

Defense Travel System

Centrally Billed Account Reconciliation Manual

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CHAPTER 1 OVERVIEW

This manual explains the following:

- The purpose of the Centrally Billed Account Reconciliation Manual. (See Section 1.1).
- Where to find additional training material for the CBA Reconciliation module and other DTS functions. (See Section 1.2).
- An introduction to the centrally billed account billing process, user functions and user roles. (See Chapter 2).
- The CBA Specialist role. (See Chapter 3).
- A step-by-step guide to the reconciliation process. (See Section 3.4).
- The CBA Specialist screen details. (See Section 3.9).
- The CBA-DTA role and screen details. (See Chapter 4).
- The CBA Administrator role and screen details. (See Chapter 5).
- The Read-Only Access feature. (See Appendix A).
- Troubleshooting the application. (See Appendix E).

1.1 Purpose

This manual provides information on the procedures for performing CBA Reconciliation functions within DTS. It focuses on site CBA Specialist DTS reconciliation procedures.

1.2 Additional Training Material

The DTS Online Training Center, located at http://www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm provides a vast array of resources that will help improve skills in using the system and finding answers to questions about DTS. The Training Center may be accessed from the DTS home page using the blue **TRAINING** button or by selecting the **Training** link on the left side bar.

To access the training e-learning modules, log into the Travel Explorer (TraX) located at <https://www.defensetravel.dod.mil/Passport>. After login, select the Training icon, and then select one of the five modules. Personnel will need to register for a new account if they do not already have one. To access training in TraX, see the instructions located at http://www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

The following are other manuals and resources that can be accessed from the DTS Online Training 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 is used to inform DTAs about the DTS system administrative functions relating 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.
- *Centrally Billed Account (CBA) Reconciliation Manual*. This manual which is the book being read now, describes procedures for performing CBA Reconciliation functions.

CHAPTER 2 INTRODUCTION

The Defense Travel System (DTS) processes the payment of invoices received from a Charge Card Vendor (CCV). When the charges are billed against a Centrally Billed Account (CBA), the CBA Reconciliation module provides a tool to allow an authorized user, usually a CBA Specialist, to reconcile the transactions on the CCV invoice with the traveler's DTS trip document. Reconciliation means the invoice transactions are matched to the corresponding trip document item, or, if the item cannot be matched, the item must be resolved in some other way. See Section APPENDIX E, "Troubleshooting".

Transactions are transportation charges, such as tickets for air or rail travel, or CTO service fees. Transactions also may include full or partial credits created by refunds or cancellations.

Once the CBA Reconciliation module has matched or otherwise resolved the items on the invoice, the invoice is then 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 section describes the DTS payment process and the CBA reconciliation process.

2.1 DTS Payment Process Overview

Figure 1 provides a high-level overview of how DTS processes an invoice.

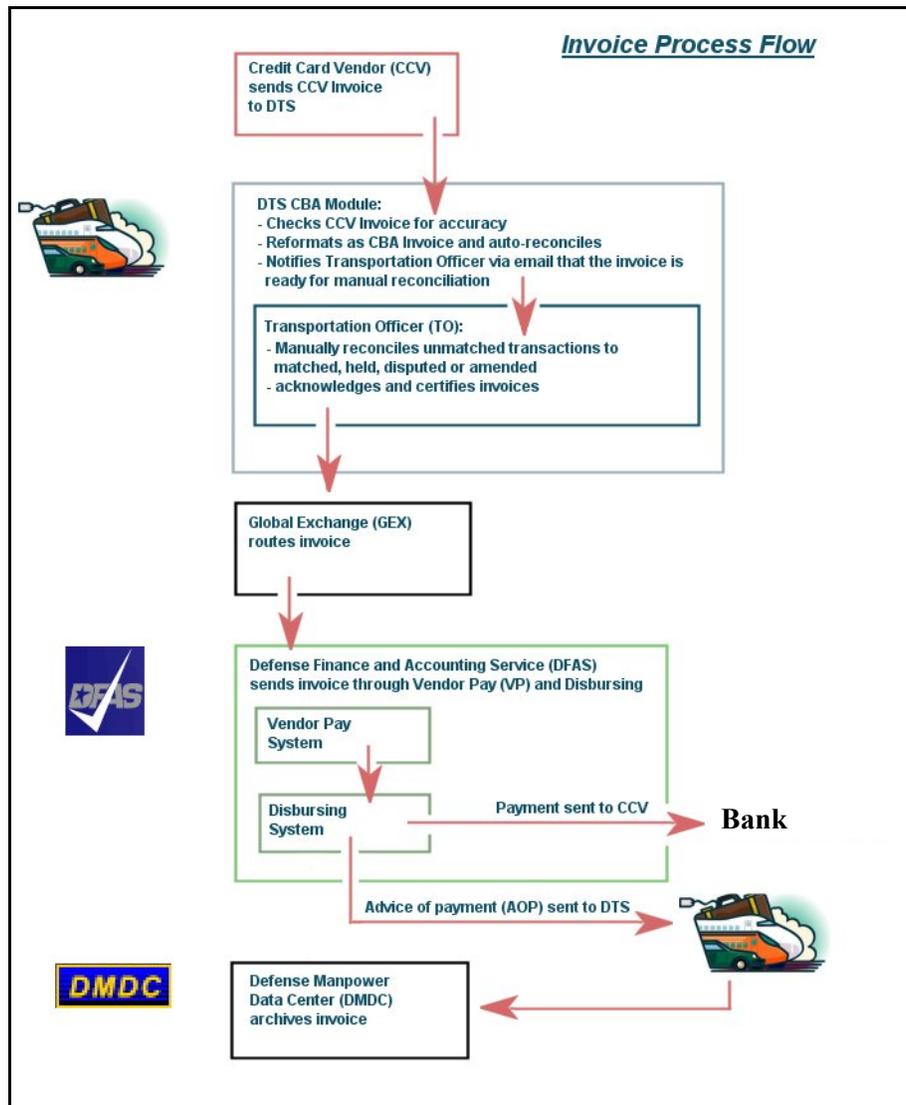


Figure 1: How DTS Processes CCV Invoices

If a CBA is used on a trip document, and funds for the trip have been authorized, the Commercial Travel Office (CTO) charges the traveler's trip expenses against a Centrally Billed Account (CBA). The general payment process begins when the Charge Card Vendor (CCV) electronically sends an invoice for these charges to DTS, as shown in Figure 1. This original invoice is called a CCV invoice.

During the reconciliation process, the CBA module is used to remove or update transactions on the invoice, when necessary. This updated invoice is called a DTS invoice.

DTS reconciles invoices in the order received. Any prior invoice currently outstanding must be finished processing before the next incoming invoice is processed: there is only one current invoice at a time.

If there are no current invoices outstanding, DTS automatically reconciles the valid, incoming CCV invoice within 24 hours of receipt.

Upon reconciliation:

1. The authorized user acknowledges and certifies payment of the DTS invoice.
2. DTS sends a certified CBA payment invoice to the Global Exchange (GEX).
3. GEX sends the invoice to the proper Vendor Pay System for processing.
4. The Vendor Pay System forwards the invoice to Disbursing.
5. Payment is sent to the CCV vendor.
6. Disbursing generates an Advice of Payment (AOP) when the DTS CBA invoice is paid. AOP is then returned to DTS to update the CBA Reconciliation module with payment data.

The payment data will be archived with the CCV invoice for 6 years and 3 months. 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 to avoid interest penalties.

2.1.1 Centrally Billed Account Reconciliation Process

The core of the payment process is reconciliation of the invoice.

During reconciliation, each transaction on the invoice is compared with the DTS trip document. Where an invoice transaction has a corresponding item in the traveler's trip document (such a bill for an airline ticket matched to the air travel authorized for the traveler) the transaction is noted as *matched*. The CBA Reconciliation module automates this process. For any transaction that cannot be reconciled by the automatic process, the CBA module assists the authorized user to complete the reconciliation manually.

The auto-reconciliation phase of the reconciliation, is performed once by the CBA Reconciliation module when the invoice is received, this is called *auto-reconciliation*. Everything after the auto-reconciliation is performed by the CBA Specialist or other authorized user, is called *manual reconciliation*. These phases are described below.

2.1.1.1 Auto-reconciliation Overview

During auto-reconciliation, each CCV Invoice transaction is assigned a *status* and a *classification*.

- *Status* is the state of the transaction in the reconciliation process, such as *Matched*, *Suspended*, *Unmatched*, *Disputed*.
- *Classification* is the type of transaction involved, such as Debit, Credit, Fee, or Refund.

When a transaction is Unmatched, it is also automatically assigned a *reason code* noting the reason why a match was not found. Unmatched transactions must be matched manually, or

resolved in some other way. An invoice containing unmatched transactions cannot be certified for payment.

When all the transactions on an invoice are matched or otherwise resolved, the invoice is ready to be reviewed and acknowledged. Once acknowledged, it is then ready for certification for payment.

2.1.1.2 Manual Reconciliation Overview

After auto-reconciliation, the CBA Specialist (or other authorized user) is presented with the findings of the auto-reconciliation. The DTS Invoice transactions are each marked with a status: *matched*, *suspended*, or *unmatched*.

- Matched Transactions are ready to be *reviewed* by the CBA Specialist, *acknowledged* and *certified* for payment.
- Suspended Transactions are awaiting a transaction from the CCV.
- Unmatched Transactions are not ready for acknowledgement and payment: The transaction must be examined by the CBA Specialist and either matched manually or resolved in some other way. To ensure that the CBA Specialist is reviewing the most current version of the transaction, the CBA Specialist will refresh the reason code by reconciling by TANUM or Ticket Number, and then continue to research the reason for unmatched code.

Resolving a suspended transactions, in most cases, is automatic. When the transaction from the CCV is received, the module again attempts to match the transaction automatically, and assigns the appropriate status.

To resolve an unmatched transaction, the CBA Specialist has several options, depending on the reason for the unmatched:

- If the transaction cannot be matched due to an incorrect ticket number on the CCV Invoice, the CBA Specialist may correct the ticket number appearing on the DTS Invoice. Once corrected, the transaction is **reconciled by ticket number** or **reconciled by TANUM**.
- If the transaction cannot be matched due to other incorrect or incomplete information in the trip document, the CBA Specialist must contact the Traveler or the Traveler's AO or DTA and request the document be amended. The Traveler or their AO or DTA will match the transaction information from the CCV invoice (e.g. add missing tickets or unreported fees to the trip document record). Once corrected, the transaction is **reconciled by ticket number** or **reconciled by TANUM**. (Note that the Initiate Amendment button is not available for amendments by the Traveler or their AO or DTA.)
- If the transaction cannot be matched due to a disparity in the ticket amount, the CBA Specialist will then **Initiate an Amendment**, which will update the trip document to reflect the cost and ticket information on the DTS invoice. The transaction status will change to Amendment Pending after the amendment is initiated. The amendment will then route to the AO for approval and once approved will automatically be reconciled.

If this cost discrepancy is less than \$250 dollars the amendment action will be automatically approved even if the AO has not manually approved, provided, of course, that there are sufficient funds in the Budget module to account for the cost difference.

- If the transaction cannot be matched because it reflects the previous payment of interest on the Prompt Payment Act (if, in other words, there is no ticket record, but the transaction is recorded merely to track the PPA interest payment), then the CBA Specialist manually changes the transaction status to **PPA Interest**, and, after acknowledgement, the transaction is removed from the invoice.
- If the transaction cannot be matched due to a slight disparity in the ticket amount where the CCV invoice does not reflect a credit the traveler reported in the trip document the CBA Specialist may manually record the advance credit on the DTS Invoice. The CBA Specialist changes the transaction status to **Manual Advanced Credit**, to allow the CCV invoice to be paid the amount reflected in the trip document. The disparity is treated as a partially cancelled ticket; that is, the dollar amount difference between the CCV charge and the trip document is classified as an Advance Credit.
- If the transaction cannot be matched due to a billing error by the CCV, the CBA Specialist may temporarily place the transaction in *held* pending further investigation, or permanently remove the transaction from the invoice and dispute it with the vendor. This is done when the CBA Specialist manually changes the transaction status to **disputed** or **held**. A disputed transaction is then **closed** once the dispute is settled.

Once all the transactions on a DTS Invoice are resolved (that is, matched, suspended, held, disputed or closed; closed transactions include *PPA Interest Payment status* or *Manual Advance Credit status*), the CBA Invoice is ready to be acknowledged and certified for payment.

CBA checks the final DTS invoice when it is certified for payment to confirm that the total gross amount equals the sum of debit dollar amounts from all the individual transactions. It checks to confirm that the total CBA credit amount equals the sum of all credit dollar amounts from all the individual transactions. If either of these summed amount are out of balance, DTS returns the DTS CBA invoice to the **Unmatched** status, despite that each individual transaction is matched.

The CBA Reconciliation module automatically sends out e-mail notifications at certain steps of the reconciliation process. For a list of these e-mail notifications, see Appendix B.

2.2 CBA Reconciliation Module User Roles

There are three user roles:

- **CBA Specialist:** For each CBA account under their authority, the CBA Specialist reviews the results for each invoice of the automatic reconciliation process and resolves all unmatched transactions on each DTS invoice. The CBA Specialist is the officer who certifies the invoice for payment. The CBA module also allows the CBA Specialist to compile reports of the various DTS invoices by the stage in the process (open, unmatched, certified, etc.), and to track the efficiency of the processing time. (See CHAPTER 3 "Centrally Billed Account (CBA) Specialist"). The CBA Specialist must have Certifying Officer Legislation (COL) and be appointed in writing.
- **CBA-DTA:** Oversees the appointment of CBA Specialists to CBA accounts for a defined organization (typically a Service or Agency or major command.) The CBA-DTA adds or edits CBA Specialist user account information, add, edit, deactivate or delete accounts for organization use. The CBA-DTA assigns the default account to an organization. (See CHAPTER 4 "Centrally Billed Account-Defense Travel Administrator (CBA-DTA)").
- **CBA Administrator:** Oversees the appointment of CBA-DTAs to organizations for CBA purposes. In the rare case when the Charge Card Vendor (CCV) sends a CCV invoice for an account not in the DTS records, and the CBA-DTA subsequently creates a new account to cover that invoice, the CBA Administrator may restage the invoice for reconciliation. If the invoice is not valid, the CBA Administrator has the authority to delete it from the system. Deleted items are rejected and returned to the vendor. (See CHAPTER 5 "Centrally Billed Account (CBA) Administrator")

The CBA Specialist must have DTS permission level 0, 4; the CBA-DTA must have DTS permission level 7; the CBA Administrator must have permission level 9. (The user's permission levels elsewhere in DTS do not necessarily grant any rights in the CBA Reconciliation module. Specific access to the CBA module must be granted by an authorized Service Rep.)

Note: The CBA Specialist certifies the invoice. Certification of the invoice may only be performed by a government employee who is trained on Certifying Officer Legislation (COL), appointed in writing, and who has been added to the CBA Reconciliation module for all appropriate CBA accounts.

2.3 CBA Reconciliation Module User Functions

The CBA Reconciliation module supports the following user functions. These functions provide the user with information and tools to manage CBA Reconciliation for DoD organizations. The functions are specific to the user role.

The CBA Specialist:

- Manually corrects DTS transactions that could not be automatically reconciled with the invoice, and reconciles the corrected transaction. (See Section 3.4)
- Reviews DTS invoices. (See Section 3.9.1)
- Views summaries of invoice contents. (See Section 3.9.3)
- Views the history of changes to the invoice status. (See Section 3.9.4)
- Reviews CCV invoices. (See Section 3.9.5)
- Views transactions individually. (See Section 3.9.6)
- Changes the status of a transaction to *Held* (which removes temporarily a transaction from an invoice) when a transaction charge is being investigated. (See Section 3.4.7.2)
- Assigns *PPA Interest Status* to a transaction (which removes permanently a transaction from an invoice) when a transaction is a Prompt Payment Act Interest charge. This acknowledges the transaction for record-keeping purposes. (See Section 3.4.7.5)
- Applies a *Manual Advance Credit* to a transaction (which removes permanently a transaction from an invoice) when a transaction is but not reflected on the invoice. This acknowledges the transaction for record-keeping purposes. (See Section 3.4.7.6)
- Changes the status of a transaction to *Disputed* (which removes permanently a transaction from an invoice) when a transaction charge is disputed with the CCV. (See Section 3.9.7.10)
- Changes the status of a disputed transaction to *Closed*, once the dispute process is complete. (See Section 3.9.7.11)
- Certifies reconciled invoices for payment. (See Section 3.9.12)

The CBA-DTA:

- Manages the CBA activities of the CBA Specialists.(See Section 4.3).
- Adds new CBA Accounts. (See Section 4.3.2)
- Edits current CBA Accounts. (See Section 4.3.5)
- Assigns CBA Specialists responsibility for a CBA account. (See Section 4.3.8)

- Assigns a default account to a given organization. (See Section 4.3.10).

The CBA Administrator:

- Views reports of compliance to deadlines (per PPA). (See Section 5.1.4)
- Rejects improper invoices back to the CCV. (See Section 5.1.5)
- Restages invoices after CBA account established. (See Section 5.1.5)
- Restages the reconciliation of corrected transactions (i.e. runs the reconciliation process after manual corrections are made). (See Section 5.1.5).

The user may use the Read-Only Access (ROA) link to open the **ROA Search** window. (See Section A.2.1). The ROA user views, but is not able to modify, the DTS trip data, traveler information, and invoice data. The Service or Agency representative grants access to ROA user privileges to the Department of Defense (DoD) financial researchers, accounting analysts, CBA Specialists or other users who need access to the data. (See Appendix A, “Read-Only Access”).

Note: The ROA link allows view-only access to DTS records. To edit or amend the DTS trip document, use the TANUM link in the **Transaction Detail** window. (See Section 3.9.7, “Transaction Detail”).

CHAPTER 3 Centrally Billed Account (CBA) Specialist

CBA Specialist is the term used to identify the person responsible for certifying the invoice for payment made against the Centrally Billed Account. The CBA Specialist is currently referred to as the Transportation Officer (TO) in the DTS CBA Module, though TOs do not always perform CBA reconciliation.

The CBA Specialist windows provide access to all CBA Specialist-related functions in CBA. These functions include:

- Generating and viewing various reports of invoices and transactions. (See Section 3.9.1)
- Resolving open invoices. (See Section 3.9.2)
- Reviewing and acknowledging invoices prior to certification. (See Section 3.9.11)
- Certifying invoices for payment. (See Section 3.9.12)
- Generating and viewing compliance reports. (See Section 3.9.19).

DTS reconciles invoices in the order received. If there are no current invoices outstanding, DTS automatically reconciles a valid CCV invoice within 24 hours of receipt. The CBA Specialist must review all transactions on all DTS invoices. The CBA Specialist must resolve those transactions that DTS was not able to reconcile automatically. A transaction is “resolved” when it is either matched or removed from the invoice.

Transactions are temporarily removed from an invoice by being *held* or *suspended*. Transactions are removed from an invoice permanently by being *disputed*. Transactions are also removed from the invoice permanently in two specific cases where valid charges exist but cannot be matched with the record. The first case is when the transaction are assigned *PPA Interest* status. The second case is when assigned *Manual Advance Credit* status.

Once all the transactions within a DTS invoice are resolved, the CBA Specialist acknowledges and certifies the DTS invoice for payment.

The unmatched transactions must be matched and the invoices certified in a timely fashion to remain compliant with the Prompt Payment Act (PPA). Compliance reports allow the CBA Specialist to track the significant dates.

The role of the CBA Specialist in DTS is performed by any government employee assigned to do the task, but does not have to be a CBA Specialist. For example, some organizations use personnel from the financial arena to perform this function.

The CBA Specialist must have permission level 0, 4, and be assigned to one or more CBA accounts by an authorized CBA-DTA with permission level 7.

The CBA Specialist should be granted appropriate organization/group access, which is recommended to research unmatched transaction in DTS. While this research function could be assigned to support personnel, the actual acknowledgement and certification for payment must be done by the CBA Specialist.

The certification of invoices may only be performed by a government employee who is trained on Certifying Officer Legislation (COL), and must be appointed in writing (See Section 4.1).

3.1 Login

If the CBA Specialist is logged-in to DTS, no additional password is needed to log in to the CBA module. To open the CBA module from DTS, select the CBA button from the DTS toolbar (Figure 2).



Figure 2: Login

3.2 Automatic Reconciliation

This section describes the automatic steps of the reconciliation process. (See Section 3.4 “Manual Reconciliation” for a complete description of what the CBA Specialist user must do to reconcile manually).

For a typical CCV invoice:

1. The CBA module receives the CCV invoice and checks it for proper format.
2. If the CCV invoice is not properly formatted, the CBA module rejects it and automatically sends a reject notice to the CCV via e-mail within 7 days.
3. If the CCV invoice is properly formatted, the CBA module creates and loads the CCV invoice into DTS. This is now a DTS invoice. The DTS invoice is edited if necessary. The original CCV invoice cannot be edited.
4. The transactions on the DTS invoice are compared to DTS trip document and are automatically assigned a status and a classification. Unmatched status transactions are assigned a reason code. (See Section 3.7 “Classification of Transactions by CBA”).

3.2.1 Automatic Transaction Status

The three possible automatic transaction statuses are *Matched*, *Unmatched* and *Suspended*.

If DTS matches a transaction to a trip record, it is marked **Matched**. If not, it is marked **Unmatched**.

If the matched transaction has a credit or refund pending, it is marked **Suspended** and removed from the DTS invoice. If not, it remains on the DTS invoice as **Matched**.

3.2.1.1 Matched

A transaction is marked **Matched** when (1) the amount is authorized and (2) either

- DTS finds a trip record that matches the ticket number and ticket amount; or
- DTS finds a trip record that matches the traveler's name, ticket amount, and the ticket date falls within a range for the vendor's charge date.

If DTS matches by traveler name, amount, and date range, rather than by ticket number and amount, this is noted in the **Remarks** text box on the Transaction Detail screen. (See Section 3.9.7 "Transaction Detail").

3.2.1.2 Suspended

In some cases a credit matching a ticket number in DTS may be received before the ticket is received and paid. The credit transaction is suspended until the ticket is received on a CCV invoice and paid. Likewise, a transaction that is waiting for a refund is suspended until the refund is received on a CCV invoice and paid.

If the matched transaction is pending a credit or a refund, the transaction is marked **Suspended** and removed from the DTS invoice so the remaining matched transactions on the invoice are processed without delay. Suspended transactions are automatically released onto the current DTS invoice when the corresponding debit or refund is paid: no action is required from the CBA Specialist when this happens.

3.2.1.3 Unmatched

A transaction is marked **Unmatched** when the amount is authorized but a matching ticket number or name for the billing date range cannot be found, or the amount is not authorized.

3.2.2 Automatic Handling of Transaction Classifications

- If all transactions remaining on a DTS invoice are marked as **Matched**:
 1. The DTS invoice is presented to the CBA Specialist for acknowledgment.
 2. The acknowledged invoice is presented to the CBA Specialist for certification.
 3. The CBA Specialist manually reviews the invoice. The CBA Specialist then certifies the invoice for payment. Any acknowledged invoices that do not have a payment due are sent to archive directly, and are not certified for payment.
 4. The certified DTS invoice is sent electronically to GEX for processing. The invoice is then sent to the appropriate Vendor Pay System for payment.
 5. When the DTS invoice is paid, an Advice of Payment is received from the appropriate disbursing system and posted to the CBA Reconciliation module.
 6. The invoice is stamped as paid.
 7. The CCV and the DTS invoice are sent to DMDC (Defense Manpower Data Center) to be archived. These invoices are maintained in archive for 6 years, 3 months. The CBA invoice will also be available in the DTS CBA module regardless of age.

- If any transactions on a DTS invoice are marked as **Unmatched**:
 1. The CBA Specialist manually reviews the contents of the DTS invoice. The CBA Specialist makes the corrections necessary to reconcile the DTS invoice with the DTS trip document. The correction may include investigating the transaction charges, updating the DTS invoice, disputing the charge with the bank, or asking the Approving Official (AO) to approve an amendment to the DTS trip document. The CBA Specialist may also place a transaction on “hold” and correct the remaining transactions on the invoice.
 2. The invoice is presented to the CBA Specialist for acknowledgment and certification once all transactions on an invoice are in a *matched, suspended, held, disputed or closed*.
 3. The CBA Specialist manually reviews, acknowledges, and certifies the invoice for payment.
 4. The certified DTS invoice is sent to GEX for processing. The invoice is then sent to the appropriate Vendor Pay System for payment.
 5. When the DTS invoice is paid, an Advice of Payment is received from the appropriate disbursing system and posted to the CBA Reconciliation module.
 6. The invoice is stamped as paid.
 7. The CCV and the DTS invoice are sent to DMDC (Defense Manpower Data Center) to be archived. These invoices are maintained in archive for 6 years, 3 months. The CBA invoice will also be available in the DTS CBA module regardless of age.

- If a transaction is marked as **Suspended**:
 1. It is removed from the DTS invoice and held until the corresponding debit is paid.
 2. When paid, the suspended transaction is marked **Matched** and released onto the DTS invoice current at that time and processed normally.

Note: E-mail notifications, not listed here, are an integral part of the CBA Reconciliation module. (See Appendix B, “Emails Sent by CBA Reconciliation Tool” for a detailed description of the e-mail messages generated by the system).

3.3 Navigating the CBA Specialist Windows

The toolbar on each CBA Specialist window has the following options.

1. **CBA Search** link opens the **Search Report Criteria** window. Allows the CBA Specialist to find Invoice Summary, Transaction Summary, Transaction Detail, or Organization information. Depending on the search criteria, the results will appear on one of four windows: **Invoice Summary**, **Transaction Summary**, or **Transaction Details**, or **Organization Summary**. (See Section 3.9.1 “Search Report Criteria”).
2. **Invoices** drop-down list:
 - **Open Invoices** opens the **Open Invoices** window. Displays a summary of Awaiting Certification, Awaiting Acknowledgement, Unmatched Invoices, and Rejected Invoices. (See Section 3.9.2 “Open Invoices”).
 - **Awaiting Certification** opens the **Awaiting Certification Invoice Summary** window. Results are limited to invoices ready for certification. Selecting the **Certify Invoice** link opens the **Certification Invoice** screen, where a button allows the CBA Specialist to stamp DTS invoices with a digital signature. This is the final step in the basic reconciliation process. (See Section 3.9.12 “Certify Invoices”).
 - **Awaiting Acknowledgement** opens the **Awaiting Acknowledgement Invoice Summary** window. Results are limited to invoices ready for acknowledgment. (See Section 3.9.11 “Awaiting Acknowledgement Invoices”).
 - **Rejected** opens the **Rejected Invoice Summary** window. Results are limited to rejected invoices. (See Section 3.9.13 “Rejected Invoices”).
 - **Unmatched** opens the **Unmatched Invoice Summary** window. Results are limited to unmatched invoices. (See Section 3.9.14 “Unmatched Invoices”).
3. **Transactions** drop-down box:
 - **Disputed** opens the **Disputed Transaction Summary** window. Results are limited to disputed transactions. (See Section 3.9.15 “Disputed Transactions”).
 - **Suspended** opens the **Suspended Transaction Summary** window. Results are limited to suspended transactions. (See Section 3.9.17 “Suspended Transactions”).
 - **Held** opens the **Held Transaction Summary** window. Results are limited to held transactions. (See Section 3.9.18 “Held Transactions”).
 - **Credits Not Received** opens the **Credits Not Received Transaction Summary** window of all the Advance Credits that do not have Previously Applied Credits. (See Section 3.4.7.3, “Credits Not Received”).
 - **Closed** opens the **Closed Transaction Summary** window. Results are limited to closed transactions. (See Section 3.9.16, “Closed Transactions”).

4. **Compliance Report** link opens the **Generate CBA Reconciliation Compliance Report** window. This report measures the efficiency of the over-all reconciliation process. (See Section 3.9.19 “Compliance Report”).

The **Open Invoice** window lists each open invoice, including the invoices ready for certification, the invoices ready for acknowledgment, invoices with unmatched transactions, and invoices with rejected transactions.

- For each rejected invoice listed, the user may open the **Invoice Summary** window. (See Section 3.9.13 “Rejected Invoices”).
- For each unmatched invoice listed, the user may open the **Invoice Summary**, or **Transaction Summary**. The results will be limited to the transactions of that invoice. (See Section 3.9.2 “Open Invoices”).
- For each matched invoice ready to be acknowledged, the user may open the **Invoice Summary**, or **Transaction Summary**. The results will be limited to the transactions of that invoice. (See Section 3.9.11 “Awaiting Acknowledgement Invoices”).
- For each acknowledged invoice ready to be certified, the user may open the **Invoice Summary** window. The results will be limited to the invoices ready for certification (a certification button also becomes available). (See Section 3.9.12 “Certify Invoices”).

From the CBA Search link, the drop-down list displays records or search results at four different levels of detail. **Invoice Summary** shows a summary of the invoice. The **Transaction Summary** summarizes the transactions within that invoice. The **Transaction Detail** gives the specifics of each individual transaction. The **Organization** displays organizations associated to the CBA.

- It is from the **Transaction Detail** window that the user makes any changes to the record.
- It is from the **Invoice Summary** record that the user certifies the invoice as ready for payment, and signs the certification notice with a digital signature.
- When the **Initiate Amendment** button is available in the **Transaction Detail** window, the user may open the **Initiate Amendment** window. It is from the **Initiate Amendment** window that the CBA Specialist can request the Traveler or their AO to amend the trip record.

From either the **Invoice Summary** or **Transaction Summary** window, the CBA Specialist may open the **CCV Invoice** window or the **Invoice History** window. The CBA Specialist performs no actions here. These windows hold records used for research. Likewise, the **Ticket List Lookup** is used only from the **Transaction Detail** window, and only when there are multiple ticket entries (see Section 3.9.5, “CCV Invoice”; see Section 3.9.4, “Invoice Status History”, and see Section 3.9.8, “Ticket List”). Each of these windows is described in detail below (see Section 3.9, “Screen Details”).

The windows and their related CBA Specialist functions are listed in Table 1.

Table 1: CBA Specialist Windows and Functions

Window	Function
Search	Allows the user to enter various search criteria for finding and viewing invoices and transactions.
Open Invoices	Compiles a summary of awaiting certification, awaiting acknowledgement, unmatched, and rejected invoices.
Invoice Summary	Displays an invoice summary report based on user's search criteria. Allows the user to certify an invoice (if the invoice is ready for certification). The name of the screen changes according to the search results (Awaiting Certification, Awaiting Acknowledgement, Unmatched, and Rejected).
Transaction Summary	Displays a summary of transactions based on the user's search criteria. Allows the user to certify an invoice if all transactions on the invoice have a matched, disputed or suspended status. The name of the screen changes according to the search results (Disputed, Suspended, Held, Closed).
Transaction Detail	Displays a single transaction with all details. Allows the user to enter TANUM or Ticket # to reconcile unmatched transactions. Allows the user to change the transaction status. Allows the user to initiate an amendment for obligation adjustment.
Initiate Amendment	Allows the user to request the DTS trip documents be amended to conform to the correct invoice information.
Compliance Report	Displays the compliance report based on the user's criteria. This report provides the method to measure the efficiency of the over-all reconciliation process by counting the days each step consumes.
Invoice Status History	Displays the status history of an invoice and date of each status change.
CCV Invoice	Displays an original CCV invoice in a tabular format.
Ticket List	Displays a list of ticket numbers related to a given TANUM, and allows the user to select a ticket.
Held Transactions	Displays transactions on hold. Held transactions can be placed on the current invoice or, between billing cycles, placed on a specially-created interim invoice, for acknowledgment and certification.
Credits Not Received	Displays transactions pending credits. Credits Not Received is all the Advance Credits without corresponding Previously Applied Credits.
Awaiting Acknowledgement Invoice	Displays an invoice ready for acknowledgment. All invoices must be acknowledged before certification.
Awaiting Certification Invoice	Displays an invoice ready for certification. Certifying an invoice requires the CBA Specialist to enter their password/pin, and digitally sign the invoice.
Unmatched Invoice	Displays an invoice that has not been matched by the automatic reconciliation process.

Table 1: CBA Specialist Windows and Functions (Continued)

Rejected Invoice	Displays an invoice rejected by DFAS or GEX (non-Translation Failure) only. CBA Specialist must move to “Unmatched” to process invoice.
Route for Approval	When the DTS document status is CBA Amendment, this button allows the user to request the DTS trip documents be amended to conform to the corrected invoice information.

3.3.1 Navigating Invoices and Transactions

The toolbar is divided into four parts:

1. **CBA Search** link
2. **Invoices** drop-down list (**Open, Awaiting Certification, Awaiting Acknowledgement, Rejected, and Unmatched**)
3. **Transactions** drop-down list (**Disputed, Suspended, Held, Credits Not Received, and Closed**)
4. **Compliance Report** link

Figure 3 shows what windows open for the **CBA Search** and **Invoices**. Figure 6 shows what windows open for the **Invoices** and **Compliance Report**. An arrow indicates links or buttons that open further windows.

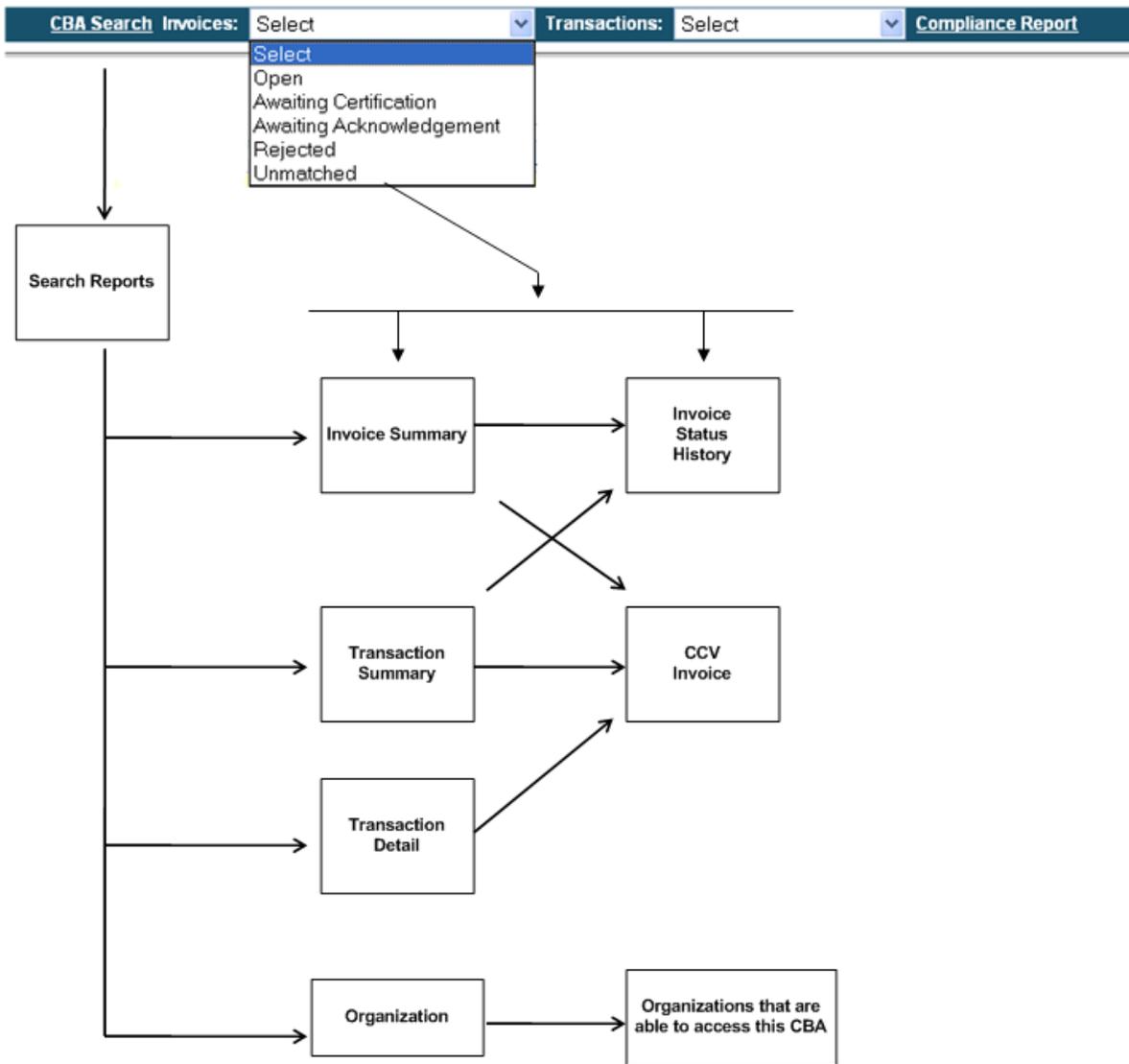


Figure 3: CBA Search and Invoices Windows

3.3.1.1 Navigating from the Toolbar

The toolbar will open the window to display only the search results of the selected type. **Open Invoices** opens the **Invoice Summary** window with the search results listing only the Open Invoices; **Disputed Transactions** opens the **Transaction Summary** window with the search results listing only the Disputed Transactions; and so on.

From the toolbar, select **Compliance Report** to open the **Generate Compliance Report** window, where the parameters of the report may be entered for the application to compile.

3.3.1.2 Navigating From the Search screen

Use the **Search Reports** window to broaden or narrow the search. Depending on the type of search made, results will appear in the Invoice Summary, Transaction Summary, Transaction Detail, or Organization screen.

3.3.1.3 Navigating From the Invoice Summary screen

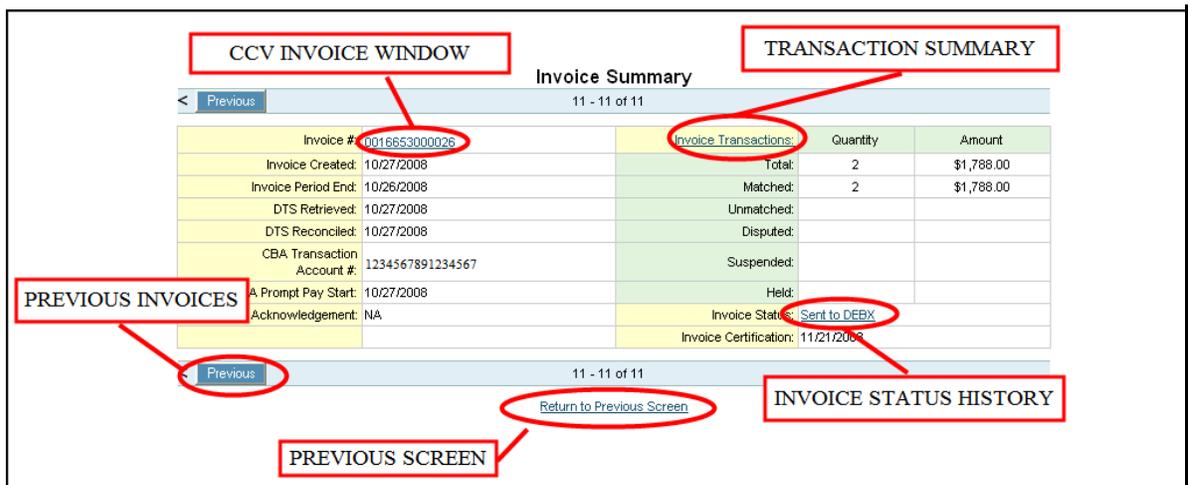


Figure 4: Invoice Summary Navigation

Open the **CCV Invoice** window from the **Invoice #** link. Open the **Transaction Summary** screen from the **Invoice Transactions** link. Open the **Invoice Status History** screen from the Invoice Status link. Return to the previous list of invoices by clicking the **Previous** button. From any screen the CBA Specialist may return to the previous screen.

3.3.1.4 Navigating From the Transaction Summary screen

The screenshot displays the 'Transaction Summary' interface. At the top, there are buttons for 'Invoice Status History' and 'Refresh Summary'. Below these are navigation links for transaction groups: '1-10', '11-20', '21-30', '31-40', '41-50', and '51-56'. The main table lists two transactions. The first transaction has a CBA Invoice # of 1023273308237, a CBA Transaction Account # of 1234567891234567, and a Ticket # of 8460001325050. The second transaction has a CBA Invoice # of 1023273308237, a CBA Transaction Account # of 1234567891234567, and a Ticket # of 4537366613591. Callouts highlight the 'INVOICE STATUS HISTORY' button, the 'Transaction Summary' title, the 'GROUP OF TRANSACTIONS' navigation links, the 'CCV INVOICE WINDOW' callout pointing to the CBA Invoice #, and the 'TRANSACTION DETAIL' callout pointing to the Ticket #.

Figure 5: Transaction Summary Navigation

Use the **Invoice #** link to open the **CCV Invoice** window. Use the **Ticket #** link to open the **Transaction Detail** window. View the **Invoice Status History** by pressing the **Invoice Status History** button. Click the link at the top or bottom of the page to go to a particular grouping of transactions.

