



FLEET ASSISTANCE TEAM SAN DIEGO

NEXCOM Ships Store Program

“Ship’s Store Fleet Assistance Team will provide training and assistance to all PACFLT units on all aspects of Retail Operations, including ship’s store business, and laundry and barber shop support.”





NEXCOM Ships Store Program

FLEET ASSISTANCE TEAM SAN DIEGO

TEAM LEADER

SHCM (SW/AW) DARIANO

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ROM 2 / 3 Specialist

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ROM 2 / 3 Equipment Specialist

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Fleet Liaison-ROM 3 SME

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NEXCOM Ships Store Program

FLEET ASSISTANCE TEAM SAN DIEGO

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BRANDING AND MERCHANDISING

Roger Chalupa

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Ships Store Branding Specialist

619-556-6258



NEXCOM Ships Store Program

FLEET ASSISTANCE TEAM HAWAII

PEARL HARBOR, HAWAII

SHCS (SW/AW) CHARLOTTE GEE

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NAVSUP Fleet Logistics Center Pearl Harbor

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Ms. Jennifer Justice

UNIFORM CENTER

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<http://www.hawaii.navy.mil/Index.htm>

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NEX PEARL HARBOR

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NEXCOM Ships Store Program

SHIPS STORE 1Q ORDERING INFORMATION HAWAII

UNIFORM CENTER. Another important Navy Exchange Hawaii POC is Ms. Jennifer Justice, NEX Pearl Harbor Uniform Center Manager. All Sales Officers, Supply Officers and Command Master Chiefs should contact her as soon as possible for special uniform stocking requirements or to make special arrangements for services rendered and/or hours of operation. Telephone: (808)-423-3373 and/or 3390. E-mail is: jennifer_justice@nexweb.org
Additional NEX Hawaii info can be found on the following website:
<http://www.hawaii.navy.mil/Index.htm>

VENDING MACHINE REPAIR. If you need any Coke or Pepsi machine repairs, please identify your requirements as soon as possible. POC info for Coke & Pepsi is Sharon Acosta. Model #, Serial #, property #, manufacture of the machine, nature of problem, requested repair date and POC info are needed at time of repair request. ACOSTA POC- Sharon Warnick: (Swarnick@acosta.com, 619-318-2152).

Candy machine POC is Ms. Felicia Townes (felicia.townes@nexweb.org Phone: 757-502-7470)
If you are in need of ship owned vending machines repairs and/or change machine, NEX Pearl Harbor Vending Department performs all repairs on this type of equipment. Send email to NEXCOM FAT Team HI for more info. **OTHER AMPLIFYING INFO.** If you submit any orders or repair requests to any of the commercial ships store vendors, NEX main store and/or NEX Vending, please cc SHCS Gee on all of your off-ship e-mail correspondences so she can better assist your transactions and orders with the vendors and coordinate any deliveries for you to your piers.



NEXCOM Ships Store Program

1Q Merchandise ordering overseas

Ships Store Program: (A) SS17-005 dtd 08 MAR 2017

- 1. Afloat contracting authority was rescinded as specified in Afloat Contracting Authority Letter (24 Nov. 2014) . Supply Officers and Sales Officers are not authorized to negotiate contract terms and conditions, establish contract line item pricing or place orders for any line item not specifically priced under existing contract vehicles.**
- 2. The following paragraphs in NAVSUP P-487 are no longer in effect: 4210.a, 4210.b, 4211, and 4212.**
- 3. Pursuant to Afloat Contracting Authority Letter (24 Nov. 2014) and NAVSUP P487 par 4203, the ship's Supply Officer is no longer authorized to sign the DD Form 1155 as a contracting officer. Instead, the ship will send the request for procurement to the NEX Fleet Liaison Point of Contact (POC) (if \$25K or less) or Fleet Logistics Center (FLC) Contracting Department in accordance with local acquisition procedures. Orders over the GCPC threshold (\$25K) will need to be submitted by the ship to the appropriate NAVSUP FLC Contracting Office in accordance with local acquisition procedures.**
- 4. Ships may continue to order from authorized ships store vendors using the ROM EDI system as the ROM EDI process uses specifically priced line items under existing contract vehicles.
Ships are encouraged to top off on Ship's Store/1Q materials utilizing standard EDI and MILSTRIP processes whenever possible to avoid stocking shortfalls and situations of extremis requiring expedited acquisition support by NEX Fleet Liaisons and NAVSUP FLC Contracting Representatives.**



NEXCOM Ships Store Program

1Q Merchandise ordering overseas

5th Fleet AOR:

The DLA contracted Subsistence Prime Vendor (SPV) is the primary source of ship's store (1Q COG) merchandise and MILSTRIP orders will be submitted to the 5th Fleet Combat Logistics Officer (CLO).

