Navy Cash Training
Sales Unit 1:
Equipment and Operations
Objectives

- Describe how to obtain a new Operator ID from the Disbursing Officer
- Describe the different modes of operation for the K22 Point of Sale (POS) device
- Demonstrate and explain the Log On/Off procedures for the K22
- Discuss Disbursing Application and procedures associated with NC office equipment
Objectives (cont)

- Explain how to add *Merchant Accounts*
- Describe ROM II/NC daily startup process
- Demonstrate how to perform transactions
- Demonstrate how to perform refunds
- Explain ROM II and NC reconciliation process
- Demonstrate End of Day procedures
Obtaining a New Operator ID
Obtaining a New Operator ID

- Disbursing assigns all Operator ID numbers

- All K22 users must be enrolled in the NC Disbursing Application and assigned a unique 4-digit ID number

- Operator ID numbers are for a particular individual and not to be shared. New operators must obtain their own Operator ID number from the Disbo
K22 System Interface
K22 Modes of Operation

Two basic modes:

- **Proxy** – The K22 is connected to a Navy Cash computer (e.g. Disbursing or Sales Office) and power supply

- **Normal** – The K22 is not connected to a computer. It is then operating either:
  - **online** (e.g. Ship’s Store, Post Office)
    - K22 plugged into ship’s LAN drop and power supply
  - **offline** (e.g. MWR, Foreign Vendor)
    - ‘AA’ battery power
K22 Power Sources
K22 Power Sources

- **Batteries:**
  - The K22 requires a Lithium battery to maintain the Clock/Date and any stored data
    » Approx battery life is 2 years
    (Recommend change every 18 mos)
  - When used ‘*Offline*’ (i.e. mobile) K22s require 3 “AA” batteries
    » Good for one day of normal use
K22 Power Sources (cont.)

- **Ship’s Power**

  The K22 can connect to ship’s power with a 6V DC/500ma adaptor:
  - Place the device in a pre-installed K22 cradle
  - Or
  - Connect to appropriate electrical outlet
    » Connect the K22 power supply cable (to bottom of K22)
    » Slide the strain relief cover over connector until it clicks in place
Log On/Off K22
K22 Log On - Online

- Press green [OK] key to turn device ‘on’

- K22 will boot up and request your Operator ID number*

- Enter your Operator ID using the keypad and press [OK] again

* Note: If the K22 is connected to it, the ROM II computer must be online with Navy Cash
K22 Log On – Online (cont)

- If your name is displayed on the bottom of the screen you are logged into the Navy Cash system and the K22 is ready for use.

- You will remain logged on until you properly log off. Disconnecting or turning the K22 off does **not** log you off.

- If you are unable to log on, report to DISBO to resolve the matter.
K22 Log On for Offline Use

- Before you can record offline transactions, you must successfully log on online
  - Follow the online log on procedures

- Make sure the K22 has fresh batteries before disconnecting from the cradle or LAN drop (i.e. going ‘Offline’)

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K22 Log Off from Online Use

- Press & release the Off/Cancel key

- K22 will prompt you to confirm log off

- Select green [OK] key. K22 will log you off, then display the log on screen

- To turn the K22 off, press and hold down the Off/Cancel key for 6-10 seconds
K22 Log Off from Offline Use

- Before you can log off you must successfully transfer your offline transactions to Navy Cash

- Connect the K22 cable to NC LAN drop and wait for the ‘*’ and ‘!’ to disappear

- Then follow the online log off procedures
Disbursing Application and procedures
Sales Office Equipment

- Desktop has Disbursing Application
  - Sales Officer authorized to perform:
    - Refunds
    - Vending EOM
    - CAD Maintenance

- K22 connected to the computer, which is connected to the Navy Cash Server (i.e. in Proxy mode)
Disbursing Application (DA)

- DISBO assigns access to DA functions
- Menu items are "grayed" out if user does not have access

Welcome, SALES
Logout
Funds Transfer
Funds Transfer
Card Maintenance
PIN Reset or Change
Change Card Status
Unblock Card
Card Report
Account Maintenance
Assign Replacement Card
Account Enrollment
Account Information Update
Note Maintenance

Operations
Indicate End of Day
View Reports
ROM II Reporting
Safe Bank Transactions
Operator ID Maintenance
Vending and Shipment
Event Maintenance
Utility Functions
View Log
View Disk Usage
NOC Selection
Process Marine Split Pay
Provisional Split Pay
Access Editor
DA Sign On/Off

- Verify that the K22 has power and is turned on
  - “Welcome to Navy Cash – Proxy Mode – Offline”
- Start Windows, enter Windows NT password
- Verify the ‘DDE Proxy’ (*Dynamic Data Exchange*) icon is visible in lower right-hand corner of screen
  - If not, double-click ‘Navycashproxy’ icon to start DDE
- Click *Disbursing Application* icon
- Log in with your username and password
- To log out, click “Logout”
- If unable to logon, see DISBO
Sales procedures with Navy Cash
Navy Cash Sales Procedures

- Adding a merchant account
- Daily business
- Cancelled NC transactions
- Refunds
  - Individual refunds
  - Bulk refunds
- *End of Day

*Note: Ship Store Merchants are ‘Line of Accounting’ Merchants, so must reconcile daily with Disbursing*
Add a Sales Merchant Account

- ‘Merchants’ are pre-set in Navy Cash
- Contact DISBO to make any changes to a Merchant account
- To add a Merchant, provide DISBO with:
  - Merchant name
  - Accounting line to be credited
  - POC name and phone number
ROM II Procedures

- This section discusses only those ROM II procedures related to Navy Cash requirements.

