

Bulk Refunds

Guide

Issuing a Bulk Refund will refund all transactions made against a specific event for the time range specified. The EagleCash 2.0 system will allow you to issue a bulk refund for up to 60 days from the current date. For a bulk refund that occurs further than 60 days from the current date please contact customer service.

To issue a bulk refund, do the following:

1

Log into the customer service module on the tablet:

- A. Tap “Merchants and Events.”
- B. Tap the merchant which holds the transactions needing to be refunded.
- C. Locate the event.
- D. Tap the “Bulk Refund” button on the event you wish to refund.
- E. Select the date range for the refund.
- F. Tap “Submit.”

The top screenshot shows the 'Merchants and Events' screen. It has a 'Main Menu' button and a 'Logout' button. Below the header, there are tabs for 'Merchants', 'End of Month', 'Events', and 'End of Business'. The 'Events' tab is selected. Below the tabs, there is a section titled 'Configured Payment Amounts' with a table. The table has columns for 'Name', 'Amount', and 'Expiration Date'. There is one row with 'Test Event 1', '\$10.00', and an expiration date. To the right of the row are two buttons: 'hide' and 'Bulk Refund'. The 'Bulk Refund' button is circled in red.

The bottom screenshot shows the 'Bulk Refund Request' screen for 'Event: TEST EVENT 1'. It has a 'Main Menu' button and a 'Logout' button. Below the header, there are tabs for 'Merchants', 'End of Month', 'Events', and 'End of Business'. The 'Events' tab is selected. Below the tabs, there is a section titled 'Bulk Refund Request' with 'Event: TEST EVENT 1'. Below this, there are two date pickers: 'Start Date' and 'End Date'. The 'Start Date' is set to '06/08/2024' and the 'End Date' is set to '06/20/2024'. Below the date pickers is a calendar for June 2024. The calendar shows the days of the week and the dates. The date '20' is highlighted. Below the calendar is a 'Submit' button.

IMPORTANT! Bulk Refunds will process against every transaction that the shore database has for the date range specified. If transactions get sent to shore after the bulk refund is received those transactions will not be refunded and will have to be refunded individually. If an Event has been cancelled and transactions have already been made against the Event and a Bulk Refund is required, perform the Bulk Refund before you “Hide” the event as once you hide an Event you will not have access to issue the Bulk Refund.



For assistance, please contact the Navy Cash Central Support Unit (CSU) through either:

Phone: US toll-free 1-866-662-8922 | Monday–Friday between 0000–1800 CT **Email:** navycashcenter@frb.org

If you are having technical difficulties and need assistance, log on to <https://frbsvc.servicenowservices.com/> to create a case with customer support.

You can also view additional guides and troubleshooting tips at <https://frbsvc.servicenowservices.com/csm>

End of Business

Guide

End of Business (EOB) is a method of tracking transactions without requiring settlement reports. Each CAD and POS will produce an EOB marker when sales are conducted on device. EOB is tracked for a Device and Merchant until Closeout is selected on the device. When Closeout is selected the EOB marker is closed. When shore is notified that EOB marker has been closed an EOB Detail report will be generated and provided back to the EagleCash 2.0 (NC) application at the top of the next hour.

To view open End of Businesses (EOB) do the following:

1

Log into the customer service module on the tablet:

- A. Select “Merchants and Events.”
- B. Tap the “End of Business” tab near the top of the display.

Merchants and Events				
Merchants End of Month Events End of Business				
54bd29f1ade64973aac3ea22fede34d	MISC EVENTS	QAC POS234	1 / \$1.00	unset / unset
56e80663f5144f67b865d52113bd0d6c	CPO MESS - DUES	QAC NEWPOS227	2 / \$10.00	unset / unset
74d1afa1f0da4008a911996e06927a36	MISC EVENTS	QAC NEWPOS227	1 / \$2.55	unset / unset
7ef41adb5b1848448ebe4f900fa3a34d	GENERAL MESS - FOOD	QAC POS234	2 / \$6.00	unset / unset
8f6d8a619f0f4d86a43c13318d217b48	HANGAR BAY SALES	QAC POS236	1 / \$2.50	unset / unset
a8234b786ca14c59a2b35b1eacd155b7	GENERAL MESS - FOOD	QAC POS230	3 / \$18.00	2 / \$16.00
c2e24562fe254ecb92411f520f7c87b1e	GENERAL MESS - FOOD	QAC POS236	1 / \$1.50	unset / unset
e4e117a863b34377b17b3482e49c55ba	COLLEGE BOOKS	QAC POS234	1 / \$5.00	unset / unset
f9dd9c34ff6d417b9531812156a702e2	GENERAL MESS - FOOD	QAC NEWPOS227	1 / \$1.00	unset / unset

End of Business Markers				
EOB Id	Merchant Name	Device Name	Sales (count / amount)	Seen (count / amount)
cfac807a2394da8a36c7b360648edeb	GENERAL MESS - FOOD	QAC NEWPOS233	unset / unset	1 / \$15.00

Discrepancies between Closed EOB and what the Shore DB has seen can be seen at the top of the screen. Discrepancies between the “Sales count” and amount and the “Seen count” and amount indicate that a tablet somewhere on ship has transactions on it and connectivity should be checked. If all Tablets on ship have connection a case should be opened to investigate the missing transactions.

The End of Business Markers List shows “Open EOB”

This shows the count and amount of all CADs and POS devices that are conducting sales and syncing to the EagleCash 2.0 (NC) app.