For urgent requirements under \$25K: If the SPV does not carry or is not-in-stock, limited quantities of authorized ship's store stock may be procured from NEX Bahrain when the merchandise is available and can be sold without impairing the exchange's inventory position. Contact the NEX Fleet Liaison POC located in Naples, IT (see bottom of next page) who will provide direction on documentation required (i.e., DD Form 1149, local form etc) and place the orders to NEX Bahrain using the NEXCOM Government Commercial Purchase Card (GCPC) process in accordance with NAVSUP regulations. Orders over the GCPC threshold (\$25K) will need to be submitted by the ship to the appropriate NAVSUP FLC Contracting Office in accordance with local acquisition procedures.



1Q Merchandise ordering overseas

NEXCOM Ships Store Program

7th Fleet AOR:

Ships in the Japan and Guam areas use NEX Distribution Centers (DCs) as OCONUS ship's store vendors. Ships can place orders directly with those two DCs using the ROM Electronic Data Interchange (EDI) process.

For items not on the Japan or Guam listings, contact the FLC Fleet Liaison POC in Yokosuka, JP who will provide direction on documentation required (i.e., DD Form 1149, local form etc.) and process requests for procurement in accordance with the NEXCOM GCPC procedures. Orders over the GCPC threshold (\$25K) will be submitted by the ship to the appropriate NAVSUP FLC Contracting Office in accordance with local acquisition procedures.

Ships operating in other overseas Pacific locations, outside of Japan and Guam, will submit procurement requests to the appropriate NAVSUP FLC Contracting Office in accordance with local acquisition procedures.



1Q Merchandise ordering overseas

NEXCOM Ships Store Program

OCONUS NEX Locations (Other than Japan and Guam): Limited quantities of authorized ship's store stock may be procured from overseas NEX when merchandise is available and can be sold without impairing the exchange's inventory position. Ships requiring merchandise from NEXs will submit the order request to the appropriate NAVSUP FLC Contracting Office in accordance with local acquisition procedures.

**For any questions or concerns, please contact Mr. Gene Hoffman at (757) 502-7472 /
email: Gene.Hoffman@nexweb.org**



NEXCOM Ships Store Program

Overseas POCs

NEX and Fleet Liaison POCs (Updated: 24 Feb 2017) **

Naples, IT - Franco Coppola franco.coppola@nexweb.org 011-39-081-813-5298

DSN: 314-629-4715

**** POC info subject to change - will be updated via pre-deployment briefs and other communications.**



NEXCOM Ships Store Program

FLEET ASSISTANCE TEAM JAPAN

YOKOSUKA, JAPAN

SHCM(SW/AW) Michael Tenn

Fleet Assistance Team Leader

Fleet Logistic Center, Yokosuka, Japan

PSC 473, Box 11-258

FPO AP 96349-0001

Email: michael.tenn@fe.navy.mil

: DSN: 315-243-7965

COMM: 046-816-7965 (Japan)

011-81-46-816-7965 (US)

CELL: 090-9313-3744 (Japan)

011-81-90-9313-3744 (US)

SH1(SW/AW) Roberto Coriano

Roberto.Coriano@fe.navy.mil

Yokosuka, Japan NEX Fleet Liaison POC

011-81-46-816-6296

DSN: 315-243-6296



NEXCOM Ships Store Program

FLEET ASSISTANCE TEAM JAPAN

Other POCs

- Logistics Support / Provisions (9M/1Q) - 315-243-7030
- Group Email Addresses
 - M-YO-YKMAIL-LSC-DL-GS@fe.navy.mil**
 - M-YO-YKMAIL-Provisions-DL-GS@fe.navy.mil**
 - 9M1Q@fe.navy.smil.mil**
 - FISCY.CDO@fe.navy.mil**
 - GDSC@navy.mil**
- Navy Cash Representative - Mr. Joel Ignacio - *joel.ignacio@fe.navy.mil*
Phone: 315-243-7324 BB Cell: 080-2028-8454



7TH Fleet Point of Contacts

NEXCOM Ships Store Program

7th Fleet POCs

- **MANILA Site Group Email** - Mr. Ramon Malate - MalateRM@state.gov
- MNLFleetSupport@state.gov

Phone: 63-2-301-2958

Cell: 63-918-913-4614

- **Subic Bay** - Mr. Ernie Sazon - Ernesto.Sazon@fe.navy.mil

Phone: 63-47-250-2805

Cell: 63-918-959-5986

- **SYDNEY** - LT Antonio Butcher - Antonio.Butcher@defence.gov.au

Phone: 612-9359-4087

Cell: 61-4-6659-0140

- **FLC Site Singapore** - NAVSUPFLCSINGLSC@fe.navy.mil

DSN: 315-421-2307; Comm: 65-6750-2307



NEXCOM Ships Store Program

7TH Fleet Point of Contacts (Cont.)

GUAM

Mary Helen Benavente
Maryhelen.Benavente@nexweb.org

Willie L. Lawson
Willie.Lawson@nexweb.org
Storage Warehouse Manager
NEX Guam Distribution Center
Office: (671) 339-8667
Fax: (671) 339-4424



MILSTRIP FORMAT

NEXCOM Ships Store Program

FOR THE PROPER MILSTRIP FORMAT, VIEW THE EXAMPLE BELOW.

