

Navy Cash Training

Sales Unit 2: Reports and Maintenance

Objectives

- Discuss the different types of Navy Cash reports.
- Explain the *End of Month* (EOM) process.
- Demonstrate how to perform the *End of Month* (EOM).
- Demonstrate how to change a Card Access Device.
- Describe the procedure to add/remove a vending machine from the *Disbursing Application*.
- Explain procedures used to resolve system casualties.

Disbursing Application Reports



View Reports

- Select *View Reports*. This will show the reports available for viewing.
- Click on the desired report
- Fill in the *Start* and *End Dates* for inclusive period then click [*Generate*].

The screenshot displays the NAVY CASH web application interface. At the top, a navigation bar includes links for Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The Reports menu is expanded, showing options for Disbursing Office Reports, Sales Reports, and Operations Reports. Below the menu, the Merchant Sales Summary Report and Merchant Transactions Report are visible. The main content area features the NAVSUP logo, which includes a stylized ship and a jet, with the text "NAVSUP" in large blue letters and "NAVAL SUPPLY SYSTEMS COMMAND" below it. The slogan "Ready. Resourceful. Responsive!" is positioned at the bottom of the logo. The footer of the page contains the text "Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp)", the date "1/6/2011", and the time "11:56:48 AM".

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: Merchant

Start Date: 04/01/2010 13:42:33 End Date: 01/06/2011 12:11:05

First Name: Last Name: Merchant: 800000477510 - CPO MESS - DUES

Generate Print Save

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

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.7.0 (ncp) 1/6/2011 12:08:35 PM

Shore Reports

(These come from JPMC after EOD/EOM data processed)

Shore Reports

- EOD/EOM generates transaction reports from shore for:
 - Reconciliation Vending soda**
 - Reconciliation Vending store items**
 - Reconciliation Ship's Store**
 - Transaction Summary
 - Refund by Sale Activity
 - Ship's Store
 - Vending soda
 - Vending store items

**Reconciliation reports, which are generated for all merchants, segregate transactions that were collected in the *offline* mode but were not processed on the same day they were collected.

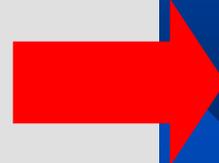
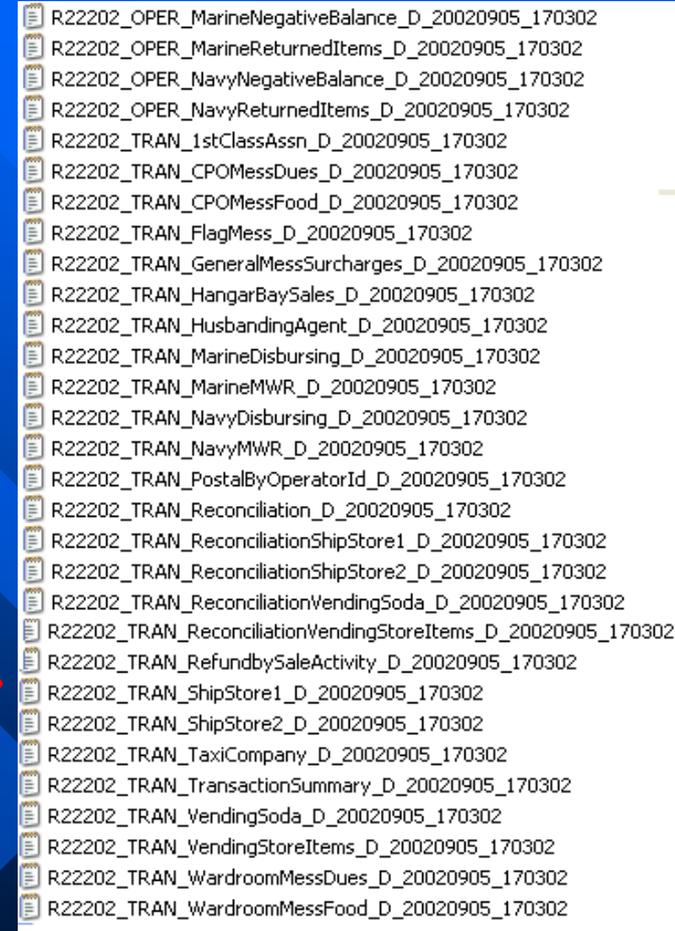
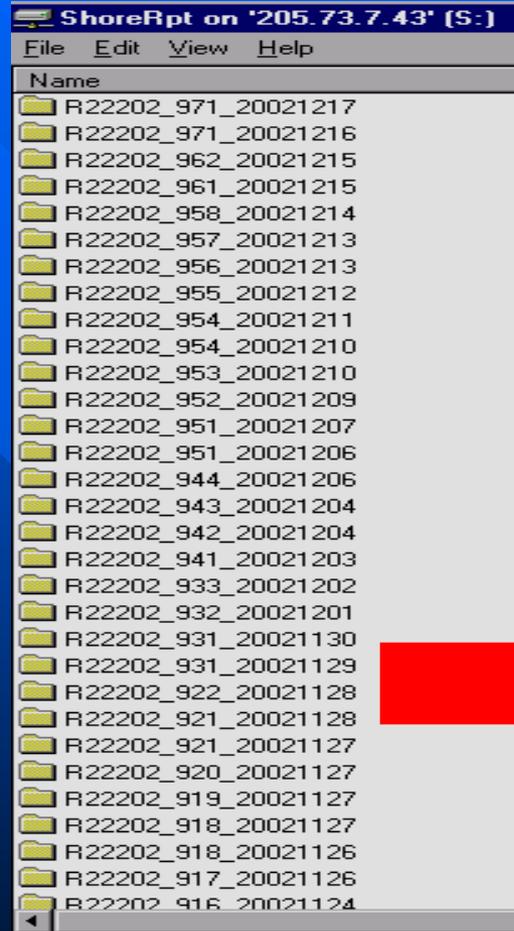
Shore Reports (cont)

