



# ROM 3 Bulletin

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## ROM 3 KNOWN ISSUES

**BACKGROUND:** We now have ROM 3 on 114 ships with more being installed each month. The installs have gone very well, with no major issues or challenges that have not been resolved at time of install. We do have one challenge that is out of our control, and affects all ROM 3 ships: after the program was certified and placed on ships, users have discovered 40 issues that require actual coding changes to the program. Business System Center (BSC) has identified coding fixes for each of these "bugs" as well as what to do in the meantime. Each Fleet Assist Team (FAT) and NEXCOM help desk can provide training on the 40 issues for any ROM III operation. Reminder: NEXCOM Ship's Store Program is mandatory that every Sales Officer, Leading Ship's Serviceman (SH), and the Recordskeeper (RK) review the Known Issues on a monthly basis and post by the ROM 3 work station.

**DISCUSSION:** The known issues and each work-around can be accessed through the WIKI website:

[https://my.navsup.navy.mil/webcenter/faces/oracle/webcenter/webcenterapp/view/pages/s\\_hared/ResourceViewer](https://my.navsup.navy.mil/webcenter/faces/oracle/webcenter/webcenterapp/view/pages/s_hared/ResourceViewer).

Issue #	Issue	Impact	Recommendation
001	<b>Cost Code on NWCF LOA.</b> The cost code portion of the NWCF Line of Accounting does not show the last eight digits of the document number.	Afloat	The ship will populate the last 8 digits of the LOA with zeros. DFAS is aware that the last eight digits will be populated with zeros. An updated release of ROM 3 will contain a fix for this issue.
002	<b>Accessing Transfers after creating a new survey-</b> A server error is received if you access "Transfers" after creating a new Survey.	Afloat	Once you have started to create a survey, ensure you are complete with the survey before you try to create a transfer or vice versa. An updated release of ROM 3 will contain a fix for this issue.
003	<b>Emergency Procurements-</b> Emergency Procurement creates unique, duplicate standard items when ordering both non-standard and standard items.	Afloat	When creating Emergency Procurements, Use only "non-standard" items. If a standard item is used on the Emergency procurement the system will create a duplicate "non-standard" item. Once merchandise has been received as non- standard items, the record-keeper can create a spot inventory for the Standard and Non-



			Standard stock numbers and zero out the non-standard number and place the quantities on the standard number. An updated release of ROM 3 will contain a fix for this issue.
004	<b>Emblematic Orders-</b> Occasionally, when ordering a custom emblematic item, attempting to print an unconfirmed 1155 results in a server error. This 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 is being researched.
005	<b>Paging Through Transaction in Manage Sessions-</b> Attempting to change the page, or the rows per page, while viewing transactions with in 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	<b>Large Misc. Adjustments in Accounting Adjustments-</b> 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	<b>Document Library</b> - 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	<b>Special Orders Without Replication-</b> 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 DD 1155 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	<b>Issues To/From Use</b> - Information is missing on the DD-1149.	Afloat	For these transactions, after they have been entered into ROM3, a skeletonized DD- 1149 document (available in the document library) must be prepared and included with end of accounting period financial returns submitted to DFAS.
012	<b>Net Difference on the 'Back of the 153' report</b> - 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. You may acquire a correct copy of the 153 from any shore user (ATG, FAT, NEXCOM). A future release will contain a fix for this issue afloat.

013	<b>Embarked Crew Size</b> - The "Embarked Crew Size" field in Activity Constants cannot be zero. A zero entry will cause errors 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" under the "Activity Constants" tab. A future release will contain a fix for this issue.
014	<b>Sub Cs/Pk on Requisitions</b> - 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	<b>Breakout Transfer Form</b> - 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	<b>FPO Address Fields</b> - the Post Office now requires additional address information for FPO shipments, ROM 3 currently does not have these fields.	Afloat	As needed, enter the new FPO address in the "Pier side Address" fields in the "Activity Constants" tab. 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 ROM 3 release will contain the additional FPO address fields.
017	<b>"0" QTY on Survey DD-200 Form</b> - 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	<b>"Final Inventory Report" not available</b> - The "Final Inventory Report" was not included in the initial release of ROM 3.	Afloat	After confirming an inventory print out a B28 for that location and have the responsible custodians sign. This report will be included in the next ROM 3 release.
019	<b>Adding Multiple Items to Survey</b> - 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	<b>GF Assessment BUPERS %</b> - 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	<b>Quadrupled Register Session</b> - 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.
022	<b>Cannot Print Accounting Adjustment 1149</b> - 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	<b>Journal of Receipts</b> - 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 emailed to you. A future release will contain a fix for this issue afloat.
024	<b>Item Management</b> - 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	<b>Timed out sessions</b> - 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	<b>Inventory</b> - 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	<b>Application</b> - 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	<b>B14 Report not matching the 153</b> - 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	<b>Duplicate Inventory Items</b> - 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	<b>Inventory</b> - 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	<b>Refunds Disabled</b> - 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.
032	<b>1155 Showing Wrong Name</b> - 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	<b>System</b> - 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	<b>System</b> - 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	<b>Breakouts Location Error</b> - 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	<b>DD200 Cannot Display A Second Item Page</b> - 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	<b>Accounting Closeout Receipt TX File Showing Blank</b> - 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	<b>Server crash when receiving an order</b> - 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	<b>Emblematic % on the 153 Report</b> - 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	<b>Cannot Print NEXCOM Special Order 1155</b> - 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.
041	<b>Quadruple Breakout Items</b> - 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	<b>Error Printing Cash Over/Short Summary Report</b> - 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.
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Please review the attached list and if you should have any questions, please contact SHC Hardimon at [Larry.Hardimon@neweb.org](mailto:Larry.Hardimon@neweb.org) / (757) 502-7477 or SHC Huff at [Geanice.Huff@nexweb.org](mailto:Geanice.Huff@nexweb.org) / (757) 502-7480.

