

Navy Cash Training

Disbursing Unit 4: Merchant Management

Objectives

- Explain how to set and enroll new *Merchant* accounts
- Explain how to administer *Merchant* accounts
- Demonstrate how to program a K22 for various *Merchant* requirements
- Explain *Merchant* operations and procedures

Merchant Account Administration

Merchants

- In Navy Cash, '*Merchant*' is defined as the shipboard activity that supplies items or services to be purchased or make refunds
 - *Merchant* accounts are pre-established, must be activated by CSU
 - Three general types of *Merchants*:
 - *LOA* (Line of Accounting) Ex: Ship Store, General Mess, Vending
 - *Private* Ex: Post Office, Messes, MWR
 - *Transient* Ex: Husbanding Agent, College, Misc, Foreign Concession
- Each uses a designated NC card to manage funds
 - Each type has different settlement options and requirements
 - Settlement option choices affect daily transfer limits

Note: See SOP Appendix P
for full list of *Merchants*

LOA Merchants

- Some LOA *Merchant's* (e.g. DISBO, General Mess, Ship Store) Navy Cash transactions 'settle' to appropriate lines of accounting at EOM through the Disbursing Officer's monthly returns
- Monthly NC transactions are reported and matched up:
 - FSO's Monthly General Mess Operating Statement (NS 1359),
 - Sales Officer's Cash Memorandum of Sales (DD 1149), and
 - Disbursing Officer's Statement of Accountability (SF 1219)
 - DISBO prepares Deposit Tickets (SF 215's) and Debit Vouchers (SF 5515's) in the appropriate amounts
 - *Treasury Financial Agent* enters SF 215's and 5515's amounts into the CashLink system
 - When DISBO submits monthly returns, *DFAS* uses the SF 1219 to register the funds to the appropriate LOAs

Private Merchants

- *Private* Merchants (Post Office, Messes, MWR, Assns,) can settle:
 - » To *strip*, or to bank account (if one setup)
 - » Daily (default) or weekly (8th, 15th, 22nd, 28th)

- *Generic Private Merchants* (*PRIVATE ONE* for FSG, *etc.*)
 - » Use of *numbered* names limited by ship size (e.g. > SIX large deck)
 - » Similar to *Private*, but used for short duration (e.g. deployment)
 - » Reusable – but not necessary to assign to same requirement each time
 - » Like all Merchants, CSU must activate, adjust defaults if desired
 - » Take account to zero when utility complete

Note: Check (ACH) deposits to bank account can take 48hrs to reflect in NC account

Transient Merchants

- Includes Husbanding Agent, College Courses/Books, Foreign Concession, Miscellaneous (catch all, e.g. bake sale, etc)
 - Generally used when NC transactions must be settled with a vendor or concessionaire without delay
 - Usually only needed for a short time and are commonly settled to a different vendor each time they are used
 - Merchant keeps transaction log
 - Settle *daily* to DISBO Merchant (*strip*)
 - DISBO compares *shore report&Merchant log*, if match, pays vendor

Note: See SOP for detailed procedures

Operator ID Maintenance

Operations

[Indicate End of Day](#)

[View Reports](#)

[ROM II Reporting](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

[Event Maintenance](#)



NavyCash Disbursing Application

Welcome, DISBO

[Logout](#)

[Funds Transfer](#)

[Funds Transfer](#)

[Card Maintenance](#)

[PIN Reset or Change](#)

[Change Card Status](#)

[Unblock Card](#)

[Card Report](#)

[Account Maintenance](#)

[Assign Replacement Card](#)

[Account Enrollment](#)

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[Utility Functions](#)

[View Log](#)

[View Disk Usage](#)

[Shore Communication](#)

[Process Marine Split Pay](#)

[Provisional Split Pay](#)

[Access Editor](#)



Operator ID Maintenance

Currently Configured Operators: View Only Deleted Operators [List Configured Operators](#)