2

To indicate EOB: (If you would like more detailed instructions, a CAD EOB guide has been provided as part of this series of one-page guides.)

- A. Log into CAD or POS with Sales Role Card> Select Closeout.
- B. Partial EOB can be indicated to generate report if CAD or POS is broken.
 - a. When EOB has been “Closed” (closeout selected) a report is generated on shore and synced back to ship with all the transactions associated with that EOB. It is not tied to settlement. It is just a report of transactions conducted while the EOB was open.
 - b. This report can be used when a Vending Machine is counted for inventory. Check the EOB count and amount against the inventory of the machine.
 - c. The EOB Detail Report can also be used to match purchases conducted in Ship Store against the ROM system.
- C. EOB data is also visible on the Diagnostics Screen of the POS and Admin menu of the Bezel.



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End of Month

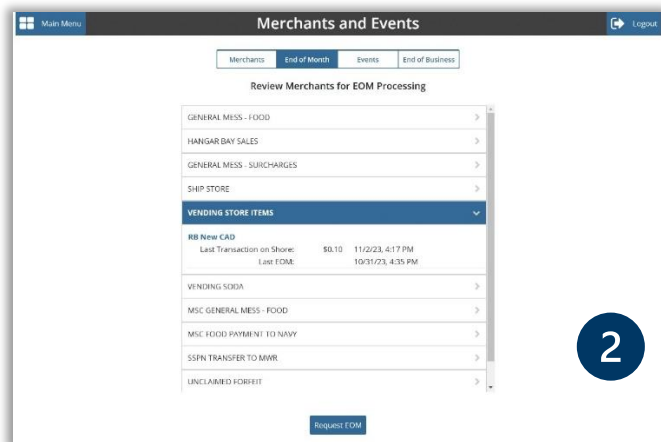
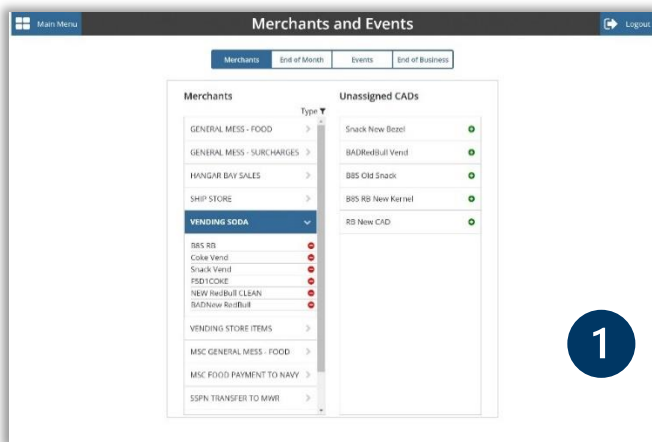
Guide

To indicate End of Month (EOM) do the following:

1

Assign to each CAD the merchant they are settling to:

- A. Log in to Customer Service with EagleCash (NC) card> Select Merchants and Events>
- B. Any CADs that are in the “Unassigned CADs” list need to be added to a Merchant. (Once CADs are assigned, those assignments are persistent, but can be manually changed.)
 - a. Select the Merchant.
 - b. Tap the “+” next to the unassigned CAD and the CAD will move to the Merchant.
- C. After CADs have been assigned you can send an EOM Request. This sends the EOM to shore. When shore receives the EOM, it will process all transactions received at 02:30 EST.



2

Send the EOM Request:

- A. Log in to Customer Service with EagleCash (NC) card> Select Merchants and Events>
- B. Select the “End of Month” tab at the top of the display.
 - a. Check that the CADs are all assigned merchants by tapping each merchant.
- C. Tap “Request EOM” at the bottom of the display.
- D. After the shore processes the EOM, settlement reports will be available.
- E. (Note, CADs will display the date of the last EOM and the last transaction that reached shore. If while performing EOM you discover a CAD is showing a transaction on shore that is not very current, it may indicate that the CAD has transactions stuck on it and connectivity should be checked on that CAD)



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Refund a Transaction

Guide

To refund a transaction, do the following:

1

Log into the customer service module on the tablet:

- A. Tap “Money Movement.”
- B. Tap “Refund.”
- C. Tap on the merchant with which the transaction was originally conducted.
 - a. If there is a connection to the shore database active the system will automatically populate the transactions the cardholder performed with that merchant.
 - b. If no connection to the shore database is available, or if the transaction in question is not showing on screen, a custom amount can be entered.
- D. Select the transaction to be refunded or enter the amount to be refunded.
- E. Tap “Next.”
- F. Confirm the refund.
- G. Remove the card.

The screenshot shows the 'Money Movement' screen with a progress bar at the top indicating three steps: 'Select Merchant' (active), 'Amount', and 'Confirmation'. Below the progress bar, the 'Current Balances' section displays: 'Open Loop - MasterCard Balance: \$0.00', 'Open Loop - Date Last Modified: 06/05/2024', and 'Closed Loop - EagleCash Balance: \$0.00'. The 'Select Merchant' section lists four options: '1ST CLASS ASSN', '2ND CLASS ASSN', 'COLLEGE BOOKS' (selected with a radio button), and 'COLLEGE COURSES'. At the bottom, there are 'Next' and 'Cancel' buttons.

