

Navy Cash Training

Sales Unit 1:

Equipment and Operations

Objectives

- Describe how to obtain a new *Operator ID* from the Disbursing Officer
- Describe the different modes of operation for the K22 Point of Sale (POS) device
- Demonstrate and explain the Log On/Off procedures for the K22
- Discuss *Disbursing Application* and procedures associated with NC office equipment

Objectives (cont)

- Explain how to add *Merchant Accounts*
- Describe ROM II/NC daily startup process
- Demonstrate how to perform transactions
- Demonstrate how to perform refunds
- Explain ROM II and NC reconciliation process
- Demonstrate End of Day procedures

Obtaining a New *Operator ID*

Obtaining a New *Operator ID*

- Disbursing assigns all *Operator ID* numbers
- All K22 users must be enrolled in the NC *Disbursing Application* and assigned a unique 4-digit ID number
- *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

K22 System Interface

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

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K22 Power Sources

K22 Power Sources

■ Batteries:

- The K22 requires a Lithium battery to maintain the Clock/Date and any stored data
 - » Approx battery life is 2 years
(Recommend change every 18 mos)
- When used ‘*Offline*’ (i.e. mobile) K22s require 3 “AA” batteries
 - » Good for one day of normal use



K22 Power Sources (cont.)

■ Ship's Power

The K22 can connect to ship's power with a 6V DC/500ma adaptor:

- Place the device in a pre-installed K22 cradle
Or
- Connect to appropriate electrical outlet
 - » Connect the K22 power supply cable (to bottom of K22)
 - » Slide the strain relief cover over connector until it clicks in place



Log On/Off K22

K22 Log On - Online

- Press green [**OK**] key to turn device 'on'
- K22 will boot up and request your *Operator ID* number*
- Enter your *Operator ID* using the keypad and press [**OK**] again



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

K22 Log On – Online (cont)

- If your name is displayed on the bottom of the screen you are logged into the Navy Cash system and the K22 is ready for use
- You will remain logged on until you properly log off. Disconnecting or turning the K22 off does **not** log you off
- If you are unable to log on, report to DISBO to resolve the matter

K22 Log On for Offline Use

- Before you can record *offline* transactions, you 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*’)

K22 Log Off from Online Use

- Press & release the **Off/Cancel** key
- K22 will prompt you to confirm log off
- Select green [**OK**] key. K22 will log you off, then display the log on screen
- To turn the K22 off, press and hold down the **Off/Cancel** key for 6-10 seconds



K22 Log Off from Offline Use

- Before you can log off you must successfully transfer your *offline* transactions to Navy Cash
- Connect the K22 cable to NC LAN drop and wait for the ‘*’ and ‘!’ to disappear
- Then follow the *online* log off procedures

Disbursing Application and procedures



Sales Office Equipment

- Desktop has *Disbursing Application*
Sales Officer authorized to perform:
 - Refunds
 - Vending EOM
 - CAD Maintenance
- K22 connected to the computer,
which is connected to the Navy
Cash Server (i.e. in *Proxy* mode)

NavyCash Disbursing Application

Welcome SALES

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

Account Information Update

Note Maintenance

Operations

Indicate End of Day

View Reports

ROM II Reporting

Safe Bank Transactions

Operator ID Maintenance

Vending and Ship's Store

Event Maintenance

Utility Functions

View Log

View Disk Usage

Shore Communication

Process Marine Split Pay

Provisional Split Pay

Access Editor

Disbursing Application

NAVSUP
NAVAL SUPPLY SYSTEMS COMMAND
HEADQUARTERS

Ready. Resourceful. Responsive!

