

Defense Travel System

**Centrally Billed Account (CBA)
Reconciliation Manual**

December 15, 2016

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Revision History

Revision	Date	Authorization	Change Description	Page, Section
3.3.12 DTS 1.7.1.10	11/30/2007	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> Updated text and screen shots for new Route for Approval button 	Section 3.9.10
3.3.13B DTS 1.7.1.10	3/24/2008	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> Updated text/screen shots 	
3.3.14 DTS 1.7.1.12B	9/5/2008	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> Updated text/screen shots for new Credits Not Received and View Organization Report 	
3..3.15 DTS 1.7.1.14	12/20/2008	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> Updated text/screen shots For Release 1.7.14 	
4.0	12/15/2016	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> Rewrite of complete manual 	All chapters and appendices

Chapter 1: Introduction

DTS is a fully integrated, electronic, end-to-end travel management system. Through the automation of the DTS reservation process, travelers can procure airline and rail reservations using their organization’s Centrally Billed Account (CBA). The DTS CBA Reconciliation module is designed to allow the CBA Specialist an automated tool to reconcile the electronic invoice from the credit card vendor (CCV) with the DTS travel documents in the system. Once the invoice is reconciled, DTS allows the CBA Specialist to electronically acknowledge and certify the invoice for payment.

1.1 Purpose

This manual provides guidance to the CBA Specialist and the CBA Defense Travel Administrator (CBA DTA) assisting them in the performance of their duties. The below table (Table 1-1) outlines the CBA Process, CBA Reconciliation, and roles that are essential to the CBA Process.

Table 1-1: CBA Process, Reconciliation and Roles

The CBA Process, Reconciliation and Roles			
The CBA Process	CBA Reconciliation	CBA DTA	CBA Administrator
<ul style="list-style-type: none"> • DTS CBA Roles and Responsibilities • How the CBA reconciliation process works • Where to find additional Resources 	<ul style="list-style-type: none"> • How the auto reconciliation process works • Resolve unmatched transactions • When to hold and dispute transactions • How to acknowledge and certify a CCV Invoice 	<ul style="list-style-type: none"> • How to load and edit CBA accounts into DTS • How to add or remove a CBA Specialist from a CBA account • How to add or remove an organization from a CBA account 	<ul style="list-style-type: none"> • How to add and remove a CBA DTA to the CBA Module • How to Restage/Reject a CBA Invoice • How to Generate a CBA Reconciliation Compliance Report

This document is a guide and is not an official Department of Defense (DoD) regulation. Personnel should consult official DoD regulations, i.e., the DoDI, JTR and component-specific regulations to ensure compliance.

Chapter 2: Pre-Implementation Considerations

Before an organization moves into implementing the DTS CBA Reconciliation Module, the site must evaluate their organization to determine if they will be a successful fit for the CBA Reconciliation Module. Failure to determine the organization's readiness to use the CBA Reconciliation Module may lead to an unsuccessful implementation as well as long-term difficulties with CBA reconciliation for your organization. A site can determine their readiness by reviewing their business processes in the following areas.

2.1 CTO Processing Considerations

Ensure that the site's local business rules and the Travel Management Company (TMC) contracts address the requirement to return the ticketed Passenger Name Records (PNRs) in DTS travel documents.

- This action by design should populate the ticket number(s) and any applicable TMC fee(s) into the travel authorization.

Perform a cursory review of the organizations recent Charge Card Vendor (CCV) invoices (that are currently being reconciled outside of DTS).

- Review the previous month's CCV invoice and determine the 'success rate' of potential matches against DTS authorizations. How many would have resulted in a match based on ticket number and cost?
- If there appear to be a low percentage of DTS authorizations updating with the ticket(s) and any applicable TMC fee(s), the organization should not be considered as a candidate for implementing the DTS CBA Reconciliation Module until the cause is identified and a solution is implemented.
- If DTS authorizations do not update with ticket(s) and any applicable TMC fee(s) issued by the TMC, the auto-match rate of transactions will be low, and will ultimately require amendments to documents ensuring tickets are available for reconciliation. This extra step will result in extra work and delayed payment of the invoice.

2.2 Traveler Considerations

Ensure travelers are using the DTS Reservation Module when making their travel arrangements; even when they cannot find specific flights/lodging, etc.

- Travelers should receive training regarding the request TMC assistance option in DTS, and when to use it. Requesting TMC assistance option creates a shell PNR that will result in a returned PNR with ticketed data in DTS when the TMC acts on the request.

Ensure travelers understand the organization policy and business rules related to CBA use.

- **ALL** travelers who have an Individually Billed Account (IBA) must have that information kept in their DTS profile; with the current account number and expiration date. When the CCV provides a new account number or a new expiration date, the traveler needs to update their DTS profile immediately.

- To ensure DoD policy is followed, it is essential the Defense Travel Administrator (DTA) and Agency Program Coordinator (APC) work together to verify travelers keep their IBA information current. To review a list of personnel in your organization who have an IBA, review the Accounts Info List report (Figure 2-1). Contact your local DTA if you don't have access to the Account Info List report which is available in the DTS Maintenance Tool. This report shows those who don't have an IBA in their DTS profile as well as those who have an account, but have Advance Authorized selected. You can cleanup traveler profiles using this report and minimize who will use your organization's CBA as well as correctly identify in the pre-audit section of a travel document when they do select the CBA.

For Official Use Only Contains Personally Identifiable Information covered by the Privacy Act of 1974																
Organization Name	Last Name	First Name	Middle Initial	SSN (Last 4 digit)	Government Charge Card (GOVCC) Holder	Advanced Authorization	Mandatory use of GOVCC	Government Charge Card (GOVCC) (Last 6 digits)	GOVCC Expiration Date	Mandatory Payment	Checking Routing Number	Checking Account Number	Savings Routing Number	Savings Account Number	Traveler Email Address	Csa Status
DTMOCS	Smith	Tracy	L	X00001444	No	ADVANCE AUTH	Non-Exempt			Yes	#####	10101010			tracy.smit	No
DTMOCS	Blake	Susan		X00001123												No
DTMOCS	West	Helen	D	X00009740												No
DTMOCS	West	Chris	A	X00009741	Yes	CARD HOLDER	Non-Exempt	X00000000424242	May-20	Yes	1.14E+08	101010101			chris.west	No
DTMOCS	West	Eric	T	X00009743	Yes	CARD HOLDER	Non-Exempt	X00000000424242	Mar-16	Yes	1.14E+08	101010101			eric.west	No

Figure 2-1: Accounts Info List Report

Perform a review of the organization's recent authorizations. Is the DTS Reservations Module being used?

If the DTS Reservation Module and/or request TMC assistance are not being used, the organization is not considered a candidate for implementation until DTS is fully employed.

2.3 Authorizing Official Considerations

Ensure Authorizing Officials (AOs) understand the organization's policy and local business rules related to CBA use:

- AO enforcement of travel policy through the approval process is critical to ensure proper use of the account (i.e. mandating use of IBA vs. CBA if traveler has an IBA in their travel profile)
- Invalid use or a misunderstanding of the business rules can lead to erroneous reimbursement and may result in a Due U.S. status for the traveler
- Ensure AO's are approving travel documents in a timely manner. Review how quickly your AO's approve travel documents. A review of the DTS Approved Status report can be used to validate this information.
- The organization must have a well-defined CBA policy; otherwise it will not be a candidate for implementation. If necessary, the policy should be discussed with the organization's leadership prior to implementation.
- If the organizations AO's do not approve their travel documents in a timely manner then they should also not be considered a fit for the CBA Recon. As the CBA criteria for matching CBA transactions is directly dependent on approving officials approving travel documents, timeliness is a critical component.

2.4 Transportation Officer Considerations

Selection of the right personnel to reconcile the DTS CBA is crucial; therefore the TO should:

- Be knowledgeable with DTS and DTS document processing procedures
 - Know where Ticket and CTO Fee information is located in a DTS document
 - Be able to determine the status of a DTS document and where it is in the routing process
 - Be able to make ticket corrections to travel documents for Line of Accounting (LOA) rejects

Training for the Transportation Officer is crucial. Training is available for the CBA Recon Module and should be scheduled before implementation.

2.5 Financial Considerations

For OCONUS locations – a site should determine if their TMC is required to issue tickets using foreign currency or U.S. dollars. The TMC contact will determine this.

- If your TMC does issue tickets using foreign currency, these sites are **NOT** a candidate for implementation as DTS cannot process foreign currency fluctuation.
 - This is specific to matching refunds for debits that have already been matched (i.e. Debit after currency conversion was \$100. Debit has been matched and paid on a certified invoice. Refund after currency conversion is \$110. As DTS has matched, paid and the accounting system has disbursed \$100, DTS cannot process a refund for more than the original debit was obligated and disbursed). These types of transactions cannot be processed in DTS. These sites should reconcile their invoices using a traditional CBA instead of the DTS CBA Reconciliation Module.
- If your organization cannot process their obligations through DTS, the site **CANNOT** use the reconciliation module. If there is no obligation in DTS, the CBA invoice cannot be paid through DTS.

2.6 Site Fielding and Implementation

Once you have evaluated your business processes and decide that you will proceed with implementation and use of the CBA Reconciliation Module, there are multiple steps required prior to receiving your first invoice in the Reconciliation Module.

As with fielding a DTS site, there is a 'check list' of items that needs to be completed and coordinated with your Service or Component CBA DTAs:

- CBA Account application completed and processed with Citi (http://www.citibank.com/tts/card_solutions/commercial_cards/docs/dod/central_cba_travel_auct_setup-7-15.pdf).
 - Be sure to select 461427 as the account classification in Section 1.16 – this number sequence is unique for a DTS CBA Recon account
- CTO contract provisions
 - Paper authorizations are not required when using the DTS module for reconciliation

- Notification must be provided to your local CTO that you will begin reconciling your CBA and that their support to provide CBA Reconciliation is no longer required beginning with the new CBA account. Each CTO contract is unique and notification will be applicable based on the support that the CTO provides for CBA Reconciliation.
- Determine site/organizations points of contact – Selection, training and appointment of the TO's is required before each implementation
 - Reconciliation – who will be responsible for reconciliation of the monthly invoice (this can be either a Finance or Transportation POC). This is a critical component and can make or break the success you have with CBA Reconciliation
 - Training – the TO's level of CBA and DTS experience will determine the scope of required training
 - TO's need to take required COL Training and complete appointment requirements in order for appropriate permission/access to be granted
 - Update DTS Permission Levels and access as needed
 - To include any applicable GTCC systems that are used to validate Statement and Payment inquiries will also be required (i.e. CitiDirect)
 - Register with the TAC
 - Know how to open and track help desk tickets
- Site Business Rules modifications
 - Traveler
 - Mandate the use of DTS and the Reservation Module
 - Require the traveler to update ticket costs as necessary to include ticket numbers from e-receipts (vs. use of See Attached Ticket as a generic ticket number when entering tickets in Other Transportation with DTS)
 - Timely processing of travel documents to avoid delays with matching tickets in the CBA module
 - Authorizing Official
 - Enforcement of your Component CBA policy
 - Their role in CBA amendment actions – matching transactions is directly related to how quickly AOs approve travel documents. It is vital that AOs process CBA travel documents in DTS as quickly as possible; otherwise a match will be delayed ultimately delaying payment to the CCV
 - Transportation Officer
 - Publish their role so that travelers, AOs and DTAs understand the support they need and why
- Use Conditional Routing or CBA Routing Lists for travel documents using CBA as the Method of Payment
 - Conditional Routing – To ensure the TO is included in the routing of documents using the organization's CBA for tracking purposes use "Travel Mode Route" element in a routing list. This will assist the TO in identifying travelers who should be using their IBAs, the TO can update the document with the correct method of payment and route it back to the TMC so the PNR is updated to reflect the appropriate method of payment .

- Creation of a CBA Routing List - This routing list is used internally within the Transportation Office. It allows the reconciler to use the “T-Enter” stamp in a travel document and route directly to a specific user on the CBA Routing List who reviews only non-reimbursable amendments (thus no dependency on the original routing list and potential delays with long routing lists). This routing list is only used on supplemental vouchers when an amendment is only for CBA matching. This must be coordinated and approved internally with the organization prior to implementation.
- CBA DTAs notify DFAS Vendor Pay points of contact (as needed)
 - Before a new CBA account is implemented in DTS, the CBA DTA contacts the DFAS Vendor Pay points of contact to inform them that the organization will be processing CBAs through their specific vendor pay location. The information to be provided to DFAS Vendor Pay includes:
 - DTS Central Account Number (as this is the number that DFAS submits payment to Citi)
 - TO’s/Certifying Officials Name, email and phone number
 - Dependent on the Vendor Pay system (i.e. GFEBS, DAI, CAPSW), this step is required as part of Pre-Validation and if not done, could result in a rejected invoice and payment delay with the Credit Card Vendor (CCV). Please contact your Vendor Pay POC to determine if notification of account setup is required.
- CBA Account Load processed in DTS – Complete the Request Form for CBA Accounts to be loaded in DTS.
 - The CBA Load Request Form is available at Quick Links and Resources on the DTMO website <http://www.defesnetravel.dod.mil/site/cba.cfm>
 - Each CBA account can only have 5 people assigned to reconcile the organization’s CBA. Due to the probability that your site may need assistance from the TAC, we recommend that you assign no more than 4 people your organization’s account. Note: If you assign 5 people to the account, and the TAC needs to assist with a CBA inquiry, one person will be taken off the account temporarily. This could result in a primary person not having access to the CBA module until they are added to the account. You will need to contact your CBA DTA if a primary CBA Specialist was removed from the account and needs to be added back to the account.
 - CBA Load Form should be completed and emailed to the Service/Agency POCs identified on the CBA Load form
 - Confirm the CBA DTA processed the CBA Load Form (See Chapter 7)

Once all of these steps have been completed, the next step is receipt of the first monthly invoice through DTS.

2.7 Additional Training Resources

The Training Resources Lookup Tool located at <http://www.defensetravel.dod.mil/site/training.cfm#lookup> provides a vast array of resources that will assist in using the system and finding answers to questions about DTS. The Training Center may be accessed from the DTS home page **TRAINING** button or by selecting the **Training** link on the left side bar.

The following are a few manuals and resources that can be accessed from the DoD Travel Training and Resource Center:

- *How to Use DTS Guides*. Provides step-by-step procedures on a variety of “how to” topics to include the Travel Assistance Center, Invitational Travel, Security, and setting up DTS.
- *Defense Travel Administrator’s (DTA) Manual*. This manual informs DTAs about the DTS system administrative functions related to DTS setup and maintenance, electronic document processing, and budget setup.
- *The Defense Travel System (DTS) Document Processing Manual*. This manual describes document processing and advanced topics such as Scheduled Partial Payments (SPPs), advances, and group authorizations.
- *TraX CBA Distance Learning Training*. Two Distance Learning classes are offered for DTS CBA Reconciliation training. A beginner class (CBA Reconciliation – An Overview (F200)) provides overview of the CBA reconciliation module with an advanced class (CBA Reconciliation – Application (F205)) then providing scenario based resolutions for those with actual application experience of the module. Both classes can be attended by registering for them in TraX.
- The *DTMO DTS CBA Reconciliation* website. The website contains links/documents contact information to support DTS CBA reconciled accounts
<http://www.defensetravel.dod.mil/site/cba.cfm>

The CBA Specialist and the CBA Administrator can access manuals, demonstrations, and other training material by visiting the DoD Travel Training and Resource Center at <http://www.defensetravel.dod.mil/site/training.cfm>. Choose **CBA-S** (Specialist) or **DTA** on the **Role** drop down list and then select **Submit**.

- Joint Travel Regulations. <http://www.defensetravel.dod.mil/site/travelreg.cfm>
- DoDI, Volume 4, http://www.dtic.mil/whs/directives/corres/pdf/515431_vol04.pdf
- DoDI Volume 5, http://www.dtic.mil/whs/directives/corres/pdf/515431_vol05.pdf

Chapter 3: Overview

DTS provides an end-to-end process for the receipt, reconciliation and payment of CBA invoices received from the CCV. When transportation charges are billed to a CBA, the CBA Reconciliation module allows an authorized user, usually a CBA Specialist or TO, to reconcile the transactions on the CCV invoice with a DTS trip document. Reconciliation means the invoice transactions are matched to the corresponding trip document, or, if the document cannot be matched, the transaction must be resolved manually by the CBA Specialist.

Transactions are transportation charges (e.g. airline tickets, CTO fees, or rail tickets). Transactions may also include full or partial credits created by refunds or cancellations.

Once the CBA Reconciliation module has matched or otherwise resolved the transactions on the invoice, the invoice is acknowledged and certified for payment. DTS facilitates this payment process.

The CBA Reconciliation module also maintains a searchable database of all invoices, tracks the progress of the reconciliation process, and generates efficiency reports.

This chapter defines the roles and responsibilities of:

- CBA Administrator
- CBA DTA
- CBA Specialist

The CBA reconciliation process and the DTS payment process is also reviewed in this chapter.

3.1 Roles and Responsibilities

This section discusses the three CBA roles in DTS (Figure 3-1).

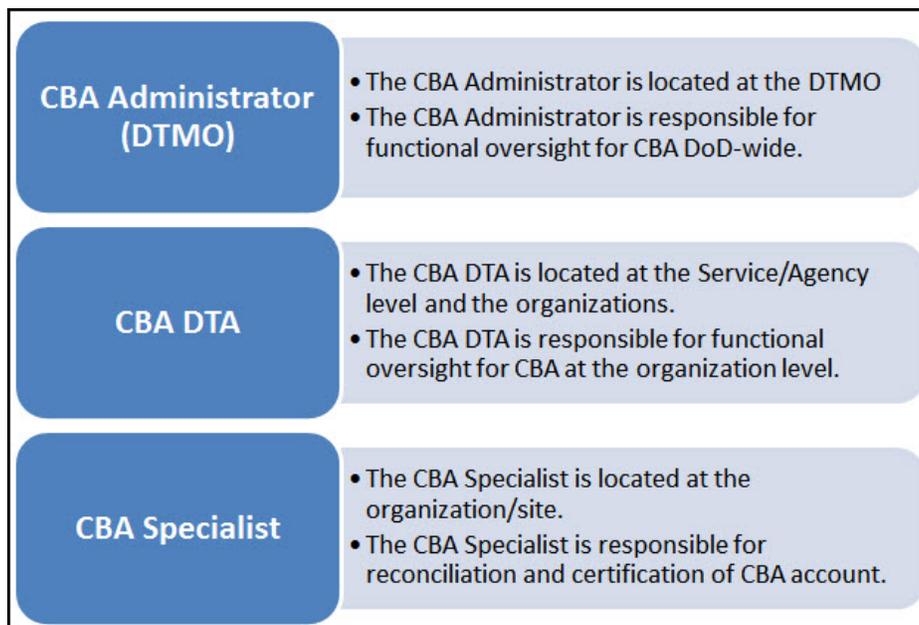


Figure 3-1: DTS CBA Roles

3.1.1 CBA Administrator (DTMO)

The CBA Administrator has functional oversight for CBA DoD-wide. The CBA Administrator can add or remove CBA DTAs, CBA Specialists, generate compliance reports, and reject/restage CCV invoices.

The CBA Administrator is located at the Defense Travel Management Office (DTMO) and requires permission level 8.

Responsibilities

The CBA Administrator performs the below duties:

- Grants access to the DTS CBA Module for CBA DTAs
- Removes access from the DTS CBA Module for CBA DTAs
- Reviews compliance reports for deadlines (per PPA)
- Rejects improper invoices back to the CCV
- Restage CCV invoices
- Provides guidance to CBA DTAs as necessary

3.1.2 CBA DTA

The CBA DTA is responsible for the creation and management of CBA accounts for their specific Service Component in DTS. The CBA DTA can create, edit, deactivate or delete CBA accounts. The CBA DTA will give CBA Specialists access to accounts, assigns organizations to accounts, updates card information, and manages the overall CBA process in DTS for their specific Service Component. The CBA DTA is located at the Service level. The DTMO CBA Administrator acts as the CBA DTA for all Defense Agencies and Joint Commands. CBA DTA POCs are available at:

<http://www.defensetravel.dod.mil/site/cbaReps.cfm>

Required Profile Data

The CBA DTA profile must include their organization of assignment, permission levels, and group, organization access and read only access. To obtain access to the CBA Module, submit a request to the CBA Administrator (submit using a TAC help desk ticket). The minimum profile requirements for a CBA DTA are shown in Table 3-1.

Table 3-1: CBA DTA Requirements

Minimum Requirements for CBA DTA	
User	If CBA DTA will not travel, a User profile is required.
User/Traveler	If the CBA DTA will travel, a Traveler profile is required.
Access Levels	
Organization	Access to the Service main DTS organization (e.g. DA, DN, DD, etc.) that is being reconciled.
Group Access	Access to the Service main organization group access (e.g. DA, DN, DD, etc.) that is being reconciled. Allows access to traveler's documents.
ROA Access	Access to the Service main organizations Read Only Access (e.g. DA, DN, DD, etc.) that is being reconciled. Allows access to CBA Invoices in ROA Module.
Permission Levels	
0	Create and sign documents
4	Access to the CBA Reconciliation Module (<i>Account must be activated by the CBA Administrator</i>)
7	Access to the DTS CBA DTA Module
Special Roles	
Non-DTS Entry Agent (NDEA)	Y

Eligibility Requirements

The CBA DTA may be a military member, civilian employee, or DoD contractor.

The CBA DTA is not an accountable official.

The CBA DTA role does not have any DoD level regulatory requirements. The individual service or agency may require an appointment letter, or mandatory training to satisfy local policy.

Responsibilities

The CBA DTA:

- Follows all DoD policies and procedures as outlined in the JTR and the DoDI
- Manages and supports the CBA Activities of the CBA Specialists
- Establishes and maintains CBA accounts in DTS by processing CBA Load Worksheets
- Assigns CBA accounts to DTS organizations, including establishing the organization's default CBA account
- Assigns and removes CBA Specialist(s) to and from CBA accounts (limit 5)
- Activates, deactivates or deletes CBA accounts as needed in the module

- Monitors and updates CBA account information in the module (i.e. Expiration Dates)
- Provides help desk support for CBA Specialists
- Works directly with the APC to monitor CBA Delinquencies

3.1.3 CBA Specialist

The CBA Specialist is the individual who reconciles and certifies the invoice for payment, run reports by the status of invoices (i.e. Open, Unmatched, Certified, etc.) and tracks the efficiency of the processing time.

For each CBA under their authority, the CBA Specialist reviews the results for each invoice and resolves all unmatched transactions on each invoice.

Note: The CBA Specialist is sometimes referred to as the Transportation Officer (TO) in DTS.

Required Profile Data

The CBA Specialist's profile must include their organization of assignment, appropriate permission levels, group, org, and read only access, and special roles. Shown in Table 3-2 are the minimum profile settings that will allow a CBA Specialist to perform their duties.

Table 3-2: CBA Specialist Requirements

Minimum Requirements for CBA Specialist	
User	If the CBA Specialist will not travel, a User profile is only required.
User/Traveler	If the CBA Specialist will travel, a Traveler profile is required.
Access Levels	
Organization	Access to the highest level to research traveler's documents and CBA activity for the organization.
Group Access	Access to the highest level to research and resolve CBA transactions. Allows access to traveler's documents.
ROA Access	Access to the Service main organizations Read Only Access (e.g. DA, DN, DD, etc.) that is being reconciled. Allows access to CBA Invoices in ROA Module.
Permission Levels	
0	Create and sign documents
4	Access to the CBA Reconciliation Module (<i>Account must be activated by the CBA Administrator</i>)
Special Roles	
Non-DTS Entry Agent (NDEA)	Y

Note: A DoD contractor or a foreign national may be assigned to perform some actions for the CBA Specialist. In this case, the DoD contractor will have a user profile, appropriate group access, permission levels 0 and 4. This person can **NOT** certify CBA invoices. Since there is no technical mechanisms in DTS to prevent a person with the

correct access from certifying invoices, precautions (e.g. training) should be taken to prevent this from happening.

Eligibility Requirements

A CBA Specialist may be a military member, civilian employee, DoD contractor, or a foreign national. Since the CBA Specialist certifies invoices, they are an accountable official; therefore must be designated in writing by the local command authority using a DD Form 577. The CBA Specialist must acknowledge this appointment by affixing their signature on the DD Form 577 which is kept on file with their organization. Prior to certifying any invoice for payment, the CBA Specialist must complete either Training for Accountable Officials and Certifying Officers (TAOCO) or Certifying Official Legislation (COL) and provide a printed copy of the course completion certificate to their supervisor. Additional recommended training classes

Table 3-3: CBA Specialist Documentation and Training Resources

CBA Specialist Documentation and Training Resources	
DDForm 577	http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd0577.pdf
DTMO TAOCO course	https://www.defensetravel.dod.mil/Passport
DoDI approved COL courses	http://www.dfas.mil/fastrac/colltraining.html or https://fm.csd.disa.mil/kc/login/login.asp?kc_ident=kc0014&blnAccess=TRUE

Responsibilities

The CBA Specialist:

- Follow DoD policies and procedures as outlined in the JTR and the DoDI
- Review the results for each transaction and invoice of the automatic reconciliation process
- Manually matches DTS transactions that could not be automatically reconciled with an invoice, and reconciles the corrected transactions
- Contact the AO to coordinate amendment actions needed to match CBA transactions
- Acknowledges and certifies reconciled invoices
- Takes action to correct rejected transactions that impact their ability to reconcile CBA transactions
- Takes action to coordinate Vendor Pay Rejected CBA invoices to make necessary corrections in order to re-certify the invoice for successful processing
- Tracks the efficiency of the invoice processing time
- Coordinates with the DTA to modify organizations routing lists to include Travel Mode Route
- Coordinates with the APC and DTA to ensure account data on CBA is kept current in DTS
- Runs periodic spot checks on CBA TO/Account Info List reports to ensure compliance with use of the IBA

3.2 Process Overview

The DTS CBA Reconciliation Module improves the efficiency of CBA reconciliation by automating the process. The reconciliation process begins by allowing the system to electronically receive a CCV invoice which automatically reconciles CCV invoice transactions against DTS travel documents, and identifies transactions that match as well as those that require additional manual reconciliation. The DTS module combines the efforts previously done by several people, by allowing the CBA Specialist, to manually match any transactions; the auto-reconciliation could not match. DTS also streamlines the payment process by taking advantage of electronic routing to quickly and effectively transfer DTS invoices through the payment process. It also allows for payment of partial invoices to take advantage of increasing Rebates for faster payment. Figure 3-2 shows a high level overview of how the CBA invoice is processed in DTS.

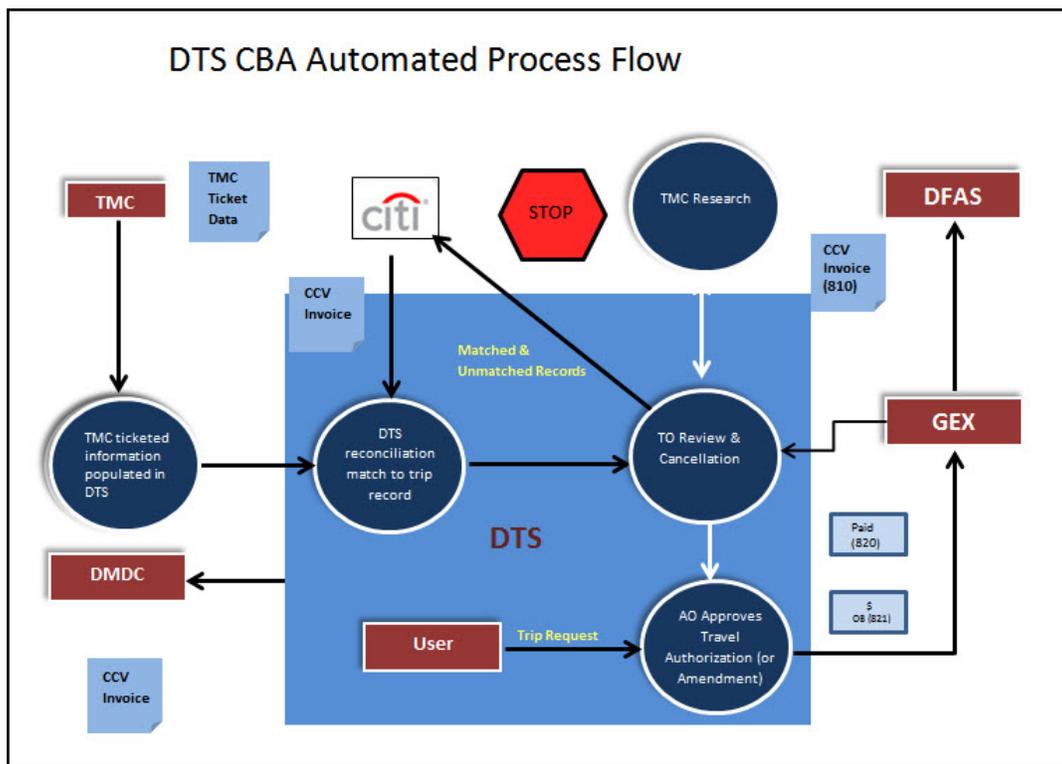


Figure 3-2: Overview of the CBA DTS Process for CCV Invoices

To understand the CBA DTS process, let's break down the process, shown above in Figure 3-2 and explain how each step in the process relates to and is dependent on each step that encompasses the CBA overview.

The process starts when the traveler creates a travel authorization in DTS. The traveler selects the CBA as the method of payment for the travel reservation and signs their document.

The authorization continues routing to the Authorizing Official for approval. Once the Authorizing Official stamps the authorization approved, DTS will send an obligation (821 transaction) to the accounting system. DTS uses the Global Exchange (GEX) software to translate the file from DTS language to the language that the corresponding accounting system can read.

Once the file is received by DFAS, the obligation is posted to the accounting system with the appropriate obligation based on the travel authorization. Three business days prior to the trip departure date, the TMC will ticket the reservation.

Based on the cycle date selected during the CBA application form, but at least monthly, the CCV will submit an electronic invoice to DTS. DTS attempts to auto-reconcile the transaction based on the matching criteria to travel records.

The CBA Specialist can place a hold on any unmatched transactions and certify the matched transactions on the invoice. As mentioned before, this action increases the rebates available for organizations, since the CCV invoice is paid faster due the ability to certify partial invoices. The CBA Specialist has the ability while working unmatched transactions to make adjustments to travel documents and either re-route the document for approval or validate any transactions directly by contacting the TMC. The CBA module allows the CBA Specialist to dispute transactions shown on the invoice. Examples of why you would dispute a transaction could be due to incorrect billing by the merchant, or an unauthorized charge billed to your CBA. This is just an example of why a transaction would be placed in a dispute status. This action removes transactions from the invoice. The actual dispute process with the CCV, takes place outside DTS, so the dispute form will need to be completed and submitted in the specified timeframe.

Once the CBA Specialist certifies the invoice – the invoice will process much like the travel documents do. The invoice is sent electronically to the GEX. The GEX will translate the file and submit it to the Service/Component Vendor Pay Location at DFAS (810 transactions). The Vendor Pay will return a Positive Acknowledgement (POSACK) or Negative Acknowledgement (NEGACK) just like with a DTS travel document and will ultimately return the Advice of Payment (AOP)/PAID notification (820 transactions) once the invoice has been paid.

Once the PAID stamp is received, DTS will then archive the invoice. The payment data is archived with the CCV invoice. CBA Invoices will be available in the DTS CBA module regardless of age. Charges associated with a CBA must be paid within the Prompt Payment Act (PPA) date (30 days from the Original CCV Invoice Period Date) to avoid interest penalties.

Chapter 4: Auto-Reconciliation

Auto-reconciliation occurs upon receipt of the original CCV invoice. When auto-reconciliation begins, DTS compares each transaction on the invoice with the most current DTS travel document (this can be either the travel authorization or the voucher). During auto-reconciliation, DTS assigns each charge card vendor (CCV) invoice a status and a classification to each transaction. These terms are defined below:

- *Status* is the state of the transaction in the reconciliation process.
- *Classification* is the type of transaction.

4.1 Auto-Reconciliation Overview

Auto-reconciliation is the first part of the reconciliation process. Auto-reconciliation occurs when DTS receives the CCV invoice and attempts to match the CCV invoice transactions with DTS documents. Based upon the status of the ticketed transaction in the most current DTS travel document, DTS assigns the transaction a status and classification.

The below steps describe the auto-reconciliation process shown in Figure 4-1:

1. The CBA module receives the CCV invoice and checks for proper format.
2. If the CCV invoice is not formatted properly, the CBA module will reject it. The CCV and the CBA Administrator will receive an email notification of the rejection. The CCV will then make corrections to the invoice and resend to DTS.

NOTE: The Prompt Payment Act (PPA) date for the CCV invoice is assigned at the point that the CCV invoice is successfully received into DTS.

3. If the previous month's invoice has not been certified (either a partial or the full invoice), DTS will hold the new invoice in a *Receipt from CCV* status in the Read-Only Access (ROA) module. The auto-reconciliation process for this invoice will continue once the CBA Specialist certifies the previous month's invoice.
4. When the CCV invoice is loaded into DTS it is converted into a DTS invoice.
5. The CBA module compares the transactions on the DTS invoice to the most recent DTS travel document and assigns a status and a classification to each transaction. See Section 4.1.1 and Section 4.1.2. This completes auto-reconciliation.

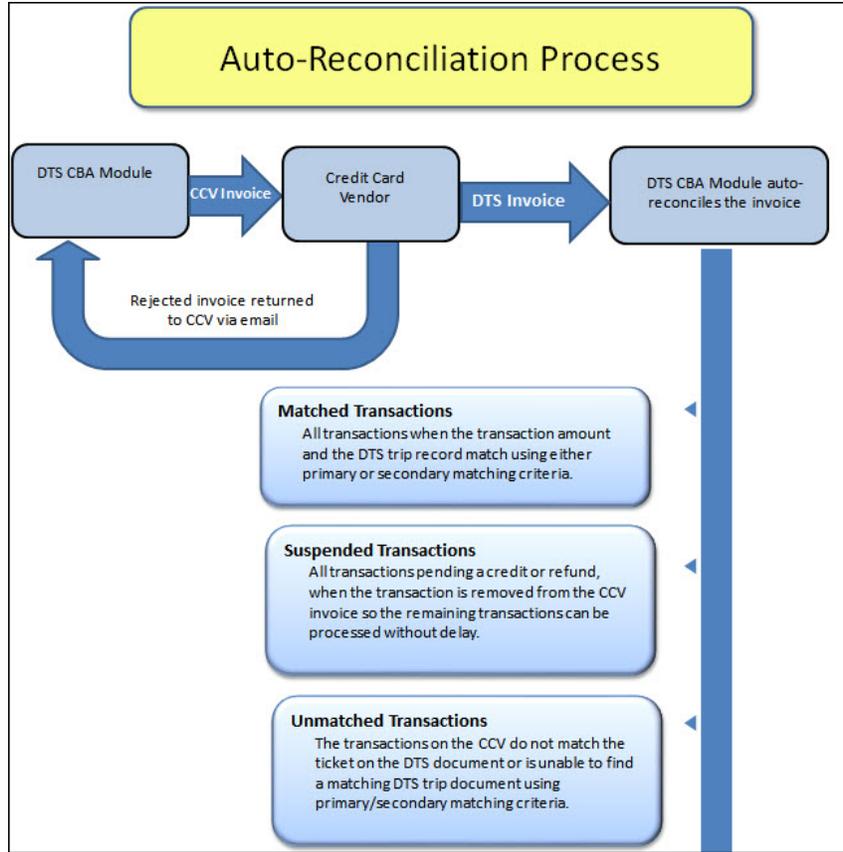


Figure 4-1: Auto-Reconciliation Process

4.1.1 Transaction Statuses

Every transaction following auto-reconciliation on the CCV invoice will be placed into one of three statuses: Matched, Unmatched, or Suspended. Figure 4-2 describes the three types of transaction statuses.

