

Navy Cash Training

Sales Unit 1: Equipment and Operations

Objectives

- Demonstrate how to obtain a new *Operator ID* from the Disbursing Officer
- Describe the different modes of operation for the iPA 280 Point of Sale (POS) device
- Demonstrate and explain the Power On/Off procedures for the iPA 280
- Discuss *Disbursing Application* and procedures associated with NC office equipment

Objectives (cont)

- Explain how to add *Merchant* Accounts
- Demonstrate how to perform transactions
- Demonstrate *End of Day* procedures
- Demonstrate how to perform refunds

Obtaining a New Operator ID

Obtaining a New *Operator ID*

- All iPA 280 users must be enrolled in the NC *Disbursing Application* and assigned a unique 4-digit ID number
- Disbursing assigns all *Operator ID* numbers
- *Operator ID* numbers are for a particular individual and not to be shared. New operators must obtain their own *Operator ID* number from the Disbo

iPA 280 System Interface

iPA 280 Modes of Operation

- **Proxy** – The iPA 280 is connected to a computer on the LAN (i.e. Disbursing, Sales Office) or integrated with ROM II.
- **Normal** – The iPA 280 is not connected to a computer. It is operating either:
 - **online** (i.e. Ship's Store, Post Office)
 - » iPA 280 plugged into the LAN drop
 - **offline** (i.e. MWR, Foreign Vendor)
 - » Battery powered

iPA 280 Sources of Power

iPA 280 Sources of Power

- **Power Supply** – The iPA 280 is powered by a 6V DC/500ma power supply. To connect the power:
 - Connect power supply to iPA 280 cable
 - Cable is connected in receptacle at bottom of iPA 280
 - Slide the strain relief cover over connector until it clicks in place
 - Connect power supply to electrical outlet



iPA 280 Sources of Power (cont)

- **Batteries** – The iPA 280 is also powered by two batteries in the POS device:
 - Battery Pack is good for a day (10-12 hours) of normal use.
 - Imbedded battery runs the “Real Time Clock” and also to backup RAM.
 - Used when *offline* (mobile) iPA 280’s – not connected to LAN.



iPA 280 Errors

- There are two, rechargeable batteries in the POS device; a battery Ship's force can remove, and an imbedded battery. If both batteries lose their charge:
 - Date/time data will be lost
 - Transactions won't work
 - Error "Card initial date after current date" because current date defaults to sometime in the year 2000...
- If both batteries discharge the unit must be charged and connected to get the correct date/time to be functional again. To use the device continuously without connecting ensure that if the main battery completely discharges, you replace it before the internal battery completely discharges as well.

Power On/Off iPA 280

iPA 280 Power On - Online

- Press the green key to turn on iPA 280, or insert a NC card
- iPA 280 will boot up and prompt the user for an *Operator ID*.
- Enter your *Operator ID* using the keypad and press green key.



iPA 280 Power On – Online (cont)

- iPA 280 is ready for use when your name is displayed on the bottom of the screen.
- You will remain logged on the system until you have logged off.
- If your log-on is denied, report to Disbursing to resolve the matter.

iPA 280 Power On - Offline

- Follow the same procedures used when *online* to log on.
- Make sure the iPA 280 has fresh batteries before disconnecting from LAN drop (going *offline*).

iPA 280 Power Off - Online

- Press the Off/Cancel key.
- iPA 280 will prompt you to confirm log off is the desired action.
- Select green key. iPA 280 enters Log On screen and Log Off is complete.
- Press and hold down the Off/Cancel key for 6-10 seconds to turn the iPA 280 off.

