



# Navy Cash Training

## Sales Unit 1:

### Sales and Other Merchants

# Objectives

- Discuss how to obtain Operator IDs
- Explain Rules of Behavior (ROB) and FS Form 2888
- Demonstrate and explain MT 280 interface
- Discuss Disbursing Application functions related to sales operations
- Explain Merchant Accounts for Sales and Food Service
- Discuss daily business practices, EOD procedures, and processing refunds

# Obtaining an Operator ID

- All MT 280 users are required to be enrolled in Navy Cash
- Each user must have a unique 4-digit Operator ID within the NC Disbursing Application
  - *Do not share Operator IDs*
- Disbursing will assign all Operator IDs
- Operator IDs are not reusable. Once an Operator ID is assigned and that operator leaves the ship, the relief must be assigned a totally different operator ID
- Operator ID must not begin with zero (0)

# Rules of Behavior (ROB)

## ■ Rules of Behavior (ROB)

- All personnel who operate a Navy Cash Point of Sale device are required to sign their Rules of Behavior
- The ROB is signed electronically in Disbursing
- By signing the ROB, they acknowledge that they have read, understand, and agree to abide by the rules
  - » *NC Operators must only conduct official business within Navy Cash*

# Rules of Behavior (ROB)

## NOTICE AND CONSENT

When you use the Navy Cash system, you are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS, which includes any attached device, you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, and personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures, e.g., authentication and access controls, to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.

## RULES OF BEHAVIOR FOR USERS OF NAVY CASH SYSTEM

1. These rules of behavior for users of the Navy Cash system delineate the responsibilities and the expected use and behavior of all individuals with user access to the Navy Cash system, defined as all computer hardware (including attached devices), software, and electronic files. By your signature below, you indicate that you have read, understand, and agree to abide by these rules of behavior.
2. You must conduct only official, authorized business on the Navy Cash system. You must access only that data, control information, software, hardware, and firmware for which you are authorized access, and assume only those roles and privileges for which you are authorized. Do not introduce or use any unauthorized software, firmware, electronic files, or hardware.
3. As a Navy Cash operator, e.g., in the post office, CPO mess, ship's store, or disbursing office, you must be authorized as a user and be assigned a unique operator ID number at the disbursing office. In the ship's store, once operator IDs are established in Navy Cash, they must be entered into the Retail Operations Management (ROM) system. ROM and Navy Cash operator IDs must match for sales receipts to be reported properly.
4. Access to Navy Cash Disbursing Application workstations or laptops or to the Navy Cash server must be authorized at the disbursing office and is controlled by user name and password. Passwords created by the Disbursing Application for new users, or any other default passwords, must be changed at the disbursing office as soon as creation of the new user account is completed.
5. Passwords must be a minimum of 14 characters (15 characters for Sys Admin) and less than 16 characters in length and must begin with an alphabetic character and should use three of four character sets, i.e., upper-case letters, lower-case letters, numbers, and special characters.
6. Protect your password. Your password must be changed at the disbursing office every six months or when you suspect it may have been compromised or it appears in an audit document. Before you change your password, the Disbursing Officer will first verify your identity.
7. As an operator, you must log off your device or workstation when you are through working on the system. The next operator can then log on the system by entering his or her own password. Each operator must use his or her

# Rules of Behavior (ROB)

own operator ID or user ID and password when operating the Navy Cash system. Protect devices or workstations from unauthorized access. Never leave a device or workstation unattended while logged into the system.

8. As a matter of policy, any PS who wants to perform any personal Navy Cash transactions in the disbursing office, for example, to add or cash out value or change a PIN, must contact the Disbursing Officer or Deputy.

9. Each calendar quarter, the ship's Cash Verification Team will generate 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.

10. You must follow the procedures established for the proper handling and safeguarding of the Personally Identifiable Information (PII) associated with both Disbursing and Navy Cash operations to ensure the security and confidentiality of that information.

11. All cardholders in the Navy Cash Stored Value Card program are granted privacy protections under the Privacy Act of 1974 as amended. Release of information may be granted to DoD law enforcement agencies if the head of the agency has made a written request to the U.S. Department of the Treasury Bureau of the Fiscal Service. All materials requested shall be sent from the Bureau of the Fiscal Service. Privacy protected information may not be released without written consent from the Bureau of the Fiscal Service. This restriction applies to a court order of a competent jurisdiction including subpoena.

12. Ensure that all documents, equipment, system media, or other output containing PII are properly cleared, sanitized, marked, controlled, stored, transported, and destroyed based on sensitivity and need-to-know.

13. You must protect Navy Cash information and system resources from unauthorized access or occurrences of misuse, sabotage, tampering, denial of service, fraud, misappropriation, or release to unauthorized persons. Immediately report all such occurrences to the Disbursing Officer or Information Assurance Manager (IAM).

## ACCEPTANCE

I have read the above Rules of Behavior for the Navy Cash System. By my signature below, I acknowledge and agree that my access to the Navy Cash system is covered by, and subject to, such Rules. Further, I acknowledge and accept that any violation by me of these Rules may subject me to administrative or civil and/or criminal actions and may result in the termination or suspension of my access to the Navy Cash system at any time without notice.

