

Centrally-Billed Account

Traditional (non-DTS) Reconciliation Tool

User Instructions



Document History

Control ID	Date	Version	Author	Description of Activity
1	16 OCT 07	0.0	Armstrong	Final draft for initial release
2	17 OCT 07	1.0	Frost	Initial release
3	15 NOV 07	1.1	Frost	<ul style="list-style-type: none"> • Formatting & minor changes throughout • Revise new user instructions: new org setup has been commented out • Revise new user instructions: remove requirement to create user name and password at initial request. • Clarify need for Administrative rights to edit and delete accounts.
4	14 DEC 07	1.2	Frost	<ul style="list-style-type: none"> • Reconciled & Discrepancy list color coded to indicate status. • Clarified FLASH upload file instructions • Added Non-FLASH upload file instructions
5	24 JAN 08	1.3	Frost	<ul style="list-style-type: none"> • Updated New User Registration instructions to reflect new Organization structure • Strip out Administrative references, moved to separate documentation, mainly in sections 15, 16, & 17 • Changed section 14 to describe how to retrieve prior invoices

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1.0 Purpose of Centrally Billed Account Reconciliation Tool

- 1.1 The Centrally Billed Account (CBA) Reconciliation Tool is designed to support Transportation Offices that do not use the DTS CBA reconciliation tool.
- 1.2 This documentation is intended to assist the reconciler in the use of the CBA reconciliation tool. It is not intended to establish policy or procedures regarding CBA reconciliation.
- 1.3 This documentation is intended for persons designated as a “User” in the tool. Administrative functions are addressed in a separate document.

2.0 System Requirements

- 2.1 The CBA Reconciliation Tool is a web-based application that functions optimally under the following:
 - 2.1.1 Internet Explorer 6.0
 - 2.1.2 Flash Player 9.0
 - 2.1.2.1 If you do not have Internet Explorer 6.0 or Flash Player 9.0, please see your systems administrator

3.0 Logging On – First Time Users

- 3.1 To access the CBA Reconciliation tool, go to <https://www.defensetravel.dod.mil/CBA> on your web browser.



The image shows a web form titled "User Login". It contains two input fields: "UserName" and "Password", both with yellow labels. Below these fields is a blue "Submit" button. At the bottom of the form, there are two blue links: "Register for an account" and "Forgot your password?".

- 3.2 You will be prompted to enter your username and password to log into the tool.
 - 3.2.1 If you are a **first time user** who has had your user name and password pre-loaded for you, enter your new user name and password. You will be prompted to change your password before proceeding.
 - 3.2.2 If you are a **first time user** and have not had an account established for you, click the **Register for an account** link to create a user profile. First time users will see the following screen:



The image shows a registration form titled "Please provide the following information:". It contains several input fields and dropdown menus: "First Name", "Middle Name", "Last Name", "Phone No", "Email", "Verify Email", "Service" (dropdown), "Major Command" (dropdown), "Organization" (dropdown), and "If Other, enter Major Command below:" and "If Other, enter Organization below:". A blue "Submit" button is at the bottom.

For easier digestion, we will break this screen into two parts; individual information and organization information.

3.3 Fill in the individual's name and contact information in the upper portion of this screen.

3.3.1 Middle Name is optional

3.3.2 Please enter your commercial phone number

Please provide the following information:	
First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
Phone No	<input type="text"/>
Email	<input type="text"/>
Verify Email	<input type="text"/>

- 3.4 Select the appropriate organization information using the drop down menus.

The screenshot shows a registration form with three sections, each with a dropdown menu and a text input field. The first section is labeled "Service" and has a dropdown menu with "Select..." and a downward arrow. The second section is labeled "Major Command" and has a dropdown menu with "Select..." and a downward arrow, followed by the text "If Other, enter Major Command below:" and a text input field. The third section is labeled "Organization" and has a dropdown menu with "Select..." and a downward arrow, followed by the text "If Other, enter Organization below:" and a text input field. At the bottom of the form is a blue "Submit" button.

- 3.4.1 Click the "Service" drop down menu to select your branch of service or agency.
- 3.4.2 Click on "Major Command" to narrow down your major command. If you don't see your command, select "Other."
- 3.4.3 If your major command is further broken down into organizations, the drop down menu "Organization" will be activated. Click on "Organization" to identify your organization. If you don't see your organization, select "Other."

About the "Other" Option: Please use this option sparingly and fill in as much identifying information as possible in the text box. When you select "Other," your registration request is routed to your CBA administrator, who must research and identify your organizational structure before you can be given access to the tool.

- 3.5 Press the **Submit** button once all of your profile information has been entered.
- 3.6 If your profile information has been entered successfully, the tool will inform you that your information has been received.

The screenshot shows a confirmation message in a box. The box has a title bar that says "User Information". Below the title bar, the text reads: "We have received your information. You will receive an email shortly with your login information."

- 3.7 The information will be sent to your organization's CBA Administrator for approval. Once you are approved, you will receive an e-mail with your user ID and a temporary password.
- 3.8 You will be prompted to change your password upon your first log-on and thereafter, every 90 days.
 - 3.8.1 Passwords must meet the following requirements:
 - 3.8.1.1 Password must be at least eight characters long
 - 3.8.1.2 Password must contain one of each of the following:
 - 3.8.1.2.1 Uppercase Character
 - 3.8.1.2.2 Lowercase Character
 - 3.8.1.2.3 Numeric Character
 - 3.8.1.2.4 Special Character (!, @, #, etc.)

4.0 Logging On – Returning Users

4.1.1 Returning users will see the following screen:



The image shows a web form titled "User Login". It contains two input fields: "UserName" and "Password", both with yellow labels. Below these fields is a blue "Submit" button. At the bottom of the form, there are two blue links: "Register for an account" and "Forgot your password?".

- 4.2 Enter your username and password into the appropriate fields and press **Submit**.
- 4.3 If you have forgotten your password and/or username, click the ***Forgot your password?*** link.
- 4.3.1 You will be asked to enter your email address. Be sure to enter the email address from your profile.
- 4.3.2 Your password and username will be emailed to you.

5.0 Main Screen

When you log into the system, you will see the following toolbar:

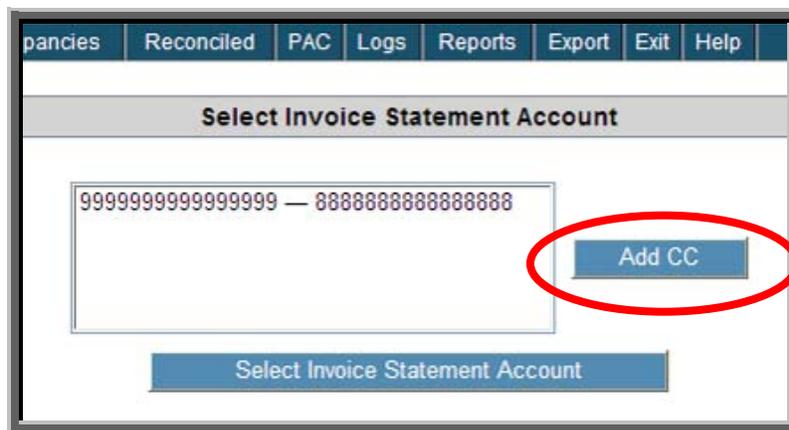


Using this toolbar will allow you to access different functions in the program.

- 5.1 **New Invoice** – Brings you to a screen that will allow you to enter a new invoice, load CTO transactions for a new invoice, and print reconciliation reports for validation.
- 5.2 **Edit/Select Invoice** – Displays any credit card vendor (CCV) invoice loaded into the tool, and allows you to select any previously loaded invoice for editing, viewing, and printing.
- 5.3 **Discrepancies** – Displays a list of all the discrepancy transactions loaded into the tool for a specific account/invoice. You have the ability to edit, undo, find, preview, and print transactions.
- 5.4 **Reconciled** – Displays a list of all the reconciled transactions loaded into the tool. You can add, edit, undo changes, find, preview, and print transactions.
- 5.5 **PAC** – Displays Previously Applied Credits (PAC) for viewing only. Previously applied credits cannot be edited.
- 5.6 **Logs** – Displays transaction logs. The logs keep a history of all the active disputes, resolved disputes, late fees, and advance credit transactions from each invoice. It consists of account summaries and individual transactions.
- 5.7 **Reports** – Displays a list of the reports that are available to be previewed or printed within the CBA Reconciliation Tool.
- 5.8 **Export** – Displays the Export Invoice Builder that will help you export a new invoice statement.
- 5.9 **Exit** – Allows you to exit the tool.
- 5.10 **Help** – Loads the Centrally-Billed Account (CBA) Reconciliation Tool Instructions.

6.0 Adding Accounts

- 6.1 To add an account within the CBA Reconciliation Tool, click **Edit/Select Invoice** from the main toolbar.
- 6.1.1 If you need to edit or delete an existing account, please contact your CBA Administrator for assistance.
- 6.2 The tool will display the credit card accounts for your organization that are currently loaded into the tool.



- 6.3 Click the **Add CC** button.

- 6.4 You will be asked to enter the Transaction Credit Card number and the Central Credit Card account number. Once you have entered the two account numbers, click **Add Account**.

Reconciled | PAC | Logs | Reports | Export

Add New/Edit Account

Transaction CC# 4486160000000000

Central CC# 4486161111111111

Add Account

- 6.5 The tool will return to the display of credit card accounts for your organization. The new account is now listed.