Operator ID	Last Name	First Name
*****	*****	*****
5555	CHANG	ANN
6666	CHANG	ANN
9999	GIFFIN	JOHN
1111	GIFFIN	JOHN
2222	GIFFIN	JOHN
2312	Jones	Sam
1267	Jones	Sam
1113	KINNEY	KYLE
1114	KINNEY	KYLE
1117	KINNEY	KYLE
1116	KINNEY	KYLE
1115	KINNEY	KYLE
1000	LENTZ	CAROL
*****	*****	*****

Operator ID: Merchant ID:

User ID: Delete this Operator Add as Disbursing User

First Name: Social Security Number:

Last Name:

If checked, equates to 'Inactive'. To re-activate, uncheck box

The operator 5555 has NOT been associated with a Merchant ID 1/17/2006 12:51 AM

Every NC device operator has a unique 4 digit ID (like an SSN)
- ID can not be reassigned or shared
Use this function to *add/delete/modify* NC operators
- Operators must be NC cardholders
- Operator ID cannot begin with a "0"

Operator ID Maintenance (cont)

Operations

[Indicate End of Day](#)

[Safe Closeout](#)

[View Reports](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending Maintenance](#)

[Event Maintenance](#)



For generic operators (i.e. foreign merchants) search by entering ship's name under "First Name" field (i.e. USS ENTERPRISE).

Do not select a Merchant ID other than Navy/Marine Disbursing



Operator ID Maintenance

Currently Configured Operators: View Only Deleted Operators

Operator ID	Last Name	First Name
*****	*****	*****
3001	BROWN	BILLIE
1001	DISBO	TT
3005	SEMINARA	JOE
1002	SMITH	JOE
2004	USER_FIVE	TITAN C
2003	USER_FOUR	TITAN C
2000	USER_ONE	TITAN C
2002	USER_THREE	TITAN C
2001	USER_TWO	TITAN C
*****	*****	*****

Operator ID: Merchant ID:

User ID: Add as Disbursing User

First Name: Social Security Number:

Last Name:

1 ↓

5 Enter unique ID

6 Consider

3

2 Enter search name

4 Highlight name

First Name	Middle Name
*****	*****
JILL	
JILLY	
JOE	
SAMUEL	TAMONT
*****	*****

Create/Update Event

Operations

[Indicate End of Day](#)

[View Reports](#)

[ROM II Reporting](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

[Event Maintenance](#)



- *Events allow bulk refunds and transaction reporting by Merchant/Event*

- *Use Event Maintenance to add or update Events (see Procedures)*

- *Event Codes are used once*

Note: Best practice: create new Event code for each recurring events (e.g. "tour") to keep 'Event' unique; or risk defeating bulk refund benefit or refunding wrong transactions (e.g. all tours)

Event Maintenance

Listing of Existing Events to be Updated

Merchant - A	Event	Event Desc	Event Exp Date
NAVY MWR	KISS CONCERT	COORS AMPHITHEA...	10/25/2003
NAVY MWR	FUN TOUR	PUERTO VALLARTA ...	11/25/2003
NAVY MWR	TIGER CRUISE	HOTEL FLT & TRAN...	12/25/2003

Display Expired Events Refresh

Add or Update an Event

* Merchant: 800000008740 - CPO MESS - DUES

* Event:

* Event Description:

* Expiration Date: 10/26/2003 (mm/dd/yyyy)

Add Reset

Procedure

To Update an existing Event:

From the 'Listing of existing Events to be updated' box:

1. Choose an existing Event by using the scroll bar or typing the merchant name.
2. Single Click an Event you want to update.

From the 'Add or Update an Event' box:

3. Change any of the fields and click Update.

To Add a new Event:

From the 'Add or Update an Event' box:

1. Choose a Merchant.
2. Enter a short description of the Event for promotion (required).
3. Enter a long description of the Event for promotion (required).
4. Please enter an expiration date for this Event (when the promotion ends) (required).