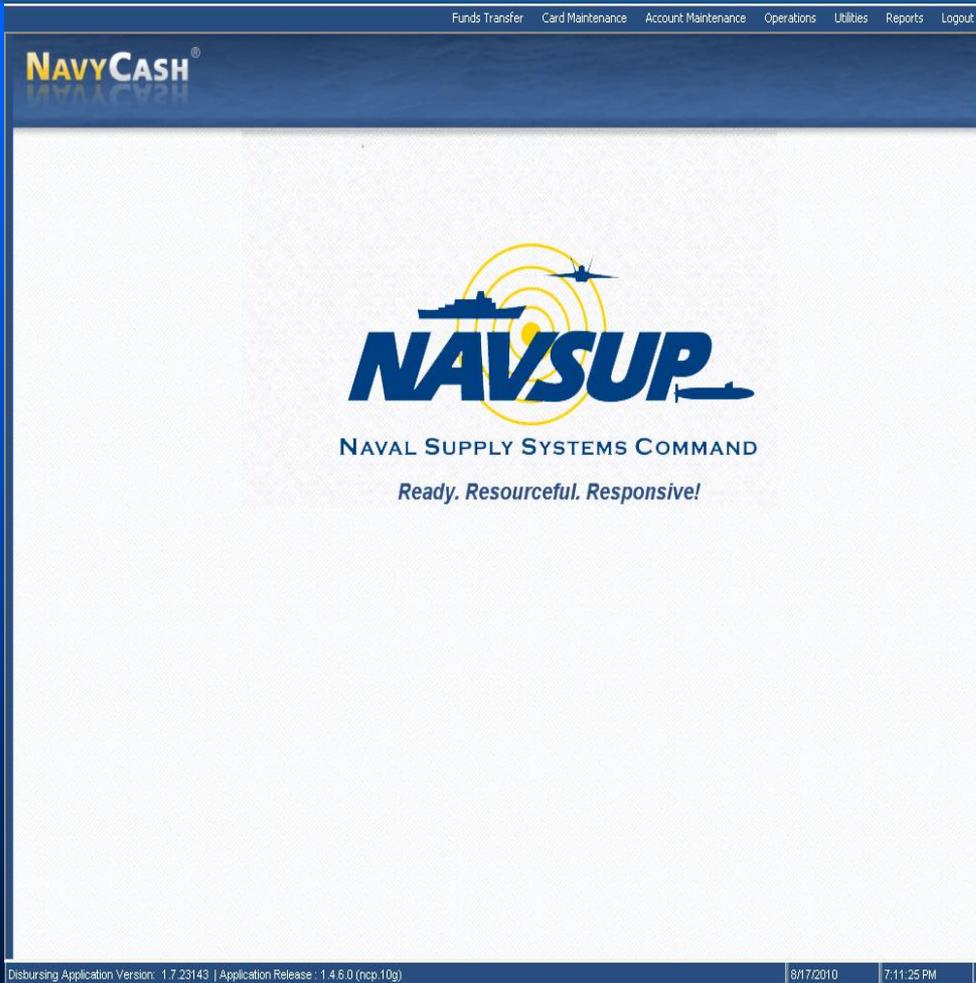


iPA 280 Power Off - Offline

- You can log off at any Navy Cash LAN drop (Same as log-on).
- Connect the iPA 280 cable to NC LAN drop and wait for the '*offline*' and '*transactions held*' icons to disappear.
- Perform same steps used when *online* to log off the system.

Application

Office Equipment (Sales Office)



- iPA 280 connected to computer running the required applications (*Proxy mode*)
- *Disbursing Application* loaded, Sales Officer authorized to perform:
 - Refunds
 - Reports
 - Vending EOM
 - CAD Maintenance

Disbursing Application Menu

The screenshot displays the NAVYSUP Disbursing Application Menu. At the top, a navigation bar contains the following items: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header area features the NAVYSUP logo, which includes a stylized ship and the text "NAVAL SUPPLY SYSTEMS COMMAND" and the slogan "Ready. Resourceful. Responsive!". Below the header, the menu is organized into six columns of items, each with a corresponding red arrow pointing from the top navigation bar:

- Funds Transfer:** Funds Transfer to Chip, Funds Transfer from Chip, Individual Refunds, Chip to Chip Corrections, Bulk Refunds, About Funds Transfer
- Card Maintenance:** PIN Reset or Change, Change Card Status, Unblock Card, Card Report, About Card Maintenance
- Account Maintenance:** Assign Replacement Card, Account Enrollment, Account Information Update, Note Maintenance, About Account Maintenance
- Operations:** Indicate End of Day, ROM II Reporting, Safe Bank Transactions, Operator ID Maintenance, Vending and Ship's Store, Event Maintenance, About Operations
- Utilities:** View Log, View Disk Usage, NOC Selection, Provisional Split Pay, Access Editor, About Utilities
- Reports:** Disbursing Office Reports, Sales Reports, Operations Reports

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g)

8/17/2010

7:11:25 PM

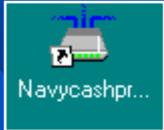


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Ver 1.4.7

Disbursing App Sign On/Off

- Verify that iPA 280 has power and is turned on.
 - “Welcome to Navy Cash – *Proxy Mode – Offline*”
- Once computer is booted, enter NT password to launch *Windows*.
- When desktop displays, verify icon for “DDE Proxy” (*Dynamic Data Exchange*) in lower right-hand corner of screen.
 - If not, double-click desktop icon to start  
- Click icon for *Disbursing Application*, log in using your username and password. 
- To log out of the *Disbursing Application*, click “logoff.”