Reconciled | PAC | Logs | Reports | Export | Exit | Help

Select Invoice Statement Account

9999999999999999 — 8888888888888888

4486160000000000 — 4486161111111111

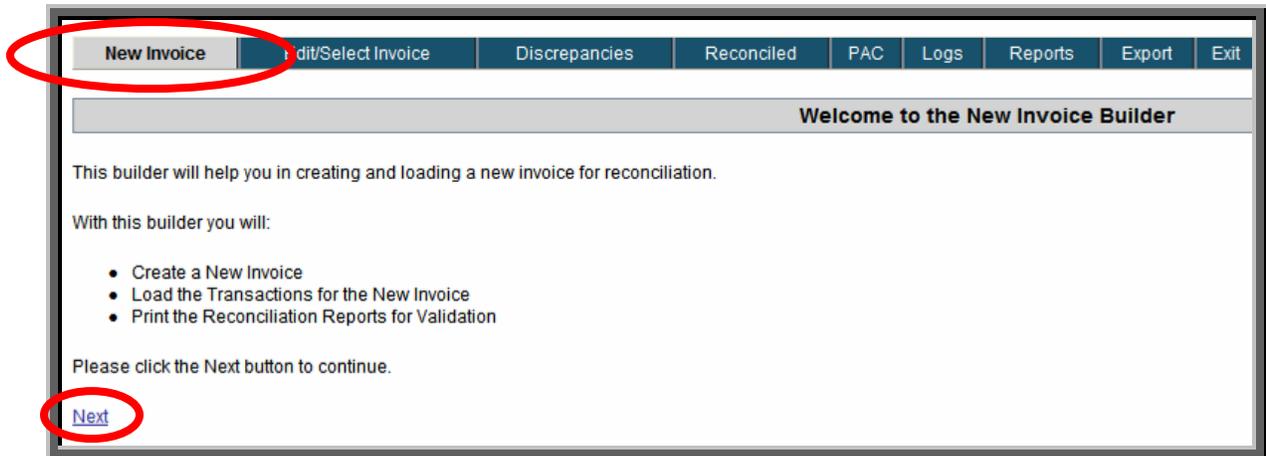
Add CC

Select Invoice Statement Account

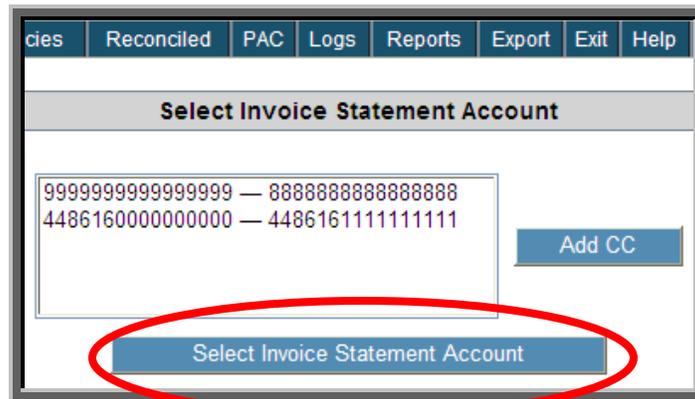
7.0 Creating New Invoices

7.1 The New Invoice Builder walks you through the process of creating a new CCV invoice and loading the associated CTO files. Start by clicking on the **New Invoice** link from the main toolbar.

7.2 Click the **Next** link.

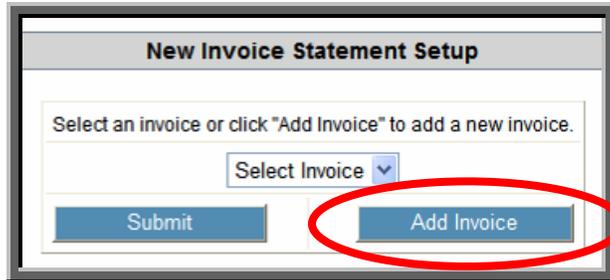


7.3 A display showing all the credit card accounts for your organization will appear.



7.4 Select the appropriate account for the invoice being loaded and click **Select Invoice Statement Account**.

7.5 To enter a new invoice's information, click **Add Invoice**.

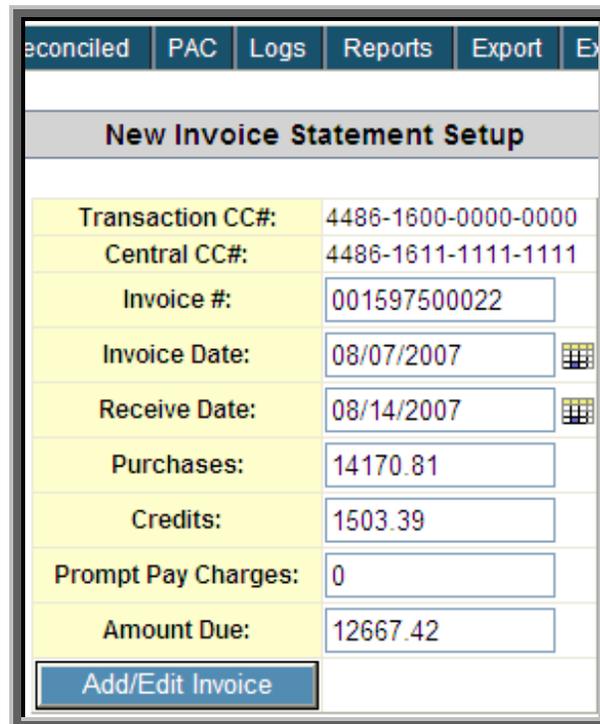


The screenshot shows a dialog box titled "New Invoice Statement Setup". Inside the dialog, there is a text prompt: "Select an invoice or click 'Add Invoice' to add a new invoice." Below this prompt is a dropdown menu labeled "Select Invoice" with a downward arrow. At the bottom of the dialog, there are two buttons: "Submit" on the left and "Add Invoice" on the right. The "Add Invoice" button is circled in red.

7.6 Enter the necessary information from the Credit Card Vendor (CCV) invoice statement into the appropriate fields (for the location of the information on a sample invoice, see [Attachment 1](#)).

7.6.1 Click on the calendar icons to select the "Invoice Date" and "Receive Date"

7.6.2 Use your tab key to move from field to field. This will allow the system to calculate the total due as you go.

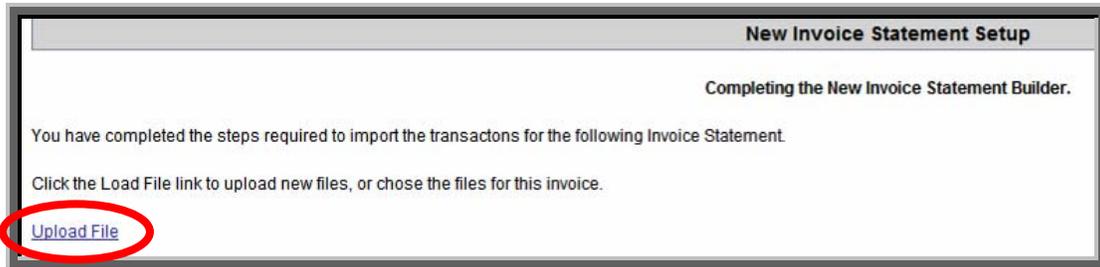


The screenshot shows a web application interface with a menu bar at the top containing "Reconciled", "PAC", "Logs", "Reports", "Export", and "E". Below the menu bar is a section titled "New Invoice Statement Setup". The form contains the following fields:

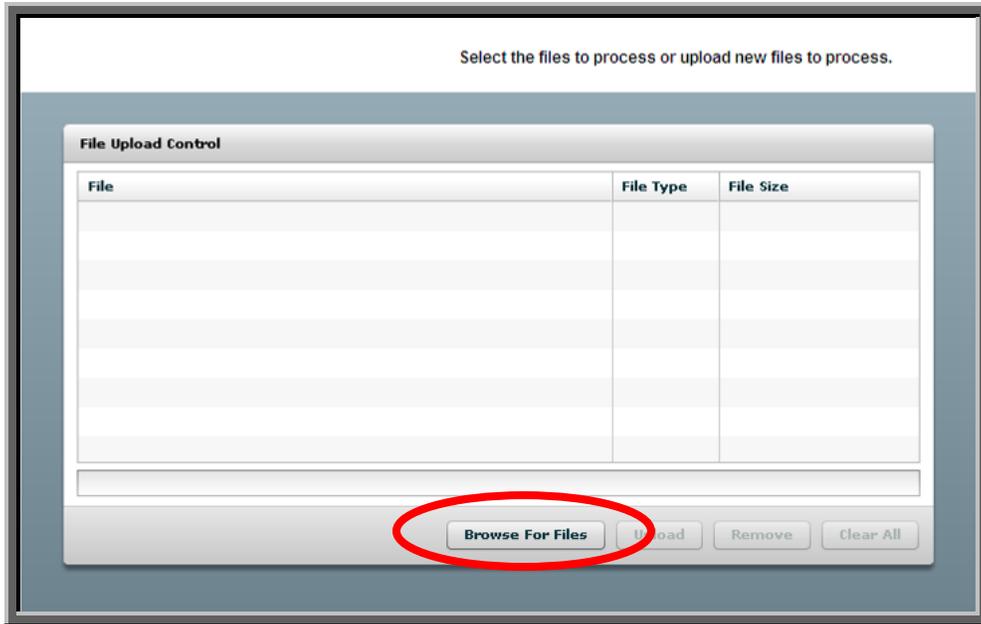
Transaction CC#:	4486-1600-0000-0000
Central CC#:	4486-1611-1111-1111
Invoice #:	001597500022
Invoice Date:	08/07/2007
Receive Date:	08/14/2007
Purchases:	14170.81
Credits:	1503.39
Prompt Pay Charges:	0
Amount Due:	12667.42

At the bottom of the form is a button labeled "Add/Edit Invoice".