A01NZZ30000NRLL00169 CS00025R2168603459999RYSTOCKANZ 1QEP5123505K

DOUBLE SPACE (BLANK)
BETWEEN 9 AND C

SINGLE SPACE(BLANK)
BETWEEN Z AND 1

- A. **A01NZZ3** (Standard on all requisitions)
- B. **STOCK NUMBER**, always 13 digits (0000NRLL00169)
- C. **DOUBLE SPACE** (Standard on all requisitions)
- D. **UNIT OF ISSUE**, always 2 digits (EA, CS, PK)
- E. **QUANTITY**, always 5 digits (00001, 00010, 00900)
- F. **SHIP'S UIC**, always 6 digits including letter (R12345)
- G. **JULIAN DATE**, always 4 digits (0001, 0031, 0365)
- H. **REQUISITION SERIAL NUMBER**, always 4 digits (9900,9990, 9999)
- I. **RYSTOCKANZ** (Standard on all requisitions)
- J. **SINGLE SPACE**, (Standard on all requisitions)
- K. **1QEP512** (Standard on all requisitions)
- L. **REQUIRED DELIVERY DATE**, always 3 digits (last 3 digits of Julian date)
- M. **5K** (Standard on all requisitions)

Make sure Zero's (0) and the letter (O) are used properly. For example, a zero is used for the document ID (A01), the letter (O) is used for supplementary address (YSTOCK). IF NOT USED CORRECTLY, SYSTEM WILL NOT PROCESS YOUR ORDER.



MILSTRIP COMPONENTS DIAGRAM

NEXCOM Ships Store Program

NATIONAL STOCK NUMBER

ROUTING IDENTIFIER

DOCUMENT IDENTIFIER

A0A S9S S 8905001335887 --

MEDIA & SIGNAL CODE

SPACES: IF FRONT PART IS 20 CHARACTERS THEN YOU'LL NEED 2 SPACES
IF FRONT PART IS 21 CHARACTERS YOU NEED 1 SPACE.

UNIT PER ISSUE

QUANTITY

UNIT

JULIAN DATE

DEMAND CODE

SUP. ADDRESS

FUND CODE
1Q- NZ
9M-PZ

LB 00052 N57007 81120001 RN57007 B NZ _

DOCUMENT NUMBER

SIGNAL CODE

SPACE

9M: FOOD ORDER
1Q: SHIP'S STORE

PROJECT CODE

PRIORITY CODE

ADVICE CODE

1Q EP5 08121 2J

RDD: PUT CONSL DATE NOT THE RAS EVENT



NEXCOM Ships Store Program

MILSTRIP FORMAT

A01S9S3***** EA00010V0001382159962RSTOCKANZ 1QEP5052465K

***** 13 Digits Vendor Catalog Stock Number



NEXCOM Ships Store Program

**SEND REGULAR ORDER TO COMMODITIES NPIR EMAIL
ADDRESS: M-BA-CTF53CLO@me.navy.mil**

**IF NIPR IS DOWN PLEASE SEND ORDER REQUEST TO SIPR
SIDE: M-BA-CTF53-CLO@me.navy.mil**



HOW TO AVOID UNMATCHED EXPENDITURES WHEN IN FIFTH FLEET

Ordering: For requisitions afloat to a resupply ship or possible prime vendor, the ship must assign each line item a requisition number from their requisition log. The ship should enter the requisition into ROM but not confirm it until the material is received onboard. CTF 53, ashore, will assign replenishment to either a resupply ship or to a Prime Vendor. CTF 53 will advise the ship via email of the items assigned to each.

Receipt from resupply ship. The transferring ship will provide a DD Form 1348-1 for each item transferred. Ship will receive the quantity transferred at the standard cost plus 4.6%. Any differences in quantity received and quantity on DD 1348 will be surveyed to NWCF IAW P-487



5TH FLEET OPERATIONS

NEXCOM Ships Store Program

Receipts from a Prime Vendor are more difficult as the ship may have two different costs for each item. Normally prior to ordering, the CTF sends each ship a Prime Vendor catalog with item pricing which is used to create orders. CTF-53 may also send a DLA report to the ship that lists each item paid for by the CTF (STORES REPORT). The Prime Vendor delivery should include an inventory manifest or invoice with the material. Ships will match line items against the requisition orders and receive the quantity shown on the vendor invoice and confirm the requisitions in the ROM 3 system. (Differences should be surveyed to NWCF). The receipt price or cost should be taken from the catalog or CTF (STORES report). If it is not available, use the Prime Vendor's invoice and increase the cost for each line item by 4.6% to avoid an unmatched expenditure.



5TH FLEET OPERATIONS

NEXCOM Ships Store Program

Reporting. Each requisition/item received must have an individual receiving report. The receiving report should show the quantity on the DD Form 1348 or Prime Vendor invoice. The cost will be either the DD form 1348 cost or (if from a Prime Vendor); the STORES report cost or the invoice cost increased by 4.6%.