* required field

K22 Programming

K22 Custody

- Disbursing is responsible for verifying that all K22s are correctly programmed
- Disbursing maintains a locally prepared K22 custody log



K22 Modes of Operation

Two basic modes:

- Proxy – The K22 is connected to a Navy Cash computer (e.g. Disbursing or Sales Office) and power supply

- Normal – The K22 is not connected to a computer. It is then operating either:
 - *online* (e.g. Ship's Store, Post Office)
 - » K22 plugged into ship's LAN drop and power supply
 - *offline* (e.g. MWR, Foreign Vendor)
 - » 'AA' battery power

K22 Log On - Online

- Press green [**OK**] to turn device 'on'
- K22 will boot up and request user's Operator ID number*
- User enters Operator ID using the keypad and presses [**OK**] again
- When user's name is displayed on the bottom of the screen they are logged onto NC and the K22 is ready for general use

* Note: If the K22 is connected to it, the DA or ROM computer must be online with Navy Cash



Programming a K22

The following steps should be used to program a K22:

- Step 1: Connect K22 to a LAN drop (Online)
- Step 2: Power on K22
- Step 3: Press 5 (admin mode) and enter password
- Step 4: Press 3 (State should be normal)
- Step 5: Select from Menu Options:
 - » Press 1 to set *Merchants*
 - » Press 2 to set *Event*
 - » Press 3 to set *Amount*
 - » Press [OK] to return to *Main Menu*

Set Merchant(s)

- To set a *Merchant*:
 - Step 1: Press '1'
 - Step 2: Press a *Function Key* (F1, F2, F3)
 - Step 3: Press green [*OK*] to change or red [*CLR*] to cancel
 - Step 4: Use Scroll buttons to select *Merchant*
 - Step 5: Press [*OK*]
- Repeat steps 1-5 to program any additional Merchants

Current Merchant
WRDRM MESS DUES

CLR=Cancel
OK=Change



Set Event(s)

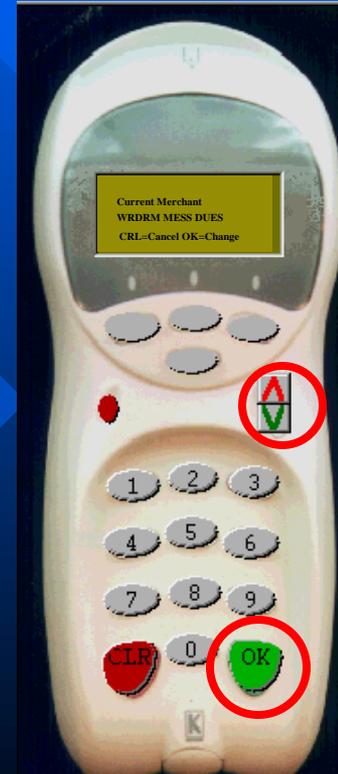
- To set an *Event*:
 - Step 1: After *Merchant* is set, press [OK] to go to the *Main Menu*
 - Step 2: Press ‘2’
 - Step 3: Press the *Function* key that was setup for the *Merchant*
 - Step 4: Press the *Function* key to be used for the *Event*
 - Step 5: Scroll to select the desired *Event* (Shows *Events* established in the DA)
 - Step 6: Press [OK] to confirm selection

Repeat to set other Events

Press a Function

Golf Trip 7/1

Chess Match 8/5/01



Set Amount(s)

- To set an Amount:
 - Step 1: After the *Merchant* and *Event* are set, press the [OK] to go to Main Menu
 - Step 2: Press ‘3’
 - Step 3: Select the function key to be used for the *Amount* (e.g. tour \$50 per person)
 - Step 4: Enter *Amount*
 - Step 5: Press [OK] to accept or the [CLR] to go to the Main Menu
- Repeat to program any additional Amounts

Set Amount

Press a Function Key

OK = Menu

Save Changes

- Press [*OK*] to save
- Press [*OK*] again to save all changes
- The device will immediately reboot

Save Changes?