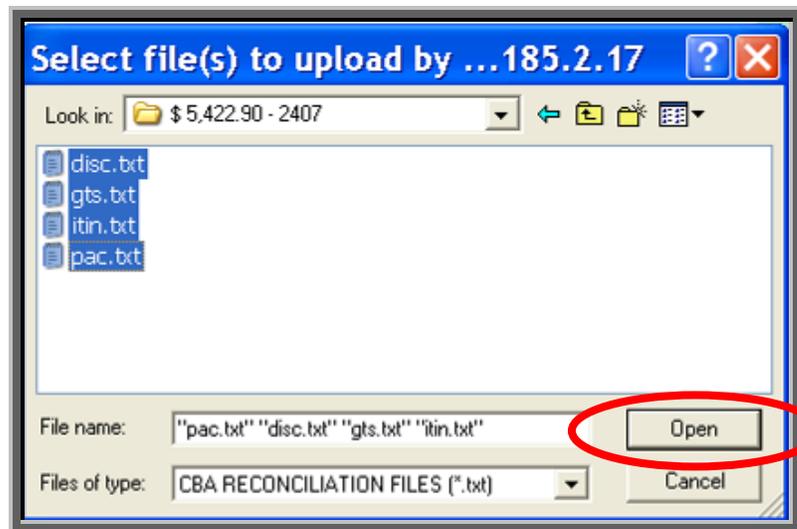
- 7.6.3 **Note:** The **Amount Due** will populate automatically after entering all of the invoice information.
- 7.6.4 **Note:** All fields must be filled. If Purchases, Credits, or Prompt Pay Charges are zero, enter 0.00.
- 7.7 Click **Add/Edit Invoice** once all of new invoice information has been entered correctly. The system will prompt you to upload the files provided by the CTO. These files are:
- 7.7.1 **GTS.TXT** – Billing and Line of Accounting Data
 - 7.7.2 **DISC.TXT** – Discrepancies (items the CTO could not reconcile to their database)
 - 7.7.3 **PAC.TXT** – A list of previously applied credits (only applicable if TMO accepts Advance Credits)
 - 7.7.4 **ITIN.TXT** – Itinerary data of reconciled transactions
- 7.8 Uploading CTO Billing files (*for users with Flash Player 9.0 – all other users see “[Uploading CTO Billing files for users without Flash Player 9.0](#)”*)



7.9 Locate the new invoice files by clicking **Browse for Files**.



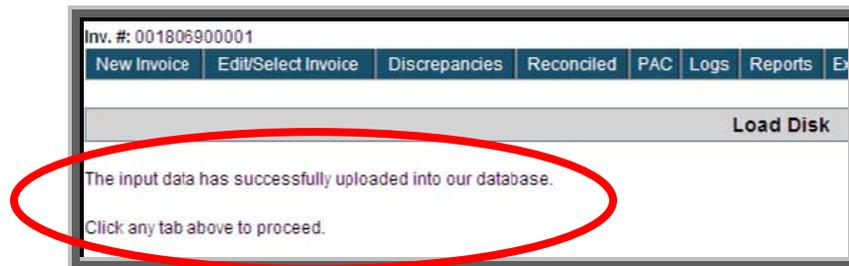
7.10 Once you have found the appropriate files, highlight the files and click on the **Open** button to capture the files



7.11 Click the **Upload** button to import the files into the reconciliation tool.

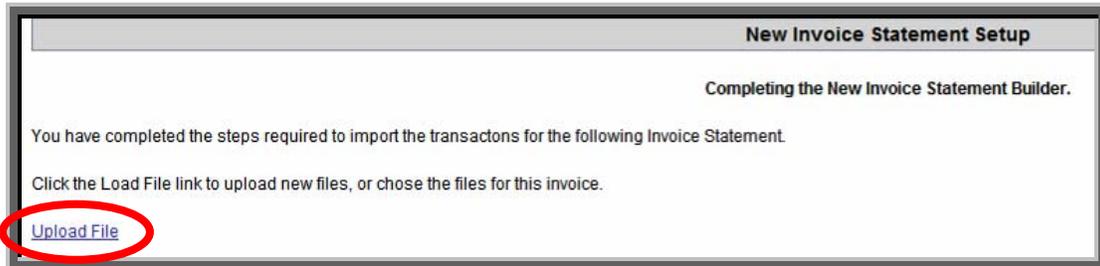


7.12 When the upload is complete, the top of the screen will indicate if the files were imported successfully into the tool's database.



7.13 Click any of the main toolbar's tabs to continue.

- 7.14 Uploading CTO Billing files (*for users without Flash Player 9.0 – all other users see [“Uploading CTO Billing files for users with Flash Player 9.0”](#)*)

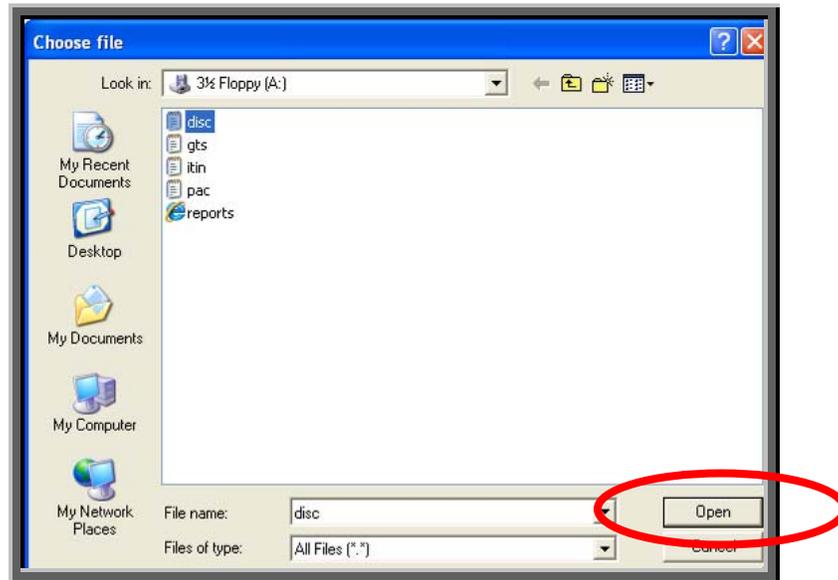


- 7.15 If you do not have Flash Player 9.0 or higher, you will see the following screen.

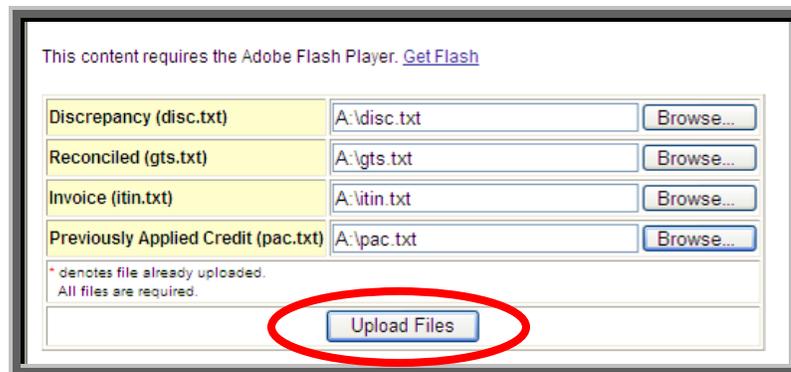


- 7.16 Place the CTO diskette in your A drive and click on the first **Browse** button.

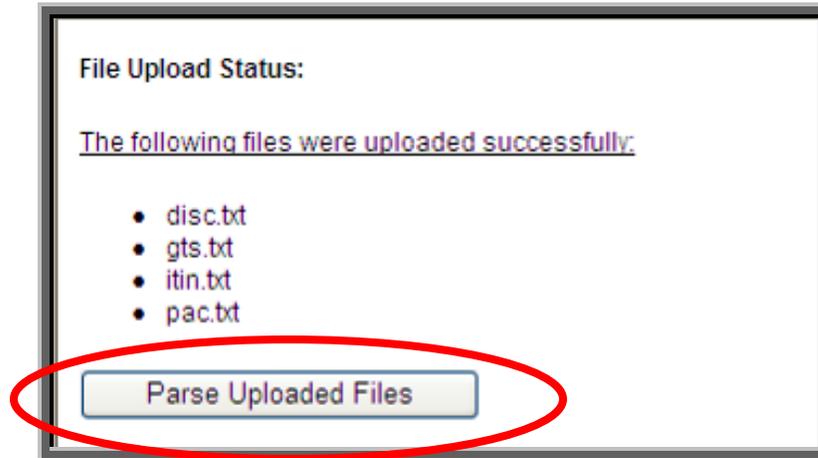
- 7.17 Once you have found the appropriate file, highlight the file and click on the **Open** button to capture the file



- 7.18 Repeat the process until all four CTO billing files are uploaded, then click the **Upload Files** button to capture the files.

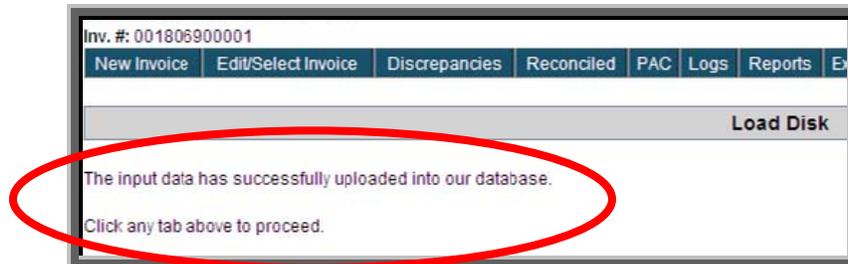


7.19 Once the files are uploaded, you will see the following screen.



7.20 Click the **Parse Uploaded Files** button to import the files into the reconciliation tool.

7.21 When the upload is complete, the top of the screen will indicate if the files were imported successfully into the tool's database.



Click any of the main toolbar's tabs to continue.