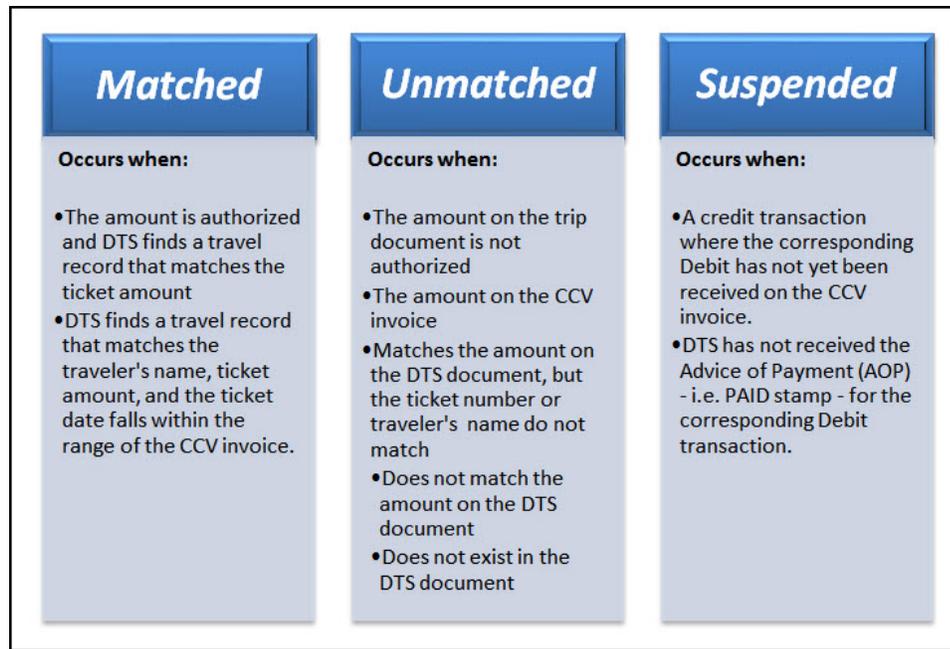


Figure 4-2: Transaction Statuses

Matched transactions occur when the amount is authorized and one of the following is true:

- DTS finds a travel record that matches the ticket number and ticket amount
- DTS finds a travel record that matches the traveler's name, ticket amount, and the ticket date falls within the date range

If DTS matches the transaction by traveler name, amount, and date range, instead of ticket number and amount, this is shown in the Remarks text box on the Open Transaction Detail screen.

Unmatched transactions require the CBA Specialist to intervene manually. The CBA Specialist must correct the DTS document or have the Travel Management Company (TMC) send a corrected transaction to DTS or to the CCV in situations of a dispute. Some transactions cannot be matched because an amendment is needed. Since these transactions could delay the certification of the invoice; they can be placed in a *Held* status so the CBA Specialist can certify the invoice with the currently match transactions.

When a transaction is assigned as *Unmatched*, it is automatically assigned a reason code noting the reason why a match was not found. The CBA Specialist must manually match these transactions because an invoice containing *Unmatched* transactions cannot be certified for payment.

Suspended transactions are transactions that are received as a credit or a refund. In some cases, a credit matching a ticket number in DTS may be received before the debit transaction is received and paid. DTS stamps the credit transaction *Suspended* until the Debit ticket is received on a CCV invoice and is paid. This action allows the remaining matched transactions to process without delay.

Suspension occurs automatically during auto-reconciliation when a transaction has a debit due and can be 'unsuspended' when the debit has been paid. Upon receipt of the AOP on the corresponding debit transaction, the Suspended refund transaction can be manually reconciled.

4.1.2 Transaction Classifications

Each transaction following auto-reconciliation is given a classification. The classification identifies the type of transaction, such as Debit, Credit, Fee, or Refund. Table 4-2 displays all the transaction statuses and their associated classifications.

Table 4-2: Transaction Classifications

TRANSACTION CLASSIFICATIONS		
Transaction Status	Classification	Description
Receipt from CCV (system generated)	Receipt from CCV	Status of the CCV invoice when it is received from the CCV, but before DTS processes it.
Unmatched (system generated)	Amendment Returned	DTS user applies the RETURNED stamp to a CBA-initiated amendment and the CBA module is notified of the return.
	Amendment Pending	CBA Specialist submits a request for a travel document amendment (a CBA-initiated amendment or to route for approval) where action is required on the DTS amendment and the CBA Reconciliation module is awaiting a response.
	Duplicate	A debit with the same transaction type, TANUM, ticket number, and ticket cost as a transaction that has previously been reconciled and paid.
	Unmatched Debit	A CBA debit transaction cannot be matched to a travel record. -OR- The net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the document and the transaction is a debit. -OR- The value of the netted transactions does not equal the ticket amount on the current adjustment level of the document and the transaction is a locked debit. The CBA Specialist will work the credit first in order to for DTS to automatically match the debit.
	Unmatched Credit	A CBA credit transaction cannot be matched to a DTS ticket record that was approved, paid and then cancelled.
	Unmatched Fee	DTS is unable to reconcile the TMC fee transaction with a ticket record.
	Unmatched Refund	A credit transaction when the net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the DTS travel document.
Matched (system generated)	Advance Credit	A CBA debit transaction when the matching ticket record has been cancelled after the trip was approved and ticketed and matching DTS travel records exist.
	Manual Advance Credit	Travel was approved; and ticketed and matching DTS travel records exist. The CBA Specialist applies this classification manually.
	Fee Credit	TMC fee transaction is a credit and matching travel records exist.
	Matched Fee	TMC fee transaction when DTS reconciles a TMC fee transaction with a travel record in DTS.
	Matched Debit	CBA debit transaction has a matching travel record in DTS.
	PPA Interest	Debit transaction to track payment of interest due to Prompt Payment Act deadline violations.
	Matched Refund	The value of the ticket on the current adjustment level of the DTS travel records equals the net value of the consolidated transaction group and the CBA transaction.

Table 4-2: Transaction Classifications (cont'd)

TRANSACTION CLASSIFICATIONS (CONT'D)		
Transaction Status	Classification	Description
Matched (system generated)	Previously Applied Credit	A CBA credit transaction received from the CCV for a cancelled ticket. The debit was already taken on a previous invoice as an Advance Credit. The credit receives the associated classification of Previously Applied Credit.
	Matched Credit	CBA credit transaction when the DTS ticket was cancelled after trip approved and ticketed. The associated debit has been reconciled and paid on a previous DTS invoice as a <i>Matched Debit</i> , and matching travel records exist.
	Wash Debit	When a debit and credit are received on the same CCV invoice for the same CBA ticket number and the corresponding DTS ticket record has been cancelled. The debit will be a <i>Wash Debit</i> and the credit will be a <i>Wash Credit</i> .
	Wash Credit	
Credit (CBA Specialist action required)	Manual Previously Applied Credit	An associated credit transaction was not received on the same invoice with the debit. -OR- Assigned as a credit transaction, but only for the amount reflected in the DTS travel record. -OR- The ticket has an associated <i>Manual Advanced Credit</i> in CBA; and matching the DTS travel records exist. The CBA Specialist applies this classification manually.
Paid (system generated)	Paid Credit	Credit that received an AOP.
	Paid Debit	Debit that received an AOP.
	Paid Fee	TMC fee that received an AOP.
	Paid Fee Credit	TMC fee that was refunded and received an AOP.
	Paid Manual Advance Credit	<i>Manual Advance Credit</i> transaction that received an AOP.
	Paid Netted Debit	<i>Netted Debit</i> transaction that received AOP.
	Paid Refund	Refund that received an AOP.
Held (CBA Specialist action required)	Transaction Held	Manual classification applied to mark a transaction for temporary removal from DTS invoice processing.
Closed (CBA Specialist action required)	Transaction Closed	Manual classification applied to mark a transaction for permanent removal from DTS invoice processing, once a dispute has been settled. Only transactions in <i>Dispute</i> status can be closed.
Dispute* (CBA Specialist action required)	Disputed Debit	Manual classification applied to mark a debit as not valid for the DTS CBA account charged.
	Disputed Credit	Manual classification applied to mark a credit as not valid for the DTS CBA account charged.
	Duplicate Disputed	Manual classification applied to mark a duplicate transaction as not valid for the DTS CBA account charged.

Table 4-2: Transaction Classifications (cont'd)

TRANSACTION CLASSIFICATIONS (CONT'D)		
Transaction Status	Classification	Description
Netted Debit (CBA Specialist action required)	Netted Debit	When a debit and credit transaction are received on the same CCV invoice for a DTS ticket record that has not been cancelled, CBA auto-reconciliation will combine the debit and credit into a single netted transaction for reconciliation, and submit the single netted transaction to the vendor pay system.
Suspended	Pending Fee Credit	TMC fee credit is received on a DTS invoice before the corresponding TMC fee debit is reconciled and paid.
	Pending Credit	Credit transaction that is awaiting the debit associated with the DTS cancellation.
	Pending Refund	A credit transaction where the corresponding debit transaction has not been paid (i.e. No Advice of Payment for debit transaction has been received).

*Disputes are settled outside the system and must be coordinated directly with the charge card vendor

4.2 Matching Criteria

If there are no open invoices, auto-reconciliation is complete within 24 hours of when DTS receives the electronic invoice from the CCV. This process matches the transactions on the invoice to the most current travel document, which may be the authorization or the voucher. Figure 4-3 describes the matching criteria.

AUTO-RECONCILIATION MATCHING CRITERIA FOR TICKETS AND CTO FEES
<p align="center">Primary Matching Criteria</p> <p><i>DTS attempts to match transactions by the CCV ticket number and by using one or more of the criteria shown below:</i></p> <ul style="list-style-type: none"> • Ticket Number <ul style="list-style-type: none"> ○ Dollar amount ○ Amount authorized on last approved and accepted from the accounting system (POS ACK stamp received) version ○ CBA method of payment
<p align="center">Secondary Matching Criteria</p> <p><i>If matching using the primary criteria is unsuccessful, then DTS will attempt to match using one or more of the criteria shown below:</i></p> <ul style="list-style-type: none"> • Traveler name • Dollar amount • Amount authorized on last approved and accepted from the accounting system (POS ACK stamp received) version • CBA method of payment • Comparison of the transaction date on the invoice with the ticket date in DTS; 60 day proximity may indicate a possible match (+/- 30 days).

Figure 4-3: Matching Criteria for Auto-reconciliation

If DTS fails to produce a match during auto-reconciliation with the primary and secondary matching criteria, the transaction is assigned the status of *Unmatched* or *Suspended*. For *Unmatched* transactions, DTS will display the reason for the unmatched on the Open Transaction Detail screen (Figure 4-4).

Screen ID: 3200.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 0009915500022 Record 1 of 32 CBA Transaction Account #: 461427000066943

Transaction Date: 12/12/2014 Voucher #: Reference #: 24717054347583470390517
 Prompt Pay Start: 12/27/2014 Days since PPA Start: 16 Source Amt: 22.7
 Original Invoice #: 0009915500022 Approving Official: AOP Date:

LOA: 012199^097^0400^20152016^600060605898^2828^194106^11417179^10807^1320^
 Traveler Name: BUSIGO/DAVID Traveler SSN: XXX-XX-5522

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902703242986	\$22.70	
DTS >	1N3E39	8902703242986	\$22.70	\$0.00

Reconcile by TANUM Reconcile by Ticket

Transaction Status: Unmatched Remarks:

Transaction Classification: Unmatched Fee
 Reason for Unmatch: Voucher has not been approved
 Doc Type/Status: VCH - REVIEWED
 Reason Unable to Amend: Document has not been approved

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure 4-4: Open Transaction Detail screen

Chapter 5: Manual Reconciliation

When auto-reconciliation is complete, every transaction on an open invoice is in one of the following statuses:

- *Matched* transactions should be reviewed by the CBA Specialist
- *Unmatched* transactions must be reconciled by the CBA Specialist
- *Suspended* transactions must be reconciled by the CBA Specialist

CBA Specialists must perform manual reconciliation on any transaction that remains in an *Unmatched* status after auto-reconciliation is complete. An *Unmatched* transaction status occurs when the trip document does not match with the CCV transaction which could be due the transaction amount, the document status, or DTS is unable to locate a trip document to associate the CCV transaction to.

The CBA Specialist will research the reasons for the *Unmatched* transactions and initiate corrective actions.

5.1 Review the Invoice

The CBA Specialist reviews the invoice and identifies transactions that need manual reconciliation. When the CBA Specialist accesses the CBA module, the Open Invoice Summary screen opens (Figure 5-1). Reviewing this screen is the first step in manual reconciliation.

Defense Travel System A New Era of Government Travel						
CBA Search		Invoices: Open	Transactions: Select	Compliance Report		
Open Invoices Summary						
<u>Awaiting Certification (0)</u>						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice	
No Certifiable Invoices						
<u>Awaiting Acknowledgement (0)</u>						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice	
No Invoices Awaiting Acknowledgement						
<u>Unmatched Invoices (0)</u>						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary	
No Unmatched Invoices						
<u>Rejected Invoices (0)</u>						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice	
No Rejected Invoices						

Figure 5-1: Open Invoices Summary screen

The Open Invoices Summary screen displays all open invoices that have been received for the organization. The open invoices on this screen are classified into four categories: Awaiting Certification, Awaiting Acknowledgement, Unmatched Invoices, and Rejected Invoices.

5.1.1 Searching for an Invoice

DTS provides two methods to search for an invoice:

- **Invoices** drop-down list
- **CBA Search** link

You may access any screen in the CBA module by selecting the **Invoices** drop-down arrow on the navigation bar and choose one of the following:

- **Open**
- **Awaiting Certification**
- **Awaiting Acknowledgement**
- **Rejected**
- **Unmatched**

The Invoice Summary screen opens (Figure 5-2). It displays the invoices that match the selection. The Invoices Summary screen displays ALL CBA invoice(s) for a specific category. This search mechanism is best used by individuals that are assigned to a few CBA accounts vs. using the CBA Search capability that provides more granularity.

Defense Travel System				Screen ID: 3101.1
A New Era of Government Travel				CBA Home Help for this screen Logout
Centrally Billed Account				
CBA Search	Invoices: Select	Transactions: Select	Compliance Report	
Invoice Summary				
1 - 10 of 10				
Invoice #:	1007044014348	Invoice Transactions:	Quantity	Amount
Invoice Created:	12/14/2014	Total:	0	\$0.00
Invoice Period End:	12/14/2014	Matched:	0	\$0.00
DTS Retrieved:	12/14/2014	Unmatched:		
DTS Reconciled:	01/14/2015	Disputed:		
CBA Transaction Account #:	4614270000070440	Suspended:		
CBA Prompt Pay Start:	12/17/2014	Held:		
Acknowledgement:	NA	Invoice Status:	Archive Accepted	
		Invoice Certification:	NA	
Invoice #:	1007044014349	Invoice Transactions:	Quantity	Amount
Invoice Created:	12/15/2014	Total:	4	\$73.60
Invoice Period End:	12/15/2014	Matched:	4	\$73.60
DTS Retrieved:	12/15/2014	Unmatched:		
DTS Reconciled:	01/05/2015	Disputed:		
CBA Transaction Account #:	4614270000070440	Suspended:		
CBA Prompt Pay Start:	12/17/2014	Held:		
Acknowledgement:	NA	Invoice Status:	Archive Accepted	
		Invoice Certification:	01/16/2015	

Figure 5-2: Open Invoice Summary screen

To search for an invoice using the **CBA Search** link, select any report type in the drop down list (Figure 5-3) and follow the below steps:

Screen ID: 3050.1
[CBA Home](#) | [Help for this screen](#) | [Logout](#)

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Search Report Criteria

Report Type: Invoice Summary
 Invoice Status: Invoice Summary
 Transaction Summary
 Transaction Detail
 Organization
 *) indicates a field is required

* CBA Transaction Account #: 1111111111111112

Invoice #: (13)

Voucher #: (8)

* Invoice Date Range: From: 04/14/2015 To: 07/14/2015 (MM/DD/YYYY)

Get Report

Figure 5-3: CBA Search screen

1. Select **CBA Search** on the navigation bar.

The Search Report Criteria screen opens (*Figure 5-4*)

2. Choose one of the four **report types**.

See Table 5-1 for information on the search criteria for each report type.

Table 5-1: CBA Search Criteria

CBA SEARCH		
For report type...	then...	and select <i>Get Report</i> . The...
Invoice Summary (Highest level of detail on the invoice)	<p>fill in the required fields...</p> <ul style="list-style-type: none"> • Invoice status • CBA Transaction Account # • Invoice Date Range <p>and any optional fields...</p> <ul style="list-style-type: none"> • Invoice # • Voucher # 	Invoice Summary screen opens. Use this screen to review the invoices. Any unmatched transactions must be manually reconciled.
Transaction Summary (Transaction level of detail on the invoice)	<p>fill in the required fields...</p> <ul style="list-style-type: none"> • Transaction status • CBA Transaction Account # • Invoice Date Range <p>and any optional fields...</p> <ul style="list-style-type: none"> • Traveler First Name • Traveler Last Name • Traveler SSN • Invoice # • TANUM • Ticket # 	Transaction Summary screen opens. This screen is used to research unmatched transactions. From this screen access the transaction detail.
Transaction Detail (Individual transaction detail)	<p>fill in the required fields...</p> <ul style="list-style-type: none"> • Transaction status • CBA Transaction Account # • Invoice Date Range <p>and any optional fields...</p> <ul style="list-style-type: none"> • Traveler First Name • Traveler Last Name • Traveler SSN • Invoice # • TANUM • Ticket # 	Transaction Detail screen opens. This screen is used to review and update unmatched transactions.
Organization	<p>fill in the required fields...</p> <ul style="list-style-type: none"> • CBA Transaction Account # • Invoice Date Range 	Organization Summary screen opens. This screen displays the DTS organizations as associated to the selected CBAs. This report can be used to supplement the View CBA List report, located in the DTA Maintenance Tool.

3. Complete the search criteria on the screen.

4. Select **Get Report**.

mil/?selectedValue=-1&invoiceOptions=1&transactionOptions=6 - Internet Explorer

Screen ID: 3050.1

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[CBA Home](#) | [Help for this screen](#) | [Logout](#)

Centrally Billed Account

[CBA Search](#) Invoices: Select Transactions: Select [Compliance Report](#)

Search Report Criteria

Report Type: Invoice Summary

Invoice Status: All

Note: An asterisk (*) indicates a field is required

* CBA Transaction Account #: 461426000092346
461426000098327
461426000098962
461426000099713
4614260000102228

Invoice #: (13)

Voucher #: (8)

* Invoice Date Range: From: 02/03/2010 To: 05/03/2016 (MM/DD/YYYY)

[Get Report](#)

Figure 5-4: Invoice Summary Search Report Criteria screen

The information shown on the report depends on the type of report you choose to run. Figure 5-5 is an example of information that will be returned for an Invoice Summary Report.

Screen ID: 3101.1
[CBA Home](#) | [Help for this screen](#) | [Logout](#)

Defense Travel System
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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Invoice Summary

1 - 10 of 10

Invoice #	Invoice Transactions	Quantity	Amount
I007044014348	Total:	0	\$0.00
Invoice Created: 12/14/2014	Matched:	0	\$0.00
Invoice Period End: 12/14/2014	Unmatched:		
DTS Retrieved: 12/14/2014	Disputed:		
DTS Reconciled: 01/14/2015	Suspended:		
CBA Transaction Account #: 4614270000070440	Held:		
CBA Prompt Pay Start: 12/17/2014	Invoice Status: Archive Accepted		
Acknowledgement: NA	Invoice Certification: NA		
I007044014349	Total:	4	\$73.60
Invoice Created: 12/15/2014	Matched:	4	\$73.60
Invoice Period End: 12/15/2014	Unmatched:		
DTS Retrieved: 12/15/2014	Disputed:		
DTS Reconciled: 01/05/2015	Suspended:		
CBA Transaction Account #: 4614270000070440	Held:		
CBA Prompt Pay Start: 12/17/2014	Invoice Status: Archive Accepted		
Acknowledgement: NA	Invoice Certification: 01/16/2015		

Figure 5-5: Invoice Summary screen

Table 5-2: Invoice Summary Screen Elements

INVOICE SUMMARY SCREEN ELEMENTS	
Field	Description
CCV Invoice #	Link displaying the CCV invoice number and when selected opens the invoice.
Invoice Created	The date the CCV creates the invoice
Invoice Period End	The last day of the invoice billing cycle
DTS Received	The date DTS receives the invoice from the CCV mailbox
DTS Reconciled	The date DTS auto-reconciled the invoice
CBA Transaction Account #	The CBA transaction account number
CBA Prompt Pay Start	The date the CCV places the invoice in the mailbox (Prompt Pay Act clock starts on this date)
Invoice Transactions	Link that opens the Transaction Summary screen
Total	The total number of invoice transactions
Matched	Shows the number of <i>Matched</i> invoice transactions
Unmatched	Shows the number of <i>Unmatched</i> invoice transactions
Disputed	Shows the number of <i>Disputed</i> invoice transactions
Suspended	Shows the number of <i>Suspended</i> invoice transactions
Invoice Status	Link that display invoices status, and provides a classification and audit trail for the invoice
Invoice Certification	The date the invoice is certified. The field will display N/A if certification is pending

5.1.2 Reviewing the Invoice Summary Screen

The first step in resolving unmatched transactions is to review the invoice summary. The Invoice Summary screen shows the breakdown of *Matched*, *Unmatched*, *Disputed*, *Suspended*, and *Held* transactions within the invoice, as well as the invoice status (Figure 5-5).

The information displayed on the left column shows the invoice details, such as the invoice number, invoice created date, invoice period end date, DTS Retrieved, DTS Reconciled, CBA transaction account number, and the CBA Prompt Payment Act (PPA) Start.

The information displayed on the right column shows how many transactions are on the invoice and the total dollar value. Open Invoices that are waiting to be certified will also indicate the invoice number and dollar value broken down to show totals for transactions that are *Matched*, *Unmatched*, *Disputed*, *Suspended*, and *Held*. The invoice status and the invoice certification date are also displayed. For those invoices that have not been certified the Invoice Certification date will be N/A and those that have been certified will have the actual date the invoice was certified.

This screen is used to identify those invoices and transactions that need to be researched. Those transactions are marked Unmatched.

5.1.3 Reviewing the Transaction Summary Screen

Follow the steps in Section 5.1.1 to search for the Transaction Summary report (Figure 5-6) or select the **Invoice Transactions** link for the invoice that is being reconciled on the Invoice Summary screen.

Defense Travel System A New Era of Government Travel				CBA Home Help for this screen Logout	
Centrally Billed Account				Screen ID: 3120.1	
CBA Search Invoices: Select		Transactions: Select		Compliance Report	
Transaction Summary					
Invoice #: Refresh Summary			CBA Transaction Account #:		
1-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-90 91-99 1 - 10 of 99					
CBA Invoice #:	007044014196	CBA Transaction Account #:	4614270000070440	Transaction Classification:	Advanced Credit
Original Invoice #:	0009916900001	Traveler Name:	DELHOY/O/FLORLANDO	Traveler SSN:	XXX-XX-4295
Ticket #:	3327459195359	TANUM:	1HKZF0	Ticket Amt:	\$112.00
Approving Official:		Prompt Pay Start:	07/17/2014	Voucher #:	181382
Days since PPA Start:	48	AOP Date:		Transaction Status:	Matched
CBA Invoice #:	0009916900001	CBA Transaction Account #:	4614270000070440	Transaction Classification:	Wash Debit
Original Invoice #:	0009916900001	Traveler Name:	DELHOY/O/FLORLANDO	Traveler SSN:	XXX-XX-4295
Ticket #:	5262424972043	TANUM:	1HKZF0	Ticket Amt:	\$159.00
Approving Official:		Prompt Pay Start:	07/17/2014	Voucher #:	196875
Days since PPA Start:	20	AOP Date:		Transaction Status:	Wash Debit
CBA Invoice #:	0009916900001	CBA Transaction Account #:	4614270000070440	Transaction Classification:	Wash Credit
Original Invoice #:	0009916900001	Traveler Name:	DELHOY/O/FLORLANDO	Traveler SSN:	XXX-XX-4295
Ticket #:	5262424972043	TANUM:	1HKZF0	Ticket Amt:	\$159.00
Approving Official:		Prompt Pay Start:	07/17/2014	Voucher #:	196875
Days since PPA Start:	20	AOP Date:		Transaction Status:	Wash Credit
CBA Invoice #:	007044014196	CBA Transaction Account #:	4614270000070440	Transaction Classification:	Matched Fee
Original Invoice #:	0009916900001	Traveler Name:	DELHOY/O/FLORLANDO	Traveler SSN:	XXX-XX-4295
Ticket #:	8902243246419	TANUM:	1LMP4D	Ticket Amt:	\$18.40
Approving Official:	MICHELLE FLAGG-EVANS	Prompt Pay Start:	07/17/2014	Voucher #:	181382
Days since PPA Start:	48	AOP Date:		Transaction Status:	Matched

Figure 5-6: Transaction Summary Screen (All Transaction Types)

The Transaction Summary screen opens (Figure 5-6). It displays all transactions on the invoice.

1. Review the individual transactions on the Transaction Summary screen.

The Transaction Status and the Transaction Classification provide the status of the transaction; any unmatched transaction must be investigated and resolved.

2. Select the Ticket Number to access the Open Transaction Detail screen.

Table 5-3 provides information on the Transaction Summary screen elements.

Table 5-3: Transaction Summary Screen Elements

TRANSACTION SUMMARY SCREEN ELEMENTS	
Label	Description
Screen Header Items	
Invoice #	Displays CCV invoice number
Refresh Summary	Refreshes the screen to match new results
New Search	Button used to return to the Search screen
CBA Transaction Account #	The CBA transaction account number
Fields for Each Transaction	
Transaction Status	Current status in DTS
TANUM	Travel authorization number/document identifier
Ticket #	Arline ticket number or transportation charge ticket number
Ticket Amount	Dollar amount of ticket
Traveler Name	Last name of traveler
Traveler SSN	Last four digits of traveler's Social Security Number
Days on DTS	Number of days that the invoice has been in DTS
Approving Official	Name of the Authorizing Official (AO)
Original Invoice #	Invoice number on which the transaction was originally billed
Voucher #	Number assigned when an invoice is paid
AOP Date	The date the transaction was paid (Advice of Payment)

5.1.3.1 Reviewing the Open Transaction Detail Screen

Follow the below steps to review the Open Transaction Detail screen:

1. Follow the steps in Section 5.1.1 to search for the transaction detail.

The Open Transaction Detail screen is where the CBA Specialist will reconcile individual transactions (Figure 5-7).

Screen ID: 3200.1
[CBA Home](#) | [ROA](#) | [Help for this screen](#) | [Logout](#)

Defense Travel System
 A New Era of Government Travel

Centrally Billed Account

[CBA Search](#) Invoices: Transactions: [Compliance Report](#)

Open Transaction Detail

Invoice #: 100704401547 Record 1 of 15 CBA Transaction Account #: 4614270000070440

Transaction Date: 02/12/2015 Voucher #: Reference #: 24717055044580440605563
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 12 Source Amt: 18.4
 Original Invoice #: 0009916900008 Approving Official: MICHELLE FLAGG-EVANS AOP Date:

LOA: 049451*97*2015*0100*6036**1600N*4050*2108*049451*NB2497*97NB24*DE^ ^

Traveler Name: AUSTIN/FRANCES Traveler SSN: XXX-XX-5791

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902721785546	\$18.40	
DTS >	1NK4N9	8902185656894	\$18.40	\$0.00

Transaction Status: Remarks: 1NK4RC - Waiting on voucher approval

Transaction Classification: Unmatched Debit
 Reason for Unmatch:
 Doc Type/Status: VCH - REVIEWED
 Reason Unable to Amend:

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

[Return to Previous Screen](#)

Figure 5-7: Open Transaction Detail Screen

The Open Transaction Detail screen shows transaction information such as ticket number, ticket cost, invoice periods, days since PPA start, account numbers, reference number, and conversion rates (all CBA reconciliation is done in U.S. dollars). The Open Transaction Detail screen shows the CBA Specialist all details of the ticket that is available and received from the CCV. The Open Transaction Detail screen is where the CBA Specialist will reconcile any unmatched transactions. Reconciliation can be accomplished either by TANUM or by Ticket Number (See 5.2.3).

5.2 Unmatched Transactions: Causes and Fixes

The steps for manual reconciliation are review, resolution, acknowledgement, and certification. Figure 5-9 displays the general process flow for reconciling transactions.

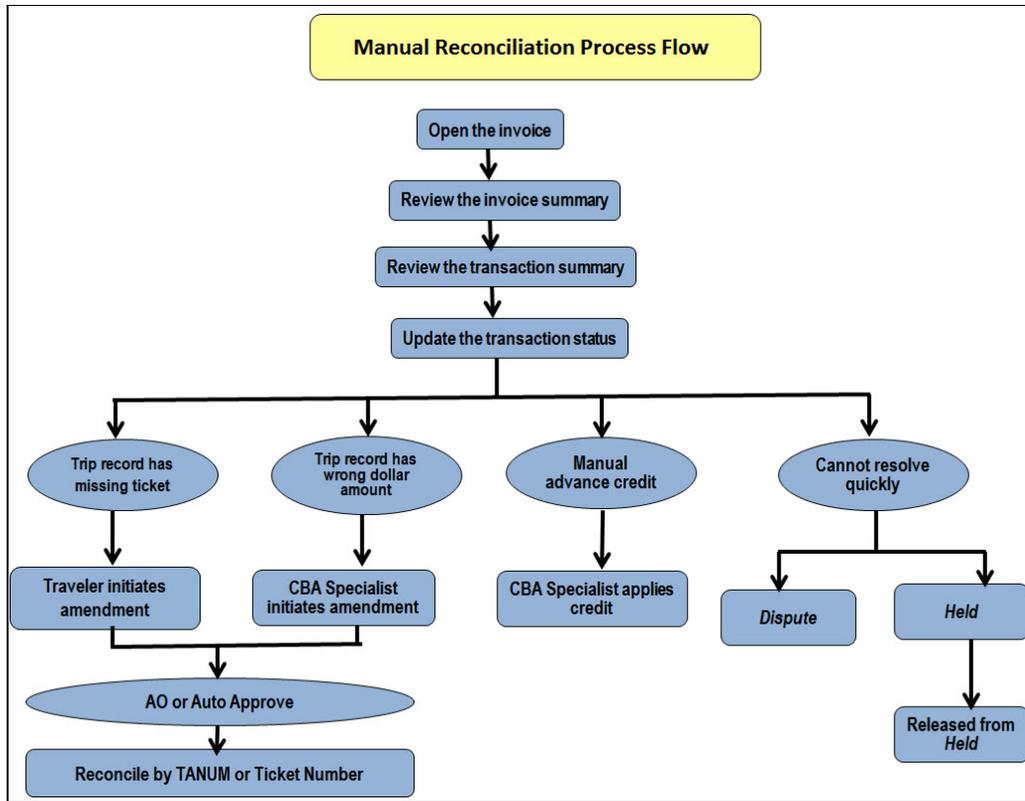


Figure 5-9: Process Flow for Manual Reconciliation

Common causes of unmatched transactions and their corrective actions include the following:

- The TMC did not place the ticketed Passenger Name Record (PNR) on its outbound queue or a DTS issue prevented the PNR from updating the authorization with the ticket number and final cost.
 - The CBA will still match the transaction if the booked and ticketed costs remain the same, but the TMC fee transaction(s) will remain in an *Unmatched* status. The travel document must be amended to add the TMC fee transaction(s) and should be routed for approval.
- The traveler contacted the TMC outside of DTS and entered the ticket information via the Other Transportation screen. The traveler entered an inaccurate ticket cost.
 - The document needs to be amended by the traveler to correct the dollar amount and then routes for approval.
- The traveler indicates on the authorization or voucher that the ticket was charged to their Government Travel Charge Card (GTCC) individually billed account (IBA), but the ticket was actually charged to the CBA. The traveler may have been erroneously reimbursed for the ticket and TMC transaction fee charges if the CBA was actually charged for the tickets and not the IBA.

- After validating the method of payment is CBA and validate that the traveler's IBA was not charged for the transaction(s), the travel record requires an amendment by the traveler to correct the method of payment from IBA to CBA. If the traveler has already received a reimbursement for this ticket, it is erroneous, and the amendment will place the traveler and document in a DUE U.S. status.
- The traveler indicates the ticket was charged to their GTCC on the authorization or voucher, but the ticket was charged to either the CBA or the traveler's GTCC.
 - The traveler provides a copy of the charge card statement to prove that their IBA GTCC was charged; the CBA Specialist should dispute the transaction on the CBA invoice and ask the TMC to issue a credit against the CBA. This may also need to be disputed officially with the CCV.
- Changes were made to the travel reservations outside of DTS, but the traveler did not update the authorization or voucher to reflect the cost or ticket changes.
 - This happens when the itinerary changes, and rather than using DTS to make the change, the traveler contacts the TMC or the airline directly. The travel document should be amended to reflect the correct the ticket information; this will allow the CBA invoice transaction to be matched.

***Note:** It is not recommended to amend the completed ticketed authorization after travel has begun. The best approach is to add the correct ticket information to the voucher.
- The CTO incorrectly charged the CBA when the ticket should have been issued to the traveler's GTCC.
 - The CBA Specialist must request the TMC to issue a credit against the CBA. The CBA Specialist marks the transaction as Held and will reconcile the transaction when the offsetting credit is received on the next month's CCV.

5.2.1 Amendments

In order to assist the CBA Specialist match transactions that require changes to a travel document, the CBA module provides an automated process that amends the document and automatically routes the document through to approval using the documents existing routing list.

The Initiate Amendment feature enables the CBA Specialist to adjust ticket cost via the CBA module with no traveler interaction. For TMC fees or travel documents that have the same dollar value, but still require travel documents to be routed for approval, the Route for Approval feature is used.

There are two methods for amending the travel document:

- Initiate a CBA amendment from within the CBA module
- Amend the document outside of the CBA module

5.2.1.1 Initiate Amendment

When DTS finds a trip document that corresponds to a CCV transaction, but there is a dollar amount mismatch between the trip document and the CCV, the **Initiate Amendment** button will be available to the CBA Specialist. The CBA Specialist must research and identify the correct information from the traveler or the TMC, and

then amend the travel document through the Initiate Amendment feature, so that the DTS invoice and travel document match.

The Initiate Amendment feature should **ONLY** be used when reconciling refunds for which the debit has already been matched and paid. This feature is available when DTS identifies a matching ticket number, but there is a dollar mismatch, due to addition restrictions this process places on an invoice.

NOTE: When not reconciling refunds with a debit that has been matched and paid, you should amend the document manually outside of the CBA module, make changes to the ticket cost and route it for approval (Figure 5-9).

The screenshot shows the 'Defense Travel System' interface with the 'Centrally Billed Account' section. It features a navigation bar with 'CBA Search', 'Invoices: Select', 'Transactions: Select', and 'Compliance Report'. Below this is a 'Transaction Summary' section with a 'Refresh Summary' button and 'CBA Transaction Account #'.

Transaction Summary				
Invoice #:	Refresh Summary			CBA Transaction Account #:
1-2 1 - 2 of 2				
CBA Invoice #:	0001107200075	CBA Transaction Account #:	461427000058999	Transaction Classification:
Original Invoice #:	0001107200075	Traveler Name:	TESTER/NICOLE L	Traveler SSN:
Ticket #:	0017567289086	TANUM:	1NH2X	Ticket Amt:
Approving Official:	KAREN L TAYLOR	Prompt Pay Start:	02/12/2015	Voucher #:
Days since PPA Start:	6	AOP Date:		Transaction Status:
				Matched
CBA Invoice #:	100589991541	CBA Transaction Account #:	461427000058999	Transaction Classification:
Original Invoice #:	0001107200075	Traveler Name:	TESTER/NICOLE L	Traveler SSN:
Ticket #:	0017567289086	TANUM:	1NH2X	Ticket Amt:
Approving Official:	KAREN L TAYLOR	Prompt Pay Start:	02/12/2015	Voucher #:
Days since PPA Start:	17	AOP Date:		Transaction Status:
				Unmatched
				Group Detail
1-2 1 - 2 of 2				
Return to Previous Screen				

Figure 5-9: Open Transaction Summary for Ticket Number (All Transactions)

When comparing the Debit and the Credit for the same ticket number [this may apply to tickets with different ticket numbers as long as the general rule for the debit still applies] (Figure 5-9), the CBA Specialist can identify that the debit has been matched and paid as the Transaction Classification is equal to Matched Debit **AND** a Voucher number has been established indicating that this debit was included in the disbursement. The corresponding Unmatched refund still needs to be matched for the travel document, and has not been updated. This is when the Initiate Amendment feature would be used in the CBA module.

The CBA Specialist confirms the debit has been matched and paid; therefore, the travel document must be updated to reflect either the partial or full refund. The CBA Specialist will use the **Initiate Amendment** to make this change. The **Initiate Amendment** will be available on the Open Transaction Detail screen when the CBA Specialist attempts to reconcile the refund and identifies a dollar mismatch between the CCV and the travel document (Figure 5-10).

NOTE: When the CBA Specialist reconciles the refund, the same ticket number needs to be used with the matched corresponding debit.

Screen ID: 3200.1
CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Reconciliation process is completed, please check the transaction status below

Open Transaction Detail

Invoice #: I00589991541 Record 2 of 2 CBA Transaction Account #: 461427000058999

< Previous

Transaction Date: 02/03/2015 Voucher #: Reference #: 74717055037870374719462
 Prompt Pay Start: 02/12/2015 Days since PPA Start: 17 Source Amt: 237.1
 Original Invoice #: 0001107200075 Approving Official: KAREN L TAYLOR AOP Date:

LOA: 021001^021^2040^000^20152016^0605898A^A41AA^12000462^OR^40435029^CC^D0665898M65RL02^

Traveler Name: TESTER/NICOLE L Traveler SSN: XXX-XX-4714

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017567289086	\$446.60	
DTS >	1NH2IX	0017567289086/87	\$683.70	\$(237.10)

Reconcile by TANUM Reconcile by Ticket **Initiate Amendment** Group Detail

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Refund
 Reason for Unmatch: Transaction amount does not match voucher amount
 Doc Type/Status: VCH - REVIEWED

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

< Previous

Figure 5-10: Open Transaction Detail Screen (Initiate Amendment)

Beginning on the Open Transaction Detail screen (Figure 5-10), use the following steps to initiate an amendment:

1. Select **Initiate Amendment**.

The **Initiate Amendment** screen opens (Figure 5-11).

