Navy Cash Training
Disbursing Unit 2:
Disbursing Application Overview
Objectives

- Provide an overview of the Disbursing Application
- Explain the various types of Funds Transfers, including Refunds
- Discuss Navy Cash Card Maintenance procedures
- Demonstrate and explain various Utilities functions, including Provisional Split Pay
- Discuss various Ship Reports that can be generated within the Disbursing Application
Disbursing Office Set-up

- Disbursing staff performs a majority of their customer service using the Navy Cash Disbursing Application (DA)

- Typical set-up is:
  - MX-925 Fixed POS is connected to the Navy Cash workstation or laptop
  - Printer
Navy Cash
Disbursing Application
Overview
### Disbursing Application Menu

#### Cross-Reference for Navy Cash Disbursing Application Pull-Down Menus

<table>
<thead>
<tr>
<th>Funds Transfer</th>
<th>Card Maintenance</th>
<th>Account Maintenance</th>
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<tbody>
<tr>
<td>Funds Transfer to Chip</td>
<td>PIN Reset or Change</td>
<td>Assign Replacement Card</td>
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<tr>
<td>Funds Transfer from Chip</td>
<td>Change Card Status</td>
<td>Account Enrollment</td>
</tr>
<tr>
<td>Individual Refunds</td>
<td>Unblock Card</td>
<td>Account Information Update</td>
</tr>
<tr>
<td>Bulk Refunds</td>
<td>Card Report</td>
<td>Note Maintenance</td>
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<tr>
<td>Deposit Cash to Strip</td>
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#### Operations

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#### Disbursing Office Reports

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#### Operations Reports

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<td>8.3.1</td>
<td>8-21</td>
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</table>
Disbursing Application
Access to Disbursing Application

- You will need to have a distinct log-in name and password for the Disbursing Application
  - In order to get a login name, you must be enrolled into the Navy Cash system
  - Log-in name is assigned by the Disbursing Application via the Access Editor function

- Note: Remember that you also need a log-in name and password for Windows – do not get these two log-ins confused!
Disbursing Application Sign On

- Power on Disbursing workstation or laptop
- Launch Windows
  - Enter Log-on ID and Password
    » *Created via the Navy Cash Server (Active Directory)*
  - Verify icon for “DDE Proxy” (Dynamic Data Exchange) in lower right-hand corner of screen
  - If not present, double-click DDE Proxy icon to start
Double-click desktop icon for Disbursing Application to launch:

Log in using your username and password
  - Each user must use his/her own user ID and password
To log out of the Disbursing Application, click “Logoff”

Note: As a matter of policy, each user must log off the Disbursing Application when they are done working on the system.
Funds Transfer
Funds Transfer to Chip

Select Funds Transfer to Chip to allow adding electronic value to closed-loop account
Funds transfer to the closed-loop account can be done by:

- Cash
- SSN (strip to chip)
Funds Transfer from Chip

- With the **Merchant** button selected, this option is used primarily for Bulk Sales, such as bulk soda sales.
Funds Transfer from Chip (cont.)

With the *Cash* button selected, this option is used to “cash out” a cardholders closed-loop account.
Processing Refunds
Refunds

Have user insert card. Then click the 'Get Chip Info' button.

- Account Name:
- Card Number:
- Card ID:
- Account Balance:
- Account Status:
- Chip Balance Limit:
- Social Security Number (Last 4 Digits):

Refund:

- Transfer Amount $50.60
- Procedure:
  1. Have user insert card.
  2. Click the 'Get Chip Info' button.
  4. Choose refund by either purchase or amount.

Categories:
- COLLEGE COURSES
- GENERAL MEAL - FOOD
- GENERAL MEAL - SURCHARGES
- HANGAR BAY SALES
- MUSSELED AGENT
- Merchandise
Individual Refunds

- When a cardholder requires a refund from a merchant (i.e. Ship’s Store, MWR, FSO, etc), authorization must first be obtained on a standard, serialized Navy Cash Refund Chit.
- Approving merchant records the refund on a Navy Cash Merchant Refund Log.
- Cardholder takes and presents Refund Chit to Disbursing Officer or Deputy DO for processing.
Individual Refunds (cont.)