8.0 Processing Discrepancy Transactions

- 8.1 Discrepancies are transactions on the current CBA invoice that did not match a record in the CTO's back office system. These items must be resolved or disputed before the CBA reconciliation can be completed.
- 8.2 To view an invoice's discrepancy transactions, click **Discrepancies** from the main toolbar.
- 8.3 A chart entitled *Discrepancy Transaction Detail* displays all of the discrepancy transactions for the invoice.

Discrepancy Transaction Detail													
Status	Air	Ticket Number	Passenger Name	CR	Ticket Amount	APPN	SDN	FSN	SSN	Order Number	Invoice Number	Invoice Date	ReferenceNumber
NOCHG	000	0000000000			\$ 731.40						021370	04/05/2006	2471705609513095752750
NOCHG	000	0000000000			\$ 278.50						021370	04/05/2006	2471705609513095752933
NOCHG	000	0000000000			\$ 278.50						021370	04/05/2006	2471705609513095752941
CCV	016	1364703059		D	\$- 459.10							03/10/2006	74792626073246900146168
CCV	016	1364703141	ACHTEN/CURTIS		\$ 443.20	2162020222020			023185 333364665	002016		03/13/2006	24792626073246900384665
CCV	453	1369554390	ALEXANDER/JOHN		\$ 230.60	9760100	ALE7751TG04005	023185 526927751	004005			04/03/2006	24717056094580941025664
CCV	001	1371180079	ALSUP/CHRISTOPHER		\$ 652.70	21620200000	GRP0000TG04037	023185 000000000	004037			04/06/2006	24036216097661900383640
NOCHG	526	2715213155	CONGER/JOHN		\$ 146.80							04/06/2006	24792626097624183260764
CCV	016	2139636337	KOPERSKI/JAMES		\$ 8.12							04/04/2006	24792626095683000038011
CCV	001	1364703151	MARVIN/PHYLLIS		\$ 86.10	21520200000		023185 477327890	A10007			03/14/2006	24036216074661900286477
CCV	016	1364703152	MARVIN/PHYLLIS		\$ 3.85							03/19/2006	24792626074246900416037
NOCHG	220	1363272747	WILLIAMS/MARY	D	\$-2,206.20							03/09/2006	74026856072072446610240
CHANGE	220	1363272747	WILLIAMS/MARY		\$ 0.00							03/09/2020	24026856072072446516988

- 8.3.1 The chart may be sorted by clicking any of the column titles. To sort the transactions in reverse order, click the column title twice.
- 8.4 To make any changes to an individual discrepancy transaction, click the **Ticket Number** or **Passenger Name** that appears in link format.
- 8.5 A new window will be generated containing the details of the transaction, as well as a toolbar containing the following options:



- 8.5.1 **Edit** – Allows you to change the detailed information of a transaction. Click in the appropriate boxes and enter the correct information.
- 8.5.2 **Reconcile** – Reconciles a discrepancy transaction and moves the transaction to the *Reconciled* list.
- 8.5.3 **Late Fee** – Marks a transaction as a *Late Fee*. A copy of the transaction will be sent to the *Late Fee* transaction log. Late fees will be displayed in brown text.

- 8.5.4 **Dispute** – Allows you to mark a transaction as disputed. Once disputed, the transaction status will change to CCV and will be displayed in blue. Once you click **Dispute** from the toolbar, you will be prompted to:
 - 8.5.4.1 Enter the Reference Number from the credit card vendor's statement (if CTO does not pre-populate this field)
 - 8.5.4.2 Enter the posting date.
 - 8.5.4.3 Enter the dispute amount.
 - 8.5.4.3.1 Unlike reconciled transactions, discrepancy transactions **CANNOT** be partially disputed.
 - 8.5.4.3.2 Once a dispute has been filed, the transaction will remain under *Discrepancies* with its status changed to *CCV*.
 - 8.5.4.4 Select the dispute reason from a drop-down list.
 - 8.5.4.5 Add any explanatory remarks you may have. Any remarks you enter will be printed on the CCV dispute notification form.
 - 8.5.4.6 Once you have entered the necessary information, click **OK** to submit the dispute.
 - 8.5.4.7 The information of the dispute will be printed on the Credit Card Vendor (CCV) Dispute and Remark forms. A copy of the transaction will be put into the *Active Dispute* log.
- 8.5.5 **Delete** – Allows you to delete a transaction from the CTO transaction totals. Deleted discrepancies will be displayed in red text with a strikethrough.
 - 8.5.5.1 **Note:** deleting a record only removes it from the CTO totals. The CCV totals (the amount the credit card vendor expects to be paid) remains the same.
- 8.5.6 **Undo** – Allows you to undo any of the changes made to the transaction.
- 8.5.7 **Preview** – Displays a detailed report for an individual transaction.
- 8.5.8 **Print** – Prints a copy of the discrepancy transaction detail chart.
- 8.5.9 **Previous** – Allows you to bring up the previous transaction from the list.
- 8.5.10 **Next** – Allows you to bring up the next transaction from the list.

9.0 Processing Reconciled Transactions

- 9.1 Reconciled transactions are transactions on the current CBA invoice that matched in the CTO's back office system or have been deleted .
- 9.2 To view reconciled transactions loaded from the CTO's CBA file, click **Reconciled** from the main toolbar.
- 9.3 A chart entitled *Reconciled Transaction Detail* displays all of the reconciled transactions from the invoice. The records are color coded to indicate the status of the item.
- 9.3.1 **Black** text indicates a reconciled transaction that has not been changed by the TMO.
- 9.3.2 **Green** text indicates a newly added item (manually added by TMO).
- 9.3.3 **Blue** text indicates a record that has been modified.
- 9.3.4 **Red with a Strike-Through** indicates an item that has been deleted from the CTO's reconciliation file.

Reconciled Transaction Detail													
Status	Air	Ticket Number	Passenger Name	CR	Ticket Amount	APPN	SDN	FSN	SSN	Order Number	Invoice Number	Invoice Date	ReferenceNum
ADDED	001	5454999888	NEWLY-ADDED/MARY		\$ 525.00	1111111111111111	181105	111111	1111111111	111111		12/03/2007	1111111111111111
ADDED	001	5454999888	NEWLY-ADDED/MARY	R	\$-230.00	1111111111111111	1111111111111111	111111	1111111111	111111		12/03/2007	1111111111111111
CHANGE	890	8102081253	BERNAL/ROBERT		\$ 4.54 0000		181105	S	000000888	729500		10/22/2007	
CHANGE	526	2340180678	MCMAHON/SEAN		\$ 233.80 0005		1111111111111111	S	000001109	728200		10/09/2007	
DELETE	526	2342069209	ADAMS/MARCUS		\$ 233.80 000			S	540041903	729700		10/24/2007	
DELETE	526	2340956625	GHINE/JEREMIAH		\$ 233.80 000			S	543295620	720300		10/10/2007	
NOCHG	890	8102121493	ADAMS/MARCUS		\$ 4.54 000			S	540041903	729700		10/24/2007	
NOCHG	526	2341197600	ALTEMOSE/BRIAN		\$ 233.80 000			S	000002941	728800		10/15/2007	

- 9.4 If you would like to add a new reconciled transaction, click **Add New Record**.

Trans. CC#: 4486160000000001
 Central CC#: 4486160000000002
 Inv. #: 0000946000032

New Invoice	Edit/Select Invoice	Discrepancies	Reconciled	PAC	Logs	Reports	Export
-------------	---------------------	---------------	------------	-----	------	---------	--------

Reconciled Transaction Detail

[Add New Record](#)

Status	Air	Ticket Number	Passenger Name	CR	Ticket Amount	APPN	SDN	FSN	SSN	Ord
NOCHG	526	2715210923	ALSUP/CHRISTOPHER		\$ 146.80	21620200000	GRP0000TG04037	023185		004
NOCHG	125	1366219991	ARMSTRONG/KRISTINE		\$ 914.30	2162020	ARM4974TFJ8038	023185		FJ8

- 9.4.1 Enter the necessary information into the transaction detail window that appears. Once you click **Add/Edit**, the passenger and accounting information will be added to the list and will be given the status of **ADDED**.

Edit Reconciled Transaction Detail

Edit	Dispute	Delete	Undo	Preview	Print	Previous	Close
------	---------	--------	------	---------	-------	----------	-------

Air Code:	<input type="text"/>	Appn. Acct:	<input type="text"/>
Ticket Number:	<input type="text"/>	SDN:	<input type="text"/>
Passenger:	<input type="text"/>	FSN:	<input type="text"/>
Credit Type:	Debit <input type="button" value="v"/>	SSN:	<input type="text"/>
Ticket Amount:	0.00	Order Number:	<input type="text"/>
Reference #:	<input type="text"/>	Invoice Date:	10/02/2007
		Status:	<input type="text"/>

[Close](#)

- 9.5 To make any changes to an individual discrepancy transaction, click the **Ticket Number** or **Passenger Name** that appears in link format.