Screen ID: 3240.1

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[CBA Home](#) | [ROA](#) | [Help for this screen](#) | [Logout](#)

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select [Compliance Report](#)

Initiate Amendment

CBA Invoice #: I00589991541 CBA Transaction Account #: 4614270000058999

Reconciliation amendment for unmatched refund(s) will be based on a consolidated transaction. The consolidated transaction is comprised of the following detail transactions:

Invoice #	Reference #	Type	Status	CCV Ticket #:	Classification	Trans Amount	Trans Date
0001107200075	74717055037870374719462	Cr	Unmatched	0017567289086	Unmatched Refund	\$237.10	02/03/2015
0001107200075	24717055023870233604906	Dr	Matched	0017567289086	Paid Debit	\$683.70	01/22/2015
Consolidated Transaction Amount						\$446.60	

Note: Please enter a reason for initiating an amendment in the remarks text box below.

Traveler Name: TESTER/NICOLE L
 Traveler SSN: XXX-XX-4714
 TANUM: 1NH2X
 CBA Ticket #: 0017567289086
 Consolidated Amount: \$446.60
 DTS Ticket Amount: \$683.70
 Difference: \$(237.10)

Remarks: CBA Amendment for Refund

Figure 5-11: Initiate Amendment Screen (Prior to Amendment)

2. Enter the reason for the amendment in the Remarks text box and select **Issue Amendment**. These comments are added to the travel document for any reviewing/approving officials to see for validation of the CBA amendment for routing purposes.

The transaction status for the refund will change to **Amendment Pending**. DTS creates an amendment to the travel document with the ticket amount taken from the CCV invoice (netting the value between the debit and the credit transactions). The document will automatically route for review and approval; no signature from the traveler is required. The transaction will remain in an un-editable status (there are no drop down options are available on the Transaction Status screen) (Figure 5-12).

Screen ID: 3200.1

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[CBA Home](#) | [ROA](#) | [Help for this screen](#) | [Logout](#)

Centrally Billed Account

[CBA Search](#) Invoices: Select Transactions: Select [Compliance Report](#)

Information

- Successfully added amendment

Open Transaction Detail

Invoice #: 100589991541 Record 2 of 2 CBA Transaction Account #: 4614270000058999

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Transaction Date: 02/03/2015	Voucher #: 17	Reference #: 74717055037870374719462
Prompt Pay Start: 02/12/2015	Days since PPA Start: 17	Source Amt: 237.1
Original Invoice #: 0001107200075	Approving Official: KAREN L TAYLOR	AOP Date:

LOA: 021001^021^2040^000^20152016^0605898A^A41AA^12000462^OR^40435029^CC^D0665898M65RL02^

Traveler Name: TESTER/NICOLE L Traveler SSN: XXX-XX-4714

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017567289086	\$237.10	
DTS >	1NH2X	0017567289086/87	\$683.70	\$(446.60)

[Group Detail](#)

Transaction Status: Unmatched

Remarks:

Transaction Classification: Amendment Pending

Reason for Unmatch: Transaction amount does not match voucher amount

Doc Type/Status: VCH - REVIEWED

Reason Unable to Amend: Amendment Pending

Date Amendment Initiated: 03/01/2015 Date Amendment Approved: Pending Amendment Approving Official: NA

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Figure 5-12: Initiate Amendment Screen (Post Amendment)

The AO either approves or returns the amendment.

- If the AO approves the amendment, the CBA module will change the transaction status to *Matched* automatically upon receipt of the Positive Acknowledgement/Paid stamp.
- If the AO returns the amendment, the transaction status is changed to **Amendment Returned** and will remain unmatched.

When the transaction status is **Amendment Returned**, the CBA Specialist will work with the AO to further research the issue. It may be necessary to change the status to Held to facilitate payment of the remaining transactions on the invoice.

Recommended action when using **Initiate Amendment**:

- 1) Do not select this action when you are processing an Original CCV Invoice – the Initiate Amendment process locks the CBA transaction until completely processed.

This restricts the invoice from being certified until the status updates to Matched. This action may delay the processing of your entire CBA invoice – so it is recommended to process these types of transactions on an Interim invoice.

- 2) Do not use it to enter a new CBA ticketed transaction cost on a travel document (common mistake).
- 3) If there are multiple tickets that require the use of Initiate Amendment – only do one process at a time. Allow the document to process through for approval and match the refund, before initiating a second amendment for a different ticket on a document with the same TANUM.
- 4) Do not use this feature for debit adjustments to the travel document. Instead manually amend the document and change the ticket cost.
- 5) Always validate that the ticket number you are initiating the amendment for in the Ticket Pick list exists in the travel document.

5.2.1.2 Document Amendments

When there is a missing ticket number, missing TMC transaction fee, the value of the airline ticket is incorrect to match the Debit or the method of payment is incorrect in the travel document, the CBA Specialist will coordinate to amend the travel document to reflect the missing/incorrect ticket costs.

The CBA Specialist will coordinate with the traveler or if the organization's established internal business process allow/authorize the CBA Specialist to make the document changes for CBA Reconciliation, and routes them for approval using existing routing/approving officials.

Recommendation: To ensure timely processing of CBA invoices, it is recommended that the CBA Specialist make any document changes for CBA Reconciliation and not defer to the traveler for changes. The CBA Specialist making the changes need to make sure that the data is entered correctly in the DTS document, that the document is coordinated with the Reviewing/Approving Officials, and there is limited delay in matching transaction so CBA Delinquencies do not become an issue (this occurs when depending on travelers to make the document changes).

5.2.1.2.1 Route for Approval

Like the Initiate Amendment button, the **Route for Approval** button is used to alert the AO that approval of a DTS ticket cost or a TMC transaction fee expense is required before payment can be made on a particular transaction on a DTS invoice. The **Route for Approval** will be available when the following conditions are present:

- There is an exact cost match between the DTS document data and the CCV transaction data
- The transaction status is Unmatched
- The DTS Authorization is in a **CTO AMENDMENT** status

Examples for using the **Route for Approval** button are:

- An amendment is made to the reservations in a DTS authorization that results in a cost increase of \$250 (CTO Amendments less than \$250 are approved automatically, if the organization has selected this option in the DTA Maintenance Tool). If the document has completed routing, it will not re-route to the AO for approval and will remain in the **CTO AMENDMENT** status. As a result, the CBA module cannot match the transaction because of the cost difference between the approved (and obligated) amount and the amount on the invoice. **Route for Approval** will display on the Open Transaction Detail screen because the ticket or fee information matches and the DTS document status is **CTO AMENDMENT**. The CBA Specialist uses this button to alert the AO that the cost increase must be approved.
- Similar to the above, if the ticket cost is the same as the reservation cost, but a TMC fee amount was not re-routed for approval, the authorization will remain in **CTO AMENDMENT** status (Figure 5-13). **Route for Approval** will display on the Open Transaction Detail screen because the fee information matches and the DTS document status is **CTO AMENDMENT**. The CBA Specialist uses this button to alert the AO that the cost increase must be approved.

Screen ID: 3200.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 0009913900033 Record 4 of 53 CBA Transaction Account #: 461427000065069

Transaction Date: 02/04/2015 Voucher #: Reference #: 2469216503600112499357
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 3311.1
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4002*1000*2108*049451*99DA97*9799DA** 00DT*

Traveler Name: BURCHAM/JAY M Traveler SSN: XXX-XX-6567

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328477	\$3,311.10	
DTS >	1NND5	0167564328477/78	\$3,311.10	\$0.00

Reconcile by TANUM Reconcile by Ticket **Route for Approval**

Transaction Status: Unmatched Remarks:

Transaction Classification: Unmatched Debit
 Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

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Figure 5-13: Open Transaction Detail Screen - Route for Approval Button

1. Select **Route for Approval**.

The Route for Approval screen opens (Figure 5-14).

Screen ID: 3240.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Route for Approval

CBA Invoice #: 0009913900033 CBA Transaction Account #: 461427000065069

CCV Ticket #: 0167564328477 DTSTicket #: 0167564328477/78
 CCV Ticket Amount: \$3,311.10 DTS Ticket Amount: \$3,311.10
 Travel Date: Transaction Date: 02/04/2015

Note: Please enter a reason for initiating an amendment in the remarks text box below.

Traveler Name: BURCHAM/JAY M
 Traveler SSN: XXX-XX-6567
 TANUM: 1NND5
 CBA Ticket #: 0167564328477
 CBA Ticket Amount: \$3,311.10
 DTS Ticket Amount: \$3,311.10
 Difference: \$0.00

Remarks: Approval of an increased CBA ticket cost and/or CTO Fee expense is required for reconciliation and payment of CBA invoice.

Route for Approval Cancel

Figure 5-14: Route for Approval Screen

The Remarks text box auto-populates with the following message:
“Approval of an increased CBA ticket cost and/or TMC fee expense is required for reconciliation and payment of the DTS invoice.”

2. Select **Route for Approval**.

DTS routes the authorization to the AO for approval and the Route for Approval Information screen opens (Figure 5-15).

Open Transaction Detail

Invoice #: 0009913900033 Record 1 of 1 CBA Transaction Account #: 461427000065069

Transaction Date: 02/04/2015 Voucher #: Reference #: 24692165036000112499357
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 3311.1
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4002*1000*2108*049451*99DA97*9799DA** 00DT*

Traveler Name: BURCHAM/JAY M Traveler SSN: XXX-XX-6567

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328477	\$3,311.10	
DTS >	1NND5	0167564328477/78	\$3,311.10	\$0.00

Transaction Status: Unmatched Remarks:

Transaction Classification: Amendment Pending

Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button
 Reason Unable to Amend: Amendment Pending

Date Amendment Initiated: 03/02/2015 Date Amendment Approved: Pending Amendment Approving Official: NA

Figure 5-15: Route for Approval Information Screen

This screen shows that the amendment message was sent to the AO for action. If the AO approves the DTS document (and sufficient funds are available in the DTS budget), the transaction will match automatically. If the AO stamps the document RETURNED or if there is not sufficient funding in the DTS budget, the CBA transaction classification will change from Unmatched Debit to Amendment Pending.

Recommended action when using **Route for Approval**:

- Do not apply when processing an Original CCV Invoice – as the **Route for Approval** process locks the CBA transaction until completely processed, it could delay the processing of your entire CBA invoice. Recommend to process these types of transactions on an Interim invoice.
- If there are multiple tickets that require Route for Approval – only use the Route for Approval for one transaction; do not initiate when there are multiple tickets on a DTS document for same TANUM. Example: A travel authorization is at **CTO Amendment** and reflects

an exact match for the airline ticket and CTO Fee which are on the CCV invoice. Both the CTO Fee and the Airline ticket are unmatched with the option to Route for Approval for both transactions. Only use the Route for Approval for one of the transactions. This action will create the amendment that the CBA Specialist needs for both transactions. This will eliminate any processing problems that could lead to a Travel Assistance Center (TAC) Help Desk Ticket.

- **Recommend action is to amend the travel document manually** instead of using the Route for Approval due to this action locking up the transaction and invoice until the travel document is approved by the AO. There are scenarios where due to limitations that an organization has placed on the CBA Specialist; they are not able to manually amend travel document and in this case the Route for Approval is very beneficial as you can make the change without the traveler assistance. In organizations that allow you to make these changes for CBA Reconciliation – to avoid transactions that must process through the Route for Approval to match and avoid invoices that can't be certified until that transaction is matched – use of the manual amendment is definitely preferred.

5.2.2 Manual Advance Credit

If the traveler received a credit for a ticket that is recorded in the travel document but not recorded in the CCV invoice, then the dollar amount of the CCV ticket will not match. This scenario can occur when a traveler receives a credit on a ticket at the terminal and the traveler has already made adjustments to the DTS travel document to reflect the net value of the ticket cost (difference between the debit and credit).

Recording a *Manual Advance Credit* transaction allows the amount reflected in the DTS travel document to be acknowledged and certified for payment; but the remaining difference between the CCV invoice and the DTS travel record is not paid.

Before applying a Manual Advance Credit the CBA Specialist should validate that a partial or full refund has been processed and is pending upon receipt of the next month's CCV invoice. Once an invoice has been certified, the CBA Specialist cannot change a transaction status and if an error has been made, then the CBA Specialist will need to work the payment of that debit manually through their vendor pay system.

Beginning on the **Open Transaction Detail** screen (Figure 5-16), follow the below steps:

5.2.3 Reconciliation of Transactions

DTS CBA Reconciliation module enables two methods for reconciliation of CCV transactions on the Open Transaction Detail Screen:

- Reconcile by TANUM
- Reconcile by ticket number

5.2.3.1 Reconciling by TANUM

Beginning on the **Open Transaction Detail** screen (Figure 5-17), follow the below steps to reconcile the invoice by TANUM:

1. Enter the **TANUM** in the space provide in the corresponding trip that the CBA Specialist is attempting to reconcile the transactions against.
2. Select **Reconcile by TANUM**.

Screen ID: 3200.1
CBA Home | RQA | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Reconciliation process is completed, please check the transaction status below

Open Transaction Detail

Invoice #: 0009913900033 Record 10 of 53 CBA Transaction Account #: 461427000065069

Transaction Date: 01/29/2015 Voucher #: Reference #: 24692165030000310836232
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 3085.0
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4100*1600*2108*049451*99DA97*9799DA** 91DW*

Traveler Name: FREDLER/JEFFREY R Traveler SSN: XXX-XX-7988

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328416	\$3,085.00	
DTS >	1NJR6W	0167564328416/17	\$3,085.00	\$0.00

Reconcile by TANUM Reconcile by Ticket Route for Approval

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Debit
Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Return to Previous Screen

Figure 5-17: Open Transaction Detail Screen (Reconcile TANUM)

The Ticket List screen appears and will display **ALL** airline tickets that are or have been associated with the corresponding TANUM (Figure 5-18).

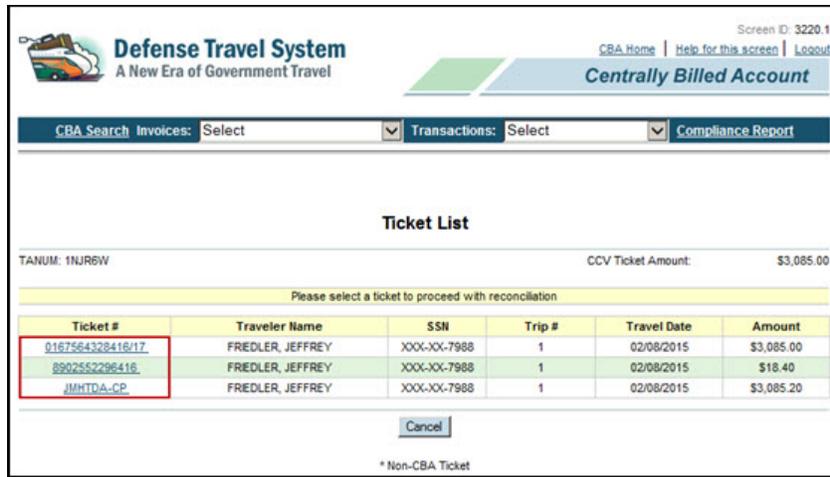


Figure 5-18: Ticket List Screen

3. Select the correct ticket in the **Ticket #** column to proceed with reconciliation.

Note: This list will include all tickets that have been associated to the travel document, regardless of whether or not the ticket is still active in the current travel document.

If the ticket is currently associated to the most current version of a travel document for that **TANUM**, the Open Transaction Detail screen will update with the current status of the transaction.

5.2.3.2 Reconciling by Ticket Number

Beginning on the Open Transaction Detail screen (Figure 5-19), follow the below steps to reconcile the invoice by ticket number:

Screen ID: 3200.1

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Reconciliation process is completed, please check the transaction status below

Open Transaction Detail

Invoice #: 0009913900033 Record 10 of 53 CBA Transaction Account #: 461427000065069

Transaction Date: 01/29/2015 Voucher #: Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Reference #: 24692165030000310836232 Source Amt: 3085.0

Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4100*1600*2100*049451*99DA97*9799DA** 91DW*

Traveler Name: FRIEDLER/JEFFREY R Traveler SSN: XXX-XX-7988

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328416	\$3,085.00	
DTS >	1NJR6W	0167564328416/17	\$3,085.00	\$0.00

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Debit

Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Return to Previous Screen

Figure 5-19: Open Transaction Detail Screen (Reconcile by Ticket)

1. Enter the correct **Ticket Number** (this must be the exact ticket number that appears in the DTS travel document). In this example; the ticket number on the CCV invoice (0167564328416) is slightly different than the ticket number in the DTS travel document (0167564328416/17).
2. Select **Reconcile by Ticket**.

The Open Transaction Detail screen updates (Figure 5-20). In this example, there are no updates to the travel document and it still remains unmatched due to the CTO Amendment stamp on the travel authorization. This document either needs to be manually amended to route for approval OR the CBA Specialist can use the Route for Approval function.

Screen ID: 3200.1
 CBA Home | RDA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Reconciliation process is completed, please check the transaction status below

Open Transaction Detail

Invoice #: 0009913900033 Record 10 of 53 CBA Transaction Account #: 4614270000065069

Transaction Date: 01/29/2015 Voucher #: Reference #: 24692165030000310836232
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 3085.0
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4100*1600*2108*049451*99DA97*9799DA** 91DW*

Traveler Name: FREDLER/JEFFREY R Traveler SSN: XXX-XX-7988

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328416	\$3,085.00	
DTS >	1NJR6W	0167564328416/17	\$3,085.00	\$0.00

Reconcile by TANUM Reconcile by Ticket Route for Approval

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Debit
 Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Return to Previous Screen

Figure 5-20: Open Transactions Detail screen

5.2.4 Held Transactions

In some cases, a transaction cannot be matched immediately. These transactions require additional research before resolution. The CBA Specialist may classify these transactions as *Held*. The CBA Specialist can then certify the remaining matched transactions on the invoice in a timely manner increasing CBA rebates for the organization.

After a *Held* transaction has been resolved, it must be placed on either the current invoice (if it is open – i.e. hasn't been certified) or to an interim invoice so that the transaction(s) can be processed. Interim invoices are partial invoices that are made up of transactions that have previously been placed in *Held* status. This is a process that the CBA Specialist has to manually do (DTS does not do it automatically).

5.2.4.1 Placing a Transaction in Held Status

Beginning on the **Open Transaction Detail** screen (Figure 5-21), follow the below steps to place a transaction in a *Held* status:

Screen ID: 3200.1

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CBA Home | ROA | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Reconciliation process is completed, please check the transaction status below

Open Transaction Detail

Invoice #: 0009913900033 Record 37 of 53 CBA Transaction Account #: 4614270000065069

< Previous Next >

Transaction Date: 01/21/2015 Voucher #: Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Reference #: 24717055022580220820545 Source Amt: 18.4
Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**2147*1132*2108*049451*99DA97*9799DA** BERT*
Traveler Name: ROMPRE/LEESA H Traveler SSN: XXX-XX-8682

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902214455538	\$18.40	
DTS >	1NGSIY	8902214455538	\$18.40	\$0.00

Reconcile by TANUM Reconcile by Ticket

Transaction Status: **Held** Remarks:

Save

Transaction Classification: Unmatched Fee
Reason for Unmatch: Voucher has not been approved
Reason Unable to Amend: Document has not been approved

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

< Previous Next >

[Return to Previous Screen](#)

Figure 5-21: Open Transaction Detail Screen - Held Transaction Status

1. Select **Held** from the **Transaction Status** drop-down list.
2. Type the justification in the **Remarks** box. These remarks become a permanent part of the record even once they are pulled out of **Held**.
3. Select **Save**

The screen will refresh and the *Held* transaction will still be part of the invoice, but the transaction status has been changed to Held; which means it will be removed from the invoice once it's been acknowledged. The updated Transaction Classification reflects **Transaction Held** (Figure 5-22).

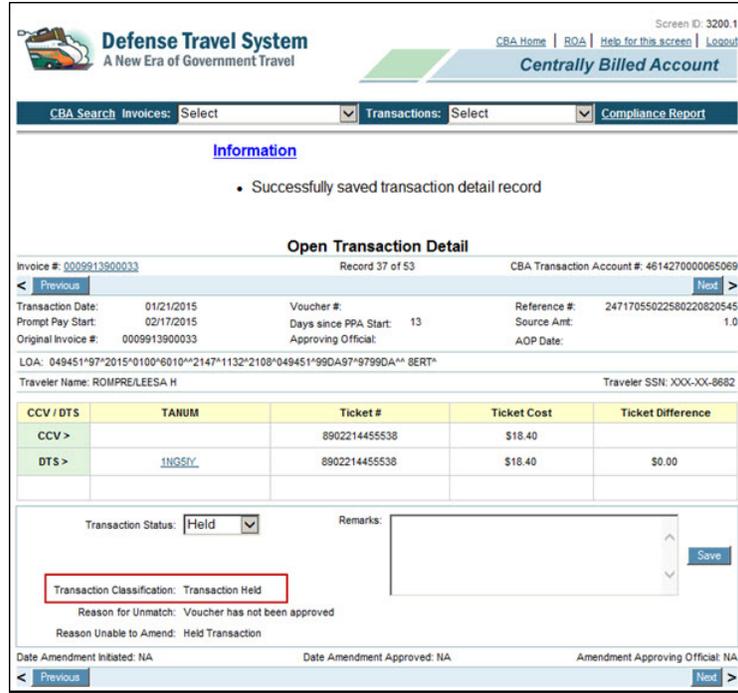


Figure 5-22: Open Transaction Detail Screen (Held Status Confirmed)

5.2.4.2 Releasing a Held Transaction

Once a **Held** transaction has been updated and all necessary travel document changes have been processed, the CBA Specialist must release the transaction that was **Held** and place it on an open invoice.

To release a transaction from a **Held** status, start on the CBA Navigation Bar (Figure 5-23).

1. Select **Held** from the Transactions drop down list.

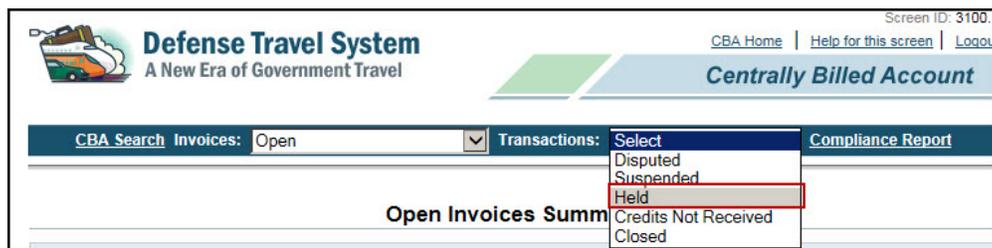


Figure 5-23: Transactions Drop Down List – Held

The screen refreshes, and the **Held Transaction Summary** screen opens (Figure 5-24)

Figure 5-24: Held Transaction Summary Screen

2. Select the **CBA Transaction Account Number**.

If the CBA Specialist is responsible for multiple CBA accounts, the CBA Specialist must select the correct CBA Transactions Account Number. If the CBA Specialist is only assigned to one account, the account number will display by default.

3. Select the **PPA Start Date** from the drop-down list.

The CBA Specialist must select the PPA Start Date for the transaction taken from **Held**. Each held transaction will be identified by the PPA date that was associated to the transaction received from the CCV. If multiple transactions have been held from multiple CCV invoices, the CBA Specialist will see multiple invoices to select from.

4. Select **Refresh Summary**.

The Held Transaction Summary screen will refresh. (Figure 5-25).

Screen ID: 3129.1
CBA Home | Help for this screen | Logout

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CBA Search Invoices: Select Transactions: Held Compliance Report

Held Transaction Summary

Note: Select one account number and one ppa start date, and refresh summary to display held transactions.
Select button "Create Interim Invoice" or "Add to Current Invoice".

* CBA Transaction Account #: 461427000065069
* PPA Start Date #: 2015-02-17 07:56:36.0

Invoice #: 0009913900033 Create Interim Invoice Refresh Summary Add to Current Invoice CBA Transaction Account #: 461427000065069

1-1
1 - 1 of 1

CBA Invoice #:	0009913900033	CBA Transaction Account #:	461427000065069	Transaction Classification:	Transaction Held
Original Invoice #:	0009913900033	Traveler Name:	ROMPRE/LEESA H	Traveler SSN:	XXX-XX-8882
Ticket #:	8902214455538	TANUM:	1NG5Y	Ticket Amt:	\$18.40
Approving Official:		Prompt Pay Start:	02/17/2015	Voucher #:	
Days since PPA Start:	13	AOP Date:		Transaction Status:	Held

1-1
1 - 1 of 1

Figure 5-25: Held Transaction Summary Screen

5. Select **Add to Current Invoice** (if available) or **Create Interim Invoice** (Figure 5-25).

Add to Current Invoice – this button is available if a current open invoice bears the same Prompt Payment Act date and the account number as the transaction being released. All held transactions showing on the screen will be added to the current invoice.

Create Interim Invoice – this option is available when no invoice is currently open with that same Prompt Payment Act date. All held transactions showing on the screen will be added to a newly-created Interim Invoice. The invoice will appear as unmatched on the Open Invoices screen and is handled as any unmatched invoices.

Once transactions have been added to either the current invoice or an interim invoice, a message displays providing the new invoice number if an interim invoice was created or the current invoice number. This message confirms that the transactions have been added for reconciliation (Figure 5-27).

Figure 5-27 Held Transaction Summary Screen

Released transactions are placed on the invoice in the status, classification and, if unmatched, reason codes which were obtained before they were placed in held status.

NOTE: A few recommended guidelines for Held transactions:

- 1) DTS allows up to 27 interim invoices be created for each individual PPA period. This is a result of the methodology based on how DTS creates interim invoices using the Invoice Create Date. As a result, organizations that have a high volume need to take this into consideration that they don't leave any transactions in a Held status following the certification of their 27th interim invoice. They will not be able to retrieve any held transactions to create a 28th invoice and these remaining transactions must be manually reconciled outside of DTS.
- 2) Out of sight – Out of mind. That's the thought for Held transaction as they can easily become delinquencies as individuals forget that they are there. A general rule of thumb is as soon as an invoice is certified – immediately create new interim invoice with the remaining held transactions for that PPA date. The new interim invoices are back on your radar by viewing the Open Invoice Summary Screen.

5.2.5 Disputing a Transaction

The CBA Specialist will mark a transaction for dispute if they cannot validate the transaction is valid. CBA Specialists should only apply the *Dispute* status after exhausting all other methods to reconcile the transaction. A CBA Specialist has 60 days from the invoice receipt date to dispute a transaction with the CCV. By placing the transaction in a Dispute status in DTS, this only results in removing the transaction from the invoice for processing. The actual dispute process with the CCV is offline and must be coordinated directly with the CCV.

Below are reasons to apply *Dispute* to a transaction:

- The CBA Specialist does not recognize the charge; and cannot match it to any DTS record.
- The charge listed is not a valid charge for the traveler’s account.
- The charge is a duplicate of a previous transaction.
- The offsetting refund transaction against Prompt Pay Act Interest (which will eventually be closed).

Beginning on the **Open Transaction Detail** screen (Figure 5-28), follow the below steps to apply *Dispute* to a transaction:

Screen ID: 3200.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 0009913900033 Record 50 of 53 CBA Transaction Account #: 4614270000065069

Transaction Date: 02/04/2015 Voucher #: Reference #: 24717055036580360925793
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 18.4
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4002*1000*2108*049451*99DA97**9799DA** 00DT*
 Traveler Name: WEBB/KRSTEN E Traveler SSN: XXX-XX-6606

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902413415681	\$18.40	
DTS >	1NINDEX	8902413415681	\$18.40	\$0.00

Reconcile by TANUM Reconcile by Ticket Route for Approval

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Fee
 Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure 5-28: Open Transaction Detail Screen

1. Select the **Dispute** from the **Transaction Status** drop-down list.

A notification message will be presented to the CBA Specialist that they need to agree with in order to proceed. This notification indicates that the actual Dispute process with the CCV is handled outside of DTS and is not system generated due to changing of the transaction status to **Dispute** (Figure 5-29).

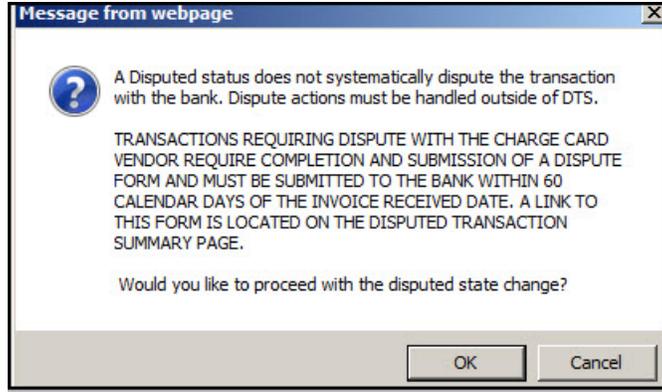


Figure 5-29: Dispute Message from DTS

2. Select **OK** to proceed.

The screen refreshes. The Open Transaction Detail Screen opens and the Transaction Status reflects **Disputed**. The CBA Specialist is required to enter information in the **Remarks** box prior to saving. (Figure 5-30).

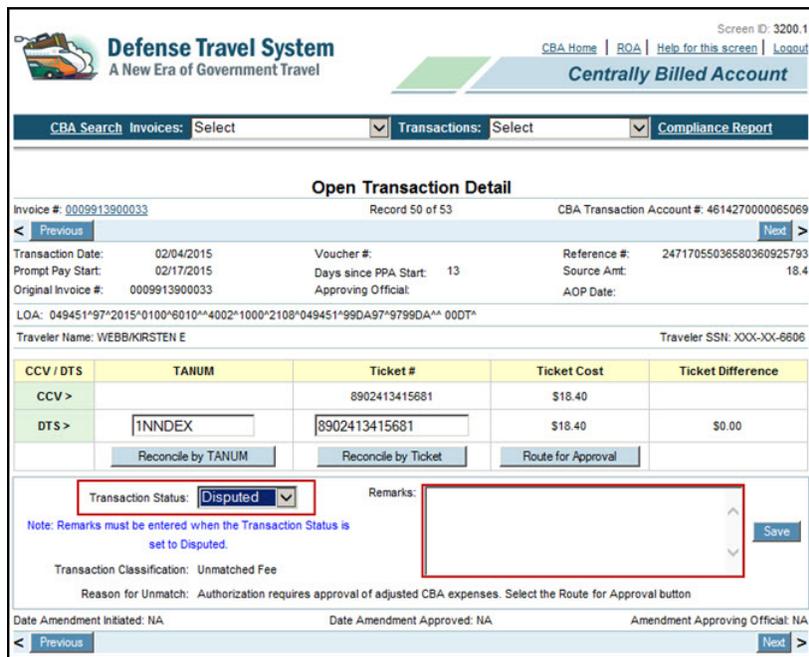


Figure 5-30: Open Transaction Detail Screen (Dispute)

3. Enter the reason for the transaction dispute in the Remarks box.
4. Select **Save**.

Use the Citi Form for disputes or billing inquiries with Citi. The form is found on the **Disputed Transaction Summary** screen (Figure 5-31).

Disputed Transaction Summary			
Invoice #:	Refresh Summary	CBA Transaction Account #:	
1-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-89			
1 - 10 of 89			
BOA Dispute Form		Citi Dispute Form	
CBA Invoice #:	0001107200001	CBA Transaction Account #:	4614270000058999
Original Invoice #:	0001107200001	Traveler Name:	ACOSTANWALDO A
Ticket #:	0057391552411	TANUM:	0U87LF
Approving Official:		Prompt Pay Start:	12/15/2008
Days since PPA Start:	2267	AOP Date:	
Disputed Date:	01/15/2009	Transaction Classification:	Disputed Debt
Traveler SSN:	XXX-XX-5343	Ticket Amt:	\$283.00
Voucher #:	245261	Transaction Status:	Disputed
CBA Invoice #:	0001107200001	CBA Transaction Account #:	4614270000058999
Original Invoice #:	0001107200001	Traveler Name:	EASONLORENZO L
Ticket #:	0067389041453	TANUM:	0U653X
Approving Official:		Prompt Pay Start:	12/15/2008
Days since PPA Start:	2267	AOP Date:	
Disputed Date:	07/28/2011	Transaction Classification:	Disputed Debt
Traveler SSN:	XXX-XX-1527	Ticket Amt:	\$1,442.50
Voucher #:	245261	Transaction Status:	Disputed

Figure 5-31: Disputed Transaction Summary screen

To access the form:

1. Select **Disputed** from Transactions drop down list.
2. Select **Citi Dispute Form (Note the BoA form is still available – Do NOT Select)**

A disputed transaction will remain on the invoice until the invoice is acknowledged. When the invoice is acknowledged, all disputed transactions are removed automatically. Once the disputed transaction is removed from the invoice, the invoice will be processed normally, and all matched transactions will be certified for payment.

There are two possible outcomes that will settle a disputed transaction:

- If the bank holds that the transaction is invalid, a provisional credit will be applied to the GTCC.
- If the bank holds that the transaction is valid, the amount will be charged by the bank and the transaction will appear on the next CCV invoice.

Once the dispute is settled, the CBA Specialist will manually change the transaction status from *Dispute* to *Closed*.

If the CBA Specialist places a transaction into a *Dispute* status in error, the CBA Specialist will update the status of the transaction on the **Open Transaction Detail** screen of the ticket and change the transaction status from *Dispute* to *Held*. From *Held* the CBA Specialist can then place the transaction back on an active open invoice.

5.2.5.1 Placing Dispute Transactions in Closed Status

Only transactions in a *Dispute* status may have the *Closed* status applied. Once a dispute has been settled, the CBA Specialist removes the transaction from the *Dispute* status by applying the *Closed* status. *Closed* transactions are recorded, and no further action is needed. By closing the *Disputed* transactions, this provides an easy way of tracking the unresolved *Disputed* transactions with the CCV.

Beginning on the Disputed Transaction Detail screen, follow the below steps to place a transaction in a *Closed* status:

1. Select **Closed** from the **Transaction Status** drop-down list (Figure 5-32).

Screen ID: 3200.1
CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Disputed Transaction Detail

Invoice #: 0009913900033 Record 1 of 1 CBA Transaction Account #: 461427000065069

Transaction Date: 02/04/2015 Voucher #: Reference #: 24717055036580360925793
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 1.0
 Original Invoice #: 0009913900033 Approving Official: AOP Date:
 Disputed Date: 03/02/2015

LOA: 049451*97*2015*0100*6010**4002*1000*2108*049451*99DA97*9799DA** 00DT*

Traveler Name: WEBB/KIRSTEN E Traveler SSN: XXX-XX-6606

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902413415681	\$18.40	
DTS >	1INDEX	8902413415681	\$18.40	\$0.00

Transaction Status: **Closed** Remarks: Save

Disputed Remarks: Duplicate CTO Fee.

Transaction Classification: Disputed Debit

Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button
 Reason Unable to Amend: Disputed Transaction

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure 5-32: Disputed Transaction Detail screen

2. Type the justification in the Remarks box. The remarks justifying the closure will be added to, and will not overwrite, the remarks justifying the dispute.
3. Select Save.

The Disputed Transaction Detail screen refreshes, showing that the transaction is closed (Figure 5-33).

Screen ID: 3200.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Successfully saved transaction detail record

Disputed Transaction Detail

Invoice #: 0009913900033 Record 1 of 1 CBA Transaction Account #: 461427000065069

Transaction Date: 02/04/2015 Voucher #: Reference #: 24717055036580360925793
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 1.0
 Original Invoice #: 0009913900033 Approving Official: AOP Date:

LOA: 049451*97*2015*0100*6010**4002*1000*2108*049451*99DA97*9799DA** 00DT*

Traveler Name: WEBB/KIRSTEN E Traveler SSN: XXX-XX-6606

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902413415681	\$18.40	
DTS >	1NINDEX	8902413415681	\$18.40	\$0.00

Transaction Status: Closed
 Remarks: Duplicate CTO Fee. Duplicate CTO Fee
 Save

Transaction Classification: Transaction Closed
 Reason for Unmatch: Authorization requires approval of adjusted CBA expenses. Select the Route for Approval button
 Reason Unable to Amend: Closed Transaction

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure 5-33: Disputed Transaction Detail screen (Closed confirmation)

The transaction is kept on record. If a closed transaction needs to be reopened for any reason, the CBA Specialist may change the transaction status at that time.