User's Name: \_\_\_\_\_ (printed)

User's Signature: \_\_\_\_\_ (signature)

Last Four Digits of User's SSN: \_\_\_\_\_

Date: \_\_\_\_\_

# FS Form 2888

## ■ FS Form 2888

- Accountable Official Application Form for U.S. Department of the Treasury Stored Value Card (SVC)
- Sales Officer or designated personnel (who has custody of Vending Merchant Cards) is required to submit a completed and signed FS Form 2888 to the Disbursing Officer
  - » *DISBO forwards the forms to Treasury Financial Agent for retention*
- Not required for General Mess operations
  - » *General Mess is a Line of Accounting (LOA) merchant*

# FS Form 2888

APPLICATION FORM FOR U.S. DEPARTMENT OF THE TREASURY ACCOUNTABLE OFFICIAL STORED VALUE CARD (SVC)				OMB No. 1530-0020 EXP. DATE 09/30/2019	
<b>DIRECTIONS:</b> Submit completed form to Disbursing or Finance Office. Provide bank or credit union information if you are authorized to transfer funds from an agency bank or credit union account to your Accountable Official Treasury Stored Value Card (SVC) account at a Treasury SVC Node.					
<b>ACCOUNTABLE OFFICIAL PERSONAL INFORMATION</b>					
1. RATE, RANK, TITLE		2. FIRST NAME		3. MIDDLE INITIAL	4. LAST NAME
5. PAY GRADE		6. MILITARY BRANCH OR COMPANY NAME	7. FULL SSN	8. DATE OF BIRTH (MMDDYYYY)	9. MOTHER'S MAIDEN NAME OR KEYWORD (Required for security purposes)
10a. MILITARY DUTY ADDRESS (For Navy/Marine Cash include assigned Division, Unit, etc.) OR WORK ADDRESS (Contractors)					
b. CITY			c. STATE	d. ZIP CODE	e. COUNTRY
11a. RESIDENCE/PERMANENT ADDRESS (Must not be military duty address)					
b. CITY			c. STATE	d. ZIP CODE	e. COUNTRY
12. WORK TELEPHONE NUMBER		13. CELL PHONE NUMBER		14. E-MAIL ADDRESS	
<input type="checkbox"/> NONE					
<b>ACCOUNTABLE OFFICIAL BANK OR CREDIT UNION INFORMATION</b>					
15a. BANK OR CREDIT UNION NAME			b. CITY	c. STATE	d. ZIP CODE
16. ABA ROUTING NUMBER (8-digit number)			17. ACCOUNT NUMBER		
18. ACCOUNT NAME (Name as it appears on your account)					19. ACCOUNT TYPE (X one) <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS
<b>ACCOUNTABLE OFFICIAL LIABILITY:</b> I acknowledge that I am the Accountable Official for all funds placed on this card and may be held pecuniarily liable for the loss or misuse of such funds. I may be relieved of such liability only under the procedures detailed in DOD FMR Volume 5, Chapter 1.					
<b>EXPIRED, LOST, STOLEN, OR DAMAGED CARD:</b> When the Accountable Official Treasury SVC card expires, any value remaining may be forwarded to the bank or credit union account specified above. If the account has been closed or if any value remaining on the Treasury SVC cannot be forwarded to the account for any other reason, I understand that the funds may be transferred to an account in the U.S. Treasury in accordance with 31 U.S.C. 1322 or elsewhere in accordance with applicable law. The agency listed in item 15 retains the right to claim such funds. If my Accountable Official Treasury SVC is lost, stolen, or damaged, I may be charged a fee for a replacement card.					
<b>ADDITIONAL TERMS AND CONDITIONS:</b> By using the Accountable Official Treasury SVC, I agree to accept the terms and conditions for use of the Accountable Official Treasury SVC established by the issuer of the card. This form may be imaged and kept on file electronically by the U.S. Department of the Treasury and/or its Financial or Fiscal Agent, and an electronic image shall be considered the legal equivalent of the original. I represent and warrant that the agency listed in item 16 has authorized me to obtain this Accountable Official Treasury SVC, to link it to the bank or credit union account listed above, and to hold, collect, and disburse funds that are in the account and on this Accountable Official Treasury SVC. I agree to return the Accountable Official Treasury SVC when I no longer hold the position as accountable office for the funds and/or Accountable Official SVC account.					