- 9.6 A new window will be generated containing the details of the transaction, as well as a toolbar containing the following options:



- 9.6.1 **Edit** – Allows you to change the detailed information of a transaction. Click in the appropriate boxes and enter the correct information.
- 9.6.2 **Dispute** – Allows you to mark a transaction as disputed. Once you click **Dispute** from the toolbar, you will be prompted to:
- 9.6.2.1 Enter the Reference Number from the credit card vendor's statement.
 - 9.6.2.2 Enter the posting date.
 - 9.6.2.3 Enter the dispute amount.
 - 9.6.2.3.1 Reconciled transactions may be disputed totally or partially.
 - 9.6.2.3.1.1 For partial disputes, the disputed amount will be subtracted from the ticket amount. A new transaction will be created with the partial dispute amount and placed in the *Discrepancies* file. The transaction will be updated with the new ticket amount and will stay in the reconciled transaction file. It will be marked with a status of *CHANGE*.
 - 9.6.2.3.1.2 A total dispute will remove the transaction from the *Reconciled* file and place it in the *Discrepancies* file.
 - 9.6.2.4 Select the dispute reason from a drop-down list.
 - 9.6.2.5 Add any remarks.
 - 9.6.2.6 Once you have entered the necessary information, click **OK** to submit the dispute.
 - 9.6.2.7 The information of the dispute will be printed on the Credit Card Vendor (CCV) Dispute and Remark forms. A copy of the transaction will be put into the *Active Dispute* log.
- 9.6.3 **Delete** – Allows you to delete a transaction.
- 9.6.4 **Undo** – Allows you to undo any of the changes made to the transaction.
- 9.6.5 **Preview** – Displays a detailed report for an individual transaction.
- 9.6.6 **Print** – Prints a copy of the reconciled transaction detail chart.
- 9.6.7 **Previous** – Allows you to bring up the previous transaction from the list.
- 9.6.8 **Next** – Allows you to bring up the next transaction from the list.

10.0 Viewing Previously Applied Credit (PAC) Transactions

- 10.1 Previously Applied Credits (PAC) are credits that were taken on a previous CBA invoice, but did not post until the current invoice.
- 10.2 To view a list of all previously applied credit (PAC) transactions loaded from the CTO files, click **PAC** from the main toolbar.
- 10.3 A chart entitled *Previously Applied Credit Transaction Detail* displays all of the PAC transactions from the invoice.

Trans. CC#: 4486150000000001 Central CC#: 4486150000000002 Inv. #: 0000946000032												CBA Reconciliation Tool	
New Invoice	Edit/Select Invoice	Discrepancies	Reconciled	PAC	Logs	Reports	Export	Exit	Admin				
Previously-Applied Credit Transaction Detail													
Status	Air	Ticket Number	Passenger Name	CR	Ticket Amount	APPN	SDN	FSN	SSN	Order Number	Invoice Number	Invoice Date	ReferenceNumber
NOCHG	016	1363272544	MCREYNOLDSISRAEL	P	\$- 507.60	9711X8242		023185	003007			03/10/2006	74792626075246700139593
NOCHG	037	1363272974	CARVER/DOUGLAS L	P	\$- 817.10	21620200000	CAR8279BAD6002	023185	0D6002			03/14/2006	74492806082426400004196

- 10.4 To view a PAC transaction in a new window, click on the **Passenger Name** that appears in link format. The transactions will be in “read-only” format, which prohibits you from changing any information on the transactions.
- 10.5 A new window will be generated containing the details of the transaction, as well as a toolbar containing the following options:



- 10.5.1 **Preview** – Displays a detailed report for an individual transaction.
- 10.5.2 **Print** – Prints a copy of the PAC transaction detail chart.
- 10.5.3 **Previous** – Allows you to bring up the previous transaction from the list.
- 10.5.4 **Next** – Allows you to bring up the next transaction from the list.

11.0 Transaction Logs

- 11.1 The transaction log keeps a history of all Active Disputes, Resolved Disputes, Late Fees, and Advance Credit transactions for each invoice. It consists of Account Summaries and Transactions.
- 11.2 To access the transaction log, click **Logs** from the main toolbar.
- 11.3 Another toolbar will appear below the main toolbar with the following options:

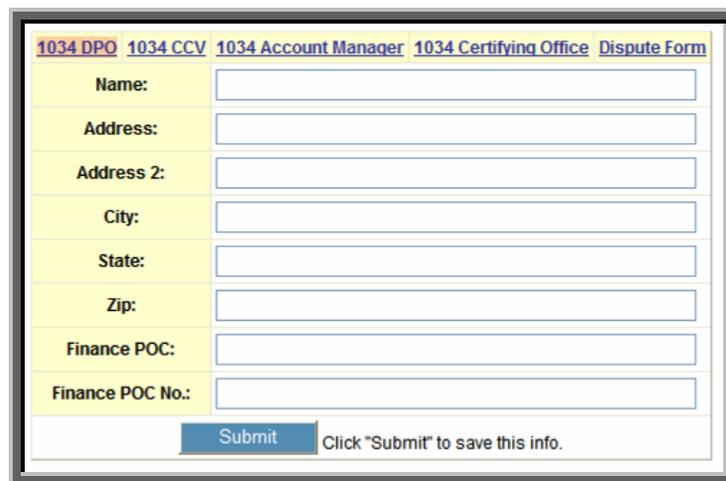


- 11.3.1 **Active Dispute** – Displays all of the active dispute transactions from an invoice statement.
 - 11.3.2 **Resolve Dispute** – Displays all of the resolved dispute transactions from an invoice statement.
 - 11.3.3 **Late Fee** – Displays all of the late fee transactions.
 - 11.3.4 **Advance Credit** – Displays all of the advance credit transactions.
- 11.4 On each log type, *Account Summaries* will display a summarization of all such transactions associated with a credit card invoice. It will contain the total dispute/late fee amount and the total count of transactions on that invoice.

Account Summaries			
Transactions	CC#	Invoice Number	Total Amount Total Count
4486160000000001	0000946000032		\$1,196.07 8
4486160000000003	1111111111111		\$4,775.20 10
4486160000000003	2222222222222		\$ 441.70 1
4486162000000001	2222222222222		\$-2,781.50 1

12.0 Reports

- 12.1 Using the CBA Reconciliation Tool gives you the opportunity to view and print available reports.
- 12.2 Note: The tool defaults to portrait mode for printing. Reports that need to be printed in landscape mode will be followed by the word “Landscape” in the selection list. To print in landscape mode, select File, select Page Setup, click on Landscape and click “OK.”
- 12.3 At any time you have the opportunity to print and/or preview any report from the CBA Reconciliation Tool. This can be done by using the print and preview functions from your web browser.
- 12.4 To access any available reports, click **Reports** from the main toolbar.
- 12.5 At the top of the *Reports* list is a **1034 Dispute/Info** link that allows you to complete a 1034 Public Voucher and Dispute form (to see a blank example, see [Attachment 2](#)). Any information entered will transfer automatically onto the form. The empty fields are located under the following tabs:
- 12.5.1 **Designated Paying Office** (under tab **1034 DPO**) – Enter the DPO contact information for inclusion in the 1034 Public Voucher form.



The screenshot shows a web form titled "1034 DPO" with several tabs: "1034 DPO", "1034 CCV", "1034 Account Manager", "1034 Certifying Office", and "Dispute Form". The "1034 DPO" tab is active. The form contains the following fields:

Name:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/>
Zip:	<input type="text"/>
Finance POC:	<input type="text"/>
Finance POC No.:	<input type="text"/>

At the bottom of the form, there is a blue "Submit" button and a note: "Click 'Submit' to save this info."

- 12.5.2 **Credit Card Vendor** (under tab **1034 CCV**) – Enter the credit card vendor’s company name and address information for inclusion in the 1034 Public Voucher form.

1034 DPO	1034 CCV	1034 Account Manager	1034 Certifying Office	Dispute Form
Name:	<input type="text"/>			
Address:	<input type="text"/>			
Address 2:	<input type="text"/>			
City:	<input type="text"/>			
State:	<input type="text"/>			
Zip:	<input type="text"/>			
<input type="button" value="Submit"/>		Click "Submit" to save this info.		

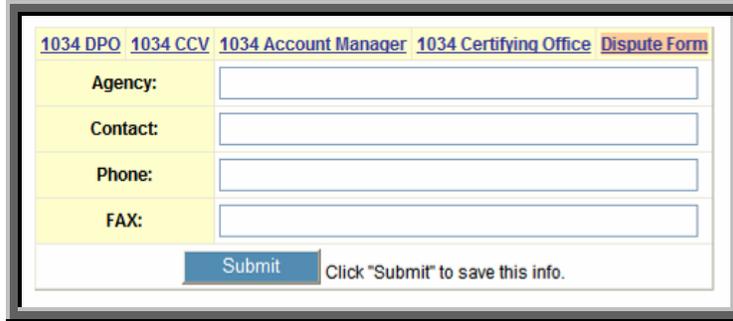
12.5.3 **Account Manager** (under tab **1034 Account Manager**) – Enter the account manager information for inclusion in the 1034 Public Voucher form.

1034 DPO	1034 CCV	1034 Account Manager	1034 Certifying Office	Dispute Form
ATTN:	<input type="text"/>			
Name:	<input type="text"/>			
Address:	<input type="text"/>			
Address 2:	<input type="text"/>			
City:	<input type="text"/>			
State:	<input type="text"/>			
Zip:	<input type="text"/>			
DSN:	<input type="text"/>			
FAX:	<input type="text"/>			
<input type="button" value="Submit"/>		Click "Submit" to save this info.		

12.5.4 **Certifying Office** (under tab **1034 Certifying Office**) – Enter the Certifying Office address and contact information for inclusion in the 1034 Public Voucher form.

1034 DPO	1034 CCV	1034 Account Manager	1034 Certifying Office	Dispute Form
Name:	<input type="text"/>			
Title:	<input type="text"/>			
<input type="button" value="Submit"/>		Click "Submit" to save this info.		

12.5.5 **Dispute Form** (under tab **Dispute Form**) – Enter the information for the CCV dispute form for inclusion in the 1034 Public Voucher form.



