



MANUAL



Centrally Billed Account (CBA) Reconciliation Manual

April 02, 2024

V5.9



Table of Contents

- Revision History 4**
- Chapter 1: Introduction 5**
- Chapter 2: Pre-Implementation Considerations 6**
 - 2.1 TMC Processing6
 - 2.2 Traveler Behavior6
 - 2.3 Authorizing Official Behavior7
 - 2.4 CBA-Specialist Selection.....7
 - 2.5 Financial Considerations7
 - 2.6 Site Fielding and Implementation8
 - 2.7 Additional Training Resources.....10
- Chapter 3: Overview 11**
 - 3.1 Roles and Responsibilities11
 - 3.1.1 CBA Administrator.....11
 - 3.1.2 CBA DTA.....12
 - 3.1.3 CBA Specialist.....13
 - 3.2 Process Overview.....15
 - 3.3 Access to the CBA Tool.....16
- Chapter 4: Auto-Reconciliation 17**
 - 4.1 Auto-Reconciliation Overview.....17
 - 4.1.1 Transaction Statuses.....18
 - 4.1.2 Transaction Classifications.....19
 - 4.2 Matching Criteria21
- Chapter 5: Manual Reconciliation 23**
 - 5.1 Review Transactions23
 - 5.1.1 Select an Invoice to Review23
 - 5.1.2 View Transactions on the Selected Invoice.....27
 - 5.1.3 View Details of a Single Transaction.....28
 - 5.2 Unmatched Transactions: Cures for Various Causes29
 - 5.2.1 Amendments31
 - 5.2.2 Manual Advance Credit35
 - 5.2.3 Reconcile Transactions36
 - 5.2.4 Held Transactions38
 - 5.2.5 Dispute a Transaction40
 - 5.2.6 PPA Interest and Interest Transactions.....44

Chapter 6: Acknowledgement and Certification 47

6.1 Acknowledge an Invoice.....47

6.2 Certify an Invoice.....48

6.3 Carried Over Invoices.....50

6.4 Rejected Invoices51

6.5 Original CCV and Interim Invoices51

6.6 Invoice Statuses52

Chapter 7: Credit Transactions..... 54

7.1 Suspended Transactions.....54

7.2 Unmatched Refunds.....56

7.3 Consolidated Transactions57

 7.3.1 Netted Debits.....57

 7.3.2 Wash Debits and Wash Credits58

7.4 Advanced Credits and Previously Applied Credits59

 7.4.1 Manual Advanced Credits and Manual Previously Applied Credits59

 7.4.2 Warnings About Advanced Credits and Manual Advanced Credits60

7.5 Unmatched Refunds – Airline Credits60

7.6 Credits Not Received.....61

Chapter 8: CBA DTA 62

8.1 Access the CBA DTA Module.....62

8.2 CBA Management62

 8.2.1 Search for a CBA63

 8.2.2 Edit a CBA.....64

 8.2.3 Delete a CBA.....65

 8.2.4 Add a New (i.e., Create a) CBA65

 8.2.5 Assign a Default CBA.....70

Chapter 9: Compliance Report 72

Chapter 10: Read Only Access (ROA)..... 74

10.1 ROA Roles and Administration.....74

10.2 View Invoices Using ROA.....74

 10.2.1 Invoice Summary.....75

 10.2.2 Transaction Summary76

 10.2.3 Transaction Detail76

10.3 View Trip Data Using ROA.....77

Appendix A: CBA Tool Email Notifications 80

Appendix B: Definitions 87

Appendix C: Frequently Asked Questions (FAQs)..... 91

Appendix D: Troubleshooting..... 93

- D.1 Suggested Corrective Actions.....93
- D.2 Suspended, Held, or Disputed Transactions103
- D.3 Matched Transactions.....104

Appendix E: CBA DTA Desk Reference 105

- E.1 Enter Account Information into the DTS CBA Tool105
- E.2 Default Account for the Organization107

Appendix F: CBA-S Desk Reference 109

- F.1 DTS Travel Arrangements Process Flow109
- F.2 The Effect of Cancelled Authorizations on CBA Reconciliation110
- F.3 DTS CBA Reconciliation Process110
 - F.3.1 Processing Order111
 - F.3.2 Invoice Is Not Received111
 - F.3.3 Summary Points.....111
- F.4 DTS CBA Tool Matching Criteria.....111
- F.5 Common Causes of Unmatched Transactions and Their Fixes112
- F.6 Amendments113
- F.7 Credit Transactions115
 - F.7.1 Suspended Transactions115
 - F.7.2 Wash Debit, Wash Credit, and Netted Debit Transactions115
 - F.7.3 Advance Credit and Previously Applied Credit Transactions115
 - F.7.4 Unmatched Refund (Credit) Transactions.....116
 - F.7.5 Airport Credit Transactions116
- F.8 Held Transactions and Interim Invoices116
- F.9 Transactions with an All-Zero Ticket Number116
- F.10 Disputed and Closed Transactions117
- F.11 Acknowledgement and Certification of Invoices.....118
- F.12 ROA Invoices Tool118
- F.13 Emails.....119
- F.14 Rejects119
- F.15 Additional CBA Information120

Revision History

Revision No.	Date	Authorization	Revision/Change Description	Chapter
4.0	05/01/16	DTMO	Rewrite of complete manual	All chapters and appendices
5.0	09/26/18	DTMO	General scrub for readability and redundancy reduction	All chapters and appendices
5.1	01/04/19	DTMO	Added comment about the DAI accounting system's limitations Updated ROA Trip screens	Section 8.2.4 Section 10.3
5.2	11/07/19	DTMO	Link updates General review	All chapters and appendices
5.3	06/18/20	DTMO	Link updates Updated screen shots Updated text	Page 9, Page 99, Page 87, Page 88 and Page 115
5.4	02/12/21	DTMO	Updated Message Center screen shots General review	Chapter 3, 8, and 10 Throughout
5.5	03/01/22	DTMO	Rebranding effort	All
5.6	11/04/22	DTMO	Updated Footer Format Word Correction	All Page 11
5.7	12/29/22	DTMO	Updated CBA Worksheet link	Page 9, Page 66
5.8	06/06/23	DTMO	Updated the TraX training COL/TAOCO names	Page 15
5.9	04/02/24	DTMO	General Review Added new CBA WBT Added new screen shot CBA page	Throughout Page 10 Page 120

Chapter 1: Introduction

Travelers use DTS to procure airline and rail reservations to go on official travel. Those who do not have their own Government Travel Charge Card (GTCC) may use their organization’s Centrally Billed Account (CBA) to pay for those reservations. Just like an ordinary GTCC, the charge card vendor (CCV) sends a monthly invoice that lists the charges made against the CBA. The DTS Reconciliation process starts with an automated attempt to match the charges on the CCV’s monthly invoice against DTS travel documents. If necessary, a manual attempt to match the remaining transactions follows. Once the steps are complete, the system acknowledges and certifies the invoice for payment.

This manual provides guidance to the various personnel who use the CBA Tool, to help them perform their duties. Table 1-1 outlines information covered in this manual: the CBA Process, the CBA Reconciliation process, and the key roles in those processes.

Table 1-1

The CBA Reconciliation Process and Roles			
<p>Introduction</p> <ul style="list-style-type: none"> • CBA use • Auto reconciliation • Manual reconciliation • CBA compliance reports • Read-only access • Additional Resources 	<p>CBA Administrator</p> <ul style="list-style-type: none"> • Add or remove a CBA DTA • Restage or Reject a CBA Invoice 	<p>CBA DTA</p> <ul style="list-style-type: none"> • Load, edit, and remove CBA accounts in DTS • Add or remove organizations from a CBA account • Add, edit, and remove CBA Specialists from organizations 	<p>CBA Specialist</p> <ul style="list-style-type: none"> • Use the DTS CBA Tool • Match, hold, or dispute unmatched transactions • Acknowledge and certify CCV invoices

In this manual, unless otherwise noted, “you” refers to a CBA Specialist (CBA-S). 2. This document is a resource guide and is not an official DoD regulation. Personnel should consult official DoD regulations – i.e., the [DoD GTCC Regulations](#), the [Joint Travel Regulations \(JTR\)](#), and Component-specific policies to ensure compliance.

Chapter 2: Pre-Implementation Considerations

For this chapter, “you” are the person responsible for evaluating your site’s ability to implement and successfully use the DTS CBA Reconciliation module.

You must take certain steps before an organization can use the CBA Tool. First, evaluate the organization to determine if it can successfully use the CBA Tool. Failing to take this first step may lead to an unsuccessful implementation of or long-term difficulties with CBA reconciliation. You can evaluate your site’s potential for success by reviewing their business processes in a few key areas.

2.1 TMC Processing

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

- This action must populate at least one ticket number and all applicable TMC fees in the authorization.

Review all of the organization’s recent CCV invoices that are being reconciled outside of DTS. Determine the rough success rate in matching CCV invoice transactions against DTS authorizations. What percentage matched both ticket number and cost?

- The lower the percentage of matches, the lower the odds that the organization is a good candidate for implementing the CBA Tool.
- If the ticketed number and cost do not regularly match, DTS will not be able to auto-match the transactions either. This will lead to a higher need for document amendments, extra work for your CBA Specialists, and delayed payments to the CCV.

2.2 Traveler Behavior

Review recent travel authorizations and traveler profiles. Then answer these questions:

1. Do travelers understand DoD travel policy and organization business rules related to DTS and CBA use?
 2. Do they follow the policies?
 3. Do they use the DTS **Reservations** module and keep their DTS profiles current?
- The more the travelers use the DTS **Reservations** module and keep their DTS profiles up to date the better the odds that the organization is a candidate for successful implementation. Consider the extent to which:
 - Travelers use the DTS **Reservations** module to make travel arrangements, including using the TMC Assistance options when they cannot find specific flights, lodging, etc.
 - The IBA account numbers and expirations dates in travelers’ DTS profiles are up to date. How quickly they update their profile when they receive a new IBA account number or expiration date.
 - Defense Travel Administrators (DTAs) will work closely with Agency Program Coordinators (APCs) to help maintain traveler IBA data. To minimize CBA use, a DTA should regularly run the **Accounts Info List** report in DTS (Figure 2-1) to:
 - Identify the current IBA details in travelers’ DTS profiles.

- Compare those details to cardholders’ IBA account data the APC provides.
- Update the IBA info in travelers’ DTS profiles or notify the travelers to do it.

For Official Use Only																
Contains Personally Identifiable Information covered by the Privacy Act of 1974																
Organization	Last Name	First Name	Middle Initial	SSN (Last 4 digit)	Government Charge Card Holder	Advanced Authorization	Mandatory use of GOVCC	Government Charge Card (GOVCC) (Last 6 digits)	GOVCC Expiration Date	Mandatory EFT Payment	Checking Routing Number	Checking Account Number	Savings Routing Number	Savings Account Number	Traveler Email Address	Csa Status
DTMOCS	Smith	Tracy	L	XXXXX1444	No	ADVANCE AUTH	Non-Exempt			Yes	#####	10101010			tracy.smit	No
DTMOCS	West	Helen	D	XXXXX9740												No
DTMOCS	West	Chris	A	XXXXX9741	Yes	CARD HOLDER	Non-Exempt	XXXXXXXXXX424242	May-20	Yes	1.14E+08	101010101			chris.west	No
DTMOCS	West	Eric	T	XXXXX9743	Yes	CARD HOLDER	Non-Exempt	XXXXXXXXXX424242	Mar-16	Yes	1.14E+08	101010101			eric.west	No

Figure 2-1: Accounts Info List Report

2.3 Authorizing Official Behavior

Do the Authorizing Officials (AOs) understand the organization’s policy and local business rules related to CBA use? The higher the percentage of AOs who perform the following tasks correctly, the better candidate the organization is for successful CBA implementation:

- Understand and enforce the organization’s business rules, especially for CBA use through the document approval process (i.e., discouraging CBA use for IBA cardholders). The organization must have a well-defined CBA use policy; if it does not, then you should address the issue with your senior leaders.
- Approve travel documents in a timely manner. A DTA can run the DTS Approved Status report to validate this information. The CBA Tool cannot match transactions in unapproved travel documents.

2.4 CBA-Specialist Selection

Selection of the right personnel to reconcile CBA accounts is crucial. Selected individuals must:

- Know how to find ticket and TMC Fee information in a DTS travel document.
- Be able to determine the routing status of a DTS document.
- Be able to correct ticket information in travel documents for LOA rejects.
 - Receive training on how to use the CBA Tool before implementation.

2.5 Financial Considerations

At OCONUS locations, check the TMC contact to determine whether the TMC issues tickets using foreign currency or U.S. dollars.

- If your TMC issues tickets using foreign currency, your site **IS NOT** a candidate as DTS cannot process transactions subject to foreign currency fluctuation.
 - This issue is specific to receiving refunds for matched and paid debits. For example, in June, the CBA-S matches and pays a debit, after currency conversion, of \$100. In July, the TMC issues a refund, after currency conversion, of \$110. DTS cannot process the refund, because it is not the same cost as the original obligated and disbursed debit.

If your organization does not process obligations through DTS, your site **CANNOT** use the CBA Tool. If an obligation does not exist in DTS, you cannot process a disbursement through DTS.

2.6 Site Fielding and Implementation

After you evaluate your business processes and decide to implement and use the CBA Tool, there are several steps to take before you receive your first CCV invoice in the CBA Tool.

Use the following checklist to ensure you complete and coordinate all necessary actions. **Note:** Not all steps are yours to complete, but you must ensure the responsible party accomplishes the required action before CBA implementation.