The screenshot shows the 'Money Movement' screen with a progress bar at the top indicating three steps: 'Select Merchant', 'Amount' (active), and 'Confirmation'. Below the progress bar, the 'Merchant: COLLEGE BOOKS' is displayed. The 'Select Transaction' section shows a list with one item: 'BOOK CLUB - \$6.35 - 6/18/2024'. Below this list is a 'Next' button. A separator '-- OR --' is shown, followed by a text input field containing '\$0.00'. Below the input field is a numeric keypad with digits 1-9, 0, a backspace button (X), and a confirmation button (checkmark). At the bottom, there is a 'Cancel' button.



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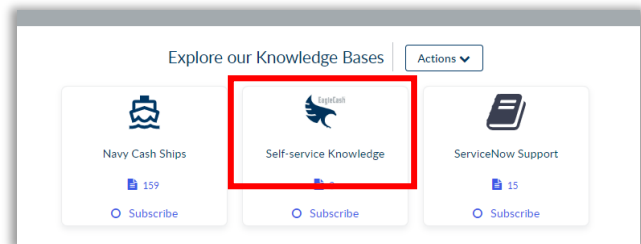
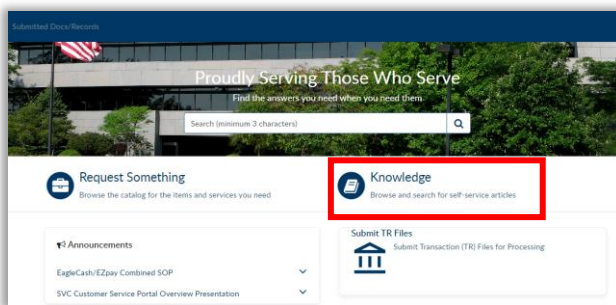
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Accessing the CAD Admin Menu

Guide

The CAD admin menu will allow you to view properties (such as serial number, MAC, application version, and network information) view sales, perform End of Business, and run health checks for troubleshooting.

- 1 To access the CAD administrative menu:**
 - A. Press the green enter button five times.
 - B. Insert an authorized user card.
 - a. This cannot be a general cardholder card. This must be a Navy Cash Authorized Official (NCAO) card provisioned for sales or disbursing.
 - C. The CAD will authenticate the card and enter the administrative menu.
 - D. Use the green enter button to scroll through the menu options.
 - E. Use the red cancel button to make selections.
- 2 If you have internet connectivity, log in to ServiceNow (<https://frbsvc.servicenowservices.com/csm>) and visit the knowledge base to find more articles and details on Navy Cash device management.**



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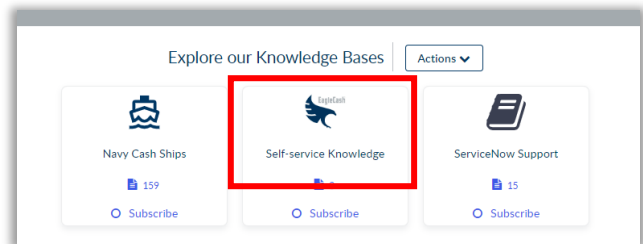
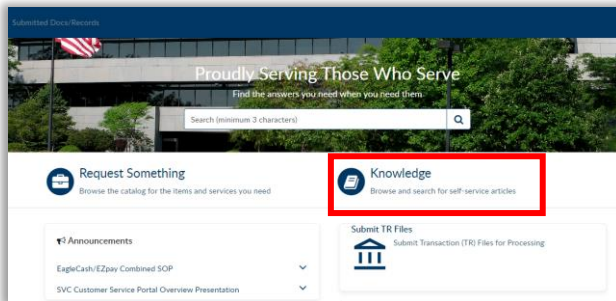
CAD Disabled

Troubleshooting

CAD Disabled is usually an indication that the CAD is not getting the correct status from the vending machine motherboard.

- 1 In the event a vending machine CAD displays a “CAD Disabled” message, attempt the following:
 - A. If the vending machine is a “Vendo” brand machine, a firmware update to the motherboard likely needs to be performed by an Acosta representative.
 - B. Verify the vending machine door is properly latched and locked. This may require opening and closing the door.
 - C. Check all cable connections between the Multi Drop Bus Board (MDB board) (daughter board attached to the back of the CAD) and the vending machine motherboard.
 - D. Reboot the CAD
 - a. Disconnect the CAD from power.
 - b. Wait 5 seconds.
 - c. Reconnect the CAD to power.
 - E. If none of these fixes the problem, swap the MDB board.
 - F. If the vending machine motherboard has been updated, the MDB board has been swapped, and the CAD remains disabled, the CAD should be replaced.

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CAD End of Business

Guide

The End of Business (EOB) marker is a message sent from a vending machine CAD to the tablet indicating that the period of business has concluded. This marker message enables ship vending to reconcile machine counts and update reporting accordingly. An EOB can be performed any time there have been transactions performed since the last EOB was indicated.