1034 DPO 1034 CCV 1034 Account Manager 1034 Certifying Office [Dispute Form](#)

Agency:

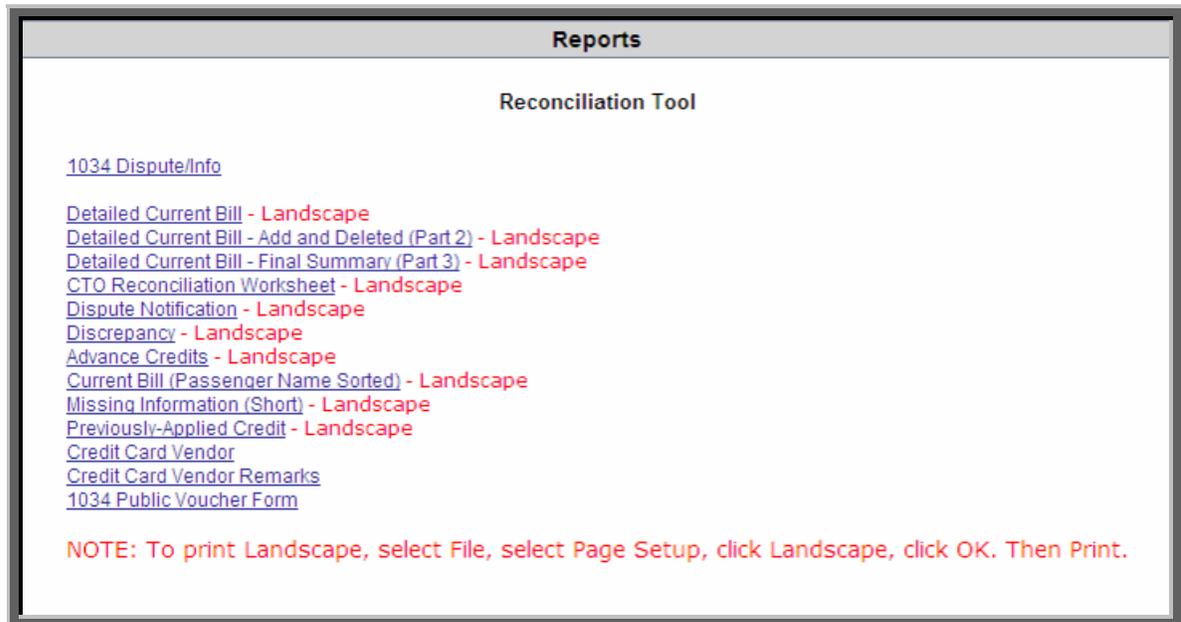
Contact:

Phone:

FAX:

Click "Submit" to save this info.

12.6 The following reports are available for viewing. Reports that need to be printed in landscape format are so noted.



Reports

Reconciliation Tool

[1034 Dispute/Info](#)

[Detailed Current Bill - Landscape](#)

[Detailed Current Bill - Add and Deleted \(Part 2\) - Landscape](#)

[Detailed Current Bill - Final Summary \(Part 3\) - Landscape](#)

[CTO Reconciliation Worksheet - Landscape](#)

[Dispute Notification - Landscape](#)

[Discrepancy - Landscape](#)

[Advance Credits - Landscape](#)

[Current Bill \(Passenger Name Sorted\) - Landscape](#)

[Missing Information \(Short\) - Landscape](#)

[Previously-Applied Credit - Landscape](#)

[Credit Card Vendor](#)

[Credit Card Vendor Remarks](#)

[1034 Public Voucher Form](#)

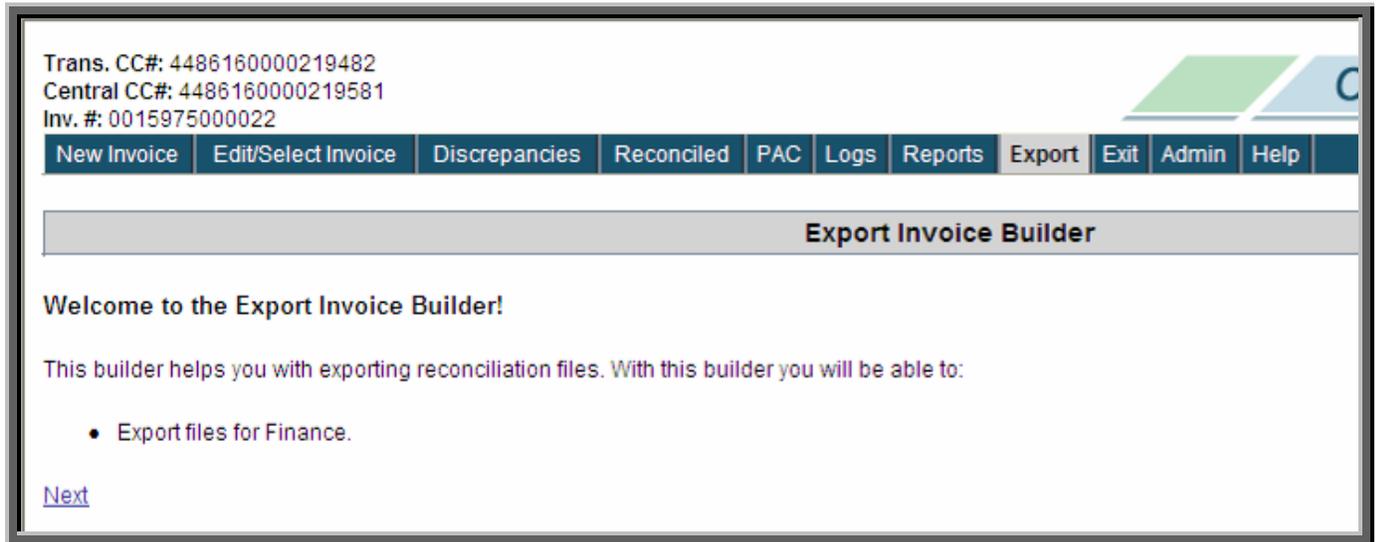
NOTE: To print Landscape, select File, select Page Setup, click Landscape, click OK. Then Print.

- 12.6.1 **Detailed Current Bill** – Displays a detailed listing of the current bill. The report will reflect all changes made to the transactions.
- 12.6.2 **Detailed Current Bill – Added and Deleted (Part 2)** – Shows all transactions that were *ADDED* or *DELETED* from the current bill.
- 12.6.3 **Detailed Current Bill – Final Summary (Part 3)** – A summary of transactions reconciled for payment to the credit card vendor.
- 12.6.4 **CTO Reconciliation Worksheet** – A balancing report of what has been loaded versus what has been entered from the CCV invoice.
- 12.6.5 **Dispute Notification** – A report of disputed transactions that are being sent to the credit card company. These are transactions that were billed on the invoice statement but could not be identified.
- 12.6.6 **Discrepancy** – A listing of all discrepancy transactions.

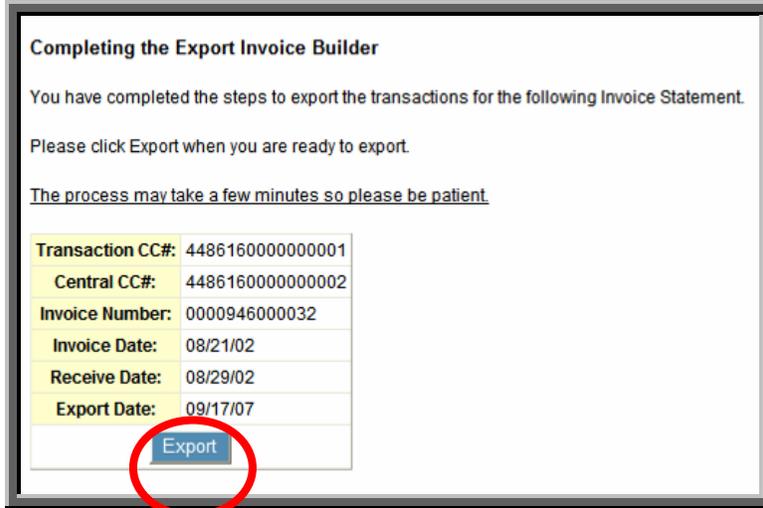
- 12.6.7 **Advance Credits** – Reflects credits that have been reported to the CTO but have not completed the credit card vendor cycle.
- 12.6.8 **Current Bill – (sorted by passenger name)** – A detailed current bill sorted by passenger name. The report reflects all changes made to the transactions.
- 12.6.9 **Missing Information (Short)** – A list of transactions missing APPN, SSN, or Travel Order Number.
- 12.6.10 **Previously-Applied Credit (PAC)** – A list of transactions that were advanced credits on a previous reconciliation that have now completed the cycle to the CCV. These transactions are flagged as previously applied credits to avoid taking the credit twice.
- 12.6.11 **Credit Card Vendor – Dispute Form** – This form is used to dispute any transactions to the CCV.
- 12.6.12 **Credit Card Vendor Remarks** – Used as a supplement to the CCV Dispute Form, this form is where you make remarks to the credit card vendor regarding your disputed transaction.
- 12.6.13 **1034 Public Voucher Form** – Government form authorizing payment amount to the credit card vendor.

13.0 Exporting an Invoice Statement

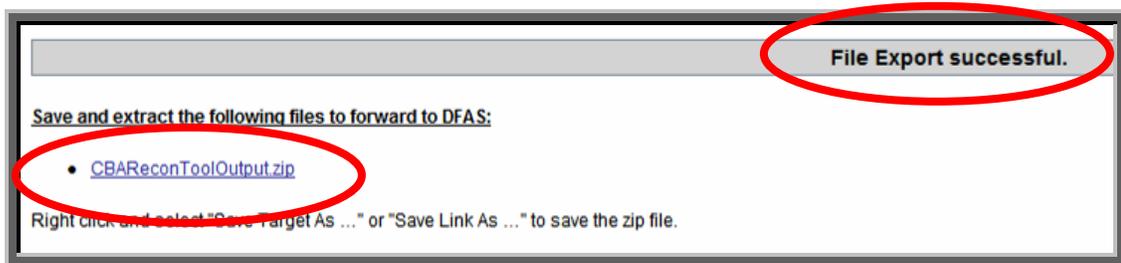
- 13.1 The Export Invoice Builder enables you to export an invoice statement quickly and easily. To access the export function, click **Export** from the main toolbar.
- 13.2 The welcome screen for the **Export Invoice Builder** explains how the application assists you in exporting reconciliation files. Press the **Next** button to proceed and press **Next** again.