<b>PRIVACY ACT STATEMENT</b>					
<b>AUTHORITY:</b> Executive Order 9397, 31 CFR 210, and 31 U.S.C. 7701.					
<b>PRINCIPAL PURPOSES:</b> To enroll individuals acting in the capacity of Accountable Officials in the Treasury SVC program; to obtain authorization to initiate debit and credit entries to bank and credit union accounts; and to facilitate collection of any delinquent amounts.					
<b>ROUTINE USES:</b> The information on this form may be disclosed as generally permitted under 5 U.S.C. Section 552a(b) of the Privacy Act of 1974, as amended. It may be disclosed outside of the U.S. Department of the Treasury, Fiscal and Financial Agents involved in providing SVC services, and their contractors or to the Department of Defense (DOD) for the purpose of administering the Treasury SVC programs. In addition, other Federal, State, or local government agencies that have identified a need to know may obtain this information for the purpose(s) identified by the Bureau of the Fiscal Service (Fiscal Service) Routine Uses as published in the Federal Register. Aggregate data about transactions captured both on and off the installation or ship, whether through the card's electronic purse or magnetic strip, may be used to generate summary level reports.					
<b>DISCLOSURE:</b> Disclosure is voluntary; however, failure to furnish requested information may prevent you from participating in the Treasury SVC programs. Your SSN is being requested to verify your identity and to facilitate the collection of any amounts that may become due to the government as a result of your use of the Treasury SVC. If you do not provide your SSN, we cannot process your application for an SVC.					
<b>BURDEN ESTIMATE STATEMENT</b>					
According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The time required to complete this information collection is estimated to average 10 minutes, including the time to review instructions, search existing data sources, gather and maintain the data needed, and complete and review the collection of information. Comments concerning the accuracy of the time estimate and suggestions for reducing this burden should be directed to the U.S. Department of the Treasury, Bureau of the Fiscal Service, 401 14 <sup>th</sup> Street SW, Washington DC 20227.					
<b>AUTHORIZATION TO MAKE TREASURY SVC TRANSFERS ELECTRONICALLY TO AND FROM BANK OR CREDIT UNION ACCOUNT</b>					
I authorize the U.S. Treasury's Fiscal or Financial Agent to initiate debit and credit entries to the bank or credit union account at the financial institution specified above in order to fulfill any requests I may make to transfer funds between the bank or credit union account and this Treasury SVC account.					
20. POSITION TO WHICH APPOINTED					
21. SIGNATURE				22. DATE SIGNED (MMDDYYYY)	
23. SIGNATURE OF COMMANDING OFFICER (may attach copy of Accountable Official's appointment letter signed by CO in lieu of CO's signature)				24. DATE SIGNED (MMDDYYYY)	
<b>FOR OFFICE USE ONLY</b>					
25. ISSUED BY (Disbursing/Finance Office Name/Location)				26. CARD NUMBER (Last seven digits)	

