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 MT 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 MT 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 Point of Sale 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.
Rules of Behavior (ROB)

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, personnel security 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, screening or monitoring of the content of privileged communications, 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 user 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, understand, 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 to use the disbursing office 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 in 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 if 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 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.

<table>
<thead>
<tr>
<th>User’s Name:</th>
<th>(printed)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User’s Signature:</td>
<td>(signature)</td>
</tr>
<tr>
<td>Last Four Digits of User’s SSN:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>
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
MT 280 System Interface
MT 280

- MT 280 is a Mobile POS (MPOS) device
  - Also called the Bluebird

- MT 280 - Online Mode
  - MT 280 is connected to the ship’s LAN via Ethernet connection to communicate with the Navy Cash Server

- MT 280 - Offline Mode
  - MT 280 is not connected to a designated LAN drop (i.e. MWR, money changers, foreign vendors)
  - Powered by battery
MT 280 Welcome Screen

Operator’s name
MT 280 Indicators

MT 280 is Offline

There are messages in the Internal queue

There are messages in the SD Card queue

SD Card is missing
MT 280
Logon and Logoff Procedures
MT 280 Log On

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

- MT 280 displays Operator’s name on Welcome Screen
- MT 280 is ready to process sales transactions/collections

*Operator’s name*
MT 280 User Log Off

- If MT 280 is Online
  - Step 1: Provided there are no messages in the queue, touch the Logoff option on the header bar
  - Step 2: Touch the “Yes” button when prompted to Logoff
MT 280 User Log Off (cont.)

- If MT 280 is Offline
  - Step 1: Connect MT 280 to a LAN drop
  - Step 2: Power on the MT 280
  - Step 3: Wait until the Offline Indicator disappear
  - Step 4: Wait until the Message Indicators disappear
MT 280 User Log Off (cont.)

– Step 5: Touch the \textit{Logoff} option on the header bar

– Step 6: Touch the \textit{“Yes”} button when prompted to \textit{Logoff}

\textbf{Note:}

\begin{itemize}
  \item \textbf{MT 280 must be connected to LAN:}
  \begin{itemize}
    \item To download transactions
    \item To Log on or off
  \end{itemize}
\end{itemize}
Short-Term Outage

- If connectivity to the server is expected to be a problem, an operator should remain logged-on to the MT 280 at the end of the day
  - This will allow operator to conduct business the next day
  - In Offline Mode, the MT 280 stores messages in the internal queue and uses an 8 GB SD Card as back-up storage
Card Access Device (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 on MT 280)
  - SD card used should be 8 GB
Secure Access Module (SAM)

- SAM is installed in MT 280s, Kiosks, and CADs
- DISBO must ensure each MT 280, Kiosk, and CAD has a SAM Chip, including spares
- The MT 280, Kiosk, and CAD use a SAM to interact with the chip on the Navy Cash card
- If a SAM is not present, the MT 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
  - MT 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 MT 280 is turned on

- Turn on Navy Cash workstation and enter Windows password to launch Windows

- 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

- Funds Transfer to Chip
- Funds Transfer from Chip
- Individual Refunds
- Bulk Refunds
- Deposit Cash to Strip
- PIN Reset or Change
- Change Card Status
- Unblock Card
- Card Report
- Assign Replacement Card
- Account Enrollment
- Account Information Update
- Note Maintenance
- Indicate End of Day
- Safe Bank Transaction
- Operator ID Maintenance
- Vending and Ship's Store
- Event Maintenance
- View Log
- View Disk Usage
- NOC Selection
- Process (Marine) Split Pay File
- Provisional Split Pay
- Access Editor
- Disbursing Reports
- Sales Reports
- Operations Report
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)
  - Ship’s Store operates can operate in Online or Offline mode
  - The ROM workstation (backend office) is NOT integrated to Navy Cash
  - Daily balancing must be performed to ensure both systems match
Ship’s Store

- **Daily Business**
  - Turn on the MT 280
  - Log into the MT 280 using the 4-digit Operator ID
    » *Ensure MT 280 is online and connected to the Navy Cash Server*
  - Scan all items through the Cash Register
  - Enter total transaction amount into the MT 280
    » *Total Amounts entered in MT 280 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 MT 280
  - *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 MT 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 MT 280 from Disbursing Office
  - DO configures MT 280 with appropriate Merchant
  - DO assigns Operator ID
  - DO logs MT 280 from check-out log
- At end of day, connect MT 280 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
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*
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

<table>
<thead>
<tr>
<th></th>
<th>Collections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Sales</strong></td>
<td><strong>Collections</strong></td>
</tr>
<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 Sales Summary Report)</td>
</tr>
<tr>
<td><strong>Total Sales</strong></td>
<td><strong>Total Collections</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustments To Sales</th>
<th>Adjustments To Collections</th>
</tr>
</thead>
<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>
<td>Plus erroneously understated sales amounts</td>
<td>Less erroneously overstated Navy Cash collections</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjusted Total</th>
<th>Adjusted Total</th>
</tr>
</thead>
</table>
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