Disbursing Application (DA)

Welcome, SALES

[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](#)

[Account Information Update](#)

[Note Maintenance](#)

Operations

[Indicate End of Day](#)

[View Reports](#)

[ROM II Reporting](#)

[Safe Bank Transactions](#)

[Operator ID Maintenance](#)

[Vending and Ship's Store](#)

[Event Maintenance](#)

Utility Functions

[View Log](#)

[View Disk Usage](#)

[NOC Selection](#)

[Process Marine Split Pay](#)

[Provisional Split Pay](#)

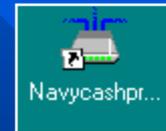
[Access Editor](#)

■ DISBO assigns access to DA functions

■ Menu items are “grayed” out if user does not have access

DA Sign On/Off

- Verify that the K22 has power and is turned on
 - “Welcome to Navy Cash – *Proxy Mode – Offline*”
- Start Windows, enter *Windows NT* password
- Verify the ‘DDE Proxy’ (*Dynamic Data Exchange*) icon is visible in lower right-hand corner of screen
 - If not, double-click ‘*Navycashproxy*’ icon to start DDE
- Click *Disbursing Application* icon
- Log in with your username and password
- To log out, click “Logout”
- If unable to logon, see DISBO



Sales procedures with Navy Cash

Navy Cash Sales Procedures

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

* *Note: Ship Store Merchants are ‘Line of Accounting’ Merchants, so must reconcile **daily** with Disbursing*

Add a Sales Merchant Account

- ‘*Merchants*’ are pre-set in Navy Cash
- Contact DISBO to make any changes to a *Merchant* account
- To add a *Merchant*, provide DISBO with:
 - *Merchant* name
 - Accounting line to be credited
 - 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 Guide

Both 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)

3 Get Merchant ID List

Choose Merchant Name:

4

5 Save Changes

Return

Payment Button Configuration:

Cash, Check, HAC Buttons: Enabled Disabled

Navy Cash Button: Enabled Disabled

All the Buttons: Enabled Disabled

Security Level

Menu Id	Seq #	Belonging To	Form	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
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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

ROM II POS – Visitor Events & Cash

- For *cash* events (e.g. tiger cruise, publicity events)
 - Go to *Manager Function Menu*
 - Select [*Menu Update/Security*]
 - Select third *Payment Transaction* button
 - All options (cash and Navy Cash will display)
 - Select [*Save Changes*]

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
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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 Business



Start POS Terminal and Devices

- Till assignment data must be uploaded to the register
- Verify 'DDE Proxy' (*Dynamic Data Exchange*) icon is visible in lower right-hand corner of screen
 - If not, double-click 'Navycashproxy' icon to start DDE
- Verify K22 is connected to ROM II and online
- Log on to the ROM II POS terminal



Daily Sales

- Perform sales as usual:
 - Scan customer items
 - Press keyboard [*End*]
 - *Cash Payment Form* pops up
 - Leave *Amount Paid* **blank**
 - Press [*Navy Cash*]
 - Have cardholder insert card in K22, enter PIN, click [*OK*]
 - Cardholder verifies amount
 - Sale complete: K22 deducts amount from card e-chip, ROM prints receipt

Tenders	Amount

Amount Paid	<input type="text"/>
Amount Due	\$9.05
Sales Total	\$9.05

[Navy Cash](#)

Daily Sales – Visitor Events

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

Cash Payment Form

Tenders	Amount
<input type="text"/>	

Amount Paid

Amount Due

Sales Total

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 K22 too long)
- The sale is cancelled when the *'Transaction Cancelled'* box pops up. Click [OK]. Determine cause, take corrective action.