- For information about ROM II refer to:
  - NAVSUP P487
  - ROM II User's Guide

Both documents can be retrieved from www.navy-nex.com

Note: NAVSUP P727 SOP Appendix C has detailed information on ROM/NC set up.
The ROM II computer (ROM ‘Point of Sale’ or POS) should already be set up for use with Navy Cash.

If not (e.g. new ROM II terminal), perform the following steps:

- Verify the ROM II POS has the correct NIC card/port configuration (NEXCOM)
- Login to the ROM II POS as ‘Manager’
- Go to Manager Function Menu
- Select [Menu Update/Security]
ROM II POS Set Up (cont)

- Perform the following 5 steps in order:
  - Select [Navy Cash Button Enabled]
  - Click [Get Merchant ID List]
ROM II POS Set Up (cont)

3 – Click [Choose Merchant Name]
   » A drop-down box will appear listing ship Merchant names

4 – Select the correct ‘SHIP STORE’ Merchant name
   - Ships with more than one Ship’s Store use numbers for unique Merchant names (e.g. SHIP STORE #2). Choose correctly.

5 – Click [Save Changes]

Notes:
- If you update your Merchants, or add another Ship Store, repeat these steps to load the new Merchant
- Ensure ROM II and Navy Cash Operator IDs match

Ver 1.4.6
ROM II POS Set Up (cont)

3. Get Merchant ID List
4. Choose Merchant Name: The Store
5. Save Changes
For cash events (e.g. tiger cruise, publicity events)

- Go to Manager Function Menu

- Select [Menu Update/Security]

- Select third Payment Transaction button

- All options (cash and Navy Cash will display)

- Select [Save Changes]
Daily Business
Start POS Terminal and Devices

- Till assignment data must be uploaded to the register
- Verify ‘DDE Proxy’ (*Dynamic Data Exchange*) icon is visible in lower right-hand corner of screen
  - If not, double-click ‘Navycashproxy’ icon to start DDE
- Verify K22 is connected to ROM II and online
- Log on to the ROM II POS terminal
Daily Sales

- Perform sales as usual:
  - Scan customer items
  - Press keyboard [End]
  - *Cash Payment Form* pops up
  - Leave *Amount Paid* blank
  - Press [Navy Cash]
  - Have cardholder insert card in K22, enter PIN, click [OK]
  - Cardholder verifies amount
  - Sale complete: K22 deducts amount from card e-chip, ROM prints receipt
Daily Sales – Visitor Events

- If the cash (visitors) option has been enabled in ROM II, all buttons will be enabled
- **Do not** enter an amount when using *Navy Cash*
- **Do** enter an amount with any other payment option
- Continue sale process

HAC means “*Health and Comfort*”
Cancelled NC Transactions

- Navy Cash transactions may be cancelled due to:
  - insufficient funds on the card
  - untimely removal of the card
  - timeout of the card (it has been inactive in K22 too long)

- The sale is cancelled when the ‘Transaction Cancelled’ box pops up. Click [OK]. Determine cause, take corrective action.
Cancelled NC Transactions (cont)

- The ‘Transaction Cancelled’ box indicates:
  - ROM II inventory *may* have been reduced
  - NC chip NOT charged

- ROM II CloseOut Menu includes *Navy Cash Cancelled Transactions*

- The Fleet Assist Team can assist you with the process for cancelled Navy Cash transactions
Refunds
Refunds

- There are two general types of refunds:
  - Individual refunds
  - Bulk refunds

- An individual refund is when a cardholder requires a particular transaction to be refunded

- A bulk refund is when a specific event (i.e. Concert) is cancelled and many cardholders must be refunded
Individual Refunds

- A customer must obtain a refund authorization from Sales Officer
- You must **record refunds** in *Refund Chit Log*
- Sales Officer performs refund IAW ROM II procedures

- Sales Officer then opens DA, selects **Funds Transfer**
- Clicks *Individual Refunds*
Individual Refunds (cont)

- First, follow **Procedure** (bottom of screen)
- Click box **Misc. refund**
- Enter **Transfer Amount**
- Select **Merchant** from drop down menu
- Click [Submit]
Individual Refunds (cont)

- This will return the entered Transfer Amount to the individual’s card and deduct the same amount from the originating Merchant’s (e.g. vending) collections for that day

- NC keeps a record and logs it that day

- Sales Officer and responsible individuals (i.e. SHC) should verify daily amounts reported by NC against the Refund Chit Log
Individual Refunds (cont)

- NAVSUP 972s are stapled to the NC Daily Refund Report by Sales Activity printout and stored in the Accountability file.

- At End of Month, the Refund Chit Log should be verified against applicable NC shore reports.
**Bulk Refunds**

- **Merchant** must initiate the Bulk Refund but the Disbursing or Sales Officer processes refund in DA.

- Sales Officer will open DA, select *Funds Transfer*.

- Click [*Bulk Refunds*]
Bulk Refunds (cont)

- Select event from the menu
- Click [Refund]
- Refund goes to strip accounts (approx 20 min)
  - Visitor cards must be refunded individually
Ship’s Store End of Day

- To avoid unnecessary reconciliation problems, the Disbursing Officer and Sales Officer will coordinate when the Navy Cash and ROM II systems will be closed out each day (i.e. EOD)

- **Operator:**
  - Closes business IAW ROM II procedures
  - Takes Till diskette back to Sales Office

- **Sales Officer:**
  - Uploads Till diskette
  - Processes cancelled NC transactions (*Close Out menu*)
  - Runs *Navy Cash Merchant Sales Summary report* (Disbursing Application)
  - Compares with figures from ROM II Till
  - Verifies *Refund Chit Log* with NC
Additional helpful information can be found in:
NAVSUP P727 Standard Operating Procedure (SOP) manual,
Chapters 2 (K22) and 7 (Ship Store)

Located in DISBO or can be retrieved from:
http://fms.treas.gov/navycash/procedures.html