- Complete and process a CBA application with Citi. The URL is:
<https://www.citibank.com/tts/sa/federal-government-program-administrators-guides-and-forms/gsa.html>
 - Select 461427 as the account classification in Section 1.16 – this number sequence is unique for each CBA.
- Modify TMC contracts to reflect that:
 - Paper authorizations are not required for CBA purchases.
 - CBA reconciliation will begin on <date>. After that date, the TMC no longer needs to provide CBA reconciliation assistance. **Note:** Each TMC contract is unique, so this notification must include particulars about the support that the TMC used to provide for CBA reconciliation.
- Select, train, and officially appoint each CBA-S.
 - Select CBA-Ss. Each must understand the reconciliation process. People from the Finance and Transportation teams often make good choices. This is a key role. Wise decisions improve your chances of success.
 - Train CBA-Ss. The scope of required training depends directly on each person’s current level of CBA and DTS experience.
 - Appoint each CBA-S as a Certifying Officer on a *DD Form 577* after verifying that the CBA-S successfully completed an approved Certifying Officer Legislation (COL) training class.
 - Update each CBA-S’s DTS permission levels and accesses. A CBA-S requires (at least) permission level 4 and organization access to the organizations they will support.
 - Update any additional GTCC systems used to process Statement and Payment inquiries (e.g., CitiManager).
- Register with the TAC.
 - Ensure each CBA-S knows how to open and track help desk tickets.
- Modify site business rules to state that:
 - Travelers must:
 - Use DTS and the Reservations module.
 - Update ticket costs as necessary.

- Include ticket numbers vs. use of **See Attached Ticket** as a generic ticket number when entering ticket information in DTS.
- Process travel documents in a timely manner to avoid delays with matching tickets in the CBA Tool.
- AOs must:
 - Enforce your Component's CBA policy.
 - Process CBA travel documents in DTS as quickly as possible.
- CBA-Ss must:
 - Communicate their role, so that travelers, AOs, and DTAs understand the support they need and why.
- DTAs:
 - Insert a conditional **Travel Mode Route** step on appropriate routing lists to ensure that a CBA-S sees all travel documents that use CBA as a form of payment. This helps ensure proper CBA use, as the CBA-S can return documents that inappropriately used a CBA, so the traveler can update the method of payment, allowing the TMC to charge the correct account.
 - Create a special CBA routing list to use on vouchers amended solely to match a CBA transaction. A CBA-S, functioning as a Non-DTS Entry Agent [NDEA]) stamps the document **T-ENTERED** to route it directly to a person who will approve the amendment.

CBA DTAs notify DFAS Vendor Pay points of contact to inform them that the organization will be processing CBAs. The information they must provide to DFAS Vendor Pay includes:

- DTS Central Account Number
- CBA-Ss' names, email addresses, and phone numbers

Note: Some Vendor Pay systems (e.g., GFEBS, DAI, CAPSW), require this step as part of Pre-Validation. Failure to accomplish it could result in rejected CCV invoices and payment delays. You must contact your Vendor Pay POC to determine if notification of account setup is required.

- Complete and submit the CBA Load Worksheet - download from:
https://travel.dod.mil/Portals/119/Documents/GTCC/CBA_Account_Load_Worksheet.pdf
- Assign up to five people to each CBA account. **Note:** Due to the probability that you will need assistance from the TAC at some point, we recommend you assign no more than four, so a TAC analyst can be added to the account as needed.
- Email the completed form to the Component POCs identified on the CBA Load Worksheet.
- Confirm that the CBA DTA processed the CBA Load Worksheet.

After the checklist is complete, you will start receiving monthly CCV invoices into DTS.

2.7 Additional Training Resources

The DTMO website training materials located at <https://www.travel.dod.mil/Training/Reference-Materials> provides a vast array of resources to assist in using the system and locate answers to DTS questions.

You can access the following manuals and resources from the DTMO website:

- [CBA Reconciliation Basics](#) *web-based training (WBT)*. This class provides the Centrally Billed Account Specialist (CBA-S) basic instructions on how to monitor and reconcile organization travel when travelers use the centrally billed accounts (CBAs) to purchase air or rail tickets through the Defense Travel System (DTS).
- *Guides, information papers, and tri-folds*. These resources provide procedures to support travel. A key document for you is the Introduction to [CBA Reconciliation in DTS](#) information paper. You can access it directly at.
- *Defense Travel Administrator's (DTA) Manual*. This manual includes 12 chapters and 13 appendices covering the DTA administrative functions related to DTS setup and maintenance, electronic document processing, budget setup, and reports.
- *The Defense Travel System Guides*. These five guides describe document processing in DTS: a general introduction, and one for each DTS document type (authorizations, vouchers, local vouchers, and group authorizations).
- *The CBA Reconciliation Manual*. This guide provides information on the procedures for performing CBA Reconciliation functions within DTS, focusing on site CBA Specialist DTS reconciliation procedures. The content includes an introduction to the CBA billing process and user functions, and the roles for CBA Specialists, CBA-DTAs, and CBA Administrators.
- *The DTS CBA Reconciliation page* available on the DTMO website. The website contains links, documents, and contact information to support DTS CBA reconciled accounts.

You can also access the main training material from the DTMO website at <https://www.travel.dod.mil/Training/>. In the [Training Search Tool](#), select **CBA-S** or **DTA** on the **Role** drop down list and then select **Search**.

You should always be familiar with the:

- Joint Travel Regulations: <https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>
- DTS Regulations, authorized by DoDI 5154.31, Volume 3: <https://www.travel.dod.mil/Policy-Regulations/DoD-Instruction-515431/>
- GTCC Regulations, authorized by DoDI 5154.31, Volume 4: <https://www.travel.dod.mil/Policy-Regulations/DoD-Instruction-515431/>
- What is a Valid Receipt?, information paper.

Chapter 3: Overview

DTS provides an end-to-end process in DTS for the receipt, reconciliation, and payment of CCV invoices. The CBA Tool allows a CBA-S to reconcile (or match) CBA payments made through DTS travel documents against those that appear on a CCV invoice. DTS automatically matches as many transactions as it can. The CBA-S will need to reconcile any remaining transactions manually.

Travelers use CBA to pay for transportation charges – usually airline tickets, rail tickets, or TMC fees. Transactions may also include full or partial credits created by refunds and cancellations.

Once all transactions match in the CBA Tool (or are otherwise resolved), the CBA-S acknowledges the CCV invoice and certifies it for payment. DTS also facilitates the certification and payment process.

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

This chapter reviews the CBA reconciliation and payment process, and defines the roles and responsibilities of those responsible for CBA reconciliation.

3.1 Roles and Responsibilities

This section discusses the three CBA roles in DTS, which Figure 3-1 summarizes.

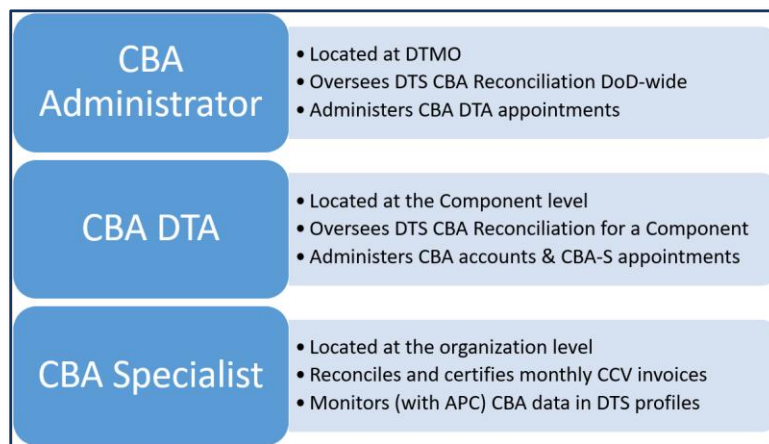


Figure 3-1: DTS CBA Roles

3.1.1 CBA Administrator

The CBA Administrator:

- Is located at the DTMO.
- Has functional oversight for CBA Reconciliation DoD-wide.
- Adds and removes CBA DTA access to the DTS CBA Tool.
- Rejects and restages CCV invoices.
- Runs reports to monitor Prompt-Payment Act compliance.
- Provides guidance to Service CBA DTAs.
- Acts as a CBA DTA for Defense Agencies and Joint Commands.

3.1.2 CBA DTA

A CBA DTA:

- Is located at the Component level.
- Creates and manages CBA accounts and processes for their Component.
- Creates, edits, deactivates, and deletes CBA accounts in DTS.
- Assigns accounts to organizations.
- Gives and revokes CBA-S access to accounts.
- Updates traveler GTCC information.
- Manages and supports CBA-S activities.
- Provides help desk support for CBA-Ss.
- Monitors and updates CBA account information in travelers’ DTS profiles.
- Works with APCs to monitor CBA delinquencies.
- Requests access to the DTS CBA Tool via a TAC help ticket in TraX.

Note: CBA DTA contact information is available at <https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/Centrally-Billed-Accounts/>.

Eligibility Requirements:

- May be a military member, civilian employee, or DoD contractor.
- Is not an accountable official.
- Does not have any DoD-level regulatory requirements, although the Component may require an appointment letter or mandatory training.

Required Profile Data:

Table 3-1

MINIMUM DTS PROFILE REQUIREMENTS FOR A CBA DTA	
Profile Type	
Profile Type	<p>User if the person will never go on official travel.</p> <p>User/Traveler if the person may go on official travel.</p>
Access Levels	
Organization Access	Access to the CBA DTA’s Component-level organization (e.g., DA, DN, DD).
Group Access	Access to the CBA DTA’s Component-level group (must allow access to required travelers’ documents).
ROA	Access to the CBA DTA’s Component-level organization (e.g., DA, DN, DD).

Permission Levels	
0	Create and sign documents
4	Access to the DTS CBA Tool (must be given after the CBA Administrator activates the CBA)
7	Access to the DTS CBA DTA module
Special Permissions	
Non-DTS Entry Agent (NDEA)	Y

3.1.3 CBA Specialist

A CBA-S:

- Is located (typically) at the local level.
- Follows all DoD policies and procedures per the JTR and the DoDI 5154.31.
- Reviews the DTS reconciliation results and resolves unmatched transactions.
- Contacts the AO when there is a required amendment to match CBA transactions.
- Acknowledges and certifies reconciled invoices for payment.
- Runs reports to determine the status of invoices (e.g., *Open, Unmatched*) and track the efficiency of the reconciliation process.
- Corrects errors in rejected transactions or CCV invoices to ensure prompt payment.
- Works with a DTA to:
 - Include a Travel Mode Route conditional routing element in at least one routing list for travelers who use a CBA.
 - Run the CBA TO and Account Info List reports to verify IBA cardholders are not using CBAs without approval.
- Works with the APC and DTA to ensure travelers' GTCC data is current in their DTS profile.

Note: DTS sometimes refers to the CBA-S as the Transportation Officer (TO).

Required Profile Data:

Table 3-2

MINIMUM DTS PROFILE REQUIREMENTS FOR A CBA-S	
Profile Type	
Profile Type	<p>User if the person will never go on official travel. User/Traveler if the person may go on official travel.</p>
Access Levels	
Organization Access	Access to the highest-level organization the CBA-S will reconcile CBAs for.
Group Access	Access to the group that provides access to the documents of all travelers the CBA-S is responsible for.
ROA	Access to the highest-level organization the CBA-S will reconcile CBAs for.
Permission Levels	
0	Create and sign documents
4	Access to the DTS CBA Tool (Must be given after the CBA Administrator activates the CBA)
Special Permissions	
Non-DTS Entry Agent (NDEA)	Y



Caution: A DoD contractor or a foreign national may be a CBA-S; however, they may not certify CBA invoices for payment. Since there is no technical mechanism in DTS to prevent a person with the profile settings listed above from certifying invoices, other precautions (e.g., training, monitoring) must be in place to prevent this from happening.

Eligibility Requirements:

A CBA-S:

- May be a military member, civilian employee, DoD contractor, or foreign national; however, see **Caution** above.
- Is an accountable official if they certify invoices; therefore, they must:
 - Be designated in writing on a *DD Form 577*.

- Complete a locally approved Certifying Official Legislation (COL) class. The DTMO’s Approver (COL/TAOCO) - Initial TAOCO (COL) Training and the Approver (COL/TAOCO) - Annual TAOCO (COL) Refresher Training which is available through TraX – may satisfy this requirement.
- Complete any additional training their Component mandates.
- See Table 3-3 for links to the *DD Form 577* and the website that houses the DTMO TAOCO classes.

Table 3-3

CBA-S DOCUMENTATION AND TRAINING RESOURCES	
DD Form 577	https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0577.pdf
DTMO COL/TAOCO classes	https://www.defensetravel.dod.mil/neoaccess/login.php Log into the Passport, then select Travel Explorer (TraX) and go to the Training module.

3.2 Process Overview

The DTS CBA Tool improves the efficiency of the legacy CBA reconciliation processing by automating many of the steps. Figure 3-2 shows a high-level overview of the entire process.