- Compare daily reports with reports from other existing systems to verify accuracy.
- All reports sent to ship from shore server are placed into a reports directory by date, with one subdirectory for each report date:

```
<UIC>_<REPORT TYPE>_<REPORT  
NAME>_<D/M>_YYYYMMDD_HHMMSS.txt
```

Example: R21198_TRAN_ShipStore_D_20010828_171708.txt

Shore Report Folder



- <Double-click> folder (title includes date)
- <Double-click> selected report to view/print

End of Month Closeout



End of Month (EOM)

- Sales Officer and Disbursing will establish a closeout date for the month. Ships EOM must be completed by 2100Z on the 27th or the last business day prior if it falls on a weekend or holiday.
- Sales Officer performs EOM procedure in two phases:
 - Phase One at the vending machines
 - » Activate “EOM” for each vending machine
 - » Physical inventory for each machine
 - Phase Two at the Sales Office
 - » Activate EOM for each parent
 - » Print report and compare.
- These steps cannot be performed out-of-sequence.

Step by Step EOM Vending Closeout Phase One

- Bring 2 Vending Machine *Merchant* cards to the machine:
 - VM Soda
 - VM Store Items
- Verify Off-Line Queue in the CAD is empty (0) to ensure that all transactions are included in the current month before continuing with Phase 1 of EOM.

