



**NONRESIDENT  
TRAINING  
COURSE**



August 1990

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# Ship's Serviceman 2

**NAVEDTRA 14238**

Although the words “he,” “him,” and “his” are used sparingly in this course to enhance communication, they are not intended to be gender driven or to affront or discriminate against anyone.

## PREFACE

By enrolling in this self-study course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the total Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program.

**COURSE OVERVIEW:** In completing this nonresident training course, you will demonstrate a knowledge of the subject matter by correctly answering questions on the following: basic operating principles for the Resale Operations Management (ROM) system; organization and maintenance of ship's store files; cash collection procedures; receipt inspection procedures; issues of ship's store stock; and inventory and reconciling results.

**THE COURSE:** This self-study course is organized into subject matter areas, each containing learning objectives to help you determine what you should learn along with text and illustrations to help you understand the information. The subject matter reflects day-to-day requirements and experiences of personnel in the rating or skill area. It also reflects guidance provided by Enlisted Community Managers (ECMs) and other senior personnel, technical references, instructions, etc., and either the occupational or naval standards, which are listed in the *Manual of Navy Enlisted Manpower Personnel Classifications and Occupational Standards*, NAVPERS 18068.

**THE QUESTIONS:** The questions that appear in this course are designed to help you understand the material in the text.

**VALUE:** In completing this course, you will improve your military and professional knowledge. Importantly, it can also help you study for the Navy-wide advancement in rate examination. If you are studying and discover a reference in the text to another publication for further information, look it up.

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## **Sailor's Creed**

“I am a United States Sailor.

I will support and defend the Constitution of the United States of America and I will obey the orders of those appointed over me.

I represent the fighting spirit of the Navy and those who have gone before me to defend freedom and democracy around the world.

I proudly serve my country's Navy combat team with honor, courage and commitment.

I am committed to excellence and the fair treatment of all.”

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# INSTRUCTIONS FOR TAKING THE COURSE

## ASSIGNMENTS

The text pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions. Pay close attention to tables and illustrations and read the learning objectives. The learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

## SELECTING YOUR ANSWERS

Read each question carefully, then select the BEST answer. You may refer freely to the text. The answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the course.

## SUBMITTING YOUR ASSIGNMENTS

To have your assignments graded, you must be enrolled in the course with the Nonresident Training Course Administration Branch at the Naval Education and Training Professional Development and Technology Center (NETPDTC). Following enrollment, there are two ways of having your assignments graded: (1) use the Internet to submit your assignments as you complete them, or (2) send all the assignments at one time by mail to NETPDTC.

**Grading on the Internet:** Advantages to Internet grading are:

- you may submit your answers as soon as you complete an assignment, and
- you get your results faster; usually by the next working day (approximately 24 hours).

In addition to receiving grade results for each assignment, you will receive course completion confirmation once you have completed all the

assignments. To submit your assignment answers via the Internet, go to:

**<http://courses.cnet.navy.mil>**

**Grading by Mail:** When you submit answer sheets by mail, send all of your assignments at one time. Do NOT submit individual answer sheets for grading. Mail all of your assignments in an envelope, which you either provide yourself or obtain from your nearest Educational Services Officer (ESO). Submit answer sheets to:

COMMANDING OFFICER  
NETPDTC N331  
6490 SAUFLEY FIELD ROAD  
PENSACOLA FL 32559-5000

**Answer Sheets:** All courses include one “scannable” answer sheet for each assignment. These answer sheets are preprinted with your SSN, name, assignment number, and course number. Explanations for completing the answer sheets are on the answer sheet.

**Do not use answer sheet reproductions:** Use only the original answer sheets that we provide—reproductions will not work with our scanning equipment and cannot be processed.

Follow the instructions for marking your answers on the answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.

## COMPLETION TIME

Courses must be completed within 12 months from the date of enrollment. This includes time required to resubmit failed assignments.

## **PASS/FAIL ASSIGNMENT PROCEDURES**

If your overall course score is 3.2 or higher, you will pass the course and will not be required to resubmit assignments. Once your assignments have been graded you will receive course completion confirmation.

If you receive less than a 3.2 on any assignment and your overall course score is below 3.2, you will be given the opportunity to resubmit failed assignments. **You may resubmit failed assignments only once.** Internet students will receive notification when they have failed an assignment--they may then resubmit failed assignments on the web site. Internet students may view and print results for failed assignments from the web site. Students who submit by mail will receive a failing result letter and a new answer sheet for resubmission of each failed assignment.