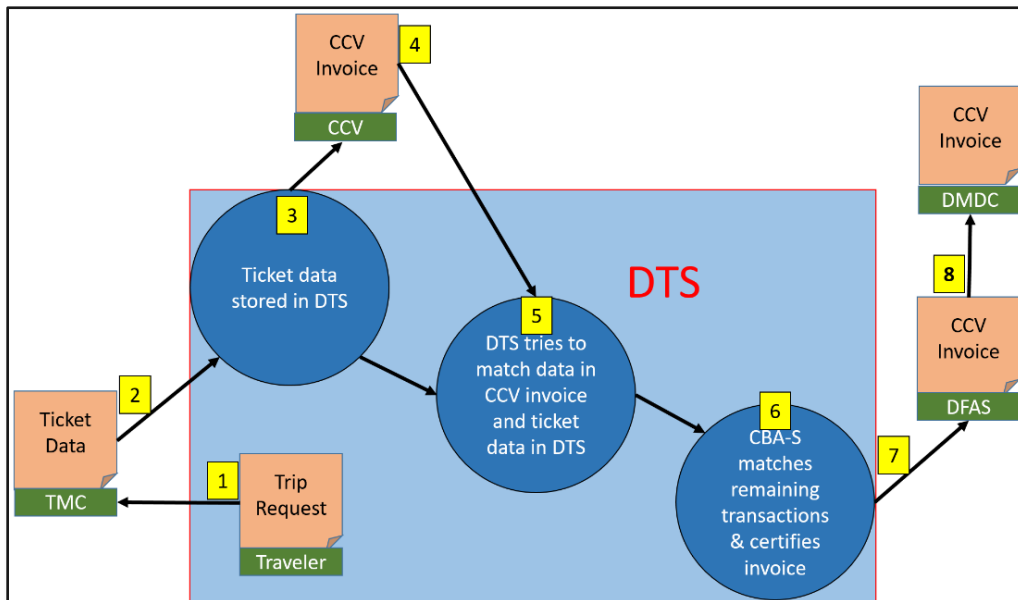


Figure 3-2: Overview of the CBA DTS Process for CCV Invoices

To help you understand the (simplified) DTS CBA reconciliation process, here is a systematic breakdown. **Note:** Everything inside the blue box in Figure 3-2 happens in DTS.

1. When a traveler creates or amends an authorization, DTS sends the traveler’s reservation requests (Trip Request) to the TMC for booking.
2. Three business days before the trip start date, the TMC returns booked reservation information (Ticket Data) to DTS.

3. When the TMC tickets the reservations, they notify the CCV of any transactions they charged to the CBA.
4. At the end of the billing cycle, the CCV sends DTS an invoice containing all CBA transactions.
5. DTS tries to match each transaction in the CCV invoice with an entry in DTS.
6. The CBA-S matches the transactions DTS could not match, then certifies the invoice for payment*. The CBA-S can also hold or dispute transactions they cannot match, to speed up the certification invoices. The CBA-S's options during this step are the primary focus of this manual.

*If allowed – not all CBA-Ss may certify invoices for payment.

7. Certified invoices go to DFAS Vendor Pay, which pays the CCV.
8. DMDC archives paid invoices.

3.3 Access to the CBA Tool

After a CBA DTA gives you access to the CBA Tool, you can access it at any time by logging onto DTS and from the **DTS Dashboard** select **Administration > CBA Tool** (Figure 3-3). **Note:** You may not see all the options visible in Figure 3-3.

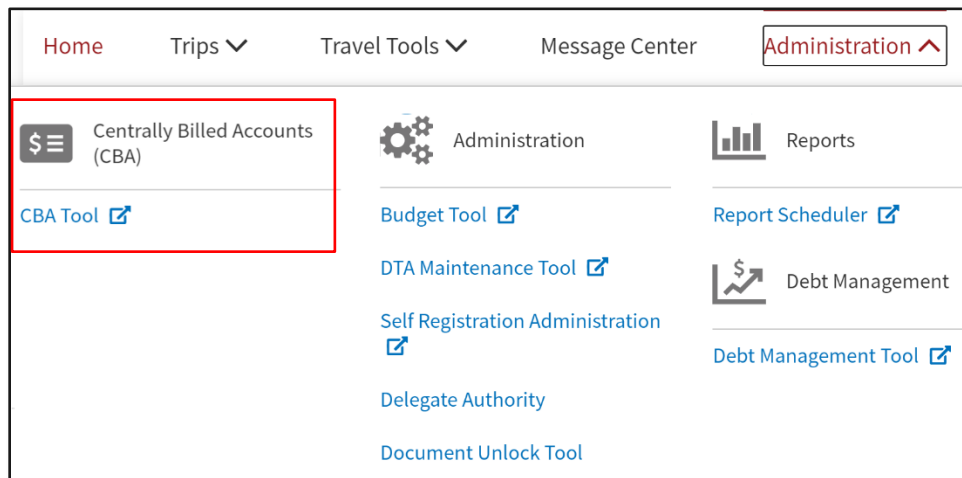


Figure 3-3: DTS Dashboard (CBA Tool Link)

Chapter 4: Auto-Reconciliation

DTS begins auto-reconciliation when it receives a CCV invoice. During auto-reconciliation, DTS compares each transaction on the invoice with the most current DTS travel documents (authorizations or vouchers) and assigns each one a status and a classification:

- **Status:** The current state of the transaction. The three possible initial statuses are *Matched*, *Unmatched*, and *Suspended*. Section 4.1.1 provides more detail and Table 4-1 lists all statuses with brief descriptions.
- **Classification:** The type of transaction (e.g., Debit, Credit). Section 4.1.2 provides more detail and Table 4-1 lists all possible classifications with brief descriptions.

4.1 Auto-Reconciliation Overview

Auto-reconciliation is the first part of the reconciliation process in DTS. It generally begins as soon as DTS accepts the CCV invoice (see exception below) and ends when it has assigned a status and classification to each transaction.

Figure 4-1 summarizes this part of the process. **Note:** Due to the large number of possible classifications and statuses, it only shows the most common three statuses.

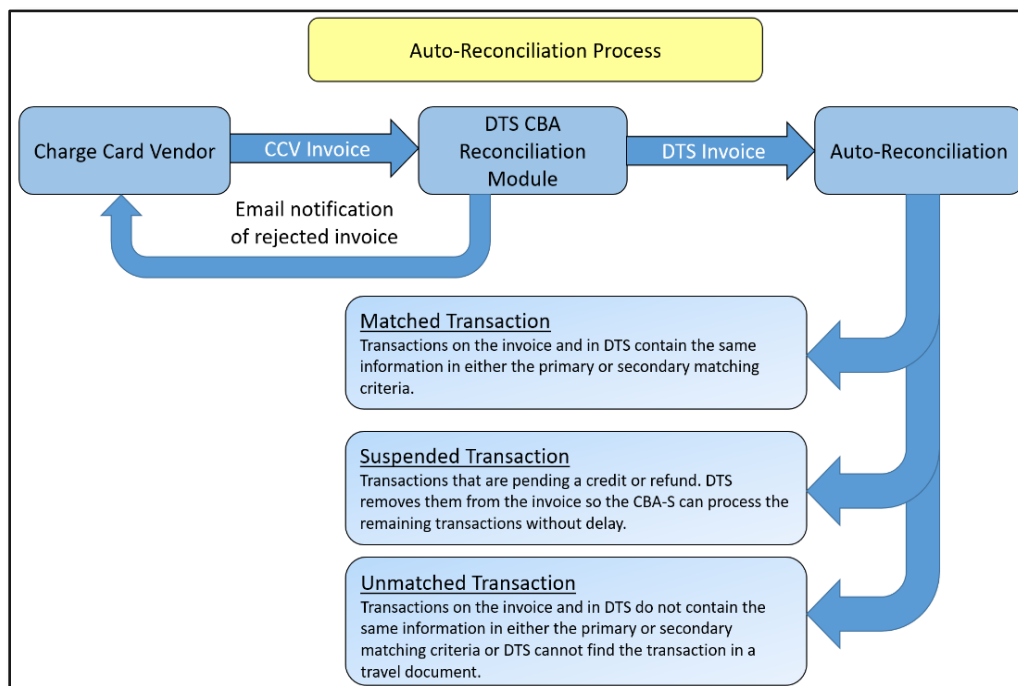


Figure 4-1: Auto-Reconciliation Process

The following steps comprise the auto-reconciliation process as shown in Figure 4-1:

1. DTS receives the CCV invoice and checks for proper format.
2. One of two actions is possible at this point:
 - DTS accepts the invoice and converts it into a DTS invoice. **Note:** This triggers DTS to assign the Prompt Payment Act (PPA) date to the invoice.

- DTS rejects the invoice and emails the CCV and the CBA Administrator to notify them of the rejection. The CCV must correct and resend the invoice.
3. DTS begins reconciliation. **Exception:** If you have not yet certified the previous month's invoice, DTS holds the new invoice in a *Receipt from CCV* status in the Read-Only Access (ROA) module. The auto-reconciliation process for this invoice will begin when you certify the previous month's invoice.
 4. After auto-reconciliation, DTS assigns each transaction one of the statuses described in Section 4.1.1 and one of the classifications described in Section 4.1.2.

4.1.1 Transaction Statuses

After auto-reconciliation, DTS places every transaction on the CCV invoice into one of three statuses: *Matched*, *Unmatched*, or *Suspended*. Figure 4-2 describes those statuses. Additional details appear below the graphic.

Matched	Unmatched	Suspended
<ul style="list-style-type: none"> • A transaction in both the CCV invoice and in an approved DTS travel document have: <ul style="list-style-type: none"> • The same dollar amount and ticket number. • The same dollar amount and traveler name, and a ticket date within 30 days of the invoice date. 	<ul style="list-style-type: none"> • The transaction in DTS is in a travel document that the AO has not approved. • The dollar amount on the invoice: <ul style="list-style-type: none"> • Matches the dollar amount in a DTS document, but the ticket number or traveler name does not match. • Does not match the dollar amount in the DTS document. • Does not exist in the DTS document. 	<ul style="list-style-type: none"> • A credit transaction has a corresponding debit, but but: <ul style="list-style-type: none"> • The debit is not on the CCV invoice. • DTS has not received an Advice of Payment (AOP) - i.e., PAID stamp - for the debit.

Figure 4-2: Transaction Statuses

Matched transactions do not require you to take any additional action other than a general review of the provided information.

Unmatched transactions require your intervention. You must do one of the following (full details of the processes appear later in this manual):

- Research the reason the transaction didn't match and fix it by:
 - Correcting the DTS document.
 - The TMC sending the corrected transaction information to DTS or to the CCV, as needed.
- Remove certain transactions from the invoice, which allows you to certify the invoice when all transactions remaining on the invoice match. This helps avoid delaying invoice certification. Remove transactions by placing them into one of the following statuses:

- **Held.** These transactions will require lengthy research before you can take final action.
- **Disputed.** These transactions were incorrectly included on the invoice.

Suspended transactions occur when a traveler receives a refund for a ticket, but the original debit and the credit appear on different CCV invoices. DTS applies the status during auto-reconciliation, when it receives the debit. You cannot apply this status, but when DTS receives the AOP for the debit, you can manually reconcile the *Suspended* transaction.

DTS removes *Suspended* transactions from the invoice to allow certification and payment of the remaining transactions.

4.1.2 Transaction Classifications

Along with a status, DTS gives each transaction a classification during the auto-reconciliation process. The classification identifies the type of transaction, such as *Debit*, *Credit*, *Fee*, or *Refund*. Table 4-1 displays all the transaction statuses and their associated classifications.

Table 4-1

TRANSACTION CLASSIFICATIONS		
Status	Classification	Description
Receipt from CCV (system generated)	Receipt from CCV	DTS has received the CCV invoice, but has not processed it.
Unmatched (system generated)	Amendment Returned	The AO applied the RETURNED stamp to a CBA-initiated amendment.
	Amendment Pending	You submitted a request for a travel document amendment (a CBA-initiated amendment or to route for approval). Action is required on the amendment.
	Duplicate	The CCV invoice contains a debit that has the same transaction type, Travel Authorization Number (TANUM), ticket number, and ticket cost as a debit that has been reconciled and paid.
	Unmatched Debit	The CCV invoice contains one of the following: A debit that DTS cannot find in a DTS travel document. The value of a <i>Netted Debit</i> that does not equal the ticket amount in a DTS travel document.
	Unmatched Credit	DTS cannot match a credit because a DTS travel document was approved and paid, then cancelled.
	Unmatched Fee	Same as <i>Unmatched Credit</i> , but specific to a TMC Fee.
	Unmatched Refund	The CCV invoice contains a <i>Netted Credit</i> that does not equal the ticket amount in a DTS travel document.

TRANSACTION CLASSIFICATIONS		
Status	Classification	Description
Matched (system generated or CBA-S action)	Advance Credit	The CCV invoice contains a credit for a ticket refund received after payment, but the CCV has not yet sent the debit transaction. See <i>Previously Applied Credit</i> .
	Manual Advance Credit	You apply it to mark an <i>Advance Credit</i> (see above).
	Fee Credit	DTS matched a credit that is a TMC Fee.
	Matched Fee	DTS matched a debit that is a TMC Fee.
	Matched Debit	DTS matched a debit.
	PPA Interest	DTS posts a debit to pay interest due to a PPA deadline violation.
	Matched Refund	The value of a ticket in a DTS travel document equals the net value of a <i>Netted Debit</i> and another CBA transaction.
	Previously Applied Credit	The CCV invoice contains a credit for a cancelled ticket to balance a debit that appeared on a previous invoice as an <i>Advance Credit</i> .
	Matched Credit	The CCV invoice contains a credit for a ticket that appeared on a previous invoice as a <i>Matched Debit</i> , but was later refunded.
	Wash Credit & Wash Debit	The CCV sent both a debit and a credit on the same CCV invoice, for the same ticket number and dollar value. The net value of a <i>Wash Credit & Wash Debit</i> is always \$0.
Credit (CBA-S action)	Manual Previously Applied Credit	You apply it to mark a <i>Previously Applied Credit</i> (see above).
Paid (system generated)	Paid Credit	DTS received an AOP for a credit.
	Paid Debit	DTS received an AOP for a debit.
	Paid Fee	DTS received an AOP for a TMC Fee.
	Paid Fee Credit	DTS received an AOP for a TMC Fee refund.
	Paid Manual Advance Credit	DTS received an AOP for a <i>Manual Advance Credit</i> .
	Paid Netted Debit	DTS received an AOP for a <i>Netted Debit</i> .
	Paid Refund	DTS received an AOP for a refund.
Held (CBA-S action)	Transaction Held	You apply it to temporarily remove a transaction from the invoice.
Closed (CBA-S action)	Transaction Closed	You apply it to permanently remove a transaction in <i>Dispute</i> status from the invoice after a dispute is settled.