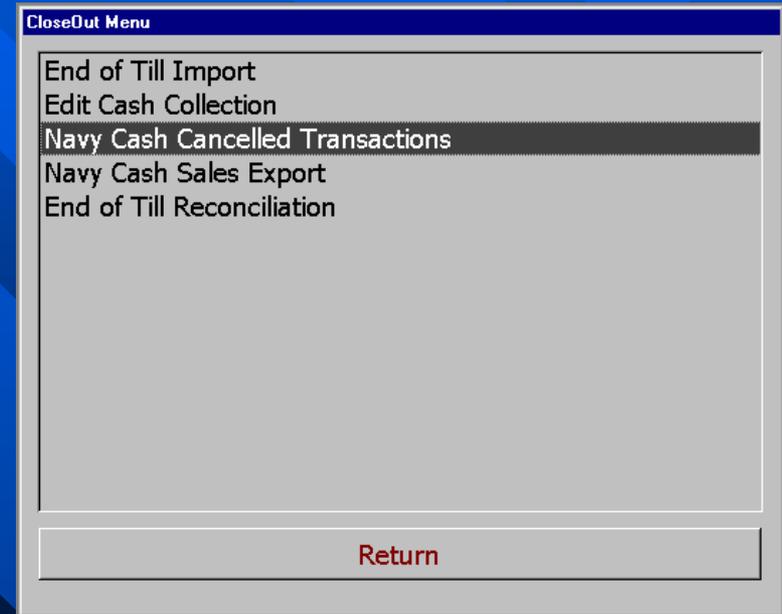
Tenders	Amount

Amount Paid: \$5.90
Amount Due: \$5.90
Sales Total: \$5.90

[Navy Cash](#)
[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



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Refunds

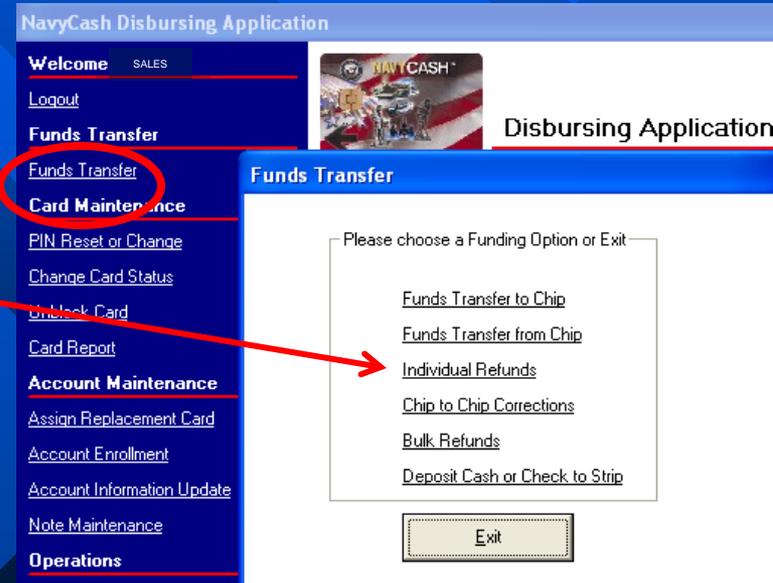
Refunds

- There are two general types of refunds:
 - Individual refunds
 - Bulk refunds
- An individual refund is when a cardholder requires a particular 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 a refund authorization from Sales Officer
- You must **record refunds** in *Refund Chit Log*
- Sales Officer performs refund IAW **ROM II** procedures

- Sales Officer then opens DA, selects Funds Transfer
- Clicks [*Individual Refunds*]



Individual Refunds (cont)

- First, follow *Procedure* (bottom of screen)
- Click box *Misc. refund*
- Enter *Transfer Amount*
- Select *Merchant* from drop down menu
- Click [*Submit*]

Individual Refund

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

Account Name: Account #:

Card Number: Account Status:

Card ID: Card Status:

Account Balance: Chip Balance / Limit: /

Chip Purchase Refund Miscellaneous Refund

Refund

Transfer Amount:

Procedure

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 by d amount.