5.2.6 PPA Interest and Interest Transactions

When a CBA invoice is certified, the organization's Vendor Pay, upon receipt of the invoice, will determine if any PPA is due based on the PPA date shown on the CBA invoice. CBA's by DoD Task Order contract requirements have a payment due date of net 30 days from receipt of the invoice. If interest is due, the Vendor Pay will calculate the interest owed and add it to the value of what was previously certified by the CBA Specialist and disburse this value to the CCV.

Previous payments made to satisfy the Prompt Pay Act (PPA) interest charges will appear on the CCV invoice as a debit transaction(s). The CCV will also submit an off-setting credit transaction for the same dollar value as the debit transaction.

By assigning the PPA Interest status, the transaction is acknowledged, but is removed from the invoice when the DTS invoice is certified for payment. No further action is required on a PPA Interest transaction.

A *PPA Interest* transaction is assigned if both of the below statements are true:

- The transaction is a debit transaction.
- The CCV ticket number consists of only zeros.

You can identify PPA interest easily on your CCV. Sort the CCV invoice by dollar amount, then identify whether any transactions match the above criteria (Figure 5-34). PPA Interest classification will only be assigned to the Debit transaction. (Sections 5.2.5 and 5.2.6).

Screen ID: 3260.1
[Help for this screen](#)

CCV Invoice

CBA Central Account #:	461427000065044	CCV Invoice #:	0009913900033
Invoice Period Start:	01/17/2015	Invoice Period End:	02/17/2015
Invoice Creation Date:	02/17/2015	Trading Partner Name:	DODEA DTS CBA RECON MOD DODEA DTS CBA RE

Type	Ticket #	CBA Transaction Account #	Trans. Date	Traveler Name	Reference #	SCCBCC	Source Amt	Conv. Rate	Billing Amt
Dr	00000000000000	461427000065069	01/26/2015		74614 1502699999999999	840 840	\$5.64	1.0	\$5.64
Cr		461427000065069	01/26/2015		74614225026026000230277	840 840	\$5.64	1.0	\$5.64
Dr	8902837132589	461427000065069	01/15/2015	CAVANAGH/DANIEL	24717055016580160654118	840 840	\$18.40	1.0	\$18.40
Dr	8902943033915	461427000065069	01/15/2015	WATSON/PATRICIA	24717055016580160634565	840 840	\$18.40	1.0	\$18.40

Figure 5-34: CCV Invoice Screen

Beginning on the Open Transaction Detail screen (Figure 5-35), follow the below steps to assign the PPA Interest status to a transaction:

Screen ID: 3200.1
[CBA Home](#) | [ROA](#) | [Help for this screen](#) | [Logout](#)

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- Successfully saved transaction detail record

Open Transaction Detail

Invoice #: 0009913900033 Record 53 of 53 CBA Transaction Account #: 461427000065069

Transaction Date: 01/26/2015 Voucher #: Reference #: 74614 1502699999999999
 Prompt Pay Start: 02/17/2015 Days since PPA Start: 13 Source Amt: 5.64
 Original Invoice #: 0009913900033 Approving Official: ADP Date:

LOA:
 Traveler Name: Traveler SSN:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0000000000000000	\$5.64	
DTS >			\$0.00	\$5.64

Transaction Status: **PPA Interest** Remarks:

Transaction Classification: PPA Interest

Reason for Unmatch:
 Reason Unable to Amend:

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure 5-35: Open Transaction Detail Screen - PPA Interest (Debit Transaction)

1. Select PPA Interest from the Transaction Status drop down box.
2. Type the justification in the **Remarks** box.
3. Select **Save**.

This action removes the transaction from the invoice. The transaction is only visible if the CBA Search function is used to search for PPA Interest Transactions.

NOTE: Offsetting Refund transactions for PPA - Because the *PPA Interest* transaction is billed on the CCV Invoice, the CCV will assign a corresponding credit transaction to offset the PPA debit transaction. Because the organization has already paid the debit transaction as part of a previous transaction, the credit transaction for the amount equal to the debt will be included on the CCV invoice. The DTS CBA module will not allow a credit transaction to be given a status of *PPA Interest*. This transaction must be assigned with a *Dispute* status and then assigned *Closed* with comments in the Remarks box indicating PPA. No further action is needed (see Sections 5.2.5 and 5.2.6 for further information).

Chapter 6: Invoices

Once all transactions are marked as resolved (i.e., *Matched, Held, Suspended, Disputed, Closed, or assigned PPA Interest*), the DTS invoice has completed reconciliation. Upon resolution of the last transaction in the invoice, the CBA Module will ensure that the final DTS invoice is in balance. Once all invoices pass the back-end system audit checks, the system will move the invoice from an invoice status of *Reconciliation Complete* to *Ready for Acknowledgement*. Acknowledgement means that the DTS invoice is placed in the official record, and establishes an audit trail. Even invoices that contain no transactions that are certifiable for payment are acknowledged for record keeping purposes.

6.1 Acknowledging an Invoice

The **Open Invoices Summary** screen allows CBA Specialist to review the invoice under the **Awaiting Acknowledgement** folder. From this screen the CBA Specialist can either select the **View** link to review the Invoice Summary or the **Acknowledge** link.

Follow the below steps to acknowledge an invoice:

1. Select **Acknowledge** next to the appropriate invoice listed in the **Awaiting Acknowledgement** section (Figure 6-1).

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Centrally Billed Account

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Open Invoices Summary

Awaiting Certification (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
No Certifiable Invoices					
Awaiting Acknowledgement (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
DD14 DHRA CBA	4614270000058171	286	1005817114136	View	Acknowledge

Figure 6-1: Open Invoice Summary Screen

The **Awaiting Acknowledgement Invoice** screen opens (Figure 6-2).

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CBA Search Invoices: Transactions: [Compliance Report](#)

Awaiting Acknowledgement Invoice

Invoice #: 005817114136 [Acknowledge Invoice](#) [Invoice Status History](#) CBA Transaction Account #: 4614270000058171

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1 - 7 of 7

CBA Invoice #:	005817114136	CBA Transaction Account #:	4614270000058171	Transaction Classification:	Matched Fee
Original Invoice #:	0008113400067	Traveler Name:	WILSON/FRANCES	Traveler SSN:	XXX-XX-7788
Ticket #:	8900619954680	TANUM:	1JQZEG	Ticket Amt:	\$22.00
Approving Official:	ROBERT D BOWLING	Prompt Pay Start:	05/20/2014	Voucher #:	
Days since PPA Start:	286	AOP Date:		Transaction Status:	Matched
CBA Invoice #:	005817114136	CBA Transaction Account #:	4614270000058171	Transaction Classification:	Transaction Held
Original Invoice #:	0008113400067	Traveler Name:	POLLOCK/GALE S	Traveler SSN:	XXX-XX-1175
Ticket #:	0017395989862	TANUM:	1JP6NR	Ticket Amt:	\$362.00
Approving Official:	ROBERT D BOWLING	Prompt Pay Start:	05/20/2014	Voucher #:	
Days since PPA Start:	286	AOP Date:		Transaction Status:	Held
CBA Invoice #:	005817114136	CBA Transaction Account #:	4614270000058171	Transaction Classification:	Transaction Held
Original Invoice #:	0008113400067	Traveler Name:	POLLOCK/GALE S	Traveler SSN:	
Ticket #:	0017444049205	TANUM:		Ticket Amt:	\$362.00
Approving Official:		Prompt Pay Start:	05/20/2014	Voucher #:	
Days since PPA Start:	286	AOP Date:		Transaction Status:	Held

Figure 6-2: Awaiting Acknowledgement Invoice Screen

2. Select **Acknowledge Invoice**.

If the invoice has no transactions certifiable for payment, it will be automatically be archived. The invoice does not require certification, no further action is required.

If the invoice has transactions that are certifiable for payment, the acknowledged invoice will move to **Awaiting Certification**, and the below information message is displayed.

"I acknowledge that this invoice is correct, has been fully reconciled, and is ready to be certified for payment and/or submitted to the DTS archive."

3. Select **OK**.

The below pop-up message displays and asks if the CBA Specialist would like to proceed to **Certification** of the invoice.

"Would you like to proceed with Certification of the invoice? Select OK or Cancel."

Note: There is no permission level distinction in the CBA module between a CBA Specialist who assists with CBA reconciliation and a CBA Specialist who can certify an invoice. It is up to the individual to ensure they only perform the actions that are authorized from a certification perspective.

If the CBA Specialist is **ONLY** responsible for reconciliation, the CBA Specialist would select **Cancel**; the **Open Invoices Summary** screen refreshes and shows the invoice in an **Awaiting Certification** summary (Figure 6-3).

Awaiting Certification (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DD14 DHRA CBA	461427000058171	136	1005817114136	View	Certify
DA6NR DTS CBA	461427000058999	52	I0058999153	View	Certify

Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
No Invoices Awaiting Acknowledgement					

Figure 6-3: Open Invoice Summary (Awaiting Certification)

If the CBA Specialist is responsible for reconciliation and certification, the CBA Specialist will select **OK** to move to certification (Figure 6-4).

CBA Invoice #	CBA Transaction Account #	Transaction Classification
1005817114136	461427000058171	Matched Debt
Original Invoice #	Traveler Name	Traveler SSN
0008113400067	DROSA/JACQUELI	XXX-XX-3987
Ticket #	TANUM	Ticket Amt
0017444049195	1JP4SS	\$362.00
Approving Official	Prompt Pay Start	Voucher #
ROBERT D BOWLING	05/20/2014	
Days since PPA Start	AOP Date	Transaction Status
286		Matched

CBA Invoice #	CBA Transaction Account #	Transaction Classification
1005817114136	461427000058171	Matched Debt
Original Invoice #	Traveler Name	Traveler SSN
0008113400067	HEMPHILL/HOLLY	XXX-XX-4249
Ticket #	TANUM	Ticket Amt
0017444049190	1JP4RD	\$362.00
Approving Official	Prompt Pay Start	Voucher #
ROBERT D BOWLING	05/20/2014	
Days since PPA Start	AOP Date	Transaction Status
286		Matched

Figure 6-4: Awaiting Certification Screen

The invoice is now ready to be certified for payment. Invoices should be processed immediately to avoid liability for PPA interest.

6.2 Certifying an Invoice

Once a DTS invoice is acknowledged, the invoice is then placed in an Awaiting Certification status. The invoice is now ready to be certified for payment. Only transactions that are certified as valid for payment appear on the certified invoice.

Only CBA Specialists that been appointed in writing and designated to certify the invoice can apply the **Certify** stamp on the invoice.

Follow the below steps to certify an invoice for payment:

1. Beginning on the **Open Invoice Summary** screen (Figure 6-5), select **Certify** next to the appropriate invoice.

Open Invoices Summary					
Awaiting Certification (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DD14 DHRA CBA	4614270000058171	136	1005817114290	View	Certify
DA6NR DTS CBA	4614270000058999	52	10058999153	View	Certify
Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice

Figure 6-5: Open Invoice Summary (Awaiting Certification)

A final edit check to determine if the invoice has a positive or negative balance (Carry Over) invoice should be done. If the invoice has a positive balance, the certification legal notice will be presented to the certifier.

2. The screen refreshes, and the Certifying Legal Notification regarding certification is provided (Figure 6-6).

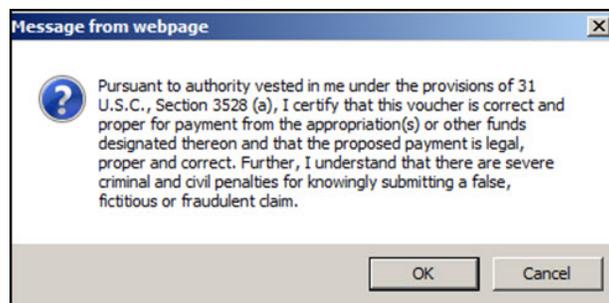


Figure 6-6: Certifier Legal Notification Message

3. Select **OK** to continue with certification.

4. Enter your CAC PIN to continue with the certification process.

The **Certified Invoice** screen opens (Figure 6-7).

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- The CBA invoice I005817114136 has been certified on 03/02/2015 15:40 and is staged for submission to the Vendor Pay / Entitlement system. All invoice status stamps and the associated date / time stamps can be reviewed on the Invoice Status History display.

Certified Invoice

Invoice # : I005817114136 Invoice Status History CBA Transaction Account # : 4614270000058171

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1 - 4 of 4

CBA Invoice #	I005817114136	CBA Transaction Account #	4614270000058171	Transaction Classification	Matched Debit
Original Invoice #	0008113400067	Traveler Name	DIROSA/JACQUELI	Traveler SSN	XXX-XX-3987
Ticket #	9017444049195	TANUM	1JP4SS	Ticket Amt	\$362.00
Approving Official	ROBERT D BOWLING	Prompt Pay Start	05/20/2014	Voucher #	
Days since PPA Start	286	AOP Date		Transaction Status	Matched
CBA Invoice #	I005817114136	CBA Transaction Account #	4614270000058171	Transaction Classification	Matched Debit
Original Invoice #	0008113400067	Traveler Name	HEMPHILL/HOLLY	Traveler SSN	XXX-XX-4249
Ticket #	9017444049190	TANUM	1JP4RD	Ticket Amt	\$362.00
Approving Official	ROBERT D BOWLING	Prompt Pay Start	05/20/2014	Voucher #	
Days since PPA Start	286	AOP Date		Transaction Status	Matched
CBA Invoice #	I005817114136	CBA Transaction Account #	4614270000058171	Transaction Classification	Matched Debit
Original Invoice #	0008113400067	Traveler Name	MOCK/PAUL E	Traveler SSN	XXX-XX-9132
Ticket #	5262413563244	TANUM	1K3RUY	Ticket Amt	\$381.50
Approving Official	MELVIN A BARD	Prompt Pay Start	05/20/2014	Voucher #	
Days since PPA Start	286	AOP Date		Transaction Status	Matched
CBA Invoice #	I005817114136	CBA Transaction Account #	4614270000058171	Transaction Classification	Matched Fee
Original Invoice #	0008113400067	Traveler Name	WILSON/FRANCES	Traveler SSN	XXX-XX-7788
Ticket #	8900619954680	TANUM	1JQZEG	Ticket Amt	\$22.00

Figure 6-7: Certified Invoice Screen

After the invoice has been certified, the invoice will no longer be viewable on the Open Invoice Summary Screen. Invoices must be viewed by using the **CBA Search** function, checking the Invoice Status next to the corresponding invoice (Figure 6-8).

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Invoice Status History

CBA Invoice #: I005817114136 Invoice Period Start: 05/16/2014
 CBA Transaction Account #: 4614270000058171 Invoice Period End: 05/16/2014
 Start of Prompt Pay Act (PPA) Clock: 05/20/2014

Invoice Status	Date Time
Auto Reconciled:	11/21/2014 10:04
Reconciliation Complete:	03/02/2015 15:20
Ready for Acknowledgement:	03/02/2015 15:27
Acknowledgement Completed and Awaiting Certification:	03/02/2015 15:38
Invoice Certified:DERRICK E CARR	03/02/2015 15:40
Sent to DEBX:	03/02/2015 15:46
DEBX Positive Acknowledgement:	03/03/2015 10:55

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Figure 6-8: Invoice Status History Screen

Once an invoice is certified, the financial transactions are routed to the vendor pay system for processing.

6.3 Locked and Carry Over Invoices

During the certification process, the CBA Module will determine if there is a positive or negative balance due on the invoice. This determines if the invoice will be forwarded to the Vendor Pay system for processing or if the invoice needs to process on a future invoice due to the credit balance of the invoice.

If the invoice contains a negative balance (more credits than debits), the module will automatically lock the invoice and place it on a **Carried Over** status (Figure 6-9). As a negative invoice cannot be forwarded to Vendor Pay for processing, the invoice will be held temporarily until it can be added automatically to the next invoice that is certified for payment.

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Centrally Billed Account

[CBA Search](#) Invoices: Select Transactions: Select [Compliance Report](#)

Invoice Summary

1 - 1 of 1

Invoice #:	Invoice Transactions:	Quantity	Amount
006779214191	Total:	1	\$(648.00)
Invoice Created: 07/10/2014	Matched:	1	\$(648.00)
Invoice Period End: 07/10/2014	Unmatched:		
DTS Retrieved: 07/10/2014	Disputed:		
DTS Reconciled: 10/15/2014	Suspended:		
CBA Transaction Account #: 4614270000067792	Held:		
CBA Prompt Pay Start: 07/12/2014	Invoice Status: Carried Over		
Acknowledgement: NA	Invoice Certification: NA		

1 - 1 of 1

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Figure 6-9: Invoice Summary Screen (Carried Over)

6.4 Rejected Invoices

Once a CBA invoice has been certified the transactions are forwarded to Vendor Pay for processing. Depending on the Vendor Pay System that is used, (i.e., GFEBS, GAFS, CAPSW, OnePay), the invoice should pass a specific set of edit criteria. If the invoice does not pass the edit check, the Vendor Pay may reject the invoice back to DTS. If the invoice is rejected, an email is sent to the CBA Specialists assigned to the account providing notification of the reject. The rejected invoice is located in the **Reject** folder on the **Open Invoice Summary** screen (Figure 6-10). The invoice will be in an un-editable status while in a rejected status.

Open Invoice Summary					
Awaiting Certification (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
No Certifiable Invoices					
Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
No Invoices Awaiting Acknowledgement					
Unmatched Invoices (12)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary
DD 06 DTS CBA	461427000066943	614	I006694313176	View	View
DA Fl. DX CBA	461427000067891	333	I00678911481	View	View
DA Fl. DX CBA	461427000067891	301	I006789114110	View	View
DA Fl. DX CBA	461427000067891	243	I006789114179	View	View
DA Fl. DX CBA	461427000067891	214	I006789114210	View	View
DACADETUSACCRDT2	461427000067792	110	I006779214312	View	View
DA Fl. DX CBA	461427000067891	60	I006789114362	View	View
DA Fl. DX CBA	461427000067891	28	I00678911532	View	View
DD 29 DoDEA DDES	4614270000070440	15	I00704401547	View	View
DD29 DoDEA HQ R	461427000065069	15	0009913900033	View	View
DD 06 DTS CBA	461427000066943	4	0009915500024	View	View
DA Fl. DX CBA	461427000067891	0	0001434000018	View	View
Rejected Invoices (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
DA Fl. DX CBA	461427000067891	271	I006789114146	View	Unmatch
DA Fl. DX CBA	461427000067891	424	I006789113356	View	Unmatch

Figure 6-10: Open Invoice Summary Screen – Rejected Invoices

To remove an invoice from the **Reject Invoices** folder, select **Unmatch** next to the rejected invoice. The invoice is now available in the **Unmatched Invoices** folder, for action by the CBA Specialist and is now editable in order for the site to make the necessary TANUM corrections so the invoice can be re-certified.

6.5 Invoice Status

The CBA Reconciliation Module has two types of invoices (Figure 6-12).

- Original CCV Invoice

The original CCV invoice is received monthly from the CCV. This invoice will have a blue invoice number with a hyperlink that opens the original invoice. Once the CBA Specialist selects the invoice number, details for the invoice are available for review and printing. The opened invoice can be sorted by any header column that has blue active links (Figure 6-11).

For information on the CCV Invoice Screen Elements, refer to Table 6-1.

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CCV Invoice										
CBA Central Account #:		461427000054493			CCV Invoice #:		0001107200075			
Invoice Period Start:		01/12/2015			Invoice Period End:		02/12/2015			
Invoice Creation Date:		02/12/2015			Trading Partner Name:		ARMY RSRCH LAB DTS MODULE			
Type	Ticket #	CBA Transaction Account #	Trans Date	Traveler Name	Reference #	SCC	BCC	Source Amt	Conv. Rate	Billing Amt
Dr	8900642320177	461427000058999	01/08/2015	CHERY/BERNADEAU	24717055009870092543532	840	840	\$18.40	1.0	\$18.40
Dr	0067516596821	461427000058999	01/08/2015	CLINE/RAEANNE M	24717055009870093127855	840	840	\$1,159.20	1.0	\$1,159.20
Dr	0067517082511	461427000058999	01/08/2015	ERICKSON/JOSH	24717055009870093044878	840	840	\$235.60	1.0	\$235.60
Dr	5262472710427	461427000058999	01/08/2015	JONES/ROBERT L	24692165009000875375144	840	840	\$429.20	1.0	\$429.20
Dr	5262472758835	461427000058999	01/08/2015	ERICKSON/JOSH	24692165009000875375151	840	840	\$348.60	1.0	\$348.60
Dr	5262472744363	461427000058999	01/08/2015	SWISHER/IAN T	24692165009000875375169	840	840	\$420.70	1.0	\$420.70
Dr	8900642344240	461427000058999	01/08/2015	ERICKSON/JOSH	24717055009870092714570	840	840	\$19.10	1.0	\$19.10
Dr	8902241451917	461427000058999	01/08/2015	CLINE/RAEANNE M	2471705500987009607318	840	840	\$18.40	1.0	\$18.40
Dr	8902458702438	461427000058999	01/08/2015	SWISHER/IAN T	24717055009870090611963	840	840	\$18.40	1.0	\$18.40
Dr	8902653251855	461427000058999	01/08/2015	JONES/ROBERT L	24717055009870090627241	840	840	\$18.40	1.0	\$18.40
Dr	8902655458472	461427000058999	01/08/2015	GARDNER/DIAMOND	24717055009870090630013	840	840	\$19.10	1.0	\$19.10
Dr	0017517068078	461427000058999	01/08/2015	GARDNER/DIAMOND	24717055009870094738395	840	840	\$826.20	1.0	\$826.20

Figure 6-11: Original CCV Invoice

Table 6-1: CCV Invoice Screen Elements

TRANSACTION SUMMARY SCREEN ELEMENTS	
Label	Description
Screen Header Items	
CBA Transaction Account #	Displays the CBA transaction account number
CCV Invoice #	Displays the CCV invoice number
Invoice Period Start	First day of the billing cycle
Invoice Period End	Last day of the billing cycle
Invoice Creation Date	Date that CCV creates the invoice
Trading Partner Name	CCV customer name
Table Columns	
Type	Indicates Dr (debit), Cr (credit), or Pymt (payment)
Ticket #	Transportation charge or flight ticket number (used for reconciliation)
Vendor Account #	CCV account number (reference number)
Trans Date	Date the transaction was charged to CBA transaction account
Traveler Name	Last name and first initial of traveler
Reference #	Transaction reference number assigned by CCV
SCC	Source Currency Code
BCC	Billing Currency Code
Source Amt	Source current amount
Conv. Rate	Conversion rate as of the date the transaction was charged to CBA
Billing Amt	Fee billed by CCV
Screen Footer Items	
Previous Balance	Previous invoice balance at the end of the billing cycle
New Balance	New invoice balance at the end of the current billing cycle
Close Window	Used to close the screen
Print CCV Invoice	Prints a copy of the CCV invoice

- Interim Invoice

An interim invoice is a partial invoice that includes transactions that have been held from an original CCV invoice or follow-on interim invoices, and has been released for processing on a new invoice. The interim invoice number will always start with an “1” (Figure 6-12).

Invoice Summary			
1 - 3 of 3			
Invoice #:	00589991541	Invoice Transactions:	Quantity
Invoice Created:	02/10/2015	Total:	92
Invoice Period End:	02/10/2015	Matched:	15
DTS Retrieved:	02/10/2015	Unmatched:	77
DTS Reconciled:	02/28/2015	Disputed:	0
CBA Transaction Account #:	4614270000058999	Suspended:	0
CBA Prompt Pay Start:	02/12/2015	Held:	4
Acknowledgement:	NA	Invoice Status:	Auto Reconciled
		Invoice Certification:	NA
		Amount	\$16,962.43
Invoice #:	00589991542	Invoice Transactions:	Quantity
Invoice Created:	02/11/2015	Total:	62
Invoice Period End:	02/11/2015	Matched:	62
DTS Retrieved:	02/11/2015	Unmatched:	
DTS Reconciled:	02/13/2015	Disputed:	
CBA Transaction Account #:	4614270000058999	Suspended:	
CBA Prompt Pay Start:	02/12/2015	Held:	
Acknowledgement:	NA	Invoice Status:	Archive Accepted
		Invoice Certification:	02/28/2015
		Amount	\$19,124.18
Invoice #:	0001107200075	Invoice Transactions:	Quantity
Invoice Created:	02/12/2015	Total:	70
Invoice Period End:	02/12/2015	Matched:	70
DTS Retrieved:	02/12/2015	Unmatched:	
DTS Reconciled:	02/12/2015	Disputed:	
CBA Transaction Account #:	4614270000058999	Suspended:	
CBA Prompt Pay Start:	02/12/2015	Held:	
Acknowledgement:	NA	Invoice Status:	Archive Accepted
		Invoice Certification:	02/12/2015
		Amount	\$20,409.08

Figure 6-12: Invoice Summary Screen – Interim Invoice Numbers

Based how invoice create dates are established for interim invoices, only 27 interim invoices can be created from an original invoice. All transactions must be processed by the time the 27th interim invoice is certified. Once the CBA Specialist has used all 27 interim invoices and if transactions remain in a **Held** status, the system will not allow those transactions to be pulled from **Held**. The CBA Specialist must coordinate with Vendor Pay and process the remaining transactions manually.

Additional information regarding the invoice is found from the **Invoice Summary** screen by selecting **Invoice Status History** screen (Figure 6-13).

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Centrally Billed Account

[CBA Search](#) Invoices: Transactions: [Compliance Report](#)

Invoice Status History

CBA Invoice #: 0001107200075 Invoice Period Start: 01/12/2015
 CBA Transaction Account #: 4614270000058999 Invoice Period End: 02/12/2015
 Start of Prompt Pay Act (PPA) Clock: 02/12/2015

Invoice Status	Date Time
Receipt from CCV:	02/12/2015 10:04
Auto Reconciled:	02/12/2015 10:20
Reconciliation Complete:	02/12/2015 13:51
Ready for Acknowledgement:	02/12/2015 14:01
Acknowledgement Completed and Awaiting Certification:	02/12/2015 14:23
Invoice Certified: DIONNE A BURCHENSON	02/12/2015 14:23
Sent to DEBX:	02/12/2015 14:24
DEBX Positive Acknowledgement:	02/12/2015 15:49
DADS Paid:	02/18/2015 18:40
Archive Submitted:	02/18/2015 18:45
Archive Accepted:	02/18/2015 18:45

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Figure 6-13: Invoice Status History Screen

The Invoice Status History screen provides an audit trail of the invoice from receipt to archiving. Refer to Table 6-2 for a complete list of invoice statuses. It is important that the CBA Specialist monitor the invoice status and if necessary contact the TAC or their Vendor Pay POC if they notice any anomalies regarding invoice status (i.e., Invoice has been certified and the **Paid** stamp has not been applied, monthly CCV invoices have not been received).

Table 6-2: Invoice Statuses

INVOICE STATUSES	
Invoice Status	Description
Received from CCV	Received from the credit card vendor and is creating the DTS invoice.
Auto Reconciled	Process that reconciles all the line items on the CCV invoice.
Reconciliation Complete	All transactions on the current invoice have been resolved (matched, suspended, held, disputed or closed)
Ready for Acknowledgement	Invoice is ready to be acknowledge by the CBA Specialist
Ready for Certification	The invoice is ready for certification by the CBA Specialist
Invoice Certified	The DTS invoice is certified for payment by the CBA Specialist
Sent to GEX	The invoice has been sent to GEX/DADS for payment
DADS Paid	Positive response from the accounting system
Archive Submitted	The invoice has been sent to DMDC to be placed in the archive
Archive Accepted	Positive response from DMDC after invoice has successfully been placed in archive
GEX Translation Failure	Response sent by the Global Exchange (GEX) indicating a translation failure
DADS Rejected	Negative response sent by DADS, indicating that the invoice that was sent for payment was rejected
Archive Rejected	Response sent by DMDC indicating that an archive request was rejected
Archive Rejection Failure	Response sent by DMDC indicating that an archive was rejected due to a translation failure
Locked	All transactions on the invoice are matched and it has a negative balance
Carried Over	Invoice with negative balance has been carried over to an invoice with a positive balance

Chapter 7: Credit Transactions

There are different types of credit transactions that are received on a CCV. These credit transactions fall into four categories:

- *Suspended Transactions*
- *Unmatched Refunds (Credits)*
- *Consolidated Credits*
 - *Wash Debits and Wash Credits*
 - *Netted Debit transactions*
- *Advance Credits/Previously Applied Credits*

7.1 Suspended Transactions

DTS automatically places certain credit transactions in a suspended status during auto-reconciliation. *Suspended* transactions are pending a payment of a related debit transaction before the credit can be processed. For a debit transaction that has been certified for payment, DTS requires payment confirmation of the debit transactions before it will process a corresponding credit. This happens because the government will not accept a credit for something it has not yet been paid for. DTS will mark the credit transaction as *Suspended* and remove it from the DTS invoice. This action allows the remaining matched transactions on the invoice to process without delay.

Suspended transactions are released automatically into the current DTS invoice when the corresponding debt is paid (i.e., Advice of Payment received for the debit transaction). The transaction will be updated to reflect a status of **Unmatched Refund** and should be reconciled manually.

There are three classifications that apply to *Suspended* transactions (Figure 7-1):

- *Pending Fee Credit*
- *Pending Credit*
- *Pending Refund*

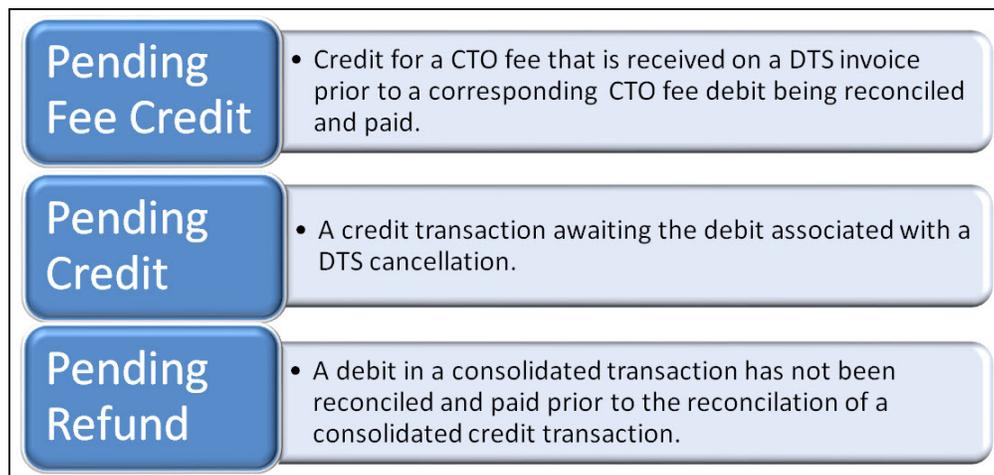


Figure 7-1: Suspended Transaction Classifications

The CBA Specialist can view the details of *Suspended* transactions and update the status of a transaction to *Held*, *Disputed*, or *Unmatched*, if necessary.

7.1.1 Viewing and Updating Suspended Transactions

Follow the below steps to view and update a *Suspended* transaction:

1. Beginning on the **Suspended Transaction Summary** screen (Figure 7-2), select the **Ticket #**.

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Suspended Compliance Report

Suspended Transaction Summary

Invoice #: Refresh Summary CBA Transaction Account #:

1-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-90 91-100 >> >>|
1 - 10 of 4624

CBA Invoice #:	0008106100054	CBA Transaction Account #:	4614270000057082	Transaction Classification:	Pending Refund
Original Invoice #:	0008106100004	Traveler Name:		Traveler SSN:	XXX-XX-4485
Ticket #:	0167396688187	TANUM:	DUF3X1	Ticket Amt:	\$562.20
Approving Official:		Prompt Pay Start:	02/20/2009	Voucher #:	245108
Days since PPA Start:	2629	AOP Date:		Transaction Status:	Suspended
CBA Invoice #:	0008106100061	CBA Transaction Account #:	4614270000057082	Transaction Classification:	Pending Refund
Original Invoice #:	0008106100004	Traveler Name:		Traveler SSN:	XXX-XX-8498
Ticket #:	0167400349217	TANUM:	DUIOXO	Ticket Amt:	\$157.19
Approving Official:		Prompt Pay Start:	02/20/2009	Voucher #:	231248
Days since PPA Start:	2629	AOP Date:		Transaction Status:	Suspended

Figure 7-2: Suspended Transaction Summary Screen

The **Suspended Transaction Detail** screen opens (Figure 7-3).

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Centrally Billed Account

CBA Search
Invoices:
Transactions:
Compliance Report

Suspended Transaction Detail

Invoice #: [0008106100054](#) Record 1 of 4624 CBA Transaction Account #: 4614270000057082

[Next](#) >

Transaction Date: 01/26/2009	Voucher #: 245108	Reference #: 74792629036246700293905
Prompt Pay Start: 02/20/2009	Days since PPA Start: 1543	Source Amt: 562.2
Original Invoice #: 0008106100004	Approving Official:	AOP Date:

LOA: 012137^97^2009^0100^4300^9^P950NASCD^CC^2101^012137^WWEA97^97WWEA^DD^ ^

Traveler Name: Traveler SSN: XXX-XX-4485

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167396688187	\$562.20	
DTS >	0UF3X1	8900167396688187		

Transaction Status:

Remarks:

[Save](#)

Transaction Classification: Pending Refund
Reason for Pending:
Reason Unable to Amend: Suspended Transaction

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

[Next](#) >

[Return to Previous Screen](#)

Figure 7-3: Suspended Transaction Detail Screen

2. Select the **Transaction Status** drop down arrow and select **Unmatched**.

If no update is needed, view the transaction and skip to step 5.

Note: For *Pending Refund* transactions, the change of status from *Suspended* to *Unmatched* is not allowed if either of the below statements is true:

- There is no open invoice under the same CBA number.
- The associated debt transaction has not been paid (no receipt of the Paid stamp for the debit).

3. Type comments in the **Remarks** field to explain the change.
4. Select **Save**.
5. Select **Return to Previous Screen** to return to the **Suspended Transaction**

Summary screen.

7.2 Unmatched Refunds

If a debit CBA transaction has been paid, and a credit appears on a future invoice, the credit transaction will be classified as an **Unmatched Refund** (Figure 7-4). In order to match an **Unmatched Refund** transaction, the travel document must be reduced to reflect the net amount of the debit and credit transactions. For example, if the original ticket was matched for \$100 and there was a full refund of \$100, the net cost of the ticket would be \$0.00. The same is true for a partial refund; the new cost of the ticket must reflect the net value (i.e., \$100.00 debit matched and paid and a partial refund of \$25.00 received, the net value of the ticket would be \$75.00).

Transaction Summary				
Invoice #:	Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2				
CBA Invoice #:	0009910600052	CBA Transaction Account #:	4614270000061977	Transaction Classification:
Original Invoice #:	0009910600052	Traveler Name:	KEELONJOSEPH.C	Traveler SSN:
Ticket #:	0017534006388	TANUM:	1NIFVZ	Ticket Amt:
Approving Official:	MICHAEL L COLOPY	Prompt Pay Start:	01/28/2015	Voucher #:
Days since PPA Start:	64	AOP Date:		Transaction Status:
				Group Detail
CBA Invoice #:	I006197713296	CBA Transaction Account #:	4614270000061977	Transaction Classification:
Original Invoice #:	0009910600053	Traveler Name:	KEELONJOSEPH.C	Traveler SSN:
Ticket #:	0017534006388	TANUM:	1NIFVZ	Ticket Amt:
Approving Official:	MICHAEL L COLOPY	Prompt Pay Start:	02/28/2015	Voucher #:
Days since PPA Start:	58	AOP Date:		Transaction Status:
				Group Detail
1-2 1 - 2 of 2				
Return to Previous Screen				

Figure 7-4: Transaction Summary – Unmatched Refund Transaction

Note: The voucher number on the Matched Debit provides validation that the Advice of Payment (AOP)/Paid Stamp has been received on the corresponding debit.

In order to amend the travel document to reflect the net value of the ticket, follow the steps to update the status of the **Unmatched Refund**, then select the **Initiate Amendment** button (Figure 7-5), so DTS will process the CBA Refund Amendment.

Open Transaction Detail				
Invoice #: I006197713296		Record 2 of 2		CBA Transaction Account #: 4614270000061977
Previous				
Transaction Date:	01/28/2015	Voucher #:	Reference #:74717055031870314469588	
Prompt Pay Start:	02/28/2015	Days since PPA Start:	58	Source Amt: 341.1
Original Invoice #:	0009910600053	Approving Official:	MICHAEL L COLOPY AOP Date:	
LOA: 044411^097^0400^20152016^0600060901598C00^871^199904^11771190^10807^2520				
Traveler Name: KEELON/JOSEPH.C			Traveler SSN: XXX-XX-7322	
CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017534006388	\$341.10	
DTS >	1NIFVZ	0017534006388	\$682.20	\$(341.10)
Reconcile by TANUM		Reconcile by Ticket	Initiate Amendment	Group Detail
Transaction Status: <input type="text" value="Unmatched"/>		Remarks: <input type="text"/>		
Transaction Classification: Unmatched Refund		Reason for Unmatch: Transaction amount does not match voucher amount		
Doc Type/Status: VCH - REVIEWED				
Date Amendment Initiated: NA		Date Amendment Approved: NA		Amendment Approving Official: NA
Previous				

Figure 7-5: Open Transaction Summary – Unmatched Refund

After approval of the **Refund Amendment** and the successful **Positive Acknowledgement** from the accounting system in the document, the transaction can be classified as a **Matched Refund**.

