

# Merchant Unit 2: Merchant Account Management: Reports and Maintenance

# Objectives

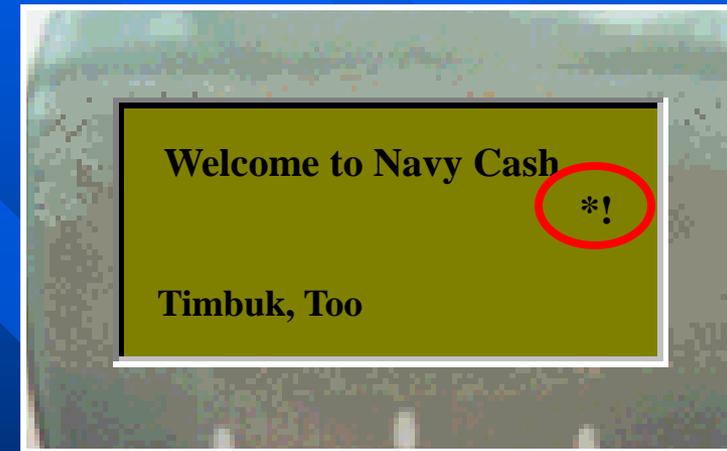
- Describe the procedures and reports associated with *End of Day* process.
- Explain the procedures and reports associated with *End of Month* process.
- Describe the various reports associated with the *Merchant* account management.
- Explain the schedule of deposits to commercial banks and merchant to merchant transfers.

# End of Day



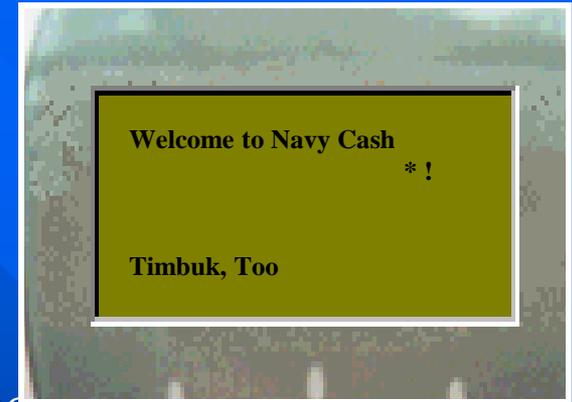
# End of Day Procedures

- Once a *Merchant's* business is secured at the end of a business day, upload K22 to NC server using following procedures:
  - *Online* mode, sales transactions are uploaded to NC server automatically.
  - *Offline* mode, an asterisk '\*' is displayed in upper right hand corner of screen.
  - An exclamation point '!' will be displayed when transactions have been recorded but not uploaded.



# EOD Procedures (cont)

- When K22 is connected to the LAN:
  - The asterisk ‘\*’ on the screen disappears.
  - Upload starts automatically.
- The exclamation point ‘!’ remains displayed until all transactions have been uploaded to the server.
  - Disconnect K22 from network after ‘!’ disappears.
- If K22 gets disconnected while uploading, reconnect it immediately.



# Post Office End of Day

- PC logs off the K22
- Refunds are handled using *USPS form 3533* and a Navy Cash refund chit.
- Prepare *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 to be retained.

# End of Month



# End of Month Reporting Procedures

- Monthly operating statements are prepared IAW existing procedures.
- When NC is used to collect sales and surcharges (as in Food Service), the NC totals are combined with cash.
  - For reporting purposes, treat NC collections as if they are actual cash collections. Cash/checks collected by FSO will appear outside of NC EOM settlement.

# Reports



# Reports

- Disbursing will provide transaction reports generated from EOD/EOM for the following merchants:
  - Post office
  - Foreign vendors
  - Wardroom
  - MWR
  - General Mess
  - Commanding Officer's Mess
  - Chief's Mess
  - Flag Mess
  - Chaplain

# Reports (cont)

- Compare daily reports with reports from other existing systems to verify accuracy.
- Discrepancies in reports should be investigated IAW existing procedures. Disbursing will be able to supply additional information.

# Merchant Transactions Report

- This report shows all sales, refunds and correction credits involving both vending and non-vending ship *Merchants.*

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

Buttons: Generate, Print, Save, Exit

# Merchant Sales Summary Report

- This report shows a summary of sales, refunds and reversal transactions for each ship *Merchant*.

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 - METFRED MATT	800000000825	12.00

Sort Report By: Merchant Name

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

Generate Print Save Exit

# Merchant Settlement



# 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***

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# 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**

# Deposits to Commercial Banks

- It is very important for the *Merchants* to understand that funds collected using NC are NOT immediately available for expenditure from commercial bank accounts. (May take 48 hours or so)

# K22 Errors



# K22 Errors

- *Card Timeout*

- Simply pull out card and re-insert into slot.

- *Card blocked*

- Means the user has entered a PIN incorrectly 3 times. They must return to Disbursing, show ID to get new PIN and unblock card.

# K22 Errors (cont)

- K22 screen is dark:
  - Make sure the K22 has power. Ensure that the K22 is either plugged in or has fresh batteries.
  - Make sure that the small recessed red Cancel/Off key is not stuck under the lip and therefore constantly down not allowing the power to come on.
  - Hold down the green [OK] key for a full five-count to re-initialize the K22.

# K22 Errors (cont)

- K22 turns off randomly:
  - Check strain relief cover and verify that the plug is connected firmly and the cover is in place.
  - Ensure that the cable is not twisted at the connection point to the K22.
  - If problems persists, replace K22 cable.