Operations

Operations

- Adding a merchant account
- Daily business
- End of Day
- Cancelled NC transactions
- Refunds
 - Individual refunds
 - Bulk refunds

Adding a Sales Merchant Account

- When NC is implemented, pre-set *merchants* are established.
- Contact Disbursing to make any changes to a *merchant* accounts.
- To add *merchant*, provide Disbursing with:
 - *Merchant* name
 - Bank account if applicable
 - POC name and phone number

ROM II Procedures

- This section discusses only those ROM II procedures related to Navy Cash requirements
- For information about ROM II refer to:
 - NAVSUP P487
 - ROM II User's GuideBoth documents can be retrieved from www.navy-nex.com

Note: NAVSUP P727 SOP Appendix C has detailed information on ROM/NC set up

ROM II POS Set Up

- The ROM II computer (ROM 'Point of Sale' or POS) should already be set up for use with Navy Cash
- If not (e.g. new ROM II terminal), perform the following steps:
 - Verify the ROM II POS has the correct NIC card/port configuration (NEXCOM)
 - Login to the ROM II POS as '*Manager*'
 - Go to *Manager Function Menu*
 - Select [*Menu Update/Security*]



ROM II POS Set Up (cont)

■ Perform the following 5 steps in order:

- Select [*Navy Cash Button Enabled*]
- Click [*Get Merchant ID List*]

Menu Update/Security Form

Menu Search: Manager High Range: 1999
Menu Type: Manager Low Range: 1005
Chose Merchant Name: SHP STOR 1

Payment Transaction:
Cash/Check/HAC Buttons Disabled
Navy Cash Button Enabled
Navy Cash Button Enabled

Get Merchant ID List

| Menu Id | Seq # | Belonging To | Form to Activate | Security Level |
|---------|-------|--------------------------|-----------------------------|----------------|
| 1030 | 1 | | None | 1 |
| 1031 | 2 | Start of Till Import | End_Day_Diskette_import_frm | 1 |
| 1041 | 3 | End of Till Export | mat_end_of_till_frm | 6 |
| 1045 | 4 | Setup Store/Register | store_register_number_frm | 1 |
| 1047 | 5 | Menu Update/Security | menu_creation_frm | 1 |
| 1050 | 6 | Receipt Message | new_message_frm | 1 |
| 1055 | 7 | Daily Transaction Report | mat_daily_trans_frm | 1 |
| 1065 | 8 | Change Refund Password | mat_data_password_frm | 1 |

Save Changes Return

ROM II POS Set Up (cont)

- 3 – Click [*Choose Merchant Name*]
 - » A drop-down box will appear listing ship *Merchants*
- 4 – Select the **correct** '*SHIP STORE*' Merchant name
 - Ships with more than one Ship's Store use numbers for unique *Merchant* names (e.g. SHIP STORE #2). Choose correctly.
- 5 – Click [*Save Changes*]

Notes:

- If you update your *Merchants*, or add another Ship Store, repeat these steps to load the new *Merchant*
- **Ensure ROM II and Navy Cash *Operator IDs* match**

ROM II POS Set Up (cont)

Menu Update/Security Form

Menu Search: Manager High Range: 1999
 Menu Type: Manager Low Range: 1005

Payment Button Configuration:
 Cash, Check, HAC Buttons: Enabled
 Navy Cash Button: Disabled

Get Merchant ID List
 Choose Merchant Name:

| Menu Id | Seq # | Belonging To | Form |
|---------|-------|--------------------------|------------|
| 1030 | 1 | | None |
| 1031 | 2 | Start of Till Import | End_Day_I |
| 1041 | 3 | End of Till Export | mat_end_ |
| 1045 | 4 | Setup Store/Register | store_regi |
| 1047 | 5 | Menu Update/Security | menu_cre |
| 1050 | 6 | Receipt Message | new_mess |
| 1055 | 7 | Daily Transaction Report | mat_daily_ |
| 1065 | 8 | Change Refund Password | mat_data_ |

Save Ch

Menu Update/Security Form

Menu Search: Manager High Range: 1999
 Menu Type: Manager Low Range: 1005

Payment Button Configuration:
 Cash, Check, HAC Buttons: Disabled
 Navy Cash Button: Enabled
 All the Buttons: Disabled

Get Merchant ID List
 Choose Merchant Name:

- The Stork
- The Smore
- The Store**
- The Other Store

| Menu Id | Seq # | Belonging To | Security Level |
|---------|-------|--------------------------|----------------|
| 1030 | 1 | None | 1 |
| 1031 | 2 | Start of Till Import | 1 |
| 1041 | 3 | End of Till Export | 6 |
| 1045 | 4 | Setup Store/Register | 1 |
| 1047 | 5 | Menu Update/Security | 1 |
| 1050 | 6 | Receipt Message | 1 |
| 1055 | 7 | Daily Transaction Report | 1 |
| 1065 | 8 | Change Refund Password | 1 |

Save Changes Return

ROM II POS Set Up (cont)

- If you have just switched to the integrated system, change the ROM II Operator IDs to match the Navy Cash *Operator IDs*.