TRANSACTION CLASSIFICATIONS		
Status	Classification	Description
Dispute* (CBA-S action)	Disputed Debit	You apply it to mark a debit as not valid for the DTS CBA account charged.
	Disputed Credit	You apply it to mark a credit as not valid for the DTS CBA account charged.
	Duplicate Disputed	You apply it to mark a duplicate transaction as not valid for the DTS CBA account charged.
Netted Debit (system generated)	Netted Debit	The CCV invoice contains both a debit and a credit for ticket, and DTS has combined them into a single transaction for reconciliation and payment.
Suspended (system generated)	Pending Fee Credit	The CCV invoice contains a TMC Fee credit that is awaiting the debit associated with a DTS cancellation.
	Pending Credit	The CCV invoice contains a credit, but DTS is awaiting the debit due to a DTS cancellation.
	Pending Refund	The CCV invoice contains a credit, but DTS did not receive an AOP for the corresponding debit.
*Disputes are settled outside the system and must be coordinated with the charge card vendor		

4.2 Matching Criteria

DTS generally completes auto-reconciliation within 24 hours of receiving the CCV invoice (assuming no previously received invoices remain open). The auto-reconciliation process matches information on the invoice against the most current authorizations and vouchers in DTS. Table 4-2 describes the matching criteria DTS uses.

Table 4-2

AUTO-RECONCILIATION MATCHING CRITERIA FOR TICKETS AND TMC FEES
Primary Matching Criteria
<p>DTS matches a transaction if all of the following are true:</p> <ul style="list-style-type: none"> • Ticket number and dollar amount on the CCV invoice match the data in a DTS travel document. • The document contains: <ul style="list-style-type: none"> ○ CBA as the method of payment. ○ Either a POS ACK RECEIVED or PAID stamp.
Secondary Matching Criteria
<p>If DTS fails to get a match, it uses these criteria. Again, all must be true for DTS to find a match:</p> <ul style="list-style-type: none"> • The dollar amount and traveler’s name on the invoice match the information in a document. • The document contains: <ul style="list-style-type: none"> ○ CBA as the transaction’s method of payment. ○ A ticket number (i.e., anything except “See Attached Ticket”). ○ A ticket date within 30 days before or after the transaction date on the invoice.

If DTS fails to produce a match with the primary or secondary matching criteria, it assigns the transaction a status of *Unmatched* or *Suspended*.

Chapter 5: Manual Reconciliation

When auto-reconciliation is complete, every transaction on an open invoice is in one of the three initial statuses. You must research the reasons for the *Unmatched* transactions and initiate corrective action as necessary, in an attempt to reconcile them. This chapter focuses on that process.

5.1 Review Transactions

When you access the CBA Tool, the **Open Invoices Summary** screen (Figure 5-1) opens.

Awaiting Certification (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice
DD [redacted] CBA	4614 [redacted] 71	69	0008 [redacted] 95	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 (1)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary
DD [redacted] CBA	4614 [redacted] 71	16	I005 [redacted] 16	View	View

Rejected Invoices (0)					
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice
No Rejected Invoices					

Figure 5-1: Open Invoices Summary Screen

It displays any currently open invoices in four categories:

- **Awaiting Certification:** These acknowledged invoices and are ready for certification. Certified invoices will be paid and then archived.
- **Awaiting Acknowledgement:** These invoices have no *Unmatched* transactions. Acknowledge them to lock in the final status of all transactions before archiving.
- **Unmatched Invoices:** These invoices have at least one *Unmatched* transaction on them. You must continue to work them until you have matched all transactions that remain on the invoice.
- **Rejected Invoices:** DTS returned these invoices to the CCV because of a formatting error.

From here, you must open an invoice, then drill down to see the individual transactions.

5.1.1 Select an Invoice to Review

The usual way to review an invoice is to select a **View** link in the **Invoice Summary** column. Doing so opens the **Invoice Summary** screen (Figure 5-3) for that invoice.

However, if you don't see the invoice you need, DTS provides two ways to find invoices that do not appear on the **Open Invoices Summary** screen:

1. Select an option from the **Invoices** drop-down menu:

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

An **Invoice Summary** screen opens; it has two slight differences from the screen shown in Figure 5-3:

- The screen name includes the status, so if you selected **Awaiting Certification**, an **Awaiting Certification Invoice Summary** screen opens.
- It only contains invoices of the type based upon your search criteria. Therefore, if you selected **Awaiting Certification**, it only contains invoices in an *Awaiting Certification* status.

2. Select the **CBA Search** link. A search criteria screen (Figure 5-2) opens.

Figure 5-2: CBA Search Screen

- Choose a **Report Type**.
- Select your search criteria. See Table 5-1 for information on the search criteria for each report type.
- Select **Get Report**. The **Invoice Summary** screen (Figure 5-3) opens. It shows all invoices that meet your search criteria.

Note: This type of search is most useful to individuals who only have a few CBA accounts.

Table 5-1

CBA SEARCH CRITERIA BY REPORT TYPE			
Report Type	Required Fields	Optional Fields	Select Get Report
Invoice Summary (Available invoices)	<ul style="list-style-type: none"> • Invoice status • CBA Transaction Account # • Invoice Date Range 	<ul style="list-style-type: none"> • Invoice # • Voucher # 	The Invoice Summary screen opens. Use this screen to review the invoices. <i>Unmatched</i> transactions must be manually reconciled.
Transaction Summary (All transactions on a single invoice)	<ul style="list-style-type: none"> • Transaction status • CBA Transaction Account # • Invoice Date Range 	<ul style="list-style-type: none"> • Traveler First Name • Traveler Last Name • Traveler SSN • Invoice # • TANUM • Ticket # 	The Transaction Summary screen opens. Use this screen to research <i>Unmatched</i> transactions. From this screen, access the transaction detail.
Transaction Detail (Details about a single transaction)	Same as above	Same as above	The Transaction Detail screen opens. Use this screen to review and update <i>Unmatched</i> transactions.
Organization	<ul style="list-style-type: none"> • CBA Transaction Account # • Invoice Date Range 	None	The Organization Summary screen opens. This screen displays the DTS organizations associated to the selected CBAs. Use this report to supplement the View CBA List report, available in the DTA Maintenance Tool.

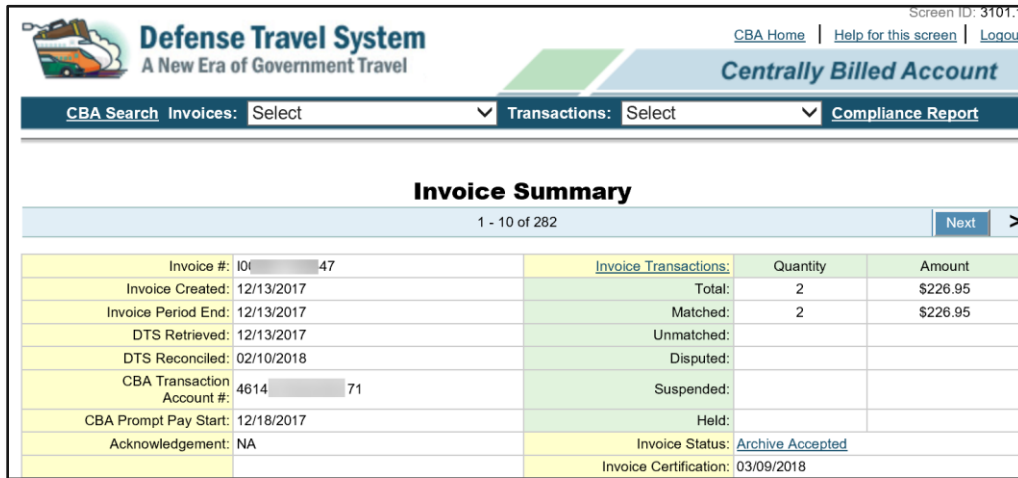


Figure 5-3: Invoice Summary screen (One Invoice Displayed)

Table 5-2

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

The **Invoice Summary** screen contains two columns for each invoice:

- The left column shows details such as the invoice number, CBA transaction account number, and key dates, such as the date the CCV created the invoice, the invoice end date, and more.
- The right column shows:
 - The number of transactions on the invoice and their total dollar value.
 - The invoice status and if applicable, the invoice certification date.
 - Open Invoices awaiting certification show the invoice number and dollar value broken down by transaction status: *Matched*, *Unmatched*, *Disputed*, *Suspended*, and *Held*.

Your main interest at this point are invoices that contain *Unmatched* transactions.

5.1.2 View Transactions on the Selected Invoice

On the **Invoice Summary** screen, select an **Invoice Transactions** link next to any invoice with at least one *Unmatched* transaction. The **Transaction Summary** screen (Figure 5-4) opens. It shows all the transactions on the selected invoice.

CBA Invoice #:		CBA Transaction Account #:		Transaction Classification:	
100	16	4614	71	Unmatched Fee	
Original Invoice #:		Traveler Name:		Traveler SSN:	
00	63	Hoj	es	XXX-XX-4118	
Ticket #:		TANUM:		Ticket Amt:	
890	14	1J1PE		\$20.00	
Approving Official:		Prompt Pay Start:		Voucher #:	
TH	ON	01/18/2018			
Days since PPA Start:		AOP Date:		Transaction Status:	
16				Unmatched	

Figure 5-4: Transaction Summary Screen (One Transaction Displayed)

Table 5-3

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

You need to look more closely at each transaction with an *Unmatched Transaction Status* or **Transaction Classification**.

5.1.3 View Details of a Single Transaction

On the **Transaction Summary** screen, select a **Ticket Number** link next to any *Unmatched* transaction. The **Open Transaction Detail** screen (Figure 5-5) opens. It shows detailed information about the selected transaction.

Screen ID: 3200.1

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CBA Home | ROA | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 100581711416 Record 1 of 1 CBA Transaction Account #: 4614 171

Transaction Date: 01/15/2018 Voucher #: Reference #: 24717054016870161997852
 Prompt Pay Start: 01/18/2018 Days since PPA Start: 1670 Source Amt: 20.0
 Original Invoice #: 00063 Approving Official: TH:ON AOP Date:

LOA: 067443^ AB

Traveler Name: HO ES Traveler SSN: XXX-XX-4118

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		89114	\$20.00	
DTS >	11J1PE	89114	\$20.00	\$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:

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

[Return to Previous Screen](#)

Figure 5-5: Open Transaction Detail Screen

The **Open Transaction Detail** screen (Figure 5-5) shows:

- Transaction information such as ticket number, ticket cost, invoice periods, days since PPA start, account numbers, reference number, and conversion rates (all CBA reconciliation is done in U.S. dollars).
- All the ticket information available in DTS or received from the CCV.
- Information about the traveler, AO, and LOA.
- Options to reconcile *Unmatched* transactions by TANUM or Ticket Number. An explanation of these processes appears later in this manual.
- Current transaction status and classification, and (if *Unmatched*) the reason the transaction remains *Unmatched*.

Note: If DTS matched the transaction by traveler name, amount, and date range, instead of ticket number and amount, the results appear in the **Remarks** text box.

5.2 Unmatched Transactions: Cures for Various Causes

Figure 5-6 displays the general process flow for reconciling transactions. A general explanation appears below the figure and in more detail later in this manual.

