable mode. When the private mess operates with two Navy Cash merchant accounts to maintain the separation of funds described above, one function key on the K22 will be configured for food collections, and one function key, for dues collections. See Chapter 2 for instructions on operating the K22.

4.4.1 For Mess Members

a. If the private mess is subsisting from the general mess, the treasurer accounts for meals consumed for each mess member and guest and reports daily meal counts to the FSO for inclusion in the daily food service records in accordance with existing procedures.

b. If the mess is private (not subsisting), the treasurer accounts for meals consumed for each mess member and guest in accordance with existing local procedures. Reporting of daily meal counts to the general mess is not required.

c. The treasurer will bill each member and collect the funds at the end of the month (see paragraph 4.5). Each mess bill paid with Navy Cash will be recorded in the Record of Collections in accordance with existing procedure, but with a 'NC' parenthetical notation in the purpose field.

4.4.2 For Guests Without Navy Cash Card

For guests (visitors) that do not possess an instant issue or embossed permanent Navy Cash card or are not issued a visitor Navy Cash card, e.g., a mess member sponsors a guest or dependent for a visit to have lunch in the wardroom on his duty day. In this case, the sponsor pays for the meal with a Navy Cash card or the treasurer accepts cash payment from the visitor/guest or the mess provides the meal free to the guest and absorbs the cost.

a. If the mess absorbs the cost of the guest's meal, Navy Cash is not involved.

b. If the treasurer accepts cash payment, existing (normal) cash handling procedures must be followed and Navy Cash is not involved.

c. If a mess member sponsors the guest and pays for the meal with a Navy Cash card.

(1) The sponsor reports to the treasurer located at the private mess office to purchase the meal.

(2) For each meal sale to a guest/visitor, the treasurer records the sale on a NS 1046 and the collection in the Record of Collections, in accordance with existing procedure, noting 'NC' in parenthesis in the purpose field of the entry.

(3) The treasurer keys the meal price into a properly logged-in K22 device using the “food” function key.

(4) The sponsor inserts their Navy Cash card into the K22, enters their PIN and presses the “OK” key to complete the transaction.

(5) The K22 deducts the meal price from the sponsor’s Navy Cash card and records the transaction for download to the Navy Cash system at the end of the business day.

(6) The guest and sponsor go to the private mess meal line to receive the meal.

4.4.3 For Guests With Navy Cash Card

For guests (visitors) that possess a valid Navy Cash card, e.g., a manufacturer’s technical representative staying on board two weeks that is subsisting in the wardroom.

a. The guest can use their Navy Cash card to purchase meals from the private mess.

b. The guest reports to the treasurer located at the private mess office to purchase the meal(s).

c. For each guest, the treasurer records the sale on a NS 1046 and the collection in the Record of Collections, in accordance with existing procedure, noting ‘NC’ in parenthesis in the purpose field of the entry.

d. The treasurer keys the meal price into a properly logged-in K22 device using the “food” function key.

e. The guest inserts their Navy Cash card into the K22, enters their PIN and presses the “OK” key to complete the transaction.

f. The K22 deducts the meal price from the visitor’s Navy Cash card and records the transaction for download to the Navy Cash system at the end of the business day.

g. The guest goes to the meal line and receives the meal.

4.4.4 For Large Groups

For large groups of visitors, guests and dependents for which it is not feasible to issue instant issue or visitor Navy Cash cards, e.g., a dependent’s cruise or tiger cruise on board an aircraft carrier, see paragraph 3.4.3.

4.5 Mess Bill Collection

a. Whether the subsisting mess is Private or General, the Mess Treasurer or a General Mess representative prepares a mess bill for each mess member according to existing procedure. Discrepancies or disagreements are resolved with the member in accordance with existing procedure. Mess bills must be collected by the 5th day of the month following the month the meals were consumed.

b. Mess members report to the private mess office to pay their mess bill with their Navy Cash cards.

c. For each member, the treasurer records the collection in the Record of Collections, in accordance with existing procedure, noting 'NC' in parenthesis in the purpose field of the entry.

d. The treasurer keys the mess bill amount into a properly logged-in K22. It is important that the treasurer key the applicable amounts separately for the "food" and "dues" function keys, which will then be processed as one collection from the mess member's Navy Cash card.

e. The mess member inserts their Navy Cash card into the K22 and presses "OK" to record and complete the transaction.

f. The Navy Cash system deducts the sale amount from the member's Navy Cash card and records the transaction for download to the Navy Cash system at the end of the business day.

4.6 Commuted Ration Credit to a Private Mess

a. Rations for enlisted personnel assigned to duty in a private/CPO mess and CPOs assigned to a CPO mess are commuted (credited) to the mess. The Disbursing Officer pays the commutation value of their rations to the mess treasurer on a monthly basis. During the Navy Cash prototype, existing (normal) procedure for commuting rations to a private mess will be followed. In a future post prototype Navy Cash version, commuting rations to a private mess may be automated.

b. In accordance with existing procedures, the commuted ration value is calculated and the Disbursing Officer prepares a check payable to the private mess treasurer. The private mess treasurer deposits the check in the appropriate mess checking account (for food purchases) and records the collection in the Record of Collections, in accordance with existing procedure. Because the commuted rations transaction does not involve Navy Cash, 'NC' should not be noted in the purpose field of the Record of Collections entry.

4.7 Refunds

a. Mess bill and mess share refunds and commuted ration rebates are sometimes necessary, e.g., when the treasurer buys back the mess share of a member who is detaching from the ship.

b. When a refund (rebate) is greater than the \$1,000 Navy Cash card limit for individual cardholders, the refund must be made in cash or check. Navy Cash is not involved and existing (normal) procedures will be followed.

c. When a refund (rebate) is less than the \$1,000 Navy Cash card limit for individual cardholders, the refund can be made in Navy Cash.

(1) The treasurer records the refund in the Private Mess Refund Control Log and prepares, signs, and issues a refund chit to the cardholder, with the appropriate "food" or "dues" account annotated on the refund chit. Refund chit and refund control log examples are contained in Chapter 8 of this SOP.

(2) The treasurer also records the refund in the Record of Expenditures in accordance with existing procedures, noting 'NC' in the purpose field of the entry.

(3) The member reports to the disbursing office during normal office hours with his Navy Cash card and presents the refund chit. Disbursing personnel then follow standard Navy

Cash procedure to perform the refund transaction that adds the refund value to the member's Navy Cash e-purse (chip) (see paragraph 8.4.10). This process is known as refund liquidation.

(4) The Disbursing Officer retains the liquidated refund chit and forwards it to the private mess treasurer at the end of the business day for follow up action.

(5) On the day the refund is liquidated and after receiving the liquidated refund chit from disbursing, the treasurer will note the date of liquidation on the original refund entry in the Refund Control Log.

(6) On the day the refund is liquidated, the refund amount will be reported in the Navy Cash Private Mess Daily Transaction Detail Report as a negative number associated with the member's name and Navy Cash account number, reducing the overall sales amount for the day (see paragraph 4.17.3 of this SOP for an example report).

d. The treasurer will retain the Private Mess Refund Control Log for three years for reconciliation and audit purposes.

e. The treasurer will maintain an audit trail on refund chits by recording the status of issued refund chits in the Private Mess Refund Control Log. The treasurer will note whether the refund was liquidated, reissued, or canceled (reversed) and date of occurrence on every original refund record entry.

f. To alleviate holding unliquidated refunds for excessive periods of time, members are required to liquidate refunds at the disbursing office within 2 working days. After 30 days, the treasurer has the option to reverse or cancel unliquidated refunds. The treasurer will note the reason for the reversal in the Refund Control Log and will cross reference the reversal entry to the original refund entry. The treasurer will also record the refund reversal in the Record of Collections as a refund reversal with appropriate reference to the original Record of Expenditures entry to facilitate audits.

g. In the event that a refund is liquidated after the treasurer reversed (canceled) the refund, the refund can be reentered in the Refund Control Log to bring records into balance. Prior to reentering a refund, the treasurer must confirm that the refund had been previously canceled (reversed) by reviewing the Private Mess Refund Control Log. The treasurer must also reenter the refund in the Record of Expenditures with appropriate reference to the original and reversal entries.

h. If a refund chit is lost or destroyed prior to liquidation, the treasurer can reissue the refund chit to the member. Prior to reissuing a refund chit, the treasurer must confirm that the original refund chit had not been previously liquidated or canceled by reviewing the status of the refund in the Refund Control Log.

i. The treasurer must consider the status of unliquidated refunds when determining whether actual collections equal recorded collections during end of day reconciliation (see the end of day reconciliation section below).

4.8 Payment of Mess Expenses (flowers, gifts, etc.)

4.8.1 On Board Ship

Aboard ship, the treasurer makes purchases with the private mess fund Navy Cash card e-purse feature in the same manner that individual crewmembers purchase items on the ship.

4.8.2 Ashore

Ashore, the treasurer uses the mess fund Navy Cash card debit function (magnetic stripe) to make purchases at 30 million locations worldwide in the same manner that individual crewmembers purchase items ashore.

4.8.3 Record of Expenditures

Whether purchases are made ashore or on board ship, the treasurer must enter the transaction in the Record of Expenditures, in accordance with existing procedure, annotating 'NC' in the purpose field.

4.9 Transfer Funds Between Mess Checking Account and Navy Cash Account

a. Funds transfers can be accomplished on board ship at the cashless ATM devices or by calling the Navy Cash Customer Service Center (CSC) hotline 1-800 number (see Chapter 1 of this SOP). Funds can be transferred to and from the private mess Navy Cash accounts/e-purse and private mess commercial bank checking and savings accounts, which were associated with the mess' Navy Cash account during enrollment. It is imperative for private mess treasurers to use the appropriate "food" or "dues" Navy Cash card in order to maintain the separation of funds discussed in paragraph 4.3 of this SOP.

b. Follow the directions that are displayed on the screen of the cashless ATM machines located on the ship or provided over the telephone from the Navy Cash CSC representative.

c. A funds transfer is simply the internal movement of cash on hand between accounts. Therefore, no entry is required in the Record of Collections or Expenditures, and the daily and monthly Navy Cash reports (see paragraph 4.17 of this SOP for example reports) will not show funds transfers.

4.10 Private Mess Bill Payment to FSO

4.10.1 Subsisting From General Mess

a. The FSO completes the NS 1046(s) for the cash sale of meals to the mess, indicating the total number of breakfasts, lunches, and dinners consumed by all members and guests in accordance with existing procedures.

b. The FSO computes the total private mess bill based on the meal consumed counts (NS 1046) and standard meal cost rates and presents an invoice (DD 1149) to the mess treasurer in accordance with existing procedures.

4.10.2 Private Mess

- a. The FSO computes the private mess bill based on the cost of food consumed (transferred to the private mess from the general mess) documented on Food Item Request/Issue Document, NS 1282, in accordance with existing procedures.
- b. The FSO presents an invoice (DD 1149) to the mess treasurer for the amount of food consumed by the mess in accordance with existing procedures.
- c. Whether the mess is subsisting or private, the treasurer verifies that the DD 1149 invoice from the FSO is correct. Any discrepancy is investigated and resolved in accordance with existing procedures.

4.10.3 Mess Bills Larger Than Card Limit.

If the mess bill amount is greater than the \$50,000 load and debit limit on merchant cards issued after 24 September 2008 or the \$9,999.99 load and debit limit on merchant cards issued before 24 September 2008, the mess treasurer can make more than one payment with the private mess Navy Cash card following the procedures in the paragraph directly below or pay the FSO in cash or check in accordance with existing (normal) procedures, and Navy/Marine Cash is not involved.

4.10.4 Mess Bills Smaller Than Card Limit.

If the mess bill is less than the \$50,000 load and debit limit on merchant cards issued after 24 September 2008 or the \$9,999.99 load and debit limit on merchant cards issued before 24 September 2008, the treasurer can pay the FSO with the private mess fund “food” Navy Cash card.

- a. The treasurer records the payment in the Record of Expenditure in accordance with existing procedure, annotating ‘NC’ in the purpose field, and reports to the FSO with the mess “food” Navy Cash card to make the payment.
- b. The FSO (operator) keys the mess bill amount into a properly logged-in K22 device.
- c. The treasurer inserts the “food” Navy Cash card into the K22, enters the PIN and presses the “OK” key to complete the transaction.
- d. The K22 deducts the sale amount from the mess Navy Cash card and records the transaction for download to the Navy Cash system at the end of the business day.

4.11 Handling of Official Representation Funds (ORF)

In situations where the ship sponsors a special event, such as a change of command, the private mess may receive ORF under a special Line Of Accounting (LOA) to reimburse the mess for expenses incurred for hosting the special event.

Under procedures prior to Navy Cash, the treasurer prepares a DD 1149 that sites the LOA and presents it to the disbursing office. Disbursing issues an advance payment either by check or cash to the treasurer, which is then used to pay for the expenses of the event.

Navy Cash does not affect the existing ORF handling procedure but provides an option to the treasurer if the funds issued by disbursing are less than \$10,000. If under this threshold, the

treasurer can have disbursing add the advance ORF funds to the private mess Navy Cash card (a standard check/cash to chip transaction), then the treasurer can use the Navy Cash card to pay some or all of the special event expenses.

4.12 End-of-Day Procedure

- a. The treasurer/operator logs off the Navy Cash system.
- b. The private mess business is secured and disbursing is notified.
- c. The Disbursing Officer initiates Navy Cash end of day processing.
- d. Each day, the treasurer/operator should review the daily Private Mess Navy Cash Merchant Sales Summary Report for accuracy (see paragraph 4.17.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated at the Navy Cash workstation in the disbursing office by entering the correct start and end dates in the “View Reports” link in the Navy Cash application (see paragraph 8.4.25). *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way.
- e. The treasurer/operator should also receive a Private Mess Daily Transaction Detail Report for reconciliation and management purposes. Successful processing of the EOD batch (round trip) sends a series of reports to the ship from the shore side. These shore reports are generated automatically when the Disbursing Officer initiates end of day processing, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. An example of this report is contained in paragraph 4.17.3 of this SOP. Again, in Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).
- f. The Disbursing Officer can print these reports on a printer in the disbursing office. Alternatively, the Disbursing Officer can download the report to a floppy disk that can be provided to the treasurer who can then store and print the file on the private mess computer system. For either alternative, the treasurer must coordinate with the Disbursing Officer to receive the reports on a daily basis.

4.13 Daily Reconciliation of Navy Cash

- a. Reconciliation is the process of confirming that actual Navy Cash funds collected equals recorded Navy Cash funds collected (less refunds) for the day and, if these amounts do not equal, to determine and correct the cause of the out of balance condition. The treasurer must reconcile daily.
- b. For the purposes of the daily reconciliation procedure, actual Navy Cash funds collected are reported in the Merchant Sales Summary Report. The treasurer calculates recorded Navy Cash funds collected based on daily entries recorded in the Record of Collections, Record of Expenditures, and the Private Mess Refund Control Log.
- c. To reconcile, the treasurer must first compute the total recorded collections for the day by adding Record of Collections entries for the day that have the ‘NC’ notation and subtracting refunds liquidated that day, shown in the Private Mess Refund Control Log and Record of Expenditures (with the ‘NC’ notation).

d. The treasurer then compares the computed recorded collections total to the actual collections amount shown on the Merchant Sales Summary Report (which includes any refunds liquidated that day). A reconciliation worksheet is provided in paragraph 4.17.6 of this SOP to assist the treasurer when conducting the reconciliation process.

e. If actual Navy Cash collections and recorded Navy Cash collections balance (equal), the reconciliation is successful and complete.

f. If actual collections and recorded collections do not balance, an error exists that must be investigated and corrected.

g. To identify an error, the treasurer should compare the more detailed Navy Cash reports which list every Navy Cash transaction performed that day to the Record of Collections, the Record of Expenditures, and the Refund Control Log to determine, through the process of elimination, which transactions are missing or were recorded at incorrect amounts. The Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated on the ship at the Navy Cash workstation in the disbursing office. If the Navy Cash EOD process and round trip have already been completed, the General Mess Daily Transaction Detail Reports can also be retrieved from the shore reports directory (see paragraph 8.4.24.n) on the Navy Cash workstation (see paragraph 4.17.3 for a sample report).

h. Probable error conditions and corrective actions:

(1) Condition: The detailed Navy Cash report shows a collection or refund transaction but a corresponding entry in the Record of Collections or Record of Expenditures does not exist. Corrective Action: The treasurer will first confirm that the collection or refund reported on the Navy Cash report is correct. If correct, the treasurer will make a corresponding entry in the Record of Collections or Expenditures. If incorrect, the treasurer will reverse the collection by issuing a refund to the member in the amount of the original erroneous collection in Navy Cash.

(2) Condition: The detailed Navy Cash report shows a collection transaction but recorded at an amount different than what is recorded in the Record of Collections. Corrective Action: The treasurer will determine the correct amount for the transaction and, if the correct transaction amount is greater than the amount collected, the Record of Collections will be corrected and the treasurer will contact the member and request payment of the difference in Navy Cash. If the correct transaction amount is less than the amount collected, the Record of Collections will be corrected and the treasurer will refund the difference to the member in Navy Cash.

(3) Condition: The detailed Navy Cash report shows a refund transaction but recorded at an amount different than what is recorded in the Record of Expenditures. Corrective Action: The treasurer will determine the correct amount for the refund transaction and, if the correct transaction amount is greater than the amount refunded, the Record of Expenditures will be corrected and the treasurer will refund the difference to the member. If the correct refund amount is less than the amount refunded, the Record of Expenditures will be corrected and the treasurer will contact the member and request repayment of the difference in Navy Cash.

(4) Condition: The Record of Collections shows a collection transaction occurred on the day of reconciliation but a corresponding transaction was not been recorded in the detailed Navy Cash report. Corrective Action: The treasurer will confirm that the collection entry in the

Record of Collections is correct. If correct, payment was never made and the treasurer must contact the member and request payment in Navy Cash. If incorrect, the treasurer will reverse (cancel) the entry in the Record of Collections.

(5) Condition: The Record of Expenditures and/or the Refund Control Log shows a refund transaction was liquidated on the day of reconciliation but a corresponding transaction has not been recorded in the detailed Navy Cash report. Corrective Action: The treasurer will confirm that the refund entries and liquidation annotations in the Record of Expenditures and Refund Control Log are correct. If correct, the refund was not liquidated by the member on the day of reconciliation. The liquidation annotations on the Record of Expenditures and Refund Control Log must be adjusted to reflect this fact. If the entries are incorrect, the treasurer will reverse (cancel) the refund entry in the Record of Expenditures and Refund Control Log.

i. The treasurer will maintain daily reports and reconciliation worksheets for 30 days or until the monthly reconciliation is completed.

4.14 End-of-Month Reconciliation Procedure

a. Monthly reconciliation is the process of confirming that actual Navy Cash funds collected for the month equals recorded Navy Cash funds collected (less refunds) for the month and, if these amounts do not equal, to determine and correct the cause of the out of balance condition.

b. For the purposes of the monthly reconciliation procedure, actual Navy Cash funds collected are reported in the Navy Cash Merchant Sales Summary Report for the month, an example of which is contained in paragraph 4.17.2 of this SOP. The treasurer calculates recorded Navy Cash funds collected based on entries recorded in the Record of Collections, Record of Expenditures, and the Private Mess Refund Control Log.

c. To reconcile, the treasurer must first compute the total recorded collections for the month by adding Record of Collections entries for the month that have the 'NC' notation and subtracting refunds liquidated that month, shown in the Private Mess Refund Control Log and Record of Expenditures (with the 'NC' notation).

d. The treasurer then compares the computed recorded collections total for the month to the actual collections amount shown on the monthly Merchant Sales Summary Report (which includes any refunds liquidated that day). A reconciliation worksheet is provided in paragraph 4.17.6 of this SOP to assist the treasurer when conducting the reconciliation process.

e. If actual Navy Cash collections and recorded Navy Cash collections balance (equal), the reconciliation is successful and complete.

f. If actual collections and recorded collections do not balance, an error exists that must be investigated and corrected.

g. To identify an error, the treasurer must compare the Record of Collections, Record of Expenditures, and Refund Control Log to a detailed listing of Navy Cash transactions for the month. The process of investigation and correction is the same as described in paragraph 4.13 above. To assist in this reconciliation, the more detailed Navy Cash Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way as the Merchant Sales Summary Report (see paragraph 4.12.d above). If the final Navy Cash EOD

process and round trip for the month have already been completed, the Private Mess Monthly Transaction Detail Reports can also be retrieved from the shore reports directory (see paragraph 8.4.24.n) on the Navy Cash workstation (see paragraph 4.17.4 for a sample report).

h. Merchant Settlement Reports. /Merchant settlement reports list all Navy Cash deposits made to the specified bank or credit checking account or merchant Navy Cash (strip) account and can be used to assist in reconciling the account. These shore reports are generated automatically at the completion of each end-of-day round trip and placed into a shore reports directory by date (see paragraph 8.4.24.n). A sample report is contained in paragraph 4.17.5. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

4.15 Navy Cash Effect on the Monthly Financial Operating Statement, NS 1367

For financial reporting, Navy Cash should be accounted for like cash (currency). Throughout the month, all mess expenditures were entered on the Record of Expenditures and all collections were entered on the Record of Collections, whether actual cash or Navy Cash was used. Therefore, the NS 1367 should be prepared in accordance with the P486 Volume II by combining Navy Cash transactions with actual cash transactions in the receipts and expenditures fields in the Cash Account section.

4.15.1 Receipts

Include all cash and Navy Cash transactions recorded in the Record of Collections for the month.

4.15.2 Expenditures

Include all cash and Navy Cash transactions recorded in the Record of Expenditures for the month.

4.15.3 Cash Brought Forward (Cash on Hand)

Includes Navy Cash funds held in the private mess Navy Cash accounts and on the private mess Navy Cash e-purse (chip) in addition to cash on account in the mess commercial checking and savings accounts. Actual Navy Cash deposits to these commercial accounts will occur as stated in Note 1 at the beginning of Chapter 4 of this SOP.

4.16 Contingency Operations

1. Short-Term Outage.

a. The K22 in the private mess operates in the normal mode and is connected to the Navy Cash server through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that Navy Cash payments for meals and dues can be processed offline the next day even if connectivity is not available. A K22 in normal mode operating offline can store about 741 transactions before it is full and can no longer process transactions.

b. When connectivity to the Navy Cash server is restored, sales receipts stored on the K22 are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the K22 screen disappears, usually

within a minute. The “!” symbol on the K22 screen remains displayed until all transactions have been downloaded to the server.

2. Localized Network Outage.

a. The K22 must be online to the Navy Cash server through the ship’s LAN for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage is localized to the area of the general mess, an operator can go to the disbursing office and sign out a spare K22 to use in the portable mode.

b. Operator Log-On. The operator can log on to the portable K22 (and the merchant can be set to private mess food and dues) at any operating K22 network connection point or download box (in the disbursing office, MWR, post office, or other locations set up during the Navy Cash installation). The operator disconnects the K22 device currently in operation (if any) and connects the portable K22. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the K22 in the offline mode. If a K22 was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable K22 has fresh batteries and that additional batteries are readily available.

c. Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable K22 can be downloaded at the end of each day at one of the K22 connection points or download boxes as described in paragraph (b) above.

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

4.17 Private Mess Reports and Forms (examples)

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

4.17.1 Daily Merchant Sales Summary Report

Run Date: 05/17/2005 Run Time: 17:08:16
Report Name: NC_133
Start Date: 05/16/2005 End Date:: 05/17/2005
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	102.75	3
WARDROOM MESS - DUES	800000003677	28.50	2
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

4.17.2 Monthly Merchant Sales Summary Report

Run Date: 05/31/2005 Run Time: 19:07:33
 Report Name: NC_133
 Start Date: 05/01/2005 End Date:: 05/31/2005
 Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	3082.37	92
WARDROOM MESS - DUES	800000003677	915.00	40
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

4.17.3 Daily Transaction Detail Report

Run Date : 08/29/2001
Run Time : 19:17:02
Report Name : TRAN_WardroomMessFood_D

Navy Cash
Daily Transaction Detail Report - WARDROOM MESS - FOOD
Location: USS NEVERSAIL
Date: 08/28/2001 22:04:31 To 08/29/2001 22:01:54 Batch Id: R12345_323

Name	SSN	Account #	Transaction Date	Trans	Amount
ALPERT, MIKE	4321	80000010003	08/28/2001 13:42:41	1	\$100.00
GOLD, STEVE	8765	80000010001	08/28/2001 15:44:04	1	\$150.00
JOHN, ROBERT	1234	80000010002	08/28/2001 15:42:16	1	\$100.00
JOSH, JIM	5678	80000010004	08/28/2001 16:40:56	1	\$100.00
Operator SMITHFIELD Subtotal:				4	\$450.00
Event Subtotal:				4	\$450.00
Merchant 80000010018 Subtotal:				4	\$450.00
Total:				4	\$450.00

*** End of the Report ***

4.17.4 Monthly Transaction Detail Report

Run Date : 08/31/2001
Run Time : 19:07:02
Report Name : TRAN_WardroomMessFood_M

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

Merchant : 80000010018
Event Code :
Operator : SMITHFIELD, RALPH

Name	SSN	Account #	Transaction Date	Trans	Amount
ALPERT, MIKE	4321	80000010003	08/28/2001 13:42:41	1	\$100.00
BALANCE, FRED	2314	80000010005	08/29/2001 11:18:35	1	\$100.00
GOLD, STEVE	8765	80000010001	08/28/2001 13:42:01	1	\$150.00
JOHN, ROBERT	1234	80000010002	08/28/2001 13:42:25	1	\$100.00
JOSH, JIM	5678	80000010004	08/28/2001 13:43:01	1	\$100.00
WAGNER, SAM	4231	80000010006	08/22/2001 13:01:12	1	\$100.00
Operator SMITHFIELD Subtotal:				6	\$650.00
Event Subtotal:				6	\$650.00
Merchant 80000010016 Subtotal:				6	\$650.00
Total:				6	\$650.00

*** End of the Report ***

4.17.5 Merchant Settlement Report

Run Date: 12/09/2004
Run Time: 00:08:42
Report name: TRAN_Ship_Merchant_Settle_D
Page: 1

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

Merchant: WARDROOM MESS - DUES 800000026283
Settlement Date: 08-DEC-04
Settlement Type: NAVY CASH

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

Merchant WARDROOM MESS - DUES 800000026283 Total: \$1,085.15

* C = Correction Transactions.

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

4.17.6 Daily/Monthly Reconciliation Worksheet

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

Chapter 5

MWR

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5.1 Background

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

NOTES:

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

5.2 Planned Maintenance System

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

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

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

8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month. This slight delay in actual deposits is minor compared to the delay experienced when checks are mailed to a bank or credit union for deposit to the MWR account.

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

f. Settlement Reports. Merchant settlement reports are produced for all merchants listing all Navy Cash deposits. These shore reports are generated automatically at the completion of each EOD round trip and placed into a shore reports directory by date (see paragraph 8.4.24.n). A sample report is contained in paragraph 5.12.5. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

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

a. The K22 Point-Of-Sale (POS) device is the card reader and keypad device used to register sales transactions in Navy Cash. On larger ships, with a dedicated MWR office, a K22 will normally be permanently installed. This K22 can be augmented by portable, hand-held K22s for use in the offline mode during special sale events, such as on the mess decks. On smaller ships where MWR does not have dedicated office space, portable K22s can be operated in the offline mode for MWR sales. When operated in the portable mode, the operator should make sure that the K22 has fresh batteries and that additional batteries are readily available.

b. A K22 POS device will be configured for MWR during Navy Cash implementation. Depending on ship type and LAN capability, the K22 can be configured to operate online from the MWR office or offline in the portable mode. Additional portable K22s can be configured for offline use by the disbursing office, issued to the MWR Officer as needed, and must be returned to the disbursing office as soon as the special sale is over. See Chapter 2 for instructions on operating the K22.

c. To register sales on a K22:

- (1) A cardholder initiates a sales transaction at the MWR sales counter or office.
- (2) The MWR Officer follows the K22 sales function directions presented in Chapter 2 of this SOP.
- (3) The MWR Officer provides a sales receipt to the cardholder when the transaction completes successfully in accordance with existing procedures.
- (4) For major event sales, such as tours and concerts, for which an event code has been assigned, the MWR Officer / sales clerk must indicate which event the cardholder is purchasing by selecting the appropriate function key on the K22 for each sales transaction (see

paragraph 5.6.2 below and paragraphs 2.3.3, 2.3.9, 8.4.12, and 8.4.30 of this SOP for a description of event maintenance and bulk refunds).

5.5 Deposits

5.5.1 Cash To MWR Fund Navy Cash Card

- a. As required, the MWR Officer presents cash to the disbursing office for deposit.
- b. The disbursing office accepts the cash from the MWR Officer and executes the cash deposit to the MWR fund via the “Funds Transfer to Chip” transaction screen. This transaction is detailed in paragraph 8.4.8 of this SOP.

5.5.2 Check to MWR Fund Navy Cash Card

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

- a. As necessary, the MWR Officer mails checks directly to the bank or credit union for deposit in the MWR fund checking account in accordance with existing procedures. After the checks clear the bank, the MWR Officer can transfer funds from the MWR fund checking account to the MWR fund Navy Cash (strip) account using the Navy Cash ATM machines (K80) located on board. The ATMs present easy to follow directions on the screen for performing a funds transfer.
- b. As necessary, the MWR Officer presents the checks to the disbursing office for deposit in the MWR fund chip account. Disbursing accepts the checks and executes the deposit to the MWR fund chip account via the “Funds Transfer to Chip” transaction screen. This transaction is detailed in paragraph 8.4.8.

5.6 Refunds

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

5.6.1 Individual Refunds

- a. The disbursing office performs individual refunds when given written authorization from the MWR Officer.
- b. The MWR Officer records the refund in accordance with existing procedures and provides the cardholder with a refund chit that describes the refund and the amount of money to refund. A sample Navy Cash Merchant Refund Log and Navy Cash Refund Chit are included in paragraphs 8.15.14 and 8.15.15.
- c. The cardholder takes the refund chit to the disbursing office. This should be done within two working days to minimize the frequency of unliquidated refunds.
- d. Disbursing selects the “Fund Transfer to Chip” screen, clicks on the “Individual Refunds” link in the funds transfer options window, and then selects either “Chip Purchase Refund” or “Miscellaneous Refund” as the funding source option. The system performs a funds

transfer from the MWR fund Navy Cash account to the chip on the cardholder's Navy Cash card. This transaction is detailed in paragraph 8.4.10.

5.6.2 Bulk Refunds

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

b. To take advantage of bulk refunds and event maintenance for major event sales, such as tours and concerts, the MWR Officer must first coordinate with the Disbursing Officer to establish a unique event code for each event. This event code must then be entered into the K22 and the appropriate function key must be selected as a part of each sales transaction. The K22 can be programmed with up to three event codes for each of three merchants, with each event assigned to a different function key. When transactions are collected on a K22 that has been properly configured, the sales clerk will be able to indicate which event the cardholder is purchasing by selecting the appropriate function key. This event code information is then held in the database for reporting purposes and for a bulk refund if one should become necessary. See paragraphs 2.3.3, 2.3.9, 8.4.12, and 8.4.30 of this SOP for a description of event processing and bulk refunds.

c. When requested by the MWR Officer, the Disbursing Officer can initiate a bulk refund on the ship using the disbursing application (see paragraph 8.4.12.e). For each event refunded, the full purchase amount will be credited to each cardholder's strip (Navy/Marine Cash) account on the ship. This credit will be reflected ashore after the next en-of-day round trip is completed. The MWR Officer records the refund in accordance with existing procedures describing the refund and the amount of money refunded.

d. Visitor Cards. Purchases made with visitor cards, which do not have a strip (Navy / Marine Cash) account associated with them, must be refunded individually at the Navy Cash application (see paragraph 8.4.10 and the "Chip Purchase Refund" selecting a specific event).

e. Bulk Refund Exceptions Report. The bulk refund procedure will generate a Bulk Refund Exceptions Report for transactions that cannot be refunded, for example, purchases made with a visitor card or transactions that have already been refunded individually. Although the status of a bulk refund request may indicate "Processed Successfully", the Disbursing Officer and MWR Officer must review the Bulk Refund Exceptions Report to ensure that all transactions were refunded (see paragraph 8.4.12.e).

5.7 Purchases (MWR Expenses)

5.7.1 On Board Ship

The MWR Officer can use the MWR fund Navy Cash card (chip/e-purse) to purchase items in the same manner that individual crewmembers purchase items on board ship. The Navy Cash

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

5.7.2 Ashore

The MWR Officer can use the MWR fund Navy Cash card debit function (magnetic strip) to purchase items at 32 million locations worldwide.

5.8 Transfer MWR Funds between Checking Account And Navy Cash Account

5.8.1 On Board Ship

Easy to follow directions are presented on the screen of the cashless ATM machines (K80) located on the ship.

5.8.2 Ashore

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

5.9 End-of-Business Day Procedure

- a. MWR business is secured at the end of the business day.
- b. The MWR Officer downloads the K22 to the Navy Cash server following the procedures in Chapter 2 of this SOP.
- c. The Navy Cash system records the sales transactions.
- d. The MWR Officer logs off the Navy Cash system.
- e. The disbursing office initiates Navy Cash EOD processing.
- f. As a part of the EOD processing ashore, funds are transferred to and from the MWR Navy Cash account as necessary.
- g. Actual deposits to the MWR bank or credit union account ashore are made on either a daily or a weekly basis as explained in paragraph 5.3.d of this SOP.
- h. Each day, the MWR Officer should review the daily Navy Cash Merchant Sales Summary Report for accuracy (see paragraph 5.12.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated at the Navy Cash workstation in the disbursing office by entering the correct start and end dates in the "View Reports" link in the Navy Cash application (see paragraph 8.4.25). *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*
- i. The MWR Officer should also obtain a copy of the MWR Daily Transaction Detail Report for reconciliation and management purposes. As a result of successful processing of the

EOD batch and completion of the round trip between ship and shore, a series of Navy Cash reports are sent to the ship from the shore side. These shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. The Daily Transaction Detail Report can be printed at the disbursing office. An example of the report is contained in paragraph 5.12.3 of this SOP.

j. The MWR Officer validates that the sales total less refunds for the day equals the sales total reported on the Daily Transaction Detail report. This step compares (electronic) cash collected (the sales value from the Navy Cash report) to the daily sales receipts to determine that there is no discrepancy. If both numbers match, there is no discrepancy.

k. If the numbers do not match, an error has occurred that must be investigated and resolved. At this point, the investigation would be conducted with the same procedures used prior to the implementation of Navy Cash. Records must be reviewed to determine if a sale was not properly receipted or an incorrect sales amount was deducted from a Navy Cash card. To facilitate the investigation, the more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated on the ship much like the Merchant Sales Summary Report (see paragraph 5.9.h above). If the Navy Cash EOD process and round trip have already been completed, the MWR Daily Transaction Detail Report can also be retrieved from the shore reports directory (see paragraph 8.4.24.n) on the Navy Cash workstation (see paragraph 5.12.3 for a sample report) to assist in the investigation.

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

m. Merchant Settlement Reports. Merchant settlement reports list all Navy Cash deposits made to the specified bank or credit checking account or merchant Navy Cash (strip) account and can be used to assist in reconciling the account. These shore reports are generated automatically at the completion of each EOD round trip and placed into a shore reports directory by date (see paragraph 8.4.24.n). A sample report is contained in paragraph 5.12.5.

5.10 Distribution of Ship's Store Profits to MWR

- a. There is no change to the existing procedure for distribution of ship's store profits.
- b. In accordance with existing procedures, the Disbursing Officer issues a check payable to the ship's MWR fund to the MWR Officer.
- c. The MWR Officer can use the same procedure outlined in paragraph 5.5.2.a or 5.5.2.b when depositing a Ship's Store profit check.

5.11 Contingency Operations

1. Short-Term Outage.

a. The K22 in MWR operates in the normal mode and is connected to the Navy Cash server through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that Navy Cash payments can be processed offline the next day even if connectivity is not available. A K22 in normal mode operating offline can store about 741 transactions before it is full and can no longer process transactions.

b. When connectivity to the Navy Cash server is restored, sales receipts stored on the K22 are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the K22 screen disappears, usually within a minute. The “!” symbol on the K22 screen remains displayed until all transactions have been downloaded to the server.

2. Localized Network Outage.

a. The K22 must be online to the Navy Cash server through the ship’s LAN for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage is localized to the area of MWR, an operator can go to the disbursing office and sign out a spare K22 to use in the portable mode.

b. Operator Log-On. The operator can log on to the portable K22 (and the merchant can be set to MWR) at any operating K22 network connection point or download box (in the disbursing office, general mess, post office, or other locations set up during the Navy Cash installation). The operator disconnects the K22 device currently in operation (if any) and connects the portable K22. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the K22 in the offline mode. If a K22 was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable K22 has fresh batteries and that additional batteries are readily available.

c. Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable K22 can be downloaded at the end of each day at one of the K22 connection points or download boxes as described in paragraph (b) above.

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

5.12 MWR Reports (examples)

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

5.12.1 Daily Merchant Sales Summary Report

Run Date: 05/17/2005 Run Time: 17:08:16
Report Name: NC_133
Start Date: 05/16/2005 End Date:: 05/17/2005
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
GENERAL MESS - FOOD	800000003675	101.25	27
GENERAL MESS - SURCHARGES	800000003677	45.00	20
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

5.12.2 Monthly Merchant Sales Summary Report

Run Date: 05/31/2005 Run Time: 19:07:33
 Report Name: NC_133
 Start Date: 05/01/2005 End Date:: 05/31/2005
 Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
GENERAL MESS - FOOD	800000003675	345.00	92
GENERAL MESS - SURCHARGES	800000003677	117.00	52
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

5.12.3 Daily Transaction Detail Report

Run Date:08/29/2001
Run Time:17:08:14
Report Name:TRAN_MWR_D

Navy Cash
Daily Transaction Detail Report - MWR
Location: USS NEVERSAIL
Date: 08/28/2001 22:04:31 To 08/29/2001 22:01:54 Batch Id: R12345_323

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

*** End of the Report ***

5.12.4 Monthly Transaction Detail Report

Run Date:08/31/2001
Run Time:19:07:06
Report Name:TRAN_MWR_M

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

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

*** End of the Report ***

5.12.5 Merchant Settlement Report

Run Date: 12/09/2004
Run Time: 00:08:42
Report name: TRAN_Ship_Merchant_Settle_D
Page: 1

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

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

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

Merchant MWR 800000026283 Total: \$1,085.15

* C = Correction Transactions.

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

Chapter 6

Post Office

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6.1 Background

This chapter of the SOP describes Navy Cash procedures for selected operations in the ship's post office.

NOTES:

1. *Navy Cash does not affect non-monetary postal procedures, which will continue to have their full force and effect. Neither does Navy Cash eliminate the need for maintaining existing money-handling procedures for contingency operations in the unlikely event that Navy Cash experiences a catastrophic failure and ceases to function.*
2. *The term Postal Officer used throughout this SOP refers to the Postal Officer and individuals that have been properly authorized and appointed as his/her agents.*
3. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

6.2 Planned Maintenance System

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

6.3 Establishing the Post Office as a Navy Cash Merchant

a. The ship's post office is established as a Navy Cash merchant as a part of the process of implementing Navy Cash on board the ship. The post office is actually set up with three merchants in order to track and report on stamps, money orders, and metered mail separately.

b. The Treasury Financial Agent, JPMorgan Chase Bank, N.A., and the NAVSUP Postal Policy Division will work with the United States Postal Service (USPS) Postal Financial Officer to set up the appropriate bank account number for the settlement account for postal transactions.

6.4 Sales

a. The K22 Point-Of-Sale (POS) device is the card reader and keypad device used to register sales transactions in Navy Cash. Depending on the size of the ship, one or more K22s are permanently installed in the post office and operate in an online mode. If necessary, the Disbursing Officer can configure and issue a K22 to the Postal Officer to operate in an offline, portable mode.

b. The three function keys on K22 POS devices in the post office are configured with the three separate Navy Cash merchant accounts in order to report specifically on Postage Sales (F1), Money Order Sales (F2), and Meter Sales (F3). See Chapter 2 for instructions on operating the K22.

c. The sales procedure is performed in accordance with paragraph 2.3.1.b of the K22 operation section of this SOP.

- d. All USPS Postal Money Orders will be cashed at the disbursing office.

6.5 Sale of USPS Stamps to Ship's Store

Navy post offices are authorized to sell USPS stamp booklets to the Sales Officer, or designated representative, for sale in the ship's store. Sale of single stamps is not authorized. The Sales Officer will purchase the stamps using the ship's store Navy Cash merchant card. Procedures for the purchase and sale of stamps by the ship's store operation are included in NAVSUP P487, paragraph 3400 and in Appendix M.

6.6 Refunds

Refunds in the ship's Post Office are to be processed through the USPS and not through Navy Cash. When a customer is eligible for a refund, PS Form 3533 is filled out in accordance with Domestic Mail Manual (DMM) section 604.9.0 and sent to Postmaster New York or Postmaster San Francisco, as appropriate. The Postmaster actually issues the refund to the member.

PS Form 3533 is available at http://www.usps.com/forms_pdf/ps3533.pdf.

6.7 End-of-Business-Day Procedures

Flexible Credit Operations

- a. The post office business is secured at the end of the business day.
- b. All military postal clerks log-off the system.
- c. The Disbursing Officer initiates Navy Cash end of day processing.
- d. The military postal clerk prepares PS Form 1412 by completing AICs 090, 096, 100, 101, 109, 353, 400, 553, 680, 800, 840, 841, 845, 848, 851, 852, and 853, as applicable. Money orders issued will be recorded on the reverse of PS Form 1412 (see paragraph 6.11.1 for an example of PS Form 1412). PS Form 1412s will be filed onboard for four years.
- e. After all clerk disks have been consolidated on the supervisor disk, the COPE must select option #4, Adjust Unit AIC, on the consolidate menu. The COPE must then check AIC 751, or 752 if this AIC is being used, and enter the dollar amount shown under AIC 751 (or 752) in AIC 680, Cash Remitted-EFT. The amount must be exact. By entering the amount in AIC 680, the amount in AIC 751 (or 752) will be brought to zero.
- f. The Postal Officer compares the totals for stamp, Postage Validation Imprinter (PVI), and money order sales reported on PS Form 1412 to the total amounts collected and reported for the Post Office on the Merchant Sales Summary Report to determine if they match (see paragraph 6.11.2 for an example of a Merchant Sales Summary Report). If both reports match, there is no discrepancy. The Merchant Sales Summary Report can be generated at any time by selecting the "View Reports" link in the Navy Cash application, clicking on "Merchant Sales Summary" in the "Application Reports" window, filling in the start and end dates for the inclusive period, and clicking on the "Generate" button. The Disbursing Officer will provide copies of these reports to the post office for filing. A copy of the Merchant Sales Summary Report must be attached to and filed with the corresponding unit PS Form 1412.

g. The post office may contact the disbursing office at any time during the business day to generate a Merchant Sales Summary Report. The post office can use this report to verify that the total transactions for the current business day are correct by comparing the report against the clerk or unit preliminary tape (printed PS Form 1412).

h. If the reports do not match, an error has occurred that must be investigated and resolved. At this point, the investigation would be conducted with the same procedures used prior to the implementation of Navy Cash. Records must be reviewed to determine if a sale was not properly receipted or an incorrect sales amount was deducted from a Navy Cash card. The more detailed Merchant Sales by Operator (MSO) Detail Report for the day in question can be requested from the disbursing office to research discrepancies and facilitate the investigation. All discrepancies must be corrected before the PS Form 1412 is submitted to USPS. Two possible scenarios for account shortages with procedures for corrective action follow:

(1) Scenario 1 — Window Clerk Is Short. In this case, “short” means that the stamps close (AIC 853) is greater than the actual amount of clerk stamp stock audited on a quarterly/monthly/daily audit. Corrective Action: The responsible window clerk can correct this account shortage by inserting his/her personal Navy Cash card in the K22 and entering the amount of the shortage as a sales transaction. The clerk will then log on to his/her IRT disk, press the "postage sales" key, and enter the same amount (the shortage amount) he/she entered on the K22. This amount will show as a postage sale on the PS 1412; however, since the clerk did not take that stamp stock out of his/her account, this sale would then bring him/her back in balance. A separate report to the Military Postal Service Agency (MPSA) or USPS is not required, but a note should be made in the "Notes, etc." section of the OPNAV Form 5112/2 to document the transaction.

(2) Scenario 2 — Window Clerk Is Short. In this case, “short” means that the cash remitted (AIC 752) on the daily 1412 does not equal the amount reported on the daily Navy Cash transaction report for the daily remittance. Corrective Action 1: If the shortage is found before unit consolidation, the responsible clerk can correct this account shortage by inserting his/her personal Navy Cash card in the K22 and entering the amount of the shortage as a sales transaction. This sale will bring both reports in balance. Corrective Action 2: If the shortage is found after submission of the unit 1412, the responsible clerk will log on to his/her IRT disk on the next business day and enter the shortage amount in financial differences overage (AIC 247). The clerk will then insert his/her personal Navy Cash card in the K22 and enter the shortage amount as a sales transaction. Entering the shortage amount in AIC 247 informs the USPS that there is an overage being submitted, and it does not affect the unit 1412 balances. The USPS will then credit this overage to the previous business day’s shortage remittance.

i. The Custodian of Postal Effects (COPE) uploads the unit 1412 data using the RCU disk via the Automated Military Postal System (AMPS) website in accordance with existing procedures. To set up the computer to upload the RCU data:

- (1) Ensure RCU disk is consolidated for the normal end-of-day transmission.
- (2) Log onto the AMPS website.
- (3) Insert the IRT RCU disk into the floppy disk drive.
- (4) Click on the Finance Tab, and then click on “RCU Disk Upload” on the left side of the screen.

(5) Click on ZIPRCU. Note: If Windows NT or 98 is used, click the “Open” button on the “File Download” box. If Windows 2000 is used, click on “Run This Program from Its Present Location” and then click the “OK” button.

(6) Wait for the process to finish, and then click the “Browse” button.

(7) Select “3½ Floppy (A)” from drop-down in “Look in:” on “Choose File” box.

(8) Select file “IRT_RCU.zip”.

(9) Click “Open” button on “Choose File” box.

(10) Click “Submit” button.

(11) A screen should appear indicating successful transmission. Print this page, stamp it with the All Purpose Date Stamp (APDS), and file it with your daily business records.

j. A copy of the Merchant Sales Summary Report will be attached to a copy of the corresponding PS Form 1412. The PS 1412 and the Merchant Sales Summary Report must be kept on file for four years.

k. During monthly audits, the Monies Audits Board must account for the copies of the PS Form 1412s and the Merchant Sales Summary Reports. Audits will be conducted in accordance with Chapter 3 of NAVSUP INST 5119.1.

l. Auditing Officers should, in conjunction with accounting for the amounts in AIC 853 and 840, check AIC 680, Cash Remitted–EFT, to ensure the total matches the amount of money sent electronically to the Treasury Financial Agent, JPMorgan Chase, as delineated on the Navy Cash Merchant Sales Summary Report for the post office. The Merchant Sales Summary Report, which reflects post office sales (the total of Postage Sales (090), Money Order Sales (100), Money Order Fees (101), and Postage Validation Imprinter Sales (109)), must equal the total amount in AIC 400 (Cash Required) on the Custodian of Postal Effects’ (COPE’s) Unit PS 1412 Report. If a discrepancy is found, check to see if the military postal clerk entered daily business information correctly in the K-22 card reader. Postage Sales (F1), Money Order Sales (F2), and Meter Sales (F3) should be listed separately on the K-22.

m. Merchant Settlement Reports. Merchant settlement reports list all Navy Cash deposits made to the bank account specified by USPS and can be used to assist in reconciling the account. These shore reports are generated automatically at the completion of each end-of-day round trip and placed into a shore reports directory by date (see paragraph 8.4.24.n). A sample report is contained in paragraph 6.11.4. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

6.8 End of Quarter Procedures

All financial data from the PS Form 1412 must be reported on the quarterly Postal Accounting Report System (PARS) in accordance with existing procedures and sent to the appropriate Fleet Postal Officer as an attachment to an e-mail.

6.9 Contingency Operations

a. Short-Term Outage.

(1) The K22 POS terminal in post office normally operates in the normal mode and is connected online to the Navy Cash server through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that Navy Cash payments can be processed offline the next day even if connectivity is not available. A K22 in normal mode operating offline can store about 741 transactions before it is full and can no longer process transactions (see Chapter 2 for offline K22 operation instructions).

(2) When connectivity to the Navy Cash server is restored, sales receipts stored on the K22 are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the K22 screen disappears, usually within a minute. The "!" symbol on the K22 screen remains displayed until all transactions have been downloaded to the server.

b. Localized Network Outage.

(1) The K22 must be online to the Navy Cash server through the ship's LAN for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage is localized to the area of MWR, the Postal Officer or Custodian of Postal Effects (COPE) can go to the disbursing office and sign out a spare K22 to use in the offline portable mode.

(2) Operator Log-On. The operator can log on to the portable K22 (and the merchants can be set to post office stamps, money orders, and metered mail) at any operating K22 network connection point or download box (in the disbursing office, general mess, or other locations set up during the Navy Cash installation). The operator disconnects the K22 device currently in operation (if any) and connects the portable K22. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the K22 in the offline mode. If a K22 was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable K22 has fresh batteries and that additional batteries are readily available.

(3) Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable K22 can be downloaded at the end of each day at one of the K22 connection points or download boxes as described in paragraph (2) above.

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

6.10 Official Mail Service

a. In accordance with the DoD Official Mail Manual 4525.8-M, C2.7.1.2, use of a credit card is authorized to pay for postal services. On Navy Cash ships, the ship's Official Mail Manager (OMM) is authorized to use a Navy Cash visitor card to pay for postage and postal services when processing official mail.

b. After each transaction, a receipt shall be provided to the OMM for the total amount of postage and postal services purchased. Procedures for the use of a Navy Cash visitor card in processing official mail are included in Appendix N.

6.11 Post Office Forms and Reports (Examples)

6.11.1 PS Form 1412

US POSTAL SERVICE						
DAILY FINANCIAL REPORT					23-05	
Station or Unit	USS NEVERSAIL	SFA No	9876	Stamp Accountability	AIC	\$ Amount
I certify this is a true statement and the accountability consigned to me is as shown on this form.				Opening Balance	840	\$ 10,000.00
Signature		Date		Stock Received (+)	841	
PC2 Pastrana, Milagritos		17-May-05		Subtotal	845	\$ 10,000.00
Receipts				Stamped Envelope Discount (-)	846	
Description	AIC	\$ Amount		Stock Returned (-)	848	
Postage Sales	090	\$ 11.10		Subtotal	851	\$ 10,000.00
Bird Stamp Sales	091			Total Sales (-)	852	\$ 11.10
Philatelic Product Sales	092	\$ -		Closing Balance	853	\$ 9,988.90
Vending Sales	096	\$ -		Disbursements		
Domestic	Value	100	\$ 609.97	Description	AIC	\$ Amount
Money Orders	Fee	101	\$ 1.25	PS 3533	553	
Postage Validation Imprinter		109	\$ 150.00	NO FEE MONEY ORDER	586	\$ -
Vending Overages		175				
Overage - Flexible Credit		57				
Shortage Flexible Credit		767		Adjustment for Previous Overage		
Adjustment for Previous Shortage				Cash Remitted-EFT	680	\$ 772.32
Cash Retained for Previous Report		353	\$ -	Cash Retained Today	753	\$ -
Cash Required		400	\$ 772.32	Cash Accounted For	800	\$ 772.32
PS Form 1412-B, June 1992						

Front of PS Form 1412

DAILY MONEY ORDERS

MO SER NUM USED	MO ISSUED	FEES	MO SER NUM USED	MO ISSUED	FEES
1234567890	\$100.00	0.25	1234567791	\$200.00	0.25
1234567891	\$100.00	0.25	1234567792	\$130.72	0.25
1234567892	\$79.25	0.25			
TOTAL MO ISS/FEES	\$279.25	\$ 0.75	TOTAL MO ISS/FEES	\$330.72	\$ 0.50
GT MO ISS/FEES	\$609.97	\$ 1.25	Paid MO:		\$ -
NO FEES		\$ -			\$ -
TOTAL DEBIT/CREDIT	\$ 611.22				\$ -
					\$ -

Back of PS Form 1412

6.11.2 Daily Report

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

Run Date: 05/17/2005 Run Time: 17:08:16
Report Name: NC_133
Start Date: 05/16/2005 End Date:: 05/17/2005
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	102.75	3
WARDROOM MESS - DUES	800000003677	28.50	2
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

6.11.3 Monthly Report

Run Date: 05/31/2005
 Report Name: NC_133
 Start Date: 05/01/2005
 Merchant Sales

Run Time: 19:07:33
 End Date:: 05/31/2005

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	3082.37	92
WARDROOM MESS - DUES	800000003677	915.00	40
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

6.11.4 Merchant Settlement Report

Run Date: 05/18/2005
Run Time: 00:08:42
Report name: TRAN_Ship_Merchant_Settle_D
Page: 1

Navy Cash
Daily Transaction Detail Report - Merchant Settlement
Location: USS NEVERSAIL
Date: 05/16/2005 00:12:52 To 05/17/2005 03:43:22

Merchant: POST OFFICE 800000026283
Settlement Date: 17-MAY-05
Settlement Type: NAVY CASH

Batch	Date	Amount	C
-----	-----	-----	-----
R21452_1022	05/17/05 03:20	\$772.32	
-----	-----	-----	-----
Settlement Total		\$772.32	

Merchant POST OFFICE 800000026283 Total: \$772.32

* C = Correction Transactions.

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

Chapter 7

Ship's Store

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7.1 Background

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

NOTES:

1. *Purpose. The purpose of this SOP is to provide guidance for use of the Navy Cash card for purchases in the ship's store and vending machines. It is provided as an addendum to existing policy and procedures outlined in NAVSUP P487.*
2. *Authorized Users. Ship's personnel, official visitors, and any other authorized visitors who have been issued a Navy Cash card.*
3. *General. In the ship's store, the Navy Cash K22 Point-Of-Sale (POS) card reader can be operated either attached to the Resale Operations Management (ROM) II cash register or separate from the ROM II cash register. In the vending machines, the Navy Cash Card Access Device (also known as Card Accepting Device) (CAD) replaces the bill validator. The K22 and the CAD enable customers to purchase merchandise using an electronic purse (chip) on a Navy Cash card with the same, if not more, convenience than cash. Value is subtracted from the customer's card through the K22 and CAD reader/collection devices, and receipts from sales are automatically transmitted to the Navy Cash server at the time of sale. At the end of each business day, these receipts are forwarded electronically to the Treasury Financial Agent, JPMorgan Chase (JPMC). Then, at the end of the month, these receipts from sales are posted to the appropriate lines of accounting. The Navy Cash system produces reports (see paragraph 7.8 of this SOP for sample reports) and transaction journals to assist with balancing the sales operations.*
4. *Exceptions. At the discretion of the Commanding Officer, cash may be accepted for special evolutions at the ship's store and vending machines. (e.g., visitors, tour groups, personnel riding the ship for less than 24 hours). S-3 personnel will follow the procedures outlined in NAVSUP P487. Cash sales should be the exception to accommodate visitors who are only going to be on the ship for a short time. Generally, members of ship's company should not be allowed to use cash on board the ship.*
5. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

7.2 Planned Maintenance System

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

7.3 Retail Sales

7.3.1 ROM II Integrated with Navy Cash—K22 Attached to Cash Register

a. ROM II Cash Register

(1) The ship's store operator receives a till assignment diskette from the designated assistant in the back office in accordance with the ROM II User's Guide. A Navy Cash operator ID must first be established in the Navy Cash application for each ship's store operator (see paragraph 8.4.28, Operator ID Maintenance). The Disbursing Officer then provides the Operator ID information to the Sales Officer, and the Sales Officer or designated assistant enters the information by operator into the ROM II back office. *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. However, when configuring the K22 that will be attached to the ROM II cash register, "Enforce User Logon" must be set to "Do Not Force Logon" (see paragraph 2.3.8.a and Appendixes B and C).*

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

b. K22 Point-of-Sale (POS) Card Reader

(1) Turn on the K22. The ship's store operator boots up the K22 card reader. The K22 must be turned on for all transactions including log-on and log-off. See Chapter 2 for detailed K22 operating instructions.

(2) Log on the K22. The cash register must be online to the Navy Cash server for the operator to log on the K22. When the K22 is turned on, the operator log-on screen is displayed. The ship's store operator logs on to the cash register in accordance with the ROM II User's Guide and NAVSUP P487. The Navy Cash proxy application on the cash register handles the operator's log on to the K22 through the Navy Cash server. ROM II and Navy Cash operator IDs must match

(3) Log off the K22. The cash register must be online to the Navy Cash server for the operator to log off the K22. The ship's store operator logs off the cash register in accordance with the ROM II User's Guide and NAVSUP P487. The cash register's software handles the operator's log off from the K22 through the Navy Cash server.

(4) Connectivity Problems. With ROM II integrated with Navy Cash, the K22 operates in the proxy mode and is connected to the ship's Local Area Network (LAN) and the Navy Cash server through the ROM II cash register. The cash register must be online to the Navy Cash server to process sales transactions. If connectivity to the server is expected to be a problem, for example, the ship's LAN is experiencing problems or the Navy Cash server is down, a backup K22 in normal mode with the merchant set to ship's store and a ship's store operator already logged on must be available in order to be able to process sales transactions offline in the event that connectivity to the Navy Cash server is not available (see paragraph 7.7.2).

c. Navy Cash Procedures

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

(1) At time of sale, the operator scans all items through the cash register. After all items have been scanned, the operator presses the “END” button on the keyboard. The “CASH PAYMENT FORM” screen appears, and the operator selects the type of tender that will be accepted. For Navy Cash transactions, the type of tender is “Navy Cash”. The total transaction amount is displayed at the ROM II cash register and the K22 card reader.

(2) The customer inserts his/her Navy Cash card into the K22 card reader, enters the PIN number, and then presses the OK button.

(3) If there is sufficient value on the card, the K22 card reader authorizes the transaction and allows the customer to verify the transaction amount. When the customer presses the OK button to verify the transaction amount, the K22 card reader subtracts the total amount of the sale from the e-purse. The K22 card reader sends the approval code to the cash register to total out the sale. After each transaction, the ROM II cash register prints out a receipt for the customer. (The cash register automatically requests verification that the transaction was approved or canceled.)

(4) The customer removes his or her card.

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

d. Transactions Not Approved

(1) If a transaction is not approved by the K22 card reader, e.g., due to non-sufficient funds on the customer’s Navy Cash card, the operator follows the procedures stated in the ROM II User’s Guide under Point of Sale procedures to discontinue the sale. (If a transaction is canceled or there is an error, the K22 card reader sends a message to the cash register saying so. The cash register receives this message when it requests approval or cancellation of a transaction. If there is a cancellation or a timeout, the transaction is automatically canceled, and ROM II returns to the main screen.)

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

7.3.2 ROM II Not Integrated with Navy Cash—K22 Not Attached to Cash Register

a. ROM II Cash Register

(1) The ship’s store operator receives a till assignment diskette from the designated assistant in the back office in accordance with the ROM II User’s Guide. (A Navy Cash operator ID must first be established in the Navy Cash application for each ship’s store operator (see paragraph 8.4.28, Operator ID Maintenance. The Disbursing Officer then provides the ID information to the Sales Officer, and the Sales Officer or designated assistant enters the information by operator into the ROM II back office.)

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

b. K22 Point-of-Sale (POS) Card Reader

(1) Turn On the K22. The ship's store operator boots up the K22 card reader. The K22 must be turned on for all transactions including log-on and log-off. See Chapter 2 for detailed K22 operating instructions.

(2) Log on the K22. The K22 must be on line to the Navy Cash server for the operator to log on. The K22 is turned on by pressing the "OK" key. The operator log-on screen is displayed, and the ship's store operator enters his or her operator ID number into the K22. The K22 displays a wait screen while processing, and returns to the normal screen when the log-on is accepted.

(3) Log off the K22. The K22 must be on line to the Navy Cash server for the operator to log off. The ship's store operator presses the "Off/Cancel" key and presses the "OK" key to confirm log off is desired. At the end of the day, the ship's store transactions for the day are processed automatically through the Navy Cash server.

(4) Connectivity Problems. With ROM II and Navy Cash not integrated, the K22 operates in the normal mode and is connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, for example, the ship's LAN is experiencing problems or the Navy Cash server is down, an operator should remain logged on to the K22 at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available.

c. Navy Cash Procedures

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

(1) At time of sale, the operator scans all items through the cash register. After all items have been scanned, the operator presses the "END" button on the keyboard. The "CASH PAYMENT FORM" screen appears, and the operator selects the type of tender that will be accepted. For Navy Cash transactions, the type of tender is "Navy Cash". The total transaction amount is displayed at the ROM II cash register, and the operator manually enters the total into the K22 card reader. The total on the K22 must match the total on the cash register.

(2) The customer inserts his/her Navy Cash card into the K22 card reader, enters the PIN number, and then presses the OK button.

(3) If there is sufficient value on the card, the K22 card reader authorizes the transaction and allows the customer to verify the transaction amount. When the customer presses the OK button to verify the transaction amount, the K22 card reader subtracts the total amount of the sale from the e-purse. The ship's store operator totals out the sale on the cash register, and the ROM II cash register prints out a receipt for the customer.

(4) The customer removes his or her card.

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

d. Transactions Not Approved

(1) If a transaction is not approved by the K22 card reader, e.g., due to non-sufficient funds on the customer's Navy Cash card, the operator follows the procedures stated in the ROM II User's Guide under Point of Sale procedures to discontinue the sale.

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

7.3.3 Multiple Operators

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

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

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

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

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

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

e. Navy Cash can also be used to accommodate these sales. When setting up a non-EPOS store, the Sales Officer can check out the appropriate number of battery-operated K22 POS devices from the disbursing office. Each K22 must be set up for a merchant and one of the operator IDs previously assigned by the Disbursing Officer for generic sales. The K22 must be online to the Navy Cash server for an operator to log on.

f. At the end of the day or at the end of the event, the Sales Officer will take each K22 to one of the available Navy Cash "download boxes" or serial ports, in the disbursing office or sales office for example. When plugged in, the K22 will automatically upload sales information to the Navy Cash server.

g. Once all the K22s are uploaded, the Sales Officer can view the Navy Cash sales by printing out the Merchant Sales Summary Report under the "View Reports" link in the Navy Cash application. When creating this report, the Sales Officer must ensure the time frame indicated is specific and inclusive for the applicable non-EPOS store event. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

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

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

7.3.5 Concessionaire Sales

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

a. Prior to Foreign Concessionaire Vendor (s) arriving on board, the Sales Officer will check out the appropriate number of K22 devices from the disbursing office. Each K22 must be set up for a merchant and one of the operator IDs previously assigned by the Disbursing Officer for generic sales. The K22 must be online to the Navy Cash server for an operator to log on.

b. When a Foreign Concessionaire Vendor arrives on board to conduct sales, he/she will report to the Sales Officer to receive a portable K22 device.

c. The Sales Officer will be responsible for training each concessionaire vendor on how to conduct Sales using the portable K22 device.

d. The concessionaire vendor(s) will take the portable K22 device to the designated area to conduct sales. Each transaction per customer will be recorded by the vendor(s) in the concessionaire number control log and on an SS-141 Navy Exchange Sales Receipt in accordance with NEX Yokosuka/Naples Concessionaire instruction 4000 series.

e. Upon completion of sales, or at the end of the day, the concessionaire vendor(s) will report to the Sales Officer, and present the portable K22 device, as well as all SS-141 Navy Exchange Sales Slips.

f. The Sales Officer will take the K22 to one of the available Navy Cash “download boxes” or serial ports, in the disbursing office or sales office for example. When plugged in, the K22 will automatically upload sales information to the Navy Cash server.

g. Once all the K22s are uploaded, the Sales Officer will be able to view the Navy Cash sales by printing out the Merchant Sales Summary Report under the “View Reports” link in the Navy Cash application. When creating this report, the Sales Officer must ensure the time frame indicated is specific and inclusive for the applicable concessionaires. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time

(UTC)). The total of the SS-141s will be reconciled with the total from the Merchant Sales Summary Report and the concessionaire number control log.

h. The Sales Officer will compute the commission due to NEX and the ship for each concessionaire's sales based on the percentage contained in the concessionaire's contract. Once the commission value is determined and verified, the Sales Officer will be responsible for creating two separate SF 1034's, Public Vouchers for Purchases and Services Other Than Personal, one for the net amount due the vendor (total sales receipts less the commission percentage) and one for 50 percent of the commission collected for the NEX. The Line of Accounting (LOA) cited will be Ship's Store Profits Navy (SSPN). The Sales Officer will record the 50 percent of the commission collected for the ship as a contribution to SSPN in the ROM II system following the procedures outlined in the ROM II User's Guide. The Disbursing Officer will report the collection of monies owed to the ship's store as a collection under SSPN. The sample Foreign Concessionaire Sales Reconciliation Form included at paragraph 7.8.6 provides a tool to assist in reconciling foreign concessionaire sales.

i. The two SF 1034 vouchers will be given to Disbursing. The Disbursing Officer will issue two separate Treasury Checks, one for the net amount owed to the vendor, and one for the amount owed to NEX. The Disbursing Officer will use the prepared SF 1034s citing the SSPN line of accounting as the substantiating vouchers.

j. The Disbursing Officer will forward the checks to the Sales Officer, who will be responsible for delivery to the vendor and NEX. Upon receipt of the NEX check, the Sales Officer will forward the check, copies of the concessionaire number control log, and all applicable SS-141 receipts to NEX. The Sales Officer will send the vendor(s) his/her check.

k. The Sales Officer will notify NEX via e-mail in accordance with the concessionaire instruction and provide the total dollar sales broken down by each vendor, total SS-141s used by each vendor, port, check number, check date, amount of check, and date mailed to NEX. (A copy of the SS-141s will be retained by the ship)

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

7.3.6 Special Order Items/Flowers

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

b. For flowers: The records keeper or designated assistant will set up flower sales in the ROM II as a non-EPOS store following the ROM II users guide. The flower sales will be entered into the K22 (offline mode) as a separate merchant, e.g., Hangar Bay Sales. Additionally, the steps below will be followed in the ROM II back office:

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

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

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

(4) The records keeper will post the sales from the K22 under "Vending Collections".

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

7.3.7 End of Day (EOD) Closeout

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

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

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

7.3.8 EOD Reports

a. The Sales Officer or designated assistant must compare the ROM II e-cash receipts EOD report with the Navy Cash Merchant Sales Summary Report printed from the Navy Cash workstation in the Sales Office or disbursing office (see paragraph 7.8.1 of this SOP for a sample report). The Merchant Sales Summary Report can be generated by entering the correct start and end dates in the "View Reports" link in the Navy Cash application (see paragraph 8.4.25). *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC))*. The more detailed Non-Vending Sales Report, MSO Summary Report, and MSO Detail Report can be generated in the same way.

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

c. The Sales Officer or designated assistant is also responsible for comparing the Navy Cash Daily Transaction Detail Reports from shore with the ROM II daily transaction reports to verify accuracy. The shore reports are generated automatically by the Navy Cash EOD process and sent to the ship when the EOD round trip is completed (see paragraph 8.4.24.n). When the shore reports are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC))*. The "Shore Reports" folder on the Navy Cash application desktop provides a short cut to the directory.

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

7.3.9 EOD Differences

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

- (1) Print out the ROM II daily transaction report from the back office.
- (2) Print out the ROM II over/short report.

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

b. ROM II–Navy Cash Comparison Report. The “ROM II Reporting” function in the Navy Cash application (see paragraph 8.4.26) provides an automated tool to assist in investigating and resolving any differences between the ROM II and Navy Cash daily transaction reports.

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

7.4 Non-EPOS Vending

7.4.1 Dollar Value of Card

As a security feature, each customer's Navy Cash card has a \$25.00 threshold for vending machine transactions. Once the value exceeds the \$25.00 PIN-less transaction counter on the card, the CAD will display the message “Insufficient Funds” to indicate that the customer is required to reenter his/her PIN at a K80 Cashless ATM or a K22 POS device. (The CAD is programmed to display the PIN-less balance on the card.)

7.4.2 Navy Cash Procedures

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

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

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

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

e. The Merchant Sales Summary Report is intended to provide the Sales Officer with electronic totals of receipts for each soda machine. The report can be generated by entering the desired start and end dates in the “View Reports” link in the Navy Cash application (see paragraph 8.4.25) and will be printed out as needed to assist the Sales Officer with auditing the soda machines on a bi-weekly basis. The Merchant Sales Summary Report for the month will assist the Sales Officer at EOM when closing/posting sales into the ROM II back office.

f. The Sales Officer or Disbursing Officer can also print out a copy of the Vending Soda or Vending Store Items Daily (or Monthly) Transaction Detail Reports (see paragraph 7.8.4 of this SOP for a sample report) from the shore reports folders (see paragraph 8.4.24.n).

7.4.3 Invalid Transactions

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

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

7.4.4 \$25 Dollar Pin-less Limit Scenario

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

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

c. The customer will select a product. If the price of the product is greater than the value left on the card, or will exceed the \$25.00 PIN-less transaction counter on the card, the message “Insufficient Funds” will be displayed to indicate that the customer needs to reenter the PIN at a K80 Cashless ATM or a K22 POS device.

7.4.5 Vending (CAD) Maintenance

The Navy Cash application requires each vending machine CAD to be identified by a unique 16-digit alphanumeric Terminal ID number. Whenever a CAD is changed or a new CAD is installed, it must be registered in the Navy Cash application so that sales transactions can be credited to the correct merchant. The following procedures are also found in the disbursing section of this Standard Operating Procedure (SOP), paragraph 8.4.29, Vending and Ship’s Store—Vending Maintenance and End of Month.

a. Adding a New Vending Machine and CAD

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

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

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

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

(5) The Disbursing Officer or Sales Officer then selects (highlights) the appropriate CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box. When a CAD is installed in a vending machine, the Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed. If there are multiple unassigned CADs, the correct Terminal ID numbers can be verified at the CADs themselves by pressing the right-most of the three hidden buttons. The “No Card” side of the CAD template depicts where the buttons are located on the CAD (see Appendix A, Vending Maintenance).