Individual Refunds (cont)

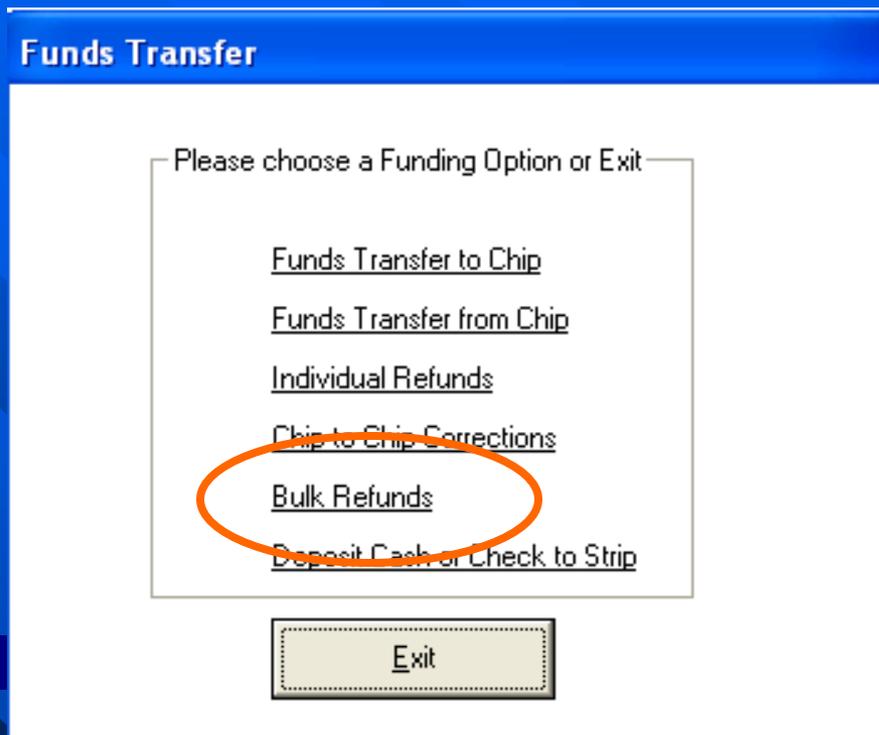
- This will return the entered Transfer Amount to the individual's card and deduct the same amount from the originating *Merchant's* (e.g. vending) collections for that day
- NC keeps a record and logs it that day
- Sales Officer and responsible individuals (i.e. SHC) should verify daily amounts reported by NC 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

- *Merchant* must initiate the Bulk Refund but the Disbursing or Sales Officer processes refund in DA
- Sales Officer will open DA, select Funds Transfer
- Click [*Bulk Refunds*]



Bulk Refunds (cont)

Funds Transfer to Chip

Funds Transfer from Chip

Individual Refunds

Chip to Chip Corrections

Bulk Refunds

Deposit Cash or Check to Strip



Bulk Refunds

Select Event for Refund

Merchant - A	Event	Event Desc
NAVY MWR	KISS CONCERT	COORS AMPHITHEATER MAY 12
NAVY MWR	FUN TOUR	PUERTO VALLARTA MEXICO PORT VI...
NAVY MWR	TIGER CRUISE	HOTEL FLT & TRANSPORTATION FO...

View Refund Request Status Details

Merchant - A	Event	Event Status
NAVY MWR	TIGER CRUISE	Not yet processed

Requestor Name:

Event Refunded:

Status: Status Date:

Status Description:

Event Description:

Procedure

To Refund an Event:

From the 'Select Event for Refund' box:

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

To Check Status of a Refunded Event:

From the 'View Refund Request Status Details' box:

1. Choose an Event being refunded.

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

- Select event from the menu
- Click [*Refund*]
- Refund goes to strip accounts (approx 20 min)
 - Visitor cards must be refunded **individually**

Ship's Store End of Day

- To avoid unnecessary reconciliation problems, the Disbursing Officer and Sales Officer will coordinate when the Navy Cash and ROM II systems will be closed out each day (i.e. EOD)
- 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

Additional helpful information can be found in:
NAVSUP P727 Standard Operating Procedure(SOP) manual,
Chapters 2 (K22) and 7 (Ship Store)

Located in DISBO or can be retrieved from:
<http://fms.treas.gov/navycash/procedures.html>