



# Navy Cash Training

## Disbursing Unit 4: Merchant Management

# Objectives

- Explain how to set and enroll new *Merchant* accounts.
- Explain how to administer various *Merchant* accounts.
- Demonstrate how to program an iPA 280 for various *Merchant* accounts.
- 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*:
    - *EOM* (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*

# EOM Merchants

- EOM merchant only settles:
  - » to a line of accounting
  - » as part of the EOM procedures
  - » The Chart of Accounts template does not allow space for the entry of bank account info for EOM *Merchants*.

# Private Merchants

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

# Merchant Changes

- Disbursing can contact the Navy Cash Call Center to change the following:
  - Change bank information (for settlement of merchant's receipts)
  - Change *Merchant* info (POC)

Note: When a swap is conducted with another ship, the Navy Cash Call Center should be notified so that settlement accounts for merchants are updated to correct accounts for the new crew.

# Operator ID Maintenance

- In order to be an operator, a person must be enrolled in the Navy Cash system.
  - Step 1: Select *Operator ID Maintenance* from DA menu
  - Step 2: Click *List Configured Operators* to verify operators
  - Step 3: Search using last name and SSN
  - For generic operators (i.e. foreign merchants) search by entering ship's name under "First Name" field (i.e. USS ENTERPRISE).

# Operator ID Maintenance (cont)

- Step 4: Press [*Search*] to display a list of possible matches
- Step 5: Highlight correct name
- Step 6: Assign four digit *Operator ID* number
- Step 7: If applicable, check *Add as Disbursing User*
  - » Do not select a *Merchant* other than Navy/Marine Disbursing
- Step 8: Press [*Submit*]

# Operator ID Maintenance (cont)

This example is to be used in conjunction with the previous steps.

The screenshot shows the NAVY CASH Operator ID Maintenance interface. At the top, there is a navigation bar with links: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. Below this is the NAVY CASH logo and the title "Operator ID Maintenance".

On the right side, there is a menu with the following options: Indicate End of Day, ROM II Reporting, Safe Bank Transactions, Operator ID Maintenance (highlighted), Vending and Ship's Store, Event Maintenance, and About Operations. A red box labeled "1" is around the "Operator ID Maintenance" menu item.

The main content area is titled "Currently Configured Operators:". Below this title is a checkbox labeled "View Only Deleted Operators" and a button labeled "List Configured Operators". A red box labeled "2" is around the "List Configured Operators" button.

Below the checkbox is a table of operators:

Operator ID	Last Name	First Name	User ID
7000	DAVIS	VELEKA	4507075
5546	DIAZ	CARLOS	4828949
1	DISBO	DISBO	200
1434	HOUGH	JAMIE	4020260
8013	LUZUNARIJ	MICHAEL	4484264
2222	MASON	TREMANE	4710967
3003	MAY'S	DESMOND	5541668
3001	PERRY	DONALD	3971875
4388	PHILLIPS	SEAN	5541658
7854	REDDICK	JEFFREY	4507071
9280	ROSEME	LICKNER	4314710
4336	SCHMERMUND	ROBERT	7077165
9000	SLIKKER	AMANDA	6562725
5002	SMART	DOBSON	3971503
9907	SWIDERSKY	STEPHEN	5342777
1115	USFR_FIVE	LISS GETTYSBURG	

Below the table are input fields for "Operator ID" (value: 3009), "Merchant ID" (value: 800000477522 - NAVY DISBURSING), "User ID" (value: 203774), and "Add as Disbursing User" checkbox. A red box labeled "6" is around the "Operator ID" field, and a red box labeled "7" is around the "Add as Disbursing User" checkbox.

Below the input fields are "First Name" (value: CHRISTOPHER) and "Last Name" (value: SMITH) fields, and a "Social Security Number" field. A red box labeled "3" is around the "First Name" field, and a red box labeled "4" is around the "Social Security Number" field.

Below the "First Name" and "Last Name" fields are "Submit" and "Reset" buttons. A red box labeled "8" is around the "Submit" button.