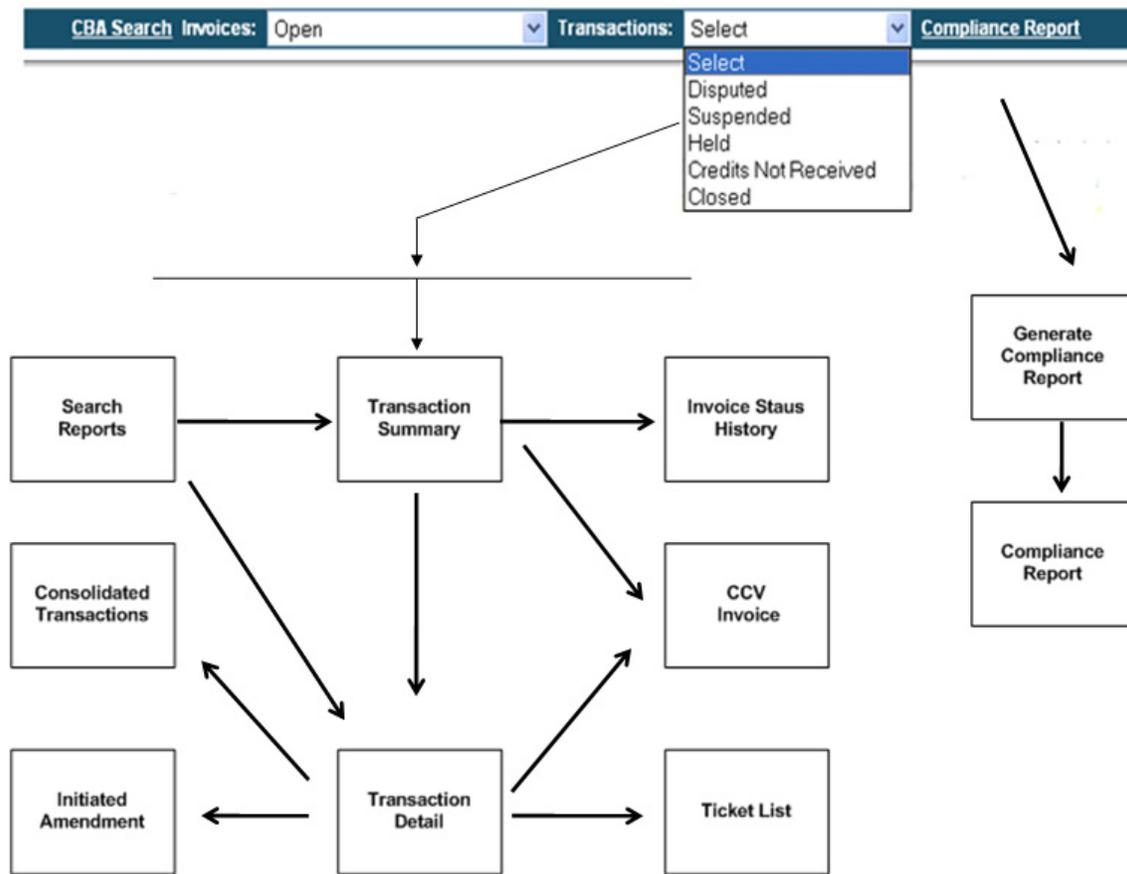


Figure 6: Transactions & Compliance Report Windows

3.3.1.5 Navigating From the Transaction Detail Screen

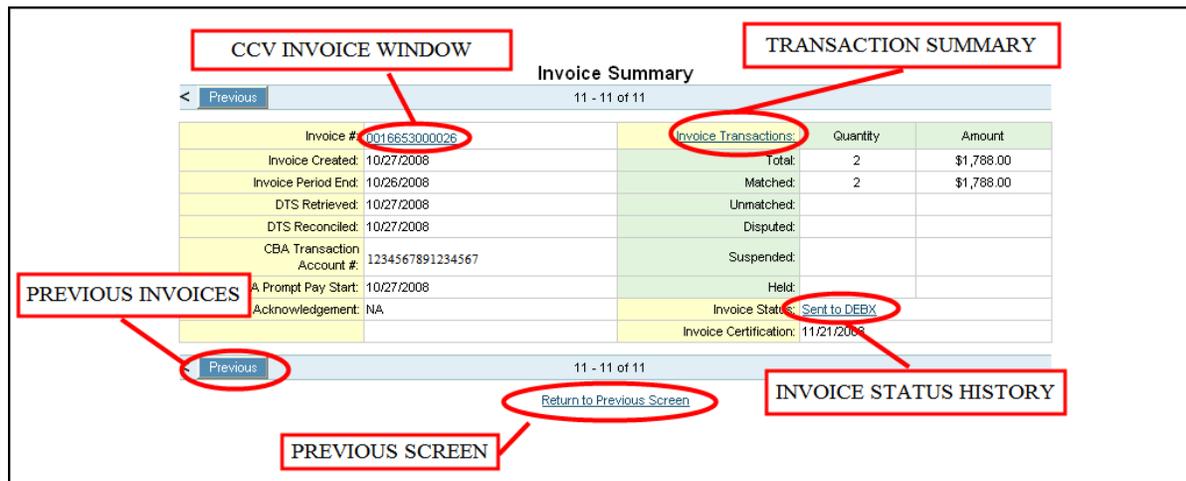


Figure 7: Transaction Detail

Use the **Invoice #** link to open the **CCV Invoice** window. Add route for approval in initiate amendment button.

The **Initiate Amendment** button is available only when the CCV record and the DTS record disagree as to the authorized ticket amount. This button is not available if the credit resulted in a negative charge. Press this button to open the **Initiate Amendment** screen. The Route for Approval button is used when AO approval of a DTS ticket cost or CTO fee expense is required before payment can be made on a particular transaction within a DTS invoice.

The **Group Detail** button is available when two transactions are recorded for the same ticket number. Press to open the **Consolidated Transaction** screen.

When two ticket numbers are listed for the same transaction, pressing the **Reconcile by TANUM** button will open the **Ticket List** screen to allow the CBA Specialist to select which ticket number to match against the TANUM. After reconciliation is complete, the TANUM entry becomes a ROA link. See Appendix A.

Summary

The toolbar commands open the **Search**, **Invoice Summary**, and **Transaction Summary** screens. Open the **Transaction Detail** screen from the **Transaction Summary** screen. The **Transaction Detail** screen is where the main work of the manual reconciliation process is done.

From either the **Invoice Summary**, **Transaction Summary**, or **Transaction Detail** window, the CBA Specialist may open the **CCV Invoice** window to check the original invoice. From either the **Invoice Summary** or **Transaction Summary** window, the CBA Specialist may open the **Invoice Status History** window to check the record of changes to the DTS invoice status.

3.4 Manual Reconciliation

3.4.1 Introduction to Manual Reconciliation

This section describes the manual reconciliation process carried out by the CBA Specialist. Manual reconciliation takes place after automatic reconciliation has run. (See Section 3.2 “Automatic Reconciliation”). The transactions have been classified. (See Section 3.7 “Classification of Transactions by CBA”).

After auto-reconciliation, every transaction either appears on an open DTS invoice, or else it is suspended. Nothing need be done with suspended transactions; once their corresponding debit is paid, the application automatically releases the transaction to the current open invoice.

Every transaction on an open invoice is either **matched** or **unmatched**.

- **Matched** transactions are reviewed by the CBA Specialist and, if all is in order, the DTS invoice carrying them is ready to be acknowledged and certified for payment.
- **Unmatched** transactions must be reconciled by the CBA Specialist.

The main business of the CBA Specialist is to research the reasons for the unmatched for unmatched transactions. An unmatched means that the trip document does not agree with the invoice for that ticket number, transaction number, or amount.

- If the trip document does not agree with the invoice due to an incorrect ticket number or TANUM, the traveler must correct the trip document record with an amendment (see Section 3.4.7.7).
- If the trip document does not agree with the invoice only because DTS is waiting for an approval or adjustment to the trip document to be processed, the CBA Specialist must wait or hold the transaction until the document has processed, and reconcile by ticket number or reconcile by TANUM (see Section 3.4.7.4).
- If, after research, the CBA Specialist discovers the correct amount, the CBA Specialist initiates an amendment. This is also done from the transaction details screen (see Section 3.4.7.7).
 - If the CBA Specialist initiates an amendment, and if the difference between the trip document and the invoice is less than \$250 (that is, within a range of \$250 more or less than the invoice) then the AOs approval is not required. The application will automatically approve the amendment after 96 hours, provided funds are available.
 - If the CBA-DTA initiates an amendment, and if the difference between the trip document and the invoice is greater than \$250, AO approval is required.
- If, after exhausting every other possible avenue, the CBA Specialist concludes the transaction was not valid, it is then disputed with the CCV. Assigning the **Dispute** status removes the transaction permanently from the invoice. The remaining balance is then processed normally (see Section 3.5.3).

During research, the CBA Specialist is able to hold questionable transactions from an invoice by placing them in held (see Section 3.5.2). The remaining balance is then processed normally. When the questionable transactions are resolved, the held transactions are then added back to the current invoice or to an interim invoice created for that purpose (see Section 3.4.7.2).

Please note that the CBA Specialist must be expeditious to resolve held transactions, as any delay in payment may be subject to Prompt Payment Act interest. The held status is meant to be used as a temporary measure only.

Either the trip document must be brought into conformity with the invoice, or the invoice must be disputed with the CCV (see Section 3.5.3).

3.4.1.1 Common Reasons for Unmatch

A transaction is marked **Unmatched** when (1) the amount is authorized but a matching ticket number or traveler name for the billing date range cannot be found; or when (2) the amount is not authorized.

The amount on the trip document will not be authorized if the trip document itself has not been acknowledged or paid by Disbursing, such as when there are amendments or supplemental records to the document still in routing. Also, the amount on the trip document will not be authorized if the CTO Fee is not in the document, or other transportation charges are missing or incomplete.

Common causes for an unmatched transaction include the following.

- The CTO did not place the Ticketed Passenger Name Record (PNR) on their outbound queue to allow DTS to update the authorization with the ticket number and final cost. The CBA Specialist initiates an amendment to the trip document with the correct final cost (see Section 3.4.7.7).
- Rather than using the Reservation module, the traveler contacted the CTO outside of DTS and populated the ticket information via “Other Transportation” screen. In doing so, the traveler failed to include the ticket number when updating their voucher. The CBA Specialist is able to reconcile by ticket (see Section 3.4.7.4).
- The traveler indicated an Individually Billed Account (Government Travel Charge Card) as the method of payment on the authorization or voucher, but the ticket was charged to the CBA. The CBA Specialist must request the traveler to amend the trip document; and, once that is done, reconcile by TA number (see Section 3.4.7.4).
- Changes were made to the travel arrangements outside of DTS and the traveler failed to update their authorization or voucher. This might happen, for example, when a traveler’s itinerary changes and the traveler contacts the airline directly and rather than going through the CTO. If the only disparity is the cost, the CBA Specialist initiates an amendment (see Section 3.4.7.7); if the disparity is the ticket number, the CBA Specialist then reconciles by ticket number (see Section 3.4.7.4).
- The CTO incorrectly charged the CBA when the ticket charged to the traveler’s individual Government Travel Charge Card (GTCC). The CBA Specialist needs to request

the CTO issue a credit against the CBA and a charge against the traveler's individual account. The CBA Specialist marks the transaction **Disputed**. (See Section 3.5.3.)

3.4.2 Overview of Manual Reconciliation

The steps of manual reconciliation are review, resolution, acknowledgement, and certification.

STEP 1—Resolve Unmatched Transactions. Reviewing the invoice is done from the Invoice Summary screen (see Section 3.4.7.7). The CBA Specialist examines the information of the current invoice. As part of the manual reconciliation process, the CBA Specialist reviews any held transactions each time a DTS invoice is processed. All transactions within an unmatched invoice must be resolved before the invoice is acknowledged and certified for payment. (See Section 3.4.3 “Step 1—Resolve Unmatched Transactions”).

Each unmatched transaction is assigned a reason code for the unmatched. (See Appendix D, “Reason Codes” for a list of reason codes). The CBA Specialist must research the reason for the unmatched and resolve the unmatched accordingly. A troubleshooting guide is provided in this manual to list possible CBA Specialist resolutions for each reason code. (See Appendix E, “Troubleshooting”).

A transaction is **resolved** when it is either **matched**, **suspended**, **held**, **disputed** or **closed**. Transactions are also resolved when assigned **PPA Interest Status** or **Manual Advance Credit** status.

- A transaction is **matched** when the amount is authorized and either (1) a matching ticket number and ticket amount is found; or (2) a traveler name, ticket amount, and ticket date range that corresponds to the billing period of the CCV invoice is found. The CBA Specialist may manually match a transaction using **Reconcile by TANUM** or **Reconcile by Ticket** feature in the **Transaction Detail** window. (See Section 3.4.7.4 “To Reconcile by TANUM or Ticket Number”). The CBA Specialist may reconcile a difference between the amount authorized and the amount billed on the invoice by using the **Initiate Amendment** feature in the **Transaction Detail** window. (See Section 3.4.7.7 “To Initiate an Amendment”).
- A transaction is **suspended** automatically by DTS when a refund or credit is received, but the associated debit has not been paid. This includes transactions with the classifications Pending Fee Credit, Pending Credit, and Pending Refund.
- A transaction is **held** when the CBA Specialist elects to remove a transaction from the invoice in which it appears, so the CBA Specialist may process the invoice without processing the held transaction.
- A transaction is **disputed** when the CBA Specialist elects to dispute the charge. The dispute takes place outside DTS. Disputing a transaction removes the charge from the DTS invoice.
- A transaction is **closed** when the CBA Specialist removes a disputed transaction from the disputed list. This is done after the dispute with the CCV is settled.

- A transaction that tracks the payment of Prompt Payment Act Interest cannot be matched to the CCV Invoice. On the DTS Invoice it assigned its own special status, **PPA Interest**. Assigning this status acknowledges the transactions for record-keeping purposes, but removes them from the final invoice before certification for payment.
- A transaction where a credit the traveler received on their ticket is reflected in the trip record but not reflected in the CCV transaction, so that the dollar amount of the ticket will not match, the CBA Specialist then manually applies the credit (called an manual advance credit) to the DTS Invoice. The CBA Specialist assigns the **Manual Advance Credit** classification, which acknowledges the transaction for record-keeping purposes, but removes it from the final invoice before certification for payment.

Once all transaction are **matched**, the DTS Invoice is ready to be acknowledged.

A transaction that is suspended is removed from the current invoice and processed on a future invoice. A suspended transaction is corrected when the associated debit is paid. This correction happens automatically. The transaction is released to the current DTS invoice. The DTS invoice is processed normally.

Suspended transactions are not to be confused with **Held** transactions. Suspension happens automatically when a transaction has a debit due, and is “unsuspended” automatically when the debit is paid. A transaction is held when the CBA Specialist places it in the held status, and released from being held when the CBA Specialist releases it.

When a transaction is **Disputed**, the CCV issues a credit. If the disputed charge is valid, the CCV re-bills. If the disputed charge is not valid, the CCV issues a credit, which also must be placed in the disputed status to dispose of it. In either case, once the dispute is settled, and requires no further CBA Specialist action, the transaction may be closed.

Closed transactions are disputed transactions which have been settled in the organization’s favor. Closed transactions are kept in record. If for any reason the transaction must be re-opened, the Closed transaction’s are available to be placed in **held**.

There are two circumstances where a valid reason exists for the CCV Invoice not to reflect the transaction. First, transactions that are Prompt Payment Interest payments are not reflected on the CCV invoice. The CBA Specialist assigns **PPA Interest** status, which removes the transaction from the invoice after acknowledging it. Second, transaction’s were the traveler receives a credit not reflected on the CCV invoice. The CBA Specialist assigns **Manual Advance Credit** status, which likewise removes the transaction from the invoice after acknowledging it. The transactions given these two special status assignments cannot be re-opened.

STEP 2—Acknowledge Resolved Invoices. Once resolved, the DTS invoice is **acknowledged**. (See Section 3.4.8 “Step 2—Acknowledge Resolved Invoices”). Invoices that have no payment due still need to be acknowledged for record-keeping purposes.

STEP 3—Certify Acknowledged Invoices. Once acknowledged, the DTS Invoice is **certified for payment**. (See Section 3.4.9 “Step 3—Certify Acknowledged Invoices for Payment”).

Once an invoice is certified for payment, the invoice is locked until the Advice of Payment is received. If the net value of the DTS invoice is less than zero, the module will lock the CBA invoice, pending a positive balance during a future billing cycle. Locked invoices cannot be processed. If the invoice has a negative balance, when the CBA Specialist attempts to certify it, an error message appears in the **Transaction Summary** window. It reads: "Invoice review completed. This invoice being locked carries a net value less than zero dollars and will be added to the next invoice being certified for payment." (See Section 3.9.12 "Certify Invoices" for details on how to certify invoices).

CBA checks the final DTS invoice when it is certified for payment to confirm that the total gross amount equals the sum of debit dollar amounts from all the individual transactions. DTS checks to confirm that the total CBA credit amount equals the sum of all credit dollar amounts from all the individual transactions. If the summed/total amount are out of balance, DTS returns the DTS invoice to the **Unmatched** status, despite that all transactions are matched.

3.4.3 Step 1—Resolve Unmatched Transactions

Figure 8 illustrates the workflow for resolving unmatched transactions.

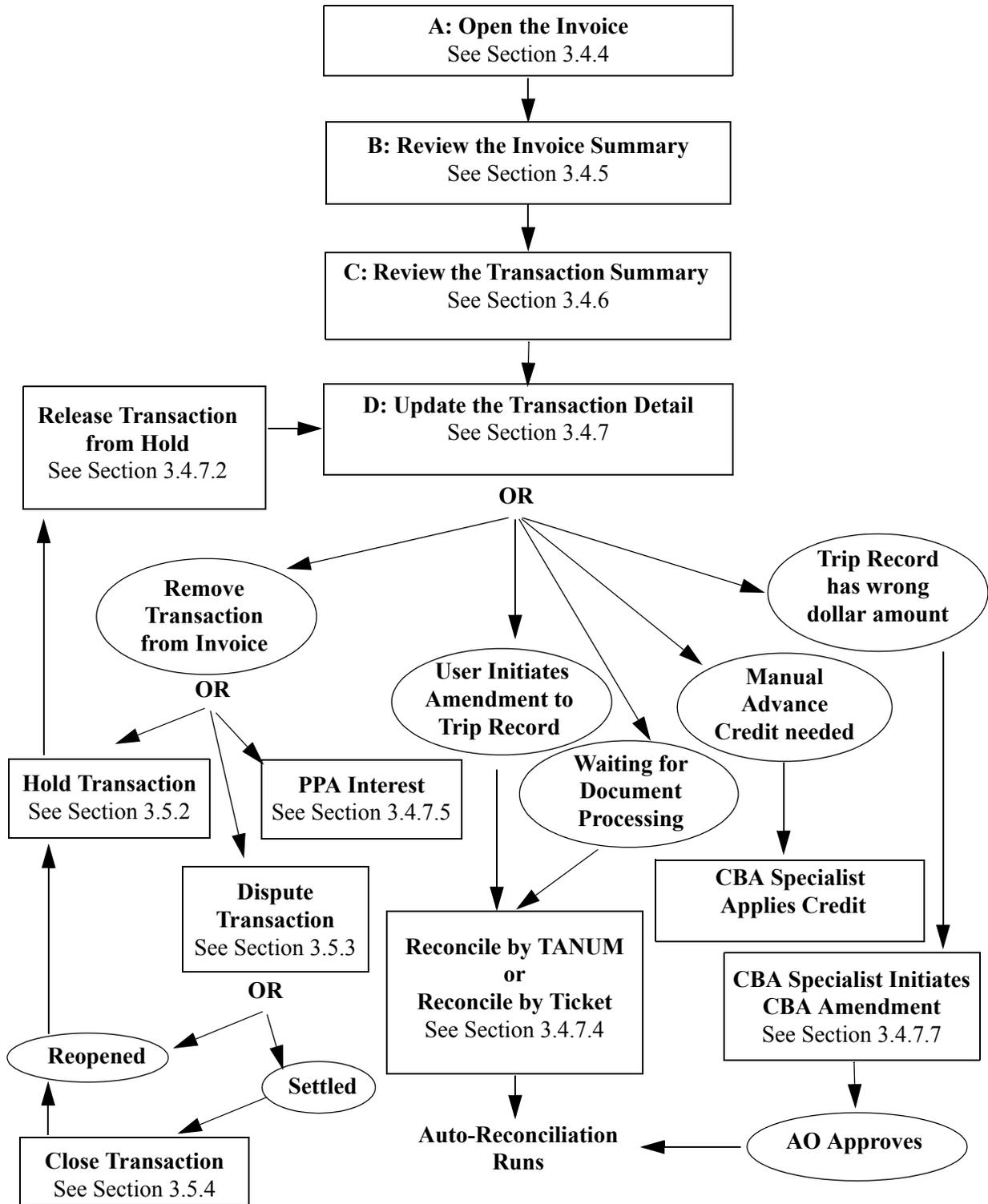


Figure 8: Resolve Unmatched Transactions Workflow

In Figure 8, boxed text indicate a step taken by the CBA Specialist, ovals indicate a decision or a condition that dictates the CBA Specialist action.

If the transaction is to be removed from the DTS invoice temporarily, it is placed in held. A transaction released from held is treated as any other unmatched transaction, and the CBA Specialist may dispute, reconcile, assign PPA Interest status, manually apply an advance credit, or amend.

If the transaction is to be removed from the DTS invoice permanently, the CBA Specialist may **dispute** the transaction. This step is meant as a last resort.

Disputed transactions that are settled are then **Closed** or placed in **Held** to be paid. If for any reason a Closed transaction must be reopened, at the discretion of the CBA Specialist, a Closed transaction is available to be placed in **Held**.

If the CBA Specialist discovers the correct TANUM or Ticket Number, then it is entered into the information field provided on the Transaction Detail Screen to adjust the Trip Record, and **reconcile** by TANUM or Reconcile by Ticket Number.

If the transaction is on the invoice merely to track the payment of interest under the Prompt Payment Act (and hence there is no ticket number or other trip record). The CBA Specialist applies the assign the status **PPA Interest** from the unmatched drop down, which acknowledges the transaction for record keeping purposes and removes it from the invoice.

If the traveler received a credit on the ticket amount that is reported in their trip document, but this credit is not reflected in the CCV invoice, then the transaction cannot be matched due to a disparity in the ticket amount. In such a case, the CBA Specialist would apply **Manual Advance Credit** by changing the transaction classification from unmatched to **Manual Advance Credit**. This changes the status to matched and allows the CCV to be paid the amount reflected in the trip document.

There are two methods of amending the document. (1) Initiating a CBA amendment from within the CBA module. (2) Requesting the Traveler to amend the Trip Record document outside the CBA module. In this second case, once the Traveler has amended the Trip Record, the CBA Specialist may **reconcile** by TANUM or Reconcile by Ticket Number.

3.4.4 Step 1A–Review Unmatched Invoices

Upon login, the **Open Invoices** window opens (Figure 9).

Open Invoices Summary					
Awaiting Certification (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DTMO CBA	461427000000000A	26	1022557008307	View	Certify
Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
No Invoices Awaiting Acknowledgement					
Unmatched Invoices (3)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary
DTMO CBA	461427000000000A	210	1022557008121	View	View
DTMO CBA	461427000000000A	88	1022071208243	View	View
DTMO CBA	461427000000000A	55	0016043000036	View	View
Rejected Invoices (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
DTMO CBA	461427000000000A	26	0016043000037	View	Unmatch
DTMO CBA	461427000000000A	88	1022071208246	View	Unmatch

Figure 9: Open Invoices

In the **Open Invoices** window, there is a table listing all unmatched invoices. Under the **Unmatched Invoices** table, each row lists an invoice by account number. (See Section 3.9.2 “Open Invoices” for a description of all fields in this window).

To begin manual reconciliation, on the desired invoice, and select the **View** link in the **Invoice Summary** column. The **Invoice Summary** window opens (Figure 10). (See Section 3.9.3 “Invoice Summary” for a description of all fields in this window).

3.4.5 Step 1B–Review Invoice Summary

In the **Invoice Summary** window, the CBA Specialist sees the breakdown of matched, unmatched, disputed, held and suspended transactions within the invoice, as well as the invoice status.

Select the **Invoice Transactions** link to open the **Transaction Summary** window (Figure 11). (See Section 3.9.6 “Transaction Summary” for a description of all fields in this window).

3.4.6 Step 1C–Review Transaction Summary

Find the specific unmatched transaction that needs to be resolved. Select the link in the **Ticket #** field to open the **Transaction Detail** window (Figure 12). (See Section 3.9.7 “Transaction Detail” for a description of all fields in this window).

Invoice Summary				
1 - 1 of 1				
Invoice #:	0000000002228	Invoice Transactions:	Quantity	Amount
Invoice Created:	07/28/1990	Total:	4	\$400.00
Invoice Period End:	02/08/1900	Matched:	0	\$0.00
DTS Retrieved:	03/21/2004	Unmatched:	4	\$400.00
DTS Reconciled:	11/18/2004	Disputed:	0	\$0.00
CBA Transaction Account #:	1919191919191919	Suspended:	0	\$0.00
CBA Prompt Pay Start:	03/20/2004	Held:	0	\$0.00
Acknowledgement:	NA	Invoice Status:	Auto Reconciled	
		Invoice Certification:	NA	
1 - 1 of 1				

Figure 10: Invoice Summary

Transaction Summary				
Invoice #:	0016507000022	Invoice Status History	Refresh Summary	CBA Transaction Account #: 461427000000000A
1-4				
1 - 4 of 4				
CBA Invoice #:	0016507000022	CBA Transaction Account #:	461427000000000A	Transaction Classification: Unmatched Refund
Original Invoice #:	0016507000006	Traveler Name:	CARSONA/ERIC T	Traveler SSN:
Ticket #:	0067806838697	TANUM:		Ticket Amt: \$233.00
Approving Official:		Prompt Pay Start:	02/05/2007	Voucher #:
Days since PPA Start:	686	AOP Date:		Transaction Status: Unmatched
CBA Invoice #:	0016507000022	CBA Transaction Account #:	461427000000000A	Transaction Classification: Pending Credit
Original Invoice #:	0016507000011	Traveler Name:	SMITHY/SHELLA	Traveler SSN: XXX-XX-1111
Ticket #:	0067054463121	TANUM:	0GWH9M	Ticket Amt: \$6.00
Approving Official:		Prompt Pay Start:	07/05/2007	Voucher #:
Days since PPA Start:	536	AOP Date:		Transaction Status: Suspended

Figure 11: Transaction Summary

3.4.7 Step 1D-Update Transaction Detail

Open Transaction Detail				
Invoice #: 0006115600002		Record 1 of 18		CBA Transaction Account #: 461427000000000A
Transaction Date: 12/03/2008		Voucher #:		Reference #: 24717058339583396845074
Prompt Pay Start: 12/17/2008		Days since PPA Start: 4		Source Amt: 6.58
Original Invoice #: 0006115600002		Approving Official:		AOP Date:
LOA: 667100^57^9^9999^58^41^M6^200000^01^409^667100^51305F^				
Traveler Name: SMITHY,SHELLA			Traveler SSN: XXX-XX-1111	
CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8908150627860	\$6.58	
DTS >	0U6PMO	8908150627860	\$6.58	\$0.00
Reconcile by TANUM		Reconcile by Ticket		
Transaction Status: Unmatched		Remarks:		
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
Return to Previous Screen				

Figure 12: Open Transaction Detail

The CBA Specialist has several options for reconciling unmatched transactions in the **Transaction Detail** window, depending on the reason for the unmatched status.

Held.

Transactions are placed in held at the CBA Specialist's discretion. This removes the transaction from the DTS invoice, and allows the balance of the invoice to be processed normally. Held transactions are also restored from held at the CBA Specialist's discretion, and released to the current invoice or to a specially-created interim invoice. Upon release, the transaction returns to its former classification, status, and reason code.

Please note that the CBA Specialist must be expeditious to resolve held transactions, as any delay in payment may be subject to Prompt Payment Act interest.

Reconcile.

If the correct trip record is later identified from the trip document, but CBA was not able automatically to match the correct TANUM or ticket number, the CBA Specialist must research the trip record to discover the correct information, and, if it is found, then attempt to reconcile it manually, using the **reconcile by TANUM** or **reconcile by ticket** feature.

Likewise, if the correct trip record is later identified, but the CBA module was not able to find a match because DTS is waiting for an approval/adjustment to the trip record to be processed, the CBA Specialist waits, and will reconcile by TANUM or Ticket Number at the appropriate time.

Assign PPA Interest Status.

When Prompt Payment Act Interest has been paid, the Vendor records this as a debit transaction on the next CCV Invoice. Because the charge has already been paid, it need not be matched again. This status is assigned to transactions to acknowledge and track them. Once this status is assigned, and acknowledged, the transaction is removed from the invoice. Once assigned, this status cannot be changed.

Apply a Manual Advance Credit.

If the traveler received a credit at the terminal to their ticket, but this credit is not reflected in the CCV Invoice charge, then the DTS Invoice and the trip record will not match on the ticket amount. In such a case, the CBA Specialist applies an manual advance credit of that amount by assigning the classification **Manual Advance Credit** to the transaction.

This will allow the amount reflected in the trip document to be acknowledged and certified for payment. The balance above that amount is treated as if the traveler partially canceled the ticket, that is, the balance above what the trip document reflects is treated as an advance credit.

Note that an advance credit is not certified for payment, and will be removed from the DTS invoice once the invoice is acknowledged.

Initiate an Amendment.

If the ticket number, or TANUM is incorrect, or if duplicate entries exist in the record, or if the dollar amount does not match, the CBA Specialist must discover the correct information from the traveler or the AO, and amend the travel document, in order that the DTS invoice and travel document match.

There are two methods of amending the document. (1) Initiating a CBA amendment from within the CBA module. (2) Requesting the Traveler to amend the document outside the CBA module.

If the CBA Specialist discovers the cost for an existing ticket record (e.g., the ticket amount) must be adjusted, then the CBA Specialist initiates a CBA amendment, and include justification in the **Remarks** box. An authorized AO must approve any amendments required. The CBA Specialist must follow established processes outside DTS, and keep a proper audit trail. (The DTS application keeps disputed transactions in record, nothing more. It does not change the current business practice for tracking and handling disputes.) The CBA Specialist initiates this amendment electronically from the **Transaction Details** window (Figure 12).

If the CBA Specialist discovers the trip document is missing information other than ticket amount, then the CBA Specialist must request the traveler to amend the trip document to add the missing information. An authorized AO must approve any amendment. Unlike initiating an amendment, there is no feature within the CBA module to route a message automatically to the traveler requesting that the document is amended. The CBA Specialist must request this on their own initiative.

Dispute.

Before disputing a transaction, the CBA Specialist shall attempt to resolve discrepancies utilizing all available means. The CBA Specialist research within DTS to locate the source of the discrepancy. Disputing a transaction is always a last resort. Reasons for disputes include:

- The CBA Specialist does not recognize the charge (cannot match to any DTS record).
- Charge listed on CCV is not a valid charge for this account.
- Charge is a duplicate transaction for a previously received transaction.
- The CBA Specialist wishes to request additional information (e.g., ticket number).
- The CBA Specialist wishes to transfer the charge to another account.
- The CBA Specialist wishes to request a copy of the sales draft for record purposes only.

CBA Specialists will follow procedures in accordance with current policy if transactions are to be placed in dispute.

If there is a bank error on the transaction, the CBA Specialist must consult the Charge Card Vendor according to established processes outside DTS, and keep a proper audit trail. The transaction is marked as **disputed**, and the CCV issues a credit. The disputed charge is either valid or invalid. If valid, the CCV re-bills, and the transaction is handled normally. If invalid, no further action is required.

Closed.

Once a dispute has been settled, the CBA Specialist removes a disputed transaction from the disputed list by giving it a Closed status. Closed transactions are kept in record, and nothing further need be done with them.

Each of these options (held, reconcile, assign PPA Interest status, apply a Manual Advance Credit, initiate an amendment, dispute or close) is described in the following sections.

3.4.7.1 To Hold a Transaction

Unmatched transactions that are moved to held for correction or investigation, once corrected, are released to the current invoice or to a newly-created interim invoice so that the transaction continue to be processed in a timely fashion between billing cycles.

In the **Transaction Detail** window (see Figure 12):

1. Select the Held status from the **Transaction Status** drop-down list.
2. Add any justification to the **Remarks** box.

Press **Save**.

The balance of the invoice from which the held transaction was removed may now be processed normally.

Open Transaction Detail

Invoice #: I023161008259 Record 2 of 9 CBA Transaction Account #: 2345678912345678

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Transaction Date: 08/15/2008 Voucher #: Reference #: 24792628229246900294046
 Prompt Pay Start: 09/19/2008 Days since PPA Start: 70 Source Amt: 552.0
 Original Invoice #: 0016587000023 Approving Official: AOP Date:

LOA: _____

Traveler Name: CARSONA ERIC Traveler SSN: _____

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167201527101	\$552.00	
DTS >	<input type="text"/>	<input type="text"/>	\$0.00	\$552.00

[Reconcile by TANUM](#)
[Reconcile by Ticket](#)

Transaction Status: Unmatched ▼ Remarks: [Save](#)

Transaction Classification: Unmatched Debit
 Reason for Unmatch: _____
 Reason Unable to Amend: TANUM Unknown

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

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[Return to Previous Screen](#)

Figure 13: Open Transaction Detail Window

Open Transaction Detail

Invoice #: I023161008259 Record 2 of 9 CBA Transaction Account #: 2345678912345678

< [Previous](#) [Next](#) >

Transaction Date: 08/15/2008 Voucher #: Reference #: 24792628229246900294046
 Prompt Pay Start: 09/19/2008 Days since PPA Start: 70 Source Amt: 552.0
 Original Invoice #: 0016587000023 Approving Official: AOP Date:

LOA: _____

Traveler Name: CARSONA ERIC Traveler SSN: _____

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167201527101	\$552.00	
DTS >	<input type="text"/>	<input type="text"/>	\$0.00	\$552.00

[Reconcile by TANUM](#)
[Reconcile by Ticket](#)

Transaction Status: Held ▼ Remarks: Pending research [Save](#)

Transaction Classification: Unmatched Debit
 Reason for Unmatch: _____
 Reason Unable to Amend: TANUM Unknown

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

< [Previous](#) [Next](#) >

[Return to Previous Screen](#)

Figure 14: Open Transaction Detail Window - Held Status

3.4.7.2 To Release a Held Transaction

Each held transaction has a Prompt Payment Act date (PPA) after which interest and penalties apply. Two held invoices with two differing PPA dates cannot be released to the same invoice. To release a transaction from held, in the **Held Transaction Summary** window (see Figure 52):

1. Select the account number from the drop-down and press **Refresh Summary**. The held transactions drawing on that account will be displayed. The CBA Specialist cannot select “all” accounts, since a specific account must be selected to control the interim invoice.
2. Select the **Prompt Payment Act** date from the drop-down. Only invoices of the same PPA date may be released to the same invoice.
3. If the **Add to Current Invoice** button is available, press it. All held transactions showing on the screen will be added to the current invoice.
4. If the **Create Interim Invoice** button is available, press it. All held transactions showing on the screen will be added to a newly-created interim invoice. The invoice appears as an unmatched invoice on the **Open Invoices** screen (see Figure 31), and is treated as any other unmatched invoice.

3.4.7.3 Credits Not Received

This function will show all Advance Credits that do not have Previously Applied Credits. This is to ensure that the travelers are filing for a Credit in a timely fashion.

CBA Search Invoices: Select		Transactions: Credits Not Received		Compliance Report	
Credits Not Received Transaction Summary					
Invoice #:	Refresh Summary			CBA Transaction Account #:	
1-6 1 - 6 of 6					
CBA Invoice #:	0016261000014	CBA Transaction Account #:	461427000000000A	Transaction Classification:	Advanced Credit
Original Invoice #:	0016261000014	Traveler Name:	SMITHY/SHELLA	Traveler SSN:	XXX-XX-1111
Ticket #:	0167116669141	TANUM:	0SAH0N	Ticket Amt:	\$460.00
Approving Official:		Prompt Pay Start:	03/17/2008	Voucher #:	8DFUJB
Days since PPA Start:	279	AOP Date:		Transaction Status:	Matched
CBA Invoice #:	0016507000004	CBA Transaction Account #:	461427000000000B	Transaction Classification:	Advanced Credit
Original Invoice #:	0016507000004	Traveler Name:	CARSONA/ERIC T	Traveler SSN:	XXX-XX-2222
Ticket #:	0017798960551	TANUM:	0PTV7H	Ticket Amt:	\$2,249.90
Approving Official:		Prompt Pay Start:	12/04/2006	Voucher #:	139180
Days since PPA Start:	748	AOP Date:		Transaction Status:	Matched

Figure 15: Credit Not Received Transaction Summary

3.4.7.4 To Reconcile by TANUM or Ticket Number

A. To reconcile by TANUM, in the **Transaction Detail** window (see Figure 12), enter the TANUM in the field provided and press **Reconcile by TANUM**.

- If there is more than one ticket in the associated travel document, the **Ticket List** window (Figure 16) is displayed. Select the correct ticket in the **Ticket #** column to proceed with reconciliation. The **Transaction Detail** window updates. (See Section 3.9.8, “Ticket List” for a description of all fields in this window).

If the TANUM is associated with only one ticket, the **Transaction Detail** window updates.

B. To reconcile by Ticket Number, in the **Transaction Detail** window (see Figure 12), enter the correct **Ticket Number** in the field provided and press **Reconcile by Ticket**. The **Transaction Detail** window updates.

Ticket List					
TANUM: OTFOVC			CCV Ticket Amount: \$525.48		
Please select a ticket to proceed with reconciliation					
Ticket #	Traveler Name	SSN	Trip #	Travel Date	Amount
0377202275287	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$525.48
8908124738320	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$8.87
OX73RI-CP	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$525.48
See Attached Ticket 1	Carsona, Eric	XXX-XX-1111	1	08/28/2008	\$257.50
<input type="button" value="Cancel"/>					
* Non-CBA Ticket					

Figure 16: Ticket List

Two Common Examples of Reconciliation

The two common causes of an unmatched transaction by using the feature “Reconcile by TANUM”. The cases are:

The ticket number does not match, but CBA Specialist has identified the document by TANUM. The **Transaction Details** screen (Figure 12) displays the traveler’s last name and first initial (possibly the full first name), the amount, and the invoice dates (the departure date around 3 to 5 calendar days before the ticket date). The CBA Specialist, from this information, is normally able to identify the correct trip. The CBA Specialist then examines the trip document through the ROA feature or group access (See Appendix A, “Read-Only Access”) to discover the TANUM and a CBA transaction (air ticket, rail ticket, or CTO Fee) entered in the “Other Transportation” section of the trip document.

The trip document ticket number does not match the CCV invoice ticket number, but the CBA Specialist has determined that the DTS entry is a correct match to the DTS invoice entry. The amounts may or may not match. (This often occurs when the trip document ticket

number is merely listed as “See Attached Ticket 1”; and the CTO has not queued back the Ticketed

Passenger Name Record (PNR), so DTS was not updated.) The CBA Specialist enters the TANUM, presses **Reconcile by TANUM**. The CBA module retrieves the ticket number and ticket amount from the trip document. Because there is a cost difference, the **Initiate Amendment** button also will become available. This button is not available if the credit resulted in a negative charge.

When there is no CBA entry in the document, the Traveler/NDEA must amend the trip document. This situation arises for a number of reasons.

Travel arrangements were made outside of DTS, and the ticket and or CTO Fee were not recorded. The traveler must amend the trip document to enter the expense type (CP-C, CR-C or CF), ticket number, and ticket amount.

The user indicated an Individually Billed Account (Government Travel Charge Card) method of payment on the authorization or voucher from authorization, but the ticket was charged to the CBA. The traveler must amend the trip document to add the missing CBA ticket and remove the IBA expense.

Changes were made to the travel arrangements outside of DTS and the traveler failed to update their authorization or voucher with the added ticket information. The traveler must amend their trip document to enter the ticket number, and ticket amount.

As in the example above, the CBA Specialist identifies the correct trip from the **Transaction Details** screen and researches the trip document using the **ROA** feature to discover the TANUM. Then the TANUM is entered on the **Transaction Details** screen for future reference. The CBA Specialist must contact the Traveler or the Traveler’s AO on their own initiative, indicating the information which needs to be added to the trip document. This includes the traveler’s full name and last four digits of the Social Security Number, the transaction number (TANUM), the organization of assignment, the CBA transaction ticket number and ticket amount for the air ticket or rail ticket. If there is any CTO fee, this must be added to the “Other Transportation” section of the trip document.

The traveler will amend the trip document to enter the missing CBA transaction, and route it to their AO for approval. Unlike a CBA-initiated amendment (see Section 3.4.7.7), DTS does not automatically attempt to match the transaction upon approval of the amendment. It is the responsibility of the AO to notify the CBA Specialist when the trip document amendment is approved. When notified, the CBA Specialist may **Reconcile by TANUM** or **Reconcile by Ticket**. Upon reconciliation, the transaction status is changed to **Matched**.

3.4.7.5 To Assign a PPA Interest Status

Previously made payments of interest to satisfy the Prompt Payment Act appear on the invoice as debit transactions. However, since the interest has already been paid, the transaction need not be matched.

By assigning the **PPA Interest** status, transaction is acknowledged but is removed from the invoice when the DTS invoice is certified for payment. No further steps need be taken with

a PPA Interest transaction. Such transactions are viewed using the CBA Search Transaction Summary or Search Transaction Detail features. See Section 3.9.1.2 “Search Report Criteria (Transaction Summary)” or see Section 3.9.1.3, “Search Report Criteria (Transaction Detail)” for details.

A transaction cannot be assigned unless:

1. The transaction is a debit transaction.
2. The CCV ticket number is an ‘all-zero’ number.

To assign:

1. In the **Transaction Detail** window (see Figure 12) from the **Transaction Status** dropdown, select **PPA Interest**.
2. Add justification to the **Remarks** box.
3. Press **Save** (Figure 12).

When this is done, the transaction is removed from the invoice. The transaction is then only visible if the CBA Search function is used to search for PPA Interest Transaction (See Section 3.9.1.2 “Search Report Criteria (Transaction Summary)” or see Section 3.9.1.3, “Search Report Criteria (Transaction Detail)” for details).

3.4.7.6 To Apply a Manual Advance Credit

If the traveler received a credit on the ticket that is reflected in the trip record but not reflected in the CCV transaction, then the dollar amount of the ticket will not match.

1. In the **Transaction Detail** window (see Figure 12), from the **Transaction Status** dropdown, select **Manual Advance Credit**.
2. Add any justification to the **Remarks** box.
3. Press **Save** (Figure 12).

This will allow the dollar amount reflected in the trip document to be acknowledged and certified for payment. The difference between the CCV transaction and the trip document is treated as an Advance Credit, the same way a charge would be for a cancelled ticket. (See Section 3.7 “Classification of Transactions by CBA” for definition of Advance Credit).

3.4.7.7 To Initiate an Amendment

If the CBA module finds a trip document that corresponds to a CCV transaction, but the dollar amounts do not match, the **Initiate Amendment** button becomes available. Amendments are required for a dollar amount adjustment.

1. In the **Transaction Detail** window (see Figure 12), press the **Initiate Amendment** button to open the **Initiate Amendment** window (Figure 17).