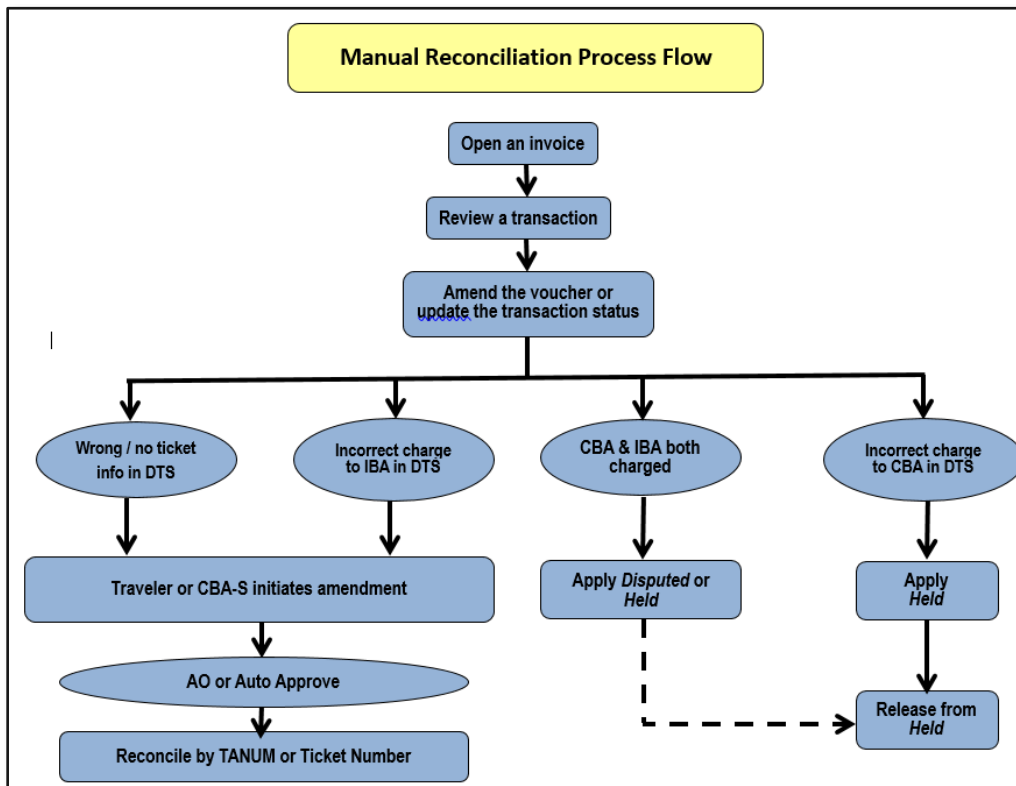


Figure 5-6: Process Flow for Manual Reconciliation

Common causes of *Unmatched* transactions and their corrective actions include:

- The traveler arranged transportation outside DTS and entered inaccurate (or no) ticket or TMC fee information in DTS.
 - The traveler must amend the document to correct all missing or inaccurate information.
Note: If travel has already begun, it is best to correct the information on the voucher.
- The TMC did not place the ticketed Passenger Name Record (PNR) on its outbound queue, so DTS could not include the ticket number or final cost in the authorization.
 - The CBA Tool can match the ticket transaction if the booked and ticketed costs match, but the TMC fee transaction will remain *Unmatched*. Either you or the traveler must amend the travel document to add the TMC fee transaction.
- The travel document incorrectly indicates payment by IBA, but the traveler purchased the ticket via CBA.
 - The traveler must amend the travel document to correct the method of payment to **CBA**.
Note: If the traveler already received a reimbursement for this ticket, the amendment will place the traveler in a **DUE US** status.
- The TMC charged the ticket to both the CBA and the traveler's IBA.
 - If the correct form of payment was IBA, you must Dispute the CBA transaction.
 - If the correct form of payment was CBA, you must ask the TMC to issue a credit against the IBA, and then mark the transaction *Held*. Reconcile the transaction when the offsetting credit appears on the next month's CCV.

- The travel document correctly indicates payment by IBA, but the TMC incorrectly charged the CBA.
 - You must ask the TMC to issue a credit against the CBA, and then mark the transaction *Held*. Reconcile the transaction when the offsetting credit appears on the next month’s CCV.

5.2.1 Amendments

As the previous section explained, matching transactions sometimes requires you or the traveler to make changes in a travel document. Sometimes you can make the necessary amendment, but other times the traveler must amend the document. The following sections will explain who and how to make amendments.

5.2.1.1 Initiate Amendment Button

When DTS finds a travel document that corresponds to a CCV transaction, but the dollar amount does not match the CCV invoice, DTS activates the **Initiate Amendment** button on the **Transaction Detail** screen (Figure 5-7). The cause of this type of error is generally a fully or partially refunded ticket price. The CBA-S must get the correct ticket cost information from the traveler or the TMC, and then use the **Initiate Amendment** button to amend the travel document, which will cause the invoice and travel document to match.



Note: Although it will be available at other times, you should only use the **Initiate Amendment** button to reconcile refunds when the debit is a *Matched Debit* and the refund is an *Unmatched Refund*). In all other cases, you should use the manual amendment process (see Section 5.2.1.2).

Screen ID: 3200.1

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CBA Home | ROA | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 00163 Record 246 of 481 CBA Transaction Account #: 4614141

Transaction Date: 07/25/2018 Voucher #: Reference #: 7430
 Prompt Pay Start: 08/04/2018 Days since PPA Start: 13 Source Amt: 539.98
 Original Invoice #: 00163 Approving Official: LYFON AOP Date:

LOA: 02 RS^

Traveler Name: MCCORMACK/JOHN Traveler SSN: XXX-XX-3588R

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		00159	\$511.31	
DTS >	2616VV	00159	\$1,051.29	\$(539.98)

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

Transaction Status: Unmatched Remarks: Save

Transaction Classification: Unmatched Refund
 Reason for Unmatch: Transaction amount does not match authorization amount

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

Previous Next

Figure 5-7: Open Transaction Detail Screen (Initiate Amendment Button)

Use the **Initiate Amendment** button when:

1. The debit and the credit are for the same ticket number (though the ticket numbers can be different as long as #2 is true).
2. The debit is a *Matched Debit* and a disbursement has occurred for the voucher that the debit was included.
3. The credit is an *Unmatched Refund* (Figure 5-7) and the travel document it is on requires amending to match the ticket cost.

Note: When reconciling the refund, you must use the ticket number associated with the matched debit.

To initiate an amendment:

1. Starting on the **Open Transaction Detail** screen (Figure 5-7) select **Initiate Amendment**. The **Initiate Amendment** screen (Figure 5-8) opens.

Screen ID: 3240

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CBA Home | ROA | Help for this screen | Log

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Initiate Amendment

CBA Invoice #: 0001423800063 CBA Transaction Account #: 4614 14

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

Invoice #	Reference #	Type	Status	CCV Ticket #:	Classification	Trans Amount	Trans Date
00163	74	Cr	Unmatched	00159	Unmatched Refund	\$539.98	07/25/2018
Consolidated Transaction Amount						\$511.31	

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

Traveler Name: MC HN
 Traveler SSN: XXX-XX-3588R
 TANUM: 2616VV
 CBA Ticket #: 00159
 Consolidated Amount: \$511.31
 DTS Ticket Amount: \$1,051.29
 Difference: \$(539.98)

Remarks: CBA Amendment for Refund

Issue Amendment Cancel

Figure 5-8: Initiate Amendment Screen

2. Enter the reason for the amendment in the **Remarks** text box and select **Issue Amendment**. DTS automatically performs the following actions:
 - Reopens the **Open Transaction Detail** screen (Figure 5-7) showing a transaction status of **Amendment Pending** and no drop-down options for **Transaction Status** (IOW, the transaction is un-editable).
 - Adds the contents of the **Remarks** field on the travel document.
 - Creates an amendment to the travel document with a ticket amount that matches the CCV invoice (netting the value between the debit and the credit transactions).
 - Routes the amended document for review and approval; no signature from the traveler is required.

When the AO reviews the amendment, two results are possible:

- If the AO approves it, the CBA Tool changes the transaction status to *Match* upon receipt of the **POS ACK** or **PAID** stamp.
- If the AO returns it, the CBA Tool changes the transaction status to **Amendment Returned** and leaves the transaction *Unmatched*.

When the transaction status is **Amendment Returned**, you must work with the AO to further research the issue. You may need to change the status to *Held* to allow you to certify the transactions remaining on the invoice.

Recommended actions regarding the use of **Initiate Amendment**:

- Do not select it when you are processing an original CCV invoice. The process locks the CBA transaction until the status updates to *Match*, which prevents certification of the CBA invoice. We recommend you process these types of transactions on an Interim invoice.
- Do not use it to place a new CBA ticketed transaction cost on a travel document (common mistake).
- If multiple tickets on the same TANUM require its use, only do one at a time. Let one transaction process through approval and *Match* before you initiate the next amendment.
- Do not use it to make debit adjustments to the travel document. Instead, manually amend the document and change the ticket price.
- Always confirm that the ticket number you are initiating the amendment for is in the ticket pick list of the travel document.

5.2.1.2 Route for Approval Button

If a ticket number is missing, a TMC Fee is missing, the airline ticket value does not match the debit, or the method of payment is incorrect in the travel document, you must usually let the traveler amend the travel document to correct the error. However, in some circumstances, and if your local business rules allow, you can amend such documents yourself.

We recommend that to ensure timely processing of CBA invoices, those responsible for your business rules update them to allow you to make changes for the traveler whenever possible. Doing so allows you to ensure the data in the travel document is correct, properly coordinate the change with the Routing Officials, and limit the delay in matching the transaction to help prevent CBA delinquencies.

The **Route for Approval** button is available on the **Open Transaction Detail** screen (Figure 5-9) when all of the following conditions are present:

- The transaction cost in the DTS document and CCV invoice matches.
- The transaction status is *Unmatched*.
- The DTS document is an authorization in a **CTO AMENDMENT** status.

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

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 0009 Record 4 of 53 CBA Transaction Account #: 4614 69

Transaction Date: 02/04/2017 Voucher #: Reference #: 24692165036000112499357
 Prompt Pay Start: 02/17/2017 Days since PPA Start: 13 Source Amt: 3311.1
 Original Invoice #: 0033 Approving Official: AOP Date:

LOA: 04 DT*

Traveler Name: BU Y M Traveler SSN: XXX-XX-6567

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167564328477	\$3,311.10	
DTS >	1NNDD5	0167564328477/78	\$3,311.10	\$0.00

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

Transaction Status: Unmatched Remarks: Save

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

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

Figure 5-9: Open Transaction Detail Screen (Route for Approval Button)

To initiate an amendment:

1. Select **Route for Approval**. The **Route for Approval** screen opens (Figure 5-10).

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

CBA Search Invoices: Select Transactions: Select Compliance Report

Route for Approval

CBA Invoice #: 0033 CBA Transaction Account #: 4614 69

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

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

Traveler Name: BU Y M
 Traveler SSN: XXX-XX-6567
 TANUM: 1NNDD5
 CBA Ticket #: 0167564328477
 CBA Ticket Amount: \$3,311.10
 DTS Ticket Amount: \$3,311.10
 Difference: \$0.00

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

Route for Approval Cancel

Figure 5-10: Route for Approval Screen

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

2. Select **Route for Approval**. DTS automatically approves the amendment if the organization allows automatic approval of changes up to \$250 or 5% of initial cost and the change meets the automatic approval criteria. Otherwise, the document routes for review and approval.

If the AO reviews the document, two results are possible:

- If the AO approves it and sufficient funds are available in the budget, the CBA Tool changes the transaction status to Match.
- If the AO returns it or if the budget has insufficient funds, the CBA Tool changes the transaction classification to *Amendment Pending*.

Recommended actions regarding the use of **Route for Approval**:

- Do not select it when you are processing an original CCV invoice. The process locks the CBA transaction until the status updates to Match, which prevents certification of the CBA invoice. We recommend you process these types of transactions on an Interim invoice.
- If multiple tickets on the same TANUM require its use, only do one at a time. Let one transaction process through approval and Match before you initiate the next amendment.
- Amend the travel document manually whenever possible instead of using it, as the process locks up transaction and invoice processing until AO approval.

5.2.2 Manual Advance Credit

A *Manual Advance Credit* occurs when a traveler records a credit they received by updating the ticket cost in the DTS travel document, but that credit occurred too late to appear in the CCV invoice. In this case, the dollar amount of the ticket will not match.

Recording a *Manual Advance Credit* transaction allows you to acknowledge and certify the amount reflected in the DTS travel document, even though there is still a difference between the CCV invoice and the DTS trip record.



Before you apply a *Manual Advance Credit*, you must validate that a partial or full refund was processed and is pending receipt of the next month's CCV invoice. Once you certify the invoice, you cannot change a transaction status, so if you make a mistake, you must work that debit manually through your Vendor Pay system.

To record a *Manual Advance Credit*:

1. Beginning on the **Open Transaction Detail** screen (Figure 5-11), select **Manual Advanced Credit** on the **Transaction Status** drop-down menu.

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

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 00 63 Record 199 of 481 CBA Transaction Account #: 4614 41

Transaction Date: 07/23/2018 Voucher #: Reference #: 24717058205582051156323
 Prompt Pay Start: 08/04/2018 Days since PPA Start: 15 Source Amt: 20.17
 Original Invoice #: 00 63 Approving Official: JE EN AOP Date:

LOA:
 Traveler Name: LU A M Traveler SSN: XXX-XX-1305

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		8902595553997	\$20.17	
DTS >	1K5T4E	8902595553997	\$5.60	\$14.57

Reconcile by TANUM Reconcile by Ticket Initiate Amendment

Transaction Status: Unmatched (dropdown menu open with options: Unmatched, Disputed, Held, Manual Advanced Credit) Remarks: Save

Transaction Classification: Disputed
 Reason for Unmatch: Held voucher amount

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

Previous Next

Figure 5-11: Open Transaction Detail Screen (Manual Advanced Credit Status)

2. Type a justification in the **Remarks** field.
3. Select **Save**. DTS will allow you to acknowledge and certify the dollar amount in the trip document. DTS will reconcile the cost difference between the CCV invoice and the trip document as an *Advance Credit* on the next month’s CCV invoice.

5.2.3 Reconcile Transactions

The CBA Tool provides two methods for reconciling CCV transactions on the **Open Transaction Detail** Screen:

- Reconcile by TANUM
- Reconcile by Ticket

5.2.3.1 Reconcile by TANUM

To try to reconcile the invoice by TANUM:

1. Beginning on the **Open Transaction Detail** screen (Figure 5-12), enter the **TANUM** for the trip you are trying to reconcile the transactions.

Open Transaction Detail

Invoice #: 00C163 Record 11 of 481 CBA Transaction Account #: 4614 41

Transaction Date: 07/02/2018 Voucher #: Reference #: 24717058184871844211700
 Prompt Pay Start: 08/04/2018 Days since PPA Start: 15 Source Amt: 782.3
 Original Invoice #: 00C163 Approving Official: AOP Date:

LOA: 02 :RS^

Traveler Name: AQ O R Traveler SSN: XXX-XX-3780

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0067159937342	\$782.30	
DTS >	25XILE	0067159937342	\$782.30	\$0.00

Transaction Status: Unmatched Remarks:

Transaction Classification: Unmatched Debit
 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

Figure 5-12: Open Transaction Detail Screen (Reconcile by Options)

2. Select **Reconcile by TANUM**. The **Ticket List** screen (Figure 5-13) opens. It displays all airline tickets associated with the corresponding TANUM.