OK = Yes

CLR = No

K22 Log On for Offline Use

- Before a *Merchant* can record *offline* transactions, they must successfully log on *online*
 - Follow the *online* log on procedures
- Make sure the K22 has fresh batteries before disconnecting from the cradle or LAN drop (i.e. going '*Offline*')

Offline K22s

- When using an *offline* K22 the following symbols indicate:
 - * K22 is *Offline*
 - ! K22 has transactions to be uploaded
- Upload begins automatically when plugged into a LAN drop
- Upload is complete when the ! disappears
- Offline K22s may be turned off without losing transactions
 - Turning the device off does *not* log the Operator off of Navy Cash

Welcome to Navy Cash
Timbuk, Too



K22 User Log Off

The following steps allow the user to log off a K22

■ Online:

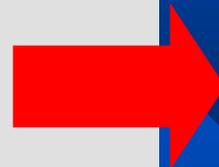
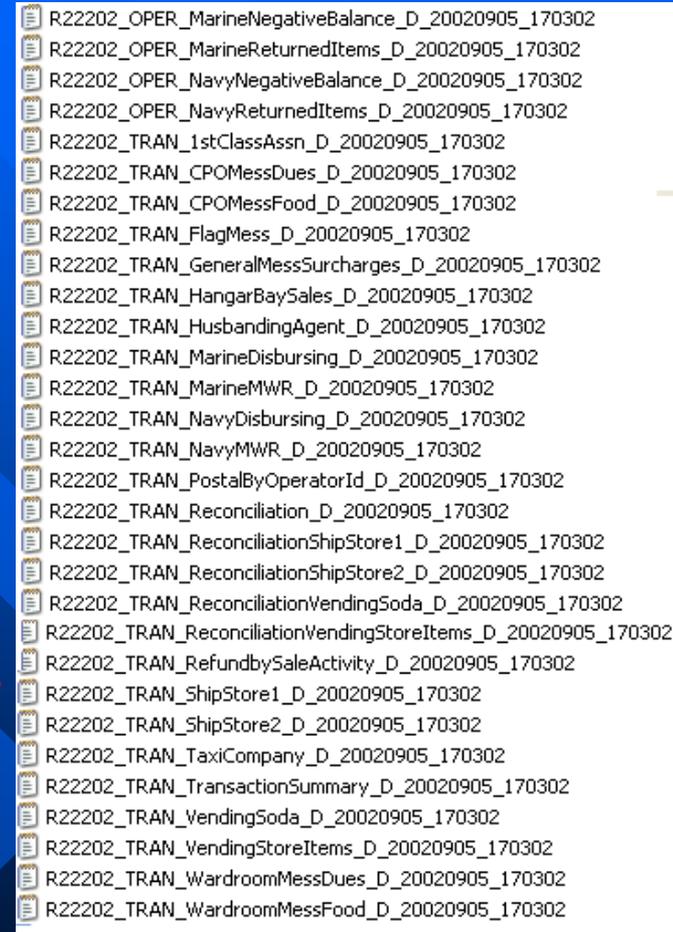
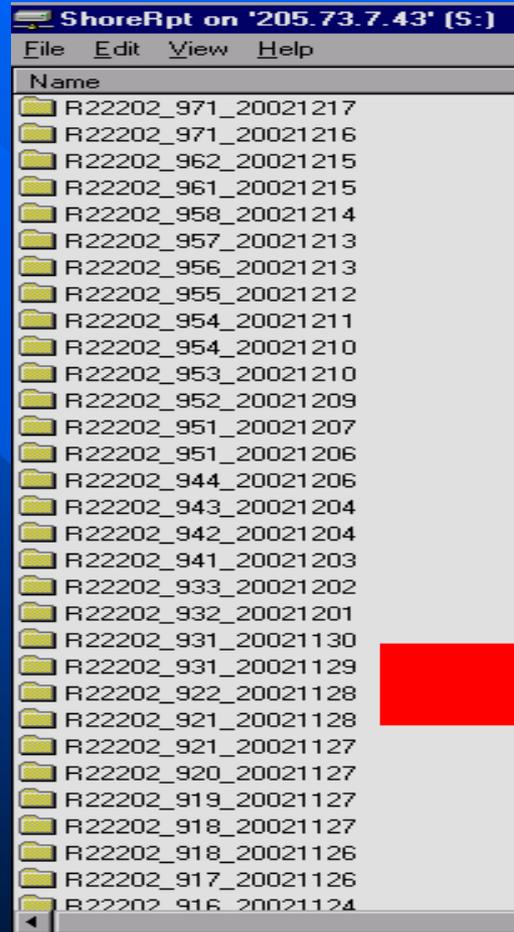
- Step 1: Press/release [‘*CANCEL*’] (small red button)
- Step 2: Press [*OK*] when prompted to log off
- Step 3: Press and hold down [‘*CANCEL*’] for 6-10 seconds to power off