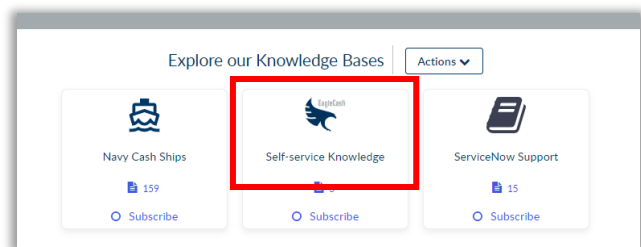
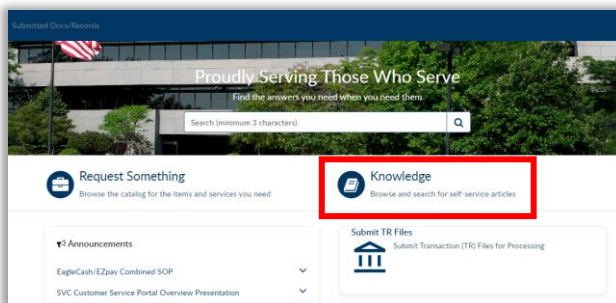
1

To indicate End of Business on a CAD, follow these steps:

- A. Enter admin menu by pressing “enter” 5 times and inserting an authorized user card.
- B. Scroll through the admin menu using “enter” until you see “Open Sales” with a “closeout” option at the bottom left corner of the display.
- C. Press “cancel” to close out and send the EoB marker.
- D. Press “cancel” to confirm Closeout.
- E. The CAD will display “EOB Pending.” You can remove the card to return to normal functions.

2

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CAD Health Check

Guide

The Card Accepting Device (CAD) has a feature which will check network and registration functions to assist with troubleshooting in the event the device isn't functioning as expected. A detailed guide to the Health Check feature can be found by following the instructions under step 2 below.

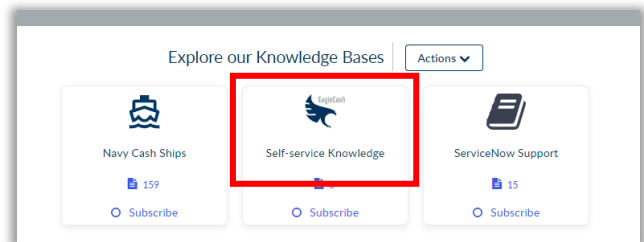
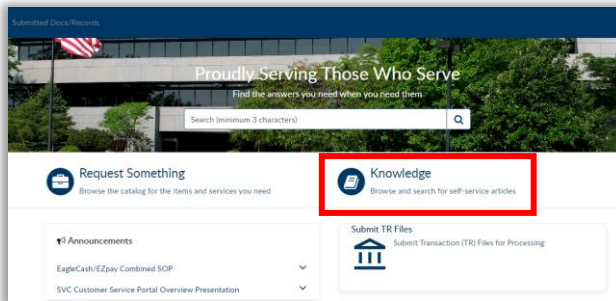
1

To run health check on CAD, do the following:

- A. Access the admin menu.
 - i. Press "Enter" button 5 times.
 - ii. Insert a Navy Cash Accountable Official (NCAO) card.
- B. Use the "Enter" button to scroll through the menu until you see "Health Check Server Selection."
- C. Select a "server" (tablet) to test connections to.
- D. Enable device registration on that tablet.
 - i. Physically locate the tablet you selected on the CAD.
 - ii. Insert an authorized user card into the tablet card reader.
 - iii. Enter the customer service module and select "Device Management."
 - iv. Enable device registration.
- E. Return to the CAD and select "Start" by pressing the red "Cancel" button.
 - i. After the network test runs, the device will show the pairing test screen.
- F. Select "Start" by pressing the red "Cancel" button.
- G. After the pairing test runs, show the results by pressing the red "Cancel" button.
- H. Scroll through the results by pressing "Enter."

2

If you have internet connectivity, log in to ServiceNow (<https://frbsvc.servicenowservices.com/csm>) and visit the knowledge base to find [videos](#) and more detailed tutorials for CAD Health Check.



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CAD Not Configured

Troubleshooting

CAD “Not Configured” indicates that the CAD hasn’t been able to download its configuration from a tablet. In the event a vending machine CAD displays a “Not Configured” message, attempt the following:

1

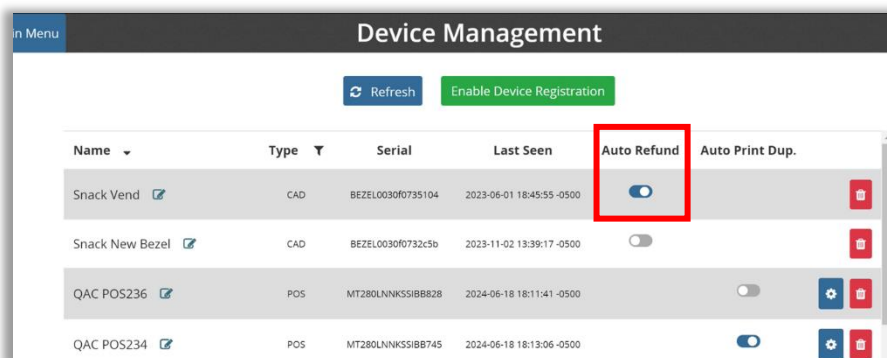
Run the health check feature to verify communication and force a registration to the tablet.