NEXCOM Ships Store Program

5th FLEET OPERATIONS

Bahrain Point of Contact

Mr. Parrish Guerrero

Asst CLF Logistics Officer

CTF-53/MSCCENT

email: *Parrish.Guerrero@me.navy.mil*

email: *parrish.guerrero@me.navy.(smil).mil*

CLO Group email: *CTF-53CLO@me.navy.(smil).mil*

Comm: 973-1785-2274

DSN: 318-439-2274

Mob: 973-3941-8408



NEXCOM Ships Store Program

MILITARY AUTOSOURCE

Point of Contact:

Jim Kobi CDR,SC,USN (Ret.)

Military Auto Source

Navy Fleet Business Development

757 593-4889

www.militaryautosource.com



SAMPLE OF MERGE RETURN LETTER

NEXCOM Ships Store Program

DEPARTMENT OF THE NAVY

USS AMIGO

(Letter Head)

From: LT SALES OFFICER Madeleine Amigo, SC, USNR, USS AMIGO (FFG 00)

To: Commanding Officer, USS AMIGO (FFG 00)

Subj: REQUEST TO MERGE SHIPS STORE RETURNS FOR END OF ACCOUNTING PERIOD

Ref: (a) NAVSUP Pub 487 para 9201

1. Per reference (a), this letter is forwarded for Commanding Officer's approval to merge ships store returns for Accounting Period _____.
2. The purpose of merging ships store returns is to facilitate with the load our of ship's store merchandise and to assist with proper logistic planning and our present operational commitments.

SALES OFFICER SIGNATURE

Any approved Merged Letters must
be sent to NEXCOM!!!!



SAMPLE OF MERGE RETURN LETTER

NEXCOM Ships Store Program*****

FIRST ENDORSEMENT

From: Commanding Officer, USS AMIGO (FFG 00)
To: Sales Officer, SC, USNR, 666-66-666

Subj: REQUEST TO MERGE SHIPS STORE RETURNS FOR END OF ACCOUNTING PERIOD

1. You are hereby approved to merge ships store returns for accounting period _____ or you can use Approval if granted for merging returns for period specified above.

CO SIGNATURE OR BY DIRECTION

Copy to:
Type Commander
DFAS
NEXCOM (Ships Store Program)

**Any approved Merged Letters
must be sent to NEXCOM!!!!**



RECOMMENDATIONS

1. Perform weekly spot inventories.
2. Conduct audits on weekly reports:
 - *EPOS Profitability Report.
 - *Print B28 for Retail Outlet Stores (pay attention to items with negative quantity).
 - *B01/B05 reports with receiving reports and monthly transmittal.
3. Use 857 from NECO website before receiving the DD1155 in ROM 3.
4. Use Invoice from delivering ship and reconcile with DD1348.
5. Utilized FIFO (First In First Out).
6. Be sure to review the "Sell QTY" column prior to confirming the order. If the Sub Cs/Pk is not being calculated correctly, use the "Add Non-Standard Items" button to manually create a new item with the correct information.
7. Conduct surveys (Retail & Vending) before the end of the month, or as frequently as need.



ROM 3 WIKI KNOWN ISSUES

1 - 9

NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
001	Cost Code on NWCF LOA. The cost code portion of the NWCF line of accounting does not show the last eight digits of the document number.	Afloat	For now the Cost Code field will be populated with zeros (ex. '000000000000'). A future release will contain a fix for this issue.
002	Accessing Transfers after creating a new Survey - A server error is received if you access "Transfers" after creating a new Survey.	Afloat	After starting a session, conduct any Transfers before you create new Surveys. Or, after creating a survey, close your browser, relaunch ROM3, and then conduct the transfer. A future release will contain a fix for this issue.
003	Emergency Procurement creates unique, duplicate standard items when ordering both non-standard and standard items.	Afloat	For now, only non-standard items should be ordered through Emergency Procurement. If a standard item is ordered, a duplicate copy of the item will be created with a unique stock number. A future release will contain a fix for this issue.
004	Occasionally, when ordering a custom emblematic item, attempting to print an unconfirmed 1155 results in a server error. This is caused by the purchase order not being saved.	Afloat	While viewing the order, click "Save and Review Later", then reopen and print unconfirmed 1155. A permanent fix for this issue is being researched.
005	Paging Through Transactions in Manage Sessions - Attempting to change the page, or the rows per page, while viewing transactions within the Manage Session module results in a server error.	Afloat	Use the register journal to browse through multiple transactions. (Access under the 'Register' menu.) A future release will contain a fix for this issue. Alternatively, you may be able to change the sort order of the transactions in Manage Sessions to access the desired record. (Click any of the column headers to sort by that column, click the header a second time to reverse the sort order.)
006	Large Misc. Adjustments in Accounting Adjustments - The Misc. Adjustment field only allows six characters. This may not be enough if you are trying to make a large adjustment such as "- 1002.61".	Afloat	If a large amount needs to be entered, it may be necessary to create two Accounting Adjustments for the same receipt. For example, the first misc. adjustment would be "-1002" the second would be "-0.61" for a total of -\$1002.61. A future release will increase the number of characters that can be typed into this field.
007	Document Library - Old versions of documents will not be deleted from the document library.	Afloat	NEXCOM will include a version number when publishing an updated version of an existing document on the Document Library. Make sure to select the most recent copy of the file.
008	Special Orders Without Replication - Special Orders are typically processed by NEXCOM and replicated to the ship. If replication is down for an extended period of time there is a workaround.	Afloat	For special orders, the ship will create and confirm an "Emergency Procurement" in ROM3, ensure that "Other" is checked so transportation charges can be added. Ship provides a copy of the DD1155 and any other supporting information to NEXCOM. NEXCOM will order the merchandise. When the ship receives the invoice, the ship will use that information to edit the information on the P.O. during the receipt process.
009	Issues To/From Use - Information is missing on the DD-1149.	Afloat	For these transactions, after they have been entered into ROM3, a skeletonized DD-1149 document must be prepared and included with end of accounting period financial returns submitted to DFAS.