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

b. Changing a CAD

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

(2) The Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link. When the “Merchants and Vending Machines” menu tree is expanded, the screen

displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.

(3) The Disbursing Officer or Sales Officer selects (highlights) the appropriate vending machine and then selects (highlights) the appropriate CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box. When a CAD is installed in a vending machine, the Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed. If there are multiple unassigned CADs, the correct Terminal ID numbers can be verified at the CADs themselves by pressing the right-most of the three hidden buttons. The “No Card” side of the CAD template depicts where the buttons are located on the CAD (see Appendix A, Vending Maintenance).

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

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

c. Removing a Vending Machine and CAD

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

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

d. Updating Vending Machine Information

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

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

Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired.

7.4.6 Weekly Review of Vending Machine Operation for Malfunction

a. To determine if the machine is functioning properly, the Sales Officer will capture the meter reading a minimum of twice weekly from each vending machine using a locally prepared form. The difference between the current meter reading and the previous meter reading times the retail selling price should equal the total e-cash collected from the Navy Cash system.

b. Overages and shortages will be investigated in accordance with the NAVSUP P487. Assistance will be requested from the Treasury Financial Agent through the Disbursing Officer if needed.

7.5 Refunds

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

a. The customer will take the merchandise to the ship's store office for turn-in. The Sales Officer or designated assistant will fill out a NAVSUP 972 for each refund. The customer and the Sales Officer or designated assistant will sign the NAVSUP 972.

b. The Sales Officer or designated assistant will enter the Navy Cash application and access the "Individual Refunds" link in the "Funds Transfer Options" window under the "Funds Transfer" link (see paragraph 8.4.10, Individual Refund).

(1) A "Chip Purchase Refund" allows a single purchase transaction to be selected for the refund and helps to ensure that a particular purchase is only refunded once. Multiple-item purchases are treated as a single total if all the items were purchased at the same time.

(2) A "Miscellaneous Refund" can be used when the specific purchase may be difficult to identify, for example, a soda or snack vending item or a single item within a multiple-item purchase.

c. The amount of the refund will be returned to the customer's Navy Cash card, and the amount will be deducted from the ship's store or vending merchant sales collections for that day.

d. The Sales Officer or designated assistant will take the merchandise to the ship's store for turn-in back to inventory. Procedures outlined in the NAVSUP P487 will be followed when accepting merchandise back into the ship's store through the ROM II register. For damaged sodas, the Sales Officer or designated assistant will dispose of the cans and survey the total in accordance with the NAVSUP P487, Chapter 7, for the appropriate vending machine.

e. The Sales Officer or designated assistant will log into the ROM II Electronic Point-of-Sale (EPOS) register under the manager function. The manager will depress F8 under the refund screen and follow the procedures.

f. Once the refund procedure is completed, the merchandise will be accepted back into the ship's store stock. The ship's store operator will give the manager a receipt printed from the register.

g. The Sales Officer will verify the total of the printed receipts with the totals of the refunds by sales activity on the Navy Cash Daily Refund Report (see paragraph 7.8.5 of this SOP for a sample report) and the NAVSUP 972s. All totals will match. If the totals do not match, the Sales Officer will request assistance from the Treasury Financial Agent.

h. The receipts and NAVSUP 972s will be stapled to the Navy Cash Daily Refund Report and filed in the RK CO2/CO3/CO4 file.

7.6 End of the Month (EOM)

Prior to initiating an EOM inventory and closeout each month, the Sales Officer and Disbursing Officer will coordinate specific start and end dates when Sales and Navy Cash activities will be closed out. In order to make certain that the Disbursing Officer's Statement of Accountability (SF 1219) is prepared and submitted on time at the end of each month, the Navy Cash EOM process must start early. The EOM process generally begins in the sales office with the EOM for vending machines and ship's store five days before the actual end of the month (see paragraph 8.9). It is common practice, especially on larger ships, to specify different EOM closing dates for different vending machines. To assist in closing out each month, the Navy Cash application allows different EOM closing dates to be specified for each vending machine.

7.6.1 EOM Closeout for Both Ship's Store and Vending

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

b. E-Cash Receipts. To determine the total of the e-cash receipts collected from Navy Cash that will be recorded in the ROM II back office for both ship's store and vending, the Sales Officer or designated assistant must work with the Disbursing Officer to close out the Navy Cash system.

c. Closing Out the Navy Cash System. The Sales Officer and Disbursing Officer will coordinate to determine and set the ending date of the Navy Cash system to process the totals of electronic sales for the month by activity using the Navy Cash application. Prior to doing an EOM closeout, the Sales Officer will do the following:

(1) Log into the Navy Cash application and click on the "Vending and Ship's Store" link. When the "Merchants and Vending Machines" menu tree is expanded, the screen displays all the vending and ship's store merchants, all the vending machines associated with each vending merchant, and the Terminal ID numbers for the CADs associated with each of the vending machines within the Navy Cash system.

(2) The Navy Cash application enforces a specific sequence of steps for closing out each month or period. First, the Sales Officer must close out all the vending machines for a particular merchant. Second, the Sales Officer must close out all the merchants, to include both vending merchants and ship's store(s). Third, the Disbursing Officer can perform the actual Navy Cash EOM, but only after the first and second steps have been completed in order. The monthly transaction reports from shore are generated automatically only after the Disbursing Officer completes this third and final step of the EOM process and that day's round trip is

completed between ship and shore. Step-by-step procedures are detailed in paragraph 8.4.29.b and in Appendix A of this SOP.

(3) Phase One. Proceed to each vending machine to close out the vending machine following Appendix A of this SOP and complete the EOM inventory following NAVSUP P487, paragraph 9004. The ship's store personnel will take with them a CAD template and the Navy Cash merchant card associated with the particular type of vending machine. The "Merchant Card" CAD template will be used when activating the CAD EOM function. There are separate Navy Cash merchants and separate Navy Cash merchant cards for vending soda and vending store items (e.g., snack or soap) and vending stamp (if applicable).

(a) CAD buttons and CAD Templates. Ship's store personnel will use the CAD buttons to help with diagnostics on the device, and the CAD templates depict where the buttons are located on the CAD.

(b) "No Card" Template. The ship's store personnel will use the "No Card" side of the template to check the number of transactions and verify the terminal ID and current software version of the vending machine CAD devices. Refer to Appendix A for more detailed procedures. For example, the center button, "Queue" or "# Transactions Pending", shows the number of messages currently in the offline queue. The queue should be empty before proceeding with Phase One of the EOM.

(c) "Merchant Card" Template. The ship's store personnel will use the "Merchant" side of the template when activating the CAD EOM function. Refer to Appendix A for procedures.

(4) Phase Two. Closing out each merchant (parent) is accomplished at the sales office or disbursing office using the Navy Cash application. Step-by-step procedures are detailed in paragraph 8.4.29.b. All merchants, including both vending and ship's store, must be closed out before the actual end of month can be performed.

7.6.2 End of Month Reports

a. The Merchant Sales Summary Report for the month provides total Navy Cash sales receipts and transaction counts for each merchant, including each vending machine merchant, e.g., vending soda and vending store item (snack, soda, etc.) (see paragraph 7.8.2 of this SOP for a sample report). This report provides the Sales Officer with the electronic totals of sales receipts for the month in the ship's store and non-EPOS vending machines to enter into the ROM II back office. This report will also be compared with the ROM II EOM report.

b. The Merchant Sales Summary Report can be printed from a Navy Cash workstation in the disbursing office or the sales office. The Disbursing Officer will coordinate with the Sales Officer to determine when systems will be closed out to print EOM reports.

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

7.6.3 EOM Spreadsheet

After the Ship's Store and vending operations have been closed out following the guidance above and in paragraph 8.4.29.b and Appendix A of this SOP, the Sales Officer will work with

the Disbursing Officer to fill out the sales related fields in the Navy Cash EOM spreadsheet (see paragraph 8.9) based on the sales receipt totals reported for each ship store and vending merchant in the Merchant Sales Summary Report for the month. The Sales Officer will then forward the EOM spreadsheet as an e-mail attachment to the Treasury Financial Agent, JPMC (“to” navycashfin@ezpaymt.com). JPMC will confirm the figures for the month and send back the spreadsheet, indicating that the figures match or do not match. If the figures do not match, JPMC will contact the Sales Officer and work with him or her to resolve the discrepancies.

7.6.4 Differences (EOM)

If there is a difference between the figures reported by the ship in the EOM spreadsheet and the figures reported by JPMC, the Sales Officer or designated assistant will do the following to try to determine the cause of the discrepancies.

a. Ship’s store personnel will 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 posted incorrectly, ship’s store personnel will modify the figures following the procedures outlined in the ROM II User's Guide.

b. Print out the ROM II Over/Short Report from the back office.

c. Have the Sales Officer or Disbursing Officer generate the Merchant Sales by Operator (MSO) Detail Report for the period in question under the “View Reports” link in the Navy Cash application. When creating this report, ensure the time frame indicated is specific and inclusive. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). Print out a copy of the report and compare it with the ROM II e-cash daily transaction report to research and resolve discrepancies. The Sales Officer or Disbursing Officer can also print out a copy of the Ship’s Store Daily (or Monthly) Transaction Detail Reports (see paragraph 7.8.3 of this SOP for a sample report) from the shore reports folders (see paragraph 8.4.24.n) and compare the totals with the ROM II daily transaction reports.

d. Compare the ROM II Over/Short report with the Merchant Sales Summary Report for the month.

e. The Sales Officer or Disbursing Officer will work with JPMC to investigate and resolve any differences. If the difference is unresolved, a signed letter/report by the Sales and Disbursing Officer will be filed in the RK, CO2/CO3/CO4 file.

7.6.5 Cash Sales Memorandum Invoice

When all discrepancies have been resolved, the Sales Officer or designated assistant will prepare the DD 1149 Cash Sales Memorandum Invoice using the ROM II back office in accordance with the NAVSUP P487 to substantiate the electronic receipts transmitted to the Treasury Financial Agent. The DD1149 will be provided to the Disbursing Officer for his or her end-of-month returns.

7.6.6 End of the Accounting Period

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

7.7 Equipment Failure

7.7.1 ROM II Cash Register Down

- a. Ship's store personnel will request assistance from the nearest Fleet Assistance team.
- b. If the problem cannot be resolved, ship's store personnel will request replacement hardware by sending a request to Navy Exchange Services Command, Ship's Store Program, Norfolk, VA.
- c. Ship's store personnel will have a spare cash register in stock.
- d. If the ROM II cash register is likely to be down for an extended period, the K22 card reader can be disconnected from the Network Interface Card (NIC) in the computer and connected directly to the Navy Cash network drop in the ship's store. The K22 must be changed from the proxy mode to the normal mode to operate independent of the ROM II cash register (see Chapter 2 of this SOP for detailed procedures for setting up the K22). Alternatively, a spare K22 can be set up in normal mode with the ship's store merchant ID and connected to the network drop for use until the ROM II cash register is back in operation.

7.7.2 Shipboard Network or Navy Cash Server Down

a. Short-Term Outage.

(1) ROM II Integrated with Navy Cash. The K22 operates in the proxy mode and is connected to the ship's Local Area Network (LAN) and the Navy Cash server through the ROM II cash register. The cash register must be online to the Navy Cash server to process sales transactions. If connectivity to the server is expected to be a problem, a backup K22 in normal mode with the merchant set to ship's store and a ship's store operator already logged on must be available in order to be able to process sales transactions offline in the event that connectivity to the Navy Cash server is not available. If a K22 is going to be used in the portable mode, the operator should make sure that it has fresh batteries and that additional batteries are readily available.

(2) ROM II and Navy Cash Not Integrated. The K22 operates in the normal mode and is connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available.

(3) Processing Transactions. A K22 in normal mode operating offline can store about 741 sales transactions, and ship's store operations can continue, at least until the K22 is full. When processing transactions in the offline mode, the total transaction amount is displayed

at the ROM II cash register, and the operator must manually enter the total into the K22 card reader. The total on the K22 must match the total on the cash register.

(4) When Connectivity is Restored.

(a) ROM II Integrated with Navy Cash. The sales receipts stored on the portable K22 must be downloaded at one of the K22 connection points or download boxes in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation. Disconnect the K22 device currently in use (if any) and use the data cable to connect the portable K22. Ensure the K22 is powered on by pressing the green “OK” key. The download starts automatically when the LAN connection is made and the asterisk symbol on the K22 screen disappears, usually within a minute. The “!” symbol on the K22 screen remains displayed until all transactions have been downloaded to the server. When the “!” symbol disappears, the K22 can be disconnected from the network connection point. If a K22 was disconnected to permit the download, it should be reconnected at this time.

(b) ROM II and Navy Cash Not Integrated. The sales receipts stored on the K22 are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the asterisk symbol on the K22 screen disappears, usually within a minute. The “!” symbol on the K22 screen remains displayed until all transactions have been downloaded to the server.

(5) Localized Network Outage. The K22 must be online to the Navy Cash server, either through the ROM II cash register and the ship’s LAN or through the ship’s LAN directly for an operator to log on. If the network is down at the beginning of the day, the operator will not be able to log on to the system to conduct business. However, if the outage is localized to the area of the ship’s store, an operator can go to the disbursing office and sign out a spare K22 to use in the portable mode.

(a) Operator Log-On. The operator can log on to the portable K22 (and the merchant can be set to ship’s store) at any operating K22 network connection point or download box (in the disbursing office, general mess, private mess, MWR, post office, or other locations set up during the Navy Cash installation). The operator disconnects the K22 device currently in operation (if any) and connects the portable K22. Once connected, the offline log-on procedure is the same as the online procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the K22 in the offline mode. If a K22 was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable K22 has fresh batteries and that additional batteries are readily available.

(b) Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable K22 can be downloaded at the end of each day at one of the K22 connection points or download boxes as described in paragraph (c) above.

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

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

7.7.3 CAD Failure.

a. Troubleshooting Procedures

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

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

(3) For maintenance assistance, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the Navy Cash Central Support Unit (CSU) (see paragraph 8.14.1, Call Centers). The CSU will assign a case number that will be used to track the trouble call until it is resolved. The CSU will handle the trouble call directly, if at all possible, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate technical and support personnel as additional addressees. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraphs 7.8.7 and 8.15.25) lays out the information the Sales Officer, or designated representative, should have available before contacting the CSU. As the Navy Cash Responsible Officer, the Disbursing Officer should be kept apprised of all trouble calls.

(4) If the CAD itself fails, ship's store personnel can replace it with a spare device from stock. All such replacements MUST be coordinated with the disbursing office so that the CADs are associated with the correct vending machines in the Navy Cash application, thus ensuring sales are recorded to the proper merchants (see paragraphs 7.4.5 and 8.4.29.a).

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

c. Stuck Transactions. K22s or CADs with stuck transactions should be sent to Maximus. When directed to return a K22 or CAD to Maximus, record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns. The Trouble Call Worksheet becomes your documentation that a K22 or CAD with stuck transactions was sent to Maximus. Retain a copy of the Trouble Call Worksheet with the monthly reports for Sales.

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

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

7.8 Ship's Store Navy Cash Reports (Samples)

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

7.8.1 Daily Merchant Sales Summary Report

Run Date: 05/17/2005 Run Time: 17:08:16
Report Name: NC_133
Start Date: 05/16/2005 End Date:: 05/17/2005
Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	102.75	3
WARDROOM MESS - DUES	800000003677	28.50	2
NAVY DISBURSING	800000003693	150.50	6
POST OFFICE - STAMPS	800000003695	11.10	6
POST OFFICE - MONEY ORDERS	800000003697	611.22	5
POST OFFICE - METERED MAIL	800000003699	150.00	10
SHIP STORE #1	800000003701	1120.35	110
NAVY MWR	800000003705	90.00	6
VENDING STORE ITEMS	VMCAND0000000001	10.60	20
VENDING STORE ITEMS	VMCAND0000000001	40.00	80
VENDING SODA	VMCAND0000000001	45.50	91
VENDING SODA	VMCAND0000000001	26.50	53
VENDING SODA	VMCAND0000000001	85.00	170
VENDING SODA	VMCAND0000000001	24.00	48

7.8.2 Monthly Merchant Sales Summary Report

Run Date: 05/31/2005 Run Time: 19:07:33
 Report Name: NC_133
 Start Date: 05/01/2005 End Date:: 05/31/2005
 Merchant Sales

Merchant Name	Merchant ID	Total Amount	Transaction Count
WARDROOM MESS - FOOD	800000003675	3082.37	92
WARDROOM MESS - DUES	800000003677	915.00	40
VENDING SODA	800000003691	240.00	1
NAVY DISBURSING	800000003693	-19922.57	183
POST OFFICE - STAMPS	800000003695	35.49	13
POST OFFICE - MONEY ORDERS	800000003697	4200.00	36
POST OFFICE - METERED MAIL	800000003699	2250.00	150
SHIP STORE #1	800000003701	36610.47	3242
NAVY MWR	800000003705	2773.00	178
VENDING STORE ITEMS	VMCAND0000000001	202.20	530
VENDING STORE ITEMS	VMCAND0000000001	932.10	2300
VENDING SODA	VMCAND0000000001	1340.00	2690
VENDING SODA	VMCAND0000000001	793.50	1587
VENDING SODA	VMCAND0000000001	2475.50	4951
VENDING SODA	VMCAND0000000001	725.50	1451

7.8.3 Daily Transaction Detail Report

Run Date : 08/29/2001
 Run Time : 17:08:25
 Report Name : TRAN_ShipStore1_D

Navy Cash
 Daily Transaction Detail Report - Ship Store #1
 Location: USS NEVERSAIL
 Date: 08/28/2001 02:04:31 To 08/29/2001 02:01:54 Batch Id: R12345_323

Merchant : 80000010016
 Event Code :
 Operator : WOOD, MIKE

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

Merchant : 80000010016
 Event Code :
 Operator : BARBER, BRIAN

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

*** End of the Report ***

7.8.4 Vending Machine Daily Transaction Detail Report

Run Date : 08/29/2001
Run Time : 17:08:20
Report Name : TRAN_VendingSoda_D
Page : 1

Navy Cash
Daily Transaction Detail Report - Vending Soda
Location: USS NEVERSAIL
Date: 08/28/2001 22:04:31 To 08/29/2001 22:01:54 Batch Id: R12345_323

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

*** End of the Report ***

7.8.5 Daily Refund Report by Sales Activity

Run Date : 08/29/2001
Run Time : 17:08:29
Report Name : TRAN_RefundbySaleActivity_D

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

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

*** End of the Report ***

7.8.6 Sample Foreign Concessionaire Sales Reconciliation Form

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

7.8.7 Navy Cash Trouble Call Worksheet

NAVY CASH TROUBLE CALL WORKSHEET				
Please be prepared to provide the information below to the Central Support Unit (CSU) Retain form as your Trouble Call Log				
GLOBAL DISTANCE SUPPORT CENTER (GDSC) Commercial: (877) 4-1-TOUCH (877) 418-6824 DSN: (510) 4-2-TOUCH (510) 428-6824 PRESS 4, THEN 5, THEN 3 To be connected to CSU		CENTRAL SUPPORT UNIT (CSU) Phone: (866) 6NAVYCASH (866) 662-8922 E-Mail: navycashcenter@ezpaymt.com Fax: (813) 432-4581 Web Site: www.navycashcenter.com		
MILITARY PAPER CHECK CONVERSION (MPCC) FEDERAL RESERVE BANK (FRB) CLEVELAND (216) 579-2112 (800) 624-1373 GLOBAL DISTANCE SUPPORT CENTER (GDSC) (877) 418-6824 DSN: (510) 428-6824 PRESS 4, THEN 5, THEN 4 to be connected to FRB Cleveland <i>MPCC is not supported by Navy Cash; contact FRB Cleveland directly</i>		ROM II CONTACT APPROPRIATE FLEET ASSISTANCE TEAM SAN DIEGO: (619) 556-5725/5733 PEARL HARBOR: (808) 473-2043 YOKOSUKA: 011-8146-816-7965 NORFOLK: (757) 443-2522 MAYPORT: (904) 270-7178		
SHIP NAME		DATE OF CALL		TIME OF CALL
SHIP LOCATION/PORT (AND COUNTRY IF DEPLOYED)		CASE NUMBER (obtained from CSU)		NAME OF CSU REPRESENTATIVE
CALLER NAME		RANK/RATE	PHONE	E-MAIL ADDRESS
POINTS OF CONTACT SO TECHNICAL OR FIELD SUPPORT REPRESENTATIVE CAN CONTACT SHIP IF REQUIRED				
LOCATION	NAME	RANK/RATE	PHONE	E-MAIL ADDRESS
DISBURSING OFFICE				
SALES OFFICE				
SUPPLY OFFICE				
EMO/ADP OFFICE				
QUARTERDECK				
IF A HARDWARE PROBLEM, IDENTIFY SPECIFIC EQUIPMENT, MODEL NUMBER, AND SERIAL NUMBER				
SERVER:	ROUTER:		K80 CASHLESS ATM:	
WORKSTATION:	UPS:		K22 POS DEVICE:	
DISPLAY:	MPCC SCANNER:		CAD (VENDING):	
LAPTOP:	MPCC ZIP DRIVE:		KVM SWITCH:	
OTHER:	ROM II:			

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

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

SHIPPING INFORMATION

When directed to return failed equipment via traceable means to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For K22s or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.

SHIPPING ADDRESS NAVY CASH DEPOT
 L-3 Communications
 ATTN: Navy Cash Depot
 Lower Receiving Dock
 3033 Science Park Road
 San Diego, CA 92121-1101
 Phone: (858) 552-3601 (*Shipment related issues only*)

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

TRACEABLE TRACKING NUMBER

DATE SHIPPED

NAME OF POINT OF CONTACT

E-MAIL ADDRESS

PHONE NUMBER

RETURN ADDRESS (*recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC)*)

CITY

STATE

ZIP CODE

NUMBER OF TRANSACTIONS (*for K22s OR CADs with stuck transactions*)

ESTIMATED DOLLAR VALUE (*for stuck transactions*)

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8.1 Background

a. This chapter addresses Navy Cash processes and procedures in the disbursing office and operating the Navy Cash Disbursing Application in the disbursing office and sales office.

b. Marine Corps. The Navy Disbursing Officer will be responsible for providing Navy/Marine Cash and other disbursing support for Marines embarked on a ship without a Marine Disbursing Officer and will make every effort to collect on any negative account balances. On ships with a Marine Disbursing Officer, the Marine Cash Disbursing Application is a subset of the Navy Cash Disbursing Application, and Marine disbursing personnel shall be guided by this SOP. Where Marine functionality is different from Navy functionality, split pay for example, the differences are discussed in the SOP. The basic policy for enrolling Marines in Marine Cash is discussed in paragraph 1.6.4.

c. The disbursing office will retain the flexibility to receive cash and checks under certain circumstances. When collecting or disbursing cash or checks, the existing cash-based disbursing processes and procedures remain in effect.

d. In this SOP, the term Disbursing Officer refers to the Disbursing Officer and his properly authorized and appointed representatives, such as disbursing agents, Disbursing Officer Deputy, or Navy Cash Deputy.

e. In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). *Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD) processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.*

8.2 General Navy Cash Information

8.2.1 Letters of Authority

a. Because Navy Cash is a financial system, and the handling of public and private funds is inherent, a Letter of Authority should be signed by the Commanding Officer to the Disbursing Officer as the Navy Cash Accountable Officer, delineating what his or her accountability includes. Subsequent letters of appointment from the Disbursing Officer to his or her agents should also be maintained (see samples letters at paragraphs 8.15.1 and 8.15.2).

b. The Department of Defense Financial Management Regulation (DODFMR) Volume 5 addresses the issue of accountability for cash management of public funds within the Navy. Since the electronic movement of funds within the Navy Cash system, for example, from the cardholder's home bank or credit union account to the Navy/Marine Cash account, or from the Navy/Marine Cash account to the chip, or from the chip to the Post Office or soda vending machine, are not considered part of the Disbursing Officer's accountability, he or she would not have a pecuniary responsibility for those funds. However, certain Navy/Marine Cash transactions, for example, cash- and check-to-chip transactions, occur at the disbursing office, and the funds do become part of the Disbursing Officer's accountability. A sample letter of authority to hold cash at personal risk is included in paragraph 8.15.3. If a shortage (loss of funds/loss of accountability) or an overage occurs, it should be handled as prescribed in Chapter 6 of DODFMR Volume 5. If it can be proved that the system, not the Disbursing Officer, made the mistake, the Disbursing Officer could not be held financially responsible for the loss.

8.2.2 Safeguard Personally Identifiable Information

The Disbursing Officer must establish and 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.

8.2.3 Issuing Navy Cash Cards

a. Instant Issue Navy Cash Cards. Instant issue cards are embossed with NAVY CARDHOLDER and a Debit MasterCard® card number. Generally, instant issue cards are issued on the ship 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. Visitor Navy Cash Cards. Visitor cards are chip-only cards that can only be used on board ship. 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.

c. 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. Normally, cards to be reissued are manufactured and sent to cardholders in the first week of the month prior to the month in which the card expires. If there is a need to request an embossed permanent Navy Cash card as a new or replacement card, a visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship (see paragraph 8.4.19, Assign Replacement Card).

d. Delivery of Cards. For security reasons and to prevent fraud, instant issue and embossed permanent Navy Cash cards arrive on the ship in a "pendactive" status and must be activated before they will work (see paragraphs 8.4.19.e and 8.4.16.a). If there are less than 10 cards being sent to a ship, the individual cards are sent via the U.S. Postal Service (USPS) directly to the individual cardholders. Shipments of 10 or more cards are FedEx'ed to the Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after the Treasury Financial Agent, JPMorgan Chase (JPMC) receives the enrollment data electronically. Contact the ship's Logistics Support Representative (LSR) to check the status of any FedEx shipment of cards.

e. Unclaimed or Returned Navy/Marine Cash Cards. Any card received for an individual who has left the ship should be forwarded to his or her next command. The ship's Post Office should not be "returning to the sender as undeliverable" Navy/Marine Cash cards sent via U.S. mail that are unclaimed or returned unopened.

(1) Unclaimed or Returned Navy Cash Cards. Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship's Post Office during the check-out process. If the next command is not known or can't be identified or the individual was discharged from the service, the Disbursing Officer should cancel and destroy the card (see paragraph 8.4.16, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to Disbursing when they receive the cards to have the PIN reset using the Disbursing Application.

(2) Unclaimed or Returned Marine Cash Cards. Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate Marine Expeditionary Force (MEF) Disbursing Office, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office
MARFORPAC
15th St, Bldg 1164, Rm 238
Camp Pendleton, CA 92055
(760) 725-5550

II MEF Disbursing Office
MARFORLANT
Bldg 10, McHugh Blvd
Camp Lejeune, NC 28542
(910) 451-7807

III MEF Disbursing Office
MARFORPAC
Bldg 5741, Unit 38405
Camp Foster, Okinawa, Japan
FPO AP 96604-8405
011-81-611-745-7020

8.2.4 Navy Cash Card Limits

a. Individual Cardholders

(1) A \$400 daily maximum limit has been pre-set on funds transfers from an individual's bank or credit union account to his/her Navy/Marine Cash accounts (chip and strip).

(2) No more than \$1,000 can be loaded on or debited from the e-purse.

b. Merchant Cardholders

(1) For merchants who settle to bank or credit union accounts, a \$5,000 daily maximum limit has been pre-set on funds transfers from the bank or credit union account to the Navy/Marine Cash account.

(2) For Navy Cash cards issued after 24 September 2008, no more than \$50,000 can be loaded on or debited from the e-purse. This increased e-purse limit was initiated primarily to enable the Wardroom Mess Treasurer on large-deck ships to pay the monthly food service bill from the Food Services Officer (FSO) in a single payment instead of the multiple payments that may have been required before. For Navy Cash cards issued before 24 September 2008, no more than \$9,999.99 can be loaded on or debited from the e-purse. This pre-set limit may prevent large purchases on the ship in a single payment. In a situation like this, the shipboard merchant can elect to make more than one payment with the organization's Navy Cash merchant card, simply pay by check, or work with the Disbursing Officer to contact the CSU to request a replacement merchant card.

c. Modifying Navy Cash Card Limits

(1) Individual Cardholders

(a) The Disbursing Officer can modify the chip load and debit limit for individual cardholders who are “checked in” on that ship through the Disbursing Application (see paragraph 8.4.22, Account Information Update), but only up to a maximum of \$1,000. The current Navy Cash system software prevents the limits for individual cardholders to be above \$1,000. The Disbursing Officer cannot change the chip load and debit limit using the Navy Cash Disbursing web site, navycashcenter.com, (see paragraph 8.14 and Appendix E).

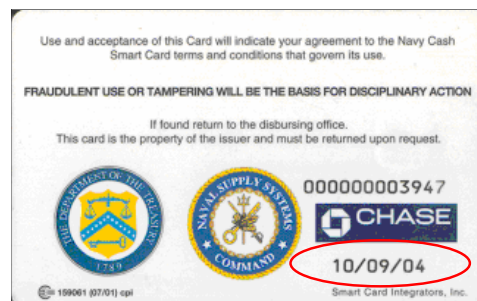
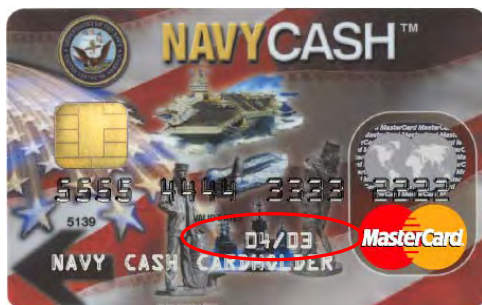
(b) For individual cardholders, reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be loaded on the chip are options available to discipline a cardholder who continues to have problems with negative account balances or other personal financial responsibilities (see paragraph 8.8.1).

(2) Merchant Cardholders. The Disbursing Officer can modify the chip load and debit limit for merchant cardholders on board that ship through the Disbursing Application (see paragraph 8.4.22, Account Information Update), but only up to a maximum of \$1,000. For any amount above \$1,000, the Disbursing Officer must contact the CSU (see paragraph 8.14) and request that a merchant cardholder limit be modified. Again, the Disbursing Officer cannot change the chip load and debit limit using the Navy Cash Disbursing web site, navycashcenter.com, (see paragraph 8.14 and Appendix E).

(3) Any updates to card limits done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the individual cardholder or merchant attempts 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.

8.2.5 Navy Cash Card Expiration

a. Navy Cash cards issued after 24 September 2008, expire five years from the initial date of issue. Navy Cash cards issued before 24 September 2008, expire three years from the initial date of issue. The actual expiration date is the last day of the month indicated in the “Valid Thru” date embossed on the front of instant issue and embossed permanent Navy Cash cards and the date printed on the back of the Navy Cash visitor cards. When a card expires, the chip on the card no longer functions.



b. Instant Issue and Embossed Permanent Cards. When an instant issue or embossed permanent card expires, any funds remaining on the chip are transferred automatically to the Navy Cash (strip) account associated with the card.

(1) If there has been activity on a card (strip or chip) in the previous six months, a new replacement card is created automatically and sent to the cardholder in the first week of the month prior to the month in which the card expires. This provides about two months for the card to arrive on a ship deployed overseas and allows for delays in getting the mail to deployed ships. When an instant issue or embossed permanent card is replaced at expiration, an embossed permanent card (with the cardholder's name embossed on the card) will be sent as a replacement.

(2) If there has been no activity on the card (strip and chip) in the previous six months, the account is considered dormant, and the card is cancelled and is not reissued. As a part of the process, any remaining balance is transferred to the linked bank or credit union account automatically, if the linked account is still valid. In addition, the Navy Cash account is suspended and Navy Cash access to the bank or credit union account is blocked automatically.

(3) If there is no linked bank or credit union account or the account information is not valid, the funds will remain in the Navy Cash (strip) account. If at all possible, the individual cardholder should be contacted and asked to provide a bank or credit union account number, ABA routing number, and his or her name as it appears on the account, so the positive balance can be pushed back to that account.

c. Visitor Cards. When a visitor card expires, the chip can no longer be read on the ship, so any value remaining on the card cannot be returned directly.

(1) The Disbursing Officer must ensure the customer understands when the card expires and that the card must be turned in before the expiration date to cash out any remaining value on the ship.

(2) If the expiration date displayed for a particular card indicates the card will expire before the individual will be leaving the ship, the Disbursing Officer should select a new visitor card to issue.

(3) Because a visitor card is anonymous and does not have a Navy Cash account associated with it, the funds that are on the chip cannot be moved automatically from the chip to a Navy Cash (strip) account after the card expires. Because the card has expired and the chip no longer functions, the Disbursing Officer can no longer change the card status of the "old" visitor card. The Disbursing Officer must contact the CSU to change the status of an expired visitor card and restore any remaining value. Refer to paragraph 8.4.16.c.(2) under paragraph 8.4.16, Change Card Status, for the three options available to retrieve funds from a visitor card.

d. Dormant Accounts. A Navy Cash account (chip and strip) with no activity for six months after the expiration date of the Navy Cash card is a dormant account. To avoid having dormant accounts on the ship's Navy Cash roster, the Disbursing Officer should keep the transfer date in each cardholder's member profile up to date (see paragraph 8.4.22.f, Transfer Type and Date, in the Account Information Update function of the Disbursing Application). The transfer date is used to pull accounts of cardholders who have left the ship off the ship's Navy Cash roster automatically and transfer these accounts to a "shore" command and to suspend Navy Cash accounts and block Navy Cash ACH access to bank and credit union accounts. Any funds remaining on the card (positive balance) should have been pushed to the linked bank or credit union account automatically when the card actually expired. Any accounts transferred to the shore command will continue to be monitored through a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, so any account activity can be monitored ashore and any negative account balances can continue to be pursued.

8.2.6 Internal Procedures and Controls

- a. To facilitate effective management and administration of Navy Cash operations, each ship should develop a ship's instruction delineating specific internal procedures and controls for Navy Cash. A sample instruction is included at Appendix K.
- b. 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.
- c. Each calendar quarter, the Cash Verification Team will generate card reports for all Navy Cash Disbursing Application users (see paragraph 8.4.18, Card Report) to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.
- d. Each operator must log off the Disbursing Application 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. Each operator must use his or her own user ID and password when operating the Navy Cash system.
- e. The ship's internal procedures and controls for Navy Cash must include the proper handling and safeguarding of Personally Identifiable Information (PII) to ensure the security and confidentiality of that information.

8.2.7 Planned Maintenance System

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

8.2.8 ATM Locations Worldwide

The MasterCard web site — www.mastercard.com — includes an “ATM Locator” at the top of the screen for locating ATMs in the United States, Asia, Australia, Europe, Middle East/Africa, North America, and Latin America/Caribbean (Antarctica is also listed!). By clicking on this icon and entering any city and state, the user will see the institution name and address, including maps, of each MasterCard® / Maestro® / Cirrus® ATM in that city.

8.3 Navy Cash Custodial Responsibilities

8.3.1 Custody of Navy Cash Cards

- a. The Disbursing Officer is responsible for maintaining a stock of Navy Cash cards. Navy Cash cards shall be safeguarded in accordance with the procedures for blank Treasury checks prescribed in DODFMR, Volume 5, Chapter 7.
- b. The Disbursing Officer may delegate the responsibility for custody of Navy Cash cards to a designated representative.
- c. Bulk Navy Cash Card Log shall be maintained, which contains the Navy Cash card numbers, date, and signature of the person to whom a working stock of Navy Cash Cards is issued. A sample log is included in paragraph 8.15.11. Unused working stock shall be returned

to the Disbursing Officer or designated representative at least once each week for audit and inventory. Record return of unused working stock and results of audit/inventory on Bulk Card Log. All Navy Cash cards shall be individually counted and sequential serial numbers verified.

d. An initial inventory shall be completed and recorded using the Bulk Navy Cash Card Log upon receipt of all instant issue, embossed permanent, and visitor Navy Cash cards, even single cards. For bulk shipments, any open container shall be inventoried by individual count and by sequential serial numbers of the cards. All damaged containers, or those bearing evidence of having been tampered with, shall be opened.

e. All Navy Cash cards shall be inventoried at least once each calendar 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 Cash Verification Team as an attachment to their quarterly cash verification report. At least once during each calendar quarter, the Cash Verification Team shall conduct a surprise verification of Navy Cash cards to include cards received, issued, returned, and on hand.

f. Navy Cash Card Issue Log. A separate Card Issue Log shall be maintained for all Navy Cash cards issued from the Disbursing Office. The log contains the last four digits of the card number for instant issue and embossed permanent cards and the entire card sequence number for visitor cards, name and last four digits of the Social Security Number (SSN) of the cardholder, issue date, signature of the recipient, date returned for visitor, instant issue, and embossed permanent Navy Cash cards, and the name and signature of the issuer. The Navy Cash Card Issue Log also contains columns to document destruction of a card when a card is returned or canceled (see paragraphs 8.4.16, Change Card Status and 8.4.18, Assign Replacement Card, and paragraph h below). The Disbursing Officer should ensure a cardholder signs the card issue log to document the destruction of a card. A sample log is included in paragraph 8.15.12. The Navy Cash Card Issue Log shall be handled in accordance with the requirements for sensitive personal data.

g. Cash Out Visitor Cards. Visitor cards are reusable. When a cardholder no longer needs a visitor card, the card should be turned in to the disbursing office, and any value remaining on the chip must be cashed out and returned to the cardholder immediately (see paragraph 8.4.9.b). The return date shall be entered on the Card Issue Log, and the card can then be returned to the stock of visitor cards for reissue. Even if a visitor card is turned in after hours or “under the door” or after the visitor has left the ship, the card must still be cashed out, and the Disbursing Officer must make every reasonable effort to return any remaining value to the cardholder. Refer to the Card Issue Log to identify to whom the card was issued.

h. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting the “View Reports” link in the Disbursing Application, clicking on “Navy Cardholder Issued Card Report” in the “Operations Reports” window, filling in the start and end dates for the inclusive period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

i. Document Destruction of Navy Cash Cards. The Navy Cash Card Issue Log also contains columns to document destruction of a card in the presence of the cardholder when a card is returned or canceled (see paragraphs 8.4.16, Change Card Status, and 8.4.18, Assign

Replacement Card). Cards can be destroyed by cutting them up or shredding them. At the time of destruction, record the last four digits of the card number for instant issue and embossed permanent cards, name and last four digits of the Social Security Number (SSN) of the cardholder, destruction date and signature of the cardholder witnessing destruction, and the name and signature of the person destroying the card.

j. Cards for newly enrolled personnel shall be issued as described in paragraph 8.4.21, Account Enrollment.

k. Replacement cards shall be issued as described in paragraph 8.4.19, Assign Replacement Card.

l. Any card received for an individual who has left the ship should be forwarded to his or her next command. If the next command is not known or can't be identified or the individual was discharged from the service, the card should be canceled and destroyed (see paragraph 8.4.16, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log.

8.3.2 Replenishing Navy Cash Card Stocks

a. Spare Navy Cash Card Stock. The initial allowance of spare Navy Cash card stock is based on crew size and includes about 30 percent for crew turnover and 10 percent for replacement of lost, stolen, or damaged cards. The basic allowance for Navy Cash cards is detailed by ship types in the table below. This allowance of spare cards should last the ship about six months. The order point for replenishing card stock should be when the ship is down to about a two-month supply of spare cards.

	FFG/DDG/ CG	LPD/LSD/ AS/LCC	LHA/LHD	CVN
Instant Issue Cards <i>NAVY CARDHOLDER cards</i>	33	100	300	550
Visitor Cards <i>Reusable, chip-only cards</i>	100	330	900	1,650

b. To Order Replenishment Stock. To order replacement cards, the Disbursing Officer should send a e-mail request to the CSU at navycashcenter@ezpaymt.com to obtain a case number. The e-mail request should include the following information:

- How many cards are needed?
- How many cards are currently in stock?
- How long will the ship be deployed?
- Will additional personnel be embarking during deployment? If so, how many?

c. Card Expiration Dates and Inventory Control. Periodically, the Disbursing Officer should check the expiration date on the back of the inventory of visitor cards and on the front of the inventory of instant issue cards to ensure they are not expired or soon to expire (see paragraph 8.2.5 above). Rotate the stock of cards, so that the older cards are always used first. Destroy any expired cards, and order replacements if necessary.

d. When a ship expects a high volume of visitors or transient personnel, contact the Navy Cash CSU. Specific requirements will be handled on a case-by-case basis so that the ship's inventory of Navy Cash cards is not depleted. Visitors should turn their visitor cards back in to disbursing before they leave the ship.

8.3.3 Custody of Spare K22s and CADs

a. The Disbursing Officer is responsible for control of all spare K22 Point-of-Sale (POS) devices held in ready reserve for periodic functions such as MWR sales, Husbanding Agent sale of currency, and concessionaire sales. These units should be accounted for as Operating Space Items (OSIs) in the ship's allowance for stock. K22s checked out for these periodic functions should be signed out on a locally generated and maintained custody log. When a K22 has been used in the offline mode and transactions have been recorded (stored) but have not yet been downloaded to the Navy Cash server, it should be kept in a safe, for example, the Disbursing Officer's or Sales Officer's safe. K22 OSIs that do not have transactions stored on them should be kept 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 office. Spare K22s not being held in reserve for periodic functions (and without transactions store on them) should be maintained as stock items in a secure storeroom.

b. The Sales Officer is responsible for all spare Card Access Devices (*also known as Card Accepting Devices*) (CADs) held in ready reserve as OSIs. When a CAD has been removed from a vending machine, but, for some reason, for example, maintenance, still has transactions recorded (stored) on it that have not yet been downloaded to the Navy Cash server, it should be kept in a safe, for example, the Disbursing Officer's safe. CADs held as OSIs that do not have transactions stored on them should be kept 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 sales office. In general, CADs should be maintained as stock items in a secure storeroom.

c. Regardless of the physical storage location for Navy Cash spares, for example, K22s or CADs held in reserve as OSIs and stored in the disbursing office or sales office, the spares provided during the Navy Cash installation will be accounted for in the same manner as other repair parts provided during an installation and added to the ship's allowance for stock under the control of the SKs. Failure to maintain inventory control over Navy Cash items can result in missing items, especially during turnover of key personnel. Maintaining inventory control over Navy Cash spares will also help to ensure the correct inventory level is maintained as demand data is accumulated. Inventory of Navy Cash spares must be completed twice annually.

d. Failed Equipment. Whenever a K22 or a CAD fails, the failure must be reported to the CSU (see paragraph 8.14). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

8.3.4 Transfer of Responsibility Upon Relief

a. The actions required of the relieved and relieving Disbursing Officers for transferring Disbursing duties are specified in the Department of Defense (DOD) Financial Management Regulation (FMR) Volume 5, Chapter 2, paragraph 020402, and COMNAVSURFOR Instruction 4400.1, Surface Force Supply Procedures (SURFSUP), paragraph 13500. The actions required for transferring Navy Cash duties are specified in paragraph 13700 of the SURFSUP and paragraphs 8.3.3, 8.3.4, 8.15.13, and 8.15.14 of this SOP. The Navy Cash Turnover and Desktop Guide provides basic guidance for Disbursing Officers in transferring Navy Cash responsibilities and custody of Navy Cash equipment and in getting set up to manage Navy Cash operations.

b. Disbursing and Navy Cash Relieving Letters. Currently, transferring Disbursing and Navy Cash responsibilities requires separate relieving letters. A sample joint relieving letter to document the transfer of Navy Cash responsibilities and custody of Navy Cash equipment is included at paragraph 8.15.14. The relieving Disbursing Officer should retain a signed copy of the Navy Cash relieving letter on file for inspection. Prior to actually transferring Navy Cash responsibilities and custody of Navy Cash equipment, the relieved and relieving Disbursing Officers should complete the Navy Cash Pre-Audit/Turnover Checklist. The Navy Cash Pre-Audit/Turnover Checklist included at paragraph 8.15.13 provides a tool for the relieved and relieving Disbursing Officers to review overall administration of Navy/Marine Cash operations in preparing to transfer Navy/Marine Cash responsibilities. The relieving Disbursing Officer must retain a signed copy of the checklist on file for inspection.

c. SecurID Token and Disbursing Web Site Access. Custody of the Navy Cash SecurID token (random number generator) must be transferred from the outgoing to the incoming Disbursing Officer so that the incoming Disbursing Officer can access the Navy Cash Disbursing Web Site. To reflect this transfer of custody and receive the required log-in data, the incoming Disbursing Officer must provide the CSU (e-mail address: navycashcenter@ezpaymt.com) his or her full name, SSN, date of birth (month and day only), and date entered Navy service. The number generated by the token and the log-in data allow secure access to the Navy Cash web site to update cardholder account information and the like. A SecurID token and log-in data are required for each person who will access the web site, and the same transfer of custody will be required whenever the Leading DK(s) or Sales Officer turn over as well. Generally, each ship receives at least two SecurID tokens; LHAs/LHDs are provided no more than four SecurID tokens, and CVs/CVNs are provided no more than six.

d. Closing Out Navy Cash at Disbursing Officer Turnover

(1) At Turnover. The Disbursing Officer cannot close out Navy Cash until all vending and ship's store merchants have been properly closed out. The Sales Officer, or designated representative, closes out the vending machines and ship's stores following the end of month procedures in paragraph 8.4.29.b and Appendix A. First, all the vending machines for a particular vending merchant must be closed out, and, second, all the merchants must be closed out, to include both vending merchants and ship's store merchants. Since he or she is not turning over, the Sales Officer can ignore these midmonth numbers at the true end of month. The outgoing Disbursing Officer can then perform the third step in the close-out sequence at the next end of day by following the indicate end of day procedures in paragraph 8.4.24 and checking the "Indicate End of Month" block (see paragraph 8.4.24.b.(7)). The Disbursing Officer prepares his or her final DD 2657, Daily Statement of Accountability, and final SF 1219, Statement of Accountability, following the procedures in paragraphs 8.4.24 and 8.9, and, for Navy Cash,

entering only the figures for funds transfers from cash to chip and chip to cash and cash to strip and preparing only SF 215s, Deposit Tickets, or SF 5515s, Debit Vouchers, as appropriate.

(2) At True End of Month (EOM). The Sales Officer, or designated representative, closes out the vending machines and ship's stores following the end of month procedures in paragraph 8.4.29.b and Appendix A. These numbers will start from the previous month end, not the midmonth closeout, and include the full month's receipts. The new Disbursing Officer can then perform an EOM following the procedures in paragraphs 8.4.24 and 8.9. The reports will include numbers for the entire month, but the new Disbursing Officer will only be responsible for the latter part of the month.

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Disbursing Application

NAVSUP

NAVAL SUPPLY SYSTEMS COMMAND

HEADQUARTERS

Ready. Resourceful. Responsive!

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8.4 Navy Cash Disbursing Application

In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)). *Do not change the time or time zone on the Navy Cash server. Changing the clock may result in errors and delays in End-Of-Day (EOD)*

processing. These errors can only be resolved through manual intervention guided by technical support personnel ashore.

8.4.1 Starting the Navy Cash Service

- a. From the Windows desktop screen, click on the “Services” icon, the 4th or 5th icon in the box at the bottom of the screen to immediate right of Start button. A window will open with the title “Services” in upper left hand corner.
- b. Locate the “Navy Cash Messaging Service” line and click on it once. Line will be highlighted.
- c. Click on “Play” button at top of window (looks like play button on a tape recorder). Status will change to “Started”.

8.4.2 Starting the Proxy Application

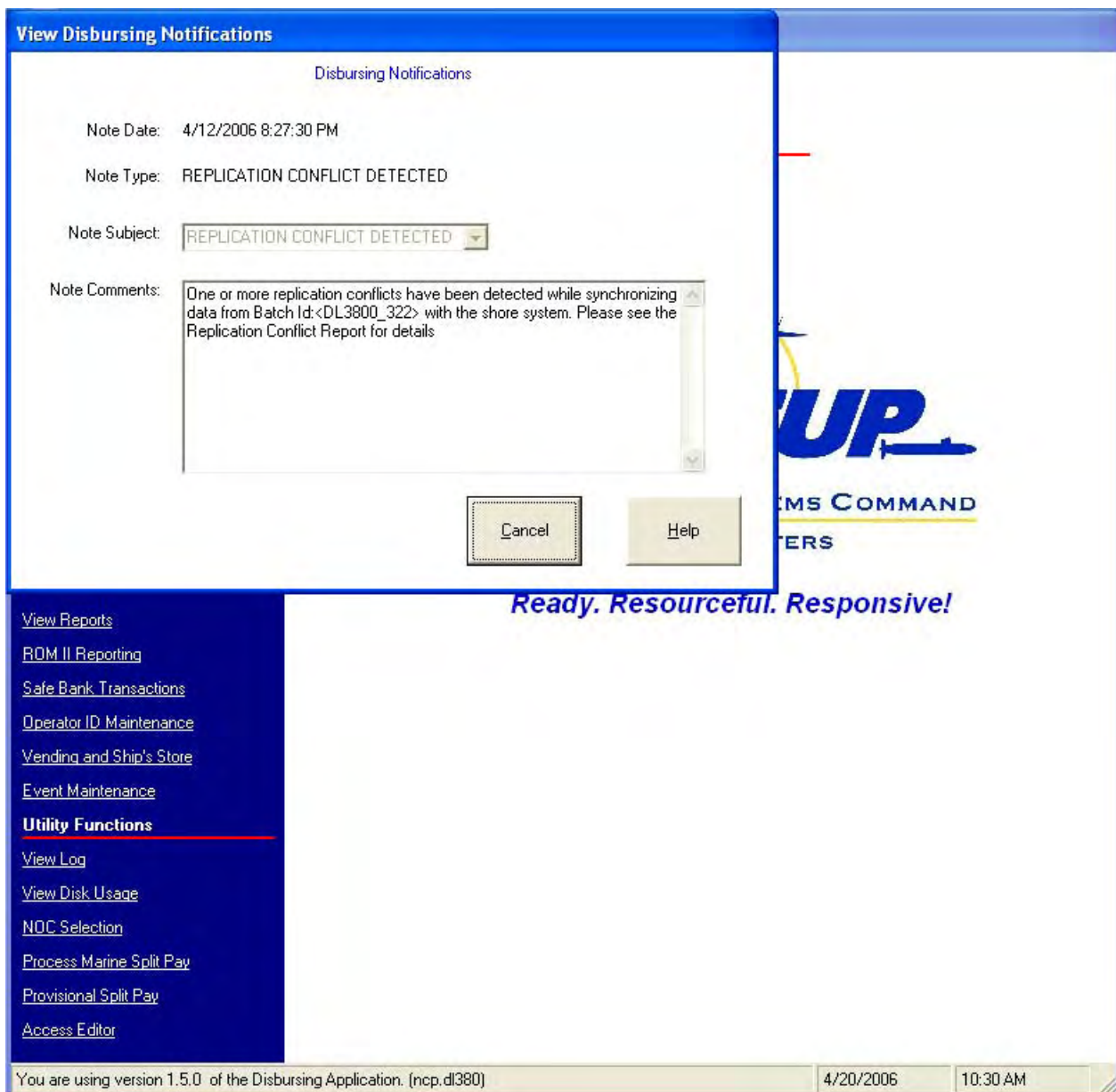
- a. From the desktop screen display, click Start.
- b. Point to Programs.
- c. Point to Navy Cash Disbursing Interface.
- d. Click on Navy Cash Proxy application. The card reader proxy icon, a green and blue serial cable connector, appears in the status bar next to the clock when the application starts.

8.4.3 Starting the Disbursing Application

- a. From the windows desktop screen display, click Start.
- b. Point to Programs.
- c. Point and click on Navy Cash Disbursing Interface application.
- d. Disbursing Application menu screen shown on the preceding page is presented. The Disbursing Application has different levels of access. Menu items are grayed out if the current user does not have access to that particular function.
- e. Disbursing Notifications Alerts. “Disbursing Notifications” notes may appear as alerts at start up of the Disbursing Application if there are new alerts since the last time an operator logged on or when a new operator logs on. These notes are sent to the ship by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. See paragraph 8.4.23.d.(4) for the actions that should be taken when one of these alerts appears. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time he or she logged on to the Disbursing Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click on the “Cancel” button to close the note(s).

8.4.4 Closing the Disbursing Application

- a. Click on “Logout” in the upper left of the menu screen.
- b. Then click on “OK”.



8.4.5 Closing the Proxy Application

- a. Right click or double click the Card Reader Proxy icon in the status bar. A window will open titled “Navy Cash S-D-I Proxy”.
- b. Click the quit button.

8.4.6 Closing the Navy Cash Service

- a. Click on Services icon at bottom of screen.
- b. Click on “Navy Cash Messaging Service” line. Line will be highlighted.
- c. Click on “Stop” button at top of window (looks like stop button on a tape recorder). Status box will be displayed showing shutdown in progress.

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Funds Transfer

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:

Card Number: Account Status:

Card ID: Card Status:

Account Balance: Chip Balance / Limit: /

Social Security Number: (Last 4 Digits)

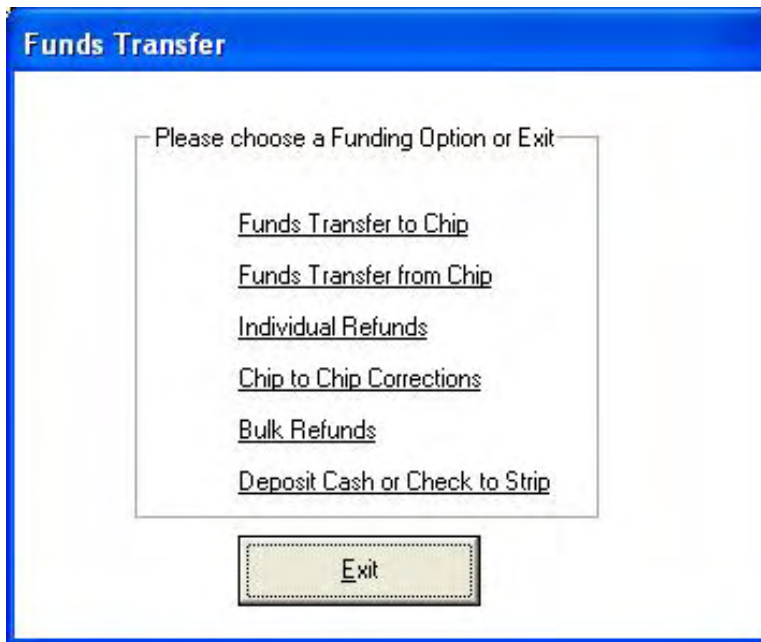
Funds Transfer Options.

1. Funds Transfer to Chip.
Used to plus up the electronic value of the chip on a Navy Cash card with a check, cash or refund.
2. Funds Transfer from Chip.
Used to convert the electronic value of the chip on a Navy Cash card to cash or restore funds to a Merchant account.
3. Individual Refunds.
Used to refund an Event, a Purchase or a Miscellaneous Refund for a single card.
4. Chip to Chip Corrections.
Used to correct an unmatched electronic value transfer between two cardholders. The transaction value is returned to the chip on the original card.
5. Bulk Refunds.
Used to refund an Event in Bulk. This feature refunds all participants for an Event.
6. Deposit Cash or Check to Strip.
Used to deposit funds to a Navy Cash Strip Account.

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8.4.7 Funds Transfer

Using the Disbursing Application, funds can be transferred to and from the electronic purse on the chip and directly to the Navy Cash (strip) account. To access the funds transfer functions, the Disbursing Officer clicks on the “Funds Transfer” link in the Disbursing Application. A window is then displayed that presents the funds transfer options, each of which will be discussed in turn.



- Funds Transfer to Chip
- Funds Transfer from Chip
- Individual Refunds
- Chip-to-Chip Corrections
- Bulk Refunds
- Deposit Cash or Check to Strip

8.4.8 Funds Transfer to Chip

A cardholder can plus up the electronic value on his or her Navy Cash card at the disbursing office with a check or cash or from an existing Navy/Marine Cash account.

- a. To access the chip on the cardholder's card and add value, the Disbursing Officer clicks on the "Funds Transfer to Chip" link in the funds transfer options window.
- b. The cardholder inserts the card into the K22, and the Disbursing Officer clicks "Get Chip Info".
- c. The Disbursing Application displays the card ID number and balance received from the K22 and then displays the account number and account name associated with the card.
- d. The Disbursing Officer verifies ownership of the Navy Cash Card.
- e. The Disbursing Officer chooses the correct funding source, and specifies the transfer amount requested by the cardholder.
 - (1) The Disbursing Application displays three funding sources, "Cash", "Check", and "SSN".
 - (2) Check or Cash. When a cardholder is exchanging either a check or cash to plus up his or her Navy Cash card, "Cash" is selected as the funding source. All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually in accordance with paragraph 8.4.14 on the Daily Cash Transaction Ledger, which shall be kept in the safe.
 - (3) Checks that are exchanged for electronic credit on the Navy Cash Card will be treated the same as cash within the Navy Cash system. These checks should be handled, deposited, and reported in accordance with the Department of Defense Financial Management Regulation (DODFMR) Volume 5.

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Funds Transfer to Chip

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:
 Card Number: Account Status:
 Card ID: Card Status:
 Account Balance: Chip Balance / Limit: /
 Social Security Number: (Last 4 Digits)

Please select a funding source.

Cash
 Check
 SSN

Procedure

1. Have user insert card.	4. Select a funding source.
2. Click the 'Get Chip Info.' button.	5. Specify a transfer amount.
3. Verify cardholder's identity (except for Visitor card).	6. Click the 'Submit' button.

Transfer Amount:

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(4) SSN. A cardholder can request that the Disbursing Officer transfer funds from his or her Navy/Marine Cash (strip) account to another card's chip using the cardholder's Social Security Number (SSN) to designate the account. This capability could be used to transfer funds from a Navy/Marine Cash (strip) account, e.g., split pay funds, to the chip on a visitor card for a cardholder who, for one reason or another, has a Visitor Navy Cash card rather than an instant issue or embossed permanent Navy/Marine Cash card and therefore can't use the K80 Cashless ATM to effect the transfer. An account must be in an "open" status to enable a transfer. "SSN" is selected as the funding source. Enter the cardholder's SSN without dashes or spaces.

f. The Disbursing Officer clicks "Submit" to initiate the funds transfers.

g. The K22 will require the cardholder to enter his PIN and click OK.

h. The K22 will then display the amount for credit and ask the cardholder if the amount is correct. The cardholder will select either "OK" or "CLR". If the cardholder chooses "OK", the transaction is complete, and the card can be removed. If the cardholder chooses "CLR", the

transaction will be rejected and cancelled, and the process will need to be repeated for the correct amount.

i. All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash account balance due the U.S. Treasury funds pool from all dishonored transactions. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DOD FMR, Volume 5, Chapter 4).

8.4.9 Funds Transfer from Chip

To convert electronic value on the chip to cash or to transfer value to a retail merchant account, the Disbursing Officer clicks on the “Funds Transfer from Chip” link in the funds transfer options window.

a. Chip-to-Cash Transactions

(1) After the Disbursing Officer verifies ownership of the Navy Cash card, the cardholder inserts the card into the K22.

(2) The Disbursing Officer clicks “Get Chip Info”, and the Disbursing Application displays the card ID number and balance received from the K22 and then displays the account number and account name associated with the card.

(3) The Disbursing Officer chooses the funding destination, “Cash,” specifies the transfer amount requested by the cardholder, and then clicks the “Submit” button to initiate the funds transfer.

(4) The K22 prompts the cardholder for a PIN. The cardholder enters the PIN and presses OK.

(5) The K22 will display the amount for credit and ask the cardholder if the amount is correct. The cardholder will select either “OK” or “CLR”. If the cardholder chooses “OK”, the transaction is complete and the card can be removed. If the cardholder chooses “CLR”, the transaction will be rejected and cancelled. The transaction will need to be repeated for the correct amount.

(6) All transactions will be recorded on the Navy Cash server and added to the daily reports. In addition, all transactions will be manually recorded in accordance with paragraph 8.4.14 on the Daily Cash Transaction Ledger, which shall be kept in the safe.

(7) Cardholder Deceased, Injured, or Unauthorized Absentee. If a cardholder is deceased, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer presents the Navy Cash card, if available, to the Disbursing Officer. The Disbursing Officer will convert the electronic value on the chip to cash and prepare an ex-cash check in the cardholder’s name. Any amount residing on the strip (Navy Cash) account should be pushed back to the cardholder’s home bank or credit union by sending a request to the Navy Cash CSU at JPMC.

b. Cash Out Visitor Cards. Navy Cash visitor cards are reusable. When a cardholder no longer needs a visitor card, the card should be turned in to the disbursing office, and any value remaining on the chip must be cashed out and returned to the cardholder immediately in

accordance with paragraph 8.4.9.a above. The return date shall be entered on the Card Issue Log, and the card can then be returned to the stock of visitor cards for reissue.

(1) Residual Funds on Visitor Cards. Even if a visitor card is turned in after hours or “under the door” or after the visitor has left the ship, the card must still be cashed out, and the Disbursing Officer must make every reasonable effort to return any remaining value to the cardholder. Refer to the Navy Cash Card Issue Log (see paragraph 8.3.1) to identify whom the card was issued to. For each visitor card issued, the card sequence number, which is printed on the back of the visitor card, should be listed on the log.

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Funds Transfer from Chip

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:

Card Number: Account Status:

Card ID: Card Status:

Account Balance: Chip Balance / Limit: /

Social Security Number: (Last 4 Digits)

Please select a transfer destination.

Merchant

Cash

Procedure

1. Have user insert card.
2. Click the 'Get Chip Info.' button.
3. Verify cardholder's identity (except for Visitor card).
4. Select a funding source.
5. Specify a transfer amount.
6. Click the 'Submit' button.

Transfer Amount:

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(2) If the Cardholder Can Be Identified

(a) The Disbursing Officer shall cash out any value remaining on the card and either cut an ex-cash check for the amount and mail it to the cardholder or do a collection for the amount using a Cash Collection Voucher (DD 1131) to the MPN appropriation (C203/C903) so the cardholder’s pay can be credited.

(b) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.9 and 8.4.14.

(c) After the normal chip-to-cash transaction is processed, the amount of the ex-cash check or DD 1131 shall be reflected as follows.

((1)) The ex-cash check will be posted on the DD 2657 as an increase to line 2.1B (checks issued) and line 6.9 (other). Update the check issue log and any other applicable documents required by DODFMR Volume 5.

((2)) The cash collection voucher (DD 1131) will be posted on the DD 2657 as a increase to line 6.9 (other) and line 4.1B (collections). Forward a copy of the DD 1131 to the PSD Afloat so the amount can be properly credited to the cardholder's pay account.

(d) The card can then be returned to the stock of visitor cards for re-issue.

(3) If the Cardholder Cannot Be Identified

(a) As a last resort and after every effort to identify the individual cardholder and return the residual funds has been exhausted, the Disbursing Officer must cash out any value 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.

(b) These funds will be credited to Payment of Unclaimed Moneys, 20X6133, when the amount is \$5 or more and to Forfeitures of Unclaimed Money and Property, --1060, when the amount is less than \$5.

(c) Record the chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.9 and 8.4.14.

(d) After the normal chip-to-cash transaction is processed, the amount of the DD 1131 shall be reflected as follows.

((1)) The cash collection voucher (DD 1131) will be posted on the DD 2657 as a increase to line 6.9 (other) and line 4.1B (collections).

(e) The card can then be returned to the stock of visitor cards for re-issue.

(4) 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.

c. Chip to Merchant Account (Individual and Bulk Retail Sales)

(1) The Disbursing Application is designed to handle electronic value transfers from the chip to the various Navy Cash accounts held by retail merchants on the ship for retail sales, for example, Wardroom, Chiefs Mess, ship's store. Because these transactions represent electronic merchant retail sales, they are handled completely within the Disbursing Application and do not affect the Disbursing Officer's accountability or other responsibilities for funds.

(a) After the Disbursing Officer verifies ownership of the Navy Cash card, the cardholder inserts card into K22.

(b) The Disbursing Officer clicks the “Get Chip Info” button, and the Disbursing Application displays the card ID number and balance received from the K22 and then displays the account number and account name associated with the card.

(c) The Disbursing Officer chooses the funding destination, “Merchant”, and the appropriate retail merchant account, specifies the sales amount requested by the cardholder, and then clicks the “Submit” button to initiate the retail sales transaction.

(d) The K22 will prompt the cardholder for his or her PIN. After the PIN is entered, the cardholder presses OK.

(e) The K22 will prompt the cardholder to verify the sales transaction amount. If the cardholder clicks OK, the transaction is completed. If the cardholder clicks CLR, the transaction is cancelled and the entire process needs to be repeated with the correct amount.

(f) The Navy Cash server records the retail transaction, and it is included in the appropriate daily merchant transactions reports.

(2) The disbursing office merchant should never be used as a retail sales merchant in the “Chip to Merchant Account” function. When using the “Chip to Merchant Account” function, ensure the correct merchant is selected for the retail sale, e.g., Wardroom Mess–Food when an officer is paying a monthly Wardroom food bill or General Mess–Food when the Wardroom Mess Treasurer is paying the Food Service Officer for the Wardroom’s monthly food bill. Using the disbursing office merchant will cause a variance at the end of the month that the Disbursing Office will have to research and correct. When collecting on negative balances from individual cardholders (see paragraph 8.8.1.e.(6), Collection Options), ships with software release 1.4.5 build 2 or later can transfer value directly to the cardholder’s strip account (see paragraph 8.4.13, Deposit Cash or Check to Strip); ships with software release 1.4.5 build 0 or earlier can transfer value to the cardholder’s chip (see paragraph 8.4.8, Funds Transfer to Chip) and then escort the cardholder to the K80 Cashless ATM and verify that the funds are transferred to the strip.

8.4.10 Individual Refund

a. When an individual cardholder desires a refund from a merchant on the ship (for example, ship’s store, MWR, General Mess), he or she must first obtain authorization (for example, from the Sales Officer, MWR Officer, Food Service Officer, or a designated representative) on a standard, serialized, Navy Cash Refund Chit. In addition, the approving merchant must record the refund on the Navy Cash Merchant Refund Log. A sample refund log and refund chit are included in paragraphs 8.15.15 and 8.15.16.

b. The cardholder will then take the refund chit to the disbursing office and present it to the Disbursing Officer or Deputy. On ships with a separate Sales Officer, refunds for Ship’s Store and vending will be taken care of at the sales office by the Sales Officer or Deputy.

(1) To access the chip on the cardholder’s card and add the value of the refund, the Disbursing Officer (Sales Officer) clicks on the “Individual Refunds” link in the funds transfer options window.

(2) After the Disbursing Officer (Sales Officer) verifies ownership of the Navy Cash card, the cardholder inserts the card into the K22.

(3) The Disbursing Officer (Sales Officer) clicks the “Get Chip Info” button, and the Disbursing Application displays the card ID number and balance received from the K22 and then displays the account number and account name associated with the card.

(4) The Disbursing Officer (Sales Officer) then selects either “Chip Purchase Refund” or “Miscellaneous Refund” as the funding source.

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Individual Refund

Have user insert card. Then click the 'Get Chip Info' button.

Account Name: Account #:

Card Number: Account Status:

Card ID: Card Status:

Account Balance: Chip Balance / Limit: /

Social Security Number: (Last 4 Digits)

Chip Purchase Refund Miscellaneous Refund

Chip Purchase Refund

Transaction Date - D	Amount	Merchant	Event	Refunded

Filters

From Date: / / (mm/dd/yyyy) To Date: / / (mm/dd/yyyy)

Event:

Display Expired Events

Procedure

1. Have user insert card.	Chip Purchase Refund.
2. Click the 'Get Chip Info' button.	1. You can narrow the list by choosing a date range and
3. Verify cardholder's identity.	by Event. Then click Refresh.
4. Choose refund by either a purchase or by dollar amount.	2. Click 'Submit' to Refund.

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(5) **Chip Purchase Refund.** This function allows the Disbursing Officer (Sales Officer) to select a single specific purchase transaction for the refund from a list of the cardholder’s purchases. Multiple-item purchases are treated as a single total if all the items were purchased at the same time. To limit the number of transactions displayed when selecting the chip purchase refund option, the Disbursing Officer (Sales Officer) should either specify a date range (“From Date” and “To Date”) or select a specific event (see paragraph 8.4.12, Bulk Refunds, for an explanation of events) and click the “Refresh” button. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal*

Time (UTC)). When the transaction is selected, the transfer amount for the refund is specified by the Disbursing Application. The chip purchase refund helps to ensure that a particular purchase is only refunded once. For purchases at vending machines or for a single item within a multiple-item purchase, the miscellaneous refund should be used, since the specific sales transaction may be difficult or impossible to identify (see paragraph (6) below). Generally, in ship's store, the miscellaneous refund is the preferred method for refunds.

(6) **Miscellaneous Refund.** This function allows the Disbursing Officer (Sales Officer) to specify a transfer amount for the refund and select a Navy Cash merchant (for example, vending soda, vending snack, or ship's store) from which the refund should originate.

(a) The Disbursing Officer (Sales Officer) clicks the "Submit" button to initiate the funds transfers.

(b) The K22 will require the cardholder to enter his PIN and click OK.

(c) The K22 will display the amount for credit and ask if the amount is correct. The cardholder selects either “OK” or “CLR”. If the cardholder chooses “OK”, the transaction is complete, and the card can be removed. If the cardholder chooses “CLR”, the transaction will be rejected and cancelled. The transaction will need to be repeated for the correct amount.

(d) This will return the amount of the refund to the card and deduct that amount from the originating merchant’s (e.g., ship’s store, MWR) collections for that day. Individual refunds are credited on the ship to a cardholder’s chip account (electronic purse) immediately.

(e) The Navy Cash server records the transaction, and it is included in the appropriate daily merchant transactions reports for the day.

(f) The Disbursing Officer and other responsible individuals, for example, Sales Officer, MWR Officer, should verify that the amounts reported by the Navy Cash server are correct and match the approved chits. They should also verify that the amounts refunded plus the amounts deposited (for example, in ship’s store accounts, MWR bank account, or Navy Cash account) match the total collections (for example, ship’s store, MWR) for that day.

