Navy Cash Training
Sales Unit 1:
Sales and Other Merchants
Objectives

- Discuss how to obtain Operator IDs
- Explain Rules of Behavior (ROB) and FS Form 2888
- Demonstrate and explain POS iPA 280 interface
- Discuss Disbursing Application functions related to sales operations
- Explain Merchant Accounts for Sales and Food Service
- Discuss daily business practices, EOD procedures, and processing refunds
Obtaining an Operator ID

- All iPA 280 users are required to be enrolled in Navy Cash
- Each user must have a unique 4-digit Operator ID within the NC Disbursing Application
  - Do not share Operator IDs
- Disbursing will assign all Operator IDs
- Operator IDs are not reusable. Once an Operator ID is assigned and that operator leaves the ship, the relief must be assigned a totally different operator ID
- Operator ID must not begin with zero (0)
Rules of Behavior (ROB)

- All personnel who operate a Navy Cash POS device are required to sign their Rules of Behavior.
- The ROB is signed electronically in Disbursing.
- By signing the ROB, they acknowledge that they have read, understand, and agree to abide by the rules.

» NC Operators must only conduct official business within Navy Cash.
NOTICE AND CONSENT

When you use the Navy Cash system, you are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS, which includes any attached device, you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, and personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures, e.g., authentication and access controls, to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative, monitoring or personnel misconduct investigations or work product related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.

RULES OF BEHAVIOR FOR USERS OF NAVY CASH SYSTEM

1. These rules of behavior for users of the Navy Cash system delineate the responsibilities and the expected use and behavior of all individuals with access to the Navy Cash system, defined as all computer hardware (including attached devices), software, and electronic files. By your signature below, you indicate that you have read, understood, and agree to abide by these rules of behavior.

2. You must conduct only official, authorized business on the Navy Cash system. You must access only that data, control information, software, hardware, and firmware for which you are authorized access, and assume only those roles and privileges for which you are authorized. Do not introduce or use any unauthorized software, firmware, electronic files, or hardware.

3. As a Navy Cash operator, e.g., in the post office, CPO mess, ship's store, or disbursing office, you must be authorized as a user and be assigned a unique operator ID number at the disbursing office. In the ship's store, once operator IDs are established in Navy Cash, they must be entered into the Retail Operations Management (ROM) system. ROM and Navy Cash operator IDs must match for sales receipts to be reported properly.

4. Access to Navy Cash Disbursing Application workstations or laptops or to the Navy Cash server must be authorized by the disbursing office and is controlled by user name and password. Passwords created by the Disbursing Application for new users, or any other default passwords, must be changed at the disbursing office as soon as creation of the new user account is completed.

5. Passwords must be a minimum of 14 characters (15 characters for Sys Admin) and less than 16 characters in length and must begin with an alphabetic character and should use three of four character sets, i.e., upper-case letters, lower-case letters, numbers, and special characters.

6. Protect your password. Your password must be changed at the disbursing office every six months or when you suspect it may have been compromised or it appears in an audit document. Before you change your password, the Disbursing Officer will first verify your identity.

7. As an operator, you must log off your device or workstation when you 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 password.
Rules of Behavior (ROB)

own operator ID or user ID and password when operating the Navy Cash system. Protect devices or workstations from unauthorized access. Never leave a device or workstation unattended while logged into the system.

8. 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, must contact the Disbursing Officer or Deputy.

9. Each calendar quarter, the ship’s Cash Verification Team will generate card reports for all Navy Cash Disbursing Application users to verify that no unauthorized deposits were made to their accounts since the last quarterly cash verification.

10. You must follow the procedures established 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.

11. All cardholders in the Navy Cash Stored Value Card program are granted privacy protections under the Privacy Act of 1974 as amended. Release of information may be granted to DoD law enforcement agencies if the head of the agency has made a written request to the U.S. Department of the Treasury Bureau of the Fiscal Service. All materials requested shall be sent from the Bureau of the Fiscal Service. Privacy protected information may not be released without written consent from the Bureau of the Fiscal Service. This restriction applies to a court order of a competent jurisdiction including subpoena.