ROM 3 WIKI KNOWN ISSUES

12 - 21

NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
012	Net Difference on the 'Back of the 153' report - The "Net Diff" and "% Diff" columns on the Back of the 153 report are incorrect. The current calculation subtracts "Inv Over(Short)" from "Over(Short) Cost" when it should in fact add the two values.	Afloat	At this point no action is necessary, simply be aware of the issue. The calculation will be corrected on the ROM3 ashore server for DFAS and ATG access. A future release will contain a fix for this issue afloat.
013	Embarked Crew Size - The "Embarked Crew Size" field in Activity Constants cannot be zero. A zero entry will cause errors, including the message "FAILURE - Divide by zero error encountered" when attempting to close out the month.	Afloat	If you do not have embarked crew on your ship, set this field to "1" rather than "0". A future release will contain a fix for this issue.
014	Sub Cs/Pk on Requisitions - The Sub Cs/Pk may not be properly applied when adding items to PRIME/OSO/Appropriation Requisitions.	Afloat	Be sure to review the "Sell QTY" column prior to confirming the order. If the Sub Cs/Pk is not being calculated correctly, use the "Add Non-Standard Items" button to manually create a new item with the correct information. A future release will contain a fix for this issue.
015	Breakout Transfer Form - If items are added to an existing breakout before initiating, their retail price will display as "\$0.00" on the transfer form.	Afloat	Simply close the breakout, reopen the breakout and reprint the transfer form; all prices will be properly displayed. A future release will contain a fix for this issue.
016	FPO Address Fields - The Post Office now requires additional address information for FPO shipments, ROM3 currently does not have these fields.	Afloat	As needed, enter the new FPO address in the "Pierside Address" fields in Activity Constants. Then, before confirming your order, select "Pier Side Address" as the "Ship To" address; this will print the FPO address on the order. A future ROM3 release will contain the additional FPO address fields.
017	0 QTY on Survey DD-200 Form - Surveys containing more than ten items may show a QTY of 0 for some items when reprinting the DD-200 form.	Afloat	Before reprinting the DD-200, change the "Rows Per Page" dropdown to "All". This ensures that all quantities are properly displayed. A future release will contain a fix for this issue.
018	"Final Inventory Report" not available. - The "Final Inventory Report" was not included in the initial release of ROM3.	Afloat	This report will be included in the next ROM3 release.
019	Adding Multiple Items to Survey - A server error is received if you search for a stock number, add an item, then search for another stock number and try adding the second item.	Afloat	Leave the search field blank so that the search returns all items. You can add multiple items through this single search without issue. A future release will contain a fix for this issue.
020	GF Assessment BUPERS % - Be aware, ROM3 calculates the BUPERS % Assessment based on the Core Crew Size + Embarked Crew Size.	Afloat	Double check your activity constants. ROM3 displays your assessment percentages; they update as you change the Core/Embarked Crew Size values. Adjust the Embarked Crew Size as need to correct your percentages. For example, if you have 280 core crew, and a total of 380 when deployed, your Embarked Crew Size should be 100.
021	Quadrupled Register Session - A register session, its collection, and its transactions appear to be quadrupled. This is caused when, after clicking 'Save', the status is changed and 'Save' is clicked again before the page has finished loading.	Afloat	Submit a Navy311 ticket stating that you have a quadrupled register session and requesting the Delete Collection script. This script will be provided for your ITs to execute and will resolve the issue. A permanent fix for this issue will be included in the next ROM3 release.