■ Offline:

- Step 1: Connect K22 to a LAN drop (i.e. go *Online*)
- Step 2: Power on K22
- Step 3: Wait until the * and ! disappear
- Step 4: Continue with the *Online* steps above

Merchant Operations

Shore Report Folder



- On workstation, double-click folder (title includes date)
- Double-click selected report to view/print

Merchant Transaction Detail Report

Found in DA, *Operations*,
View reports. Details:

- Sales,
- Refunds and
- Correction transactions
for all *Merchants*
(vending & non-vending)
- Includes cardholder name and
card number (last 5 digits)
- Provide each *Merchant* a
copy of their data

Merchant Transactions Report

Run Date/Time: 01/18/2006 17:13:30 GMT

Merchant Transactions Detail Report
Location: 5718T

Report Parameters:
Start Date: 01/18/2004 15:04:37
End Date: 01/18/2006 16:18:46
First Name:
Last Name:
Merchant Type: ALL
Merchant ID: 800000000815

Merchant	Merchant ID	Operator	Date
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:39:35
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:00
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:17
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:34
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:40:50
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:41:08
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:41:35
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:42:04
CPO MESS	800000000815	DISBO, DISBO	02/04/2004 14:42:20

Merchant Type: Vending Non-Vending All
Sort Order: Merchant

Start Date: 01/18/2004 15:04:37 End Date: 01/18/2006 16:18:46
First Name: Last Name:
Merchant: 800000000815 - CPO MESS

Generate Print Save Exit

Merchant Sales Summary Report

Also Found in DA,
Operations, View reports:
Summary of Merchant
Transaction Detail Report

- Used for EOD and EOM
Merchant sales receipts

Merchant Sales Summary Report

Run Date/Time: 01/17/2006 12:39:18 GMT

Merchant Sales Summary Report
Location: 5718T

Report Parameters:
Start Date: 01/12/2002 21:35:15
End Date: 01/17/2006 12:39:12

Merchant Name	Merchant ID	Sales
CPO MESS	800000000815	629.35
GENERAL MESS	800000000807	6,993.48
HUSBANDING AGENT	800000000835	7,728.61
MARINE DISBURSING	800000000811	0.00
MARINE MWR	800000000813	25.37
MERCHANT ONE	800000032454	6.00
MERCHANT ONE	VMSoda0000000001	28.68
MERCHANT ONE	VMSoda0000000002	284.50
MERCHANT TWO	800000032460	70.10
MERCHANT TWO	VMCandy0000000001	378.00
MERCHANT TWO	VMCandy0000000003	189.60
MERCHANT TWO	VMCandy0000000004	26.00
POST OFFICE - METERED MAIL	800000000825	12.00

Sort Report By: (Dropdown menu: Merchant Name, Merchant ID)

Start Date: End Date:

Buttons: Generate, Print, Save, Exit

Ship's Store

- Coordinate with Sales officer on EOD
 - Close Sales first to minimize reconciliation
- DISBO/Sales coordinate closeout day for month
 - Ships EOM must complete by 2100Z on the 27th or the last business day prior 27th a weekend or holiday
 - Sales must start early to closeout and inventory vending machines

Ship's Store End of Day

- Sales Operator:
 - Closes business IAW ROM II procedures
 - Takes Till diskette back to Sales Office

- Sales Officer:
 - Uploads Till diskette
 - Processes cancelled NC transactions (*Close Out menu*)
 - Runs *Navy Cash Merchant Sales Summary report*
(Disbursing Application)
 - Compares with figures from ROM II Till
 - Verifies *Refund Chit Log* with NC