Below the buttons is a table of search results:

First Name	Middle Name	Last Name
CHRISTOPHER	A	SMI
DARRELL	L	SMI
MARK	A	SMI
TRAVORIC	L	SMI

A red box labeled "5" is around the "CHRISTOPHER" row in the search results table.



# Creating an Event

Note: Selecting headings on title bar will arrange information in ascending or descending order

NAVY CASH®  
Event Maintenance

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

**Listing of Existing Events to be Updated**

Merchant - A	Event	Event Desc	Event B
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Display Expired Events  Refresh

**Add or Update an Event**

\* Merchant: 800000477524 - NAVY MWR

\* Event: EAGLES CONCERT

\* Event Description: EAGLES CONCERT 11212011

\* Expiration Date: 11/22/2011

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

Indicate End of Day  
ROM II Reporting  
Safe Bank Transactions  
Operator ID Maintenance  
Vending and Ship's Store  
Event Maintenance  
About Operations

1  
2  
3  
4  
5

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.7.0 (ncp) 1/6/2011 12:50:39 PM

# Creating an Event (cont)

- Step 1: Select *Event Maintenance* from menu.
- Step 2: Choose *Merchant* from drop down menu
- Step 3: Enter **unique** *Event* description
- Step 4 : Expiration date is automatic upon update
- Step 5: Click [*Add*]
- To make changes:
  - Highlight event
  - Enter new information
  - **You can only use an *Event* once**, you must re-name a new *Event* for a repeating function.

# iPA 280 Programming

# iPA 280 Custody

- Disbursing has the responsibility of verifying that all iPA 280s are correctly programmed.
- Disbursing maintains a locally prepared iPA 280 custody log.



# iPA 280 Modes

- *Online* – iPA 280 is attached to the LAN. It will operate in:
  - *Proxy*: iPA 280 interacts with *Disbursing Application* or the ROM II
  - *Normal*: if used as POS other than Ship's Store (i.e. Post Office, CPO).
- *Offline - (Normal only)*:
  - Not connected to LAN when making transactions (i.e. MWR, money changers, foreign vendors)
  - Powered by batteries or adapter
  - Connects to LAN to:
    - » log on (before disconnect from LAN)/off (to go make transactions)
    - » upload data

# Offline iPA 280s

- When using an offline iPA 280 the following symbols indicate:
  -  iPA 280 is *Offline*
  -  iPA 280 has transactions to be uploaded
- Upload automatically begins when iPA 280 is plugged into the LAN drop.
- The uploading of information is complete when the ! disappears.
- Offline iPA 280s may be turned off without losing transactions.



# iPA 280 Power On/Off

- Regardless of the iPA 280 operating mode:
  - Hold down the green key until LED display illuminates and displays the software version and Built-in-Test (BIT). (Or insert a card)
- To turn off, hold down the small red key until the screen turns blank.



# iPA 280 User Log On

The following steps allow the user to log onto an iPA 280.

- Step 1: Connect iPA 280 to a LAN drop (*Online*)
- Step 2: Power on the iPA 280
- Step 3: Key in *Operator ID* when prompted
- Step 4: The iPA 280 can now be used in either the *Online* or *Offline* mode. If in *Offline* mode then ensure that the user has a charged battery before disconnecting from ship's power.

# iPA 280 User Log Off

The following steps allow the user to log off a iPA 280.

## ■ *Online:*

- Step 1: Touch the Logoff option on the header bar

## ■ *Offline:*

- Step 1: Connect iPA 280 to a LAN drop (Online)
- Step 2: Power on iPA 280
- Step 3: Wait until the  and  disappear
- Step 4: Continue with the Online steps above.