12. Ensure that all documents, equipment, system media, or other output containing PII are properly cleared, sanitized, marked, controlled, stored, transported, and destroyed based on sensitivity and need-to-know.

13. You must protect Navy Cash information and system resources from unauthorized access or occurrences of misuse, sabotage, tampering, denial of service, fraud, misappropriation, or release to unauthorized persons. Immediately report all such occurrences to the Disbursing Officer or Information Assurance Manager (IAM).

ACCEPTANCE

I have read the above Rules of Behavior for the Navy Cash System. By my signature below, I acknowledge and agree that my access to the Navy Cash system is covered by, and subject to, such Rules. Further, I acknowledge and accept that any violation by me of these Rules may subject me to administrative or civil and or criminal actions and may result in the termination or suspension of my access to the Navy Cash system at any time without notice.

User’s Name: ____________________________ (printed)
User’s Signature: ________________________ (signature)

Last Four Digits of User’s SSN: ____________________________
Date: ____________________________
FS Form 2888

- Accountable Official Application Form for U.S. Department of the Treasury Stored Value Card (SVC)
- Sales Officer or designated personnel (who has custody of Vending Merchant Cards) is required to submit a completed and signed FS Form 2888 to the Disbursing Officer
  
  » DISBO forwards the forms to Treasury Financial Agent for retention

- Not required for General Mess operations
  
  » General Mess is a Line of Accounting (LOA) merchant
FS Form 2888
iPA 280 System Interface
iPA 280 Modes of Operation

- **Proxy Mode**
  - The iPA 280 is connected to the ship’s LAN and Navy Cash Server (Disbursing Office only)

- **Normal Mode**
  - Online
    - iPA 280 is connected to the Navy Cash server directly through the ship’s LAN
  - Offline (portable mode)
    - Operator remains logged on the POS
    - Ensure battery is fully-charged
iPA 280 Screen Layout

- **Header Bar**

- **Main Screen**

- **Status Bar**
iPA 280 Log On

- Power on the iPA 280
- Connect the iPA 280 to the Network
  - Put iPA 280 into POS Base Unit or connect to a Navy Cash LAN drop
  - Ensure iPA is connected to the network
- iPA 280 prompts Operator to enter Operator ID
- Enter Operator ID
- Operator ID text box turns green and the OK button is enabled
iPA 280 Log On (cont.)

- iPA 280 displays Operator’s name on Normal Mode Welcome Screen
- iPA 280 is ready to process sales transactions/collections
To logoff the iPA 280

- Ensure the iPA 280 is connected to the network (online)
- Touch the *Logoff* option on the header bar
- iPA 280 will prompt Operator to confirm log off with a message “*Are you sure you want to logoff?*”
- Touch the “*Yes*” button to confirm log off, or the “*No*” button to cancel
The CAD, SD Card, and SAM Chip
Card Access Device (CAD)

- Connects to the Navy Cash Server through ship’s LAN
- Requires network connection to initially log in to the Navy Cash Server
  - If CAD loses connectivity to Navy Cash server, it can still process transactions offline
- Does not support entry of PIN
Secure Digital (SD) Card

- The SD Card
  - Provides a means of storing transactions when the CAD is offline (also installed in iPA 280)
  - SD card used should be 1GB or greater
  - SD High-Capacity Cards (SDHC) are not compatible with the CAD
  - Can store up to 10,000 messages
Secure Access Module (SAM)

- SAM is installed in iPA 280s, Kiosks, and CADs
- DISBO must ensure each iPA 280, Kiosk, and CAD has a SAM Chip, including spares
- The iPA 280, Kiosk, and CAD use a SAM to interact with the chip on the Navy Cash card
- If a SAM is not present, the iPA 280, Kiosk, or CAD will not work, and an out-of-service error is displayed on the screen
Navy Cash
Disbursing Application
Equipment Set-up - Sales Office

- Typical Set-up
  - Navy Cash LAN drop
  - iPA 280 is connected to a Navy Cash workstation

- NC Workstation
  - Disbursing Application for Sales
    - Refunds
    - Reports
    - Vending and Ships Store
    - Card Reports
Disbursing App Sign On/Off