Vending Store
Vending Soda
cards needed for EOM



EOM on Vending



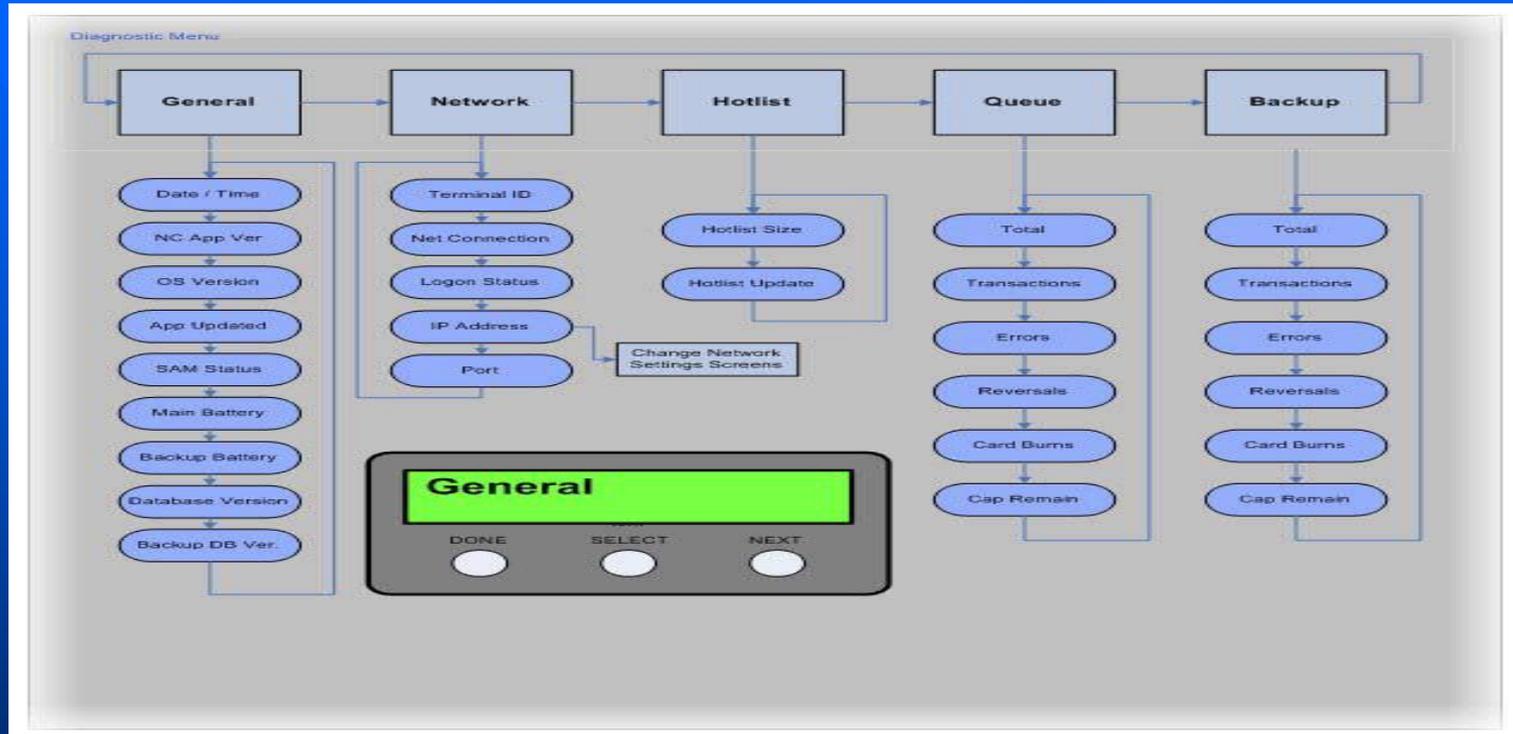
Each CAD has three hidden “**buttons**” designed to access the diagnostic information, i.e., numbers of transactions message in the Queue.

Buttons are located below the screen and above the card reader.

Done Select Next
(Left) (Middle) (Right)



CAD DIAGNOSTIC GROUPS



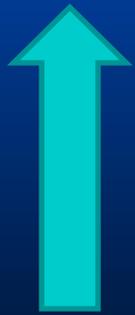
The diagnostic menu can be accessed when the CAD is in an idle state with no card inserted and the “**Welcome Screen**” is displayed.

Sales EOM 147

To activate the CAD, press the **left** button for 3 seconds



Done Select Next



Sales EOM 147



CAD displays the
“CAD Diagnostics” screen.



Press the “Start” button
to continue the diagnostic menu.

Sales EOM 147



CAD displays the first diagnostic group, i.e., “General”.



Press the right (**NEXT**) button until the desired diagnostic group is displayed, (i.e., Queue) 4 times to see “Queue”

Sales EOM 147



“Queue” is displayed.



Press “Select” to see
Number of transactions

Sales EOM 147

“Transactions” is displayed and should read “zero”.

Note: If other than zero, **STOP** and investigate. Do not close machine until it is zero or open a case number with CSU for assistance.

