



Merchant Unit 2: Merchant Account Management: Reports and Maintenance

Objectives

- Describe the procedures and reports associated with ‘End of Day’ (EOD) 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 business day, upload iPA 280 to NC server using following procedures:
 - *Online* mode: sales transactions are uploaded to NC server automatically
 - *Offline* mode:
 - An icon is displayed on the screen to indicate '*offline*'
 - A different icon will display if transactions have been recorded but not uploaded

EOD Procedures (cont)

- When iPA 280 is connected to the LAN:
 - *Offline* icon disappears from screen
 - Upload starts automatically
 - Transactions icon displays until all transactions have been uploaded to the server
 - Disconnect iPA 280 from network after ‘!’ disappears
- If iPA 280 gets disconnected while uploading, reconnect it immediately

Post Office End of Day

- LS logs off the iPA 280
- 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
- LS 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, 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.

NAVY CASH®
Merchant Transactions Report

Merchant Type
 Vending Non-Vending All Sort Order:

Start Date: End Date:
 First Name: Last Name:
 Merchant:

Run Date/Time: 01/06/2011 12:11:29 GMT
 Merchant Transactions Detail Report
 Location: V21624

Report Parameters:
 Start Date: 04/01/2010 13:42:33
 End Date: 01/06/2011 12:11:05
 First Name:
 Last Name:
 Merchant Type: ALL
 Merchant ID: 800000477510

Merchant	Merchant ID	Operator	Date	Transaction Type
CPO MESS - DUES	800000477510	DIAZ, CARLOS	04/18/2010 07:51:45	Chip POS Purchase
CPO MESS - DUES	800000477510	DIAZ, CARLOS	04/19/2010 11:51:28	Chip POS Purchase
CPO MESS - DUES	800000477510	DIAZ, CARLOS	04/20/2010 17:47:24	Chip POS Purchase
				Sub Total
				Total

Run Date/Time: 01/06/2011 12:11:38 GMT
 Merchant Transactions Summary Report
 Location: V21624

Report Parameters:

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/6/2011 12:10:59 PM

Merchant Sales Summary Report

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

NAVY CASH®
Merchant Sales Summary Report

Sort Report By: Merchant Name

Start Date: 01/06/2010 00:00:00 End Date: 01/06/2011 12:08:25

Generate Print Save

Run Date/Time: 01/06/2011 12:08:51 GMT

Merchant Sales Summary Report
Location: V21624

Report Parameters:
Start Date: 01/06/2010 00:00:00
End Date: 01/06/2011 12:08:25

Merchant Name	Merchant ID	Sales	Refunds	Total	Count
CPO MESS - DUES	800000477510	1,195.00	0.00	1,195.00	22
GENERAL MESS - FOOD	800000477514	10,991.95	0.00	10,991.95	4
NAVY MWR	800000477524	178.05	0.00	178.05	31
PRIVATE THREE	800000477554	297.11	0.00	297.11	6
SHIP STORE	800000477532	15,836.43	0.00	15,836.43	4,419
VENDING SODA	VMSODA000000000004	4,376.00	0.00	4,376.00	8,729
VENDING SODA	VMSODA000000000005	4,087.50	0.00	4,087.50	8,175
VENDING STORE ITEMS	VMCAND000000000002	2,023.90	0.00	2,023.90	3,468
WARDROOM MESS - DUES	800000477540	6,024.40	0.00	6,024.40	43
WARDROOM MESS - FOOD	800000477542	5,290.08	0.00	5,290.08	69
Totals		50,300.42	0.00	50,300.42	24,966

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Shore Report

The following is an example of a Shore report for a particular merchant for troubleshooting ONLY, this report contains private information and should not be submitted with any official documents.

```
Run Date:12/17/2002
Run Time: 00:12:33
Report Name:TRAN_WardroomMessFood_D
Detail Report - WARDROOM MESS FOOD

Location: USS TITAN
Date: 12/15/2002 04:53:25 To 12/16/2002 07:09:45 Batch Id: R22202_971
Navy Cash Daily Transaction
```

Last Name	First Name	SSN	Account #	Date and Time	Value
BOARDWAY	BOARDWALK	7095	9999999961244	12/15/2002 15:04:53	\$30.53
GRUBB	SCRUBB	3055	9999999938747	12/15/2002 20:33:23	\$29.13
LINDEE	LANDEE	6054	9999999140790	12/15/2002 20:26:22	\$34.73
MANTO	TIGER	5839	9999999995721	12/15/2002 20:57:35	\$30.53
PAGANO	MAGANO	1043	9999999163396	12/15/2002 14:46:22	\$34.73
RIVERA	RICKY	8209	9999999135550	12/15/2002 20:43:39	\$33.28
SLAYDON	SLAYER	3901	9999999959867	12/16/2002 02:11:43	\$29.13
SLEDGE	HAMMER	5038	9999999954488	12/15/2002 20:23:21	\$29.13
SNIPES	WESLEY	2957	9999999185274	12/15/2002 20:20:25	\$31.93
*****					-----
Total Transactions					\$283.12

*** End of the Report ***

Merchant Settlement

Merchant Settlement Options

- Three general types of *Merchants*:
 - *LOA* (Line of Accounting): Ship Store, General Mess, Vending, etc
 - *Private*: Post Office, Mess, MWR, generic accts PRIVATE ONE, etc
 - *Transient* Ex: Husbanding Agent, College, Misc, Foreign Concession
- Options for *Merchant* settlements vary by type:
 - *LOA* (Line of Accounting): monthly to Navy LOA
 - *Private* : Daily or weekly to either NC account or bank/credit union. NC account (strip) is default.
 - *Transient* : Daily to Disbursing which settles with check or cash

Note: Disbursing Office can explain the specific options and limitations for your type of *Merchant* account. See NC Appen. P.

Deposits to Commercial Banks

- ‘Deposit to commercial bank or credit union’ is for “Private” merchants only. Option not available to ships store, vending, hanger bay sales, college books, college courses, etc...
- It is very important for these *Private Merchants* to understand that funds collected using NC are NOT immediately available for expenditure from commercial bank or credit union accounts.

iPA 280 Errors

Troubleshooting iPA 280s

- iPA 280s run a built in test (BIT) upon startup. If there are any problems, a BIT message will be displayed on the screen.
- Replace any faulty iPA 280 with a new unit. Each ship is issued several spares.



iPA 280 Errors

- “CARD TIMEOUT” on screen.
 - Simply pull out card and re-insert into slot.
- “CARD BLOCKED”.
 - Member entered their PIN incorrectly 3 times
 - Send member (& ID) to Disbursing to unblock PIN

iPA 280 Errors (cont)

- iPA 280 screen is dark:
 - Make sure the iPA 280 has power. Ensure that the iPA 280 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 key for a full five-count to re-initialize the iPA 280.

iPA 280 Errors

- iPA 280 has two rechargeable batteries; one that Ship's force can remove, the other an imbedded battery. If both batteries lose charge:
 - the date/time data will default to sometime in the year 2000,
 - an error msg, “Card Initial date after current date”, will display,
 - Transactions won't work.
- To restore functionality, the batteries must be charged and the device connected so it can get the correct date/time.

iPA 280 Errors (cont)

- iPA 280 turns off randomly:
 - Check cable connection and verify that the plug is connected firmly.
 - Ensure that the cable is not twisted at the connection point to the iPA 280.
 - If problems persists, replace iPA 280 cable.



Questions