2. Enter reason for the amendment in the **Remarks** text box and press **Issue Amendment**.

Initiate Amendment			
CBA Invoice #: 000000002228		CBA Transaction Account #: 19191919191919	
CCV Ticket #:	SDTicket003	DTS Ticket #:	SDTicket003
CCV Ticket Amount:	\$200.00	DTS Ticket Amount:	\$100.00
Travel Date:	12/02/2004	Transaction Date:	12/05/2004
Note: Please enter a reason for initiating an amendment in the remarks text box below.			
Traveler Name:	S	Remarks:	CBA Amendment for Ticket Adjustment
Traveler SSN:	XXXXXX0522		
TANUM:	ONTTEF		
CBA Ticket #:	SDTicket003		
CBA Ticket Amount:	\$200.00		
DTS Ticket Amount:	\$100.00		
Difference:	\$100.00		
		<input type="button" value="Issue Amendment"/> <input type="button" value="Cancel"/>	

Figure 17: Initiate Amendment

The transaction status changes to **Amendment Pending**. DTS creates an amendment with the ticket amount taken from the CCV invoice. DTS routes the documents to the traveler's Approving Official (AO), who approves or returns the amendment to the trip documents. The transaction status is **Amendment Pending** before the approval.

- If the amendment is approved, the CBA module will match it to its amount and ticket number. The status is changed to **Matched**.
- If the amendment is not approved by the AO, then the transaction is unmatched to any DTS trip documents. The transaction status is changed to **Amendment Returned**.

When the transaction status is **Amendment Returned**, The CBA Specialist then must work with the AO to further research the issue. The CBA Specialist may change the status to **Held** to facilitate payment of the remaining transactions on the invoice. The CBA Specialist may chose as a last resort to dispute the transaction with the bank outside DTS. (See Section 3.4.7.8 "To Dispute a Transaction").

When an amendment is not able to be initiated through the **Initiate Amendment** feature of the CBA Reconciliation module, then the CBA Specialist must coordinate with the traveler or AO to amend the document directly through the normal DTS amendment procedures. Examples include when it is needed to add ticket and cost information or to change the

method of payment. This feature is also not available in cases where the credit resulted in a negative charge. In these cases DTS does not automatically attempt to match the transaction upon approval of the amendment, and the CBA Specialist must use either the **Reconcile by TANUM** or **Reconcile by Ticket** features on the **Transaction Detail** screen. (See Section 3.4.7.4 “To Reconcile by TANUM or Ticket Number”).

Two common examples of an amendment:

Reason Code: Transaction Amount does not Match Authorization or Voucher. This occurs when the ticket number on the invoice matches a transaction in the trip document, but the amounts differ. The **Initiate Amendment** button will become available along with the matching ticket numbers and the mismatched ticket costs.

Reason Code: DTS Ticket Number does not match CCV Ticket Number. The CBA Specialist is able to identify the trip document based on the traveler’s name listed on the **Transaction Detail** screen (see Figure 12). The trip document has a TANUM and a transaction. The trip document ticket number does not match the CCV invoice ticket number, but the CBA Specialist has determined that this is a correct match. The amounts may or may not match. (This often occurs when the trip document ticket number is merely listed as “See Attached Ticket 1”, and the CTO has not queued back the ticketed Passenger Name Record (PNR) so DTS was not updated.) The CBA Specialist enters the TANUM, presses **Reconcile by TANUM**. The CBA module retrieves the ticket number and ticket amount from the trip document. Because there is a cost difference, the **Initiate Amendment** button also will become available.

DTS routes the amended documents to the traveler’s AO. If the AO approves, the transaction status is automatically changed to **Matched**, with no further action needed by the CBA Specialist.

3.4.7.8 To Dispute a Transaction

In the **Transaction Detail** window (see Figure 12):

1. Select the disputed status from the **Transaction Status** drop-down list.
2. Add the justification to the **Remarks** box.
3. Press **Save** (Figure 12). If **Save** is attempted before adding **Remarks**, the CBA Specialist will receive a validation error (Figure 18).
4. Click **OK** to the message informing the user that a dispute form must be submitted outside of DTS, directly to the bank, within 60 days of the invoice received date (Figure 19).

A **CCV Dispute Form** link on the Disputed Transaction Summary window allows the user to view and print the form used to initiate the dispute process (Figure 20).

A disputed transaction will remain in the invoice until the invoice is acknowledged. When the invoice is acknowledged, all disputed transactions are removed from the invoice prior to

Validation Error

Please correct the following before proceeding

- Remarks field must be populated before a transaction with a Disputed status can be saved.

Open Transaction Detail

Invoice #: 0000018680100 Record 2 of 2 CBA Transaction Account #: 4486160018680001

< Previous

Transaction Date: 10/05/2007 Voucher #: Reference #: 00000000000000000000000000000003
 Prompt Pay Start: 11/30/2007 Days since PPA Start: 124 Source Amt: 333.0
 Original Invoice #: 0000018680100 Approving Official: AOONE MONROE AOP Date:

LOA: 667

Traveler Name: GAFS/ANDY Traveler SSN: XXX-XX-6421

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		DTSP18680101	\$333.00	

Figure 18: Transaction Detail Disputed Validation Error

 A Disputed status does not systematically dispute the transaction with the bank. Dispute actions must be handled outside of DTS.

TRANSACTIONS REQUIRING DISPUTE WITH THE CHARGE CARD VENDOR REQUIRE COMPLETION AND SUBMISSION OF A DISPUTE FORM AND MUST BE SUBMITTED TO THE BANK WITHIN 60 CALENDAR DAYS OF THE INVOICE RECEIVED DATE. A LINK TO THIS FORM IS LOCATED ON THE DISPUTED TRANSACTION SUMMARY PAGE.

Would you like to proceed with the disputed state change?

Figure 19: Dispute CCV Pop-up Message

Disputed Transaction Summary

Invoice #: Refresh Summary CBA Transaction Account #:

1 - 1 of 1

[CCV Dispute Form](#)

CBA Invoice #:	1801020606106	CBA Transaction Account #:	4486160011010180	Transaction Classification:	Disputed Debit
Original Invoice #:	1801020606106	Traveler Name:	Burnett-AR/Aaron	Traveler SSN:	
Ticket #:	00618111111101	TANUM:		Ticket Amt:	\$450.00
Approving Official:		Prompt Pay Start:	03/29/2007	Voucher #:	
Days since PPA Start:	56	AOP Date:		Transaction Status:	Disputed
Disputed Date:	05/25/2007				

1 - 1 of 1

Figure 20: Disputed Transaction Summary

certification. Once the disputed transaction is removed from the invoice, the invoice is processed normally, and all matched transactions will be certified for payment.

In general, when the CBA Specialist disputes a transaction to the CCV, the CCV issues a temporary credit during its investigation. If the CCV finds the disputed transaction invalid, no further action is required. If the CCV finds the disputed transaction valid, the CCV will re-bill the transaction on a future invoice.

CBA Specialists must follow procedures in accordance with current policy if transactions are to be placed in dispute.

Whether the charge is valid or invalid, once the dispute is settled, the CBA Specialist will manually change the transaction status from Disputed to Closed to remove the transaction from the disputed list.

3.4.7.9 To Close a Transaction

Only disputed transactions are placed in the **Closed** status. In the **Transaction Detail** window (see Figure 12):

1. Select the closed status from the **Transaction Status** drop-down list.
2. Add justification to the **Remarks** box. The remarks justifying the closure will be added to, and will not over write, the remarks justifying the dispute.
3. Press **Save** (Figure 12). If **Save** is attempted before adding **Remarks**, the CBA Specialist will receive a validation error (Figure 21).

Once the transaction is Closed (Figure 22), nothing further is needed. The transaction is kept in record. If a closed transaction needs to be reopened for any reason, the CBA Specialist may change the transaction status to **Held**.

Validation Error

Please correct the following before proceeding

- Remarks field must be populated before a transaction with a Closed status can be saved.

Disputed Transaction Detail

Invoice #: 0064102010001 Record 1 of 3 CBA Transaction Account #: 4486160006410002

[Next](#) >

Transaction Date:	10/05/2007	Voucher #:	4EFUJAD	Reference #:	000000000000000000000007
Prompt Pay Start:	10/31/2007	Days since PPA Start:	154	Source Amt:	1.0
Original Invoice #:	0064102010001	Approving Official:	AOONE MONROE	AOP Date:	02/06/2008
Disputed Date:	02/06/2008				

LOA: 0001

Traveler Name: GAFS/ANDY Traveler SSN: XXX-XX-6421

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		64102TRIP05	\$500.00	

Figure 21: Transaction Detail Closed Validation Error

Screen ID: 3200.1

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Centrally Billed Account

[CBA Search](#) | [Invoices: Open](#) | [Certifiable](#) | [Acknowledgeable](#) | [Unmatched](#) | [Transactions: Disputed](#) | [Suspended](#) | [Held](#) | [Credits Not Received](#) | [Compliance Report](#)

[Information](#)

- Successfully saved transaction detail record

Disputed Transaction Detail

Invoice #: 3330002220023 Record 1 of 1 CBA Transaction Account #: 41111111111111111111

Transaction Date:	04/15/2008	Voucher #:		Reference #:	000000000000000000000000
Prompt Pay Start:	11/29/2004	Days since PPA Start:	1289	Source Amt:	1.0
Original Invoice #:	3330002220023	Approving Official:		AOP Date:	

LOA:

Traveler Name: Ontrav Traveler SSN: XXX-XX-0013

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		DTSP078301	\$250.00	
DTS >				

Transaction Status:

Remarks: [Save](#)

Transaction Classification: Transaction Closed

Reason for Unmatch:

Reason Unable to Amend: Closed Transaction

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

[Return to Previous Screen](#)

Figure 22: Closed Transaction

3.4.8 Step 2—Acknowledge Resolved Invoices

Once all transactions are marked as matched, held, suspended, disputed, closed, or assigned PPA Interest or Manual Advance Credit status, the DTS invoice is ready to be acknowledged. Acknowledgment means that the DTS invoice is placed in official record, and establishes an audit trail. Even invoices that contain no transactions certifiable for payment are acknowledged for record-keeping purposes.

An invoice is acknowledged by selecting **Awaiting Acknowledgement** from the **Invoice** drop-down list. The **Awaiting Acknowledgement Invoice Summary** window opens (Figure 23).

Awaiting Acknowledgement Invoice Summary				
1 - 1 of 1				
Invoice #:	0016537000026	Invoice Transactions:	Quantity	Amount
Invoice Created:	09/28/2008	Total:	29	\$23,639.30
Invoice Period End:	09/26/2008	Matched:	29	\$23,639.30
DTS Retrieved:	09/29/2008	Unmatched:		
DTS Reconciled:	09/29/2008	Disputed:	0	\$0.00
CBA Transaction Account #:	461427000000000A	Suspended:	2	\$(872.00)
CBA Prompt Pay Start:	09/29/2008	Held:	3	\$(12.00)
Acknowledgement:	Acknowledge Invoice	Invoice Status:	Ready for Acknowledgement	
		Invoice Certification:	NA	
1 - 1 of 1				

Figure 23: Awaiting Acknowledgement Invoice Summary

Select the **Acknowledge Invoice** link in the **Acknowledgment** field of a given invoice to acknowledge the invoice.

- If the invoice has no transactions certifiable for payment, the acknowledged invoice is automatically archived. No further action is required.
- If the invoice has transactions certifiable for payment, the acknowledged invoice will appear on the **Open Invoices** window (Figure 9) under the **Awaiting Certification** table. The invoice is now ready to be certified for payment.

When the **Acknowledge Invoice** link is pressed, if there are transactions certifiable for payment, a dialog box will open asking if the CBA Specialist wants to proceed with the certification for payment. Press **Yes** to continue or **No** to cancel.

3.4.9 Step 3—Certify Acknowledged Invoices for Payment

Once a DTS invoice is acknowledged, the invoice is then certified for payment. Only transactions that result in a payment are reflected in the certified invoice. If the invoice contains no transactions certifiable for payment, the invoice will be acknowledged but not certified.

Invoices should be expeditiously processed to avoid liability for Prompt Payment Act interest.

An invoice is certified for payment by selecting **Awaiting Certification** from the **Invoice** drop-down list in the toolbar.

Open Invoices Summary					
Awaiting Certification (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DTMO CBA	461427000000000A	26	I022557008307	View	Certify
Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
No Invoices Awaiting Acknowledgement					
Unmatched Invoices (3)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary
DTMO CBA	461427000000000A	210	I022557008121	View	View
DTMO CBA	461427000000000A	88	I022071208243	View	View
DTMO CBA	461427000000000A	55	0016043000036	View	View
Rejected Invoices (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
DTMO CBA	461427000000000A	26	0016043000037	View	Unmatch
DTMO CBA	461427000000000A	88	I022071208246	View	Unmatch

Figure 24: Open Invoices Summary

The **Awaiting Certification Invoice Summary** window opens, displaying a list of all invoices ready for certification. For the DTS invoice in question, select the **Certify Invoice** link in the **Invoice Certification** field (Figure 25).

If the invoice is not ready for certification, the link is not available. Select the link to open the **Certify Invoice** screen, which displays a table of transactions ready to be certified.

Press the **Certify Invoice** button. A warning of the legal consequences of an erroneous or fraudulent signature is displayed. Press **OK**. A prompt for a digital signature will appear. Sign the document. The **Transaction Summary** window (Figure 11) displays the results. (See Section 3.9.12 “Certify Invoices” for instructions).

Awaiting Certification Invoice Summary				
1 - 1 of 1				
Invoice #:	1022557008307	Invoice Transactions:	Quantity	Amount
Invoice Created:	11/02/2008	Total:	4	\$1,402.00
Invoice Period End:	11/02/2008	Matched:	4	\$1,402.00
DTS Retrieved:	11/02/2008	Unmatched:		
DTS Reconciled:	11/21/2008	Disputed:		
CBA Transaction Account #:	4486160000225570	Suspended:		
CBA Prompt Pay Start:	11/05/2008	Held:		
Acknowledgement:	NA	Invoice Status:	Acknowledgement Completed and Awaiting Certification	
		Invoice Certification:	Certify Invoice	
1 - 1 of 1				

Figure 25: Awaiting Certification Invoice Summary

If the **Exit Certifiable Invoice** button is selected, the invoice will be returned to the “Awaiting Acknowledgement” status. This is reflected on the **Open Invoices** screen (Figure 9). Certified invoices are sent via GEX to the Vendor Pay System for processing. (See Section 2.1 “DTS Payment Process Overview”).

After certification, the invoices are able to be viewed using the CBA Search function. (See Section 3.9.1 “Search Report Criteria”).

3.5 Transactions Removed from the Invoice

Not all transactions on an invoice survive to the end of the reconciliation process. Some transactions are removed from the invoice temporarily or permanently. Any transaction that is not matched is either suspended, held or disputed. Held transactions are removed at the CBA Specialists discretion, to be processed on a subsequent invoice. Suspended transactions are removed from the invoice pending a credit or refund. Disputed transactions are removed from the invoice permanently. Some transactions are consolidated (see Section 3.6, “Consolidated Transactions”).

- Upon auto-reconciliation, all transactions are matched, suspended, or unmatched.
- Upon manual reconciliation, all transactions are matched, suspended, held, disputed or closed.
- Upon acknowledgement, all transactions are kept in record, and the invoice is ready for certification.
- Upon certification, any transactions not to be disbursed for payment, are removed. This includes advance credits, manual advance credits, previously applied credits for cancelled trips, manual previously applied credits for partially cancelled trips, PPA interest payments, and consolidated transactions. Additionally, all held and disputed transactions are removed prior to certification.

This section describes the fate of the transactions not disbursed for payment.

3.5.1 Suspended Transactions

A suspended transaction is one pending a credit or a refund. The suspended transaction will be added to the current open invoice when its corresponding debit has been paid. No action is required by the user to resolve suspended transactions. The CBA Specialist may view the details of suspended transactions on the **Suspended Transaction** screen (see Section 3.9.17).

The CBA Specialist has the option to change the status of a suspended transaction to Held, Disputed or Unmatched. To change the status of a suspended transaction, the CBA Specialist goes to the **Transaction Detail** window (see Figure 12) and changes the status from the drop-down list. The CBA Specialist updates the **Remarks** text box.

Note that if the debit and the credit are in the same invoice, the CBA module will consolidate them (see Section 3.6, “Consolidated Transactions” below).

3.5.2 Held Transactions

A held transaction is one removed from its invoice because it cannot be resolved as quickly as its fellow transactions sharing the same invoice. The remaining transactions on the invoice are processed in a timely fashion, without waiting for the held transaction to be resolved.

To release the transaction from the **Held Transaction Summary** screen (see Figure 52). Transactions released from held are placed on the current invoice, or, if the current invoice is not available, are placed on a newly-created interim invoice. (See Section 3.4.7.2 “To Release a Held Transaction”).

Released transactions are placed on the invoice in the status, classification and, if unmatched, reason code which is obtained before being placed in held. To ensure that the CBA Specialist is reviewing the most current version of the transaction, the CBA Specialist should refresh the reason code by reconciling by TANUM or Ticket Number, and then continue to research the reason for unmatched code.

Held transactions each have a Prompt Payment Act date after which interest and penalties accrue. A held transaction of a given PPA date cannot be released to an invoice carrying transactions of another PPA date. All transactions on an invoice bear the same PPA date.

Please note that the CBA Specialist must be expeditious to resolve held transactions, as any delay in payment is subject to Prompt Payment Act interest. Making frequent reviews of held transactions is best to avoid these Prompt Payment Act interest charges. The held status is meant to be used as a temporary measure only.

3.5.3 Disputed Transactions

An invoice bearing a disputed transaction may still be certified for payment. In general, when the CBA Specialist disputes a transaction to the CCV, the CCV issues a temporary credit during its investigation. If the CCV finds the disputed transaction was invalid, no further action is required. If the CCV finds the disputed transaction was valid, the CCV will re-bill the transaction on a future invoice.

- If the bank transaction is invalid, the transaction is kept in the record, but no further action is needed.
- If the bank transaction is valid, the CCV will automatically re-bill. When it arrives, the re-billed transaction is handled no differently from any other transaction.

If no record exists within DTS to authorize payment of a valid transaction, the CBA Specialist must ask the AO to generate and authorize the proper travel documents and information to the DTS record. When the CCV re-bills, the CBA Specialist must then resolve the unmatched transaction. (See Section 3.4.3 “Step 1—Resolve Unmatched Transactions”).

Disputing a transaction is used as a last resort. Reasons for discrepancies may include:

- The CBA Specialist does not recognize the transaction (cannot match to any DTS record).
- Transaction listed on CCV is not a valid transaction for this account.
- Transaction is a duplicate transaction for a previously received transaction.
- The CBA Specialist wishes to request additional information (e.g., ticket number).
- The CBA Specialist wishes to transfer the transaction to another account.
- The CBA Specialist wishes to request a copy of the sales draft for record purposes only.

In all cases, the CBA Specialist must conform to current policy regarding disputes, and keep a proper audit trail of any dispute with the CCV and its resolution.

3.5.4 Closed Transactions

Once a dispute has been settled, and the CBA Specialist has nothing further than needs to be done with it, the CBA Specialist then assigns the status **Closed**. A closed transaction is kept in record.

3.6 Consolidated Transactions

If more than one transaction is associated with the same ticket number, these transactions then group to each other.

When a debit and a refund credit are received on the same invoice, DTS consolidates the transactions into what is called a netted transaction.

3.6.1 Netted Transactions

When a debit and a refund credit are received on the same CCV invoice, and the amount does not sum to zero, DTS consolidates the transactions to the same netted transaction. The debit is locked as the credit transaction is processed normally. This implies that the credit is worked first in order to auto-match the debit. This allows DoD to process and pay invoices using a fewer number of transactions. The netted transaction is acknowledged and certified and sent to Vendor Pay for processing. Note to unlock the debit the CBA Specialist needs to hold the credit.

3.6.2 Netted Debits

When a debit and a refund credit are received on the same CCV invoice, and the amount sums to zero, DTS consolidates the transactions to the same netted transaction, which is classified as a **Netted Debit**. Since the credit refund has cancelled out the debit, the transaction is acknowledged, but not certified, and nothing is sent to the Vendor Pay system.

3.6.3 Wash Debits and Wash Credits

When a debit and a refund credit are received on the same CCV invoice for the same CBA ticket, and the amount sums to zero, and the corresponding DTS ticket record has been cancelled, once the debit and credit transactions have been matched to a DTS record, 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 in the same invoice, due to a cancellation, is tracked. Wash Debits and Wash Credits are marked as **matched**. Since the credit refund has cancelled out the debit, the transaction is acknowledged, but not certified, and nothing is sent to the Vendor Pay system.

3.7 Classification of Transactions by CBA

The CBA module reads each transaction on the CCV invoice, and automatically classifies them according to information in the DTS trip documents, as shown in Table 2.

Table 2: Status and Classifications

Transaction Status	Classification	Description
Receipt from CCV (System Generated)	Receipt from CCV	This is the status of the CCV invoice once it is received from CCV, but before DTS processes it.
Unmatched (System Generated)	Amendment Returned	When an authorized user "RETURNS" a CBA initiated amendment and the CBA is notified of the return.
	Amendment Pending	CBA Specialist submits a request for a travel document amendment (CBA Initiated Amendment or Route for Approval) in which action is required on the DTS document amendment and the CBA Reconciliation module is awaiting a response.
	Duplicate Transaction	When a debit with the same transaction type, TANUM, Ticket Number, and Ticket Cost has previously been reconciled and paid, the debit is marked Duplicate.
	Unmatched Debit	CBA debit transaction cannot be matched to a DTS trip record, OR The net value of the consolidated transaction group does not equal the ticket amount on the current adjustment level of the DTS travel document and the transaction is a debit, OR The net value of the netted transactions does not equal the ticket amount on the current adjustment level of the DTS travel document and the transaction is a locked debit. CBA Specialist will work the credit first in order to auto-match the debit.
	Unmatched Credit	CBA credit transaction that cannot be matched to a DTS ticket record that was approved and paid and then cancelled.
	Unmatched Fee	CTO Fee Transaction when DTS is unable to reconcile a CTO fee transaction with a ticket record on DTS.
	Unmatched Refund	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 and the transaction is a credit.

Table 2: Status and Classifications

Matched (System Generated)	Advance Credit	CBA debit transaction when matching ticket record has been cancelled after the trip was approved and ticketed; and matching DTS trip records exist.
	Manual Advance Credit	The trip was approved and ticketed; and matching DTS trip records exist. The CBA Specialist applies this classification manually.
	Fee Credit	CTO fee transaction is a credit; and matching DTS trip records exist.
	Matched Fee	CTO fee transaction when DTS reconciles a CTO fee transaction with a ticket record on DTS.
	Matched Debit	CBA debit transaction has a matching trip 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 trip records equals the net value of the consolidated transaction group and the CBA transaction.
	Previously Applied Credit	Associated credit transaction was not received on the same invoice with the debit. A CBA credit transaction, when the associated DTS ticket has been cancelled after ticketing, and the ticket has an associated Advanced Credit in CBA; and matching the DTS trip records exist.
	Manual Previously Applied Credit	Associated credit transaction was not received on the same invoice with the debit. A CBA credit transaction but only for that part of the amount reflected in the DTS trip record. The ticket has an associated Manual Advanced Credit in CBA; and matching the DTS trip records exist. CBA Specialist applies this classification manually.
	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 Matched Debit; and matching DTS trip records exist.
	Wash Debit	When a debit and credit are received on the same CCV invoice for the same CBA ticket and the corresponding DTS ticket record has been cancelled, the debit will be a "Wash Debit" and the credit will be a "Wash Credit".
	Wash Credit	

Table 2: Status and Classifications

Paid (System Generated)	Paid Credit	Credit that received Advice of Payment (AOP).
	Paid Debit	Debit that received AOP.
	Paid Fee	CTO fee that received AOP.
	Paid Fee Credit	CTO fee that received AOP.
	Paid Manual Advance Credit	Manual Advance Credit that received AOP.
	Paid Netted Debit	Netted Debit that received AOP.
	Paid Refund	Refund that received AOP.
Held (CBA Specialist action required)	Transaction Held	Manual classification applied by a CBA Specialist to mark a transaction for temporary removal from DTS invoice processing.
Closed (CBA Specialist action required)	Transaction Closed	Manual classification applied by a CBA Specialist to mark a transaction for permanent removal from DTS invoice processing, once a dispute has been settled. Only transactions in the Dispute status are able to be closed.
Dispute (CBA Specialist action required) *Disputes settled outside the system	Disputed Debit	Manual classification applied by a CBA Specialist to mark a debit as not valid for the DTS CBA account charged.
	Disputed Credit	Manual classification applied by a CBA Specialist to mark a credit as not valid for the DTS CBA account charged.
	Duplicate Disputed	Manual classification applied by a CBA Specialist to mark a duplicate transaction as not valid for the DTS CBA account charged.
Netted Debit	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 will combine the debit and refund/credit into a single netted transaction for reconciliation, and submit the single netted transaction to Vendor Pay for payment.
Suspended	Pending Fee Credit	CTO fee credit is received on a DTS invoice prior to a corresponding CTO fee debit having been reconciled and paid.
	Pending Credit	Credit transaction that is awaiting the debit associated with the DTS cancellation.
	Pending Refund	The debit in the consolidated transaction group has not been reconciled and paid prior to the reconciliation of the consolidated transaction group and the transaction is a credit.

A debit is **Matched** when:

The exact amount between the CCV invoice and the DTS trip documents match, and the trip documents show the expense was authorized.

A debit is **Unmatched** when:

- There are no matches found in DTS trip documents for the ticket number and cost listed on the CCV invoice; or
- There are no matches or duplicate matches found in DTS trip documents for the traveler name and cost and date range listed on the CCV invoice for the CCV invoice billing period; or
- There are no matches found in the DTS trip documents for the user-entered TANUM and cost listed on the CCV invoice; or
- The DTS trip documents do not show that the charge was authorized.

A debit is an **Advance Credit** when:

There is an invoice line item received as a debit from CCV that matched to a ticket record in DTS that had been approved and ticketed and then cancelled (based on the inclusion of the CANCELLED or CTO CANCELLED stamp). The match for an Advance Credit is made on:

- Ticket number and ticket cost match to a DTS ticket record; or
- Traveler name and ticket cost match to a DTS ticket record; or
- TANUM and ticket cost match to a DTS ticket record.

The debit associated with a transaction categorized as an Advance Credit will not be applied to the current invoice payment. Since a DTS credit is being paired with a CCV debit, the CCV invoice will be adjusted to take the associated line item as an Advance Credit and not as a charge. The line item debit record will be considered reconciled as an Advance Credit. The CBA Specialist reviews the transaction. Aside from this, further CBA Specialist actions are not required. The record is essentially reconciled, acknowledged and closed.

A debit is a **Manual Advance Credit** when:

There is an invoice line item received as a debit from CCV that matched to a ticket record on DTS that had been approved, but the CCV amount exceeds the amount reflected in the DTS trip record. The match for a Manual Advance Credit is made on ticket number only. The debit associated with a transaction categorized as a Manual Advance Credit will be applied to the current invoice payment. Since a DTS credit is being partially paired with a CCV debit, the CCV invoice will be adjusted to take the associated line item as a Manual Advance Credit. The line item debit record will be considered reconciled as a Manual Advance Credit. The CBA Specialist assigns this classification to the transaction. Aside from this, further CBA Specialist actions are not required. The record is essentially reconciled, acknowledged, certified for payment, and closed.

A debit is a **Prompt Payment Act Interest Payment** when:

Payments to settle PPA Interest are entered in the system without a ticket number or traveler name. The CBA Specialist manually assigns this status to payment transactions of PPA Interest, so that such transactions are acknowledged and kept in record, but the transaction is removed from the invoice before certification.

A credit is a **Previously Applied Credit** when:

There is a credit that matches a debit on the DTS CBA database carrying a status of RECONCILED as a classification ADVANCE CREDIT. The match criteria on these line items include:

- Ticket number and dollar amount,
- A status stamp of CANCELLED or CTO CANCELLED, and
- A reconciliation stamp of ADVANCE CREDIT.

This credit has already been applied in a previous billing cycle, so the credit is removed from the payment amount calculation for the current invoice.

A credit is a **Manual Previously Applied Credit** when:

There is a credit that matches a debit that was classified as a Manual Advance Credit. The match criteria on these line items include ticket number, a status stamp of CANCELLED, and a reconciliation stamp of MANUAL ADVANCE CREDIT. This credit has already been applied in a previous billing cycle, so the credit is removed from the payment amount calculation for the current invoice.

A credit is a **Matched Credit** when:

A matched credit is a line item that matches ticket number or last name or TANUM and ticket amount and carries a status equaling CANCELLED on the DTS database. The CBA Specialist reviews the transaction. Further CBA Specialist actions are not required for matched and reconciled credit records.

A credit is an **Unmatched Credit** when:

It is a credit received from CCV that cannot be paired to a transaction on the DTS document. Fields used to determine an unmatched credit status are ticket number or last name or TANUM, ticket amount, or CANCELLED authorization. The record must be corrected on the DTS document before an invoice transaction can be reconciled with the DTS invoice. The CBA Specialist corrects mismatched transactions and restages the corrected transactions; or else the CBA Specialist moves an unmatched transaction to a held or disputed status to remove a line item from an invoice. The CBA Specialist is solely responsible for this.

3.8 Transaction Status

When the CBA Specialist changes a transaction from one status to another, the change is made in the **Transaction Detail** window. (See Section 3.9.7 “Transaction Detail”).

- If the transaction status is **Received from CCV**, the status cannot be changed by the CBA Specialist. This status will be changed by the application when the automatic reconciliation process runs. The application will assign a status of **Suspended**, **Unmatched**, or **Matched**.
- Transaction status **Suspended** means that a credit is pending from the CCV. Suspended status can be changed to **Disputed**, **Held** or **Unmatched**.
- If **Disputed**, the CBA Specialist can change the status to **Held** or **Closed**.
- If **Closed**, the CBA Specialist can change the status to **Held**.
- If **Unmatched**, the application can change the status to **Matched** if manual reconciliation is successful; or the CBA Specialist can change the status to **Held** or **Disputed**. Unmatched transactions can also be manually changed to **Advance Credit** or **PPA Interest**.
- If **Held**, the CBA Specialist can release the held transaction to an open, unmatched invoice; or the CBA Specialist can change the status to **Disputed**.
- If **Matched**, then no change is needed, unless the match is in error. If the CBA Specialist finds the automatic reconciliation process erroneously assigned a **Matched** status to a transaction, the CBA Specialist may change the status to **Unmatched**, **Held**, or **Disputed**.
- If **Credits Not Received**, the CBA Specialist confirms with the CTO to see if Credits has been issued.

When all transactions on an invoice are resolved, the invoice is ready for acknowledgment.

Table 3 defines the transaction statuses.

Table 3: Transaction Status Definitions

Transaction Status	Definition	CBA Specialist Actions
Received from CCV	Initial status before automatic reconciliation process runs.	None. (Transactions in this status can only be viewed from within the ROA feature.)
Suspended	Status of a credit transaction whose corresponding debit has not been paid. A transaction in suspended status is pending refund, pending credit, or pending fee credit.	CBA Specialist may change status to Held, Disputed or Unmatched.

Table 3: Transaction Status Definitions (Continued)

Transaction Status	Definition	CBA Specialist Actions
Disputed	Status when CBA Specialist rejects the CCV transaction. The CCV issues a credit for the disputed transaction. If the disputed transaction is invalid, the credit is removed from the record. If the disputed transaction is valid, the CCV re-bills.	CBA Specialist would mark transaction as Disputed in DTS, and process any paperwork needed outside DTS as procedures require. If the disputed transaction is valid, the CCV will re-bill. Once either of these two outcomes settles the dispute, CBA Specialist manually marks the transaction Closed.
Closed	Final status when dispute is settled.	Once it is settled, CBA Specialist marks the disputed transaction Closed to remove it from the disputed list. If a transaction is closed erroneously, CBA Specialist has the option to change the transaction status to Held.
Unmatched	An interim status. Unmatched transactions can be changed to held, matched or disputed.	CBA Specialist can Reconcile by TANUM; Reconcile by ticket; Initiate an CBA Amendment; assign PPA Interest status; manually change the transaction classification to Manual Advance Credit; or change the transaction status to Disputed or Held.
Held	An interim status. Held transactions are set aside from the invoice, so that the invoice may be processed in a timely fashion.	CBA Specialist may change status to Disputed. When CBA Specialist releases a held transaction to the current invoice or to an interim invoice, the transactions are treated as open and unmatched.
PPA Interest	Final Status. Transactions marked PPA Interest are removed from the invoice before certification.	CBA Specialist may not change the status of a PPA Interest payment transaction.
Manual Advance Credit	Final Status. Transactions marked Manual Advance Credit are removed from the invoice before certification.	CBA Specialist may not change the status of a Manual Advance Credit transaction.
Matched	Final status before invoice acknowledgment.	CBA Specialist may acknowledge invoice; if matched in error, CBA Specialist may change status to Held, Disputed or Unmatched.

3.9 Screen Details

This section describes each window available to the CBA Specialist. The order given here is not the only possible workflow order for the manual reconciliation process.

There are two windows where the CBA Specialist may begin. If specific criteria is known by which the invoices or transactions to review or reconcile might be found, the **Search Reports** window contains a search engine to locate them (see Section 3.9.1, “Search Report Criteria”). To see a current list of all open invoices, including those ready for certification, and those with unmatched transactions, open the **Open Invoices** window from the toolbar (see Section 3.9.2, “Open Invoices”).

3.9.1 Search Report Criteria

Open the **Search Report Criteria** window by selecting **CBA Search** from the toolbar (Figure 26).

In this window, select the report type to be reviewed from the drop-down list. The format of the window differs according to report types. Enter search parameters in the fields provided. Select a CBA Account number from the list. Limit search results by date range. Press **Get Report**. Results depend on report type.

- If the search was for invoice reports, the **Invoice Summary** window (Figure 32) will display the results (see Section 3.9.3, “Invoice Summary”).
- If the search was for transactions, the **Transaction Summary** window (Figure 35) will display the results (see Section 3.9.6, “Transaction Summary”).
- If the search was for transaction details, the **Transaction Detail** window (Figure 36) will display the results (see Section 3.9.7, “Transaction Detail”).
- If the search was for organization details, the **View Organization** window (Figure 30) will display the results (See Section 3.9.1.4 “Search Report Criteria (View Organization”).

3.9.1.1 Search Report Criteria (Invoice Summary)

Figure 26: Search Report Criteria (Invoice Summary)

When **Invoice Summary** is selected from the drop-down list, the format appears as shown in Figure 26. The fields are defined in Table 4.

Table 4: Search Report Criteria (Invoice Summary)

Field	Description
Select Report Type	from the drop-down list. Format changes per selection made.
Invoice Summary	
Invoice Status	Search criterion: limits the search results to invoices of the status selected.
CBA Transaction Account #	Select from table
Invoice #	Number assigned to the invoice by the CCV (13 digits)
Voucher #	Number assigned by the disbursing system when the invoice is PAID
Invoice Date Range From	First date in the range. MM/DD/YYYY.
Invoice Date Range To	End date in the range. MM/DD/YYYY.

3.9.1.2 Search Report Criteria (Transaction Summary)

When **Transaction Summary** is selected from the drop-down list, the format appears as shown in Figure 27.

Figure 27: Search Report Criteria (Transaction Summary)

The fields are defined in Table 5.

Table 5: Search Report Criteria (Transaction Summary)

Field	Description
Select Report Type	Select Report Type from the drop-down list. Format changes per selection made.
Transaction Summary	
Transaction Status	Search criterion: limits the search results to the transactions of the status selected.
Traveler First Name	First Name of Traveler.
Traveler Last Name	Last Name of Traveler.
Traveler SSN	Social Security Number (9 digits).
CBA Transaction Account #	Select from table.

Table 5: Search Report Criteria (Transaction Summary) (Continued)

Field	Description
Invoice #	Number assigned to the invoice by the CCV (13 digits).
TANUM	Travel Document Identifier.
Ticket #	Ticket Number.
Invoice Date Range From	First date in the range (MM/DD/YYYY)
Invoice Date Range To	End date in the range (MM/DD/YYYY)

User can select either transaction status or transaction classification for transaction search. Below is the list of all options.

- Matched All
- Unmatched All
- Held
- Disputed
- Closed
- Suspended
- Duplicate
- Matched Debit
- Matched Credit
- Matched Refund
- Matched Fee
- Netted Debit
- Pending Credit
- Pending Refund
- Pending Fee Credit
- Fee Credit
- Advance Credit
- Previously Applied Credit
- Wash Debit
- Wash Credit
- Unmatched Debit
- Unmatched Credit
- Unmatched Fee
- Unmatched Refund
- Amendment Pending
- Amendment Returned
- Manual Advance Credit
- Manual Prev Appl Credit
- PPA interest
- Credits Not Received
- Paid Credit
- Paid Debit
- Paid Fee
- Paid Fee Credit

- Paid Manual Advance Credit
- Paid Netted Debit
- Paid Refund
- All

3.9.1.3 Search Report Criteria (Transaction Detail)

When **Transaction Details** selected from the drop-down list, the format appears as shown in Figure 28.

Figure 28: Search Report Criteria (Transaction Detail)

The fields are defined in Table 6.

Table 6: Search Report Criteria (Transaction Detail)

Field	Description
Select Report Type	from the drop-down list. Format changes per selection made.
Transaction Detail	
Transaction Status	Limits the search results to the transactions of the status selected.
Traveler First Name	First Name of Traveler.
Traveler Last Name	Last Name of Traveler.
Traveler SSN	Social Security Number (9 digits)

Table 6: Search Report Criteria (Transaction Detail) (Continued)

CBA Transaction Account #	Select from table.
Invoice #	Number assigned to the invoice by the CCV (13 digits)
TANUM	Travel Document Identifier.
Ticket #	Ticket Number.
Invoice Date Range From	First date in the range (MM/DD/YYYY)
Field	Description
Invoice Date Range To	End date in the range (MM/DD/YYYY)

The user can select either transaction status or transaction classification for transaction search. Below is the list of all options.

- Matched All
- Unmatched All
- Held
- Disputed
- Closed
- Suspended
- Duplicate
- Matched Debit
- Matched Credit
- Matched Refund
- Matched Fee
- Netted Debit
- Pending Credit
- Pending Refund
- Pending Fee Credit
- Fee Credit
- Advance Credit
- Previously Applied Credit
- Wash Credit
- Wash Debit
- Unmatched Debit
- Unmatched Credit
- Unmatched Fee
- Unmatched Refund
- Amendment Pending
- Amendment Returned
- Manual Advance Credit
- Manual Prev Appl Credit
- PPA Interest
- Credits Not Received
- Paid Credit
- Paid Debit

- Paid Fee
- Paid Fee Credit
- Paid Manual Advance Credit
- Paid Netted Debit
- Paid Refund
- All

Organization Detail	
Field	Description
Transaction Account #	Transaction account is the account number provided to the CTO for charging air/rail tickets. (The transaction account number is always higher than the CBA Account #).
CBA Account #	The CBA Account number is the account number that the CCV invoices are under. (NOT the same as the transaction account number).
Organization	All CBA labels begin with DN/DA/DM/DF/DD/DJ depending on the related service/agency for easy identification. The label cannot exceed 17 characters/spaces and must be unique.
CBA Label	List of DTS Organization(s) by DTS name (example: DX1234567) the account will apply to.
Default Setting	If marked "YES" for default, the CBA will auto-populate into the document when the traveler has the 'Exempt' radio button selected in there profile. Non-exempt defaults air transportation to the travelers personal GTCC.

3.9.1.4 Search Report Criteria (View Organization)

When Organization is selected from the drop-down list, the format will appear as shown in illustration below. The CBA Specialist can research the organization associated to their CBA's. The report information is to assist in determining if the CBA Specialist would like to add/or remove organizations using the CBA Account(s) Load Request Worksheet. The CBA Account(s) Load Request Worksheet is located on the DTMO website under the Reference Library http://www.defensetravel.dod.mil/sections/RL_DocLib.cfm

Search Report Criteria

Report Type:

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

* CBA Transaction Account #:

* Invoice Date Range: From To (MM/DD/YYYY)

Figure 29: Search Report Criteria (View Organization)



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

Centrally Billed Account

CBA Search
Invoices: [Open](#) [Certifiable](#) [Acknowledgeable](#) [Unmatched](#)
Transactions: [Disputed](#) [Suspended](#) [Held](#) [Credits Not Received](#)
[Compliance Report](#)

Organization Summary

Transaction Account #	CBA Account #	Organization	CBA Label	Default Setting
1111111111111112	2222222222222223	DTSTESTCBA	11111112	N
4019134622808663	4019134622808663	DTSTESTCBA	VMlabel	Y
4019134622808663	4019134622808663	DTSTESTCBAsub	VMlabel	N
4444444444444444	3333333333333333	DTSTESTCBA	CP700T	N
4486012345672222	4486111111111111	DTSTESTCBA	VM002	N
4486012345672222	4486111111111111	DTSTESTCBAsub	VM002	N
4486160000092001	4486160000091001	DTSTESTCBA	ONEPAY	N
9999888877776666	9999888877776666	DTSTESTCBA	VVAM1107	N

[Save .csv Format](#)
[Print](#)
[Return to Previous Screen](#)

Figure 30: Organization Summary

3.9.2 Open Invoices

The **Open Invoices** window opens from the toolbar link **Open Invoices** (Figure 31).

Open Invoices Summary					
Awaiting Certification (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DTMO CBA	4614270000000000.A	26	I022557008307	View	Certify
Awaiting Acknowledgement (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice
No Invoices Awaiting Acknowledgement					
Unmatched Invoices (3)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary
DTMO CBA	4614270000000000.A	210	I022557008121	View	View
DTMO CBA	4614270000000000.A	88	I022071208243	View	View
DTMO CBA	4614270000000000.A	55	0016043000036	View	View
Rejected Invoices (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
DTMO CBA	4614270000000000.A	26	0016043000037	View	Unmatch
DTMO CBA	4614270000000000.A	88	I022071208246	View	Unmatch

Figure 31: Open Invoices

The fields are defined in Table 7.

Table 7: Open Invoices

Field	Description
Awaiting Certification	Displays a list of invoices that are ready for certification.
CBA Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
CBA Transaction Account #	Displays CBA Account Number.
Days since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
Invoice#	Displays the “As-Received” CCV invoice.
Invoice Summary	Displays invoice summary for given invoice.
Certify Invoice	Displays a transaction summary for a given invoice. Allows the CBA Specialist to certify the invoice.