FS FORM 2888 (09-16)

DEPARTMENT OF THE TREASURY  
BUREAU OF THE FISCAL SERVICE

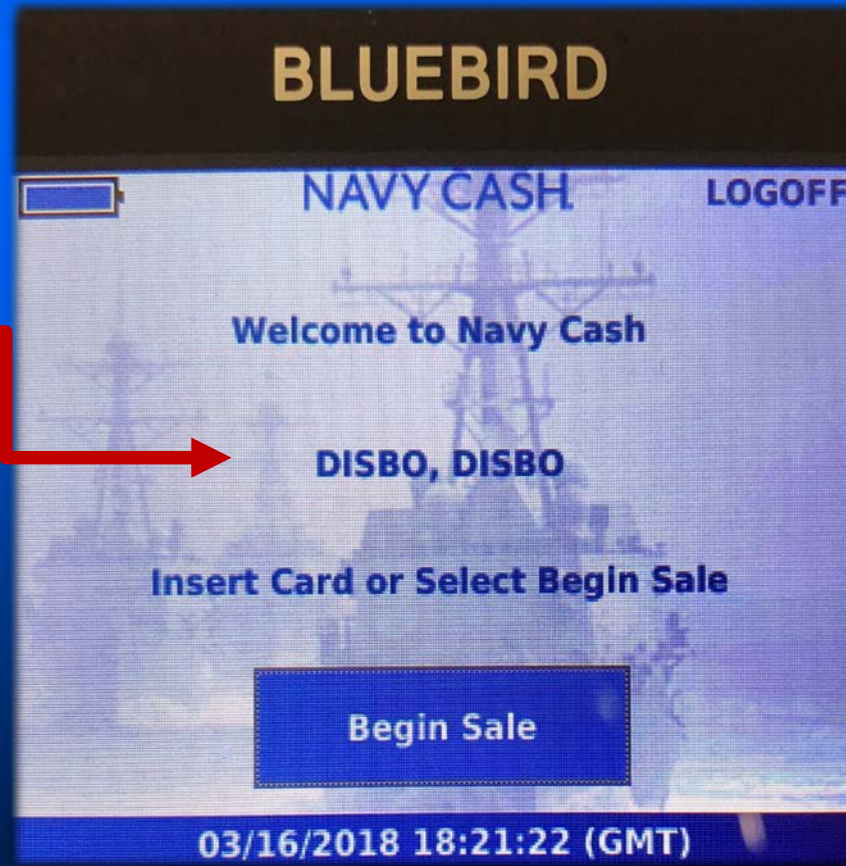


# MT 280 System Interface

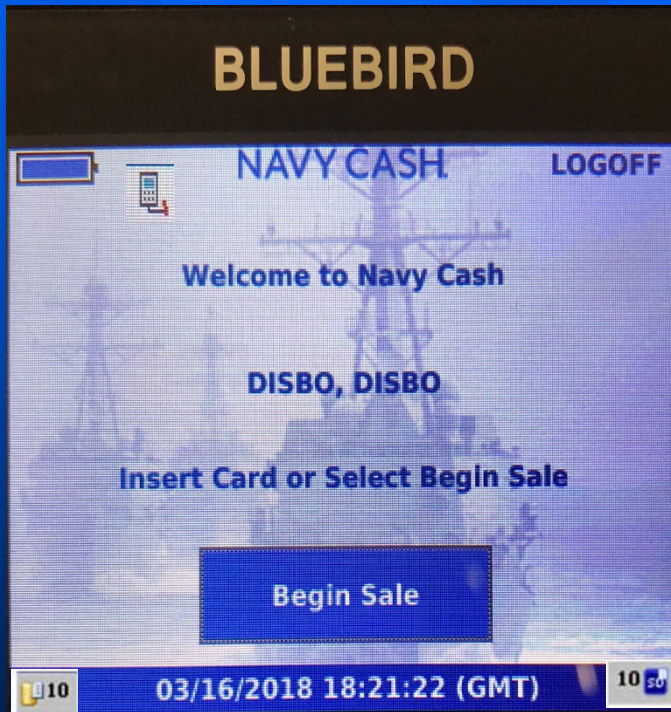
# MT 280

- MT 280 is a Mobile POS (MPOS) device
  - Also called the Bluebird
- MT 280 - Online Mode
  - MT 280 is connected to the ship's LAN via Ethernet connection to communicate with the Navy Cash Server
- MT 280 - Offline Mode
  - MT 280 is not connected to a designated LAN drop (i.e. MWR, money changers, foreign vendors)
  - Powered by battery

# MT 280 Welcome Screen



# MT 280 Screen Layout



Header

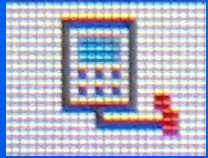


Main Screen

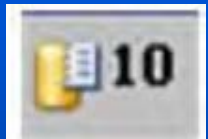


Status Bar

# MT 280 Indicators



MT 280 is Offline



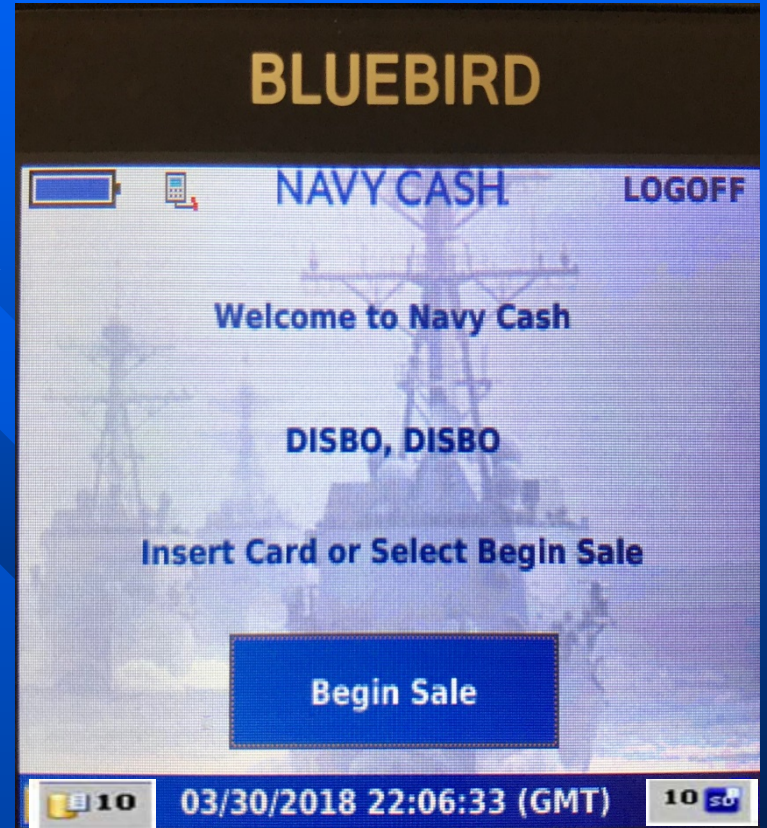
There are messages in the Internal queue