## **COMPLETION CONFIRMATION**

After successfully completing this course, you will receive a letter of completion.

## **ERRATA**

Errata are used to correct minor errors or delete obsolete information in a course. Errata may also be used to provide instructions to the student. If a course has an errata, it will be included as the first page(s) after the front cover. Errata for all courses can be accessed and viewed/downloaded at:

<http://www.advancement.cnet.navy.mil>

## **STUDENT FEEDBACK QUESTIONS**

We value your suggestions, questions, and criticisms on our courses. If you would like to communicate with us regarding this course, we encourage you, if possible, to use e-mail. If you write or fax, please use a copy of the Student Comment form that follows this page.

## **For subject matter questions:**

E-mail: n313.products@cnet.navy.mil  
Phone: Comm: (850) 452-1001, Ext. 2167  
DSN: 922-1001, Ext. 2167  
FAX: (850) 452-1370  
(Do not fax answer sheets.)  
Address: COMMANDING OFFICER  
NETPDTC N313  
6490 SAUFLEY FIELD ROAD  
PENSACOLA FL 32509-5237

## **For enrollment, shipping, grading, or completion letter questions**

E-mail: fleetservices@cnet.navy.mil  
Phone: Toll Free: 877-264-8583  
Comm: (850) 452-1511/1181/1859  
DSN: 922-1511/1181/1859  
FAX: (850) 452-1370  
(Do not fax answer sheets.)  
Address: COMMANDING OFFICER  
NETPDTC N331  
6490 SAUFLEY FIELD ROAD  
PENSACOLA FL 32559-5000

## **NAVAL RESERVE RETIREMENT CREDIT**

If you are a member of the Naval Reserve, you may earn retirement points for successfully completing this course, if authorized under current directives governing retirement of Naval Reserve personnel. For Naval Reserve retirement, this course is evaluated at 11 points. (Refer to *Administrative Procedures for Naval Reservists on Inactive Duty*, BUPERSINST 1001.39, for more information about retirement points.)

## Student Comments

**Course Title:** Ship's Serviceman 2

**NAVEDTRA:** 14238 **Date:** \_\_\_\_\_

**We need some information about you:**

Rate/Rank and Name: \_\_\_\_\_ SSN: \_\_\_\_\_ Command/Unit \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State/FPO: \_\_\_\_\_ Zip \_\_\_\_\_

**Your comments, suggestions, etc.:**

<p><b>Privacy Act Statement:</b> Under authority of Title 5, USC 301, information regarding your military status is requested in processing your comments and in preparing a reply. This information will not be divulged without written authorization to anyone other than those within DOD for official use in determining performance.</p>
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NETPDTC 1550/41 (Rev 4-00)

## CHAPTER 1

# SHIP'S STORE AUTOMATION

This training manual (TRAMAN) has been prepared for members of the Regular Navy and Naval Reserve in the Ship's Serviceman rating who are preparing for advancement to Ship's Serviceman second class.

Refer to the SH advancement handbook for petty officers for information on the Navy advancement system, naval standards, occupational standards, and bibliographies for Ship's Serviceman. This handbook is updated each January and is available through the educational services offices.

As a Ship's Serviceman your duties up to now have included a variety of tasks. Now, you will perform more administrative and supervisory types of tasks. You maybe assigned duties in the ship's store office operating the ROM system, work as a cash collection agent, or work in one of the other service activities.

### AUTOMATED RECORDS

Ship's store records have been automated through the use of the Resale Operations Management (ROM) system. The ROM system was tested on several ships before it was implemented. The system has proven to increase the accuracy and timeliness of recordskeeping. The system can also make your job easier because it does the work electronically that you now do by hand, such as mathematical computations, computing markups, posting receipts and breakout to the stock record, and so forth.