- For ships with separate Sales Officer, refunds will be processed at the Sales Office by Sales Officer or a designated representative.
- The processed refund will be returned to the cardholder’s closed-loop account.
- The refunded amount will be deducted from the originating merchant’s collections for that day.
Navy Cash server records the transaction and adds it to the appropriate daily merchant transaction reports.

Disbursing and Merchant should reconcile the amounts reported by Navy Cash server and the refund chits.

Original chits will be returned to the approving merchant for verification against the log.
Individual Refunds (cont.)

- DISBO (or Sales Officer) retains a copy of the approved chit, an updated Refund Log, and EOM reports summarizing all refunds.

- Purchases made with Visitor Cards must be refunded individually at the Disbursing Application.
Chip Purchase Refund

- Used to select a single specific transaction
- Used to refund multiple-item purchases if all items were purchased at the same time
- This option ensures particular item is refunded only once
- Funds are credited to the closed-loop account immediately
Chip Purchase Refund (cont.)

- Allows DISBO to select a single specific purchase transaction from a list of purchases.

- Filters are used to limit the number of items displayed:
  - Inclusive Dates
  - Event Code
Miscellaneous Refund

- Generally, preferred method of refund for Ship’s Store purchases
- Used for Vending purchases
- Used for a single item within a multiple-item purchase
- Allows DO to specify a transfer amount for the refund and select a specific merchant
- Funds are credited to the *closed-loop account* immediately
Allows DISBO (or Sales Officer) to enter the amount of refund and select the merchant.

Used when the specific purchase is difficult to identify

Example: Vending Machine purchases
Bulk Refunds

- Used when a large number of cardholders need a refund
- Allows disbursing to initiate a refund to everyone who purchased a ticket on a specific event
  - Event canceled due to operational requirements or schedule change (e.g. MWR events)
  - Refunds are credited to the *Open Loop Account*
Bulk Refunds (cont.)

- Merchant initiates Bulk Refunds
- Disbursing processes the Bulk refund
Bulk Refund Exceptions Report

- Shore Report that shows transactions that cannot be refunded
  - Transactions made with a Visitor Card or transactions that have been already refunded
  - DISBO and MWR Officer must review report to ensure all transactions were refunded

- Navy Cash Server, report is found under:
  - F:\files\navydata\report\ship\bulkrefund

- Workstation or Laptop, report is found under:
  - S:\files\navydata\report
Deposit Cash to Strip

- This function is used to deposit funds directly to the Open-Loop (strip) account.
- Enables **negative balances** to be resolved immediately.
Cardholders can plus up or deposit value directly to their Navy Cash open-loop (strip) account at the disbursing office with a check or cash—Primarily, to clear a negative Navy Cash account balance.
Deposit Cash to Strip (cont.)

- All transactions will be recorded manually on the Daily Cash Transaction Ledger, which shall be kept in the safe.

- The Disbursing Officer clicks the “Process Deposit” button to initiate the deposit to the cardholder’s open-loop account.
Daily Accountability
Daily Accountability

- DO, DDO, and Agent Cashiers maintain their own Navy Cash Daily Cash Transaction Ledgers.

- Figures should **match** the DISBO or Agent’s Disbursing Transaction Detail Report (DTDR) and DD Form 2665.
Disbursing Officer records Net Sum for Cash Transactions as increase/decrease to line 6.2A and decrease/increase to line 6.9 of the DD 2657
Daily Accountability (cont.)