There are messages in the SD Card queue



SD Card is missing

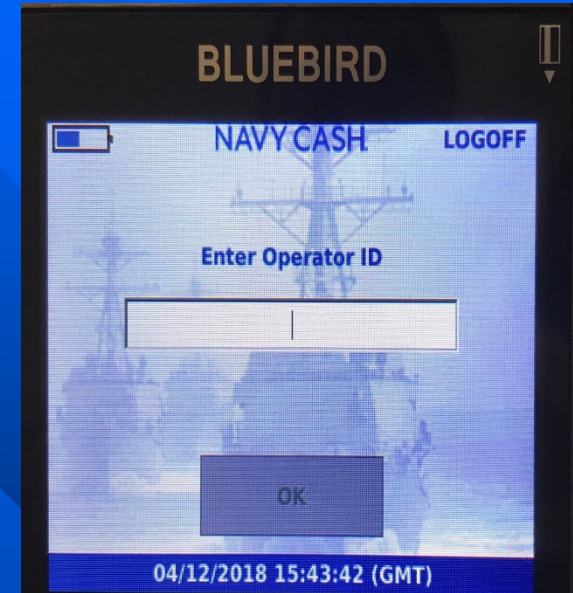


# MT 280

## Logon and Logoff Procedures

# MT 280 Log On

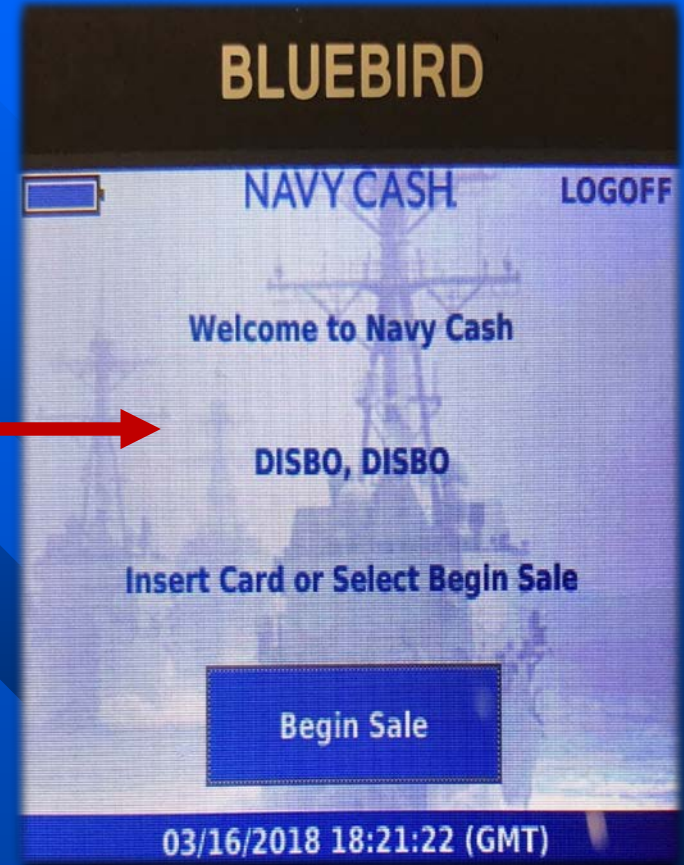
- Power on the MT 280
- Connect the MT 280 to the Network
  - Put MT 280 into the Point of Sale (POS) Base Unit that is connected to a Navy Cash LAN drop
  - Ensure MT 280 is connected to the network
- MT 280 prompts Operator to enter Operator ID
- Enter Operator ID
- Operator ID text box turns green and the **OK** button is enabled



# MT 280 Log On (cont.)

- MT 280 displays Operator's name on Welcome Screen
- MT 280 is ready to process sales transactions/collections

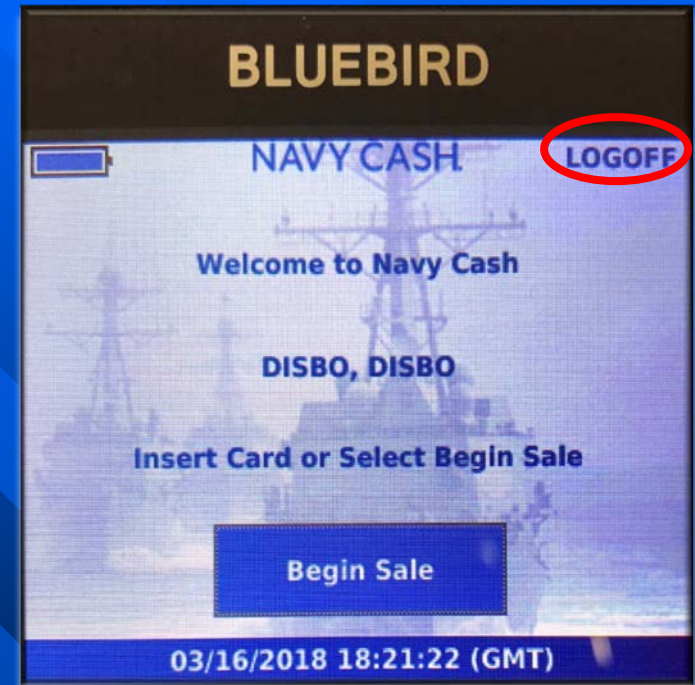
*Operator's name*






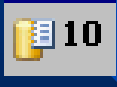

# MT 280 User Log Off

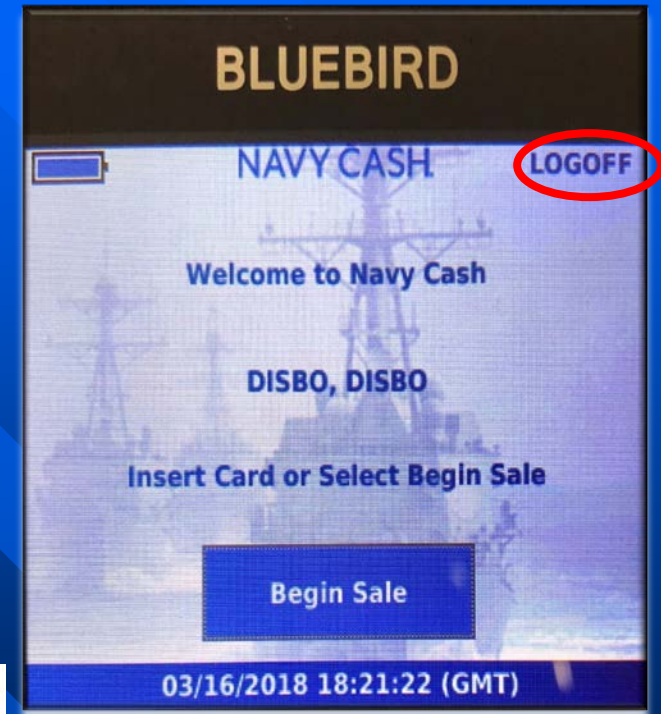
- If MT 280 is Online
  - Step 1: Provided there are no messages in the queue, touch the Logoff option on the header bar
  - Step 2: Touch the “Yes” button when prompted to *Logoff*