Table 7: Open Invoices (Continued)

Field	Description
Awaiting Acknowledgement	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
CBA Account Label	Displays CBA Account number.
CBA Transaction Account #	Displays CBA Account number.
Days since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
Invoice #	Displays the “As-Received” CCV invoice.
Invoice Summary	Displays invoice summary for given invoice.
Acknowledge Invoice	Displays a transaction summary for a given invoice. Allows the CBA Specialist to acknowledge the invoice.
Rejected Invoices	CBA Invoices rejected by DFAS or GEX (non-Translation Failure) only. CBA Specialist must move to 'Unmatched' to process invoice.
CBA Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
CBA Transaction Account #	Displays CBA Account number.
Days since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
Invoice #	Displays the “As-Received” CCV invoice.
Invoice Summary	Displays invoice summary for a given invoice.
Unmatch Invoice	Link for CBA Specialist to use to move invoice to 'Unmatched'.
Unmatched Invoices	Displays a list of invoices that contain at least one unmatched transaction.
CBA Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
CBA Transaction Account #	Displays CBA Account Number.
Days Since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
Invoice #	Displays the “As-Received” CCV invoice.
Invoice Summary	Displays invoice summary for given invoice.
Transaction Summary	Displays transaction summary for a given invoice.

Open Invoices window (Figure 31) lists all open DTS invoices by account number. An open invoice is one flagged by the application as needing the attention of the CBA Specialist. Either

it is an invoice that is awaiting certification, awaiting acknowledgement, contains unmatched transactions, or contains rejected transactions. From this window, the CBA Specialist can:

- View invoice summaries (see Section 3.9.2.1).
- View transaction summaries (see Section 3.9.2.2).
- View awaiting acknowledgement invoice summaries (see Section 3.9.2.3).
- Acknowledge any resolved invoices (see Section 3.9.2.4).
- View awaiting certification invoice summaries (see Section 3.9.2.5).
- Certify any acknowledged invoices (see Section 3.9.2.6).

See below for detailed descriptions of these features.

3.9.2.1 To View Invoice Summary

To view invoice summary, select the **View** link in the **Invoice Summary** column under the **Unmatched Invoices** header to open the **Invoice Summary** window. This will only display invoices that carry at least one unmatched transaction.

3.9.2.2 To View Transaction Summary

To view a transaction summary, select the **View** link in the **Transaction Summary** column under the **Unmatched Invoices** heading to open the **Transaction Summary** window. (See Section 3.9.6 “Transaction Summary”).

3.9.2.3 To View an Acknowledgement Invoice Summary

To view the invoice summary of an acknowledgeable invoice, select the **View** link in the **Invoice Summary** column under the **Acknowledgeable Invoices** heading to open the **Acknowledgeable Invoice Summary** window. (See Section 3.9.11 “Awaiting Acknowledgement Invoices”).

3.9.2.4 To Acknowledge an Invoice

An invoice must have all unmatched transactions resolved before it can be acknowledged. Resolved means that all transactions are matched, or have been removed from the final invoice. Acknowledgment enters the invoice into the archive record. To acknowledge an invoice, select the **Acknowledge** link in the **Acknowledge Invoice** column under the **Awaiting Acknowledgement Invoices** heading (Figure 31). This opens the **Awaiting Acknowledgement Invoice** window, where the CBA Specialist can review the transactions (Figure 43). (See Section 3.9.11 “Awaiting Acknowledgement Invoices”).

In the **Awaiting Acknowledgement Invoice** window, press the **Acknowledge Invoice** button. The CBA Specialist will be prompted to confirm that the information is correct. Press **OK**.

The invoice will be stamped “TO Acknowledgment Complete” on the **Invoice Status History** screen (see Figure 33). The invoice will be moved to the **Awaiting Certification** table in the **Open Invoices** screen (see Figure 31).

3.9.2.5 To View a Certification Invoice Summary

To view the invoice summary of a certified invoice, select the **View** link in the **Invoice Summary** column under the **Awaiting Certification** heading (Figure 31). This opens the **Invoice Summary** window, where the CBA Specialist can review the transactions (see Figure 44). (See Section 3.9.12 “Certify Invoices”).

3.9.2.6 To Certify an Invoice

An invoice must be acknowledged before it is certified. To certify an invoice for payment, select the **Certify** link in the **Certify Invoice** column under the **Awaiting Certification** heading (Figure 31). This opens the **Awaiting Certification Invoice** window, where the CBA Specialist can review the transactions (see Figure 44). (See Section 3.9.12 “Certify Invoices”).

Once done with the review, the CBA Specialist presses the **Certify Invoice** button. A message box appears reminding the CBA Specialist of the penalties that apply to an erroneous or fraudulent signature. Press **OK** to continue. The digital signature box opens, and the CBA Specialist is prompted for a digital signature. The CBA Specialist enters their signature and presses **OK**. At this point, the CBA Specialist has certified the invoice as ready for payment (see Section 3.9.12, “Certify Invoices” for further instructions).

3.9.3 Invoice Summary

Open the **Invoice Summary** window (Figure 32) from the **Open Invoices** window by selecting the **view** link under the **Invoice Summary** column.

Invoice Summary				
1 - 1 of 1				
Invoice #:	000000002228	Invoice Transactions:	Quantity	Amount
Invoice Created:	07/28/1990	Total:	4	\$400.00
Invoice Period End:	02/08/1900	Matched:	0	\$0.00
DTS Retrieved:	03/21/2004	Unmatched:	4	\$400.00
DTS Reconciled:	11/18/2004	Disputed:	0	\$0.00
CBA Transaction Account #:	1919191919191919	Suspended:	0	\$0.00
CBA Prompt Pay Start:	03/20/2004	Held:	0	\$0.00
Acknowledgement:	NA	Invoice Status:	Auto Reconciled	
		Invoice Certification:	NA	
1 - 1 of 1				
Return to Previous Screen				

Figure 32: Invoice Summary

The fields are defined in Table 8.

Table 8: Invoice Summary

Field	Description
Invoice #	Displays invoice number, either of the original CCV Invoice or the newly-created interim invoice.
Invoice Created	Date the invoice was created by CCV.
Invoice Period End	Last day of the invoice billing cycle.
DTS Retrieved	Date DTS retrieved the invoice from CCV mailbox.
DTS Reconciled	Date DTS Auto Reconciled the invoice.
CBA Transaction Account #	Displays the CBA account number.
CBA Prompt Pay Start	Date the CCV placed the invoice in the mailbox (Prompt Payment Act clock starts running from this date).
Ready for Acknowledgment	Acknowledgment indicates the invoice has no unmatched transactions and is ready to be acknowledged. A link opens the Awaiting Acknowledgement Invoices window (see Section 3.9.11).
GEX Positive Acknowledgement	Invoice has been received by the Entitlement System
Invoice Transactions	Link to open the Transaction Summary window.
Total	Displays total number of invoice transactions.
Matched	Displays number of matched invoice transactions.

Table 8: Invoice Summary (Continued)

Field	Description
Unmatched	Displays number of unmatched invoice transactions.
Disputed	Displays number of disputed invoice transactions.
Suspended	Displays number of suspended invoice transactions.
Held	Displays number of held invoice transactions.
Invoice Status	<p>Displays invoice status:</p> <ul style="list-style-type: none"> • Auto-reconciled indicates the CBA automatic reconciliation process is complete. Unmatched items may still exist on the invoice. • Ready for Acknowledgement indicates the manual reconciliation process is complete. All items are resolved (matched, suspended, held, disputed or closed). The invoice is ready for acknowledgement. <p>See Table 9 for a list of all invoice statuses.</p>
Invoice Certification	<p>Depending on the invoice status, displays certification status:</p> <ul style="list-style-type: none"> • If the invoice is not certifiable (e.g., no invoice can be certified until it is acknowledged), the field displays N/A. • If the invoice is certifiable, this field displays a link Certify Invoices. This link opens the Awaiting Certification Invoice window. See Section 3.9.12 “Certify Invoices”. • If the invoice has already been certified, this field displays the certification date.

The status of the invoice cannot be changed from **Invoice Summary** window (Figure 32). This window allows the CBA Specialist to review the specifics of the invoice. The invoice status is shown in the **Invoice Status** field of the **Invoice Summary** window (lower right). Please see Table 9 for definitions of the invoice statuses.

Table 9: Definition of Invoice Status

Invoice Status	Definition
Received from CCV	Received from CCV and is creating the DTS invoice.
Auto Reconciled	Reconciliation process reconciled all the line items on the CCV invoice. See Section 3.2 "Automatic Reconciliation"
Reconciliation Complete	All the transactions on current DTS invoice have been resolved (matched, suspended, held, disputed or closed).
Ready for Acknowledgment	Invoice is ready to be acknowledged by the CBA Specialist.
Ready for Certification	Invoice is ready for certification by the CBA Specialist.
Invoice Certified	The DTS invoice is certified for payment by CBA Specialist.
Sent to GEX	The invoice has been sent to GEX/DADS for payment.
DADS Paid	Positive response received from DADS indicating the DTS invoice has been paid.
Archive Submitted	The invoice has been sent to DMDC to be placed in an archive.
Archive Accepted	Positive response received from DMDC after sending invoice to DMDC.
GEX Translation Failure	Failure response received from GEX indicating a translation failure.
DADS Rejected	Negative response received from DADS indicating DADS rejected the invoice sent for payment.
Archive Rejected	Negative response received from DMDC indicating archive rejected.
Archive Rejection failure	Failure response received from DMDC indicating a translation failure.
Locked	All transactions on the invoice are matched and it carries a negative balance.
Carried Over	The invoice with negative balance has been carried over to an invoice with positive balance.

From the **Invoice Summary** window (Figure 32), the CBA Specialist can:

- Compare the DTS Invoice with the CCV Original (see Section 3.9.3.1).
- Review the invoice status history (see Section 3.9.6.2).
- Review or update the transaction (see Section 3.9.3.3).

3.9.3.1 To Compare the Invoice with the CCV Original

The **Invoice Summary** window reflects the current invoice record. Select the link in the **CCV Invoice #** field to open the **CCV Invoice** in a separate window. The **CCV Invoice** window (See Figure 34) represents the invoice as it was originally received from the CCV. Both windows can be open at once, which allows the CBA Specialist to see both the original CCV invoice and the DTS invoice record at a glance. Data on the CCV Invoice cannot be changed (see Section 3.9.5, “CCV Invoice”).

3.9.3.2 To Review the Invoice Status History

Select the link in the **Invoice Status** field to open the **Invoice Status History** window (see Figure 33). (See Section 3.9.4 “Invoice Status History”).

3.9.3.3 To Review or Update the Transaction

Select the **Invoice Transactions** link to open the **Transaction Summary** window (see Figure 35) where the transaction information may be reviewed (see Section 3.9.6, “Transaction Summary”). Select the **Ticket #** link in the **Transaction Summary** window to open the **Transaction Detail** window (see Figure 36), where updates can be made to the status.

3.9.4 Invoice Status History

From the **Invoice Summary** window (see Figure 32), select the displayed link in the **Invoice Status** field to open the **Invoice Status History** window (this window may also be reached from the **Transaction Summary** window (see Figure 35), by pressing the **Invoice Status History** button). This window shows the invoice status history of a single invoice. The status changes are listed by date (Figure 33).

Invoice Status History			
CBA Invoice #:	1602020606106	Invoice Period Start:	08/21/2006
CBA Transaction Account #:	4486160011030160	Invoice Period End:	09/20/2006
		Start of Prompt Pay Act (PPA) Clock:	08/22/2006
Invoice Status	Date Time		
Receipt from CCV:	09/12/2006		
Auto Reconciled:	09/12/2006		
Reconciliation Complete:	09/12/2006		
Ready for Acknowledgement:	09/12/2006		
Acknowledgement Completed and Awaiting Certification:	09/22/2006		
Return to Previous Screen			

Figure 33: Invoice Status History

The fields are defined in Table 10.

Table 10: Invoice Status History

Field	Description
Fields in the page header	
CBA Invoice #	Displays the DTS CBA invoice number.
CBA Transaction Account #	Displays the CBA account number.
Invoice Period Start	First day of the invoice billing cycle.
Invoice Period End	Last day of the invoice billing cycle.
Start of Prompt Pay Act Clock	Date the CCV invoice is accepted (PPA clock starts running).
Columns in the table	
Invoice Status	Displays invoice status history.
Date Time	Displays date and time invoice status stamp applied.

The status of the invoice cannot be changed from this window. This window is meant to allow the CBA Specialist to review the history of the invoice.

Table 11: CCV Invoice (Continued)

Trans Date	Date transaction was charged to the CBA 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.
Field	Description
Source Amt	Source current amount.
Conv. Rate	Conversion rate as of the date the transaction was charged to CBA.
Billing Amt	Amount billed by Charge Card Vendor.
Fields in the page footer	
Previous Balance	Previous account balance at the end of the billing cycle.
New Balance	New invoice balance at the end of the current billing cycle.

The **CCV Invoice** window (Figure 34) represents the invoice as it was originally received from the CCV. When the CBA Specialist removes transactions from the current DTS invoice record, such change does not alter the original CCV invoice. The **CCV Invoice** window reflects this original and unaltered CCV invoice. The **Invoice Summary** window reflects the current DTS invoice record (see Section 3.9.3, “Invoice Summary”).

Click on the column headings to sort the record by ticket number, transaction date, traveler name, or billing amount.

Data cannot be changed. Press **Close Window** to close the window.

3.9.6 Transaction Summary

The **Transaction Summary** window (Figure 35) can be opened from the **Invoice Summary** window by selecting the **Invoice Transactions** field (see Figure 32). This window can also be opened from the **Open Invoices** window, or from the **Search Report Criteria** window (see Section 3.9.1, "Search Report Criteria". See Section 3.9.2 "Open Invoices").

Transaction Summary				
Invoice #: 1023161008104		Invoice Status History Refresh Summary		CBA Transaction Account #: 1234567891234567
1-4 1 - 4 of 4				
CBA Invoice #:	1023161008104	CBA Transaction Account #:	1234567891234567	Transaction Classification: Unmatched Debit
Original Invoice #:	0016587000018	Traveler Name:	Carsona/Eric	Traveler SSN: XXX-XX-1111
Ticket #:	8908111104481	TANUM:	0SCKD1	Ticket Amt: \$6.78
Approving Official:		Prompt Pay Start:	04/18/2008	Voucher #:
Days since PPA Start:	221	AOP Date:		Transaction Status: Unmatched
CBA Invoice #:	1023161008104	CBA Transaction Account #:	1234567891234567	Transaction Classification: Unmatched Debit
Original Invoice #:	0016587000018	Traveler Name:	Carsona/Eric	Traveler SSN: XXX-XX-1111
Ticket #:	8908111216966	TANUM:	0SCKD1	Ticket Amt: \$8.58
Approving Official:		Prompt Pay Start:	04/18/2008	Voucher #:
Days since PPA Start:	221	AOP Date:		Transaction Status: Unmatched
CBA Invoice #:	1023161008104	CBA Transaction Account #:	1234567891234567	Transaction Classification: Unmatched Fee
Original Invoice #:	0016587000018	Traveler Name:	Carsona/Paul	Traveler SSN: XXX-XX-2222
Ticket #:	8908111157283	TANUM:	0SEHP2	Ticket Amt: \$8.58
Approving Official:		Prompt Pay Start:	04/18/2008	Voucher #:
Days since PPA Start:	221	AOP Date:		Transaction Status: Unmatched
CBA Invoice #:	1023161008104	CBA Transaction Account #:	1234567891234567	Transaction Classification: Unmatched Debit
Original Invoice #:	0016587000018	Traveler Name:	Carsona/Paul	Traveler SSN: XXX-XX-2222
Ticket #:	0067191032456	TANUM:	0SEHP2	Ticket Amt: \$814.00
Approving Official:		Prompt Pay Start:	04/18/2008	Voucher #:
Days since PPA Start:	221	AOP Date:		Transaction Status: Unmatched
1-4 1 - 4 of 4				
Return to Previous Screen				

Figure 35: Transaction Summary

The fields are defined in Table 12.

Table 12: Transaction Summary

Field	Description
Fields in the page header	
Invoice #	Displays invoice number, either of the original CCV Invoice or the newly-created interim invoice.
CBA Transaction Account #	Displays CBA account number.
Fields in the table	
CBA Invoice #	Displays DTS CBA invoice number.
CBA Transaction Account #	Displays CBA account number.
Transaction Classification	Current transaction classification in DTS.
Original Invoice#	Invoice number on which the transaction was originally billed.
Traveler Name	Last name and first initial of traveler.
Traveler SSN	Last four digits of the traveler's Social Security Number.
Ticket #	Flight ticket number or transportation charge ticket number.
TANUM	Travel Document Identifier.
Ticket Amt	Dollar amount of ticket.
Approving Official	Name of Approving Official.
Prompt Pay Start	Date the CCV placed the invoice containing the transaction in the mailbox.
Voucher #	Voucher number assigned when an invoice is paid.
Days Since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
Disputed Date	If the transaction is disputed, the date of the disputed status. (The Disputed Date field is not displayed for transactions which are not in the disputed status.)
AOP Date	Advice of Payment Date.
Transaction Status	Current status of Transaction.

Table 13 shows the relationship between the status and the classification of a transaction.

Table 13: Transaction Classification per Status

Transaction Status	Transaction Classification
Received from CCV	Received from CCV (the automatic reconciliation process has not yet run).
Paid	Paid Credit.
	Paid Debit.
	Paid Fee.
	Paid Fee Credit.
	Paid Manual Advance Credit.
	Paid Netted Debit.
	Paid Refund.
Matched	Matched Fee.
	Matched Debit.
	Matched Refund.
	PPA Interest (Prompt Payment Act Interest Payment).
	Fee Credit.
	Matched Credit.
	Advance Credit.
	Manual Advance Credit
	Netted Transaction.
	Netted Debit.
	Wash Credit.
	Wash Debit.
	Previously Applied Credit.
	Manual Previously Applied Credit.

Table 13: Transaction Classification per Status (Continued)

Unmatched	Amendment Returned.
	Amendment Pending.
	Duplicate Transaction.
	Unmatched Credit.
	Unmatched Debit.
	Unmatched Fee.
	Unmatched Refund.
Disputed	Disputed Debit.
	Disputed Credit.
	Duplicate Disputed.
Held	Held.
Closed	Closed.
Suspended	Pending Fee Credit.
	Pending Credit.
	Pending Refund.

The **Transaction Summary** window (Figure 35) shows the transaction summary of a single invoice when it is opened from the **Open Invoices** window (Figure 31); it shows the transaction summary of one or more invoices when opened from the **Search Report Criteria** window (Figure 27). If this is a transaction summary of a single invoice, the invoice number and the CBA account number are shown at the top of the window. If the report is for multiple invoices, the invoice number and the account number appear together with other transaction classification fields. The transactions in this window can be identified from their information. The transaction classification reflects the current status. The transaction classification is shown in the **Transaction Classification** field in the **Transaction Summary** window (upper right). See Table 13 for transaction classification definitions.

Press the **Refresh Summary** button to update the screen with the current data. If the **Transaction Detail** window is opened, the transactions may be viewed sequentially. At the bottom of the Transaction Detail window is a link **Return to Summary**. This link returns the CBA Specialist to the **Transaction Summary** window. The transactions previous to the transaction most recently viewed will not be displayed in the **Transaction Summary** window (i.e., if record 3 of 4 have been viewed, records 1 and 2 will not be displayed when returning to the Transaction Summary window). View all the transaction summaries by pressing **Refresh Summary**. The window will update with current data.

From the **Transaction Summary** window (Figure 35), the CBA Specialist can:

- Review the CCV invoice (see Section 3.9.6.1).
- Review the invoice status history (see Section 3.9.6.2).
- Review or update the transaction (see Section 3.9.6.3).
- Review consolidated transactions (see Section 3.9.6.4).

3.9.6.1 To Review the CCV Invoice

The link in the **CCV Invoice #** field (top left) opens the **CCV Invoice** window (Figure 34). (See Section 3.9.5 “CCV Invoice”).

3.9.6.2 To Review the Invoice Status History

Press the **Invoice Status History** button to open the **Invoice Status History** window (Figure 33). (See Section 3.9.4 “Invoice Status History”).

3.9.6.3 To Review or Update the Transaction

The **Ticket #** link opens the **Transaction Detail** screen (Figure 36), where the transaction may be reviewed or updated (see Section 3.9.7, “Transaction Detail” for details).

3.9.6.4 To Review Consolidated Transactions

Press the **Group Details** button to open the **Consolidated Transaction** window (Figure 39). This button is enabled only if multiple actions are associated with the same transaction (e.g., a debit, credit, or amendment pending for the same ticket). The button will appear on the **Transaction Summary** window (Figure 35) and **Transaction Detail** window (Figure 36). Information is presented and labeled as a Consolidated Transaction. The **Consolidated Transaction** screen cannot be edited (see Section 3.9.9, “Consolidated Transactions” for details).

3.9.7 Transaction Detail

On the **Transaction Summary** window (Figure 35), the link in the **Ticket #** field opens the **Transaction Detail** window (Figure 36). The **Transaction Detail** window may also be opened from the **Search Report Criteria** window (Figure 28). (See Section 3.9.6 “Transaction Summary”. See Section 3.9.1 “Search Report Criteria”).

Figure 36: Transaction Detail

The fields are defined in Table 14.

Table 14: Transaction Detail

Field	Description
Fields in the page header	
Invoice #	Displays invoice number (original CCV Invoice or interim invoice).
CBA Transaction Account #	Displays the CBA account number.
Transaction Date	Displays date of charge.
Prompt Pay Start	Date the CCV placed the invoice containing the transaction in the mailbox.
Days since PPA Start	Days since Prompt Payment Act clock starts running; i.e. number of days the invoice has been in DTS.
Field	Description

Table 14: Transaction Detail (Continued)

Voucher #	Number assigned by the disbursing when an invoice is paid.
AOP Date	Advice of Payment date; date the invoice was paid by disbursing.
Vendor Account #	Charge Card Vendor Account number (reference number).
Reference #	Transaction reference number.
Conversion Rate	Conversion rate.
Original Invoice #	CCV invoice number.
Approving Official	Name of the Approving Official.
Fields in the page body (these fields disabled for awaiting acknowledgement transactions)	
Transaction Status	Select from drop-down list.
Transaction Classification	Display of transaction classification.
Reason for Unmatch	Populated if there is a difference between CCV and DTS information.
Reason Unable to Amend	Populated if there is a condition that prevents amendment.
Remarks	Text box: add any justification explaining the actions taken.
Columns in the table	
CCV/DTS	Comparison of CCV vs. DTS information.
TANUM	Travel Document Identifier. NOTE: this link opens the DTS travel document.
Ticket #	Ticket number.
Ticket Cost	Dollar amount of ticket.
Ticket Difference	Difference in ticket amounts between CCV and DTS.
Fields in the footer	
Date Amendment Initiated	If an amendment has been initiated by the CBA Specialist, the date is displayed.
Date Amendment Approved	If an amendment has been approved by the AO, the date is displayed.
Amendment Approving Official	If an amendment has been approved by the AO, the name of the AO is displayed.

Transaction Statuses are defined in Table 15

Table 15: Transaction Status Definition

Transaction Status	Definition
Amendment pending	An interim status after CBA Specialist initiates Amendment.
Matched	Final status before acknowledgment or payment.
Unmatched	An interim status: CBA Specialist can reconcile by TANUM; reconcile by ticket; initiate an amendment; assign PPA Interest status; manually apply an advance credit; or change the status to disputed or held.
Paid	Advice of Payment (AOP) has been received on a transaction.
Held	An interim status. An invoice need not wait for a held transaction; the remaining transactions on the invoice can be processed in a timely fashion; the held transaction will later be released to whatever invoice is then current, or to an interim invoice if no current invoice is available.
Disputed	A final status before closing; the transaction is removed from the invoice. The dispute process takes place outside DTS. There are two ways to settle a dispute: if the disputed transaction is found to be valid, the CCV re-bills. If the disputed transaction is not valid, no further steps are required. In either case, once the dispute is settled, the transaction can be closed to remove it from the disputed list.
Closed	A final status; closed disputed transactions are kept in record, but no further steps are required.
Suspended	A credit transaction is suspended when the corresponding debit transaction has not been paid. A credit transaction is in suspended status when the transaction classification is pending refund, pending credit, or pending fee credit.

The **Transaction Detail** window displays transaction information, such as invoice periods, days since Prompt Payment Act start, account numbers, reference numbers, conversion rates, etc. The number of records in the results is listed at the top center of the window. Use the **Next** and **Previous** buttons to navigate.

The transaction status is selected from the **Transaction Status** drop-down list of the **Transaction Detail** window (lower left). See Table 15 for transaction status definitions.

The transaction classification is shown in the **Transaction Classification** field of the **Transaction Detail** window (lower left). See Table 13 on page 80 for transaction classification definitions.

Note: The link **Back to Previous Page** will open an out-of-date version of the **Transaction Summary** window, i.e., the data will come from a cache, and will not reflect any changes you have made in the **Transaction Detail** window. To see the updated version of the **Transaction Summary** window, press the **Refresh Summary** button in the **Transaction Summary** window. The screen will refresh and the data are updated.

When DTS cannot find a matching record for the ticket number, billing date range and authorized ticket cost shown on the CCV invoice, but it can find a match for that traveler's name, billing date range, and authorized ticket cost; this is noted in the **Remarks** text box. This field is editable (Figure 37). If the ticket number is blank or zero, the ticket number cannot be matched. The user cannot update a transaction appearing on an invoice that has been **Acknowledged**. In order to update the transaction, the invoice must be **awaiting certification** or **unmatched**. If the transaction is Acknowledgeable, this is noted in the title of the screen (Figure 37).

Awaiting Acknowledgement Transaction Detail

Invoice #: 0016537000026 Record 4 of 34 CBA Transaction Account #: 461427000000000A

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Transaction Date: 09/08/2008	Voucher #:	Reference #: 24717058253582532214635
Prompt Pay Start: 09/29/2008	Days since PPA Start: 83	Source Amt: 424.5
Original Invoice #: 0016537000026	Approving Official: HELEN D CARSONA	AOP Date:

LOA: 017020^21^2008^9999^0^57^1053^0^32477141000^21T1^ ABCDEF^5GQAWC^017020^

Traveler Name: SMITHY SHELLA Traveler SSN: XXX-XX-1111

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017373147799	\$424.50	
DTS >	019XXE	0017373147799	\$424.50	\$0.00

Transaction Status: Matched

Remarks:

Transaction Classification: Matched Debit

Reason for Unmatch:

Reason Unable to Amend: Matched Transaction

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

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Figure 37: Awaiting Acknowledgement Transaction Detail

From **Transaction Detail** window the CBA Specialist can:

- Change the transaction status (see Section 3.9.7.1).
- Place the transaction on hold (see Section 3.9.7.2).
- Reconcile a transaction by TANUM (see Section 3.9.7.3).
- Reconcile by ticket number (see Section 3.9.7.4).
- Initiate the process to issue an amendment for adjusting obligation for a ticket on the corresponding travel document (see Section 3.9.7.5).
- View the travel document in the DTS record (see Section 3.9.7.6).
- View consolidated transactions (see Section 3.9.7.7).

- Assign PPA Interest status (see Section 3.9.7.8).
- Manually apply an Advance Credit (see Section 3.9.7.9).
- Dispute the transaction (see Section 3.9.7.10).
- Return to the transaction summary window (see Section 3.9.6).

3.9.7.1 To Change Transaction Status

1. Select a new status from the **Transaction Status** drop-down list.
2. Add any comments to the **Remarks** box.
3. Press **Save**.

The new transaction status options depend on the current status:

- If the current transaction status is **Suspended**, CBA Specialist can change the status to **Unmatched**, **Held** or **Disputed**.
- If the transaction current status is **Unmatched**, CBA Specialist can change the status to **Disputed** or **Held**. The CBA Specialist may also change certain transactions to **Advance Credit** or **PPA Interest**.
- If the transaction current status is **Held**, the CBA Specialist can change the status to **Matched** or **Disputed**.
- If the transaction current status is **Disputed**, CBA Specialist can change the status to **Held** or **Closed**.
- If the transaction current status is **Closed**, CBA Specialist can change the status to **Held**.

NOTE that changing the current status to **Disputed**, **Closed**, or **PPA Interest** removes the transaction from the invoice.

3.9.7.2 To Hold a Transaction

To place a transaction on hold, select **Held** from the **Transaction Status** drop-down list (Figure 36), type in any remarks into the **Remarks** box, and press **Save**. The held transaction is removed from the invoice and assigned an **Unmatched** status while it remains on hold. Held transactions are listed on the **Held Transactions** list (see Section 3.9.18, “Held Transactions”).

See Section 3.9.18 “Held Transactions” for instructions on how to release a held transaction.

3.9.7.3 To Reconcile by TANUM

1. Enter the TANUM in the field provided and press **Reconcile by TANUM**.
2. If there is more than one ticket on the associated travel document, then the **Ticket List** window (see Figure 38) is displayed. Select the correct ticket in the **Ticket #** column. **Transaction Detail** window updates (see Section 3.9.8, “Ticket List”).
3. If the TANUM is associated with only one ticket, the **Transaction Detail** window updates.

The transaction is compared to DTS trip documents, and listed as matched or unmatched.

3.9.7.4 To Reconcile by Ticket Number

1. Enter the correct ticket number in the field provided and press **Reconcile by Ticket**.
2. The transaction detail window updates.

The transaction is compared to DTS trip documents, and listed as matched or unmatched.

3.9.7.5 To Initiate an Amendment

If the application finds a trip document that corresponds to a CCV transaction, but there is a dollar amount mismatch between the trip document and the CCV transaction, then the **Initiate Amendment** button becomes available.

If the CBA Specialist wishes to amend the trip document, press the **Initiate Amendment** button to open the **Initiate Amendment** window (see Section 3.9.10, “Initiate Amendment”). In the **Initiate Amendment** window, verify the information, enter any remarks to justify the amendment in the text box, and press **Initiate Amendment**.

The transaction is classified as an Amendment Pending. The AO either approves or returns the amendment. If the AO approves the amendment, the transaction is classified as Matched; if the AO returns the amendment, the transaction is classified as Unmatched.

3.9.7.6 To Review the Travel Document Records

To review the underlying travel document records in DTS, select the link in the TANUM column of the DTS row. The Defense Travel System application will open the trip document in a separate window in Read-Only mode. (See Appendix A, “Read-Only Access”).

3.9.7.7 To Review Consolidated Transactions

Press the **Group Details** button to open the **Consolidated Transaction** window (Figure 39). This button is enabled only if multiple transactions are associated with the same ticket number (e.g., a debit, one or more credits). The button will appear on the **Transaction Summary** window (Figure 35) and **Transaction Detail** window (Figure 36). Information is presented and labeled as a Consolidated Transaction. The **Consolidated Transaction** screen cannot be edited. (See Section 3.9.9 “Consolidated Transactions” for details).

3.9.7.8 To Assign PPA Interest Status

Previously made payments of interest to satisfy the Prompt Payment Act appear on the invoice as debit transactions. However, since the interest has already been paid, the transaction need not be matched.

To assign the PPA Interest status, select **PPA Interest** from the **Transaction Status** drop-down list (Figure 36), type in any remarks into the **Remarks** box, and press **Save**.

The transaction is acknowledged (so that it is kept in record, and can be tracked) but the amount is removed from the DTS invoice when the DTS invoice is certified for payment.

3.9.7.9 To Apply an Advance Credit Manually

When the traveler receives a credit on the ticket at the terminal, and this change in the ticket amount is reflected in the trip document, but not reflected in the CCV Invoice, and the CCV Invoice and Trip Record other than this discrepancy agree, the CBA Specialist user can manually apply an advance credit to the DTS Invoice.

To apply an advance credit manually, select **Manual Advance Credit** from the **Transaction Status** drop-down list (Figure 36), type in any remarks into the **Remarks** box, and press **Save**.

When a transaction is classified as a Manual Advance Credit, the amount reflected in the Trip Record is available for acknowledgement and certification for payment; but the remaining discrepancy between the CCV Invoice and the Trip Record is not paid. The discrepancy is treated as an Advance Credit, that is, the discrepancy amount is acknowledged (so that it is kept in record, and can be tracked) but the discrepancy amount is removed from the DTS invoice when the DTS invoice is certified for payment.

3.9.7.10 To Dispute

To dispute a transaction, select **Disputed** from the **Transaction Status** drop-down list (Figure 36), type in any remarks into the Remarks box, and press **Save**.

A message box opens to warn that a disputed status does not dispute the charge with the CCV; this must be done outside DTS. It also indicates that in the Disputed Transaction Summary window, there's a link to the CCV form used to dispute the charge.

Disputed transactions are removed from the invoice. The balance of the invoice can be processed normally. Disputed transactions are listed on the **Disputed Transactions** list (see Section 3.9.15, "Disputed Transactions").

If the CCV finds the disputed transaction was invalid, no further action is required. If the CCV finds the disputed transaction was valid, the CCV will re-bill the transaction on the next billing cycle. The CBA Specialist must follow all proper audit procedures outside of DTS for managing a dispute with the CCV.

Once the disputed transaction is found valid or found invalid, and the CBA Specialist needs do nothing further with it, the CBA Specialist can close the dispute. (See Section 3.9.7.11, immediately below.)

3.9.7.11 To Close

To close a disputed transaction, select **Closed** from the **Transaction Status** drop-down list (Figure 36), type in remarks into the Remarks box, and press **Save**.

Closed transactions may later be placed in Held, if need arises to re-open the transaction. (See Section 3.9.7.2)

3.9.8 Ticket List

This window only is used when there is more than one ticket on the associated trip document, and the CBA Specialist must select which to use for reconciliation.

On the **Transaction Detail** window (Figure 36), enter the TANUM in the field provided and press **Reconcile by TANUM**. If there is more than one ticket on the associated travel document, then the **Ticket List** window (Figure 38) is displayed.

Ticket List

TANUM: 0TF0VC CCV Ticket Amount: \$525.48

Please select a ticket to proceed with reconciliation

Ticket #	Traveler Name	SSN	Trip #	Travel Date	Amount
0377202275287	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$525.48
8908124738320	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$8.87
OX73RI-CP	Carsona, Eric	XXX-XX-1111	1	08/24/2008	\$525.48
See Attached Ticket 1	Carsona, Eric	XXX-XX-1111	1	08/28/2008	\$257.50

* Non-CBA Ticket

Figure 38: Ticket List

The fields are defined in Table 16.

Table 16: Ticket List

Field	Description
Fields in the page header	
TANUM	Travel Document Identifier.
CCV Ticket Amount	Displays CCV ticket amount.
Columns in the table	
Ticket #	Ticket number.
Traveler Name	Traveler name.
SSN	Last four digits of the traveler's Social Security Number.
Trip #	Trip number (used for trips with more than one leg).

Table 16: Ticket List (Continued)

Travel Date	MM/DD/YYYY.
Amount	Ticket amount.

Select the link for the ticket in the **Ticket #** column. **Transaction Detail** window updates.

3.9.9 Consolidated Transactions

When two or more transactions are related to the same ticket number, such as when a payment and a refund are made on the same ticket, the transactions are consolidated.

The **Consolidated Transaction** screen (Figure 39) lists the net amount of a set of related transactions as well as the date, amount, status and classification of each contributory transaction.

The screen cannot be edited. Press **Close Window** to close the window. Press **Print This Page** to print this page.

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

Consolidated Transaction							
CBA Transaction Account #:	23456789123456789	TANUM:	OSKV5T	Ticket #:	0167130796014/15	Net Amount:	\$2,819.80
The consolidated transaction is comprised of the following detail transactions:							
Invoice #	Reference #	Type	CCV Ticket #	Status	Classification	Trans Amount	Trans Date
0016247000077	24792628110246900161234	Dr	0167130756789	Matched	Paid Debit	\$3,286.80	04/18/2008
1022518208145	74792628122246700385678	Cr	0167130712345	Unmatched	Unmatched Refund	\$467.00	04/22/2008

Figure 39: Consolidated Transaction

The fields are defined in Table 17.

Table 17: Consolidated Transaction

Field	Description
Fields in the page header	
CBA Transaction Account #	Account Number.
TANUM	Travel Document Identifier.
Ticket #	CCV ticket number.
Net Amount	Net amount of the consolidated transactions
Columns in the table	
Invoice #	Invoice number.

Table 17: Consolidated Transaction (Continued)

Reference #	CCV reference number.
Type	Transaction type, debit or credit.
CCV Ticket #	CCV Ticket number.
Status	Status of the transaction.
Classification	Classification of the transaction.
Trans Amount	Dollar amount of the transaction.
Trans Date	Date of the transaction.

The **Consolidated Transaction** screen opens from the **Transaction Summary** screen (see Section 3.9.6) or the **Transaction Detail** screen (see Section 3.9.7) when the **Group Details** button is pressed. The **Group Detail** button is enabled only if multiple actions are associated with the same transactions (e.g., a debit, credit or amendment pending for the same ticket).

3.9.10 Initiate Amendment

Open the **Initiate Amendment** window (Figure 40) from the **Transaction Detail** window (see Figure 36). (See Section 3.9.7.5 “To Initiate an Amendment”. See Section 3.9.7 “Transaction Detail”).

Initiate Amendment

CBA Invoice # I023273307267		CBA Transaction Account # 23456789123456789	
CCV Ticket #:	0017072594890	DTSTicket #:	See Attached Ticket 1
CCV Ticket Amount:	\$765.10	DTS Ticket Amount:	\$370.80
Travel Date:	09/09/2007	Transaction Date:	09/05/2007

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

Traveler Name:	CARSON/ERIC	Remarks: <div style="border: 1px solid gray; padding: 5px; min-height: 100px;">CBA Amendment for Ticket Adjustment</div>
Traveler SSN:	XXX-XX-1111	
TAHUM:	OQXLU1	
CBA Ticket #:	0017072594890	
CBA Ticket Amount:	\$765.10	
DTS Ticket Amount:	\$370.80	
Difference:	\$394.30	

Figure 40: Initiate Amendment

The fields are defined in Table 18.

Table 18: Initiate Amendment

Field	Description
Fields in the page header	
CBA Invoice #	Displays DTS CBA invoice number.
CBA Transaction Account #	Displays CBA account number.
CCV Ticket #	Displays CCV ticket number.
DTS Ticket #	Displays DTS ticket number.
CCV Ticket Amount	Displays CCV ticket amount.
DTS Ticket Amount	Displays DTS ticket amount.
Travel Date	MM/DD/YYYY.
Transaction Date	MM/DD/YYYY.
Fields in the table	
Traveler Name	Displays traveler name.
Traveler SSN	Displays last four digits of the traveler's Social Security Number.
TANUM	Travel Document Identifier.
CBA Ticket #	CBA ticket number.
DTS Ticket Amount	DTS ticket amount.
CBA Ticket Amount	CBA ticket amount.
Difference	The difference between the DTS amount and CBA amount.

If the application finds a trip document that corresponds to a CCV transaction, then the **Initiate Amendment** button becomes available on the **Transaction Detail** window (see Section 3.9.7, "Transaction Detail").

Note: The **Initiate Amendment** button is not available unless there is either a dollar amount mismatch or a ticket mismatch between the trip document and the CCV transaction.

Press the **Initiate Amendment** button to open the **Initiate Amendment** window.

The **Initiate Amendment** window shows the DTS Ticket Amount and the CBA Ticket Amount, as well as the difference. Enter remarks justifying the amendment, and press **Issue Amendment**. Press **Cancel** to cancel.

Note: The Initiate Amendment and Route for Approval (Section 3.9.10.1)

3.9.10.1 Route for Approval

The **Route for Approval** button functions almost identically to the **Initiate Amendment** button. It is used to alert the AO that approval of a DTS ticket cost or CTO fee expense is required before payment can be made on a particular transaction within a DTS invoice.

The **Route for Approval** button differs from the **Initiate Amendment** button in that it only displays when the following conditions are present (Figure 41):

- there is an exact cost match between the DTS document data and the CCV transaction data
- the Transaction Status is Unmatched
- the DTS document is currently in a CTO Amendment status (with a back-end status of Complete).

When the **Route for Approval** button displays, it will be in the same location as the **Initiate Amendment** button (Figure 41).

Open Transaction Detail

Invoice #: [01010101010](#) Record 177 of 250 CBA Transaction Account #: 46142700000000A

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Transaction Date: 11/04/2008 Voucher #: Reference #: 24717058311583110067726
 Prompt Pay Start: 11/12/2008 Days since PPA Start: 21 Source Amt: 13.0
 Original Invoice #: 01010101010 Approving Official: AOP Date:

LOA:
 Traveler Name: CARSY,KRIS Traveler SSN: XXX-XX-1111

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0017385824807	\$13.00	
DTS >	<input type="text" value="0TYG49"/>	<input type="text" value="8908102920081"/>	\$13.00	\$0.00
	Reconcile by TANUM	Reconcile by Ticket	Route for Approval	

Transaction Status: Remarks: AUTH NOT LETTING ME MATCH. SEE NEXT RECORD. [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

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Figure 41: Route for Approval Button in the Open Transaction Detail

An example using the **Route for Approval** button follows:

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. An amendment \$250 or greater must be routed to the AO for approval.) If the document is never routed to the AO for approval, it remains with the CTO AMENDMENT status. As a result, even though all ticket information matches in the CCV transaction, the CBA module cannot match the transaction because the DTS Authorization is not APPROVED and the obligation was not properly submitted to DFAS. The Route for Approval button displays in the Open Transaction Detail screen because the ticket/fee information matches and the DTS document status is CTO Amendment. The CBA Specialist uses this button to alert the AO that this cost increase must be approved.

1. Click **Route for Approval**.

The Initiate Amendment screen opens (Figure 42).

Route for Approval			
CBA Invoice # 0200620070731		CBA Transaction Account # 4486160007460001	
CCV Ticket #:	0277086663018	DTSTicket #:	0277086663018
CCV Ticket Amount:	\$158.80	DTS Ticket Amount:	\$158.80
Travel Date:		Transaction Date:	10/25/2007
Note: Please enter a reason for initiating an amendment in the remarks text box below.			
Traveler Name:	SYSREG/BRADLEY	Remarks:	Approval of an increased CBA ticket cost and/or CTO Fee expense is required for reconciliation and payment of CBA invoice.
Traveler SSN:	XXX-XX-0002		
TANUM:	0NXJGD		
CBA Ticket #:	0277086663018		
CBA Ticket Amount:	\$158.80		
DTS Ticket Amount:	\$158.80		
Difference:	\$0.00		
<input type="button" value="Route for Approval"/>		<input type="button" value="Cancel"/>	

Figure 42: Route for Approval Screen

The **Remarks** text box auto-populates with the following message to the AO (it may be edited if necessary.):

Approval of an increased CBA ticket cost and/or CTO fee expense is required for reconciliation and payment of the DTS invoice.