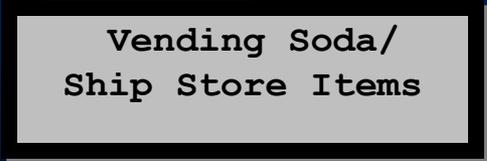
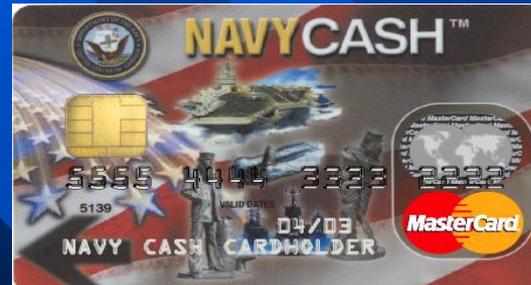
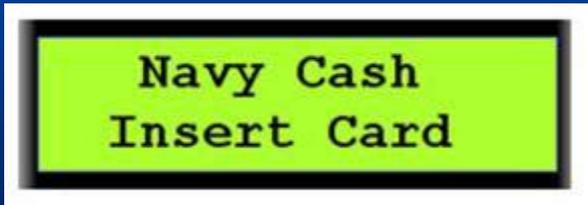
Press the left (**DONE**) button twice to exit.



Sales EOM 147

“Welcome Screen” is displayed

Insert VM Merchant Card associated with the particular type of vending machine into the card reader.



Sales EOM 147



Activate the EOM function by pressing the right (**NEXT**) button on the CAD.

“**EOM Activation Notification**” message will be displayed.

Done Select Next



Sales EOM 147



A “**Processing**” message will be displayed.

During processing, the *merchant* card is authenticated and the CAD verifies that it is not on the card hotlist.

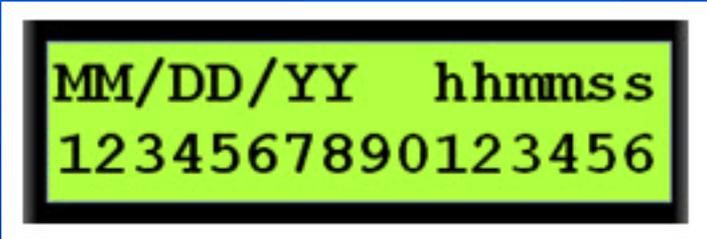
Processing
Please Wait

Sales EOM 147

CAD displays date and time of the last EOM message on line 1 and Terminal ID on line 2.

If no previous EOM has been performed, the CAD will display the message, “**EOM Not Done Yet.**”

Once the EOM messages have been sent to the server, the CAD displays the new EOM date and time.

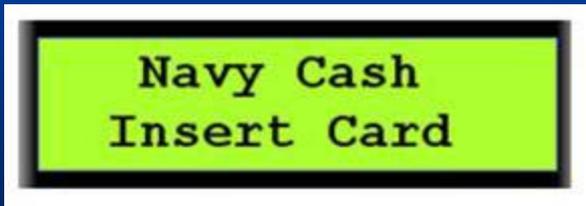


```
MM/DD/YY  hhmmss  
1234567890123456
```

Notes:

1. VM operator should record both the new date/time stamp and Terminal ID.
2. VM operator should info Sales/Accountable Officer which machines are not closed.

Sales EOM 147



- *Remove VM Merchant Card.
- *“Welcome Screen” displays.
- *The inventory team can now count the merchandise in the machine.
- *After the inventory of each or all of the machines are done, the team will provide the new date/time stamp and terminal IDs to the Sales/Accountable Officer.
- *Sales/Accountable Officer can now close the Parent Merchants and Ship’s Store.

EOM – Phase Two for Sales

Select *Vending and Ship's Store* from the *Operations* menu.

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

NAVY CASH
Vending and Ship's Store

Display Status for Period: 07/2010

Merchants and Vending Machines.

- 800000007954 - VENDING SODA - 07/15/10 15:18:49
- VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/15/10 15:18:43
- VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/15/10 15:18:43
- 800000008464 - VENDING STORE ITEMS - 07/15/10 15:19:28
- VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/15/10 15:19:01
- VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/15/10 15:19:01
- VMCANDY0000000001 - Infirmary - CAD # 00231C01060A0000 - 07/15/10 15:19:01
- VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

Indicate End of Period for Vending Merchant

Vending Machine ID:

Machine Location:

CAD Terminal ID: =<NONE>

Submit Remove Vending Machine

Procedure

- One or more of this merchant's vending machines have not yet indicated EOP. Please complete EOP for all vending machines before indicating EOP for the merchant.
- Merchant: This merchant is ready for its EOP.
Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.

Disbursing Application Version: 1.7.23143 | Application Release: 1.4.6.0 (ncp.10g)

8/16/2010

8:55:14 PM

EOM – Phase Two for Sales (cont)

- The screen displays the vending parent or master account as well as the individual machines for each account.