# MT 280 User Log Off (cont.)

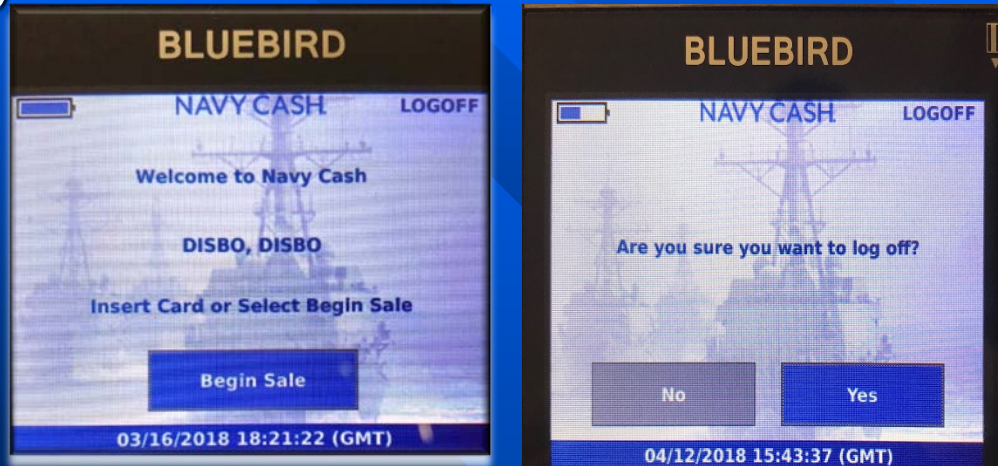
## ■ If MT 280 is Offline

- Step 1: Connect MT 280 to a LAN drop
- Step 2: Power on the MT 280
- Step 3: Wait until the Offline Indicator  disappear
- Step 4: Wait until the  and  Message Indicators disappear



# MT 280 User Log Off (cont.)

- Step 5: Touch the *Logoff* option on the header bar
- Step 6: Touch the “Yes” button when prompted to *Logoff*



## Note:

- **MT 280 must be connected to LAN:**
  - To download transactions
  - To Log on or off

# Short-Term Outage

- If connectivity to the server is expected to be a problem, an operator should remain logged-on to the MT 280 at the end of the day
  - This will allow operator to conduct business the next day
  - In Offline Mode, the MT 280 stores messages in the internal queue and uses an 8 GB SD Card as back-up storage

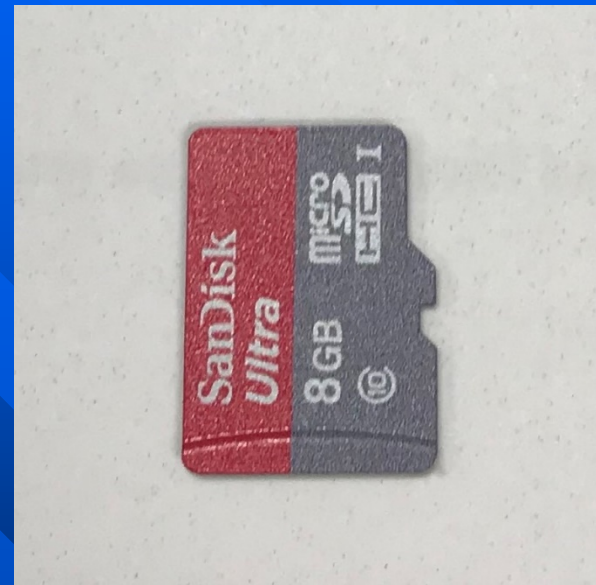
# Card Access Device (CAD), SD Card, and SAM Chip

# Card Access Device (CAD)

- Connects to the Navy Cash Server through ship's LAN
- Requires network connection to initially log in to the Navy Cash Server
  - If CAD loses connectivity to Navy Cash server, it can still process transactions offline
- Does not support entry of PIN

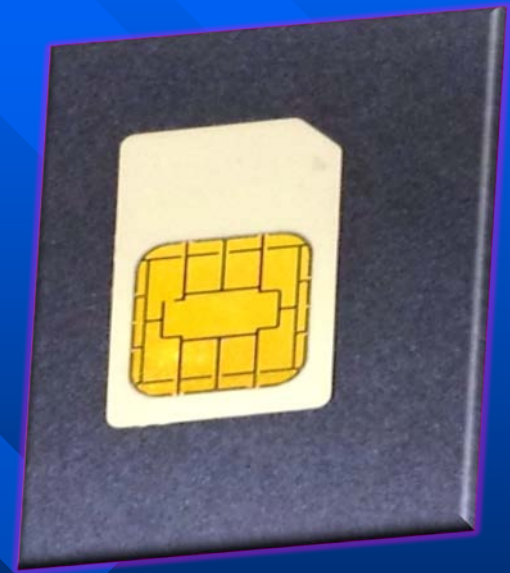
# Secure Digital (SD) Card

- The SD Card
  - Provides a means of storing transactions when the CAD is offline (also installed on MT 280)
  - SD card used should be 8 GB