Note: Please check with your Service CBA DTA on the use of the Initiate Amendment feature to resolve Unmatched Refunds, as they could have a manual work around in place (i.e. Navy).

7.3 Consolidated Transactions

If more than one transaction is associated with the same ticket number on the same invoice, these transactions are grouped with each other and are referred to as consolidated transactions.

7.3.1 Netted Debits

When a debit and a credit are received on the same CCV invoice, and the amount does not add to zero, DTS consolidates the transactions into one netted transaction (Figure 7-6).

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Transaction Summary

Invoice #: Refresh Summary CBA Transaction Account #:

1-1
1 - 1 of 1

CBA Invoice #:	0001434000019	CBA Transaction Account #:	4614270000067891	Transaction Classification:	Netted Debit
Original Invoice #:	0001434000019	Traveler Name:	ARREY/DENISE	Traveler SSN:	XXX-XX-6504R
Ticket #:	5268701578106	TANUM:		Ticket Amt:	\$232.60
Approving Official:	JOHN E GIFFORD	Prompt Pay Start:	04/04/2015	Voucher #:	
Days since PPA Start:	23	AOP Date:		Transaction Status:	Netted Debit

1-1
1 - 1 of 1

[Group Detail](#)

Figure 7-6: Transaction Summary Screen – Netted Debit

The debit will be locked as the credit transaction is processed normally. This implies that the credit is worked first in order to automatically match the debit (i.e., the debit has not already been matched and paid). When the transaction is matched it will be consolidated into a single transaction during certification. This creates efficiency by enabling the processing and payment of invoices using a fewer number of transactions; which leads to lower DFAS cost for CBA processing.

To match the netted debit, the travel document will need to be updated to reflect the net value of the debit and the credit transactions. Once the travel document has been updated to reflect the net value of the consolidated transactions, has been approved and the **POSACK** stamp has been received, then the refund transaction can be matched. Once the refund is matched, the debit will automatically be matched as well by default.

Note:

Many times the traveler has not updated their travel document to reflect the net value of the ticket so the debit will be matched to the full debit. The CBA Specialist should unmatch the debit to avoid paying the full value of the debit in error. The travel document should be amended to reflect the net value of the ticket and then the refund reconciled again at which time the debit and credit will match as a netted debit.

To unlock the debit, the CBA Specialist needs to place the credit in a *Held* status. If the Debit and Credit transactions are separated due to being placed in a *Held* status and put on different invoices (i.e., both the debit/credit are no longer on the same invoice together), the ability to match as a netted debt transaction is no longer an option. The debit transaction will need to be matched and paid. When the AOP is received on the debit, the refund can be processed.

By selecting the **Group Detail** link, the CBA Specialist can see the grouped transactions in the Consolidated Transaction (Figure 7-7).

Screen ID: 3210.1
[Help for this screen](#)

Consolidated Transaction							
CBA Transaction Account #: 461427000067891		TANUM: 107RC4		Ticket #: 5268701578106		Net Amount: \$232.60	
The consolidated transaction is comprised of the following detail transactions:							
Invoice #	Reference #	Type	CCV Ticket #	Status	Classification	Trans Amount	Trans Date
0001434000019	74692165080000162734414	Cr	5262493581957	Matched	Matched Refund	\$224.10	03/20/2015
0001434000019	24692165076000301340272	Dr	5262492431915	Matched	Matched Debit	\$456.70	03/17/2015

Figure 7-7: Consolidated Transaction – Netted Debit

7.3.2 Wash Debits and Wash Credits

When a debit and a refund credit are received on the same invoice, for the same ticket number, and the net amount equals zero, DTS consolidates the transactions into one netted transaction, which is classified as a *Wash Debit/Wash Credit*. Since the credit refund cancels out the debit, the transaction is acknowledged, but not certified, and cannot be sent to the vendor pay system.

In order for the transactions to match as a *Wash Debit/Wash Credit* (Figure 7-8), the travel document must reflect the net value of the transaction and the below statements must be true:

- The debit and the refund credit were received on the same invoice for the same CBA ticket.
- The amounts equal zero.
- The corresponding DTS ticket has been cancelled.
- The debit and credit transactions have been matched to a DTS record.
- The debit has not been previously matched/paid

Transaction Summary				
Invoice #:	Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2				
CBA Invoice #:	0001434000007	CBA Transaction Account #:	4614270000067891	Transaction Classification: Wash Debit
Original Invoice #:	0001434000007	Traveler Name:	WINTER/KELLY	Traveler SSN: XXX-XX-4539r
Ticket #:	0067335668466	TANUM:	1J86BR	Ticket Amt: \$331.00
Approving Official:	GERMAN A GONZALEZ	Prompt Pay Start:	04/05/2014	Voucher #: 98975
Days since PPA Start:	387	AOP Date:		Transaction Status: Wash Debit
CBA Invoice #:	0001434000007	CBA Transaction Account #:	4614270000067891	Transaction Classification: Wash Credit
Original Invoice #:	0001434000007	Traveler Name:	WINTER/KELLY	Traveler SSN: XXX-XX-4539r
Ticket #:	0067335668466	TANUM:	1J86BR	Ticket Amt: \$331.00
Approving Official:	GERMAN A GONZALEZ	Prompt Pay Start:	04/05/2014	Voucher #: 98975
Days since PPA Start:	387	AOP Date:		Transaction Status: Wash Credit

Figure 7-8: Transaction Summary – Wash Debit/Wash Credit screen

DTS classifies the consolidated transactions as a *Wash Debit* for the debit, and *Wash Credit* for the credit. In this way, the status of a charge that was credited immediately on the same invoice is tracked. *Wash Debits* and *Wash Credits* are marked as matched.

In many instances, due to traveler actions, system issues or TMC updates to the DTS travel document, the ticket that the CBA Specialist is attempting to match as a wash transaction has been removed from the document. In those cases, if the ticket has been removed and is no longer included in the obligation for the TANUM in the system, it is an acceptable work around to manually **Dispute** and **Close** both the debit and credit transactions that would have been matched as a wash transaction. This must only be done after verifying that the ticket has been removed from the travel document **AND** the tickets are longer obligated.

7.4 Advanced Credits and Previously Applied Credits

If the CBA invoice includes a debit transaction that corresponds to a matching travel document or ticket number that was stamped **Cancelled** or **CTO Cancelled** in DTS, the CBA module will classify the debit transaction as an Advance Credit. The debit will not be paid on the certified invoice. When the credit appears on a future invoice, the CBA module will recognize that the debit was already deducted from the earlier invoice and will classify the credit transaction as **Previously Applied Credit**. It does not deduct the credit from the certified invoice (Figure 7-9).

Note: With restricted fares now in DTS, the CBA Specialist must be very careful when matching to Advance Credit. Some fares only provide a partial refund or no refund. Always validate that a full refund is being received prior to applying the Advance Credit classification. An invoice that has been certified with an Advance Credit transaction cannot be undone. If an error is made, the site will need to pay that transaction manually through their Vendor Pay. An acceptable standard operating procedure established for Advance Credits is to hold transactions that match as an Advance Credit and when the corresponding refund is received then Dispute/Close both the debit/credit as a wash.

Transaction Summary				
Invoice #:	Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2				
CBA Invoice #:	0009913800006	CBA Transaction Account #:	4614270000065002	Transaction Classification: Advanced Credit
Original Invoice #:	0009913800006	Traveler Name:	ZAHWA/HASSAN	Traveler SSN: XXX-XX-8572
Ticket #:	0377132497018	TANUM:	1CVHL6	Ticket Amt: \$641.60
Approving Official:		Prompt Pay Start:	10/09/2012	Voucher #: 35294
Days since PPA Start:	42	AOP Date:		Transaction Status: Matched
CBA Invoice #:	0009913800007	CBA Transaction Account #:	4614270000065002	Transaction Classification: Previously Applied Credit
Original Invoice #:	0009913800007	Traveler Name:	ZAHWA/HASSAN	Traveler SSN: XXX-XX-8572
Ticket #:	0377132497018	TANUM:	1CVHL6	Ticket Amt: \$641.60
Approving Official:		Prompt Pay Start:	11/03/2012	Voucher #: 48327
Days since PPA Start:	26	AOP Date:		Transaction Status: Matched

Figure 7-9: Transaction Summary – Advance Credit and Previously Applied Credit

7.4.1 Manual Advance Credits

The CBA Specialist has the ability to apply a Manual Advance Credit (Figure 7-10). In cases when the traveler has reduced the amount of the ticket in their travel document based on the receipt of the credit due to the ticket exchange at the airport. In this case, the original amount of the ticket will be reflected on the CBA invoice, but will be unmatched to the reduced amount indicated on the travel document. The CBA Specialist should verify that the credit from the CCV is pending and then select the transaction status of **Manual Advance Credit**. This will result in a reduced payment to the CCV. When the true credit is received on a future CBA invoice, the CBA Specialist will apply a Manual Previous Applied Credit transaction status to indicate that the credit was already applied to a previous invoice. The credit amount will not be deducted from the payment to the CCV.

Transaction Summary					
Invoice #:		Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2					
CBA Invoice #:	0058999116	CBA Transaction Account #:	461427000058999	Transaction Classification:	Manual Advanced Credit
Original Invoice #:	0001107200026	Traveler Name:	WALKER/RANDOLPH	Traveler SSN:	XXX-XX-9365
Ticket #:	0377946432797	TANUM:	12RE2L	Ticket Amt:	\$529.80
Approving Official:	GARY F NEUSER	Prompt Pay Start:	01/12/2011	Voucher #:	
Days since PPA Start:	1566	AOP Date:		Transaction Status:	Matched
CBA Invoice #:	00589991139	CBA Transaction Account #:	461427000058999	Transaction Classification:	Manual Prev Appl Credit
Original Invoice #:	0001107200027	Traveler Name:	WALKER/RANDOLPH	Traveler SSN:	XXX-XX-9365
Ticket #:	0377946432797	TANUM:	12RE2L	Ticket Amt:	\$529.80
Approving Official:	GARY F NEUSER	Prompt Pay Start:	02/12/2011	Voucher #:	253558
Days since PPA Start:	221	AOP Date:		Transaction Status:	Matched

Figure 7-10: Transaction Summary – Manual Advance Credit and Manual Previously Applied Credit

Note: The CBA Specialist should ALWAYS validate any transaction that matches to **Advance Credit** or **Manual Advance Credit** PRIOR to acknowledgement of the invoice. In some instances due to travel errors, TMC errors returning a **CTO Cancelled** status, use of restricted fares in DTS, ticketing using foreign currency, a transaction will match as an **Advance Credit** and it should not be. CBA Specialists should ALWAYS validate that a full refund will be received prior to matching an **Advance Credit** transaction. Pending refunds can be validated through CitiDirect® by reviewing the unbilled transactions on the CBA transaction account number.

If a transaction is matched in error as an **Advance Credit** on an unmatched invoice, it cannot be undone and must be processed manually through Vendor Pay.

If the CBA Specialist finds that a transaction is matched as an **Advance Credit** on an unmatched invoice and there is a payment due to the CCV, the transaction must be unmatched as **Advance Credit**. The existing ticket will need to be removed from the current travel document, and a new travel authorization for 12 hours or less needs to be created using the same dates that were in the existing travel document. Once the new travel document has been **APPROVED**, the CBA Specialist can match the transaction using the new TANUM.

Some services have elected not to take advance credits in the CBA Module, check with your CBA DTA for guidance.

7.5 Unmatched Refunds – Airline Credits

When travelers make ticket changes at the airline counter or due to vendor limitations, credit transactions will be received on the CCV invoice, but issued using a different ticket number other than the ticket number that the original debit transaction was issued against. Typically these transactions are classified as **Unmatched Refunds** during the auto-reconciliation process.

In order to match the transactions, the CBA Specialist must identify the travel document associated with the correct trip. The CBA will enter the TANUM in the **Reconcile by TANUM** filed on the **Transaction Summary Screen** and select the ticket number that the debit was matched against. This will group the two transactions together. The transaction is now treated as an **Unmatched Refund** and the CBA Specialist will initiate a CBA Refund Amendment to match the transaction.

7.6 Credits Not Received

Routinely, CBA Specialists should validate receipt of refunds against transactions that have been marked as Advance Credits. Transactions for which no corresponding refund has been received on the CCV and classified as previously applied credits will be identified. This is to ensure that the travelers are filing for a credit in a timely manner as well as checking that TMC's are issuing refunds. Any transaction that is identified by this query in the module should be researched by contacting the TMC for confirmation of the refund being processed.

7.6.1 To Identify Credit Not Received

- 1) Select **Credits Not Received** from **Transactions** drop down
- 2) Credits Not Received Transaction Summary report is generated (Figure 7-11)



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Centrally Billed Account

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Credits Not Received Transaction Summary

Invoice #:CBA Transaction Account #:

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[41-50](#)
[51-60](#)
[61-70](#)
[71-80](#)
[81-90](#)
[91-100](#)
[>>](#)
[>>|](#)

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CBA Invoice #:	0008116100002	CBA Transaction Account #:	4614270000058981	Transaction Classification:	Advanced Credit
Original Invoice #:	0008116100002	Traveler Name:	CAVITT/CRAIG J	Traveler SSN:	XXX-XX-3240
Ticket #:	0167393510563	TANUM:	0U9J36	Ticket Amt:	\$774.50
Approving Official:		Prompt Pay Start:	12/24/2008	Voucher #:	226990
Days since PPA Start:	2687	AOP Date:		Transaction Status:	Matched
CBA Invoice #:	0008116100002	CBA Transaction Account #:	4614270000058981	Transaction Classification:	Advanced Credit
Original Invoice #:	0008116100002	Traveler Name:	JACQUES/ELLA C	Traveler SSN:	XXX-XX-1254
Ticket #:	3327391308366	TANUM:	0U5TJQ	Ticket Amt:	\$391.50
Approving Official:		Prompt Pay Start:	12/24/2008	Voucher #:	226990
Days since PPA Start:	2687	AOP Date:		Transaction Status:	Matched

Figure 7-11: Credits Not Received Transaction Summary Screen

Chapter 8: Centrally Billed Account Defense Travel Administrator (CBA DTA)

The CBA DTA is an individual normally located at the service/agency level. This individual must have permission level 7 and be granted CBA DTA access by the CBA Administrator.

The CBA DTA manages CBA accounts in their service/agency, and grants the CBA Specialist access to the CBA Reconciliation module.

8.1 Accessing the CBA DTA Module

When the CBA DTA logs into DTS, the DTS Home screen appears (Figure 8-1). Select CBA to open the CBA module.

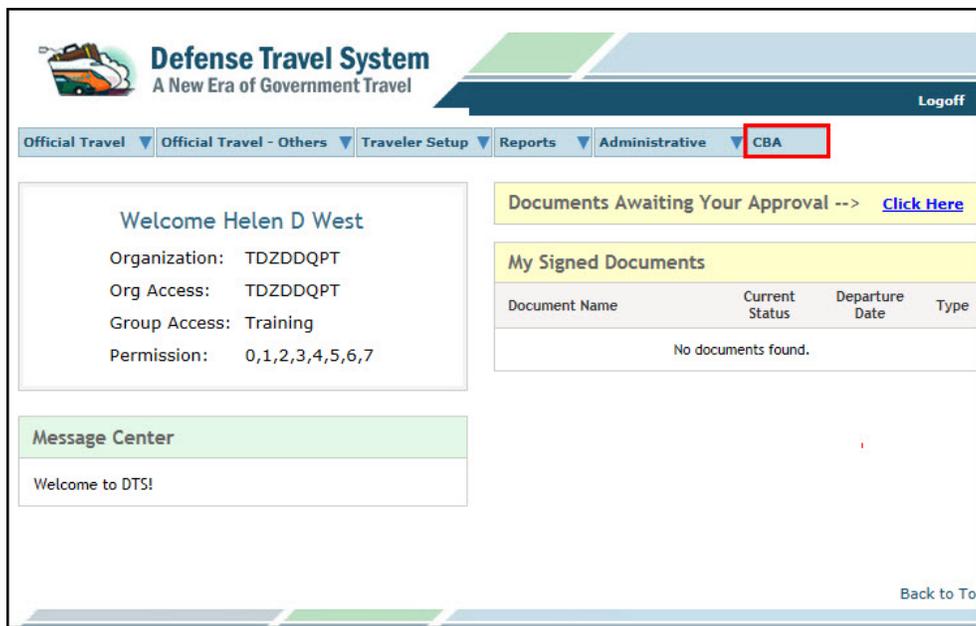


Figure 8-1: DTS Home Screen

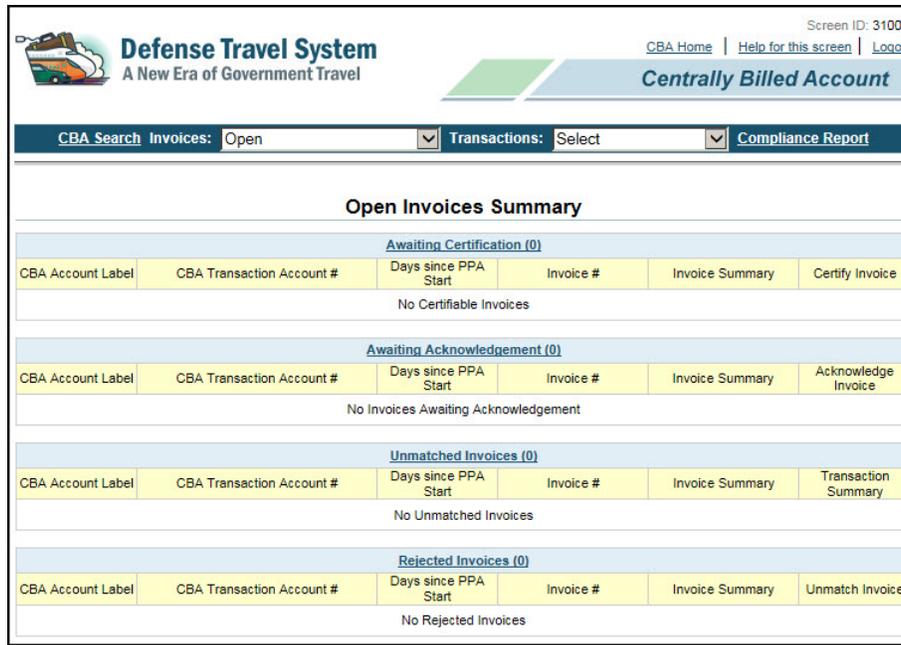


Figure 8-2: CBA Transaction Screen

If you are a CBA DTA and a CBA Specialist, the CBA module will open to the CBA Home screen (Figure 8-3). To access the CBA account Management module, select **DTA Travel Administrator**.

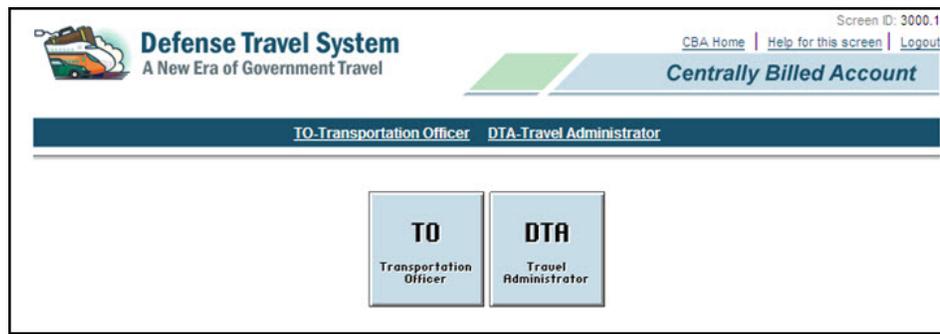


Figure 8-3: CBA Module Home Screen

8.2 CBA Management

The CBA Reconciliation module allows the CBA DTA administrative oversight for managing and maintaining CBA accounts. The CBA DTA may create, edit, deactivate, or delete CBA accounts for an organization. The CBA DTA manages the assignment of CBA Specialists, and can assign a default CBA to an organization. When assigning a default CBA, the CBA DTA should create an account label that is easily recognizable by travelers when creating travel documents.

When creating an account, the CBA DTA must specify the Vendor Pay Routing Number for the account. The Vendor Pay Routing Number is the 6 digit routing number or DoD Activity Address Code (DODAAC) number assigned to each pay processing location that processes invoices for payment. For DTS, this routing number identifies the location where the electronic invoice routes.

When adding a new account, the CBA DTA will need the two account numbers that were provided by the charge card vendor. These numbers are the Transaction Account Number and the Centrally Billed Account Number. The highest number is always the Transaction Account Number, as the Centrally Billed Account Number is always created first by the credit card vendor. The difference between these numbers is that the Transaction Account Number will be the number that is displayed to the traveler and the TMC for ticketing purposes. All monthly charges will roll up to the Centrally Billed Account Number as well as all DTS CBA invoice payments.

The CBA DTA must assign at least one (but not more than five) CBA Specialist(s) to each account. The CBA Reconciliation module provides the ability to edit existing user accounts, edit account information, including account label and routing number, change the CBA Specialist assigned, and change the reconcilable status of an account. If the reconcilable status of an account changes to **No**, the CBA module will not be permitted to reconcile transactions for that account. The CBA DTA can also deactivate an account.

Note: Deactivating an account does not cancel the account. Account cancellations are done manually with the charge card vendor. Once the account is deactivated in DTS, it is no longer available for use. DTS will continue to accept and reconcile transactions that have already been charged on the account. The CBA account will be deleted from DTS after 15 months of inactivity.

Traditional centrally billed accounts (CBA accounts reconciled outside DTS, easily identified by their Bank Identification Number with CCV of 461426) can be managed by the CBA DTA.

8.3 Naming CBAs – CBA Labels

When building an account, the CBA DTA must assign a CBA label. Table 8-1 provides the general naming convention. Consult your service/agency local business rules for specific information on naming a CBA label.

Table 8-1: Creating CBA Labels

Creating CBA Labels			
Level	Position	Title	Values
1	1	Federal Agency	D=DoD
2	2	Component	DA = U S Army DF = U S Air Force DM = U S Marine Corps DN = U S Navy DD = Defense Agency DJ = Joint Command
3	3-15	Unique to service by account	Alphanumeric
Example for a DoD agency – DD33Training12345 = 17 total characters			

8.4 Add New CBAs

To add a new CBA in DTS, the CBA DTA will require the organization to complete a CBA Load Sheet. The load sheet identifies the below elements required for building a new CBA:

- Transaction account number
- Central account number
- CBA expiration date
- CBA Label Name
- Service/Agency responsible for reconciliation of CBA
- Name of the DTS organizations that will be using the CBA
- Name(s) of the CBA Specialist(s) who will be managing the account
- The vendor pay routing number for the account (only need for DTS CBA Reconciliation accounts – not required for traditional, manually reconciled accounts)

Select the [CBA Load Sheet](#) to view a copy, or you may find it on the DTMO website>Programs & Services>Government Travel Charge Card>DTS CBA Reconciled Accounts.

Once the CBA Load worksheet has been completed, send it to the CBA DTA who will load it into DTS. Instructions for submitting the load sheet are found at the bottom of the load worksheet.

Beginning on the CBA Home page, follow the below steps to create a new account.

1. Select **Add New CBA Account**.

The **Add New CBA Account** screen opens (Figure 8-4).

Figure 8-4: Add New CBA Account Screen

8. Select **Continue**.

The screen refreshes and the **Add New CBA Account** screen displays with the selected organization in the **Organization(s)** field.

9. Select **Add to List** to identify the CBA Specialist who will manage this account.

The **Add/Edit Transportation Officer (TO)** screen opens (Figure 8-6).

Figure 8-6: Add/Edit Transportation Officer Screen

10. Enter all or part of the **Last Name, First Name, SSN, Organization**, or any combination and select **Search**.

The search results appear under the **Choose TO User(s)** list to the left. The names in the list are limited to users who have access to the CBA module.

11. Select the name and choose **Add**.

The screen refreshes and displays the selected names in the **Selected TOs** list.

12. Repeat steps 11 and 12 until all users are shown in the **Selected TOs** list.

13. Select **Continue**.

Note: No more than five CBA Specialists may be assigned to one CBA account. If five names are assigned to an account, the potential exists for a CBA Specialist to be removed from the account in order for the TAC to be added to the account to support held desk ticket resolution. If the TAC needs to be added to the account, the CBA Specialist will be removed temporarily in order to have the TAC CBA SME review the issue and provide assistance.

At least one CBA Specialist must be assigned to the account when adding a new account to the module.

14. Select **Yes** on the **Reconcilable on CBA Transaction #** drop-down list to indicate if the account will be reconciled using the DTS CBA Reconciliation module.
-OR-
Select **No** if the account will be reconciled using the traditional process.
15. Mark the **Set CBA Transaction Account as Default for all Organizations** box to establish this account as the default.
16. Select **Save New Account**.

The **CBA Account Add/Edit Result** screen opens to confirm the results (Figure 8-8). If there are any errors, the screen will display an error message.

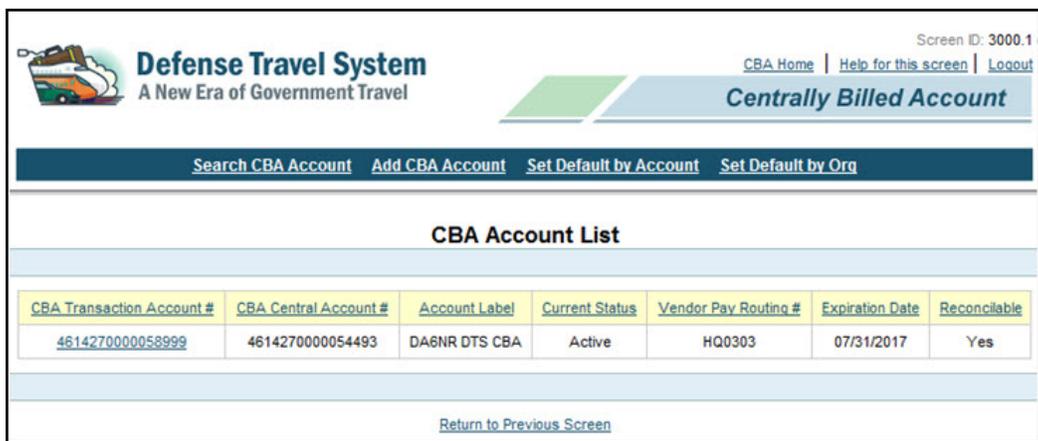


Figure 8-8: CBA Account Add/Edit Result Screen

8.5 Searching for CBAs

Beginning on the **CBA Account Search** screen (Figure 8-9), follow the below steps to search for a CBA.

Figure 8-9: CBA Account Search Screen

1. Enter the **Search Criteria** for the CBA in the fields.
2. Select **Search**

Note: An asterisk (*) may be used as a wild card in the search (i.e., last four numbers of the account).

The **CBA Account List** screen opens (Figure 8-10).

The View CBA Account Listing Report in the Organization Module in DTS can be used to monitor expiration dates for CBAs. CBA Specialist can reach out to their DTA if they do not have access to this report in DTS.

CBA Transaction Account #	CBA Central Account #	Account Label	Current Status	Vendor Pay Routing #	Expiration Date	Reconcilable
4614270000062330	4614270000062231	DA TRADOC SILL DTS	Active	HQ0490	06/30/2016 06/30/2016	Yes

Figure 8-10: CBA Account List Screen

The search results are limited to CBAs within the CBA DTA's organizational access.

3. Select the account number shown under **CBA Transaction Account #**.

The **Edit CBA Account** screen opens (Figure 8-11).

The screenshot shows the 'Edit CBA Account' interface. At the top, there is a navigation bar with 'Search CBA Account', 'Add CBA Account', 'Set Default by Account', and 'Set Default by Org'. The main content area is titled 'Edit CBA Account' and contains the following fields:

- CBA Transaction Account #: 461427000058999
- CBA Central Account #: 461427000054493
- Expiration Date: 07/31/2017 (MM/DD/YYYY)
- Vendor Pay Routing #: HQ0303 (6)
- Account Label: DA6NR DTS CBA
- Agency: United States Army
- Charge Card Vendor: CB
- Account Created: 11/20/2008
- Current Account Status: Active
- Organization(s): DA2200893V8CPD, DA2200ZZCHRANE, DA2200ZZCHRANEAPG, DA2200ZZCHRANEARL (with an 'Edit List' button)
- Transportation Officer(s): BARKLEY, ANN XXX-XX-0400, BRANTLEY, AGIE XXX-XX-6090, BURCHENSON, DIONNE XXX-XX-8321 (with an 'Edit List' button)
- Reconcilable on CBA Transaction #: Yes
- Recon Flag Set: NANCY L. MOORE, 11/20/2008

At the bottom, there are 'Save Changes' and 'Cancel' buttons.

Figure 8-11: Edit CBA Account Screen

8.6 Editing CBAs

You may need to edit a CBA account if any of the below conditions exist:

- CBA account needs to be changed (i.e. new expiration date, new label, change of TO's)
- DTS organization needs to be added to the account
- DTS organization needs to be removed from the account

To edit the account follow the below steps:

Beginning on the **Edit CBA Account** screen

1. Update the information that requires changing. You may change the
 - **Expiration Date**
 - **Vendor Pay Routing #**
 - **Account Label**
 - **Agency**
 - **Current Account Status**
 - **Organization**

- **Transportation Officer(s)**
 - **Reconcilable on CBA Transaction #**
2. After completing the change(s) required, select **Save Changes**.

8.7 CBA Expiration

Every CBA has an expiration date. The CBA DTA will monitor the CBA accounts to ensure that the account date does not expire. This can be seen in the Edit CBA Account Screen (Figure 8-10). If the expiration date is within 30 days of expiring, the expiration date field will change to blue. After the account has expired the date will change to red. It is the CBA Specialist's responsibility to coordinate with the CBA DTA and Agency Program Coordinator (APC) to ensure that the account expiration date is current in DTS.

The CBA DTA should routinely run a **View CBA List Report**. This report is available using the **DTA Maintenance Tool/Organizations** to identify specific CBAs with pending expiration dates. The CBA DTA needs to coordinate with the APC for account updates. The APC for the account will receive a new card 30 days prior to the expiration date of the account. This date needs to be updated in DTS by the CBA DTA. The CBA DTA will need to validate with the APC that the updated account card has been **Receipt Verified**; otherwise the card will decline payment even if the expiration date was updated in DTS.

8.8 Deleting CBA Account

The CBA DTA should only use this function to delete accounts that have been entered erroneously, and have not had any invoices processed. If the account information is correct and the account is active, deactivate but do not delete the account.

To delete an account, select Delete on the Edit CBA Account screen (Figure 8-12).

The screenshot shows the 'Edit CBA Account' screen with the following data:

- CBA Transaction Account #: 461426000092346 (16)
- CBA Central Account #: 4614260000115873 (16)
- Expiration Date: 02/28/2016 (MMDDYYYY)
- Vendor Pay Routing #: N/A (6)
- Account Label: DA ASC LRC APG
- Agency: United States Army
- Charge Card Vendor: Citi
- Account Created: 06/19/2014
- Current Account Status: Active
- Organization(s): DA6006B0FSBELRCAPG (with Edit List button)
- Transportation Officer(s): ALLEN, TROY XXX-XX-8974; BARKLEY, ANN XXX-XX-0400 (with Edit List button)
- Reconcilable on CBA Transaction #: No
- Recon Flag Set: ANN R BARKLEY, 06/19/2014

Figure 8-12: Edit CBA Account Screen

The **Delete CBA Account** screen opens (Figure 8-13).

Figure 8-13: Delete CBA Account

The **Delete CBA Account** screen asks for confirmation and justification for any account that is selected for deletion. The CBA DTA can delete the account by selecting **Continue** or choose **Cancel** to cancel the request.

8.9 Default CBA

Every organization that uses a CBA in DTS must have a default CBA. This account will be used by default unless the traveler changes the method of payment.

The CBA DTA may set up a default CBA by

- An account number, or
- Organization

Note: An inactive account may not be used as the default account.

8.9.1 Setting Up the Default CBA by Account Number

To set up a default CBA by account number, the CBA Specialist will select the **Set Default by Account** link from the toolbar on the **Add/Edit CBA Account** (Figure 8-12).

1. Select **Set Default by Account**. The **Set Default by Account** screen opens (Figure 8-14).

Figure 8-14: Set Default by Account Screen

Select the organization from the drop-down list under **Choose an Organization**, then select the account number from the drop down list under **Select A CBA Transaction Account As Default**. Select **Save Selected Account As Default**. You will see a confirmation window indicating the account was saved as default, or if errors were encountered.

If an account has not been created for the organization selected, a warning message will appear. The CBA DTA cannot select a default account if no account exists.

8.9.2 Set the Default Account for the Organization(s)

To set up a default CBA by organization, the CBA Specialist will select the **Set Default by Org** from the toolbar on the **Add/Edit CBA Account** (Figure 8-12).

1. Select **Set Default by Org**. The **Set Default by Organization** screen will open (Figure 8-15).

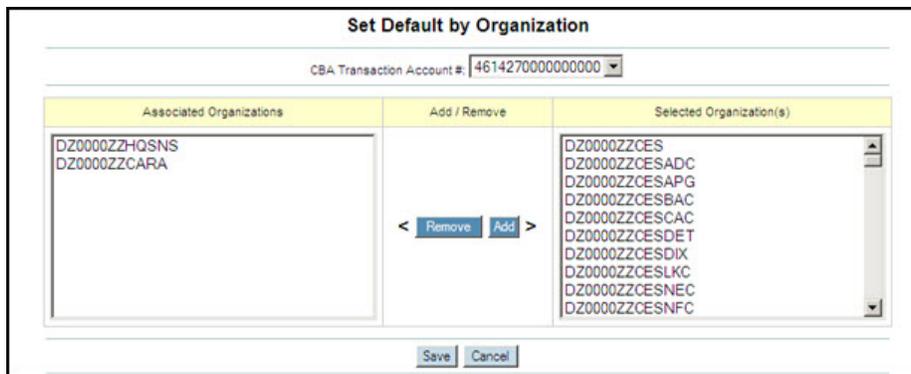


Figure 8-15: Set Default by Organization Screen

Select an organization(s) from the drop down list under **Associated Organizations**. Select **Add** to move the selected organization to the **Selected Organization(s)**.

Once you are finished selecting organization(s), select **Save** to save the changes. A pop-up window opens to report the success or any errors.

Chapter 9: Compliance Report

The Compliance Report measures the efficiency of the reconciliation process by determining the number of days each step of the CBA Reconciliation process takes and is available to the CBA Specialist. The report covers CBA accounts that the CBA Specialist has access to within the date range specified.

The report identifies 4 areas to determine the organization's efficiency when reconciling invoices:

- Days Required for Reconciliation (from PPA Start Date)
- Days Required to Certify Invoice (from Reconciliation Date)
- Days Required to Submit Certified Invoice to GEX (from PPA Start Date)
- Days Required for Advice of Payment (from Certified Date)

To run the CBA Compliance Report, select the **Compliance Report** link on the CBA Home page (Figure 9-1).

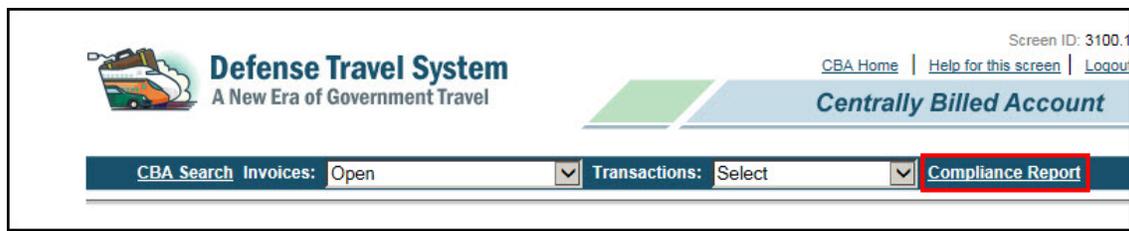


Figure 9-1: CBA Home Page-Compliance Report Link

Once the **Compliance Report** link is selected, the **Generate CBA Reconciliation Compliance Report** screen appears (Figure 9-2).