A. Please see the one-page guide on running health check for details

2

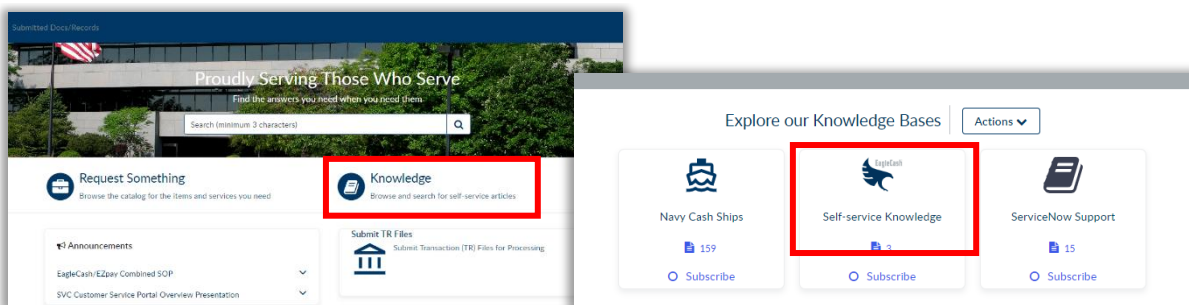
If the CAD does not recognize your admin card, but requires an admin card to access the admin menu, refresh the configuration by enabling/disabling auto-refund.

- A. In *rare* cases, you cannot log in with your disbo card on a configured CAD. It’s possible the configuration for the CAD needs to be refreshed. You can force the tablet to send an updated configuration to a CAD by changing something about the configuration file.
- On the tablet, insert your disbo card, enter your pin, and select “Customer Service.”
 - In the customer service module, select “Device Management.”
 - In the device management screen, you will see a list of all CADs and POS devices.
 - Locate the CAD you are unable to log in to.
 - To the right of the CAD name, you will see a column called “auto-refund.”
 - Toggle auto refund, and a new configuration file will be generated for the CAD.
 - Wait 15 minutes for the CAD to download its updated configuration file.



3

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CAD Card Reader Error

Troubleshooting

The CAD card reader is accessible when the CAD display indicates “insert card.”

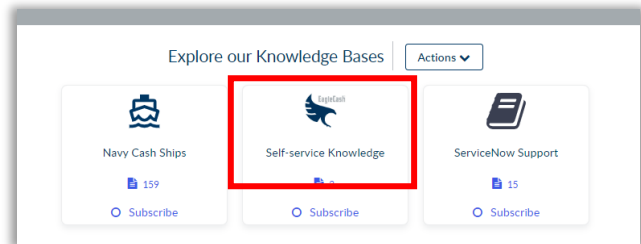
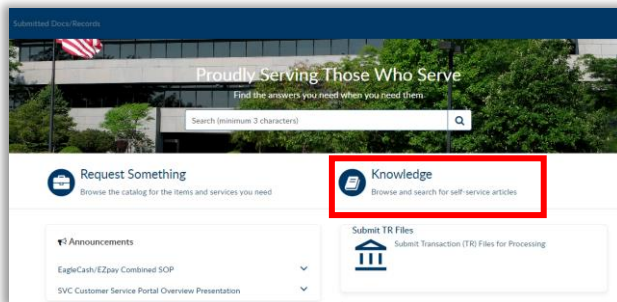
1

If the CAD indicates an error after card insertion, does not respond when a card is inserted, or appears to be locked up, do the following:

- A. Test a different card to ensure the problem is not with the card being used.
- B. Reset the CAD by powering off and restarting.
 - i. Disconnect the CAD from power.
 - ii. Wait five seconds.
 - iii. Reconnect the CAD to power.
- C. If the problem persists, replace the CAD.

2

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CAD Stuck Transactions

Troubleshooting

The Card Accepting Device (CAD) offloads transactions to a connected tablet every 10 minutes assuming communications are good. If you notice a CAD has not checked in (look at the Dashboard screen on the Customer Service module on the tablet) in several hours, you should verify that CAD has a connection. If there are transactions pending and accumulating, the CAD might need to be replaced. In this case, you can still recover those transactions from the CAD.

1

To troubleshoot stuck transactions (on a properly network connected CAD), do the following:

- A. Run the Health Check feature on the CAD.
 - a. There is a One-Page guide on running Health Check as part of this leave-behind document.
 - b. The Health Check will tell you if you have a network or configuration problem.
 1. CADs do not “lose” their configuration, so a CAD which indicates communications are good but registration is failing likely needs to be replaced.
 2. If the CAD Health Check indicates a network problem, engage ship IT to troubleshoot.
 3. Ensure the CAD ethernet connection to the switch is solid and verify the connected network switch light is green.
- B. Reboot the CAD by disconnecting it from power for 5 seconds.
- C. As a last resort, the thumb drive can be removed from the CAD with the struck transactions and inserted into another connected CAD.
 - a. Open the vending machine door and locate the USB dongle.
 - b. Power off the CAD by removing the “Y” cable which this dongle is connected to.
 - c. Remove the thumb drive.
 - d. Locate an active CAD in another vending machine which has checked in recently.
 1. Power off a CAD which is **not** having trouble offloading transactions and remove its thumb drive.
 2. Be careful to keep track of which thumb drive is which.
 - e. Put the thumb drive from the malfunctioning CAD into the “Y” cable of the functional CAD and power on the CAD.
 - f. Wait for the transactions to offload. This may take some time if there are many transactions.
 - g. DO NOT allow additional transactions to be run on the functional CAD until you have replaced its original thumb drive.



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Point of Sale End of Business

Guide

The End of Business (EoB) marker is a message sent from a Point of Sale (POS) device to the Surface Pro tablet indicating that the period of business has concluded. This marker message enables the ship store to update the ROM3 system, match what was sold with what was settled to LOA/ACH, and update reporting accordingly. An EoB can be performed any time there have been transactions performed since the last EoB was indicated.

