

# 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. Nor does it eliminate the need for maintaining existing money-handling procedures for contingency operations in the unlikely event that Navy Cash experiences a catastrophic failure and no longer functions.*
- 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 uses the Post Office–Metered Mail Navy Cash merchant.
- b. The Treasury Agents, the Federal Reserve Bank of Boston (FRBB) and PNC Bank (PNC), 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 Point-Of-Sale device (POS) 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 POSs are permanently installed in the post office and operate in an online mode. If necessary, the Disbursing Officer can configure and issue a POS to the Postal Officer to operate in an offline, portable mode.
- b. The Navy Cash POS shall be configured with the POST OFFICE - METERED MAIL Navy Cash merchant to report on sales in the Post Office. See paragraph 2.2.2, Admin Mode – Setting Up the POS, in Chapter 2, POS, CAD, & Kiosk Operating Procedures, of this SOP for instructions on configuring and operating the POS.
- c. The sales procedure is performed in accordance with paragraph 2.2.6, Normal Mode – Purchases, in Chapter 2 of this SOP.
- d. All USPS postal money orders will be cashed at the disbursing office. Before cashing postal money orders, the Disbursing Officer must check the Missing and Stolen Money Order List provided by the ship's post office.

## 6.5 Sale of USPS Stamps to Ship's Store

Navy post offices are authorized to sell USPS stamp booklets ("Forever" stamps only) to the Sales Officer, or designated representative, for sale in the ship's store. Sale of single stamps is not authorized. Procedures for the procurement and sale of stamps by the ship's store operation are included in NAVSUP P487, paragraph 3400.

## 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](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 Postal Officer compares the Daily/Weekly Postage Meter Register Report and the Merchant Sales Summary Report to determine if they match (see paragraph 6.10.1 for an example comparison of a Daily/Weekly Postage Meter Register Report and 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 "Reports" pull-down menu in the Navy Cash Disbursing Application, clicking on "Merchant Sales Summary" in the "Application Reports" window, filling in the start and end dates for the inclusive period, and clicking the "Generate" button. The Disbursing Officer will provide copies of these reports to the post office for filing. A copy of the Daily/Weekly Postage Meter Register Report must be attached to and filed with the corresponding Merchant Sales Summary Report.
- e. 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 Daily/Weekly Postage Meter Register Report.
- f. If the reports do not match, an error has occurred that must be investigated and resolved. Records and reports 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 Merchant Sales Summary Report and the Daily/Weekly Postage Meter Register Report are submitted to the servicing Postal Financial Officer (PFO). One possible scenario for account shortages with procedures for corrective action follows:
  - (1) Scenario — Window Clerk Is Short. In this case, "short" means that the amount shown on the Daily/Weekly Postage Meter Register Report is greater than the amount shown on the Merchant Sales Summary Report. Corrective Action: The responsible window clerk can correct this account shortage by inserting his/her personal Navy Cash card in the POS and entering the amount of the shortage as a sales transaction.

g. A copy of the Daily/Weekly Postage Meter Register Report must be attached to the corresponding Merchant Sales Summary Report and kept on file for four years.

h. 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 8.4.21). A sample report is contained in paragraph 6.10.4. *In Navy Cash, all dates and times are recorded and reported in Greenwich Mean Time (GMT) (Coordinated Universal Time (UTC)).*

## **6.8 Contingency Operations**

### **a. Short-Term Outage.**

(1) The POS 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 POS at the end of the day so that Navy Cash payments can be processed offline the next day even if connectivity is not available. A POS in normal mode operating offline can store up to 10,000 messages in the internal and SD card message queues before it is full and can no longer process transactions.

(2) When connectivity to the Navy Cash server is restored, sales receipts transaction messages stored on the POS are forwarded automatically to the Navy Cash server. This download starts when the LAN connection to the server is made and the "Offline Indicator" on the Status Bar of the POS screen disappears, usually within a minute. The "Internal Queue Message Indicator" and the "SD Card Queue Message Indicator on the Status Bar of the POS screen remain displayed until all transactions have been downloaded to the server from the internal and SD card message queues.