(g) For all refunds processed in the Disbursing Office, the Disbursing Officer shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds. The original chit will be returned to the approving merchant for verification against the serialized logs. Similarly, for all refunds processed in the Sales Office, the Sales Officer shall retain one copy of the approved chit, an updated Refund Log, and the end of month reports summarizing all refunds.

8.4.11 Chip-to-Chip Corrections

a. Two cardholders can transfer electronic value from the chip on one cardholder’s Navy Cash card to the chip on the other cardholder’s card. Cardholders conduct these transactions at the K80 Cashless ATMs following the instructions presented on the ATM screen.

b. The transfer is completed in two parts. First, the sending card initiates the transfer, the funds are removed from the card and placed into an escrow account, and the card is removed from the ATM. Second, the receiving card is put into the ATM, authenticated with PIN entry, and the funds are moved from the escrow account to the receiving card. The receiving card must be placed into the K80 and authenticated within 60 seconds (more time can be requested if needed).

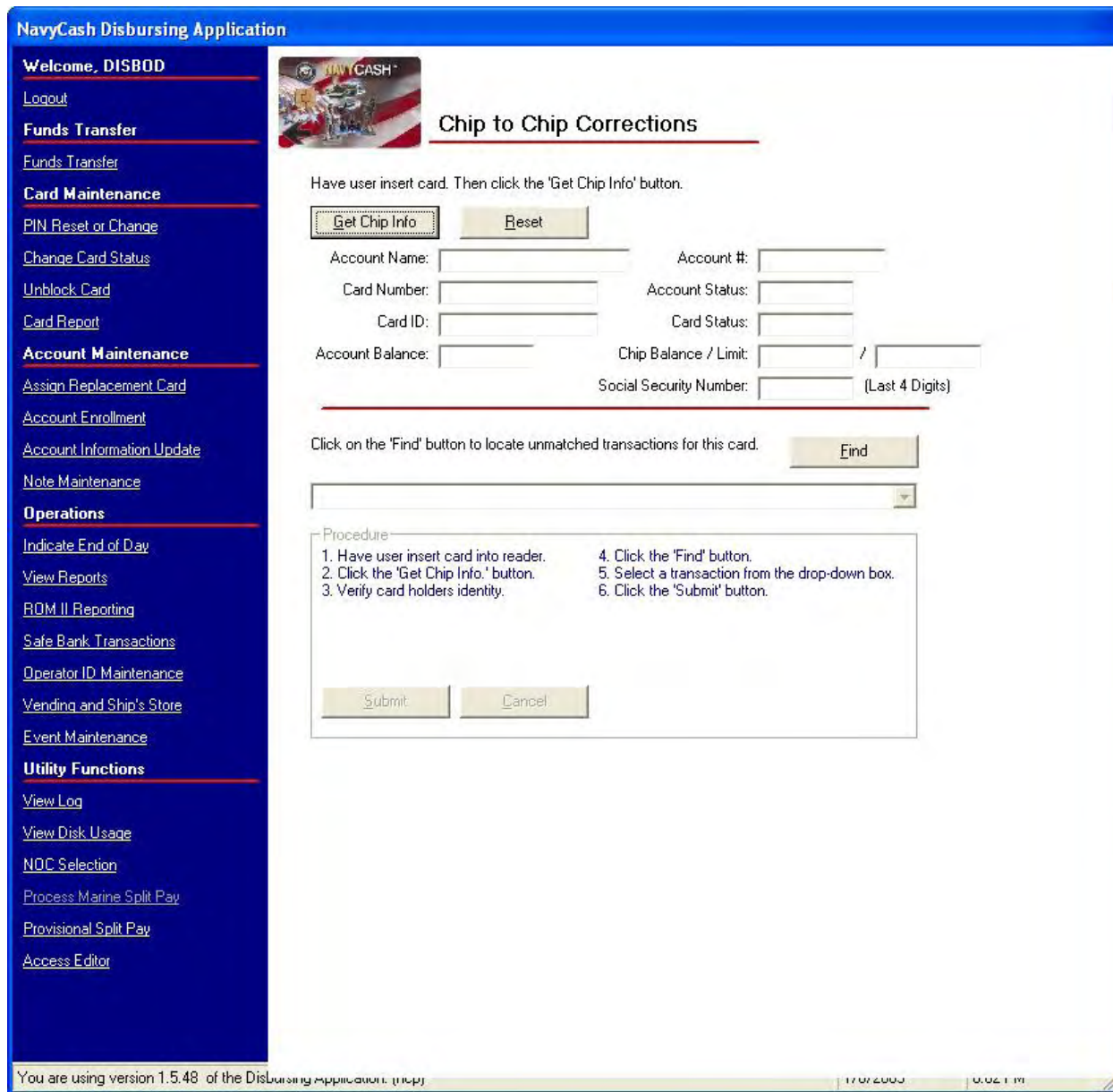
c. If the process is interrupted for any reason before it is completed, e.g., a power failure at the K80 or time expires before the process is completed, the result of the transaction is stored in the escrow account on the Navy Cash server as an unmatched transaction.

d. Unmatched chip-to-chip transactions must be corrected to return the value to the sending card. Navy Cash can correct any unmatched electronic value transfers in two ways, manually, through the Disbursing Application, or automatically.

(1) Automatic Chip-to-Chip Correction

(a) Once every 24 hours, the Navy Cash server on the ship will scan the escrow account for unmatched chip-to-chip transactions.

(b) For each unmatched transaction detected, the automatic correction process will first determine if the sending card was an instant issue or embossed permanent card or a visitor card. If the sending card was an instant issue or embossed permanent card, the electronic value will be returned to the cardholder's Navy Cash (strip) account automatically. Because a visitor card does not have a Navy Cash (strip) account associated with it, the electronic value will be transferred to the Navy Disbursing Office merchant card strip account.



(c) Automated Chip-to-Chip Corrections Report. When the automatic correction process is completed each day, an Automated Chip-to-Chip Corrections Report will be generated by the Navy Cash server on the ship and placed in the reports directory (Q:\files\navydata\report\ship\pspo). On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. The report lists the chip-to-chip corrections that were successfully completed that day (see paragraph 8.15.21 for

a sample report). The Disbursing Officer should review these reports at least once a week. For every chip-to-chip correction completed for a visitor card, the Disbursing Officer must take action to restore the value to the appropriate visitor card cardholder.

(d) Restoring Value to a Visitor Card. The Disbursing Officer should take the Disbursing Office merchant card to the K80, and move the funds from the strip to the chip. Then, the Disbursing Officer can either cash out the chip and use the cash to fund the cardholder's visitor card in the amount of the unmatched chip-to-chip correction; or cash out the chip and give the cardholder the cash; or go to the K80 Cashless ATM and do a chip-to-chip transfer from the Disbursing Office merchant card to the cardholder's visitor card.

((2)) If a visitor card cardholder is no longer on aboard the ship, the individual cardholder should be contacted, if at all possible, and asked to provide a mailing address.

((3)) The Disbursing Officer should then cut an ex cash remittance check in the amount of the unmatched chip-to-chip correction and mail the check to the visitor cardholder.

(2) Manual Chip-to-Chip Correction

(a) Manual correction can be used to correct an unmatched chip-to-chip transaction on the spot, rather than waiting for the next automatic correction process.

(b) To access the chip on the cardholder's card and return the value of the unmatched transaction, the Disbursing Officer clicks on the "Chip-to-Chip Corrections" link in the funds transfer options window.

(c) After the Disbursing Officer verifies ownership of the "sending" Navy Cash card, the cardholder inserts the card into the K22 and enters his or her PIN. The Disbursing Officer can determine who owns a visitor card in question by referring to the Navy Cash Card Issue Log (see paragraphs 8.3.1 and 8.15.12).

(d) The Disbursing Officer then clicks the "Get Chip Info" button.

(e) The Disbursing Officer clicks the "Find" button to locate any unmatched transactions associated with this particular Navy Cash card.

(f) The Disbursing Officer selects the appropriate unmatched transaction and clicks "Submit" to return the electronic value to the sending card. When correcting an unmatched transaction manually through the Disbursing Application, the electronic value is returned to the chip account on the sending card.

e. If for some reason, an unmatched chip-to-chip transaction couldn't be reimbursed to the cardholder, the overage must be collected to the Treasury Department Receipt Account, Forfeiture of Unclaimed Money and Property, in accordance with DOD FMR, Volume 5, Chapter 6, Paragraph 0606. For example, a visitor card may have been turned in after hours or "under the door" or after a visitor has left the ship and cannot be attributed to a specific individual, *If not cashed out, any value remaining on a card after it has been turned in will be handed over to Treasury and cannot be recovered.*

8.4.12 Bulk Refunds

a. Refunds for single cardholders and single transactions can be handled readily using the "Individual Refund" function (see paragraph 8.4.10). When a large number of cardholders

needs a refund, handling them individually would be time consuming. For example, MWR may sell a significant number of tickets to a concert or sporting event that must be cancelled at the last minute because of operational requirements or a change in the ship's schedule. The bulk refund function allows the disbursing to initiate a refund to everyone who purchased a ticket in a few simple steps. Bulk refunds are credited to each cardholder's strip account (Navy/Marine Cash account) on the ship. This credit will be reflected ashore as soon as the ship completes its end-of-day processing between ship and shore. Purchases made with visitor cards, which do not have a strip account associated with them, must be refunded individually at the Disbursing Application (see paragraph 8.4.10 and the "Chip Purchase Refund" selecting a specific event).

b. Bulk Refunds consists of four basic parts, each of which will be discussed in turn.

- Event Processing
- Programming the K22 Point-Of-Sale (POS) Device
- Bulk Refunds
- Reporting

c. Event Processing. Although developed primarily for MWR, event processing allows any merchant on the ship to specify events for collections and reporting (see paragraph 8.4.30).

(1) To set up event processing, the merchant must coordinate with the Disbursing Officer, who will use the Event Maintenance function in the Disbursing Application to enter an event name and event description and create an event code.

(2) Event Codes. Event codes provide the ability to track events that are purchased using Navy/Marine Cash so that sales transaction data can be reported by event and a bulk refund can be performed at a later time if necessary. Once an event code is created, a merchant can use it during sales by selecting the appropriate function key on a K22 that has been configured with event codes, although selecting an event is not required to complete a sale.

(3) Event Codes Are Not Reusable. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used one time. This becomes especially important if an event is canceled and the Disbursing Officer performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.

d. Programming the K22 POS Device. Following the instructions in Chapter 2 (see paragraphs 2.3.3 and 2.3.9), the K22 can be programmed with up to three event codes for each of three merchants, with each event assigned to a different function key. When transactions are collected on a K22 that has been properly configured, the sales clerk will be able to indicate which event the cardholder is purchasing by selecting the appropriate function key. This event code information is then held in the database for reporting purposes and for a bulk refund if one should become necessary. When programming the K22 for multiple MWR events, only one event code can be assigned to each function key, and the event code must correspond with the descriptions set within the Event Maintenance function of the Disbursing Application.

e. Bulk Refunds. When requested by an appropriate merchant, the Disbursing Officer can initiate a bulk refund on the ship using the Disbursing Application. For each event refunded, the full purchase amount will be credited to each cardholder's strip (Navy/Marine Cash) account on the ship. This credit will be reflected ashore after the next end-of-day round trip is completed. A bulk refund can only be initiated one time for any one event.

(1) To enter the “Bulk Refunds” function, the Disbursing Officer clicks on the “Bulk Refunds” link in the funds transfer options window.

(2) Select Event. To refund an event, select the appropriate event in the “Select Event for Refund” box and click the “Refund” button.

(3) Check Status. To check the status of a refunded event, look at the appropriate event in the “View Refund Request Status Details” box.

(a) Review Bulk Refund Exceptions Report. Although the status of a refund request may indicate “Processed Successfully”, the Disbursing Officer and MWR Officer must review the Bulk Refund Exceptions Report to ensure that all transactions were refunded.

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Select Event for Refund

Merchant - A	Event	Event Desc
CG BOOKS	FRESHMAN MATH101	FRESHMAN MATHBOOKS
CG COURSES	MATH101	FRESHMAN MATH COURSE 101
FRGN CON	FOREIGN DRINKS	FOREIGN DRINKS FOR THE BEER PA...
GM FOOD	FREE FOOD	FREE FOOD FOR ALL
HANGAR BAY	COKE PARTY	FROM SUNIL??

Refund

View Refund Request Status Details

Merchant - A	Event	Event Status
CG BOOKS	FRESHMAN MATH101	Processed
CG BOOKS	FRESHMAN MATH101	Processed
CG BOOKS	FRESHMAN MATH101	Processed
CG COURSES	MATH101	Processed
CG COURSES	MATH101	Processed

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Reset

Procedure

To Refund an Event:

From the 'Select Event for Refund' box:

1. Select a Merchant/Event.
2. Click the 'Refund' button.

To Check Status of a Refunded Event:

From the 'View Refund Request Status Details' box:

1. Choose an Event being refunded.

To Refresh all the Data on the screen Click the 'Reset' button.

You are using version 1.5.48 of the Disbursing Application. (incp) 1/6/2009 6:04 PM

(b) Visitor Cards. Purchases made with visitor cards, which do not have a strip (Navy/Marine Cash) account associated with them, will always be listed on the Bulk Refund Exceptions Report and must be refunded individually at the Disbursing Application (see paragraph 8.4.10 and the “Chip Purchase Refund” selecting a specific event).

f. Bulk Refund Reports.

(1) Bulk Refund Exceptions Report. The bulk refund procedure will generate a Bulk Refund Exceptions Report for transactions that it cannot refund, for example, purchases made with visitor cards or transactions that have already been refunded individually. This report will be placed automatically in the reports directory “Q:\files\navydata\report\ship\bulkrefund”. On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the shore report directory.

(2) Merchant Reports. Merchant daily and monthly reports will group sales transaction data by event codes if one or more have been created (and used) for any “events” within a merchant’s sales, for example, a concert, golf tournament, cruise book, flower sales. If no event codes were indicated during sales, all sales transactions will be reported together.

The screenshot displays the NavyCash Disbursing Application interface. On the left is a blue navigation menu with categories: Funds Transfer, Card Maintenance, Account Maintenance, Operations, and Utility Functions. The main content area is titled "Deposit Cash or Check to Strip". It features two sections: "Card not Present" with search criteria for Social Security Number, MasterCard Number, and Last Name / First Name (STICKNEY AND PETER), and "Card Present" with an "Insert card:" field and a "Get Card Info" button. Below these is a card information display showing "606254 STICKNEY.PETER I 7002 8000000012437 8000000140170". A "Member Profile" section shows "First Name: PETER", "Middle Initial: I", and "Last Name: STICKNEY". A "NavyCash Disbursing Application" dialog box is overlaid, displaying the message: "You are depositing \$50 by cash to the account of PETER I STICKNEY" with "Yes" and "No" buttons. The "Deposit Amount" is set to 50. A "Process Deposit" button is at the bottom. The status bar at the bottom indicates "You are using version 1.5.48 of the Disbursing Application. [ncp]", the date "1/7/2009", and the time "7:51 PM".

8.4.13 Deposit Cash or Check to Strip

a. A cardholder can plus up or deposit value directly to his or her Navy Cash (strip) account at the disbursing office with a check or cash.

(1) Clear a Negative Navy Cash Account Balance. For a cardholder with a negative balance, a funds transfer directly to his or her strip (Navy Cash) account provides an additional option to clear the negative balance (see paragraph 8.8.1, Negative Navy Cash Balance). The cardholder can provide cash to the Disbursing Officer (or a personal check if the Disbursing Officer is willing to accept it) in an amount sufficient to return the account balance to zero or a positive amount.

(2) 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 presented up to two more times on successive pay days. Because Navy Cash access to a bank or credit union account is blocked automatically when a transfer request is returned for NSF and a Navy Cash account goes negative, a cardholder may opt to go to Disbursing to clear a negative balance and unblock access. Just prior to initiating automatic representment, the Navy Cash system ashore checks the account balance. If the account is no longer negative, i.e., the account balance is "zero" or positive, the transaction returned for Non Sufficient Funds (NSF) will not be represented. With automatic representment, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the Disbursing Officer must continue to review the Negative Balance and Returned Items Detail Reports on a daily basis and collect on any negative balances not covered by automatic representment (see paragraph 8.8.1, Negative Navy Cash Balance). If a cardholder's Navy Cash account balance has gone negative for a reason other than NSF, if the transaction returned for NSF is under \$5, or if there have been two representments since the account went negative, the Disbursing Officer is responsible for collecting on that debt.

(3) The Disbursing Officer should ensure the cardholder's Navy Cash access to his or her bank or credit union account ashore remains blocked until the negative balance is cleared.

b. To access the cardholder's strip account and add value, the Disbursing Officer clicks on the "Deposit Cash or Check to Strip" link in the funds transfer options window.

c. To search for the appropriate Navy Cash (strip) account:

(1) If the cardholder's Navy Cash card is not available, the Disbursing Officer enters the cardholder's SSN or MasterCard card number or the cardholder's last name or the initial letter or letters of the last name in the "Card not Present" box and then clicks the "Account Search" button.

(2) If the cardholder's Navy Cash card is available, the Disbursing Officer inserts the card into the K22 and clicks the "Get Card Info" button in the "Card Present" box.

(3) The Disbursing Application brings up the cardholder names associated with the search criteria.

d. After verifying the cardholder's identity, the Disbursing Officer highlights the correct name, and the cardholder's name and SSN are displayed in the "Member Profile" window.

e. The Disbursing Officer chooses the correct funding source, and specifies the deposit amount requested by the cardholder.

(1) Check or Cash. The Disbursing Application displays two funding sources, “Check” and “Cash”. When a cardholder is exchanging either a check or cash to plus up his or her Navy Cash (strip) account, “Cash” is selected as the funding source.

(2) Checks that are exchanged for electronic credit on the Navy Cash Card will be treated the same as cash within the Navy Cash system. These checks should be handled, deposited, and reported in accordance with the Department of Defense Financial Management Regulation (DODFMR) Volume 5.

(3) All transactions will be recorded automatically on the Navy Cash server and added to the daily reports. In addition, all transactions will be recorded manually in accordance with paragraph 8.4.14 on the Daily Cash Transaction Ledger, which shall be kept in the safe.

f. The Disbursing Officer clicks the “Process Deposit” button to initiate the deposit to the cardholder’s Navy Cash (strip) account.

g. The Disbursing Application asks the Disbursing Officer to verify the deposit amount and the cardholder’s name. The Disbursing Officer then clicks the “Yes” button to complete the deposit.

8.4.14 Daily Cash Transaction Ledger

Note: A cardholder's signature is required only for a chip-to-cash transaction. This form can be maintained electronically, provided all required signatures are obtained.

- a. If a cardholder uses cash (or check) to put monies on his or her card:
 - (1) In Block 1, enter the date of the transaction.
 - (2) In Block 2, enter the amount of the cash value added to the chip.
- b. If a cardholder converts electronic value on his or her card to cash:
 - (1) In Block 1, enter the date of the transaction.
 - (2) In Block 3, enter the amount of the cash value removed from the chip.
 - (3) In Blocks 5 and 6, have the cardholder print and sign his or her name for the amount of cash received.
- c. If a cardholder uses cash (or check) to put monies on his or her strip:
 - (1) In Block 1, enter the date of the transaction.
 - (2) In Block 4, enter the amount of the cash value added to the strip.
- d. If a cardholder is deceased, injured, or an unauthorized absentee, a designated officer, or an inventory board appointed by the Commanding Officer presents the Navy Cash card, if available, to the Disbursing Officer. The Disbursing Officer will convert the electronic value on the chip to cash and prepare an ex-cash check in the cardholder's name. Any amount residing on the strip (Navy Cash) account should be pushed back to the cardholder's home bank or credit union by sending a request to the Navy Cash CSU at JPMC.
 - (1) In Block 1, enter the date of the transaction.
 - (2) In Block 3, enter the cash value on the chip.
 - (3) In Block 5, enter the ex-cash check number.
- e. Close out the Daily Cash Transaction Ledger as follows:
 - (1) Total Column 2, and enter the amount in Block 7, Total Cash to Chip.
 - (2) Total Column 3, and enter the amount in Block 8, Total Chip to Cash.
 - (3) Total Column 4, and enter the amount in Block 9, Total Cash to Strip
 - (4) In Block 10, Net Sum for Chip Transactions, enter the difference between the sum of Blocks 7 and 9 and Block 8.
 - (5) This value should be the value recorded as an increase to line 6.2A and a decrease to line 6.9 of the DD 2657.
- f. Each individual operator, e.g., Disbursing Officer, Deputy Disbursing Officer, agent cashier, should use a separate Daily Cash Transaction Ledger. The completed Daily Cash Transaction Ledger(s), along with the supporting Disbursing Accountability Summary Report (DASR) and Disbursing Transactions Detail Report sorted by operator, shall be retained with the balanced DD 2657.
- g. A blank copy of the Daily Cash Transaction Ledger is included in paragraph 8.15.10.

NAVY CASH[®] DAILY CASH TRANSACTION LEDGER

DATE ①	CHIP		STRIP	PRINT CARDHOLDER NAME ⑤	CARDHOLDER SIGNATURE ⑥
	CASH- TO-CHIP ②	CHIP- TO-CASH ③	CASH- TO-STRIP ④		
11/01/02	100.00				
11/01/02	60.00				
11/01/02	50.00				
11/01/02	50.00				
11/01/02		50.00			
11/01/02			40.00		
11/01/02			100.00		
11/01/02		40.00			
11/01/02			20.00		
Total	260.00	90.00	160.00		
⑦ TOTAL CASH- TO-CHIP		⑧ TOTAL CHIP- TO-CASH	⑨ TOTAL CASH- TO-STRIP	⑩ NET SUM FOR CASH TRANSACTIONS	
\$260.00		\$90.00	\$160.00	\$330.00	

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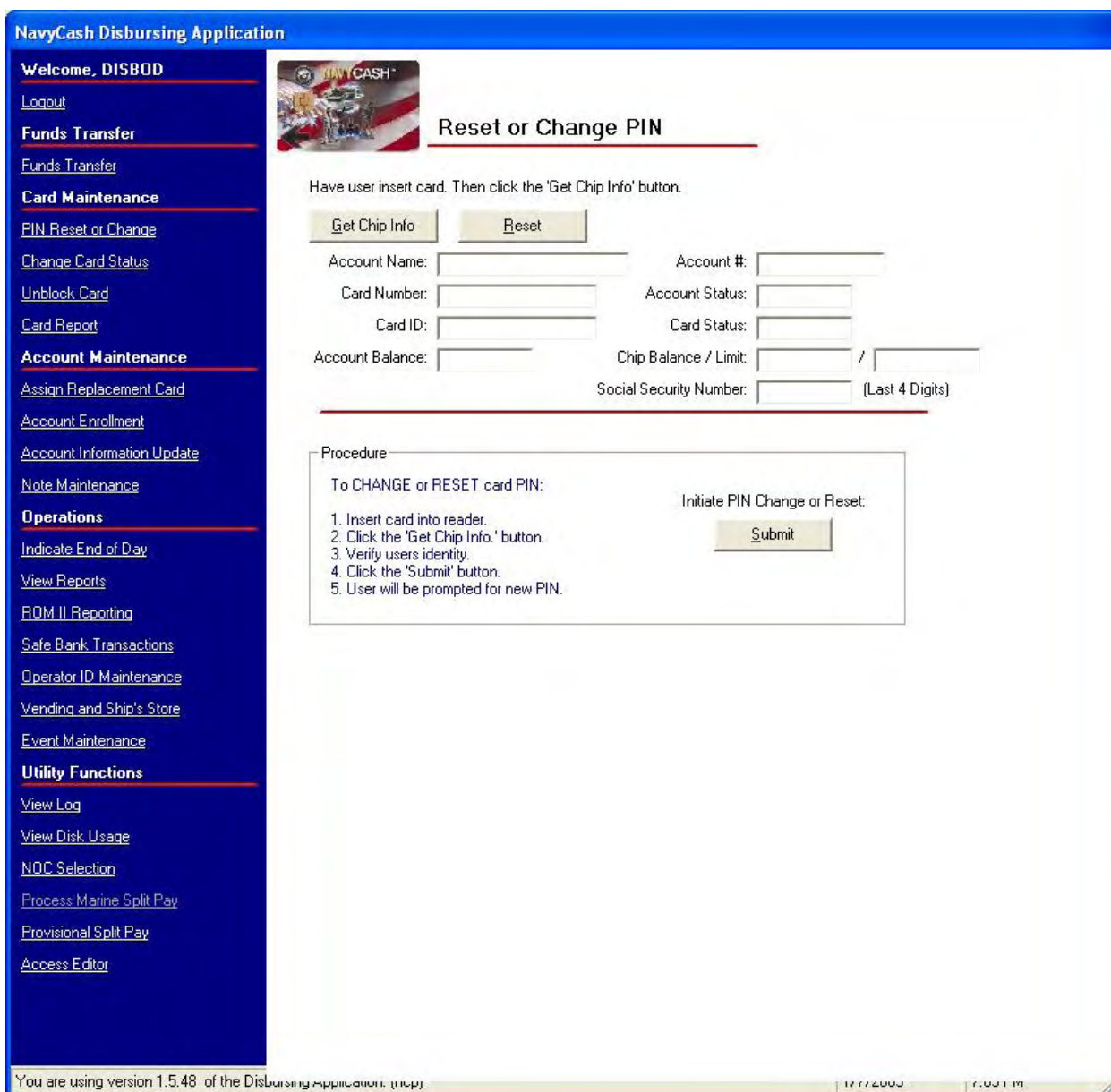
Card Maintenance

Have user insert card. Then click the 'Get Chip Info' button.

<input type="button" value="Get Chip Info"/>	<input type="button" value="Reset"/>
Account Name: <input type="text"/>	Account #: <input type="text"/>
Card Number: <input type="text"/>	Account Status: <input type="text"/>
Card ID: <input type="text"/>	Card Status: <input type="text"/>
Account Balance: <input type="text"/>	Chip Balance / Limit: <input type="text"/> / <input type="text"/>
	Social Security Number: <input type="text"/> (Last 4 Digits)

Card Maintenance Options.

1. PIN Reset or Change.
Used to change or reset the PIN associated with a Navy Cash card.
2. Change Card Status.
Used to report a customer's Navy Cash card as lost, stolen, damaged or canceled. A new card may be issued using the 'Assign Replacement Card' option.
3. Unblock Card.
Used to unblock a customer's Navy Cash card when the PIN has been incorrectly entered more than three times.
4. Card Report.
Used to examine the transactions associated with a card over a specified date range.



8.4.15 Resetting or Changing the PIN

Cardholders who elect to reset or change the PIN associated with their Navy Cash cards would normally use the K80 and follow the screen prompts. To change a PIN at disbursing:

- a. The Disbursing Officer clicks on the “PIN Reset or Change” link in the Disbursing Application.
- b. The Disbursing Officer instructs the cardholder to insert the card into the K22 and clicks on the “Get Chip Info” button. The Disbursing Officer must then verify the information displayed and the cardholder’s identity and ownership of the card.
- c. The Disbursing Officer then clicks the “Submit” button to initiate the PIN change.
- d. The cardholder then follows instructions on K22 and enters and reenters a new PIN.

e. A pop-up window on the Disbursing Application screen will indicate PIN change was successful.

f. If a card is blocked, it must be unblocked before the PIN can be changed (see paragraph 8.4.17, Unblock Card).

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Change Card Status

Card Not Present

Enter criteria to search:

Social Security Number: OR

MasterCard Number: OR

Card ID:

OR

Card Present

Insert card:

Customer Name:

Account Balance:

Card:

Report card status:

Procedure

If card present:	If card not present or chip is damaged:
1. Insert card.	1. Enter customer's Social Security Number, MasterCard number, Or enter Card ID for Visitor card.
2. Click 'Get Card Info' button.	2. Click 'Card Search' button.
3. Select the new status.	3. Select card from list.
4. Click the 'Update Card Status' button.	4. Select the new status.

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8.4.16 Change Card Status

The “Change Card Status” screen can be used to “activate” a new embossed permanent Navy Cash card that has been delivered to the ship and to report a card that has been lost, stolen, or damaged, or needs to be canceled.

a. Card Activation for Embossed Permanent Cards

For security reasons and to prevent fraud, embossed permanent Navy Cash cards are delivered to the ship in a “pendactive” status and must be activated before they will work.

Occasionally, a cardholder will come to disbursing to report a card that no longer works, when, in fact, the card has never been activated. For example, the cardholder may have been given a new embossed permanent Navy Cash card just as he or she was leaving a previous ship, and the card was not activated at the time. Because the card does not work, the cardholder will not be able to do a ship check-in until the card has been activated.

(1) Cardholder Activates Card at K80 Cashless ATM

(a) A cardholder can activate a new, “pendactive” embossed permanent Navy Cash card at the K80, as long as there is no other active instant issue or embossed permanent card associated with the account. If there is another active card, e.g., a card that is about to expire, he or she must go to disbursing to have the card canceled before the new embossed permanent card can be activated (see paragraph (2) below).

(b) The cardholder inserts the card into the K80 and enters the PIN when requested. As soon as the card’s PIN has been entered correctly and validated by the ship’s Navy Cash server, the card’s status is changed from “pendactive” to “active”.

(c) The new embossed permanent Navy Cash card is now active and immediately usable on the ship. Since the active status of the card will not be reported to JPMC until the next end-of-day processing is initiated, the card will not be usable ashore until the end-of-day processing is completed between ship and shore.

(d) If the PIN is entered incorrectly three times or more, the card is blocked, and the cardholder must report to disbursing to unblock the card.

(e) Once the card has been activated, the cardholder can change the PIN at the K80 Cashless ATM. If the PIN is changed, the new PIN will be effective on ship immediately and on shore after the next end-of-day processing is completed between ship and shore. In the interim, the old PIN can be used ashore if necessary.

(2) Disbursing Activates Card at Disbursing Application

(a) To activate a card, the Disbursing Officer first clicks on the “Change Card Status” link from the Card Maintenance menu in the Disbursing Application.

(b) If the cardholder has an instant issue or embossed permanent card that is about to expire, disbursing must first insert the card into the K22 and click on the “Get Card Info” button so that card can be canceled before activating the new embossed permanent card.

(c) To provide quicker access to any funds remaining on the chip of the instant issue or embossed permanent card, the cardholder can move the funds on the chip (electronic purse) to the strip (Navy Cash account) using the K80 Cashless ATM before coming to disbursing. Otherwise, the system will automatically do a chip-to-strip transfer to restore the value on the chip when the Disbursing Officer clicks the “Update Card Status” button in the step below, and the funds won’t be available in the Navy Cash account until the next end-of-day processing is completed between the ship and the shore.

(d) The Disbursing Application brings up the card ID number(s) associated with the search criteria. After verifying the cardholder’s identity and ownership of the card, the Disbursing Officer selects the correct card in the “Cards Found” window, selects the “Canceled” status in the “Report Card Status” window, and clicks “Update Card Status” to initiate the change in card status.

(e) The Disbursing Officer must immediately destroy a canceled card in the presence of the cardholder. Cards can be destroyed by cutting them up or shredding them. The cardholder should sign the card issue log to document the destruction of the card.

(f) The Disbursing Officer then inserts the new embossed permanent Navy Cash card into the K22 and clicks on the “Get Card Info” button.

(g) The Disbursing Officer selects the correct card in the “Cards Found” window, selects the “active” status in the “Report Card Status” window, and clicks “Update Card Status” to initiate the change in card status.

(h) The new embossed permanent Navy Cash card is now active and immediately usable on the ship. Since the active status of the card will not be reported to JPMC until the next end-of-day processing is initiated, the card will not be usable ashore until the end-of-day processing between the ship and the shore is completed.

b. Reporting Embossed Permanent and Instant Issue Cards Lost, Stolen, Damaged, or Canceled

(1) Lost, Stolen, or Damaged Cards. If a cardholder’s Navy Cash card is lost, stolen, or damaged, he or she must report to the disbursing office immediately so that the status of the old card can be reported appropriately as “Lost”, “Stolen”, or “Damaged” and a new card can be issued.

(2) Canceled Cards. If a cardholder is being discharged from the Navy or Marine Corps (see paragraph 8.4.20) or no longer desires to have a Navy/Marine Cash account or is simply turning in an expiring card in order to pick up a new embossed permanent card, he or she must report to the disbursing office to turn in and cancel his or her card.

(a) Prior to reporting to the disbursing office, cardholders being discharged from the service or otherwise closing their Navy/Marine Cash accounts should move all the funds on their Navy/Marine Cash cards from the chip (electronic purse) and the strip (Navy/Marine Cash account) back to their home bank or credit union accounts using the K80 Cashless ATM. Alternatively, they may move all the funds on the strip to the chip and “cash out” the chip at the disbursing office in accordance with paragraph 8.4.9.

(b) For cardholders being discharged or closing their accounts, the Disbursing Officer must first verify that their Navy/Marine Cash card is empty before changing the card status to “Canceled”. For cardholders turning in an expiring card in order to pick up a new embossed permanent card, the system will automatically start a chip-to-Navy Cash transfer on the ship to restore the value on the chip (see below and paragraph 8.4.16.a.(2) above).

(3) The Disbursing Officer clicks on the “Change Card Status” link in the Disbursing Application.

(4) If the card is present

(a) The Disbursing Officer inserts the card into the K22 and clicks on the “Get Card Info” button.

(b) The Disbursing Application brings up the card ID number(s) and associated information. The cardholder’s name is displayed but cannot be modified. After verifying the cardholder’s identity and ownership of the card, the Disbursing Officer selects the correct card in

the “Cards Found” window, selects the correct card status in the “Report Card Status” window, and clicks “Update Card Status” to initiate the change in card status.

(c) If the card’s status is being changed to “Canceled”, the system will automatically start a chip to Navy/Marine Cash (strip) transfer. This allows the system to move the exact amount on the chip to the individual’s Navy/Marine Cash account on the ship. The updated Navy/Marine Cash account balance will not be reflected on the shore until the next end-of-day processing is completed between the ship and the shore.

Note: If the cardholder has not checked in to the particular ship, his or her Navy/Marine Cash account balance cannot be displayed because the account balance information is not available on the shipboard server. The account balance can only be displayed after the individual cardholder has done a “Ship Check In” at the K80 Cashless ATM and a subsequent Navy Cash data transmission round trip has been completed.

(d) The K22 will require the cardholder to enter his PIN and click OK.

(e) The K22 will display the amount for credit and ask cardholder if amount is correct. The cardholder will select either “OK” or “CLR”. If the cardholder chooses “OK”, the chip to Navy Cash transfer is completed and the card can be removed. If the cardholder chooses “CLR”, the transaction will be rejected and cancelled, and the process will need to be repeated for the correct amount.

(f) Document Destruction of Navy Cash Cards. The Disbursing Officer must immediately destroy a canceled card, whether it is embossed permanent or instant issue, in the presence of the cardholder and notify the CSU via phone or e-mail if an account is being closed. Cards can be destroyed by cutting them up or shredding them. The cardholder should sign the card issue log to document the destruction of the card (see paragraph 8.3.1, Custody of Navy Cash Cards).

(5) If the card is not present (or the chip is damaged)

(a) The Disbursing Officer enters either the individual’s SSN, the MasterCard number, or, for visitor cards, the card ID number (with just one criterion needed) and clicks the “Card Search” button. The MasterCard number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card, the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

(b) The Disbursing Application brings up the card ID number(s) associated with the search criteria.

((1)) After verifying the cardholder’s identity and ownership of the card, the Disbursing Officer selects the correct card in the “Cards Found” window, selects the correct card status in the “Report Card Status” window, and clicks “Update Card Status” to initiate the change in card status.

((2)) When multiple card ID numbers match the search criteria, the Disbursing Officer must carefully verify that the card selected is the correct card.

(c) If the card’s status is being changed to “Lost”, “Stolen”, “Damaged”, or “Canceled”, the system will automatically notify the shore-side when the next Navy Cash data transmission occurs to do a chip to Navy Cash transfer to restore the value on the chip. The balance that was on the chip at the close of the business day the card was reported lost, stolen, or

damaged is transferred automatically by the shore-side to the cardholder's Navy/Marine Cash account. This action will not be completed until the next end-of-day processing is initiated from the ship, and the updated Navy/Marine Cash account balance will not be reflected on the ship until the end-of-day processing is completed between the ship and the shore.

(6) The system then changes the card's status, and the card is now "hotlisted" on the ship. All the card readers on the ship, for example, the K22s in the ship's store and post office and the CADs in the vending machines, will be updated with this hotlist information within five minutes, and, if the card is inserted into a K22 or CAD, the device will lock the card from further use and actually render the chip permanently unusable.

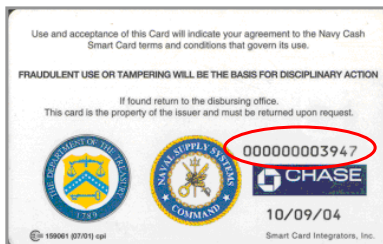
(7) Since the hotlisted status of the card is not "reported" to JPMC until the next end-of-day processing is initiated from the ship, the Disbursing Officer must also notify the CSU that the card has been hotlisted. A telephone call is the preferred way to notify the CSU, but e-mail notification is also acceptable.

(8) To issue a replacement card, the Disbursing Officer then clicks on the "Assign Replacement Card" link in the Disbursing Application, which is described in paragraph 8.4.19.

c. Visitor Cards

(1) Reporting Lost, Stolen, or Damaged Visitor Cards

(a) If a cardholder's Navy Cash visitor card is lost, stolen, or damaged, he or she must report to the disbursing office immediately so that the status of the old card can be reported appropriately as "Lost", "Stolen", or "Damaged", any unused value remaining on the card can be restored, and a new card can be issued.



(b) The Disbursing Officer must enter the visitor card sequence number, which is printed on the lower right of the back of the card, and click the "Card Search" button in order for the system to bring up the correct card in the "Cards Found" window. If the card is lost or stolen, and the cardholder has not recorded the card number, the Disbursing Officer can refer to the Navy Cash Card Issue Log (see paragraph 8.3.1). The log contains the last four digits of the card number for instant issue and embossed permanent cards and the entire card sequence number for visitor cards.

(c) After verifying the cardholder's identity and ownership of the card (refer to the Navy Cash Card Issue Log), the Disbursing Officer selects the correct card in the "Cards Found" window, selects the correct card status in the "Report Card Status" window, and clicks "Update Card Status" to initiate the change in card status.

(d) Visitor cards are not normally canceled but should be cashed out and turned in to disbursing when the visitor departs so that they can be reissued to another visitor.

(2) Restoring Value on Lost, Stolen, or Damaged Visitor Cards

(a) Because a Navy Cash Visitor Card is anonymous and does not have a Navy/Marine Cash account associated with it, the funds that were on the chip cannot be moved automatically from the chip to a Navy/Marine Cash strip account. There are three options available to retrieve funds from the visitor card.

(b) For each of these options, the Disbursing Officer must first change the card status of the “old” visitor card to “Lost”, “Stolen”, or “Damaged” as appropriate (see above).

(c) Move Funds to Disbursing Office Navy Cash (Strip) Account. The Disbursing Officer must provide the CSU the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSU can then debit the chip and credit the Disbursing Office Navy Cash (strip) merchant account. After the next round trip, the Disbursing Officer can take the Disbursing Office merchant Navy Cash card to the K80, move the funds from the strip to the chip. Then, he or she can either cash out the chip and use the cash to fund a new visitor card; or cash out the chip and give the cardholder the cash; or go to the K80 Cashless ATM and do a chip-to-chip transfer from the Disbursing Office merchant card to a new visitor card.

(d) Move Funds to Cardholder’s Navy Cash (Strip) Account. If the cardholder has a Navy Cash account, the Disbursing Officer can provide the CSU the visitor card sequence number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log). The CSU can then debit the chip and credit the cardholder’s strip account. After the next round trip, the cardholder can take his or her Navy Cash card to the K80 and move the funds from the strip to the chip or back to his or her home bank or credit union account.

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

1234

Do not include the check number.

SAMPLE

(e) Move Funds to Cardholder’s Home Account. The CSU can “push” the funds remaining on the chip to a specified bank or credit union account. To accomplish this, the Disbursing Officer must forward the following information to the CSU via e-mail (navycashcenter@ezpaymt.com). The CSU can debit the chip account and transfer the funds to the bank or credit union account provided. The cardholder can fund a new visitor card by exchanging a personal check or cash at the disbursing office.

- Card number (from the lower right corner of the back of the card or from the Navy Cash Card Issue Log)
- Account number to which the funds should be transferred
- ABA (American Bankers Association) routing number for bank or credit union that holds the account
- Name on the account. This is the cardholder’s name exactly as it is on the account, not the name of the bank.

8.4.17 Unblock Card

a. If a cardholder’s Navy Cash card becomes blocked because they entered their PIN incorrectly more than three times, he or she must report to the Disbursing Officer so that the card can be unblocked.

b. The Disbursing Officer clicks on the “Unblock Card” link in the Disbursing Application and enters either the individual’s SSN, the MasterCard number, or, for visitor cards, the card ID number (with just one criterion needed). The Disbursing Officer then clicks the “Card Search” button.

c. The MasterCard number can be used to search when an instant issue card is brought to the disbursing office and no one has signed the card, the chip is damaged and not readable, or there is no way to determine to whom the card belongs.

- d. The Disbursing Application brings up the card ID number(s) associated with the search criteria.
- e. After verifying ownership of the Navy Cash card, the Disbursing Officer selects the correct card, instructs the cardholder to insert the card into the K22, and clicks the “Submit” button to initiate unblocking the card.
- f. The cardholder then follows instructions presented on the K22.
- g. Successful unblocking of the card will be indicated on the Disbursing Application screen. When a blocked card is inserted, the K22 may display the error codes “Card BlockedR09” or “Card BlockedR09A”. R09 is displayed the first time a blocked card is inserted into a K22, and R09A is displayed each subsequent time the card is inserted. Experience has shown that, when the error codes R09 or R09A are encountered, several unblock attempts may be required to successfully unblock the card. Disbursing personnel should attempt to unblock a card several times before deciding to replace the card.
- h. If a cardholder entered his or her PIN incorrectly ten or more times prior to bringing it to the disbursing office to be unblocked, the card becomes permanently blocked and must be replaced as discussed in paragraph 8.4.19. If the K22 displays the error code “Unusable CardR7”, the card is permanently blocked, cannot be unblocked, and must be replaced.

8.4.18 Card Report

- a. To view information on all chip transactions for a specific account, a Card Report can be generated which displays a breakdown of all transactions that have occurred on a chip.
- b. To generate the Card Report, the Disbursing Officer clicks on the Card Report link in the Disbursing Application.
- c. The Disbursing Officer then has the cardholder insert his or her card into the K22 and clicks the “Get Chip Info” button. If the card is not available to be inserted, a search can be created based on the prescribed search criteria. The Disbursing Officer must then identify the appropriate account from the search results listing.
- d. Once the account has been identified, the DISBO will select start and end dates for the report and click on the generate button. This will produce the report on screen. If a hardcopy printout is required, simply click on the Print button and a paper report will be generated.

NavyCash Disbursing Application

Welcome, DISBOD

Logout

Funds Transfer

Funds Transfer

Card Maintenance

PIN Reset or Change

Change Card Status

Unblock Card

Card Report

Account Maintenance

Assign Replacement Card

Account Enrollment

Account Information Update

Note Maintenance

Operations

Indicate End of Day

View Reports

RDM II Reporting

Safe Bank Transactions

Operator ID Maintenance

Vending and Ship's Store

Event Maintenance

Utility Functions

View Log


View Disk Usage

NDC Selection

Process Marine Split Pay

Provisional Split Pay

Access Editor



Assign Replacement Card

Enter a criteria to search::

Social Security Number: OR

Merchant ID:

Customer Name:

Cards found: (please select the card you wish to replace.)

Procedure

1. Enter the available search criteria.
2. Click the 'Card Search' button.
3. Select the card you wish to replace.
4. Place the Generic card into the reader.
5. Click the 'Get Chip Info.' button.
6. Click the 'Assign Card to Account.' button.

Note: the card ID will be displayed if and only if the card is unassigned. Otherwise the current assignment status will be displayed.

Account Name: Card Number:

You are using version 1.5.48 of the Disbursing Application. (ncp) 1/6/2009 6:09 PM

8.4.19 Assign Replacement Card

a. If a cardholder's Navy Cash card is lost, stolen, or damaged, he or she must report to the Disbursing Officer so the status of the old card can be reported appropriately. Prior to assigning a replacement card, either by issuing an instant issue Navy Cash card or by requesting an embossed permanent Navy Cash card, the Disbursing Officer must update the status of the lost, stolen, or damaged card in accordance with paragraph 8.4.16, Change Card Status. *(Note: Disbursing Officers shall only give out one card, either by issuing an instant issue card or by requesting an embossed permanent card; they shall not do both.)* Normally, an instant issue Navy Cash card will be issued on the spot as a replacement card. In those few instances where there is a need to request an embossed permanent Navy Cash card as a replacement card, a visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

(1) Visitor Navy Cash Cards. When deployed away from homeport for an extended period, delivery of embossed permanent cards can take several weeks. Visitor cards can be used for a short period without significant inconvenience until embossed permanent cards are delivered to the ship. However, visitor cards are chip-only cards. They can only be used to make purchases on board ship. They cannot be used to access a bank or credit union account ashore from the K80 Cashless ATM on the ship and transfer money to the chip. They do not have a magnetic strip. They cannot be used to pay for purchases ashore or to access commercial ATMs off the ship. Visitor cards cannot be used to access Split Pay credited to a cardholder's Navy Cash (strip) account from the K80. If necessary, for an individual already enrolled in Navy Cash and waiting on delivery of an embossed permanent card, split pay can be transferred to the chip on the visitor card using the Disbursing Application (see paragraph 8.4.8.e.(4)).

(2) Instant Issue Navy Cash Cards. Instant issue cards, on the other hand, provide individuals immediate access to all Navy Cash capabilities. A cardholder can, for example, transfer funds at the K80 Cashless ATM on the ship to the chip or Navy Cash (strip) account from a bank or credit union account ashore. As soon as the account information ashore has been updated with the new card number, which occurs when the next "round-trip" processing is completed between ship and shore, a cardholder can access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

b. Issuing a Replacement Card. To issue a replacement card, the Disbursing Officer clicks on the "Assign Replacement Card" link. To search for the appropriate card ID number for the lost, stolen, or damaged card, the Disbursing Officer enters an individual's SSN or selects an appropriate merchant from the drop down menu and then clicks the "Card Search" button.

c. The Disbursing Application brings up the card ID numbers associated with the search criteria. The cardholder's name is displayed but cannot be modified. The Disbursing Officer must verify the information displayed and the cardholder's identity and ownership of the card. The Disbursing Officer then selects the card that is to be replaced in the "Cards Found" window.

d. Issue Instant Issue Navy Cash Card As Replacement Card

(1) After selecting an instant issue Navy Cash card from the stock of spare cards, the Disbursing Officer shall document issuing the card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer (see paragraph 8.3.1, Custody of Navy Cash Cards).

(2) The Disbursing Officer inserts the instant issue (generic) card into the K22 and clicks the "Get Card Info" button.

(3) The Disbursing Application receives the card ID number from the K22, which it then displays. The Disbursing Officer then clicks the "Request New Card" button, which assigns the instant issue card to the account and activates the card.

(a) Once the instant issue card has been assigned to the account (activated), it can be used on board the ship immediately. Any funds available in the strip (Navy Cash) account can be transferred to the chip for use on the ship, and any funds remaining on the chip of the lost, stolen, or damaged card will be transferred to the strip account automatically when the next end-of-day processing is completed between the ship and the shore (see paragraph 8.4.16.b).

(b) The new instant issue Navy Cash card cannot be used ashore until the account information ashore has been updated with the new card number, which occurs when the next “round-trip” processing is completed between the ship and the shore.

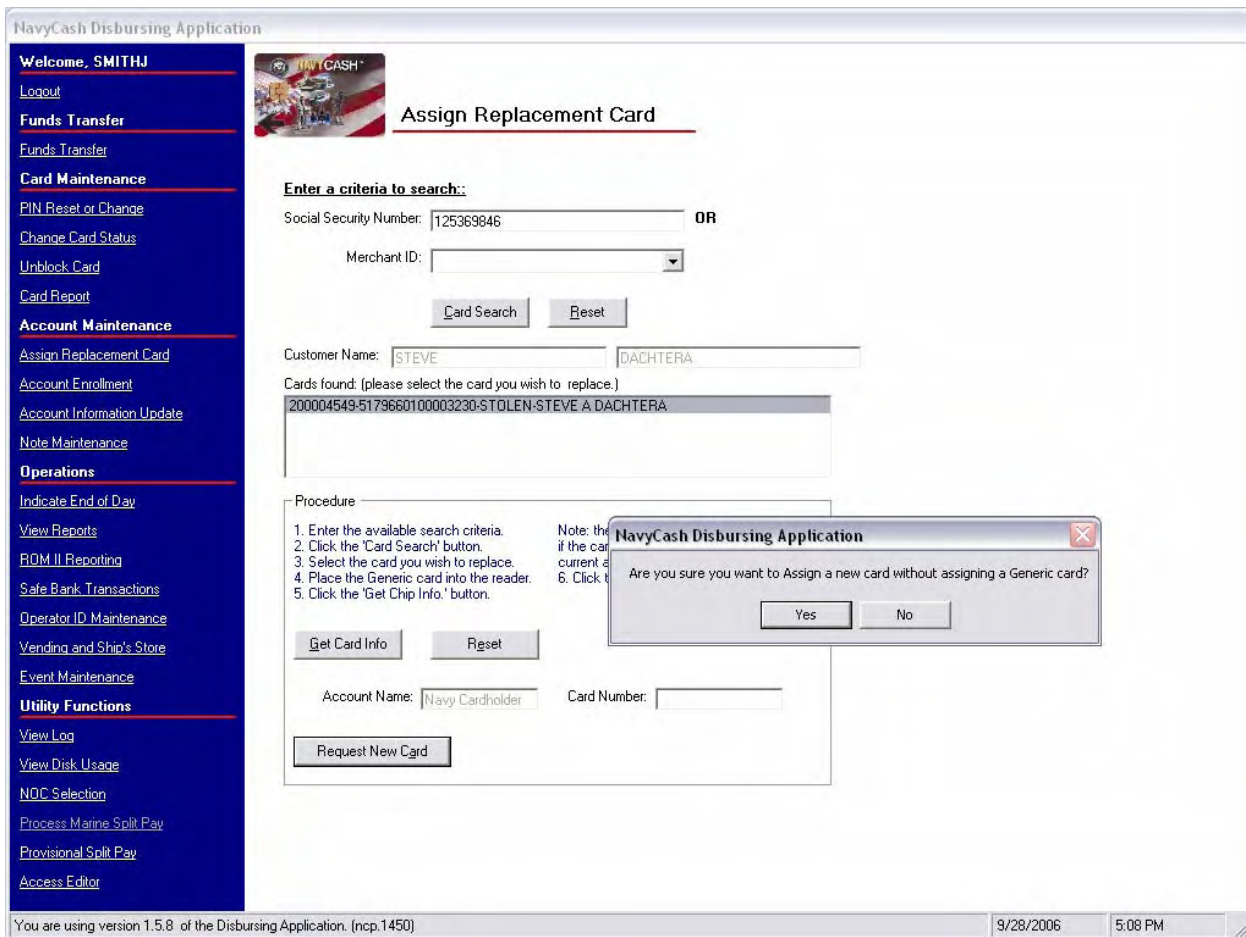
e. Request Embossed Permanent Card as Replacement Card

(1) To request an embossed permanent card as a replacement card, rather than inserting a new instant issue Navy Cash card into the K22 and clicking the “Get Card Info” button, the Disbursing Officer simply clicks the “Request New Card” button.

(2) The Disbursing Application will ask the Disbursing Officer to verify he or she wants to assign (request) a new (replacement) card without assigning a generic (instant issue) card. The Disbursing Officer then clicks the “Yes” button to create a request for a new embossed permanent card without issuing an instant issue card.

(a) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a “pendactive” status and must be activated before it will work (see paragraph 8.4.16.a, Card Activation).

(b) A cardholder can activate a new embossed permanent Navy Cash card at the K80, as long as there is no other active card associated with the account. The Disbursing Officer can activate the card at the Disbursing Application.



(3) If a visitor card is issued to the cardholder to use until the embossed permanent card is delivered, the Disbursing Officer shall document issuing the visitor card in the Navy Cash

Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) Visitor cards are reusable. The visitor card should be cashed out and turned in when the embossed permanent Navy Cash card arrives so it can be reissued.

f. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting the “View Reports” link in the Disbursing Application, clicking on “Navy Cardholder Issued Card Report” in the “Operations Reports” window, filling in the start and end dates for the inclusive period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

g. Delivery of Cards. For security reasons and to prevent fraud, instant issue and embossed permanent Navy Cash cards arrive on the ship in a “pendactive” status and must be activated before they will work (see paragraphs 8.4.19.e and 8.4.16.a). If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder. Shipments of 10 or more cards are FedEx’ed to the Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy/Marine Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after JPMC receives the enrollment data electronically. Contact the ship’s Logistics Support Representative (LSR) to check the status of any card FedEx shipments.

h. Unclaimed or Returned Navy/Marine Cash Cards. Any card received for an individual who has left the ship should be forwarded to his or her next command. The ship’s Post Office should not be “returning to the sender as undeliverable” Navy/Marine Cash cards sent via U.S. mail that are unclaimed or returned unopened.

(1) Unclaimed or Returned Navy Cash Cards. Cards mailed to Sailors who have left the ship but are still in the Navy should be forwarded using the forwarding address left with the ship’s Post Office during the check-out process. If the next command is not know or can’t be identified or the individual was discharged from the service, the Disbursing Officer should cancel and destroy the card (see paragraph 8.4.16, Change Card Status). The action taken should be annotated on either the Bulk Navy Cash Card Log or the Navy Cash Card Issue Log. PIN envelopes that are unclaimed or returned unopened should also be destroyed to avoid the expense of forwarding them—individual cardholders can go to Disbursing when they receive the cards to have the PIN reset using the Disbursing Application.

(2) Unclaimed or Returned Marine Cash Cards. Cards mailed to embarked Marines who have left the ship should be turned over to Marine Disbursing on the ship. If there is no Marine Disbursing detachment, or if the Marines have disembarked, cards should be sent via FedEx or UPS to the appropriate MEF Disbursing Office, I MEF for West Coast ships, II MEF for East Coast ships, and III MEF for ships in Japan.

I MEF Disbursing Office
MARFORPAC
15th St, Bldg 1164, Rm 238
Camp Pendleton, CA 92055
(760) 725-5550

II MEF Disbursing Office
MARFORLANT
Bldg 10, McHugh Blvd
Camp Lejeune, NC 28542
(910) 451-7807

III MEF Disbursing Office
MARFORPAC
Bldg 5741, Unit 38405
Camp Foster, Okinawa, Japan
FPO AP 96604-8405
011-81-611-745-7020

8.4.20 Close or Suspend an Account Pending Transfer or Discharge?

a. Cash Out or Transfer Funds on Card. When a cardholder is being discharged from the Navy or Marine Corps, transferring to an activity that does not have Navy/Marine Cash, or no longer desires to have a Navy/Marine Cash account, he or she should move all the funds on the Navy/Marine Cash card from the chip (electronic purse) and the strip (Navy/Marine Cash account) back to his or her home bank or credit union account using the K80 Cashless ATM. Alternatively, he or she may move all the funds on the strip to the chip and “cash out” the chip at the disbursing office in accordance with paragraph 8.4.9.

b. Monitor Cardholder Transfer Dates. The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days, e.g., refer to the report of Prospective Gains and Losses and the Transfer Information Sheet. To assist in monitoring transfer dates, the Disbursing Officer must ensure that the projected “Transfer Date” and “Transfer Type” in each cardholder’s member profile is current (see paragraph 8.4.22, Account Information Update).

(1) Shore Report. Based on the transfer dates in the member profiles, a shore report will be generated when a cardholder’s transfer is within a 30-day window. The shore report will contain account balances and will serve as a notice to clear any negative balances before these cardholders leave the ship.

(2) Transfer to Shore Command. The transfer dates in the member profiles will also be used to pull accounts of cardholders who have left the ship off the ship’s Navy Cash roster and transfer these accounts to a “shore command” roster. Once these accounts are transferred to the shore command roster, a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, will be generated, so that any account activity can continue to be monitored ashore and any negative account balances can continue to be pursued. Cardholders transferred to the shore command will continue to appear on the ship’s daily reports for a transition period of two weeks.

(3) Automatic Blocking of ACH Access and Suspending of Navy Cash Account. When transferred to the shore command, a Navy Cash account is automatically suspended and Navy Cash access to the bank or credit union account is automatically blocked. The cardholder can still use any value remaining on the chip to purchase things on the ship. *Blocking ACH access* only prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. However, the cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

c. 30 Days Prior to Transfer or Discharge

(1) Review Negative Balance Report. The Disbursing Officer should review the daily Negative Balance Report on a daily basis and ensure cardholders within 30 days of transfer or discharge are not listed on the report. The amount of any negative balance in a Navy/Marine 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. There are several options available to accomplish this (see paragraph 8.8.1). The Disbursing Officer should ensure that the cardholder's Navy Cash access to their home bank or credit union account remains blocked until the negative balance is cleared (see paragraph 8.8.2). Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

(2) Prevent Unrecoverable Debt. The Disbursing Officer should make a judgment whether or not a negative balance condition is likely on a cardholder's Navy/Marine Cash account, for example, from an NSF or other returned transaction, taking into account pending transactions that have not yet been processed by the Navy Cash system.

(a) Even though a cardholder's ACH access will be blocked and Navy Cash account will be suspended automatically based on the transfer date in the member profile, the Disbursing Officer should evaluate the need to suspend the cardholder's Navy Cash account and block ACH access manually when the cardholder is within 30 days of his or her actual departure date to prevent an unrecoverable debt from being posted to Navy Cash. If necessary, the Disbursing Officer can issue a "chip-only" visitor card for use on the ship until the cardholder leaves the ship.

(b) Manual Blocking of ACH Access and Suspending of Navy Cash Account. To suspend the cardholder's Navy Cash account manually, the Disbursing Officer can contact the CSU via phone or e-mail and request that the cardholder's Navy/Marine Cash account be suspended, which will prevent online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder's Navy Cash access to their bank or credit union can also be blocked, which will prevent ACH access to the home account from the ship. The Disbursing Officer or authorized Disbursing Clerk can block access through either the Disbursing Application or the Navy Cash Disbursing web site, or by sending a request to the CSU by phone or e-mail. Any updates to Navy Cash card access done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts 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

(3) Stop Split Pay Option (SPO). The Disbursing Officer or Marine Admin Section is responsible for stopping a cardholder's SPO at least 30 days before he or she leaves the ship.

d. PCS Transfer. Cardholders transferring PCS (Permanent Change of Station) should be encouraged to keep their Navy/Marine Cash cards and accounts when they leave the ship, particularly as more and more ships in the fleet are equipped with Navy Cash. A Navy/Marine Cash Debit MasterCard[®] does not expire until five years from the date of issue for cards issued after 24 September 2008 or three years from the date of issue for cards issued before 24 September 2008, so it will remain valid after an individual leaves the ship. If a cardholder's next

ship is Navy Cash equipped and his or her card is still valid, he or she can quickly get access to all Navy Cash capabilities.

(1) Retain Navy/Marine Cash Account. If a cardholder elects to keep his or her Navy/Marine Cash card and account, he or she should transfer any remaining funds from both the chip and the strip as described above before leaving the ship.

(a) Automatic Blocking of Navy Cash ACH Access and Suspending of Navy Cash Account

((1)) Based on the transfer dates in the cardholder's member profile, the cardholder's Navy Cash account is pulled from the ship's Navy Cash roster and transferred to the shore command. At the same time, the Navy Cash account is suspended automatically and Navy Cash ACH access to the bank or credit union account is blocked automatically.

((2)) Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy Cash account disables the chip on a Navy Cash card. The cardholder can still use any value remaining on the chip to purchase things on the ship. *Blocking ACH access* only prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. However, the cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

((3)) The cardholder should then retain his or her Navy/Marine Cash card until he or she reports to a Navy Cash equipped ship. Once on board the new ship, the cardholder should complete a "Ship Check In" at a K80 Cashless ATM.

(b) Automatic Unblocking of Navy Cash ACH Access and Unsuspending of Navy Cash Account

((1)) Having retained his or her Navy/Marine Cash card and reported on board the new ship, the cardholder must complete a "Ship Check In" at a K80 Cashless ATM. Once the ship has complete the next end-of-day processing between ship and shore, the cardholder's Navy/Marine Cash account will be restored (unsuspended), which will allow online ATM withdrawals and online PIN-based and signature-based purchases ashore, and the cardholder's Navy Cash access to the home bank or credit union will be unblocked, which reinstates Navy Cash access to the account from the ship. Since end-of-day processing is normally completed each day, the cardholder's customer profile and full access to Navy/Marine Cash capabilities should be available the next day.

((2)) Navy Cash access to a bank and credit union account ashore will be unblocked automatically only if the ACH Decline Count in the cardholder's customer profile is 0,1, or 2 (set to 90, 91, or 92 after being transferred to the Shore Command from the previous Navy Cash ship).

((3)) ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system. Navy Cash has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the Navy Cash system, a "counter" records the event. When a cardholder reaches a limit of three NSFs (ACH Decline Count of 3 or 93), the ability to access his or her home bank or credit union account from the Navy Cash system is permanently blocked. Once Navy Cash ACH access is permanently blocked, the only way it can

be restored is by authorized Disbursing Officer or Navy Cash Deputy action, either by unblocking access through the Disbursing Application or the Navy Cash Center web site or by sending a request to the CSU.

(2) Close Navy/Marine Cash Account. If a cardholder elects not to keep his or her Navy/Marine Cash card and account, he or she should transfer any remaining funds from both the chip and the strip as described above before leaving the ship.

(a) As a part of the checkout process, the cardholder should report to the disbursing office (and Admin Section for the Marine Corps) to notify them that he or she wants to close his or her Navy/Marine Cash account and to turn in his or her card.

(b) After verifying that the cardholder's Navy/Marine Cash card is empty, the Disbursing Officer should change the card status to "Canceled" in accordance with paragraph 8.4.16, Change Card Status.

(c) The disbursing office must then destroy, e.g., cut up or shred, the card in the presence of the cardholder. The disbursing office should ensure the cardholder signs the card issue log to document the destruction of the card. The disbursing office must also notify the CSU via phone or e-mail to close the account.

e. Discharge from Service. Cardholders being discharged from the Navy and Marine Corps will be required to close their Navy/Marine Cash accounts and turn in their Navy/Marine Cash cards in accordance with the basic procedures outlined above.

(1) Prior to the cardholder's discharge, the Disbursing Officer is responsible for ensuring that all negative Navy Cash balance conditions are cleared and that minimal possibilities exist for a future negative balance condition.

(2) If a cardholder is within the final 30 days of being discharged from the Navy or Marine Corps and has a negative Navy Cash balance, the Disbursing Officer's only option is to post a "DS01" indebtedness, Company Code D411179, to the cardholder's military pay account prior to the cardholder's separation date (see paragraph 8.8.1).

f. Disposition of Navy Cash Cards. If at all possible, the Disbursing Officer must recover embossed permanent and instant issue Navy Cash cards from individuals who are closing their Navy Cash accounts and cancel (see paragraph 8.4.16, Change Card Status) and destroy the cards in the presence of the cardholder. The cardholder should sign the card issue log to document the destruction of the card (see paragraph 8.3.1, Custody of Navy Cash Cards). Visitor cards must also be recovered from anyone leaving the ship, so they can be reissued to another visitor.

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Provisional Split Pay

Access Editor

New Account Enrollment

Applicant Information:

*SSN: Title:

*First Name: *Middle Initial:

*Last Name: *Date of Birth (mmdd): 01 01

*Mother's Maiden Name: *Home Phone:

Email Address: *Military Branch: NAVY

*Pay Grade: E-1

Address:

*Address:

*City: *State: AA

*Zip Code: Country: USA

Bank Account Information:

ABA: Account Type: Checking

Account No: Account Name:

Procedure

1. Enter the required information.
 2. Place the generic card into the card reader.
 3. Click the 'Get Card Info.' button.
 Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another generic card must be used.

4. Click the 'submit' button.
 5. Place allocated generic card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info Reset

*Generic Card #:

Submit Reset

You are using version 1.5.48 of the Disbursing Application. (ncp) 1/7/2009 7:26 PM

8.4.21 Account Enrollment

a. To open a Navy Cash account, a person must be enrolled in the program. To enroll, he or she must fill out and sign an enrollment form and report to the disbursing office to turn in the form. The Disbursing Officer shall verify the ABA or routing number and the account number recorded on the form. A sample Navy Cash enrollment form is included at Appendix F.

(1) Split Pay Option (SPO). Individuals who elect SPO can have a portion of their pay sent directly to their Navy Cash accounts each payday.

(a) Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO (see paragraph 8.4.34) does not automatically enroll an individual in Navy Cash; conversely, enrolling in Navy Cash does not automatically sign an individual up for SPO.

(b) To prevent SPO payroll payments from being rejected, the Disbursing Officer must ensure that individuals are enrolled in Navy Cash and their Navy Cash accounts are

open before they sign up for SPO and that the name on the SPO enrollment form matches the name on the Navy Cash enrollment form.

(c) Should JPMC be forced to reject SPO payroll payments, e.g., for individuals who do not have Navy Cash accounts or whose names do not match, the funds must be returned to DFAS Cleveland to be credited to the individuals' Master Military Pay Accounts (MMPAs), which creates additional workload for the Disbursing Officer (see paragraph 8.4.34) and significantly delays receipt of SPO payroll amounts by these individuals.

(2) Instant Issue Navy Cash Card. Normally, instant issue cards are issued to personnel newly enrolling in Navy Cash. Once the instant issue card has been assigned to the account (activated), funds can be loaded on the chip at the Disbursing Office and used on board the ship immediately. The new enrollment itself will not be reflected on the ship until the new account is established ashore and the new account information is updated on the ship, which occurs when the next round-trip processing is completed between ship and shore. Once the round trip is completed and the new account is established ashore and on the ship, the instant issue card provides access to all Navy Cash capabilities. A cardholder can, for example, transfer funds at the K80 Cashless ATM on the ship to the chip or Navy Cash (strip) account from a bank or credit union account ashore and access funds in the strip account at ATMs ashore or to pay for purchases at retail locations ashore.

(3) Embossed Permanent Navy Cash Card. Again, the Disbursing Officer will normally issue an instant issue Navy Cash card on the spot to new personnel enrolling in Navy Cash. If there is a need to request an embossed permanent Navy Cash card as a part of the enrollment process, a visitor Navy Cash card can be issued to the new cardholder to use until the embossed permanent card is delivered to the ship. When deployed away from homeport for an extended period, delivery of embossed permanent Navy Cash cards can take several weeks. Visitor cards can be used for a short period without significant inconvenience until embossed permanent cards are delivered to the ship. However, visitor cards are chip-only cards. They can only be used to make purchases on board ship. They cannot be used to access a bank or credit union account ashore from the K80 Cashless ATM on the ship and transfer money to the chip. They do not have a magnetic strip. They cannot be used to pay for purchases ashore or to access commercial ATMs off the ship. Visitor cards cannot be used to access Split Pay credited to a cardholder's Navy Cash (strip) account from the K80 Cashless ATM. If necessary, for an individual already enrolled in Navy Cash and waiting on delivery of an embossed permanent card, split pay can be transferred to the chip on the visitor card using the Disbursing Application (see paragraph 8.4.8).

b. All authorized military personnel who request Navy Cash privileges and enroll in Navy Cash consent in writing, using the Navy Cash enrollment form, to immediate collection against their pay for the face value of or resulting negative Navy Cash account balance due the U.S. Treasury funds pool from all dishonored transactions returned for Non Sufficient Funds (NSF), closed accounts, inaccurate account information, or any other return reason. With this procedure, dishonored transactions will not become a delinquent debt; therefore, there is no authority to assess a service charge (Reference DOD FMR, Volume 5, Chapter 4).

c. To enroll a person, the Disbursing Officer clicks on the "New Account Enrollment" link in the Disbursing Application and enters the enrollment information into the on-screen enrollment form. If a required field is not filled in, the application will prompt the Disbursing Officer for the missing information. Required blocks are indicated with an asterisk (*). Some guidance for completing the enrollment fields is provided in the following subparagraphs.

(1) General Guidance. Use only letters and numbers in all fields of the “New Account Enrollment” screen. Do not use any commas, dashes, parentheses, periods, and special characters in any of the enrollment fields.

(2) Middle Initial. This is a one character field. It should then be left blank when the person being enrolled does not have a middle initial.

(3) Address. Personnel stationed aboard ship should use the ship’s mailing address, entering the ship’s name in address line 1. To make sorting cards mailed to ships easier, personnel stationed aboard ship should include their assigned division in address line 2.

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

PAY TO THE ORDER OF **ANYPLACE BANK**
 Anyplace, VA 20000

For

\$ 1500-0000
 DOLLARS

ABA Routing Number: 250250025
 Account Number: 2020200703
 Check Number: 1234

Do not include the check number.

(4) Bank Account Name. Enter the name of the person being enrolled **as it appears on his or her account or check**, not the name of the bank (depository name).

(5) ABA Routing Number and Account Number. The Disbursing Officer shall verify the ABA or routing number and the account number.

(6) If either a bank account name, ABA routing number, or account number is entered, they must all be entered. If any one of these is missing, an error message will appear. If the Navy Federal Credit Union ABA routing number is entered, the system will check to see if the account number is a Share Savings account, that is, the eighth and ninth positions of the account number are zero, in which case an error message will be displayed.

(7) Account Type. For “Account Type”, use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a “Checking” or “Savings” account.

(a) Personal Checks. For contingency planning purposes, all crew members should be encouraged to associate an account that supports writing of personal checks if at all possible. Prior to an extended or overseas deployment, notify all crewmembers via POD notes or e-mails to have a minimum number of personal checks available on board ship to use in the event Navy Cash is at or near complete mission failure for an extended period of time.