ROM II POS Set Up – Visitors

- In cases where a large number of visitors are aboard using cash:
 - A tiger cruise
 - Publicity events/tours

- Go into ROM II set up as detailed, and select third button – all options (cash and Navy Cash will be displayed in POS)

- Select [*Save Changes*] and close out

Menu Update/Security Form

Menu Search: Manager High Range: 1999
Menu Type: Manager Low Range: 1005

Get Merchant ID List Chose Merchant Name: SHP STOR 1

Payment Transaction:
Cash/Check/HAC Buttons Disabled
Navy Cash Button Enabled
Navy Cash Button Enabled

| Menu Id | Seq # | Belonging To | Form to Activate | Security Level |
|---------|-------|--------------------------|-----------------------------|----------------|
| 1030 | 1 | | None | 1 |
| 1031 | 2 | Start of Till Import | End_Day_Diskette_import_frm | 1 |
| 1041 | 3 | End of Till Export | mat_end_of_till_frm | 6 |
| 1045 | 4 | Setup Store/Register | store_register_number_frm | 1 |
| 1047 | 5 | Menu Update/Security | menu_creation_frm | 1 |
| 1050 | 6 | Receipt Message | new_message_frm | 1 |
| 1055 | 7 | Daily Transaction Report | mat_daily_trans_frm | 1 |
| 1065 | 8 | Change Refund Password | mat_data_password_frm | 1 |

Save Changes Return

Daily Operations

Logging on to the POS Terminal

- *Till assignment disk* data must be uploaded to the cash register.
- Verify that the Navy Cash DDE proxy is running by looking for the *Proxy* icon in the lower right-hand corner of the screen. Example to top right.
 - If not, double-click desktop icon to start
- Verify that the iPA 280 is connected to the ROM II and *online*.
- Log onto the ROM II POS terminal using the proper login (same as your *Operator ID*).



Daily Sales

■ Perform sales as usual:

- Scan items using ROM II scanner
- Subtotal to final menu
- Have cardholder put their card into the iPA 280
- Press the “Navy Cash” button (leave the **AMOUNT PAID** field blank).
- Sale will go through and cardholder will enter PIN.

| Tenders | Amount |
|---------|--------|
| | |

Amount Paid

Amount Due \$9.05

Sales Total \$9.05

Navy Cash

Daily Sales (cont)

The screenshot displays a 'Cash Payment Form' window. At the top, there are two columns: 'Tenders' and 'Amount'. Below these columns, a table shows the following values:

| Tenders | Amount |
|---------|--------|
| | \$3.85 |
| | \$3.85 |
| | \$3.85 |

Below the table, there are three input fields: 'Amount Paid' (containing \$3.85), 'Amount Due' (containing \$3.85), and 'Sales Total' (containing \$3.85). To the right of these fields is a button labeled 'Navy Cash'. A pop-up error dialog box is overlaid on the form, titled 'NEXCOM P.O.S. System', with the message 'Transaction Cancelled' and an 'OK' button.

- If the cardholder does not have enough funds on the chip, a pop up box will indicate that the sale has been cancelled.

Daily Sales – Visitor Events

- If the cash (visitors) option has been enabled in ROM II, all buttons will be enabled
- **Do not** enter a value in “*Amount Paid*” field when using *Navy Cash*
- **Do** enter an amount with any other payment option
- Continue sale process

| Tenders | Amount |
|---------|--------|
| | |

| | |
|-------------|----------------------|
| Amount Paid | <input type="text"/> |
| Amount Due | \$0.50 |
| Sales Total | \$0.50 |

Cash
Check
HAC
Navy Cash

HAC means “*Health and Comfort*”

Cancelled NC Transactions

- Navy Cash transactions may be cancelled due to:
 - insufficient funds on the card
 - untimely removal of the card
 - timeout of the card (it has been inactive in iPA 280 too long)
- A pop up box will indicate that the sale has been cancelled.

The screenshot shows a 'Cash Payment Form' window with a table of tenders and a summary section. A pop-up error message is displayed over the table.