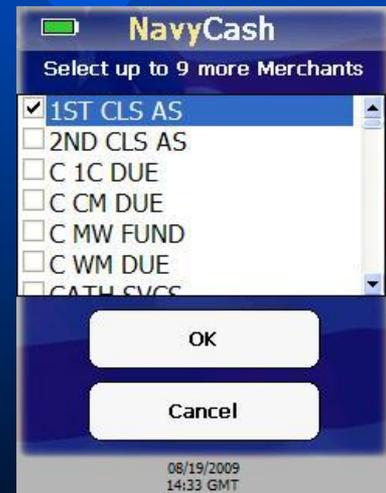
# Programming a iPA 280

The following steps should be used to program a iPA 280:

- Step 1: Connect iPA 280 to a LAN drop (*Online*)
- Step 2: Power on iPA 280
- Step 3: Touch the Navy Cash logo on the header bar (Admin mode) and enter password
- Step 4: Touch 'State' ('State' should be *normal*)
- Step 5: Select from Menu Options:
  - » Touch Merchants to set Merchants
  - » Touch Events to set Event
  - » Touch Amounts to set Amount
  - » Touch Done when finished programming and exit out of admin mode

# Setting of Merchants

- The following steps should be used to set a *Merchant*:
  - Step 1: Touch Merchant name to set *Merchant*
  - Step 2: Check appropriate box for *Merchant* or *Merchants*
  - Step 3: Touch [OK] when *Merchant* is programmed
  - Step 4: Touch [Done] to save changes



# Setting of Events

- The following steps should be used to set an *Event*:
  - Step 1: After *Merchant* is set, select *Events* from the *Normal* mode menu
  - Step 2: Select *Merchant* and touch OK (*Event* has already been created in the *Disbursing Application*)
  - Step 3: Press the Function key to be used for the *Event*

Press a Function

Golf Trip 7/1

Chess Match 8/5/01



# Setting of Events (cont)

- Step 5: Scroll down to select the *Event*
  - Step 6: Press green key to confirm selection
- Repeat steps 1-6 to program any additional *Events*.

**Press a Function**

**Golf Trip 7/1**

**Chess Match 8/5/01**



# Setting Amount

- The following steps should be used to set an Amount:
  - Step 1: After the *Merchant* and *Event* are set, press the green key to go to Main Menu
  - Step 2: Press 3 to program *Amount*
  - Step 3: Select the function key to be used for the Amount
  - Step 4: Enter Amount
  - Step 5: Press the green key to accept or the red key to go to the Main Menu
- Repeat steps 1-5 to program any additional Amounts.

**Set Amount**

**Press a Function Key**

**OK = Menu**

# Save Changes

- Press green button to save
- Press green button again to save all changes.
- The unit will immediately reboot whether or not the changes are saved.

Save Changes?

OK = Yes

CLR = No

# Merchant Operations



# Ship's Store

- ROM II procedure stays the same.
  - Till assignment disk data is uploaded to the cash register.
- Store operator then boots up iPA 280 and logs on using their 4-digit *Operator ID*, which **matches** the ROM II operator ID.
  - iPA 280s is *ONLINE* and in the *NORMAL* mode.

# Daily Business

- Ship's store operator scans items for purchase and hits sub-total.
- Customer inserts NC card and enters PIN.
- Ship's store operator enters amount of sale on iPA280.
- Customer presses green button to approve sale.
- Operator hands the NC card back to customer after successful transaction.
- Operator then hits Total on the POS.



# Ship's Store End of Day

- Operator:
  - Logs off Cash Register
  - Closes business IAW ROM II procedures
  - Take Till diskette back to Sales Office.
- Sales Officer:
  - Runs Navy Cash *Merchant Sales Summary report*
  - Compares with figures from ROM II Till report
  - Investigate discrepancies.
    - » Merchants Transactions Report

Note: Disbursing must not do EOD before the store is closed out to prevent discrepancy between NC and ROM II.

# Daily Business - ROM II

## Integrated

- Till assignment disk data 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
  - 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 - ROM II Integrated

## ■ 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

Sales Total

**Navy Cash**

# Daily Sales - ROM II Integrated (cont)

The screenshot displays the 'Cash Payment Form' window. It features a table with two columns: 'Tenders' and 'Amount'. The 'Amount' column contains the value '\$3.85' for 'Amount Paid', 'Amount Due', and 'Sales Total'. A 'Navy Cash' button is visible to the right of the table. An error dialog box is overlaid on the form, titled 'NEXCOM P.O.S. System', with the message 'Transaction Cancelled' and an 'OK' button.