(b) ATM, Debit, or Check Cards. Again, for contingency planning purposes, all crew members should be encouraged to have the ATM, debit, or check card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM

infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure

d. Enroll and Issue Instant Issue Navy Cash Card

(1) After selecting an instant issue Navy Cash card from the stock of spare cards, the Disbursing Officer shall document issuing the card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer (see paragraph 8.3.1, Custody of Navy Cash Cards).

(2) The Disbursing Officer inserts the new instant issue card into the K22 and clicks the “Get Card Info” button.

(3) The card ID number of the newly issued card will be displayed in the “Generic Card #” window if the card is unassigned. Otherwise, the current assignment status will be displayed, and another instant issue card must be used from stock.

(4) The Disbursing Officer then clicks the “Submit” button to initiate enrollment of a new account holder in Navy Cash, assign the instant issue Navy Cash card to the account, and activate the card.

(5) Again, once the instant issue card has been assigned to the account (activated), funds can be loaded on the chip at the Disbursing Office and used on board the ship immediately. Once the next round trip is completed and the new account is established ashore and on the ship, the instant issue card provides access to all Navy Cash capabilities, both on the ship and ashore.

e. Enroll and Request Embossed Permanent Navy Cash Card

(1) To request an embossed permanent card when enrolling an individual, rather than inserting a new instant issue card into the K22 and clicking the “Get Card Info” button, the Disbursing Officer simply clicks the “Submit” button to initiate enrollment of a new account holder in Navy Cash.

(2) The Disbursing Application will ask the Disbursing Officer to verify he or she wants to enroll an individual without assigning a generic (instant issue) card. The Disbursing Officer then clicks the “Yes” button to create a request for a new embossed permanent card without issuing an instant issue card. If an embossed permanent card is requested as a part of the enrollment process, the new enrollee will have to wait to receive the new card in the mail. A visitor Navy Cash card can be issued to the new enrollee to use until the embossed permanent card is delivered to the ship.

(a) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a “pendactive” status and must be activated before it will work (see paragraph 8.4.16.a, Card Activation).

(b) A cardholder can activate a new embossed permanent Navy Cash card at the K80, as long as there is no other active card associated with the account. The Disbursing Officer can activate the card at the Disbursing Application.

(3) If a visitor card is issued to use until the embossed permanent card is delivered, the Disbursing Officer shall document issuing the visitor card in the Navy Cash Card Issue Log, recording the last four digits of the card number, name and last four digits of the SSN of the card owner, issue date, signature of the recipient, and the name and signature of the issuer.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) Visitor cards are reusable. The visitor card should be cashed out and turned in when the embossed permanent Navy Cash card arrive so it can be reissued.

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NOC Selection

Process Marine Split Pay

Provisional Split Pay

Access Editor

New Account Enrollment

Applicant Information:

*SSN: 123456780 Title:

*First Name: JOHN *Middle Initial: T

*Last Name: SMITH *Date of Birth (mmdd): 06 24

*Mother's Maiden Name: JONES *Home Phone: 206-123-4567

Email Address: *Military Branch: NAVY

*Pay Grade: E-5

Address:

*Address: USS NEVERSAIL (DDG 123)

*City: FPO *State: AP

*Zip Code: 96642

Bank Account Information:

ABA:

Account No:

Procedure

1. Enter the required information.
 2. Place the generic card into the card reader.
 3. Click the 'Get Card Info.' button.
 Note: the card ID will be displayed if the card is unassigned. Otherwise the current assignment status will be displayed and another generic card must be used.

4. Click the 'submit' button.
 5. Place allocated generic card in a separate location. Enrollee may retrieve card when the application has been processed and returned from shore.

Get Card Info Reset

*Generic Card #:

Submit Reset

Are you sure you want to enroll without assigning a Generic card?

Yes No

You are using version 1.5.48 of the Disbursing Application. (ncp) 1/7/2009 8:00 PM

f. Navy Cardholder Issued Card Report. A report can be generated for instant issue cards issued through the Disbursing Application at any time by selecting the “View Reports” link in the Disbursing Application, clicking on “Navy Cardholder Issued Card Report” in the “Operations Reports” window, filling in the start and end dates for the inclusive period, and clicking on the “Generate” button. The Navy Cardholder Issued Card Report lists by operator ID the last four digits of the card numbers, name and last four digits of the SSN of the cardholders, and issue dates for any cards issued during the period.

g. 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).

(1) 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)*

(2) 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

(3) 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.

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

(5) 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.

h. Definition of terms:

Title = rank, rate, or title, for example, OS2, LT, Mr., Ms.

Phone = home phone number

Pay Grade = E1–E9, O1–O10

Address = address to which the embossed permanent Navy Cash card should be mailed. Normally, the ship's address for personnel stationed aboard ship. Members of ship's company should include their assigned division on line 2 of the address block on the enrollment form when they enroll. To make it easier to track down individuals who are not part of ship's company, they should include their company name or command name on line 2 of the address block.

Generic Card # = card number on Navy Cash Card taken from the stock of cards held by the Disbursing Officer (see paragraph 8.3.1, Custody of Navy Cash Cards).

The following information can be found on a personal check or deposit slip associated with a cardholder's Direct Deposit Account.

ABA = transit routing number or bank routing indicator—the first nine numbers in the micro line (MICR) at the bottom of a check or savings account deposit slip.

Account No = as listed on check in the remaining numbers of the micro line (MICR) or savings account deposit slip.

Account Name = Name of the individual as listed on check or deposit slip.

- i. Delivery of Cards. If there are less than 10 cards being sent to a ship, they are sent via the U.S. Postal Service (USPS) directly to the individual cardholder. Shipments of 10 or more cards are FedEx'ed to the Disbursing Officer for further distribution to the individual cardholders. FedEx shipments can be tracked. Navy/Marine Cash cards shipped via FedEx should arrive at the FISC Logistics Support Center (LSC) about 10 business days after JPMC receives the enrollment data electronically. Contact the ship's Logistics Support Representative (LSR) to check the status of any card FedEx shipments.

The screenshot displays the 'NavyCash Disbursing Application' window. On the left is a blue navigation menu with categories: Funds Transfer, Card Maintenance, Account Maintenance, Operations, and Utility Functions. The main content area is titled 'Account Information Update' and features a 'NavyCash' logo. It is divided into sections for 'Card not Present' (with search criteria for Social Security Number, Merchant, MasterCard Number, and Last Name / First Name) and 'Card Present' (with an 'Insert card' button). Below these are sections for 'Member Profile' (with fields for First Name, Middle Initial, Last Name, Branch of Service, Social Security Number, Transfer Type, Chip Load Limit, and Transfer Date) and 'Bank Account Information' (with fields for Bank Account No., Bank Account Name, ABA, Bank Account Type, and Customer Type). At the bottom of the form is an 'Account Update' button. The status bar at the very bottom indicates the application version (1.5.48), date (1/6/2009), and time (6:11 PM).

8.4.22 Account Information Update

a. To update his or her account information, for example, to change to a new bank and credit union, the cardholder or Navy Cash merchant can report to the Disbursing Office.

b. The Disbursing Officer clicks on the “Account Information Update” link.

c. Account information is stored in a cardholder’s member profile. To search for the appropriate “Member Profile”:

(1) If the cardholder’s Navy Cash card is not available, the Disbursing Officer enters the cardholder’s SSN (or selects an appropriate merchant from the drop down menu) or enters the cardholder’s last name or the initial letter or letters of the last name in the “Card not Present” box and then clicks the “Account Search” button. When multiple card ID numbers match the search criteria, the Disbursing Officer must carefully verify that the card selected is the correct card.

(2) If the cardholder’s Navy Cash card is available, the Disbursing Officer inserts the card into the K22 and clicks the “Get Card Info” button in the “Card Present” box.

(3) The Disbursing Application brings up the cardholder names associated with the search criteria.

d. After verifying the cardholder’s identity, the Disbursing Officer highlights the correct name, and the current account information is displayed in the “Member Profile” and “Bank Account Information” windows.

e. Name Change. Changes to the cardholder’s first or last name or middle initial, for example, to correct a misspelling or to change a last name to reflect a marriage or divorce, will automatically update the cardholder’s member profile in the Navy Cash system and in the Navy Cash card management system ashore. Keep in mind that, to avoid failed SPO payroll payments, a cardholder’s name in their member profile in Navy Cash must match their name in their Master Military Pay Account (MMPA). Updating a cardholder’s name in their member profile will not generate an automatic request for a replacement Navy Cash card.

(1) Replacement Cards. A cardholder who is currently using an instant issue Navy Cash card will continue to use the same card — a replacement card is not needed. A cardholder who is using an embossed permanent Navy Cash card can continue to use the same card, as long as the misspelling or name change is considered minor. Because Navy Cash cards are relatively expensive, the cardholder and the Disbursing Officer should decide jointly whether or not a replacement card is genuinely necessary. Name changes due to major misspellings or marriage or divorce would, of course, warrant a replacement card.

(2) Prior to issuing a replacement card (see paragraph 8.4.19, Assign Replacement Card), the Disbursing Officer must cancel the old card (see paragraph 8.4.16, Change Card Status).

(3) Instant Issue Navy Cash Card. Normally, an instant issue card will be issued on the spot as a replacement for an embossed permanent card. To provide quicker access to any funds remaining on the chip of the old embossed permanent card, the cardholder can move the funds on the chip to the strip using the K80 Cashless ATM before coming to Disbursing. Otherwise, the system will automatically do a chip-to-strip transfer to restore the value on the

chip when the card is canceled, and the funds won't be available in the Navy Cash account until the next round-trip processing is completed between ship and shore.

(4) Embossed Permanent Navy Cash Card. If there is a need, an embossed permanent Navy Cash card can be requested. A visitor Navy Cash card can be issued to the cardholder to use until the embossed permanent card is delivered to the ship.

(a) Visitor cards are chip-only cards. They are issued by the disbursing office and are intended only to make purchases on the ship. They do not have a Navy Cash account associated with them. They do not have a magnetic strip. They cannot be used for purchases ashore or to access commercial ATMs off the ship.

(b) For security reasons and to prevent fraud, the new embossed permanent Navy Cash card arrives on the ship in a "pendactive" status and must be activated before it will work (see paragraph 8.4.16.a, Card Activation).

f. Transfer Type and Date

(1) The disbursing office must work closely with the personnel office to keep track of cardholders who will be leaving the ship within 30, 60, and 90 days (see paragraph 8.4.20, Close or Suspend an Account Pending Transfer or Discharge?). To assist in monitoring transfer dates, the Disbursing Officer should ensure that the projected "Transfer Date" and "Transfer Type" in each cardholder's member profile is current. For "Transfer Type", use the selections in the drop down box to indicate whether the transfer is a "Transfer of Command", in which the cardholder is transferring to a new ship or shore command, or a "Separation", in which the cardholder is leaving the Navy.

(2) Based on the transfer dates in the member profiles, a shore report will be generated when a cardholder's transfer is within a 30-day window. The shore report will contain account balances and will serve as a notice to clear any negative balances before these cardholders leave the ship.

(3) Transfer to Shore Command. The transfer dates in the member profiles will also be used to pull accounts of cardholders who have left the ship off the ship's Navy Cash roster and transfer these accounts to a "shore" command. Once these accounts are transferred to the shore command, a standard set of reports, including the daily Negative Balance Report and Returned Items Detail Report, will continue to be generated, so that any account activity can be monitored ashore and any negative account balances can continue to be pursued.

(4) Automatic Blocking of Navy Cash ACH Access and Suspending of Navy Cash Account. As soon as they are transferred to the shore command, Navy Cash accounts are suspended automatically and Navy Cash access to bank and credit union accounts is blocked automatically. *Blocking access* prevents Navy Cash access to bank and credit union accounts from the ship. *Suspending an account* prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. The cardholder can still use the value on the chip to purchase things on the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode.

g. For Cardholders with Negative Navy Cash Account Balances

(1) Navy Cash Card Limits. Reducing the maximum amount that can be transferred from a bank or credit union account ashore and/or reducing the maximum amount that can be

loaded on the chip are options available to discipline a cardholder who continues to have problems with negative account balances (see Appendix L, Guidelines for Negative Account Balances). Any updates to these card limits are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the K80 Cashless ATM. To change card limits, enter a new limit in the “Chip Load Limit” block and/or “DDA Account to Navy Cash Transfer Amount”. For cardholders, the maximum chip load limit is \$1,000, and the maximum DDA (home bank or credit union) account to Navy Cash transfer amount is \$400 per day. For merchants, the maximum chip load limit is \$50,000 for Navy Cash cards issued after 24 September 2008 and \$9,999.99 for Navy Cash cards issued before 24 September 2008, and the maximum DDA account to Navy Cash transfer amount is \$5,000 per day.

(2) Blocking Access to Bank and Credit Union Accounts Ashore. Blocking Navy Cash access is an option available to discipline a cardholder who continues to have problems with negative account balance. Any updates to block Navy Cash access are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts at the K80 Cashless ATM. To block account access, click on the “Block Account Request” button.

(3) Negative Balance Notification at K80 Cashless ATM. When cardholders’ Navy Cash (strip) account balance is negative, a message will be displayed on the K80 Cashless ATM after they enter their PIN notifying them that the account is negative and asking them to go to Disbursing to arrange to clear their negative balance. With automatic representation, transactions returned for Non Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented (see paragraph 8.8.1.d for the characteristics and limitations of automatic representation).

(4) Guidelines for Negative Account Balances. Appendix L provides recommendations for taking action in the case of a cardholder whose Navy Cash account balance is negative. These 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.

(5) Unblocking Access to Bank and Credit Union Accounts Ashore. Once a cardholder’s negative account balance has been cleared, click on the “Unblock Account” button.

(a) ACH Decline Count. The ACH decline count is used to prevent cardholders from abusing the system and would not normally be reset. Navy Cash has established returned transaction thresholds. Every time a cardholder posts an NSF transaction to the Navy Cash system, a “counter” records the event. When a cardholder reaches a limit of three NSFs, the ability to access his or her DDA account from the Navy Cash system is permanently blocked.

(b) Once Navy Cash access is permanently blocked, the only way it can be restored is by authorized Disbursing Officer or Disbursing Clerk action, either by unblocking access through the Disbursing Application or the Navy Cash Center web site or by sending a request to the CSU.

(c) The following summarizes ACH decline counts. For a more complete description of “ACH Allowed” and “ACH Decline Count” flags and codes, see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts.

0,1,2,3	Number of ACH returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if bank or credit union account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

(6) Daily Blocked Account Report. This shore report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Cashless ATM (K80). Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph h below).

(7) Again, any updates to Navy Cash access done through the Disbursing Application are effective immediately on board ship and will regulate any subsequent transfer requests the cardholder attempts at the K80. Updates done through the Navy Cash Center web site do not go into effect on board 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.

(8) *Blocking access* only prevents Navy Cash access to bank and credit union accounts from the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode. *Suspending an account* (see paragraph 8.4.20.c) only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy cash account disables the chip on a Navy Cash card; the individual can still use the value on the chip to purchase things on the ship.

h. Bank Account Information. For "Customer Type", indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Consumer" or "Business" account. Generally, individual cardholders will have "Consumer" accounts. A Navy Cash merchant, on the other hand, may have opened a "Business" account. For "Bank Account Type", use the selections in the drop down box to indicate whether the account the cardholder is associating with his or her Navy Cash account is a "Checking" or "Savings" account.

(1) Personal Checks. For contingency planning purposes, all crew members should be encouraged to associate an account that supports writing of personal checks if at all possible. Prior to an extended or overseas deployment, notify all crewmembers via POD notes or e-mails

to have a minimum number of personal checks available on board ship to use in the event Navy Cash is at or near complete mission failure for an extended period of time.

(2) ATM or Debit Cards. Again, for contingency planning purposes, all crew members should be encouraged to have the ATM or debit card issued by their bank or credit union available on board ship. Many ports Navy ships visit have an extensive ATM infrastructure available where the crew can obtain the local currency they need on liberty in the event Navy Cash is at or near complete mission failure.

i. Once the appropriate updates to the cardholder's account information have been completed, the Disbursing Officer clicks on the "Account Update" button to initiate the changes. Any updates are effective in the local database on board the ship immediately and are effective in the database ashore as soon as the end-of-day round trip is completed between ship and shore.

The screenshot displays the 'NavyCash Disbursing Application' interface. On the left is a blue navigation menu with categories: 'Welcome, DISBOD', 'Logout', 'Funds Transfer', 'Card Maintenance', 'Account Maintenance', 'Operations', and 'Utility Functions'. The main content area is titled 'Note Maintenance' and features a 'NavyCash' logo. It contains a search form for individual notes with fields for Social Security Number, MasterCard Number, and Last Name / First Name, along with 'Search' and 'Reset' buttons. Below the search form are sections for 'Card Present' (with 'Insert Card' and 'Get Card Info' buttons) and two empty list boxes for 'List of Members matching Search Criteria' and 'List of Notes for Highlighted Member'. At the bottom of the main area are 'View Note', 'Add Note', and 'Help' buttons. A status bar at the very bottom shows the application version (1.5.48), date (1/6/2009), and time (6:12 PM).

8.4.23 Note Maintenance

a. A “Note” is a memo internal to Navy Cash that is stored in a cardholder’s member profile. “Disbursing Notifications” notes are sent by the Navy Cash shore side primarily to notify the ship of any replication conflicts between ship and shore. On board the ship, the “Note Maintenance” function enables the disbursing office to view the notes stored in member profiles and to add notes to log efforts to clear negative balances. The ability to add notes can be used to both coordinate actions taken within the disbursing office to clear negative balances and to document those actions for the chain of command or auditors. Initially, the only “Note Type” that can be generated on the ship is a “Negative Balance” note.

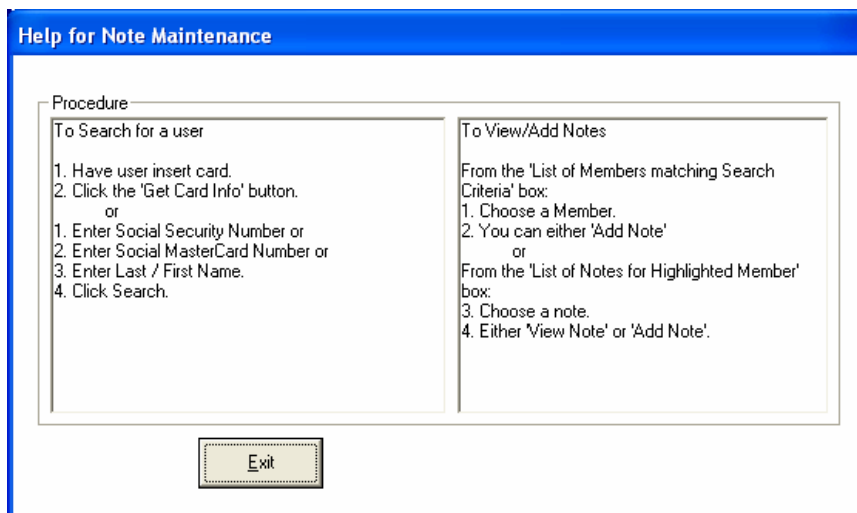
b. To view or add a note, the Disbursing Officer clicks on the “Note Maintenance” link. If the “View Disbursing Notifications” checkbox at the top of the screen in the “Card not Present” box is checked, only the notes that report replication conflicts between ship and shore are displayed. If the checkbox is unchecked, all notes are displayed. To view a particular note:

c. “View Disbursing Notifications” Checkbox Unchecked.

(1) If the cardholder’s Navy Cash card is available, the Disbursing Officer inserts the card into the K22 and clicks the “Get Card Info” button in the “Card Present” box.

(2) If the cardholder’s Navy Cash card is not available, the Disbursing Officer enters the cardholder’s SSN or the MasterCard number from the front of the cardholder’s Navy Cash card or the cardholder’s last name or the initial letter or letters of the last name in the “Card not Present” box and then clicks the “Search” button.

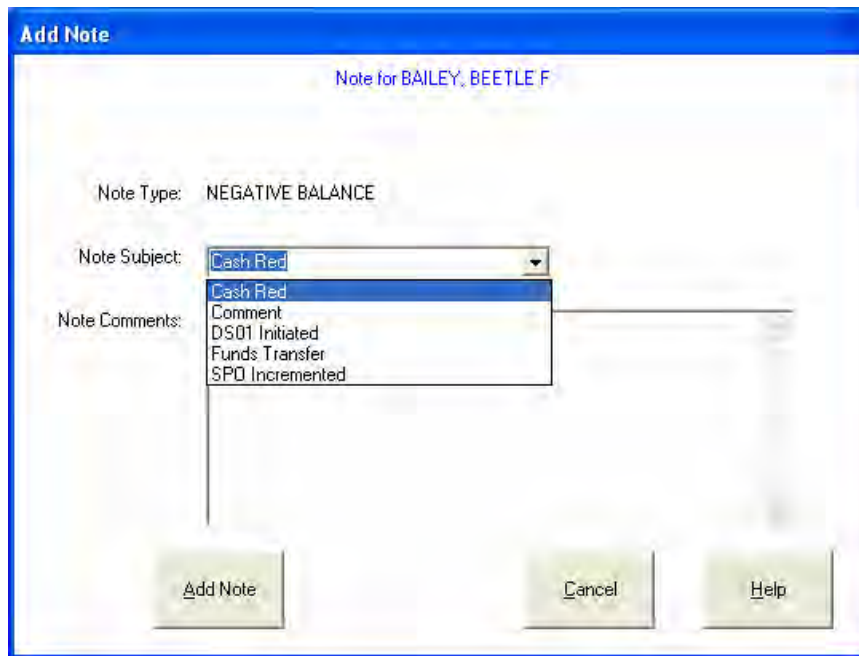
(3) If needed, the “Help” button can be pressed to display the procedures to search for a cardholder’s name and to view and add notes.



(4) The application brings up the names associated with the search criteria.

(5) After verifying the cardholder’s identity, the Disbursing Officer highlights the correct name in the “List of Members Matching Search Criteria” box, and a listing of all the notes in the cardholder’s member profile appears in the “List of Notes for Highlighted Member” box. The most recent note is listed first. With the “View Disbursing Notifications” checkbox unchecked, this includes both “Disbursing Notifications” and “Negative Balance” notes.

(6) View Note. To view a note, select the appropriate listing and click on the “View Note” button. The “View Note” window will be displayed, and the “Note Comments” can be reviewed but not edited. Click on the “Cancel” button to close the note. For a discussion of “Disbursing Notifications” notes and the actions to be taken, see paragraph d.(5) below.



(7) Add Note. To add a note to the cardholder’s member profile, click on the “Add Note” button. The “Add Note” window will be displayed. At least initially, the only “Note Type” that can be generated on the ship is a “Negative Balance” note.

(a) Use the “Note Subject” drop down menu to select an appropriate subject.

(b) In the “Note Comments” box, enter appropriate comments to document any Navy Cash account actions taken. Comments should be kept relatively simple, but should make clear what action was taken, who took the action, and what date the action was taken. There is a limit of 1,000 characters for note comments. Click on the “Add Note” button to save the note.

(c) Once the note is saved, note comments cannot be changed. Take care in composing the comments. Proofread the comments before clicking the “Add Note” button. Careful attention is required because all notes are retained permanently as a part of an individual's member profile and are sent along with the rest of the profile to each new ship when an individual does a “Ship Check In” at a K80 Cashless ATM.

The screenshot shows a software window titled "Add Note" with a subtitle "Note for BAILEY, BEETLE F". Inside the window, there are three main input fields: "Note Type" set to "NEGATIVE BALANCE", "Note Subject" set to "Cash Red" (with a dropdown arrow), and "Note Comments" containing the text "TEST". At the bottom of the window, there are three buttons: "Add Note", "Cancel", and "Help".

d. “View Disbursing Notifications” Checkbox Checked.

(1) The Disbursing Officer enters the “Disbursing Note Start and End Dates” in the “Card not Present” box and then clicks the “Search” button. The start date defaults to the last time the operator logged on to the Disbursing Application. If no end date is entered, all “Disbursing Notifications” notes up to the current log-in will be displayed. The “Card Present” search option is not available if the checkbox is checked.

(2) After verifying the cardholder’s identity, the Disbursing Officer highlights the correct name in the “List of Members Matching Search Criteria” box, and a listing of only the “Disbursing Notifications” notes in the cardholder’s member profile appears in the “List of Notes for Highlighted Member” box. The most recent note is listed first.

(3) To view a note, select the appropriate listing and click on the “View Note” button. The “View Note” window will be displayed, and the “Note Comments” can be reviewed but not edited. Click on the “Exit” button to close the note. The “Add Note” option is not available if the “View Disbursing Notifications” checkbox is checked.

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Card not Present

View Disbursing Notifications

Enter criteria for Disbursing Note search:

Disbursing Note Start Date:

Disbursing Note End Date:

OR

Card Present

List of Members matching Search Criteria

29044	BAILEY JR-TEST, DAVID-TESTITN	0042
44569	BENNIS2_14_06, ELAINE2_17_06 S	4347
606268	BERGSTEIN, MAXINE A	7009
606266	BERGSTEIN, ROBERTA M	7008
29522	DLUAT, DANIEL	0059
606256	FREEMAN, MARCIA I	7003
29568	GENERAL MESS - FOOD DT	2321

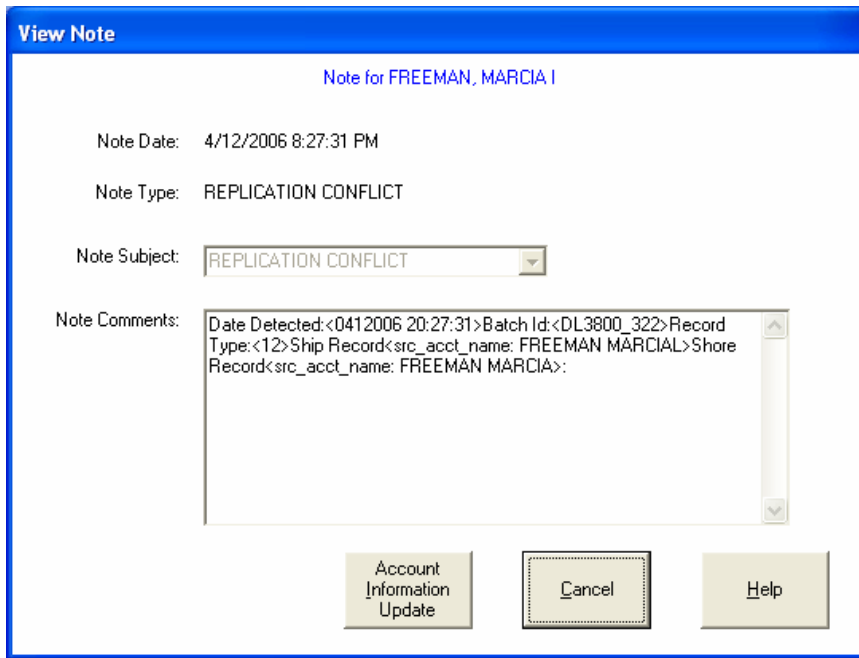
List of Notes for Highlighted Member

4405	DL3800	4/12/2006 8:27:31 PM	606256	REPLICATION CONFLICT
4404	DL3800	4/12/2006 8:27:30 PM	606256	REPLICATION CONFLICT
4402	DL3800	4/12/2006 8:13:23 PM	606256	REPLICATION CONFLICT

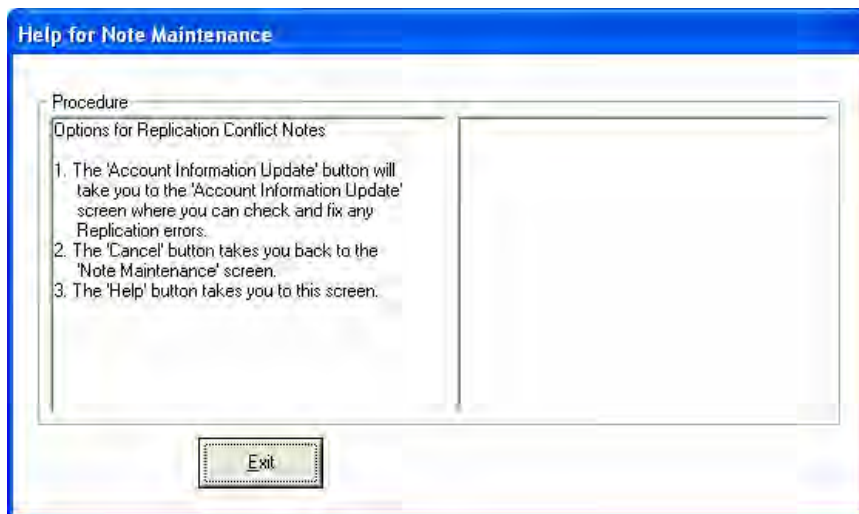
You are using version 1.5.0 of the Disbursing Application. (ncp.dl380) 4/20/2006 11:01 AM

(4) **Replication Conflicts.** Replication conflicts can occur when both the ship and the shore side update a cardholder's account information between two consecutive round trips. For example, the ship may initiate a change to a cardholder's account information using the "Account Information Update" function in the Disbursing Application (see paragraph 8.4.22) on the same day that the shore side updates a cardholder's account information based on a separate phone or e-mail request from the ship.

(a) The Navy Cash system, both ship and shore, will apply the account update received from the ship. When alerted to the replication conflict by the "Disbursing Notifications" note, the Disbursing Officer should review the cardholder's account information and update as necessary to resolve any errors that may have resulted from the conflict (see paragraph 8.4.22, Account Information Update).



(b) When viewing a note, clicking on the “Help” button will display the options available for “Replication Conflict” notes. Clicking on the “Cancel” button will return the application to the “Note Maintenance” screen. Clicking on the “Account Information Update” button will open an “Account Information Update” screen and display the data for the record in conflict (see paragraph 8.4.22, Account Information Update). The Disbursing Officer can then update the data to fix the replication error if necessary. In the sample screen above, the account name can be changed to reflect the correct first name, Marcia, if the cardholder desires (see paragraph 8.4.22.e). From the “Account Information Update Screen”, clicking on the “Return to Note Maintenance” button will return the application to the “Note Maintenance” screen.



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Account Information Update

Card not Present

Enter criteria to search:

Social Security Number: **OR**

Merchant: **OR**

MasterCard Number: **OR**

Last Name / First Name: **AND**

OR

Card Present

Insert card:

606256	FREEMAN, MARCIA I	7003	8000000012437	8000000140196
--------	-------------------	------	---------------	---------------

Member Profile

First Name: Branch of Service:

Middle Name: Social Security Number:

Last Name: Transfer Type:

Chip Load Limit: Transfer Date:

DDA Account to Navy Cash Transfer Amount:

Bank Account Information

Bank Account No: Bank Account Type:

Bank Account Name: Customer Type:

ABA:

Block Account Request ACH Decline Count: ACH Allowed:

Unblock Account

You are using version 1.5.0 of the Disbursing Application. (ncp.dl380) 4/20/2006 11:05 AM

View Disbursing Notifications

Disbursing Notifications

Note Date: 4/12/2006 8:27:30 PM

Note Type: REPLICATION CONFLICT DETECTED

Note Subject: REPLICATION CONFLICT DETECTED

Note Comments: One or more replication conflicts have been detected while synchronizing data from Batch Id:<DL3800_322> with the shore system. Please see the Replication Conflict Report for details

Cancel Help

Ready. Resourceful. Responsive!

View Reports
 RDM II Reporting
 Safe Bank Transactions
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 Event Maintenance
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 View Disk Usage
 NOC Selection
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(c) Replication Conflict Report. The Disbursing Notifications note identifies the EOD batch that contains the replication conflict. Disbursing can then pull the Replication Conflict Report for that period to obtain the details of the conflict. The Replication Conflict Report is a ship report that can be generated as needed on the ship (see paragraph 8.4.25, View Reports). To select, view, and print the report, Disbursing can click on the “View Reports” link on the Disbursing Application, click on the “Replication Conflict Report” link in the “Disbursing Office Report” box, fill in the start and end dates for the inclusive period desired, click the “Generate” button, and, once the report appears, click the “Print” button.

e. Disbursing Notifications Alerts. Disbursing Notifications notes appear as alerts at start up of the Disbursing Application or when a new operator logs on. Like the “Negative Balance” notes above, Disbursing Notifications notes are retained permanently as a part of an individual's member profile. An operator will see all the Disbursing Notifications notes that have been received by the ship since the last time he or she logged on to the Disbursing

Application. A brand new operator will see only the last 30 days of accumulated notifications notes. Click on the “Cancel” button to close the note.

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Operations Options.

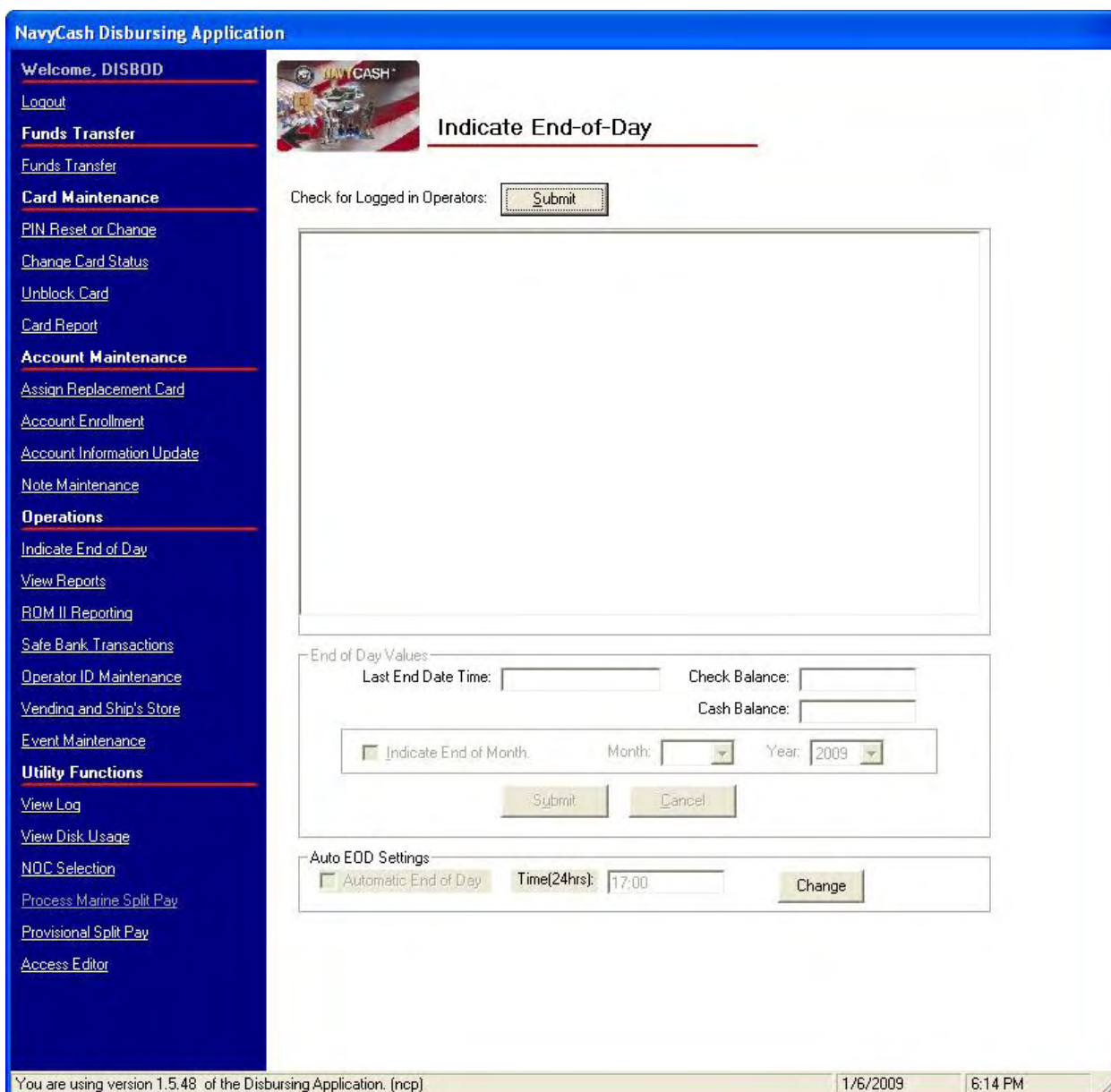
1. Indicate end-of-day.
Used to launch EOD scripts, transfer data and generate EOD-specific reports. This will end all business transactions for that particular day and begin recording all subsequent transactions for the next business day.
2. View Reports.
Used to generate, save or print Disbursing and Application reports.
3. ROM II Reporting.
Used to generate a report on discrepancies between ROM II and NavyCash.
4. Safe Bank Transactions.
Used to facilitate the deposit of funds to the Bank or the Safe. This option enables the Disbursing Officer to make adjustments to the check and cash amounts in the Safe Audit Summary Report (SASR) in order to force-balance the Navy Cash application prior to completing the 'Indicate End-of-Day' function. The reason for the out-of-balance condition can be investigated after the fact as required.
5. Operator ID Maintenance.
Used to register new or modify existing system operators.
6. Vending and Ship's Store.
Used to indicate End of Period for configured Vending Merchants. In addition, you can bind CADs to Vending Machines.
7. Event Maintenance.
Used to enter/update Events in Navycash.

You are using version 1.5.48 of the Disbursing Application. (nrcp) 1/7/2009 7:43 PM

8.4.24 Indicate End of Day

a. Indicate End Of Day (IEOD) Function. Completing the IEOD function starts automatic system back-ups and begins a “round-trip” process that runs the batch file, connects through ship’s communications systems to Navy Cash shore facility, transfers all ship transactions to shore, generates and retrieves shore reports, retrieves updates from shore, and updates account data on ship and shore. The IEOD function has three components, each of which will be discussed in turn.

- Manual EOD
- Automatic EOD
- Automatic Interim Round Trips



b. Manual EOD

(1) Initiating the IEOD function is normally a *manual* operation. At the end of the business day on the ship or whenever appropriate, the Disbursing Officer performs the “Indicate End of Day” function. This will end all business transactions for that particular day and begin recording all subsequent transactions on the next business day.

(2) The Disbursing Officer clicks on the “Indicate End-of-Day” link on the Disbursing Application.

(3) The Disbursing Officer then clicks the “Submit” button next to the “Check for Logged in Operators” tag.

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Indicate End-of-Day

Check for Logged in Operators:

Run Date/Time: 01/07/2009 19:46:33 GMT

Operator Status Report
Location: DL3800

List of Operators currently logged onto Navy Cash:

Operator Name	Date	Stat
SMITH, WILL	05/07/2008 13:50:51	Logge

NavyCash Disbursing Application

4 operators remain logged on.
Sales activity from any retail outlet that occurs after EOD is indicated will appear on reports from the next batch.
Do you wish to continue?

End of Day Values:

Last End Date Time: Check Balance:

Cash Balance:

Indicate End of Month. Month: Year:

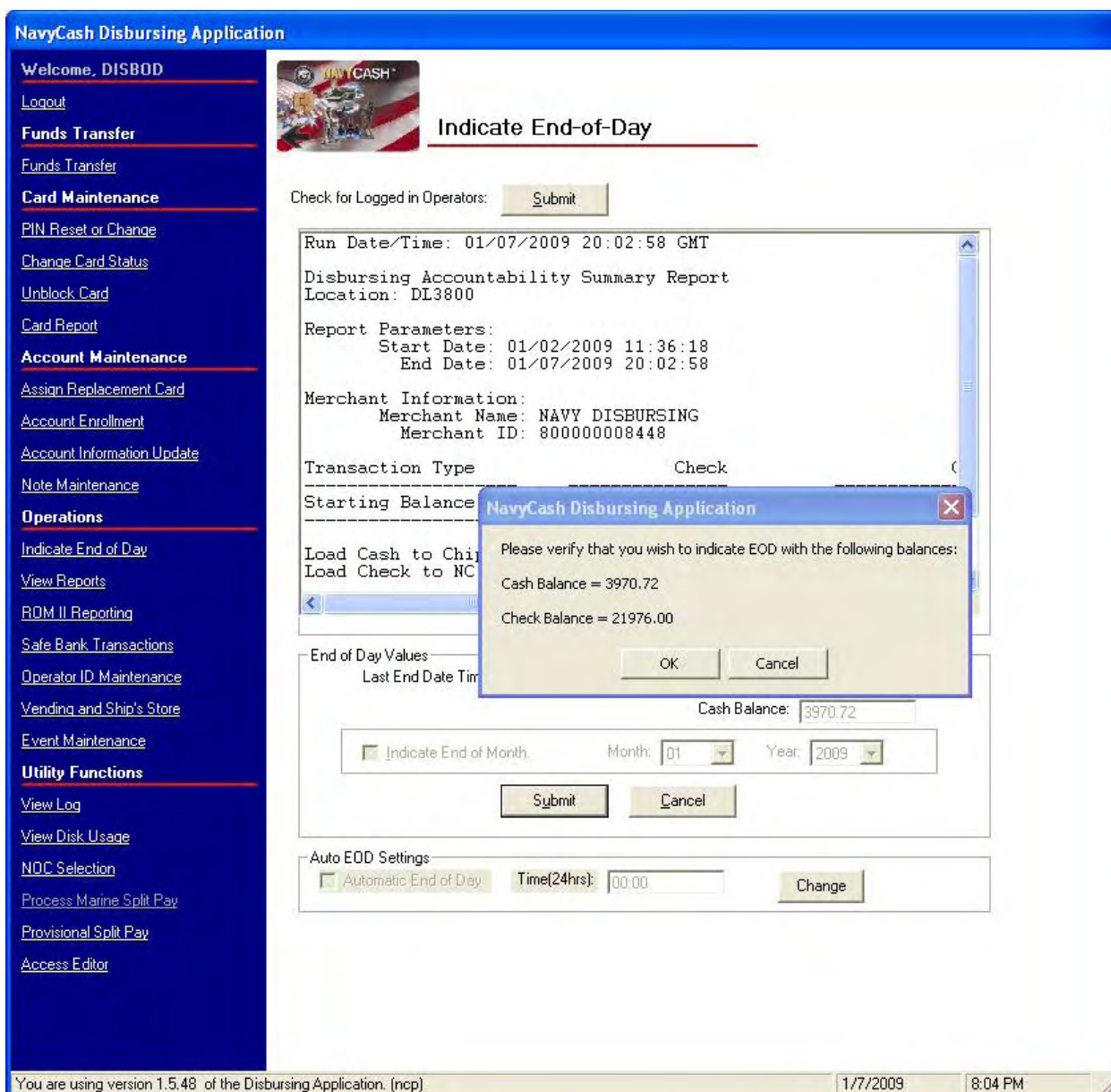
Auto EOD Settings

Automatic End of Day Time(24hrs):

You are using version 1.5.48 of the Disbursing Application. [ncp] 1/7/2009 7:49 PM

(4) If operators are logged on, for example, in the ship's store, post office, MWR, Wardroom, or Chiefs Mess, a message is displayed that informs the Disbursing Officer who is still logged on. It is not necessary to delay End-Of-Day (EOD) processing if operators are still logged in; however, if transactions occur during EOD processing, some transactions may be posted to the next day's business. It is generally recommended that operators either log out or suspend business until the DISBO completes the EOD process. The Disbursing Officer can contact the operator and request that they log out immediately or the Disbursing Officer can proceed with the EOD process. Any transactions entered by that operator after EOD will appear on the next business day. To proceed with the EOD process, click the "Yes" button.

NOTE: K22s operating in normal mode are connected to the Navy Cash server directly through the ship's LAN. If connectivity to the server is expected to be a problem, an operator should remain logged on to the K22 at the end of the day so that sales transactions can be processed offline the next day even if connectivity to the Navy Cash server is not available (see paragraphs 3.12, 4.16, 5.11, 6.9, or 7.7).



(5) The Disbursing Accountability Summary Report (DASR) will be displayed, and the “End of Day Values” frame will be enabled, which will contain the check balance, cash balance, and EOD date and time (a non-editable variable). In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).

(6) At this point, the Disbursing Officer should have closed out the Daily Cash Transaction Ledger in accordance with paragraph 8.4.14. The total in block 7 of the ledger should match the sum totals generated by the DASR. If the balances do not match, the Disbursing Officer shall make every effort to identify the correct totals to be reported for the day.

(7) Disbursing Officer clicks the “Submit” button to start the actual IEOD process.

(a) Indicate End of Month. If that particular IEOD will also be considered the End Of Month (EOM) close-out, the Disbursing Officer must check the “Indicate End of Month” block, and then enter the month and year being closed. The “Indicate End of Month” block will be grayed out and cannot be used until the Sales Officer has performed the EOM process at all

vending machines and indicated EOM for each vending and ship's store merchant (parent) in the Disbursing Application (see paragraph 8.4.29.b).

(b) Coordinate EOM Close-Out. As a part of the EOM process, the Disbursing Officer is responsible for coordinating all Navy/Marine Cash collections that must be registered to a Line of Accounting (LOA) through the SF 1219 Statement of Accountability, e.g., sale of meals in the general mess and sale of merchandise in the ship's store and vending machines (see paragraph 8.9). The Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) must coordinate to establish a closeout date each month.

(c) Prepare and Submit Reports on Time. The Disbursing Officer'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. To help ensure the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior.

(d) EOM Indicators. Completing the "Indicate End Of Day" function (IEOD) with the "Indicate End of Month" block checked, sends the EOM indicators for disbursing, food service, and Marine disbursing (when embarked) to the Navy Cash back end ashore and closes out their Navy Cash business for that month. *EOM indicators for the vending machines and ship's store are sent at the first IEOD completed after closing out the vending and ship's store merchants (parents) in the Disbursing Application (see paragraph 8.4.29)*. The Disbursing Officer should notify the Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) when this step has been completed.

(e) EOM Procedures Worksheet. A Navy Cash EOM Procedures Worksheet, which consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service, is included at Appendix R.

(8) The Disbursing Officer is then prompted for verification of EOD. This gives the Disbursing Officer an opportunity to back out of the action if necessary.

(9) If the Disbursing Officer's actual cash or manual ledgers do not balance, every effort should be made to determine the cause. If the cause is not discovered and corrected immediately, a balancing transaction can be entered in accordance with paragraph 8.4.27, Safe Bank Transactions. This process will balance the Navy Cash report and allow the DISBO to complete the end of day and return the system to normal use. However, the out-of-balance condition needs to be investigated and handled in an expeditious manner. If a shortage (loss of funds/loss of accountability) or an overage occurs, it should be handled as prescribed in Chapter 6 of DODFMR Volume 5. The correction will be documented on the Disbursing Accountability Reports for future reference.

(10) Once the balances have been verified, the DISBO will click "OK" in the verification window. After verification, an EOD completion message is displayed.

(11) The Disbursing Officer will record the daily totals from the DASR cash column on the DD 2657 as an increase/decrease to line 6.2A, U.S. Currency on Hand. The value from the total column will be entered on line 6.9, "Other", but will have the opposite sign. Disbursing Agents will record the transaction on the DD 2665 as increases to line 17, US Currency on Hand, or 20, US Negotiable Instruments on Hand, as appropriate and an opposite entry to line 31, Other. Sample DD 2657 entries are included in paragraph 8.10.

(12) Since the entries on the DD 2657 are logged in section II and opposite in value, there will be no increase in total accountability. However, when the electronic funds are reported as deposited at the end of the month, the overall accountability will be updated and correct. All funds that are being carried on line 6.9 can be supported by the DASR, and therefore are auditable. If required, a detailed report can be generated under the “View Reports” paragraph, 8.4.25. This report will display every transaction recorded on the server for any given period.

(13) The supporting DASR, along with the completed Daily Cash Transaction Ledger(s) and Disbursing Transactions Detail Report sorted by operator, shall be retained on file with the balanced DD 2657.

(14) If that particular IEOD has been indicated as the End Of Month (EOM) close-out, the Disbursing Officer will zero out the Disbursing Accountability Summary Report (DASR) starting balance by entering a “Deposit To Bank” transaction type for the total amount being carried on the DASR at the end of the month. This action shall be done in accordance with paragraph 8.4.27, Safe Bank Transactions, to reset the Safe Bank Transactions functionality for the next month’s reports.

(15) The manual EOD function is normally initiated from the Disbursing Application on the Navy Cash workstation in the disbursing office. If no one from the disbursing office will be on duty, the automatic EOD function will normally be activated to initiate IEOD at a preset time. However, if the Navy Cash server or another Navy Cash workstation (desktop or laptop) is located outside the disbursing office, a manual EOD can be run remotely by duty personnel (see paragraph 8.4.36, Access Editor–Access Control for Disbursing Application). When IEOD is run under the duty log-in, it is completed with minimal user requirements (i.e., double click the EOD icon on the desktop) and is the only functionality available.

c. Automatic EOD

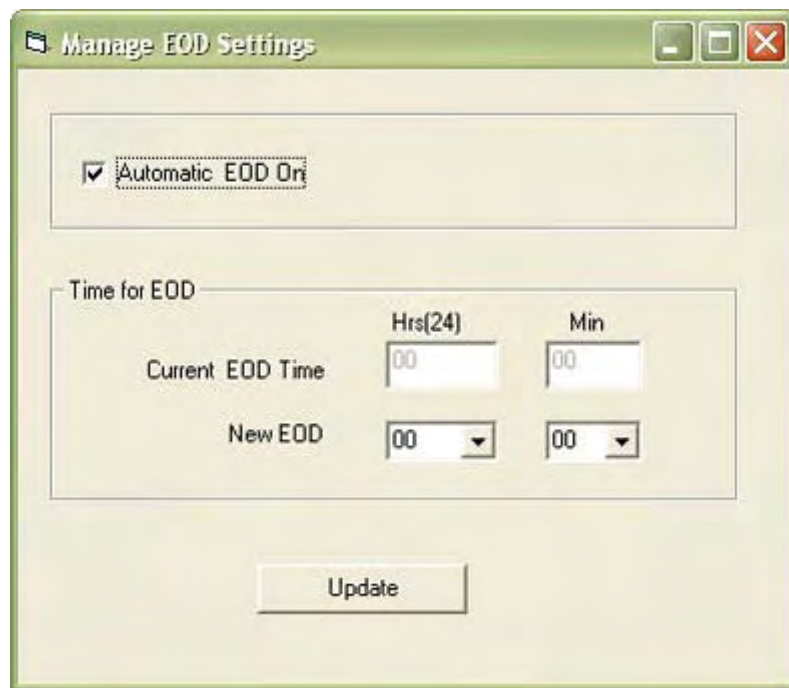
(1) If no one from the disbursing office will be on duty at the end of the business day, e.g., on the weekend, the IEOD function can be initiated automatically at a preset time.

(2) Managing Automatic EOD Settings. The settings for automatic EOD are displayed in the “Auto EOD Settings” box in the “Indicate End-of-Day” screen. To update these settings, the Disbursing Officer must click on the “Change” button. The “Manage EOD Settings” window is then displayed.

(a) To *activate* automatic EOD, click on the “Automatic EOD On” check box to insert the “check” mark, and click the “Update” button. A pop-up window verifies that the automatic EOD settings were updated successfully.

(b) To *deactivate* automatic EOD, click on the “Automatic EOD On” check box to remove the “check” mark, and click the “Update” button. Click the “OK” button to verify and deactivate automatic EOD.

(c) To change the preset time for initiating automatic EOD, select the desired time using the “Hrs (24)” and “Min” drop down boxes for the “New EOD” time, and click the “Update” button. A pop-up window verifies that the automatic EOD settings were updated successfully.



d. Automated Interim Round Trips

(1) To ensure everyone's Navy Cash account information is updated on a regular basis, interim round trips are run automatically at regular intervals throughout the day to synchronize the ship and shore databases.

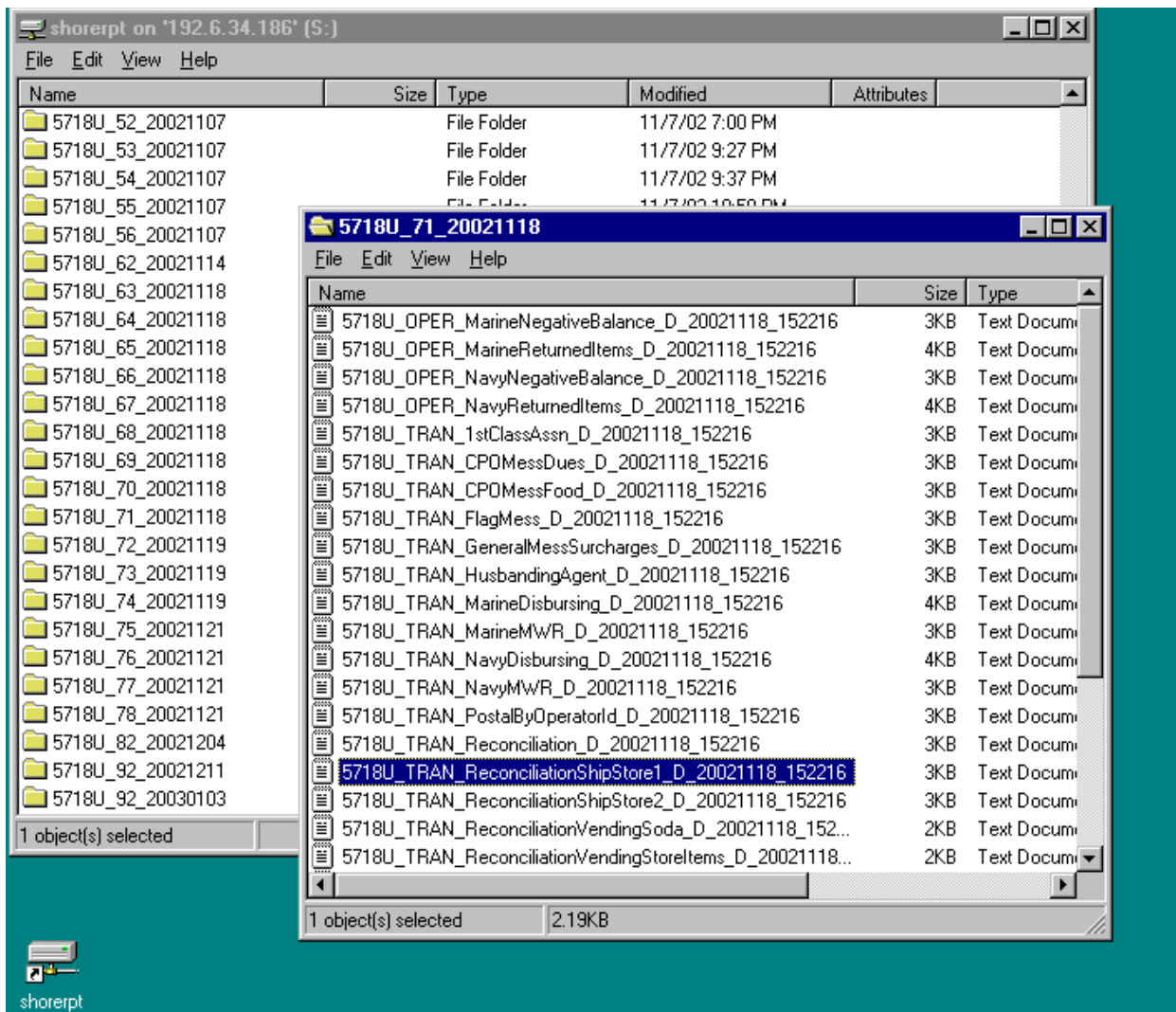
(2) These interim round trips do not generate and retrieve shore reports. Shore reports are generated only when IEOD is initiated, either *manually* from the Disbursing Application or *automatically* when the automatic EOD function is selected. If IEOD is not initiated for some reason, either manually or automatically, Navy Cash continues to operate normally, but transactions appear on the shore reports for the next business day, and shore reports are not available for that business day.

(3) In synchronizing the ship and shore databases, these interim round trips also ensure Split Pay Option (SPO) payroll payments are retrieved from shore and account balances updated on the ship on pay day. If communications are completely down around pay day, the Disbursing Officer has the option to run a provisional payroll on the ship (see paragraph 8.4.35, Provisional Split Pay).

(4) By default, automated interim round trips run every six hours. This interval can be changed by sending an e-mail request to the CSU. Any changes requested in the interval will 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.

e. End of Day (EOD) Report. A shipboard report, the EOD Report tracks the status of manual IEOD and automated interim round-trip requests (batches) initiated. An EOD Report can be generated on the ship as needed (see paragraph 8.4.25, View Reports). A column in the report identifies the batch as either an automated interim or manually initiated IEOD batch. If a prior automated round trip is pending, any subsequent round trips (either automated or manual) will not be processed until the response files are received from the shore for the prior round trip. At any time, a ship can have only one pending automated round trip or any number of pending

manually initiated IEOB round trips. If a current automated round trip is pending and the Disbursing Officer initiates a manual IEOB round trip, the pending automated round trip will be converted into a manually initiated IEOB round trip.



f. Shore Reports. Successful processing of the IEOB batch (round trip), either manually or automatically, sends a series of reports to the ship from the shore side. These shore reports include all the round trips (automated interim) that were created since the last IEOB was initiated, either *manually* from the Disbursing Application or *automatically* when the automatic EOD function is selected. Shore reports are generated automatically, and, when they are received, the Navy Cash system places them into a shore reports directory by date, with one sub-directory for each report date. On the Disbursing Application workstation or laptop, the shore reports can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy/Marine Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory. Sample reports are shown in paragraph 8.15. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

(1) Reports have been named using the following convention:

<UIC>_<REPORT TYPE>_<REPORT
NAME>_<D/M>_yyymmdd_HHMMSS.txt, where:

UIC = Ship's Unit Identification Code

Report Type = TRAN – Transaction Report, FRAU – Fraud Report,
OPER- Operational Report, SETT – Settlement Report

Report Name = Name of report

D/M = Daily or Monthly

Yyyymmdd = year/month/day report generated (GMT)

Hhmmss = hour/minute/second report generated (GMT)

.txt = Text file

Example:

R21452_TRAN_Ship_Merchant_Settle_D_20041209_000736.txt

R21198_TRAN_ShipStore_D_20010828_171708.txt

(2) Transaction Reports. Transaction reports will be generated for all ship merchants, for example:

- (a) Wardroom
- (b) CPO Mess Dues
- (c) General Mess
- (d) Flag Mess
- (e) Commanding Officer's Mess
- (f) First Class Petty Officer Association
- (g) MWR
- (h) Post Office — Metered Mail
- (i) Post Office — Money Orders
- (j) Post Office — Stamps
- (k) Ship's Store
- (l) Foreign Vendors
- (m) Vending Store Items (Snack, Phone Cards, Soap)
- (n) Vending Soda
- (o) Transaction Summary
- (p) Negative Balances
- (q) Returned Items

(3) Merchant Settlement Reports. Merchant settlement reports are generated for all merchants, whether they settle to bank or credit union accounts ashore or to merchant Navy Cash

(strip) accounts. By default, private merchants are set up to settle on a daily basis. For merchants who elect to settle on a weekly basis, deposits are initiated using the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month. Funds are normally available the next business day after the transactions are posted.

(4) Reconciliation Reports. Reconciliation reports, which are generated for all merchants, segregate transactions that were collected in the offline mode but were not processed on the same day they were collected. Reported separately, these collections can then be added to the totals for the appropriate day if desired.

(5) Print Reports. The Disbursing Officer can view and print reports at any time by accessing the shore report directories and sub-directories. Reports should be printed in “Landscape” format using WordPad™ software. A printer is not provided with the Navy Cash system. The Disbursing Officer must print reports sharing an already existing printer local to the server or workstation in the disbursing office, for example, the ATMs-at-Sea printer. Reports can also be saved electronically and sent via e-mail.

(6) Review Reports. The Disbursing Officer and other responsible individuals, such as the Sales Officer, MWR Officer, and Chiefs’ Mess Treasurer, should compare the daily reports with reports from their existing accounting systems, for example, the Sales Officer with ROM II for ship’s store, to verify accuracy. A Navy Cash generated report states the collections that have been recorded to any particular activity. Therefore, the report serves the same function for an accountable officer as a signed page in the NS 470 or a deposit ticket.

(7) Negative Balances. The Disbursing Officer shall review the Negative Balance Report and the Returned Items Detail Report on a daily basis. Guidelines for handling negative Navy Cash account balances are contained in paragraph 8.8 and Appendix L.

(8) Daily Blocked Account Report. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders’ first and last name, the last four of their SSN, their account number, and their decline count. The Daily Blocked Account Report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the K80 Cashless ATM (see paragraph 8.15.20 for a sample report). Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts).

8.4.25 View Reports

a. The Disbursing Officer can click on the “View Reports” link on the Disbursing Application to select the report menu and display the reports that can be generated as needed on the ship. To select, generate, view, and print a report, click on the report desired, fill in the start and end dates for the inclusive period, and click the “Generate” button. Some of the reports can be generated using one of a selection of preset sorting criteria (see table of report descriptions below). Sample reports are shown in paragraph 8.15.

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View Reports

Click on the Report you wish to view.

Disbursing Office Reports

Safe Bank Transactions Report	SPD Payroll Report
Disbursing Accountability Detail Report	Disbursing Transactions Detail Report
Disbursing Accountability Summary Report	Disbursing Transactions Summary Report
Replication Conflict Report	

Sales Reports

Merchant Sales Summary Report	Merchant Transactions Report
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Operations Reports

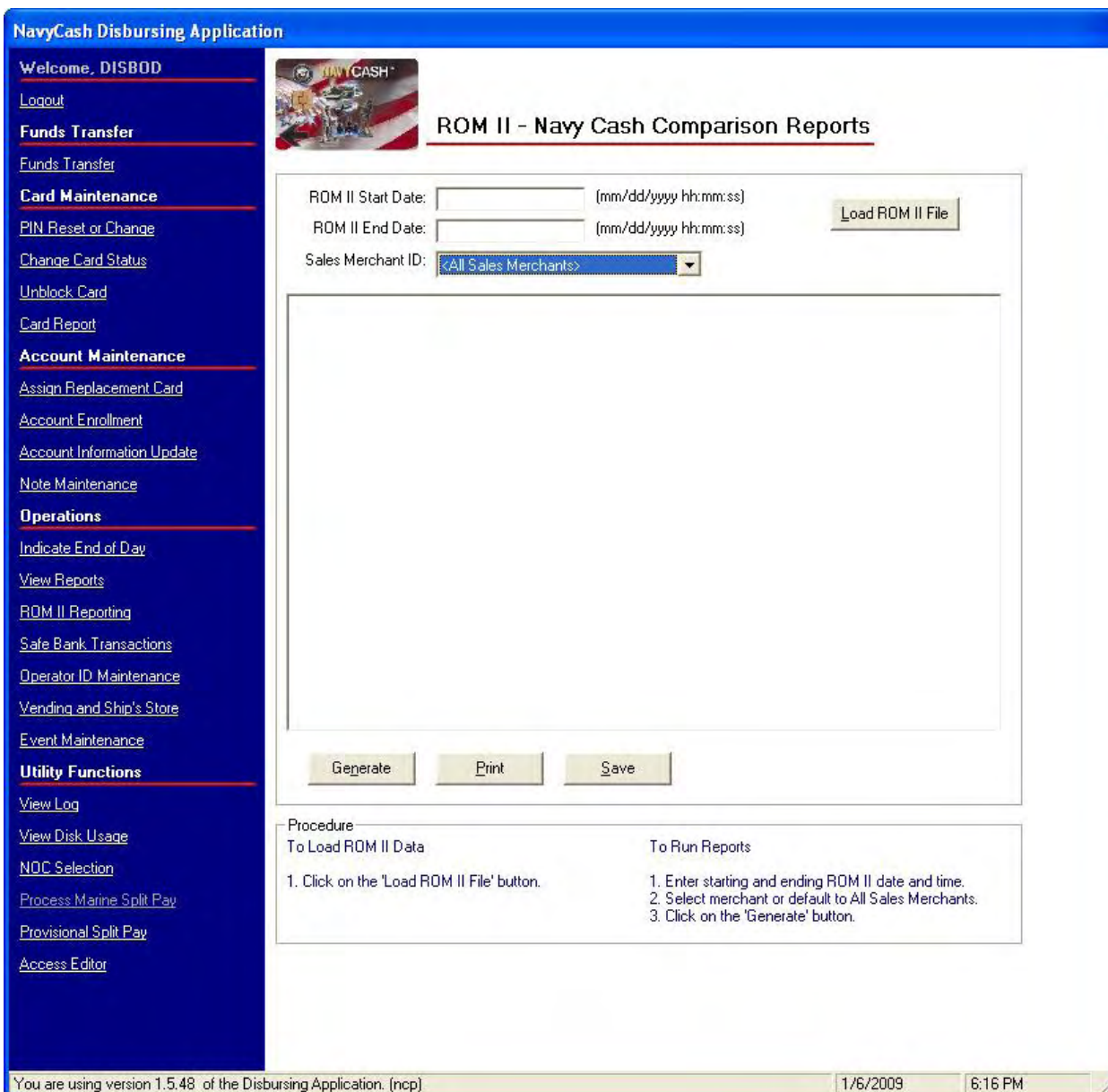
Operator Status Report	EOD Report
Unmatched Chip-to-Chip Report	Fraud Detection Report
Navy Cardholder Issued Card Report	

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b. **Review Reports.** The Disbursing Officer and other accountable individuals, such as the Sales Officer and Chiefs' Mess Treasurer, are responsible for comparing the daily reports with reports from their existing accounting systems to verify accuracy. This review is normally done with the shore reports (see paragraph 8.4.24.f), which are generated automatically by the EOD process and sent to the ship when the EOD round trip is completed. However, to check total sales figures for a particular day before the shore reports are received on the ship, a Merchant Sales Summary Report can be generated by entering the correct start and end dates in the "View Reports" link. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).* The more detailed Merchant Transactions Report can be generated in the same way.

c. **Printing Reports.** A printer is not provided with the Navy Cash system. Reports must be printed sharing an already existing printer local to the server or workstation in disbursing, for example, the ATMs-at-Sea printer. Reports can also be saved electronically and sent via e-mail.

Report	Purpose	Sort Capability
Disbursing Office Reports		
Safe Bank Transactions Report	Tracks all changes to Navy Cash funds in the disbursing office that result from deposits to bank (withdrawals), deposits to safe (deposits), funds transfers to chip, and funds transfers from chip	Transaction Date or Transaction Type
SPO Payroll Report	Lists cardholders in SPO and the last payroll amounts credited to their Navy Cash accounts	Cardholder Name or Last Pay Date
Disbursing Accountability Detail Report	Lists disbursing transactions—cash and check to chip, deposits to safe and bank, and chip to cash	Transaction Date or Transaction Type
Disbursing Accountability Summary Report	Summary of transactions shown in Disbursing Accountability Detail Report	None
Disbursing Transactions Detail Report	Lists all transactions by disbursing staff—to facilitate audit of disbursing office	Operator, Date, or Transaction Type
Disbursing Transactions Summary Report	Summary of transactions shown in Disbursing Transaction Detail Report	Operator, Date, or Transaction Type
Replication Conflict Report	Provides details of any replication conflicts in updating a cardholder's account information	None
Sales Reports		
Merchant Sales Summary Report	Summary of total sales and transaction counts shown in Merchant Transactions Report—used for EOD and EOM merchant sales receipts	Merchant Name or Merchant ID
Merchant Transactions Report	Lists all sales, refunds, and correction transactions and cardholder name and card number (last 5 digits) for both vending and non-vending merchants—includes summary section	Merchant, Operator, Date, Transaction Type, or Event Description
Operations Reports		
Operator Status Report	Lists operators currently logged on to K22s	None
EOD Report	Tracks the status of end-of-day requests (batches) initiated and check and cash balances at EOD	None
Unmatched Chip-to-Chip Report	Lists all failed chip-to-chip transactions—used to research unmatched chip-to-chip transfers	Cardholder Name, Date, or Card Number
Navy Cardholder Issued Card Report	Tracks cardholder name, date, and card number (last 5 digits) for all instant issue cards issued	Cardholder Name, Date, or Card Number
Fraud Detection Report	Indicates possible fraudulent ACH activity on ship. Lists questionable transactions by cardholder name and SSN (last 4 digits).	None



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ROM II - Navy Cash Comparison Reports

ROM II Start Date: (mm/dd/yyyy hh:mm:ss)

ROM II End Date: (mm/dd/yyyy hh:mm:ss)

Sales Merchant ID:

Procedure

To Load ROM II Data	To Run Reports
1. Click on the 'Load ROM II File' button.	1. Enter starting and ending ROM II date and time.
	2. Select merchant or default to All Sales Merchants.
	3. Click on the 'Generate' button.

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8.4.26 ROM II Reporting

a. At the end of each day, the Sales Officer, or designated assistant, should compare the end-of-day reports generated by the ROM II back office and the Navy Cash system. The totals from both reports for electronic sales in the ship's store must match. Any differences must be investigated. The ROM II Reporting function and the ROM II/Navy Cash Comparison Reports provide an automated tool to compare the ROM II and Navy Cash daily transaction reports.

b. To generate a ROM II/Navy Cash Comparison Report, the Disbursing/Sales Officer clicks on the "ROM II Reporting" link on the Disbursing Application, inserts the floppy disk with the ROM II file ("special disk"), clicks on the "Load ROM II File" button, double clicks on "sales.txt" to load the file, and clicks the "Yes" button to verify this is the correct file to load.

c. After the file data is successfully loaded, the "ROM II Start Date" and "ROM II End Date" are defined by the date range of ROM II file just imported, and the actual ROM II times will be displayed. ROM II times are normally set to ship local time. In Navy Cash, all dates and

times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC). In the “Sales Merchant ID” block, the Disbursing/Sales Officer then scrolls down and selects the appropriate merchant, for example, Ship’s Store #1.

d. To generate a ROM II/Navy Cash Comparison Report, the Disbursing/Sales Officer clicks on the “Generate” button. A report can be run without loading a ROM II file, by entering an appropriate “ROM II Start Date” and “ROM II End Date”, selecting an appropriate “Sales Merchant ID”, and clicking on the “Generate” button. If a report is run without loading a ROM II file, all transactions will appear under “Navy Cash Transactions *Not* in ROM II”.