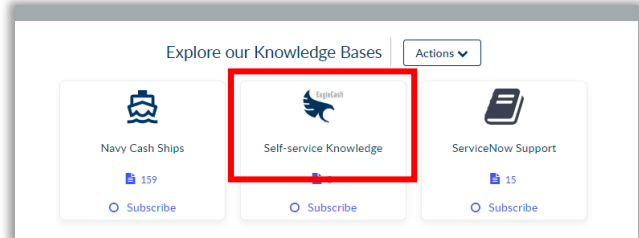
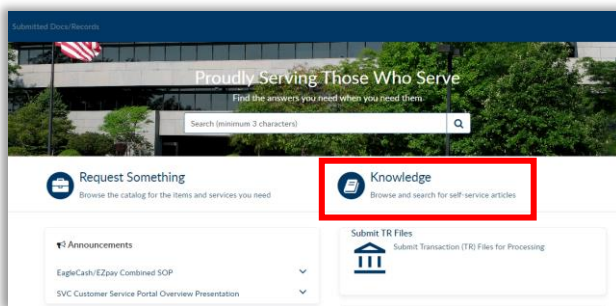
1

To indicate End of Business on a POS, follow these steps:

- A. The POS must be logged in.
 - a. To log in, insert an authorized user card and enter the pin.
- B. Press the top right button (above the 3 button) on the keypad below the display to access the utilities menu.
- C. Press “5” to access the closeout function.
- D. The screen will show an overview of completed sales broken down by merchant, including a total at the bottom. Use the down key on the directional pad to scroll this overview if you want to see more information.
 - a. Once you perform the closeout, this overview will no longer be reviewable.
- E. To perform the closeout, press the green “Enter” button at the bottom right corner of the keypad. The screen will indicate “Closeout Successful” and return to the utilities menu.

2

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Point of Sale Health Check

Guide

The point of sale (POS) device has a feature which will check network and registration functions to assist with troubleshooting in the event the device isn't functioning as expected.

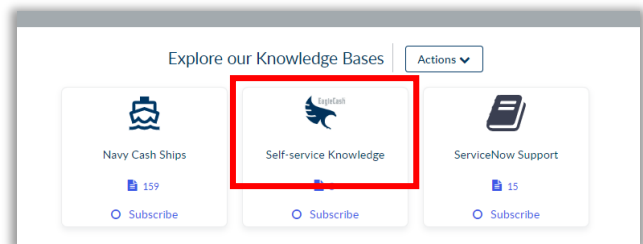
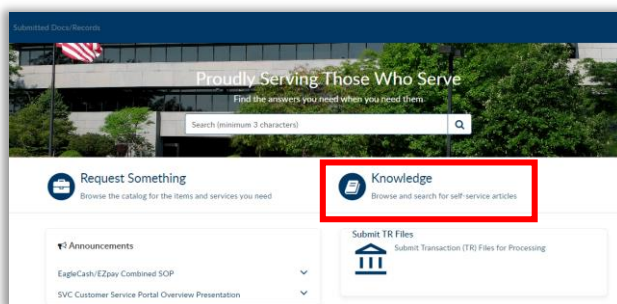
1

To run health check on POS, do the following:

- A. Access the admin menu.
 - a. Press and release F+1+3+9 in sequence.
 - b. Input 8 zeros in the password field and press enter.
- B. Press "2" to access the Health Check menu.
- C. Select the tablet which you will be attempting to connect to.
- D. Locate the physical tablet you just selected on the POS.
- E. Enable device registration on that tablet.
- F. Return to the POS and select "Network Test" or press "1."
 - a. After the network test runs, the device will return to the health check selection screen.
- G. Select "Pairing Test" or press "2."
 - a. After the pairing test runs, the device will return to the health check selection screen.
- H. Press "Enter" to view results.

2

If you have internet connectivity, log in to ServiceNow (<https://frbsvc.servicenowservices.com/csm>) and visit the knowledge base to find videos and more detailed tutorials for POS Health Check.



For assistance, please contact the Navy Cash Central Support Unit (CSU) through either:

Phone: US toll-free 1-866-662-8922 | Monday–Friday between 0000–1800 CT **Email:** navycashcenter@frb.org

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Point of Sale Refund

Guide

In the event of an error, the point of sale (POS) device offers the ability to refund the most recent transaction completed. Transactions which occurred before the most recent transaction can be refunded at a customer service kiosk by a Navy Cash Accountable Official (NCAO).

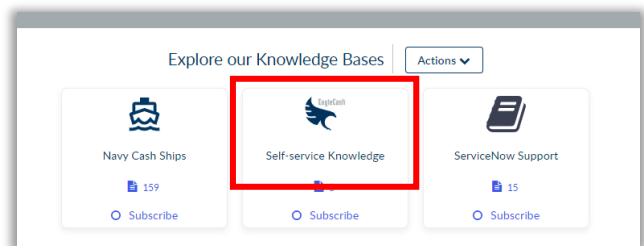
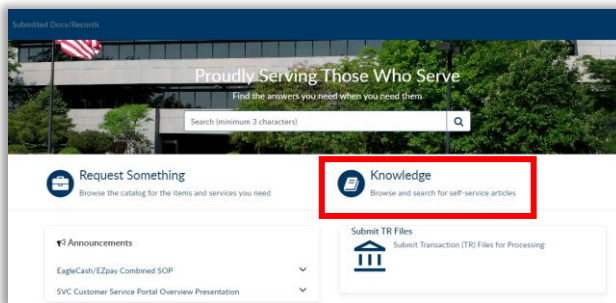
1

To refund the most recent transaction on a POS, do the following:

- A. Press the top right button on the keypad (above the “3” button) to access the utilities menu.
- B. Press “4” to begin the refund.
- C. When prompted, insert the card on which the transaction occurred.
- D. When prompted, have the cardholder enter their pin.
- E. Confirm the refund amount matches the expected amount.
- F. If the card matches the most recent transaction, and you confirm the amount, the POS will display “completed refund” and after a moment will display the current card balance.