2. Click **Route for Approval**. (Cancel returns the user to the Detail Transaction Screen.)

The authorization in CTO Amendment status is routed to the AO for approval.

3. The Route for Approval - Information screen opens.

This screen shows that the amendment message was successfully 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.

3.9.11 Awaiting Acknowledgement Invoices

From the **Open Invoices** window (Figure 31), select the **Acknowledge** link in the **Acknowledge Invoice** column under the **Awaiting Acknowledgement** heading. This opens the **Awaiting Acknowledgement Invoice** window (Figure 43).

The screenshot shows a web application window titled "Awaiting Acknowledgement Invoice". At the top, there are navigation buttons for "Acknowledge Invoice" and "Invoice Status History". The window displays two identical invoice entries. Each entry includes the following fields:

- CBA Invoice #:** 0016537000026
- CBA Transaction Account #:** 461427000000000A
- Original Invoice #:** 0016537000026
- Traveler Name:** CARSONA/ERIC
- Ticket #:** 0017372334927 (first entry) / 0017373147785 (second entry)
- TANUM:** 0TKNJD
- Prompt Pay Start:** 09/29/2008
- Approving Official:** (empty)
- Days since PPA Start:** 83
- AOP Date:** (empty)
- Transaction Classification:** Transaction Held
- Transaction Status:** Held

Figure 43: Awaiting Acknowledgement Invoice

The fields are defined in Table 19.

Table 19: Awaiting Acknowledgement Invoice

Field	Description
Fields in the page header	
CCV Invoice #	Displays CCV invoice number.
CBA Transaction Account #	Displays CBA account number.
Fields in the table	
CBA Invoice #	Displays DTS CBA invoice number.
CBA Transaction Account #	Displays CBA account number.
Transaction Classification	Current transaction classification in DTS.

Table 19: Awaiting Acknowledgement Invoice (Continued)

Original Invoice#	Invoice number on which the transaction was originally billed.
Traveler Name	Last name and first initial of traveler.
Traveler SSN	Last four digits of the traveler's Social Security Number.
Ticket #	Flight ticket number or transportation charge ticket number.
TANUM	Travel Document Identifier.
Ticket Amt	Dollar amount of ticket.
Approving Official	Name of Approving Official.
Field	Description
Prompt Pay Start	Date the CCV placed the invoice containing the transaction in the mailbox.
Voucher #	Voucher number assigned when an invoice is paid.
Days Since PPA Start	Number of days since the CCV placed the invoice containing the transaction in the mailbox.
AOP Date	Advice of Payment Date.
Transaction Status	Current status of Transaction.

From this window, the options are:

- To review the CCV Invoice, select the CCV Invoice number link (see Section 3.9.5, "CCV Invoice", for an explanation of the **CCV Invoice** window). If this is an interim invoice, no link is available. Since interim invoices are specially created, there is no underlying CCV Invoice associated with it to view.
- To open the **Transaction Detail** window, select the **Ticket #** link (see Section 3.9.7, "Transaction Detail", for an explanation of the **Transaction Detail** window).
- To open the **Invoice Status History** window, press the **Invoice Status History** button (see Section 3.9.4, "Invoice Status History", for an explanation of the **Invoice Status History** window).

Press the **Acknowledge Invoice** button to acknowledge the invoice.

- If the invoice has no transactions certifiable for payment, the acknowledged invoice is kept in the record. No further action is required.
- If the invoice has transactions certifiable for payment, the invoice, once acknowledged, will appear on the **Open Invoices** window (Figure 31) under the **Awaiting Certification Invoices** table as an invoice now ready to be certified for payment.

3.9.12 Certify Invoices

From the **Open Invoices** window (Figure 31), select the **Certify** link in the **Certify Invoice** column under the **Awaiting Certification** heading. This opens the **Awaiting Certification Invoice** window (Figure 44).

Awaiting Certification Invoice				
Invoice #: 0101010101010	Certify Invoice	Invoice Status History	Exit Certifiable Invoice	CBA Transaction Account #: 461427000000000A
1-4 1 - 4 of 4				
CBA Invoice #: 0101010101010	CBA Transaction Account #: 461427000000000A	Transaction Classification: Matched Debit		
Original Invoice #: 0101010101010	Traveler Name: CARSONA/ERICT	Traveler SSN: XXX-XX-1111		
Ticket #: 0167382387015	TANUM: OTTOBC	Ticket Amt: \$415.00		
Approving Official: SHELLA D SMITHY	Prompt Pay Start: 11/05/2008	Voucher #:		
Days since PPA Start: 28	AOP Date:	Transaction Status: Matched		
CBA Invoice #: 0101010101010	CBA Transaction Account #: 461427000000000A	Transaction Classification: Matched Debit		
Original Invoice #: 0101010101010	Traveler Name: CARSY/KRIS	Traveler SSN: XXX-XX-2222		
Ticket #: 5268510465748	TANUM: OTRPI8	Ticket Amt: \$351.00		
Approving Official: SHELLA D SMITHY	Prompt Pay Start: 11/05/2008	Voucher #:		
Days since PPA Start: 28	AOP Date:	Transaction Status: Matched		

Figure 44: Awaiting Certification Invoice

From this window, the options are:

- To review the **CCV Invoice**, select the Invoice number link (see Section 3.9.5, “**CCV Invoice**”, for an explanation of the **CCV Invoice** window). If the invoice is an interim invoice, this link is not available.
- To open the **Transaction Detail** window, select the Ticket Number link (see Section 3.9.7, “**Transaction Detail**”, for an explanation of the **Transaction Detail** window).
- To open the **Invoice Status History** window, press the **Invoice Status History** button (see Section 3.9.4, “**Invoice Status History**”, for an explanation of the **Invoice Status History** window).
- Press the **Exit Certifiable Invoice** button to leave this screen without certifying the invoice.

When ready to initiate the certification process, press the **Certify Invoice** button.

Note: If the invoice contains a negative balance, the application will automatically lock the invoice. The transaction will be added automatically to the next invoice that is certified for payment.

If the invoice contains a positive balance, pressing the **Certify Invoice** button will open the digital signature box. A prompt for a digital signature will appear.

The CBA Specialist will be prompted for their PIN number. Enter the PIN number as prompted. Press **OK**. A message confirms successful certification for payment of the DTS CBA invoice.

To close the screen without certifying, press the **Close Invoice Review** button, or press **Cancel** in the **Digital Signature** box.

3.9.13 Rejected Invoices

From the toolbar, select the **Rejected Invoice** link to open the **Rejected Invoice Summary** window (Figure 45). This will display CBA invoices that have been rejected by DFAS or GEX. The window will display only the invoices that have at least one rejected transaction in the invoice. See Section 3.9.3, “Invoice Summary” for a description of the fields in the **Invoice Summary** window.

Rejected Invoice Summary				
1 - 1 of 1				
Invoice #:	I022734507166	Invoice Transactions:	Quantity	Amount
Invoice Created:	04/18/2007	Total:	6	\$1,394.40
Invoice Period End:	04/18/2007	Matched:	6	\$1,394.40
DTS Retrieved:	04/18/2007	Unmatched:		
DTS Reconciled:	05/06/2008	Disputed:		
CBA Transaction Account #:	461427000000000A	Suspended:		
CBA Prompt Pay Start:	04/27/2007	Held:		
Acknowledgement:	NA	Invoice Status:	DADS Rejected	
		Invoice Certification:	NA	
1 - 1 of 1				
Return to Previous Screen				

Figure 45: Rejected Invoice Summary

To process the rejected invoice, click **Return to Previous Screen**. Click on the link in the Unmatch Invoice column (Figure 46) to move the invoice to the unmatched invoices. See Section 3.9.14 “Unmatched Invoices”.

Rejected Invoices (2)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
DTMO CBA 1	4614279999999999	598	I022734507108	View	Unmatch
DTMO CBA 2	4614270000000000	40	I023122208306	View	Unmatch

Figure 46: Rejected Invoice Table

See Section 3.9.3 “Invoice Summary” for a description of the fields in the **Rejected Invoice Summary** window.

3.9.14 Unmatched Invoices

From the toolbar, select the **Unmatched Invoice** link to open the **Unmatched Invoice Summary** window (Figure 47). The window will display only the invoices that have not been matched by the automatic reconciliation process (see Section 3.9.3, “Invoice Summary”).

Unmatched Invoice Summary				
1 - 5 of 5				
CCV Invoice #:	000000000090	Invoice Transactions:	Quantity	Amount
Invoice Created:	08/30/2003	Total:	2	\$909.45
Invoice Period End:	08/31/2003	Matched:	0	\$0.00
DTS Retrieved:	08/30/2003	Unmatched:	2	\$909.45
DTS Reconciled:	08/06/2003	Disputed:	0	\$0.00
CBA Transaction Account #:	448600000123456	Suspended:	0	\$0.00
CBA Prompt Pay Start:	08/30/2003	Invoice Status:	Auto Reconciled	
Acknowledgement:	NA	Invoice Certification:	08/31/2003	
CCV Invoice #:	000000000508	Invoice Transactions:	Quantity	Amount
Invoice Created:	07/28/2003	Total:	2	\$400.12
Invoice Period End:	07/27/2003	Matched:	0	\$0.00
DTS Retrieved:	07/29/2003	Unmatched:	1	\$200.06
DTS Reconciled:	08/28/2003	Disputed:	1	\$200.06
CBA Transaction Account #:	448616000000303	Suspended:	0	\$0.00
CBA Prompt Pay Start:	07/29/2003	Invoice Status:	Auto Reconciled	
Acknowledgement:	NA	Invoice Certification:	NA	
CCV Invoice #:	100000000012	Invoice Transactions:	Quantity	Amount

Figure 47: Unmatched Invoice Summary

See Section 3.9.3 “Invoice Summary” for a description of the fields in the **Unmatched Invoice Summary** window.

3.9.15 Disputed Transactions

From the Transactions drop-down list, select the **Disputed** to open the **Disputed Transaction Summary** window (Figure 48). The window displays only the transactions with a disputed classification.

CBA Invoice #:	CBA Transaction Account #:	Transaction Classification:
I023161007165	2345678912345678	Disputed Credit
Original Invoice #: 0016587000001	Traveler Name: CARSONA/SHELLA	Traveler SSN: XXX-XX-1111
Ticket #: 0017655306827	TANUM: 0PSTCQ	Ticket Amt: \$153.60
Approving Official: HELEN D CARSON	Prompt Pay Start: 11/20/2008	Voucher #:
Days since PPA Start: 339	AOP Date:	Transaction Status: Disputed
Disputed Date: 11/16/2008		
CBA Invoice #:	CBA Transaction Account #:	Transaction Classification:
0016653000003	1234567891234567	Duplicate Dispute
Original Invoice #: 0016653000003	Traveler Name: LANK/ERIC	Traveler SSN: XXX-XX-2222
Ticket #: 3320012551387	TANUM: 0PWWJC	Ticket Amt: \$106.30
Approving Official: PAUL D SMITHY	Prompt Pay Start: 11/27/2008	Voucher #: 136719
Days since PPA Start: 332	AOP Date:	Transaction Status: Duplicate Disputed
Disputed Date: 12/21/2008		

Figure 48: Disputed Transaction Summary

See Section 3.9.6 “Transaction Summary” for a description of the fields in the **Disputed Transaction Summary** window.

The data shown here cannot be changed: this window is view-only.

The transaction classification is shown in the **Transaction Classification** field of each table. See Table 13 for transaction classification definitions.

The **Ticket #** link opens the **Transaction Detail** screen (Figure 36), where the transaction may be reviewed or updated (see Section 3.9.7, “Transaction Detail”).

Press the **Refresh Summary** button to update the screen with the current data. If the **Transaction Detail** window is opened, the transactions may be viewed sequentially. At the bottom of the Transaction Detail window is a link **Return to Previous Screen**. This link returns the CBA Specialist to the **Transaction Summary** window. The transactions previous to the transaction most recently viewed will not be displayed in the **Transaction Summary** window. For example, if record 3 of 4 have been viewed, records 1 and 2 will not be displayed when returning to the Transaction Summary window. In such a case, all transaction summaries may be viewed by pressing **Refresh Summary**. The window will update with current data.

In general, when the CBA Specialist disputes a transaction to the CCV, the CCV issues a temporary credit during its investigation. Disputing a transaction does not prevent the undisputed transactions on the same invoice from being certified for payment. If the CCV finds the disputed transaction was invalid, no further action is required. If the CCV finds the disputed transaction was valid, the CCV will re-bill the transaction on the next billing cycle. In either case, once the dispute is resolved, the CBA Specialist may change the transaction status to Closed, to remove the transaction from the disputed list. Closed transactions are kept in record, but no further action is required.

Once a transaction is placed in Disputed status, a message displays informing the CBA Specialist that a dispute form must be submitted outside of DTS, directly to CCV, within 60 days of the invoice received date.

The Bank of America Form C11A0300 is the form to use for disputes and billing inquiries with Bank of America (BOA). The form may be accessed using the **BOA Dispute Form** link on the Disputed Transaction Summary screen (Figure 48). It is also available at: <http://www.gcsuthd.bankofamerica.com/forms/pdf/C11A0300.pdf>.

The Citi Form is the form to use for disputes and billing inquiries with Citi, The form may be accessed using the **Citi Dispute Form** link on the Disputed Transaction Summary screen (Figure 48).

3.9.16 Closed Transactions

Only Disputed transactions can be assigned the status Closed. This is done by the CBA Specialist once the dispute is settled to remove the transaction from the disputed transaction summary (see Section 3.9.15, “Disputed Transactions”).

From the **Search Report Criteria** page (see Section 3.9.1, “Search Report Criteria”), select the **Transaction Summary** from the **Report Type** drop-down and select **Closed** from the **Transactions Status drop down** to open the **Closed Transaction Summary** window (Figure 49). The window displays only the transactions with a closed classification.

Closed Transaction Summary

Invoice #: [Refresh Summary](#) CBA Transaction Account #:

1 - 1 of 1

CBA Invoice #:	000000005842	CBA Transaction Account #:	0123456789060605	Transaction Classification:	Transaction Closed
Original Invoice #:	000000005842	Traveler Name:	Skywalker.L	Traveler SSN:	XXX-XX-1365
Ticket #:	2006010902	TANUM:	ONVHYI	Ticket Amt:	\$100.00
Approving Official:	Sam T Damon	Prompt Pay Start:	06/20/2004	Voucher #:	
Days since PPA Start:	634	AOP Date:		Transaction Status:	Closed

1 - 1 of 1

[Return to Previous Screen](#)

Figure 49: Closed Transaction Summary

See Section 3.9.6 “Transaction Summary” for a description of the fields in the **Closed Transaction Summary** window.

The data shown here cannot be changed: this window is view-only.

The transaction classification is shown in the **Transaction Classification** field of each table. See Table 13 for transaction classification definitions.

The **Ticket #** link opens the **Transaction Detail** screen (Figure 36), where the transaction may be reviewed or updated (see Section 3.9.7, “Transaction Detail”).

Press the **Refresh Summary** button to update the screen with the current data. If the **Transaction Detail** window is opened, the transactions may be viewed sequentially. At the bottom of the Transaction Detail window is a link **Return to Previous Screen**. This link returns the CBA Specialist to the **Transaction Summary** window. The transactions prior to the transaction most recently viewed will not be displayed in the **Transaction Summary** window. For example, if record 3 of 4 have been viewed, records 1 and 2 will not be displayed when returning to the Transaction Summary window. In such a case, the transaction summaries may be viewed by pressing **Refresh Summary**. The window will update with current data.

3.9.17 Suspended Transactions

From the toolbar, select the **Suspended Transactions** link to open the **Suspended Transaction Summary** window (Figure 50). The window displays only the transactions waiting for credit or refund: that is, transactions of status Pending Fee Credit, Pending Credit, or Pending Refund.

Suspended Transaction Summary					
Invoice #:	Refresh Summary			CBA Transaction Account	
1 - 1 of 1					
CBA Invoice #:	0000000002282	CBA Transaction Account #:	1919191919191919	Transaction Classification:	Pending Refund
Original Invoice #:	0000000002282	Traveler Name:	Doeee/J	Traveler SSN:	
Ticket #:	SDTICKET017	TANUM:		Ticket Amt:	\$100.00
Approving Official:		Prompt Pay Start:	11/20/2004	Voucher #:	
Days since PPA Start:	45	AOP Date:		Transaction Status:	Suspended
1 - 1 of 1					

Figure 50: Suspended Transaction Summary

Click on the ticket link to open the **Suspended Transaction Detail** screen (Figure 51).

All functions are disabled (Reconcile by TANUM, Reconcile by Ticket, and Amendment) except status changes. “Reason for pending” is shown on the screen.

For pending refund transactions, the change of status from Suspended to Unmatched is not allowed if one of the following conditions is true:

Suspended Transaction Detail

Invoice #: 000000002282 Record 1 of 1 CBA Transaction Account #: 1919191919191919

Invoice Period Start: 11/30/2004 Days since PPA Start: 45 CBA Transaction Account #: 1919191919191919

Invoice Period End: 12/31/2004 Voucher #: Prompt Pay Start: 11/20/2004 AOP Date: Reference #: 000000000000000009015 Conversion Rate: 1.0

Original Invoice #: 000000002282 Approving Official:

LOA:

Traveler Name: Doeel/J Traveler SSN:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		SDTICKET017	\$100.00	
DTS >				

Transaction Status: Remarks:

Transaction Classification: Pending Refund

Reason for Pending: Corresponding debit of the credit has not been paid

Reason Unable to Amend: Suspended Transaction

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

[Return to Previous Screen](#)

Figure 51: Suspended Transaction Detail

1. There is no open invoice under the same CBA account number.
2. The associated debit transaction has not been paid.

See Section 3.9.6 “Transaction Summary” for a description of the fields in the **Suspended Transaction Summary** window. See Section 3.9.7 “Transaction Detail” for a description of the fields in the **Transaction Detail** window.

3.9.18 Held Transactions

From the toolbar, select the **Held Transactions** link to open the **Held Transaction Summary** window (Figure 52). The window displays only the transactions placed on hold by the CBA-DTA.

Select one CBA Transaction Account number from the drop-down and press **Refresh Summary**. The held transaction for that CBA Transaction Account number will be displayed.

A held transaction may be released from hold to the current invoice, or, if no current invoice is available, to an **Interim Invoice** created for this purpose. Note that a transaction released from hold cannot be placed on an invoice with a different Prompt Payment Act date, or different account number. If the current invoice bears a different PPA date or different account number from the released transaction, the transaction will be released to an Interim Invoice.

See Section 3.9.6 “Transaction Summary” for a description of the fields in the **Held Transaction Summary** window. See Section 3.9.7 “Transaction Detail” for a description of the fields in the **Transaction Detail** window.

From **Held Transaction Summary** window the CBA Specialist can:

Held Transaction Summary

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

* CBA Transaction Account #:

Invoice #: 0000000000090 [Create Interim Invoice](#) [Refresh Summary](#) [Add to Current Invoice](#) CBA Transaction Account #: 4486000000123456

1 - 1 of 1

CBA Invoice #:	0000000000090	CBA Transaction Account #:	4486000000123456	Transaction Classification:	Transaction Held
Original Invoice #:	0000000000090	Traveler Name:	FOX/J	Traveler SSN:	XXX-XX-9955
Ticket #:	Empty	TANUM:	ONTGNQ	Ticket Amt:	\$90.00
Approving Official:	LEO MCGARRY	Prompt Pay Start:	08/30/2003	Voucher #:	
Days since PPA Start:	425	AOP Date:		Transaction Status:	Held

1 - 1 of 1
[Return to Previous Screen](#)

Figure 52: Held Transaction Summary

- Open the Transaction Detail Screen (see Section 3.9.18.1)
- Release held transactions to an Interim Invoice (see Section 3.9.18.2).

3.9.18.1 To Open the Transaction Detail Screen

The **Ticket #** link opens the **Transaction Detail** screen (Figure 36), where the transaction may be viewed or updated (see Section 3.9.7, “Transaction Detail”).

3.9.18.2 To Release a Held Transaction

Held transactions can be released to the current invoice, or, if no current invoice is available, to an Interim Invoice. The Interim Invoice is specially created for the purpose of reconciling released transactions in a timely fashion.

In the **Held Transaction Summary** window (see Figure 52):

1. Select the account number from the drop-down and press **Refresh Summary**. The held transactions drawing on that account will be displayed. The CBA Specialist may not select “all” accounts, since a specific account must be selected to control the interim invoice.
2. Select a **Prompt Payment Act** date from the drop-down. Held invoices of different PPA dates cannot be released to the same interim invoice, therefore only held invoices sharing the PPA date selected will be displayed.
3. Press **Add To Current Invoice**, if it is available. This button is available only if the current invoice bears the same Prompt Payment Act date and account number as the transaction being released. All held transactions showing on the screen will be added to the current invoice.

4. Press **Create Interim Invoice**, if it is available. This button is available only if no invoice is currently available. All held transactions showing on the screen will be added to a newly-created Interim Invoice. The invoice appears as an unmatched invoice on the **Open Invoices** screen (see Figure 31), and is treated as any other unmatched invoice.

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

Once a transaction has been released from held, press **Refresh Summary** to refresh the screen. Only transactions currently in held from other months will be displayed.

3.9.19 Compliance Report

Select the **Compliance Report** link from the toolbar to open the **Generate CBA Reconciliation Compliance Report** window (Figure 53).

Figure 53: Generate CBA Reconciliation Compliance Report

The fields are defined in Table 20.

Table 20: Generate CBA Reconciliation Compliance Report

Field	Description
CBA Transaction Account #	Select from drop-down list.
CCV Invoice Date Range From/To	MM/DD/YYYY.

CCV invoice auto-reconciliation takes place within 24 hours of receipt of the CCV Invoice; within 30 calendar days from the Prompt Payment Act date. The application allows the user to track the relevant dates.

This window allows the user to generate a compliance report based on the user’s criteria. This report measures the efficiency of the over-all reconciliation process by counting the days each step consumes.

From the drop-down list, select the CBA account number. Enter date ranges in the fields provided, and press **Generate Report**. The report results are displayed in the **CBA Reconciliation Compliance Report** window (Figure 54). The report will cover the account selected for the date range specified.

CBA Reconciliation Compliance Report			
Results for Date Range: 06/14/2000 - 09/14/2004		Total # of Invoices: 49	
	Days	Total Invoices	Invoice (%)
Days Required for Reconciliation (from PPA Start Date)	0	6	12.24
	1-2	0	0.0
	3-4	1	2.04
	5-6	0	0.0
	7+	38	77.55
Days Required to Certify Invoice (from Reconciliation Date)	0-7	16	32.65
	8-15	1	2.04
	16-23	0	0.0
	24-30	0	0.0
	31+	1	2.04
Days Required to Submit Certified Invoice to DEBX (from PPA Start Date)	0-7	1	2.04
	8-15	1	2.04
	16-23	2	4.08
	24-30	0	0.0
	31+	9	18.37
Days Required for Advice of Payment (from Certified Date)	0	5	10.2
	1-3	0	0.0
	4-6	0	0.0
	7-9	0	0.0
	10+	1	2.04

[Click here](#) to Display Processing Exception Details
[Click here](#) to Download Compliance Report

Figure 54: CBA Reconciliation Compliance Report

The fields are defined in Table 21.

Table 21: CBA Reconciliation Compliance Report

Field	Description
Fields in the page header	
Results for Date Range	Displays selected date range.
Total Invoices	Displays total number of invoices for date range.
CBA Transaction Account #	Displays CBA account number.
Fields in the table: Columns	
Days	Number of days required for specific row field action.
Total Invoices	Number of invoices by days for specific row field action.
Invoice(%)	Percent of invoices by days for specific row field action.
Fields in the table: Rows	
Days Required for Reconciliation (from PPA Start Date)	Number of days required for DTS Automated Reconciliation (from PPA Start Date).

Table 21: CBA Reconciliation Compliance Report (Continued)

Field	Description
Days Required to Certify Invoice (from Reconciliation Date)	Number of days required to Certify Invoice by CBA Specialist (from Reconciliation Date).
Days Required to Submit Certified Invoice to GEX (from PPA Start Date)	Number of days required to submit certified invoice to GEX (from PPA Start Date).
Days Required for Advice of Payment (from Certified Date)	Number of days required for advice of payment to be posted in DTS (from Certified Date).

At the bottom of the **CCV Reconciliation Compliance Report** window (Figure 54) is a link:

Click [here](#) to **Download Compliance Report**: this opens a printer-friendly version of the compliance report, formatted as a downloadable Excel spreadsheet file (Figure 55).

1 CBA Reconciliation Compliance Report			
2			
3	Results for Date Range:	06/14/2000 - 09/14/2004	
4	Today's Date Time:	09/14/2004 11:12:42	
5	Total # of Invoices:	49	
6			
7		Days	Total Invoices Invoice (%)
8	Days Required for Reconciliation (from PPA Start Date)	0	6 12.24
9		1-2	0 0.0
10		3-4	1 2.04
11		5-6	0 0.0
12		7+	38 77.55
13			
14		Days	Total Invoices Invoice (%)
15	Days Required to Certify Invoice (from Reconciliation Date)	0-7	16 32.65
16		8-15	1 2.04
17		16-23	0 0.0
18		24-30	0 0.0
19		31+	1 2.04
20			
21		Days	Total Invoices Invoice (%)
22	Days Required to Submit Certified Invoice to DEBX (from PPA Start Date)	0-7	1 2.04
23		8-15	1 2.04
24		16-23	2 4.08
25		24-30	0 0.0
26		31+	9 18.37
27			
28		Days	Total Invoices Invoice (%)
29	Days Required for Advice of Payment (from Certified Date)	0	5 10.2
30		1-3	0 0.0
31		4-6	0 0.0
32		7-9	0 0.0
33		10+	1 2.04
34			

Figure 55: CBA Reconciliation Compliance Report Spreadsheet

See Table 21 for a definition of the fields in this report.

CHAPTER 4 Centrally Billed Account-Defense Travel Administrator (CBA-DTA)

The CBA-DTA Administration windows are used by DTAs with permission level 7 for managing CBA accounts. Permission level 7 (DoD Component level) and CBA-DTA access must be granted by the CBA Administrator within the CBA Reconciliation Module. The CBA-DTA will normally be assigned to someone at the service and activity HQ level.

The CBA-DTA may add, edit, deactivate or delete CBA accounts. The CBA-DTA may also assign CBA Specialists to CBA accounts, and/or revoke that assignment. The CBA-DTA may also assign a default account to an organization. A default account is the account an organization uses unless otherwise specified.

- To **add** a CBA account, see Section 4.3.2, “Add New CBA Account”.
- To **edit** a CBA account, see Section 4.3.5, “Edit CBA Account”.
- To **deactivate** a CBA account, see Section 4.3.5.8, “To Change the Account Status”.
- To **delete** a CBA account, see Section 4.3.5.12, “To Delete a CBA Account”.
- To **assign** or **subtract** one or more CBA Specialists to a CBA account, see Section 4.3.8, “Add/Edit CBA Specialist”.
- To **set an organization default account**, or to edit the setting, see Section 4.3.10, “Set Default Account by Account”.

Revoking a CBA Specialists access to the CBA Reconciliation module does not delete the CBA Specialists account information. It merely revokes the CBA Specialists access to the CBA application.

The CBA-DTA may also assign and edit the Organization Account label. This is the name by which the organization will identify the CBA account. The organization account label is assigned when the organization is added. (See Section 4.3.7 “Add/Edit Organization”). The organization account label can be edited from the **Edit CBA Account** window. (See Section 4.3.5 “Edit CBA Account”).

4.1 CBA-DTA Account Administration Overview

The CBA Reconciliation module provides administrative functionality that allows CBA-DTAs to manage and maintain the CBA module. The administrative functions include CBA account management and user account management.

4.1.1 CBA Account Management

The CBA Reconciliation module provides the CBA-DTA with the ability to add, edit, or deactivate CBA accounts for an organization.

The CBA-DTA may create any number of CBA accounts for a given organization. The CBA-DTA must have access to the organizations within DTS to access this functionality. The traveler selects the CBA account to use for travel within DTS at the time the travel arrangements are made. DTS provides the traveler with a drop down list of CBA accounts. The CBA-DTA may define a default account to be used by a given organization. The default account will have an account label associated with it for ease of selection.

When creating an account, the CBA-DTA must specify the Vendor Pay Routing number for the account. This number will identify the vendor pay location where the invoices are processed. It is a separate number from the CBA Transaction Account Number. (If two numbers are provided from the charge card vendor (or the site) and it is not known which one is which, the highest number is always the transaction account number.)

Vendor Pay Routing # is the 6-character routing number/DODAAC number assigned to each vendor pay processing location where the invoice is processed for payment. For DTS, this routing number identifies which location the Global Exchange (GEX) routes the electronic invoice for payment.

The CBA-DTA must also identify at least one CBA Specialist for the account, but not more than five.

The CBA Reconciliation module also provides the CBA-DTA with the ability to edit existing user accounts, edit account information; including account label and routing number, change the CBA Specialists assigned to it, and change the reconcilable status of a CBA account. If the reconcilable status of a CBA account is changed to "No", the CBA module will not be permitted to reconcile transactions for that account.

The CBA Reconciliation module also provides the CBA-DTA with the ability to deactivate an account. Note that deactivating an account in DTS does not cancel the account. Cancellation of an account is done with the charge card vendor, and requires a separate step. Once the account is deactivated in DTS, the account is no longer available for use by the traveler. The CBA Reconciliation module will continue to accept and reconcile transactions that have already been charged against the account. The account will be deleted from DTS after 15 months of inactivity. The CBA Reconciliation module will display the deactivated status of the account.

4.1.2 User Account Management

The CBA module provides the CBA-DTA with the ability to manage user accounts. The CBA module provides the CBA-DTA with the ability to search for a user by social security number, last name, first name, or organization. (See Section 4.3.3 “Search CBA Account”).

4.2 Navigating the CBA-DTA windows

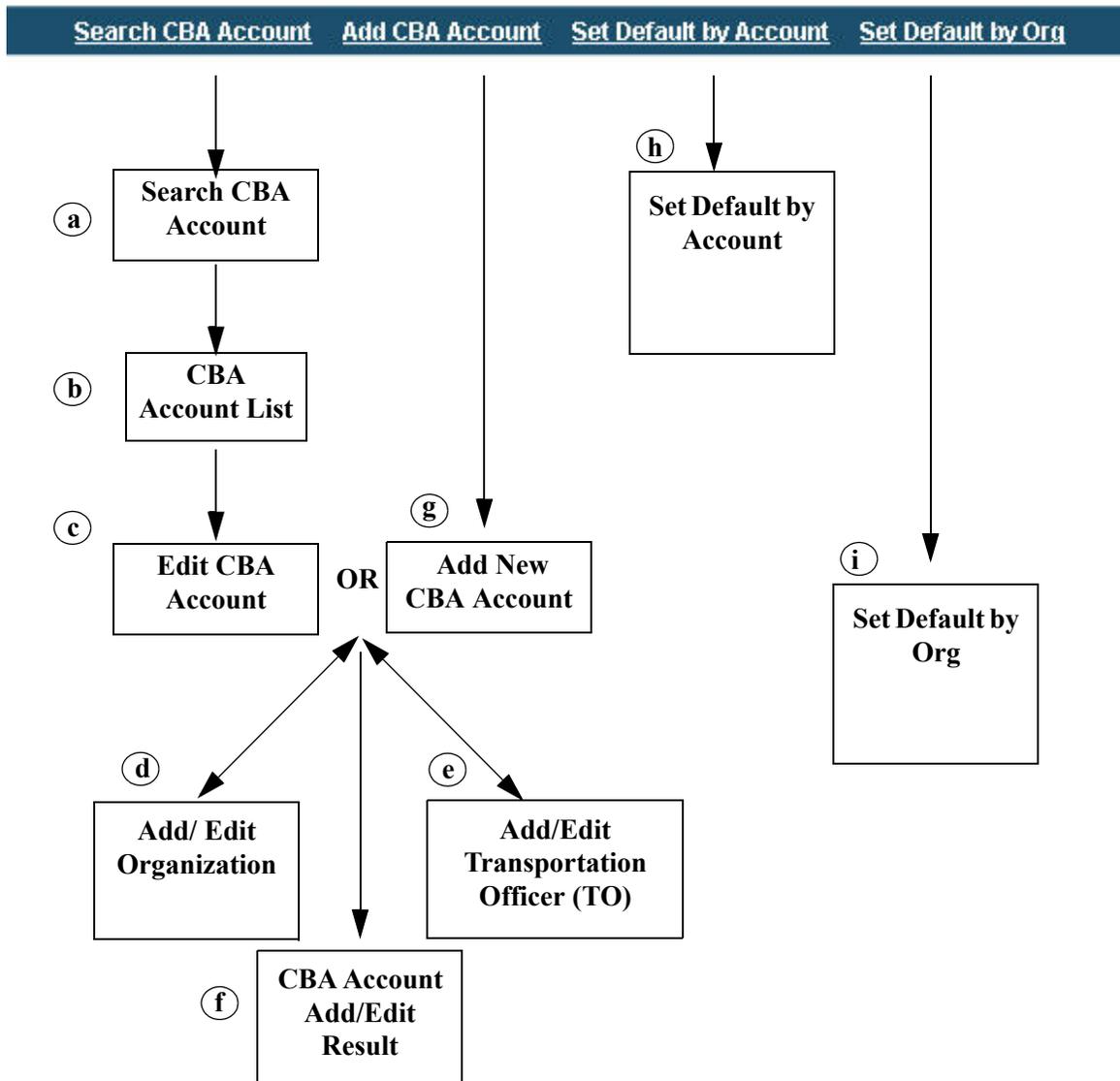


Figure 56: Navigating the CBA-DTA User Windows

How to navigate the CBA-DTA user windows is shown above (Figure 56). A link or command that opens to another window is shown here by an arrow. The toolbar on any CBA-DTA user window opens:

- The CBA Account **Search** window (see Section 4.3.3, “Search CBA Account”).
- The **Add New CBA Account** window (see Section 4.3.2, “Add New CBA Account”).

- The **Set Default by Account** window (see Section 4.3.10, “Set Default Account by Account”).
- The **Set Default by Org** window (see Section 4.3.11, “Set Default Account by Organization”).

Upon login, the CBA Account **Search** window opens. The CBA-DTA user is able to search for one or more CBA accounts. The results appear in the **CBA Account List** window. From the **Add New CBA Account** or **Edit CBA Account** window, the user is able to add a new CBA account or to modify an existing CBA account.

Each window and its related user function is listed in Table 22.

Table 22: CBA-DTA User Windows and Functions

	Window	Function
a.	Search	Search for one or more CBA accounts.
b.	CBA Account List	Displays a list of account numbers. Select an account to edit from this list.
c.	Edit CBA Account	Modify the associated organization and CBA Specialist information for a selected CBA account.
d.	Add/Edit Organization	Add or remove organizations and edit account labels for a CBA account.
e.	Add/Edit Transportation Officer(s)	Add or remove CBA Specialists for a CBA account.
f.	CBA Account Add/Edit Result	Displays the account add and edit results.
g.	Add New CBA Account	Add a new CBA account: assign organizations, account labels, and CBA Specialists to the new account.
h.	Set Default by Account	Sets the CBA account a given organization will, by default, use.
i.	Set Default by Org	Sets the organization or organizations that will, by default, use the CBA account specified.

4.3 Screen Details

This section describes each window available to the CBA-DTA. The order shown here is not the only possible workflow order.

4.3.1 Login for DTA

If the user has more than one role, the first window seen will offer a choice of roles. Select a button from the window, or link from the toolbar, will open the starting window for that role.

If the user has only one role, the application automatically opens the beginning screen for that role. The starting windows, and the buttons that open them, are noted on Table 23.

Table 23: Login for DTA

Button/Toolbar command	Description	Note
TO (Transportation Officer)	Opens Open Invoices . See CHAPTER 3 "Centrally Billed Account (CBA) Specialist"	Starting window for the CBA Specialist.
DTA (Travel Administrator)	Opens Search CBA Account . See CHAPTER 4 "Centrally Billed Account-Defense Travel Administrator (CBA-DTA)"	Starting window for the CBA-DTA.

The buttons will not be available to users who lack the proper permission level in DTS. The CBA Specialist must have permission level 4. The CBA-DTA must have permission level 7. The buttons are enabled and visible only to a logged-in user who has the proper permission levels and has been added to the CBA Reconciliation module as an authorized user.

The user may return to this page to log in to another available role by selecting the **CBA Home** link in the upper right of any page.

4.3.2 Add New CBA Account

Select **Add New CBA Account** from the toolbar to open the **Add New CBA Account** window (Figure 57).

Figure 57: Add New CBA Account

The fields are defined in Table 24.

Table 24: Add New CBA Account

Field	Description
CBA Transaction Account #	The transaction account number to which the CTO charges.
CBA Central Account #	The account number against which the CCV invoice bills.
Expiration Date	Enter the account expiration date.
Vendor Pay Routing #	Identifies the DFAS location that processes the certified invoice for payment.
Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA label Naming Convention. Up to 17 characters.
Agency	Agency that owns the CBA account.
Charge Card Vendor	Name of Charge Card Vendor.
Organization(s)	DTS Organization that uses the account.

Table 24: Add New CBA Account (Continued)

Field	Description
Set CBA Transaction Account as Default for all Organizations	Select this check box if the organizations specified in the box above will all take the new CBA transaction account as their default account.
Transportation Officer(s)	Person responsible for reconciling the account. At least one, but no more than five CBA Specialists are assigned to each account.
Reconcilable on CBA Transaction #	Select Yes if invoices under the CBA Account will be reconciled by the DTS CBA module; if not, No .

Enter the information for the new account in the fields provided. All fields are required fields.

To select an organization to be associated with this account, in the **Organization** section, press **Add to List**. The **Add/Edit Organization** window opens (Figure 62). Use the **Add** or **Remove** buttons to construct a list of organizations. Press **Continue**. The **Add New CBA Account** window will update. (See Section 4.3.7 “Add/Edit Organization” for details on the Add/Edit Organization window).

To select a CBA Specialist to be associated with this account, in the **Transportation Officer(s)** section press **Add to List**. The **Add/Edit Transportation Officer (TO)** window opens (Figure 63). Use the **Add** or **Remove** buttons to construct a list of CBA Specialists. Press **Continue**. The **Add New CBA Account** window will update. No more than five CBA Specialists can be associated with an account. See Section 4.3.8 “Add/Edit CBA Specialist” for details on the Transportation Officer (TO) window.

To set this new account as the default for all the organizations specified in the **Organization(s)** field, select the check box **Set CBA Transaction Account as Default for All Organizations**. If not, clear the check box.

If invoices under the account will be reconciled by the CBA application described in this manual, select **Yes** from the drop down **Reconcilable on CBA Transaction #**. If this account is not to be reconciled by the application described in this manual, select **No**.

Press **Save New Account**. A confirmation window opens to report success or report any errors.

The CBA Labels naming convention must follow the format in Table 25. The CBA account must be granted by the CCV prior to being established in DTS for use by travelers.

Table 25: CBA Label Naming Convention

Level	Position	Title	Values
1	1	Federal Agency	D = DoD
2	2	Component	A = USA F = USAF M = USMC N = USN D = Defense Agency J = Joint Command
3	3-15	Unique to Service by account	Alphanumeric
EXAMPLE FOR DEFENSE AGENCY: DDxxTraining12345 = 17 total characters			

Note: The application will not accept a duplicate label. The label must be unique across all DoD accounts.

4.3.3 Search CBA Account

Upon login, the CBA-DTA user sees the CBA Account **Search** window (Figure 58).

Search

Note: you may use an asterisk (*) as a wild card in your search, e.g. 4245*

Search For CBA Transaction Account #: (16)

CBA Central Account #: (16)

Vendor Pay Routing #: (6)

Account Label: (15)

Transportation Officer (Last Name): (25)

Figure 58: Search CBA Account

The fields are defined in Table 26.

Table 26: Search CBA Account

Field	Description
Search for CBA Transaction Account #	Search criterion is the CBA transaction account number. A partial number may be used. This is a required field.
CBA Central Account #	The account number against which the CCV invoice bills.
Vendor Pay Routing #	This number identifies the DFAS location that processes the certified invoice for payment. A partial number may be used.
Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
Transportation Officer (Last Name)	Last name of a CBA Specialist associated with the account. A partial name may be used.

Enter the search criteria of the CBA account to be found in the field provided and press Search. An asterisk may be used as a wild card in the search. The search results are limited to CBA accounts within the CBA-DTA's Org-Access hierarchy. The results of a search appear on the CBA Account List window (Figure 59).

4.3.4 CBA Account List

The results of a search in the CBA Account Search window (Figure 58) appear on the CBA Account List window (Figure 59).

CBA Account List						
CBA Transaction Account #	CBA Central Account #	Account Label	Current Status	Vendor Pay Routing #	Expiration Date	Reconcilable
1234567891234567	9876543219876543	DFFMG05 Tickets	Active	503000	05/31/2009	Yes
2345678912345678	5678912345678912	DT Citi 0031 9	Active	503000	06/30/2011	Yes

[Return to Previous Screen](#)

Figure 59: CBA Account List

The fields are defined in Table 27.

Table 27: CBA Account List

Field	Description
CBA Transaction Account #	The transaction account number to which the CTO charges.
CBA Central Account #	The account number against which the CCV invoice bills.

Table 27: CBA Account List (Continued)

Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA label Naming Convention. Up to 17 characters.
Current Status	Indicates if account is active or inactive.
Vendor Pay Routing #	Identifies the DFAS location that processes the certified invoice for payment.
Expiration Date	Date after which the account automatically becomes inactive.
Reconcilable	Displays Yes if invoices under the CBA Account can be reconciled by the DTS CBA module; if not, displays No .

If the expiration date is 60 days away or less, the entry is highlighted. Sort any column by selecting the link in the column header. If the account can be reconciled by the application described in this manual, the entry under the **Reconcilable** column is **Yes**. The CBA-DTA user can only view accounts under their organization access hierarchy. The results window will not list an account the CBA-DTA has no permission to view. Select the link in the **CBA Transaction Account #** column to open the **Edit CBA Account** window. (See Section 4.3.5 “Edit CBA Account”). Use the **Previous** and **Next** buttons to navigate.

4.3.5 Edit CBA Account

In the **CBA Account List** window (Figure 59) select the link in the **CBA Account #** column to open the **Edit CBA Account** window (Figure 60).