- Note: This is also where you would add or change vending machine or CAD information.

Note the *Procedure* section
EOP = EOM

The screenshot shows the NAVY CASH Vending and Ship's Store interface. At the top, there are navigation links: Funds Transfer, Card Maintenance, Account Maintenance, Operations, Utilities, Reports, and Logout. The main content area is titled "Merchants and Vending Machines." and includes a "Display Status for Period:" dropdown set to "07/2010". Below this is a tree view of merchants and their machines. A red arrow points to the "Procedure" section of the form below, which contains a warning icon and the text: "One or more of the complete EOP for 0000012349870002".

Display Status for Period: 07/2010

Merchants and Vending Machines.

- 80000007954 - VENDING SODA - 07/15/10 15:18:49
 - VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/15/10 15:18:43
 - VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/15/10 15:18:43
- 80000008464 - VENDING STORE ITEMS - 07/15/10 15:19:28
 - VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/15/10 15:19:01
 - VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/15/10 15:19:01
 - VMCANDY0000000001 - Infirmary - CAD # 00231C0106DA0000 - 07/15/10 15:19:01
 - VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

Indicate End of Period for Vending Merchant

Vending Machine ID: VMCANDY0000000006

Machine Location: Infirmary

CAD Terminal ID: 0000012349870002

Update Vending Machine Information

Procedure

- One or more of the complete EOP for 0000012349870002
- Merchant: This merchant is ready for its EOP.
Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.

Disbursing Application Version: 1.7.23143 | Application Release : 1.4.6.0 (ncp.10g) | 8/16/2010 | 8:57:48 PM

EOM – Phase Two for Sales (cont)

- Click on “+” before the parent merchant to display all machines. When all machines are displayed, it changes to a “-” sign.
- Parent merchants are displayed as the top-level accounts

Merchants and Vending Machines.

The screenshot displays a hierarchical tree structure of merchants and vending machines. The root level shows two parent merchants: '800000007954 - VENDING SODA' and '800000008464 - VENDING STORE ITEMS'. The '800000008464' merchant is expanded, showing its sub-accounts: 'VMSODA0000000005 - Torpedo Tube #3' (two instances) and 'VMCANDY0000000001 - Infirmary' (four instances). A red circle highlights the expand/collapse icon for the '800000008464' merchant.

- [-] 800000007954 - VENDING SODA - 07/15/10 15:18:49
 - [-] VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/15/10 15:18:43
 - [-] VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/15/10 15:18:43
- [-] 800000008464 - VENDING STORE ITEMS - 07/15/10 15:19:28
 - [-] VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/15/10 15:19:01
 - [-] VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/15/10 15:19:01
 - [-] VMCANDY0000000001 - Infirmary - CAD # 00231C01060A0000 - 07/15/10 15:19:01
 - [-] VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

EOM – Phase Two for Sales (cont)

Each individual listed machine should have a green traffic light beside it to indicate that it is already closed out.

Merchants and Vending Machines.

- ☐  800000007954 - VENDING SODA - 07/15/10 15:18:49
 -  VMSODA0000000005 - Torpedo Tube #3 - CAD # 0000017948670000 - 07/15/10 15:18:43
 -  VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/15/10 15:18:43
- ☐  800000008464 - VENDING STORE ITEMS - 07/15/10 15:19:28
 -  VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/15/10 15:19:01
 -  VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/15/10 15:19:01
 -  VMCANDY0000000001 - Infirmary - CAD # 00231C01060A0000 - 07/15/10 15:19:01
 -  VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

EOM – Phase Two for Sales (cont)

■ Sales Officer:

- All machines under parent should display a stoplight.
- Highlight parent merchant displaying a yield sign.
- Check “Indicate EOP for Vending Merchant”.
- Click on “Indicate EOP”.



Indicate End of Period (07/2010) for VENDING SODA

- Don't forget to close out the Ship's Store accounts that do not have machines.
- Print Screen to record vending EOM date and time.

