DTS Centrally Billed Account Reconciliation

Connect 2011 Seminar
April 2011

For Official Use Only
Agenda

• Types of Centrally Billed Accounts (CBA)
• DTS CBA Reconciliation Module
  – Overview
  – Initiate Amendment/Route for Approval
  – Duplicate Transaction
  – GFEBS
  – Common CBA Questions
  – Software Problem Reports (SPRs)
• CBA Working Group
• Service CBA Points of Contact
• CBA Training Resources
Types of CBAs

• Traditional CBA Reconciliation (GTCC Bin 4614-26)
  – No electronic invoicing occurs in the DTS CBA Reconciliation Module
  – Only makes account available for traveler authorizations
  – Invoice files sent to Commercial Travel Office (CTO) and account reconciled through traditional processes
    • Traditional processes vary for Service/Agencies
Types of CBAs (continued)

- DTS CBA Reconciliation (GTCC BIN 4614-27)
  - Electronic invoicing occurs in DTS CBA Reconciliation Module
  - Allows authorized user(s) to reconcile transactions on Charge Card Vendor (CCV) invoice directly against the traveler’s DTS trip document
  - Allows authorized user(s) to certify invoices for payment upon completion of reconciliation
    - Government personnel ONLY
      - Transmits certified invoices to DFAS for payment
      - Transmits paid invoices to electronic archive (DMDC)
CBA Reconciliation Module

• DTS tool used to complete invoice reconciliation and certification electronically
  – Integrates three (3) separate entities/processes into one system/process
    • Financial management (obligation, certification, payment)
    • CTO (ticketing records)
    • Transportation (transaction validation/reconciliation)
  – Streamlines process to automate reconciliation and payment of CCV invoices for charges against the organization’s CBA
  – Reduces DFAS processing costs charged to the organization
CBA Reconciliation Module (continued)

- Access is based on permission level and role
  - Transportation Office (TO): Permission Level 4 with by-name access to invoices
    - Also referred to as “CBA Specialist”
  - CBA-DTA: Permission Level 7 with by-name access to account administrator functions
  - DTMO: Permission Level 9 with by-name access to system administrator functions
Tools to Assist the Transportation Officer

- Report Scheduler
  - CBA TO Report
- Routing List
  - Travel Mode Route
- Maintenance Tool
  - People List Report (Organizations Module)
    - Validate GOVCC and Non-Exempt Status

Note: Above is applicable for both Traditional and DTS Reconciliation accounts
Transaction Matching Criteria

• Primary
  – Ticket number
    • Dollar amount
    • Amount has been “Approved” on latest version of DTS travel document and associated obligation has been accepted by DFAS
  • Method of payment is CBA
Transaction Matching Criteria (continued)

• Secondary (if no primary match)
  – Traveler name
  – Dollar amount
  – Amount has been “Approved” on latest version of DTS travel document and associated obligation has been accepted by DFAS
  – Method of payment is CBA
  – Transaction date on CBA invoice versus ticket date in DTS; 60 day ‘window’ (+/- 30 days)

• If no match on primary or secondary = unmatched…and CBA Specialist/TO must validate transaction and take action to match (or dispute if not valid)
DTS CBA Automated Process Flow

- **DMDC**
  - CCV Invoice

- **User**
  - Trip Request
  - DTS reconciliation match to trip record

- **DMDC**
  - CCV Invoice

- **CTO**
  - CTO ticketed information populated in DTS
  - CTO Ticket Data

- **CI**
  - STOP
  - DISPUTES
  - CTO Research

- **DTS**
  - TO Review & Certification

- **DFAS**
  - CBA Invoice (810)
  - PAID (820)

- **GEX**
  - $ OB (821)
Account Setup (Add/Edit)
Account Search
## Open Invoices Summary

**Awaiting Certification (0)**

<table>
<thead>
<tr>
<th>CBA Account Label</th>
<th>CBA Transaction Account #</th>
<th>Days since PPA Start</th>
<th>Invoice #</th>
<th>Invoice Summary</th>
<th>Certify Invoice</th>
</tr>
</thead>
</table>