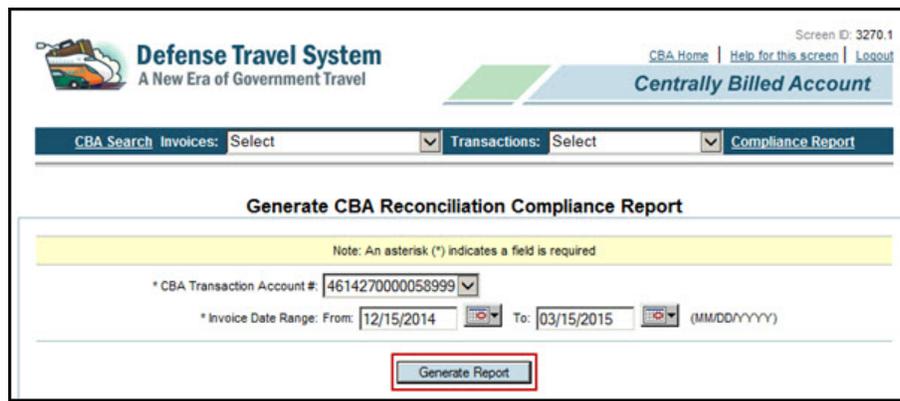


Figure 9-2: Generate CBA Reconciliation Compliance Report Screen

To run the report, follow the below steps:

1. The CBA account number is automatically populated (if your organization has more than one account, you will be able to select the account you want the report for).
2. Select the date range using the calendar tool.
3. Select **Generate Report**.

The **CBA Reconciliation Report** screen opens (Figure 9-3).

Screen ID: 3271.1
[CBA Home](#) | [Help for this screen](#) | [Logout](#)

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

CBA Reconciliation Compliance Report

Results for Date Range: 12/15/2014 - 03/15/2015 Total Invoices: 17 CBA Transaction Account #: 4614270000058999

	Days	Total Invoices	Invoice (%)
Days Required for Reconciliation (from PPA Start Date)	0	3	17.65
	1-2	0	0.0
	3-4	0	0.0
	5-6	0	0.0
	7+	0	0.0
Days Required to Certify Invoice (from Reconciliation Date)	0-7	10	58.82
	8-15	3	17.65
	16-23	0	0.0
	24-30	0	0.0
	31+	0	0.0
Days Required to Submit Certified Invoice to GEX (from PPA Start Date)	0-7	0	0.0
	8-15	0	0.0
	16-23	0	0.0
	24-30	0	0.0
	31+	0	0.0
Days Required for Advice of Payment (from Certified Date)	0	0	0.0
	1-3	4	23.53
	4-6	5	29.41
	7-9	1	5.88
	10+	1	5.88

[Click here](#) to Download Compliance Report

Figure 9-3: CBA Reconciliation Compliance Report

Chapter 10: Read Only Access (ROA)

The Read-Only Access (ROA) feature is used to see information, but does not allow any changes to be made.

10.1 ROA Roles and Administration

There are two ROA roles in DTS; each role reflects a different level of use:

- ROA User – This individual has access to trip and Invoice data for specific organization(s) that the user has been granted ROA access. The user may view authorization, voucher, local vouchers, Centrally Billed Account (CBA) invoice, and charge card vendor invoices.
- ROA Administrator - This individual has access to an organization and any sub-organizations. The ROA Administrator adds, updates and removes ROA users as well as other ROA Administrators.

Note – The DTMO is the ROA Administrator for Agency, Joint Command or any Service requesting organization access outside their service.

ROA users may access the below features through the ROA module:

- Invoices – View CBA and CCV invoices.
- Trip – View information on travel documents.

ROA Administrators access the ROA Administration module in the DTA Maintenance Tool. Users who have ROA access will have ROA on the menu bar of the DTS User Welcome screen (Figure 10-1).

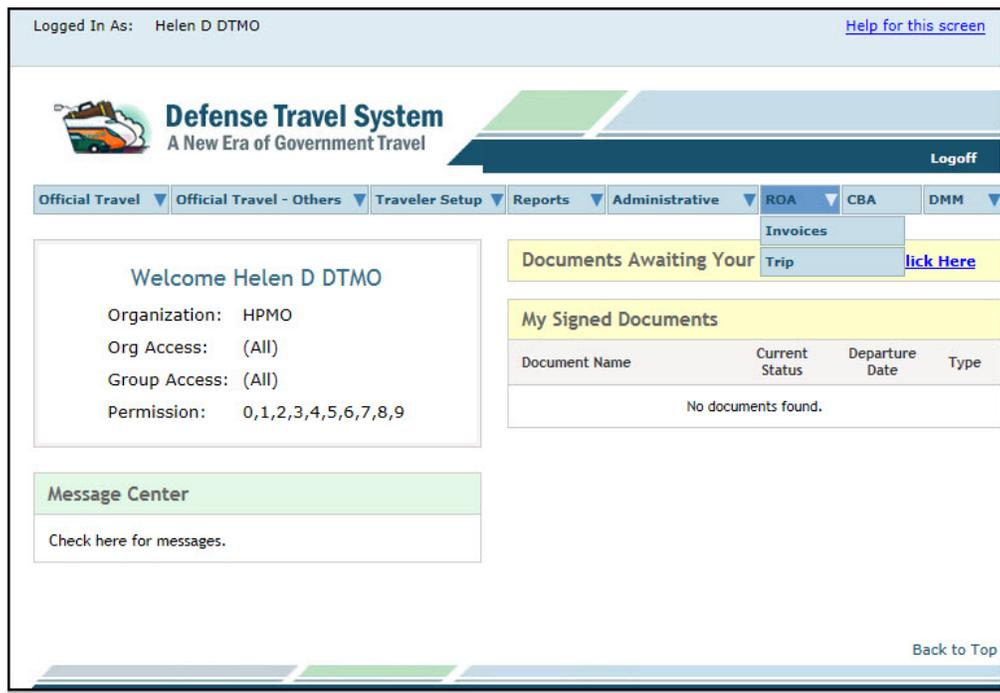


Figure 10-1: DTS Home Screen

10.2 View Invoices Using ROA

Beginning on the DTS User Welcome screen (Figure 10-1), follow the below steps to search for invoices to review:

1. Mouse over **ROA** on the menu bar and select **Invoice**.

The **Read Only Access – Invoices Search** screen opens (Figure 10-2).

Read Only Access - Invoices

User Name: Helen D DTMO
 Organization: DTMOTEST-AA
 ROA Access: DTMO
 Run Date: Wednesday, June 5, 2013 12:35:51 PM

Search

Search For: *Organization DTMO (Start typing to get Organizational Access)

Traveler Last Name: _____ (20 characters)

*CBA Transaction Account #: 46142626262626

CCV Invoice #: _____ (13 digits)

TANUM: _____ (16 characters)

Ticket #: _____ (up to 30 characters)

Voucher #: _____ (8 characters)

*CCV Invoice Date Range: From: 06/05/2013 To: 06/05/2013 (Click Calendar)

Report Type: Invoice Summary

Invoice Type (CBA/CCV): Both

Search at least one parameter option

Search

Figure 10-2: read Only Access – Invoices Search Screen

2. Complete the **search criteria** fields on the top section of the screen.
3. Use the **calendar** icons to limit search results by date range.
4. Select the **Report Type** drop-down list and select the type of report:
 - Invoice Summary
 - Transaction Summary
 - Transaction Detail
5. Select the **Invoice Type (CBA/CCV)** drop-down list and select the type of invoice(s) to include in the report.
6. Select **Search**.

10.2.1 ROA Invoice Summary

The **ROA Invoice Summary** screen displays invoice information (Figure 10-3).

Invoice Summary				
New Search				
1 - 5 of 7				Next >
CCV Invoice #:	006506914349	Invoice Transactions:	Quantity	Amount
Invoice Created:	12/15/2014	Total:	4	\$3,392.10
Invoice Period End:	12/15/2014	Matched:	4	\$3,392.10
DTS Received:	12/15/2014	Unmatched:	0	\$0.00
DTS Reconciled:	02/10/2015	Disputed:	0	\$0.00
CBA Transaction Account #:	4614270000065069	Suspended:	0	\$0.00
CBA Prompt Pay Start:	12/17/2014	Invoice Status:	Archive Accepted	
CCV Invoice #:	006506914350	Invoice Transactions:	Quantity	Amount
Invoice Created:	12/16/2014	Total:	13	\$9,549.90
Invoice Period End:	12/16/2014	Matched:	13	\$9,549.90
DTS Received:	12/16/2014	Unmatched:	0	\$0.00
DTS Reconciled:	01/13/2015	Disputed:	0	\$0.00
CBA Transaction Account #:	4614270000065069	Suspended:	0	\$0.00
CBA Prompt Pay Start:	12/17/2014	Invoice Status:	Archive Accepted	

Figure 10-4: ROA Invoice Summary Screen

Use the **Previous** (not shown) and **Next** buttons to navigate between screens (this depends how many invoices are returned).

There are two actions the CBA Specialist can take on this page:

- View the CCV Invoice #
- View Invoice Transactions

10.2.1.1 CCV Invoice

The CCV Invoice screen displays the CCV invoice (Figure 10-5).

CCV Invoice											
CBA Central Account #: 4614270000000000						CCV Invoice #: 000000000033					
Invoice Period Start: 06/17/2011						Invoice Period End: 07/16/2011					
Invoice Creation Date: 07/16/2011						Trading Partner Name:					
Type	Ticket #	CBA Transaction Account #	Trans Date	Traveler Name	Reference #	SCC	BCC	Source Amt	Conv. Rate	Billing Amt	
Cr	000000000872	4614270000000000	06/09/2011		0000000000000000000558	840	840	\$315.40	1.00	\$315.40	
Cr	000000000871	4614270000000000	06/12/2011		0000000000000000000608	840	840	\$315.40	1.00	\$315.40	
Dr	000000000372	4614270000000000	06/16/2011		0000000000000000000672	840	840	\$468.80	1.00	\$468.80	
Dr	000000000536	4614270000000000	06/16/2011		0000000000000000000833	840	840	\$461.40	1.00	\$461.40	
Dr	000000000003	4614270000000000	06/17/2011		0000000000000000000293	840	840	\$14.50	1.00	\$14.50	
Dr	000000000092	4614270000000000	06/17/2011		0000000000000000000812	840	840	\$14.50	1.00	\$14.50	
Dr	0000000000975	4614270000000000	06/22/2011		0000000000000000000582	840	840	\$14.50	1.00	\$14.50	
Dr	0000000000627	4614270000000000	06/22/2011		0000000000000000000044	840	840	\$862.10	1.00	\$862.10	
Cr		4614270000000000	06/28/2011		0000000079000000000260	840	840	\$3,364.10	1.00	\$3,364.10	
Dr	000000000328	4614270000000000	06/30/2011		0000000081000000000665	840	840	\$219.40	1.00	\$219.40	
Dr	0000000000982	4614270000000000	06/30/2011		0000000082000000000266	840	840	\$14.50	1.00	\$14.50	
Previous Balance			\$4,402.10			New Balance			\$2,476.90		
Close Window						Print CCV Invoice					

Figure 10-5: CCV Invoice Screen

10.2.1.2 Transaction Summary

The ROA Transaction Summary screen displays transaction information (Figure 10-6).

Transaction Summary			
Invoice #:	000000000033	Refresh Summary	New Search
			CBA Transaction Account #: 461427000000000
1 - 5 of 8			Next >
Transaction Classification:	Matched Fee	Traveler Name:	CARSON, CHRIS
TANUM:	1500IM	Traveler SSN:	XXX-XX-9999
Ticket #:	0000000000975	Prompt Pay Start:	07/16/2011
Ticket Amt:	\$14.50	Days since PPA Start:	0
Approving Official:	CARSON, HELEN		
Original Invoice #:	0000000000033		
Voucher #:	U4000021		
AQP Date:	08/01/2011		
Transaction Classification:	Matched Debit	Traveler Name:	CARSON, CHRIS
TANUM:	1500IM	Traveler SSN:	XXX-XX-9999
Ticket #:	0000000000627	Prompt Pay Start:	07/16/2011
Ticket Amt:	\$862.10	Days since PPA Start:	0
Approving Official:	CARSON, HELEN		
Original Invoice #:	0000000000033		
Voucher #:	U4000021		
AQP Date:	08/01/2011		
Transaction Classification:	Matched Fee	Traveler Name:	CARSON, CHRIS
TANUM:	152X6M	Traveler SSN:	XXX-XX-9999
Ticket #:	0000000000992	Prompt Pay Start:	07/16/2011
Ticket Amt:	\$14.50	Days since PPA Start:	0
Approving Official:	CARSON, HELEN		
Original Invoice #:	0000000000033		
Voucher #:	U4000021		
AQP Date:	08/01/2011		
Transaction Classification:	Matched Debit	Traveler Name:	CARSON, CHRIS
TANUM:	152X6M	Traveler SSN:	XXX-XX-9999
Ticket #:	0000000000372	Prompt Pay Start:	07/16/2011
Ticket Amt:	\$468.80	Days since PPA Start:	0
Approving Official:	CARSON, HELEN		
Original Invoice #:	0000000000033		
Voucher #:	U4000021		
AQP Date:	08/01/2011		
Transaction Classification:	Matched Fee	Traveler Name:	CARSON, CHRIS
TANUM:	155L0M	Traveler SSN:	XXX-XX-9999
Ticket #:	0000000000003	Prompt Pay Start:	07/16/2011
Ticket Amt:	\$14.50	Days since PPA Start:	0
Approving Official:	CARSON, HELEN		
Original Invoice #:	0000000000033		
Voucher #:	U4000021		
AQP Date:	08/01/2011		
1 - 5 of 8			Next >

Figure 10-6: Transaction Summary Screen

10.3 View Trip Data Using ROA

Beginning on the DTS User Welcome screen (Figure 10-1), follow the below steps to search for trip to review:

1. Mouse over **ROA** on the menu bar and select **Trip**.

The Traveler Lookup screen opens (Figure 10-7). This screen is used to search for the traveler whose document is to be viewed. The CBA Specialist may search for a traveler using any of the following:

- **Traveler SSN.** This option provides a limited search and will only display the name and SSN.
- **Traveler Name.** This search will also return a limited selection. This option will display all travelers who have the last name that was entered in the **Last Name** field. The **First Name** field is optional, but recommended when searching for a traveler with a common last name. If the full spelling of the traveler’s last name is unknown, entering the first few letters of the name will yield results of all travelers who match the entry. When the list is displayed, the CBA Specialist can select the traveler from the **Search Results** list.

- **Travel Authorization Number (TANUM)**. The search by TANUM option will display the SSN and name of traveler associated with the document.

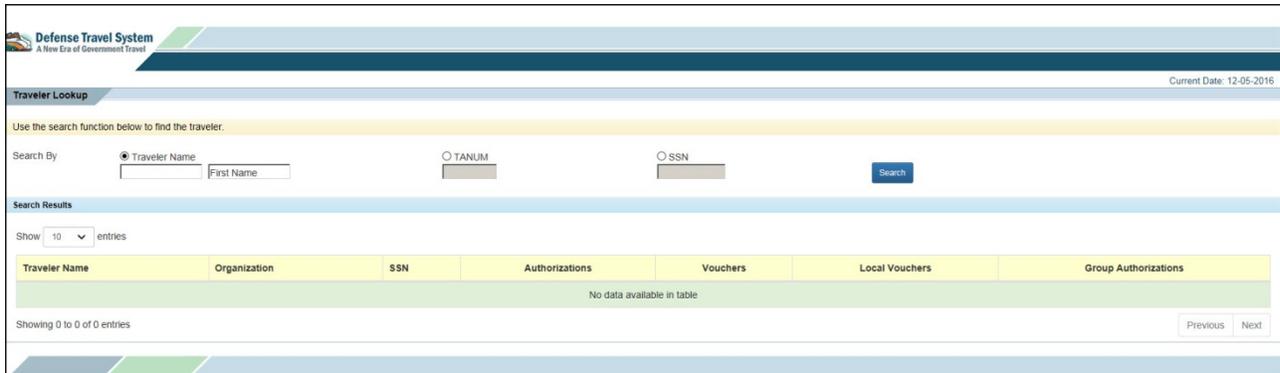


Figure 10-7: Traveler Lookup Screen

2. Complete one of the three fields.
3. Select **Search** next to the field that was completed.

The **Traveler Lookup** screen refreshes with the search results displayed on the right side (Figure 10-8). It displays the names of any travelers who match the search criteria.

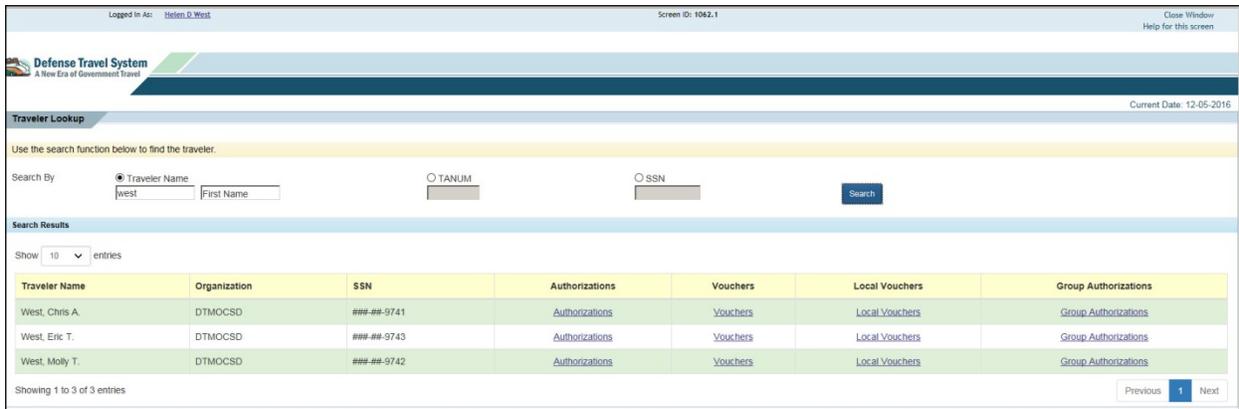


Figure 10-8: Traveler Lookup Screen – Search Results

4. Identify the traveler’s name and then choose which type of travel document you need to review.
5. Select the type of document to view.

The document list screen for the chosen type of document opens (Figure 10-9). The dark blue navigation bar allows the user to view other document types for the traveler. By default, the documents in the list are sorted by **Document Name**. The CBA Specialist may select a column header to sort by **Document Name, Departure Date, Status, or TA Number**.

Defense Travel System
A New Era of Government Travel

Official Travel
Authorizations Vouchers Local Vouchers Group Authorizations

Current Date: 12-05-2016

Authorizations / Orders

Below is a list of your existing authorizations / orders. Please select the function (Edit, Print, etc.) corresponding to the appropriate authorization / order.
An authorization that contains a past dated trip cannot be processed. Changes and or updates must be made after a voucher has been created in order to avoid document processing errors and further processing suspensions due to limitations on the authorization.

[Return to ROA Traveler Lookup](#) [Create Trip Template](#)

Existing Authorizations/Orders

Show 10 entries

Document Name	Departure Date	Status	TA Number	View / Edit	Print	Remove / Trip Cancel	Amend
EWNAVALBASECO091916_A01	09/19/16	SPP SUBMITTED	0022N7	View	Print	Trip Cancel	Amend
EWDENVERCO091216_A01	09/12/16	CREATED		Edit	Print	Remove	
EWDENVERCO081516_A01	08/15/16	CREATED		Edit	Print	Remove	
EWNEWBEDFORDM081516_A01	08/15/16	CREATED		Edit	Print	Remove	
EWSTLOUISMO060116_A01	06/01/16	CREATED		Edit	Print	Remove	
EWBUENOSAIRESS053016_A01	05/30/16	CREATED		Edit	Print	Remove	
EWNAVALBASECO052316_A01	05/23/16	CREATED		Edit	Print	Remove	
EWINCINNATIO052316_A01	05/22/16	CTO BOOKED		View / Edit	Print	Trip Cancel	
EWBOSTONMA050916_A01-01	05/08/16	RECONCILED	002UPT	View	Print		
EWENTEBBEUGA042516_A01	04/25/16	CREATED		Edit	Print	Remove	

Figure 10-9: Authorization/Orders Document List Screen

- 6. Select **print** to print a copy of the document.
- OR-
- Select **view** to see the document on the screen.

If adjustments have been made to the document, the **Adjustments** screen opens (Figure 10-10).

Adjusted Document Information:

- Document Name: EWSANDIEGOC4091613_A01
- Document Type: Authorization (ROA)
- Screen ID: 1003.1

Adjustments have been made to this document. Select one of the document versions listed below. Only the current version (marked **) may be further adjusted or routed. All other document versions are only *VIEW*.

Buttons: [Print All](#) | [Print Current and Approved Versions](#) | [Print Document History](#)

View/Edit	Print	Type	Level	Date	Time	Adjustor
> view	> print	ADJUSTMENT	6	04/29/13	1140	Helen D West
> view	> print	ADJUSTMENT	5	04/23/13	1413	Eric T West
> view	> print	ADJUSTMENT	4	03/21/13	1048	Chris A West
> view	> print	ADJUSTMENT	3	03/21/13	1047	Chris A West
> view	> print	ADJUSTMENT	2	03/21/13	1042	Eric T West
> view	> print	ORIGINAL	1	03/19/13	1557	Eric T West

[Return to Document List](#)

Figure 10-10: Adjustments Screen

7. Select **print** to print a copy of the document. The user may also select one of the buttons above the document list to print all versions, current and approved versions, and the document history.
-OR-
Select **view** to review the document on screen.

The Preview Trip screen opens when the **view** link is selected (Figure 10-11). Use the navigation to view any section of the document.

Logged In As: [Helen D West](#) Document Name: EWCOLORADOSPR101413_A01 Screen ID: 1064.3 [Close Window](#)
 Traveler Name: [Eric T West](#) Document Type: Authorization (ROA) [Help for this screen](#)

Defense Travel System
 A New Era of Government Travel

[RETURN TO LIST](#)
[Itinerary](#)
[Travel](#)
[Expenses](#)
[Accounting](#)
[Additional Options](#)
[Review/Sign](#)

[Preview](#)
[Other Auths.](#)
[Pre-Audit](#)
[Digital Signature](#)

[Amendment Preview Screen](#)
[Print Document](#)

Preview Trip

Review the details for this trip below. To make edits, click on the links at the left to return to that section. If you have no changes proceed to Other Authorizations.

DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

Reference Information

Reference:	
------------	--

Document Comments

Comments to the Approving Official:	None
Comments from the Travel Agent:	Air Comments: CTO BOOKED-PLS REVIEW SEGMENT DATES AND TIME.

The use of a Government-Contracted Commercial Travel Office(CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the CTO is not available or otherwise not being used.

Other Trip Information

Trip Type: AA-ROUTINE TDY/TAD
 Trip Purpose: SITE VISIT
 Trip Description:

Overall Starting Point Time Zone: EST (06)

Itinerary: [View](#)
 Leave From: Woodbridge, VA
 Leave: 14-Oct-13

Location 1 - COLORADO SPRINGS, CO Time Zone: MST (08)

Itinerary: [View](#)
 Leave From: COLORADO SPRINGS, CO
 TDY/TAD Location: COLORADO SPRINGS, CO
 Arrive: 14-Oct-13
 Leave: 24-Oct-13

Overall End Point Time Zone: EST (06)

Itinerary: [View](#)
 Leave From: COLORADO SPRINGS, CO
 Return Location: Quantico, VA
 Arrive: 24-Oct-13

Figure 10-11: Preview Trip Screen

Appendix A: CBA Reconciliation Tool Email Notifications

This appendix provides a list of CBA Reconciliation Tool Email Notifications. These emails are generated from the DTS CBA module to CBA Administrators, CBA DTAs, CBA Specialists and the Credit Card Vendor (CCV) to notify them regarding the status of CBA reconciliation processing.

Email notifications are organized in Table A-1 by Recipient

Table A-1: CBA Reconciliation Tool Email Notifications

CBA Reconciliation Tool Emails			
Email Subject	Email Content	Condition	Reason for Email
CBA Administrator/Charge Card Vendor			
Error Establishing Connection to the Mailbox	DTS was not able to establish a connection to the mailbox. Please take the necessary action to correct the problem and retransmit.	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try, DTS will notify the operator, and write a message to an error log. Do not attempt to reprocess the file, and continue retrieval processing for remaining files
Invalid User Name and Password	CBA received a message indicating that an invalid user name and password combination was used while logging into the CCV mailbox. Contact the CCV help desk at (<i>help desk address</i>) to request a correct password	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try, DTS will notify the operator, and write a message to an error log. Do not attempt to reprocess the file, and continue retrieval processing for remaining files
Error Retrieving Invoice File from Mailbox	CBA DTS was not able to retrieve invoice file XXXXXXXXXXXX from the mailbox. Please take the necessary action to correct the problem and retransmit	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try. DTS will notify the operator and write a message to an error log. Do not attempt to reprocess the file, and continue retrieval processing for the remaining files.
Error Parsing Invoice File	DTS has determined that the above invoice file was not in TMCD format. Please take the necessary action to correct the problem and retransmit.	CCV invoice failed invoice validation. Could be invalid format or not compliant with PPA guidelines	DTS shall suspend the remaining validation and submit a negative acknowledgment to the CCV with reason for rejection if an invoice is not compliant with the layout.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Administrator/Charge Card Vendor			
Invoice Not PPA Compliant	DTS has determined that the above referenced invoice does not contain the following PPA data elements: XXXX XXXX Please take corrective action and retransmit the invoice.	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	DTS shall validate that the CCV invoice contains all the requisite PPA data elements including Invoice Create Date, Account Number and Total Amount Billed.
Invoice Total Mismatch	Account Number: xxxx-xxxx-####-#### (show only last 8) Invoice Number: xxxx File Name: xxxx DTS has determined that the total amount billed does not equal the sum of the line items in the above referenced invoice. Total Amount Billed: #### Sum of Line Items: #### Please correct the problem and retransmit.	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	DTS shall validate that the total amount billed equals the net amount of the transactions on the current invoice using the following formula: Billing Amount equals Previous balance (CCV invoice trailer) less the payment (CCV invoice trailer) plus the total net of the detailed transactions in the CCV invoice. If the invoice is in ASCII format, as documented in the CBA Interface Requirements Specification, but does not contain a header, trailer or detail transaction, DTS shall suspend validations and submit a negative acknowledgement to CCV with the reason for rejection.
Duplicate CCV Invoice	Account Number: xxxx-xxxx-####-#### (show only last 8) Invoice Number: xxxx File Name: xxxx DTS has received the above referenced invoice. DTS examined the invoice number and has determined that this invoice is a duplicate.	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	If the CCV invoice is a duplicate, DTS will not load the invoice into DTS and will send a rejection notice to the CCV indicating that it is a duplicate invoice.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Administrator/Charge Card Vendor			
Unknown CBA Account	DTS has received a CBA invoice for the above referenced account. No such account exists in DTS. Please determine if the account is valid. If the account is valid, create the account and restage the invoice for reconciliation. If the account is not valid, reject the invoice back to the CCV.	CCV account number does not match.	DTS shall notify the CBA Administrator by email to DTSCBAmail@dod.pentagon.mil that the invoice delivered for a specified CBA account does not correspond with an account number in DTS, if DTS does not recognize the account number.
Invalid DTS CBA Account	DTS received the above referenced invoice for payment. DTS and CBA Administrator personnel have determined that this bill was received in error.	CBA Administrator determines that an invoice was delivered to the CUI in error.	DTS shall submit a reject notice, including the reason for rejection to CCV if the CBA Administrator determines the CBA account number/invoice is invalid for DTS. DTS shall forward a copy of the reject notice, email sent to CCV indicating a CBA account number/invoice is invalid for DTS to the CBA Administrator.
CBA Invoice Rejected by Archive MIS	The Archive/MIS reject the above referenced XML file. Please regenerate the file.	Rejection received from DMDC.	DTS shall construct and send an email to the DTS system administrator when a CBA XML Archive/MIS transmission is rejected.
Un-reconcilable CBA Account	DTS has received an invoice for the referenced CBA account. The account number is valid, but the reconciliation flag on DTS indicates the account is not reconcilable by DTS. Please validate that the reconciliation flag is set correctly for the CBA account, rest the reconciliation flag if not set correctly, and restage the invoice for reconciliation. If the account is not reconcilable by DTS, reject the invoice back to the CCV and/or delete the invoice from the CBA module.	DTS has received an invoice for the referenced CBA account. The account number is valid, but the reconciliation flag on DTS indicates the account is not reconcilable by DTS.	If DTS receives an invoice for an account number that is carried on DTS but not flagged for reconciliation, DTS will notify the CBA Administrator via email that an invoice has been received with a valid account number; however the account number is not flagged for CBA Specialist reconciliation.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Specialist/Travel Assistance Center (TAC)			
CBA Invoice Rejected by GEX	The GEX rejected the above referenced CBA Invoice. The DTS System Administrator will take corrective action and retransmit the invoice. To log into DTS, select the following link: http://www.defensetravel.dod.mil . Please do not respond to this email.	Rejection (translation failure) received from GEX.	When DTS receives an 824 translation failure from GEX for a CBA invoice, DTS will send an email to the CBA Specialist, CBA DTA and TAC.
CBA Invoice Rejected by DADS	The DADS rejected the above referenced CBA invoice. The reason for the rejection is provided below. Please take corrective action and retransmit the invoice. <Text from reject message>	DADS rejection received from GEX.	DTS will send an email to the CBA Specialist and allow the transactions contained in the certified invoice to be modified if a rejection is received.
CBA Invoice Rejected by Vendor Pay System	The Vendor Pay system rejected the above referenced CBA invoice. The reason for the rejection is provided below. Please contact the Travel Assistance Center to determine the corrective action. <Text from reject message> To log into DTS, select the following link: http://www.defensetravel.dod.mil .	Rejected from Vendor Pay System	When a 824 is received for the CBA invoice, DTS will send an email to the CBA Specialist and TAC.
CBA Invoice is Ready for Certification	The above referenced CBA invoice is ready for certification	CBA invoice is ready for certification	DTS will send an email notification that CBA invoices exist in DTS that are ready to be certified when all transactions on a CBA invoice are in a matched and/or suspended state.
CBA Invoice has Arrived from the CCV	DTS has just received the above referenced invoice from the CCV.	An invoice has been received from the CCV and passed the invoice validation edits.	DTS will notify the CBA Specialist assigned to the CBA account via email that an invoice has been received from the CCV once the invoice validation edit have been completed.
CBA Invoice is Reconciled	The above reference CBA invoice is reconciled	An invoice is reconciled and ready for review	DTS will notify the CBA Specialist assigned to the CBA account via email that an invoice is ready for review once the automated reconciliation on the invoice has been completed.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Specialist/Travel Assistance Center (TAC)			
Invoice Not Ready for Reconciliation	The above reference CBA invoice is held reconciliation because the previous month invoice has not been certified or locked.	An invoice cannot be reconciled pending the payment or locking of previous invoices.	If an invoice retrieved from the CCV cannot be reconciled pending the payment or locking of previous invoices. DTS will notify the CBA Administrator via email that invoice(s) are present in DTS that cannot be reconciled until previous invoices are paid or locked.
CBA Invoice Rejected by GEX	The GEX rejected the above referenced CBA invoice. The DTS System Administrator will take corrective action and retransmit the invoice. To log into DTS, select the following link: http://www.defensetravel.dod.mil . Please do not respond to this email.	Second 824 translation failure from GEX.	When DTS receives the second failure for an 824 translation failure from GEX for a CBA invoice, DTS will send the information shown under the Content heading in the email.
CBA Invoice Returned to Unmatched Content	DTS has returned the above invoice to an Unmatched status. DTS has determined that the certified CBA invoice file indicated above is out of balance (details records do not equal total record). The Invoice has been return to your unmatched invoices section for correction and recertification. Please contact the Travel Assistance Center to resolve the problem before attempting to re-certify the invoice. A copy of this reject email should be included with your communication with the TAC. To log into DTS, select the following link: http://www.defensetravel.dod.mil . Please do not respond to this email.	Condition occurs when Total New Gross Amount or Total CBA Credit Amount are out of balance with OCP detail records.	When DTS validates that the Total New Gross Amount or Total CBA Credit Amount are out of balance with the OCP detail record, DTS shall include the information under the Content heading in an email sent to the CBA Specialist.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Specialist/Travel Assistance Center (TAC)			
Form of Payment Has Changed	<p>DTS has identified a change in the form of payment for the air or rail reservation in the PNR returned from the TMC for the document below: Traveler Name: Organization: TANUM PNR Record Locator Stamp (either CTO BOOKED or CTO TICKETED)</p> <p>DTS has determined that a change has been made by the TMC to the form of payment or GOVCC/CBA account numbers. Confirm with the TMC to ensure the travel arrangements are charged to the correct charge card account, and the methods of reimbursement, are correct for payment.</p> <p>In addition, the TMC Fee should be verified as it should always have the same method of reimbursement as the air or rail reservations. For example, if the air or rail is CBA, the TMC Fee should also be CBA; if the air or rail is GOVCC, the TMC Fee should be GOVCC.</p> <p>The traveler is to review the last CTO Submit version of the document to confirm the correct form of payment was used for air/rail arrangements and then check the <stamp> version to identify the difference. The traveler should contact the local Help Desk or TMC for assistance, in accordance with local procedures.</p> <p>A discrepancy in the form of payment or TMC Fees will cause a pre-audit to trigger and require justification before the document can proceed.</p>	Triggers a pre-audit if the TMC changes the account that was specified in the outgoing PNR for payment of air/rail travel.	When the account number for the air or rail payment in the PNR received from the TMC is different than the account number for the form of payment that was originally in the outgoing PNR, DTS will flag a pre-audit for ACCT # CHGD BY TMC.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Specialist/Travel Assistance Center (TAC)			
CBA Invoice has been Paid information to TO	DTS received notification that the below reference CBA invoice has been paid Details: Account Number: XXX-XXXX- XXXX-### (display last 4 only) CCV Invoice Number: Date of Payment: MM/DD/YYYY Optional Action: N/A	Email sent upon receipt of the 820 advice of payment (AOP) from the applicable disbursing system.	Informs CBA Specialist that the CBA invoice has been paid.
Traveler/Routing Official/Authorizing Official			
Travel Manager Correspondence Content	This letter is to inform you that a CBA Amendment <or CBA Adjustment> has been created for <traveler last name, first name> on <document name> and requires your immediate review or approval to allow the Transportation Officer to reconcile the CBA invoice for payment.	Condition triggered when a CBA Amendment is submitted.	To prompt immediate action so that the invoice can be reconciled.
Auto-Approval of CBA Amendment Content	The Transportation Officer has initiated a CBA Amendment for <traveler last name, first name> on <DTS document name> for <dollar amount> based on receipt of the CBA invoice from the charge card vendor. The amendment is necessary to account for a cost difference on a previously approved ticketing action. In order to allow timely payment of the CBA invoice, this amendment action will be systematically approved unless you take action to return the travel document within <system-configurable number of hours> hours of the date and time of this email.	Condition occurs when an amendment differing from the original by less than \$250 dollars (plus or minus) is submitted. Amendment less than \$250 can be approved automatically.	AO has veto to prevent the auto approval. Otherwise, the system will automatically apply the APPROVED stamp to the amendment within the specified time.

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
Form of Payment Has Changed	<p>DTS has identified a change in the form of payment for the air or rail reservation in the PNR returned from the TMC for the document below: Traveler Name: Organization: TANUM PNR Record Locator Stamp (either CTO BOOKED or CTO TICKETED)</p> <p>DTS has determined that a change has been made by the TMC to the form of payment or GOVCC/CBA account numbers. Confirm with the TMC to ensure the travel arrangements are charged to the correct charge card account, and the methods of reimbursement, are correct for payment.</p> <p>In addition, the TMC Fee should be verified as it should always have the same method of reimbursement as the air or rail reservations. For example, if the air or rail is CBA, the TMC Fee should also be CBA; if the air or rail is GOVCC, the TMC Fee should be GOVCC.</p> <p>The traveler is to review the last CTO Submit version of the document to confirm the correct form of payment was used for air/rail arrangements and then check the <stamp> version to identify the difference. The traveler should contact the local Help Desk or TMC for assistance, in accordance with local procedures.</p> <p>A discrepancy in the form of payment or CTO Fees will cause a pre-audit to trigger and require justification before the document can proceed.</p>	<p>Triggers a pre-audit if the TMC changes the account that was specified in the outgoing PNR for payment of air/rail travel.</p>	<p>When the account number for the air or rail payment in the PNR is received from the TMC is different than the account number for the form of payment that was in the outgoing PNR, DTS will flag a pre-audit for ACCT # CHGD BY CTO.</p>

CBA Reconciliation Tool Emails (cont'd)			
Email Subject	Email Content	Condition	Reason for Email
CBA Specialist/Authorizing Official			
CBA Amendment Requires Additional Funding	An amendment initiated by the DTS CBA CBA-DTA for <traveler last name, traveler first name> for (travel document name> has failed auto-approval due to insufficient funds in the Budget Item(s) or because there was no budget item(s) for the associated LOA. Please contact your FDTA for additional funds and apply the APPROVED stamp as required.	Condition triggered when CBA Amendment fails auto approval due to insufficient funds in the budget or no budget at all associated with the LOA.	FDTA must be contacted for additional funds if the amendment is to be approved.

