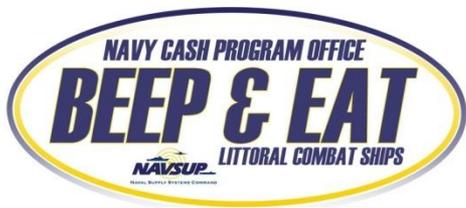


# Overview And Frequently Asked Questions (FAQ)



# Overview

## Before Boarding

- Register with B&E
- Print Meal Card



## While On Board

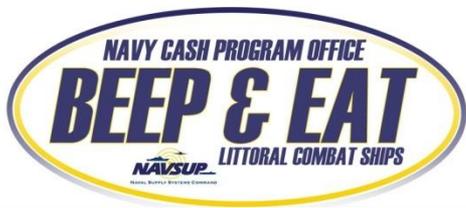
- Scan Card
- Enter your PIN



## Once a Month

- Receive Billing Notice via email
- Log on to B&E website, pay bill electronically with Pay.Gov





# *Ship rider FAQs*

## **x What is Beep and Eat?**

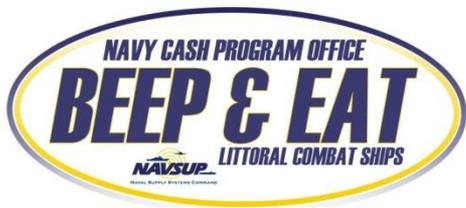
- x** Navy officers and ship riders on Littoral Combat ships (LCS) can enjoy the convenience of a cashless meal-pay system.

## **x How does it work?**

- x** A bar-coded card lets users pay for meals electronically, by charging them to the user's online account for monthly payment.

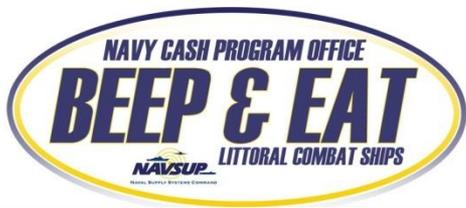
## **x Why is cashless important?**

- x** Beep and Eat allows the culinary specialists to focus on meal preparation and eliminates the need for manual collection of cash and checks afloat for officers and ship riders.



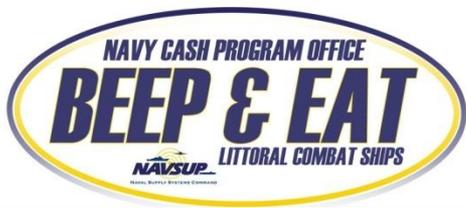
# Ship rider FAQs Continued

- ✘ **What about the bill?**
  - ✘ Individual users and companies with multiple employees pay meal bills online through the Beep and Eat system. The B&E system allows individuals to pay for bills via pay.gov, an electronic collection system for the U.S. Treasury, which utilizes ACH debit (direct from bank account) or credit cards to pay for meal bills.
  - ✘ The U.S. Treasury system, pay.gov, is a safe and secure method for collecting meal payments that is used by other federal agencies to collect payments.
  
- ✘ **Who do I call if I have questions?**
  - ✘ Contact the Logistics Support Team in San Diego.
  - ✘ [Alfredo.marigundon@navy.mil](mailto:Alfredo.marigundon@navy.mil)
  - ✘ (619)-559-5781, DSN 526



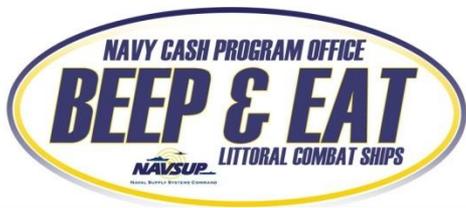
# Ship rider Scenarios

- ✘ **Scenario 1: Individual boards ship in port**
  - ✘ Individual will use B&E system for meals that are eaten while in port.
  - ✘ **Charges:** Individual is charged the standard meal rate for the specific meal eaten plus appropriate meal surcharge.
  
- ✘ **Scenario 2: Individual boards ship in port, then goes *underway*, until arriving at next port.**
  - ✘ Individual will use the B&E system for meals that are eaten while in port. When the ship gets *underway*, individual will “Beep In” with the Culinary Specialist. Individual will be automatically “Beeped Out” by the Culinary Specialist when ship arrives in destination port.
  - ✘ **Charges:** Individual is charged the standard meal rate plus surcharge for the specific meals eaten in port. When *underway*, the individual is billed a daily rate with surcharge, regardless of whether individual consumes a meal or not. For a partial day in port and partial day *underway*, the individual is only charged for meals served during the *underway* and meals eaten in port.



# Ship rider Scenarios

- ✘ **Scenario 3: Individual boards ship while *underway*, then departs at next port.**
  - ✘ Individual will “Beep In” with the Culinary Specialist on the arrival day. Individual will be automatically “Beeped Out” by the Culinary Specialist when ship arrives in destination port.
  - ✘ **Charges:** When *underway*, the individual is billed a daily rate with surcharge, regardless of whether individual consumes a meal or not. For a day that is “mixed”, meaning partial day in port and partial day *underway*, the individual is only charged for meals served during the *underway* and meals eaten in port.
  
- ✘ **Scenario 4: Individual boards ship while in port, then departs during *underway*.**
  - ✘ Individual will use the B&E system for meals that are eaten while in port. When the ship gets *underway*, individual will “Beep In” with the Culinary Specialist. Individual must “Beep Out” with the Culinary Specialist just prior to departing.
  - ✘ **Charges:** Individual is charged the standard meal rate plus surcharge for the specific meals eaten in port. When *underway*, the individual is billed a daily rate with surcharge, regardless of whether individual consumes a meal or not. For a partial day in port and partial day *underway*, the individual is only charged for meals served during the *underway* and meals eaten in port.



# Ship rider Scenarios

- ✘ **Scenario 5: Individual boards ship while underway, then departs while underway.**
  - ✘ Individual will “Beep In” with the Culinary Specialist on the arrival day. Individual must “Beep Out” with the Culinary Specialist just prior to departing.
  - ✘ **Charges:** When *underway*, the individual is billed a daily rate with surcharge, regardless of whether individual consumes a meal or not.
  - ✘ **Note:** If the individual is constantly traveling to the ship on consecutive days, but not staying overnight on board, the individual could “Beep In” on Day 1 and be “Beeped Out” on their last day afloat by the Culinary Specialist.
    - ✘ For example: Ship rider will be aboard Monday thru Friday, but not staying aboard while underway. The ship rider could be “Beeped In” on Monday and “Beeped Out” on Friday by the culinary specialist rather than “Beeping In/Out” each day.