**DD Form 2657, Section II**

<table>
<thead>
<tr>
<th>LINE NO.</th>
<th>DESCRIPTION</th>
<th>DAILY INCREASE</th>
<th>DAILY DECREASE</th>
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<tr>
<td>6.2A</td>
<td>DESIGNATED DEPOSITARY</td>
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<tr>
<td>6.3B</td>
<td>U.S. CURRENCY/COINAGE ON HAND</td>
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<td></td>
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<td>6.2C</td>
<td>FOREIGN CURRENCY/COINAGE ON HAND</td>
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<td>6.3A</td>
<td>UNDEPOSITED COLLECTIONS - GENERAL</td>
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<td>6.3B</td>
<td>OTHER UNDEPOSITED INSTRUMENTS ON HAND</td>
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<td>CUSTODY OR CONTINGENCY CASH</td>
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<td>6.5</td>
<td>FUNDS WITH AGENTS</td>
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<td>ADVANCES TO CONTRACTORS</td>
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<td>CASH IN TRANSIT</td>
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<td>PAYROLL CASH</td>
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<td>ACCOUNTS RECEIVABLE - CHECK OVERDRAFTS</td>
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<td>7.2B</td>
<td>ACCOUNTS RECEIVABLE - OTHER</td>
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Card Maintenance
**PIN Reset or Change**

- **Reset or Change PIN**
  - Primarily used when a cardholder forgets PIN
  - Allows cardholder to select a PIN when an Instant Issue Card or Visitor card is issued
  - New PINs are effective on the ship immediately

- **Note:**
  - **PINs for all issued Merchant Cards must be changed by relieving Accountable Official at turnover**
Change Card Status

- Used to "activate" a new Embossed Permanent card
- To report a Navy Cash card that is *lost, stolen, or damaged*
- To *cancel* a Navy Cash Card
Unblock Card

- **Card is blocked**
  - PIN is entered incorrectly more than 3 times
- **Error Code R09**
  - First time a blocked card is inserted into a POS
- **Error Code R09A**
  - 2nd or more time a blocked card is inserted into a POS
- **Error Unusable Card R7**
  - Card is permanently blocked
  - e.g. Cardholder entered incorrect PIN 10 or more times
Card Report

- Used for research purposes
- Report shows chip transactions ONLY
- Search can be done using Name, SSN, or Card ID Number
- Used by Cash Verification Team (CVT)
Note: Each quarter, the Cash Verification Team generates 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.
View Log

- Displays current and historical records of system actions and error conditions
- Used for troubleshooting problems with the Disbursing Application
View Disk Usage

- Show the current state of disk storage use within NC system
- Used as troubleshooting tool within the Disbursing Application
Device Pairing

- Enables Disbursing Officer to pair a Navy Cash Workstation or Laptop to a Verifone MX-925 POS

- Device Pairing Tutorial is included in the NC 1473 Resource CD
Split Pay Option (SPO) and Provisional Split Pay
Split Pay Option (SPO)

- Allows Sailors/Marines to have a portion of their pay sent directly to their Open-Loop account each payday.

- Disbursing Officer must ensure that Sailors/Marines are enrolled in Navy Cash before they sign up for SPO.

- Sailors/Marines must sign a SPO Election Form.

- Navy Procedures:
  - Ship forwards SPO Form to PSD Afloat.
  - PSD Afloat generates a HM series FID.
  - DFAS-CL processes and sends SPO file to Treasury Agent.
Split Pay Option (SPO) – cont.

- **Marine Procedures**
  - SPO is processed locally
  - Marine DISBO creates SPO payroll file
  - Payroll file is forwarded to Treasury Agent

- **Treasury Agent** processes SPO and forwards file to the ship a day prior to payday
  - Treasury Agent credits payroll payments to individual accounts by name, SSN (last four), and ship
  - Funds are deposited to the member’s *Open-Loop Account*
Failed SPO Payments

- **Causes:**
  - Member has no active Navy Cash Account
  - Name or SSN on file from DFAS do not match name or SSN in Navy Cash
  - Treasury Agent does not know member is attached to a particular ship
Troubleshooting:

- Disbursing Officer shall:
  
  » Verify the *Navy Cash Payroll Report*
    
    - *CLOSE_PND or CLOSED* – Navy Cash Account has been closed
    
    - *Account Invalid* – Treasury Agent could not match record to a Navy Cash Account

  » Ensure member is enrolled in Navy Cash

  » Verify if member did a “*Ship Check-in*”

