

26. If you have any comments and/or suggestions, please write them here.



Navy Cash[®] Merchant Survey

Navy Cash[®] was designed by the Navy Cash[®] Program Office. In addition to quantifying the usual system results, the Program Office needs to know what onboard merchants think about Navy Cash[®].

Your opinions are especially valuable to the process of developing the greatest possible convenience and service to sailors and merchants. Your candid answers to the following questions, and your ideas and suggestions will be greatly appreciated. Thank you for your participation!

All responses will be grouped together for reporting. All of your individual responses will remain completely confidential. Your participation in this study is voluntary. This survey should take about fifteen minutes of your time.

According to the Paperwork Reduction Act of 1995, you are not required to respond to a survey like this one unless you are given a valid OMB control number. The valid OMB control number for this survey is 1510-0074.



USS RENTZ FFG46

Using a #2 pencil or pen, please completely fill in the bubbles you select.

Please completely fill in marks like this: not like this:

1. Please identify your on-board merchant location:

Disbursing Office MWR Ship's Store Post Office Other: _____

Questions about the Support You Get from the Navy Cash Team

2. What is your level of satisfaction with the responsiveness of the Navy Cash **Customer Service Center** in getting Navy Cash questions answered and issues resolved?

Very High Above Avg. Avg. Below Avg. Very Low N/A

3. What is your level of satisfaction with the responsiveness of the Navy Cash **Technical Support Team** in getting Navy Cash questions answered and issues resolved?

Very High Above Avg. Avg. Below Avg. Very Low N/A

4. What is your level of satisfaction with the responsiveness of the **Fleet Support Group** in getting Navy Cash questions answered and issues resolved?

Very High Above Avg. Avg. Below Avg. Very Low N/A

5. What is your level of satisfaction with the responsiveness of the **Ships Store Fleet Assist Team** in getting Navy Cash questions answered and issues resolved?

Very High Above Avg. Avg. Below Avg. Very Low N/A

K22 Questions

6. What is your comfort level in regard to obtaining an Operator ID from the Disbursing Officer for your K22?

Very High Above Avg. Avg. Below Avg. Very Low N/A

7. What is your comfort level in regard to operating the Navy Cash K22?

Very High Above Avg. Avg. Below Avg. Very Low N/A

8. What is your comfort level in setting your K22 for more than one merchant?

Very High Above Avg. Avg. Below Avg. Very Low N/A

9. What is your comfort level in regard to the procedures to power On/Off the K22?

Very High Above Avg. Avg. Below Avg. Very Low N/A

K 22 Questions (continued)

10. What is your comfort level in regard to performing transactions, including refunds, on the K22?

Very High Above Avg. Avg. Below Avg. Very Low N/A

11. What is your comfort level in regard to the instructions for setting up the K22 in the Normal and Proxy modes?

Very High Above Avg. Avg. Below Avg. Very Low N/A

Procedures and Reports Questions

12. What is your comfort level in regard to the procedures and reports associated with the End of Day (EOD) process?

Very High Above Avg. Avg. Below Avg. Very Low N/A

13. What is your comfort level in regard to the procedures and reports associated with the End of Month (EOM) process?

Very High Above Avg. Avg. Below Avg. Very Low N/A

14. What is your knowledge level on the process of reconciling sales variances on ship's store Navy Cash reports and the shore reports?

Very High Above Avg. Avg. Below Avg. Very Low N/A

15. What is your comfort level with the procedures when Ship End of Month (EOM) calculations do not match the ship's EOM calculations?

Very High Above Avg. Avg. Below Avg. Very Low N/A

16. What is your comfort level with your operation since ROM II and Navy Cash have been integrated?

Very High Above Avg. Avg. Below Avg. Very Low N/A

17. What is your comfort level concerning the various reports associated with the Merchant Account Management?

Very High Above Avg. Avg. Below Avg. Very Low N/A

Procedures and Reports Questions (continued)

18. What is your comfort level in regard to how to conduct merchant-to-merchant transfers?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very High | Above Avg. | Avg. | Below Avg. | Very Low | N/A |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

19. How timely do you feel you receive your return detail reports after submission of End of Day?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very High | Above Avg. | Avg. | Below Avg. | Very Low | N/A |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Miscellaneous Questions

20. How many hours per day do you spend resolving Navy Cash issues in disbursing?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Less than 1 hour | 1-2 hours | 2-3 hours | 3-4 hours | More than 4 hours |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

21. How many hours per day do you spend resolving Navy Cash issues in the ships store operation?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Less than 1 hour | 1-2 hours | 2-3 hours | 3-4 hours | More than 4 hours |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

22. In addition to checking your negative balance listings on a daily basis, do you feel your command is implementing any additional processes to reduce the number of negative balances?

- | | | |
|-----------------------|-----------------------|-----------------------|
| Yes | No | Not Sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

23. How difficult is it to find the information you need within the Navy Cash Standard Operating Procedures (SOP)?

- | | | |
|-----------------------|-----------------------|-----------------------|
| Not difficult at all | Somewhat difficult | Very difficult |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

24. How useful do you find the index contained in the Navy Cash Standard Operating Procedures?

- | | | |
|-----------------------|-----------------------|-----------------------|
| Very useful | Somewhat useful | Not useful at all |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

25. As a user, what is your overall level of satisfaction with the Navy Cash System?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very High | Above Avg. | Avg. | Below Avg. | Very Low |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

26. If you have any comments and/or suggestions, please write them on back.