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ROM II - Navy Cash Comparison Reports

ROM II Start Date: 03/30/2004 14:00:01 (mm/dd/yyyy hh:mm:ss)

ROM II End Date: 03/30/2004 15:44:14 (mm/dd/yyyy hh:mm:ss)

Sales Merchant ID: 800000008436 - GENERAL MESS - F

Load ROM II File

Run Date: 06/21/2005
Run Time: 10:58:23
Report Name: ROM II Exception Report

Navy Cash
Sales Office
Location: DL3800
ROM II Start Date:
ROM II End Date:

ROM II Transactions :

Merchant ID: 800000008458 - SHIP STORE #1
Point Of Sale Terminal # 00001002

ROM II Transaction Date	ROM II Transaction Amount
03/30/2004 14:27:41	\$1.20
Total for Point Of Sale Terminal # 00001002:	
	\$1.20
Total for Merchant 800000008458:	
	\$1.20

Generate Print Save

Procedure

To Load ROM II Data	To Run Reports
1. Click on the 'Load ROM II File' button.	1. Enter starting and ending ROM II date and time.
	2. Select merchant or default to All Sales Merchants.
	3. Click on the 'Generate' button.

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e. The ROM II/Navy Cash Comparison Report consists of four sections.

(1) ROM II Transactions *Not* in Navy Cash. Lists any ROM II transactions that were included in the ROM II file but were not reported in the Navy Cash system in the period specified by the ROM II start and end dates.

(2) Navy Cash Transactions *Not* in ROM II. Lists any Navy Cash transactions that were not included in the ROM II file in the period specified in the ROM II start and end dates.

(3) Navy Cash and ROM II Transactions with Different Dollar Amounts. 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.

(4) Transactions that failed in ROM II but succeeded in Navy Cash. 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.

f. The ROM II/Navy Cash Comparison Report can be used as a tool in investigating and resolving any differences between the ROM II and Navy Cash daily transaction reports as required by paragraph 7.3.9. A sample report is included at paragraph 8.15.4.

The screenshot displays the 'NavyCash Disbursing Application' interface. On the left is a blue navigation menu with categories: Welcome, DISBOD; Funds Transfer; Card Maintenance; Account Maintenance; Operations; and Utility Functions. The main content area is titled 'Safe Bank Transactions' and includes a 'Safe to Bank Deposits and Withdrawals' form. The form has input fields for 'Cash Amount', 'Check Amount', and 'Deposit Ticket', and dropdown menus for 'Transaction Date' (set to 1/6/2009) and 'Transaction Type' (set to Deposit to Bank). Below the form are 'Submit' and 'Reset' buttons. A 'Procedure' section provides instructions for adding or removing funds from the safe balance.

Procedure
Safe Bank Transactions Options

<p>To ADD funds to safe: (negative safe balance)</p> <ol style="list-style-type: none"> 1. Enter amount of adjustment in the Cash Amount and/or Check Amount fields. 2. Select Transaction Type: Deposit to Safe. 3. Click the 'Submit' button. 	<p>To REMOVE funds from safe: (positive safe balance)</p> <ol style="list-style-type: none"> 1. Enter amount of adjustment in the Cash Amount and/or Check Amount fields. 2. Select Transaction Type: Deposit to Bank. 3. Enter 'N/A' for Deposit Ticket. 4. Click the 'Submit' button.
--	---

At the bottom of the application window, a status bar shows: 'You are using version 1.5.48 of the Disbursing Application. (ncp)', the date '1/6/2009', and the time '6:19 PM'.

8.4.27 Safe Bank Transactions

- a. The “Safe Bank Transactions” functionality enables the Disbursing Officer to make adjustments to the cash amount in the Disbursing Accountability Summary Report (DASR) in order to change the balance reported by the Disbursing Application. This functionality will be used primarily during the “End-of-Month” process to reset the DASR to a zero balance, as described in paragraph 8.9.c. In addition, this functionality can be used to create adjustments to the DASR 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 the DODFMR Volume 5.
- b. To initiate the transaction, the Disbursing Officer or Deputy clicks on the “Safe Bank Transaction” link on the Disbursing Application.
- c. The Disbursing Officer enters the amount of cash that would be needed to zero out or “balance” the system and selects the appropriate “Transaction Type”. 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.
- d. After the adjustments are completed, the Disbursing Officer clicks the “Submit” button to adjust the system value.
- e. The Disbursing Officer then returns to the “Indicate End-of-Day” function described in paragraph 8.4.24, Indicate End of Day, to complete the process for that particular day. All Safe Bank transactions will be identified on the DASR for that day.

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Operator ID Maintenance

Currently Configured Operators: View Only Deleted Operators [List Configured Operators](#)

Operator ID: Merchant ID:

User ID: Add as Disbursing User

First Name: Social Security Number:

Last Name:

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8.4.28 Operator ID Maintenance

a. Within Navy Cash, each operator, for example, in the post office, CPO mess, MWR, wardroom, or disbursing office, must be identified by a unique operator ID number and must be registered at the disbursing office. To be assigned an operator ID, an individual must be a Navy/ Marine Cash cardholder. Once ship's store operator IDs are established in Navy Cash, they must be entered into the ROM II back office.

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Operator ID Maintenance

Currently Configured Operators: View Only Deleted Operators [List Configured Operators](#)

Operator ID	Last Name	First Name
*****	*****	*****
4001	DISBO	DL - TE
4003	GROUP	MICHAEL
9001	MARINE	DO
5000	SMITH	WILL
4005	SMITH	JOHN
9010	USER	TEST
9000	WAGLER	STEPHEN
*****	*****	*****

Operator ID: Merchant ID:

User ID: Delete this Operator Add as Disbursing User

First Name: Social Security Number:

Last Name:

The operator 5000 has NOT been associated with a Merchant ID 1/7/2009 8:11 PM

b. To display all operators within the ship’s Navy Cash system, the Disbursing Officer clicks on the “Operator ID Maintenance” link and clicks the “List Configured Operators” button.

c. Add an Operator. The Disbursing Officer enters the first and last name of the new operator and assigns a four-digit number. This number must be unique within the Disbursing Application on each ship. Once a number has been assigned to an operator, it cannot be reused even if that operator is deleted. However, the number can be duplicated on different ships. Upon clicking “Submit”, the Disbursing Officer will be prompted to verify information for the operator being added, which is done by clicking the “Yes” or “No” button as appropriate.

d. Disbursing Application User. If a person is to be added to the Disbursing Application user list, the “Add as Disbursing User” block must be checked (see paragraph 8.4.36.i.(8)).

e. Delete an Operator. The Disbursing Officer selects the correct name in the list of configured operators and clicks in the “Delete This Operator” box. There will be a prompt to verify this is the operator to delete, which is done by clicking the “Yes” or “No” button.

f. Reactivate an Operator. The Disbursing Officer selects the correct name in the list of configured operators and clicks in the “Delete This Operator” box. This removes the check mark in the box. There will be a prompt to verify this is the operator to re-activate, which is done by clicking the “Yes” or “No” button. The Disbursing Officer can narrow the list of configured operators to search by clicking in the “View Only Deleted Operators” box.

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Currently Configured Operators: View Only Deleted Operators

Operator ID	Last Name	First Name
*****	*****	*****
5555	CHANG	ANN
6666	CHANG	ANN
1111	GIFFIN	JOHN
2222	GIFFIN	JOHN
2312	Jones	Sam
1267	Jones	Sam
1113	KINNEY	KYLE
1114	KINNEY	KYLE
1115	KINNEY	KYLE
1116	KINNEY	KYLE
1117	KINNEY	KYLE
1000	LENTZ	CAROL
*****	*****	*****

Operator Update

Please verify that you wish to re-activate the operator 1116

Operator ID: 1116 Merchant ID: 800000000811 - MARINE DISBURSI

User ID: 5445 Delete this Operator Add as Disbursing User

First Name: KYLE Social Security Number:

Last Name: KINNEY

The operator 1116 has NOT been associated with a Merchant ID

1/18/2006 3:28 PM

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Vending and Ship's Store

Display Status for Period: 05/2008

Merchants and Vending Machines:

- 800000007954 - VENDING SODA - 10/02/08 10:31:09
 - VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 10/02/08 10:30:41
- 800000008464 - VENDING STORE ITEMS - 10/09/08 15:50:25
 - VMCANDY0000000001 - Infirmary - CAD # 0070C20589160000 - 10/02/08 10:30:49
 - VMREDBULL00000001 - Bridge - CAD # 0000012349870000 - 10/09/08 15:50:19

Indicate End of Period for Vending Merchant

Vending Machine ID:

Machine Location:

CAD Terminal ID: <NONE>

Procedure

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

You are using version 1.5.48 of the Disbursing Application. [ncp] 1/6/2009 6:21 PM

8.4.29 Vending and Ship's Store—Vending Maintenance and End of Month

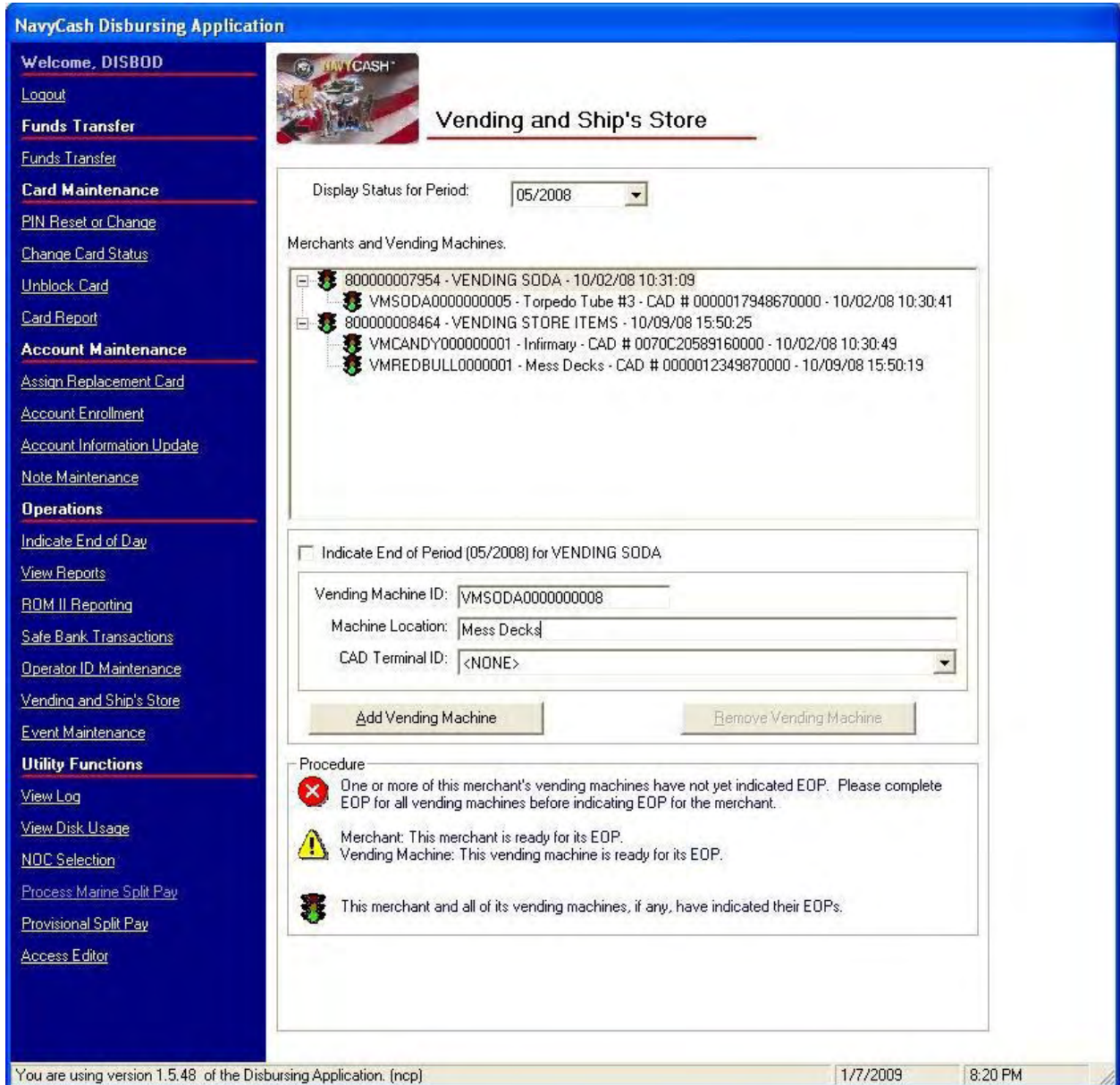
The “Vending and Ship's Store” link in the Disbursing Application is used to:

- Add, change, or remove a CAD or vending machine or modify the description of a vending machine, actions which are described under “Vending Maintenance” below.
- Close out the vending machines and the ship's store at the end of the month or at the end of a specified period, actions which are described under “End of Month” below.

a. Vending Maintenance

(1) Navy Cash “ties” or “links” specific CADs to specific vending machines in the Navy Cash system database so that sales transactions are credited to the correct merchant. The Disbursing Application requires that each CAD be identified by a unique CAD Terminal ID number. Whenever a CAD is added, changed, or removed, it must be linked within the Disbursing Application as discussed in the following subparagraphs.

(2) To display all operating CADs within the Navy Cash system, the Disbursing Officer or Sales Officer clicks on the “Vending and Ship’s Store” link in the menu on the left-hand side of the Disbursing Application screen. The “Vending and Ship’s Store” screen displays all the merchants, all the vending machines associated with each merchant, and the Terminal ID numbers for the CADs “tied” to each of the vending machines.



(3) Adding a Vending Machine and CAD.

(a) To add a new vending machine and CAD to the Navy/Marine Cash system, the Disbursing Officer or Sales Officer first highlights (selects) the appropriate merchant in the “Merchants and Vending Machines” window on the “Vending and Ship’s Store” screen.

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

(c) The Disbursing Officer or Sales Officer then selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed.
- If there are multiple unassigned CADs, the correct 16-digit CAD Terminal ID numbers can be verified at the CADs themselves by pressing the right-hand button of the three hidden “buttons”. The “No Card” side of the CAD template depicts where the buttons are located on the CAD (see Appendix A, Vending Maintenance). On the older model of the CADs, the buttons are more distinct; on the newer model, the buttons are pressure sensitive “areas”.

(d) Once all the information is entered or selected, the Disbursing Officer or Sales Officer clicks the “Add Vending Machine” button to update the system. At this time the Disbursing Officer or Sales Officer will be prompted to verify information for the CAD and vending machine being added, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. No transactions can occur at the vending machine until the CAD is associated with the vending machine in the Disbursing Application.

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

(4) Updating Vending Machine Information, Changing a CAD, or Removing a Vending Machine.

(a) To update vending machine information, change a CAD, or remove a vending machine from the system, the Disbursing Officer or Sales Officer first highlights (selects) the appropriate vending machine in the “Merchants and Vending Machines” window on the “Vending and Ship’s Store” screen.

(b) To remove a vending machine, the Disbursing Officer or Sales Officer clicks the “Remove Vending Machine” button. At this time the Disbursing Officer or Sales Officer will be prompted to verify removing the vending machine, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. If the “OK” button is clicked, the vending machine and associated CAD are removed from the system.

(c) To update vending machine location, the Disbursing Officer or Sales Officer selects (highlights) the entry in the “Machine Location” box and enters the new location information.

(d) To change a CAD, the Disbursing Officer or Sales Officer selects (highlights) the appropriate 16-digit alphanumeric CAD Terminal ID number for the new CAD from the “CAD Terminal ID” drop-down box.

- When a CAD is installed in a vending machine, the CAD Terminal ID number is transmitted automatically from the CAD to the system and listed as unassigned until it is assigned to the appropriate vending machine when the next step is completed.
- If there are multiple unassigned CADs, the 16-digit CAD Terminal ID numbers can be verified at the CADs themselves by pressing the right-hand button of the three hidden “buttons”. The “No Card” side of the CAD template depicts where the buttons are located on the CAD (see Appendix A, Vending Maintenance). On the older model of the CADs, the buttons are distinct; on the newer model, the buttons are pressure sensitive “areas”.

(e) Once the updated vending machine information is entered or the new CAD Terminal ID is selected, the Disbursing Officer or Sales Officer clicks the “Update Vending Machine Data” button to update the system. At this time, the Disbursing Officer or Sales Officer

will be prompted to verify the updated information, which is done by clicking the “OK” or “Cancel” button as appropriate. If the “Cancel” button is clicked, the change is not made, and the Disbursing Officer or Sales Officer either exits this portion of the application or re-enters the information for the change desired. When changing the CAD, clicking the “OK” button removes the previous (old) CAD from the system.

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Merchants and Vending Machines.

- 80000007954 - VENDING SODA - 06/21/05 15:19:26
- VMSODA0000000003 - Lab Room - No CAD Assigned - 06/21/05 15:19:16
- 80000008458 - SHIP STORE #1 - 06/21/05 15:19:37
- 80000008460 - SHIP STORE #2 - 06/21/05 15:17:37
- 80000008464 - VENDING STORE ITEMS - 06/21/05 15:17:28
- VMSIMAX0000000001 - Maximus CAD JE - CAD # 0070C20588350000 - 06/21/05 15:19:16
- 800000011315 - VENDING STAMPS - 06/21/05 15:17:16
- VMSTAMP0000000002 - MAIN HALL - No CAD Assigned
- VMSTAMPS0000000003 - NAVY LAB - No CAD Assigned - 06/21/05 15:18:57

Indicate End of Period for Vending Merchant

End of Period Month: 06 End of Period Year: 2005

Vending Machine ID:

Machine Location:

CAD Terminal ID:

Submit Remove Vending Machine

Procedure

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

You are using version 1.4.27 of the Disbursing Application. (incp.d\380) 6/21/2005 11:14 AM

b. End of Month for Vending Machines and Ship's Store

(1) Prepare and Submit Reports on Time. The Disbursing Officer's Statement of Accountability (SF 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. In order to make certain that the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. Each month, the Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer, if one is embarked, should coordinate to establish a closeout date for the month. The EOM process generally begins in the sales office with the EOM for vending machines and ship's store as much as five days before the

27th of the month (see paragraph 8.9). At the same time that the sales office begins to close out the vending machines, disbursing (including Marine disbursing if embarked) and food service should begin to pull together the Navy Cash figures needed to meet their own reporting responsibilities.

(2) It is common practice, especially on larger ships, to specify different EOM or End-of-Period (EOP) closing dates for different vending machines. To assist in closing out each month, the Disbursing Application allows different closing dates to be specified for each vending machine.

(3) Navy Cash enforces a sequence of steps for closing out each month or period.

(a) First, all the vending machines for the particular merchants must be closed out at the vending machines themselves (see Appendix A).

(b) Second, all the merchants must be closed out, to include both vending and ship's store(s), at the Disbursing Application (see Appendix A and paragraph 8.4.29.b).

(c) Third, an EOM close-out can be performed as a part of the Indicate End of Day (IEOD) function at the Disbursing Application (see paragraph 8.4.24.b).

(d) Successful processing of the IEOD round trip sends the EOM shore reports and automated EOM spreadsheet to the ship which are then used to prepare the required EOM reports (see paragraphs 8.9, 7.6, and 3.11)

(e) EOM Procedures Worksheet. A Navy Cash EOM Procedures Worksheet that consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service is included at Appendix R.






(4) The "Indicate End of Month" field on the "Indicate End of Day" screen (see paragraph 8.4.24.b) will remain grayed out until all vending machines and merchants are closed out in the proper sequence. In this way, an EOM cannot be initiated before all the vending machines and merchants are closed out.

(5) The EOM process for vending and ship's store is performed in two phases.

(a) Phase one is performed at the vending machine using the CAD template and merchant card to activate the CAD EOM function (see Appendix A, Vending Maintenance and Sales End of Month) and includes a physical inventory for each machine. This is the first step in the sequence for closing out each month, and all vending machines for a particular merchant must be closed out before proceeding to phase two.

(b) Phase two is performed at the sales office or disbursing office using the Disbursing Application to activate EOM for each merchant (parent) (see Appendix A, Vending Maintenance and Sales End of Month, and paragraph 8.4.29.b below and following). This is the second step in the sequence for closing out each month, and all the merchants, including both vending and ship's store, must be closed out before the actual end of month can be performed.

(6) To initiate EOM for each merchant (parent) (phase 2), the Sales Officer clicks on the "Vending and Ship's Store" link in the menu on the left-hand side of the Disbursing Application screen. 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.

- A yellow traffic sign next to a vending machine indicates that an EOM must be performed at the vending machine (see Appendix A, Vending Maintenance). 
- If an EOM has been performed at a vending machine, a green traffic light will be displayed next to the vending machine. 
- If an EOM has been performed on all vending machines associated with a merchant (parent), a yellow traffic sign will be displayed next to the merchant. 
- A red warning sign indicates that one or more of a merchant's vending machines have not indicated EOM. EOM must be completed at all vending machines before EOM for the merchant can be initiated. 
- A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs. 

(7) After all the vending machines for a particular merchant display the green traffic light icon, a yellow traffic sign will be displayed next to the merchant, and the Sales Officer can initiate an EOM for that merchant (parent).

- (a) Highlight specific merchant in “Merchants and Vending Machines” box.
- (b) Click the check box next to “Indicate End of Period for *Merchant*”.
- (c) Verify the “End of Period Month” and “End of Period Year” by scrolling down the respective menus.
- (d) Click on the “Indicate EOP” button.
- (e) When the prompt is displayed, verify that EOM is desired for the specified merchant by clicking the “OK” or “Cancel” button as appropriate.
- (f) Print the screen to record the vending EOM date and time. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

(8) The procedure in paragraph (5) above is followed until all merchants, including ship's store are closed out. A green traffic light icon displayed next to a merchant indicates that the merchant and all of its vending machines (if any) have indicated their EOMs.

(9) The EOM indicators for the vending machines and ship's store are sent to the Navy Cash back end ashore whenever the Disbursing Officer performs the next “Indicate End of Day” function.

(10) Once the EOM process has been completed for all vending and ship's store merchants, the Sales Officer should notify the Disbursing Officer. Once all vending and ship's store merchants have been properly closed out, the “Indicate End of Month” field on the “Indicate End of Day” screen (see paragraph 8.4.24.b) will no longer be grayed out. The Disbursing Officer can then complete the third step in the sequence for closing out each month at the next appropriate end of day (see paragraph 8.4.24.b). 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 (see Appendix A). 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. If a recount is necessary after the Disbursing Officer has completed the EOM, the Disbursing Officer must reinitiate the EOM in order to incorporate the new numbers.

(11) EOM reports will not be available until the Disbursing Officer completes the EOM process by clicking the “Indicate End of Month” check box at the next appropriate IEOD.

(12) Status of Vending and Ship’s Store Merchant Closeout. The Disbursing Officer can check the status of the vending and ship’s store EOM or other EOP process for the current and the previous month.

(a) In the first sample screen below, selecting the previous month, “5/2008”, in the “Display Status for Period” drop-down box indicates that each merchant and all of its vending machines (if any) have indicated their EOMs.

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Vending and Ship's Store

Display Status for Period: 05/2008

Merchants and Vending Machines:

- 800000007954 - VENDING SODA - 10/02/08 10:31:09
 - VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 10/02/08 10:30:41
- 800000008464 - VENDING STORE ITEMS - 10/09/08 15:50:25
 - VMCANDY0000000001 - Infirmary - CAD # 0070C20589160000 - 10/02/08 10:30:49
 - VMREDBULL00000001 - Mess Decks - CAD # 0000012349870000 - 10/09/08 15:50:19

Indicate End of Period for Vending Merchant

Vending Machine ID:

Machine Location:

CAD Terminal ID: <NONE>

Procedure

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

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(b) In the second sample screen below, selecting the current month, “6/2008”, in the “Display Status for Period” drop-down box indicates that each merchant and all of its vending machines (if any) have not yet completed their EOMs.

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Vending and Ship's Store

Display Status for Period: 06/2008

Merchants and Vending Machines.

- 800000007954 - VENDING SODA - 10/02/08 10:31:09
- VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 10/15/08 14:59:06
- 800000008464 - VENDING STORE ITEMS - 10/09/08 15:50:25
- VMCANDY0000000001 - Infirmary - CAD # 0070C20589160000
- VMREDBULL00000001 - Mess Decks - CAD # 0000012349870000 - 11/20/08 13:47:25

Indicate End of Period for Vending Merchant

Vending Machine ID:

Machine Location:

CAD Terminal ID:

Submit Remove Vending Machine

Procedure

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

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(13) Multiple EOMs for Turnover Closeout

(a) Current Month. The Disbursing Officer can do multiple EOM close-outs within the current month, for example, at Disbursing Officer turnover (see paragraph 8.3.4.d, Closing Out Navy Cash at Disbursing Officer Turnover), by selecting the current month in the “Display Status for Period” drop-down box. The Disbursing Officer cannot close out Navy Cash (step three in paragraph (10) above) until all vending and ship’s store merchants have been properly closed out (steps one and two in paragraph (5) above). At true EOM, the same steps are followed, and the EOM numbers will start from the previous month end, not the midmonth closeout, and include the full month’s receipts. The reports will include numbers for the entire month, but the new Disbursing Officer will only be responsible for the latter part of the month.

(b) Previous Month. The Disbursing Officer can do an EOM close-out for the previous month (steps one, two, and three) by selecting the previous month in the “Display Status for Period” drop-down box as long as no other close-out was completed in that month. Once the month changes, multiple EOMs are no longer possible for the previous month. If necessary the CSU can assist the ship in recovering the numbers for previous month.

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Event Maintenance

Listing of Existing Events to be Updated

Merchant - A	Event	Event Desc	Event Exp Date

Display Expired Events [Refresh](#)

Add or Update an Event

* Merchant:

* Event:

* Event Description:

* Expiration Date: (mm/dd/yyyy)

[Add](#) [Reset](#)

Procedure

To Update an existing Event:

- From the 'Listing of existing Events to be updated' box:
1. Choose an existing Event by using the scroll bar or typing the merchant name.
2. Single Click an Event you want to update.

From the 'Add or Update an Event' box:

3. Change any of the fields and click Update.

To Add a new Event:

From the 'Add or Update an Event' box:

1. Choose a Merchant.
2. Enter a short description of the Event for promotion (required).
3. Enter a long description of the Event for promotion (required).
4. Please enter an expiration date for this Event (when the promotion ends) (required).

* required field

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8.4.30 Event Maintenance

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

necessary (see paragraph 8.4.12, Bulk Refunds). Event maintenance allows the Disbursing Officer to establish and update event processing for any merchant on the ship.

a. Add a New Event

(1) In the “Add or Update an Event” box, choose a merchant from the “Merchant” field by using the scroll bar.

(2) Enter a short description of the event in the “Event” field and a long description of the event in the “Event Description” field. The short description will be what is displayed on the K22 screen as the “Event Code” during sales transactions, and the K22 screen is limited to 20 characters (including spaces). Therefore, the short description, or event code, should be generated accordingly. For example, a series of tours sponsored by MWR on one particular day of an extended port visit might be indicated simply as TOUR A 040211, TOUR B 040211, and TOUR C 040211, where “A”, “B”, and “C” distinguish the three tours and “040211” indicates the year, month, and day of the tours. The long description can be used to provide a more detailed explanation of the events.

(3) Enter an estimated expiration date for the event in the “Expiration Date” field and click the “Update” or “Reset” button to save the new event. The default date displayed in the “Expiration Date” field is 30 days from the current date. After the expiration date, the event will no longer be sent to the K22 by the Navy/Marine Cash server.

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Event Maintenance

Listing of Existing Events to be Updated

Merchant - A	Event	Event Desc	Event Exp Date
NAVY MWR	CONCERT	PAUL MCCARTNEY ...	07/21/2005

Display Expired Events: [Refresh](#)

Add or Update an Event

* Merchant:

* Event:

* Event Description:

* Expiration Date: (mm/dd/yyyy)

[Add](#) [Reset](#)

Procedure

To Update an existing Event:

From the 'Listing of existing Events to be updated' box:

1. Choose an existing Event by using the scroll bar or typing the merchant name.
2. Single Click an Event you want to update.
3. Change any of the fields and click Update.

To Add a new Event:

From the 'Add or Update an Event' box:

1. Choose a Merchant.
2. Enter a short description of the Event for promotion (required).
3. Enter a long description of the Event for promotion (required).
4. Please enter an expiration date for this Event (when the promotion ends) (required).

* required field

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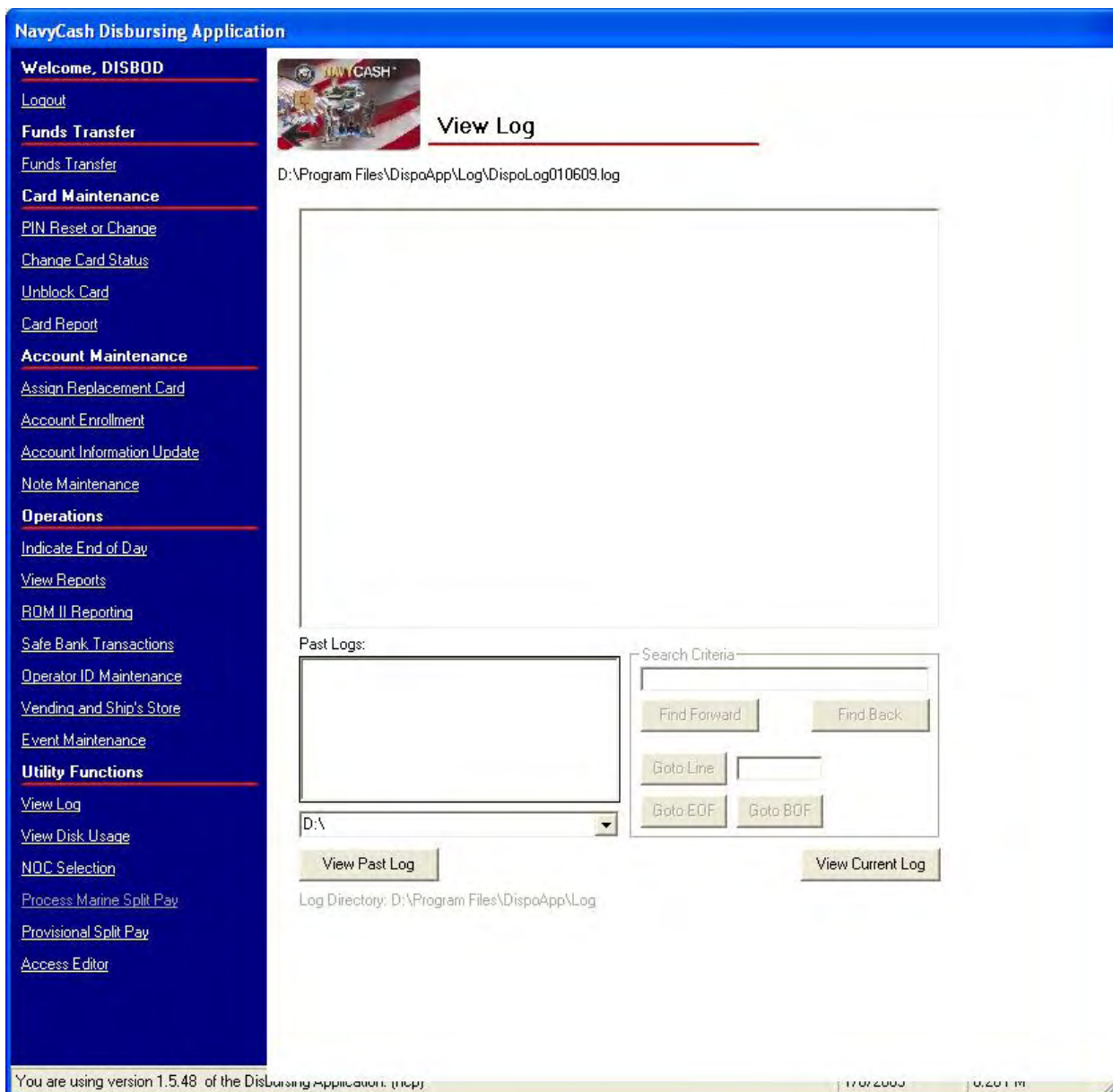
b. Update an Existing Event

(1) In the “Listing of Existing Events to be Updated” box, choose an event by using the scroll bar or by typing or selecting the merchant name in the “Merchant” field in the “Add or Update an Event” box.

(2) Click on the event to be updated. This will populate the fields in the “Add or Update an Event” box.

(3) Change any of the fields in the “Add or Update an Event” box, and click the “Update” or “Reset” button to save the changes.

(4) Event Codes Are Not Reusable. Each event code must be unique within the Disbursing Application on each ship. Do not reuse event codes; event codes can only be used one time. This becomes especially important if an event is canceled and the Disbursing Officer performs a bulk refund. To ensure the correct amount for a particular event is refunded to the correct cardholders who participated in that event, event codes must be unique. For a repeating function, each instance must be renamed as a new event with a new event code.



8.4.31 View Log

The “View Log” link in the Disbursing Application provides access to both current and historical records of system actions and error conditions. It is used primarily for troubleshooting problems with the Disbursing Application.

- a. To view the current log, click on the “View Current Log” button.
- b. To view a past log, highlight the desired log in the “Past Logs” window and then click on the “View Past Log” button.

NavyCash Disbursing Application

Welcome, DISBOD

[Logout](#)

Funds Transfer

[Funds Transfer](#)

Card Maintenance

[PIN Reset or Change](#)

[Change Card Status](#)

[Unblock Card](#)

[Card Report](#)

Account Maintenance

[Assign Replacement Card](#)

[Account Enrollment](#)

[Account Information Update](#)

[Note Maintenance](#)

Operations

[Indicate End of Day](#)

[View Reports](#)

[RDM II Reporting](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

[Event Maintenance](#)

Utility Functions

[View Log](#)


[View Disk Usage](#)

[NDC Selection](#)

[Process Marine Split Pay](#)

[Provisional Split Pay](#)

[Access Editor](#)



View Storage Usage

Utility Options:

View Storage Usage

C:\ Drive type: Fixed drive		
Total bytes	=	10,733,957,120
Free bytes	=	4,072,067,072
Available bytes	=	4,072,067,072

D:\ Drive type: Fixed drive		
Total bytes	=	69,289,754,624
Free bytes	=	68,793,577,472
Available bytes	=	68,793,577,472

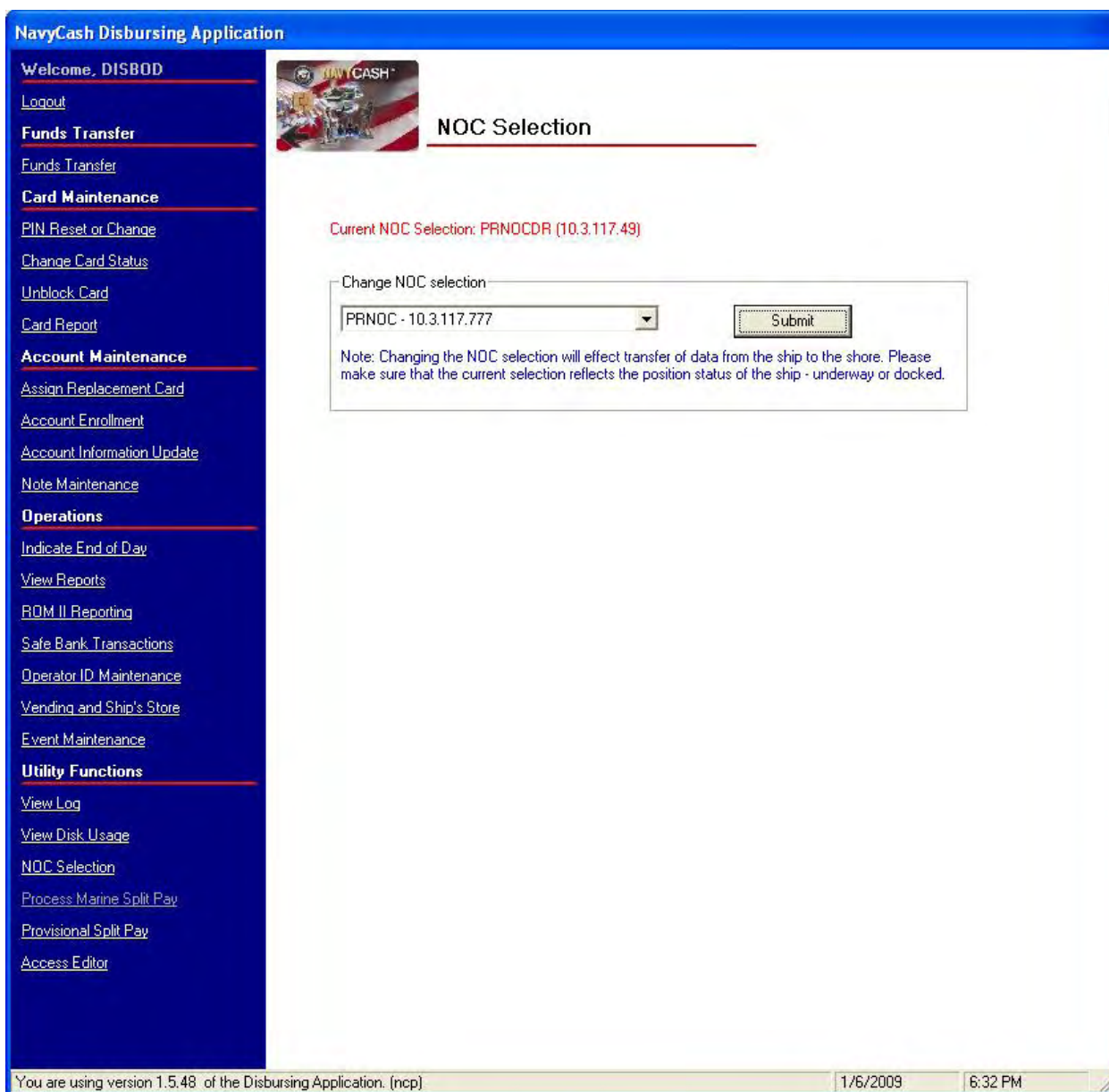
E:\ Drive type: CD rom		
Remaining disk space unknown		
Free bytes	=	68,793,577,472
Available bytes	=	68,793,577,472

F:\ Drive type: Removable		
Total bytes	=	8,025,866,240
Free bytes	=	7,110,295,552

You are using version 1.5.48 of the Disbursing Application. (http://170.2003.0.011.m)

8.4.32 View Disk Usage

The “View Disk Usage” link in the Disbursing Application displays the current state of disk storage use within the system. It is used primarily for troubleshooting problems with the Disbursing Application.



8.4.33 Network Operations Center (NOC) Selection

a. Navy Cash is designed to exchange data with its shore component through multiple paths. In order 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. The current NOC selection (path) will be displayed at the top of the “NOC Selection” screen. To display the available paths, click on the down arrow in the “Change NOC Selection” box to drop down the menu.

(1) IP addresses associated with each path are displayed in the drop-down menu to assist in any communications troubleshooting that may be required, e.g., PRNOC 205.56.145.20, UARNOC 205.56.129.35, PRNOCDR 205.56.145.73, and UARNOCDR 205.56.129.36).

(2) PRNOC is the “home” NOC for all ships that are based on the West coast or are Forward Deployed Navy Forces (FDNF). Their satellite communications (SATCOM) are terminated with the Pacific Region NOC (PRNOC). PRNOCDR is a backup path at the PRNOC.

(3) UARNOC is the “home” NOC for all ships that are based on the East coast. Their SATCOM communications are terminated with the Unified Atlantic Region NOC (UARNOC). UARNOCDR is a backup path at the UARNOC.

(4) If the path through the “home” NOC fails to transfer files, the Navy Cash server will automatically switch to one of the other paths in a pre-defined order, e.g., UARNOC, PRNOC, UARNOCDR, PRNOCDR).

c. Communications Troubleshooting. The Disbursing Officer should check the status of round trips on a regular basis (see paragraph 8.4.24, Indicate End of Day, for an explanation of manual EOD, automatic EOD, and automatic interim round trips). If a pending batch is not completed within six hours, engage a ship’s IT and, together with the IT, go through the troubleshooting steps in the Communications Troubleshooting Guide included at Appendix S.

(1) Navy Cash Access Control List (ACL) statements must match the statements provided in the troubleshooting guide. In addition, verify that *all* NOC selections (paths) (see paragraph b above) are responding to the FTP test instructions in the troubleshooting guide. If one of the NOCs times out or the connection closes at the remote host when performing the test, the IT should contact the NOC to find out why that IP is not connecting. A successful connection is indicated when the FTP test returns a prompt for a user name and password for that IP address.

(2) To monitor the round-trip process, log on to the Navy Cash server and check the most current batch_process_summary.log file located in the Q:\files\navydata\log directory. If the batch is continuing to fail at Step 7 or Step 11, check the batch_process_details.log for timed-out or decrypt errors. If these errors exist, the ship’s IT should open a COMMSPOT with the UARNOC or PRNOC, i.e., per the IP address the Disbursing Application is displaying at the top of the “NOC Selection” screen (see paragraph b above), along with the NOC the ship may currently be termed with due to location. Look for Navy Cash traffic, and see if there are errors or TCP resets causing the file to terminate transmission.

(3) The key to resolving communications issues is to work with the ship’s ITs. Ships whose ITs are engaged get communications issues and problems resolved more quickly, which ultimately affects customer service to the crew. The ITs are aware of LAN issues on the ship or fleet advisories sent by the NOCs. If the NOCs state there are no issues and no errors transmitting Navy Cash files, the Disbursing Officer should then contact the CSU via e-mail at navycashcenter@ezpaymt.com. The CSU will assign a case number and engage the Navy Cash Technical Support team for further troubleshooting.

8.4.34 Process Split Pay File

Individuals who elect the Split Pay Option (SPO) have a portion of pay sent directly to Navy Cash accounts each payday. Enrolling in Navy Cash and signing up for SPO are two separate actions. Signing up for SPO does not automatically enroll someone in Navy Cash (see paragraph 8.4.21); conversely, enrolling in Navy Cash does not automatically sign someone up for SPO.

a. Navy Option

(1) The procedures for Navy Cash SPO follow the procedures in place today for non-Navy Cash ships. The member continues to sign a locally generated form to authorize SPO (see paragraph 8.15.17 for a sample SPO enrollment/disenrollment form), and an HM series FID is generated in the Defense MilPay Office (DMO) system. However, under Navy Cash, all payroll functions are done between DFAS Cleveland and JPMC. The SPO payroll dollars will continue to appear on the pay message, **but require no action by the ship.**

(2) Failed Navy Cash SPO Payments. Currently, when DFAS Cleveland forwards a SPO payroll, JPMC credits payroll payments to individual accounts *by ship*. Individual payroll payments fail when someone does not have an open Navy Cash account or when the Navy Cash backend ashore does not know that someone is assigned to a particular ship.

(a) To avoid failed SPO payroll payments, disbursing must ensure a person's enrollment in Navy Cash is completed and their Navy Cash account is actually opened before signing them up for SPO. A person's name on the SPO enrollment form must match their name on the Navy Cash enrollment form. If a person is transferring from another Navy Cash ship and is already enrolled in Navy Cash, the Disbursing Officer must ensure they have completed a "*Ship Check In*" at the K80 before signing them up for split pay. That way, as soon as the next End-Of-Day (EOD) round trip is completed between ship and shore, the Navy Cash backend knows this person is assigned to a particular ship.

(b) Navy Cash Payroll Report. The Disbursing Officer should check the Navy Cash Payroll Report in the shore reports directory (see paragraph 8.4.24.f) each pay day. The report is sent to the ship automatically at the completion of the next EOD round trip after the Navy Cash backend ashore posts the split pay payroll to the individual accounts (see paragraph 8.15.18 for a sample report). If someone's split pay payroll payment fails, the report will provide an indication of the reason for the failure. For example, in addition to the primary reasons mentioned above, a person's name may have been changed in the MMPA but not in Navy Cash; a person's SSN, which is probably correct in the MMPA, may have been entered incorrectly in Navy Cash; or a person's Navy Cash account may have been closed for some reason or other. In the report, "CLOSE_PND" or "CLOSED" indicates the account has been closed, and "Account Invalid" indicates the Navy Cash backend ashore could not match the person's SSN, name, or ship to an account. After checking the report, the Disbursing Officer can then contact the CSU and provide the correct information or be ready with the correct information when the CSU contacts the ship. Either way, the problem can be resolved that much more quickly, and the individual will receive his or her split pay payroll payment that much sooner.

(c) The CSU will contact the ship, generally with an e-mailed Failed Split Pay Notice, to see if the individual is going to enroll in Navy Cash. If they do not hear from the ship or if the individual is not going to enroll, JPMC must then return these funds to DFAS Cleveland to be credited back to the individual's Master Military Pay Account (MMPA).

(3) If JPMC is forced to reject a SPO payroll payment, the funds will be returned to DFAS Cleveland to be credited back to the individual's MMPA. This creates additional workload for the Disbursing Officer and significantly delays receipt of SPO payroll amount for the individual. JPMC will initiate the return of funds to FRB Boston. The FRB will issue a DT in the amount of the SPO to be returned. FRB will notify the individual's ship that a DT has been issued. Since the FRB reported the DT, the Disbursing Officer must do the following:

- (a) Post the DT on line 4.2 of the DD Form 2657.
- (b) Prepare a DD Form 1131 to credit back the SPO to the MPN.

- (c) 17x1453.2202 011 12600/0 000022 2D 000000071130
- (d) Post the DD Form 1131 on line 4.1B of the DD Form 2657.
- (e) Post the DT to the SODA.

(4) Provisional Split Pay. 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 (see paragraph 8.4.35). Cardholders who are enrolled in SPO can be given a “provisional credit” in the amount of their last SPO payroll amounts (or updated amount if a change has been entered since the last payday), which the Navy/Marine Cash system keeps as a part of their profile information on the ship. The SPO Payroll Report can be generated on the ship (see paragraph 8.4.25, View Reports) and lists cardholders who have participated in SPO and the amount of the last payroll payment credited to their Navy Cash accounts (see paragraph 8.15.19 for a sample report). When communications are restored, the Navy/Marine Cash system synchronizes Navy/Marine Cash accounts between ship and shore so that Navy/Marine Cash accounts on the ship reflect the correct balances.

MarineCash Disbursing Application

Welcome, SMITHJ

[Logout](#)

Funds Transfer

[Funds Transfer](#)

Card Maintenance

[PIN Reset or Change](#)

[Change Card Status](#)

[Unblock Card](#)

[Card Report](#)

[New Enrollee Card Pick Up](#)

Account Maintenance

[Assign Replacement Card](#)

[Account Enrollment](#)

Operations

[Indicate End of Day](#)

[View Reports](#)

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[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

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[View Log](#)

[View Disk Usage](#)

[NOC Selection](#)

[Process Marine Split Pay](#)

[Provisional Split Pay](#)

[Access Editor](#)

Process Split Pay File

Place diskette containing split pay data in the floppy drive and click the 'Load' button.

You are using version 1.4.27 of the Disbursing Application. (ncp.dl380) 6/23/2005 1:49 PM

b. Marine Corps Option

The USMC Disbursing Officer operating on board deployed U.S. Navy ships will have SPO functionality and will be required to create and process all SPO payrolls locally.

(1) The Disbursing Officer will determine the amount of total Marine split pay going to Navy Cash and then create an SF 5515 debit voucher in this amount. The 5515 will also include the appropriate Disbursing Station Symbol Number (DSSN). The Disbursing Officer will sign and image this 5515 and e-mail it to the Federal Reserve Bank (FRB) Boston to Jon Colvin, jon.colvin@bos.frb.org, 617-973-5909. The deployed Disbursing Officer will also mail a copy of the 5515 to FRB Boston.

(2) The Disbursing Officer will then generate a Split Payroll file using the RAPTRS system and transfer it to a floppy disk. When completed, the floppy disk is inserted into the disk drive on the Marine Cash workstation in order to upload the payroll file to the Navy Cash system on board ship. When the end-of-day processing is completed, the system forwards the payroll file to the Navy Cash back-end ashore for processing by JPMC.

The screenshot displays the 'MarineCash Disbursing Application' interface. On the left is a dark sidebar menu with categories: 'Welcome, SMITHJ', 'Logout', 'Funds Transfer', 'Card Maintenance', 'Account Maintenance', 'Operations', and 'Utility Functions'. The main content area is titled 'Process Split Pay File' and includes instructions: 'Place diskette containing split pay data in the floppy drive and click the 'Load' button.' Below this is a 'Process' button and a text field containing 'A:\6092C910.at1'. A file explorer window shows the contents of drive A:\, with '6092C910.at1' selected. The status bar at the bottom indicates the application version (1.4.27), the date (6/23/2005), and the time (1:50 PM).

(3) At the Marine Cash workstation, the Disbursing Officer clicks on the “Process Marine Split Pay” link in the Disbursing Application. The Disbursing Officer then inserts the disk containing the payroll file and clicks on the “Load” button.

(4) The Disbursing Officer then selects and highlights the correct payroll file (.at1 file) and clicks on the “Process” button.

(5) Prior to processing the payroll file, the application will ask the Disbursing Officer if he or she is sure that the specified file is the correct payroll file. The Disbursing Officer confirms that the file is correct by clicking on “Yes”.

(6) This runs the application that encrypts the SSN on each record (field transport key) and copies the data file off the disk and moves it to a directory for transmission off the ship. When the end of day runs, the payroll information file is automatically encrypted (file transport key), zipped, and pushed to JPMC.

The screenshot displays the 'MarineCash Disbursing Application' interface. On the left is a dark navigation menu with the following sections:

- Welcome, SMITHJ**
 - Logout
- Funds Transfer**
 - Funds Transfer
- Card Maintenance**
 - PIN Reset or Change
 - Change Card Status
 - Unblock Card
 - Card Report
 - New Enrollee Card Pick Up
- Account Maintenance**
 - Assign Replacement Card
 - Account Enrollment
- Operations**
 - Indicate End of Day
 - View Reports
 - RDM II Reporting
 - Safe Bank Transactions
 - Operator ID Maintenance
 - Vending and Ship's Store
 - Event Maintenance
- Utility Functions**
 - View Log
 - View Disk Usage
 - NDC Selection
 - Process Marine Split Pay
 - Provisional Split Pay
 - Access Editor

The main content area is titled 'Process Split Pay File'. It features a 'Process' button and a text input field containing 'A:\6092C969.at2'. Below this is a file explorer window showing the contents of drive A:\:

19991209log.zip
6092C910.at1
6092C969.at2
DeviceLevelOrderData.class
Dshah.id
Kearsarge6092C969.at1
PersonalAppVw.html
SBABU.ID
Tuman6092C911.at1

Below the file list, a message states: 'File has been processed and placed in C:\Program Files\DispoApp\Payroll'. The status bar at the bottom indicates: 'You are using version 1.4.27 of the Disbursing Application. (ncp.dl380) 6/23/2005 1:52 PM'.

(7) JPMC will credit the amounts indicated in the file to the individual Marines' Navy Cash accounts. (At this point, JPMC has credited value into the Navy Cash system, but no corresponding value has been deposited in the Navy Cash funds pool.)

(8) The SF 5515 sent via e-mail to FRB Boston authorizes the transfer of funds from the FRB to JPMC. FRB Boston will enter the 5515 into CA\$HLINK, which will debit the Disbursing Officer's DSSN. FRB Boston will credit (via wire or ACH) the funds pool account at JPMC in an amount equal to the 5515 debit voucher.

The routing number and account number for the Navy Cash funds pool are:

ABA Routing Number: 021000021

Account Number: 323152589

(9) The USMC Disbursing Officer will subsequently validate the SF 5515 amount by reviewing CA\$HLINK reports.

(10) FRB Boston will subsequently validate the e-mailed image of the 5515 when the hard copy arrives by mail.

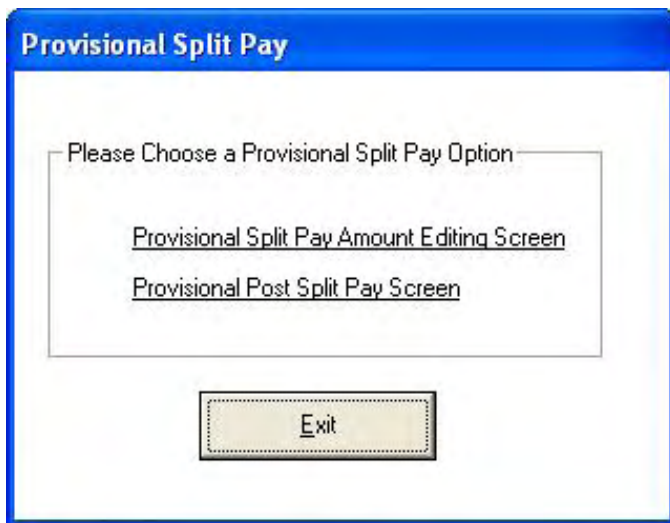
(11) No third-party validation of the Disbursing Officer's e-mailed 5515 is possible as the Deployed Disbursing Officer creates and has ownership of the Marine split pay information. Any risk in this process is mitigated by the fact that the Deployed Disbursing Officer's e-mail will always result in the transfer of funds from FRB Boston to the Navy Cash funds pool. No other funds transfers will be possible using this approach.

8.4.35 Provisional Split Pay

a. 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 Split Pay Option (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/Marine Cash system on the ship keeps the previous SPO payroll amounts as a part of each cardholder's profile information and provides the Disbursing Officer the ability to update the SPO payroll amounts. The SPO Payroll Report can be generated on the ship (see paragraph 8.4.25, View Reports) and lists cardholders who have participated in SPO and the amount of the last payroll payment credited to their Navy Cash accounts (see paragraph 8.15.19 for a sample report).

b. Even when the Navy/Marine Cash system cannot communicate with the shore side, DFAS Cleveland will still send the actual Navy split pay file to the Navy/Marine Cash back end ashore for processing. When communications are restored, the Navy/Marine Cash system synchronizes Navy/Marine Cash accounts between ship and shore and reconciles Navy/Marine Cash accounts on the ship so they reflect the correct balances.

c. The "Provisional Split Pay" function consists of three basic parts, each of which will be discussed in turn.



- Updating Previous Split Pay Data
- Running Provisional Split Pay
- Reporting

d. Updating Previous Split Pay data. If communications have been a problem and, as payday approaches, it appears that a provisional split pay request may be necessary, the Disbursing Officer can update a cardholder's SPO information in the Navy/Marine Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll file was posted, to include adding a Navy/Marine Cash cardholder who was not previously receiving split pay. This capability helps to ensure that the proper SPO amount is credited to a cardholder's Navy/Marine Cash account should a provisional split pay request become necessary. The Disbursing Officer should refer to the SPO message received from DFAS Cleveland for that particular payday if at all possible.

(1) To access the provisional split pay functions, the Disbursing Officer clicks on the "Provisional Split Pay" link in the Disbursing Application. A window is then displayed that presents the two provisional split pay options, the first of which is Provisional Split Pay Amount Editing. To update previous split pay data, the Disbursing Officer clicks on the "Provisional Split Pay Amount Editing" link in the provisional split pay options window.

NavyCash Disbursing Application

Welcome, DISBDD

[Logout](#)

Funds Transfer

[Funds Transfer](#)

Card Maintenance

[PIN Reset or Change](#)

[Change Card Status](#)

[Unblock Card](#)

[Card Report](#)

Account Maintenance

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[Process Marine Split Pay](#)

[Provisional Split Pay](#)

[Access Editor](#)



Provisional Split Pay Amount Editing

Name - A	SSN	Pay Amount	Date Modified
DL, NAVY T	5913	25.00	09/08/2008
NORTON, TRIxie L	6116	150.00	10/01/2008
WAGLER, STEPHEN D	8745	50.00	08/19/2008

Filters

Show only Split Pay Cardholders [Refresh](#)

Payroll Amount: Social Security Number:

[Print](#) [Submit](#)

Procedure

Filter Options

1. View all ship Cardholders by removing the check on 'Show only Split Pay Personnel' box.
2. View only ship Cardholders participating in SPO by clicking on 'Show only Split Pay Cardholders' box.
3. View a single Cardholder by entering SSN.
4. Press the Refresh button to filter the list.

Update Payroll Amount

1. Click on Cardholder to be updated or type in Social Security Number.
2. Change the dollar amount in the 'Payroll Amount' box.
3. Click the Submit button to record your change.

Disbursing Application. [ncp] 1/6/2009 6:38 PM

(2) Filter Options.

(a) To view only the Navy/Marine Cash cardholders on the ship who are participating in the Split Pay Option (SPO), click on the “Show Only Split Pay Cardholders” check box to insert the “check” mark, and click the “Refresh” button.

(b) To view all Navy/Marine Cash cardholders, click on the “Show Only Split Pay Cardholders” check box to remove the “check” mark, and click the “Refresh” button.

(c) To view a single Navy/Marine Cash cardholder, enter an SSN in the “Social Security Number” box, and click the “Refresh” button.

(3) Update Payroll Amount. To update the payroll amount for an individual Navy/Marine Cash cardholder:

(a) Click on the cardholder whose payroll amount is to be updated; or enter an SSN in the “Social Security Number” box, and click the “Refresh” button.

(b) Change the dollar amount in the “Payroll Amount” box, and click the “Submit” button to save the change.

(c) This change updates the Navy/Marine Cash database on the ship only and is normally used to reflect any changes entered into DMO since the last SPO payroll was posted.

The screenshot displays the NavyCash Disbursing Application interface. On the left is a blue navigation menu with categories: Welcome, DISBOD; Logout; Funds Transfer; Card Maintenance; Account Maintenance; and Utility Functions. The main content area is titled "Provisional Post Split Pay" and contains three sections: "Previous Split Pay Requests" (a table with columns: Pay Date - D, User, Status, Status Date, Status Description), "Submit a Split Pay Request" (with dropdowns for Month: January, Day: 1, and Year: 2009, and buttons for Refresh, Submit, and Cancel), and "Procedure" (divided into "Viewing Split Pay Requests" and "Submitting a Split Pay Request" with numbered instructions). The status bar at the bottom indicates "You are using version 1.5.48 of the Disbursing Application. (ncp)", "1/6/2009", and "6:41 PM".

e. Running Provisional Split Pay. If the Navy Cash system cannot communicate with the shore side on or just before payday, the Disbursing Officer has the option to submit a provisional split pay request. Before submitting a request, the Disbursing Officer should update cardholder SPO information in the Navy/Marine Cash database on the ship to reflect any changes entered into DMO since the last SPO payroll was posted to ensure that the proper SPO amount is credited to each cardholder’s Navy/Marine Cash account (see paragraph d above).

(1) To access provisional split pay functions, the Disbursing Officer clicks on the “Provisional Split Pay” link in the Disbursing Application. A window is displayed that presents two options, the second of which is Post Provisional Split Pay. To run provisional split pay, the

Disbursing Officer clicks on the “Post Provisional Split Pay” link in the provisional split pay options window.

(2) View Split Pay Requests.

(a) To check the status of a provisional split pay request, look at the appropriate split pay request in the “Previous Split Pay Requests” box. If there is no “Status Date” provided, then the request has not been processed.

(b) The status displayed only represents the status of processing the provisional split pay request on the ship. It does not represent the status of synchronization with the back end ashore. A status of “Processed Successfully” indicates that provisional split pay has been successfully applied to Navy/Marine Cash account balances on the ship.

(3) Submit Split Pay Request. To submit a provisional split pay request:

(a) After ensuring cardholder SPO information in the Navy/Marine Cash database on the ship has been updated as necessary to reflect any changes entered into DMO since the last SPO payroll file was posted (see paragraph d above), enter the date of the payday being requested for provisional split pay, and click the “Submit” button. The default date displayed is always the date of the previous payday from today’s date.

(b) There cannot be more than one pay request for a pay date that is in a “Not Yet Processed” status. A request for the same pay period cannot be submitted until the processing of that request has been completed. A provisional split pay request might be submitted a second time to credit the Navy/Marine Cash account of a cardholder who was added to split pay through the “Provisional Split Pay Amount Editing” screen (see paragraph d above) after the request was run initially.

(c) A pay date cannot be skipped. Requests for provisional split pay must be run in date order. If the last successfully processed provisional split pay request displayed in the “Previous Split Pay Requests” box was 15 September 2003, the Disbursing Officer could first go back and run the 15 September 2003 provisional split pay request again to pick up any cardholders who were not paid for that pay period. Once the 1 October 2003 provisional split pay request has been submitted and processed successfully, the previous 15 September 2003 pay period cannot be run again.

(d) There can only be one future pay date. Continuing the example above, once the 15 October 2003 provisional split pay request displays a status of “Processed Successfully”, the Disbursing Officer could submit a provisional split pay request for 1 November 2003 but could not submit a request for another future date after 1 November 2003.

f. Reporting. When communications are restored and the provisional split pay file is received ashore as a part of the normal end-of-day processing, it is posted to cardholder Navy/ Marine Cash accounts and reversed immediately. The cardholder accounts will already reflect the actual split pay payroll from DFAS Cleveland. Any differences will be reflected in the Provisional Split Pay Exceptions Report. This detailed report, and other summary reports, will be placed in the provisional split pay option log files in the “Q:\files\navydata\report\ship\spsa\by date” directory. On the Disbursing Application workstation or laptop, the report can be found in the S:\files\navydata\report directory, which maps to the Q:\files\navydata\report directory on the Navy Cash server. The “Shore Reports” folder (icon) on the Disbursing Application desktop provides a short cut to the reports directory.

8.4.36 Access Editor–Access Control for Disbursing Application

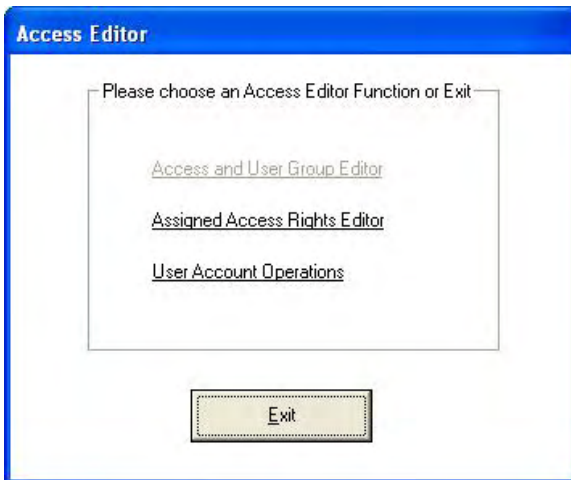
a. The Disbursing Officer must control who has access to the various functions within the Disbursing Application. Individual operators are assigned to one of six “User Groups”. These user groups essentially represent six levels of access rights. The access rights for each user group are initially set to default settings, a sample of which is shown in the table included under paragraph g below. The Disbursing Officer can tailor the access rights for an individual operator by either adding or deleting specific access rights.

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. Each operator must use his or her own user ID and password when operating the Navy Cash system.

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 paragraph 8.4.18, Card Report) to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

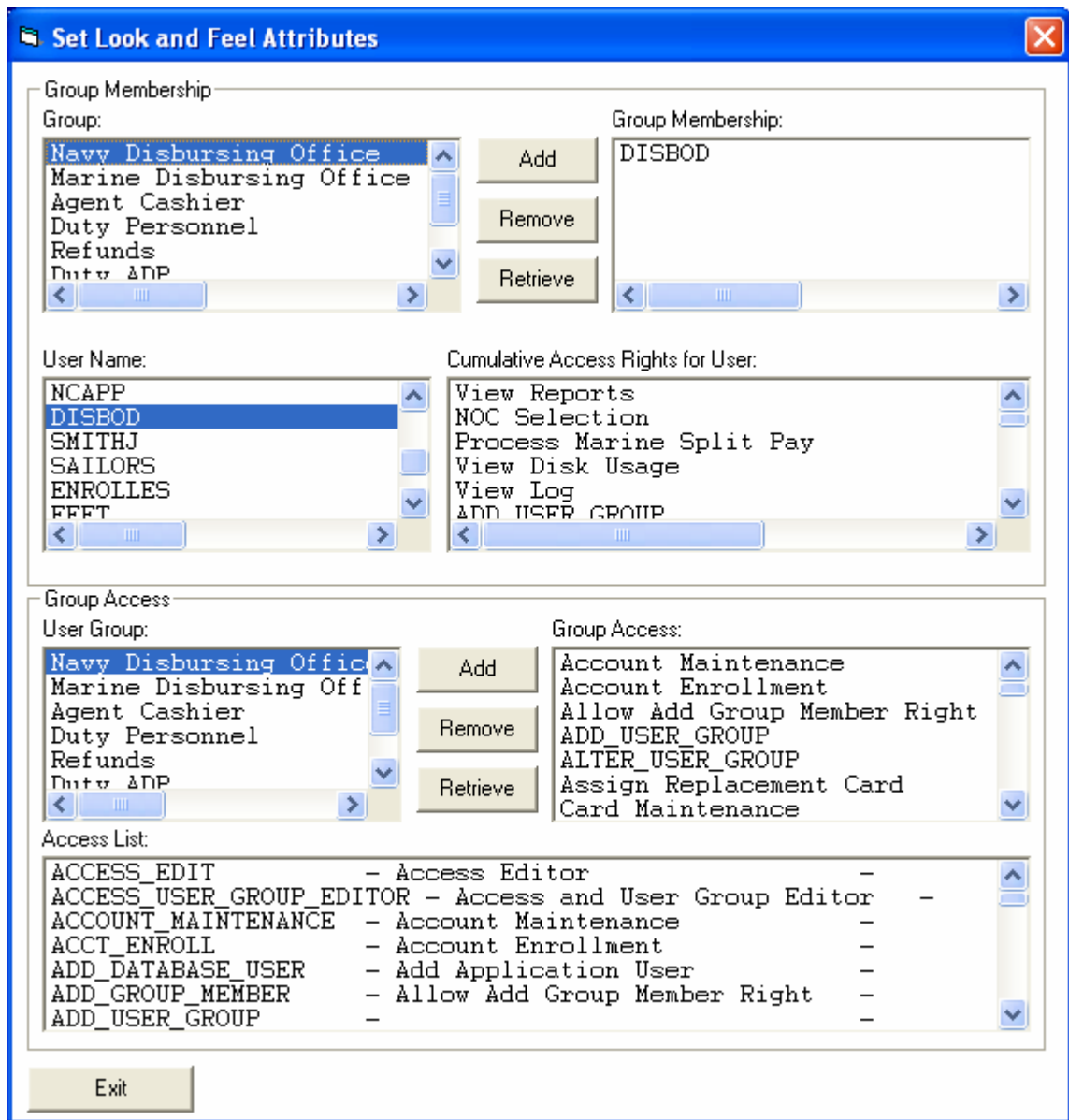


f. To access the access editor functions, the Disbursing Officer clicks on the “Access Editor” link in the Disbursing Application. A window is then displayed that presents the access editor options that are available to the Disbursing Officer, each of which will be discussed in turn.

- Assigned Access Rights Editor
- User Account Operations

g. Default Settings. The table below shows the current default settings for access rights to the Disbursing Application.

	Level 1 Disbursing Officer/Deputy	Level 2 Marine Disbursing Officer/Deputy	Level 3 Agent Cashier	Level 4 Duty Person (Duty DK, Duty Supply, CDO)	Level 5 Refunds (Ship's Store, MWR, etc.)	Level 6 Duty ADP
Funds Transfer						
Funds Transfer to Chip	●	●	●			
Funds Transfer from Chip	●	●	●			
Chip to Chip Corrections	●	●				
Card Maintenance						
PIN Reset or Change	●	●				
Change Card Status	●	●	●	●		
Unblock Card	●	●	●	●		
Card Report	●	●	●	●		
New Enrollee Card Pick Up	●	●	●			
Account Maintenance						
Assign Replacement Card	●	●	●			
Account Enrollment	●	●				
Operations						
Indicate End-Of-Day	●					
Weekend Indicate End-Of-Day	●			●		●
Safe Closeout	●	●				
View Reports	●	●	●			
Safe Bank Transactions	●	●				
Operator ID Maintenance	●					
Vending Maintenance	●					
Utility Functions						
View Log	●					
View Disk Usage	●					
NOC Selection	●					
Process Split Pay File	●	●				
Access Editor	●					
Refunds	●	●	●		●	
Backups / Troubleshooting	●					●



h. Assigned Access Rights Editor

(1) The Disbursing Officer clicks on the “Access Editor” link on the Disbursing Application and then on the “Assigned Access Rights Editor” link on the “Access Editor” screen.

(2) Group Membership. Group access rights can be modified, that is, “Add”, “Remove”, or “Retrieve”, within the “Group Membership” section of the Assigned Access Rights Editor screen.

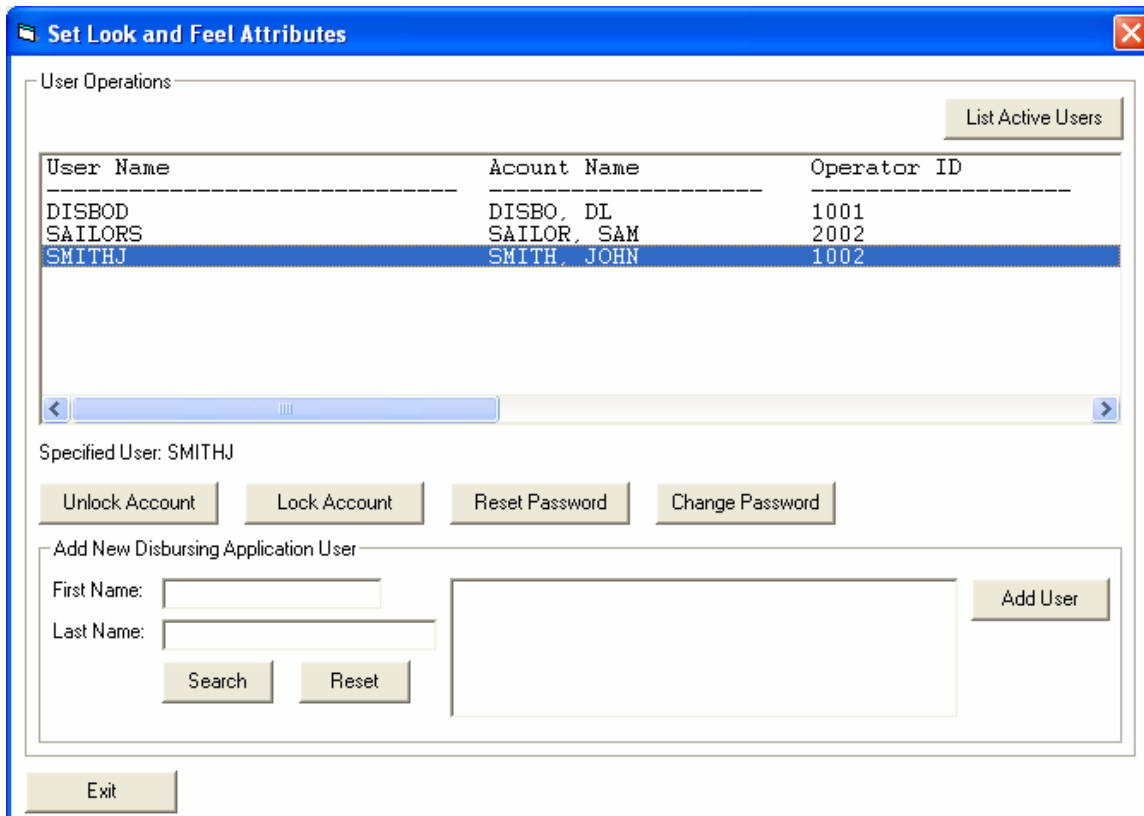
(3) Group Access Rights. The access rights for groups can be added or removed by highlighting individual rights in the “Cumulative Access Rights for User” window and selecting “Add” or “Remove”.