Ticket List

TANUM: 25XILE CCV Ticket Amount: \$782.30

Please select a ticket to proceed with reconciliation

Ticket #	Traveler Name	SSN	Trip #	Travel Date	Amount
0067159937342	AQ DO	XXX-XX-3780	1	07/05/2018	\$782.30
8902362452726	AQ DO	XXX-XX-3780	1	07/05/2018	\$6.17
BD:P	AQ DO	XXX-XX-3780	1	07/05/2018	\$782.30

Cancel

Figure 5-13: Ticket List Screen

3. Select the correct ticket in the **Ticket #** column. If the selected ticket is associated with the most current version of the travel document, the **Open Transaction Detail** screen displays the billed current transaction status.

Note: The list includes all tickets associated with the travel document, even tickets that are no longer active.

5.2.3.2 Reconcile by Ticket

To try to reconcile the invoice by ticket number:

1. Beginning on the **Open Transaction Detail** screen (Figure 5-12), enter the **Ticket Number** you are trying to reconcile the transactions against.
2. Select **Reconcile by Ticket**. The **Open Transaction Detail** screen updates. One of two outcomes is possible:
3. If the travel document contains an updated correct transaction cost, DTS sets the transaction to *Match*.
4. Otherwise, the transaction remains *Unmatched* and either the traveler must manually amend the document or you can try to **Route for Approval** (see above).

5.2.4 Held Transactions

When you have a transaction that you cannot immediately match, generally because it requires additional research, you can classify the transaction as *Held*. You can then resolve the remaining transactions to certify the invoice in a timely manner.

After you resolve the *Held* transaction, you must place it on either the current invoice (if you haven't yet certified it) or an interim invoice so that it can be processed. Interim invoices are invoices made up of transactions that were previously Held. You must manually follow this process; DTS does not do it automatically.

5.2.4.1 Place a Transaction in Held Status

To place a transaction in *Held* status:

1. Beginning on the **Open Transaction Detail** screen (Figure 5-14), select **Held** from the **Transaction Status** drop-down menu.

The screenshot shows the 'Open Transaction Detail' screen in the Defense Travel System. At the top, there is a navigation bar with 'CBA Search', 'Invoices: Select', 'Transactions: Select', and 'Compliance Report'. Below this, the main header reads 'Open Transaction Detail' with 'Record 11 of 481' and 'CBA Transaction Account #: 4614'. The screen displays various transaction details including dates, voucher numbers, and amounts. A table lists transaction details for 'TANUM' and 'DTS' with columns for 'Ticket #', 'Ticket Cost', and 'Ticket Difference'. At the bottom, the 'Transaction Status' dropdown menu is open, showing options: 'Unmatched', 'Unmatched', 'Disputed', and 'Held'. The 'Held' option is highlighted in blue. Other fields include 'Transaction Classification', 'Reason for Unmatch', and 'Reason Unable to Amend'.

Figure 5-14: Open Transaction Detail Screen (Held Status)

1. Type comments in the **Remarks** box. These remarks become a permanent part of the transaction record.
2. Select **Save**. The screen refreshes. The *Held* transaction is still on the invoice, but the transaction status is classified as *Held*. DTS will remove it from the invoice when you acknowledge it.

5.2.4.2 Release a Held Transaction

Once a *Held* transaction updates and all necessary travel document changes process, you must release the transaction from *Held* status and place it into an open invoice. Here’s how you do that:

1. At the top of the screen (Figure 5-15), select **Held** from the **Transactions** drop-down menu at the top of the screen. The **Held Transaction Summary** screen (Figure 5-16) opens.

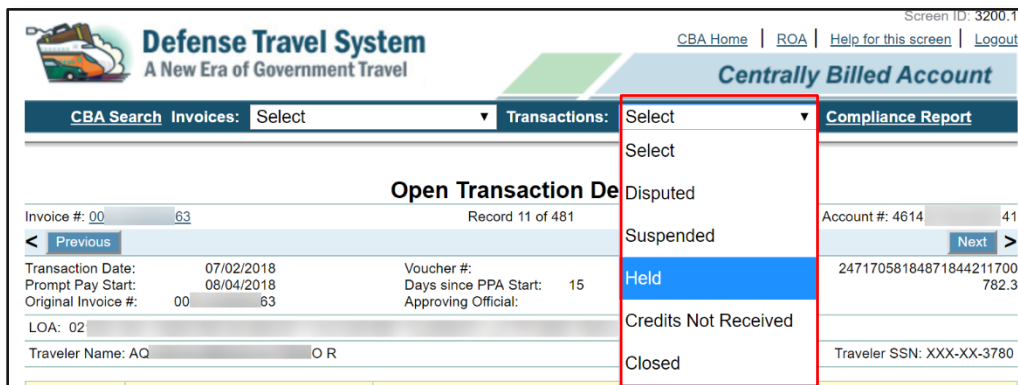


Figure 5-15: Transactions Drop-Down Menu (Held)

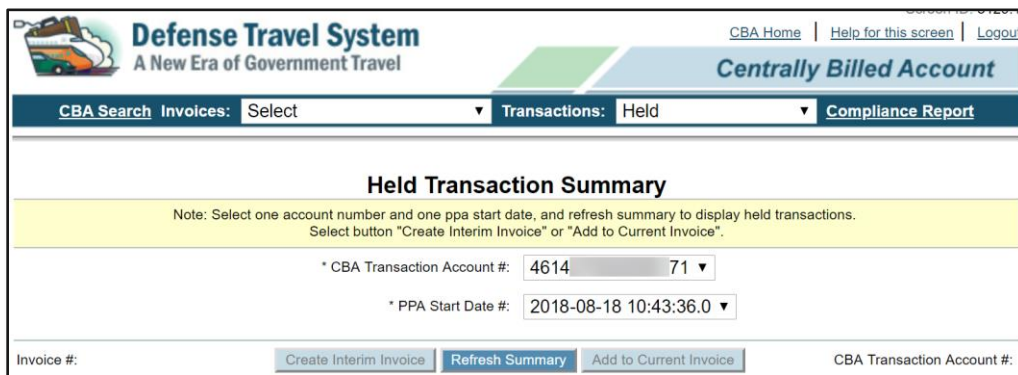
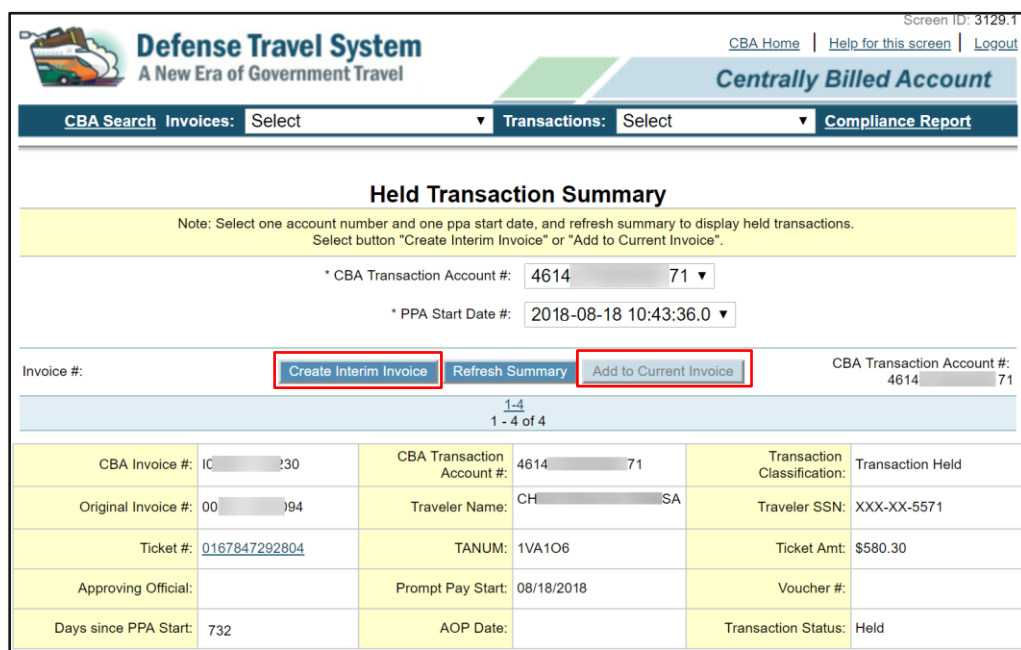


Figure 5-16: Held Transaction Summary Screen (Search Criteria)

2. Select the **CBA Transaction Account Number**. If you are responsible for multiple CBA accounts, select the appropriate account number requiring action. If you only have one account, the account number displays by default.
3. Select the **PPA Start Date #** associated with the transaction you are taking from *Held*. Each *Held* transaction is associated with the PPA date of its original CCV invoice, so multiple dates could be on the list.
4. Select **Refresh Summary**. The **Held Transaction Summary** screen refreshes (Figure 5-17) to display the items that matched the search criteria you entered.



Screen ID: 3129.1

CBA Home | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Held Transaction Summary

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

* CBA Transaction Account #: 4614 71

* PPA Start Date #: 2018-08-18 10:43:36.0

Invoice #: Create Interim Invoice Refresh Summary Add to Current Invoice CBA Transaction Account #: 4614 71

1-4
1 - 4 of 4

CBA Invoice #:	IC 000030	CBA Transaction Account #:	4614 71	Transaction Classification:	Transaction Held
Original Invoice #:	00 094	Traveler Name:	CH SA	Traveler SSN:	XXX-XX-5571
Ticket #:	0167847292804	TANUM:	1VA106	Ticket Amt:	\$580.30
Approving Official:		Prompt Pay Start:	08/18/2018	Voucher #:	
Days since PPA Start:	732	AOP Date:		Transaction Status:	Held

Figure 5-17: Held Transaction Summary Screen (Search Results)

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

- **Add to Current Invoice:** This button is available if an open invoice has the same PPA date and account number as the transaction being released. Adds all *Held* transactions on the screen to the current invoice.
- **Create Interim Invoice:** This button is available if no open invoice has the same PPA date. Adds all *Held* transactions on the screen to a new interim invoice. That invoice appears as *Unmatched* on the **Open Invoices** screen.

After you add transactions to an invoice, DTS displays a message that confirms the action and provides the applicable invoice number. The released transactions initially have the same status, classification and – if unmatched – reason codes as they had before you placed them in *Held*. You handle them the same way you would handle any other transactions.



Recommendations for working with *Held* transactions:

- DTS allows up to 27 interim invoices for each PPA period. If your organization has frequent CBA use, you must consider this when managing invoices. After you certify the 27th interim invoice in a PPA period, you must manually reconcile all additional *Held* transactions outside of DTS.
- Don't forget about *Held* transactions. If you don't quickly move them to an interim invoice, those forgotten transactions can easily become delinquencies. A good practice is to create a new interim invoice with all remaining *Held* transactions as soon as you finish certifying the monthly invoice. Doing that keeps the interim invoice on your radar screen, as you will see it every time you view the **Open Invoice Summary** Screen (Figure 5-3).

5.2.5 Dispute a Transaction

You should mark a transaction for *Dispute* if you cannot validate that the transaction is a valid charge. You should only apply the *Dispute* status after exhausting all other means of reconciling the transaction. You have 60

days from the invoice receipt date to dispute a transaction with the CCV. Placing the transaction in a *Dispute* status only results in removing the transaction from the invoice. The actual dispute process with the CCV is offline and must be coordinated directly with the CCV.

Note: You must manually close all disputed transactions when the *Dispute* is resolved. See Section 5.2.5.1.

Reasons to apply *Dispute* to a transaction include (but aren't limited to):

- You don't recognize the charge and can't match it to any DTS record.
- The charge listed is not a valid charge for the traveler's account.
- The charge is a duplicate of a previous transaction.
- The transaction is a refund that offsets a *PPA Interest* transaction. (For a complete explanation of this process, see Section 5.2.6.)

Here's how you apply the *Dispute* status:

1. Beginning on the **Open Transaction Detail** screen (Figure 5-18), select **Dispute** from the **Transaction Status** drop-down menu, then acknowledge the pop-up message (Figure 5-19) that explains that the actual dispute process with the CCV is handled outside DTS.

The screenshot shows the 'Open Transaction Detail' screen in the Defense Travel System. At the top, there is a header with the system logo and navigation links. Below this, there are search filters for 'CBA Search', 'Invoices', and 'Transactions'. The main content area displays transaction details for Invoice # 0063, Transaction Date 07/20/2018, and a Ticket # 8902201457024. A table below lists the CCV and DTS details, showing a \$20.17 ticket cost and a \$0.00 DTS amount. At the bottom, the 'Transaction Status' dropdown menu is open, showing 'Unmatched' as the current status and 'Disputed' as the selected option. Other fields include 'Reason for Unmatch: Held' and 'Reason Unable to Amend: TANUM UNKNOWN'.