ROM 3 WIKI KNOWN ISSUES

22 - 31

NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
022	Cannot Print Accounting Adjustment 1149 - The "Print 1149" button does not appear for cash-only Accounting Adjustments for ROM-II receipts.	Afloat	Send an email to navsup_bsc_rom3@navy.mil with the date and receipt number of the accounting adjustment. The missing DD-1149 will be e-mailed to you. A permanent fix for this issue will be included in the next ROM3 release.
023	Journal of Receipts - Journal of Receipts report may show duplicate entries, causing the total to be incorrect.	Afloat	Lineout any duplicate entries and pen & ink the correct total before submittal. Alternatively, submit a Navy311 request and a corrected Journal of Receipts will be e-mailed to you. A future release will contain a fix for this issue afloat.
024	Item Management - On-Hand/On-Order Item Management: Retail Price Change The option for Periodic Price Changes does not work as designed. Refrain from use of Periodic Price change until the next release of ROM3 is deployed.	Afloat and Ashore	Use the Retail Price text box to make all price changes.
025	User timeout experienced when trying to access pages in Manage Sessions or Register Journal, prohibiting the user from accessing any of the pages.	Afloat	Send an email to navsup_bsc_rom3@navy.mil stating that the ship is experiencing the time-out issue, so that a patch can be sent for the local ITs to deploy.
026	Inventory - Duplicate inventory items from incorrect unit of issue on receipt.	Afloat	Once a full inventory has been confirmed, complete two spot inventories. The first inventory should be made to spot OUT the incorrect Vendor Unit of Issue item. The second inventory should be made to spot IN the correct quantity of NEXCOM designated Unit of Issue item.
027	Application - Opening multiple ROM3 browser tabs on the same computer while working in ROM3 application can cause unexpected results.	Afloat	While working in ROM3, ensure that there is only one browser tab running the ROM3 Application on the user computer.
028	B14 Report not matching the 153 - In Inventory Counts, when scrolling to the bottom you will see that Total Gain/Loss "does" match the 153, but the total at the bottom of the B14 Consolidated Report does not. This is because vending sales are not included in the report.	Afloat	When taking records over to ATG you can now explain the difference. To get a report that shows the missing amount, simply change the Inventory Location to "9800 Canned Vending" and click "Generate Printable Report." A future release will contain a fix for this issue.
029	Duplicate Inventory Items - When performing the Add Additional Items task to add to a Physical Inventory, selected items initially appear twice when added, and the page displays an incorrect count of the items added to the inventory.	Afloat	This is an error only in how the inventory list is initially displayed (the items are added correctly, but displayed incorrectly). Duplicate items will disappear from the list once the user clicks Save & Review Later or Initiate Inventory.
030	On Initiation of an Inventory, entering a "0" (zero) for an inventory count and clicking the "Save and Review Later" button displays incorrect information.	Afloat and Ashore	Clicking Submit Counts will validate and accept the value and will display inventory counts. Items can still be modified or adjusted by the reviewing authority.
031	Refunds Disabled - There is an issue with refunds occurring in a different session than when a purchase was made. Because of the issue, refunds are not being properly recorded. To prevent this, the "Issue Refund" functionality has been disabled.	Afloat and Ashore	The fix to this issue will be included in the next release, and refund functionality will be restored.



ROM 3 WIKI KNOWN ISSUES

32 - 40

NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
032	1155 Showing Wrong Name - When printing the 1155, the DISBO/SUPPO name and activity address may display a previous DISBO/SUPPO or may display the term "PLACEHOLDER".	Afloat	Send an email to navsup_bsc_rom3@navy.mil and we will send a script so that the printout will display the correct names and addresses from the 1155. The fix to this issue will be included in a future release, and will allow the display of information applicable to the time frame for each of the orders.
033	System - User Override Code containing alphabetic characters cause errors.	Afloat	Generate Register override codes that only contain numeric characters to keep register errors from occurring.
034	System - Record Collections in Cash.	Afloat	While reconciling cash collections in Manage Session from the Register function, enter the actual value of funds collected in the "Cash Collected" field only, and NOT in the "Navy Cash Collected" field.
035	Breakouts Location Error - When trying to print the Transfer Form 973 for confirmed breakouts there is a server error. And when looking on the Item Details page, one of the locations is incorrect. This is caused by the location being disabled so that it doesn't appear in the drop-down lists. The form will usually default to 9501.	Afloat	Print the PDFs just by going to System -> Locations, then enabling the disabled location again. It will now show on the Breakout Item Details page. You can then disable the location after printing. A future release will contain a fix for this issue.
036	DD200 Cannot Display A Second Item Page - When too many items are created in a single Survey, a second item page for the DD200 will be created. The second page will be a copy of the quantity, unit, unit of issue, and amount from the first item page with no items being displayed.	Afloat	Avoid putting too many items on a single Survey. Split items up to avoid generating a second DD200 item page. We recommend a maximum of 25 items on each Survey. A future release will contain a fix for this issue.
037	Accounting Closeout Receipt TX File Showing Blank - When downloading the receipt transmittal text file, the text file comes up blank. This issue is caused by incorrect characters when manually typing the expenditure number.	Afloat	When manually writing the expenditure numbers, be sure to double check before submitting them. There should be 14 characters separated by "tacs"(-). If there is an incorrect amount, there will be issues for ROM3 retrieving it from the database and DFAS won't be able to read the expenditure.
038	Server crash when receiving an order - The server crashes in mid-receipt after clicking the Confirm & Submit button on the Receiving An Order page. This means there was an error on one of the items. Do NOT try and receive the order again, the items have been added to inventory and will be duplicated.	Afloat	Submit a Navy311 ticket. Receive the items one at a time until you have identified the item that is causing the error. Cancel the problematic item and create a new order to receive it.
039	Emblematic % on the 153 Report - The emblematic % is not calculated correctly on the 153.	Afloat	The calculation has changed to: Total Cost of Emblematic Items in Inventory, divided by the B28 Value. Please contact Fleet Assist to provide an Emblematic % Calculation worksheet.
040	Cannot Print NEXCOM Special Order 1155 - The "Print DD-1155" button does not appear for NEXCOM Special Orders.	Afloat	Send an email to NEXCOM (yourshipstore@NEXWEB.ORG) with the date and receipt number of the Special Order. The missing DD-1155 form will be e-mailed to you.