The system itself and the ROM system *Terminal User's Guide* (TUG) were developed by the Navy Management System Support Office (NAVMASSO), Norfolk, VA. The *Terminal User's Guide* provides detailed information on how to operate the ROM. This guide is available free from NAVMASSO. NAVMASSO has also published a Resale Operations Management (ROM) desk top guide which is a supplement to

the ROM *Terminal User's Guide*. It is made up exclusively of job sheets, with each job sheet containing a step-by-step guide for performing a ROM function such as adding a new Stock Record, NAVSUP Form 464, to the stock record master file. The principal procedures for the use of the ROM system are contained in detail in the ROM *Terminal User's Guide*. The ROM functions contained in this guide are based on the procedures contained in the *Ships Store Afloat*, NAVSUP P-487. The ROM system will work very well with these existing policies and procedures. None of the capabilities the ROM system currently has or current policies/procedures contained in the *Terminal User's Guide* will be eliminated. The only changes that may occur will be on the methods used to gather, process, display, and store information. The ROM system will be discussed throughout this manual; however, when performing your daily duties using the ROM you should always refer to the ROM system *Terminal User's Guide* and the NAVSUP P-487.

### IMPLEMENTATION OF THE ROM SYSTEM

Requests to implement the ROM system should be submitted to the type commander. The type commander will contact NAVMASSO and set up a schedule for implementation on board ships. NAVMASSO is responsible for implementing the ROM system for ship's stores afloat. The successful implementation of the ROM should take no longer than one accounting period. Since ROM is able to print certain records, reports, and logs used in the ship's store operation, the ROM form should be used in place of the preprinted form. The ROM form is as valid as the preprinted form, and the format is the same. The maintenance of manual ship's store records maintained by the ROM will not be required once the ROM has been successfully implemented.

## SECURITY

The ROM system is an unclassified system. There are two types of software security associated with the system: physical and application.

Physically, the ROM system terminal must be located in an area accessible only to personnel who have a need to use the system. The software security is based on the concept of a user's authority to perform a given set of functions and makes only the authorized set of functions available. Access levels are determined by password and user ID which will be assigned by the ROM system administrator, usually the ship's store officer. The ship's store officer will input these access codes into the ROM system on a need-to-know basis. Password/security instructions are contained in appendix F of the ROM *Terminal User's Guide*. The instructions are distributed to the ship's store officer only during the implementation of the system. All persons having access to the ROM system will be listed on the ROM system security access rights list. This list is placed in an opaque envelope. It is then sealed and tape is affixed over the flap. The envelope containing the ROM security access rights list, along with the password/security instructions, and appendix F of the TUG will be retained in the ship's store officer's Accountability File (SSA-21). The ship's store officer will review the ROM security access rights list monthly. If, for any reason, the user ID and password of the individual assigned sales officer are lost, the password file provided during implementation, which includes all users IDs and passwords, must be reloaded. Data files set up during implementation should therefore be maintained in a locked secure place such as the ship's store officer's accountability file. To reload the password file you should refer to appendix F in the TUG.

## THE ROM SYSTEM

The ROM system operates on a Zenith Z-248 and the Honeywell PC applications processor (AP) microcomputer. Once you become an authorized user of the ROM system you will become familiar with the various keys on the keyboard and their uses. The computer keyboard is similar to a typewriter keyboard with additional keys installed for special functions. Some of the different types of keys and parts of the ROM system are discussed below.

Special function keys—The special function F keys include keys 1 through 10 and the Esc key.

The F keys are located on the left side of the computer while the ESC key is located on the right side on the Honeywell microcomputer. On the Zenith Z-248, both the F keys and the ESC key are located on the left side of the computer. The function you select will be taken from the ROM screen display that lists the choices available with an F key or Esc key shown next to the description of the function it performs. When you depress one of the F keys, the function listed on the display screen is activated.

Cursor movement keys—The cursor is a special, blinking underscore character located on the screen that can be moved to where the user wants it. On the right side of the computer there are four directional arrows that perform different cursor movements. The left arrow moves the cursor one position to the left while the right arrow can move it one position to the right. The down arrow moves the cursor down while the up arrow moves the cursor up. For the four directional arrows to perform cursor movement, the light on the num lock must be off. If the num lock light is on, the four directional arrow keys become numeric keys and cursor movement cannot be performed.

Display screen—The display screen on the ROM is used to display and explain the information needed so a response by the user can be made. Information will appear on the screen as entered and the cursor will indicate where the next character will be entered.

Disk drives—These are storage devices used to transfer information into and out of the computer's memory. The Zenith Z-248 contains two 5 1/4-inch floppy disk drives and two Winchester disk drives. The Honeywell AP contains two 5 1/4-inch floppy disk drives and one Winchester disk drive.