# Secure Access Module (SAM)

- SAM is installed in MT 280s, Kiosks, and CADs
- DISBO must ensure each MT 280, Kiosk, and CAD has a SAM Chip, including spares
- The MT 280, Kiosk, and CAD use a SAM to interact with the chip on the Navy Cash card
- If a SAM is not present, the MT 280, Kiosk, or CAD will not work, and an out-of-service error is displayed on the screen





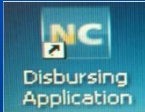
# Navy Cash Disbursing Application

# Equipment Set-up - Sales Office



- Typical Set-up
  - Navy Cash LAN drop
  - MT 280 is connected to a Navy Cash workstation
- NC Workstation
  - Disbursing Application for Sales
    - » Refunds
    - » Reports
    - » Vending and Ships Store
    - » Card Reports

# Disbursing App Sign On/Off

- Verify that MT 280 is turned on
- Turn on Navy Cash workstation and enter Windows password to launch Windows
- Click icon for Disbursing Application  , then log in using your username and password
- To log out of the Disbursing Application, click *“Logout”*

# Disbursing Application Menu

The screenshot shows the NAVYSUP application interface. At the top, a navigation bar contains the following menu items: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main header area displays the NAVYSUP logo, the text "NAVAL SUPPLY SYSTEMS COMMAND", and the slogan "Ready. Resourceful. Responsive!". Below the header, six red-bordered boxes list application features. Red arrows point from the "Funds Transfer", "Card Maintenance", "Account Maintenance", "Operations", "Utilities", and "Reports" menu items to their respective feature boxes.

Menu Item	Features
Funds Transfer	Funds Transfer to Chip Funds Transfer from Chip Individual Refunds Bulk Refunds Deposit Cash to Strip
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 Safe Bank Transaction Operator ID Maintenance Vending and Ship's Store Event Maintenance
Utilities	View Log View Disk Usage NOC Selection Process (Marine) Split Pay File Provisional Split Pay Access Editor
Reports	Disbursing Reports Sales Reports Operations Report

# Sales Merchant Accounts

- Sales Merchants are pre-set by Navy Cash
- Sales Merchants are Line of Accounting (LOA) Merchants
  - *Ship's Store*
  - *Vending Soda*
  - *Vending Store Items*
  - *Hangar Bay Sales*
  - *Beverage Bar*



# General Mess Merchant Accounts

- Two Merchant Accounts
  - *General Mess – Food*
    - » *To record standard meal prices*
  - *General Mess – Surcharge*
    - » *To record meal surcharge*
- General Mess Merchants settle to Line of Accounting (LOA) monthly

# Daily Operations

# Navy Cash and ROM

- Resale (Retail) Operations Management (ROM)
  - Ship's Store operates can operate in Online or Offline mode
  - The ROM workstation (backend office) is NOT integrated to Navy Cash
  - Daily balancing must be performed to ensure both systems match



# Ship's Store

## ■ Daily Business

- Turn on the MT 280
- Log into the MT 280 using the 4-digit Operator ID
  - » *Ensure MT 280 is online and connected to the Navy Cash Server*
- Scan all items through the Cash Register
- Enter total transaction amount into the MT 280
  - » *Total Amounts entered in MT 280 and Cash Register must match*
- Cardholder inserts NC card, enters PIN, and *confirms* total amount of the transaction
- Review Sale Results and touch the “*Done*” button
- Remove NC card from the MT 280
- ***Transactions are automatically downloaded to the NC Server***

# Ship's Store (cont.)

## ■ End of Day

- Ship's Store operator ensures all sales transactions have been downloaded from the MT 280
- Sales Office or designated assistant generate an EOD Report from ROM summarizing that day's sales activity at the Cash Register
- Compare EOD Report with Navy Cash Merchant Sales Summary Report
  - » ***Totals for electronic sales must match***
- If there are no differences, total sales will be entered and posted into ROM
- Sales Officer signs all reports and reports filed

# Ship's Store (cont.)

## ■ EOD Differences

- Any difference must be investigated
  - » Difference is >\$5.00
- Print the ROM Over/Short Report
- Print the ROM Daily Transaction Report
- Print the Merchant Transaction Report (i.e. by Operator) in Navy Cash
- Verify the NC Refund Log
- Compare reports, research, and resolve any discrepancy

# Hangar Bay Sales

- Sales Officer sets up ROM Workstation
  - IAW ROM User's Guide
- Check out MT 280 from Disbursing Office
  - DO configures MT 280 with appropriate Merchant
  - DO assigns Operator ID
  - DO logs MT 280 from check-out log
- At end of day, connect MT 280 to any of the NC download boxes or serial ports
  - *Transactions are automatically downloaded to the NC Server*

# Ship's Store Profits

- Transfer of Ship's Store Profits to MWR
  - Payment can be made via U.S. Treasury Check or Cash

# Food Service Procedures

- All Officers and civilian riders will have a Navy Cash Card
- Deposits will not be made directly from ship riders to DISBO or Wardroom Treasurer to DISBO
- Food Service will confirm collections using the Merchant Sales Transaction Report and/or Merchant Sales Summary Report