- Verify that iPA 280 is turned on
  - “Welcome to Navy Cash – Proxy Mode – Offline”
- Turn on Navy Cash workstation and enter Windows password to launch Windows
- Verify icon for “DDE Proxy” (Dynamic Data Exchange) in lower right-hand corner of screen
  - If not, double-click desktop icon to start DDE Proxy
- Click icon for Disbursing Application, then log in using your username and password
- To log out of the Disbursing Application, click “Logout”
Disbursing Application Menu
Sales Merchant Accounts

- Sales Merchants are pre-set by Navy Cash
- Sales Merchants are Line of Accounting (LOA) Merchants
  - Ship’s Store
  - Vending Soda
  - Vending Store Items
  - Hangar Bay Sales
  - Beverage Bar
General Mess Merchant Accounts

- **Two Merchant Accounts**
  - *General Mess – Food*
    - To record standard meal prices
  - *General Mess – Surcharge*
    - To record meal surcharge

- **General Mess Merchants settle to Line of Accounting (LOA) monthly**
Daily Operations
Navy Cash and ROM

- Resale (Retail) Operations Management (ROM)
  - Currently, Ship’s Store operates in Normal Mode
  - The ROM workstation (backend office) is NOT integrated
  - Daily balancing must be performed to ensure both systems match
Ship’s Store

- **Daily Business**
  - Turn on the POS
  - Log into the POS using the 4-digit Operator ID
    - Ensure POS is online and connected to the Navy Cash Server
  - Scan all items through the Cash Register
  - Enter total transaction amount into the POS
    - Total Amounts entered in POS and Cash Register must match
  - Cardholder inserts NC card, enters PIN, and confirms total amount of the transaction
  - Review Sale Results and touch the “Done” button
  - Remove NC card from the POS
  - Transactions are automatically downloaded to the NC Server
Ship’s Store (cont.)

- **End of Day**
  - Ship’s Store operator ensures all sales transactions have been downloaded from the iPA-280
  - Sales Office or designated assistant generate an EOD Report from ROM summarizing that day’s sales activity at the Cash Register
  - Compare EOD Report with Navy Cash Merchant Sales Summary Report
  - **Totals for electronic sales must match**
  - If there are no differences, total sales will be entered and posted into ROM
  - Sales Officer signs all reports and reports filed
Ship’s Store (cont.)

- **EOD Differences**
  - Any difference must be investigated
    - Difference is >$5.00
  - Print the ROM Over/Short Report
  - Print the ROM Daily Transaction Report
  - Print the Merchant Transaction Report (i.e. by Operator) in Navy Cash
  - Verify the NC Refund Log
  - Compare reports, research, and resolve any discrepancy
Hangar Bay Sales

- Sales Officer sets up ROM Workstation
  - IAW ROM User’s Guide

- Check out POS from Disbursing Office
  - DO configures POS on Normal Mode with appropriate Merchant
  - DO assigns Operator ID
  - DO logs POS from check-out log

- At end of day, connect POS to any of the NC download boxes or serial ports
  - *Transactions are automatically downloaded to the NC Server*
Ship’s Store Profits

- Transfer of Ship’s Store Profits to MWR
  - Payment can be made via U.S. Treasury Check or Cash
Food Service Procedures

- All Officers and civilian riders will have a Navy Cash Card
- Deposits will not be made directly from ship riders to DISBO or Wardroom Treasurer to DISBO
- Food Service will confirm collections using the Merchant Sales Transaction Report and/or Merchant Sales Summary Report
Food Service Procedures (cont.)

