SS07-004   4 June 2007

ROM II / NAVY CASH DIFFERENCES

Ships Stores integrated with Navy Cash have experienced End of Month differences and other closeout issues. This bulletin attempts to provide some insight into what causes differences at the shipboard level and what Sales and Disbursing Officers can do about the differences.

Why do differences happen? The Navy Cash and ROM II integration is a fairly complicated connection that relies on both systems "talking" to each other. The cash register communicates the sale of an item to the K22 device, the K22 device determines if the card is valid and if the account has sufficient cash, and the K22 device communicates back to the cash register that it can proceed with the sale. If anything disrupts the communication, (dirty power, voltage spike, etc) it may cause the communication to or from the devices to be lost and a difference to occur.

How do I know if I have a difference? When there was just cash, everyone counted the cash to make sure what was collected was deposited. With electronic cash, the ship relies on reports that the system produces. Just as when there was cash, daily reconciliation and auditing of the reports will show if there is a difference. At the end of each day, the Sales Officer or designated assistant should compare the ROM II daily transaction report and the **Merchant Sales by Operator Detail Report**. Both reports should be pulled up for the exact same time periods. (Navy Cash is always in GMT).   The totals from both reports for electronic sales in the ship's store should match. Any differences should be reviewed so that ROM and Navy Cash stay in sync.

Who has the correct figure: Navy Cash or ROM II?   The Ships Store Business Rule is that Disbursing is ALWAYS CORRECT. It does not matter what ROM says, ultimately, it is what Disbursing has officially collected, and reported that is FACT or TRUTH. ROM II will always have to match what Disbursing reports. Having said that, there are reasons why there are differences, and the ship should understand what to do when they happen so that they can be corrected.

   There are "known" and "unknown" differences.

     Unknown differences. The only unknown difference is when the K22 device shows a dollar figure higher than the ROM II system. That means the Disbursing operation captured the sale but ROM did not. This error usually happens when the system is not communicating well with itself and the operator does a "control alt delete" action. If they do this, the transaction in ROM will be lost. Effect on operation: ROM does not know it has sold inventory so that at the end of the accounting period, it will reflect an inventory shortage (what was sold but in effect not rung up) and a cash overage. These will balance out with zero net effect on the operation. Correction: For the total sales on that particular day the Sale Officer will have to make the end of day collections match the Navy Cash Disbursing Application MSO summary report.

     Known differences. If the system is allowed to function without human intervention, there may still be differences but they will be known and reported in the Navy Cash Comparison Report. There are 4 different events.

     ROM II has the transactions but Navy Cash does not: This section lists any ROM II transaction that was included in the ROM II file, but not reported in the Navy Cash system in the time period specified by the ROM II start and end dates. No ship has ever reported any item ever being listed. If a ship does see a listing here it should contact the Trouble Desk.

Navy Cash Transactions Not in ROM II/ Transactions that failed in ROM II but succeeded in Navy Cash. This section lists any Navy cash transactions that were not included in the ROM II file for the time period specified in the ROM II start and end dates or failed transactions, but were matched in ROM II and Navy Cash by transaction ID's and were reported as valid transactions in the Navy Cash System. These sales can be validated in the POS Reconcile Till, under Navy Cash Cancelled Transactions. To find out which transactions failed, on the comparison report the missing sales transactions will be identified.

Navy Cash ROM II Transactions with Different Dollar Amounts. Identifies transaction IDs that were matched in ROM II and Navy Cash but dollar amounts are different between ROM II and Navy Cash. No ship has reported any item ever being listed. If a ship does see a listing here it should contact the Trouble Desk

Transactions that failed in ROM II but succeeded in Navy Cash. This section lists transactions that were included in the ROM II file and marked by ROM II as failed transactions, but were matched in ROM II and Navy Cash by transaction IDs and were reported as valid transactions in the Navy Cash system. These sales can be validated in the POS Reconcile Till, under Navy Cash Cancelled Transactions. To find out which transactions failed, on the comparison report the missing sales transactions will be identified.

If needed, request assistance from the Customer Service Center or local Fleet Assistance Team.

Navy Cash Customer Service Center
Phone: (866) 662-8922
FAX: (813) 432-4581
Email: navycashcenter@ezpaymt.com

Fleet Assistance Teams are located in Norfolk, VA; Mayport, Fla; San Diego, CA; Hawaii; Yokousaka, Japan. Addresses contact information can be found in the Ships Store resource CD or in the P-487.

ATGs as part of their review of operations look to see if ships are auditing daily. It is recommended that for unresolved differences a letter/report signed by both the Sales and Disbursing Officers that details the difference be filed in the RK and C02/C03/C04 file.

Bulletin Take Aways

1. There are many causes for differences:
a. system failure as detailed above
b. timing failure when Sales and Disbursing do not coordinate the close out, posting and deposits
c. human errors almost too numerous to note, forgetting to post a till, forgetting to post a K22,etc

2. Disbursing is always correct. Make ROM match Disbursing. You should ,however, determine why there is a difference.

3. Daily audit will show if there are problems early on so that corrective action can be taken in a systematic fashion with help from the Navy Cash trouble desk, TYCOM, Fleet Assist Team, or NEXCOM

4. There is always help available. Don't despair or stress, or defer an issue until month-end or ignore it, ask for assistance.