(a) To add an individual to a user group, click on the individual’s user name in the “User Name” box, using the scroll bar if necessary to find the user name.

NOTE: User names are assigned by the Disbursing Application when a new Disbursing Application user is added (see paragraph 8.4.36.i.(8)).

(b) Click on the appropriate user group in the “Group” box in the “Group Membership” section and click on the “Add” button. The application will ask the Disbursing Officer to verify that he or she wants to add the indicated user to the indicated user group. When the Disbursing Officer clicks the “OK” button, the application then displays a status box to indicate that the operation was successful. Clear the status box by clicking the “OK” button.

(4) Group Access. Within the “Group Access” section of the Assigned Access Rights Editor screen, the access rights for an entire group can be added or removed by the Disbursing Officer. Normally, the group access rights would not be modified.

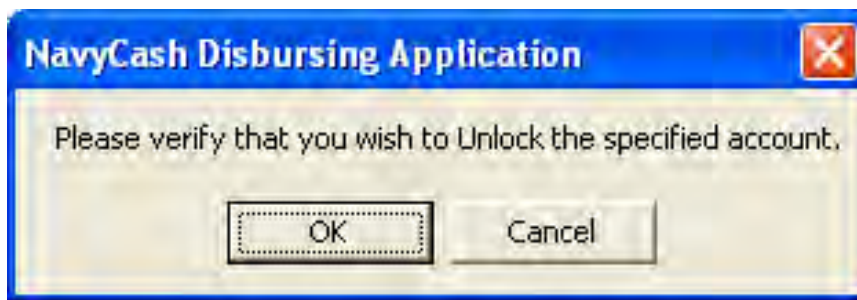


i. User Account Operations

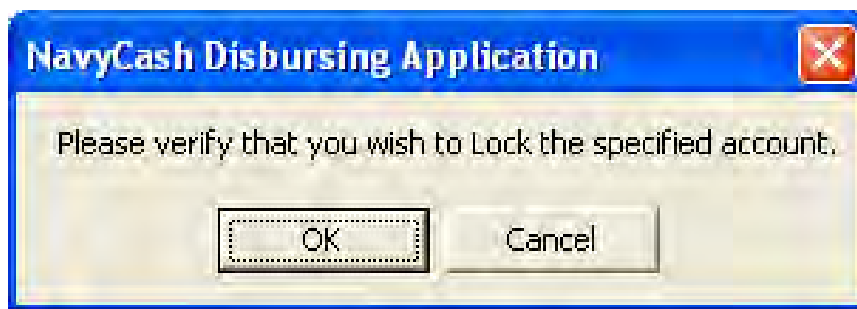
(1) The Disbursing Officer clicks on the “Access Editor” link on the Disbursing Application and then on the “User Account Operations” link on the “Access Editor” screen.

(2) Click on the “List Active Users” button to display all currently active Disbursing Application users.

(3) The status of each account, for example, locked, open, expired, is listed in the “Status” column on the far right. Use the scroll bar to view the “Status” column.



(4) Unlock Account. To unlock a locked user account, for example, a user account is automatically locked if the password is entered incorrectly three times, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the “Unlock” button. The application will ask the Disbursing Officer to verify that he or she wants to “Unlock” the specified account by clicking the “OK” button. When you click the “OK” button, the application then displays a status box that indicates that the operation was successful. Clear the status box by clicking the “OK” button.



(5) Lock Account. To lock a user out of the Disbursing Application, for example, if a user will be on temporary duty away from the ship for an extended period, specify a user by clicking on the user name and then clicking on the “Lock” button. The application will ask the Disbursing Officer to verify that he or she wants to “Lock” the specified account by clicking the “OK” button. When you click the “OK” button, the application then displays a status box that indicates that the operation was successful. Clear the status box by clicking the “OK” button.



(6) Reset Password. 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. To reset the password on a user account, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the “Reset Password” button. The user is then prompted for a new password, which becomes effective upon the next log on.

NOTE: After the new password is set, the Disbursing Application will display an error and terminate. Simply restart the Disbursing Application and log on.

Password Control. Access to the Disbursing Application is controlled by password. Passwords must be a minimum of 8 characters and less than 16 characters in length and must begin with an alphabetic character and should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters. Passwords should be changed every six months. The Disbursing Officer shall record password changes in a locally generated and maintained log.

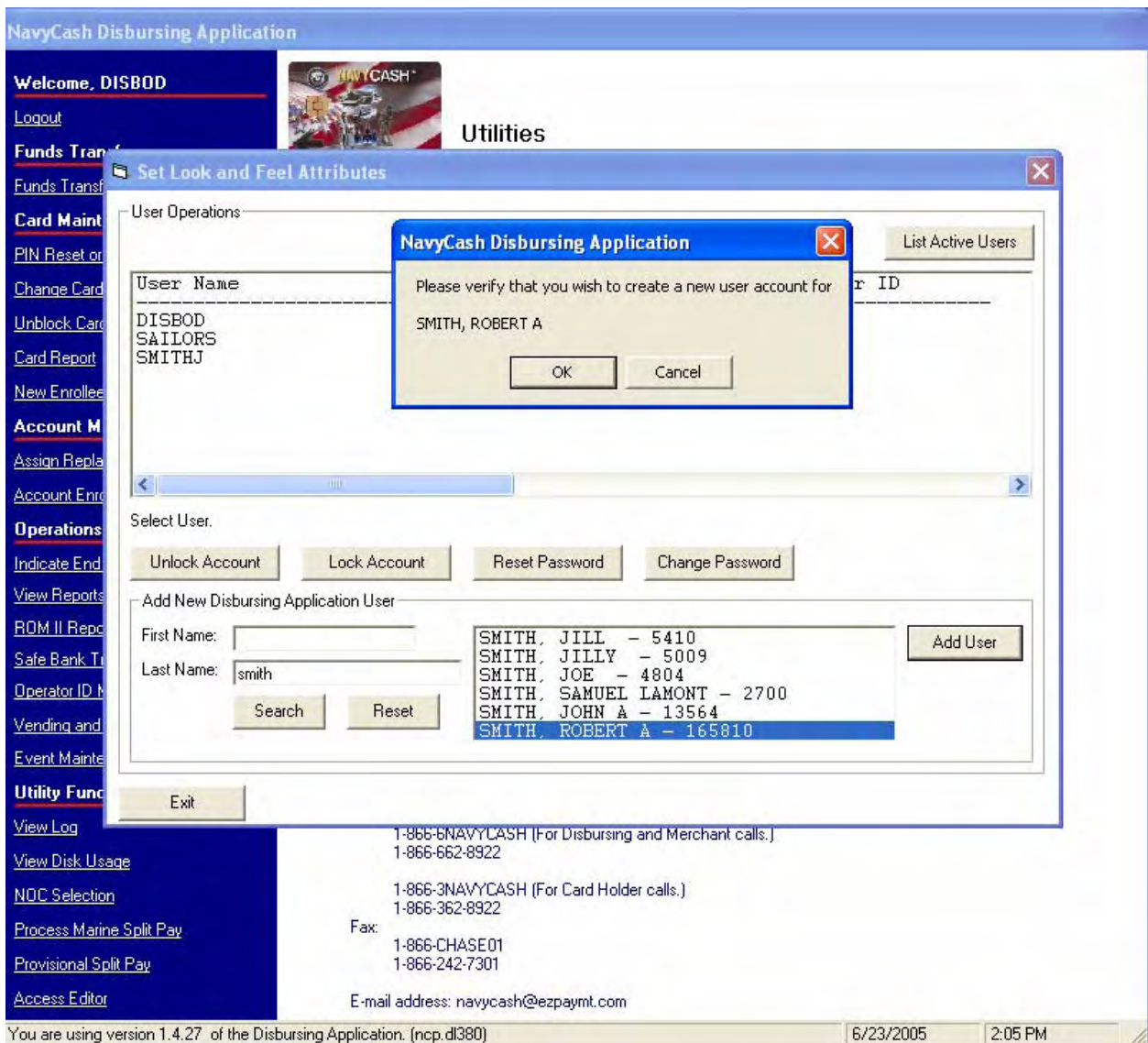
Each operator should log off when they are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her own user ID and password when operating the Navy Cash system.



(7) Change Password. 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. To change the password on a user account, the Disbursing Officer specifies a user by clicking on the user name and then clicking on the "Change Password" button. The user is then prompted for a new password, which becomes effective upon the next log on. Again, the Disbursing Officer shall record password changes in a locally generated and maintained log.

NOTE: Again, passwords must be less than 16 but at least 8 characters in length and must begin with an alphabetic character. Passwords should use three of four character sets, that is, upper-case letters, lower-case letters, numbers, and special characters, and should be changed every six months.

Each operator should 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 password. Each operator must use his or her own user ID and password when operating the Navy Cash system.



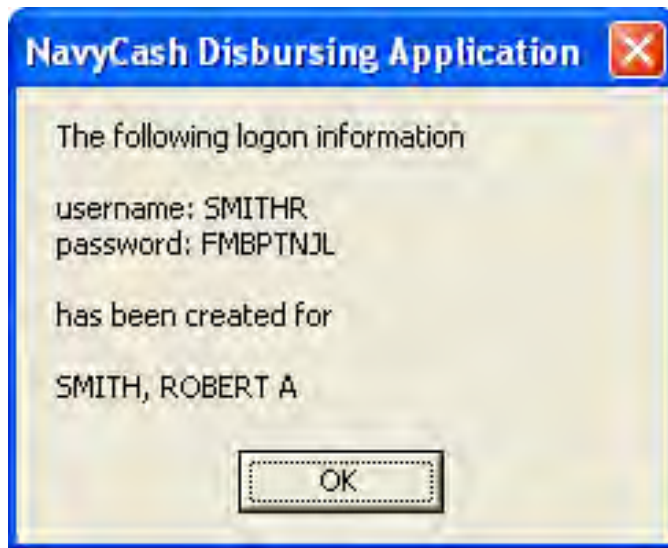
(8) Add New Navy Cash Application User

NOTE: An individual must be a Navy Cash cardholder and have an Operator ID assigned with the “Add as Disbursing User” block checked (see paragraph 8.4.28.d, Operator ID Maintenance) in order to be added to the Disbursing Application user list.

(a) In the “First Name” and “Last Name” text boxes, the Disbursing Officer enters the individual’s first and / or last name. Click on the “Search” button and select the desired individual by clicking on the appropriate name in the adjacent list box. If no entries are found, the list box will be empty, and the specified individual is probably not a Navy Cash cardholder.

(b) Click on the “Add User” button. The application will ask the Disbursing Officer to verify that he or she wants to create a new user account for the specified individual by clicking the “OK” button. A successful operation will be indicated by a status box that displays the username and password created by the system for the new user. Before clicking the “OK” button, which will clear the status box, write this information down for the new user. The user should destroy this written note once he or she has changed the password (see paragraph (d)

below. If an error message is displayed, write down the displayed message and contact the CSU (see paragraph 8.14).



(c) Add the new user's username to the appropriate user group through the Disbursing Application "Access Editor" screen and the "Assigned Access Rights Editor" functionality (see paragraph 8.4.36).

(d) Once the new user account has been established and his or her username has been assigned to the appropriate user group, the password assigned by the Disbursing Application must be changed by the user (see paragraph 8.4.36.i.(7) above).

8.4.37 Installation Alerts: Installing IAVA and Other Software Patches

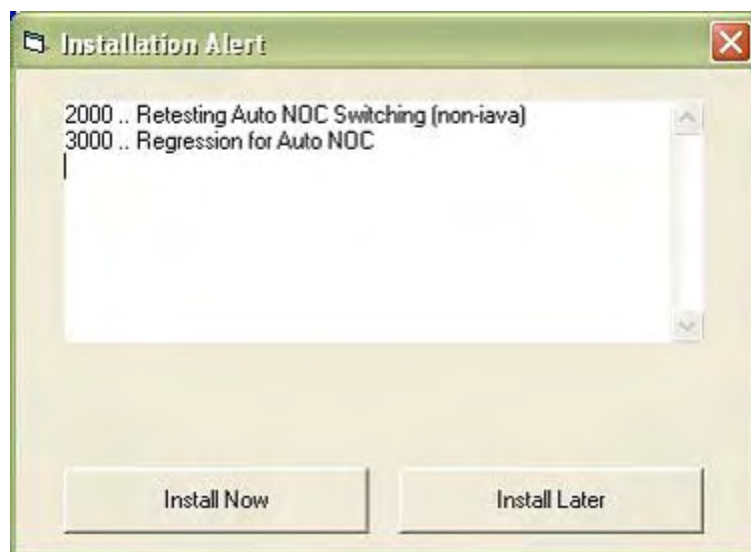
a. Installation alerts provide an automated mechanism for applying software updates to the Navy Cash system on the ship. These software updates include Information Assurance Vulnerability Assessment (IAVA) patches to address applicable Information Assurance Vulnerability Alerts (IAVAs) and Bulletins (IAVBs), DMLs (data fixes) applied to the ship-side Navy Cash database, and application patches applied to the Navy Cash system.

(1) When IAVA and Navy Cash application patches have been pulled to the ship as a part of the round-trip process, the "Installation Alert" pop-up window will appear the next time an authorized individual logs in to the Disbursing Application. The Installation Alert window notifies the Disbursing Officer to initiate the installation process by clicking on the "Install Now" or to delay the installation by clicking on the "Install Later" button.

(2) DML patches will generally be transmitted to the ship and applied automatically without any action required by the Disbursing Officer.

b. The Disbursing Officer must install IAVA and Navy Cash application patches as soon as practicable. Ideally, patches should be installed after the end of the business day, when retail outlets have closed out for the day and retail operations are at a minimum. The status of each patch will be transmitted back to shore automatically via a log file as a part of the next ship-initiated round trip. These log files will show a summary of the activity that occurred during the installation of a patch. IAVA patches in particular require Navy-wide compliance monitoring to ensure mitigation of security vulnerabilities. For each IAVA/B, the Navy Cash

team ashore must report compliance to meet established deadlines using the Online Compliance Reporting System (OCRS) to document and track compliance status for all Navy assets.



c. IT-21 Security Practices. Disbursing should follow IT-21 security practices, e.g., auditing event logs, physical security, etc. in addition to any Navy Cash security requirements (see primarily paragraphs 8.2, General; 8.3, Navy Cash Custodial Responsibilities; and 8.4.36, Access Editor–Access Control for Disbursing Application). However, do not apply IAVA patches independently on the Navy Cash servers. Navy Cash Technical Support will provide all necessary and approved updates, e.g., via installation alerts or pre- and post-deployment grooms. When in doubt, contact the CSU.

8.5 Navy Cash Merchants, Vendors, and Foreign Concessionaires

8.5.1 Transient Merchants—Vendors and Foreign Concessionaires

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 goods or services 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. 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. 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.

b. The procedures below were written for currency exchange and foreign concessionaires, but they apply to transient merchants in general. Specific differences for individual transient merchants are noted where necessary.

8.5.2 Currency Exchange by Vendors in a Foreign Port

Navy Cash can be used in exchange for foreign currency on board ships during a port visit. When needed, currency exchange is generally arranged through the husbanding agent as part of the Logistics Request (LOGREQ) prior to a port visit.

a. Preparation

(1) Before the sale of currency begins, an exchange rate that will remain in effect throughout the port visit will be agreed upon with the currency exchange vendor. Once established, the exchange rate will not be changed.

(2) The currency exchange vendor will maintain a currency exchange log and record each transaction. A sample "Currency Exchange Log" is included at paragraph 8.15.24. The vendor may use his or her own log as long as the information recorded includes the basic information in the sample log.

(3) When a ship pulls into a port, the Disbursing Officer will provide the vendor with sufficient copies of the Currency Exchange Log and issue each operator a battery-operated K22 POS device. K22s checked out for these periodic functions should be signed out on a locally generated and maintained custody log. Following the procedures in Chapter 2 of this SOP, each K22 will be set to one of the transient merchants (Husbanding Agent is generally used for the currency exchange vendor) and each operator will be assigned a separate operator ID number so the Navy Cash detail reports can be separated by operator. The vendor will use the K22(s) to record transactions and collect value from the cardholders using their Navy Cash cards to exchange for foreign currency. If the K22s are expected to be used remotely for an extended period, the Disbursing Officer should provide the operator with additional batteries.

b. Closeout

(1) Closeout Day Prior to Payment. At the end of each day or, more commonly, at the end of the port visit, the vendor will bring the K22 and the currency exchange logs back to the disbursing office for closeout and payment.

(a) Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

(b) Navy Cash transactions collected by transient merchants are settled to the disbursing office merchant Navy Cash (strip) account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function and subsequent round trip between the ship and the shore are completed.

(2) Download K22 and Copy Logs. The Disbursing Officer or Deputy shall make copies of the logs and then plug the K22 into an available "download box" or serial port, for example, in the disbursing office or sales office. When the K22 comes on line with the Navy Cash server, the sales information contained on the K22 will be uploaded to the Navy Cash server automatically.

(3) Generate Ship Report. As soon as the sales information on the K22 is uploaded to the server on the ship, the Disbursing Officer shall use the Disbursing Application to generate and print a Merchant Sales Summary Report that shows the total amount of Navy Cash transactions collected by the vendor.

(4) Reconcile Navy Cash Report and Vendor Logs

(a) If the Merchant Sales Summary Report generated by the Navy Cash system and the vendor's currency exchange logs agree, the Disbursing Officer is ready to pay the vendor for the amount of the Navy Cash transactions collected by the vendor. If they do not agree, the Disbursing Officer must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before initiating the IEOD function.

(b) The Disbursing Officer shall use the Navy Cash system to generate a Merchant Transactions Report for the time period covered by the logs presented by the vendor and using the merchant and operator ID number that was assigned to the K22 used by the vendor.

(c) 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.

((1)) Shortage. The total sales amount on the vendor's currency exchange log is greater than the total amount collected on the Merchant Sales Summary Report. Sales are overstated, or collections are understated. This condition occurs when a currency exchange sale was recorded but the currency or electronic cash was not collected, for example, an individual could have removed his or her Navy Cash card before the transactions was completed, or the amount collected was less than the amount of the sale. 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.

((2)) Overage. The total sales amount on the vendor's currency exchange log is less than total amount collected on the Merchant Sales Summary Report. Sales are understated, or collections are overstated. This condition occurs when currency or electronic cash was collected but a sale was never recorded or was recorded at an amount less than the currency or electronic cash collected. If cash (currency) is involved, it is possible that the cashier made change incorrectly or that the money was miscounted.

(d) For either out of balance condition, the Disbursing Officer must compare the Navy Cash Merchant Transactions Report for the currency exchange vendor, which lists every Navy Cash transaction the vendor performed that day, and the vendor's currency exchange log to determine, through a process of elimination, which transactions are missing or were recorded at incorrect amounts. Probable error conditions and corrective actions:

((1)) Condition: The Merchant Transactions Report shows a Navy Cash collection transaction but a corresponding entry in the vendor's currency exchange log does not exist. Corrective Action: Disbursing Officer will first confirm that the collection reported on the Merchant Transactions Report is correct. If correct, the vendor will make a corresponding entry in the currency exchange log. If incorrect, the Disbursing Officer will reverse the Navy Cash collection by issuing a refund to the member in the amount of the original erroneous collection in Navy Cash or currency as appropriate.

((2)) Condition: The Merchant Transactions Report shows a collection transaction but recorded at an amount different than what is recorded in the currency exchange log. Corrective Action: Disbursing Officer will determine the correct amount for the transaction and, if the correct transaction amount is greater than the amount collected, the currency exchange log will be corrected and the Disbursing Officer will contact the member and request payment of the difference in Navy Cash or currency as appropriate. If the correct transaction amount is less

than the amount collected, the currency exchange log will be corrected and the Disbursing Officer will refund the difference to the member in Navy Cash or currency as appropriate.

((3)) Condition: The currency exchange log shows a collection transaction occurred on the day of reconciliation but a corresponding transaction was not been recorded in the Merchant Transactions Report. Corrective Action: Disbursing Officer will confirm that the collection entry in the currency exchange log is correct. If correct, payment was never made, and the Disbursing Officer must contact the cardholder and request payment in Navy Cash or currency as appropriate. If incorrect, the currency exchange vendor will reverse (cancel) the entry in the currency exchange log.

(e) If the investigation reveals that cash (currency) was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DODFMR Volume 5 and existing procedures (which are outside the scope of Navy Cash).

(f) Once the Merchant Transactions Report and Currency Exchange Log agree, the reconciliation is successful, and the Disbursing Officer is ready to pay the vendor with a check or cash for the amount of the money exchanged using Navy Cash (see paragraphs 8.5.2.c and d below).

(g) The Disbursing Officer shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with currency exchange on file for 12 months.

c. Payment

(1) Once the round trip is completed between ship and shore and the correct balance is reflected in the disbursing office merchant strip account and the Daily Transaction Detail Report—Merchant Settlement from shore (see paragraph 8.15.8 for a sample report), the Disbursing Officer shall transfer value from the strip to the chip in the amount of the Navy Cash transactions collected by the vendor using the disbursing office merchant card at the K80 Cashless ATM or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip). On the Merchant Settlement Report, the “Settlement Type” for Navy Cash transactions collected by transient merchants and settled to the disbursing office merchant Navy Cash (strip) account will be reported as “DISBO OFF”.

(2) In the disbursing office, the Disbursing Officer shall then cash out the chip and either cut an ex-cash remittance check to the vendor or provide the vendor cash for the total amount of their Navy Cash sales receipts.

(3) The Disbursing Officer shall record the payment to the vendor as a chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.9 and 8.4.14. The vendor shall print and sign his or her name on the ledger for the amount of value received. If the vendor was issued a check, the Disbursing Officer shall also record the check number on the ledger.

(4) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.9. In addition, the Disbursing Officer will update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

Vendor Issued Check

DAILY STATEMENT OF ACCOUNTABILITY			1. DSSN 8888	2. DATE 3/ 3/2009
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY				
a. LINE	b. DESCRIPTION		c. TODAY	d. MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day		1000.00	
2.1A	I N C R E A S E	CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00
2.1B		CHECKS ISSUED - ALL OTHERS	1000.00	1100.00
2.3		OTHER TRANSACTIONS (Do not report on SF 1219)		
2.34		DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)		
2.36		PAYMENTS BY ANOTHER DO (Do not use this line)		
2.37		TRANSFERS FROM OTHER DOs		
2.8	OPAC PAYMENT AND COLLECTIONS			
2.9	TOTAL ACCOUNTABILITY INCREASES		1000.00	1100.00
3.0	GROSS ACCOUNTABILITY		11000.00	11025.00
4.1A	Gross Disbursements			25.00
4.1B	Less - Refunds			
4.1C	Net Disbursements			25.00
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D E C R E A S E S	NET EXPENDITURES		25.00
4.2A		DEPOSITS PRESENTED OR MAILED TO THE BANK		
4.2B		EFT DEBIT VOUCHERS		
4.3		OTHER TRANSACTIONS (Do not report on SF 1219)		
4.34		DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)		
4.36		PAYMENTS FOR OTHER DOs (Do not use this line)		
4.37	TRANSFERS TO OTHER DOs			
4.9	TOTAL ACCOUNTABILITY DECREASES			25.00
5.0	ACCOUNTABILITY - End of Day		11000.00	11050.00
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND			1000.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER	1000.00		1000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00		11000.00
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00		11000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE LTJG JACK RIPPER, USS NFRS		4. DISBURSING OFFICER OR DEPUTY		5. DATE

Vendor Issued Check
Post amount of payment to 2657 as an increase to line 2.1B and an increase to line 6.9

DD FORM 2657

(5) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

Vendor Issued Cash

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 3/2009	
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY				
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	10000.00		
2.1A	I CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B	H CHECKS ISSUED - ALL OTHERS		10000.00	
2.3	R OTHER TRANSACTIONS (Do not report on SF 1219)			
2.34	S DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36	A PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37	S TRANSFERS FROM OTHER DOs			
2.8	E DPAC PAYMENT AND COLLECTIONS			
2.9	TOTAL ACCOUNTABILITY INCREASES		10025.00	
3.0	GROSS ACCOUNTABILITY	10000.00	10025.00	
4.1A	Gross Disbursements		25.00	
4.1B	Less - Refunds			
4.1C	Net Disbursements		25.00	
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D NET EXPENDITURES		25.00	
4.2A	E DEPOSITS PRESENTED OR MAILED TO THE BANK			
4.2B	C EFT DEBIT VOUCHERS			
4.3	R OTHER TRANSACTIONS (Do not report on SF 1219)			
4.34	A DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)			
4.36	S PAYMENTS FOR OTHER DOs (Do not use this line)			
4.37	E TRANSFERS TO OTHER DOs			
4.9	S TOTAL ACCOUNTABILITY DECREASES		25.00	
5.0	ACCOUNTABILITY - End of Day	10000.00	10000.00	
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND		1000.00	9000.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER	1000.00		1000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00	1000.00	10000.00
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00	1000.00	10000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE
LTJG JACK RIPPER, USS NFRS				

Vendor Issued Cash
Post amount of payment to 2657 as a decrease to line 6.2A and an increase to line 6.9

DD FORM 2657

d. Contingency Alternative — Closeout and Payment

(1) On an exception basis, in the event that paying the vendor cannot wait until an IEOD and round trip between ship and shore have been completed, the Disbursing Officer can provide the vendor an ex-cash check or cash based on the logs provided by the vendor and the Merchant Sales Summary Report. If the logs and Navy Cash report do not agree, the Disbursing Officer must reconcile the differences following the procedures above before initiating payment.

(2) The Disbursing Officer shall create a Journal Voucher, OF 1017-G, to record the amount of the ex-cash remittance check or the cash issued to the vendor.

(a) On the journal voucher, annotate the transaction as “Chip-to-Cash”, have the vendor print and sign his or her name for the amount of the check or cash received, and, if the vendor was issued a check, record the check number.

(b) Retain the journal voucher and Merchant Sales Summary Report to substantiate the value of Navy Cash transactions collected by the vendor and the amount of the check or cash issued to the vendor.

(3) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.2A.

(a) The Disbursing Officer must update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(b) Cash on hand (6.2A) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Sales Summary Report, and amount of the ex-cash check issued to the vendor.

(c) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the K80 or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip).

(d) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(e) The Disbursing Officer shall post the amount of the payment to the DD 2657 as a decrease to line 6.2A and an increase to line 6.9.

Contingency Alternative – Vendor Issued Check

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 6/2009	
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY				
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE	
1.0	ACCOUNTABILITY - Beginning of Day	13000.00		
2.1A	I CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B	N CHECKS ISSUED - ALL OTHERS		14000.00	
2.3	C OTHER TRANSACTIONS (Do not report on SF 1219)	1000.00		
2.34	R DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36	A PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37	S TRANSFERS FROM OTHER DOs			
2.8	E OPAC PAYMENT AND COLLECTIONS			
2.9		1000.00	14025.00	
3.0	TOTAL ACCOUNTABILITY INCREASES			
GROSS ACCOUNTABILITY		14000.00	14025.00	
4.1A	Gross Disbursements		25.00	
4.1B	Less - Refunds			
4.1C	Net Disbursements		25.00	
4.1D	Less - Receipts			
4.1E	Less - Reimbursements			
4.1F	D NET EXPENDITURES		25.00	
4.2A	E DEPOSITS PRESENTED OR MAILED TO THE BANK			
4.2B	R EFT DEBIT VOUCHERS			
4.3	C OTHER TRANSACTIONS (Do not report on SF 1219)			
4.34	A DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)			
4.36	S PAYMENTS FOR OTHER DOs (Do not use this line)			
4.37	E TRANSFERS TO OTHER DOs			
4.9	S TOTAL ACCOUNTABILITY DECREASES		25.00	
5.0	ACCOUNTABILITY - End of Day	14000.00	14000.00	
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY (See attached sheet)			
6.2A	U.S. CURRENCY/COINAGE ON HAND	1000.00		10000.00
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)			
6.3A	UNDEPOSITED COLLECTIONS - GENERAL			
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND			
6.4	CUSTODY OR CONTINGENCY CASH			
6.5	FUNDS WITH AGENTS			
6.6	ADVANCES TO CONTRACTORS			
6.7	CASH IN TRANSIT			
6.8	PAYROLL CASH			
6.9	OTHER			4000.00
7.1	DEFERRED VOUCHERS			
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
7.2B	ACCOUNTS RECEIVABLE - OTHER			
7.3	LOSS OF FUNDS			
7.4	DISHONORED CHECKS RECEIVABLE			
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00		14000.00
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS			
9.2B	ACCOUNTS RECEIVABLE - OTHER			
9.3	LOSS OF FUNDS			
9.4	OTHER			
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED				
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00		14000.00
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE
LTJG JACK RIPPER, USS NFRS				

Vendor Issued Check
Post amount of payment to 2657 as an increase to line 2.1B and an increase to line 6.2A

DD FORM 2657

Contingency Alternative–Vendor Issued Check–IEOD and Round Trip Completed

DAILY STATEMENT OF ACCOUNTABILITY		1. DSSN 8888	2. DATE 3/ 7/2009		
SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY					
a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE		
1.0	ACCOUNTABILITY - Beginning of Day	14000.00			
2.1A	I N C R E A S E	CHECKS ISSUED IN PAYMENT OF VOUCHERS		25.00	
2.1B		CHECKS ISSUED - ALL OTHERS		14000.00	
2.3		OTHER TRANSACTIONS (Do not report on SF 1219)			
2.34		DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use this line)			
2.36		PAYMENTS BY ANOTHER DO (Do not use this line)			
2.37		TRANSFERS FROM OTHER DOs			
2.8		OPAC PAYMENT AND COLLECTIONS			
2.9		TOTAL ACCOUNTABILITY INCREASES		14025.00	
3.0		GROSS ACCOUNTABILITY	14000.00	14025.00	
4.1A		D E C R E A S E	Gross Disbursements		25.00
4.1B	Less - Refunds				
4.1C	Net Disbursements			25.00	
4.1D	Less - Receipts				
4.1E	Less - Reimbursements				
4.1F	NET EXPENDITURES		25.00		
4.2A	DEPOSITS PRESENTED OR MAILED TO THE BANK				
4.2B	EFT DEBIT VOUCHERS				
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)				
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use this line)				
4.36	PAYMENTS FOR OTHER DOs (Do not use this line)				
4.37	TRANSFERS TO OTHER DOs				
4.9	TOTAL ACCOUNTABILITY DECREASES			25.00	
5.0	ACCOUNTABILITY - End of Day	14000.00	14000.00		
SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
6.1	DESIGNATED DEPOSITARY (See attached sheet)				
6.2A	U.S. CURRENCY/COINAGE ON HAND		1000.00	9000.00	
6.2B	FOREIGN CURRENCY/COINAGE ON HAND (See attached sheet)				
6.3A	UNDEPOSITED COLLECTIONS - GENERAL				
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND				
6.4	CUSTODY OR CONTINGENCY CASH				
6.5	FUNDS WITH AGENTS				
6.6	ADVANCES TO CONTRACTORS				
6.7	CASH IN TRANSIT				
6.8	PAYROLL CASH				
6.9	OTHER	1000.00		5000.00	
7.1	DEFERRED VOUCHERS				
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS				
7.2B	ACCOUNTS RECEIVABLE - OTHER				
7.3	LOSS OF FUNDS				
7.4	DISHONORED CHECKS RECEIVABLE				
7.5					
7.6					
7.7					
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	1000.00	1000.00	14000.00	
SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS				
9.2B	ACCOUNTS RECEIVABLE - OTHER				
9.3	LOSS OF FUNDS				
9.4	OTHER				
10.0	TOTAL PREDECESSOR DOs ACCOUNTABILITY			0.00	
SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED					
a. LINE	b. DESCRIPTION	c. DAILY INCREASE	d. DAILY DECREASE	e. MONTH-TO-DATE	
11.0	TOTAL DSSN ACCOUNTABILITY	1000.00	1000.00	14000.00	
3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE		4. DISBURSING OFFICER OR DEPUTY		5. DATE	
LTJG JACK RIPPER, USS NFRS					

**Vendor Issued Check
IEOD and Round Trip Completed**
Post amount of payment to 2657 as
a decrease to line 6.2A and
an increase to line 6.9

DD FORM 2657

(4) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(a) Navy Cash cash (6.9) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, the Merchant Sales Summary Report, and the amount of the cash issued to the vendor.

(b) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the K80 or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip).

(c) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(d) No additional entries are required on the DD 2657.

8.5.3 Concessionaire Sales by Vendors in a Foreign Port

a. In some foreign ports, the Navy Exchange (NEX) Europe District and the NEX Yokosuka, Japan, contract with certain vendors to sell merchandise on board ships. The Navy Cash system can be used to accommodate these sales.

b. As a part of the contract agreement, the foreign concessionaire vendors pay a commission to the ship and the NEX based on a percentage of the total retail value of gross sales as outlined in each concessionaire's contract. The concessionaire will pay 50 percent of the commission to the ship's Sales Officer prior to the vendor leaving the ship. The concessionaire will pay the remaining 50 percent of the commission to the NEX District Office from which the contract was let.

c. Preparation. When the ship pulls into port, the Sales Officer will check out the appropriate number of battery-operated K22 POS devices from the disbursing office to issue to each vendor. If the K22s are expected to be used remotely for an extended period, the Sales Officer should provide each vendor with additional batteries. *Following the procedures in Chapter 2 of this SOP, each K22 will be set to the "Foreign Concessionaire" transient merchant and each operator will be assigned a separate operator ID so the Navy Cash detail reports can be separated by operator.* The vendor will be responsible for the K22 device and use it to record transactions and collect value from the cardholders using their Navy Cash cards. K22s checked out for these periodic functions should be signed out on a locally generated and maintained custody log.

d. Closeout

(1) Closeout Day Prior to Payment. At the end of each day or, more commonly, at the end of the port visit, each vendor will report to the Sales Officer and present the K22 and all appropriate paperwork for closeout and payment.

(a) Generally, the vendor must close out at the end of the business day prior to the day that payment is desired.

(b) Navy Cash transactions collected by transient merchants are settled to the disbursing office merchant Navy Cash (strip) account, but the amount is not actually transferred to the account or the new balance reflected until an Indicate End Of Day (IEOD) function and subsequent round trip between the ship and the shore are completed.

(2) Download K22 and Copy Logs. The Sales Officer shall make copies of the Concessionaire Number Control Logs and the totals of the SS-141 forms and then plug the K22 into one of the available Navy Cash “download boxes” or serial ports, for example, in the disbursing office or sales office. When the K22 comes on line with the Navy Cash server, the sales information contained on the K22 will be uploaded to the Navy Cash server automatically.

(3) Generate Ship Report. As soon as the sales information on the K22 is uploaded to the server on the ship, the Sales Officer or Disbursing Officer shall use the Disbursing Application to generate and print a Merchant Transactions Report sorted by Operator ID that shows the total amount of Navy Cash transactions collected by each operator.

(4) Reconcile Navy Cash Report and Vendor Logs

(a) If the Merchant Transactions Report generated by the Navy Cash system and the vendor’s Concessionaire Number Control Logs and the totals of the SS-141 forms agree, the Sales Officer is ready to ask the Disbursing Officer to pay the vendor for the amount of the Navy Cash transactions collected by the vendor. If they do not agree, the Sales Officer must reconcile the differences. To simplify settlement and payment, this reconciliation should be completed before the Disbursing Officer initiates the IEOD function.

(b) The Sales Officer shall use the Merchant Transactions Report for the time period covered by the logs presented by the vendor and, using the merchant and operator ID numbers that were assigned to the K22s used by the vendor, reconcile the differences following the procedures outlined above (see paragraph 8.5.1.b (4)) before initiating payment.

(c) If the investigation reveals that cash was lost, misplaced, or stolen, it should be handled in accordance with Chapter 6 of DODFMR Volume 5 and existing procedures (which are outside the scope of Navy Cash).

(d) Once the Merchant Transactions Report and the vendor’s Concessionaire Number Control Logs and the totals of the SS-141 forms agree, the reconciliation is successful, and the Sales Officer is ready to ask the Disbursing Officer to pay the vendor with a check or cash for the amount of the Navy Cash transactions collected by the vendor (see paragraphs 8.5.3.e and f below).

(e) The Sales Officer shall maintain any Merchant Sales Summary or Merchant Transactions Reports and any reconciliation worksheets associated with foreign concessionaire sales on file for 12 months.

e. Payment

(1) Once the round trip is completed between ship and shore and the correct balance is reflected in the disbursing office merchant strip account and the Daily Transaction Detail Report—Merchant Settlement from shore (see paragraph 8.15.8 for a sample report), the Disbursing Officer shall transfer value from the strip to the chip in the amount of the Navy Cash transactions collected by the vendor using the disbursing office merchant card at the K80 Cashless ATM or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip). On the Merchant Settlement Report, the “Settlement Type” for Navy Cash transactions collected

by transient merchants and settled to the disbursing office merchant Navy Cash (strip) account will be reported as “DISBO OFF”.

(2) In the disbursing office, the Disbursing Officer shall then cash out the chip and either cut an ex-cash remittance check to the vendor or provide the vendor cash for the total amount of their Navy Cash sales receipts.

(3) The Disbursing Officer shall record the payment to the vendor as a chip-to-cash transaction on the Daily Cash Transaction Ledger in accordance with paragraphs 8.4.9 and 8.4.14. The vendor shall print and sign his or her name on the ledger for the amount of value received. If the vendor was issued a check, the Disbursing Officer shall also record the check number on the ledger.

(4) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.9. In addition, the Disbursing Officer will update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(5) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

f. Contingency Alternative — Closeout and Payment

(1) On an exception basis, in the event that paying the vendor cannot wait until an IEOD and round trip between ship and shore have been completed, the Disbursing Officer can provide the vendor an ex-cash check or cash based on the Merchant Transactions Report generated by the Navy Cash system, the vendor’s Concessionaire Number Control Logs, and the totals of the SS-141 forms, all of which would be provided by the Sales Officer. If the logs and Navy Cash report do not agree, the Sales Officer must reconcile the differences before requesting the Disbursing Officer to initiate payment.

(2) The Disbursing Officer shall create a Journal Voucher, OF 1017-G, to record the amount of the ex-cash remittance check or cash amount issued to the vendor.

(a) On the journal voucher, annotate the transaction as “Chip-to-Cash”, have the vendor print and sign his or her name for the amount of the cash or check received, and, if the vendor was issued a check, record the check number.

(b) Retain the journal voucher, the Merchant Transactions Report generated by the Navy Cash system, the vendor’s Concessionaire Number Control Logs, and the totals of the SS-141 forms to substantiate the value of Navy Cash transactions collected by the vendor.

(3) Vendor Issued Check. If the vendor was issued a check, the Disbursing Officer will post the amount of the payment to the DD 2657 as an increase to line 2.1B and line 6.2A.

(a) The Disbursing Officer must update the check issue log and all other applicable documentation required by DODFMR Volume 5 for each ex-cash check issued.

(b) Cash on hand (6.2A) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Transactions Report generated by the Navy Cash system, vendor’s Concessionaire Number Control Logs, totals of the SS-141 forms, and amount of the ex-cash check issued to the vendor.

(c) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the K80 or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip).

(d) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(e) The Disbursing Officer shall post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(4) Vendor Issued Cash. If the vendor was issued cash, the Disbursing Officer will post the amount of the payment to the 2657 as a decrease to line 6.2A and an increase to line 6.9.

(a) Navy Cash cash (6.9) should equal physical cash plus the value of the Navy Cash transactions collected by the vendor as reflected on the journal voucher, Merchant Transactions Report generated by the Navy Cash system, vendor's Concessionaire Number Control Logs, totals of the SS-141 forms, and amount of the cash issued to the vendor.

(b) Once the IEOD and round trip are completed and the correct balance is reflected in the Merchant Settlement Report and disbursing office merchant strip account (either later that day or first thing the next day), the Disbursing Officer shall transfer the value from the strip to the chip using the disbursing office merchant card at the K80 or at the Disbursing Application (see paragraph 8.4.8, Funds Transfer to Chip).

(c) The Disbursing Officer shall then cash out the chip, annotate the chip-to-cash transaction as a payment to the vendor on the Daily Cash Transaction Ledger, and keep the cash in the Navy Cash safe/box.

(d) No additional entries are required on the DD 2657.

g. The Sales Officer will record the amount of the commissions received by the ship from the foreign concessionaire vendors as a contribution to Ship's Store Profit Navy (SSPN) in the ROM II system following the procedures outlined in the ROM II User's Guide.

8.5.4 Activating Merchants In Navy Cash

A detailed discussion of Navy Cash merchants is included at Appendix P.

a. 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 (see paragraph 8.4.21). If the merchant elects to settle to a bank or credit union account, the request should include the 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. These options can be changed at any time by sending a request to the CSU. If the merchant elects to establish a Navy Cash merchant account without a corresponding checking account, 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. By default, private merchants are set up to settle on a daily basis. For merchants who elect to settle on a weekly basis, deposits are initiated using the following schedule: on the 8th, 15th, 22nd, and 28th of each month. The deposit on the 8th of the month will include any transactions that posted on the 29th, 30th, and 31st of the previous month.

b. Activate a Generic Private Merchant. Recognizing that the named private merchants established within Navy Cash will not cover every situation, a set of generic private merchants has also been established. Generic merchants can be used to activate a merchant not specifically named in the Navy Cash merchant listing. By default, generic private merchants will be set up to settle automatically to the merchant's strip (Navy Cash) account on a weekly 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 Disbursing 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). Individual ships are responsible for managing the cross references between the standard generic merchant names and the actual merchants assigned. When the need for a generic merchant is over, the account will no longer be used. A generic merchant can be reused when a new requirement emerges by contacting the CSU and providing the new account information.

c. Activate an LOA Merchant. To activate a merchant who settles to a Line Of Accounting (LOA), 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 Disbursing Application (see paragraph 8.4.29.a). 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 Disbursing Application.

d. New Equipment. It is the responsibility of the ship to install any new equipment and 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. Any costs associated with this effort, including travel, will be borne by the ship. The ship can contract directly with the Navy Cash depot and field support contractor to pull cable, hook up the equipment, or come on board after the installation is complete to set up the new equipment in the Navy Cash system configuration.

8.6 Miscellaneous Payments to Navy Cash Card

a. The disbursing office will follow existing procedures to pay laundry claims, travel reimbursements, transfer of ship's store profits to the recreation fund, or other miscellaneous payments. Once the payment is made by check or cash, the value can be added to the cardholder's Navy Cash card following the "Funds Transfer to Chip" procedures in paragraph 8.4.8 or the "Deposit Cash or Check to Strip" procedures in paragraph 8.4.13 above.

b. There is no need to cut a Treasury check if the individual is going to cash the check right away and give the cash back to the Disbursing Officer to load the funds on the Navy Cash card.

(1) On the Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal, in the “Paid By” block, fill in the required information under “Cash”. For “Payee”, have the individual print his or her name and rank/rate/title.

(2) Load the funds on the chip (or strip). The entire amount of the 1034 must be loaded on the Navy Cash card; partial payments are not authorized.

(3) Record the transfer of the payment to the Navy Cash card as a cash transaction on the Daily Cash Transaction Ledger (chip or strip) in accordance with paragraph 8.4.14. The individual shall sign the Daily Cash Transaction Ledger for the amount of value received. Record the SF 1034 voucher number on the Daily Cash Transaction Ledger.

(4) Post the amount of the 1034 as an increase to line 4.1A and a decrease to line 6.2A to report the disbursement of funds (cash) based on the 1034.

(5) Then post the amount of the payment transferred to the Navy Cash card as an increase to line 6.2A and a decrease to line 6.9.

8.7 Collections from Portable K22 Point of Sale Devices

a. When a LAN drop is not accessible, the Disbursing Officer will issue the merchant a hand-held battery-operated K22 point of sale device in accordance with Chapter 2 of this SOP. If the K22 is expected to be used remotely for an extended period, the Disbursing Officer should make sure the merchant has additional batteries readily available. The merchant will be accountable for this device and use it to collect value from the cardholders’ Navy Cash cards. The user will be required to sign out the K22 on a locally generated and maintained custody log. Since a portable K22 stores the value of sales transactions, it should be protected like a cash box. When being transported off the ship and over water, the K22 should be carried in a waterproof container equipped with a flotation device. The merchant is also required to maintain a separate log and record each transaction.

b. At the end of each business day, the merchant will upload the information from the K22 to the Navy Cash server by simply plugging the K22 into any Navy Cash serial drop. The information will be uploaded automatically. Paragraph 2.3.1 contains more detailed procedures.

c. At the end of the current business day, the Navy Cash server will generate a report showing the name of the merchant account to which the money will be settled, the number of transactions, and the total dollar value.

d. The Disbursing Officer and the responsible individual must compare this report to the merchant’s transaction log to verify that the amounts reported by the Navy Cash server are correct.

e. When the daily files are sent ashore as a part of the end-of-day process, JPMC will settle the appropriate amount of money from the funds pool to the appropriate account.

8.8 Negative Navy Cash and Marine Cash Account Balances

a. Electronic Transactions Dishonored and Returned. To keep demands on ship communications to a minimum, Navy Cash was designed to work on a store-and-forward basis. Generally, a day's worth of transactions are transmitted ashore once each day at the end of the business day. This store-and-forward design affects the timing for processing Navy Cash transactions. Navy Cash lets cardholders transfer value to their Navy Cash cards from their bank or credit union accounts and spend that money on board ship immediately, before the funds are actually transferred from their accounts ashore into the Navy Cash funds pool. This immediate availability of funds is like the cashing of personal checks that Navy Cash serves to replace. However, a cardholder can potentially request a transfer at the K80 Cashless ATM from their bank or credit union account ashore without having the funds to back the request or from an account that has been closed or inaccurately identified, e.g., incorrect account number. The Automated Clearing House (ACH) Return Codes and Notification Codes are included in paragraph 8.15.22.

b. Negative Balances. If a transfer request is returned for Non Sufficient Funds (NSF) or any other reason, Navy Cash reverses the credit to the Navy Cash (strip) account. If any of the funds have been moved from the strip to the chip in the meantime, a negative Navy Cash or Marine Cash account balance generally results. The amount of any negative balance represents a debt to the U.S. Treasury's Navy Cash funds pool, and, on the ship, the Disbursing Officer is responsible for collecting on that debt.

c. Commanding Officer's Responsibilities. The Commanding Officer will be responsible for establishing a Navy Cash policy for the command that identifies the limits on size, number, suspension of a cardholder's card for misuse, and disciplinary repercussions associated with Non Sufficient Funds (NSF) or other returned transactions. Suggested Courses of Action (COAs) for returned transactions that result in a negative Navy/Marine Cash account balance are presented in Appendix L. When a transaction is returned for whatever reason, it will be dealt with in the following manner.

8.8.1 Collecting on Negative Balances

a. Treasury Financial Agent Action. On receipt of a returned transaction, the Treasury Financial Agent, JPMorgan Chase (JPMC), will reverse the credit (apply a negative credit for the same value) to the cardholder's Navy Cash account. If the cardholder has moved funds from the Navy Cash account to the chip account, a negative Navy Cash balance may result. JPMC will also put a block on the cardholder's Navy Cash access to the bank or credit union account to prevent additional transactions from being requested, dishonored, and returned prior to clearing the negative balance. Once the transaction has been cleared, access to the bank or credit union account will be restored.

b. Negative Balance Reporting. Negative accounts will be added to the Daily Negative Balance Report and Returned Items Detail Report, which are sent to disbursing on a daily basis.

c. Negative Balance Notification at K80 Cashless ATM. When cardholder's Navy Cash (strip) account balance is negative, a message will be displayed on the K80 Cashless ATM after they enter their PIN notifying them that the account is negative and asking them to go to Disbursing to arrange to clear their negative balance. With automatic representment, transactions returned for Non Sufficient Funds (NSF) will normally be cleared automatically on the next pay day when the transaction is represented.

d. Automatic Representation. Navy Cash implemented automatic representation to reduce the workload associated with managing and collecting on negative account balances.

(1) ACH Transfer Requests Returned for NSF. With automatic representation, if a cardholder's ACH transfer request at the K80 is returned for NSF, the ACH transaction will automatically be presented up to two more times on successive pay days.

(2) The Disbursing Officer no longer collects on any negative balance resulting from an ACH transfer request covered by automatic representation until after the second ACH representation is returned. However, 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.

(3) 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 ACH representation file will be created 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. 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.

(4) For a returned transaction covered by automatic representation, the Disbursing Officer only collects on the negative balance if the ACH transaction is returned a third time, that is, the initial ACH transfer request plus the two representations. To assist the Disbursing Officer in collecting on any debt owed the U.S. Treasury's Navy Cash funds pool, the Daily Negative Balance Report has been modified as a part of implementing automatic representation. The report now indicates if an account is negative due to a transaction that is covered by automatic representation by listing the details of the pending representations (see paragraph e.(1) below). The Disbursing Officer can use the options detailed in paragraph e.(6) below, i.e., deposit cash or check to strip, chip to strip transfer, change or initiate split pay, or immediate collection from pay, to collect on this debt in the amount of the negative Navy Cash account balance.

(5) Specific Characteristics

(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 cannot 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 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 transactions would also be returned for NSF and additional bounced check fees. The amount of \$5 was selected to balance the desire to protect the individual cardholder with the need to reduce Disbursing workload. The Navy Cash program will review this floor limit annually.

(c) Because Navy Cash access to a bank or credit union account is blocked automatically when a transfer request is returned for NSF and a Navy Cash account goes negative, a cardholder may opt to go to Disbursing to clear a negative balance and unblock

access. Just prior to initiating automatic representment, the Navy Cash system ashore checks the account balance. If the account is no longer negative, i.e., the account balance is “zero” or positive, the transaction returned for NSF will not be represented.

(6) Limitations

(a) At Implementation. Automatic representment only works with ACH transactions that are processed after it is implemented on the ship. Negative Navy Cash account balances incurred before automatic representment was implemented will not be processed, and the Disbursing Officer continues to be responsible for collecting on those negative balances.

(b) Only ACH Transfer Requests Over \$5 Returned for NSF. With the Navy Cash implementation of automatic representment, only an ACH transfer request of \$5 or more that is returned for NSF will be represented. A cardholder’s Navy Cash account balance can go negative for other reasons, and the Disbursing Officer is still responsible for collecting on those debts.

((1)) Other ACH Transfer Requests Returned. When an ACH transfer request is returned, it may have been for less than \$5, or the bank or credit union account may have been closed, the account information invalid, the account not authorized for ACH transactions, etc. If a transaction is returned for invalid account information, Navy Cash automatically blocks Navy Cash access to the bank or credit union account. In addition to collecting on any negative balance, 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.

((2)) 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. 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 hold on the account, etc.

((3)) 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 restaurant or 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.

((4)) Recurring Payments. When cardholders use Navy Cash cards for recurring payments they pre-authorized, they may have forgotten to add money to their Navy Cash (strip) accounts to cover the cost of the payments. 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.

e. Disbursing Officer Action. The amount of a negative balance 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. With automatic

representation, the majority of returned ACH transactions and resulting negative balances will be handled automatically. However, the Disbursing Officer shall:

(1) Review Reports Daily. On a daily basis, review the Daily Negative Balance Report and Returned Items Detail Report.

(a) Daily Negative Balance Report. The Daily Negative Balance Report lists all Navy Cash strip accounts with negative balances (see sample report at paragraph 8.15.6).

((1)) Automatic Representation Pending. If someone's account is negative because of an ACH transfer request returned for NSF and covered by automatic representation, the details of the pending representation are listed on the report immediately below the line of account data. The details include the ACH representation count and the date and amount of the representation. *The Disbursing Officer should not take any collection action on negative accounts for which details are listed, because representation 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)) 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. To assist the Disbursing Officer in investigating negative balances, the Returned Items Detail Report provides more details for ACH transactions that were processed and returned for NSF or that were not processed and were returned because of invalid account information, e.g., the date the ACH transfer request was made and the date and the reason it was returned (again, ACH Return Codes and Notification Codes are included in paragraph 8.15.22). 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. As appropriate, immediately notify in writing any cardholder whose negative Navy Cash account balance is listed on the Daily Negative Balance Report with no representation details and, therefore, with no representation actions pending (see paragraph 8.15.7 for sample e-mails and include the cardholder's chain of command for second and third occurrences). Once notified, the cardholder shall report to the Disbursing Officer

within two working days to establish how his or her Navy Cash balance will be restored to \$0 or greater.

(3) Collect on Negative Balance. For each negative balance listed on the Daily Negative Balance Report with no representments pending, initiate collection action for the amount of the negative balance within 10 working days after receipt of the pertinent Negative Balance Report. Apply a pay checkage (DS01) to the individual's pay account if there is no response from the cardholder within the prescribed period.

(4) Disciplinary Action. Within five working days of receiving the pertinent Negative Balance Report, recommend, through the individual's chain of command, any disciplinary action considered necessary if willful negligence or fraud is suspected (see Appendix L).

(5) Ensure cardholders within 30 days of transfer or discharge are not listed on the Negative Balance Report. See paragraph 8.4.20, Close or Suspend an Account Pending Transfer or Discharge?

(6) Collection Options. There are several options available to collect on the amount of a negative balance. Depending on the size of the negative balance, these options may need to occur several times or be spaced out over several pay periods to clear the negative balance. The Disbursing Officer must ensure that the cardholder's access to his or her home bank or credit union account remains blocked until the negative balance is cleared (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts). Don't unblock access until the Navy/Marine Cash account balance is zero or positive.

(a) Deposit Cash or Check to Strip (Navy Cash) Account. The 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 (see paragraph 8.4.13, Deposit Cash or Check to Strip).

(b) Chip to Navy Cash Account Transfer. The Disbursing Officer can have the cardholder transfer any value on the chip on his or her Navy Cash card to the Navy Cash account (strip) by escorting the cardholder to the K80 Cashless ATM, and verifying that the funds are transferred to the strip.

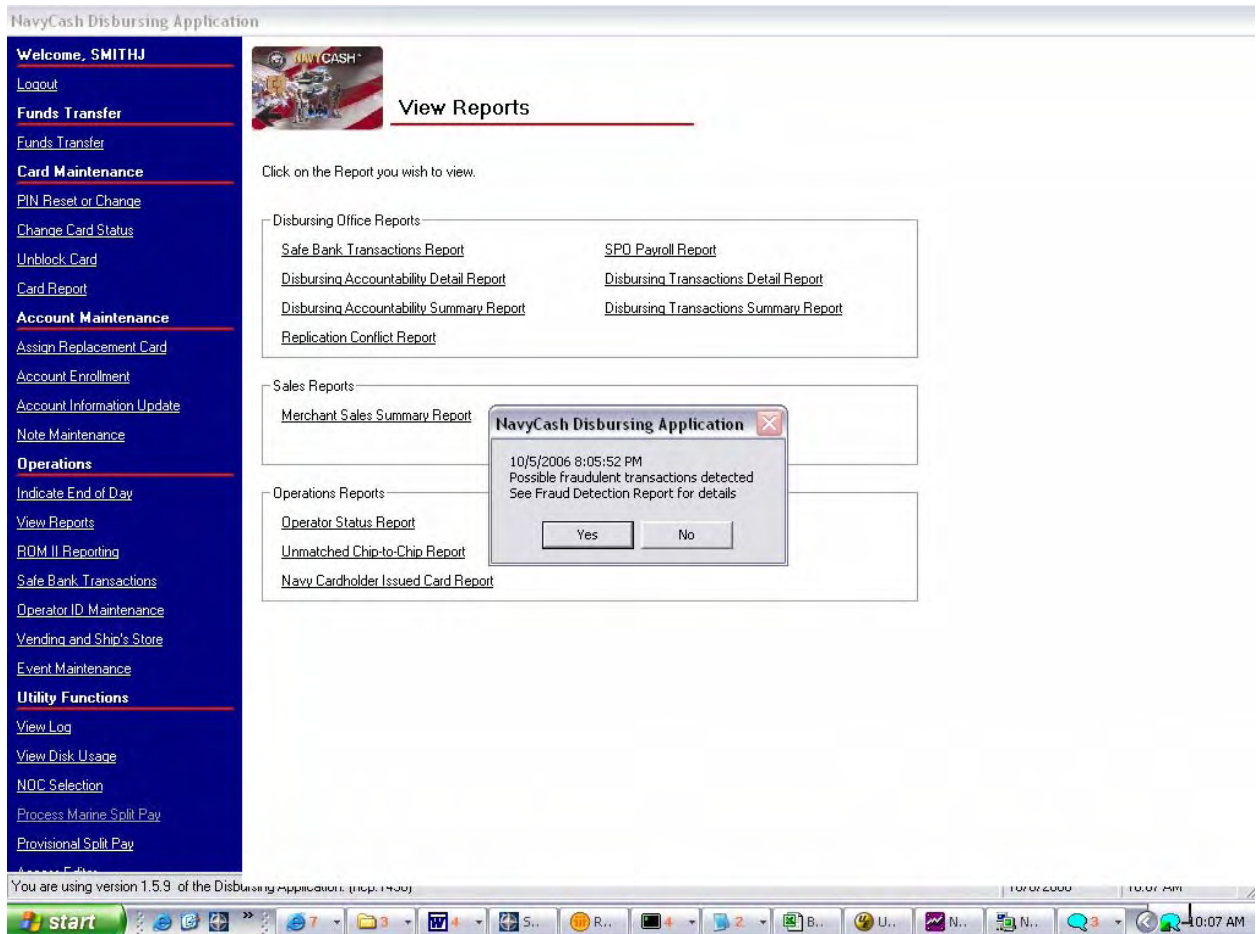
(c) Change or Initiate Split Pay Option (SPO). The Disbursing Officer may, with the approval of the cardholder, change or initiate the cardholder's split pay payroll amount, which is transferred directly to the cardholder's Navy Cash account (strip) on payday, to cover the amount of the negative balance.

(d) Immediate Collection from Pay. The Disbursing Officer can initiate an immediate collection from pay to clear the amount of any negative Navy/Marine Cash balance. The Disbursing Officer may post an indebtedness to the cardholder's military pay account using the "DS01" Format Identifier 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. This option is also appropriate for cardholders who have left the ship but are still in the service.

(e) If a cardholder is within the final 30 days of being discharged from the Navy or Marine Corps and has a negative Navy Cash balance, the Disbursing Officer's only option is

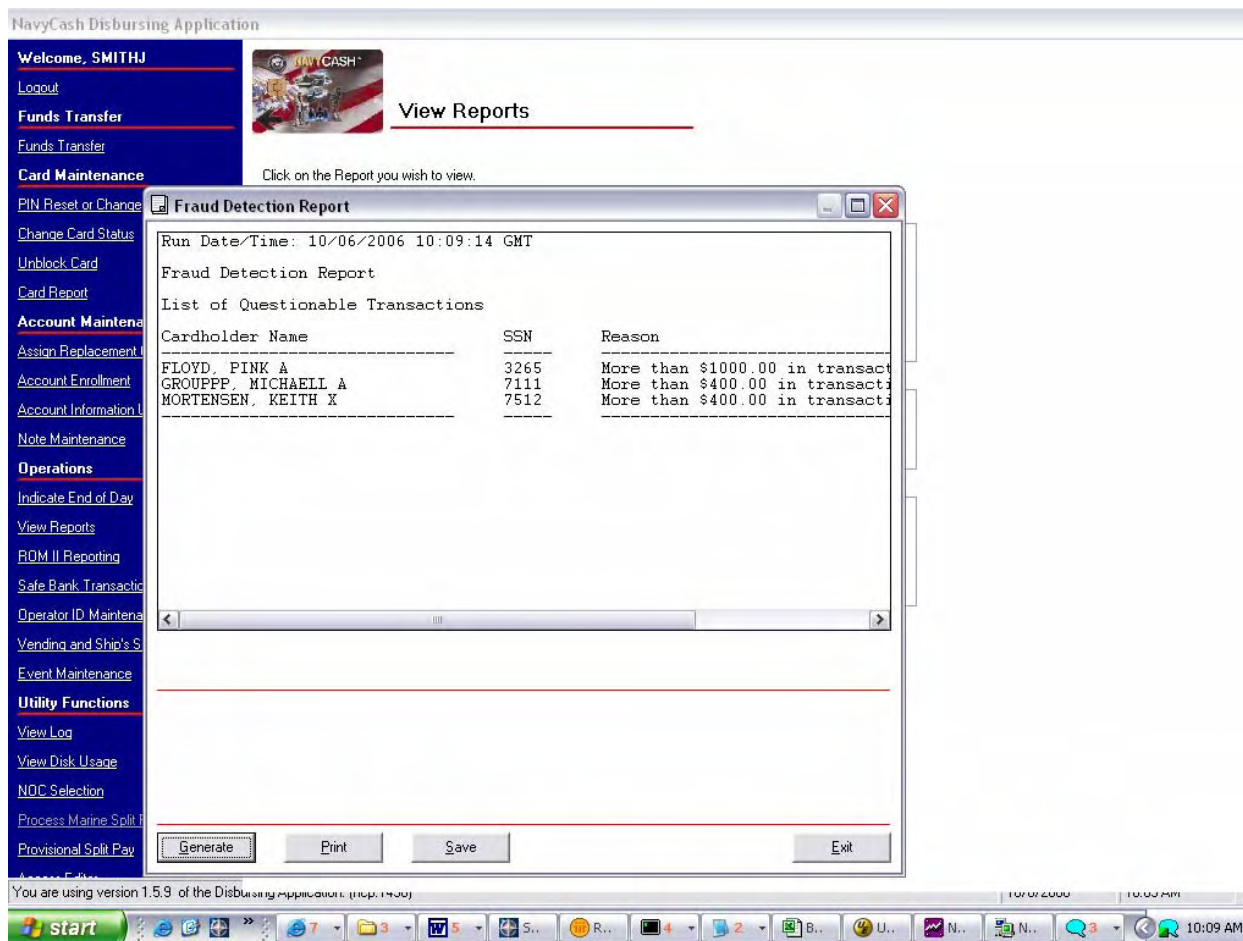
to post a “DS01” indebtedness to the cardholder’s military pay account. The DS01 must be posted prior to the cardholder’s separation date. (See paragraph 8.4.20 for procedures when a cardholder is leaving the service or transferring to an activity that does not have Navy Cash.)

f. Automated Controls. To prevent cardholders from abusing the system, Navy Cash automatically blocks Navy Cash access to a bank or credit union account when ACH transactions are returned for NSF 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 when the Navy Cash account balance returns to zero or a positive amount. It is important to realize that **every** NSF transaction advances the counter. To be clear, with automatic representment, a single ACH transfer request returned for NSF could result in a cardholder’s Navy Cash ACH access being blocked permanently if both representments are also returned for NSF. It is also important to realize that these controls do not go into place until the bank receives the information. Therefore, the cardholder may have the opportunity to create multiple NSF transactions before these automated controls are implemented.



g. Fraud Detection Report. In the event the Disbursing Application detects possible fraudulent ACH activity on the ship, a pop-up window will appear automatically. If the Disbursing Officer clicks the “Yes” button, the Fraud Detection Report will be displayed. The report is intended to reduce the number of negative account balances, particularly when the ship's communications are not available. If the file transfer round trips between ship and shore

do not take place, cardholders could pull non-existent funds from their bank or credit union account to the chip several times before Disbursing would see the Negative Balance and Returned Items Detail Reports. Fraud Detection Reports will include cardholders who have made more than \$400 in transfers from a bank or credit union account since the last round trip and cardholders who have made more than \$1,000 in transfers from a bank or credit union account over a seven day period. The Fraud Detection Report can also be generated, viewed, and printed on the ship at any time, by clicking on the report name in the “Operations Reports” block on the “View Reports” screen in the Disbursing Application, filling in an end date, and clicking on the “Generate” button. The report will display any possible fraudulent transaction events leading up to that end date.



h. **Manual Controls.** Manual controls provide additional options to prevent abuse of the system or to discipline a cardholder who continues to have problems with negative account balances. Manual controls can be put into effect through either the Disbursing Application (see paragraph 8.4.22, Account Information Update) or the Navy Cash Disbursing web site (see paragraph 8.14 and Appendix E), or by sending a request to the CSU by phone or e-mail (see paragraph 8.14).

(1) **Navy Cash Card Limits.** The maximum amount that can be transferred from a bank or credit union account ashore and/or the maximum amount that can be loaded on the chip can be reduced. For cardholders, the maximum chip load limit is \$1,000, and the maximum DDA account to Navy Cash transfer amount is \$400 per day. For merchants, the maximum chip load and debit limit is \$50,000 for cards issued after 24 September 2008 and \$9,999.99 for cards

issued before 24 September 2008, and the maximum DDA account to Navy Cash transfer amount is \$5,000 per day.

(2) Blocking Navy Cash Access to Bank and Credit Union Accounts Ashore. Navy Cash ACH access to a cardholder's bank or credit union account can be blocked. Blocking access is an option available to discipline a cardholder who continues to have problems with negative account balance (see paragraph 8.8.2, Blocking and Unblocking Access to Home Accounts, below).

(3) Guidelines for Negative Account Balances. Appendix L provides recommendations for taking action in the case of a cardholder whose Navy Cash account balance is negative. These 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.

(4) Timeliness of Updates. Any updates done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent cardholder 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.

i. 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 U.S. 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.

8.8.2 Blocking and Unblocking Access to Home Accounts

An authorized Disbursing Officer or Disbursing Clerk can block or unblock a cardholder's ACH access to their home bank or credit union account through either the Disbursing Application or the Navy Cash Disbursing web site, or by sending a request to the CSU by phone or e-mail.

a. When a Navy or Marine Cash cardholder's ACH access privileges are blocked, the account information is updated as follows on the Navy Cash Disbursing web site:

- (1) The "ACH Allowed" flag is set to "N".
- (2) The "ACH Decline Count" is set to "99".

(3) The “99” code indicates that the ACH privileges on the account were deliberately blocked by either a Customer Service Representative (CSR) or authorized disbursing personnel. Even if the account balance returns to \$0 or greater, the blockage is not removed.

(4) This “99” account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel.

b. When an ACH transaction is returned with a code other than R01/R09/NSF, the account is automatically blocked, and account information is updated as follows on the web site:

(1) The “ACH Allowed” flag is set to “N”.

(2) The “ACH Decline Count” is set to “98”.

(3) Note that the “98” indicates that the ACH privileges were blocked automatically due to an ACH return other than NSF, for example, an invalid account number, a closed account, or an account that is not authorized for ACH transactions, such as a Navy Federal Credit Union (NFCU) savings account. It is expected that if ACH privileges are blocked immediately for these types of returned transactions, account balances will not go as far into a negative status for what may well be an inadvertent error in recording account information.

(4) This “98” account blockage can only be removed by authorized disbursing personnel or by the CSR at the request of authorized disbursing personnel. The request should include new or updated home bank or credit union account information that has been validated by the disbursing office so that any errors in the account information on file can be corrected.

c. Summary of ACH Decline Counts

0,1,2,3	Number of returns for NSF	Allow unblock
90,91, 92,93	Blocked on transfer Previous value 0,1,2,3	Allow unblock
95	No linked account information provided during enrollment	Allow unblock if bank or credit union account and ABA numbers updated
96	Unacceptable NFCU account provided	Allow unblock if account number updated
97	Technical error processing account	Allow unblock if error corrected
98	Return other than NSF, e.g., invalid account number	Allow unblock if bank or credit union account and ABA numbers updated
99	Manually blocked by disbursing	Allow unblock

d. Again, any updates to Navy Cash card access done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent funds transfer requests the cardholder attempts 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.

e. Daily Blocked Account Report. This shore report lists all cardholders whose access to their linked bank or credit union account is blocked. The report includes cardholders' first and last name, the last four of their SSN, their account number, and their decline count. The Disbursing Officer should review the Daily Blocked Account Report on a daily basis. The report will make it easier for disbursing to research the cause when cardholders find that they do not have access to their linked bank or credit union account at the Cashless ATM (K80). Cardholders who appear on the report because of unacceptable or invalid account information (decline counts 96 or 98) should be contacted so they can update their home bank or credit union account information (see paragraph 8.4.22, Account Information Update).

f. *Blocking access* only prevents Navy Cash access to bank and credit union accounts from the ship. The cardholder can still use the card for signature-based purchases ashore, even when the Navy Cash account balance is negative, at merchants who process transactions in an offline mode. *Suspending an account* (see paragraph 8.4.20.c) only prevents online ATM withdrawals and online PIN-based and signature-based purchases ashore. Neither blocking Navy Cash access to bank and credit union accounts nor suspending a Navy cash account disables the chip on a Navy Cash card; the individual can still use the value on the chip to purchase things on the ship.