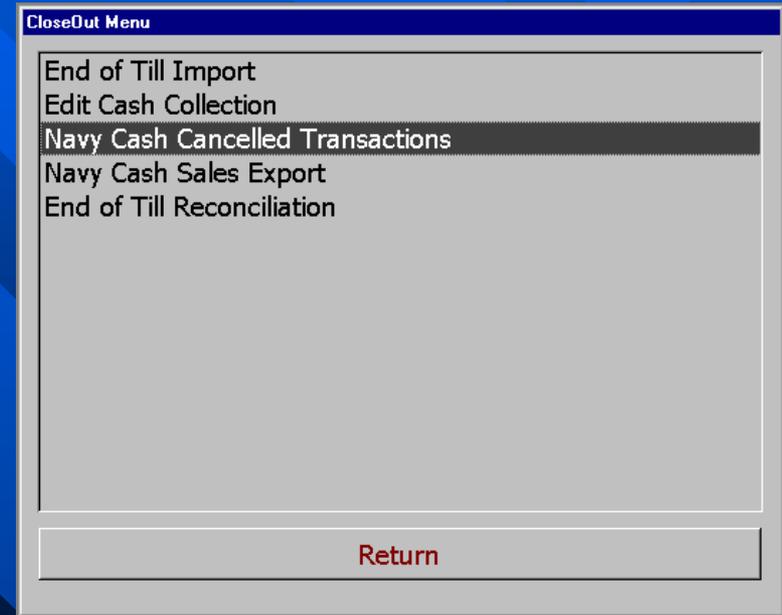
| Tenders | Amount |
|-----------------------|--------|
| NEXCOM P.O.S. System | |
| Transaction Cancelled | |
| OK | |

| | | |
|-------------|--------|-----------|
| Amount Paid | \$5.90 | Navy Cash |
| Amount Due | \$5.90 | |
| Sales Total | \$5.90 | |

Return

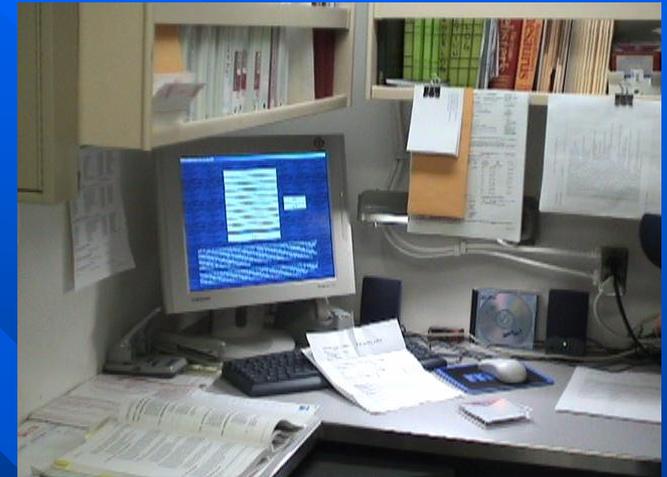
Cancelled NC Transactions (cont)

- The *'Transaction Cancelled'* box indicates:
 - ROM II inventory *may* have been reduced
 - NC chip NOT charged
- ROM II *CloseOut Menu* includes *Navy Cash Cancelled Transactions*
- The Fleet Assist Team can assist you with the process for cancelled Navy Cash transactions



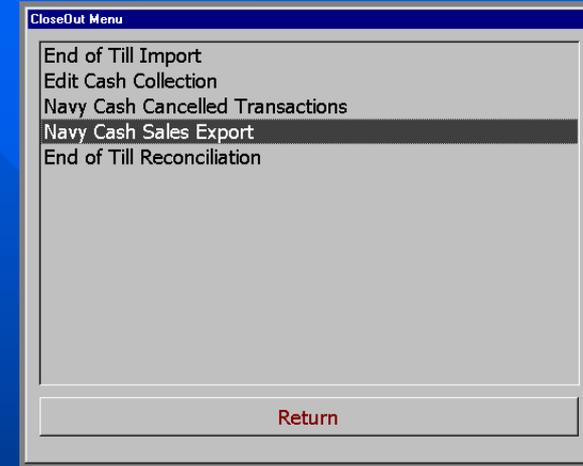
EOD Reconciliation

- When there is a disparity between a ROM II *Till* and Navy Cash, a ROM II “special disk” must be created for reconciliation.



ROM II Disk Creation Overview

- Login to the ROM II backend computer as manager/null.
- Select “*POS Reconcile Till*”.
- Select “*Navy Cash Sales Export*”, a pop-up screen will display.
- Enter the dates for the closed till:
 - Till date in “start” and “end”
- Place a blank floppy disk in the A: drive.
- Sales data is exported to a file “sales.txt” and a message is returned.



ROM II Disk Creation (cont)

Note:

Sales Report

EXPORT SALES DATA

Start Date:

End Date:

(Double Click The Text Box To Activate The Calender)

Export Data

- Use Till date in “start” and “end” fields

Sales Report

EXPORT SALES DATA

Start:

End:

(Double Click The Text Box To Activate The Calender)

Export Data

CALENDAR
August 2004
S M T W T F S
25 26 27 28 29 30 31
1 2 3 4 5 6 7
8 9 10 11 12 13 14
15 16 17 18 19 20 21
22 23 24 25 26 27 28
29 30 31 1 2 3 4

Sales Report

EXPORT SALES DATA

Start Date:

End Date:

(Double Click The Text Box To Activate The Calender)

Export Data

ROM II Disk Creation (cont)



- After inserting the blank disk, press [*OK*] to generate data

- A message will display to indicate that the disk has been created.