The screenshot shows the 'Edit CBA Account' window with the following fields and values:

- CBA Transaction Account #: 461 4279999999999 (16)
- CBA Central Account #: 461 4270000000000 (16)
- Expiration Date: 06/30/2011 (MM/DD/YYYY)
- Vendor Pay Routing #: 667300 (6)
- Account Label: CBA TRAINING
- Agency: United States Air Force
- Charge Card Vendor: Citi
- Account Created: 11/01/2008
- Current Account Status: Active
- Organization(s): DFABC, DFABCDEF, DFABCDEFGHI (with an 'Edit List' button)
- Set CBA Transaction Account as Default for all Organizations
- Transportation Officer(s): RANZ, TUCKER XXXX-XX-3333, CARSONA, ERIC XXXX-XX-2222, SMITHY, SHELLA XXXX-XX-1111 (with an 'Edit List' button)
- Reconcilable on CBA Transaction #: Yes
- Recon Flag Set: SHELLA S SMITHY,

Buttons at the bottom include 'Save Changes', 'Delete', 'Cancel', and a link for 'Return to Previous Screen'.

Figure 60: Edit CBA Account

The fields are defined in Table 28.

Table 28: Edit CBA Account

Field	Description
CBA Transaction Account #	The transaction account number to which the CTO charges.
CBA Central Account #	The account number against which the CCV invoice bills.
Expiration Date	Option to edit the expiration date of the account.
Vendor Pay Routing Number	Identifies the DFAS location that processes the certified invoice for payment.
Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
Agency	Agency that owns the CBA account.
Charge Card Vendor	Displays name of Charge Card Vendor.
Account Created	Displays date when account was created.
Current Account Status	Select Active or Inactive .
Organization(s)	Identifies the DTS organization that has access to this account.
Set CBA Transaction Account as Default for all Organizations	Select this check box if all the organizations specified in the box above will use the current CBA transaction account as their default account.
Transportation Officer(s)	Person responsible for reconciling the account. At least one, but no more than five CBA Specialist are assigned to each account.
Reconcilable on CBA Transaction#	Select Yes if invoices under the CBA Account can be reconciled by the DTS CBA module; if not, select No . This parameter can be edited by the CBA-DTA. See Section 4.3.5.11.
Recon Flag Set	Displays the date "Reconcilable on CBA Transaction #" field was set, and by whom. If the flag is set, the account is marked as reconcilable.

The **CBA Account** window associates an account label, an agency, and a Vendor Pay Routing number to each CBA Account number. Permission to use this account is also granted to CBA-DTAs or organizations from this window. From this window, the CBA-DTA can:

- Edit the CBA Transaction Account Number (see Section 4.3.5.1).
- Edit the CBA Central Account Number (see Section 4.3.5.2).
- Edit the Expiration Date (see Section 4.3.5.3).
- Edit the Vendor Pay Routing Number (see Section 4.3.5.4).
- Edit the Account Label (see Section 4.3.5.9).

- Change the Agency (see Section 4.3.5.6).
- Change Charge Card Vendor (see Section 4.3.5.7).
- Change the Current Account Status (see Section 4.3.5.8).
- Edit the Organizations on the account list (see Section 4.3.5.9).
- Edit CBA Specialists on the account list (see Section 4.3.5.10).
- Change the Reconcilable Status of a CBA account (see Section 4.3.5.11).
- Delete the CBA account (see Section 4.3.5.12).

4.3.5.1 To Edit the CBA Transaction Account Number

Enter the CBA Transaction Account Number in the field provided and press **Save Changes**. Note that this value can be changed without changing the Account Label.

4.3.5.2 To Edit the CBA Central Account Number

Enter the CBA Transaction Account Number in the field provided and press **Save Changes**. Note that this value can be changed without changing the Account Label.

4.3.5.3 To Edit the Expiration Date

Select the desired date by pressing the calendar button. A calendar opens, and the date may be selected with the cursor. The window closes, and the screen updates, the moment a date is selected with the cursor. To navigate through the months and years, use the forward and back buttons (< and >).

4.3.5.4 To Edit the Vendor Pay Routing Number

Enter the Vendor Pay Routing Number in the field provided and press **Save Changes**.

4.3.5.5 To Edit the Account Label

Enter the Account Label in the field provided and press **Save Changes**. (See Table 25, "CBA Label Naming Convention,")

4.3.5.6 To Change the Agency

Select the desired agency from the drop-down list and press **Save Changes**.

4.3.5.7 To Change Charge Card Vendor

Select the desired vendor from the drop-down list and press **Save Changes**. (Function not available in the current release.)

4.3.5.8 To Change the Account Status

Select the desired account status from the **Current Account Status** drop-down list and press **Save Changes**. If the CBA-DTA changes the account status to **Inactive**, the account will remain active in a limited way for a certain grace period so that outstanding invoices can still be paid. However, even during this period, the account is marked “inactive” and cannot be opened by the DTS user.

4.3.5.9 To Edit the Organizations on the Account List

Press the upper **Edit List** button to open the **Add/Edit Organization** window (Figure 62). Add or remove organizations from the selection list and press **Save**. (See Section 4.3.7 “Add/Edit Organization”). To set a CBA Transaction Account that is currently being edited as the default account for all organizations selected, mark the check box. An inactive CBA Transaction account may not be set to be the default account.

4.3.5.10 To Edit the CBA Specialists on the Account List

In the **Transportation Officer(s)** field, highlight the name to be added to the list and press the lower **Edit List** button to open the **Add/Edit Transportation Officer (TO)** window (Figure 63). No more than five CBA Specialist users may be assigned to a given CBA account. (See Section 4.3.8 “Add/Edit CBA Specialist”).

4.3.5.11 To Change the Reconcilable status of a CBA Account

Not every account can be reconciled by the CBA Reconciliation module, as the CBA application is not available or not fully deployed to all locations. The DTA-CBA has the option of marking a CBA Account reconcilable or not reconcilable. Select **Yes** if invoices under the CBA Account can be reconciled using the DTS CBA module; if not, select **No**.

4.3.5.12 To Delete a CBA Account

This function is only used to delete accounts that have been entered erroneously, and have not yet had any invoice processed. If the account information is correct and the account is inactive, deactivate but do not delete the account.

To delete an account, press **Delete**. The **Delete CBA Account** screen opens (Figure 61). Confirm the deletion on this screen. (See Section 4.3.6.)

4.3.6 Delete CBA Account

In the **Edit CBA Account List** window (Figure 60) select the **Delete** button to open the **Delete CBA Account** window (Figure 61).

Figure 61: Delete CBA Account

The fields are defined in Table 29.

Table 29: Delete CBA Account

Field	Description
CBA Transaction Account #	The transaction account number to which the CTO charges.
CBA Central Account #	The account number against which the CCV invoice bills.
Reason for Deletion	Type in justification for deleting the account.

The **Delete CBA Account** window asks for confirmation and justification of any deletion. From this window, the CBA-DTA can delete the account.

The account is only deleted if entered erroneously. If the account information is correct, but the account is no longer active, do not delete, but change the account status to inactive on the **Edit CBA Account** screen (Figure 60).

Justify the deletion in the **Reason for deletion** text box. Press **Continue** to delete or **Cancel** to keep the account.

Use the link **Return to the Previous** screen to return to the **Edit CBA Account** screen.

4.3.7 Add/Edit Organization

In the **CBA Account List** window (Figure 59) in the **Organization(s)** field, highlight the organization whose account label is to be edited and press the upper **Edit List** button to open the **Add/Edit Organization** window (Figure 62).

Figure 62: Add/Edit Organization

The fields are defined in Table 30.

Table 30: Add/Edit Organization

Field	Description
CBA Transaction Account Number	The transaction account number to which the CTO charges.
Find	Cursor will jump to line item matching the letter or word typed.
Choose an Organization	Select from the list of DTS Organizations.
Selected Organization(s)	Displays DTS Organizations you have selected to use the account.

Each account has at least one organization associated with it. To add organizations to the list of organizations associated with the current account, highlight one or more entries on the **Choose**

an **Organization** list to the left by highlighting it, and press in **Add**. More than one organization maybe highlighted by holding down the CTRL key and clicking with the mouse. To remove organizations, highlight one or more on the **Select Organization(s)** list to the right, and press **Remove**.

Press **Continue**. The **Edit CBA Account** window opens (Figure 60), with the pending changes displayed. To confirm the changes, press **Save Changes**. (See Section 4.3.5 “Edit CBA Account”). The **CBA Account Add/Edit Results** window (Figure 64) opens to show the results, or, if there is an error, to display an error message. (See Section 4.3.9 “CBA Account Add/Edit Results”).

Press **Cancel** to return to the previous page without saving the changes.

4.3.8 Add/Edit CBA Specialist

To open this screen, press the **Edit List** button in the **Edit CBA Account** window (Figure 60).

Add / Edit Transportation Officer (TO)

CBA Transaction Account #: 2345678912345678

Note: you may use an asterisk (*) as a wild card in your search, e.g. 4245*
 At least one field is required for TO search (last name, first name, ssn or organization)

Search: Last Name: SSN: (9 digital number)

First Name: Organization:

Choose TO User(s)	Add / Remove	Selected TOs
MARTINA, SHELLA XXXX-XX-3333	<input type="button" value="Remove"/> <input type="button" value="Add"/>	CARSONA, ERIC XXX-XX-1111 SMITHY, PAUL XXXX-XX-2222

Figure 63: Add/Edit CBA Specialist

The fields are defined in Table 31.

Table 31: Add/Edit CBA Specialist

Field	Description
CBA Transaction Account Number	The CBA transaction account number to which the CTO charges.
Last Name	Search by Last name of CBA Specialist. Use asterisk as wildcard.
First Name	Search by First name of CBA Specialist.
SSN	Search by Social Security Number (9 digits, no dashes nor spaces).
Organization	Search by CBA Specialists assigned Organization.
Choose TO User(s)	Select from table.
Selected TOs	Displays selected CBA Specialists.

In the **Add/Edit Transportation Officer (TO)** window is a search box, with fields to define the search. Search by last or first name, social security number, organization, or any combination thereof. An asterisk can be used as a ‘wild card’. Press **Search**.

The search results appear under the **Choose TO User(s)** list to the left. Highlight a name and press **Add** to add it to the **Selected TOs** list to the right. The **Selected TOs** list names the users granted access to the current CBA account.

To remove a CBA Specialist from the selected list, highlight the name on the **Selected TOs** list, and press **Remove**. The removed name appears on the **Choose TO User(s)** list to the left.

Add or remove names until the desired names display on the **Selected TOs** list.

Note: No more than five CBA Specialist users may be assigned to a given CBA account.

Press **Continue**. The **Edit CBA Account** window opens (Figure 60), with the pending changes displayed. To confirm the changes, press **Save Changes**. (See Section 4.3.5 “Edit CBA Account”).

The **CBA Account Add/Edit Results** window (Figure 64) opens to show the results. If there is any error, the window displays an error message. (See Section 4.3.9 “CBA Account Add/Edit Results”).

4.3.9 CBA Account Add/Edit Results

From the **Edit CBA Account** window (Figure 60), press **Save Changes**. The **CBA Account Add/Edit Results** window (Figure 64) opens to confirm the results. If there is any error, the window displays an error message.

CBA Account Add / Edit Result						
CBA Transaction Account #	CBA Central Account #	Account Label	Current Account Status	Vendor Pay Routing #	Expired Date	Reconcilable
4614270000000ABC	461427000000000A	TR TEST	Active	123456	2010-05-25	Yes

Figure 64: CBA Account Add/Edit Results

The fields are defined in Table 32.

Table 32: CBA Account Add/Edit Results

Field	Description
CBA Transaction Account #	The transaction account number to which the CTO charges.
CBA Central Account #	The account number against which the CCV invoice bills.
Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA Label Naming Convention. Up to 17 characters.
Current Account Status	Active or Inactive.
Vendor Pay Routing #	Identifies the DFAS location that processes the certified invoice for payment.
Reconcilable	Displays Yes if invoices under the CBA Account can be reconciled by the DTS CBA module; if not, displays No .

4.3.10 Set Default Account by Account

A default account is the account an organization will use by default.

The CBA-DTA may select by organization or account. To select by account, select the **Set Default By Account** menu command from the toolbar to open the **Set Default by Account** window (Figure 65). To select by organization, click on the **Set Default by Org** link (See Section 4.3.11 “Set Default Account by Organization”)

Figure 65: Set Default by Account

The fields are defined in Table 33.

Table 33: Set Default by Account

Field	Description
Choose an Organization	Select from drop-down list.
Select A CBA Transaction Account As Default	Select from drop-down list; or select No Default Account . Choices are limited to the accounts established for the organization.

Select an organization from the drop-down list on the left; select an account from the drop-down list on the right; and press **Save Selected Account As Default** to identify the selected account as the default account for the selected organization. A confirmation window opens to report success or report any errors.

If the CBA-DTA wish not to set a default account for an organization, they may select **No Default Account Has Been Set** from the drop-down list.

An inactive account may not be set to be the default account.

If accounts have not yet been created for the organization selected, a warning message appears. The CBA-DTA cannot select a default account if no accounts exist. (See Section 4.3.2 “Add New CBA Account”).

4.3.11 Set Default Account by Organization

A default account is the account an organization will use by default.

The CBA-DTA may select by organization or by account. To select by organization, use the **Set Default by Org** menu command to open the **Set Default by Organization** window (Figure 66). To select by account, use the **Set Default by Account** menu command (see Section 4.3.10, “Set Default Account by Account”).

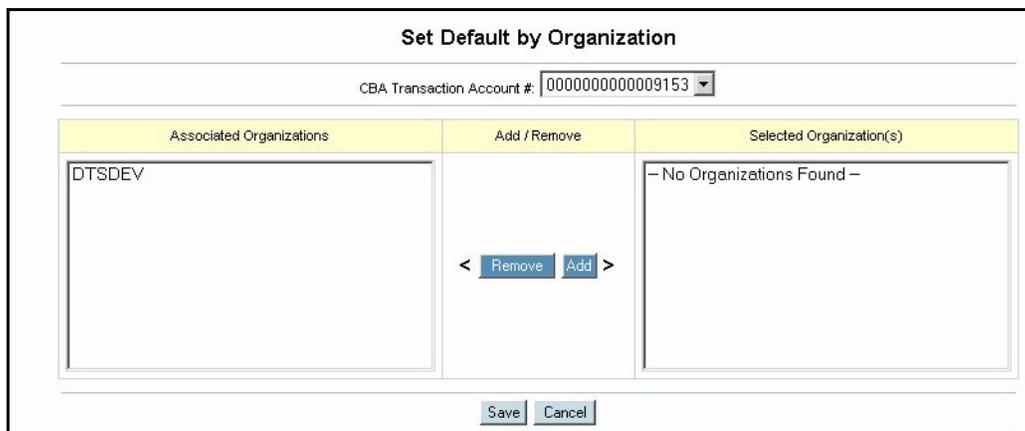


Figure 66: Set Default by Org

The fields are defined in Table 34.

Table 34: Set Default by Org

Field	Description
CBA Transaction Account #	Select from drop-down list.
Associated Organizations	Highlight to select. These are the candidates for selection to use the transaction account as their default account.
Selected Organization(s)	Highlight to select. These are the organizations that will use the transaction account as their default account.

Select a CBA Transaction Account number from the drop-down list above.

To set a default, highlight to select the organization to be associated with this Transaction Account from the **Associated Organizations** column and press **Add**. To remove a default, highlight to select an organization from the Selected Organization(s) column and press **Remove**. Press **Save** to save the changes.

An inactive account cannot be set to be the default account.

All organizations selected will use the selected transaction account as their default account.

A confirmation window opens to report success, or report any errors.

CHAPTER 5 Centrally Billed Account (CBA) Administrator

The CBA Administrator, currently the Defense Travel Management Office (DTMO), is a permission level 9 user. The CBA Administrator can add or remove CBA Specialist users, generate a compliance report, or restage CCV invoices. The CBA Administrator cannot edit user accounts. The CBA Administrator merely grants or revokes the CBA Specialist user access to the CBA application. Revoking a CBA Specialist user access to the CBA does not delete the CBA Specialist user account information.

From the toolbar on any window, the CBA Administrator can navigate to the **DTA User List** window (Figure 68), to the **Add New DTA User** window (Figure 69), to the **Generate CBA Reconciliation Compliance Report** window (Figure 70), or to the **Restage CCV Invoice for Reconciliation** window (Figure 74).

5.1 Screen Details

This section describes each window available to the CBA Administrator.

5.1.1 Login for CBA Administrator

If the user has more than one role, the first window displayed will offer a choice of roles. Select a button from the window, or link from the toolbar, to open the starting window for that role (Figure 67). The buttons are enabled and visible only to logged-in users who have the proper permission levels and have been added to the CBA Reconciliation Module as an authorized user. The user may return to this page to log in to another available role by selecting the **CBA Home** link in the upper right of any page. If the user has only one role, the application automatically opens the starting window for that role. The starting windows are noted on Table 35.

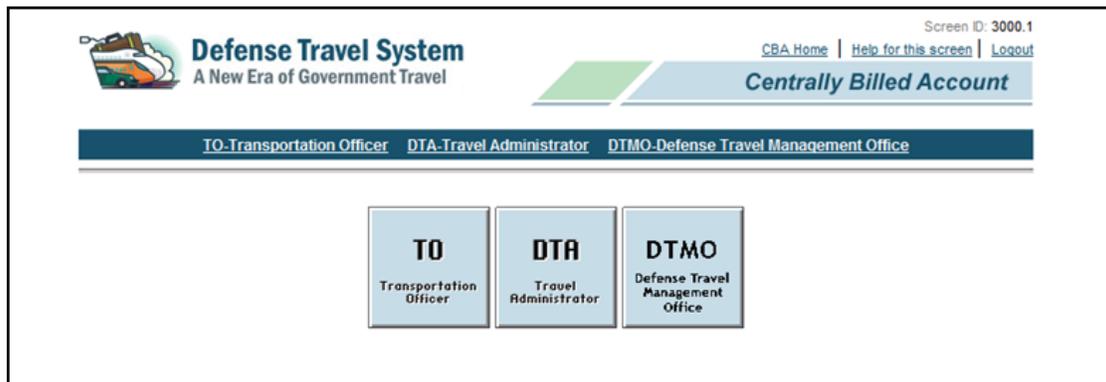


Figure 67: Login for CBA Administrator

Table 35: Login for CBA Administrator

Button/Toolbar command	Description	Note
TO (Transportation Officer)	Opens Open Invoices . See CHAPTER 3 "Centrally Billed Account (CBA) Specialist"	Starting window for the CBA Specialist.
DTA (Travel Administrator)	Opens Search CBA Account . See CHAPTER 4 "Centrally Billed Account-Defense Travel Administrator (CBA-DTA)"	Starting window for the CBA-DTA.
DTMO (Defense Travel Management Office)	Opens DTA User List . See CHAPTER 5 "Centrally Billed Account (CBA) Administrator"	Starting window for the CBA Administrator.

5.1.2 DTA User List

The first window seen by the CBA Administrator is the **DTA User List**. From any CBA Administrator window, it can be opened by selecting the **DTA User List** link on the toolbar. This window lists all level 7 CBA-DTA users in the system by Name, Social Security Number, and Organization (Figure 68).

Name	SSN	Organization	Remove User
ARENA, BRUCE	100019271	DTSTESTSOMARDSN	<input type="checkbox"/>
Anderson, Melissa	047001261	NGMS-CS	<input type="checkbox"/>
BOONE, BRETT	100019105	DTSTESTSTARSH	<input type="checkbox"/>
BURROWS, JONATHAN	100019096	DTSTESTEBIZ	<input type="checkbox"/>
GREENE, MARK	100019195	DTSTESTSABRS	<input type="checkbox"/>
JEFFRIES, STEPHEN	100019095	DTSTESTSTARSF	<input type="checkbox"/>
Miller, David	000001332		<input type="checkbox"/>
Payment, Paul	047000010	NGMS-SYSTEM	<input type="checkbox"/>
SEABORN, SAM	100019206	DTSTESTGAFS	<input type="checkbox"/>
Simons, Brandon	047009002	DTSTESTApollo	<input type="checkbox"/>

Buttons: Select All, Clear All, Remove All Selected (on this page)

Figure 68: DTA User List

The fields are defined in Table 36.

Table 36: DTA User List

Field	Description
Name	Displays CBA-DTA user Name.
SSN	Displays Social Security Number of CBA-DTA user.
Organization	Displays organization where the CBA-DTA user is assigned.

To revoke the CBA access privileges of one or more CBA-DTA users from the application, mark the checkboxes in the **Remove User** column (one mark in each row to be removed) and press **Remove All Selected (on this page)**. Moving to another window will cause the marks to be lost.

Select All marks all the checkboxes on the window, and **Clear All** removes all marks.

If the list exceeds the page, navigate by pressing the **Next** and **Previous** buttons.

5.1.3 Add New DTA User

Navigate to this window by selecting the **Add New DTA User** link on the toolbar (Figure 69).

Figure 69: Add New DTA User

The fields are defined in Table 37.

Table 37: Add New DTA User

Field	Description
Last Name	Last name of new CBA-DTA user.
First Name	First name of new CBA-DTA user.
SSN	Social Security Number (9 digits, no dashes nor spaces).
Organization	Organization to which new CBA-DTA user is assigned.
Choose DTA User(s)	Select from table.
Selected DTAs	Displays selected DTAs.

At the top of the window is a search box, with fields to define the search. The user may search by last or first name, social security number, organization, or any combination thereof. An asterisk can be used as a wild card. Press **Search**.

The search results appear under the **Choose DTA User(s)** list to the left of the window. Highlight a name and press **Add** to send it to the **Selected DTAs** list to the right, which is the final list of users to be granted CBA access.

To remove a name from the **Selected DTAs** list, highlight it and press **Remove**. When the **Selected DTAs** list is ready, press **Save Selected**.

5.1.4 Compliance Report and Exception Details

Select **Compliance Report** from the toolbar to open the **Generate CBA Reconciliation Compliance Report** window (Figure 70).

Figure 70: Generate CBA Reconciliation Compliance Report

This window allows the user to generate a compliance report. A compliance report measures the efficiency of the reconciliation process by counting the days each step consumes.

Enter date ranges in the field provided. Press **Generate Report**.

The fields are defined in Table 38.

Table 38: Generate CBA Reconciliation Compliance Report

Field	Description
CCV Invoice Date Range From/To	MM/DD/YYYY.

The report is generated, and the results are displayed on the **CCV Reconciliation Compliance Report** window (Figure 71). The report will cover all CBA Accounts under the purview of the CBA Administrator that fall within the date range specified.

CBA Reconciliation Compliance Report			
Results for Date Range: 08/12/2000 - 11/12/2004		Total # of Invoices: 11	
	Days	Total Invoices	Invoice (%)
Days Required for Reconciliation (from PPA Start Date)	0	0	0.0
	1-2	1	9.09
	3-4	0	0.0
	5-6	0	0.0
	7+	9	81.82
Days Required to Certify Invoice (from Reconciliation Date)	0-7	3	27.27
	8-15	0	0.0
	16-23	0	0.0
	24-30	0	0.0
	31+	0	0.0
Days Required to Submit Certified Invoice to DEBX (from PPA Start Date)	0-7	0	0.0
	8-15	1	9.09
	16-23	0	0.0
	24-30	0	0.0
	31+	2	18.18
Days Required for Advice of Payment (from Certified Date)	0	2	18.18
	1-3	0	0.0
	4-6	0	0.0
	7-9	0	0.0
	10+	0	0.0

[Click here to Display Processing Exception Details Report](#)
[Click here to Download Compliance Report](#)

[Return to Previous Screen](#)

Figure 71: CBA Reconciliation Compliance Report

The fields are defined in Table 39.

Table 39: CBA Reconciliation Compliance Report

Field	Description
Fields in the page header	
Results for Date Range	MM/DD/YYYY.
Today's Date and Time	MM/DD/YYYY and HH:MM.SS

Table 39: CBA Reconciliation Compliance Report (Continued)

Total Invoices	Total number of invoices reconciled in date range.
Fields in the table Columns	
Days	Number of days required for specific row field action. The event date is determined by the type of exception displayed: -- Invoices reconciled over 3 days: Date Reconciled -- Invoices certified over 3 days: Date Certified -- Invoices sent to GEX over 7 days: Date Sent to GEX -- Invoices paid over 10 days: Date Paid
Total Invoices	Number of invoices by days for specific row field action.
Invoice(%)	Percentage of invoices by days for specific row field action.
Fields in the table Rows	
Days Required for Reconciliation (from PPA Start Date)	Number of days required for Reconciliation (from PPA Start Date).
Days Required to Certify Invoice (from Reconciliation Date)	Number of days required to Certify Invoice (from Reconciliation Date).
Field	Description
Days Required to Submit Certified Invoice to GEX (from PPA Start Date)	Number of days required to submit certified invoice to GEX (from PPA Start Date).
Days Required for Advice of Payment (from Certified Date)	Number of days required for advice of payment (from Certified Date).

At the bottom of the report are two links:

1. Click [here](#) to **Download Compliance Report**: this opens a printer-friendly version of the compliance report, formatted as a downloadable text file (Figure 72).

A	B	C	D	E	F
CBA Reconciliation Compliance Report					
Results for Date Range:	06/14/2000 - 09/14/2004				
Today's Date Time:	09/14/2004 11:12:42				
Total # of Invoices:	49				
	Days	Total Invoices	Invoice (%)		
Days Required for Reconciliation (from PPA Start Date)	0	6	12.24		
	1-2	0	0.0		
	3-4	1	2.04		
	5-6	0	0.0		
	7+	38	77.55		
	Days	Total Invoices	Invoice (%)		
Days Required to Certify Invoice (from Reconciliation Date)	0-7	16	32.65		
	8-15	1	2.04		
	16-23	0	0.0		
	24-30	0	0.0		
	31+	1	2.04		
	Days	Total Invoices	Invoice (%)		
Days Required to Submit Certified Invoice to DEEM (from PPA Start Date)	0-7	1	2.04		
	8-15	1	2.04		
	16-23	2	4.08		
	24-30	0	0.0		
	31+	9	18.37		
	Days	Total Invoices	Invoice (%)		
Days Required for Advice of Payment (from Certified Date)	0	5	10.2		
	1-3	0	0.0		
	4-6	0	0.0		
	7-9	0	0.0		
	10+	1	2.04		
Invoices with Processing Exception Details					
Date Range:	06/14/2000 - 09/14/2004				
Today's Date Time:	09/14/2004 11:12:42				
Invoices reconciled over 3 days:					
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken for Reconciliation	PPA S Date

Figure 72: CCV Download Compliance Report

2. Click [here](#) to **Display Processing Exception Details**: this opens a text file listing each invoice within the date range of the compliance report, and listing the days required for reconciliation (Figure 73).

CBA Processing Exception Details Report									
Results for Date Range: 08/09/2004 - 11/09/2004					Today's Date Time: 11/09/2004 02:39:53				
Invoices reconciled over 3 days:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken for Reconciliation	PPA Start Date	Invoice Received Date	Reconciled Date		
1	000000000010807	000000000010807	1080700000002	31	10/08/2004	10/09/2004	11/08/2004		
2	555555555555555	777777777777777	0000000009997	8	11/01/2004	11/02/2004	11/09/2004		
Invoices certified over 3 days:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken to be Certified	PPA Start Date	Invoice Received Date	Certified Date		
NONE									
Invoices sent to Debx over 7 days:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken to Debx	PPA Start Date	Invoice Received Date	Sent to Debx Date		
NONE									
Invoices paid over 10 days:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken for Payment	PPA Start Date	Invoice Received Date	Paid Date		
NONE									
Invoices with interest penalty:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	Invoice Number	Days Taken for Reconciliation	Days Taken for Certification	PPA Start Date	Invoice Received Date	Penalty Amount	Reconciled Date
NONE									
Non-PPA Compliant Rejected Invoices:									
Invoice #	CBA Transaction Account Number	CBA Central Account Number	File Name		Creation Date	Rejected Date	Rejected Reason		
1	4486160000000805		TMC200409280014323T_20040927_204027_20040928.010420_1		09/28/2004	09/28/2004	Unit Testing Exception Details Compliance Report		

[Click here](#) to Display Reconciliation Compliance Report
[Click here](#) to Download Compliance Report

Figure 73: Invoices with Processing Exception Details

The fields are defined in Table 40.

Table 40: Invoices with Processing Exception Details

Field	Description
Fields in the page header	
Date Range	MM/DD/YYYY.
Today's Date/Time	Date and time report was generated.
Fields in the table	
Invoice #	Displays the sequential number of the CCV invoices listed in the report.
CBA Transaction Account Number	Displays CBA Transaction Account number.
CBA Central Account Number	Displays the CBA central account number.
Invoice Number	Displays the invoice number of the CCV Invoice.
Days Taken for Reconciliation	Displays number of days for reconciliation.
PPA Start Date	Prompt Payment Act start date. MM/DD/YYYY.
Invoice Received Date	MM/DD/YYYY.

Table 40: Invoices with Processing Exception Details (Continued)

Event Date	The event date is determined by the type of exception displayed. Invoices reconciled over 3 days: Date Reconciled Invoices certified over 3 days: Date Certified Invoices sent to GEX over 7 days: Date sent to GEX Invoices paid over 10 days: Date Paid.
Penalty Amount	The dollar amount of penalty, calculated according to the Prompt Payment Act schedule of penalties, based on the overdue dates given here.
File Name	System-generated name of the rejected invoice file.
Creation Date	MM/DD/YYYY.
Rejected Reason	Text taken from the Remarks field of the rejected invoice file.

5.1.5 Restage CCV Invoice for Reconciliation.

Select the **Restage CCV Invoice** link on the toolbar to open this window (Figure 74).

* Associated CBA account has been created, but it has not been flagged for reconciliation					
** Associated CBA account does not exist					
CCV Invoice #:	000000009990	CBA Transaction Account #:	8675309000000000	Restage Invoice	Reject Notice to CCV
CCV Invoice Created:	11/22/2004	DTS Retrieved Date:	11/21/2004		
CCV Invoice #:	000000000009	CBA Transaction Account #:	4486123456789777	Restage Invoice	Reject Notice to CCV
CCV Invoice Created:	11/29/2004	DTS Retrieved Date:	12/31/2004		
CCV Invoice #:	915300000001	CBA Transaction Account #:	000000000009153	Restage Invoice	Reject Notice to CCV
CCV Invoice Created:	10/28/2004	DTS Retrieved Date:	10/29/2004		
CCV Invoice #:	000000000001	CBA Transaction Account #:	1919191919191919	Restage Invoice	Reject Notice to CCV
CCV Invoice Created:	07/28/1990	DTS Retrieved Date:	03/21/2004		
CCV Invoice #:	000000002228	CBA Transaction Account #:	1919191919191919	Restage Invoice	Reject Notice to CCV
CCV Invoice Created:	07/28/1990	DTS Retrieved Date:	03/21/2004		
CCV Invoice #:	2220002220006	CBA Transaction Account #:	6669876543216844	Restage Invoice**	Reject Notice to CCV
CCV Invoice Created:	12/21/2004	DTS Retrieved Date:	12/28/2004		

Figure 74: Restage CCV Invoice for Reconciliation

The fields are defined in Table 41.

Table 41: Restage CCV Invoice for Reconciliation

Field	Description
CCV Invoice #	Displays CCV invoice number.
CBA Transaction Account #	Displays CBA transaction account number.
CCV Invoice Created	Date CCV invoice was created.
DTS Retrieved Date	Date DTS retrieved account.

If, during the reconciliation process, the CCV bills against an account that is not in DTS, the application flags this for the CBA Administrator as a failure. Once the CBA-DTA has created a new account, the CBA Administrator may go to this window to restage the invoice for reconciliation. (See Section 4.3.2 “Add New CBA Account” for details on how to create an account).

In the **Restage CCV Invoice for Reconciliation** window, any failed CCV invoices are listed by CCV invoice number, CBA account number, CCV invoice creation date, and the date DTS retrieved the invoice from the mailbox.

Press **Restage CCV** to have the application reconcile the invoices. Once the invoice has been restaged, the application processes the invoice as usual. The **Restage CCV** button is not available if the account is not valid. Please consult with the CBA-DTA to confirm the account has been created.

Press **Reject Notice to CCV** if the invoice was sent to DTS in error. The **Reject Notice to CCV** page will open (Figure 74). Type any message or explanation to accompany the rejection into the text box, and press **Send Reject Notice to CCV**. If all goes well, CCV corrects the error and sends the bill to the proper destination (See Appendix B, “Emails Sent by CBA Reconciliation Tool”).

Reject Notice to CCV

CBA Invoice #: 1000000000888	CBA Transaction Account #: 4486123456789777
CCV Invoice Created: 11/29/2004	DTS Retrieved Date: 12/31/2004

Note: Please enter a reason for rejecting this invoice in the remarks text box below.

Remarks:

Figure 75: Reject Notice to CCV

The fields are defined in Table 42.

Table 42: Reject Notice to CCV

Field	Description
CCV Invoice #	Displays CCV invoice number.
CBA Transaction Account #	Displays CBA transaction account number. This is the account number to which the CTO charges.
CCV Invoice Created	Date CCV invoice was created.
DTS Retrieved Date	Date DTS retrieved account.

APPENDIX A: READ-ONLY ACCESS

The CBA Reconciliation module allows a specialized role, called a Read-only Access (ROA) user, to search and view the invoices and databases in the CBA application. The ROA user can view, but not modify, DTS travel records and invoice data. ROA user privileges can be given to the Department of Defense (DoD) financial researchers and accounting analysts, or other users who need access to the data. Users with read-only access cannot modify the data, intentionally or unintentionally.

The ROA module can be opened from CBA to allow the user to examine the DTS trip records and DTS CBA invoice transactions.

ROA users can locate invoices and transactions in the CBA application by organization, account number, or other search criteria. Access to the ROA invoices or trip documents is not controlled by the DTS organization access. Instead, access to these records is controlled by the ROA Administration module's organizational access.

The ROA user is granted access by an ROA administrator through the ROA administration menu. The ROA tool can grant a user read-only access to certain other applications. Below are described only the screens available to a user given ROA access to the DTS CBA invoices. ROA users are granted access to an organization and, by default, are given access to all of its lower-level organizations. If desired, access can be limited to a single organization.

User can open the ROA module from their DTS Welcome page, if granted access by their Service/Agency Representative or a ROA administrator. Additional ROA information can be obtained from the Training link on the DTS Web Portal www.defensetravel.dod.mil. The ROA module is composed of three major components:

- Read-only Invoices
- Read-only Trips
- ROA Administrator

The ROA module also has three levels of users: System Administrator, ROA Administrators, and Users.

A.1 Open ROA

If the ROA user is properly logged-in to DTS, no additional password is needed to log in to the ROA module. The ROA user opens the ROA module by selecting the *ROA*—>*Invoices* command from the toolbar on the **DTS Welcome** page (Figure 76).



Figure 76: DTS Welcome page

A.2 ROA Invoice

The ROA module allows the ROA user to review invoices.

A.2.1 Search Screen

After login, the ROA user uses the **ROA Search** window (Figure 77) to find invoices to review.

Defense Travel System

Read Only Access - Invoices

User Name: CBA TestA
 Organization: DFCWT
 Run Date: Tuesday, July 15, 2003 08:58:03 AM

Search

Search For:

Organization: 123456789012345

Traveler Last Name: (20 characters)

*CBA Transaction Account #:

CCV Invoice #: (13 digits)

TANUM: (16 characters)

Ticket #: (up to 30 characters)

Voucher #: (8 characters)

*CCV Invoice Date Range: From: 04/21/2004 To: 04/21/2004 (Click Calendar)

Report Type: Invoice Summary

Invoice Type (CBA/CCV): Both

Search at least one parameter option

Figure 77: ROA Search

The fields are defined in Table 43.

Table 43: ROA Search

Field	Description
Organization	Select from drop-down list.
Traveler Last Name	Last name of traveler (up to 20 characters).
CBA Transaction Account #	Select from drop-down list.
CCV Invoice #	Number assigned to the invoice by the CCV.
TANUM	Travel Document Identifier.
Ticket #	Ticket Number.
Voucher #	Number assigned by DFAS when the invoice is PAID.
CCV Invoice Date Range From	First date in the range. MM/DD/YYYY. The date may be selected from the pop-up calendar.
CCV Invoice Date Range To	End date in the range. MM/DD/YYYY. The date may be selected from the pop-up calendar.
Report Type	Select report type from drop-down list. Results page format will differ according to the different type of report sought.
Invoice Type (CBA/CCV)	Possible values are DTS CBA Invoice, CCV Invoice, or Both.

The **ROA Search** window opens from the ROA link in the toolbar.

Enter search criteria in the fields provided. Limit search results by date range. Press **Search**. The results page format depends on the report type selected in the search criteria.

- If searching for invoice reports, the **ROA Invoice Summary** window (Figure 78) will display the results (see Section A.2.2, “ROA Invoice Summary”).
- If searching for a CCV invoice, the **ROA CCV Invoice** window (Figure 79) will display the results (see Section A.2.3, “ROA CCV Invoice”).
- If searching for transactions, the **ROA Transaction Summary** window (Figure 80) will display the results (see Section A.2.4, “ROA Transaction Summary”).

A.2.2 ROA Invoice Summary

The **ROA Invoice Summary** window (Figure 78) displays invoice information.



Read Only Access - Invoices

User Name: Lex Luthor
 Organization: DTSTESTGAFSINTG
 Run Date: Friday, August 22, 2003 08:41:44 AM

Invoice Summary

[New Search](#)

1 - 2 of 2

CCV Invoice #:	Invoice Transactions:	Quantity	Amount
0000000000224	Total:	1	\$520.00
Invoice Created: 03/01/2004	Matched:	1	\$520.00
Invoice Period End: 02/29/2004	Unmatched:	0	\$0.00
DTS Retrieved: 03/01/2004	Disputed:	0	\$0.00
DTS Reconciled: 03/03/2004	Suspended:	0	\$0.00
CBA Transaction Account #: 448660000000010	Invoice Status:	Ready for Acknowledgement	
CBA Prompt Pay Start: 03/01/2004			

1 - 2 of 2

Figure 78: ROA Invoice Summary

The fields are defined in Table 44.

Table 44: ROA Invoice Summary

Field	Description
CCV Invoice #	Displays the CCV invoice number.
Invoice Created	Date the invoice was created by CCV.
Invoice Period End	Last day of the invoice billing cycle.
DTS Received	Date DTS received the invoice from CCV mailbox.
DTS Reconciled	Date DTS Auto-reconciled the invoice.
CBA Transaction Account #	Displays the CBA Transaction Account number.
CBA Prompt Pay Start	Date the CCV placed the invoice in the mailbox (Prompt Payment Act clock starts running from this date).
Invoice Transactions	Link to open the Transaction Summary window.
Total	Displays total number of invoice transactions.
Matched	Displays number of matched invoice transactions.
Unmatched	Displays number of unmatched invoice transactions.
Suspended	Displays number of suspended invoice transactions.
Held	Displays number of held invoice transactions.

Table 44: ROA Invoice Summary (Continued)

Field	Description
Invoice Status	Displays invoice status: <ul style="list-style-type: none"> • Auto-reconciled indicates the CBA automatic reconciliation process is complete. Unmatched items may still exist on the invoice. • Ready for Acknowledgement indicates the manual reconciliation process is complete. All items are resolved (matched, suspended, held, disputed or closed). See Table 9 for a list of all invoice statuses.
Invoice Certification	Date invoice was certified. Field displays N/A when certification is pending.

Use the **Previous** and **Next** keys to navigate. To change the number of results per page, select from the drop-down list and press **Refresh**.

Note: No data can be changed.

A.2.3 ROA CCV Invoice

The **ROA CCV Invoice** window (Figure 79) displays the original CCV Invoice.

CCV Invoice											
CBA Transaction Account #: 4486160000001003						CCV Invoice #: 1110000011001					
Invoice Period Start: 01/01/2003						Invoice Period End: 01/31/2003					
Invoice Creation Date: 01/30/2003						Trading Partner Name: PMO DTS					
Type	Ticket #	Vendor Account #	Trans Date	Traveler Name	Reference #	SCC	BCC	Source Amt	Conv. Rate	Billing Amt	
Dr	CBAINT9077111	4486160000001003	01/01/2003	James/F	307	840	840	100.00	1.00	100.00	
Dr	CBAINT9077112	4486160000001003	01/03/2003	James/F	308	840	840	2,000.00	1.00	2,000.00	
Dr	CBAINT9077113	4486160000001003	01/05/2003	James/F	309	840	840	300.00	1.00	300.00	
Dr	CBAINT9077114	4486160000001003	01/07/2003	James/F	310	840	840	500.00	1.00	500.00	
Dr	CBAINT9077111	4486160000001003	01/15/2003	James/F	311	840	840	100.00	1.00	100.00	
Dr	CBAINT9077112	4486160000001003	01/19/2003	James/F	312	840	840	2,000.00	1.00	2,000.00	
Dr	CBAINT9077113	4486160000001003	01/23/2003	James/F	313	840	840	300.00	1.00	300.00	
Dr	CBAINT9077114	4486160000001003	01/25/2003	James/F	314	840	840	500.00	1.00	500.00	
Previous Balance			0.00			New Balance			0.00		
Close Window						Print CCV Invoice					

Figure 79: ROA CCV Invoice

The fields are defined in Table 45.

Table 45: ROA CCV Invoice

Field	Description
Fields in the page header	
CBA Transaction Account#	Displays the CBA Transaction Account number.
CCV Invoice#	Displays the CCV invoice number.

Table 45: ROA CCV Invoice (Continued)

Invoice Period Start	First day of the billing cycle.
Invoice Period End	Last day of the invoice billing cycle.
Invoice Creation Date	Date the invoice was created by CCV.
Trading Partner Name	CCV customer name.
Columns in the table	
Type	Indicates Dr (debit); Cr (credit); or Pymt (payment).
Ticket#	Transportation charge or flight ticket number (used for reconciliation).
Vendor Account #	Charge Card Vendor Account number (reference number).
Trans Date	Date transaction was charged to the CBA Transaction Account.
Traveler Name	Last name and first initial of traveler.
Reference #	Transaction reference number assigned by CCV.
Field	Description
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.
Fields in the page footer	
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.

Press **Close Window** to close.

A.2.4 ROA Transaction Summary

The **ROA Transaction Summary** window (Figure 80) displays transaction information.

The fields are defined in Table 46.