Post Office

- K22 is in the ONLINE and NORMAL modes
- Postal Clerk (PC) is logged on to K22
- Customer inserts NC card into K22 and enters PIN
- PC presses correct function key
 - e.g. stamps, money order, or metered mail
- PC enters amount of sale on K22
- Customer presses green OK button to confirm sale
- PC hands back NC card after sale



Note: Postal *refunds* require USPS form 3533.
Payment made by *Postmaster*, NOT Navy Cash

Post Office End of Day

- (If K22 used *offline*, go *online*, then..) PC logs off
- Prepares *PS Form 1412-B*
- Disbursing runs *Merchant Sales Summary Report* using *Merchant ID* to compare against *PS Form 1412-B*
- PC sends *PS Form 1412-B* to servicing Postmaster via email daily, including negative reports
- Attach *Merchant Sales Summary Report* to 1412-B

Note: Coordinate EOD with Postal SOP Ch. 6 details NC Postal OPS

Other Merchants, General

- Disbursing will maintain a K22 custody log
- Disbursing ensures requestor has an *Operator ID*
- Before issuing a K22, *Disbursing*:
 - Programs it for the correct *Merchant*, and if needed, the applicable *Event* and/or '*Amount*', replaces AA batteries
 - Provides the User with basic instruction on use
 - Informs the User of 'settlement' requirements, NC transaction limitations, and after action payment expectations
 - Provides User a copy of applicable portion of SOP, and *NC Merchant Refund Log* and *NC Refund Chits*

Other Merchants, Operation

- Operator uses 4-digit Operator ID to log on K22
- Customer inserts NC card into K22 and enters PIN
- Operator keys in the *Event* code (if setup), then [OK]
- Operator enters the sales total, then [OK]; or presses *Amount* key
- Customer approves the sale by entering PIN & [OK]
 - The money is taken off the *chip* immediately

Note: Some Merchants maintain separate records/logs of transactions (e.g. dues)

Note: See SOP Ch. 2 for detail on K22 sales transactions

Other Merchants, EOD

- Operator uploads the K22 data before logging off NC
 - A K22 may be uploaded at any LAN drop
- Disbursing performs EOD (coordinated with others)
- Disbursing will provide the *Merchant* with the following reports for validation (with sales totals, less refunds):
 - Daily/Monthly *Merchant Sales Summary Report* (cash collected)
 - *Daily Transaction Detail Report* (after EOD, shore report)
 - If disparity, provide copy of *Non-Vending Sales Report, MSO Detail & Summary Reports*, and reconcile

Foreign/Other Vendors

- Follow procedures in the Sixth/Seventh Fleet concessionaire instructions and SOP
- *Foreign Concessionaire Vendors* report to the Sales Officer for a portable K22 device, instruction on procedures
- Sales Officer programs a K22 for *each* vendor using a *different Generic Sales Operator ID* (i.e. *user one, user two*)
- Designates a sales area, LAN drop, and a shipcrew member to assist with upload of transactions, logoff, and return of K22
- Sales Officer will provide vendor(s) with a *Concessionaire Number Control Log* and *SS-141 Navy Exchange Sales Receipts* for them to record each customer transaction

Foreign/Other Vendors (cont)

- Start of business day/port visit:
 - Replace K22 batteries (3 AA)
 - Sales Officer logs on vendor using generic Operator ID
 - Vendor signs for K22
- Vendor conducts and records sales
- End of business day/port visit:
 - Vendor turns in K22 and SS-141s, K22 data uploaded, device logged off
 - Sales Officer reconciles total of SS-141s with the *Merchant Sales Summary Report* and the *Concessionaire Number Control Log*
 - Sales Officer determines commission, preps two SF 1034 vouchers
 - Disbursing reviews SF 1034s, cuts two checks: one for Vendor, one NEX or performs actions necessary for cash payment, logs appropriately
 - Vendor signs for check/cash on locally prepared form

Note: SOP CHs
7 and 8 apply