NC & ROM II Comparison

Loading ROM II Disk to Navy Cash

- From Navy Cash *Operations* menu, select “*ROM II Reporting*”.
- Insert the special disk into floppy drive of the Navy Cash workstation.
- Click [*Load ROM II File*].

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
ROM II - Navy Cash Comparison Reports

ROM II Start Date: 01/06/2011 12:53:20
ROM II End Date: 01/06/2011 12:53:20
Sales Merchant ID: 800000477532 - SHIP STORE

Load Rom II File

Generate Print Save

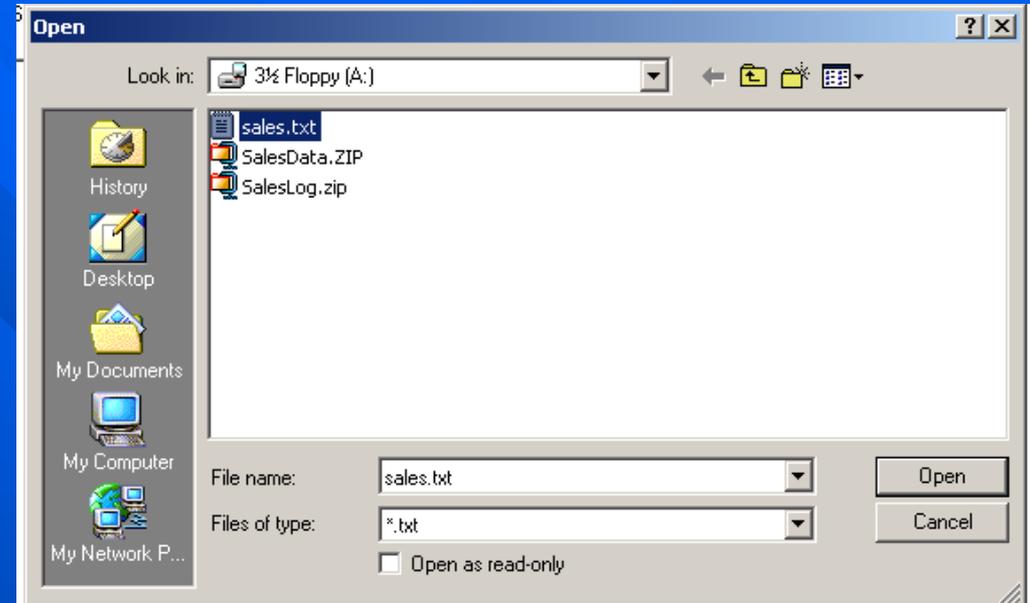
Procedure
To Load ROM II Data
1. Click on the 'Load ROM II File' button.

To Run Reports
1. Enter starting and ending ROM II date and time.
2. Select merchant or default to All Sales Merchants.
3. Click on the 'Generate' button.

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/6/2011 12:53:32 PM

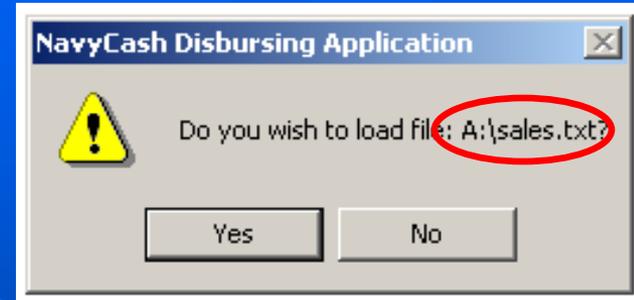
Loading ROM II Disk (cont)

- A popup window will appear.
- Browse to the correct directory on the disk.
- Select the *sales.txt* file and click [*Open*].



Loading ROM II Disk (cont)

- When the confirmation box appears, verify the file name and click [Yes].
- A message will display to indicate file has successfully loaded.



Generating Comparison Reports

- ROM II *Start* and *End Date* fields will auto-fill.
- From the menu drop-down box, select the correct *merchant* and click on generate.

The screenshot shows the NAVY CASH web application interface for generating comparison reports. The page title is "ROM II - Navy Cash Comparison Reports". The interface includes a navigation menu at the top with options: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main form contains the following fields and controls:

- ROM II Start Date: 01/06/2011 12:53:20
- ROM II End Date: 01/06/2011 12:53:20
- Sales Merchant ID: 800000477532 - SHIP STORE (selected)
- Load Rom II File button
- Generate button (circled in red)
- Print button
- Save button

Below the form, there is a "Procedure" section with two columns of instructions:

| To Load ROM II Data | To Run Reports |
|--|---|
| 1. Click on the 'Load ROM II File' button. | 1. Enter starting and ending ROM II date and time. |
| | 2. Select merchant or default to All Sales Merchants. |
| | 3. Click on the 'Generate' button. |

At the bottom of the page, the footer displays: "Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp)", "1/6/2011", "12:54:35 PM", and "Ver 1.4.7".