Read Only Access - Invoices

User Name: Luke Skywalker
 Organization: DFCWT
 Run Date: Thursday, October 9, 2003 03:31:10 PM

Transaction Summary

Invoice #: 1110000011001 [Refresh Summary](#) [New Search](#) CBA Transaction Account #: 4486160000001003

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Transaction Status: Pending Refund	Traveler Name: James/F	Approving Official:	
TANUM:	Traveler SSN:	Original Invoice #: 1110000011001	
Ticket #: CBAIN9077112	Prompt Pay Start: 01/30/2003	Voucher #:	
Ticket Amt: \$2,000.00	Days on DTS: 251	AOP Date:	

Transaction Status: Pending Refund	Traveler Name: James/F	Approving Official:	
TANUM:	Traveler SSN:	Original Invoice #: 1110000011001	
Ticket #: CBAIN9077113	Prompt Pay Start: 01/30/2003	Voucher #:	
Ticket Amt: \$300.00	Days on DTS: 251	AOP Date:	

Transaction Status: Pending Refund	Traveler Name: James/F	Approving Official:	
TANUM:	Traveler SSN:	Original Invoice #: 1110000011001	
Ticket #: CBAIN9077114	Prompt Pay Start: 01/30/2003	Voucher #:	
Ticket Amt: \$500.00	Days on DTS: 251	AOP Date:	

< [Previous](#) 6 - 8 of 8

Figure 80: ROA Transaction Summary

Table 46: ROA Transaction Summary

Field	Description
Fields in the page header	
Invoice #	Displays CCV invoice number.
CBA Transaction Account #	Displays CBA account number.
Fields in the table	
Transaction Status	Current Status in DTS.
Original Invoice#	Invoice number on which the transaction was originally billed.
Traveler Name	Last name of traveler.
Traveler SSN	Last four digits of traveler's Social Security Number.
Ticket #	Flight ticket number or transportation charge ticket number.
Field	Description
TANUM	Travel Document Identifier.
Ticket Amt	Dollar amount of ticket.
Approving Official	Name of Approving Official.

Table 46: ROA Transaction Summary (Continued)

Prompt Pay Start	Date the CCV placed the invoice containing the transaction in the mailbox.
Voucher #	Number assigned when an invoice is paid.
Days on DTS	Number of days the invoice has been in DTS.
AOP Date	Advice of Payment; date the transaction was paid.

Use the **Previous** and **Next** keys to navigate. To change the number of results per page, select from the drop-down list and press **Refresh**.

Note: No data can be changed.

A.3 ROA Trip Document

The ROA module allows the ROA user to review trip documents.

To open trip document from the ROA menu on the user’s welcome page (Figure 81), select the Trip submenu. From the Trip submenu select the type of trip to be reviewed.

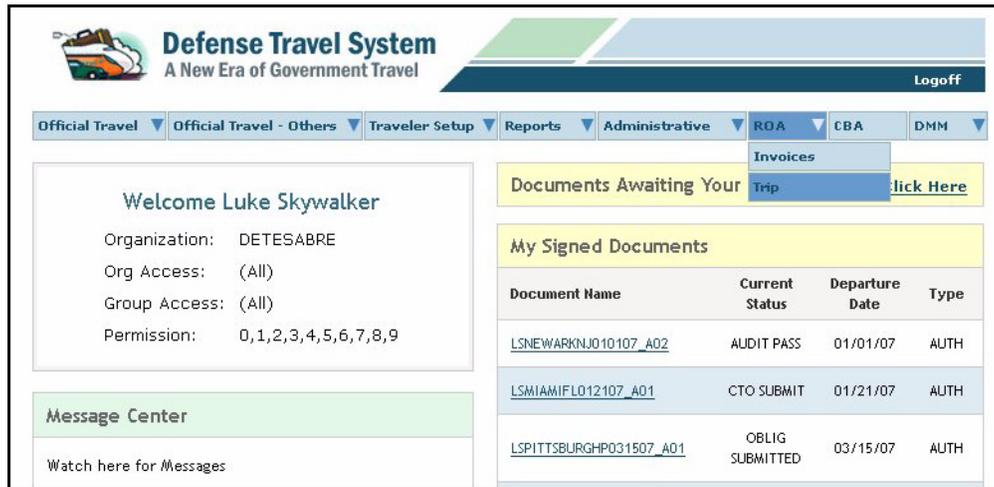


Figure 81: ROA Trip

The ROA Traveler Lookup window will open. Select the organization to search (Figure 82).

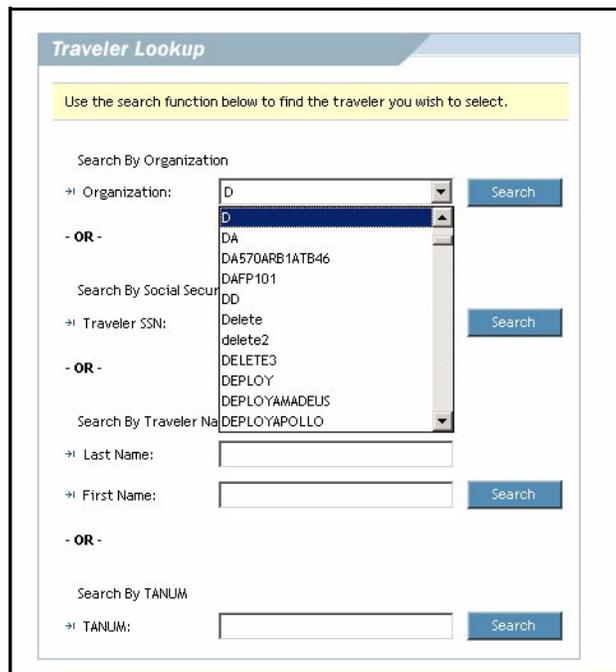


Figure 82: ROA Traveler Lookup

There are several ways to search:

- By Organization. Select Organization from drop-down, then press **Search**.
- By social security number. Enter the Traveler's SSN, then press **Search**.
- By last name. Enter a last name, then press **Search**.
- By travel authorization number (TANUM). Enter a travel authorization number in the text box, then press **Search**.

A **Search Results** table on the right of the screen will list the names of all travelers who meet the search criteria (Figure 83).

The screenshot displays the 'Traveler Lookup' interface on the left and the 'Search Results' table on the right.

Traveler Lookup Section:

- Search By Organization:** Organization: D [Search]
- Search By Social Security Number:** Traveler SSN: [Search]
- Search By Traveler Name:** Last Name: skywalker, First Name: [Search]
- Search By TANUM:** TANUM: [Search]

Search Results Table:

Name	SSN	Select
Skywalker, Anakin	XXXXX1073	select
Skywalker, Anakin	XXXXX0330	select
Skywalker, Luke	XXXXX5590	select

Selected Traveler Information:

Below is the traveler you selected.

Traveler Name: Skywalker, Luke
Traveler SSN: XXXXX5590

Action Buttons: Authorizations/Orders, Vouchers, Group Authorizations/Orders, Local Vouchers

Figure 83: ROA Traveler Search Results

Use the **select** link to select the traveler whose records are to be read. The selected traveler's name will now be displayed on the lower left of the screen below the search section. Press a button to open the **Document List** for the traveler: there is one button for each document type: **Authorizations/Orders**, **Group Authorizations/Orders**, **Vouchers**, or **Local Vouchers**.

If, for example, **Vouchers**, is pressed, the **Document List** showing all that traveler’s Voucher documents will open. (Figure 85). The buttons above may be used to navigate to other document lists. Select the **View** link in the view column to open the document, which opens to the **Preview Trip** page. (Figure 86). In the **Document Type** field, the suffix **(ROA)** shows the document is in read-only mode.

Sort by Document Name	Sorted by Departure Date	Sort by Status	Sort by TA Number	View	Print
LSCHICAGO11092605_V01	09/26/05	ARCHIVE SUBMITTED	ONVOLY	> view	> print
5590	08/01/01	ADJUSTED		> view	> print

Figure 84: ROA Traveler Document List

Overall Starting Point			
Itinerary:	Leave From:	RES:	Comments to the Approving Official:
View	Leave:	03-Feb-04	

Location 1 - HOUSTON, TX			
Itinerary:	Leave From:	RES:	Comments to the Approving Official:
View	TDY/TAD Location:	HOUSTON, TX	
	Arrive:	03-Feb-04	
	Leave:	09-Feb-04	

Figure 85: ROA Trip Document - Preview Trip

APPENDIX B: EMAILS SENT BY CBA RECONCILIATION TOOL

B.1 Objectives

The CBA module uses multiple e-mail messages to notify users and interface partners of condition and status of CBA reconciliation processing. Table 47 contains a list of CBA emails with the corresponding recipients, conditions, and reasons for the mail messages.

Table 47: CBA Application E-mail Messages

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
1	<p>Subject: Error Establishing Connection to the Mailbox</p> <p>Content: Date/Time: mm/dd/yyyy-hh:mm Mailbox Name: NBEG.NBTRW DTS was not able to establish a connection to the mailbox. Please take the necessary action to correct the problem and retransmit.</p>	CBA-DTA	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try, DTS shall notify the operator, and write a message to an error log. Do not attempt to re-process the file, and continue retrieval processing for the remaining files.
2	<p>Subject: Invalid User Name and Password</p> <p>Content: Date/Time: mm/dd/yyyy-hh:mm Mailbox Name: NBEG.NBTRW CBA received a message indicating that an invalid user name and password combination was used while logging in to the CCV mailbox. Contact the CCV help desk at _____ to request the correct password.</p>	CBA-DTA CCV	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try, DTS shall notify the operator and write a message to an error log. Do not attempt to re-process the file, and continue retrieval processing for the remaining files.
3	<p>Subject: Error Retrieving Invoice File from Mailbox</p> <p>Content: Date/Time: mm/dd/yyyy-hh:mm Mailbox Name: NBEG.NBTRW</p> <p>DTS was not unable to retrieve invoice file XXXXXXXXXXXXX* from the mailbox. Please take the necessary action to correct the problem and retransmit.</p>	CBA-DTA	An error is encountered while retrieving the CCV invoice from the CCV mailbox.	If an error is encountered on the second try, DTS shall notify the operator and write a message to an error log. Do not attempt to re-process the file, and continue retrieval processing for the remaining files.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
4	<p>Subject: Error Parsing Invoice File</p> <p>Content: Date/Time: mm/dd/yyyy-hh:mm Mailbox Name: NBEG.NBTRW File Name: XXXXXXXXXXXXX DTS has determined that the above invoice file was not in TMC format. Please take the necessary action to correct the problem and retransmit.</p>	CCV	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	DTS shall suspend the remaining validations and submit a negative acknowledgment to CCV with reason for rejection if an invoice is not compliant with the layout.
5	<p>Subject: Invoice Not PPA Compliant</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx File Name: XXXXXXXXXXXXX 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.</p>	CCV	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 Creation Date, Account Number, and Total Amount Billed.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
6	<p>Subject: Invoice Total Mismatch</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx File Name: XXXXXXXXXXXXX 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.</p>	CCV	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	<p>DTS shall validate that the total amount billed equals the net amount of the transactions on the current invoice using the following formula: Billed 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 an ASCII format, as documented in the CBA Interface Requirements Specification (Appendix 1), but does not contain a header, trailer, or detail transactions, DTS shall suspend validations and submit a negative acknowledgment to CCV with the reason for rejection.</p>
7	<p>Subject: Duplicate CCV Invoice</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx File Name: XXXXXXXXXXXXX DTS has received the above referenced invoice. DTS examined the invoice number and has determined that this invoice is a duplicate.</p>	CCV	CCV invoice fails invoice validation. Could be invalid format or not compliant with PPA guidelines.	If the CCV Invoice is a duplicate, DTS shall not load the invoice onto the DTS and will send a rejection notice to the CCV indicating that it is a duplicate invoice.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
8	<p>Subject: Unknown CBA Account</p> <p>Content: Account Number: #####-#####-#####-##### (show all 16) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxxxx 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.</p>	CBA Administrator	CCV account number does not match.	DTS shall notify the CBA Administrator by e-mail 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.
9	<p>Subject: Invalid DTS CBA Account</p> <p>Content: Account Number: #####-#####-#####-##### (show all 16) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxxxx DTS received the above referenced invoice for payment. DTS and CBA ADMINISTRATOR personnel have determined that this bill was received in error.</p>	CCV CBA Administrator	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, e-mail sent to CCV indicating a CBA account number/invoice is invalid for DTS to the CBA Administrator.
10	<p>Subject: CBA Invoice Rejected by Archive/MIS</p> <p>Content: Account Number: <<show all 16>> Date Rejected: mm/dd/yyyy-hh:mm AM/PM plus time zone Invoice Number: <<Invoice Number>> XML File Name: <<XML File Name>></p> <p>The Archive/MIS rejected the above reference XML file. Please regenerate the file.</p>	CBA-DTA	Rejection received from DMDC.	DTS shall construct and send an e-mail to the DTS system administrator when a CBA XML Archive/MIS transmission is rejected.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
11	<p>Subject: CBA Invoice Rejected by DADs</p> <p>Content: Account Number: xxxx-xxxx-xxxx-xxxx Date Certified: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxxxx 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></p>	CBA Specialist TAC	DADS Rejection received from GEX.	DTS shall send an e-mail to the CBA Specialist and allow the transactions contained in the certified invoice to be modified if a rejection is received.
12	<p>Subject: CBA Invoice Rejected by GEX</p> <p>Content: Account Number: ##### <<display only last 4 digits>> Date Certified: mm/dd/yyyy-hh:mm Date Rejected: mm/dd/yyyy-hh:mm AM/PM plus time zone Invoice Number: <<Invoice Number>> XML File Name: <<File Name>> 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 e-mail.</p>	CBA Specialist TAC	Rejection (translation failure) received from GEX.	When DTS receives an 824 translation failure from GEX for a CBA invoice, DTS shall send an e-mail to the CBA Specialist, CBA-DTA, and TAC.
13	<p>Subject: CBA Invoice Rejected by Vendor Pay System</p> <p>Content: Account Number: ##### <<show only last 8>> Date Certified: mm/dd/yyyy-hh:mm AM/PM plus time zone Invoice Number: <<Invoice Number>> XML File Name: << XML File Name>> 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.</p>	CBA Specialist TAC	Rejection from Vendor Pay System	When an 824 C reject is received for the CBA invoice, DTS shall send and e-mail to the CBA Specialist, CBA-DTA, and TAC.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
14	<p>Subject: CBA Invoice is Ready for Certification</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx The above referenced CBA invoice is ready for certification.</p>			
		CBA Specialist	A CBA invoice is ready for certification.	DTS shall send an e-mail notification that CBA invoices exist on DTS that are ready to be certified when all transactions on a CBA invoice are in a matched and/or suspended state.
15	<p>Subject: CBA Invoice has Arrived from the CCV</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx DTS has just received the above referenced invoice from the CCV.</p>			
		CBA Specialist	An invoice has been received from CCV and passed the invoice validation edits.	
16	<p>Subject: CBA Invoice is Reconciled</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Date Received: mm/dd/yyyy-hh:mm Invoice Number: xxxxxxxxxxxxxx The above referenced CBA invoice is reconciled.</p>			
		CBA Specialist	An invoice is reconciled and ready for review.	DTS shall notify the CBA Specialist assigned to the CBA account via e-mail that an invoice is ready for review once the automated reconciliation on the invoice has been completed.
17	<p>Subject: Invoice Not Ready For Reconciliation</p> <p>Content: Account Number: xxxx-xxxx-####-#### (show only last 8) Invoice Number: xxxxxxxxxxxxxx The above referenced CBA invoice is held for reconciliation because the previous month invoice has not been certified or locked.</p>			
		CBA Specialist	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 shall notify the CBA Administrator via e-mail that invoice(s) are resident on DTS that cannot be reconciled until previous invoices are paid or locked.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
18	<p>Subject: CBA Invoice Rejected by GEX</p> <p>Content: Account Number: ##### <<display only last 4 digits>> Date Certified: mm/dd/yyyy-hh:mm Date Rejected: mm/dd/yyyy-hh:mm AM/PM plus time zone Invoice Number: <<Invoice Number>> XML File Name: <<File Name>> 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 e-mail.</p>	CBA Specialist TAC	Second 824 translation failure from GEX.	When DTS receives the second failure for an 824 translation failure from GEX for a CBA invoice, DTS shall send the information shown under the Content: heading in the e-mail.
19	<p>Subject: Un-reconcilable CBA Account</p> <p>Content: Account Number: 4486160000003322 Date Received: 07/01/2003-14:08:37 PM EDT Invoice Number: 000000000001 DTS Reconciliation Status Flag: N Date Status Flag Set: 04/18/2003-00:00:00 AM EDT 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, reset the reconciliation flag if it 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.</p>	CBA Administrator	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 shall notify the CBA Administrator via e-mail that an invoice has been received with a valid account number, however the account number is not flagged for CBA Specialist reconciliation.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
20	<p>Subject Unrecognized CBA Account Number</p> <p>Content DTS has identified a CBA form of payment in the PNR returned from the CTO that does not exist in the DTS CBA module. Traveler: <traveler full name> SSN: <last 4 digits of SSN> Organization: <organization> Document Name: <document name> TANUM: <TANUM> PNR Record Locator: <PNR record locator> FOP/CBA Account Nbr: <FOP/CBA account number> Stamp: <CTO BOOKED or CTO TICKETED> The PNR from the CTO contains a CBA account number (identified above) for air or rail reservations that is not in the DTS CBA module. The travel document cannot be approved unless the account number is added in CBA and available to the traveler’s organization.</p>	CBA Administrator AO CBA Specialist DTA	DTS has identified a CBA form of payment in the PNR returned from the CTO that does not exist in the CBA Specialist module	Account number to be added to the CBA
21	<p>Subject: Travel Manager Correspondence</p> <p>Content: This letter is to notify you that your Defense Travel System Document named “xxxxxx” was just stamped “RETURNED”.</p>	TRAVELER CBA Specialist	This e-mail capability is supported by the travel manager and is current standard operating procedure for amending a document.	DTS shall notify the traveler and the CBA Specialist(s) associated with the travel document and the CBA account via e-mail that a reconciliation amendment has been returned.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
22	<p>Subject Form of Payment Has Changed</p> <p>Content DTS has identified a change in the form of payment for the air or rail reservation in the PNR returned from the CTO for the document below: Traveler name Last 4 digits of SSN Organization Document Name: TANUM PNR Record Locator Stamp (either CTO BOOKED or CTO TICKETED) DTS has determined that a change has been made by the CTO to the form of payment or GOVCC/CBA account numbers. Confirm with the CTO to ensure the travel arrangements are charged to the correct charge card account, and the methods of reimbursement are correct for proper payment. In addition, the CTO 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 CTO Fee should also be CBA; if the air or rail is GOVCC, the CTO Fee should be GOVCC. 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 CTO for assistance, in accordance with local procedures. 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>	Traveler NDEA AO CBA Specialist DTA	Trigger a pre-audit if the CTO changes the account number that was specified in the outgoing PNR for payment of air/rail travel.	When the account number for the air or rail form of payment in the PNR that is received from the CTO is different than the account number of the form of payment that was in the outgoing PNR, DTS shall flag a pre-audit for ACCT # CHGD BY CTO

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
23	<p>Subject CBA Invoice Returned to Unmatched</p> <p>Content Account Number: <<Account Number>> Date Returned: <<Date/timestamp>> Invoice Number: <<CBA Invoice Number>> XML File Name: <<XML File Name>> 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 returned to your unmatched invoices section for correction and recertification. Please contact the Travel Assistance Center to resolve the problem before attempting to recertify the invoice. A copy of this reject e-mail should be included with your communication with the TAC. To log into DTS, select the following link: http://www.defensetravel.dod.mil.</p>	CBA Specialist	Condition occurs when Total New Gross Amount or Total CBA Credit Amount are out of balance with the 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 records, DTS shall include the information under the Content: heading in an e-mail sent to the CBA Specialist.
24	<p>Subject Travel Manager Correspondence</p> <p>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 TO to reconcile the CBA invoice for payment.</p>	Traveler RO	Condition triggered when a CBA Amendment is submitted.	To prompt immediate action so that the invoice can be reconciled.
25	<p>Subject Auto-Approval of CBA Amendment</p> <p>Content The TO has initiated a CBA Amendment for <traveler last name, first name, last 4 SSN> 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 e-mail.</p>	Traveler AO	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 autoapproval. Otherwise, the system will automatically apply an APPROVED stamp to the amendment within the specified time.

Table 47: CBA Application E-mail Messages (Continued)

Item	E-mail Message	Recipient	Condition	Reason for the E-mail
26	<p>Subject CBA Amendment Requires Additional Funding</p> <p>Content An amendment initiated by the DTS CBA CBA-DTA for <traveler last name, traveler first name, traveler last 4 SSN> 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.</p>	AO CBA Specialist	Condition triggered when CBA Amendment fails autoapproval 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.
27	<p>Subject CBA Invoice has been Paid information to TO</p> <p>Content DTS has 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</p>	CBA Specialist	E-mail sent upon receipt of the 820 advice of payment (AOP) from the applicable disbursing system.	Inform CBA-DTA that CBA invoice has been paid.

APPENDIX C: DEFINITIONS AND ACRONYMS

Underlined terms or acronyms used in the description are described in their own entry.

Table 48: 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 were 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 in order that a record be kept of them.
Advance Credit	Debit transaction received from a 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 the 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.
Approving Official (AO)	An individual appointed in writing who 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 controls 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 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. Also referred to as the closing date.

Table 48: Definitions (Continued)

Term	Definition
CBA Account Label	A user-defined name for the account used by the organization. See Table 25 for the CBA label Naming Convention. Up to 17 characters.
CBA Defense Travel Administrator (DTA)	The user with permission level 7 charged with establishing CBA user accounts, assigning CBA Specialists and assigning a default account to an organization.
CBA Invoice	Centrally Billed Account Invoice. The billing statement received from the <u>CCV</u> for a given DoD CBA account, once it is auto-reconciled and validated by the DTS CBA Reconciliation module.
CCV Invoice	Charge Card Vendor Invoice. The billing statement received from the <u>CCV</u> for a given DoD CBA account.
Centrally Billed Account	Charge card established to pay for official travel charges for which the issuing activity 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. Also referred to as the billing cycle date.
Commercial Travel Office (CTO)	As defined in the JFTR/JTR, Appendix A, a commercial activity providing a full range of commercial travel and ticketing services under a contract and/or memorandum of understanding with the government.
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	Commercial Plane - CBA, Commercial Rail - CBA, 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.
GEX Translation Failure	Response received from GEX indicating a translation failure.
Defense Accounting and Disbursing System (DADS)	Financial systems for the Department of Defense.

Table 48: Definitions (Continued)

Term	Definition
Designated Billing Office (DBO)	The office or third party entity that may be designated by the ordering agency/organization to receive the official invoice and, in some instances, make payments against the official invoice. For DTS invoices, DTS is the DBO.
Disputed	Status of a transaction that has been removed from its invoice, as it could not be validated by the CBA Specialists for a particular CBA account.
Duplicate	A transaction is a duplicate of another transaction if the values are the same for the following fields: 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 Specialists discretion.
Credits Not Received	Advance Credits that do not have Previously Applied Credits
Invoice Certified	Status of a CBA invoice once the CBA Specialists certifies it for payment.
Invoice Creation Date	Date the charge card vendor created the electronic invoice.
Invoice Receipt Date	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	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	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. All transactions on a CBA invoice must be matched before an invoice is ready for certification. Held, Suspended, Disputed and Closed transactions are removed from the CBA invoice.
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 trip 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, etc.)
NDEA	Non-DTS Entry Agent -

Table 48: Definitions (Continued)

Term	Definition
Open Invoice	A <u>CBA invoice</u> that has not yet been certified for payment.
Original Invoice Number	The original invoice a transaction was charged to. This will be utilized when transactions from previous invoices are included in a subsequent invoice for certification purposes.
Paid	Advice of Payment (AOP) received on transaction.
Pending Refund	Status of a credit transaction when its corresponding charge has not been paid.
PNR	Passenger Name Record
Previously Applied Credit	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 (DTMO) (CBA Administrator)	The agency that has oversight of the CBA-DTA user accounts. The CBA Administrator has the ability to generate compliance reports, or restages CCV invoices.
Prompt Payment Act (PPA)	The Prompt Payment Act of 1982 requires Federal Agencies to make payments in a timely manner.
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 parsed by the CCV parser and put into DTS.
Reconciliation Complete	Invoice status when all transactions on the CBA invoice are resolved: matched, suspended, held, disputed or closed status.
Sent to GEX	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 trip record number that identifies the DTS document that provides the vehicle on which are recorded all official travel authorizations, initial options, modification and payment decisions.
Ticket Number	Ticket number is the number the airline industry uses to track charges for ticketed transportation.

Table 48: Definitions (Continued)

Term	Definition
Transaction Amount	Amount of the CBA charge after conversion to US dollars.
Transaction Dispute	A disagreement between the card-holder or account-holder and the merchant with respect to a transaction.
Transaction Status	The current state of an individual transaction on a CBA invoice.
CBA Specialist	A person appointed or designated by the commander of a DoD activity to review and reconcile the CBA invoice, and certify invoices for payment. For purposes of DTS, it is also the person with permission level 4.
Unmatched Debit	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. An unmatched debit requires the CBA Specialist to research the cause of the mismatch, and to update the invoice or the DTS record (or both) to bring them into conformity with each other.
Unmatched Credit	Status of a credit transaction when it does not match any authorized DTS trip document.
Vendor	Person or company that provides a service.
Visa Transaction Code	Two letter code used by the CCV to identify the type of each transaction on the CCV invoice. The current codes used are: 10 -- Debit 11 -- Credit 31 -- Payment 40 -- Miscellaneous Debit 50 -- PPA Fees
Voucher	Document issued by a disbursing system to record disbursements of funds for authorized payments.

Table 49: Acronyms

Acronym	Description
AO	Approving Official or Authorizing Official
AOP	Advice of Payment
BCC	Billing Currency Code
CBA	Centrally Billed Account
CBA-DTA	Centrally Billed Accounts Defense Travel Administrator
CCV	Charge Card Vendor
CO	Certifying Officer
CR	Credit
CTO	Commercial Travel Office
DADS	Defense Accounting and Disbursing System
GEX	DoD Global Exchange (GEX)
DFAS	Defense Finance and Accounting Service
DMDC	Defense Manpower Data Center
DR	Debit
DTA	Defense Travel Administrator
DTMO	Defense Travel Management Office
DTS	Defense Travel System
GEX	Global Exchange (replaces GEX)
LOA	Line of Accounting
MCO	Miscellaneous Charge Order
PPA	Prompt Payment Act
SCC	Source Currency Code
ROA	Read Only Access
TA	Travel Authorization
TANUM	Travel Authorization Number

APPENDIX D: REASON CODES

During the automatic reconciliation process, the application will compare invoices to DTS trip documents to match them. When a match cannot be found for a transaction on an invoice, the application will flag the unmatched transaction with a reason code, noting the reason why the match cannot be found.

Table 50: Reason Codes

Reason Code	Reason Code Description
RA	Transaction amount does not match authorization amount
RB	A Duplicate Transaction has been previously reconciled as matched
RC	The given ticket is not a CBA ticket
RD	Amendment Rejected
RE	Corresponding debit of the credit has not been paid
RF	DTS ticket number does not match CCV ticket number
RG	Amendment Returned
RH	Selective mode reconciliation is required to complete the grouping process
RI	Authorization is not ready for reconciliation
RJ	Voucher has not been approved
RK	Transaction amount does not match authorization amount for a cancelled ticket
RL	Corresponding ticket or trip has been cancelled
RM	No match found
RN	Mismatch found for a given TANUM and transaction amount
RO	Temporarily excluded from the invoice due to carryover
RP	Mismatch found for a given passenger name and transaction amount
RQ	Repeat tickets found
RR	The trip document does not have a cancelled record for the credited item
RS	The ticket has been removed from the document
RT	Ticket number was found on more than one trip document
RU	Manual Unmatch
RV	Transaction amount does not match voucher amount
RW	Accounting information not available

Table 50: Reason Codes (Continued)

Reason Code	Reason Code Description
RX	Transaction matched based on name, billing date, CBA transaction account number, and ticket cost
RY	CCV charged to incorrect CBA account
RZ	Out of Date Range

APPENDIX E: TROUBLESHOOTING

The tables below, table 51 through table 59, list the reason codes and suggested actions the CBA Specialist might take to correct. The tables are organized by transaction classification:

- Unmatched Debit (Table 51)
- Unmatched Credit (Table 52)
- Unmatched Fee (Table 53)
- Unmatched Refund (Table 54)
- Amendment Returned (Table 55)
- Amendment Rejected (Table 56)
- Amendment Pending (Table 57)
- Suspended, Held or Disputed (Table 58)
- Matched (Table 59)

Table 51: Unmatched Debit

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(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 ticket amount.	<ol style="list-style-type: none"> 1. Amend the authorization to adjust the dollar amount to match the amount billed by the CCV. If the “Initiate Amendment” button is available, initiate the amendment from the CBA module. If the “Initiate Amendment” button is not available, coordinate with the traveler, AO, or DTA to process an amendment action. 2. 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 (POS ACK 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 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Transaction amount does not match voucher amount	Debit transaction cannot be matched to a voucher from authorization due to a mismatched ticket amount.	<ol style="list-style-type: none"> 1. Amend the voucher from authorization to adjust the dollar amount to match the amount billed by the CCV. If the "Initiate Amendment" button is available, initiate the amendment from the CBA module. If the "Initiate Amendment" button is not available, coordinate with the traveler, AO, or DTA to process an amendment action. 2. 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 (POS ACK 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.
Account information not available	The transaction is not able to associate the TANUM with a Non-Reimbursable Expenses on the LOA	<ol style="list-style-type: none"> 1. CBA Specialist will need to check the document to make sure the transaction is not set to Individual Billed GTCC

Table 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
DTS Ticket Number does not match CCV Ticket Number	Debit transaction cannot be matched to a DTS trip record due to a mismatched ticket number.	<ol style="list-style-type: none"> 1. Determine the DTS travel document (TANUM) using DTS (Org, Group, or ROA access) or by contacting the CTO if necessary. 2. Enter the applicable TANUM in the “Reconcile by TANUM” field on the Transaction Detail screen and select the button. 3. 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. 4. If the transaction remains unmatched, follow the directions above and amend the document as required to match the transaction.
The given ticket is not a CBA ticket	<p>The matching ticket record on 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>	<ol style="list-style-type: none"> 1. Contact the traveler, AO, or DTA to amend the document to change the method of payment to CBA. 2. Using the “Reconcile by TANUM” or “Reconcile by Ticket Number” option, attempt to reconcile the transaction once the amendment action is approved. <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>

Table 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
TANUM Unknown	Reconciliation is unable to find a ticket record on DTS that matches the CCV transaction.	<ol style="list-style-type: none"> 1. Determine the DTS travel document (TANUM) using DTS (Org, Group, or ROA access) or by contacting the CTO if necessary. 2. Enter the applicable TANUM in the “Reconcile by TANUM” field on the Transaction Detail screen and select the button. 3. 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. 4. If the transaction remains unmatched, follow the directions above and amend the document as required to match the transaction. 5. If analysis finds the CCV transaction is not a valid charge on the CBA account, dispute the transaction to the bank and change the status of the transaction to “Disputed”.

Table 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Authorization has not been POS ACK Received	<p>CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel authorization:</p> <p>POS ACK RECEIVED AUTH 24 HOUR PASSED (DTS-T organizations) PAY PROCESS IGNORE</p> <p>These stamps provide verification that required obligations have been accepted.</p>	<ol style="list-style-type: none"> 1. 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. 2. If the transaction cannot be matched within a few days, contact the DTA or AO and determine if the applicable document has been rejected and requires correction or manual intervention on the part of the DTA.
Voucher adjustment has not been POS ACK Received	<p>CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel voucher:</p> <p>POS ACK RECEIVED, PAID.</p>	<ol style="list-style-type: none"> 1. Same CBA Specialist action as described above.

Table 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(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.	<ol style="list-style-type: none"> 1. Verify that the correct TANUM is associated to the transaction and change to reflect the correct TANUM if necessary. 2. Amend the travel document if necessary to adjust the dollar amount and/or ticket number to match the amount billed by the CCV. If the "Initiate Amendment" button is available, initiate the amendment from the CBA module. If the "Initiate Amendment" button is not available, coordinate with the traveler, AO, or DTA to process an amendment action. 3. 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 (POS ACK 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 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Manual Unmatch	Transaction was changed by a CBA Specialist from a held, pending or matched status to an unmatched status.	<ol style="list-style-type: none"> 1. Amend the authorization or voucher to adjust the dollar amount to match the amount billed by the CCV. If the “Initiate Amendment” button is available, initiate the amendment from the CBA module. If the “Initiate Amendment” button is not available, coordinate with the traveler, AO, or DTA to process an amendment action. 2. 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 (POS ACK 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 51: Unmatched Debit (Continued)

Classification: Unmatched Debit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
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.	<ol style="list-style-type: none"> 1. Based on the billing cycle of the invoice, the CBA Specialist needs to determine the applicable (TANUM) the transaction is associated with. 2. Enter the applicable TANUM in the "Reconcile by TANUM" field and select the "Reconcile by TANUM" button in an attempt to match the transaction. 3. If the transaction remains unmatched, initiate an amendment action as described above to update the authorization or voucher with the required information to match the transaction.

Table 52: Unmatched Credit

Classification Unmatched Credit		Status: UNMATCHED
Reason Code(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 trip record.	<p>1. This is usually the result of the CCV issuing a credit under a different ticket number than the initial debit was processed under. In most cases, the CBA Specialist must Change the status of the transaction to “Held” status while investigating the transaction.</p> <p>2. 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 – because the DFAS financial systems cannot accept a negative obligation.</p>

Table 52: Unmatched Credit (Continued)

Classification Unmatched Credit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Transaction Amount does not Match Authorization Amount for a Cancelled Ticket	CCV credit transaction cannot be matched to an approved and canceled DTS ticket record for a corresponding DTS trip record.	<ol style="list-style-type: none"> 1. This usually is the result of a cancelled trip that was not populated with the correct ticket information prior to cancellation. 2. In many cases, the initial debit was previously marked for dispute and not paid (since the trip/ticket was cancelled). If this is the case, the CBA Specialist would need also mark the credit transaction as disputed also – since the debit was not paid, the Government cannot take the credit. <p>Note: DTS/CBA does not currently support a capability to amend a cancelled authorization in the DTS application.</p>
No Match Found	Reconciliation is unable to find a ticket record on DTS that matches the CCV transaction based on ticket number or name and billing date range.	<ol style="list-style-type: none"> 1. Determine the DTS travel document (TANUM) and the ticket associated with the CCV transaction using the AO or the ROA application. 2. If analysis finds the CCV transaction is not a DTS ticket, dispute the transaction to the bank and change the status of the transaction to “Disputed”.

Table 52: Unmatched Credit (Continued)

Classification Unmatched Credit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Mismatch found for a given TANUM and transaction amount	Based on a user selected TANUM, CBA was unable to match with a ticket record carried on the TANUM.	<ol style="list-style-type: none"> 1. Re-Reconcile the CCV transaction from the transaction detail screen, or 2. Submit amendment to travel document from the Transaction Detail screen to modify the transaction amount on the selected ticket record if the DTS ticket record is not a cancelled ticket. If the selected ticket record is a cancelled ticket (or travel document), 3. Change the status of the transaction to “Held”, Contact the Travel Assistance Center for assistance. <p>Note: DTS/CBA does not currently support a capability to amend a cancelled ticket in the DTS application.</p>
Manual Unmatch	Transaction was changed by a CBA Specialist from a held, pending, or matched status to an unmatched status.	<ol style="list-style-type: none"> 1. The CBA Specialist must re-reconcile the transaction using the “Reconcile by TANUM” or “Reconcile by Ticket Number” on the Transaction Detail screen to move the requirement into a matched status.

Table 52: Unmatched Credit (Continued)

Classification Unmatched Credit		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
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.	<ol style="list-style-type: none"> 1. Analyze the DTS travel document (TANUM) with the AO or through ROA to determine which travel document is associated with the CCV transaction. 2. Perform selective mode reconciliation on the CCV transaction "Reconcile by TANUM" from the Transaction Detail screen using the TANUM determined in item #1, above.

Table 53: Unmatched Fee

Classification Unmatched Fee		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Transaction Amount does not Match Authorization Amount	DTS is unable to reconcile a CTO fee transaction with a ticket record on DTS.	<ol style="list-style-type: none"> 1. Amend the travel document (via the CBA Transaction Detail screen or through the DTS application) for the difference between the invoice and the DTS ticket amount. 2. Re-reconcile the transaction via the Transaction Detail screen after the DTS amendment has been stamped POS ACK RECEIVED (auth) or PAID (voucher).

Table 53: Unmatched Fee (Continued)

Classification Unmatched Fee		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Transaction amount does not match voucher amount	CCV debit transaction cannot be matched to a DTS trip record due to a mismatch ticket amount. 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 and the transaction is a debit.	<ol style="list-style-type: none"> 1. Amend the travel document (via the CBA Transaction Detail screen or through the DTS application) for the difference between the invoice and the ticket amounts. 2. Re-reconcile the transaction via the Transaction Detail screen after the DTS amendment has been stamped PAID (voucher).
DTS Ticket Number does not match CCV Ticket Number	CTO Fee Transaction when DTS is unable to reconcile a CTO fee transaction with a ticket record on DTS.	<ol style="list-style-type: none"> 1. Determine the DTS travel document (TANUM) and the ticket associated with the CCV transaction using the AO or ROA. 2. Perform selective mode reconciliation on the CCV transaction “Reconcile by TANUM” on the Transaction Detail screen. 3. Amend the travel document (via the CBA Transaction Detail screen or through the DTS application) to modify the DTS ticket number to match the CCV Invoice ticket number. 4. Re-reconcile the transaction via the Transaction Detail screen after the DTS amendment has been stamped POS ACK RECEIVED (auth) or PAID (voucher).

Table 53: Unmatched Fee (Continued)

Classification Unmatched Fee		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
The given ticket is not a CBA ticket	<p>The matching ticket record on 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 was probably caused by the travel document being amended to change the expense type code after the CBA ticket was purchased.</p>	<ol style="list-style-type: none"> 1. Analyze the DTS travel document (TANUM) with the AO to determine if the expense type code is set correctly on the travel document ticket record. 2. Coordinate with the AO to amend the travel document to change the ticket expense type codes to CP-C or CR-C and the CBA account number to equal the CCV transaction CBA account number on the travel document. 3. 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.
TANUM Unknown	Reconciliation is unable to find a ticket record on DTS that matches the CCV transaction based on ticket number or name and billing date range.	<ol style="list-style-type: none"> 1. Determine the DTS travel document (TANUM) and the ticket associated with the CCV transaction using the AO or ROA. 2. Perform selective mode reconciliation on the CCV transaction “Reconcile by TANUM” on the Transaction Detail screen. 3. If analysis finds the CCV transaction is not a DTS ticket, dispute the transaction to the bank and change the status of the transaction to “Disputed”.

Table 53: Unmatched Fee (Continued)

Classification Unmatched Fee		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Authorization is not ready for reconciliation	CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel authorization (voucher has not been created): POS ACK RECEIVED AUTH 24 HOUR PASSED (DTS-T organizations) PAY PROCESS IGNORE.	<ol style="list-style-type: none"> Contact the AO displayed on the Transaction Summary screen for the CCV debit transaction to review and research (if necessary) the current status stamp on the travel document (TANUM). Once the travel authorization is stamped with one of the stamps indicated, re-reconcile the debit transaction from the Transaction Detail screen "Reconcile by Ticket Number"
Voucher has not been approved	CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel voucher: POS ACK RECEIVED PAID.	<ol style="list-style-type: none"> Contact the AO displayed on the Transaction Summary screen for the CCV debit transaction to review and research (if necessary) the current status stamp on the travel document (TANUM). Once the travel voucher is stamped with one of the stamps indicated, re-reconcile the debit transaction from the Transaction Detail screen "Reconcile by Ticket Number"
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.	<ol style="list-style-type: none"> Re-Reconcile the CCV transaction from the transaction detail screen or Submit amendment to travel document from the Transaction Detail screen to modify the transaction amount on the selected ticket record.

Table 53: Unmatched Fee (Continued)

Classification Unmatched Fee		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
Manual Unmatch	Transaction was changed by a CBA Specialist from a held, pending, or matched status to an unmatched status.	1. The CBA Specialist must re-reconcile the transaction using the “Reconcile by TANUM” or “Reconcile by Ticket Number” on the Transaction Detail screen to move the requirement 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.	1. Analyze the DTS travel document (TANUM) to determine which travel document is associated with this CCV transaction.

Table 54: Unmatched Refund

Classification Unmatched Refund		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
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.	1. Initiate an amendment from the CBA module using the “Initiate Amendment” option 2. The transaction will automatically match once the amendment is approved and the adjusting obligation is accepted by DFAS (POS ACK RECEIVED).
Transaction amount does not 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 DTS voucher from authorization and the transaction is a credit.	Same as above for the authorization process

Table 54: Unmatched Refund (Continued)

Classification Unmatched Refund		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
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.	1. Perform selective mode reconciliation on the CCV credit transaction “Reconcile by Ticket Number” from the Transaction Detail screen.
Authorization has not been POS ACK Received	CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel authorization (voucher has not been created): POS ACK RECEIVED AUTH 24 HOUR PASSED (DTS-T organizations) PAY PROCESS IGNORE.	1. Contact the AO displayed on the Transaction Summary screen for the CCV debit transaction to review and research (if necessary) the current status stamp on the travel document (TANUM). 2. Once the travel authorization is stamped with one of the stamps indicated, re-reconcile the credit transaction from the Transaction Detail screen “Reconcile by Ticket Number”
Voucher adjustment has not been POS ACK Received	CBA Reconciliation has not found one of the following stamps on the current adjustment level of the travel voucher: PAID.	1. Contact the AO displayed on the Transaction Summary screen for the CCV debit transaction to review and research (if necessary) the current status stamp on the travel document (TANUM). 2. Once the travel voucher is stamped with one of the stamps indicated, re-reconcile the credit transaction from the Transaction Detail screen “Reconcile by Ticket Number”
Manual Unmatch	Transaction was changed by a CBA Specialist from a held, pending, or matched status to an unmatched status.	1. CBA Specialist must re-reconcile the transaction using the “Reconcile by TANUM” or “Reconcile by Ticket Number” on the Transaction Detail screen to move the requirement into a matched status.