- 13.3 Confirm that the invoice statement you plan to export is correct. Once you have checked the information, click the **Export** button to export the invoice statement. Please be patient as the exporting process may take a few minutes. If you chose to email the transaction files, they will be sent automatically at this time.

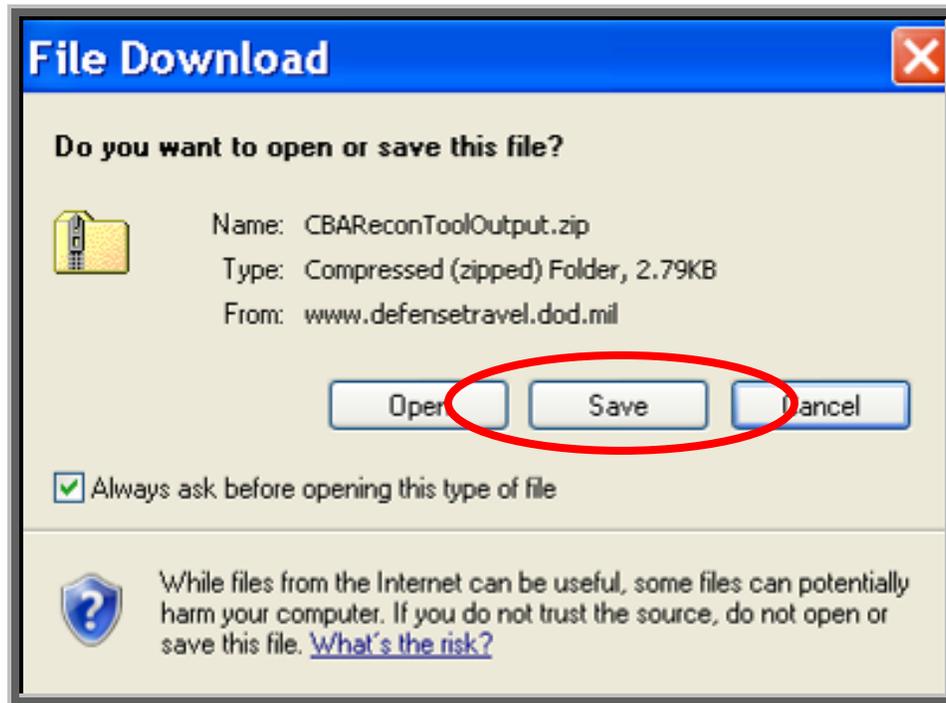


- 13.4 When the export is complete, the top of the screen will indicate if your file export was successful.



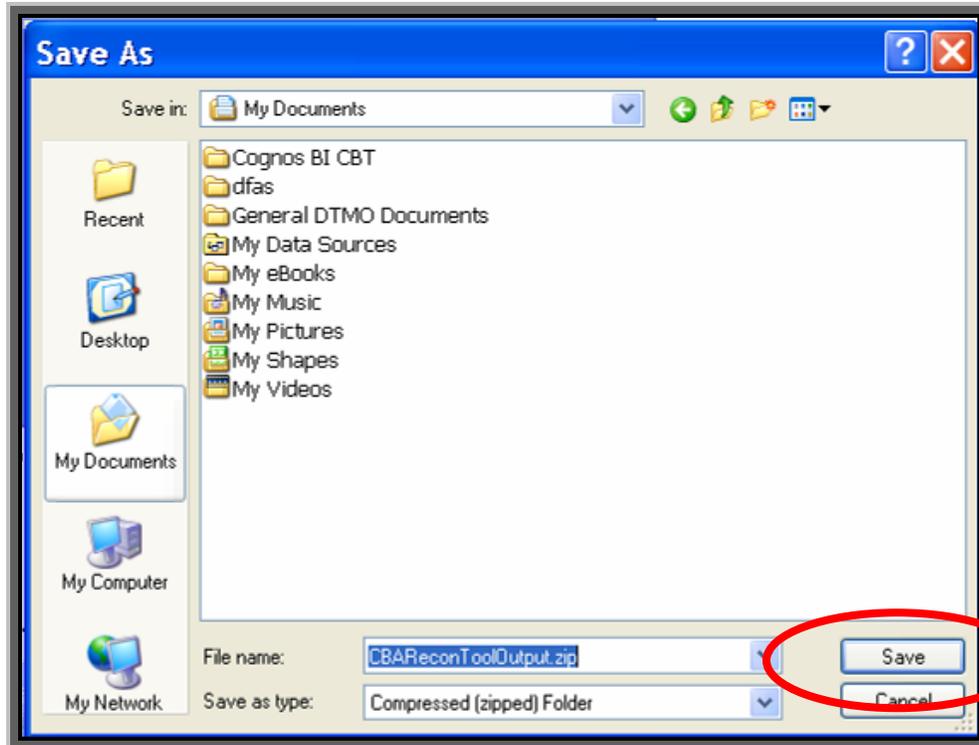
- 13.5 To download the file, click on CBAREconToolOutput.zip.

13.6 You will see the following screen:



13.6.1 Click on "Save"

13.7 Select the folder on your PC that you want to save the file in and click save.



13.8 You have now saved your DFAS files in a .zip format. The file name is **CBAREconToolOutput.zip**

13.8.1 To Unzip your files:

13.8.1.1 Right click on the Zip file.

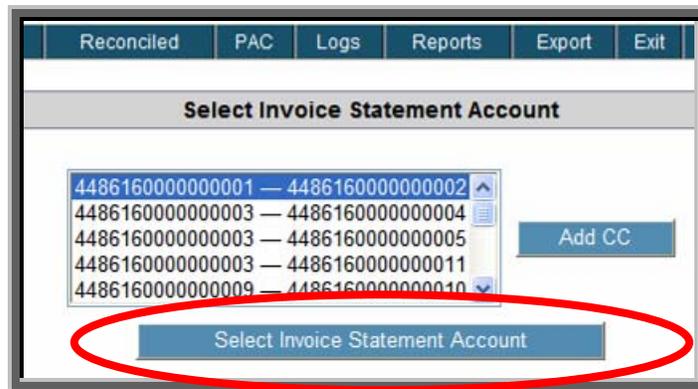
13.8.1.2 Select the option “**Extract All...**”

13.8.1.3 Follow the steps on the Windows Extract Wizard

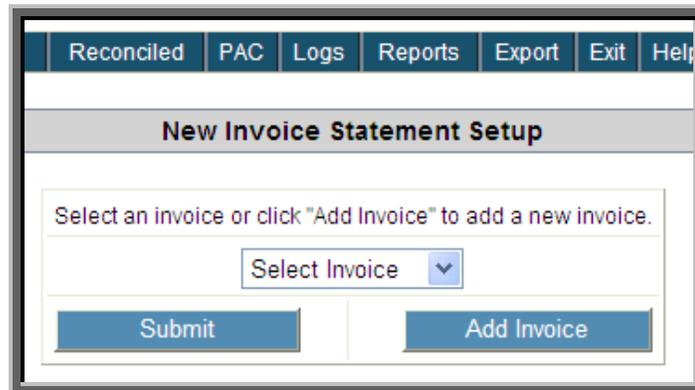
13.8.2 To send the files to DFAS, either copy the extracted files to a diskette or, if your office’s rules allow, send the files to DFAS as an attachments to an e-mail.

14.0 Working with Prior Invoices

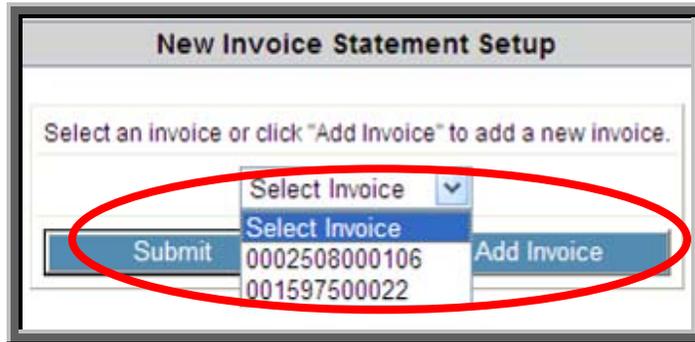
- 14.1 Because the tool archives all invoices, you have the opportunity to work with, view, and/or print from any invoice previously entered into the tool.
- 14.2 Click on the **Edit/Select Invoice** button from the main toolbar to begin your edits.
- 14.3 Highlight the appropriate invoice account from the list shown by clicking on it. Press **Select Invoice Statement Account** after you have highlighted the account.



- 14.4 You will see the following screen

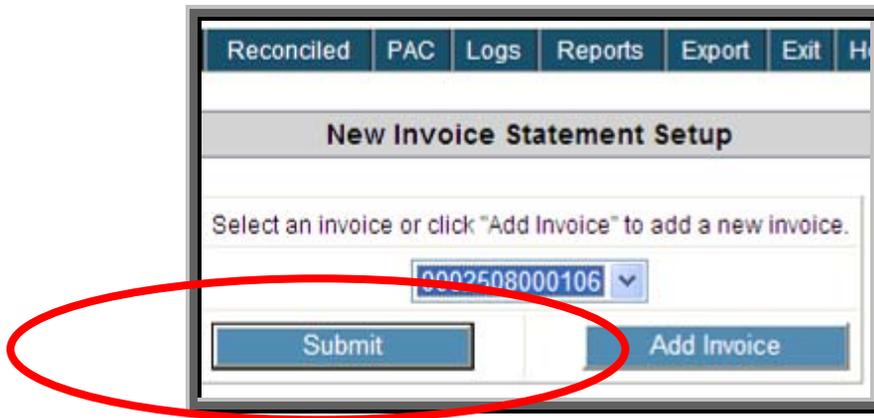


14.5 Select the appropriate invoice from the drop-down list shown.



The screenshot shows a window titled "New Invoice Statement Setup". Below the title bar, there is a text prompt: "Select an invoice or click 'Add Invoice' to add a new invoice." Below this prompt is a dropdown menu with the text "Select Invoice" and a downward arrow. The dropdown menu is open, showing two options: "Select Invoice" and "0002508000106". Below the dropdown menu are two buttons: "Submit" on the left and "Add Invoice" on the right. A red oval highlights the dropdown menu and the "Submit" button.