8.9 EOM Reconciliation and Reporting of eFunds in Disbursing Officer's Safe

a. EOM Reporting. At the end of each month, the Disbursing Officer is responsible for coordinating all Navy Cash collections that must be registered to a Line of Accounting (LOA) through the monthly returns, the SF 1219 Statement of Accountability. This includes the sale of meals in the general mess, the sale of merchandise in the ship's store and vending machines, and Navy Cash activity in Navy disbursing and Marine Cash activity in Marine disbursing (when embarked). The Navy Cash EOM Procedures Worksheet at Appendix R consolidates the procedures for the various steps and phases of the EOM process for disbursing, sales, and food service.

b. Prepare and Submit Reports on Time. The Disbursing Officer's Statement of Accountability (SF 1219) must be prepared and submitted on time, i.e., NLT 1000 EDST on the first calendar day of the following month or, if it falls on a weekend or holiday, on the last business day of the month. In order to make certain the 1219 is submitted on time, Navy Cash must be closed out prior to 2100Z on the 27th of each month or, if the 27th falls on a weekend or holiday, on the business day prior. The Disbursing Officer, Sales Officer, Food Service Officer, and Marine Disbursing Officer (when embarked) should coordinate to establish a closeout date each month. The EOM process generally begins in the sales office as much as five days before the 27th of the month. At the same time, the disbursing office, food service office, and Marine disbursing office (when embarked) should begin to pull together the figures needed to meet their own monthly reporting responsibilities.

c. Successful processing of the IEOD round trip at EOM (see paragraph 8.4.24.f) sends the EOM shore reports and automated EOM spreadsheet files to the ship. To reset the Safe Bank Transactions functionality for the next month's reports, the Disbursing Officer will zero out the Disbursing Accountability Summary Report (DASR) starting balance by entering a "Deposit To Bank" transaction type for the total amount being carried on the DASR at the end of the month. This action shall be done in accordance with paragraph 8.4.27, Safe Bank Transactions.

d. Close Out Line-of-Accounting Merchants. The Sales Officer will use the shore report numbers in the Ship's Store, Vending Soda, Vending Store Items, and Hangar Bay Sales Monthly Transaction Detail Reports to enter the Navy Cash numbers for the month into ROM II and prepare the Memorandum Cash Sales Invoice (DD 1149) in accordance with existing procedures. The Food Service Officer will use the shore report numbers in the General Mess and General Mess Surcharges Monthly Transaction Detail Reports to include the Navy Cash numbers for the month in the Monthly General Mess Operating Statement (NS 1359) in accordance with existing procedures.

e. Automated EOM Spreadsheet. Once the spreadsheet files are retrieved and processed on the ship, the EOM spreadsheet will be completed automatically with the shore totals; deposit ticket (SF 215) numbers, dates, and amounts; and debit voucher (SF 5515) numbers, dates, and amounts (see Figure 1, End-Of-Month Spreadsheet).

(1) To process the spreadsheet files and prepare the EOM spreadsheet for closing, the Disbursing Officer must follow these steps.

(a) Once EOM has been indicated and a round trip 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: These files cannot be accessed and copied from the workstation — the workstation only allows “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

(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\

((1)) Access Denied Error. If you experience an access error at the server station, select the Cluster Administrator Icon on the server job monitor and verify that all the Groups and Resources are in control by Owner Node 1.

((2)) Highlight the Groups folder and Resources folder to verify this. All Groups and Resources need to be controlled by the same Node to be able to complete the EOM instructions successfully.

(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 (SF 215) numbers, dates, and amounts; and debit voucher (SF 5515) numbers, dates, and amounts.

(g) The EOM spreadsheet now includes sections for both “Strip” (5a) and “Chip” (5b) disbursing activity. If a ship did not process any “Deposit Cash or Check to Strip” transactions, they would not have had any strip disbursing activity, and only the chip disbursing activity section will be populated when the Ctrl “F” function is used. If a ship did have both strip and chip 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.*

(2) The Disbursing Officer then enters the Navy Cash 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 the Disbursing Officer must report the Navy Cash shore totals as received from JPMC on the 1219.

(a) 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.

(b) Don’t hold up the 1219 message/e-mail reports because of Navy Cash. Any difference must be resolved and any adjustment necessary made in the next month’s business.

NAV SUP NAVY CASH END OF THE MONTH REPORT FOR March 2007
 USS Navy Cash™ DO2-111
 USS BONHOMME RICHARD
 DIBBURNO OFFICER: ENS DERBER
 DSN 8772

VARIANCES

Warning: DO NOT MAKE ANY ENTRIES ON THE YELLOW SHADED AREAS									
DIBBURNO ACTIVITY	From Date/Time	To Date/Time	Is > than Strip to Cash	Is > than Cash to Strip	EOM Strip Totals	CHIP	STRIP	SHORE Totals	Shore Disbursing Chip Transactions
								EOM SHORE Totals	Cash to Chip Total
Beetion - 1 STRIP									
Strip Disbursing Strip Transactions					\$20,876.19		\$76.18	\$20,000.00	\$20,000.00
Adjustments					\$0.00		\$0.00	\$0.00	\$0.00
Grand Total - (Cash to Strip Transactions is greater than Strip to Cash)					\$20,876.19		\$76.18	\$20,000.00	
Grand Total - (Strip to Cash Transactions is greater than Cash to Strip)					\$0.00		\$0.00	\$0.00	
Beetion - 1 CHIP									
Chip Disbursing Chip Transactions			is > than Chip to Cash	is > than Cash to Chip	\$20,876.19	0.00		\$20,876.19	is > than Chip to Cash
Adjustments					\$0.00			\$0.00	is > than Cash to Chip
Grand Total - (Cash to Chip Transactions is greater than Chip to Cash)					\$20,876.19	0.00		\$20,876.19	
Grand Total - (Chip to Cash Transactions is greater than Cash to Chip)					\$0.00	0.00		\$0.00	
Beetion - 1A									
			Total Sales	Refunds				Total Sales	Refunds
Foreign Concessionaires			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Profits Received From Concessionaires			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Place College Courses Tuition			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Place College Book Sales			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Husbanding Agent (K22)			\$0.00	\$0.00	\$0.00	\$21.00		\$321.00	\$0.00
Adjustments			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
November Carryover \$713.00			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
December Carryover - \$713.00			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Total Concessionaires			\$0.00	\$0.00	\$0.00	\$21.00		\$321.00	\$0.00
FOOD SERVICE - Beetion - 2									
	From Date/Time	To Date/Time	Total Sales	Refunds	Food Service Totals			Food Service Totals	Refunds
Food Service Sales			\$34,053.37	\$0.00	\$34,053.37	(\$858.01)		\$31,117.36	\$0.00
November Carryover \$1,829.81			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
December Carryover - \$878.25			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
January Carryover \$6,814.12			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
February Carryover \$6,028.46			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Total Food Service Sales			\$34,053.37	\$0.00	\$34,053.37	(\$858.01)		\$31,117.36	\$0.00
Beetion 2A									
Food Service Burchages			\$371.60	\$0.00	\$371.60	0.00		\$371.60	\$0.00
December Carryover - \$17.60			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Food Burchage Adjustments			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Total Food Service Burchages			\$371.60	\$0.00	\$371.60	0.00		\$371.60	\$0.00
TOTALS			\$34,424.97	\$0.00	\$34,424.97	(\$858.01)		\$31,488.96	\$0.00
SALES - (B-3) Beetion - 4									
	From Date/Time	To Date/Time	Total Sales	Refunds	Sales Totals			Sales Totals	Refunds
Ships Store # 1	02/26/2007 04:54:14	03/19/2007 04:56:33	\$36,709.10	\$0.00	\$36,709.10	\$27.60		\$36,036.60	\$0.00
Ships Store # 2	02/26/2007 04:54:44	03/19/2007 04:57:21	\$18,428.36	\$0.00	\$18,428.36	0.00		\$18,428.36	\$0.00
January Carryover - \$628.80			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
February Carryover - \$0.00			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
TOTALS			\$54,137.46	\$0.00	\$54,137.46	\$27.60		\$54,467.06	\$0.00
Beetion 2A									
Wager Buy Sales (K22)			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Phone Card Sales	02/24/2007 23:21:22	03/21/2007 23:39:42	\$363.20	\$0.00	\$363.20	0.00		\$363.20	\$0.00
Adjustments			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
TOTALS			\$363.20	\$0.00	\$363.20	0.00		\$363.20	\$0.00
VENDING BODA: (Any Boda Cash Sales will not be included here)									
	From Date/Time	To Date/Time	Total Sales	Refunds	Soda Totals			Soda Totals	Refunds
Vending Boda # 1			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Boda # 2	02/24/2007 21:08:03	03/21/2007 23:10:22	\$1,366.60	\$0.00	\$1,366.60	0.00		\$1,366.60	\$0.00
Vending Boda # 3	02/24/2007 21:03:23	03/21/2007 23:10:59	\$2,310.00	\$0.00	\$2,310.00	0.00		\$2,310.00	\$0.00
Vending Boda # 4	02/24/2007 20:58:52	03/21/2007 23:10:37	\$3,341.60	\$0.00	\$3,341.60	0.00		\$3,341.60	\$0.00
Vending Boda # 5	02/24/2007 23:14:32	03/21/2007 23:33:26	\$2,671.00	\$0.00	\$2,671.00	(\$60.00)		\$2,611.00	\$0.00
Vending Boda # 6	02/26/2007 21:07:29	03/18/2007 23:33:09	\$96.00	\$0.00	\$96.00	0.00		\$96.00	\$0.00
Vending Boda # 7	02/26/2007 09:40:29	03/21/2007 20:51:19	\$1,463.00	\$0.00	\$1,463.00	0.00		\$1,463.00	\$0.00
Vending Boda # 8	02/26/2007 20:20:36	03/22/2007 02:19:36	\$136.80	\$0.00	\$136.80	0.60		\$136.20	\$0.00
Vending Boda # 9	02/26/2007 01:16:34	03/22/2007 06:50:40	\$1,166.60	\$0.00	\$1,166.60	0.00		\$1,166.60	\$0.00
Vending Boda # 10	02/26/2007 01:20:02	03/21/2007 01:12:00	\$1,692.00	\$0.00	\$1,692.00	0.00		\$1,692.00	\$0.00
Vending Boda # 11	02/24/2007 21:46:26	03/22/2007 03:26:22	\$6,336.00	\$0.00	\$6,336.00	0.00		\$6,336.00	\$0.00
Vending Boda # 12			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Boda # 13			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Boda # 14			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Boda # 15			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Boda # 16			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
January Carryover - \$151.60			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
February Carryover \$61.60	carry over		\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
TOTALS			\$22,442.00	\$0.00	\$22,442.00	(\$60.00)		\$22,382.00	\$0.00
VENDING CANDY:									
	From Date/Time	To Date/Time	Sales	Refunds	Totals			Totals	Refunds
Vending Candy # 1			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 2	02/24/2007 21:12:17	03/21/2007 23:11:46	\$3,123.36	\$0.00	\$3,123.36	0.00		\$3,123.36	\$0.00
Vending Candy # 3	02/24/2007 23:21:22	03/21/2007 23:11:29	\$1,730.36	\$0.00	\$1,730.36	12.76		\$1,743.10	\$0.00
Vending Candy # 4			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 5			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 6			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 7			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 8			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 9			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
Vending Candy # 10			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
February Carryover - \$13.76			\$0.00	\$0.00	\$0.00	0.00		\$0.00	\$0.00
TOTALS			\$4,853.70	\$0.00	\$4,853.70	12.76		\$4,866.46	\$0.00

Figure 1. End-of-Month Spreadsheet Part 1

Section 4A STRIP		Navy Cash™ Net Totals Summary	
Disbursing Navy Cash™ Transactions Summary		TOTALS	
Total Disbursing Activity - Cash to Strip is Greater than Strip to Cash			\$20,875.19
Total Disbursing Activity - Strip to Cash is Greater than Cash to Strip			\$0.00
Total Disbursing Chip Transactions			\$20,875.19
Section 4B CHIP		Navy Cash™ Net Totals Summary	
Disbursing Navy Cash™ Transactions Summary		TOTALS	
Total Disbursing Activity - Cash to Chip is Greater than Chip to Cash			\$20,875.19
Total Disbursing Activity - Chip to Cash is Greater than Cash to Chip			\$0.00
Total Disbursing Chip Transactions			\$20,875.19
TOTALS		TOTALS	
Total Foreign Concessionaires Sales			\$0.00
Total Profit Received from Foreign Concessionaires			\$0.00
Total Pace College Tuition			\$0.00
Total Pace Book Sales			\$0.00
Total Husbanding Agent Sales - Foreign Money Exchange			\$0.00
Adjustments			\$0.00
Total Concessionaires Reimbursed by Disbursing Officer			\$0.00
Food Service Navy Cash™ Transactions Summary		TOTALS	
Total Food Service Sales			\$34,053.37
Total Food Surcharges			\$371.50
Grand Total Food Service			\$34,424.87
Sales Navy Cash™ Transactions Summary		TOTALS	
Total Ship Store Sales			\$54,134.55
Total Hospital Bkr + Phone Card Sales			\$353.25
Total Vending - Soda Sales			\$20,440.00
Total Vending Candy Total Sales			\$4,853.70
Grand Total Sales			\$79,799.45
TOTAL VARIANCES SUMMARY		TOTALS	
Chip Total Variances			(\$2,336.26)
Strip Total Variances			\$875.19

Section 5A Schedule of CHIP Deposit Activity				
Navy Cash™ Transactions	DD 215 Number	SF 5515 Number	Date Prepared	Amount
Disbursing Cash-Chip is > Chip-Cash		50298	28-Mar-07	\$20,875.19
Disbursing Chip-Cash is > Cash-Chip				\$0.00
Disbursing - Concessionaires Reimbursed				\$0.00
Food Service Sales Totals	508536		28-Mar-07	\$34,053.37
Food Surcharges Total	508536		28-Mar-07	\$371.50
Sales Totals	508536		28-Mar-07	\$79,799.45
Post All Debit and Deposit Voucher Totals in your DD 2667 and SF 1219 line 4.2A				

FOR NAVY CASH™ PROOF USE ONLY (CHIP)			
SF 215	508536	28-Mar-07	(\$34,053.37)
SF 215	508536	28-Mar-07	(\$371.00)
SF 215	508538	28-Mar-07	(\$79,799.45)
SF 215			
SF 215			
SF 5515	50298	28-Mar-07	\$20,875.19
NET DEBIT/CREDIT TO DDA			
(\$83,348.65)			

Adjustments 04/25/07 FOR NAVY CASH™ PROOF USE ONLY (CHIP)			
SF 215			
SF 215	508536	28-Mar-07	(\$371.50)
SF 215			
SF 215			
SF 5515	508536	28-Mar-07	\$371.00
NET DEBIT/CREDIT TO DDA			
(\$0.50)			

Section 5B Schedule of STRIP Deposit Activity				
Navy Cash™ Transactions	DD 215 Number	SF 5515 Number	Date Prepared	Amount
Disbursing Cash-Chip is > Chip-Cash		50298	28-Mar-07	\$20,875.19
Disbursing Chip-Cash is > Cash-Chip				\$0.00
Disbursing Totals				\$20,875.19
Post All Debit and Deposit Voucher Totals in your DD 2667 and SF 1219 line 4.2A				

FOR NAVY CASH™ PROOF USE ONLY (STRIP)			
SF 215			
SF 215			
SF 215			
SF 215			
SF 215			
SF 5515			
NET DEBIT/CREDIT TO DDA			
\$0.00			

Adjustments XXXXX FOR NAVY CASH™ PROOF USE ONLY (STRIP)			
SF 215			
SF 215			
SF 215			
SF 215			
SF 5515			
NET DEBIT/CREDIT TO DDA			
\$0.00			

Figure 1. End-of-Month Spreadsheet Part 2

(c) If the ship does 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 (see paragraph 8.4.25, View Reports)), fill out a blank EOM spreadsheet, and e-mail it to JPMC to the Settlement Group. Here is how to create the deposit ticket and debit voucher numbers.

SF 215 Deposit Ticket Number is a six-digit number (ABCDEF) 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) 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

(3) The Disbursing Officer then saves and names the EOM spreadsheet, including at least the month and year in the file name, e.g., EOM Spreadsheet YYYYMM.

f. The Disbursing Officer must e-mail the EOM spreadsheet to JPMC to the Settlement Group at jpmcnavycash.settlement@jpmorgan.com. (*jpmcnavycash.settlement@jpmorgan.com should be used only for EOM e-mails. Other e-mails from the disbursing office or shipboard merchants should be sent to navycashcenter@ezpaymt.com. E-mails from cardholders should be sent to navycash@ezpaymt.com.)*) The EOM spreadsheet shall contain the following:

- Ship totals
- Shore totals
- Any variances agreed upon
- Deposit ticket (SF 215) and debit voucher (SF 5515) numbers, dates, and amounts

g. Finalize EOM. If variances are not included on the EOM spreadsheet, JPMC will enter any previous variances already agreed upon on the shore side of the spreadsheet. JPMC then sends the final EOM spreadsheet to Navy for approval. Once the EOM spreadsheet is approved, JPMC and Navy close EOM. JPMC enters the Navy Cash 5515s and 215s into CA\$HLINK. The transactions are confirmed as soon as they are entered into CA\$HLINK.

h. Post Navy Cash Numbers on Daily Statement of Accountability (DD 2657) for Day. The Sales Officer submits the 1149, and the Food Service Officer, the 1359, to the Disbursing Officer. The Disbursing Officer uses the EOM spreadsheet and the shore report numbers to verify the Navy Cash numbers on the 1149 and 1359 and prepare deposit tickets (SF 215s) as appropriate. The Disbursing Officer uses the EOM spreadsheet and the shore report numbers to report the Navy Cash Disbursing numbers and prepare either a debit voucher (SF 5515) or

deposit ticket (SF 215) as appropriate. Generally, the merchant activity will be larger than the disbursing activity, and both an SF 215 and an SF 5515 will be prepared. If the disbursing activity is larger than the merchant activity, only an SF 5515 will be prepared for the difference. The deposit ticket and debit voucher numbers generated by the automated EOM spreadsheet must be reflected on the Disbursing Officer's DD 2657 for the day.

(1) Sales Officer 1149 and Food Service Officer 1359 totals are entered on line 4.1E; disbursing activity totals for Navy Cash transactions are entered on line 6.9; and totals for the SF 5515s and SF 215s prepared above are entered on line 4.2A.

(2) Update Schedule of Deposit Activity (SODA) with all Navy Cash 5515s/215s.

(3) Ensure the Navy Cash numbers in the SODA, 215s, and 5515s all match the numbers in the EOM spreadsheet Deposit Activity.

i. At the actual end of the accounting period (month), close out the 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.

(1) DFAS Cleveland uses CA\$HLINK to verify the Navy Cash 5515s and 215s entered by JPMC and reported in the 1219 and reconciles accounts.

j. DFAS Cleveland reports monthly on the status of Monthly Returns (1219s) — timeliness of reporting and any out-of-balance conditions. When all discrepancies have been resolved, JPMC will enter the figures into the CA\$HLINK system. The Disbursing Officer will use these figures to prepare the hard copy SF 215 Deposit Tickets and SF 5515 Debit Vouchers and to submit the SF 1219 in accordance with existing procedures.

k. A copy of the supporting DASR, Monthly Transaction Summary Report (*shore report that summarizes of all merchant figures for the month including disbursing*), and EOM spreadsheet and the original SF 215 deposit tickets and SF 5515 debit vouchers shall be placed in the retained returns.

1. SF 215 Deposit Tickets. When preparing the hard copy SF 215s (see Figure 3, Example of Standard Form (SF) 215 Deposit Ticket) :

(1) Block 1: Enter the "SF 215 Voucher" (deposit) number from the automated EOM spreadsheet.

(2) Block 2: Enter the "Date Prepared" from the automated EOM spreadsheet.

(3) Block 7: Enter Navy Cash Disbursing Chip (*Note: If the amount is positive, an SF 215 will be created, and, if the amount is negative, an SF 5515 will be generated*), Navy Cash Disbursing Concessionaires, Navy Cash Ship's Store Sales, Navy Cash General Mess Food, or Navy Cash General Mess Surcharges, as appropriate.

(4) Block 9: Enter "NAVY CASH ELECTRONIC FUNDS" and your ship's name, for example, USS NEVERSAIL (DDG 10).

(5) **Do not mail the original hard copy SF 215.** The original SF 215 will be placed in the retained returns, and a copy will be placed in the monthly returns.

STANDARD FORM 215 (REV. 5-90) PRESCRIBED BY DEPT. OF TREASURY 1 TFM 5-3000 215-100		DEPOSIT TICKET		DEPARTMENT OF THE TREASURY FINANCIAL MANAGEMENT SERVICE NSN 7540-01-619-8652	
DEPOSIT NUMBER	DATE PRESENTED OR MAILED TO BANK	6-DIGIT OR 4-DIGIT AGENCY LOCATION CODE (ALC)	AMOUNT		
(1)	(2) M M C D Y Y	(3)	(4)		
692386	0 3 2 8 0 3	8 782	23,994.90		
(5) AGENCY USE					
(6) DEPOSITOR'S TITLE, DEPARTMENT OR AGENCY AND ADDRESS NAVY CASH ELECTRONIC FUNDS USS NEVERSALE DDG 10			(7) NAME AND ADDRESS OF DEPOSITARY 01 = SHIP STORE (NWCF)		
(8) DEPOSITOR'S TITLE, DEPARTMENT OR AGENCY AND ADDRESS DEPOSITARY FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE			<small>WE GUARANTEE THAT THE ABOVE AMOUNT HAS BEEN RECEIVED FOR CREDIT IN THE ACCOUNT OF THE U.S. TREASURY ON THE DATE SHOWING SUBJECT TO ADJUSTMENT OF PROSPECTIVE ITEMS INCLUDED THEREIN.</small> AUTHORIZED SIGNATURE _____ CONFIRMED DATE _____ M M C D Y Y		
			ORIGINAL		

Figure 3. Example of Standard Form (SF) 215 Deposit Ticket

m. SF 5515 Debit Vouchers. When preparing the hard copy SF 5515s (see Figure 4, Example of Standard Form (SF) 5515 Debit Voucher):

- (1) Block 1: Enter the “SF 5515 Voucher” number from the automated EOM spreadsheet.
- (2) Block 2: Enter the “Date Prepared” from the automated EOM spreadsheet.
- (3) Block 7: Enter Navy Cash Disbursing Chip (*Note: If the amount is positive, an SF 215 will be created, and, if the amount is negative, an SF 5515 will be generated*) or Navy Cash Disbursing Strip, as appropriate.
- (4) Block 9: Enter “NAVY CASH ELECTRONIC FUNDS” and your ship’s name, for example, USS NEVERSAIL (DDG 10).
- (5) **Do not mail the original hard copy SF 5515s.** The original SF 5515s will be placed in the retained returns, and a copy will be placed in the monthly returns.

STANDARD FORM 5515 (Rev. 8-78) PRESCRIBED BY DEPT. OF THE TREASURY		DEBIT VOUCHER		DEPARTMENT OF THE TREASURY FINANCIAL MANAGEMENT SERVICE	
FORM 5515-1001		FORM 5515-1001		FORM 5515-1001	
1) VOUCHER NUMBER	2) DATE PRESENTED OR MAILED TO BANK	3) DEBIT OR CREDIT AGENCY LOCATION CODE (A/LC)	4) AMOUNT	SINGLE SPACE ALL ENTRIES ON THIS LINE USE NORMAL PUNCTUATION OMIT \$ SIGN	
30557	03-28-03	00008782	18,353.85		
5) <input type="checkbox"/> UNCOLLECTIBLE ITEM <input checked="" type="checkbox"/> OTHER (Explain in Block 6)		6) DEPOSITARY USE			
7) NAME AND ADDRESS OF DEPOSITARY NAVY CASH ELECTRONIC FUNDS USS NEVERSALE DDG-10			00 = CASH TO CHIP TRANSACTIONS		
8) I CERTIFY THAT THE ABOVE AMOUNT HAS BEEN DEBITED TO THE ACCOUNT OF THE TREASURY ON THE DATE SHOWN. UNCOLLECTIBLE ITEMS HAVE BEEN RETURNED TO THE DEPOSITOR OR APPROPRIATE NOTICE GIVEN.					
9) DEPOSITOR'S TITLE, DEPARTMENT OR AGENCY AND ADDRESS DEPOSITOR FORWARD THIS DOCUMENT WITH STATEMENT OR TRANSCRIPT OF THE U.S. TREASURY ACCOUNT OF THE SAME DATE				AUTHORIZED SIGNATURE	
				ORIGINAL	

Figure 4. Example of Standard Form (SF) 5515 Debit Voucher

n. The same procedure should be repeated for sales in the General Mess (Food and Surcharges) and Hangar Bay Sales (used for flower sales) for the month. All entries to the DD 2657 will be made as prescribed above, and the appropriate collection voucher would be used, for example, NS 1359, Monthly General Mess Summary Document.

8.10 Sample Disbursing Forms

8.10.1 DD 2657, Daily Statement of Accountability

March 26, 2001:

- 1) Cash to Chip transactions totaling \$300.00 for the day
 - a) Line 6.2A increases by \$300
 - b) Line 6.9 decreases by \$300
- 2) Note that overall accountability does not change – cash justified by Navy Cash server report

March 27, 2001:

- 1) Chip to Cash transactions totaling \$200.00 for the day
 - a) Line 6.2A decreases by \$200
 - b) Line 6.9 increases by \$200
- 2) Note that overall accountability does not change – cash justified by Navy Cash server report

March 31, 2001:

- 1) End of Month collections done from Ship Store and General Mess
 - a) Ship store turns in collection for \$600
 - b) General Mess turns in collection for \$200
 - c) Line 4.1E increased by \$800
 - d) Line 4.2A increased by \$800
 - e) Serial number issued to deposits in accordance with paragraph 8.9.k
- 2) Chip transactions zeroed out and funds reported
 - a) Line 6.9 increased \$100
 - b) Line 4.2A decreased by \$100
 - c) Serial number issued to deposit in accordance with paragraph 8.9.k
 - d) Note that overall accountability is updated for the month

SAMPLE DD 2657 DATED 26 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY

DSSN
5555

DATE
010326

SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY

a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	0.00
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)		
2.36	PAYMENTS BY ANOTHER DO (Do not use)		
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	0.00
3.0	GROSS ACCOUNTABILITY	1000.00	1000.00
4.1A	Gross Disbursements	0.00	0.00
4.1B	Less - Refunds	0.00	0.00
4.1C	Net Disbursements	0.00	0.00
4.1D	Less - Receipts	0.00	0.00
4.1E	Less - Reimbursements	0.00	0.00
4.1F	NET EXPENDITURES	0.00	0.00
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	0.00	0.00
4.2B	EFT DEBIT VOUCHERS	0.00	0.00
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)		
4.36	PAYMENTS FOR OTHER DOs (Do not use)		
4.37	TRANSFERS TO OTHER DOs	0.00	0.00
4.9	TOTAL ACCOUNTABILITY DECREASES	0.00	0.00
5.0	ACCOUNTABILITY - End of Day	1000.00	1000.00

SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO

a. LINE	b. DESCRIPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	300.00	0.00	1300.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	0.00	300.00	-300.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	300.00	300.00	1000.00

SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs

9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00

SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED

11.0	TOTAL DSSN ACCOUNTABILITY	300.00	300.00	1000.00
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3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE	4. DISBURSING OFFICER OR DEPUTY SIGNATURE	5. DATE
FRED UMIDS		

DD Form 2657

SAMPLE DD 2657 DATED 27 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY

DSSN
5555

DATE
010327

SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY

a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	0.00
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)	0.00	0.00
2.36	PAYMENTS BY ANOTHER DO (Do not use)		
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	0.00
3.0	GROSS ACCOUNTABILITY	1000.00	1000.00
4.1A	Gross Disbursements	0.00	0.00
4.1B	Less - Refunds	0.00	0.00
4.1C	Net Disbursements	0.00	0.00
4.1D	Less - Receipts	0.00	0.00
4.1E	Less - Reimbursements	0.00	0.00
4.1F	NET EXPENDITURES	0.00	0.00
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	0.00	0.00
4.2B	EFT DEBIT VOUCHERS	0.00	0.00
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)		
4.36	PAYMENTS FOR OTHER DOs (Do not use)		
4.37	TRANSFERS TO OTHER DOs	0.00	0.00
4.9	TOTAL ACCOUNTABILITY DECREASES	0.00	0.00
5.0	ACCOUNTABILITY - End of Day	1000.00	1000.00

SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO

a. LINE	b. DESCRIPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	0.00	200.00	1100.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	200.00	0.00	-100.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	200.00	200.00	1000.00

SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs

9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00

SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED

11.0	TOTAL DSSN ACCOUNTABILITY	200.00	200.00	1000.00
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3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE FRED UMIDS	4. DISBURSING OFFICER OR DEPUTY SIGNATURE	5. DATE
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SAMPLE DD 2657 DATED 31 MAR 01

DAILY STATEMENT OF ACCOUNTABILITY

DSSN
5555

DATE
010331

SECTION I - TRANSACTIONS AFFECTING ACCOUNTABILITY

a. LINE	b. DESCRIPTION	c. TODAY	d. MONTH-TO-DATE
1.0	ACCOUNTABILITY - Beginning of Day	1000.00	1000.00
2.1A	CHECKS ISSUED IN PAYMENT OF VOUCHERS	0.00	0.00
2.1B	CHECKS ISSUED - ALL OTHERS	0.00	200.00
2.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
2.34	DISCREPANCIES IN DO ACCOUNT - CREDITS (Do not use)		
2.36	PAYMENTS BY ANOTHER DO (Do not use)		
2.37	TRANSFERS FROM OTHER DOs	0.00	0.00
2.8	OPAC PAYMENTS AND COLLECTIONS	0.00	0.00
2.9	TOTAL ACCOUNTABILITY INCREASES	0.00	200.00
3.0	GROSS ACCOUNTABILITY	1000.00	1200.00
4.1A	Gross Disbursements	0.00	0.00
4.1B	Less - Refunds	0.00	0.00
4.1C	Net Disbursements	0.00	0.00
4.1D	Less - Receipts	0.00	0.00
4.1E	Less - Reimbursements	800.00	800.00
4.1F	NET EXPENDITURES	-800.00	-800.00
4.2A	DEPOSITS PRESENTED OR MAILED TO BANK	700.00	900.00
4.2B	EFT DEBIT VOUCHERS	0.00	0.00
4.3	OTHER TRANSACTIONS (Do not report on SF 1219)	0.00	0.00
4.34	DISCREPANCIES IN DO ACCOUNT - DEBITS (Do not use)		
4.36	PAYMENTS FOR OTHER DOs (Do not use)		
4.37	TRANSFERS TO OTHER DOs	0.00	0.00
4.9	TOTAL ACCOUNTABILITY DECREASES	-100.00	100.00
5.0	ACCOUNTABILITY - End of Day	1100.00	1100.00

SECTION II - DISTRIBUTION OF ACCOUNTABILITY - INCUMBENT DO

a. LINE	b. DESCRIPTION	DAILY INCREASE	DAILY DECREASE	MONTH-TO-DATE
6.1	DESIGNATED DEPOSITARY	0.00	0.00	0.00
6.2A	U.S. CURRENCY/COINAGE ON HAND	0.00	0.00	1100.00
6.2B	FRGN CRRCY/CHNGE ON HAND	0.00	0.00	0.00
6.3A	UNDEPOSITED COLLECTIONS - GENERAL	0.00	0.00	0.00
6.3B	OTHER UNDEPOSITED INSTRUMENTS ON HAND	0.00	0.00	0.00
6.4	CUSTODY OR CONTINGENCY CASH	0.00	0.00	0.00
6.5	FUNDS WITH AGENTS	0.00	0.00	0.00
6.6	ADVANCES TO CONTRACTORS	0.00	0.00	0.00
6.7	CASH IN TRANSIT	0.00	0.00	0.00
6.8	PAYROLL CASH	0.00	0.00	0.00
6.9	OTHER	100.00	0.00	0.00
7.1	DEFERRED VOUCHERS	0.00	0.00	0.00
7.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
7.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
7.3	LOSS OF FUNDS	0.00	0.00	0.00
7.4	DISHONORED CHECKS RECEIVABLE	0.00	0.00	0.00
7.5				
7.6				
7.7				
8.0	TOTAL INCUMBENT DO ACCOUNTABILITY	100.00	0.00	1100.00

SECTION III - DISTRIBUTION OF ACCOUNTABILITY - PREDECESSOR DOs

9.2A	ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS	0.00	0.00	0.00
9.2B	ACCOUNTS RECEIVABLE - OTHER	0.00	0.00	0.00
9.3	LOSS OF FUNDS	0.00	0.00	0.00
9.4	OTHER	0.00	0.00	0.00
10.0	TOTAL PREDECESSOR DO's ACCOUNTABILITY	0.00	0.00	0.00

SECTION IV - DISTRIBUTION OF ACCOUNTABILITY - COMBINED

11.0	TOTAL DSSN ACCOUNTABILITY	100.00	0.00	1100.00
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3. DISBURSING OFFICER NAME, RANK OR GRADE, TITLE FRED UMIDS	4. DISBURSING OFFICER OR DEPUTY SIGNATURE	5. DATE
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DD Form 2657

8.10.2 Schedule of Deposit Activity (SODA)

Deposits Reported and Confirmed This Month:

NOTE: By virtue of the CA\$HLINK system, all Navy Cash deposits are confirmed as they are created. Therefore they will all be reported under section 20.1 of the SODA. In addition, there is no need to have the hard copy SF 215/5515 since these deposits are already confirmed.

- a. On 3/28/01, deposit of \$200 reported to voucher the ex-cash check cut for the exchange of foreign currency.
- b. On 3/31/01, deposits from the General Mess and Ship's Store are reported for \$200 and \$600 respectively.
- c. On 3/31/01, Navy Cash Chip transactions reported as a negative deposit (SF 5515).

SAMPLE SCHEDULE OF DEPOSIT ACTIVITY

PAGE 1

SCHEDULE OF DEPOSIT ACTIVITY

ORGANIZATION: USS NAVYCASH
 LOCATION: NS SAN DIEGO
 DSSN: 5555 DO: FRED UMIDS PERIOD OF REPORT: JAN 2003

20.0 DEPOSITS OR DEBIT VOUCHERS REPORTED THIS MONTH

20.1 REPORTED THIS MONTH OR CONFIRMED THIS MONTH OR EARLIER
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NO./ DEBIT VOUCHER NO.	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-----	-----	-----	-----
109000	010331	010331	-100.00
109001	010331	010331	600.00
109003	010331	010331	200.00
108790	010328	010328	200.00

20.1 NET OF 20.1 ITEMS 900.00
 20.2 DEPOSITS REPORTED THIS MONTH BUT UNCONFIRMED

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	AMOUNT
-----	-----	-----

20.2 TOTAL OF 20.2 ITEMS 0.00
 20.0 TOTAL REPORTED THIS MO. (20.1 + 20.2) (ENTER ON LINE 4.2) 900.00

 30.0 TOTAL UNCONFIRMED DEPOSITS BF (LINE 34.0 PREVIOUS MONTH) 0.00
 31.0 DEPOSITS REPORTED PREVIOUS MONTHS
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-----	-----	-----	-----

*** Continued on next page ***

SAMPLE SCHEDULE OF DEPOSIT ACTIVITY

PAGE 2

SCHEDULE OF DEPOSIT ACTIVITY

ORGANIZATION: USS NAVYCASH
 LOCATION: NS SAN DIEGO
 DSSN: 5555 DO: FRED UMIDS PERIOD OF REPORT: JAN 2003

20.0 DEPOSITS OR DEBIT VOUCHERS REPORTED THIS MONTH

20.1 REPORTED THIS MONTH OR CONFIRMED THIS MONTH OR EARLIER
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NO./ DEBIT VOUCHER NO.	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-----	-----	-----	-----
109000	010331	010331	-100.00
109001	010331	010331	600.00
109003	010331	010331	200.00
108790	010328	010328	200.00

20.1 NET OF 20.1 ITEMS 900.00
 20.2 DEPOSITS REPORTED THIS MONTH BUT UNCONFIRMED

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	AMOUNT
-----	-----	-----

20.2 TOTAL OF 20.2 ITEMS 0.00
 20.0 TOTAL REPORTED THIS MO. (20.1 + 20.2) (ENTER ON LINE 4.2) 900.00

 30.0 TOTAL UNCONFIRMED DEPOSITS BF (LINE 34.0 PREVIOUS MONTH) 0.00
 31.0 DEPOSITS REPORTED PREVIOUS MONTHS
 {CONFIRMATION COPY IS ENCLOSED HEREWITH}

DEPOSIT NUMBER	DATE PRESENTED OR MAILED YYMMDD	DATE CONFIRMED YYMMDD	AMOUNT
-----	-----	-----	-----

*** Continued on next page ***

8.10.3 SF 1219

- a. Once the DD 2657 has been closed out for month end reconciliation and the SODA has been updated, the SF 1219 can be closed out, all in accordance with paragraph 8.9.
- b. If the DD 2657, the SODA, and all collection data are entered correctly, the SF 1219 will run automatically in the Defense MilPay Office (DMO) system
- c. The Ship's Store and General Mess collections, \$600 and \$200 respectively, are reported within DMO. They appear in section 2 of the 1219 automatically.
- d. All deposit data entered under the SODA function will automatically appear under Section II part B.

SAMPLE SF 1219

PAGE 1

FM DFAS CLEVELAND CENTER
TO DFAS OPLOC SAN DIEGO CA CODE FDAB
UNCLAS //N07200//
SUBJ: MSG RPT OF STMT OF ACCTBLTY AND DISB AND COLL//
SYMBOL 5555 DISBOFF FRED UMIDS
PERIOD OF ACCOUNT 01MAR01 THRU 31MAR01

SECTION I PART A

1.0	Total Accountability Beginning of Period		1000.00
2.1	Checks Issued on U.S. Treasury	200.00	
2.3	Other Transactions		
2.34	Discrepancies in D.O. Accounts - Credits	0.00	
2.36	Payments by Another D.O.	0.00	
2.37	Transfers from other Disbursing Officers	0.00	
2.8	OPAC Payments and Collections	0.00	
2.9	Total Increases in Accountability		200.00
3.0	Gross Accountability		1200.00
4.1	Net Disbursements	-800.00	
4.2	Deposits Presented or Mailed to Bank	900.00	
4.3	Other Transactions		
4.34	Discrepancies in D.O. Accounts - Debits	0.00	
4.36	Payments for Another D.O.	0.00	
4.37	Transfers to other Disbursing Officers	0.00	
4.9	Total Decreases in Accountability		100.00
5.0	Total Accountability Close of Period		1100.00

SECTION I PART B

6.1	Cash on Deposit in Designated Depository		0.00
6.2	Cash on Hand ((0.00 Foreign Funds)		1100.00
6.3	Cash - Undeposited Collections		0.00
6.4	Custody or Contingency Cash		0.00
6.5	Cash in Custody of Gov. Cshrs ((0.00 Frgn Funds)		0.00
6.6	Advances to Contractors		0.00
6.7	Cash in Transit ((0.00 Frgn Funds)		0.00
6.8	Payroll Cash ((0.00 Frgn Funds)		0.00
6.9	Other Cash Items		0.00
7.1	Deferred Chgs - Vouchered Items ((0.00 Frgn Funds)		0.00
7.2	Receivables - Check Overdrafts		0.00
7.3	Losses of Funds		0.00
7.4	Receivables - Dishonored Checks		0.00
8.0	Total of My Accountability		1100.00

SECTION I PART C

9.2	Receivables - Check Overdrafts		0.00
9.3	Losses of Funds		0.00
9.4	Other Accountability		0.00
10.0	Total Predecessor Officers Accountability		0.00
11.0	Total Disbursing Office Accountability		1100.00

I CERTIFY THAT THIS IS A TRUE AND CORRECT STATEMENT OF ACCOUNTABILITY
FOR THE PERIOD STATED AT THE OFFICE REFERRED TO ABOVE.

FRED UMIDS
D.O. Name

216-555-1212
Phone Number

SAMPLE SF 1219

PAGE 2

SECTION II PART A

(1)	(2)	(3)	(4)	(5)
5555	200.00			200.00

SECTION II PART B

DT/DV	NUMBER	DOC DATE	DATE PRESENTED/ MAILED TO BANK	AMOUNT
DV	109000	010331	010331	-100.00
DT	109001	010331	010331	600.00
DT	109003	010331	010331	200.00
DT	108790	010328	010328	200.00
				900.00

2. DISBURSEMENTS AND COLLECTIONS:

CODE	APPRO/SUB	PROG ELE/ BUD PROJ	REIM SOURCE	AMOUNT
	DISBURSEMENTS TOTAL			0.00
7	97X4930.NC1A			600.00
7	1711453.2241			200.00
	COLLECTIONS TOTAL			800.00//

8.11 Navy Cash Quarterly Cash Verification Team

Ref: DODFMR Volume 5 Appendix A

8.11.1 Public Funds

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, Navy Cash 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 Team will use the Navy Cash Transaction Ledger as well as the Disbursing Officer's Disbursing Accountability Reports, to include the Disbursing Transaction Detail Report, to substantiate all funds being held on line 6.9 of the DD 2657. A sample Cash Verification Team Navy Cash Checklist is included at paragraph 8.15.25.

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. Disbursing Office Merchant Navy Cash Card. The Cash Verification Team will generate a card report for the disbursing office merchant card to verify that the Navy Cash (strip) account balance is zero. If the "Account Balance" is positive, the Cash Verification Team will generate a Transaction History report using the Disbursing Web Site to ensure the funds in the disbursing office merchant strip account agree with the transactions in the Transaction History report. For details on the use of the disbursing office merchant strip account, see paragraphs 8.4.11, Chip-to-Chip Corrections, and 8.5.1, Transient Merchants—Vendors and Foreign Concessionaires.

e. Generate Card Reports. The Cash Verification Team will also generate card reports for the Navy Cash cards of 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.

8.11.2 Navy Cash Card Stock

All blank Navy Cash card stock shall be verified by count against the Bulk Card Log, and the audit will be documented as the next entry in the Bulk Card Log.

8.12 Navy Cash Equipment Checklist

A sample Navy Cash Equipment Checklist is included at Appendix G. This checklist must be tailored for each ship to reflect the equipment that is actually installed as a part of the Navy Cash installation. The checklist provides an aid to assist in troubleshooting any equipment or software problems and should also be used to review the status of all the ship's Navy Cash devices on a periodic basis.

8.13 Managing and Requisitioning Spares

a. Initial Outfitting. Certain spare parts and consumable items are provided as "push" material during installation of the Navy Cash system. The materials and quantities are itemized on a DD Form 1149, which will be signed for by the Supply Officer, Stock Control Officer, or Disbursing Officer. These spares and consumable items must be accounted for in the Supply Officer's custody in accordance with the guidelines established in Chapter Six of NAVSUP P-485, Afloat Supply Procedures.

(1) Navy Cash system components are assigned Allowance Parts List numbers (APLs), which will be updated as required. Ships are responsible for their ASI updates to get the most accurate Navy Cash parts information. Updates to the COSAL for the Navy Cash system will be done quarterly. APL identification number 00044461CL applies to the Navy Cash system.

(2) For most installations, there will not be any outstanding requisitions. The receipt document is entered into Supply and Financial Management (SFM) using the "receipt not from due" processing option and "stock control" option for receipt processing in RSUPPLY (see NAVSUP P-485, paragraph 6695, Processing Receipts Not From Due). For documentation information, the support contractor's Routing Identifier (RI) is QWR and Unit Identification Code (UIC) is Q99513. The dollar amount can be derived from latest COSAL information.

b. Operating Space Items (OSIs)

(1) K22 Point-Of-Sale (POS) Devices. A number of spare K22s are normally held in ready reserve for periodic functions such as MWR sales, husbanding agent sale of currency, and concessionaire sales. These units should be accounted for as OSIs. The Disbursing Officer is responsible for control of all spare K22s held in ready reserve. K22s that have transactions recorded (stored) but not yet downloaded to the Navy Cash server should be kept in either the Sales or Disbursing Officer's safe. A K22 OSI without stored transactions should be kept in a safe or limited access space that is locked when not occupied, such as the disbursing office or sales office. Spare K22s not being held in reserve for periodic functions (and without transactions stored on them) should be maintained as HM&E or OSI stock items in a secure storeroom (see paragraph 8.3.3, Custody of Spare K22s and CADs).

(2) Card Access Devices (CADs). Spare vending machine CADs should be maintained as stock items in a secure storeroom, with the following exception. When a CAD has been removed from a vending machine but still has transactions recorded (stored) on it that have not yet been downloaded to the Navy Cash server, it should also be kept in a safe, e.g., the Disbursing or Sales Officer's safe (see paragraph 8.3.3, Custody of Spare K22s and CADs).

c. Inventory Control. Regardless of the physical storage location for Navy Cash spares, the spares provided during the Navy Cash installation shall be accounted for in the same manner as other repair parts provided during an equipment installation and shall be added to the ship's COSAL allowance for stock under the control of the Supply Clerks (SKs). Failure to maintain inventory control over the Navy Cash items can result in missing items, especially during turnover of key personnel. Maintaining inventory control over the Navy Cash spares will also help to ensure the correct inventory level is maintained as demand data is accumulated. Inventory of the Navy Cash spares must be completed twice annually.

d. Failed Equipment. Whenever a piece of Navy Cash equipment, such as a K22, CAD, or router, fails, the failure should be reported to the CSU (see paragraph 8.14 below). To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. The CSU will assign a case number, which should be recorded on the Trouble Call Worksheet. The CSU will handle the trouble call directly if at all possible or forward the call to the proper person. When directed to return failed equipment to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

SHIPPING ADDRESS NAVY CASH DEPOT

L-3 Communications
ATTN: Navy Cash Depot
Lower Receiving Dock
3033 Science Park Road
San Diego, CA 92121-1101

Phone: (858) 552-3601 (*Shipment related issues only*)

CERTIFIED MAILING ADDRESS NAVY CASH DEPOT

L-3 Services, Inc.
Engineering Services Department
P.O. Box 910334
San Diego, CA 92191-9998

SHIPPING ADDRESS COGENT SYSTEMS

Cogent Systems
ATTN: Ryan Settle, Navy Cash Equipment Return
3300 Acorn Street
Williamsburg, VA 23188
Phone: (757) 564-4604 (*Shipment related issues only*)

8.14 Customer Service Support

8.14.1 Call Centers

a. Cardholder Support. The CSC is responsible for answering Navy Cash cardholder questions. For example, if there is a question about a particular transaction or if a card needs to be reported as lost or stolen and the Disbursing Officer is not available (e.g., after hours in a liberty port), the cardholder contacts the CSC.

Navy Cash Customer Service Center (CSC):

Phone: 1-866-3NAVYCASH
1-866-362-8922

web site: www.navycash.com

e-mail address: navycash@ezpaymt.com

b. Disbursing Office/Merchant Support. The CSU is responsible for answering disbursing office and merchant questions.

Navy Cash Central Support Unit (CSU):

Phone: 1-866-6NAVYCASH
1-866-662-8922

web site: www.navycashcenter.com

e-mail address: navycashcenter@ezpaymt.com
jpmcnavycash.settlement@jpmorgan.com (EOM only)

Fax: 1-813-432-4581
1-813-432-4793 for Settlement and EOM Items
1-888-344-3796 for Enrollment Forms

c. Global Distance Support Center (GDSC). The CSC and CSU can also be reached through the GDSC, also known as “One Touch”. The telephone numbers for the GDSC are:

Commercial: 1-877-41TOUCH
1-877-418-6824

DSN: 510-42TOUCH
510-428-6824

Cardholders: Press 4, then 5, then 2
To contact the Customer Service Center (CSC)

Disbursing Office / Merchant: Press 4, then 5, then 3
To contact the Central Support Unit (CSU)

(1) The 1-877 number should be used for worldwide toll-free access from the United States, Japan, Germany, England, Italy, and Spain from activities ashore or ships in port and can be used when aboard ships at sea that have the capability and connectivity.

(2) The DSN number should be used for toll-free access from all other countries from activities ashore or ships in port and can be used when aboard ships at sea that have the capability and connectivity.

d. Trouble Calls. One of the responsibilities of JPMC is to report to NAVSUP and Treasury the volume and types of trouble calls handled and the time it takes to resolve each issue. This includes hardware, software, communications, operational, and cardholder issues. In order to track this information in a central location, all trouble calls, whether forwarded by phone call or e-mail, should be directed to the CSU. The CSU will handle the trouble calls directly if at all possible, particularly cardholder service issues, or forward the call to the proper person. Each issue will be handled as quickly as possible. E-mail trouble calls can include the appropriate support personnel as additional addressees. To assist in reporting hardware, software, communications, or operational problems, the Navy Cash Trouble Call Worksheet (see paragraph 8.15.26) lays out the information the Disbursing Officer, or designated representative, should have available before contacting the CSU. When directed to return failed equipment to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the traceable tracking number and date shipped on the Trouble Call Worksheet. The case number assigned by the CSU and the equipment serial number should be included with all Navy Cash equipment returns.

SHIPPING ADDRESS NAVY CASH DEPOT
L-3 Communications
ATTN: Navy Cash Depot
Lower Receiving Dock
3033 Science Park Road
San Diego, CA 92121-1101
Phone: (858) 552-3601 (*Shipment related issues only*)

CERTIFIED MAILING ADDRESS NAVY CASH DEPOT
L-3 Services, Inc.
Engineering Services Department
P.O. Box 910334
San Diego, CA 92191-9998

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

8.14.2 Updating Navy Cash Account Information

a. A cardholder's Navy Cash account information can be updated by contacting the CSU by phone or e-mail or by using the Navy Cash Disbursing web site or the Disbursing Application (see paragraph 8.4.22, Account Information Update).

b. Timeliness of Updates. Any updates done through the Disbursing Application are effective immediately on board the ship and will regulate any subsequent cardholder 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.

c. Cardholder Request

(1) If Navy Cash cardholders need to update their Navy Cash account information, for example, to change a bank or credit union account or update an e-mail address, they can call the CSC directly or through the GDSC. The customer service representative will ask them a series of questions to verify their identity before they update their accounts.

(2) If cardholders don't have access to a phone, they can e-mail their update requests to the CSC. To verify their identity, cardholders should include their e-mail address, the last four digits of their SSN, their mother's maiden name, and their birth date (mm/dd only) in their e-mail request. If this information is included in the initial e-mail, a cardholder's request can be addressed much more quickly, without additional e-mail traffic. Cardholders will receive confirmation via e-mail from the CSC when their accounts have been updated.

(3) Cardholders should never include their full SSN, their MasterCard number, or their PIN.

(4) If cardholders want to change the bank or credit union account information associated with their Navy Cash account, they must fax, e-mail an image of, or mail a copy of a cancelled check or deposit slip to the CSC. If cardholders are unable to do this, then the disbursing office needs to handle these changes through the disbursing web site or the Disbursing Application.

d. Disbursing Office Request

(1) A cardholder's Navy Cash account information can also be updated by the Disbursing Officer or authorized Disbursing Clerk, who may contact the CSU using the phone, e-mail, or Navy Cash disbursing web site. Guidelines for using the disbursing web site are included at Appendix E.

(2) If cardholders want to change the bank or credit union account information associated with their Navy Cash account, they should report to the disbursing office. The

Disbursing Officer shall verify the ABA routing number and account number for the new account.

(3) If the request is sent via e-mail, any material containing personal information will be written in a Word document and require a password in order to be viewed. These procedures must be followed to protect private information exchanged with the CSU. These interim procedures will remain in effect until the account update function is incorporated within the Disbursing Application.

(4) Navy Cash will provide each ship's disbursing office with a password that is specific to the ship.

(5) E-mail requests will be sent to navycashcenter@ezpaymt.com with the password-protected Word document as an attachment.

(6) The CSU will process the e-mail as necessary and send an e-mail response with a password-protected Word document as an attachment if needed.

(7) To password protect a Word document:

(a) Open the document.

(b) On the "File" menu, click "Save As".

(c) On the "Tools" menu in the "Save As" dialog box, click "General Options".

(d) In the "Password to Open" box, type the specific password provided and then click "OK".

(e) In the "Reenter Password to Open" box, type the password again and then click "OK".

(f) Click "Save".

e. Blocking and Unblocking Accounts

(1) The CSU does not automatically unblock cardholder access to home bank or credit union accounts when the banking information is updated.

(2) Cardholders may not request that access to their home bank or credit union accounts be blocked or unblocked.

(3) An authorized Disbursing Officer or Disbursing Clerk may contact the CSU by phone or e-mail and request the blocking or unblocking of a cardholder's access to home bank or credit union account. This request may be included in the same e-mail as the request to update account information. An authorized Disbursing Officer or Disbursing Clerk may also block or unblock cardholder access to home account on the Navy Cash Disbursing web site (www.navycashcenter.com) (see paragraph 8.8.2).

8.14.3 Accessing the Navy Cash Web Sites

a. To access the Navy Cash Cardholder web site, www.navycash.com, either Netscape 4.5 or greater or Internet Explorer 4.0 or greater can be used. Guidelines for using the CSC cardholder web site are included at Appendix D.

b. To access the Navy Cash disbursing office web site, www.navycashcenter.com, Internet Explorer 4.0 or greater must be used. There are many more pages and features on this site, and the supported browsers are limited for site maintenance purposes. Guidelines for using the CSU disbursing office web site are included at Appendix E.

c. Authorized Disbursing Officers and Disbursing Clerks must log in to the Navy Cash disbursing website at least monthly to keep their accounts active. After 90 days of inactivity, an account will be suspended. If this has already occurred, contact the CSU (see paragraph 8.14.1). After six months of inactivity, accounts will be purged, and a new account will have to be created.

8.15 Sample Disbursing Reports, Forms, Etc.

8.15.1 Sample Accountable Officer Appointment/Termination Record

From: Commanding Officer, USS NAVY CASH (FFG-46)

To: ENS M. T. Pockets, SC, USNR

Via: Supply Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH ACCOUNTABLE OFFICER

Ref: (a) Department of Defense Financial Management Regulation
(DODFMR) Chapter 17

(b) NAVSUP PUB 727, Navy Cash Financial System Standard
Operating Procedure, Chapter 8

1. In accordance with reference (a), you are hereby appointed as the Ship's Navy Cash Accountable Officer.
2. As the Navy Cash Accountable Officer, you will have the following responsibilities:
 - a. Operation and maintenance of Navy Cash system, including daily End of Day function, Planned Maintenance System (PMS), and daily system backups.
 - b. Maintenance and custody of all Navy Cash equipment and Navy/Marine Cash cards.
 - c. Custody of Operating Space Item (OSI) K22 devices.
 - d. Daily review of Returned Items Detail and Negative Balance Reports.
 - e. Immediate collection on any debt due the U.S. Treasury funds pool as a result of negative Navy/Marine account balances.
 - f. Daily review and verification of merchant reports from ship and shore servers.
 - g. Weekly review of Unmatched Chip-to-Chip Report and return of any value reflected to sending card cardholder.
 - h. Weekly review with Personnel Office of personnel pending transfer or discharge within 30 days.
 - i. Proper handling and safeguarding of Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations.
3. You are required to familiarize yourself with all existing references, particularly references (a) and (b) and follow all established procedures and guidelines.

J. P. JONES
CDR USN

From: ENS M. T. Pockets
To: Commanding Officer, USS NAVY CASH (FFG-46)
Via: Supply Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH ACCOUNTABLE OFFICER

1. I acknowledge and accept the position and responsibilities of Ship's Navy Cash Accountable Officer, and I acknowledge that I am strictly liable to the United States for all funds under my control. I have read and understand the provisions of DODFMR Volume 5, Chapter 17 and Appendix D, and of NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure.

M. T. POCKETS
ENS USNR

8.15.2 Sample Disbursing Agent Appointment/Termination Record

From: Disbursing Officer, USS NAVY CASH (FFG-46)

To: PS2(SW) A. SIMMONS, USN

Subj: APPOINTMENT AS NAVY CASH DEPUTY

Ref: (a) Department of Defense Financial Management Regulation (DODFMR) Chapter 17

(b) NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure, Chapter 8

1. Under reference (a), you are appointed as the Ship's Navy Cash Deputy

2. As the Navy Cash Deputy, you will have the following responsibilities:

a. Operation and maintenance of Navy Cash system, including daily End of Day function, Planned Maintenance System (PMS), and daily system backups.

b. Custody of a working stock of Navy Cash cards. Unused working stock shall be returned to the Navy Cash Accountable Officer weekly for audit and inventory. Record return of unused working stock and results of audit/inventory on Bulk Card Log.

c. Daily review of Returned Items Detail and Negative Balance Reports.

d. Immediate collection on any debt due the U.S. Treasury funds pool as a result of negative Navy/Marine account balances.

e. Daily review and verification of merchant reports from ship and shore servers.

f. Weekly review of Unmatched Chip-to-Chip Report and return of any value reflected to sending card cardholder.

g. Weekly review with Personnel Office of personnel pending transfer or discharge within 30 days.

h. Proper handling and safeguarding of Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations.

3. You are required to familiarize yourself with all existing references, particularly references (a) and (b) and follow all established procedures and guidelines.

M. T. POCKETS

ENS USNR

From: PS2(SW) A. SIMMONS, USN
To: Disbursing Officer, USS NAVY CASH (FFG-46)

Subj: APPOINTMENT AS NAVY CASH DEPUTY

1. I acknowledge and accept the position and responsibilities as the Ship's Navy Cash Deputy, and I acknowledge that I am strictly liable to the United States for all funds under my control. I have read and understand the provisions of DODFMR Volume 5 Chapter 17 and Appendix D and of NAVSUP PUB 727, Navy Cash Financial System Standard Operating Procedure, Chapter 8.

A. SIMMONS
DK2(SW) USN

8.15.3 Sample Letter of Authority–Authority to Hold Cash

From: Commanding Officer, USS NAVY CASH (FFG 46)
To: ENS M. T. Pockets, SC, USNR
Via: Supply Officer, USS NAVY CASH (FFG 46)

Subj: AUTHORITY TO HOLD CASH AT PERSONAL RISK

Ref: (a) DOD FMR Volume 5, Paragraph 030102 to 030105

1. Authority is granted to hold cash at personal risk, in accordance with reference (a), in an amount not greater than \$ (amount). Cash held at personal risk includes cash for: routine cash payments, cash travel advances, personal check cashing, and emergency cash payments, for example, emergency leave. Under special circumstances, for example, away from homeport, you are authorized to hold additional funds for Navy Cash chip cashing services.

J.P. Jones
CDR USN

8.15.4 ROM II/Navy Cash Comparison Report

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

Run Date: 04/01/2004

Run Time: 17:27:28

Report Name: ROM II Exception Report

Navy Cash

Sales Office

Location: DL3800

ROM II Start Date: 03/30/2004 14:00:01

ROM II End Date: 03/30/2004 15:44:14

ROM II Transactions NOT in Navy Cash

Merchant ID: 800000008458 - SHIP STORE #1

Point Of Sale Terminal # 00001002

ROM II Transaction Date	ROM II Transaction Amount	ROM II Transaction ID	Navy Cash Transaction ID
-----	-----	-----	-----
03/30/2004 14:27:41	\$1.20	2852004033014274100	12012004033019314700
Total for Point Of Sale Terminal # 00001002:	\$1.20		
Total for Merchant 800000008458:	\$1.20		
GRAND Total:	\$1.20		

Navy Cash Transactions NOT in ROM II

Merchant ID: 800000008458 - SHIP STORE #1

Point Of Sale Terminal # 00001002

ROM II Transaction Date	ROM II Transaction Amount	ROM II Transaction ID	Navy Cash Transaction ID	Navy Cash Terminal Number
-----	-----	-----	-----	-----
03/30/2004 15:36:52	\$2.30	2912004033015365200	12232004033020415800	0748204500000000
Total for Point Of Sale Terminal # 00001002:	\$2.30			
Total for Merchant 800000008458:	\$2.30			
GRAND Total:	\$2.30			

Navy Cash and ROM II Transactions with Different Dollar Amounts

Merchant ID: 800000008458 - SHIP STORE #1

Point Of Sale Terminal # 00001002

ROM II Transaction Date	Navy Cash Amount	ROM II Amount	ROM II Transaction ID	Navy Cash Transaction ID	Navy Cash Terminal Number
03/30/2004 14:00:01	\$1.50	\$3.00	2692004033014000100	11752004033019050700	0748204500000000
03/30/2004 15:41:23	\$13.00	\$1.30	2942004033015412300	12302004033020462800	0748204500000000
Total for POS Terminal # 00001002:	\$14.50	\$4.30			
Difference for POS Terminal # 00001002:		\$10.20			
Total for Merchant 800000008458:	\$14.50	\$4.30			
Difference for Merchant 800000008458:		\$10.20			
GRAND Total:	\$14.50	\$4.30			
GRAND Difference:		\$10.20			

Transactions that failed in ROM II but succeeded in NavyCash

Merchant ID: 800000008458 - SHIP STORE #1

Point Of Sale Terminal # 00001002

ROM II Transaction Date	ROM II Transaction Amount	ROM II Transaction ID	Navy Cash Transaction ID	Navy Cash Terminal Number
03/30/2004 14:02:36	\$5.50	2722004033014023600	11792004033019074300	0748204500000000
03/30/2004 14:17:28	\$0.90	2792004033014172800	11922004033019223400	0748204500000000
03/30/2004 14:26:41	\$4.40	2842004033014264100	12012004033019314700	0748204500000000
03/30/2004 14:36:02	\$0.95	2872004033014360200	12052004033019410900	0748204500000000
Total for Point of Sale Terminal # 00001002:	\$13.50			
Total for Merchant 800000008458:	\$13.50			
GRAND Total:	\$13.50			

8.15.5 Disbursing Accountability Detail Report

Run Date/Time: 01/16/2005 08:35:44 GMT

Disbursing Accountability Detail Report
Location: NEVERSAIL FFG 96

Report Parameters:

Start Date: 01/15/2005 10:10:44

End Date: 01/16/2005 08:35:32

Merchant Information:

Merchant Name: NAVY DISBURSING

Merchant ID: 8000000008448

Date	Transaction Type	Account Name	Account #	Amount
Starting Balance				\$200.00
01/15/2005 12:20:00	Load Cash to Chip	TANI, DANIEL	8000000003790	\$90.00
01/15/2005 12:32:04	Chip withdrawal	THOMAS, JOHN	8000000003790	-\$40.00
01/15/2005 12:48:00	Safe - Deposit	Bank, Safe	0	\$200.00
01/15/2005 13:23:01	Load Cash to Chip	DLUAT, THOMAS	8000000003816	\$50.00
01/15/2005 14:02:05	Chip withdrawal	RUSSELL, MARK	8000000003816	-\$25.00
01/15/2005 14:15:00	Safe - Withdraw	Bank, Safe	0	-\$150.00
01/15/2005 14:28:02	Load Cash to Chip	JONES, JOHN	8000000003832	\$100.00
01/15/2005 14:29:00	Safe - Deposit	Bank, Safe	0	\$400.00
01/15/2005 14:32:03	Load Cash to Chip	HANGFU, LEE	8000000003857	50.00
			Sub Total	\$675.00
01/16/2005 04:20:00	Load Cash to Chip	GAMBLE, ERICA	8000000003709	\$90.00
01/16/2005 05:23:01	Load Cash to Chip	BLACKMORE, WILLIAM	8000000003838	\$50.00
01/15/2005 05:32:00	Safe - Withdraw	Bank, Safe	0	-\$200.00
01/16/2005 05:47:05	Chip withdrawal	CHAPLAIN, CHARLES	8000000003845	-\$25.00
01/16/2005 06:04:02	Load Cash to Chip	JONES, JARROD	8000000003844	\$100.00
01/15/2005 06:16:00	Safe - Withdraw	Bank, Safe	0	-\$200.00
01/16/2005 06:30:03	Load Cash to Chip	LEE, ROBERT	8000000003957	50.00
01/15/2005 06:49:00	Safe - Deposit	Bank, Safe	0	\$500.00
01/16/2005 07:32:04	Chip withdrawal	MOORE, WILLIAM	8000000003740	-\$40.00
			Sub Total	\$325.00
Ending Balance				\$1200.00

8.15.6 Daily Negative Balance Report

Run Date : 01/09/2009
 Run Time : 14:47:35
 Report name: OPER_NavyNegativeBalance_D
 Page # : 1

Navy Cash
 Daily Negative Balance Report- NAVYCASH
 Location: USS NEVERSAIL

As Of Date: 01/08/2009

Account #	Name	SSN	Acct Status	Neg Bal Date	Balance	Note	Date	Note	Text
8000000000001	THOMAS, JAMES D	0268	OPEN	25-DEC-08	-\$47.65				
8000000000002	AIKEN, RANDALL A	9893	OPEN	07-JAN-09	-\$15.00				
	ACH REPRESENTMENT COUNT			NEXT REPRESENTMENT DATE				AMOUNT	
	0			14-JAN-09				\$15.00	
8000000000015	ALBERT, WILLIAM D	9955	OPEN	05-JAN-09	-\$26.98				
8000000000045	BRIGHT, ARNOLD H	8110	OPEN	20-NOV-08	-\$103.45				
8000000000067	PENNALA, JESSICA D	5374	OPEN	06-JAN-09	-\$515.06				
	ACH REPRESENTMENT COUNT			NEXT REPRESENTMENT DATE				AMOUNT	
	1			14-JAN-09				\$100.00	
	1			14-JAN-09				\$40.00	
	1			14-JAN-09				\$100.00	
	1			14-JAN-09				\$50.00	
	1			14-JAN-09				\$100.00	
	1			14-JAN-09				\$50.00	
	1			14-JAN-09				\$65.00	
8000000000006	SMITHSON, RAY C	1544	OPEN	09-JAN-09	-\$14.90				
	ACH REPRESENTMENT COUNT			NEXT REPRESENTMENT DATE				AMOUNT	
	0			14-JAN-09				\$10.00	
8000000000037	WALLACE, ALLAN E	0327	OPEN	09-JAN-09	-\$5.00				
	ACH REPRESENTMENT COUNT			NEXT REPRESENTMENT DATE				AMOUNT	
	0			14-JAN-09				\$5.00	
Total :					7			-\$728.04	

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

8.15.7 Sample E-Mails Notifying Cardholder of Negative Balance

Sample E-Mail Notifying Cardholder of ACH Transfer Request Returned for Non-Sufficient Funds (NSF)

From: Disbursing Officer

To: Navy Cash Cardholder

Cc: Cardholder's Chain of Command (*optional for 1st, recommended for 2nd and 3rd occurrence*)

Subj: Navy Cash Transfer Request Returned for Non-Sufficient Funds (NSF)

Ref: (a) Navy Cash SOP
(b) Ship's Instruction (*e.g., Navy Cash Internal Procedures and Controls*)

1. The transfer of funds you requested at a K80 Cashless ATM on 7 May 2009 for \$50.00 was returned by your bank or credit union for NSF. This e-mail notifies you that the Navy Cash system will automatically send your request for \$50.00 to your bank or credit union again, up to two more times on successive pay days, to recover any resulting debt owed the U.S. Treasury's Navy Cash funds pool.
2. When a transfer request is returned for NSF and your Navy Cash account balance goes negative, access to your bank or credit union account is blocked automatically. As soon as your transfer request is successful and any negative balance clears, access to your home account will be restored. Should you have three transactions returned for NSF, access to your home account will be blocked permanently, and you must report to the Disbursing Office and request that access to your home account be unblocked.
3. In accordance with references (a) and (b), if these automatic representations are not successful, I will initiate an immediate collection from your pay to clear any debt owed the Government. By signing the application form for DoD stored value card programs, you authorized me, as the ship's Disbursing Officer, to initiate this collection from your pay to make good any amounts that become due as a result of your use of the Navy Cash card.
4. You must be sure that there are sufficient funds available in your bank or credit union account when you request a transfer at the K80. An electronic transfer like this normally occurs within 24 hours. Do not request a transfer of funds to your chip or your strip unless there are sufficient funds available in your bank or credit union account.
5. Please report to me in the Disbursing Office if you have any questions.

Sample E-Mail
Notifying Cardholder of Negative Navy Cash Account Balance

From: Disbursing Officer

To: Navy Cash Cardholder

Cc: Cardholder's Chain of Command (*optional for 1st, recommended for 2nd and 3rd occurrence*)

Subj: Negative Navy Cash Account Balance

Ref: (a) Navy Cash SOP
(b) Ship's Instruction (*e.g., Navy Cash Internal Procedures and Controls*)

1. This e-mail notifies you that your Navy Cash account balance is negative and that you must report to Disbursing within two days to work out how you will clear this negative balance. Either The transfer of funds you requested at a K80 Cashless ATM on 7 May 2009 for \$4.00 was returned by your bank or credit union for NSF. Or Your ATM withdrawal, retail purchase, or other payment ashore exceeded your available Navy Cash account balance.

2. Either When a transfer request is returned for NSF and your Navy Cash account balance goes negative, access to your bank or credit union account is blocked automatically. As soon as your negative balance clears, access to your home account will be restored. Should you have three transactions returned for NSF, access to your home account will be blocked permanently, and you must report to the Disbursing Office and request that access to your home account be unblocked. You must be sure that there are sufficient funds available in your bank or credit union account when you request a transfer at the K80. An electronic transfer like this normally occurs within 24 hours. Do not request a transfer of funds to your chip or your strip unless there are sufficient funds available in your bank or credit union account.

Or The Navy Cash card is a pre-paid debit card, not a credit card, so the amount of money you can spend is limited by the amount of money you load onto your card. Generally, any attempt to make a purchase or ATM withdrawal that exceeds your available strip balance will be declined. However, a merchant or ATM can put a transaction through without prior authorization. You are responsible for keeping track of your Navy Cash (strip) account balance. Merchants can't tell you how much money is on your card.

3. In accordance with references (a) and (b), if you do not report to Disbursing or clear your negative balance within 10 days, I will initiate an immediate collection from your pay to clear the debt owed the Government. By signing the application form for DoD stored value card programs, you authorized me, as the ship's Disbursing Officer, to initiate this collection from your pay to make good any amounts that become due as a result of your use of the Navy Cash card.