Appendix B: Definitions

Term	Definition
Acknowledgement	Status of an invoice whose transactions are all matched, held, suspended, disputed, or closed. This state indicates that the invoice is ready to be entered into the archival record. Note that all certifiable invoices are acknowledgeable, but not all acknowledgeable invoices are certifiable. In the case where a valid debit and credit cancel each other out on the same invoice, no money changes hands and no payment need be certified, but nonetheless the transactions must be acknowledged for record keeping.
Advance Credit	Debit transaction received from the CCV for a ticket that was cancelled.
Advice of Payment	Notification from the official disbursing system that payment has been disbursed. This includes notice of the amount disbursed and date of payment.
Airport Credit	Change in ticket by the traveler directly with the airline for a lesser amount than was issued through DTS. The airline processes the refund directly through the CCV and the credit appears on the CCV invoice, but the data may not be present in DTS.
Archive Accepted	Positive response received from DMDC indicating the invoice has been archived.
Archive Rejected	Negative response received from DMDC indicating the invoice has been rejected for archiving.
Archive Rejection Failure	Failure response received from DMDC indicating a translation failure.
Archive Submitted	The invoice has been sent to DMDC for archiving.
Authorizing Official (AO)	The individual appointed in writing that is responsible for authorizing travel and approving travel claims by determining the necessity of trips and funds availability, assigning the proper line of accounting prior to the authorization, and approving travel claims for validity after completion of travel. The individual, who controls the mission, authorizes the trip, and control funds for TDY travel.
Auto Reconciled	The invoice status when the CBA automatic reconciliation process has reconciled all the transactions on the CCV invoice.
Billing Currency Code (BCC)	A code that designates the type of currency that is used in a transaction.
Billing Cycle Date	The billing cycle date is the cut-off date for which transactions are processed for the billing cycle. This is also referred to as the closing date.
CBA Account Label	A user defined name for the account used by the organization. The CBA label naming convention is discussed in Chapter 8.
CBA Defense Travel Administrator (CBA DTA)	The individual with permission level 7 and is responsible for setting up and maintaining CBA user accounts, assigning CBA Specialist and assigning a default CBA account to an organization
CBA Invoice	The billing statement received from the CCV for a given DoD CBA account, once it is auto-reconciled and validated by the DTS CBA Reconciliation module.

Term	Definition
CBA Specialist	The individual appointed or designated by the commander of a DoD activity to review and reconcile the CBA invoice, and certify invoices for payment. To reconcile CBAs in DTS, this individual must have permission level 4.
CCV Invoice	The billing statement received from the Credit Card Vendor for a given DoD CBA account
Centrally Billed Account	A charge card designated to pay for official travel charges, and the issuing organization guarantees payment. CBA's have no spending ceiling and payments are subject to the Prompt Payment Act of 1982, as amended.
Closed	Status of a disputed transaction once it has been settled and removed from the disputed list.
Closing Date	The closing date is the cut-off date for which transactions are processed for the billing cycle. This is also referred to as the billing cycle date.
Credit	A refund issued for a previous charge on a CBA invoice.
Credits Not Received	Advance credits that do not have Previously Applied Credits.
CP-C, CR-C or CF	Abbreviations in DTS that refer to Commercial Plane-CBA, Commercial Rail-CBA, or CTO Fee.
DADS Paid	Positive response received from DADS indicating the CBA invoice has been paid.
DADS Rejected	Negative response received from DADS indicating DADS rejected the CBA invoice for payment.
Debit	A charge transaction on a CBA invoice.
Department of Defense (DoD)	Is an executive branch of the federal government of the United States charged with coordinating and supervising all agencies and functions of the government concerned directly with national security and the United States Armed Forces.
GEX Translation Failure	Response received from GEX indicating a translation failure.
Defense Accounting and Disbursing Systems (DADS)	Financial systems for the Department of Defense.
Designated Billing Office (DBO)	The office or third party entity that is designated by the ordering agency/organization to receive the official invoice and, in some instances, makes payments on the official invoice. For DTS invoices, DTS is the DBO.
Disputed	This is the status of a transaction that has been removed from its invoice, because it could not be validated by the CBA Specialist for a particular CBA account.
Duplicate	A transaction is a duplicate of another transaction if the values are the same for the following field: ticket number, TANUM, ticket cost and transaction type.
Fee Credit	A refund issued for a CTO fee.
Held	Transaction status where the transaction is removed temporarily from the invoice at the CBA Specialist's discretion.

Term	Definition
Invoice Certified	Status of a CBA invoice once the CBA Specialist certifies it for payment.
Invoice Creation Date	The date the charge card vendor created the electronic invoice.
Invoice Receipt Date	The date the electronic invoice is placed in the electronic mailbox. This is the date used to start the prompt pay clock.
Line of Accounting (LOA)	A data entity representing a DoD account that may be used to fund official travel (i.e., transportation, per diem, meals, and incidental expenses).
Locked	The status of an invoice when its net billing amount has a negative balance after all transactions on the invoice have been matched, suspended, disputed or closed.
Matched	The status of a transaction when it matches an authorized DTS trip document based on one of the following conditions: ticket number and cost; traveler name/billing date and cost; or TANUM/ticket number and cost.
Matched Credit	Status of a credit transaction when its corresponding charge was paid and then the ticket was cancelled.
Matched Debit	Status of a debit transaction when it is matched with an authorized DTS travel document based on one of the following conditions: ticket number, account number, billing date and cost, traveler name, billing date and cost, or TANUM/ticket number and cost.
Miscellaneous Charge Order	Charge for other than transportation expenses (i.e., paper ticket fees, TMC transaction fees, etc.)
Non DTS Entry Agent (NDEA)	A non-accountable official who may be a military member, DoD employee, or contractor, and is designated in writing by the local command authority, using locally established procedures. NDEAs are responsible for entering claims for reimbursement in DTS for travelers that do not have reasonable access to DTS.
Open Invoice	A CBA invoice that has not been certified for payment.
Original Invoice Number	The original invoice a transaction was charged to. This number will be utilized when transactions from previous invoices are included in a subsequent invoice for certification purposes.
Paid	Advice of Payment (AOP) received on a transaction
Pending Refund	This is the status of a credit transaction when its corresponding charge has not been paid.
Passenger Name Record (PNR)	This is a record in the database of a reservation system that contains the itinerary and all travel related information for a passenger.
Previously Applied Credit	This is a credit transaction received from the charge card vendor for a cancelled ticket. The credit was already taken earlier as an Advance Credit.
Defense Travel Management Office CBA Administrator (DTMO CBA Administrator)	The agency that provides oversight of the CBA DTA user accounts. The DTMO CBA Administrator has the ability to generate compliance reports or re-stage CCV invoices.
Prompt Payment Act (PPA)	The Prompt Payment Act of 1982 requires federal agencies to make payments in a timely manner.

Term	Definition
PPA Interest	A transaction status assigned to unmatched transactions included on the invoice to acknowledge and track the payment of Prompt Payment Act interest amounts.
Ready for Certification	The CBA invoice is ready for certification by the CBA Specialists.
Received from CCV	A CCV invoice is parsed by the CCV parser and put into DTS.
Reconciliation Complete	The invoice status when all transaction on the CBA invoice are resolved: matched, suspended, held, disputed or closed status.
Sent to GEX	The invoice status when the CBA invoice has been sent to GEX/DADS for payment.
Source Currency Code (SCC)	A code that designates the type of currency used to purchase a given CBA charge.
Suspended	A credit transaction (i.e., pending refund, pending credit, or pending fee credit) is suspended when the corresponding debit transaction has not been paid.
TANUM	The travel record number applied when the document is approved that identifies the DTS document and provides the vehicle on which all official travel authorizations, initial options, modifications and payment decisions are recorded.
Ticket Number	This is the number the travel industry uses to track charges for ticketed transportation.
Transaction Amount	This is the amount of the CBA charge after conversion to U.S. dollars.
Transaction Dispute	A disagreement between the account holder and the merchant regarding a transaction.
Transaction Status	The current state of an individual transaction on a CBA invoice.
Travel Management Company (TMC)	As defined in the JTR, a commercial activity providing a full range of commercial travel and ticketing services under a contract and/or memorandum of understanding with the government [previously known as Commercial Travel Office (CTO)].
Unmatched Debit	The status of a debit transaction when it does not match any authorized DTS trip document based on one of the following conditions: ticket number and cost, traveler name, billing date and cost, or TANUM/ticket number and cost.
Unmatched Credit	The status of a credit transaction when it does not match any authorized DTS travel document.
Vendor	A person or company that provides a service.
Visa Transaction Code	The two letter code used by the credit card vendor to identify the type of each transaction on the CCV invoice. The current codes in use are: 10 - Debit 11 - Credit 31 - Payment 40 - Miscellaneous Debit 50 - PPA fees
Voucher	The document issued by a disbursing system to record disbursements of funds for authorized payments.

Appendix C: Frequently Asked Questions (FAQs)

Q: After auto-reconciliation there is no TANUM associated to the ticket number on the Open Transaction Detail screen. Why does this happen?

A: DTS is not able to identify a TANUM during primary and secondary matching. Because of this there is no TANUM listed for the transaction on the Open Transactional Detail screen. The CBA Specialist will need to use the details from that transaction to identify the DTS TANUM that the ticket is associated to. This often results when no DTS travel document exists, so there is no TANUM to associate the transaction to or the ticket has been removed from the travel document.

Q: During auto-reconciliation a transaction has the following transaction classification “DTS Ticket Number previously matched”. What does this mean and how can I correct this?

A: Once a ticket number has been used to match and pay against a CBA transaction has been processed, it cannot be used again to process a 2nd CBA transaction. If the CBA Specialist attempts this, DTS will recognize that the ticket number has been matched against previously and classify the new ticket as a duplicate. This is most of the time due to multiple tickets on the travel document as a result of ticketing changes and the document is not reflecting the updated tickets and cost. To correct, amend the travel document and add the new CBA ticket number and then re-match the transaction using the correct ticket number.

Q: A transaction is in an un-editable status on the Open Transaction Detail screen with only Reconcile by TANUM and Reconcile by Ticket links available. How can I place this transaction in held so I can certify my invoice?

A: In order to temporarily place the transaction in a held status, begin by selecting on “Reconcile by TANUM” and then select the initial reservation ticket number from the Ticket List (i.e., 2VE8U4-CP), this will allow the transaction to be placed into an editable status so it can be placed in Held.

Q: My CBA invoice status has been certified, the Positive Acknowledgement stamp received, but the Advice of Payment (AOP) – PAID stamp received has not been received.

A: Once an invoice has been certified and the Positive Acknowledgement stamp has been received, the Advice of Payment stamp should be received within five (5) business days. If it hasn't, the CBA Specialist should reach out to their Vendor Pay POC to find out what is resulting in the delay. The CBA Specialist can also validate disbursement of payment by reviewing their CBA transactions on their bill at CitiDirect at <https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>. If payment has been received, but the AOP has not been received, the CBA Specialist should submit a DTS Help Desk ticket for assistance.

Q: Can I use the DTS CBA Reconciliation module if my CTO tickets are issued in a foreign currency?

A: It is not recommended to use the DTS CBA Reconciliation module if an organization's CTO tickets in a foreign currency. This due to the fact that there will be minimal matching during auto-reconciliation and many travel documents will need to be amended to so they reflect the actual ticket price (in U.S. dollars).

Q: I matched a debit CBA transaction to the wrong TANUM and it has been certified and disbursed on an invoice, can this be corrected?

A: No. Once a debit has been certified and disbursed by Vendor Pay, the CBA transaction cannot be unmatched and then re-matched to the correct TANUM. Any correction will need to be taken care of manually.

Q: Can the Initiate Amendment function be used to add a new CBA ticket to a travel document?

A: No. The Initiate Amendment function can ONLY be used for an existing ticket that is in a travel document.

Q: My monthly invoice has not been received from the charge card vendor, what should I do?

A: The charge card vendor will only submit a monthly CBA invoice to DTS if there are transactions on the invoice. If you know that an invoice was supposed to have been received and it's been more than 48 hours after the cycle date of the CBA. A DTS Help Desk ticket should be submitted for resolution.

Q: All my transactions on an unmatched invoice are in a matched, held, suspended, disputed or closed status, but the invoice will not move to Reconciliation Complete, how do I correct this?

A: To force the invoice to move forward to reconciliation complete, select one transaction and unmatched the transaction and select Save. Then re-reconcile that transaction and once it matches again, the invoice will then move forward to Reconciliation complete.

Q: I have a traveler that is being funded by another organization, whose CBA would pay for this travel in DTS and who is responsible for reconciliation?

A: CBAs are tied to a organizations. Depending on what organization a traveler is associated to would determine what CBA is used for paying for that airline ticket/CTO Fee. That organization CBA's Specialist would then be responsible for reconciling the charges, which very well will include a LOA that is outside of their typical accounting system.

Appendix D: Troubleshooting

This appendix provides a list of reasons and suggested action the CBA Specialist may take to correct the error. The reasons are organized in Table D-1 by transaction classification under the below table headings:

- Unmatched Debit
- Unmatched Credit
- Unmatched Fee
- Unmatched Refund
- Amendment Returned
- Amendment Rejected

D1.0 Reason(s)/Suggested Corrective Action

Table D-1: Reason(s)/Suggested Corrective Action

REASON(S)/SUGGESTED CORRECTIVE ACTION		
Classification: Unmatched Debit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Transaction Amount does not Match Authorization Amount	Debit transaction cannot be matched to a DTS authorization due to a mismatched amount	Amend the authorization to adjust the dollar amount to match the amount billed by the CCV. If the “Initiate Amendment” button is available, create an amendment from the CBA module. If the “Initiate Amendment” button is not available, coordinate with the traveler, AO or DTA to process an amendment. If the amendment was initiated from the CBA module, the transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POSACK RECEIVED). If the amendment was created by the traveler, AO, or DTA, use the “Reconcile by TANUM” or “Reconcile by Ticket Number” options to match the transaction once the amendment has been approved.

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Debit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Transaction amount does not match the voucher amount	Debit transaction cannot be matched to a voucher from authorization due to a mismatched ticket amount.	<p>Amend the voucher from the authorization to adjust the dollar amount to match the amount billed by the CCV. If the "Initiate Amendment" button is available, create an amendment from the CBA module. If the "Initiate Amendment" button is not available, coordinate with the traveler, AO or DTA to process an amendment.</p> <p>If the amendment was initiated from the CBA module, the transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POSACK RECEIVED). If the amendment was created by the traveler, AO, or DTA, use the "Reconcile by TANUM" or "Reconcile by Ticket Number" options to match the transaction once the amendment has been approved.</p>
Account information not available	The transaction is not able to associate the TANUM with a Non-Reimbursable Expenses on the LOA.	The CBA Specialist needs to check the document to make sure the transaction is not set to Individual Billed GTCC.
DTS Ticket Number does not match CCV Ticket Number	Debit transaction cannot be matched to a DTS travel record due to a mismatched ticket number.	<p>Determine the DTS travel document (TANUM) by searching DTS.</p> <p>Enter the applicable TANUM in the "Reconcile by TANUM" field on the Transaction Detail screen and select the button.</p> <p>If multiple tickets are associated with the TANUM, a ticket list is shown. Select the applicable ticket number that needs to be reconciled and the module will attempt to match the transaction.</p> <p>If the transaction remains unmatched, follow the directions shown above, amend the document as required to match the transaction.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Debit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
The given ticket is not a CBA ticket	<p>The matching ticket record in DTS does not have a CBA expense type code (CP-C or CR-C) for the ticket number.</p> <p>Note: The traveler failed to indicate that the ticket was to be purchased using the CBA account.</p>	<p>Contact the traveler, AO, or DTA to amend the document to correct the method of payment to CBA.</p> <p>Using the “Reconcile by TANUM” or “Reconcile by Ticket Number” attempt to reconcile the transaction once the amendment action is approved.</p> <p>Note: If the traveler can provide proof that the ticket was in fact charged to the traveler’s individual account, dispute the CBA charge and verify with the CTO that a credit will be issued against the CBA account.</p>
TANUM Unknown	<p>Reconciliation is unable to find a ticket record in DTS that matches the CCV transaction.</p>	<p>Locate the DTS travel document by searching DTS.</p> <p>Enter the TANUM in the “Reconcile by TANUM” field on the Transaction Detail screen and select the button.</p> <p>If multiple tickets are associated with the TANUM, a ticket list will be provided. Select the applicable ticket number to be reconciled and the application will attempt to match the transaction.</p> <p>If the transaction remains unmatched, follow the directions shown above, amend the document as required to match the transaction.</p> <p>Note: If analysis finds the CCV transaction is not a valid charge on the CBA account, dispute the transaction and change the status to “Disputed”.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Debit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Authorization has not been POSACK Received	<p>Reconciliation has not found one of the following stamps on the current adjustment of the travel authorization:</p> <ul style="list-style-type: none"> • POSACK RECEIVED • PAY PROCESS IGNORE <p>These stamps provide verification that required obligations have been accepted.</p>	<p>Allow a few days for the necessary stamping action to occur and attempt to reconcile the transaction using the “Reconcile by TANUM” or “Reconcile by Ticket Number” as described above.</p> <p>If the transaction cannot be matched within a few days, contact the DTS or AO to determine if the applicable document has been rejected and requires correction or manual intervention is required from the DTA.</p>
Voucher has not been POSACK Received	<p>CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel voucher:</p> <ul style="list-style-type: none"> • POSACK RECEIVED • PAID 	<p>Perform the same actions described above.</p>
Mismatch found for a given TANUM and transaction amount	<p>Based on an user selected TANUM, CBA was unable to make a match with a ticket record carried on the TANUM</p>	<p>Verify that the correct TANUM is associated to the transaction and amend the document.</p> <p>Amend the travel document, to adjust the amount and/or ticket to match the amount billed by the CCV. If the “Initiate Amendment” button is available, create an amendment from the CBA module. If the “Initiate Amendment” button is not available, coordinate with the traveler, AO or DTA to create an amendment.</p> <p>If the amendment was initiated from the CBA module, the transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POSACK RECEIVED). If the amendment was created by the traveler, AO, or DTA, use the “Reconcile by TANUM” or “Reconcile by Ticket Number” options to match the transaction once the amendment has been approved.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Debit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Manual Unmatch	Transaction was changed by the CBA Specialist from a held, pending or matched status to an unmatched status.	<p>Amend the authorization or voucher to adjust the amount to match the amount billed by the CCV.</p> <p>If the "Initiate Amendment" button is available, create an amendment from the CBA module. If the "Initiate Amendment" button is not available, coordinate with the traveler, AO or DTA to create an amendment.</p> <p>If the amendment was initiated from the CBA module, the transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POSACK RECEIVED). If the amendment was created by the traveler, AO, or DTA, use the "Reconcile by TANUM" or "Reconcile by Ticket Number" options to match the transaction once the amendment has been approved.</p>
Ticket number was found on more than one trip document.	When reconciliation finds the same ticket number on multiple travel documents and is unable to resolve which TANUM to reconcile the CCV transaction against.	<p>Based on the billing cycle of the invoice; the CBA Specialist need to determine the applicable TANUM the transaction is associated with.</p> <p>Enter the applicable TANUM in the "Reconcile by TANUM" filed and select the button to attempt to match the transaction.</p> <p>If the transaction remains unmatched, initiate the amendment action described above to update the authorization or voucher with the required information to match the transaction.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Credit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
DTS Ticket Number does not match CCV Ticket Number	CCV credit transaction cannot be matched to a DTS ticket record for a corresponding DTS travel record.	<p>This is a result of the CCV issuing a credit under a different ticket number than the initial debit was processed under. The CBA Specialist must Change the status of the transaction to “Held” status while investigating the transaction.</p> <p>It may be necessary to dispute the transaction with the CCV and request that the credit be re-issued under the same ticket number as the initial debit.</p> <p>Note: DTS does not currently support the ability to enter a negative (credit) ticket value (DFAS cannot accept a negative obligation).</p>
Transaction Amount does not Match Authorization Amount for a Cancelled Ticket	CCV credit transaction isn't matched to an approved and cancelled DTS ticket record for a corresponding DTS travel record	<p>This is a result of a cancelled trip that was populated with the correct ticket information prior to cancellation.</p> <p>The initial debit was previously marked for dispute and not paid (since the trip/ticket was cancelled). The CBA Specialist will need to mark the credit transaction as disputed, since the debit was not paid.</p> <p>Note: DTS/CBA does not have to capability to amend a cancelled authorization in DTS.</p>
No Match Found	Reconciliation is unable to find a ticket record in DTS that matches the CCV transaction based on ticket number, name and billing date range.	<p>Use the ROA module or search DTS for the travel document and the ticket associated with the CCV transaction.</p> <p>If analysis finds the CCV transaction is not a ticket, dispute the transaction and change the status to “Disputed”.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Credit Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Mismatch found for a given TANUM and transaction amount	Based on a select TANUM, CBA was unable to match with a ticket record carried on the TANUM.	<p>Reconcile the CCV transaction from the transaction detail screen again, or</p> <p>Submit an amendment from the Transaction Detail screen to modify the transaction amount on the selected ticket record if the ticket record is not a cancelled ticket. If the selected ticket record is a cancelled ticket (or a travel document).</p> <p>Change the status to "Held". Contact the TAC for assistance.</p> <p>Note: DTS does not currently support the capability to amend a cancelled ticket in DTS.</p>
Manual Unmatch	Transaction was changed by the CBA Specialist from a held, pending, or unmatched status to an unmatched status.	The CBA Specialist must reconcile the transaction again using the "Reconcile by TANUM" or Reconcile by Ticket Number" on the Transaction Detail screen to move the transaction into a matched status.
Ticket number was found on more than one trip document	When reconciliation finds the same ticket number on multiple travel documents and is unable to resolve which TANUM to reconcile the CCV transaction with.	<p>Use the ROA module or search DTS to determine if the travel document is associated with the CCV transaction.</p> <p>Perform selective mode reconciliation on the CCV transaction "Reconcile by TANUM" from the Transaction Detail screen using the TANUM located in the document.</p>
Classification: Unmatched Fee Status: Unmatched		
Transaction Amount does not match Authorization Amount	DTS is unable to reconcile a CTO fee transaction with a ticket record on DTS.	<p>Amend the travel document for the difference between the invoice and ticket amount.</p> <p>Reconcile the transaction again using the Transaction Detail screen after the amendment has been stamped POSACK RECEIVED (authorization) or PAID (voucher).</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Fee Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Transaction amount does match voucher amount	<p>CCV debit transaction cannot be matched to a trip document due to a mismatch ticket amount.</p> <p>When the net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the travel document and transaction is a debit.</p>	<p>Amend the travel document for difference between the invoice and the ticket amounts.</p> <p>Reconcile the transaction again using the Transaction Detail after the amendment has been stamped PAID (voucher).</p>
DTS Ticket Number does not match CCV Ticket Number	<p>When DTS is unable to reconcile a TMC fee transaction with a ticket record in DTS.</p>	<p>Use the ROA module or search DTS to find the ticket associated with the document and CCV transaction.</p> <p>Perform selective mode reconciliation on the CCV transaction "Reconcile by TANUM" from the Transaction Detail screen.</p> <p>Amend the travel document to modify the ticket number to match the CCV invoice ticket number.</p> <p>Reconcile the transaction again using the Transaction Detail screen after the amendment has been stamped POSACK RECEIVED (authorization) or PAID (voucher).</p>
The given ticket is not a CBA ticket	<p>The matching ticket record in DTS does not have a CBA expense type code (CP-C or CR-C) for the ticket number.</p> <p>Note: Reason for the incorrect expense type code is probably caused by the travel document being amended to change the expense type code after the CBA ticket was purchased.</p>	<p>Determine if the travel document has the correct expense type code set.</p> <p>Change the ticket expense type code to CP-C or CR-C and the CBA account number to match the CCV transaction CBA account number on the travel document.</p> <p>Perform selective mode reconciliation on the CCV transaction "Reconcile by TANUM" or "Reconcile by Ticket Number" from the Transaction Detail screen when the amendment has been approved.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Fee Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
TANUM Unknown	Reconciliation is unable to find a ticket record that matches the CCV transaction based on ticket number, name or billing date range.	<p>Use the ROA module or search DTS to find the ticket associated with the document and CCV transaction.</p> <p>Perform selective mode reconciliation on the CCV transaction "Reconcile by TANUM" from the Transaction Detail screen.</p> <p>If analysis finds the CCV transaction is not a ticket, dispute the transaction and change the status of the transaction to "Disputed".</p>
Authorization is not ready reconciliation	<p>Reconciliation has not found one of the following stamps on the current adjustment of the travel authorization (voucher not created):</p> <ul style="list-style-type: none"> • POSACK RECEIVED • PAY PROCESS IGNORE 	<p>Contact the AO shown on the Transaction Summary screen for the CCV debit transaction to review and research the current status of the travel document.</p> <p>Once the travel authorization is stamped with one of the stamps indicated, reconcile the debit transaction again from the Transaction Detail screen using "Reconcile by Ticket Number".</p>
Voucher has not been approved	<p>Reconciliation has not found one of the following stamps on the current adjustment level of the travel voucher:</p> <ul style="list-style-type: none"> • POSACK RECEIVED • PAID 	<p>Contact the AO shown on the Transaction Summary screen for the CCV debit transaction to review and research the current status of the travel document.</p> <p>Once the voucher is stamped with one of the stamps indicated, reconcile the debit transaction again from the Transaction Detail.</p>

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Fee Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Mismatch found for a given TANUM and transaction amount	Based on a user selected TANUM, CBA was unable to make a match with a ticket record carried on the TANUM.	Reconcile the CCV transaction again from the transaction detail screen Create an amendment for the travel document from the Transaction Detail screen to modify the transaction amount on the ticket record.
Manual Unmatch	Transaction changed by the CBA Specialist from a held, pending, or matched status to an unmatched status.	The CBA Specialist must reconcile the transaction again using the "Reconcile by TANUM" or Reconcile by Ticket Number" on the Transaction Detail screen to move the transaction into a matched status.
Ticket number found on more than one trip document	When reconciliation finds the same ticket number on multiple travel documents and is unable to resolve which TANUM to reconcile the CCV transaction with.	Use the ROA module or search DTS to determine if the travel document is associated with the CCV transaction.
Classification: Unmatched Refund Status: Unmatched		
Transaction Amount does not match Authorization Amount	When the net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the DTS authorization and the transaction is a credit.	Amend the travel document from the CBA module using the "Initiate Amendment" option. Transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POSACK RECEIVED).
Transaction amount does match voucher amount	When the net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the voucher and transaction is a credit.	See above for the authorization process.
Selective mode reconciliation is required to complete the grouping process	A refund (credit) received for a CBA debit is reconciled as a single netted transaction. Reconciliation for the transaction "group" can only be performed via the Transaction Detail screen.	Perform selective mode reconciliation on the CCV credit transaction "Reconcile by Ticket Number"

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Unmatched Refund Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Authorization has not been POSACK RECEIVED	Reconciliation has not found one of the following stamps on the current adjustment of the travel authorization (voucher not created): <ul style="list-style-type: none"> • POSACK RECEIVED • PAY PROCESS IGNORE 	Contact the AO shown on the Transaction Summary screen for the CCV debit transaction to review and research the current status of the travel document. Once the travel authorization is stamped with one of the stamps indicated, reconcile the debit transaction again from the Transaction Detail screen using "Reconcile by Ticket Number".
Voucher adjustment has not been POSACK RECEIVED	Reconciliation has not found the following stamps on the current adjustment level of the travel voucher: <ul style="list-style-type: none"> • PAID 	Contact the AO shown on the Transaction Summary screen for the CCV debit transaction to review and research the current status of the travel document. Once the voucher is stamped with one of the stamps indicated, reconcile the debit transaction again from the Transaction Detail screen "Reconcile by Ticket Number".
Manual Unmatch	Transaction changed by the CBA Specialist from a held, pending, or matched status to an unmatched status.	The CBA Specialist must reconcile the transaction again using the "Reconcile by TANUM" or "Reconcile by Ticket Number" on the Transaction Detail screen to move the transaction into a matched status.
Classification: Amendment Returned Status: Unmatched		
Amendment Returned	When a routing official "RETURNS" a CBA initiated amendment rather than approving it, the CBA transaction is updated from "Amendment Pending" to "Amendment Returned".	Determine why the amendment action was not approved and explain why the amendment action is necessary in order to match the CBA transaction. Place the transaction in a "Held Status" if it is delaying the invoice from being paid in a timely manner. Work with the AO or DTA to get the amendment approved. It may be necessary to re-initiate the amendment using the "Initiate Amendment" option. Once the amendment is approved and the obligation is stamped POSACK, the transaction will automatically match.

Table D-1: Reason(s)/Suggested Corrective Action (cont'd)

REASON(S)/SUGGESTED CORRECTIVE ACTION (cont'd)		
Classification: Amendment Rejected Status: Unmatched		
Reason(s)	Description	CBA Specialist Action
Amendment Rejected	GEX or DFAS rejected a CBA initiated amendment and the transaction is updated from "Amendment Pending" to "Amendment Rejected".	<p>Coordinate with the DTA or AO to correct the rejection and amend the document for approval.</p> <p>Once the reject is corrected and the amendment action has been approved and the POSACK stamp applied, use the "Reconcile by TANUM" or Reconcile by Ticket Number" to match the transaction.</p>
Classification: Amendment Pending Status: Suspended		
No Reason Code Required	CBA Specialist has initiated a CBA Amendment that has yet to be approved or the adjusting obligation have yet to be positively acknowledged (POSACK) by DFAS	<p>No user action is required. The transaction is held in the amendment pending status until DTS returns an acceptance or rejection.</p> <p>The CBA Specialist can validate the status of the amendment through their organization, group or ROA access or request assistance from the AO or DTA.</p> <p>If the amendment has been approved and the adjusting obligations POSACK from DFAS but the transaction remains in an "Amendment Pending" status, contact the TAC for assistance.</p>

D2.0 Suspended, Held, or Disputed Transactions

Table D-2: Suspended, Held, or Disputed Transactions

Suspended, Held, or Disputed Transactions				
Classification	Status	Reason	Description	CBA Specialist Action
Pending Refund	Suspended	None	CBA Reconciliation requires the associated debit transaction be certified and paid prior to reconciling the corresponding credit transaction when the debit and credit are received on CCV invoices.	No action is required. The credit transaction will be classified as a matched refund on a future invoice once the debit has been paid.
Pending Fee Credit	Suspended	None	CTO fee credit is received on a CCV invoice prior to a corresponding CTO fee debit having been reconciled and paid.	No action is required. The credit transaction will be classified as a matched refund (Matched Fee Refund) on a future invoice once the debit fee transaction has been paid.
Disputed	Disputed	None	Transaction is not valid (or does not require payment) for the DTS CBA account charged. Manual classification applied by the CBA Specialist.	The CBA Specialist must dispute the transaction with the CCV when required using the standard dispute process outside of DTS. Labeling a transaction "Disputed" does not trigger any dispute action with the bank.
Closed	Closed	None	A disputed transaction has been resolved, and nothing further needs to be done. The transaction can be moved to "Held" if later found valid. It is closed to remove it from the disputed list.	No action is required.
Held	Held	None	Manual classification applied by the CBA Specialist to mark a transaction for removal from the current CCV invoice. The transaction can be reconciled later and added to the current invoice or to an interim invoice.	Move out of the "Held" status and attempt to reconcile for inclusion in a future invoice.

Suspended, Held, or Disputed Transactions (cont'd)				
Classification	Status	Reason	Description	CBA Specialist Action
Duplicate	Duplicate	A duplicate transaction has been previously reconciled as Matched	Systemic CBA reconciliation stamp applied to a transaction when a debit with the same transaction type, TANUM, Ticket Number, and Ticket Cost have previously been reconciled and paid.	<p>Verify the transaction is a duplicate and has been paid by referencing the previously paid invoices.</p> <p>If the transaction is a duplicate, dispute the transaction back to the CCV and change the status of the transaction to "Disputed".</p>

D3.0 Matched Transactions

Table D-3: Matched Transactions

Matched Transactions		
Reason(s)	Description	CBA Specialist Action
Temporarily excluded from the invoice due to carryover	Systemic CBA reconciliation stamp applied to a transaction when a debit with the same transaction type, TANUM, Ticket Number, and Ticket Cost have previously been reconciled and paid.	<p>Verify the transaction is a duplicate and has been paid by referencing the previously paid invoices.</p> <p>If the transaction is a duplicate, dispute the transaction back to the CCV and change the status of the transaction to "Disputed".</p>
Transaction matched based on name billing date CBA transaction account number and ticket cost	Notification to the CBA Specialist of matching criteria used to reconcile the CCV transaction with a DTS ticket record.	<p>Verify that the module matched the transaction correctly (there might be a slight variance in the ticket number). If yes, no further action is required.</p> <p>If the transaction was matched incorrectly, change the transaction classification to "Unmatched" and reconcile the transaction again using the "Reconcile by TANUM" or "Reconcile by Ticket Number" options.</p>

Appendix E: CBA Desk Reference

This desk reference provides guidance for common reconciliation in the DTS Centrally Billed Account (CBA) module. Detailed information on each topic is available in the DTS CBA Manual.

E1.0 Enter Account information Into the DTS CBA Module

The Defense Travel System (DTS) CBA module provides automated reconciliation and payment for transactions charged to the government CBA.

In order to use a CBA in DTS, the below conditions must be met:

- Activated charge card vendor (CCV) account
- Account information entered in DTS

Account setup instructions are separate from this desk reference. See the [CBA Account Activation Instructions \(with DTS Electronic Reconciliation Module\)](#).

The below guidelines apply to new accounts:

- Consult your service/agency POC, and any local business rules to determine how to submit an application for a CBA account and the setup procedures.
- To use the CBA Reconciliation module for electronic reconciliation and certification, you must have an account. The module does not account for transactions that may have been charged or reconciled outside of DTS.

After the new account activation, the Service/Agency CBA Defense Travel Administrator (CBA DTA), with permission level 7, will add the information to the DTS CBA module (Figure E-1). Access to the CBA module must be coordinated with the CBA Administrator (Travel Assistance Center [TAC]) through the service/agency program office.

The screenshot shows the 'Add New CBA Account' screen. At the top, there is a header with the 'Defense Travel System' logo and the tagline 'A New Era of Government Travel'. To the right, it says 'Screen ID: 3301.1' and has links for 'CBA Home', 'Help for this screen', and 'Logout'. Below this is a blue bar with the text 'Centrally Billed Account'. Underneath is a dark blue navigation bar with buttons for 'Search CBA Account', 'Add CBA Account', 'Set Default by Account', and 'Set Default by Org'. The main content area is titled 'Add New CBA Account' and contains several form fields:

- CBA Transaction Account #:** A text input field with '(16)' characters.
- CBA Central Account #:** A text input field with '(16)' characters.
- Expiration Date:** A date picker with '(MM/DD/YYYY)' format.
- Vendor Pay Routing #:** A text input field with '(6)' characters.
- Account Label:** A text input field.
- Agency:** A dropdown menu currently showing 'Allied Command, Atlantic'.
- Charge Card Vendor:** A dropdown menu currently showing 'Citi'.
- Organization(s):** A search box showing '-- No Organizations Found --' with an 'Add To List' button and a checkbox for 'Set CBA Transaction Account as Default for all Organizations'.
- Transportation Officer(s):** A search box showing '-- No TO Has Been Selected --' with an 'Add To List' button.
- Reconcilable on CBA Transaction #:** A dropdown menu currently showing 'No'.

 At the bottom of the form are 'Save New Account' and 'Cancel' buttons.

Figure E-1: Add New CBA Account Screen

Table E-1 describes the fields located on the **Add New CBA Account** screen. All fields on this screen are mandatory.

Table E-1: Add New CBA Account Screen Fields

ADD NEW CBA ACCOUNT SCREEN FIELDS	
FIELD	DEFINITION
CBA Transaction Account Number *	This is the account number the Travel Management Company (TMC) charges for transactions. The account number is included in the Passenger Name Record (PNR) to the CTO when the DTS Travel module is used to make reservations.
CBA Central Account Number*	This is the account number the credit card vendor uses to submit invoices.
Expiration Date	The expiration date of the account.
Vendor Pay Routing #	The six character routing number or Department of Defense Address Activity Code (DoDAAC) number assigned to the vendor pay processing location that processes the invoice. For DTS transactions, this number identifies the location where GEX routes the invoice for payment
Account Label	This is a label created by the CBA DTA so travelers can identify the CBA account they will use for travel.
Agency	Select your appropriate service/agency.

Table E-1: Add New CBA Account Screen Fields (cont'd)

Add New CBA Account Screen Fields (cont'd)	
FIELD	DEFINITION
Charge Card Vendor	A list to select the appropriate CCV. Citi is the only option.
Organization(s)	The organization(s) that the account will be assigned to. Select Add to List to add or edit organizations.
Set CBA Transaction Account as Default for all Organizations	Place a check in the box to set the account as the organization's default method of payment.
Transportation Officer	This is the individual responsible for reconciling the account and certifying the invoice for payment. Organizations cannot select more than five CBA Specialists. CBA Specialist must: <ul style="list-style-type: none"> • Be a government employee • Have DTS permission level 4 • Complete COL certification • Be appointed as certifying officers • Have DTS Read Only Access (ROA) and group access to the organizations where the account is being reconciled to.
Reconcilable on CBA Transaction #	A drop-down list to identify whether the account has been set up for electronic invoicing and if the CBA module will be used to reconcile and pay the CCV invoices. Yes indicates that electronic invoicing will be used, No indicates that that account is set up for traditional paper based invoice and will be reconciled and paid outside of DTS.