Table 55: Amendment Returned

Classification Amendment Returned		Status: UNMATCHED
Reason Code(s)	Description	CBA Specialist Action
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”.	<ol style="list-style-type: none"> 1. Contact the AO to determine why the amendment action was not approved and explain that the amendment action is necessary in order to match the CBA transaction. 2. 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 action approved 3. It may be necessary to re-initiate the amendment using the “Initiate Amendment” option. Once the amendment action is approved and the adjusting obligations are POS ACK’d, the transaction will automatically match.

Table 56: Amendment Rejected

Classification Amendment Rejected		Status: UNMATCHED
Reason Code(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”	<ol style="list-style-type: none"> 1. Coordinate with the DTA or AO to correct the rejection and amend the document for approval. 2. Once the reject is corrected and the amendment action has been approved and POS ACK’d, use the “Reconcile by TANUM” or “Reconcile by Ticket Number” options to match the transaction.

Table 57: Amendment Pending

Classification Amendment Pending		Status: SUSPENDED
Reason Code(s)	Description	CBA Specialist Action
No Reason Code Required	CBA Specialist has initiated a CBA Amendment that has yet to be approved or the adjusting obligations have yet to be positively acknowledged by DFAS (POS ACK).	<ol style="list-style-type: none"> 1. No user action required. Transaction is held in the amendment pending status until the DTS travel application returns an acceptance or rejection. 2. A CBA Specialist can validate the status of the amendment through their DTS Org, Group, or ROA access or request assistance from the associated AO or DTA. 3. If the amendment has been approved and the adjusting obligations POS ACK'd from DFAS, but the transaction remains in a "Amendment Pending" status, contact the Travel Assistance Center to request assistance.

Table 58: Suspended, Held, or Disputed

Classification	Status	Reason Code(s)	Description	CBA Specialist Action
Pending Refund	Suspended	No Reason Code required	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 separate CCV invoices.	No action is required. The credit transaction will automatically be classified as a matched refund on a future invoice once the debit has been paid.
Pending Fee Credit	Suspended	No Reason Code required	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 automatically be classified as a matched refund (Matched Fee Refund?) on a future invoice once the debit fee transaction has been paid.
Disputed	Disputed	No Reason Code required	Transaction is not valid (or does not require payment) for the DTS CBA account charged. Manual classification applied by a CBA Specialist.	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	No Reason Code Required	A disputed transaction has been resolved, and nothing further need 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.

Table 58: Suspended, Held, or Disputed (Continued)

Classification	Status	Reason Code(s)	Description	CBA Specialist Action
Held	Held	No Reason Code required	Manual classification applied by a CBA Specialist to mark a transaction for removal from the current CCV invoice. The transaction can later be reconciled and added to the current invoice or to an interim invoice.	1. Move out of the 'Held' status and attempt to reconcile for inclusion on a future invoice
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.	<ol style="list-style-type: none"> 1. Verify the transaction is duplicate and has been paid by referencing the previously paid invoices. 2. If the transaction is a duplicate, dispute the transaction back to the CCV and change the status of the transaction to "Disputed".

Table 59: Matched

Classification Matched		Status: MATCHED
Reason Code(s)	Description	CBA Specialist Action
Temporarily excluded from the invoice due to carryover	CBA will not submit an invoice for payment that is less than zero dollars. Invoices with a negative balance are carried over until an offsetting positive invoice is certified for payment.	No user action required. Message is for information only. Transactions are carried over automatically when invoices are certified.
Transaction matched based on name billing date CBA transaction account number and ticket cost	Notification to CBA Specialist of matching criteria used to reconcile the CCV transaction with a DTS ticket record.	<ol style="list-style-type: none"> 1. 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. 2. If the transaction was matched incorrectly, change the transaction classification to "Unmatched" and re-reconcile the transaction using the "Reconcile by TANUM" or "Reconcile by Ticket Number" options.

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CBA Desk Reference

This guide explains common reconciliation activities in the DTS *Centrally Billed Account (CBA)* module. More information on each topic is available in the *DTS CBA Manual*.

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1.0 Enter Account Information Into the DTS CBA Module

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

In order to use a CBA in DTS, the following must be in place:

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

Account setup instructions are separate from this guide. See the *CBA Account Activation Instructions (with DTS Electronic Reconciliation Module)*. The document is located on the DTS Travel Center web site in the document library.

The following guidelines pertain to new account setup:

- Consult the applicable Service or Agency POC, or local business rules to determine account application and setup procedures.
- Use of the DTS CBA Reconciliation module for electronic reconciliation and certification requires a new account. The module does not account for transactions that may have been charged or reconciled outside of DTS.

After new account activation, the Service or Agency CBA Defense Travel Administrator (CBA DTA), with permission level 7, will add the information to the DTS CBA module. Access to the CBA module for the CBA DTA users must be coordinated with the CBA Administrator through the service or agency program office.

Figure DR 1 shows the Add New CBA Account screen.

The screenshot shows the 'Add New CBA Account' screen in the Defense Travel System. The header includes the DTS logo, 'A New Era of Government Travel', and navigation links: 'CBA Home', 'Help for this screen', and 'Logout'. The screen ID is 3301.1. Below the header is a navigation bar with links: '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 the following fields and controls:

- CBA Transaction Account #: Text input field with a (16) character limit indicator.
- CBA Central Account #: Text input field with a (16) character limit indicator.
- Expiration Date: Text input field with a calendar icon and a (MM/DD/YYYY) format indicator.
- Vendor Pay Routing #: Text input field with a (5) character limit indicator.
- Account Label: Text input field.
- Agency: Dropdown menu with 'Allied Command, Atlantic' selected.
- Charge Card Vendor: Dropdown menu with 'Bank of America' selected.
- Organization(s): List box showing '- No Organizations Found -' with an 'Add To List' button.
- Transportation Officer(s): List box showing '- No TO Has Been Selected -' with an 'Add To List' button.
- Reconcilable on CBA Transaction #: Dropdown menu with 'No' selected.
- Buttons: 'Save New Account' and 'Cancel' at the bottom.

Figure DR 1: Add New CBA Account Screen

All fields on the Add New CBA Account screen are required. The fields are defined in Table 1.

TABLE 1: ADD NEW CBA ACCOUNT SCREEN FIELDS	
FIELD	DEFINITION
CBA Transaction Account Number*	Account number to which the Commercial Travel Office (CTO) charges transactions. The account number is included in the Passenger Name Record (PNR) submitted to the CTO when the DTS Travel feature is used to make arrangements.
CBA Central Account Number*	Account number the CCV uses to submit its invoices. This is different from the CBA transaction account number.
Expiration Date	Expiration date of the CBA.
Vendor Pay Routing #	The 6-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, this number identifies the location to which GEX routes the invoice for payment.
Account Label	A clear, concise label assigned to the account for ease of identification by DTS users. Users will see only the label, not the entire account number. The label will not exceed 17 characters (spaces are permitted). It must be DoD unique; it not be used more than once across the DTS database. If a user attempts to enter and save a label that already exists in the database, DTS displays a message requiring the user to enter a unique label.
Agency	Drop-down list from which to select the appropriate service or agency.
Charge Card Vendor	Drop-down list from which to select the appropriate CCV. Bank of America is the only option available.
Organization(s)	DTS organizations (orgs) for which the account will be established. Select Add to List to add or edit organizations.
Set CBA Transaction Account as Default for all Organizations	Check box used to set the account as the default account for every organization and suborganization associated with it. Other default options are available in the Set Default by Account or Set Default by Organization sections.
Transportation Officer(s)	Person(s) responsible for reconciling the account and certifying the invoice for payment. No more than five CBA-CBA Specialists may be selected. CBA Specialists must meet the following criteria: <ul style="list-style-type: none"> - Be government employees - Have DTS permission level of 4 - Complete COL certification - Be appointed as certifying officials (COs). - Have DTS Read Only Access (ROA or group access) to the organizations to which the account is applicable. (This allows the CBA Specialist to use the DTS ROA to research CBA transactions. ROA must be coordinated with the ROA Administrator at the organization or service or agency level.)
Reconcilable on CBA Transaction #	Drop-down list used to identify whether or not the account has been set up for electronic invoicing and if the DTS CBA module will be used to reconcile and pay the CCV invoices. Select <i>Yes if appropriate</i> . Select <i>No</i> if the account has been set up for traditional, paper-based invoicing and will be reconciled and paid outside of DTS.

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

Example: The CCV provides two accounts –4614270000197380 and 4614270000197422 but does not identify which one is which. The transaction account number is the account ending in 7422. It is higher because the CCV always issues the central account number before issuing the transaction account number.

Note. New organizations must be added to the list of organizations (using the Edit Account feature) that have access to the account. DTS does not automatically add new organizations to existing CBA information associated with a parent organization. See *CBA Manual*, see Section 4.3.2, “Add New CBA Account”.

2.0 Set the Default Account for the Organization(s)

If the organization has a default CBA, the account label and the partially masked account number auto-populate when the user selects CBA as the method of payment. If the organization does not have a default CBA, the user must use the following steps:

1. Click **Change Ticket Data**.
2. Click the **CBA Accounts** link on the Other Trans screen.
3. Select the appropriate **account** from the CBA Account selection list.

The CBA-DTA set the default account on the Add or Edit CBA Account screens in the CBA-DTA features of the application. The CBA-DTA may change the default account by using one of the following options:

- Set Default by Account
- Set Default by Organization

Figure DR 2 shows the Set Default by Account screen.

Screen ID: 3420.1
[CBA Home](#) | [Help for this screen](#) | [Logout](#)
Centrally Billed Account

[Search CBA Account](#) [Add CBA Account](#) [Set Default by Account](#) [Set Default by Org](#)

Set Default by Account

Choose an Organization	Select A CBA Transaction Account As Default
D	No CBA Transaction Account associated with the selected organization

[Save Selected Account As Default](#) [Cancel](#)

Figure DR 2: Set Default by Account Screen

The Set Default by Account option allows the CBA-DTA to select the organization from the drop-down list and set the transaction account as the default. DTS displays a list of its accounts. The CBA-DTA selects the appropriate account.

Figure DR 3 shows the Set Default by Organization screen.

Figure DR 3: Set Default by Organization Screen

Set Default by Organization allows the CBA-DTA to select the transaction account and select the organization(s) that should be default for the account. The CBA-DTA uses this screen to remove an organization from the default status.

Note. A default account is not required for an organization. For example, if an organization uses multiple accounts, then one account should not be default. No account will auto-populate. The user must select the account from the drop-down list on the authorization. See *CBA Manual*, see Section 4.3.10, “Set Default Account by Account” and see Section 4.3.11, “Set Default Account by Organization”.

3.0 DTS Travel Arrangements Process Flow and Effects on the DTS CBA Module

Using the DTS Travel feature, users make air and rail travel arrangements. The user should select the method of payment based on the following:

- Service or Agency rules
- Possession of an active, Individually Billed (IBA) government travel charge card (GTCC)

A user must select one of the following options:

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

When a user signs an authorization that includes reservations, the following processes occur:

1. DTS submits the request, through a Global Distribution System (GDS), via a PNR, to the CTO. In Figure DR 4, note the status of *REQUEST* and the Ticket Number of *See Attached Ticket 1*. At this point the status will not be adjusted or amended.

Defense Travel System
A New Era of Government Travel

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Air Lodging Rental Car Rail Other Trans.

Air Travel

Use this screen to request your air travel.

Flight Saved

\$315.35 → Estimated Total Ticket Cost
→ GSA City Pair

US Airways (US) Flight: **141**

Depart: **DCA-Washington, Dc** At **8:25 AM** On **Tue 23-Nov-04**
Arrive: **IND-Indianapolis, In** At **10:13 AM** On **Tue 23-Nov-04**

Confirmation Number:
Ticket Number: See Attached Ticket 1
Status: **REQUEST**
Seat Selection: Window Seat
→ [OSI-Other Supplementary Information](#)

Ticket Date: 18-Nov-04
Total Tax: \$0.00 PassFacChg: \$0.00 Fees: \$0.00
Issue Date:

Flight Details Entered:

→ Frequent Flyer: Method of Reimbursement: **GOVCC**

Comments to the Travel Agent:
→

[Change Ticket Data](#)

[Edit this Flight](#) [Find Next Flight](#)

Trip Summary

Overall Starting Point

Leave From: **RES: WASHINGTON, DC** [View](#)
Leave: 23-Nov-04

Location 1: INDIANAPOLIS, IN

Leave From: **RES: WASHINGTON, DC** [View](#)
TDY/TAD Loc: **INDIANAPOLIS, IN**
Arrive: 23-Nov-04
Leave: 24-Nov-04

Carrier/Flight: **US Airways (US) 141** [View](#)
Depart: 0825 - 23-Nov-04 - DCA-Washington, Dc (Usa) (National Apt)
Arrive: 1013 - 23-Nov-04 - IND-Indianapolis, In (Usa)

Carrier/Flight: **US Airways (US) 3392** [View](#)
Depart: 1430 - 24-Nov-04 - IND-Indianapolis, In (Usa)
Arrive: 1608 - 24-Nov-04 - DCA-Washington, Dc (Usa) (National Apt)

Overall Ending Point

Leave From: **INDIANAPOLIS, IN** [View](#)
Return Loc: **RES: WASHINGTON, DC**
Arrive: 24-Nov-04

Figure DR 4: Authorization in REQUEST Status

- The CTO books the arrangements and returns the PNR to DTS. The authorization is now in a CTO BOOKED status and will be adjusted or amended. The Travel (Air or Rail) section of the authorization is updated with a PNR locator number and the booked cost as shown in Figure DR 5. (Note the status of BOOKED and the PNR in the Ticket Number field.)

Figure DR 5: Authorization in a CTO BOOKED Status

- The authorization routes to the Authorizing Official (AO).
- The AO applies the APPROVED stamp. DTS adds a Tickets Are Waiting (TAW) date to the approved PNR. The TAW date is the date that the CTO should ticket the reservation, and is set to three business days before the scheduled departure date. The document remains in the CTO BOOKED status until the TAW date is reached.

- When the CTO tickets the reservation, it places the ticketed PNR on the outbound queue. DTS sweeps the queue and the authorization is then updated with the ticket number and cost. The document is now in the TICKETED status (Figure DR 6). The ticket number field is also updated.

Defense Travel System
A New Era of Government Travel

Itinerary Travel Expenses Accounting Additional Options Review/Sign
Air Lodging Rental Car Rail Other Trans.

Air Travel

Use this screen to request your air travel.

Flight Saved

\$698.20 → Estimated Total Ticket Cost
→ GSA City Pair

US Airways (US) Flight: **141**

Depart: **DCA-Washington, Dc** At **8:25 AM** On **Tue 23-Nov-04**
Arrive: **IND-Indianapolis, In** At **10:13 AM** On **Tue 23-Nov-04**

Confirmation Number: **JKOHQM**
Ticket Number: **0371104554601**
Status: **TICKETED**
Seat Selection: **08A Seat**

→ [OSI-Other Supplementary Information](#)

Ticket Date: 19-Nov-04
Total Tax: \$67.50 Pass/FacChg: \$9.00 Fees: \$0.00
Issue Date: 19-Nov-04

Flight Details Entered:

→ Frequent Flyer: Method of Reimbursement: GOVCC

Comments to the Travel Agent:
→ SEAT PREFERENCE: Window

[Change Ticket Data](#)

[Edit this Flight](#) [Find Next Flight](#)

Trip Summary

Overall Starting Point

Leave From: **RES: WASHINGTON, DC** [View](#)
Leave: 23-Nov-04

Location 1: INDIANAPOLIS, IN

Leave From: **RES: WASHINGTON, DC** [View](#)
TDY/TAD Loc: **INDIANAPOLIS, IN**
Arrive: 23-Nov-04
Leave: 24-Nov-04

Carrier / Flight: **US Airways (US) 141** [View](#)
Conf/PNR: **JKOHQM**
Depart: **0825 - 23-Nov-04 - DCA-Washington, Dc (Usa) (National Apt)**
Arrive: **1013 - 23-Nov-04 - IND-Indianapolis, In (Usa)**

Carrier / Flight: **US Airways (US) 3392** [View](#)
Conf/PNR: **JKOHQM**
Depart: **1430 - 24-Nov-04 - IND-Indianapolis, In (Usa)**
Arrive: **1608 - 24-Nov-04 - DCA-Washington, Dc (Usa) (National Apt)**

Overall Ending Point

Leave From: **INDIANAPOLIS, IN** [View](#)
Return Loc: **RES: WASHINGTON, DC**
Arrive: 24-Nov-04

Figure DR 6: Authorization in a TICKETED Status

- If the CTO charges a point of sale (POS) CTO fee, it is included on the ticketed PNR. DTS auto-populates the authorization with the CTO fee transactions, for CBA's with a CF-CTO Fee (Central Bill) code. A ticket number, based on the issue of a Miscellaneous Charge Order (MCO), is associated with CTO fee transactions. The CCV and DTS use the MCO number for reconciliation in the same way as actual tickets.

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

Sometimes DTS users do not use the DTS Travel feature. The traveler may make travel arrangements outside of DTS. The travelers add this information on the Other Trans screen. If a CTO fee was charged, it should be added in a separate entry in the Other Trans screen. It should include the ticket number from the related MCO. Ticket numbers and costs are included in the itinerary and invoice the CTO provides to the traveler.

4.0 Cancellation of Authorizations and Effects on CBA Reconciliation

Before applying the CANCELLED stamp to an authorization, the routing official (RO) or AO should verify that the trip incurred no expenses. The traveler should provide assistance. It is important to identify the following:

- Whether or not the authorization was ticketed
- Whether or not a POS CTO fee was applied

If the authorization was ticketed and a POS CTO fee was incurred before the trip was cancelled, the AO should not apply the CANCELLED stamp. Instead, the AO or traveler must take the following action:

- Create an amendment to the authorization
- Delete all non-reimbursable expenses with the exception of the CTO fee (including any other unavoidable expenses)
- Submit the amendment

If this is not done, and the AO applies the CANCELLED stamp, all the funds associated with the authorization are deobligated. The CBA Specialist will not be able to match the CTO fee transaction on the CBA invoice. The authorization is locked upon cancellation. The only way for the CTO fee transaction to be matched is for the CBA Specialist to request the creation of a new authorization that contains only the CTO fee.

Note. See the Training Materials section of the DTS Travel Center web site for cancellation procedures.

5.0 The DTS CBA Reconciliation Process

The following sequence shows 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 the following:
 - Proper format
 - Existence of an account in DTS
 - Whether or not it 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. It compares the transactions on the invoice to DTS trip records. This 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 Specialists Open Invoices screen. An e-mail is sent to inform the CBA-DTA that an invoice requires action.
5. The CBA Specialist verifies each matched transaction and must research and resolve transactions that remain unmatched after the reconciliation. The CBA Specialist will use DTS (including the traveler, AO, or DTA); the CTO; and the CCV to assist with reconciling the unmatched transactions.
6. CBA Specialists should have access to travel documents for travelers authorized to use their organization's CBA, either through group access or ROA. This access allows them to review DTS trip records to determine the applicable TANUM, verify ticket information, and identify the AO. The CBA Specialist should contact the Lead DTA to obtain this access.
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 receives an advice of payment (AOP) after the invoice is paid and the information is electronically archived.

Note. The reconciliation process searches the DTS ticket records that were entered via a ticketed PNR that was either:

- Returned from the CTO (which requires use of the DTS Travel feature)
- Entered in the Other Trans screen (when the DTS Travel feature is not used)

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

5.1 Processing Order

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

5.2 An Expected Invoice Is Not Received

If DTS has not received an expected invoice, the CBA Specialist will contact the CCV to determine if there was activity on the account during the billing cycle. If the account had no activity (no transactions or payments) then no electronic invoice will be generated. If the CCV indicates that it sent an invoice, the CBA Specialist should contact the DTS Travel Assistance Center (TAC) or the CBA Administrator Customer Support CBA Team. The CBA Specialist can work with the CCV to determine the reason that the invoice was not received, or perhaps received but not processed.

Note. Before contacting the TAC or the CBA Administrator, confirm that the invoice has not been received by using the ROA Invoices feature. If it was received, but held from auto-reconciliation, it is viewable via ROA. DTS will send the CBA Specialist an e-mail when it receives a CCV invoice.

5.3 Summary Points on the CBA Reconciliation Process

- Auto-reconciliation will determine matched transactions (Transactions are “matched” when the ticket information is populated on an approved DTS trip record. A trip record is “approved” when DFAS accepted the record and stamped it PosAck--Positive Acknowledgment).
- Any transactions not matched during auto-reconciliation will be classified as Unmatched. The Transaction Detail screen displays the reason for the Unmatched status.
- The CBA Specialist then determines the validity of the charge. Research methods include the following:
 - Contact the traveler.
 - Contact the CTO.
 - Research DTS trip records by using either the ROA or Group Access features (use the traveler name and dates of travel shown on the CBA invoice when researching DTS trip records). No amendment is necessary if the document has the correct ticket information, but the document is awaiting approval or DFAS processing (Pos Ack Received stamp applied). The CBA module will provide this information in the Reason for Unmatch.
- If the ticket information exists in the trip record, and the only reason for the unmatched is a cost difference, the CBA module will enable the CBA Specialist to initiate an amendment from the Transaction Detail screen by pressing the Initiate Amendment button.
- If the charge is valid but the ticket information does not exist in the trip record, the CBA Specialist must ask the traveler, or the traveler’s AO or LDTA, to amend the trip record using the standard DTS amendment procedure, and add the missing ticket information.
- If the charge is not valid, the CBA Specialist must indicate a transaction dispute. Use the Transaction Detail screen for this.

In *CBA Manual*, see Section 2.1.1.2, “Manual Reconciliation Overview”.

6.0 Matching Criteria for the DTS CBA Module

When DTS receives an electronic invoice from the CCV, DTS completes an automated reconciliation. This compares the line item transactions on the invoice to the trip records in DTS. The reconciliation occurs within 24 hours of receipt of the invoice if the previous invoice has been certified. DTS will hold a new invoice in a Receipt from CCV status if the previous invoice has not yet been received; DTS will run the automated reconciliation at that time.

DTS uses the following matching criteria when first attempting to match transactions:

- Primary criteria:
 - Ticket Number.
 - Dollar Amount.
 - Amount has been authorized (approved) on the latest version of the DTS trip record and the associated obligation has been accepted by DFAS Accounting.
 - Ticket method of payment or reimbursement is CBA.

If there is no match using the primary criteria, then DTS attempts to match on a second set of criteria:

- Secondary criteria:
 - Traveler Name.
 - Dollar Amount.
 - Amount has been authorized (approved) on the latest version of the DTS trip record and DFAS has accepted the associated obligation.
 - Ticket method of payment or reimbursement is CBA.
 - A comparison between the transaction date on the CCV invoice and the ticket date in DTS is made to determine a possible match within the billing cycle.

Note. CTO fee transactions (and associated MCO numbers) 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. Figure DR 7 shows a transaction that is unmatched with the Reason for Unmatch field populated.

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 102327330884 Record 2 of 10 CBA Transaction Account #: 2345678912345678

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Transaction Date: 03/07/2008 Voucher #: Reference #: 24792628068246900564135
 Prompt Pay Start: 03/27/2008 Days since PPA Start: 243 Source Amt: 454.0
 Original Invoice #: 0016653000019 Approving Official: AOP Date:

LOA:
 Traveler Name: CARSONA,ERIC Traveler SSN:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0377118417362	\$454.00	
DTS >			\$0.00	\$454.00

Reconcile by TANUM Reconcile by Ticket

Transaction Status: Unmatched Remarks:

Transaction Classification: Unmatched Debit
 Reason for Unmatch:
 Reason Unable to Amend: TANUM Unknown

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

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Figure DR 7: Open Transaction Detail Screen (Unmatched Status)

In this example DTS did not find a trip record with a matching ticket number and was unable to match using the secondary criteria; therefore, it was unable to determine the applicable TANUM.

The CBA Specialist must determine the reason for the Unmatched status (a reason displays on the Open Transaction Detail screen) and reconcile the remaining unmatched transactions. If amendment actions are needed in order to match the transactions, the CBA Specialist must coordinate their approval. See *CBA Manual*, Sections 3.2.1.1 and 3.3.2.

7.0 Common Causes of Unmatched Transactions

Common causes of Unmatched transactions include the following:

- The CTO did not place the ticketed PNR on its outbound queue after ticketing. DTS could not sweep the information to update the trip record with the ticket number and final cost.
 - Without this information, the ticket number or final ticket cost cannot be updated in DTS. If the CTO charges a POS CTO fee, it will not be auto-populated in DTS.
 - CBA will match the ticket transactions if the booked and ticketed cost remain the same, but the CTO Fee transactions will remain unmatched. An amendment action (by the traveler, AO, or LDTA) will be necessary to add the CTO Fee transaction information.
- The traveler contacted the CTO outside of DTS and entered the ticket information via the Other Trans screen, but the traveler did not include the ticket number (or the CTO information) when updating the voucher; or the traveler entered an inaccurate ticket cost.
 - Users who enter ticket information on the Other Trans screen instead of using the DTS Travel feature should include the ticket number when creating the voucher, and include separate entries for the ticket number and CTO fees. The traveler usually obtains the ticket and fee information from their itinerary or from the CTO invoice.
- The user indicated the ticket was charged to their Individual Billed GTCC account on the authorization or voucher, but the ticket was actually charged to the CBA.
 - If the user did not change the default method of payment to CBA, the user may have been erroneously reimbursed for the ticket and fee charges.
 - In this case, the trip record requires an amendment by the traveler, or by the AO or LDTA, to correct the method of payment. If the traveler has already received a reimbursement for this ticket, it is erroneous, and the amendment will place the document in a DUE US status (indebted to the government).
 - As an alternative, if the traveler provides proof (a copy of the charge card statement) that their Individual Billed GTCC was charged, then the CBA Specialist should dispute the transaction on the CBA invoice and ask the CTO to issue a credit against the CBA. This must also be disputed officially with the CCV.
- Changes were made to the travel arrangements outside of DTS, and the traveler did not update the authorization or voucher.
 - This happens if an itinerary changes, and rather than using DTS to make the change, the traveler contacts the CTO or the airline directly. The travel document should be amended to correct the ticket information; this will allow the CBA invoice transaction to be matched.

Some causes of Unmatched transactions include the following:

- Transaction amount does not match authorization amount
- Transaction amount does not match voucher amount
- Duplicate transaction previously reconciled as matched
- Issued ticket 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 trip document
- Accounting information unavailable
- Out of date range

In *CBA Manual*, see “Troubleshooting” on page 170, for a list of the Unmatched reason codes and the CBA Specialist action required for resolution. Also see Section 3.2.1.1, see Section 3.4.4 and see Section 3.4.5.

8.0 Amendment Actions

The CBA Specialist will initiate an amendment through the CBA module if the reason for the Unmatched status is a mismatch on the amount of an existing ticket record. In such a case, the **Initiate Amendment** button is available to the CBA Specialist on the Open Transaction Detail screen. See Section 3.4.7.7

When the CBA Specialist initiates an amendment through the CBA module, the following occur:

- The travel document is automatically updated to match data from the CBA invoice. For example, if ticket number 1611234567890 was initially populated in DTS for \$205, but the CBA invoice indicated the actual ticket cost was billed at \$250, then the ticket record (and its LOA) would be updated to \$250.
 - Before initiating the amendment, the CBA Specialist should verify the amount billed (or ticket number) on the CBA invoice. If a copy of the ticket or itinerary is not available on the voucher via the Substantiating Records function, contact the traveler or CTO for a copy of the ticket.
 - During the initiation process, the user must include comments in the Remarks section concerning the need for the amendment.
- DTS stamps the document CBA AMENDMENT (or CBA ADJUSTMENT if an existing version of the trip record has not been approved) and routes the document to the AO. Remarks are included in the record, in the **Comments to the Approving Official** section of the travel document, for RO and AO review.
- The RO or AO receives an e-mail indicating the need to review or approve the amendment.
- Once the transaction is updated to AMENDMENT PENDING status in the CBA module, the CBA Specialist cannot change it.
- When the AO approves the amendment, the CBA module will classify the transaction as Matched after DFAS has accepted the obligation adjustment.
 - If GEX or DFAS rejects the amendment after approval, the transaction becomes Unmatched with a status of AMENDMENT REJECTED.
- If an RO or AO stamps the amendment RETURNED, DTS returns it to the traveler and the transaction becomes Unmatched with a status of AMENDMENT RETURNED. The RO or AO must include comments regarding the reason for return. The CBA Specialist will view these comments within the CBA module.

Note. DTS will automatically approve the CBA Initiated amendment action after 96 hours if the cost adjustment is less than \$250, the “funds check” against the DTS Budget Module is successful, and the RO or AO has not already returned or approved the amendment action. This ‘auto-approval’ process does NOT apply to amendment actions initiated using normal amendment procedures outside of the CBA Module

The CBA Specialist cannot initiate an amendment through the CBA module to add tickets or fees that are not on the DTS trip record. If the document requires the addition of a ticket or CTO fee to match the CBA invoice, the CBA Specialist must ask the Traveler, the AO or the DTA to initiate an amendment using standard DTS procedures.

When a user initiates an amendment using standard DTS amendment procedures (that is, not through the CBA module), the CBA Specialist should perform the following:

- Follow up with the DTA, RO, or AO to ensure that the amendment is approved promptly. Also, promptly correct any rejects that may have resulted from the amendment.
- Use **Reconcile by TANUM** or **Reconcile by Ticket Number** to match the transaction manually once the amendment has been APPROVED and the document acknowledged by DFAS.

Note. The ‘auto-approval’ process noted above does not apply to amendment actions initiated using normal amendment procedures outside of the CBA Module.

Figure DR 8 and Figure DR 9 illustrate the following example:

1. A CBA transaction was received for ticket number 0061196507645 for \$929.78 that was not initially populated in the DTS trip record.
2. The CBA Specialist determined the following:
 - The charge was valid.
 - The ticket belonged to James Smith.
 - The ticket was used for travel on TANUM 006F35.
3. The CBA Specialist contacts the traveler, AO, or DTA and requests that person to amend the authorization or voucher to add the missing ticket information.
4. After amendment approval and processing, the CBA Specialist enters the TANUM in the **Reconcile by TANUM** field and clicks **Reconcile by TANUM**. The screen displays a list of the tickets associated with the TANUM.
5. 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 only one ticket record exists, a list of tickets will not display. Instead the ticket record populates above the Reconcile by Ticket Number field.

Open Transaction Detail

Invoice #: 1023903508270 Record 5 of 11 CBA Transaction Account #: 461427000000000A

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Transaction Date: 09/18/2008	Voucher #: 0167375424667	Reference #: 24792628263246900235434
Prompt Pay Start: 09/29/2008	Days since PPA Start: 84	Source Amt: 1688.1
Original Invoice #: 0016959000020	Approving Official: KRIS A CARSY	AOP Date:

LOA: 049447*97*2008*0100*2220*8*00000*9101*2102*999999*96ZC97*9796ZC*BT^^

Traveler Name: SMITHY SHELLA Traveler SSN: XXX-XX-1111

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167375424667	\$1,688.10	
DTS >	<input type="text" value="0TPJ4J"/>	<input type="text" value="0167376039471"/>	\$2,424.50	\$(736.40)

Transaction Status: Unmatched Remarks:

Transaction Classification: Unmatched Debit

Reason for Unmatch: Voucher has not been Approved

Doc Type/Status: VCH - REVIEWED

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

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Figure DR 8: Open Transaction Detail Screen (Reconcile by TANUM)

Enter the TANUM in the field above the Reconcile by TANUM field. Click **Reconcile by TANUM**.

A list of tickets associated with the TANUM displays. Select the ticket number to be matched. DTS will attempt to match the transaction. If no match is made, the reason for unmatched will display.

Ticket List

TANUM: 05V10F CCV Ticket Amount: \$309.50

Please select a ticket to proceed with reconciliation

Ticket #	Traveler Name	SSN	Trip #	Travel Date	Amount
9991158117	SMITHY, SHELLA	XXX-XX-1111	1	06/21/2008	\$309.50
FNYDCJ-CP	SMITHY, SHELLA	XXX-XX-1111	1	06/22/2008	\$800.00

* Non-CBA Ticket

Figure DR 9: Ticket List

The Digital Signature screen of the voucher shows the document history (Figure DR 10). The CBA Specialist will use this information to determine why did the system not match the transaction. The CBA Specialist will access this screen from the Review/Sign tab in the DTS authorization or voucher.

Figure DR 10 is an example of an unmatched transaction when the voucher has not been approved. The voucher was signed on 04/08/05, but is still pending approval.

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

Digital Signature

The estimated transportation related expenses and actual reimbursement may be reduced if travel is completed using a different transportation mode than authorized by your AO.

Pending Routing Actions

Awaiting Status Change To	By	Level
APPROVED	HELEN D CARSON	25
APPROVED	EMILY A CARSON	25

Document History

Status	Date	Time	Name	Remarks
CREATED	12/28/08	10:01PM EST	ERIC T CARSON	
SIGNED	12/28/08	10:04PM EST	ERIC T CARSON	

[View Reasons for Audit Failures](#)

Proceed to the following page:

Figure DR 10: Digital Signature Screen—Voucher

Once approved, the CBA module requires one of the following stamping actions:

For authorizations--POS ACK RECEIVED

AUTH 24 HOUR PASS or PAY PROCESS IGNORE (no obligation was required)

For vouchers--POS ACK RECEIVED

PAID (no adjusting obligation was required).

See Section 3.4.4, “Step 1A–Review Unmatched Invoices” especially see Section 3.4.1.1

9.0 Credit Transactions

This section describes the types of credits encountered in the CBA module.

9.1 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 is 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 be added to the next CBA invoice as an Unmatched Refund.

Note. This assumes that the CCV processed the credit transaction using the same ticket number under which it processed the debit transaction. If the credit was processed under a non-matching ticket number, the credit transaction will be classified as an Unmatched Credit in most cases. It will require the CBA Specialist to reconcile it manually. In *CBA Manual*, see Section 3.4.

9.2 Wash Debits and Credits; Netted Debits

An associated debit and credit will be matched as Wash Debit and Credit if the following are 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 record that has been removed after ticketing.
- The debit and credit result in a zero balance.

Example: The CBA invoice shows a debit for ticket number 0161324578123 for \$325. It also shows a credit on the same CBA invoice with the same ticket number and amount. If the ticket record exists in DTS and the trip was not cancelled, the respective transactions will cancel (wash) each other out, and there will be no payment to the CCV.

When there is net balance due for matched debit and credit transactions received on the same invoice, it is referred to as a Netted Debit.

Example: A CBA invoice shows a debit of \$455 for ticket number 0161324578132. The same CBA invoice shows 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 needs to 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. (DFAS charges on a per transaction basis.) In *CBA Manual*, see Section 3.6.3.

9.3 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. In *CBA Manual*, see Section 3.7.

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 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. In *CBA Manual*, see Section 3.9.7.9.

9.4 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 record 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 transaction, the transaction will match as a Matched Refund. In *CBA Manual*, see Section 3.7.

9.5 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 are classified as Unmatched Credits during the automatic reconciliation. In order to match the transaction, the CBA Specialist must identify the traveler with which the trip record is associated. The CBA Specialist will then enter the ticket number in the Reconcile by Ticket field and click the Reconcile by Ticket button. This will group the two transactions together. The transaction is now treated the same as an Unmatched Refund. The CBA Specialist will then initiate a CBA Refund Amendment to match the transaction. In *CBA Manual*, see Section 3.7.

10.0 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 received an invoice on 16 May. It 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, LDTA or AO. It is now 10 June. The five amendments still have not been approved. Rather than waiting for the amendment actions, which could delay payment beyond 16 June, the CBA Specialist places these transactions in a Held status. This allows for prompt certification and payment of the 45 reconciled transactions.

Once the original CBA invoice is certified, DTS will enable the CBA Specialist to create an interim invoice. This is separate from the original CBA invoice. The CBA Specialist will reconcile these transactions and certify this interim invoice separately from the original. The five transactions will still be subject to late payment penalties, based on the date the original invoice was received. However, this amount is much less than if the late payment interest penalty was assessed for the entire original invoice.

CBA Specialists may only create interim invoices for transactions received on the same original invoice. This enables the DFAS Vendor Pay systems to correctly calculate applicable interest charges. The CBA Specialist may have Held transactions from multiple invoices, but the CBA module will only allow transactions with the same Prompt Payment Act (PPA) date to be included on one interim invoice. The CBA Specialist will create a different interim invoice for other held transactions with another PPA date. In *CBA Manual*, see Section 3.5.2.

11.0 Transactions With an All-Zero Ticket Number

The bank invoice may include certain transactions that use an *all-zero* ticket number. Examples of transactions that are invoiced with all-zero ticket numbers include the following:

- 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 transactions that use all-zero ticket numbers. The CBA Specialist should take the following actions:

- *For provisional credits that were issued as a result of a disputed transaction:* Because 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, and TANUM in the **Remarks** field for tracking. The CBA Specialist should then 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 so 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 that number in the **Reconcile by Ticket** field and clicks **Reconcile by Ticket**. CBA will attempt to reconcile the transaction against the original ticket number. In *CBA Manual*, see Section 3.4.7.4 and see Section 3.5.3.
- *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 certifiable invoice, and the CBA Specialist will only be able to view these transactions using the CBA Search function. In *CBA Manual*, see Section 3.4.7.5 and see Section 3.9.7.

12.0 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.* Once the dispute is settled (by either the issue of a provisional credit or a re-charge 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 must enter the reason for the dispute in the **Remarks** field.

DTS removes the Disputed transactions from the CBA 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, both the procedure for the organization and procedure required by the CCV. This typically requires submitting a dispute form directly to the CCV. The Bank of America Form C11A0300 is the form to use for disputes and billing inquiries with Bank of America (BOA). The form may be accessed using the **BOA Dispute Form** link on the Disputed Transaction Summary screen. It is also available at: <http://www.gcsuthd.bankofamerica.com/forms/pdf/C11A0300.pdf>.

The Citi Form is the form to use for disputes and billing inquiries with Citi, The form may be accessed using the **Citi Dispute Form** link on the Disputed Transaction Summary screen.

Failure to follow official dispute procedures to notify the CCV of disputed transactions may result in account suspension.

The following is a list of items concerning disputes:

- When the CCV receives official notification of a dispute, it initiates the following:
 - Issues a provisional credit using an ‘all-zero’ ticket number.
 - Conducts research to determine if it considers the charge to be valid.
- When received on the CBA invoice, the provisional credit shall, in most cases, result in an **Unmatched Credit** that the CBA Specialist will mark as **Disputed**. This is because DTS removed the original debit or charge from the initial CBA invoice. The government did not pay for it, and therefore will not accept the credit.
- When marking this provisional credit as **Disputed**, the CBA Specialist should not process a formal dispute with the CCV. The CBA Specialist should do the following:
 - 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**.

In *CBA Manual*, see Section 3.5.3.

13.0 Acknowledgement and Certification of Invoices

After reconciling all transactions on an invoice, the transaction are classified as one of the following:

- 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 requires acknowledgement.

Once an invoice is acknowledged, the application removes from the CBA invoice all transactions that do not result in payment to CCV. Such transactions include the following:

- Suspended
- Disputed
- PPA Interest Payment
- Manual Advance Credit
- Held.

The invoice is then 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 the Defense Manpower Data Center (DMDC). The DADS PAID stamp on the invoice status history indicates that 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 Specialists **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, another rejection from DFAS Vendor Pay will result. (See Section 3.9.13, “Rejected Invoices”).

The invoice status history captures all the steps in the reconciliation process, from receipt of the CCV invoice to DMDC acceptance of the archived invoice.

After invoices are acknowledged and certified, they are no longer displays in the CBA Specialist’s inbox. Instead, the invoices are available through the CBA Search function, which displays on the CBA menu when the CBA Specialist logs on to DTS. **Note.** If an invoice remains in Sent to GEX status for more than 4 days, the CBA Specialist should contact the TAC. The TAC personnel will contact the GEX point of contact to determine the status of the invoice. If an invoice remains in a GEX Pos Ack status for more than 4 days, the CBA Specialist should contact the TAC or their DFAS Vendor Pay point of contact to determine the status of the payment. In *CBA Manual*, see Section 3.4.9.

14.0 The DTS ROA Invoices Option

Users with ROA privileges will view CBA invoice information and use the Invoices option of DTS ROA. CBA-DTA personnel and other authorized users also use the DTS ROA Invoices option to obtain the status of their CBA Specialist's accounts and to provide customer service support as needed. See Appendix A of the *CBA Manual* for information on accessing the ROA screens.

CBA Specialists use this feature to view invoices that DTS has received but has not auto-reconciled because the previous invoice has not yet 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 of the transactions. This will enable the CBA Specialist to reconcile by performing the following:

- Verifying that the trip records are populated with the ticket information.
- Determining if any credits have been received that effect the transactions on the current invoice.

In *CBA Manual*, see Section A.2 of Appendix A.

15.0 E-mail Notifications

The CBA module sends automatic e-mails to DTS users at certain times throughout the CBA process.

Such users include the following:

- CBA Specialist
- AO
- Traveler
- CBA-DTA
- CBA Administrator
- Travel Assistance Center
- Systems administrator

In *CBA Manual*, see Appendix B for information on the timing and content of the e-mails.

16.0 Reject Notifications

If either GEX or DFAS Vendor Pay rejects an invoice, DTS updates the invoice history with the reject (or translation failure) status and sends an e-mail to the following parties:

- 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 e-mails include a 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 Specialists inbox as a rejected invoice.

The CBA Specialist should not re-acknowledge and certify the invoice until corrective action has been completed. Such an attempt will result in another reject. The following steps should be taken upon receipt of the reject e-mail and the rejected invoice:

1. *The TAC receives the reject e-mail and auto generates a help desk ticket.* The CBA Specialist will coordinate this with the TAC to resolve the reject.
2. *The TAC contact 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 again in the acknowledgeable state. The TAC informs the CBA Specialist that the invoice is ready to be re-acknowledged and certified.

Because of the requirement to pay the invoices in a timely manner to avoid payment interest charges, the help desk ticket should be assigned "Severity Level 2 - High Impact."

17.0 Other Training Material

For further guidance, click the **Training** link on the DTS Web site at www.defensetravel.dod.mil:

- The *CBA Manual*. This provides instructions for use of the CBA module.
- Online Help. The link displays on each of the screens within the CBA module.
- CBA Overview. This Power Point Presentation provides a high-level overview of the CBA process in DTS.
- The CBA Reconciliation DTS Demonstration available on the DTMO website. This video provides a self-paced demonstration of the CBA Module.

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