ROM II Comparison Report

The ROM II comparison report has four sections:

- ROM II trans not in NC
- NC trans not in ROM II
- NC and ROM II trans with different amounts
- Trans that failed in ROM II but succeeded in NC

If there are no irregularities, the section will read “No data has been found for this section”.

NAVY CASH®
ROM II - Navy Cash Comparison Reports

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

ROM II Start Date: 04/07/2010 15:30:33
ROM II End Date: 04/07/2010 15:33:14
Sales Merchant ID: 800000477532 - SHIP STORE

Load Rom II File

Navy Cash Transactions NOT in ROM II

800000477532 - SHIP STORE

Terminal # 00001001

| Transaction Date | ROM II Transaction Amount | ROM II Transaction ID |
|------------------------|---------------------------|-----------------------|
| 04/07/2010 15:33:13 | \$4.55 | 424142010040715331300 |
| Terminal # 00001001: | \$4.55 | |
| Merchant 800000477532: | \$4.55 | |
| | \$4.55 | |

Generate Print Save

Procedure

To Load ROM II Data To Run Reports

1. Click on the 'Load ROM II File' button.
1. Enter starting and ending ROM II date and time.
2. Select merchant or default to All Sales Merchants.
3. Click on the 'Generate' button.

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (nop) 1/8/2011 1:51:27 PM

ROM II Reporting

- To save the report, click [*Save*].
- The report will be saved on the C: drive of the Navy Cash workstation and the filename displayed.

NAVY CASH®
ROM II - Navy Cash Comparison Reports

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

ROM II Start Date: 04/07/2010 15:30:33 Load Rom II File
ROM II End Date: 04/07/2010 15:33:14
Sales Merchant ID: 800000477532 - SHIP STORE

Navy Cash Transactions NOT in ROM II

800000477532 - SHIP STORE
e Terminal # 00001001

| Transaction Date | ROM II Transaction Amount | ROM II Transaction ID |
|------------------|---------------------------|-----------------------|
| 10 15:33:13 | \$4.55 | 424142010040715331300 |

Merchant 800000477532:

Report saved as D:\Program Files\DispoApp\Report\ROMII16201115326PM.rpt

Generate Print Save

Procedure
To Load ROM II Data
1. Click on the 'Load ROM II File' button.

To Run Reports
1. Enter starting and ending ROM II date and time.
2. Select merchant or default to All Sales Merchants.
3. Click on the 'Generate' button.

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/6/2011 1:53:17 PM

Ship's Store End of Day

- Disbursing Officer will coordinate EOD with Ships Store, so the NC and ROM II numbers can be reconciled properly.
- Operator:
 - Closes business IAW ROM II procedures
 - Takes *Till* diskette back to Sales Office
- Sales Officer:
 - Upload *Till* diskette
 - Process cancelled NC transactions (Close Out menu)
 - Run Navy Cash *Merchant Sales Summary report* from *Disbursing Application*
 - Compare with figures from ROM II Till

Refunds

Refunds

- There are two types of refunds:
 - Individual refunds
 - Bulk Refunds
- An individual refund is when a cardholder requires a transaction to be refunded.
- A *Bulk Refund* is when a specific *Event* (i.e. concert) is cancelled and many cardholders must be refunded.

Individual Refunds

- A customer must obtain authorization for a refund from Sales Officer.
- You must record refunds in *Refund Chit Log*.
- Sales Officer performs refund IAW ROM II procedures.
- Sales Officer opens *Disbursing App* and clicks [*Individual Refund*] on the *Funds Transfer* menu.

The screenshot shows the NAVY CASH Individual Refund application. At the top, there is a navigation menu with 'Funds Transfer' selected, which has opened a dropdown menu containing 'Funds Transfer to Chip', 'Funds Transfer from Chip', 'Individual Refunds' (highlighted), 'Chip to Chip Corrections', 'Bulk Refunds', and 'About Funds Transfer'. Below the menu, the page title is 'NAVY CASH Individual Refund'. The main content area has a 'Have user insert card.' prompt and a 'Get Chip Info' button. Below this are several input fields: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Social Security Number (Last 4 Digits). There are radio buttons for 'Chip Purchase Refund' (selected) and 'Miscellaneous Refund', and a 'Submit' button. A table titled 'Chip Purchase Refund' is shown with columns for Transaction Date - D, Amount, Merchant, Event, and Refunded. Below the table are filters for 'From Date' (11/06/2010), 'To Date' (01/06/2011), and 'Event'. There is a 'Display Expired Events' checkbox and a 'Refresh' button. A 'Procedure' section at the bottom provides step-by-step instructions for the refund process.