- Refunds must be approved by FSO using a refund chit
- Food Service will submit a NAVSUP Form 1359 before the 27th of each month
  - Note: Disbursing Officer will dictate the final date for S-2 deposits
- FSO will notify TYCOM when deposit will not be made for the month
- If not ship’s company, meal sales will be recorded on the DD 1544 and the surcharge rates apply
Daily Reconciliation
Reconciliation

- Reconciliation is the process of confirming that Navy Cash collections balance with Navy Cash sales (transactions)
- Determine what caused an out-of-balance condition
- The DISBO, Sales Officer, and FSO must reconcile daily
**Reconciliation**

- **Daily Reconciliation - Ship’s Store**
  - *ROM Daily Transaction Report* is compared with daily *Merchant Sales Summary Report* and/or *Merchant Transaction Report*
  - Simplifies reconciliation at End of Month
  - Normally, daily ROM and Sales Reports are compared with applicable shore reports
    - » *Merchant Sales by Operator Detail Report*
Reconciliation

- Daily Reconciliation - Food Service
  - FSO compares recorded sales/surcharges (cash meal and bulk food) on the following:
    » Totals on DD 1544, NS 1046, or DD 1149 less Refunds
    versus
    » Total collections shown on the Navy Cash Merchant Sales Summary Report plus any cash/checks collected
# Reconciliation Worksheet

**USS ________________**

**GENERAL MESS DAILY RECONCILIATION WORKSHEET**

**DATE:** __________

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<tr>
<th>SALES</th>
<th>COLLECTIONS</th>
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<tr>
<td>DD 1149/NS 1282</td>
<td>Cash</td>
</tr>
<tr>
<td>NS 1046</td>
<td>Checks</td>
</tr>
<tr>
<td>DD 1544</td>
<td>Navy Cash (from Merchant</td>
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<td></td>
<td>Sales Summary Report)</td>
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<table>
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<th>TOTAL COLLECTIONS</th>
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<tr>
<th>ADJUSTMENTS TO SALES</th>
<th>ADJUSTMENTS TO COLLECTIONS</th>
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<tbody>
<tr>
<td>Plus refunds issued today but not liquidated today</td>
<td>Less amount of currency shortage–lost, misplaced or stolen–exclusive of Navy Cash funds</td>
</tr>
<tr>
<td>Less refunds issued before today but liquidated today</td>
<td>Plus amount of currency shortage–lost, misplaced or stolen–exclusive of Navy Cash funds</td>
</tr>
<tr>
<td>Less erroneously overstated sales amounts</td>
<td>Plus erroneously understated Navy Cash collections</td>
</tr>
<tr>
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<td>Less erroneously overstated Navy Cash collections</td>
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<tr>
<th>ADJUSTED TOTAL</th>
<th>ADJUSTED TOTAL</th>
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**SAIC PROPRIETARY**
General Mess Forms

- DD 1544 – Cash Meal Payment Book
- NS 1046 – Sale of Enlisted Dining Facilities Meals
- DD 1149 – Requisition and Invoice/Shipping Document
- NS 1282 – Food Item Request/Issue Document
- NS 1359 - General Mess Summary Document
Refunds
Refunds - Sales

- Sales Officer or designated assistant approves all Refunds
- Use a NC Refund Chit and NC Refund Log
- Customer takes merchandise to the Sales Office and fills out a NC Refund Chit
- After approval, Disbursing Officer, Sales Officer or designated assistant will process the refund through the NC Disbursing Application
- Sales Officer or designated assistant enters the refund in ROM following current procedures
Refunds - Sales

- Merchandise is returned to ship stock
- A copy of the approved Refund Chit and Refund Log are kept in the retained file
Refunds – General Mess

- FSO prepares, signs, and issues a Refund Chit
  - FSO approves all refunds
- FSO records the refund in the Refund Log
- Cardholder presents Refund Chit to Disbursing Officer
- Disbursing Officer performs refund
- Disbursing returns Refund Chit to FSO
- FSO records the date refund was cleared on Refund Log
- FSO keeps the Refund Log for 10 years
  - For reconciliation and audit purposes
Individual Refunds

- Two types of Individual Refunds
  - Chip Purchase Refund
    » Allows a single purchase transaction to be selected to the refund
    » Ensures the purchase is refunded only once
  - Miscellaneous Refund
    » Used when the specific purchase is difficult to identify
Refunds

- Individual Refunds Screen
  - Chip Purchase Refund
Refunds

- Miscellaneous Refund Screen
Questions
SALES UNIT 1 REVIEW

1. What are the two modes of operation on an IPA-280 POS Device?

2. How many messages can a SD card hold on a POS Device or CAD device?

3. Which two forms are used to process refunds?