2

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POS Login

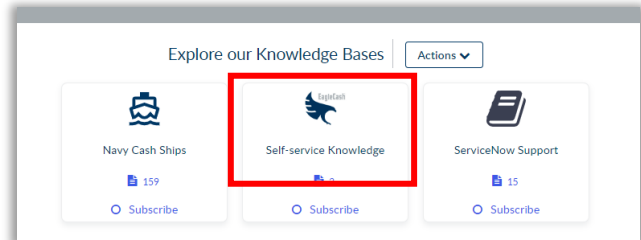
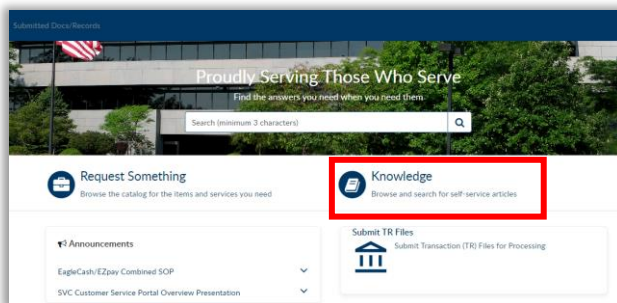
Guide

The Point of Sale (POS) device needs to be logged in before transactions may be conducted. If the POS is not logged in, you will receive an “Error. Authentication Failed. Not Authorized” message when you insert an Eagle Cash card.

1 To log in the POS device, do the following:

- A. Verify the green label on the display says “Logon.”
- B. Insert a Navy Cash Accountable Official (NCAO) Eagle Cash card.
- C. Enter your pin.
 - a. You will see a message which says “User Authenticated. Please Remove Card.”
 - i. If you see a message of “Error. Authentication Failed. Not Authorized” you are not using a properly provisioned NCAO card, or the card which you are using has been provisioned, but that provisioning hasn’t synced to all devices yet.
- D. Remove the card. The device will display “Begin Sale” and is now logged in and ready to accept transactions.

2 If you have internet connectivity, log in to ServiceNow (<https://frbsvc.servicenowservices.com/csm>) and visit the knowledge base to find more articles and details on Navy Cash device management.



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Point of Sale Stuck Transactions

Troubleshooting

The point of sale (POS) device shows the number of transactions which have completed since the last successful sync to a tablet in the bottom left corner of the display. If there are transactions pending and accumulating, there may be a communications issue. The POS attempts to offload transactions every ten minutes.

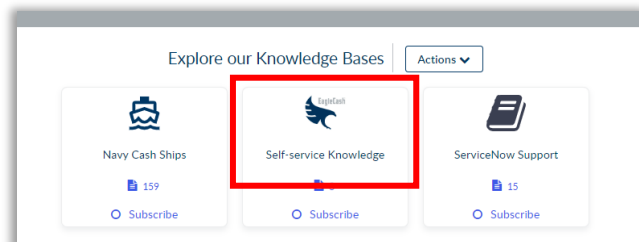
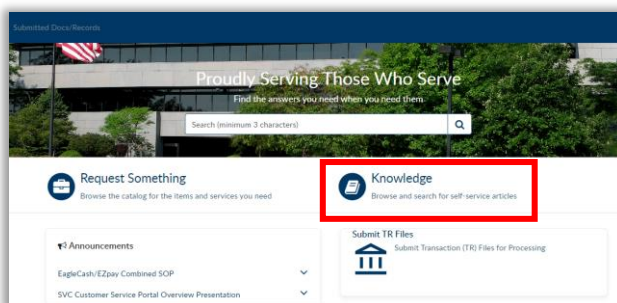
1

To troubleshoot stuck transactions (on a properly network connected POS), do the following:

- A. Verify there are currently merchants assigned to the POS.
 - a. A POS with no merchants assigned will display “Not configured” instead of “Begin Sale.” Since an unconfigured POS isn’t expecting transactions, the transactions already existing will not offload.
 1. It is possible that the merchants were inadvertently deleted on another connected tablet.
 - b. On a connected tablet, access device management in the customer service module, and assign merchants to the POS.
 - c. On the POS, reboot and wait at least 10 minutes for the device to become configured.
 - d. Once configured, ensure the POS is seated on a connected cradle, and transactions *should* begin offloading.
- B. Run the health check feature to verify the POS has good network connectivity and a valid registration token.
 - a. The Health Check guide is part of this leave-behind document series.
- C. As a last resort, the SD card can be removed from the POS with the stuck transactions and inserted into another connected POS. The transactions will offload. The original POS should

2

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POS Check for Updates

Guide

The point of sale (POS) device will check a connected tablet for an updated application version each time it boots. The POS application has a manual update check function as well.