# Food Service Procedures (cont.)

- Refunds must be approved by FSO using a refund chit
- Food Service will submit a NAVSUP Form 1359 before the 27<sup>th</sup> of each month
  - Note: Disbursing Officer will dictate the final date for S-2 deposits
- FSO will notify TYCOM when deposit will not be made for the month
- If not ship's company, meal sales will be recorded on the DD 1544 and the surcharge rates apply

# Daily Reconciliation



# Reconciliation

- Reconciliation is the process of confirming that Navy Cash collections balance with Navy Cash sales (transactions)
- Determine what caused an out-of-balance condition
- The DISBO, Sales Officer, and FSO must reconcile daily

# Reconciliation

- Daily Reconciliation - Ship's Store
  - *ROM Daily Transaction Report* is compared with daily *Merchant Sales Summary Report* and/or *Merchant Transaction Report*
  - Simplifies reconciliation at End of Month
  - Normally, daily ROM and Sales Reports are compared with applicable shore reports
    - » *Merchant Sales by Operator Detail Report*

# Reconciliation

## ■ Daily Reconciliation - Food Service

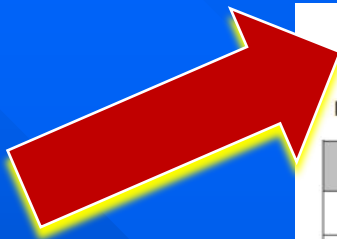
– FSO compares recorded sales/surcharges (cash meal and bulk food) on the following:

» *Totals on DD 1544, NS 1046, or DD 1149 less Refunds*

*versus*

» *Total collections shown on the Navy Cash Merchant Sales Summary Report plus any cash/checks collected*

# Reconciliation Worksheet



USS \_\_\_\_\_

**GENERAL MESS DAILY RECONCILIATION WORKSHEET**

DATE: \_\_\_\_\_

SALES		COLLECTIONS	
DD 1149/NS 1282			Cash
NS 1046			Checks
DD 1544			Navy Cash (from Merchant Sales Summary Report)
<b>TOTAL SALES</b>			<b>TOTAL COLLECTIONS</b>
ADJUSTMENTS TO SALES		ADJUSTMENTS TO COLLECTIONS	
Plus refunds issued today but not liquidated today			Less amount of currency overage—exclusive of Navy Cash funds
Less refunds issued before today but liquidated today			Plus amount of currency shortage—lost, misplaced or stolen—exclusive of Navy Cash funds
Less erroneously overstated sales amounts			Plus erroneously understated Navy Cash collections
Plus erroneously understated sales amounts			Less erroneously overstated Navy Cash collections
<b>ADJUSTED TOTAL</b>			<b>ADJUSTED TOTAL</b>

# General Mess Forms

- DD 1544 – Cash Meal Payment Book
- NS 1046 – Sale of Enlisted Dining Facilities Meals
- DD 1149 – Requisition and Invoice/Shipping Document
- NS 1282 – Food Item Request/Issue Document
- NS 1359 - General Mess Summary Document

# Refunds

# Refunds - Sales

- Sales Officer or designated assistant approves all Refunds
- Use a NC Refund Chit and NC Refund Log
- Customer takes merchandise to the Sales Office and fills out a NC Refund Chit
- After approval, Disbursing Officer, Sales Officer or designated assistant will process the refund through the NC Disbursing Application
- Sales Officer or designated assistant enters the refund in ROM following current procedures

# Refunds - Sales

- Merchandise is returned to ship stock
- A copy of the approved Refund Chit and Refund Log are kept in the retained file





# Refunds – General Mess

- FSO prepares, signs, and issues a Refund Chit
  - FSO approves all refunds
- FSO records the refund in the Refund Log
- Cardholder presents Refund Chit to Disbursing Officer
- Disbursing Officer performs refund
- Disbursing returns Refund Chit to FSO
- FSO records the date refund was cleared on Refund Log
- FSO keeps the Refund Log for 10 years
  - For reconciliation and audit purposes

# Individual Refunds

- Two types of Individual Refunds
  - Chip Purchase Refund
    - » Allows a single purchase transaction to be selected to the refund
    - » Ensures the purchase is refunded only once
  - Miscellaneous Refund
    - » Used when the specific purchase is difficult to identify

# Refunds

## Individual Refunds Screen

- Chip Purchase Refund

NAVY CASH®  
Individual Refund

Have user insert card.

Get Chip Info    Reset

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

Chip Purchase Refund     Miscellaneous Refund    Submit

**Chip Purchase Refund**

Transaction Date - D	Amount	Merchant	Event	Refunded
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**Filters**

From Date:     To Date:   
Event:   
Display Expired Events:     Refresh

**Procedure**

1. Have user insert card.	Chip Purchase Refund.
2. Click the 'Get Chip Info' button.	1. You can narrow the list by choosing a date range and by Event. Then click Refresh.
3. Verify cardholder's identity.	2. Click 'Submit' to Refund.
4. Choose refund by either a purchase or by dollar amount.	

Disbursing Application Version: 1.7.23143 | Application Release : (ncp)

1/6/2011

10:29:08 AM

# Refunds

## ■ Miscellaneous Refund Screen

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

**NAVY CASH**  
Individual Refund

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

Get Chip Info Reset

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

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 of amount.

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# Questions