14.6 Press **Submit**.



The screenshot shows the same window titled "New Invoice Statement Setup". At the top, there is a menu bar with items: "Reconciled", "PAC", "Logs", "Reports", "Export", "Exit", and "H". Below the menu bar is the title bar "New Invoice Statement Setup". Below the title bar is the text prompt: "Select an invoice or click 'Add Invoice' to add a new invoice." Below this prompt is a dropdown menu with the text "0002508000106" and a downward arrow. Below the dropdown menu are two buttons: "Submit" on the left and "Add Invoice" on the right. A red oval highlights the "Submit" button.

14.7 Once you click on **Submit**, that account will be loaded into the tool for you to work with.

15.0 Attachments

(this page intentionally left blank)

Attachment 1

Bank of America

INVOICE# 0015975000022 **DBO# 0000000**

PAGE 1 OF 13

MAIL PAYMENT TO: ▼

ACCOUNT NUMBER
4486-1600-

Invoice Date → **STATEMENT DATE**
AUG 07, 2007 **PAYMENT DUE DATE**
SEP 06, 2007

GOVERNMENT CARD SERVICES
PO BOX 15732
WILMINGTON DE 19886-5732

MINIMUM PAYMENT AMOUNT DUE
 \$29,982.28

NEW BALANCE \$29,982.28

AMOUNT ENCLOSED \$

REMIT IN U.S. FUNDS
 CHECK BOX AND INDICATE ADDRESS CHANGE ON REVERSE

1261595 2998228 2998228 44861600
⑆5499900⑆⑆057900002⑆9482⑆

DETACH HERE AND RETURN
REPLY HERE

CORPORATE ACCOUNT ACTIVITY

POSTING DATE	DESCRIPTION	TRANSACTION DATE	A-ATM C-CONV CK T-TRAVLR CK	AMOUNT CR-CREDIT PY-PAYMENT DR-DEBIT
10	GOVT REMIT07403805040700INV #	07-10		12,615.95 PY
REF:74486127191R17090010004 MCC:000 PHONE:				

INDIVIDUAL CARDHOLDER ACTIVITY

SMPCOM HQ STAFF DTS	CREDITS	PURCHASES	CASH ADVANCES	OTHER CHARGES	TOTAL ACTIVITY
186-1600	\$1,503.39	\$14,170.81	\$0.00	\$0.00	\$12,667.42

POSTING DATE	DESCRIPTION	TRANSACTION DATE	A-ATM C-CONV CK T-TRAVLRCK	AMOUNT CR-CREDIT PY-PAYMENT DR-DEBIT
09	AGENT FEE 8908154150045CWT/ALEXANDERIL	07-06		11.99 DR
REF:24717057188581889130916 MCC:4511 PHONE:				
NM TKT:8908154150045 MVAT CVAT: CC:				
DARRP XAA SVC Y DARRP XAO PREPAID TICKET FR DEP:070607				

MASTER FILE ACCOUNT CODE		ACCOUNT SUMMARY	
AGENCY CODE		PURCHASES & OTHER CHARGES +	14,170.81
TX EXEMPT #		CREDITS	1,503.39
*** CITY PAIR PROGRAM PARTICIPANT ***		PROMPT PAYMENT CHARGES +	0.00
ADJUSTED BALANCE	PREVIOUS BALANCE	CONVENIENCE CHECKS +	0.00
	CURRENT BALANCE	TRAVELERS CHECKS +	0.00
PURCHASES	\$ 00	PHONE TRANSACTIONS +	0.00
CASH ADVANCES	\$ 00	FINANCE CHARGE +	0.00
		NEW BALANCE =	\$ 29,982.28
		INTERAGENCY CHARGES	0.00
		MEMO ITEMS	0.00
		DISPUTES	0.00

STATEMENT DATE: AUG 07, 2007

PAYMENT DUE DATE	MINIMUM PAYMENT DUE	AVAILABLE CREDIT	NUMBER OF DAYS IN BILLING CYCLE
SEP 06, 2007	\$ 29,982.28	\$ 1,970,017.72	31

GOVERNMENT CARD SERVICES
 PO BOX 15732
 WILMINGTON, DE 19886-5732
 Call Customer Service For Reporting Lost or Stolen Cards
 Toll-free Worldwide 1-800-472-1424
 Collect 1-757-441-4124

Bankcard Center
 GOVERNMENT CARD SERVICES
 PO BOX 1637
 NORFOLK VA 23501-1637

NOTE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

To return to *Create/Load a New Invoice*, click [here](#).

To return to *Edit a Current Invoice*, click [here](#).

Attachment 2

<p>Return copy to: Bank of America Government Card Services P. O. Box 53142 Phoenix, AZ 85072-3142 Fax: 1.888.678.6046 (Toll-Free in the U.S. and Canada)</p>																																																	
<p>Dispute/Billing Inquiry Form for Centrally Billed Accounts</p>																																																	
<p>Use this form for disputes and billing inquiries on Centrally Billed Account invoices. Questions? Call GCSU toll-free (1.800.472.1424) from the U.S. and Canada. Select option 1 from the main menu and then select option 5 from the customer assistance menu. If dialing from international locations, call collect (1.757.441.4124). For TTY/TDD access, call 1.800.672.0779.</p>																																																	
<p>Section 1: Account Information</p>																																																	
<p>Agency/Organization Name: _____</p>																																																	
<p>Central Account #: <input type="text"/> <input type="text"/></p>																																																	
<p>Transaction Account #: <input type="text"/> <input type="text"/></p>																																																	
<p>Invoice Number: _____ Statement Date: _____</p>																																																	
<p>Section 2: Transaction Information</p>																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Reference Number</th> <th style="width: 15%;">Dollar Amount</th> <th style="width: 15%;">Transaction Date</th> <th style="width: 10%;">Posting Date</th> <th style="width: 20%;">Ticket Number/Vendor Name</th> <th style="width: 5%;">Reason Code</th> </tr> </thead> <tbody> <tr><td>1.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>2.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>3.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>4.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>5.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>6.</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>7.</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Reference Number	Dollar Amount	Transaction Date	Posting Date	Ticket Number/Vendor Name	Reason Code	1.						2.						3.						4.						5.						6.						7.					
Reference Number	Dollar Amount	Transaction Date	Posting Date	Ticket Number/Vendor Name	Reason Code																																												
1.																																																	
2.																																																	
3.																																																	
4.																																																	
5.																																																	
6.																																																	
7.																																																	
<p>Reason Codes: (Note: Transactions must be placed into dispute and billing inquiries must be received within 60 calendar days after the invoice is first received, whether in paper or electronic form.)</p> <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Disputed Transactions</p> <p>A. The card/account holder is disputing the transactions and requires validation.</p> <p>B. The transaction listed was not made by the card/account holder nor by any other person authorized to use this account. The Government did not receive any goods or services for this transaction. Card/account holder understands potentially fraudulent activity will result in the closure of the account and issuance of a new account. **See Reason Code explanation on page 2.**</p> <p>C. Although the card/account holder did engage in a transaction with the merchant listed, he/she has no knowledge of the particular transaction amount noted. (List details below).</p> <p>D. The transaction listed is a duplication of an authorized transaction that took place on (insert posting date): _____ The reference # of the authorized transaction is _____.</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Billing Inquiries</p> <p>E. Request passenger name and/or ticket number.</p> <p>F. Transfer to account listed in remarks.</p> <p>G. Request copy of sales draft.</p> <p>H. Other – Please detail below in Section 3.</p> </td> </tr> </table>		<p>Disputed Transactions</p> <p>A. The card/account holder is disputing the transactions and requires validation.</p> <p>B. The transaction listed was not made by the card/account holder nor by any other person authorized to use this account. The Government did not receive any goods or services for this transaction. Card/account holder understands potentially fraudulent activity will result in the closure of the account and issuance of a new account. **See Reason Code explanation on page 2.**</p> <p>C. Although the card/account holder did engage in a transaction with the merchant listed, he/she has no knowledge of the particular transaction amount noted. (List details below).</p> <p>D. The transaction listed is a duplication of an authorized transaction that took place on (insert posting date): _____ The reference # of the authorized transaction is _____.</p>	<p>Billing Inquiries</p> <p>E. Request passenger name and/or ticket number.</p> <p>F. Transfer to account listed in remarks.</p> <p>G. Request copy of sales draft.</p> <p>H. Other – Please detail below in Section 3.</p>																																														
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<p>Section 3: Remarks</p>																																																	
<p>_____ _____ _____</p>																																																	
<p>Section 4: Certification</p>																																																	
<p>I am enclosing a copy of all related documents, including any credit vouchers, sales receipts, work invoices, and contracts that the Government may have received, along with details of attempts to resolve this matter with the merchant. I certify that the respective card/account holders have reviewed this information and that, for each disputed transaction, the reason noted above is true and accurate.</p>																																																	
<p>Name: (Please print) _____ Authorized Signature: _____</p>																																																	
<p>Contact Information: Commercial Telephone: _____ Commercial Fax Number: _____ (Including Area or Country Codes)</p>																																																	

To return to *Reports*, click [here](#).