The disk storage of the computer is organized into "files" that contain one or more "records." Computer data records are like completed forms in a file drawer. Each record contains several "fields." These fields are equivalent to blocks of information on forms in a file cabinet. Just as only one form type was filed in each folder, only one record type is stored in each data file. In the ROM system, for example, the data file called ROMAS (Resale Operations Stock Record Master file) contains information that is kept on the Stock Record, NAVSUP Form 464. There is one record in the ROMAS data file for each merchandise item carried in stock. Each record contains a

number of data fields such as stock number description, bulkroom and total on-hand quantity, on-order quantity, and so forth. The same fields are stored on every record in the file. Only the actual information in the fields is different for each record. The ROM system stores all resale operations data in 33 such files.

Printer and built-in tape drive—The ROM system uses the printer for preparing numerous reports for recordskeeping and a tape drive for backing up and restoring the system. Whenever an option to print a report is made by a ROM user, a warning screen will display a warning signal for the user to turn on the printer and load paper into it before continuing. If this procedure is not followed, permanent file damage may result.

### Operating the ROM

When the ROM system is initially turned on or when it is reset, the computer will check for the most recent backup date. If a week has passed since the last backup was made, you will need to refer to the ROM system Terminal User's Guide, appendix E, for the Zenith Z-248 and appendix G for the Honeywell AP system to accomplish a backup. If this is not done, the ROM system will not allow you access to the ROM Log On screen. Backups should be done daily. If no backup is required, the message SYSTEM INITIALIZATION IN PROGRESS will display on the screen. If no errors are discovered during the system's initialization, the ROM Log On screen will automatically display. If an error is discovered during the system's initialization, you will not be allowed access to the ROM Log On screen until

the error is corrected. The backup and restore procedures contained in appendix E for the Zenith Z-248 and appendix G for the Honeywell AP system will explain how to restore the data files and reenter data to the current date.

To gain access to and use the ROM system, you must have a three-position user ID and a six-position password. The system's administrator who is the ship's store officer will assign this ID and password to you. You should be careful not to divulge this information to anyone. Once the ROM Log On screen appears, enter your three-position user ID and six-position password. To start the ROM enter 1 for the selection and depress return. If your ID and password are valid, the ROM master menu will be displayed indicating the various options and functions of the ROM system. You may continue from this point with the function that you are assigned access. If you are not assigned access to a particular function, you will not be allowed access to the function by the ROM system.

### ROM System Screens and Screen Information

The functions of ROM are processed by selecting and entering information on terminal screens. There are two basic types of screens, the menu screen and data display/data entry screen. The menu screen displays various options that are available to you to select for ROM functions or subfunctions. To select an option on a menu screen, you enter the appropriate option number and depress the Enter/Return key.

A data display screen (fig. 1-1) shows the actual data that is already in the files. This data

R02000506 *** VIEW OUTSTANDING PURCHASE ORDERS***					
DATE	STOCK NO.	PURCHASE ORDER QUANTITY	QUANTITY RECEIVED	STATUS	PURCHASE ORDER NO.
04 FEB 85	530000-9001	8	8	0	R05834-6035-9764
04 FEB 86	530000-9008	10	10	0	R05834-6035-9764
04 FEB 86	552342-0050-30	3	3	0	R05834-6035-9764
02 MAR 86	120000-9022	50		0	R05834-6061-9733
25 MAR 86	870000-0140	192	8	0	R05834-6084-9719
31 MAR 86	870000-0080	200	200	0	R05834-6090-9721
14 APR 86	070000-0103	2	2	0	R05834-6104-9803
28 APR 86	870000-0080	100	100	0	R05834-6118-9772
28 APR 86	870000-0140	300	300	0	R05834-6118-9772
28 APR 86	870000-0145	200	200	0	R05834-6118-9772

F4 PRINT OUTSTANDING PURCHASE ORDERS REPORT  
 F5 DISPLAY FIRST SCREEN OF PURCHASE ORDERS  
 F6 DISPLAY NEXT SCREEN OF PURCHASE ORDERS  
 F8 VIEW PURCHASE ORDERS BEGINNING WITH: dd mm yy  
 F10/ESC EXIT.

Figure 1-1.—Sample data display screen.