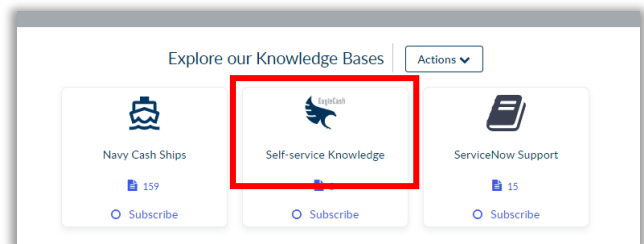
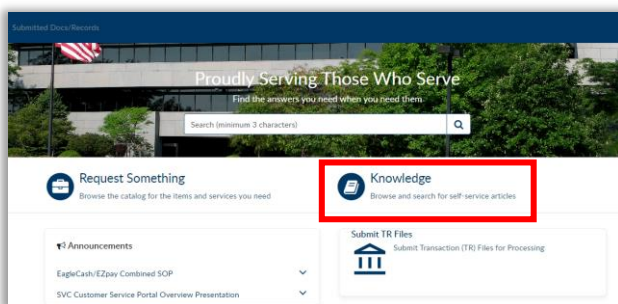
1

To check for updates on a POS, ensure the POS is seated on a network connected cradle, and follow these steps:

- A. Access the admin menu.
 - a. Press and release F+1+3+9 in sequence.
 - b. Input 8 zeros in the password field and press enter.
- B. Press “3” to check for updates, or use the down button on the directional pad to highlight the “Check for Updates” button and press “Enter.”
 - a. If the POS finds an available update, it will download it and display “Reboot to apply update” with a button indicating “Reboot now.”
 - b. If the POS does not find an available update it will display “No updates available.”
 - c. If the POS does not have a network connection it will display “Network failed to download update.”
 - i. Ensure the POS is seated on a network connected cradle.
 - ii. Run a health check to diagnose connectivity issues.
- C. Press cancel to return to normal function.

2

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Point of Sale - Out of Service – Not Configured

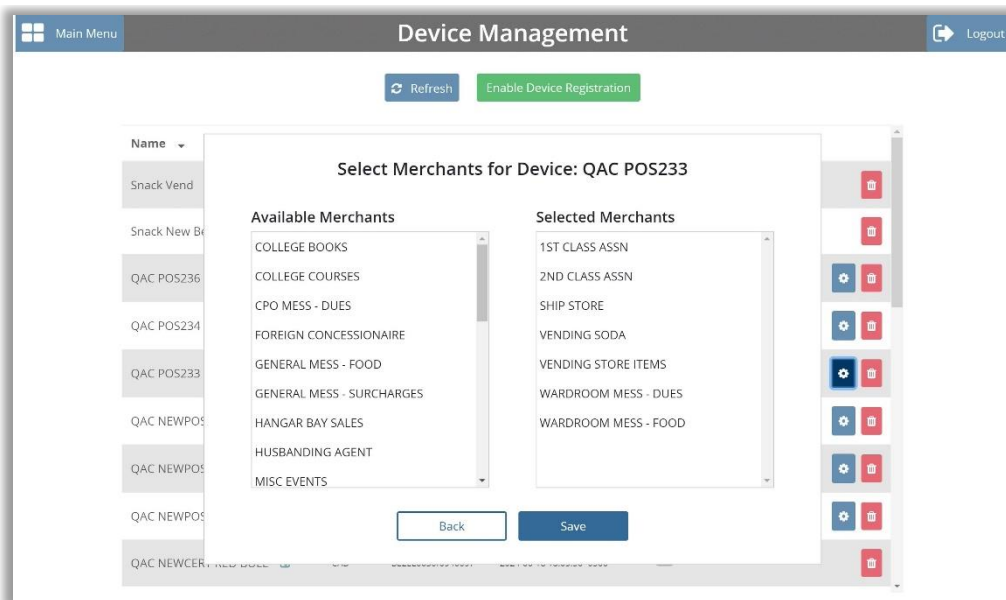
Guide

After pairing, if a Point of Sale (POS) device does not have merchants assigned to it, it will display “Out of Service – Not Configured” after startup.

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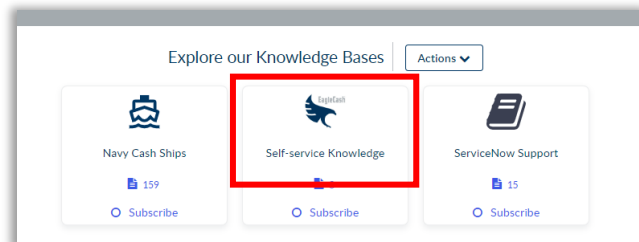
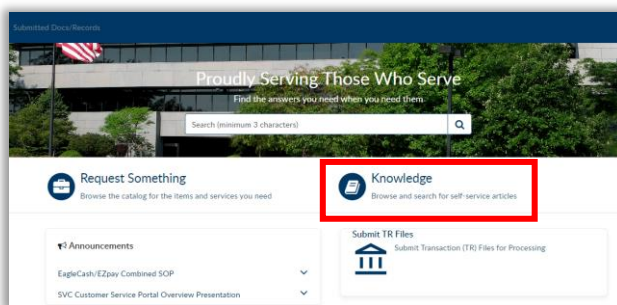
Assign merchants to the POS:

- G. Log in to a connected tablet using your Navy Cash Accountable Official (NCAO) card.
- H. Select “Customer Service” → “Device Management”
- I. Locate the POS in the list of paired devices.
- J. Tap the gear icon on the right side of the row for that POS.
- K. Add merchants to the POS device.
- L. Tap “save”
- M. Reboot the POS and keep it on a connected cradle until it downloads a new configuration with the assigned merchants.



2

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