



# ROM 3 Bulletin

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## ROM 3 KNOWN ISSUES

**BACKGROUND:** ROM 3 has been installed on 134 ships and only a hand full are to be complete before the Authorization to Operate (ATO) expires for ROM II in October 2018. ROM 3 has inquired various operational functions prevents certain procedures being utilized nevertheless recommendations have been provided as a way forward. Known Issues 001-042 were addressed in Ship’s Store Bulletins SS15-005, SS15-007, and SS17-018. This bulletin addresses the three additional issues in which the local Fleet Assist Team (FAT) and NEXCOM will provide technical guidance and training on, once a Navy 311 ticket has been submitted.

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

<https://applications.navsup.navy.mil/ROMwiki/index.php/Known-issues>

Issue #	Issue	Impact	Recommendation
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 once the inventory is confirmed and replication has taken place. 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: $\frac{\text{Total of past 12 months sales}}{\text{Average of past 13 months ending inventory}}$ 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.

Please review the attached list and if you have questions or concerns, please contact the NEXCOM ROM 3 helpdesk to speak with SHC Hardimon (757) 502-7477 or SHC Huff (757) 502-7480.