Disbursing Application Version: 1.7.23143 | Application Release : (nop) 1/6/2011 10:29:08 AM

Individual Refunds (cont)

- Click *Misc. Refund* box.
- Enter amount and select *merchant* from drop down menu.
- Click [*Submit*]

The screenshot shows the NAVY CASH Individual Refund web application. At the top, there is a navigation bar with links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header displays the NAVY CASH logo and the title 'Individual Refund'. Below the header, a instruction reads: 'Have user insert card. Then click the 'Get Chip Info' button.' There are two buttons: 'Get Chip Info' and 'Reset'. The form contains several input fields: Account Name, Account #, Card Number, Account Status, Card ID, Card Status, Account Balance, Chip Balance / Limit, and Social Security Number (Last 4 Digits). Below these fields are two radio buttons: 'Chip Purchase Refund' and 'Miscellaneous Refund'. The 'Submit' button is circled in red. Under the 'Refund' section, there is a 'Transfer Amount' field with the value '150.00' and a dropdown menu showing a list of merchants. The 'Procedure' section contains a numbered list of steps: 1. Have user insert card. 2. Click the 'Get Chip Info' button. 3. Verify cardholder's identity. 4. Choose refund by either a purchase or amount. The footer of the application shows the version '1.7.23143' and the release date '1.4.7.0 (ncp)'. The system date and time are '1/6/2011 10:31:52 AM'.

Individual Refunds (cont)

- This returns the amount of a refund to individual's card and deducts amount from originating *merchant's* (i.e. vending) collections for that day.
- NC server keeps a record and adds it to log for that day.
- Sales Officer, and responsible individuals (i.e. SHC), should verify daily amounts reported by NC server against the *Refund Chit Log*.

Individual Refunds (cont)

- NAVSUP 972s are stapled to the NC *Daily Refund Report by Sales Activity* printout and stored in the Accountability file
- At *End of Month*, the *Refund Chit Log* should be verified against applicable NC shore reports

Bulk Refunds

NAVY CASH Bulk Refunds

Funds Transfer to Chip
Funds Transfer from Chip
Individual Refunds
Bulk Refunds
About Funds Transfer

Select Event for Refund

| Merchant | Event - A | Event Desc |
|--------------|--------------|---------------------------|
| 1ST CLS AS | DUBAI GOLF | DUBAI |
| 1ST CLS AS | DUBAI SCUBA | DUBAI |
| CG BOOKS | PACE | PACE COURSES SECOND TERM. |
| CG COURSES | PACE | SECOND CLASS FOR PACE. |
| GENERAL MESS | GENERAL MESS | GENERAL MESS |

Refund

View Refund Request Status Details

| Merchant | Event - A | Event Status |
|----------|------------------|--------------|
| NAVY MWR | JAGUARS FOOTBALL | Processed |
| NAVY MWR | HORSEBACK RIDING | Processed |
| NAVY MWR | PEARL SNORKLING | Processed |
| NAVY MWR | GOLD | Processed |

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Reset

Procedure

To Refund an Event:

1. Select a Merchant/Event.
2. Click the 'Refund' button.

To Check Status of a Refunded Event:

1. Choose an Event being refunded.

To Refresh all the Data on the screen Click the 'Reset' button.

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (hnp) 1/6/2011 10:33:24 AM

■ Merchant must initiate the Bulk Refund but the Disbursing or Sales Officer processes refund.

- Sales Officer opens *Disbursing App*
- clicks on *Funds Transfer*
- selects [*Bulk Refunds*].

Fund Transfer – Bulk Refunds

- Select *Event* from drop down menu, click [*Refund*].
- Refund goes to strip accounts (approx 20 min)
 - *Visitor* cards must be refunded individually

NAVY CASH Bulk Refunds

Select Event for Refund

| Merchant | Event - A | Event Desc |
|------------|-------------|---------------------------|
| 1ST CLS AS | DUBAI GOLF | DUBAI |
| 1ST CLS AS | DUBAI SCUBA | DUBAI |
| CG BOOKS | PACE | PACE COURSES SECOND TERM. |
| CG BOOKS | PACE | SECOND CLASS FOR PACE. |

Refund

View Refund Request Status Details

| Merchant | Event - A | Event Status |
|----------|------------------|--------------|
| NAVY MWR | JAGUARS FOOTBALL | Processed |
| NAVY MWR | HORSEBACK RIDING | Processed |
| NAVY MWR | PEARL SNORKLING | Processed |
| NAVY MWR | GOLD | Processed |

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Reset

Procedure

To Refund an Event:

1. Select a Merchant/Event.
2. Click the 'Refund' button.

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Questions