ROM 3 WIKI KNOWN ISSUES

41 - 45

NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
041	Quadruple Breakout Items - When saving a Breakout, the items show up quadrupled. This is caused by the items being processed twice, either by having more than one window open or the user switching workstations in the middle of a process and not logging off.	Afloat	Do not confirm the breakout. Submit a Navy311 ticket with a screenshot of the breakout and create a new one. Avoid using ROM3 to process transactions while having multiple browsers and multiple tabs open. Log out of ROM3 when walking away to avoid a situation where someone comes behind and hits save for you. A future release will contain a fix for this issue
042	Error Printing Cash Over/Short Summary Report - Generating Cash Over/Short Summary Report results in a Runtime Error. This error occurs when Cash Collected > Book Sales and the Over(Short) column is positive.	Afloat	Change the dates around so that the Over(Short) isn't positive or open the store until you make enough in Book Sales that aren't collected yet. If you need a certain date range, send an email to FLC. ASHORE users can print it for you. A permanent fix for this issue will be included in the next ROM3 release.
043	Server Error when attempting to Print Discrepancy Report - When creating a Full Inventory, a large number of items included on the Discrepancy Report will result in a Server Error when trying to print.	Afloat	The report can be printed by Ashore users. We are currently working on a workaround for this issue.
044	Stock Turn Ratio Report is incorrect - Stock Turn Ratio Report and Stock Turn on the 153 is showing less/more than it should be.	Afloat	Stock Turn Ratio Report and Stock Turn on the 153 have been updated ASHORE. The formula to get the ratio is: $\text{ratio is: } \frac{\text{Total of past 12 months sales}}{\text{Average of past 13 months ending inventory}}$ Numbers are calculated at the Retail Price not B28.
045	Receipt printer causes a delay POS transactions - If the receipt printer is NOT working and there is a printer listed on the System>Devices page this will cause a delay in completing the transaction as the system will start a process attempting to connect to the printer until the process times out and then will complete the transaction.	Afloat	If the receipt printer is not plugged into the register, navigate to System>Devices>Register and clear the text box for 'Receipt Printer ID'. Also, in Register>Receipt Configuration you can set the Receipt Printing Threshold amount higher.



ROM 3 WIKI KNOWN ISSUES

46-49

NEXCOM Ships Store Program

046	Error when confirming an Inventory at 1600+ items – While attempting to confirm an inventory while using display ALL items in a 1600+ location you may get an error message.	Afloat and Ashore	Change the rows to 100 rows per page or shorten it after you enter in all your numbers and you will be able to process the confirm. The amount of items being displayed while processing causes an error. It's possible to go page by page and the numbers are still saved.
047	Sometimes after an Inventory crashes after clicking Confirm, a duplicate Inventory will be created.	Afloat	If this occurs, please submit an NAVY 311 ticket to NAVSUP BSC with the Inventory number that crashed on confirmation so they can verify that your inventory quantity was not doubled.
048	Delete Unconfirmed Survey – An error occurs when trying to access an unconfirmed survey.	Afloat and Ashore	Submit a Navy311 ticket stating that you are not able to delete an unconfirmed survey without getting errors and are requesting the Delete Unconfirmed Surveys script. This script will be provided for your ITs to execute and will resolve the issue. If you have any other surveys in-process, please complete them before sending the ticket.
049	Delete Unconfirmed Breakout – An error occurs when trying to access an unconfirmed breakout	Afloat and Ashore	Submit a Navy311 ticket stating that you are not able to delete an unconfirmed breakout and keep getting errors and are requesting the Delete Unconfirmed Breakouts script. This script will be provided for your ITs to execute and will resolve the issue. Complete any other breakouts still in-process.