No Certifiable Invoices

**Awaiting Acknowledgement (0)**

<table>
<thead>
<tr>
<th>CBA Account Label</th>
<th>CBA Transaction Account #</th>
<th>Days since PPA Start</th>
<th>Invoice #</th>
<th>Invoice Summary</th>
<th>Acknowledge Invoice</th>
</tr>
</thead>
</table>

No Invoices Awaiting Acknowledgement

**Unmatched Invoices (0)**

<table>
<thead>
<tr>
<th>CBA Account Label</th>
<th>CBA Transaction Account #</th>
<th>Days since PPA Start</th>
<th>Invoice #</th>
<th>Invoice Summary</th>
<th>Transaction Summary</th>
</tr>
</thead>
</table>

No Unmatched Invoices

**Rejected Invoices (0)**

<table>
<thead>
<tr>
<th>CBA Account Label</th>
<th>CBA Transaction Account #</th>
<th>Days since PPA Start</th>
<th>Invoice #</th>
<th>Invoice Summary</th>
<th>Unmatch Invoice</th>
</tr>
</thead>
</table>

No Rejected Invoices
### Invoice Summary

#### Invoice # 00811072000013
- **Invoice Created:** 12/1/2009
- **Invoice Period End:** 12/1/2009
- **DTS Retrieved:** 12/12/2009
- **DTS Reconciled:** 12/12/2009
- **CBA Transaction Account #:** 4614270000
- **CBA Prompt Pay Start:** 12/12/2009
- **Acknowledgment:** NA
- **Invoice Status:** Archive Accepted

#### Invoice Transactions:
- **Total:** 72
- **Matched:** 72
  - **Amount:** $22,918.25
- **Unmatched:**
- **Disputed:**
- **Suspended:**

### Invoice # 0031107200014
- **Invoice Created:** 01/15/2010
- **Invoice Period End:** 01/11/2010
- **DTS Retrieved:** 01/23/2010
- **DTS Reconciled:** 01/23/2010
- **CBA Transaction Account #:** 4614270000
- **CBA Prompt Pay Start:** 01/22/2010
- **Acknowledgment:** NA
- **Invoice Status:** Archive Accepted

#### Invoice Transactions:
- **Total:** 44
- **Matched:** 17
  - **Amount:** $4,291.35
- **Unmatched:** 27
  - **Amount:** $12,726.00
- **Disputed:** 0
  - **Amount:** $0.00
- **Suspended:** 0
  - **Amount:** $0.00
- **Held:** 0
  - **Amount:** $0.00

### Invoice # 0031107200015
- **Invoice Created:** 02/12/2010
- **Invoice Period End:** 02/11/2010
- **DTS Retrieved:** 02/12/2010
- **DTS Reconciled:** 02/12/2010
- **CBA Transaction Account #:** 4614270000
- **CBA Prompt Pay Start:** 02/12/2010
- **Acknowledgment:** Acknowledge Invoice
- **Invoice Status:** Ready for Acknowledgement

#### Invoice Transactions:
- **Total:** 113
- **Matched:** 113
  - **Amount:** $25,591.55
- **Unmatched:**
- **Disputed:** 0
  - **Amount:** $0.00
- **Suspended:** 7
  - **Amount:** $(2,493.10)
- **Held:** 147
  - **Amount:** $39,945.30
Open Transaction Detail

- **Transaction Date**: 11/25/2009
- **Voucher #**: 24717059335683360000
- **Reference #**: 19729
- **Source Amt.**: 19729
- **LOA**: 
  - **Traveler Name**: 
  - **Traveler SSN**: XXX-XX
- **Ticket Details**:
  - **Ticket #**: 006721171013
  - **Ticket Cost**: $1,872.90
  - **Ticket Difference**: $0.00
- **Transaction Status**: Unmatched
- **Transaction Classification**: Unmatched Debt
  - **Reason for Unmatch**: Voucher has not been approved
  - **Reason Unable to Amend**: Document has not been approved