Figure 5-18: Open Transaction Detail Screen (Disputed Status)

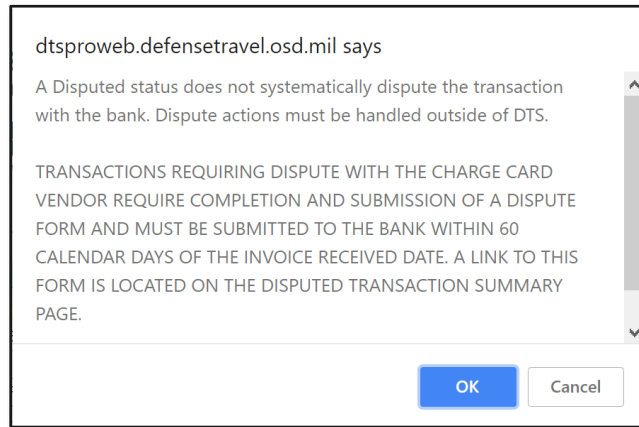


Figure 5-19: Dispute Message

2. Select **OK**. The **Open Transaction Detail Screen** re-opens, with the **Transaction Status** updated to **Disputed**.
3. Enter the reason for the dispute in the **Remarks** field.
4. Select **Save**. This completes the dispute action in DTS. Next, you must dispute the transaction with the CCV.
5. Select **Disputed** from the **Transactions** drop down menu (Figure 5-20) at the top of the screen. After you acknowledge a confirmatory pop-up message, the **Disputed Transaction Summary** screen (Figure 5-21) opens.

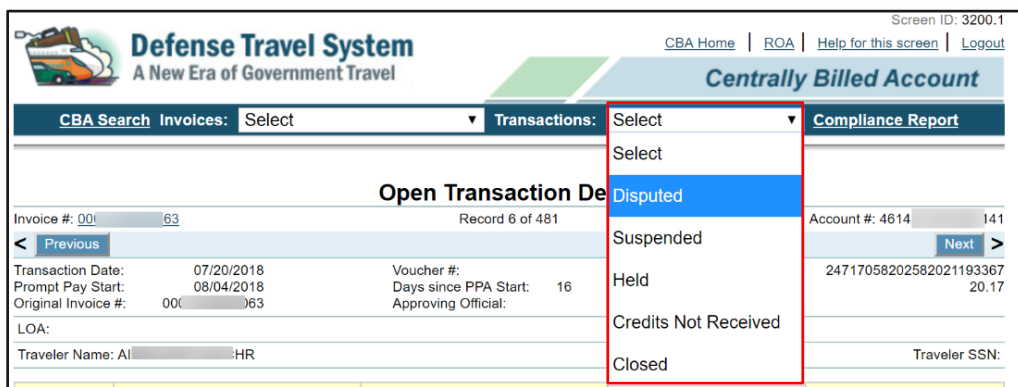


Figure 5-20: Transactions Drop-Down Menu (Disputed)

CBA Invoice #:	IC 48	CBA Transaction Account #:	4614 171	Transaction Classification:	Disputed Credit
Original Invoice #:	00 05	Traveler Name:		Traveler SSN:	XXX-XX-6430
Ticket #:	0167557033494	TANUM:	00U612	Ticket Amt:	\$909.19
Approving Official:	JE TT	Prompt Pay Start:	03/18/2018	Voucher #:	252766
Days since PPA Start:	34	AOP Date:		Transaction Status:	Disputed
Disputed Date:	04/01/2018				

Figure 5-21: Disputed Transactions Summary Screen

6. Select **Citi Dispute Form**. Although the **BOA Dispute Form** is still available, don't select it.
7. Complete and submit the **Citi Dispute Form** following the instructions on the form itself.

Disputed transactions remain on the invoice until you acknowledge it, at which time DTS automatically removes them. When the disputed transactions no longer appear on the invoice, you can certify all matched transactions.

There are two possible outcomes to disputes:

- If Citi agrees that the transaction is invalid, they apply a provisional credit to the GTCC.
- If Citi believes the transaction to be valid, they will add the transaction onto the next CCV invoice.

Whichever way the dispute is settled you must manually change the transaction status from Dispute to Closed (see Section 5.2.5.1).

If you put a transaction into a *Dispute* status in error, you must change the transaction status to *Held* on the **Open Transaction Detail** screen. From *Held*, you can put the transaction back onto an open invoice.

5.2.5.1 Place Disputed Transactions in Closed Status

When a dispute is settled, you remove its *Dispute* status by applying the *Closed* status. In fact, you may only apply the *Closed* status to transactions that are in a *Dispute* status. Once *Closed*, you do not need to do anything further with the transaction. Closing them simply helps you track unresolved *Disputed* transactions.

To place a transaction in a *Closed* status:

1. Beginning on the **Disputed Transaction Detail** screen (Figure 5-22), select **Closed** from the **Transaction Status** drop-down menu.

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Disputed Transaction Detail

Invoice #: 1048 Record 1 of 72 CBA Transaction Account #: 461471

Transaction Date: 02/28/2018 Voucher #: 239686 Reference #: 74792629064246700262624
 Prompt Pay Start: 03/18/2018 Days since PPA Start: 43 Source Amt: 1.0
 Original Invoice #: 0005 Approving Official: JE TT AOP Date:
 Disputed Date: 04/01/2018

LOA: 03 81^ AAA

Traveler Name: Traveler SSN: XXX-XX-6430

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0167557033494	\$909.19	
DTS >	00U612	0167557033494	\$909.19	\$0.00

Transaction Status: Disputed (dropdown menu with Disputed, Held, Closed options)

Remarks: Refund

Transaction Classification: Held

Reason for Unmatch: Amount does not match authorization amount

Reason Unable to Amend: Transaction

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

Figure 5-22: Disputed Transaction Detail screen (Closed Status)

2. Type the justification in the **Remarks** box. The new remarks justifying the closure will not overwrite, the remarks justifying the dispute.
3. Select **Save**. The **Disputed Transaction Detail** screen refreshes, showing the transaction status as *Closed*.

Note: If you need to reopen a closed transaction for any reason, simply return to this screen and update the transaction status as needed.

5.2.6 PPA Interest and Interest Transactions

When you certify a CBA invoice, if any transactions are over 30 days old (counted from the date DTS received the original invoice), your organization’s Vendor Pay system:

- Calculates the owed PPA interest amount.
- Adds that amount to the amount you certified.
- Disburses the total payment to the CCV.

When the CCV receives a PPA interest payment, they:

- Add the PPA interest charge to the next CCV invoice as a debit transaction.
- Submit an offsetting credit transaction for the same dollar value as the debit transaction.

When you assign the PPA Interest status, DTS acknowledges the transaction, but does not remove it from the invoice until you certify it. You don’t need to take any further action on a PPA Interest transaction.

You can assign the *PPA Interest* status if both of the below statements are true:

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

To assign the *PPA interest* status:

1. Open a **CCV Invoice** (Figure 5-23) by selecting the link for its invoice number.

CCV Invoice										
CBA Central Account #:		4614-37			CCV Invoice #:		00-163			
Invoice Period Start:		07/04/2018			Invoice Period End:		08/04/2018			
Invoice Creation Date:		08/04/2018			Trading Partner Name:		CA- CBA			
Type	Ticket #	CBA Transaction Account #	Trans Date	Traveler Name	Reference #	SCC	BCC	Source Amt	Conv. Rate	Billing Amt
Dr	0167162852588	4614-	41/07/12/2018	MO- H A	24692168200100712061575	840	840	\$0.30	1.0	\$0.30
Cr	0017156743086	4614-	41/07/25/2018	MA- A F	74431068207978001261493	840	840	\$1.50	1.0	\$1.50
Cr		4614-	41/07/17/2018		74614228198198004050765	840	840	\$2.27	1.0	\$2.27
Dr	00000000000000000000	4614-	41/07/17/2018		74614 18198999999999999	840	840	\$2.27	1.0	\$2.27
Cr	0017167015870	4614-	41/07/26/2018	LO- Y A	74431068214344700165223	840	840	\$4.10	1.0	\$4.10
Dr	8902895272084	4614-	41/07/02/2018	BOI- GI	24717058184581841171126	840	840	\$6.17	1.0	\$6.17
Dr	8902192453126	4614-	41/07/02/2018	LO- YN	24717058184581841171266	840	840	\$6.17	1.0	\$6.17
Dr	8902705598463	4614-	41/07/02/2018	TO- UI	24717058184581841192031	840	840	\$6.17	1.0	\$6.17
Dr	8902704202765	4614-	41/07/02/2018	AV- IOA	24717058184581841171274	840	840	\$6.17	1.0	\$6.17

Figure 5-23: CCV Invoice Screen

2. Sort the invoice by dollar amount by selecting the **Billing Amt** link in the last column then look for transactions that match the above criteria. You can only assign the *PPA Interest* status to the debit transaction.
3. Open the **Open Transaction Detail** screen (Figure 5-24) for the transaction
4. Select **PPA Interest** from the **Transaction Status** drop down box.

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Open Transaction Detail

Invoice #: 001063 Record 477 of 478 CBA Transaction Account #: 4614 41

Transaction Date: 07/17/2018 Voucher #: Prompt Pay Start: 08/04/2018 Days since PPA Start: 16 Reference #: 74614 1819899999999999 Source Amt: 2.27
Original Invoice #: 001063 Approving Official: AOP Date:

LOA:
Traveler Name: Traveler SSN:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0000000000000000	\$2.27	
DTS >			\$0.00	\$2.27

Transaction Status: Unmatched (dropdown menu open with options: Unmatched, Unmatched, Disputed, Held, PPA Interest)

Transaction Classification: Disputed
Reason for Unmatch: Held
Reason Unable to Amend: PPA Interest

Remarks: [Empty text box]

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

Figure 5-24: Open Transaction Detail Screen - PPA Interest (Debit Transaction)

5. Enter comments in the **Remarks** field.
6. Select **Save**.



Note: Because the Vendor Pay system pays PPA interest directly to the CCV, when you designate a transaction *PPA Interest*, the CCV places a credit transaction on the next month’s invoice to offset the *PPA Interest* transaction. The CBA Tool does not allow you to assign a *PPA Interest* status to that credit transaction, so to remove it from the invoice you must assign it a *Dispute* status, and then update that to a *Closed* status with comments in the **Remarks** box indicating PPA.

Chapter 6: Acknowledgement and Certification

After resolving all transactions (i.e., assigned *Matched, Held, Suspended, Disputed, Closed, or PPA Interest*), the CBA Tool assigns the invoice a status of *Reconciliation Complete*, and runs a final audit check to ensure the final DTS invoice is in balance. Once the audit check is complete, the invoice status updates to *Ready for Acknowledgement*. Acknowledging the invoice places it on the official record and establishes an audit trail. You must acknowledge all invoices, even those that contain no certifiable transactions, for record-keeping purposes.

6.1 Acknowledge an Invoice

The **Open Invoices Summary** screen puts invoices that are fully resolved under **Awaiting Acknowledgement**. To acknowledge an invoice:

1. On the **Open Invoices Summary** screen (Figure 6-1) select the **Acknowledge** link. The **Awaiting Acknowledgement Invoice** screen (Figure 6-2) opens. **Note:** If you are not quite ready to acknowledge the invoice, you can use the **View** link to review the **Invoice Summary** screen.

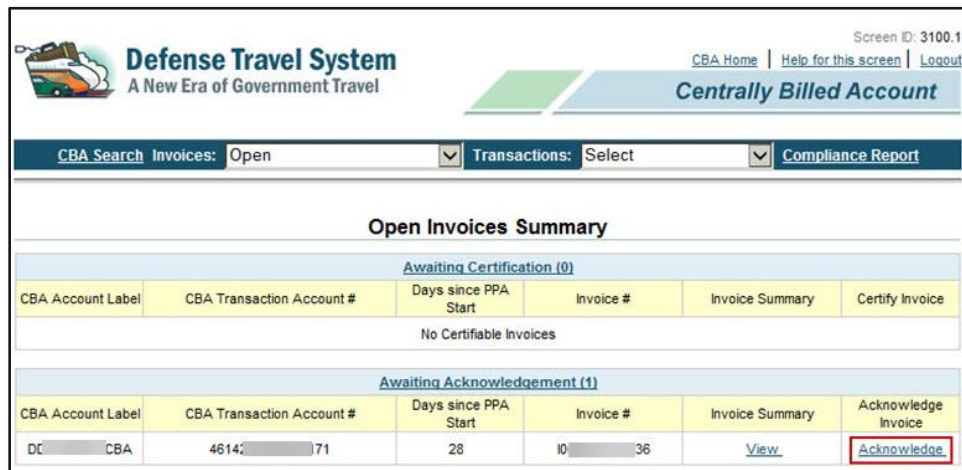


Figure 6-1: Open Invoice Summary Screen

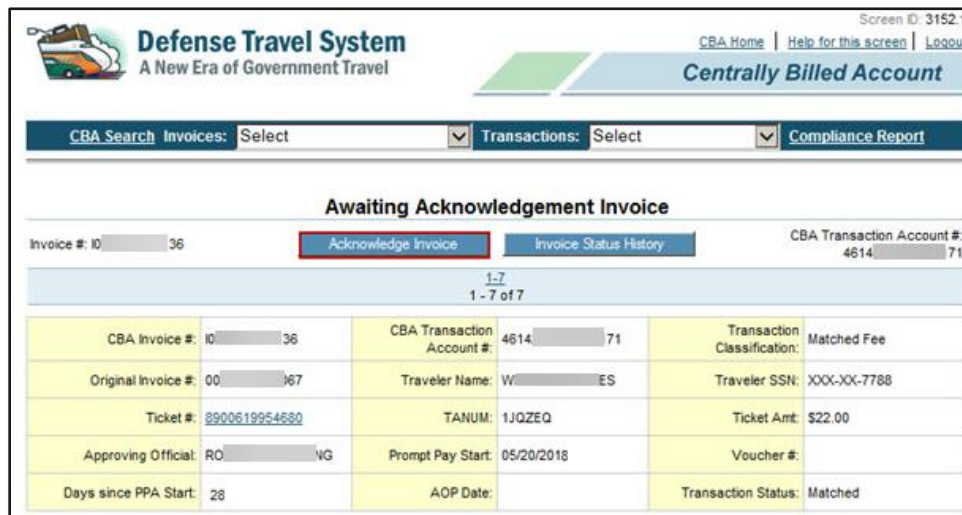


Figure 6-2: Awaiting Acknowledgement Invoice Screen

2. Select **Acknowledge Invoice**. DTS takes one of two actions:
 - If the invoice has no transactions to certify, DTS archives it. No further action is required. Skip steps 3 and beyond.
 - If the invoice has transactions that you need to certify for payment, DTS classifies the invoice as *Awaiting Certification* and displays a pop-up message that requires you to attest that the invoice is ready for certification.
3. Select **OK**. A pop-up message asks if you now want to **Certify** the acknowledged invoice. If your authorized role consists of only reconciling transactions, then you must select **Cancel** to return to the **Open Invoices Summary** screen without certifying the invoice.