EOM Reporting

- Totals from EOM Navy Cash reports are printed after EOM is complete and sent to shore (JPMC)
- Compare Shore reports against *Cash Sales Memorandum* (DD 1149) printed from ROM II back office computer*
- Totals should match:
 - Any differences will be investigated with the assistance of the Disbursing Officer and the Navy Cash Call Center
 - » Remember there may be outstanding refund chits and outstanding adjustments from the previous month

* Additional information for Sales EOM found in NAVSUP P727, Ch. 7

Maintenance Procedures



iPA 280 POS Device

- There are two, rechargeable batteries in the POS device; a battery Ship's force can remove, and an imbedded battery. If both batteries lose their charge:
 - Date/time data will be lost
 - Transactions won't work
 - Error "Card initial date after current date" because current date defaults to sometime in the year 2000...
- If both batteries discharge the unit must be charged and connected to get the correct date/time to be functional again. To use the device continuously without connecting ensure that if the main battery completely discharges, you replace it before the internal battery completely discharges as well.

Changing a CAD

- Physically replace CAD in vending machine after making sure that the queue is empty)
- The Sales Officer logs into the *Disbursing App* and clicks on *Vending and Ship's Store*.
- Click on the “+” to display vending machines under parent
- Highlight the vending machine
- Select CAD terminal ID from pull down menu .
- Click [*Update Vending Machine Data*].

Vending Machine ID:	VMCANDY000000006
Machine Location:	Infirmary
CAD Terminal ID:	0000012349870002
	<NONE>
	0000012349870004
	0000012349870005
	0070C20588010000
	02005EAC2DCE0000
	0748204500000000
	0000012349870002

Procedure

One or more of the complete EOP for

Add/Remove Vending Machine

- Contact NC CSU, via Disbursing, to enroll the new vending machine in the NC system.
- Log onto *Disbursing Application* and select *Vending and Ship's Store*

- Highlight vending parent

- To add a vending machine:

The screenshot shows a web form with three input fields and two buttons. The first field is 'Vending Machine ID' with the value 'VMSODA0000000008'. The second field is 'Machine Location' with the value 'Mess Decks'. The third field is 'CAD Terminal ID' with a dropdown menu showing '<NONE>'. Below the fields are two buttons: 'Add Vending Machine' and 'Remove Vending Machine'.

- Type in the *vending machine name* and *location*.
 - Select the *CAD Terminal ID* from pull down menu.
 - Click [*Add Vending Machine*] to add the machine.

- To delete a machine, click [*Remove Vending Machine*].

Replacing Damaged/Lost Components

- Spare components are provided with the NC installation.
- The Sales Officer is responsible for all CADs, including spares.
- Disbursing is responsible for custody and programming of all iPA 280s, including spares.
- Call the Navy Cash Call Center for instructions on where to send any CADs or iPA 280s that are unable to upload transactions.

Replacing Damaged/Lost Components (cont)

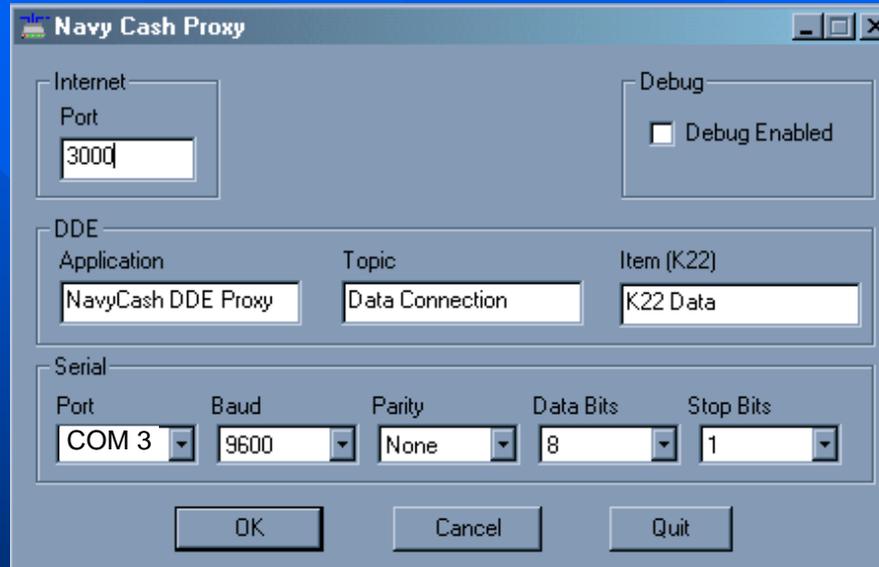
- When a component fails, a spare will be installed in its place.
- Contact the Navy Cash Call Center for replacements.
- For any component that needs replacement, a one for one swap will be utilized by sending the Depot the damaged component and the Depot will send a replacement after receiving instructions from the Navy Cash Call Center.