- Contact Navy Cash Central Support Unit (CSU)
Sample NC Payroll Report

Navy Cash
Payroll Report

Location: R22102 USS NEVERSAIL
Pay Date: 03/15/2006
Payroll Number: 0070

Failed to post funds for JONES JOHN PAUL SSN 000-00-4253 Account
bad_stat:CLOSE_PND Amount: $100.00
Failed to post funds for FARRAGUT ADAM JOHN SSN 000-00-3703 Account
bad_stat:CLOSE_PND Amount: $120.00
Failed to post funds for FLORES MELINDA MARIA SSN 000-00-4901 Account
bad_stat:CLOSE_PND Amount: $20.00
Failed to post funds for MUSTIN JOHN THOMAS SSN 000-00-2832 Account invalid Amount: $145.00
Failed to post funds for SMITH ANGELA ANN SSN 000-00-8851 Account invalid Amount: $40.00
Warning! Some records could not be processed.

Payroll File Processed: R22102_NCPAY_NAV_20060315_121707.dat
Successful Updates: 1273
Failures: 5
Total Amount Posted: $140830.00
Total Amount Failed to Post: $425.00
Data committed to database.
Failed SPO Payments - Squadron

- Failed SPO for Squadron or Staff Element
  - Verify that Squadron Unit/Staff Element’s UIC is associated with the Ship’s UIC
  - *Table 133* of Defense Joint Military Pay System (DJMS)
    » Navy Cash SPO Table
    » lists all unit UICs that are attached to a ship
Sample Table 133

<table>
<thead>
<tr>
<th>JUMPS TABLE 133 (INQUIRY)</th>
<th>JRBE</th>
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<tr>
<td>PRODUCTION</td>
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<tr>
<td>NAVY CASH SPO TABLE</td>
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**PROCESSING DATE:** 2016 12 20

**ADSN:** 9054  
**ACTIVITY NAME:** USS CARL VINSON CVN 70

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</table>
Provisional Split Pay

- Used when:
  - Communication is down around payday
  - Ship is underway

- SPO participants are given a provisional credit in the amount of their:
  - Last SPO payroll amount, or
  - Edited amount if SPO has changed since last payday
    - Provisional SPO edit limit of $500.00 applies
      - Provisional SPO can not exceed last payday’s SPO plus $500.00

- Use SPO Payroll Report and SPO retained file to assist you in posting/crediting the correct amount
Provisional Split Pay (cont.)

Two function screens:

- Provisional Split Pay Amount Editing
- Provisional Post Split Pay
Provisional Split Pay (cont.)

- **Amount Editing Screen**
  - Used to update previous SPO information
Provisional Split Pay (cont.)

- **POST Split Pay**
  - Used to post edited Provisional SPO amounts
Provisional Split Pay (cont.)

- When Communications are restored:
  - Provisional SPO is reversed
  - Accounts are reconciled
  - Any differences is reflected in the *Provisional Split Pay Exception Report*
Access Editor

- Disbursing Officer *controls* access to the various functions within the Disbursing Application

- 3 sub-menus
  - Access and User Editor
  - Assigned Access Rights Editor
  - User Account Operations

- 6 User Groups, 6 levels of Access Rights
  - *Per SOP Change 17-001*
Access and User Group Editor

- This option is not available for use locally
- Reserved for programmers
Assigned Access Rights Editor

- **Used to add or remove Group Access Rights**
  - Access rights cannot be tailored for an individual user

- **Used to add or remove Group Membership**
User Account Operations

- User names are assigned by the Disbursing Application when a new user is added.

- Show the status of a user account – locked, open, or expired.

- Used to Unlock/Lock accounts.

- Allows passwords to be Reset or Changed.