[Image of a computer screen showing the Defense Travel System Open Transaction Detail page]
Invoice Status History

<table>
<thead>
<tr>
<th>Invoice Status</th>
<th>Date Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt from CCV</td>
<td>12/12/2009 10:09</td>
</tr>
<tr>
<td>Auto Reconciled</td>
<td>12/12/2009 10:57</td>
</tr>
<tr>
<td>Reconciliation Complete</td>
<td>12/16/2009 19:55</td>
</tr>
<tr>
<td>Ready for Acknowledgement</td>
<td>12/16/2009 21:00</td>
</tr>
<tr>
<td>Acknowledgement Completed and Awaiting Certification</td>
<td>12/17/2009 09:26</td>
</tr>
<tr>
<td><strong>Invoice Certified:</strong></td>
<td><strong>12/17/2009 09:27</strong></td>
</tr>
<tr>
<td>Sent to DEBX</td>
<td>12/17/2009 09:29</td>
</tr>
<tr>
<td>DEBX Positive Acknowledgement</td>
<td>12/17/2009 11:18</td>
</tr>
<tr>
<td>DADS Paid</td>
<td>12/31/2009 03:48</td>
</tr>
<tr>
<td>Archive Submitted</td>
<td>12/31/2009 03:56</td>
</tr>
<tr>
<td>Archive Accepted</td>
<td>12/31/2009 03:57</td>
</tr>
</tbody>
</table>

*Return to Previous Screen*
Reporting

Centrally Billed Account

Report Criteria

- Transaction Type:
  - Matched Fee
  - Netted Debit
  - Pending Credit
  - Pending Refund
  - Pending Fee Credit
  - Fee Credit
  - Advanced Credit
  - Previously Applied Credit
  - Wash Credit
  - Wash Debit
  - Unmatched Debit
  - Unmatched Credit
  - Unmatched Fee
  - Unmatched Refund
- Amendment Pending
- Amendment Returned

- Manual Advanced Credit
- Manual Prev Appl Credit
- PPA Interest
- Credits Not Received
- Paid Credit
- Paid Debit
- Paid Fee
- Paid Fee Credit
- Paid Manual Advanced Credit

- CBA Transaction Account #: 4614260000
- Invoice #: (13)
- TANUM: (16)
- Ticket #: (up to 30)

* Invoice Date Range: From 11/22/2009 To 02/22/2010

Get Report
Reporting (continued)
Initiate Amendment/Route for Approval

- **Initiate Amendment**
  - Only to be used for dollar amount mismatches between CCV transaction and transaction reflected in DTS
  - Not to be used to add new tickets/fees not on the DTS trip record

- **Route for Approval**
  - Used for Authorizations at CTO Amendment status
  - Ticket/Fee information matches, but lacking POS ACK on document
Duplicate Transaction

• Status of a transaction in DTS
  – A duplicate transaction found in a CBA Invoice based on previously reconciled and paid transactions
  – Transaction is placed in an Unmatched status with a duplicate classification in the invoice
• This does no automatically imply a duplicate charge
  – Do Not Dispute charge until validated
• Requires research by the TO/CBA Specialist
GFEBS - Army

• CBA Invoice Rejects
  – Validate Invoice and DTS Documents
  – Coordinate with internal GFEBS POC
  – Submit Help Desk ticket to GFEBS Help Desk

• GFEBS Help Desk POC
  – gfebs.helpdesk@accenture.com
    • Provide copy of reject email
    • Request TANUM(S) resulting in reject
      – Total amount obligated (CBA line)
      – Amounts disbursed for payment (CBA line)
Common CBA Questions

• Most common CBA questions sent to the Travel Assistance Center (TAC) include:

  – Unmatched refund

  – Locked (un-editable) transaction

  – Suspended transaction
Unmatched Refund

• Validate AOP receipt for debit:
  – Copy CCV ticket number
  – Click on CBA search
Unmatched Refund (continued)