Troubleshooting Equipment Problems



ROM II Errors: Logging on

- The Navy Cash Proxy must be running on the ROM II POS and be set to the parameters on the example below:



The screenshot shows the 'Navy Cash Proxy' configuration window. It is divided into several sections:

- Internet:** A text box for 'Port' containing the value '3000'.
- Debug:** A checkbox labeled 'Debug Enabled' which is currently unchecked.
- DDE:** Three text boxes for 'Application' (containing 'NavyCash DDE Proxy'), 'Topic' (containing 'Data Connection'), and 'Item (K22)' (containing 'K22 Data').
- Serial:** Five dropdown menus for 'Port' (COM 3), 'Baud' (9600), 'Parity' (None), 'Data Bits' (8), and 'Stop Bits' (1).

At the bottom of the window are three buttons: 'OK', 'Cancel', and 'Quit'.

- Improper parameters or a non-running Proxy will keep the attached iPA 280 from logging on.

ROM II Errors: Logging on (cont)

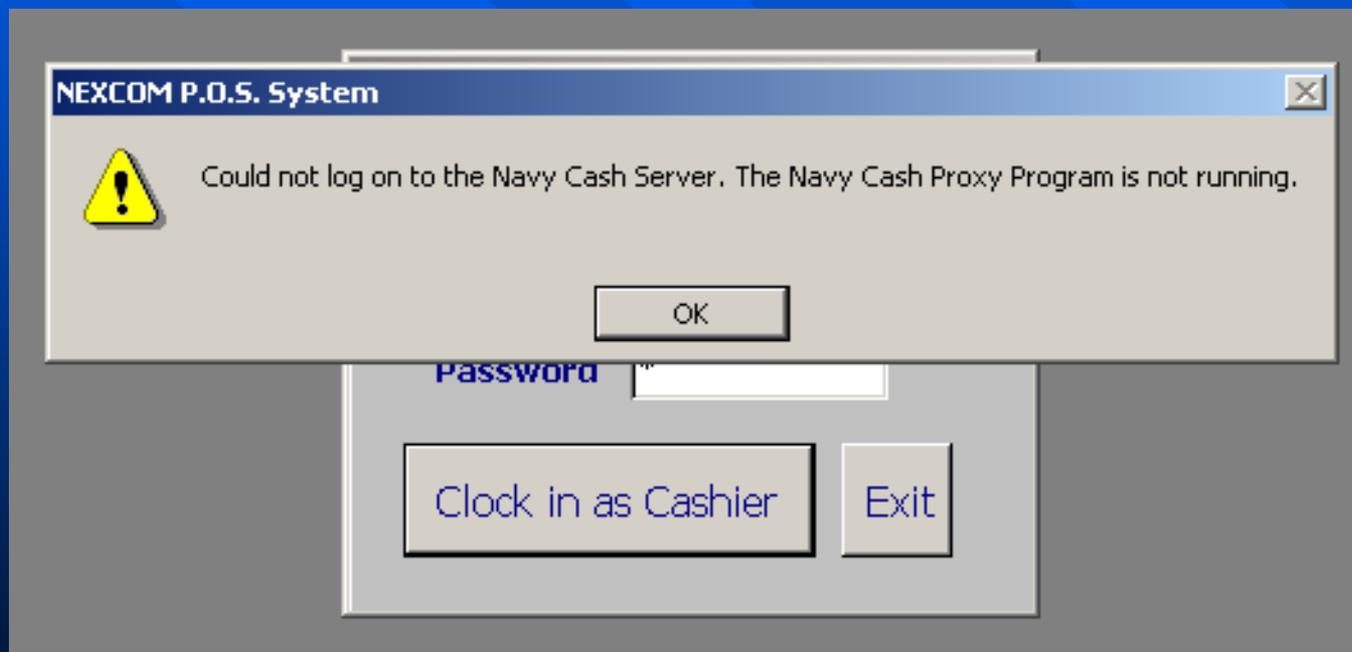
The *Operator ID* for ROM II and Navy Cash must be the same to allow the operator to log onto ROM II and the iPA 280

- If they do not, the error message below will appear:



ROM II Errors: Logging on (cont)

- The Navy Cash proxy must be running in order for POS terminal to logon.
 - If not, the error message below will appear:



iPA 280 Errors

- **CARD TIMEOUT**

- Simply pull out card and re-insert

- **CARD BLOCKED**

- User entered PIN incorrectly 3 times. The member must return to Disbursing and show ID to unblock PIN.

iPA 280 Errors (cont)

■ Screen is dark:

- Make sure the iPA 280 has power (i.e. either plugged in or has fresh batteries).
- Make sure that the small red Cancel/Off key is not stuck under the lip and therefore constantly down and 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 (cont)

- iPA 280 turns off randomly:
 - Check the cable connection 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 iPA 280.
 - If problem persists, replace iPA 280 cable



CAD Errors

- If transaction errors are displayed and CAD does not logon:
 - Turn vending machine power off/on. Clear the error?
 - Clean SAM
 - Change SAM
 - If the previous items do not work, change out CAD.
- If the Queue has transactions that are not downloading:
 - Check *online* status – is the LAN up? Are routers on?
 - Check cables from CAD to router.

CAD Errors (cont)

- CAD displays “OUT OF STOCK” but there is stock in machine:
 - Clean SAM
 - Change SAM
 - Check the Multi-Drop Bus (MDB) for connection between the CAD and vending machine.
 - Restart the CAD and the vending machine.
 - If the previous items do not work, change out CAD.
- CAD will not read cards, even one that has just worked on another machine:
 - Clean Card reader
 - Clean SAM
 - Replace SAM
 - If the previous items do not work, change out CAD.

CAD Errors (cont)

Out Of Service - SD

- “Out of Service – SD”: No SD card inserted. Insert an SD Card and restart the CAD.

CAD Disabled

- “CAD Disabled”: Problem with multi-drop bus (MDB). No communication between the CAD and the MDB.

Out Of Stock

- “Out of Stock”: VM is out of stock or unable to vend due to MDB system failure. Make sure power is connected and restart the CAD.

System Error - 03AE

- “System Error” with four digit hexadecimal number: Restart the CAD and VM.



Changing CADs

- Remember, after changing out a CAD you **MUST**:
 - Log on to *DA*
 - Select *Vending and Ship's Store*
 - Select the new CAD's *Terminal ID* from the drop-down menu, and
 - Assign the CAD to the proper machine!!

NAVY CASH®
Vending and Ship's Store

Funds Transfer Card Maintenance Account Maintenance Operations Utilities Reports Logout

Display Status for Period: 07/2010

Merchants and Vending Machines.

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 - VMSODA0000000005 - Torpedo Tube #3 - CAD # 000009C4E6BF0000 - 07/15/10 15:18:43
- 800000008464 - VENDING STORE ITEMS - 07/15/10 15:19:28
 - VMCANDY0000000001 - Infirmary - CAD # 000E6F001C050000 - 07/15/10 15:19:01
 - VMCANDY0000000001 - Infirmary - CAD # 0000017935A80000 - 07/15/10 15:19:01
 - VMCANDY0000000001 - Infirmary - CAD # 00231C01060A0000 - 07/15/10 15:19:01
 - VMCANDY0000000006 - Infirmary - CAD # 0000012349870002 - 07/15/10 15:19:24

Indicate End of Period for Vending Merchant

Vending Machine ID: VMCANDY0000000006

Machine Location: Infirmary

CAD Terminal ID: 0000012349870002

Update Vending Machine

Procedure

- One or more of the complete EOP for 0000012349870002
- Merchant: This merchant is ready for its EOP.
- Vending Machine: This vending machine is ready for its EOP.
- This merchant and all of its vending machines, if any, have indicated their EOPs.

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Casualty Procedures



Casualty Procedures

- If off ship communications go down, the NC system can run independently for several weeks.
- If the NC LAN or Server go down:
 - Use iPA 280s *offline* (provided operator is logged on)
 - iPA 280's can hold up to 10,000 messages/transactions in both Internal and SD card message queues.
 - CADs will continue to work unless ships power is lost.

Casualty Procedures (cont)

- In the worst-case scenario, go back to using cash.
 - Disbursing Office still carries cash and
 - The coin acceptors are still in place.
- When the system comes back *online*, the NC server onboard ship will be updated via shore communications.