* To identify whether an account number represents a CBA Transaction Account or a CBA Centrally Billed Account, check the CCV number. If the CCV provides two numbers, the transaction account number is always the higher one.

Example: the CCV provides two accounts – 46142xxxxxxxxxxx and 461427xxxxxx422 but does not identify which one is which. In this case, the CBA Transaction Account Number ends in ****7422. It is higher because the CCV issues the Centrally Billed Account Number before issuing the CBA Transaction Account Number.

Note: New organization must be added to the list of organizations that have access to the account. DTS does not automatically add new organization to existing CBA information associated with the parent organization.

E2.0 Default Account for the Organization

The CBA DTA will identify the default account for the organization when creating the account. The default account can be edited by the CBA DTA using either

- **Set Default by Account**
- **Set Default by Org**

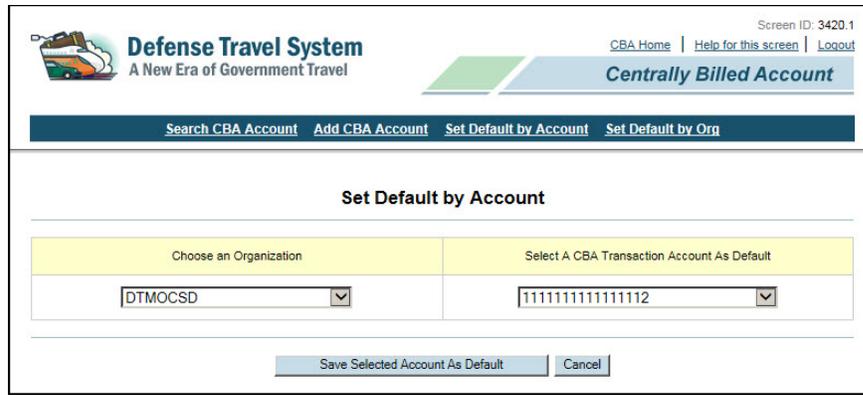


Figure E-2: Set Default by Account Screen

The **Set Default by Account** screen (Figure E-2) allows the CBA DTA to select the organization from the drop down list and set the CBA as default. If there is more than one CBA associated with the organization, a list of the accounts will show and the CBA DTA selects the appropriate one.

The **Set Default by Organization** screen (Figure E-3) allows the CBA DTA to select the CBA and choose the organization that the account will default to. The CBA DTA will also use this screen to remove an organization from the default status.

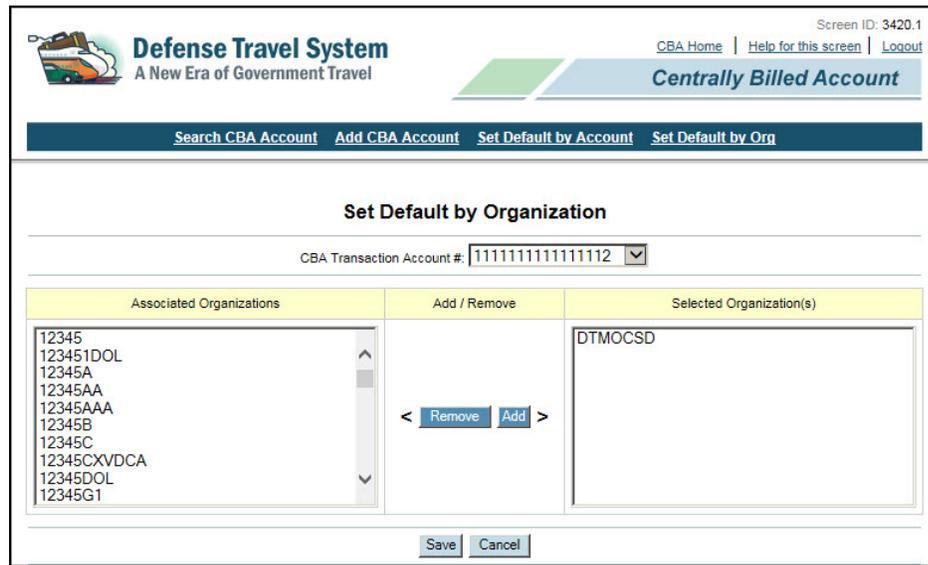


Figure E-3: Set Default by Organization Screen

Note: A default is not required for an organization. For example; if an organization uses multiple accounts, then one account will not be default. No account will auto-populate. The traveler will be required to select the account from the drop-down list on the authorization.

E3.0 DTS Travel Arrangements Process Flow and Effects on the DTS CBA

Travelers make air and rail travel arrangements, using the DTS Reservations module. The traveler will select the method of payment in the Reservations module based on:

- Service/Agency local business rules
- Possession of an active Individually Billed Account (IBA)

The traveler must select

- Comm Air (Indiv Bill)
- Comm Air (Central Bill)
- Comm Rail (Indiv Bill)
- Comm Rail (Central Bill)

When an authorization that includes reservations is signed, the below process occurs:

1. DTS submits the reservation through the Global Distribution System (GDS), via a PNR, to the TMC. The authorization is stamped **CTO SUBMIT**. During this time, the authorization cannot be adjusted or edited, it is locked.
2. The TMC reviews and performs a quality control of the reservations and returns the PNR to DTS. The authorization is stamped **CTO BOOKED**. The authorization can be adjusted or edited.
3. The authorization routes to the AO.
4. The AO applies the **APPROVED** stamp. DTS applies the Tickets Are Waiting (TAW) date to the approved PNR. The TAW date is the date the CTO will ticket the reservations (this date normally occurs 3 business days before the departure date).
5. When the CTO tickets the reservations, it places the ticketed PNR on the outbound queue. DTS sweeps the queue and the authorization is updated with the ticket number and cost. The document is in a **CTO TICKETED** stamp.
6. If a CTO Fee is assessed, it is included on the ticket PNR. DTS auto-populates the authorization with the CTO fee transaction, for CBA's with a **CF-CTO Fee (Central Bill)** code. A ticket number, based on the issue of an Electronic Miscellaneous Document (EMD) is associated with TMC fee transaction(s). The CCV and DTS use the EMD number for reconciliation the way they are used for actual tickets.

Note: If the CTO fails to return the ticketed PNR to DTS, the status will remain **CTO BOOKED** and the PNR locator number remains populated in the ticket number field. In this case, the CTO Fee will not auto-populate.

If travelers make their travel reservations outside of DTS, the ticket information will be manually inserted on the **Other Trans** screen. If a CTO fee is charged, it will be manually added in a separate entry on the **Other Trans** screen. The CTO fee will include the ticket number from the related EMD. Ticket numbers and costs are included on the itinerary and invoice the CTO provides the traveler.

E4.0 Cancelling the Authorization and the Effect on CBA Reconciliation

Before approving an authorization the traveler cancelled, the AO should verify the trip incurred no expenses. It is important to determine:

- If the authorization was ticketed
- If a TMC fee was applied

If the authorization was ticketed or a TMC fee was incurred before the trip was cancelled, the AO will need to make sure that the traveler claims the fee as an expense and that it was entered using the **Other Trans** screen.

If the traveler has not claimed the expense, the AO will apply the **RETURNED** stamp and the traveler will submit the authorization back to the AO after the above action has been completed, and the AO will stamp the authorization **CANCELLED**.

After the AO stamps the authorization **CANCELLED**, the traveler will need to create a voucher to claim the TMC fee.

Note: For complete information on Cancellation Procedures, review the [Document Processing Manual, Chapter 10](#).

E5.0 DTS CBA Reconciliation Process

The below steps show the DTS CBA Reconciliation process:

1. The CCV submits an electronic invoice to the DTS mailbox at the end of each billing cycle.
2. DTS determines the validity of the invoice by checking for:
 - Proper format
 - Existence of an account in DTS
 - Whether or not the invoice is marked for automated reconciliation

The CBA Administrator will reject an improper or erroneous invoice, sending it back to the CCV.

3. DTS performs an automated reconciliation if the invoice is correct and in the proper format. DTS compares the transaction on the invoice to DTS travel records. The initial reconciliation occurs within 24 hours of receipt if the previous invoice was certified and forwarded for payment.

4. Upon completion of the automated reconciliation, a CBA invoice is prepared and placed in the CBA Specialist Open Invoices screen. An email is sent to inform the CBA Specialist that an invoice requires action.
5. The CBA Specialist verifies each matched transaction and must research and resolve transactions that remain unmatched after the automated reconciliation. Using DTS documents, the CTO, and the CCV the CBA Specialist will reconcile unmatched transactions.
6. The CBA Specialist should have access to travel documents for travelers who use their CBA, either through group access or ROA. This access allows the CBA Specialist to review DTS travel records to determine the applicable TANUM, verify ticket information, and identify the AO.
7. The CBA Specialist will acknowledge and certify the CBA invoice after all transactions are resolved (Matched, Suspended, Held, Disputed, Closed or assigned PPA Interest status or Manual Advance Credit status).
8. The certified invoice is electronically submitted through the GEX to the appropriate DFAS Vendor Pay and Disbursing location. DTS will receive an advice of payment (AOP) after the invoice is paid and the information is electronically archived.

Note: The reconciliation process searches the DTS ticket record that has a ticketed PNR that were either:

- Returned from the CTO, or
- Entered in the **Other Trans** screen.

The CBA module does **not** recognize expense or cost information that may be erroneously entered as a non-mileage expense.

E5.1 Processing Order

The CBA module will process invoices in the order they arrive. This happens because debit transactions must be reconciled prior to the reconciliation of any associated credit transactions. When DTS receives a new invoice, the invoice will not auto-reconcile if the previous invoice has not been certified or acknowledged. The CBA Specialist receives an email when a new invoice is received, but will not be auto-reconciled.

E5.2 Invoice Is Not Received

If DTS has not received the invoice, the CBA Specialist contacts the CCV to determine if there was activity on the account during the billing cycle. If the account has no activity, no invoice will be generated. If the CCV indicates that an invoice was sent, the CBA Specialist should contact the TAC. The CBA Specialist can work with the CCV to determine the reason the invoice was not received.

Note: Before contacting the TAC, confirm that the invoice has not been received by using ROA Invoices.

E5.3 Summary Points

- Auto-reconciliation will determine matched transactions (transactions are “matched” when the ticket information is populated on an approved DTS document. A document is “approved” when DFAS accepts the record and stamps it **POSACK**).
- Any transaction not matched during auto-reconciliation will be classified as Unmatched. The Transaction Detail screen displays reasons for Unmatched transactions.
- The CBA Specialist determines the validity of the charge. Research methods include:
 - contacting the traveler
 - contact the CTO
 - researching DTS travel documents
- If ticket information is in the document, and the reason for the Unmatch is a cost difference, the CBA Specialist will initiate an amendment.
- If the charge is valid, but the ticket information does not exist in the travel document, the CBA Specialist will contact the traveler to amend the travel record and add the missing ticket information.
- If the charge is not valid, the CBA will indicate a transaction dispute.

E6.0 Matching Criteria for the DTS CBA Module

When DTS receives an electronic invoice, DTS attempts to auto-reconcile. The reconciliation compares the line item transactions on the invoice to the records in DTS, and is completed within 24 hours after receiving the invoice; if the previous invoice has been certified. DTS holds a new invoice in a **Receipt from CCV** status if the previous invoice has not been received. DTS will run the auto-reconcile at that time.

DTS uses the below criteria when attempting to match transaction:

- Primary criteria
 - Ticket number
 - Dollar amount
 - Amount has been authorized on the travel document and DFAS accepts the obligation
 - Ticket method of payment is CBA

If the primary criterion does not generate matches, DTS attempts to match using a second set of criteria:

- Secondary criteria
 - Traveler name
 - Dollar amount
 - Amount has been authorized on the travel document and DFAS accepts the obligation
 - Ticket method of payment is CBA
 - Comparison between the transaction date on the invoice and the ticket date in DTS is made to determine a possible match within the billing cycle.

Note: CTO fee transactions are also matched using the same criteria.

If DTS fails to produce a match during auto-reconciliation, it will classify the transaction as **Unmatched** and the **Reason for Unmatch** will display on the Transaction Detail screen within the module.

Screen ID: 3200.1
 CBA Home | ROA | Help for this screen | Logout
Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: I00589991541 Record 2 of 2 CBA Transaction Account #: 461427000058999

Transaction Date: 02/03/2015 Voucher #: Reference #: 74717055037870374719462
 Prompt Pay Start: 02/12/2015 Days since PPA Start: 17 Source Amt: 237.1
 Original Invoice #: 0001107200075 Approving Official: KAREN L TAYLOR AOP Date:

LOA: 021001*021**2040*000*20152016****0605898A*A41AA*12000462*OR*40435029**CC***D0665898M65RL02*

Traveler Name: TESTER/NICOLE L Traveler SSN: XXX-XX-4714

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017567289086	\$446.60	
DTS >	1NH2IX	0017567289086/87	\$683.70	\$(237.10)

Reconcile by TANUM Reconcile by Ticket Initiate Amendment Group Detail

Transaction Status: **Unmatched** Remarks:

Transaction Classification: Unmatched Refund
 Reason for Unmatch: Transaction amount does not match voucher amount
 Doc Type/Status: VCH - REVIEWED

Date Amendment Initiated: NA Date Amendment Approved: NA Amendment Approving Official: NA

Figure E-5: Open Transaction Detail Screen (Unmatched Status)

In the above example, DTS did not find a travel record with a matching ticket number and was unable to match using the secondary criteria; therefore it was not able to match the TANUM.

The CBA specialist must determine the reason for the **Unmatched** status and reconcile the remaining unmatched transactions. If an amendment is required to match the transaction, the CBA Specialist must coordinate the approval.

E7.0 Common Causes of Unmatched Transactions

Common causes of unmatched transactions include the below:

- The TMC did not place the ticketed PNR in the outbound queue after ticketing. DTS could not sweep the information to update the travel document with the ticket number and final cost.
 - In these cases, the ticket number or final ticket cost cannot be updated in DTS. If the TMC charges a TMC fee, it will not be updated in DTS
 - CBA will match the ticket transaction if the booked and ticketed cost remains the same, but the TMC Fee transaction will remain unmatched. An amendment will be necessary to add the TMC Fee transaction to the document.

- Traveler contacts the TMC outside of DTS and enters the ticket information on the **Other Trans** screen, but did not include the ticket number when updating the document; or the traveler enters an inaccurate ticket cost.
 - The traveler enters the ticket information on the **Other Trans** screen instead of using the DTS Reservations module in the authorization, and should add the ticket number when creating the voucher. The travel must include separate entries for the ticket number and CTO fee. The traveler will obtain the ticket and fee information from their itinerary or from the TMC invoice.
- The traveler indicates the ticket was charged to their Individually Billed GTCC account on the travel document, but the actual ticket was charged to the CBA.
 - If the traveler does not change the default method of payment to CBA, the traveler may have been erroneously reimbursed for the tickets and fees.
 - In this example (Figure E-5), the travel document requires an amendment. If the traveler has received a reimbursement for the ticket, it is erroneous, and the amendment will place the document in a **DUE U.S.** status.
 - If the traveler provides proof (copy of their charge card statement), that their IBA was charged, the CBA Specialist will dispute the transaction on the invoice and ask the TMC to issue a credit against the CBA. The charge must be disputed with the CCV also.
- Changes were made to the travel reservations outside of DTS, and the traveler did not update the travel document.
 - This happens if the traveler made an itinerary change, and chose to deal directly with the CTO or airline. The travel document needs to be amended to correct the ticket information; this will allow the CBA invoice transaction to match.

Common causes of unmatched transactions include:

- Transaction amount does not match the authorization amount
- Transaction amount does not match the voucher amount
- Duplicate transaction previously reconciled as matched
- Issued ticket is not a CBA ticket
- Rejected amendment
- Returned amendment
- Reason for suspension
- DTS ticket number does not match CCV ticket number
- Authorization not ready for reconciliation
- Voucher has not been approved
- Ticket or trip cancelled
- Unknown TANUM
- TANUM and transaction amount mismatched

- Transaction temporarily excluded from the invoice because of carryover
- Ticket number on more than one travel document
- Accounting information unavailable
- Out of date range

For a list of the Unmatch Reasons, Description and CBA Specialist Action see Appendix D of this manual.

E8.0 Amendment Actions

The CBA Specialist initiates an amendment using the CBA module if the Unmatched status reason is the amount of an existing ticket. In these cases, the **Initiate Amendment** is available on the Open Transaction Detail screen.

When the CBA Specialist initiates an amendment using the CBA module, the below actions occur:

- The travel document is updated to match data from the CBA invoice. For example, ticket number 1611234567890 is initially populated in DTS for \$205, the CBA invoice indicates the actual ticket cost is \$250; the ticket record (and the LOA) will update to \$250.
 - Before initiating the amendment, the CBA Specialist will verify the amount billed on the CBA invoice. If a copy of the ticket or itinerary is not available on the voucher, contact the traveler or CTO for a copy of the ticket.
 - When initiating the amendment, the user must include comments in the **Remarks** section why the amendment is needed.
- DTS stamps the document **CBA AMENDMENT** and routes the document to the AO. Remarks are inserted in the **Comments to the Approving Official** section for AO review.
- The AO receives an email to review and approve the amendment.
- Once the transaction is updated to **AMMENDMENT PENDING** in the CBA module, the CBA Specialist cannot change it.
- When the AO approves the amendment, the CBA module classifies the transaction as Matched after DFAS has accepted the obligation adjustment.
 - If DFAS rejects the amendment after approval, the transaction becomes Unmatched with a status of **AMENDMENT REJECTED**.
- If the AO stamps the amendment, **RETURNED**. DTS returns it to the traveler and the transaction becomes Unmatched with a status of **AMENDMENT RETURNED**. The AO must include comments regarding the reason for return. The CBA Specialist can view the comments within the CBA module.

Note: DTS automatically approves the CBA Initiated amendment action after 96 hours if the adjustment is less than \$250, the “funds check” against the DTS budget is successful, and the AO has not already returned or approved the amendment. This “auto-approval” process does NOT apply to amendments initiated outside the CBA module.

The CBA Specialist cannot initiate an amendment through the CBA module to add ticket or fees that are not on the DTS travel document. If the document requires the addition of a ticket or CTO fee to match the CBA invoice, the CBA Specialist must contact the traveler, AO or DTA to initiate an amendment outside the CBA module.

When the traveler initiates an amendment outside the CBA module, the CBA Specialist performs:

- Follow up with the DTA, or AO to ensure the amendment is approved promptly. If the amendment rejects, correct the document expeditiously.
- Use **Reconcile by TANUM** or **Reconcile by Ticket Number** to manually match the transaction once the amendment has been stamped **APPROVED** and **POSACK** has been received.

Described below is an example of mismatch ticket.

1. A CBA transaction (Figure E-6) was received for ticket number 0167564328416 in the amount of \$3,085.00 for Jeffrey Smith that was initially populated in the travel document.
2. The CBA Specialist determines:
 - if the charge is valid,
 - the ticket belongs to Jeffrey Smith, and
 - the ticket was used for travel on TANUM INJR6W.
3. The CBA Specialist contacts the traveler, AO, DTA and requests the traveler amend the travel document to add the missing ticket information.

Note: Do not use the “Route for Approval” button to amend the travel document. This function will lock the entire invoice until the travel document routes for approval and the “amendment pending” status has updated to “Matched”.

4. After amendment approval and processing, the CBA Specialist enters the TANUM (Figure E-6) and selects **Reconcile by TANUM**.

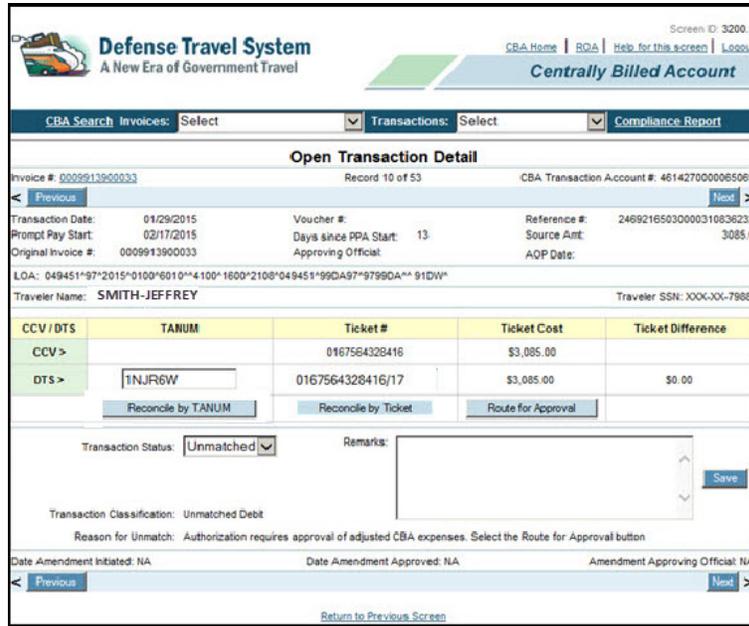


Figure E-6: Open Transaction Detail Screen

The **Ticket List** screen opens and displays a list of tickets associated with the TANUM (Figure E-7).

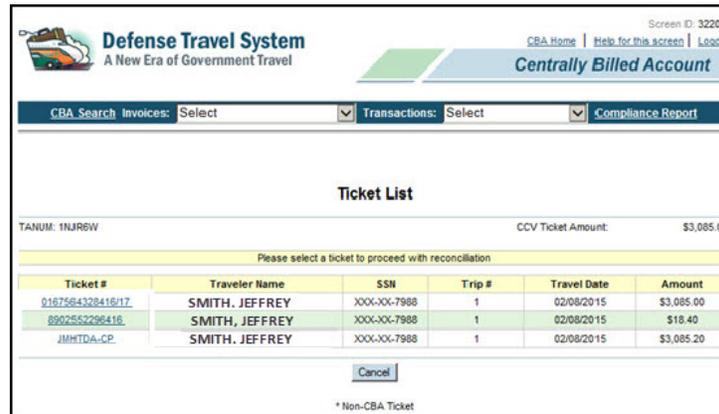


Figure E-7: Ticket List Screen

- The CBA Specialist selects the ticket number from the list and DTS attempts to match the transaction. If the transaction remains unmatched, the reason for Unmatch is provided.

Note: If there is only one ticket record, the Ticket List screen will not display, instead the ticket record populates above the **Reconcile by Ticket Number** field.

If the transaction does not match, the CBA Specialist uses the **Document History** screen found on the **Digital Signature** page to determine why the system did not match it.

E9.0 Credit Transactions

This section describes the credits encountered in the CBA module.

E9.1 Pending Refunds

DTS automatically places certain credit transactions in a **Suspended** status. These credit transactions are pending the payment of related debit transactions before the credit be processed. For debit transactions that have been certified for payment, DTS requires payment confirmation of the debit transactions *before* it will process a corresponding credit. This happens because the government will not accept a credit for something it has not yet paid for. When this occurs, the CBA module places the credit transaction in a **Pending Refund** status. Once the associated debit transaction is paid, the credit transaction will automatically add to the next CBA invoice as an **Unmatched Refund**.

Note: This assumes the CCV processes the credit transaction using the same ticket number under which the debit transaction was processed. If the credit is processed under a non-matching ticket number, the credit transaction will be classified as an **Unmatched Credit**. In this instance, the CBA Specialist will need to reconcile it manually.

E9.2 Wash Debits and Credits; Netted Debits

An associated debit and credit will be matched as **Wash Debit** and **Credit** if the below is true:

- The debit and credit transaction for the same ticket number appear on the same invoice for a matching ticket record that has been cancelled or for a ticket that has been removed after ticketing from the document.
- The debit and credit results in a zero balance.

Example: The CBA invoice shows the debit for a ticket number 0161324568123 for \$325, and a credit on the same invoice with the same ticket number and amount. If the ticket record exists in DTS and the trip was not cancelled, the transactions will cancel (wash) each other, and there will be no payment to the CCV.

When there is a net balance for a matched debit and credit transaction received on the same invoice, it is referred to as a Netted Debit.

Example: The CBA invoice shows a debit of \$455 for ticket number 0161324578132, and a \$100 credit for the same ticket number. Once the ticket record in DTS is updated to indicate the net cost of \$355, the CBA module will lock the debit into a Netted Debit of \$355, and once the Credit is matched the debit will auto-match. The certified CBA invoice will reflect \$355 as on the transaction.

Note: To unlock the debit, the CBA Specialist must hold the credit.

These examples show both washed and netted transactions. This allows DoD to process and pay invoices using a fewer number of transactions.

E9.3 Advance Credits and Previously Applied Credits

If the CBA invoice includes a debit transaction that corresponds to a matching trip or ticket number that was cancelled in DTS, the CBA module will classify the debit transaction as an Advance Credit.

The debit will not be paid on the certified invoice. When the credit appears on a future invoice, the CBA module recognizes that the debit was already deducted from the earlier invoice. It classifies the credit transaction as a Previously Applied Credit. It does not deduct the credit from the certified invoice.

This occurs when either the **CANCELLED** or **CTO CANCELLED** stamp is applied to an authorization after ticketing, or when the ticket information was removed but the **CANCELLED** stamp is not applied.

The CBA Specialist has the ability to apply a Manual Advance Credit in those cases when the traveler has reduced the amount of the ticket in their travel document based on the receipt of credit due to a ticket exchange at the airport. In this case, the original amount of the ticket will be reflected on the CBA invoice, but will be unmatched to the reduced amount indicated on the travel document. The CBA Specialist should verify that the credit from the CCV is pending and then select the transaction status of the Manual Advance Credit. This will result in a reduced payment to the CCV.

When the true credit is received on a future CBA invoice, the CBA Specialist will apply a Manual Previous Applied Credit status to indicate the credit was already applied to a previous invoice. The credit will not be deducted from the payment to the CCV.

E9.4 Unmatched Refunds (Credits)

If a debit CBA transaction has been paid, and a credit appears on a future invoice, the credit transaction will be classified as an Unmatched Refund. This requires amending the travel document to reduce the ticket cost to the net amount of the debit and credit transactions. It should be reduced to \$0 for a full credit refund or down to the net cost of the ticket for a partial credit refund. This must be done using the Initiate Amendment button so that DTS processes a CBA Refund Amendment. After approval of the CBA Refund Amendment and DFAS acceptance of the obligation, the transaction will match as a Matched Refund.

E9.5 Airport Credits

These are credit transactions that are received on the CCV invoice, but issued using a different ticket number than the original debit transaction. Typically these are classified as Unmatched Credits during the automatic reconciliation. In order to match the transaction, the CBA Specialist must identify the traveler whom the travel record is associated to. The CBA Specialist will enter the ticket number and select the **Reconcile**

by **Ticket** button. This action will group the two transactions together. The transaction is treated the same as an Unmatched Refund. The CBA Specialist will initiate a CBA Refund Amendment to match the transaction.

E10.0 Held Transactions and Interim Invoice Processing

This allows the CBA Specialist to place a transaction in a Held status from the Open Transaction Detail screen. The CBA Specialist will use this option in cases when the invoice payment date is approaching but there are transactions that cannot be matched in sufficient time to allow the invoice to be paid without an interest penalty for late payment. Reasons for this may include a lack of timely approval or DTS system problems preventing the document from being approved or the transaction from being matched.

Example: The CBA Specialist receives an invoice on 16 May, which has 50 transactions. DTS has reconciled 45 of them. The CBA Specialist has determined that the other five transactions are valid and has requested amendment actions from the traveler, AO or LDTA. The date is now 10 June, and the five amendments have not been approved. Rather than waiting for the amendment action, which could delay payment beyond 16 June, the CBA Specialist places these transactions in Held status. This action allows for prompt certification and payment of the 45 reconciled transactions.

Once the original CBA invoice is certified, DTS allows the CBA Specialist to create an interim invoice, which is separate from the original invoice. The CBA Specialist will reconcile these transactions and certify the interim invoice separately from the original. The five transactions will be subjected to late payment penalties, based on the date the original invoice was received; however, this amount is less than if a late payment interest penalty was assessed for the entire original invoice.

CBA Specialist may create interim invoices for transactions received on the same original invoice. This allows the DFAS Vendor Pay system to correctly calculate applicable interest charges. The CBA Specialist may have Held transactions from multiple invoices, but the CBA module will only allow transaction with the same Prompt Payment (PPA) date to be included on the same interim invoice. The CBA Specialist will create a different interim invoice for other held transactions with another PPA date.

E11.0 Transactions With an All-Zero Ticket Number

The invoice may include certain invoices that use an *all zero* ticket number. Examples of transactions that are invoiced with all zero ticket numbers include:

- Provisional credit transactions issued as a result of disputed transactions
- Rebilling (debit) of disputed transactions that the bank believes to be valid charges
- Debit transactions indicating the previous payment of interest penalties (PPA Interest)

DTS will not auto-reconcile transaction that use all zero ticket numbers. The CBA Specialist should:

- *For provisional credits that were issued as a results of a disputed transaction:* When the original debit transaction was disputed and not paid, the CBA Specialist indicates that this transaction is a dispute. The CBA Specialist should include remarks that the credit is associated to a previously disputed transaction, and should enter the original ticket number, traveler name, and TANUM in the **Remarks** field for tracking. The CBA Specialist should place both the original disputed transaction and the provisional credit transaction in a closed status.
- *For rebilling of a previously disputed transaction that the CBA Specialist believes is still an invalid charge.* The CBA Specialist should indicate the rebilled transaction is in dispute in DTS for as long as the dispute continues.
- *For rebilling of a transaction that the CBA Specialist believes to be valid:* The CBA Specialist must identify the ticket number under which the transaction was originally billed. The CBA Specialist enters the number and selects **Reconcile by Ticket**. The module will attempt to reconcile the transaction against the original number.
- *For transactions indicating the previous payment of interest penalties:* The CBA Specialist should classify these as PPA Interest transactions by changing the **Unmatched** transaction status to **PPA Interest** on the **Open Transaction Detail** screen. This will remove the transaction from the certifiable invoice, and the CBA Specialist will only be able to view these transactions using the CBA search function.

E12.0 Disputes and Closed Transactions

The CBA Specialist will mark a transaction for dispute when the CBA Specialist cannot validate that the transaction is a valid charge against the account. *CBA Specialists should only use **Dispute** after exhausting all other methods to reconcile the transaction.* When the dispute is settled (by issuing a provisional credit or a recharge by the bank), the CBA Specialist should change the status of the disputed transaction to **Closed**.

To dispute a transaction, the CBA Specialist selects **Dispute** from the drop down list on the **Open Transaction Detail** screen. The CBA Specialist will enter the reason for the dispute in the **Remarks** field.

DTS removes the disputed transactions from the invoice. These transactions are not included in the payment to the CCV. DTS places them on the CBA Specialist's Disputed list within the CBA module. This list is available from the CBA menu.

Note: CBA Specialists must follow official dispute procedures outside of DTS, applying both the procedure for the organization and procedures required by the CCV. This typically requires submitting a dispute form directly to the CCV. The Citi form is to be used for disputes and billing inquires with Citi. The form is available by selecting the **Citi Dispute Form** link on the Disputed Transaction Summary screen.

Note: Failure to officially dispute procedures notifying the CCV of disputed transactions may result in account suspension.

Below is a list concerning disputes.

- When the CCV receive official notification of a dispute, it initiates:
 - issues a provisional credit using an all zero ticket number
 - conducts research to determine if it considers the charge is valid.
- When received on the CBA invoice, the provisional credit will, in most cases, result in an **Unmatched Credit** that the CBA Specialist marks as **Disputed**. This happens because DTS removes the original debit or charge from the initial invoice. The government did not pay for it, and therefore will not accept the credit.
- When marking the provisional credit as **Disputed**, the CBA Specialist should not process a format dispute with the CCV. The CBA Specialist should:
 - Enter in the **Remarks** section that the transaction is a temporary credit for a debit that was not paid.
 - Include the original TANUM, ticket number and traveler name.
 - Change the status of the original disputed transaction and the provisional credit transaction to **Closed**.

E13.0 Acknowledgement and Certification of Invoices

After reconciling all transactions on an invoice, the transactions are classified as:

- Matched
- Suspended
- Held
- Disputed
- Closed

The invoice is ready for acknowledgement and certification. Acknowledgement is necessary prior to certification so DTS can archive the invoice with the final status of all transactions. An invoice with no certifiable transactions only require acknowledgement.

Once an invoice is acknowledged, the application removes from the CBA invoice all transactions that do not result in payment to the CCV. Such transactions include:

- Suspended
- Disputed
- PPA Interest Payment
- Manual Advance Credit
- Held

The invoice is ready for certification.

Once the CBA Specialist certifies the invoice, it routes through GEX to the DFAS Vendor Pay processing location. This location corresponds to the vendor pay routing number associated with the account. DFAS Vendor Pay prepares the invoice and then submits it to DFAS Disbursing for payment to the CCV.

After payment, DFAS Disbursing returns a payment notification to DTS. DTS updates the invoice with the information and submits it to the electronic archive at DMDC. The DADS PAID stamp on the invoice status history indicates the invoice was paid. The date of payment and voucher number display on the Transaction Detail screens.

If DFAS Vendor Pay rejects an invoice, it returns to the CBA Specialist's **Rejected Invoices** table as a rejected invoice. With the assistance of the TAC, the CBA Specialist must resolve the reason for the rejection. If the CBA Specialist does not resolve the rejection, it will result in another rejection from DFAS Vendor Pay.

The invoice status history captures all the steps in the reconciliation process, from the receipt of the invoice to DMDC acceptance of the archived invoice.

After invoices are acknowledged and certified, they are no longer displayed in the CBA Specialist's inbox. The invoices are available through the CBA search function, which is available on the CBA menu when the CBA Specialist logs into DTS.

Note: If an invoice remains in Sent to GEX for more than 4 days, the CBA Specialist should contact the TAC. The TAC will contact GEX to determine the status of the invoice. If an invoice remains in a GEX POSACK status for more than 4 days, the CBA Specialist should contact the TAC or the DFAS Vendor Pay POC to determine the status of the payment.

E14.0 ROA Invoices Option

Those individuals with access to the ROA module can view their CBA invoice information, by using the **Invoices** option. CBA DTAs and other authorized users may use the ROA Invoices to obtain the status of their CBA accounts and to provide customer service support as needed.

CBA Specialists can use **ROA>Invoices** to view invoices that DTS has received but have not auto-reconciled because previous invoices have not been:

- Acknowledged
- Certified
- Submitted for processing

In such cases, the status of the invoice and each of the transactions is **RECEIVED FROM CCV**. The CBA DTA will view the invoice and each transaction. This will allow the CBA Specialist to reconcile by performing:

- Verifying the travel documents are populated with ticket information
- Determine if credits have been received effecting transactions on the current invoice.

E15.0 Email Notifications

The CBA module sends automatic emails to CBA users at certain times throughout the CBA process.

These users include:

- CBA Administrator
- CBA DTA
- CBA Specialist
- Authorizing Official
- Traveler
- Systems Administrator
- Travel Assistance Center

E16.0 Reject Notifications

If either GEX or DFAS vendor Pay rejects an invoice, DTS updates the invoice history with the reject (translation failure) status and sends an email to the below:

- The office or person responsible for reprocessing the rejected invoice
- The systems administrator for GEX Translation Failures
- The CBA Specialist for rejects from DFAS Vendor Pay
- The TAC or CBA Administrator (as needed)

The email includes the reason for the reject. If DFAS Vendor Pay rejects an invoice, it is typically due to an error in the CBA electronic invoice file. This requires assistance from the TAC or DTS Operations.

When DFAS Vendor Pay rejects a certified invoice, it is returned to DTS and to the CBA Specialist as a rejected invoice.

The CBA Specialist should not acknowledge and certify the invoice until corrective action has been completed. Such an attempt results in another reject. The below steps should be taken upon receipt of the reject email and the rejected invoice:

1. *The TAC receives the reject email and auto generates a ticket.* The CBA Specialist will coordinate with the TAC to resolve the reject.
2. *The TAC determines the reason for the rejection and implements corrective action.* This may require the CBA Specialist to Unmatch any transactions that are related to the rejection and reconcile them again to allow the electronic file to be corrected.
3. *TAC identifies and resolves the issue and then verifies that the file is corrected.* When this is completed and the invoice is in the acknowledgeable status, the TAC informs the CBA Specialist that the invoice is ready to be acknowledged and certified.

Because of the requirement to pay invoices in a timely manner to avoid payment interest charges, the ticket should be assigned "Severity Level 2 – High Impact".

E17.0 Training Material

For additional information, go to the [DTMO](#) website, select Programs & Services>Government Travel Charge Card>DTS CBA Reconciled Accounts.