- Select report type - Transaction Detail
- Transaction status – All
- Paste TICKET #
- Change invoice date range as needed
Unmatched Refund (continued)

- Verify CCV/DTS ticket number
- Refund must match to same DTS ticket number
Unmatched Refund (continued)

• **Reason for unmatch:**
  – Transaction amount does not match voucher amount

• Click on **Initiate Amendment**
Unmatched Refund (continued)

• Once *Initiate Amendment* has processed, transaction will go into *Amendment Pending Status*

• Transaction will match when associated document has been processed
Locked (Un-Editable) Transaction

- **Transaction Status** is un-editable (no drop down box)
- Reconcile by TANUM
Locked (Un-Editable) Transaction

- Ticket list
- Select record locator ticket
Locked (un-editable) Transaction

- Open Transaction Detail screen
- Drop down for Transaction Status now editable
  - Option to reconcile transaction or place transaction in a held status
Suspended Transaction

- Open Transaction Detail screen shows suspended (credit) transaction
- Copy CCV ticket number and go to CBA Search
Suspended Transaction (continued)

- Change Report Type to *Transaction Detail*
- Change Transaction Status to *All*
- Paste ticket number
- Change Invoice Date Range as needed
- Click *Get Report*
Suspended Transaction (continued)

- CCV ticket number has been matched to same ticket number (Debit)
Suspended Transaction (continued)

- Change Transaction Status on credit transaction from Suspended to Unmatched
Suspended Transaction (continued)

- Reconcile by TANUM
Suspended Transaction (continued)

- Select the ticket number the debit transaction was matched against.
Suspended Transaction (continued)

- Open *Transaction Detail Screen* now shows correct ticket number to reconcile against.
Suspended Transaction (continued)

• Amend the document

• Change ticket cost to reflect net value

• Once document has processed, reconcile CBA transaction to match
System Problem Reports (SPRs)

- CBA SPRs that will be included in Release 3 – June ‘11
  - 10 SPRs are currently scheduled
    - Top Items:
      - DTSP 6014: Unable to Initiate Amendment
      - DTSP 6012: Accounting Information Not Available
      - DTSP 5888: CCV is not receiving reject emails
      - DTSP 4939: Consolidated Transaction list incorrect when grouping with “See Attached Ticket”

- Use the SPR Information Management Report (SIM) to access information on SPRs
  - Access through Passport, DTMO’s web portal
    (www.defensetravel.dod.mil/passport)
CBA Working Group

- CBA POCs from each Service participate in order to:
  - Discuss and prioritize Software Problem Reports (SPRs), Change Requests (CRs)
  - Discuss Potential Problem Tickets (PPTs)
  - Discuss CBA Assigned Releases
  - Bring forward recommended improvements to training
  - Identify and document unknown problems
Service and Agency CBA DTA
Points of Contact

• Air Force: afdts.cba@pentagon.mil
• Army: armycbarequest@dfas.mil
  – GFEBS Help Desk: gfebs.helpdesk@accenture.com
• USMC: dtsmcst@urs.com
• Navy: navydts@navy.mil
• Defense Agencies/Joint Commands: Submit a help desk ticket via TraX (DTMO Supports)
Resources

**DTMO Website**
- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool

```
www.defensetravel.dod.mil
```

**Travel Explorer (TraX)**
- Instructor-led materials
- Distance Learning (F-200 CBA Reconciliation Overview: Slides; F-205 CBA Reconciliation Advanced)
- CBA User Manual – Chapter 3
- CBA Desk Reference – Appendix E of CBA User Manual

```
www.defensetravel.dod.mil/Passport
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**Travel Assistance Center (TAC)**
- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX
Training Resource Lookup Tool

To view training by Type, Role, Topic or Series, choose from the appropriate corresponding drop downs below.

To view all training resources, leave the criteria blank and click Submit.

Type: Select...
Role: Select...
Topic: Select...
Series: Select...

Submit