ROM 3 WIKI KNOWN ISSUES

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NEXCOM Ships Store Program

Issue #	Issue	Impact	Recommendation
050	Delete Unconfirmed Physical Inventory – An error occurs when trying to access an Unconfirmed, Initiated or Submitted Inventory.	Afloat and Ashore	<p>Submit a Navy311 ticket stating that you are not able to delete an unconfirmed inventory and keep getting errors and are requesting the Delete Unconfirmed Physical Inventory script. This script will be provided for your ITs to execute and will resolve the issue.</p> <p>If you are in the middle of an inventory in any other location please complete and confirm it prior to sending the ticket.</p>



NEXCOM Ships Store Program

LAUNDRY

To-do before deployment:

- **Equipment 100% operational prior to deployment.**
- **Full load of laundry supplies and chemicals on board.**
- **Carry extra spare parts for Ecolab system.**
- **Use supply system during deployment.**
- **Contact NEXCOM FAT San Diego if equipment goes down, or in need of repair parts.**



NEXCOM Ships Store Program

BARBER SHOP

Please ensure:

- **Equipment 100% operational.**
- **Full load of barber supplies on board.**
- **Commercial Source – M.A. Notch and Apopka**
- **Use supply system during deployment.**



NEXCOM Ships Store Program

How to have a Successful Deployment

PREDEPLOYMENT Recommendations for S-3

2019



NEXCOM Ships Store Program

Things that can Bite

- *Unmatched expenditures*
- *Prime Vendor: Surprise pricing; Receipts, NIS*
- *NIS of CO's favorite emblematic*
- *Over and Under loading*
- *Not having a backup computer*
- *Not having the right "spares"*
- *Not knowing who to call for help*



NEXCOM Ships Store Program

#1 Before you go (Fleet Assist will help)

➤ Have a “Plan of Action”.

- *What is mailable.*
- *What emblematic does the CO love (Place the order in advance)*
- *5th Fleet: What’s on Prime Vendor List. (Place the order in advance)*
- *Carry 90 days supply of Barber and laundry supplies.*

➤ Vending Machines.

- *“Spare” parts on board. (Ask Pepsi and Coke for Assistance)*
- *Request “Groom”.*

➤ *Overseas: All vending machines repairs regardless of overseas AOR will be requested through Felecia Townes (NEXCOM Ship’s Store Program) as soon as issues arise :*

➤ Know how to handle deliveries from Prime Vendor.



NEXCOM Ships Store Program

#2 Schedule a Service Call

NEXCOM

Laundry

- **Contact NEXCOM Habitability**
 - *Laundry equipment review.*
 - *Laundry Operation & Maintenance Training*
- **Don't wait; do it now.**
- **Contact Ecolab for dispenser groom & training**
 - *1-800-320-5221.*
 - *Worldwide Assistance.*

NEXCOM POCs:

Joel Santiago, 619-556-5728/Email: Joel.Santiago@nexweb.org

Anthony Quilitorio, 619-556-5727/Email: anthony.quilitorio@nexweb.org

Barber

- **Ask for a barber equipment review.**
- **Make sure barber chair works and ship knows how to provide maintenance. Training available.**
- **Make sure clippers work (all of them)**
No cost repairs to barber clippers.



NEXCOM Ships Store Program

#3 Know your Resources (don't be shy)

Ship's Store / Barbershop Renovations

- *Plan early if any partial of full renovations are desired post deployment.*
- *Process can take 3-4 months.*
- *POC: Roger Chalupa; roger.chalupa@nexweb.org; 619-556-6258*

CONUS Assistance (call, write, email)

- *Fleet Assistance Teams.*
- *Afloat Training Groups.*
- *NEXCOM Ships Store Program.*

5th Fleet / 7th Fleet Assistance:

- *Ships send their orders into NEX Yoko / Guam via EDI.*
- *Special orders through GCPC process for items not listed on contract.*
- *GCPC Cardholder in Yokosuka.*
- *Prime Vendor support in Singapore.*
- *Prime Vendor support in 5th Fleet.*
- *NEX Support from Bahrain through GCPC process. GCPC cardholder in Naples.*



NEXCOM Ships Store Program

#3 Know your Resources (don't be shy)

- **On Ship: Refer to ROM 3 document library for the latest Resource CD info.**
 - ***Make sure you have a copy of saved file in your local drive!!!***
 - ***Has EVERYTHING a SH needs to know (Contact Information, Instructions, etc..)***



NEXCOM Ships Store Program

Unauthorized Commitment (UAC)

Causes for UAC

- Placing and/or communicating an order with a vendor not listed on the ACB/ASL
- Not processing a Special DD-1155 with NEXCOM via TYCOM
- Utilizing an unapproved NEXCOM vendor
- Also applies with scheduling repair services without going thru NEXCOM

**** Only the nearest FLC can ratify a UAC . Ship will need to contact NEXCOM for guidance. Vendor will not get paid until UAC is ratified resulting in the ship not getting the merchandise. This is a long process.**



NEXCOM Ships Store Program

Unauthorized Commitment (UAC)

“SHIPS IMPACT”

- Will not get the merchandise
- If merchandise is on-board will not be able to receive it
- Disqualification from Excellence Award
- Major hit on SMI/SMC
- Commanding Officer will need to submit a letter reflecting the cause of the UAC and corrective action as part of the ratification process





NEXCOM Ships Store Program

LESSONS LEARNED

Maintain a “**Lessons Learned**” package.

Provide a copy to Fleet Assistance Team and NEXCOM HQ.

Used to brief new deployers.



NEXCOM Ships Store Program

QUESTIONS?