4. Please report to me in the Disbursing Office if you have any questions.

8.15.8 Daily Transaction Detail Report—Merchant Settlement

Run Date: 03/06/2009
Run Time: 16:31:34
Report name: TRAN_Ship_Merchant_Settle_D
Page: 1

Navy Cash
Daily Transaction Detail Report - Merchant Settlement
Location: USS NEVERSAIL
Date: 03/05/2009 14:53:49 To 03/06/2009 16:28:36

Merchant: WARDROOM MESS - DUES 800000026283
Settlement Date: 05-MAR-09
Settlement Type: NAVY CASH

Batch	Date	Amount	C
V21624_696_R	02/28/09 23:01	\$255.55	
V21624_696_R	03/01/09 21:13	\$30.00	
V21624_696_R	03/02/09 10:19	\$338.95	
V21624_696_R	03/04/09 00:07	\$196.80	
V21624_696_R	03/05/09 07:56	\$263.85	
Settlement Total			\$1,085.15

Merchant WARDROOM MESS - DUES 800000026283 Total: \$1,085.15

Merchant: COLLEGE BOOKS 800000477546
Settlement Date: 05-MAR-09
Settlement Type: DISBO OFF

Batch	Date	Amount	C
V21624_696_R	03/05/09 14:58	\$2,278.00	
Settlement Total			\$2,278.00

Merchant COLLEGE BOOKS 800000477546 Total: \$2,278.00

Merchant : COLLEGE COURSES 800000477548
Settlement Date: 05-MAR-09
Settlement Type: DISBO OFF

Batch	Date	Amount	C
V21624_696_R	03/05/09 14:58	\$2,704.00	
Settlement Total			\$2,704.00

Merchant COLLEGE COURSES 800000477548 Total: \$2,704.00

* C = Correction Transactions.

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

8.15.9 Disbursing Accountability Summary Report

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

Run Date/Time: 01/16/2005 08:35:44 GMT

Disbursing Accountability Summary Report
Location: NEVERSAIL FFG 96

Report Parameters:

Start Date: 01/15/2005 10:10:44
End Date: 01/16/2005 08:35:32

Merchant Information:

Merchant Name: NAVY DISBURSING
Merchant ID: 8000000008448

Transaction Type	Check	Cash	Total
Starting Balance		\$100.00	\$100.00
Chip withdrawal		-\$105.00	-\$105.00
Load Check to Chip			
Load Cash to Chip		\$230.00	\$230.00
Safe - Deposit		\$700.00	\$700.00
Safe - Withdraw		-\$280.00	-\$280.00
Ending Balance		\$645.00	\$645.00

*** End of the Report ***

Page # 1

8.15.10 Daily Cash Transaction Ledger

NAVY CASH® DAILY CASH TRANSACTION LEDGER

DATE	CHIP		STRIP	PRINT CARDHOLDER NAME	CARDHOLDER SIGNATURE
	CASH- TO-CHIP	CHIP- TO-CASH	CASH- TO-STRIP		
TOTAL CASH- TO-CHIP		TOTAL CHIP- TO-CASH	TOTAL CASH- TO-STRIP	NET SUM FOR CASH TRANSACTIONS	

8.15.12 Card Issue Log

NAVY CASH CARD ISSUE LOG

Issue Date	Card Number*	Name	SSN*	Signature	Issued By Destroyed By	Return Date	Destruction	
							Witnessed By	Date

* Note: Enter last four digits of SSN. Enter last four digits of card number for instant issue/embossed cards and entire card sequence number for visitor cards.

8.15.13 Navy Cash Pre-Audit/Turnover Checklist

Navy Cash Pre-Audit/Turnover Checklist

Tasks	SOP Reference	Yes	No
Letters of Authority			
Has Disbursing Officer been appointed as Navy Cash Accountable Officer?	8.2.1		
Has Disbursing Officer appointed Navy Cash Agent/Deputy in writing?	8.2.1		
Internal Procedures and Controls			
Has Commanding Officer established internal procedures and controls for Navy Cash?	8.2.4		
Custodial Responsibilities			
Are Navy Cash cards kept in a safe or a secure container?	8.3.1		
Are Navy Cash cards in custody of Disbursing Officer or designated agents/deputy?	8.3.1		
Is the Bulk Navy Cash Card Log in agreement with actual card count?	8.3.1		
Are cards inventoried every 30 days and an entry made in the Bulk Log?	8.3.1		
Is Navy Cash Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (visitor/temp cards); name and signature of issuer?	8.3.1		
Are unissued cards being returned to the Disbursing Officer on a daily basis?	8.3.1		
Who has custody of the SecurID tokens (Shiva cards)? When was the last time each SecurID token (Shiva card) holder logged on to the Navy Cash disbursing website?	8.3.4 8.14.3		
Custody of Spare K22s and CADs			
Are spare K22s and CADs being kept in a safe or in a secure space?	8.3.3		
Are K22s or CADs that have transactions still stored in them being kept in the Disbursing Officer's safe?	8.3.3		
Navy Cash Disbursing Application			
Is the Disbursing Officer assigning individual Access Rights as appropriate?	8.4.36		
Are passwords being changed every six months?	8.4.36		
Is the Daily Cash Transaction Ledger being maintained on a daily basis?	8.4.14		
Is the Daily Cash Transaction Ledger being closed out daily?	8.4.14		
Are Daily Cash Transaction Ledger totals being compared to the DASR?	8.4.24		
Are Daily Cash Transaction Ledger totals posted to line 6.2A and 6.9 of DD 2657?	8.4.14		
Is the Daily Cash Transaction Ledger being retained with the DD 2657?	8.4.14		
Are refunds being authorized by the Sales/MWR/Food Service Officer/etc.?	8.4.10		

Tasks	SOP Reference	Yes	No
Are refunds being recorded in a Refund Log by each merchant?	8.4.10		
Is the Disbursing Officer reviewing the Automated Chip-to-Chip Corrections Report (a shore report) on a weekly basis and restoring value to visitor cards?	8.4.11 8.15.20		
Are Navy Cash enrollment forms being filled out and signed by crewmembers before being entered through the Disbursing Application?	8.4.21		
Are originals of all enrollment forms signed and sent to JPMC promptly? Are copies of all enrollment forms retained on board ship?	8.4.21		
Is the EOD function being performed at the end of each business day?	8.4.24		
Does the duty Supply/IT/ET perform the EOD on non working days?	8.4.24		
Are DASR and Daily Transaction Ledger being kept on file with DD 2657?	8.4.24		
Is the Disbursing Officer reviewing the Negative Balance Report and the Returned Items Detail Report on a daily basis?	8.8.1		
Does Navy Cash access to home bank or credit union account remain blocked as long as Navy Cash account balance is negative?	8.8.1		
Is amount of negative balance collected within 10 working days of report?	8.8.1		
Is a DS01 using Company Code D411179 being generated when appropriate to collect on debt to US Treasury funds pool resulting from a negative balance?	8.8.1		
Are all negative Navy Cash account balances cleared or in process of being cleared within 30 days of initial appearance on Negative Balance Report?	8.8.1		
Is the personnel office providing the disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days?	8.8.1		
If cardholder is within 30 days of transfer/discharge, is Disbursing Officer ensuring that all negative balances are cleared? When appropriate, is Disbo closing/suspending Navy Cash account and issuing visitor card for use on ship until departure? (<i>Accounts can't be closed until negative balances are cleared.</i>)	8.8.1 8.4.20		
If cardholder is within 30 days of discharge and has a negative balance, is the Disbursing Officer posting a DS01 prior to cardholder's separation date?	8.8.1		
Is SPO being stopped at least 30 days before a member leaves the ship?	8.4.20		
End-of-Month Reporting			
Is EOM process started at least five days before the actual end of the month?	8.9		
Is the Navy Cash EOM spreadsheet being sent via e-mail to JPMC in a timely manner?	8.9		
Is the original SF 215/5515 being placed in the retained returns?	8.9		
Is a copy of the SF 215/5515 being placed in the monthly returns?	8.9		
Is the Safe Bank Transactions Report being zeroed out at completion of EOM? (<i>Select "Safe Bank Transaction" link in Disbursing Application.</i>)	8.9 8.4.27		

8.15.14 Sample Navy Cash Relieving Letter

1 December 20XX

From: LTJG Norman H. Danas, SC, USNR
To: ENS Joseph L. Gonzalez, SC, USNR

Subj: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L. GONZALEZ, SC, USNR

Ref: (a) NAVSUP PUB 727, Navy Cash SOP, paras 8.3.3, 8.3.4, and 8.15.13

Encl: (1) Navy Cash Pre-Audit/Turnover Checklist
(2) Custody of Navy Cash Equipment Checklist

1. In accordance with reference (a), I certify I have transferred Navy Cash responsibilities to ENS Joseph L. Gonzalez, SC, USNR. A copy of the completed Navy Cash Pre-Audit/Turnover Checklist is included at enclosure (1).

2. In accordance with reference (a), I certify I have transferred custody of all Navy Cash equipment listed in enclosure (2) to ENS Joseph L. Gonzalez, SC, USNR.

3. All equipment listed in enclosure (2) is operational, except:

a. One of K80 Cashless ATMs in Troop Training - Gym - Left. A trouble call was placed with the Navy Cash Central Support Unit (CSU) on 26 November 200X, and Case Number 98314 was assigned. L-3 Communications provided troubleshooting help, and a failed card reader was identified. The failed card reader (serial number A78230200) was shipped to the Navy Cash depot via UPS (tracking number 1Z 999 999 99 9999 999 9) on 28 November 20XX, and a replacement card reader is in transit to the ship.

b. One Card Accepting Device (CAD) with transactions stuck in the queue. A trouble call was placed with the CSU on 17 November 200X, and Case Number 98298 was assigned. The CSU provided troubleshooting help, but the stuck transactions could not be downloaded. The CAD (serial number 1604001541) was shipped via UPS (tracking number 1Z 999 999 99 9999 999 9) to Maximus on 19 November 20XX.

4. I certify all transactions in the spare K22 Point-Of-Sale (POS) devices and CADs listed in enclosure (2) have been downloaded to the Navy Cash server and do not contain any stored transactions, with the exception of the CAD listed above with stuck transactions.

NORMAN H. DANAS
LTJG, SC, USNR

Copy to: Commanding Officer
Supply Officer

1 December 20XX

FIRST ENDORSEMENT

From: ENS Joseph L. Gonzalez, SC, USNR
To: LTJG Norman H. Danas, SC, USNR

Subj: TRANSFER OF NAVY CASH RESPONSIBILITIES AND CUSTODY OF NAVY CASH
EQUIPMENT FROM LTJG NORMAN H. DANAS, SC, USNR, TO ENS JOSEPH L.
GONZALEZ, SC, USNR

1. I hereby accept the transfer of Navy Cash responsibilities from LTJG Norman H. Danas, SC, USNR. In accordance with reference (a), a copy of the completed Navy Cash Pre-Audit/Turnover Checklist and Custody of Navy Cash Equipment Checklist will be retained on file in the Disbursing Office for inspection.

2. I hereby accept custody of all Navy Cash equipment listed in enclosure (2) from LTJG Norman H. Danas, SC, USNR. All equipment listed is operational except one of the K80 Cashless ATMs in Troop Training and one CAD with stuck transactions. A replacement for the failed card reader is in transit to the ship and will be installed as soon as it arrives. When Maximus returns the CAD to the ship, the stuck transactions will be download to the Navy Cash server so any vending sales can be recorded and reported.

JOSEPH L. GONZALEZ
ENS, SC, USNR

Navy Cash Pre-Audit/Turnover Checklist

Tasks	SOP Reference	Yes	No
Letters of Authority			
Has Disbursing Officer been appointed as Navy Cash Accountable Officer?	8.2.1	<input checked="" type="checkbox"/>	
Has Disbursing Officer appointed Navy Cash Agent/Deputy in writing?	8.2.1	<input checked="" type="checkbox"/>	
Internal Procedures and Controls			
Has Commanding Officer established internal procedures and controls for Navy Cash?	8.2.4	<input checked="" type="checkbox"/>	
Custodial Responsibilities			
Are Navy Cash cards kept in a safe or a secure container?	8.3.1	<input checked="" type="checkbox"/>	
Are Navy Cash cards in custody of Disbursing Officer or designated agents/deputy?	8.3.1	<input checked="" type="checkbox"/>	
Is the Bulk Navy Cash Card Log in agreement with actual card count?	8.3.1	<input checked="" type="checkbox"/>	
Are cards inventoried every 30 days and an entry made in the Bulk Log?	8.3.1	<input checked="" type="checkbox"/>	
Is Navy Cash Card Issue Log being maintained — does it include last four digits of card number; name, last four of SSN, issue date, and signature of recipient; date returned (visitor/temp cards); name and signature of issuer?	8.3.1	<input checked="" type="checkbox"/>	
Are unissued cards being returned to the Disbursing Officer on a daily basis?	8.3.1	<input checked="" type="checkbox"/>	
Who has custody of the SecurID tokens (Shiva cards)? When was the last time each SecurID token (Shiva card) holder logged on to the Navy Cash disbursing website?	8.3.4 8.14.3	<input checked="" type="checkbox"/>	
Custody of Spare K22s and CADs			
Are spare K22s and CADs being kept in a safe or in a secure space?	8.3.3	<input checked="" type="checkbox"/>	
Are K22s or CADs that have transactions still stored in them being kept in the Disbursing Officer's safe?	8.3.3	<input checked="" type="checkbox"/>	
Navy Cash Disbursing Application			
Is the Disbursing Officer assigning individual Access Rights as appropriate?	8.4.36	<input checked="" type="checkbox"/>	
Are passwords being changed every six months?	8.4.36	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being maintained on a daily basis?	8.4.14	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being closed out daily?	8.4.14	<input checked="" type="checkbox"/>	
Are Daily Cash Transaction Ledger totals being compared to the DASR?	8.4.24	<input checked="" type="checkbox"/>	
Are Daily Cash Transaction Ledger totals posted to line 6.2A and 6.9 of DD 2657?	8.4.14	<input checked="" type="checkbox"/>	
Is the Daily Cash Transaction Ledger being retained with the DD 2657?	8.4.14	<input checked="" type="checkbox"/>	
Are refunds being authorized by the Sales/MWR/Food Service Officer/etc.?	8.4.10	<input checked="" type="checkbox"/>	
Are refunds being recorded in a Refund Log by each merchant?	8.4.10	<input checked="" type="checkbox"/>	
Is the Disbursing Officer reviewing the Automated Chip-to-Chip Corrections Report (a shore report) on a weekly basis and restoring value to visitor cards?	8.4.11 8.15.20	<input checked="" type="checkbox"/>	

Tasks	SOP Reference	Yes	No
Are Navy Cash enrollment forms being filled out and signed by crewmembers before being entered through the Navy Cash Disbursing Application?	8.4.21	<input checked="" type="checkbox"/>	
Are originals of all enrollment forms signed and sent to JPMC promptly? Are copies of all enrollment forms retained on board ship?	8.4.21	<input checked="" type="checkbox"/>	
Is the EOD function being performed at the end of each business day?	8.4.24	<input checked="" type="checkbox"/>	
Does the duty Supply/IT/ET perform the EOD on non working days?	8.4.24	<input checked="" type="checkbox"/>	
Are DASR and Daily Transaction Ledger being kept on file with DD 2657?	8.4.24	<input checked="" type="checkbox"/>	
Is the Disbursing Officer reviewing the Negative Balance Report and the Returned Items Detail Report on a daily basis?	8.8.1	<input checked="" type="checkbox"/>	
Does Navy Cash access to home bank or credit union account remain blocked as long as Navy Cash account balance is negative?	8.8.1	<input checked="" type="checkbox"/>	
Is amount of negative balance collected within 10 working days of report?	8.8.1	<input checked="" type="checkbox"/>	
Is a DS01 using Company Code D411179 being generated when appropriate to collect on debt to US Treasury funds pool resulting from a negative balance?	8.8.1	<input checked="" type="checkbox"/>	
Are all negative Navy Cash account balances cleared or in process of being cleared within 30 days of initial appearance on Negative Balance Report?	8.8.1	<input checked="" type="checkbox"/>	
Is the personnel office providing the disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days?	8.8.1	<input checked="" type="checkbox"/>	
If cardholder is within 30 days of transfer/discharge, is Disbursing Officer ensuring that all negative balances are cleared? When appropriate, is Disbo closing/suspending Navy Cash account and issuing visitor card for use on ship until departure? (<i>Accounts can't be closed until negative balances are cleared.</i>)	8.8.1 8.4.20	<input checked="" type="checkbox"/>	
If cardholder is within 30 days of discharge and has a negative balance, is the Disbursing Officer posting a DS01 prior to cardholder's separation date?	8.8.1	<input checked="" type="checkbox"/>	
Is SPO being stopped at least 30 days before a member leaves the ship?	8.4.20	<input checked="" type="checkbox"/>	
End-of-Month Reporting			
Is EOM process started at least five days before the actual end of the month?	8.9	<input checked="" type="checkbox"/>	
Is the Navy Cash EOM spreadsheet being sent via e-mail to JPMC in a timely manner?	8.9	<input checked="" type="checkbox"/>	
Is the original SF 215/5515 being placed in the retained returns?	8.9	<input checked="" type="checkbox"/>	
Is a copy of the SF 215/5515 being placed in the monthly returns?	8.9	<input checked="" type="checkbox"/>	
Is the Safe Bank Transactions Report being zeroed out at completion of EOM? (<i>Select "Safe Bank Transaction" link in Navy Cash Disbursing Application.</i>)	8.9 8.4.27	<input checked="" type="checkbox"/>	

 Relieved Disbursing Officer

Date

Relieving Disbursing Officer

Date

Custody of Navy Cash Equipment Checklist

Item	Location	Operational
Server	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Disbursing Office – Server	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Desktop with K22	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Disbursing Office – Client Desktop	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop with K22	Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop with K22	Troop Disbursing Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
SecurID Token	Disbursing Officer Safe (<i>see SOP para 8.3.4</i>)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Desktop with K22	Sales Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitor/Display	Sales Office – Client Desktop	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Client Laptop	Post Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Cashless ATM	Disbursing Passageway	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Disbursing Passageway – K80	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Cashless ATM	Troop Training – Gym – Left	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Router	Troop Training – Gym – Left – K80	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Cashless ATM	Troop Training – Gym – Right	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Cashless ATM	Ship's Store Passageway	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Ship's Store Passageway – K80	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Ship's Store – Nearest to door	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Ship's Store	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Food Service Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	MWR	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	CPO Mess	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Wardroom Mess Treasurer's Office	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Post Office Window #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Post Office Window #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K22 POS Device	Post Office Window #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Soda #4	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Router	Vending Room	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Item	Location	Operational
CAD	Hangar Bay – Soda #5	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Hangar Bay – Soda #6	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Hangar Bay – Soda #7	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Disbursing Officer Passageway – Soda #8	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Food Service Office Passageway – Soda #9	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Candy #1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Vending Room – Candy #2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
CAD	Troop Training – Candy #3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare K22s	Disbursing Office – Quantity = 10 spare K22s	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare Cables for K22s	Disbursing Office – Quantity = 10 spare cables	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare CADs	Sales Office – Quantity = 8 spare CADs	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
K80 Spare Card Readers	Disbursing Office – Quantity = 2 spare card readers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Spare Motherboard	Disbursing Office – Quantity = 1 spare motherboard	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Spare EPROMs	Disbursing Office – Quantity = 1 spare EPROM	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
K80 Flash Cable	Disbursing Office – Quantity = 1 K80 flash cable	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare Router	Disbursing Office – Quantity = 1 spare router	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Spare SAM Chips	Disbursing Office – Quantity = 7 spare SAMs	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Backup Tapes	Disbursing Office – Quantity = 35 tapes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Cleaning Kit/Cassette	Disbursing Office – Quantity = 1 <i>for backup drives</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Card Reader Cleaning Card	Disbursing Office – Quantity = 4 boxes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

 Relieved Disbursing Officer

Date

Relieving Disbursing Officer

Date

Exceptions

K80 Cashless ATM Troop Training – Gym – Left. Trouble call placed with CSU 26 Nov 200X. Case # 98314 assigned. Troubleshooting help provided by L-3. Failed card reader identified. Failed reader (serial # A78230200) shipped to depot via UPS (tracking # 1Z 999 999 99 9999 999 9) on 28 Nov 20XX. Replacement in transit to ship.

CAD with transactions stuck in queue. Trouble call placed with CSU on 17 Nov 200X. Case # 98298 assigned. CSU provided troubleshooting help. Stuck transactions could not be downloaded. CAD (serial # 1604001541) shipped via UPS (tracking # 1Z 999 999 99 9999 999 9) to Cogent Systems on 19 Nov 20XX.

8.15.15 Merchant Refund Log

NAVY CASH MERCHANT REFUND LOG

Serial Number	Name	Date Issued	Amount	Reason For Refund	Date Cleared

8.15.16 Navy Cash Refund Chit

NAVY/MARINE CASH REFUND CHIT	
MERCHANT NAME:	SERIAL NUMBER:
ISSUED TO:	DATE ISSUED:
REASON FOR REFUND:	
REFUND AMOUNT:	SIGNATURE OF APPROVAL AUTHORITY:
DATE PAID:	SIGNATURE OF DISBURSING OFFICER:
DATE RECEIVED:	SIGNATURE OF RECIPIENT:

8.15.17 Split Pay Option Enrollment/Disenrollment Form

NAVY CASH SPLIT PAY OPTION ENROLLMENT/DISENROLLMENT FORM			
NAME (Last, First, MI)	SSN	DIVISION	PHONE

<i>Check the appropriate box and initial when responding to the following statements</i>	INITIALS
I request the Split pay Option (SPO) be started to have the indicated amount of my Direct Deposit System (DDS) EFT payment sent to my Navy Cash account Yes <input type="checkbox"/> No <input type="checkbox"/>	
I request my SPO be stopped Yes <input type="checkbox"/> No <input type="checkbox"/>	

I request the indicated amount be deducted from my DDS EFT payment every payday	\$
---	----

I understand that by signing this document, I am requesting an amount of my pay be deducted from my DDS EFT payment and paid to me through Navy Cash. I understand that the amount indicated above is a <i>per payday</i> amount and <i>not</i> a monthly amount.	
SIGNATURE	DATE

DISBURSING OFFICE USE ONLY	
STARTS	STOPS
DATE DDS EFT STARTED	HMO2 DATE
HMO1/HMO4 DATE	LAST SPO PAYDAY DATE
AMOUNT OF SPO (PER PAYDAY)	DATE DMO DATABASE UPDATED
FIRST SPO PAYDAY DATE	
DATE DMO DATABASE UPDATED	
REMARKS	
SIGNATURE	DATE

8.15.18 Navy Cash Payroll Report — Shore Report

Run Date: 03/13/2006
Run Time: 09:45:00
Report Name: Navy Payroll Funding

Navy Cash Payroll Report

Location: R22102 USS NEVERSAIL
Pay Date: 03/15/2006
Payroll Number: 0070

Failed to post funds for JONES JOHN PAUL SSN 000-00-4253 Account
bad_stat:CLOSE_PND Amount: \$100.00
Failed to post funds for FARRAGUT ADAM JOHN SSN 000-00-3703 Account
bad_stat:CLOSE_PND Amount: \$120.00
Failed to post funds for FLORES MELINDA MARIA SSN 000-00-4901 Account
bad_stat:CLOSE_PND Amount: \$20.00
Failed to post funds for MUSTIN JOHN THOMAS SSN 000-00-2832 Account invalid
Amount: \$145.00
Failed to post funds for SMITH ANGELA ANN SSN 000-00-8851 Account invalid
Amount: \$40.00
Warning! Some records could not be processed.

Payroll File Processed: R22102_NCPAY_NAV_20060315_121707.dat
Successful Updates: 1273
Failures: 5
Total Amount Posted: \$140830.00
Total Amount Failed to Post: \$425.00

Data committed to database.

8.15.19 SPO Payroll Report — Ship Report

Run Date/Time: 01/16/2005 08:35:44 GMT

SPO Payroll Report
Location: NEVERSAIL FFG 96

Report Parameters:
SSN:
Pay Date: 01/01/2005
First Name:
Last Name:

Account Name	SSN	Last Pay Date	Amount
-----	-----	-----	-----
BACON, KERRIE	1001	01/01/2005	\$50.00
BAILEY, DAVID	0002	01/01/2005	\$100.00
JONES, JOHN	4901	01/01/2005	\$125.00
KELLEY, DAVID	2832	01/01/2005	\$150.00
YOUNG, NEIL	4253	01/01/2005	\$40.00
-----	-----	-----	-----
			\$465.00

*** End of the Report ***

Page # 1

8.15.20 Daily Blocked Account Report — Shore Report

Run Date:08/14/2006
 Run Time: 17:27:01
 Report Name: D21198

Navy Cash
 Daily Blocked Account Report
 Location: USS SHIP

Last Name	First Name	MI	SSN4	Account Number	Decl Cnt
BACON	KERRI	S	4567	8000000012817	97
BAIRD1	ROBERT	A	6789	8000000012858	98
BUBBLE	MYRON	A	2222	8000000013278	97
ELDRIGESCOTT	EDWARD	A	1111	8000000012478	3
FINAN	JOHN	A	7850	8000000020489	94
GLENDALE	JACKIE	A	6782	8000000020562	97
KEGGER	MILTON	A	4444	8000000013211	97
NICHOLSON	JAMES	A	6542	8000000012452	98
OCHOA	ROBERT	A	7055	8000000125452	96
RUBBLE	BARNEY	A	7122	8000000013252	96
SAILOR	NAVY	A	4178	8000000012791	98
WERKLJ	DERKLJE	A	1111	8000000020547	97

Decline Count Legend

1-3 NSF's
 95 Linked account not provided during enrollment
 96 Unacceptable NFCU account supplied
 97 Technical error processing account
 98 Account blocked for invalid account #
 99 Block requested by Disbursing

*** End of the Report ***

8.15.21 Automated Chip-to-Chip Corrections Report — Shore Report

Start Time for Disbo Report 11-May-2007:152919

Payroll Card Chip to Chips Completed:

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	FROM_CHIP_ACCT	TO_PAYROLL_ACCT	LAST_NAME	FIRST_NAME	MIDDLE_NAME	LINK_SEQ
11-May-2007:141238	\$24.99	11-May-2007:151632	8000000098832	8000000098714	BACON	KERRI	A	1101

Visitor Card Chip to Chips Completed:

ORIGINAL_TRAN_DATE	TRAN_AMOUNT	C2C_COMPLETE_DATE	FROM_CHIP_ACCT	TO_PAYROLL_ACCT	LAST_NAME	FIRST_NAME	MIDDLE_NAME	LINK_SEQ
11-May-2007:142416	\$20.00	11-May-2007:151638	8000000098832	8000000181836	BACON	KERRI	A	1101

Finish Time for Disbo Report 11-May-2007:152919

PL/SQL procedure successfully completed.

8.15.22 Return Codes and Notification Codes

ACH Return Codes and Descriptions

Return Codes	Return Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Reserved
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized
R11	Check Truncation Entry Return
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified to Participate
R14	Account-holder Deceased
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Edit Criteria
R18	Improper Effective Entry Date
R19	Amount Field Error
R20	Non-Transaction Account
R21	Invalid Company Identification
R22	Invalid Individual ID Number
R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R25	Addenda Error
R26	Mandatory Field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate Customer Advises Not Authorized
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible Return Entry
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R40	Non-Participant in ENR Program
R41	Invalid Transaction Code
R42	Routing Number/Check Digit Error

R43	Invalid DFI Account Number
R44	Invalid Individual ID Number
R45	Invalid Individual Name
R46	Invalid Representative Payee Indicator
R47	Duplicate Enrollment
R61	Misrouted Return
R62	Incorrect Trace Number
R63	Incorrect Dollar Amount
R64	Incorrect Individual Identification
R65	Incorrect Transaction Code
R66	Incorrect Company Identification
R67	Duplicate Return
R68	Untimely Return
R69	Multiple Errors
R70	Permissible Return Entry Not Accepted
R71	Misrouted Dishonored Return
R72	Untimely Dishonored Return
R73	Timely Original Return
R74	Corrected Return

ACH Notification Codes and Descriptions

<u>Notification Code</u>	<u>Notification Description</u>
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name/Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Reserved
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Company Identification
C13	Addenda Format Error

8.15.23 The \$25 Vending “Counter”

The Navy Cash PIN is not required to make vending machine purchases. So, to limit the amount of money which could be lost if a Navy Cash card were lost or stolen, vending machine purchases are limited to a total of \$25 on each card’s electronic purse before the PIN would be required to reset the counter and allow additional spending. The table below lays out how the \$25 counter works. Note that the vending machine readout displays the balance remaining on the \$25 counter not the balance remaining on the chip on the Navy Cash card itself.

Action	Machine Used	PIN Entry Required?	Chip Balance	Vending Machine Readout
Cardholder moves \$100.00 from home bank account to chip account.	K80	Yes	\$100.00	
Cardholder goes to a vending machine to buy a soda.	CAD (in vending machine)	No	\$100.00	\$25.00
Cardholder buys soda. After soda is bought, the remaining balance is:	CAD	No	\$99.50 (not shown at vending machine)	\$24.50
Cardholder buys LOTS of sodas and ONLY sodas, never going to another machine other than a vending machine, to the point where the vending readout is \$0.00.	CAD	No	\$75.00 (not shown at vending machine)	\$0.00
Now cardholder needs to go to a machine where he/she can enter their PIN (a K80 or K22 Point of Sale Device). So cardholder goes to a K80 just to enter their PIN. Cardholder does not perform any funds transfers.	K80	Yes	\$75.00	
Cardholder goes to a vending machine to buy a soda.	CAD	No	\$75.00 (not shown)	\$25.00
Cardholder buys soda.	CAD	No	\$74.50 (not shown)	\$24.50
Cardholder goes to ship’s store to buy a \$10.00 ball cap.	K22	Yes	\$64.50	
Then cardholder goes back to vending machine...and so on.	CAD	No	\$64.50 (not shown)	\$25.00

8.15.25 Cash Verification Team Navy Cash Checklist

CASH VERIFICATION TEAM (CVT) NAVY CASH CHECKLIST

Tasks	SOP Reference	Yes	No
Funds			
Navy Cash funds by actual count:	\$		
Ensure funds agree with Disbursing Accountability Summary Report (DASR)	8.4.24		
Ensure Daily Cash Transaction Ledger is being closed out on a daily basis and compared to the DASR and Disbursing Transactions Detail Report.	8.4.14 8.4.24		
Ensure Daily Cash Transaction Ledger totals are posted to line 6.2A and 6.9 of the DD 2657.	8.4.24		
Ensure Daily Cash Transaction Ledger, DASR, and Disbursing Transactions Detail Report are retained with DD 2657.	8.4.24		
Generate card reports for all Navy Cash Disbursing Application users (see paragraph 8.4.18, Card Report) and verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.	8.4.36		
Generate card report for disbursing office merchant strip account to verify balance is zero. If “Account Balance” positive, generate Transaction History using Disbursing Web Site to ensure strip funds agree with transaction detail.	8.4.11.d.(1) 8.5.1 Appendix E		
Navy Cash Cards			
Inventory all unissued Navy Cash cards (bulk and working stock; instant issue and visitor cards) to ensure that custody of cards is properly maintained.			
Ensure Bulk Navy Cash Card Log agrees with actual card count. Use Bulk Card Log to verify working stock returned weekly for audit/inventory.	8.3.1		
Ensure Navy Cash cards are kept in a safe or a secure container.	8.3.1		
Check random sample of turned-in visitor cards (at least 10 cards) to verify there are no residual funds on the card, i.e., the chip balance is zero.	8.3.1 8.4.9.b		
Spare K22s			
Ensure spare K22s are being kept in a safe or in a secure space.	8.3.3		
Ensure K22s that have transactions still stored in them are being kept in the Disbursing Officer’s safe.	8.3.3		

8.15.25 Cash Verification Team Navy Cash Checklist *(continued)*

Tasks	SOP Reference	Yes	No
Navy Cash Disbursing Application			
Verify Disbursing Application users are assigned to appropriate user group.	8.4.36		
Use locally generated and maintained password change log to verify that passwords are being changed every six months.	8.4.36		
Ensure refunds processed in disbursing office are being authorized by Sales/MWR/Food Service Officer.	8.4.10		
Ensure Navy Cash enrollment forms are being filled out and signed by crewmembers before being entered through the Disbursing Application.	8.4.21		
Ensure originals of all enrollment forms are signed and sent to JPMC promptly and copies of all enrollment forms are retained on board ship.	8.4.21		
Review EOD Report to verify the Indicate EOD function is being performed at the end of the business day on non working days as required.	8.4.24		
Ensure the Disbursing Officer is reviewing Daily Negative Balance Report and Returned Items Detail Report on a daily basis.	8.8.1		
Review Daily Negative Balance Report to verify there are no aged negative balances over 60 days old.	8.8.1		
Review Daily Negative Balance Report to verify collection action is initiated on negative balances with no representments pending within 10 working days of receipt of Report.	8.8.1		
Ensure personnel office is providing disbursing office with the names of those personnel who will be transferred or discharged within the next 30 days.	8.8.1		
Ensure copy of DASR, Monthly Transaction Summary Report (<i>shore report with summary of all merchant figures including disbursing</i>), and EOM spreadsheet and original SF 215s/5515s are being placed in retained returns at EOM.	8.9		
Ensure Safe Bank Transactions Report is being zeroed out at end of month.	8.9		

8.15.26 Navy Cash Trouble Call Worksheet

NAVY CASH TROUBLE CALL WORKSHEET <i>Please be prepared to provide the information below to the Central Support Unit (CSU)</i> <i>Retain form as your Trouble Call Log</i>				
GLOBAL DISTANCE SUPPORT CENTER (GDSC) Commercial: (877) 4-1-TOUCH (877) 418-6824 DSN: (510) 4-2-TOUCH (510) 428-6824 PRESS 4, THEN 5, THEN 3 To be connected to CSU		CENTRAL SUPPORT UNIT (CSU) Phone: (866) 6NAVYCASH (866) 662-8922 E-Mail: navycashcenter@ezpaymt.com Fax: (813) 432-4581 Web Site: www.navycashcenter.com		
MILITARY PAPER CHECK CONVERSION (MPCC) TREASURY OTC SUPPORT CENTER (302) 324-6442 (866) 945-7920 fmsotcchannel@citi.com GLOBAL DISTANCE SUPPORT CENTER (GDSC) (877) 418-6824 DSN: (510) 428-6824 PRESS 4, THEN 5, THEN 4 to be connected to OTC Support <i>MPCC not supported by Navy Cash; contact OTC Support Center directly</i>		ROM II CONTACT APPROPRIATE FLEET ASSISTANCE TEAM SAN DIEGO: (619) 556-5725/5733 PEARL HARBOR: (808) 473-7519 YOKOSUKA: 011-8146-816-7965 NORFOLK: (757) 443-2522 MAYPORT: (904) 270-7178		
SHIP NAME		DATE OF CALL		TIME OF CALL
SHIP LOCATION/PORT (AND COUNTRY IF DEPLOYED)		CASE NUMBER <i>(obtained from CSU)</i>		NAME OF CSU REPRESENTATIVE
CALLER NAME		RANK/RATE	PHONE	E-MAIL ADDRESS
POINTS OF CONTACT SO TECHNICAL OR FIELD SUPPORT REPRESENTATIVE CAN CONTACT SHIP IF REQUIRED				
LOCATION	NAME	RANK/RATE	PHONE	E-MAIL ADDRESS
DISBURSING OFFICE				
SALES OFFICE				
SUPPLY OFFICE				
EMO/ADP OFFICE				
QUARTERDECK				
IF A HARDWARE PROBLEM, IDENTIFY SPECIFIC EQUIPMENT, MODEL NUMBER, AND SERIAL NUMBER				
SERVER:		ROUTER:		K80 CASHLESS ATM:
WORKSTATION:		UPS:		K22 POS DEVICE:
DISPLAY:		MPCC SCANNER:		CAD (VENDING):
LAPTOP:		MPCC ZIP DRIVE:		KVM SWITCH:
OTHER:		ROM II:		

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

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

SHIPPING INFORMATION

When directed to return failed equipment via traceable means to the Navy Cash depot (K22s or CADs with stuck transactions are sent to Cogent Systems), record the tracking number and date shipped below. With all Navy Cash equipment returns, remember to include a copy of this Trouble Call Worksheet annotated with the case number assigned by the CSU, the equipment serial number, POC with e-mail address and phone number, and a return address to get equipment back to ship (recommend providing address for ship's LSR). For K22s or CADs with stuck transactions, include the number of transactions on the device and the estimated dollar value of the transactions so the device can be properly insured for the return shipment.

SHIPPING ADDRESS NAVY CASH DEPOT L-3 Communications ATTN: Navy Cash Depot Lower Receiving Dock 3033 Science Park Road San Diego, CA 92121-1101 Phone: (858) 552-3601 (Shipment related issues only)	SHIPPING ADDRESS COGENT SYSTEMS Cogent Systems ATTN: Ryan Settle, Navy Cash Equipment Return 3300 Acorn Street Williamsburg, VA 23188 Phone: (757) 564-4604 (Shipment related issues only)
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TRACEABLE TRACKING NUMBER	DATE SHIPPED
---------------------------	--------------

NAME OF POINT OF CONTACT	E-MAIL ADDRESS	PHONE NUMBER
--------------------------	----------------	--------------

RETURN ADDRESS (recommend providing address for ship's Logistics Support Representative (LSR) at the Logistics Support Center (LSC))

CITY	STATE	ZIP CODE
------	-------	----------

NUMBER OF TRANSACTIONS (for K22s OR CADs with stuck transactions)	ESTIMATED DOLLAR VALUE (for stuck transactions)
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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.

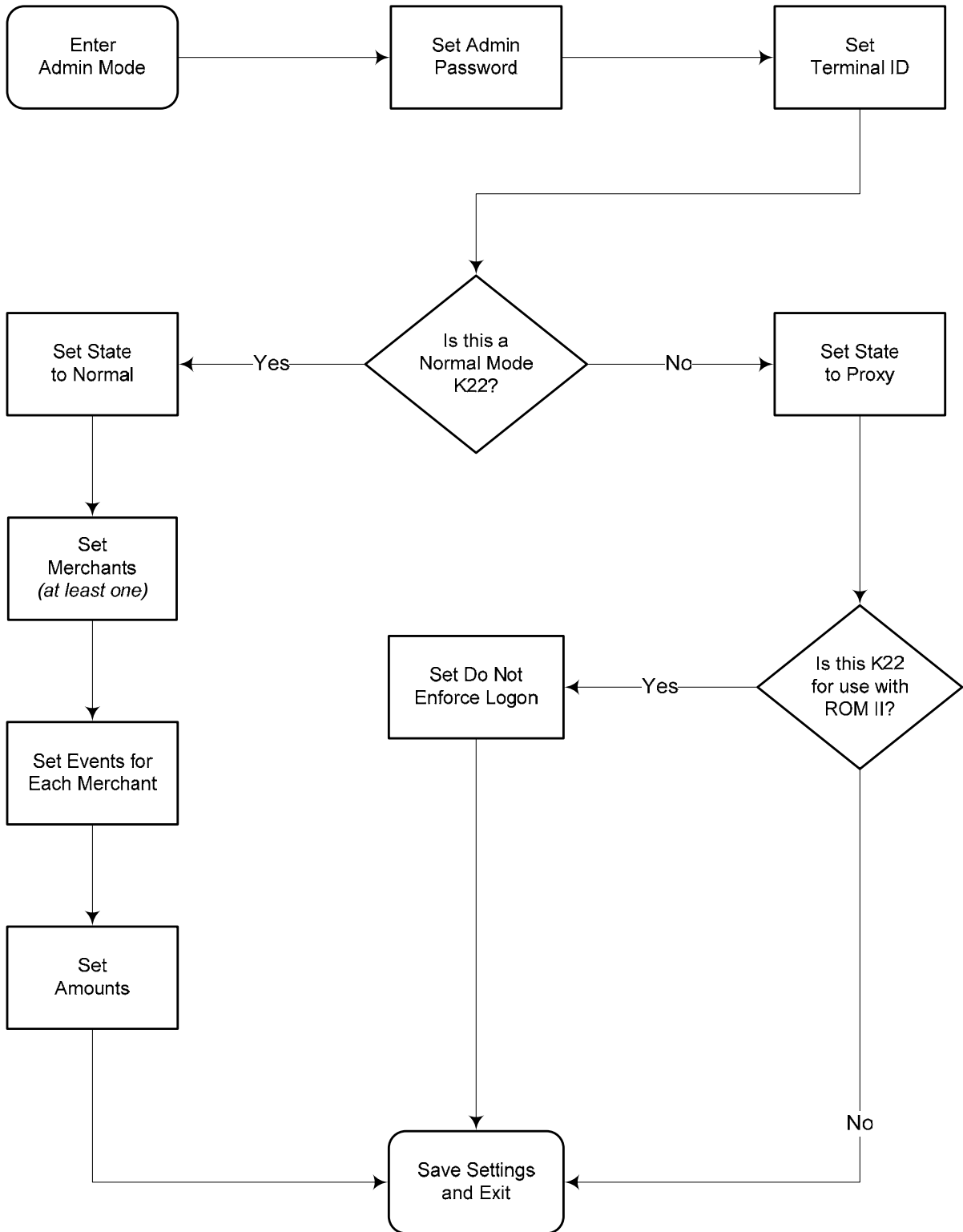
g. Reboot the K22. It will now work correctly with the ROM II cash register.

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.

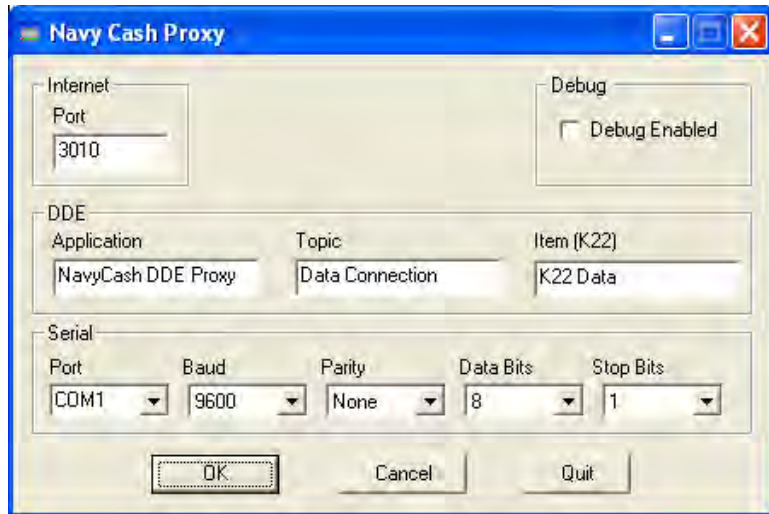
C.2 INSTALLATION

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.

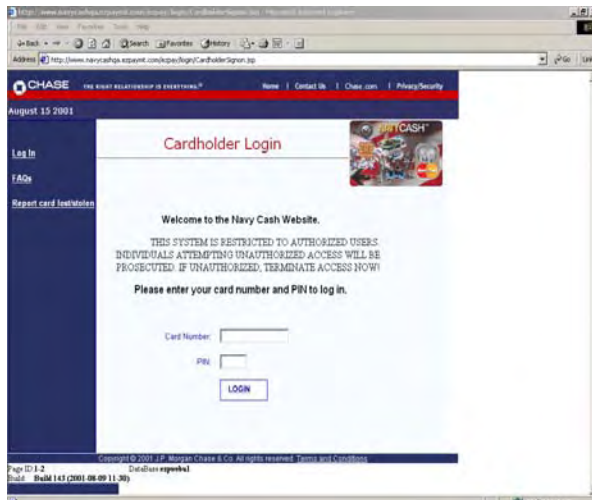
q. Start the ROM II system.

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*

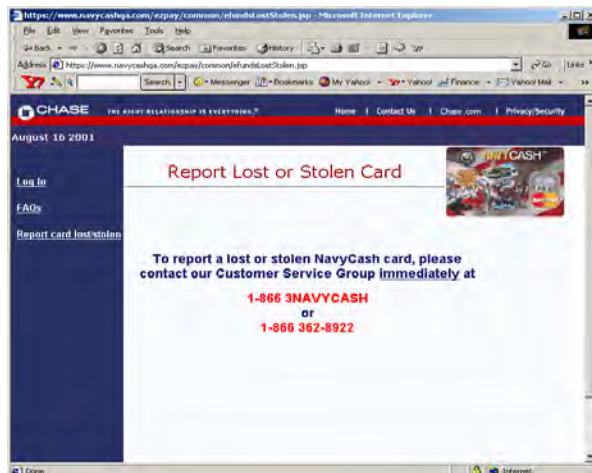
Use hyperlinks to view information pages:

[Report Card Lost / Stolen](#)

[Contact Us](#)

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

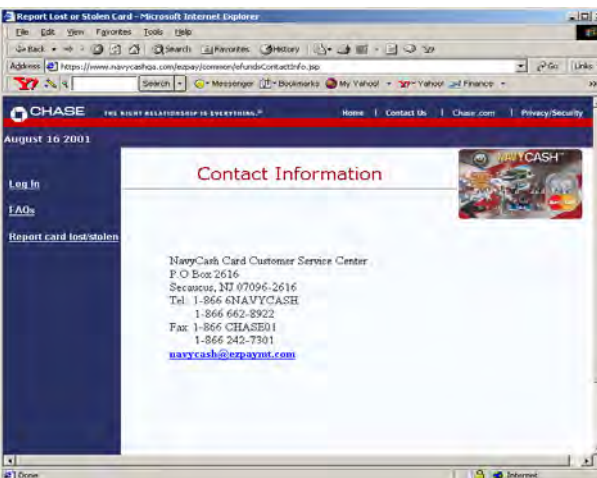
Enter card number and PIN to log in and view account summary information.



Report Lost or Stolen Card

*Shows Customer Service
Number to Call*

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

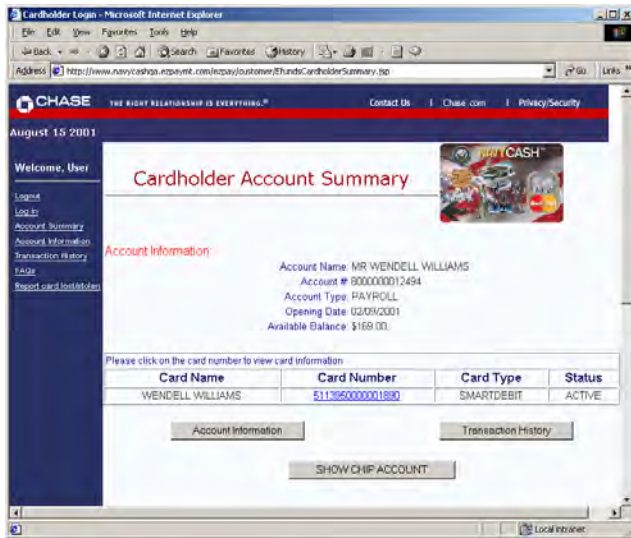


Contact Information

*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:

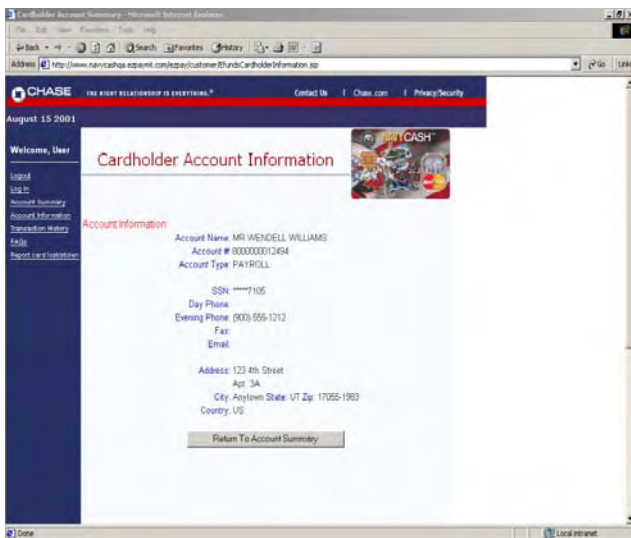
[Account Information](#)

[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](#)

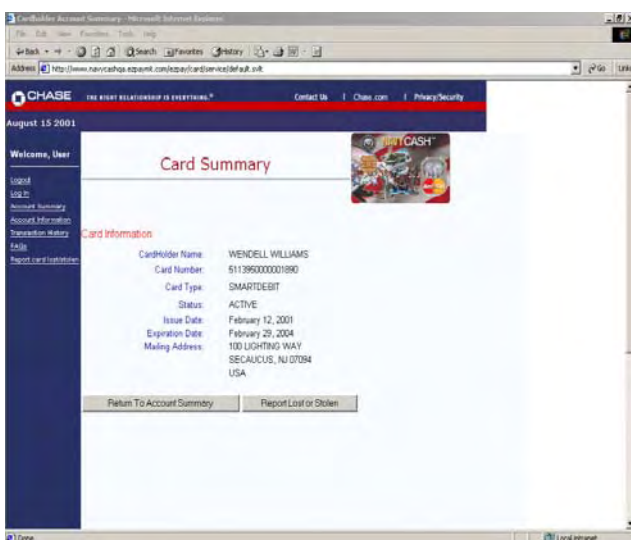
[Account Information](#)

[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 \(FAQs\)](#)



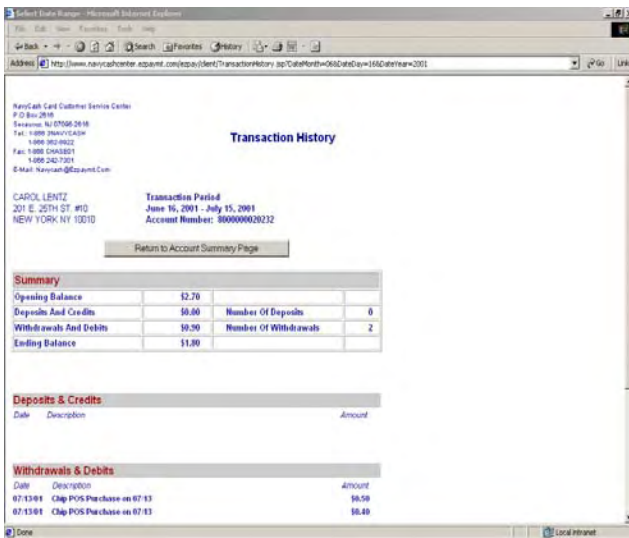
Transaction History **Select Date Range**

*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.

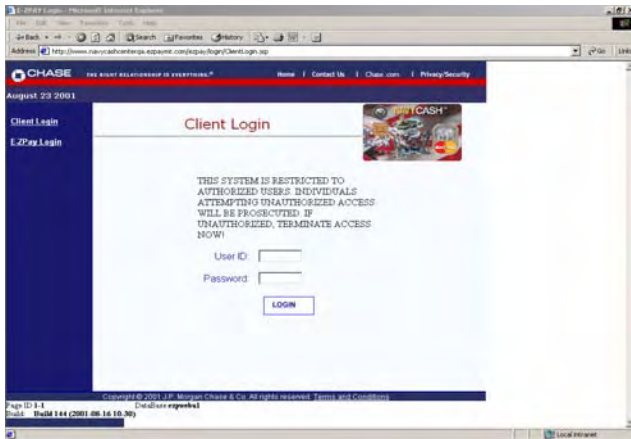


Create New PIN

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.

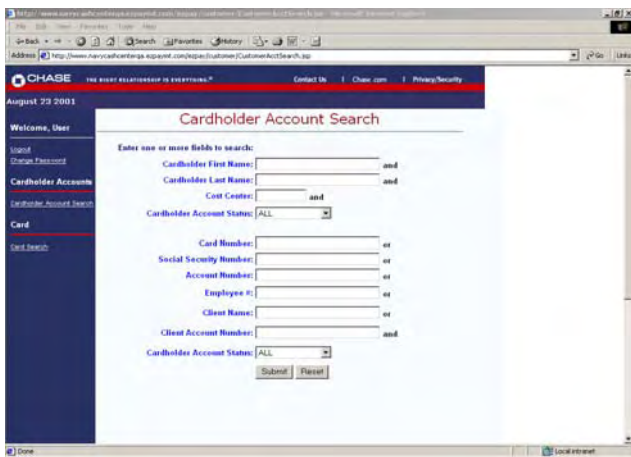
This screen is identical to Primary Login Screen.



Secondary Login

Provides Access to Navy Cash Center website

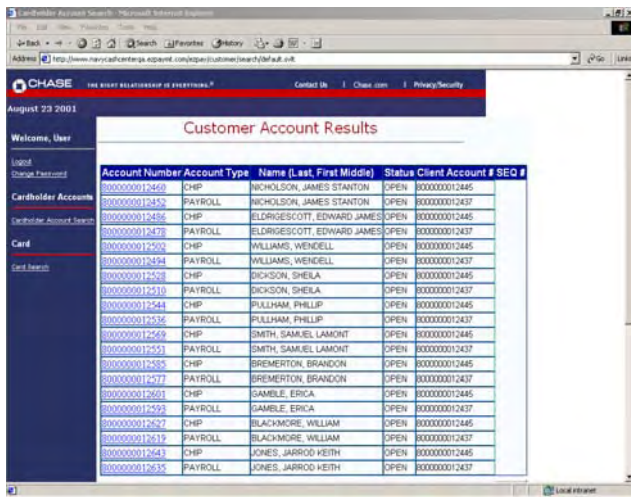
- Enter User ID and password to log in and view account summary information.
- Click “Login”.
JPMC will provide temporary password to use for first-time login.



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

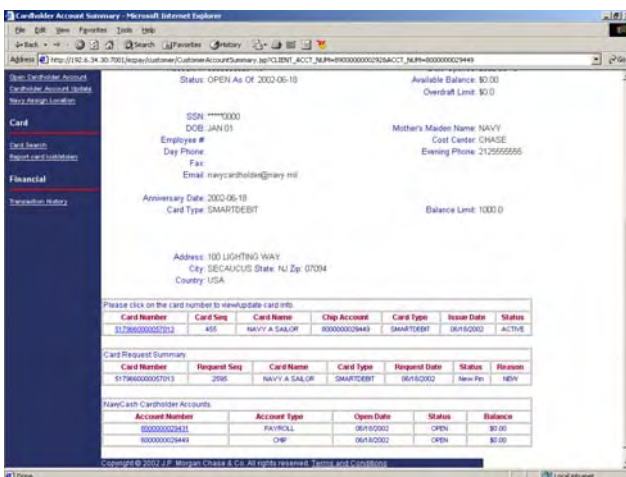
[Update Account](#)

[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](#)

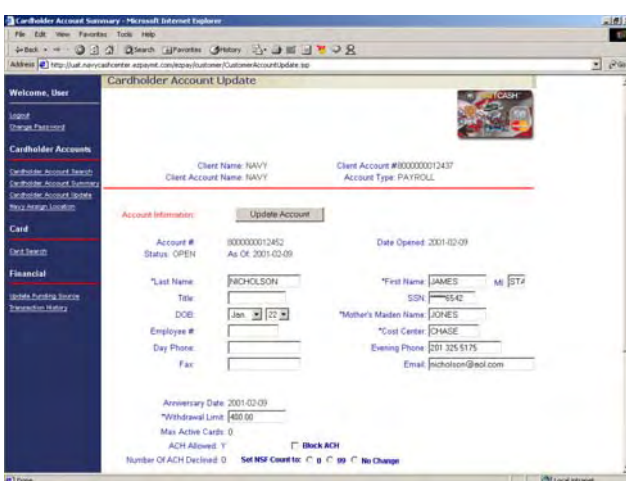
[Assign Card](#)

[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

Assign Location

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: CL3800 - CL3800 SETUP

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: D54321 - DUMMY UAT SHIP

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:
Evening Phone: 2013251212
Fax:
Email: navycardholder@navy.mil

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

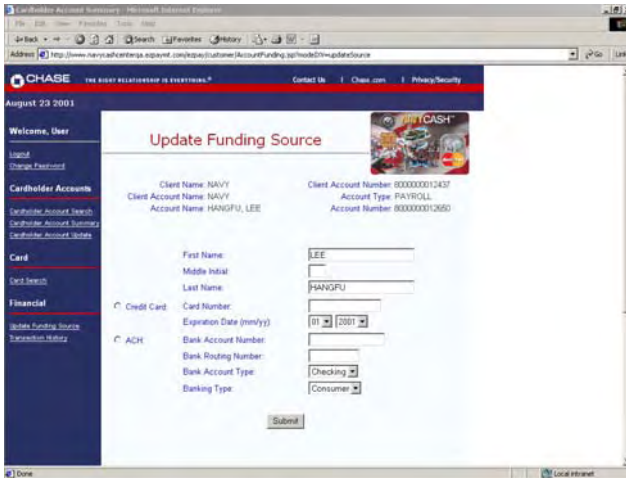
Address: 100 LIGHTING WAY
City: SECAUCUS State: NJ Zip: 07094
Country: USA

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: CL3800 - CL3800 SETUP

Assign To Location

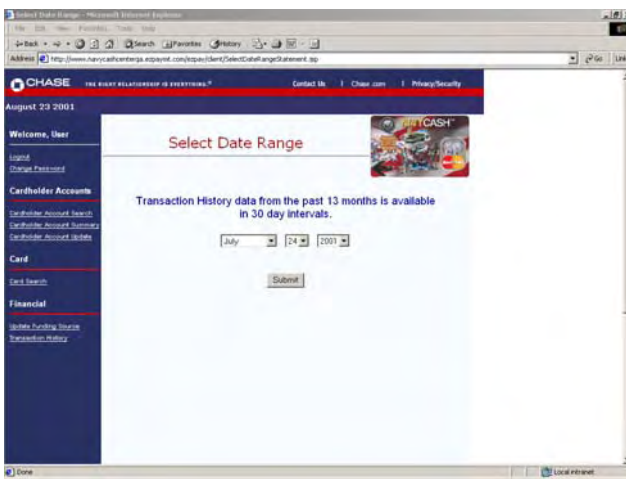


Update Funding Source

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.

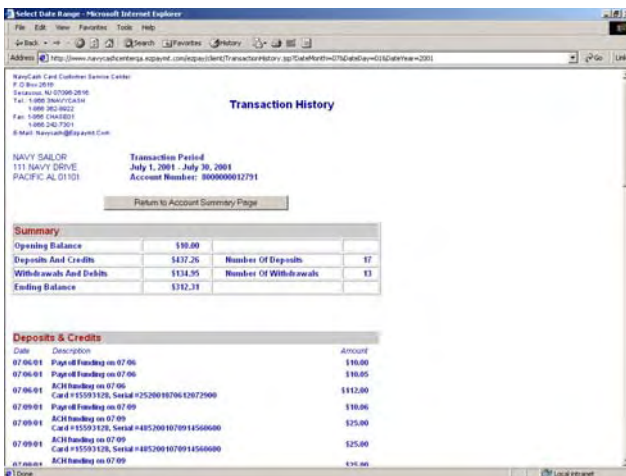


Transaction History Select Date Range

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.



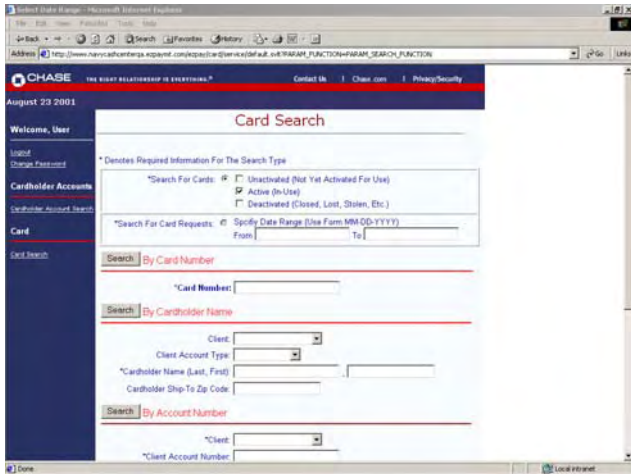
Transaction History

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.

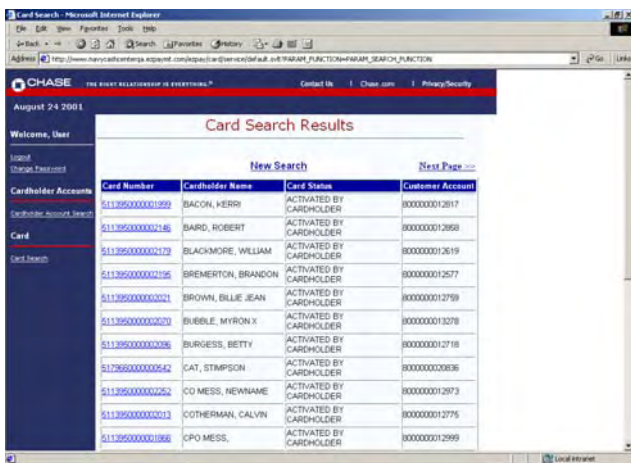
Click on button to return to “Account Summary” page.



Card Search

Provides Ability to Locate Desired Account and Retrieve Records

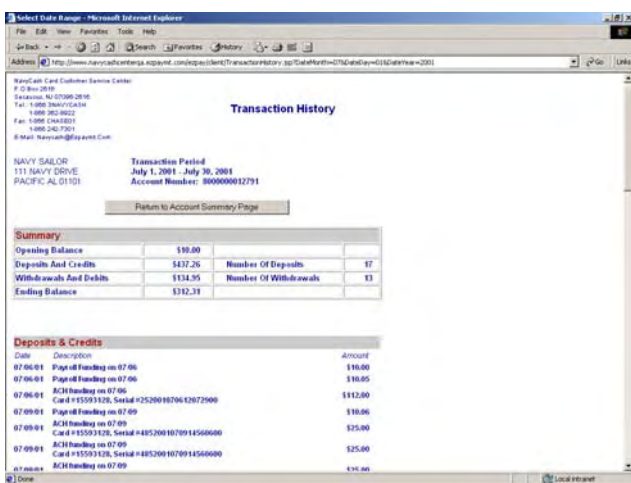
- Search by either card number, cardholder name, or account number.
- Click “Search” button to process.
 - Similar to “Cardholder Account Search” screen.



Card Search Results

Displays Results from Card Search Query

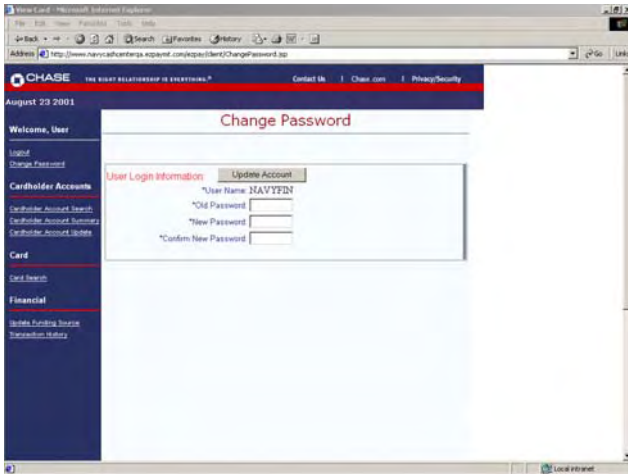
- Click on card number to view card information page.



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.

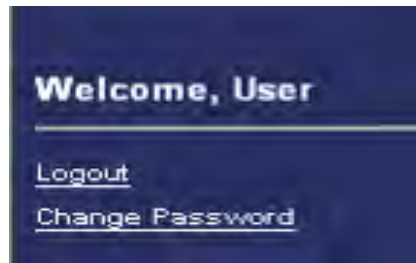
Note: Passwords must be six to eight alphanumeric characters.

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)

<input type="checkbox"/> EAGLECASH	<input type="checkbox"/> NAVY CASH/MARINE CASH	<input type="checkbox"/> 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
				(1) MEU (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
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)
----------------------	-----------------------------------

SECTION V - FOR OFFICE USE ONLY

23. ISSUED BY (Disbursing/Finance Office Name/Location)	24. CARD NUMBER (Last 6 digits)
--	--

**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

\$ 1500-0000

1234

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

ANYPLACE BANK
 Anyplace, VA 20000

ABA Routing Number: 250250025

Account Number: 2020200703

For

1500-0000

1234

Do not include the check number.

(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 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	

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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, pier side).		
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

- o **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

-
- 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> <p style="padding-left: 20px;">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>	<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)

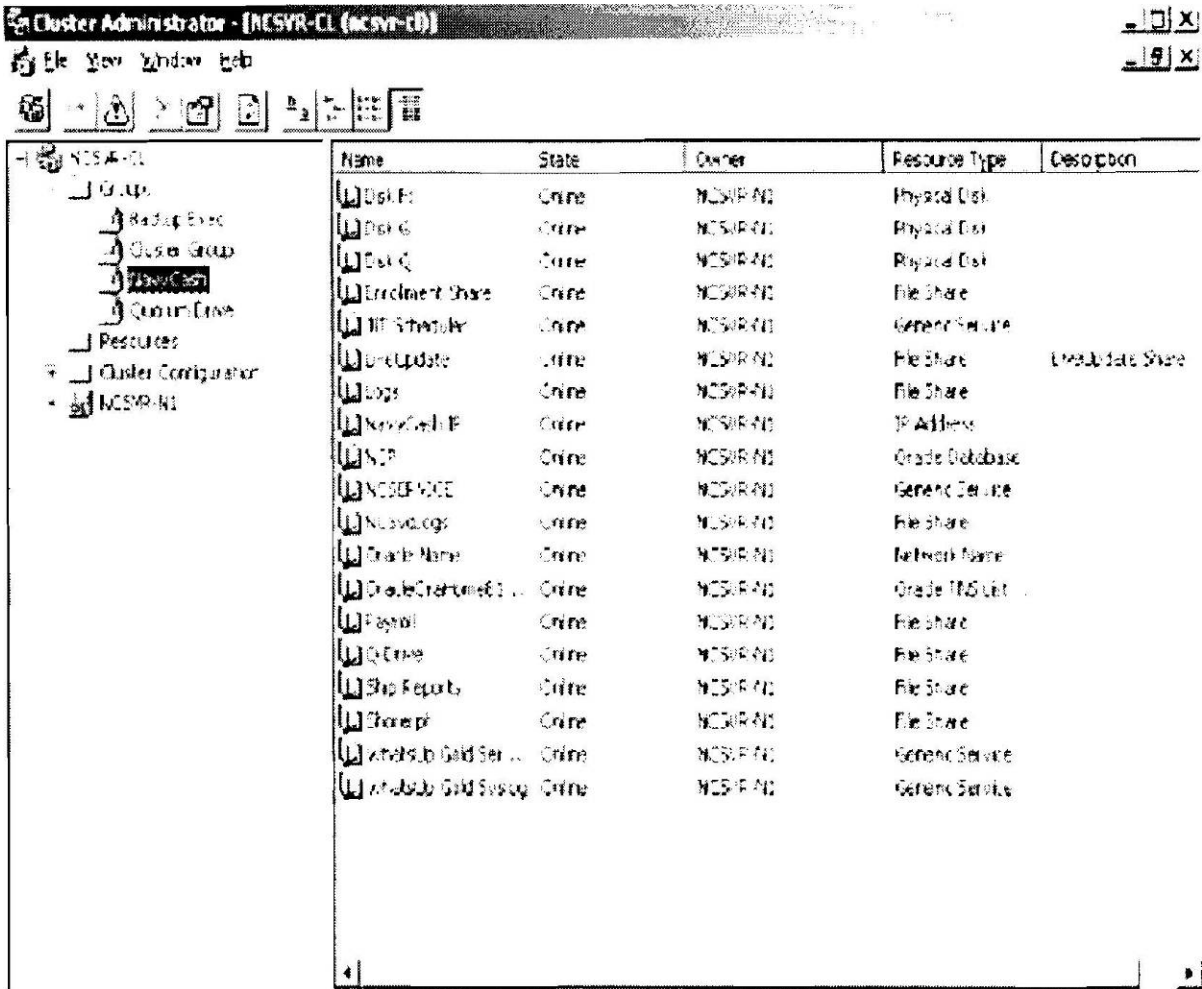
A. Verify that all Cluster Services are running on one server node (Node 1 or Node 2).

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.

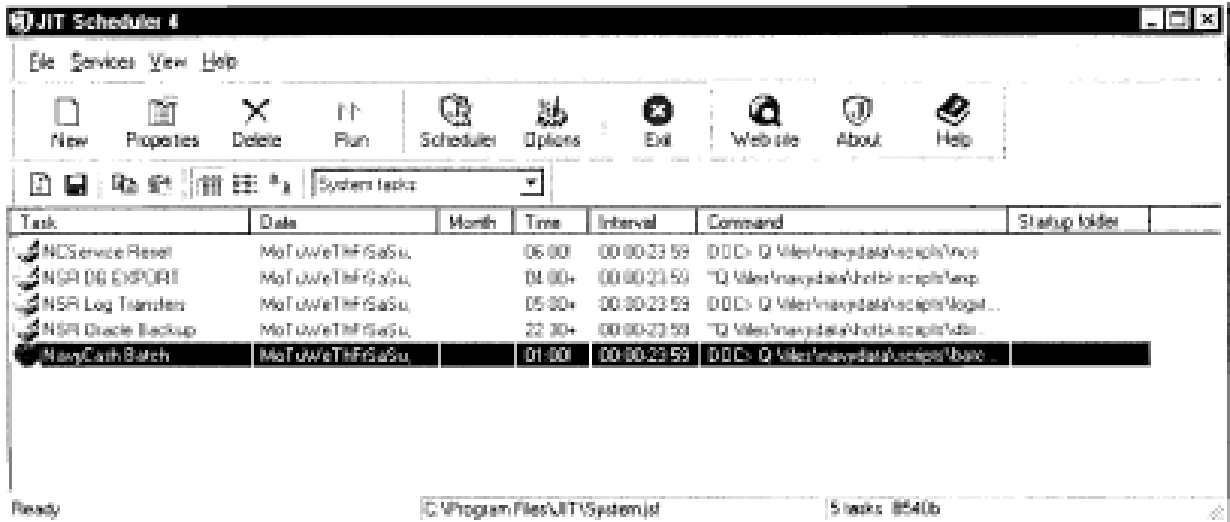
3. To move Groups or Resources folders to Node 1 or Node 2, right click on the folder/directory and select "Move Group" or "Move Resource", this will take a few moments to process.

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.

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