Tenders	Amount
	\$3.85
Amount Paid	\$3.85
Amount Due	\$3.85
Sales Total	\$3.85

Transaction Cancelled

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

# Post Office End of Day

- LS logs off the iPA 280
- Refunds are handled using USPS form 3533
- LS prepares PS Form 1412-B
- Disbursing provides *Merchant Sales Summary* to PC to match against PS Form 1412-B.
- LS sends PS Form 1412-B to servicing Postmaster via email daily. Negative reports are required.
- LS attaches *Merchant Sales Summary* to 1412-B and retains in his records.

Note: Disbursing and Post Office should coordinate EOD so that Postal Receipts appear on a single day's business.

# MWR/Chaplain

- Onboard small ships, iPA 280s are usually *offline* and in the *normal* mode.
- Where there is an MWR office, a iPA 280 may be *online* and in *normal* mode.
- Disbursing programs iPA 280 for correct *Merchant* before issuing.
  - If there is an MWR event, Disbursing will program the iPA 280 for that *Event*.
- User signs out iPA 280 on locally generated and maintained custody log.

# MWR/Chaplain (cont)

- Operator logs on iPA 280 at the start of business using 4-digit *Operator ID*.
- Customer inserts NC card into iPA 280 and enters PIN.
- Operator keys in the *Event Code* (if programmed) and presses green button.
- Operator enters the sales total into iPA 280.
- Customer approves the sale by pressing green button.

Note: The money is taken off the chip immediately

# MWR/Chaplain (cont)

- Operator uploads the iPA 280 data before logging off the system.
  - A iPA 280 may be uploaded at any Navy Cash LAN drop
- Disbursing will provide MWR/Chaplain with the following reports:
  - *Merchant Transaction Report (Ship's Disbursing App Report)*  
and/or
  - *Daily/Monthly Trans Detail Report (Shore Report).*

# CPO/Wardroom Daily

- Operator logs on iPA 280 at start of business
- Customer inserts NC card into iPA 280 and enters PIN
- Operator presses correct function key before entering sales total into iPA 280
  - Separate function keys for food and dues
- Customer presses green button to approve sale.
- Operator hands NC card back to customer.

# CPO/Wardroom Daily (cont)

- Operator uploads the iPA 280 data (if *offline*) before logging off system.
- Treasurer records the NC collection in the *Record of Collection* IAW existing procedures. NC should be noted in parenthesis in the “Purpose” field of entry.

# Foreign/Other Vendors

- Disbursing issues a iPA 280 with a generic operator setup for:
  - Foreign Concessionaire
  - Husbanding Agent
  - College Books/College Courses
- Disbursing is responsible for all iPA 280s using locally generated and maintained logs.
- Disbursing is responsible for training vendors on general use of the iPA 280.
- Use a designated LAN drop to log on/off and to download transactions into NC system.

# Foreign/Other Vendors (cont)

- Start of business day/port visit:
  - Ensure iPA 280 battery is fully charged.
  - Disbursing logs on vendor using generic *Operator ID* (i.e. user one, user two)
  - Vendor signs for iPA 280.
- Sales:
  - Customer inserts NC card into iPA 280 and enters PIN
  - Vendor enters sales total into iPA 280
  - Customer presses green button to approve
  - Vendor hands NC card back to customer.

# Foreign/Other Vendors (cont)

- End of business day/port visit:
  - Designated personnel uploads iPA 280 data before logging off vendor.
  - Disbursing prints *Merchant Transaction Report* for vendor.
  - Foreign vendor determines percentage with Sales Officer (NEX/Ship's Store/Merchant's share)
  - Vendor settles with Disbursing
  - Vendor signs for check/cash on locally prepared form.
  - Disbursing Officer creates a *Journal Voucher* for transaction.

# Questions