- Note: A user account is automatically locked if the wrong password is entered 3 times.
Ship Reports

- From the Disbursing Application
  - Reports Menu
  - Reports can be generated by using one of the selection criteria

- Fill in the Start and End Dates
- Disbursing will print reports for all merchants
- Reports can also be saved electronically and sent via email
Reports

- Three Groups
  - Disbursing Office Reports
  - Sales Reports
  - Operations Reports
# Ship Reports

<table>
<thead>
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<th>Report</th>
<th>Purpose</th>
<th>Sort Capability</th>
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<tbody>
<tr>
<td><strong>Disbursing Office Reports</strong></td>
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</tr>
<tr>
<td>Safe Bank Transactions Report</td>
<td>Tracks all changes to Navy Cash funds in the disbursing office that result from deposits to bank (withdrawals), deposits to safe (deposits), funds transfers to chip, and funds transfers from chip</td>
<td>Transaction Date or Transaction Type</td>
</tr>
<tr>
<td>SPO Payroll Report</td>
<td>Lists cardholders in SPO and the last payroll amounts credited to their Navy Cash accounts</td>
<td>Cardholder Name or Last Pay Date</td>
</tr>
<tr>
<td>Disbursing Accountability Detail Report</td>
<td>Lists disbursing transactions—cash and check to chip, deposits to safe and bank, and chip to cash</td>
<td>Transaction Date or Transaction Type</td>
</tr>
<tr>
<td>Disbursing Accountability Summary Report</td>
<td>Summary of transactions shown in Disbursing Accountability Detail Report</td>
<td>None</td>
</tr>
<tr>
<td>Disbursing Transactions Detail Report</td>
<td>Lists all transactions by disbursing staff—to facilitate audit of disbursing office</td>
<td>Operator, Date, or Transaction Type</td>
</tr>
<tr>
<td>Disbursing Transactions Summary Report</td>
<td>Summary of transactions shown in Disbursing Transaction Detail Report</td>
<td>Operator, Date, or Transaction Type</td>
</tr>
<tr>
<td>Replication Conflict Report</td>
<td>Provides details of any replication conflicts in updating a cardholder’s account information</td>
<td>None</td>
</tr>
<tr>
<td>Ship Roster Report</td>
<td>Provides cardholder name and SSN (last 4 digits), Navy Cash account number, and date of last chip transaction on the ship for all cardholders who are checked in to the ship.</td>
<td>None</td>
</tr>
<tr>
<td><strong>Sales Reports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Merchant Sales Summary Report</td>
<td>Summary of total sales and transaction counts shown in Merchant Transactions Report—used for EOD and EOM merchant sales receipts</td>
<td>Merchant Name or Merchant ID</td>
</tr>
<tr>
<td>Merchant Transactions Report</td>
<td>Lists all sales, refunds, and correction transactions and cardholder name and card number (last 5 digits) for both vending and non-vending merchants—including summary section</td>
<td>Merchant, Operator, Date, Transaction Type, or Event Description</td>
</tr>
<tr>
<td><strong>Operations Reports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operator Status Report</td>
<td>Lists operators currently logged on to POSs</td>
<td>None</td>
</tr>
<tr>
<td>EOD Report</td>
<td>Tracks the status of end-of-day requests (batches) initiated and check and cash balances at EOD</td>
<td>None</td>
</tr>
<tr>
<td>Unmatched Chip-to-Chip Report</td>
<td>Lists all failed chip-to-chip transactions—used to research unmatched chip-to-chip transfers</td>
<td>Cardholder Name, Date, or Card Number</td>
</tr>
<tr>
<td>Navy Cardholder Issued Card Report</td>
<td>Tracks cardholder name, date, and card number (last 5 digits) for all instant issue cards issued</td>
<td>Cardholder Name, Date, or Card Number</td>
</tr>
<tr>
<td>Fraud Detection Report</td>
<td>Indicates possible fraudulent ACH activity on ship. Lists questionable transactions by cardholder name and SSN (last 4 digits).</td>
<td>None</td>
</tr>
</tbody>
</table>
Disbursing Reports
Safe Bank Transactions Report

- Tracks all changes to Navy Cash funds in the disbursing office
  - Deposits to Bank (withdrawals)
  - Deposits to Safe (deposit)
  - Funds Transfer to Chip
  - Funds Transfer from Chip

- Zeroed out at completion of EOM
SPO Payroll Report

- Lists all cardholders in SPO
- The report also includes the date and amount of the last SPO payment credited to cardholders’ Navy Cash account
**Disbursing Accountability Detail Report**

- Shows all disbursing transactions
  - Cash and Check to Chip
  - Chip to Cash
  - Deposit to Safe
  - Deposit to Bank
Disbursing Transaction Detail Report