### **b. Localized Network Outage.**

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

(2) Operator Log-On. The operator can log on to the portable POS (and the merchant can be set to POST OFFICE - METERED MAIL) at any operating Navy Cash 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 POS device currently in operation (if any) and connects the portable POS. Once connected, the operator can log-on to the POS following the normal procedure. After log-on is complete, the operator can disconnect the data cable and proceed to operate the POS in the offline mode. If a POS was disconnected to permit the log-on, it should be reconnected at this time. The operator should make sure that the portable POS has fresh batteries and that additional batteries are readily available.

(3) Download Sales Transactions. If the network outage is localized, the sales receipts stored on the portable POS can be downloaded at the end of each day at one of the Navy Cash 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.

## **6.9 Official Mail Service**

a. On Navy Cash ships, the ship's Official Mail Manager (OMM) is authorized to use only the OMM Navy Cash merchant card to pay for postage and postal services in processing official mail when the ship is underway from homeport and is processing official mail through the ship's post office, i.e., use of the OMM Navy Cash merchant card is mandatory.

b. A card report (see paragraph 8.4.14) 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. The Navy Cash Cardholder Website provides access to a detailed transaction history of all Navy Cash closed-loop and Mastercard debit open-loop transactions on the OMM Navy Cash merchant card for the current month and the last 24 months. Procedures for the use of the OMM Navy Cash merchant card in processing official mail are included in Appendix N.

## 6.10 Post Office Forms and Reports (Examples)

### 6.10.1 Merchant Sales Summary Report and Daily/Weekly Meter Register Report

Run Date/Time: 05/12/2010 17:00:00 GMT

Report will be run after the close of postal business on Wednesday.

Merchant Sales Summary Report  
Location: Rxxxxx

Report Parameters:

Start Date: 05/06/2010 00:01:00  
End Date: 05/12/2010 17:00:00

Report is from Thursday (week prior) at 00:01 through the close of postal business on Wednesday.

| Merchant Name              | Merchant ID      | Sales  | Refunds | Total  | Count |
|----------------------------|------------------|--------|---------|--------|-------|
| GENERAL MESS - FOOD        | 800000003675     | 0.00   | 0.00    | 0.00   | 0     |
| POST OFFICE - METERED MAIL | 800000003699     | 100.00 | 0.00    | 100.00 | 10    |
| SHIP STORE #1              | 800000003701     | 0.00   | 0.00    | 0.00   | 0     |
| VENDING SODA               | VMSODA0000000001 | 0.00   | 0.00    | 0.00   | 0     |
| VENDING STORE ITEMS        | VMCAND0000000001 | 0.00   | 0.00    | 0.00   | 0     |
| WARDROOM MESS - FOOD       | 800000003695     | 0.00   | 0.00    | 0.00   | 0     |
| Totals                     |                  | 100.00 | 0.00    | 100.00 | 10    |

|                     |     |           |
|---------------------|-----|-----------|
| REGISTER REPORT     | ARC | PB#####   |
| MAY 12 10           |     | 17:00P    |
| ASCENDING REGISTER  |     | \$100.00  |
| DESCENDING REGISTER |     | \$4900.00 |
| CONTROL SUM         |     | \$5000.00 |
| METER PIECE COUNT   |     | 10        |
| PIECES              |     | 10        |
| VALUE               |     | \$100.00  |

Postage Meter Register Report will be printed after close of business on Wednesday. Then it will be affixed to the Merchant Sales Summary Report.

*Postal Clerk*                      *5/12/2010*  
 \_\_\_\_\_  
 POSTAL CLERK SIGNATURE                      DATE

*Postal Officer*                      *5/12/2010*  
 \_\_\_\_\_  
 POSTAL OFFICER SIGNATURE                      DATE

Postal Clerk and Postal Officer will sign and date the report (does not have to be typed in).

## 6.10.2 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 - 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                |

### 6.10.3 Monthly 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 - 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              |



## 6.10.4 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 \*\*\*\*\*