- Lists all transactions by disbursing staff – to facilitate audit of disbursing transactions

- At end of each business day, this report is retained on file with the DD 2657, all transaction ledgers, and DD 2665s
**Disbursing Accountability Summary Report (DASR)**

- Shows the summary of all transactions shown in Disbursing Accountability Detail Report

- No longer required documentation for DISBO’s accountability

- Provides a quick check on the amount of Navy Cash on Hand
Replication Conflict Report

- Provides details of any replication conflicts in updating a member’s account information
- Replication Conflicts occur when both ship and shore side update a cardholder’s between two consecutive round trips
Navy Cash Ship Roster Report

- Lists all cardholders who are *checked-in* or assigned to the ship within the Navy Cash system
- Used with ship’s actual roster to identify cardholders who are no longer in the ship
- Provides cardholder name and SSN (last 4 digits), account number, date of last chip transaction
Sales Reports
Merchant Sales Summary Report

- This report shows a summary of total sales, refunds, and transaction counts.

- Used for EOD and EOM merchant sales reconciliation.
Merchant Transactions Report

- Detailed Report that shows all sales, refunds, and correction transactions for both Vending and Non-Vending Merchants

- Includes a Summary Section
Operations Report
This report lists operators currently logged on to MT 280 devices.
- This report tracks the status of the IEODs (round trips) that Disbursing has initiated.

- Displays manual IEOD and automated interim round trip requests.
This report lists failed chip-to-chip transactions.

The funds are stored in the "Escrow" account on the Navy Cash Server as unmatched transaction.
Unmatched Chip-to-Chip Transactions

- **Navy Cash** corrects unmatched chip-to-chip transactions automatically
  - Navy Cash server scans the escrow account for unmatched chip-to-chip transactions once every 24 hours

- **Instant Issue or Embossed Permanent Card**
  - The electronic value will be returned to the Cardholder’s Open-Loop (Strip) Account automatically

- **Visitor Cards**
  - Does not have a Open-Loop (Strip) account associated with it
  - The electronic value will be transferred to the Navy Disbursing Merchant Card Open-Loop (Strip) account

*Note: Option to manually correct unmatched chip-to-chip transactions via the Disbursing Application has been removed*
Unmatched Chip-to-Chip Transactions

- Restoring Value to a Visitor Card (cardholder is present)
  - DISBO must take action to restore the value to a cardholder’s visitor card
  - DISBO takes Navy Disbursing Merchant card to the Navy Cash Kiosk and move the funds from Open-Loop (Strip) account to the Closed-Loop (Chip) account
  - 3 options to restore funds:
    - DISBO may cash out the chip and use the cash to fund the cardholder’s visitor card, or
    - DISBO may cash out the chip and gives cash to the cardholder, or
    - DISBO and cardholder may do a chip-to-chip transfer at the Kiosk
Unmatched Chip-to-Chip Transactions

- Restoring Value to a Visitor Card (cardholder not present)
  - DISBO must attempt to contact the cardholder and ask to provide a mailing address
  - Cut an Ex-cash check and mail check to the cardholder
  - If cardholder cannot be reimbursed:
    » Overage must be collected to the U.S. Treasury Department Receipts Account, *Forfeiture of Unclaimed Money and Property*
Unmatched Chip-to-Chip Transactions

- Automated Chip-to-Chip Corrections Report
  - Navy Cash Server generates report
    » Lists successful chip-to-chip corrections
    » Report should be reviewed daily

- Navy Cash Server, report is posted under:
  » $F:\files\navydata\report\ship\pspo$

- Workstation or Laptop, report is posted under:
  » $S:\files\navydata\report$
Fraud Detection Report

- Displayed when a fraudulent ACH activity is detected
  - A pop-up window will appear on the Disbursing Application screen

- Intended to reduce the number of negative account balances when ship’s communications are not available

- Can be generated, viewed, and printed at any time
Navy Cardholder Issued Card Report

- Displays Instant Issue cards issued
- It shows the issue date, name, and card number of the card issued
Questions