Note: The CBA Tool does not distinguish between a CBA-S who only helps reconcile CBA transactions and one who may certify an invoice. It is up to you to ensure that you only perform your authorized actions.

4. Select **OK**. The **Awaiting Certification** screen (Figure 6-3) opens.

6.2 Certify an Invoice

DTS places acknowledged invoices in an *Awaiting Certification* status. Only transactions you certified as valid for payment appear on the certified invoice.

You may only apply the **Certify** stamp on an invoice if you are appointed in writing and designated to certify invoices.

To certify an invoice for payment:

1. Beginning on the **Open Invoice Summary** screen (Figure 6-3), select the **Certify** link next to the appropriate invoice. One of two results is possible:
 - If the invoice has a negative balance, see Section 6.3.
 - If the invoice has a positive balance, a pop-up appears. It asks you to attest that the invoice is legal, proper, and correct, and ready for payment.

Open Invoices Summary						
Awaiting Certification (1)						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice	
DD CBA	4614 171	30	001 195	View	Certify	

Figure 6-3: Open Invoice Summary

2. Select **OK**. A digital signature pop-up screen opens.
3. Enter your CAC PIN. The **Certified Invoice** screen (Figure 6-4) opens and DTS sends the invoice to your finance system for payment.

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CBA Home | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Information

- The CBA invoice ID [redacted] 36 has been certified on 03/02/2018 15:40 and is staged for submission to the Vendor Pay / Entitlement system. All invoice status stamps and the associated date / time stamps can be reviewed on the Invoice Status History display.

Certified Invoice

Invoice #: ID [redacted] 36 Invoice Status History [redacted] Account #: 461427000058171

1 - 4 of 4

CBA Invoice #:	[redacted] 36	CBA Transaction Account #:	4614 [redacted] 71	Transaction Classification:	Matched Debit
Original Invoice #:	0C [redacted] 67	Traveler Name:	D [redacted] LJ	Traveler SSN:	XXX-XX-3987
Ticket #:	0017444049195	TANUM:	1JP4SS	Ticket Amt:	\$362.00
Approving Official:	RC [redacted] NG	Prompt Pay Start:	05/20/2018	Voucher #:	
Days since PPA Start:	26	AOP Date:		Transaction Status:	Matched

Figure 6-4: Certified Invoice Screen

After you certify the invoice, it no longer appears on the **Open Invoice Summary** screen (Figure 6-1). If you want to see it again, you can use the **CBA Search** tool to open the **Invoice Summary** screen (Figure 5-3), then select the link next to **Invoice Status** to open the **Invoice Status History** screen (Figure 6-5).

The **Invoice Status History** screen provides a complete audit trail of the invoice from receipt to archiving. You should closely monitor the invoice history, and contact the TAC or your accounting system POC if you notice any anomalies in the invoice status (i.e., a certified invoice wasn't stamped **Paid**).

Invoice Status	Date Time
Receipt from CCV:	07/04/2018 10:17
Auto Reconciled:	07/04/2018 14:59
Reconciliation Complete:	07/11/2018 12:47
Ready for Acknowledgement:	07/13/2018 23:14
Acknowledgement Completed and Awaiting Certification:	07/14/2018 09:39
Invoice Certified:LANDRY N MCHOLAN	07/14/2018 09:39
Sent to DEBX:	07/14/2018 11:31
DADS Rejected:	07/15/2018 08:23
Auto Reconciled:	07/25/2018 17:37
Reconciliation Complete:	07/24/2018 11:58
Ready for Acknowledgement:	07/24/2018 14:11
Acknowledgement Completed and Awaiting Certification:	07/24/2018 15:40
Invoice Certified:LANDRY N MCHOLAN	07/24/2018 15:40
Sent to DEBX:	07/25/2018 22:01
DEBX Positive Acknowledgement:	07/26/2018 09:44
DADS Paid:	07/27/2018 19:39

Figure 6-5: Invoice Status History Screen

6.3 Carried Over Invoices

During the certification process, the CBA Tool determines if there is a positive or negative balance due on the invoice. If the invoice contains a positive balance, it is paid and archived in the usual way.

However, if the invoice contains a negative balance (more credits than debits), the CBA Tool automatically locks the invoice and place it into a *Carried Over* status (Figure 6-6). Since the Vendor Pay system can't pay a negative balance, DTS will hold the invoice until the next billing cycle, when it will add the total to the next certified invoice.

Invoice Transactions:	Quantity	Amount
Total:	1	\$(648.00)
Matched:	1	\$(648.00)
Unmatched:		
Disputed:		
Suspended:		
Held:		
Invoice Status:	Carried Over	
Invoice Certification:	NA	

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

6.4 Rejected Invoices

When an accounting system receives a certified invoice, it performs a format audit. If the invoice does not pass the audit, the Vendor Pay system may reject the invoice back to DTS. When that happens, DTS sends an email to the CBA-Ss assigned to the account to let them know about the reject and puts the rejected invoice in the **Rejected Invoices** folder on the **Open Invoice Summary** screen (Figure 6-7). An invoice is not editable while it is in a *Rejected* status.

Defense Travel System A New Era of Government Travel						
CBA Search		Invoices: Open	Transactions: Select	Compliance Report		
Open Invoices Summary						
Awaiting Certification (0)						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Certify Invoice	
No Certifiable Invoices						
Awaiting Acknowledgement (0)						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Acknowledge Invoice	
No Invoices Awaiting Acknowledgement						
Unmatched Invoices (2)						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Transaction Summary	
DD CBA	4614-43	14	10-76	View	View	
DA CBA	4614-91	33	10-81	View	View	
Rejected Invoices (2)						
CBA Account Label	CBA Transaction Account #	Days since PPA Start	Invoice #	Invoice Summary	Unmatch Invoice	
DA CBA	4614-91	27	10-46	View	Unmatch	
DA CBA	4614-91	42	10-56	View	Unmatch	

Figure 6-7: Open Invoice Summary Screen (Rejected Invoices)

To remove an invoice from the **Rejected Invoices** folder, select **Unmatch** next to the rejected invoice. DTS changes the invoice status to *Unmatched* and moves it to the **Unmatched Invoices** folder. From there, you can work it normally, and eventually re-certify it.

6.5 Original CCV and Interim Invoices

The two primary invoice types (Figure 6-8) in DTS are original CCV invoices and interim invoices.

Invoice Summary			
1 - 7 of 7			
Invoice #:	I00	52	
Invoice Created:	06/01/2018	Invoice Transactions:	Quantity
Invoice Period End:	06/01/2018	Total:	19
DTS Retrieved:	06/01/2018	Matched:	19
DTS Reconciled:	06/08/2018	Unmatched:	
CBA Transaction Account #:	4614	Disputed:	
CBA Prompt Pay Start:	06/02/2018	Suspended:	
Acknowledgement:	NA	Held:	
		Invoice Status:	Archive Accepted
		Invoice Certification:	06/17/2018
Invoice #:	00	61	
Invoice Created:	06/02/2018	Invoice Transactions:	Quantity
Invoice Period End:	06/02/2018	Total:	139
DTS Retrieved:	06/02/2018	Matched:	139
DTS Reconciled:	06/02/2018	Unmatched:	
CBA Transaction Account #:	4614	Disputed:	
CBA Prompt Pay Start:	06/02/2018	Suspended:	
Acknowledgement:	NA	Held:	
		Invoice Status:	Archive Submitted
		Invoice Certification:	06/08/2018

Figure 6-8: The Two Invoice Types

- Original CCV Invoice:** The CCV sends an original CCV invoice every month. DTS displays the invoice number as a link (blue and underlined). Select the link to see details about the invoice. Table 5-2 shows information available in the invoice.
- Interim Invoice:** An interim invoice is a partial invoice that includes *Held* transactions you removed from an original CCV invoice, but are now available for processing. Interim invoice numbers always start with an "I". DTS does not display them as links. To view the invoice history, select the link next to **Invoice Status**. The **Invoice Status History** screen (Figure 6-5) opens. See Section 6.2 for more information about the Invoice Status History screen.

6.6 Invoice Statuses

Table 6-1 provides a complete list of available invoice statuses.

Table 6-1

INVOICE STATUSES	
Invoice Status	Description
Received from CCV	DTS received the invoice from the CCV and is creating the DTS invoice.
Auto Reconciled	DTS is reconciling the transactions on the CCV invoice against DTS travel documents.
Reconciliation Complete	All transactions on the current invoice are <i>Matched, Suspended, Held, Disputed, or Closed</i>
Ready for Acknowledgement	You can now acknowledge the invoice.
Ready for Certification	You can now certify the invoice.
Invoice Certified	You have certified the invoice for payment.

Sent to GEX	DTS sent the invoice to the accounting system for payment.
DADS Paid	The accounting system has sent payment the CCV.
Archive Submitted	DTS has sent the invoice to DMDC for permanent storage.
Archive Accepted	DMDC has received and accepted the invoice for permanent storage.
GEX Translation Failure	Generic response sent by the Global Exchange (GEX) indicating a transmission failure to or from the accounting system.
DADS Rejected	The accounting system has rejected an invoice sent for payment.
Archive Rejected	DMDC has rejected an invoice sent for permanent storage.
Archive Rejection Failure	DMDC has rejected an invoice sent for permanent storage due to a GEX error.
Locked	All transactions on the invoice are <i>Matched</i> and it has a negative balance.
Carried Over	The invoice has a negative balance, so DTS will hold it and combine it with the next invoice that has a positive balance.

Chapter 7: Credit Transactions

Several different types of credit transactions can appear on a CCV. They are:

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

7.1 Suspended Transactions

A *Suspended* transaction occurs when a credit appears on an invoice before the associated debit. Because the Government can't accept credit for something it has not yet paid for, DTS automatically places the transaction in a *Suspended* status during auto-reconciliation and removes it from the invoice, so you can process the remaining transactions without delay.

When the original debit is paid, DTS automatically releases the *Suspended* transaction, places it on the current DTS invoice, and updates the transaction status to *Unmatched Refund*, which you must reconcile manually.

The classifications that can become *Suspended* transactions appear in Figure 7-1.

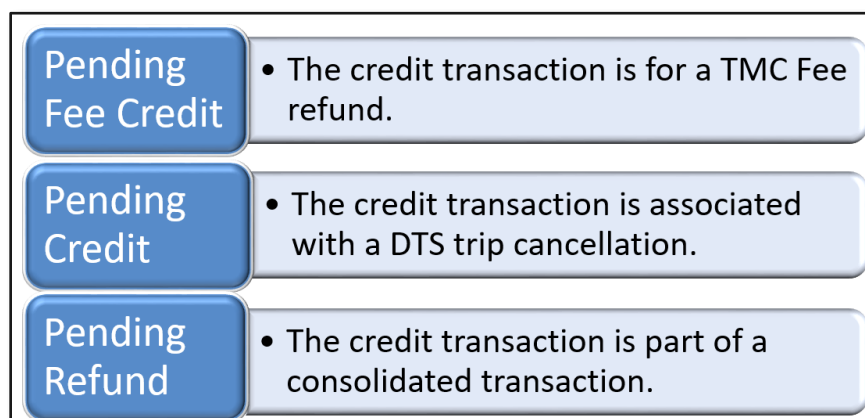


Figure 7-1: Suspended Transaction Classifications

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

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

1. Use the **Transactions** tool at the top of the screen to search for **Suspended** transactions. The **Suspended Transaction Summary** screen (Figure 7-2) opens.

Screen ID: 3126.1
 CBA Home | Help for this screen | Logout

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Centrally Billed Account

CBA Search Invoices: Select Transactions: **Suspended** Compliance Report

Suspended Transaction Summary

Invoice #: Refresh Summary CBA Transaction Account #:

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

1 - 10 of 517

CBA Invoice #:	10 20	CBA Transaction Account #:	4614 71	Transaction Classification:	Pending Refund
Original Invoice #:	000 13	Traveler Name:		Traveler SSN:	XXX-XX-5678
Ticket #:	0377715213619	TANUM:	0X0K40	Ticket Amt:	\$355.20
Approving Official:		Prompt Pay Start:	11/18/2018	Voucher #:	215120
Days since PPA Start:	31	AOP Date:		Transaction Status:	Suspended

Figure 7-2: Suspended Transaction Summary Screen

2. Select the **Ticket #**. The **Suspended Transaction Detail** screen (Figure 7-3) opens.

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

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Suspended Transaction Detail

Invoice #: 10 20 Record 1 of 517 CBA Transaction Account #: 4614 71

Next >

Transaction Date: 11/02/2018 Voucher #: 215120 Reference #: 74792629316246700343149
 Prompt Pay Start: 11/18/2018 Days since PPA Start: 13 Source Amt: 355.2
 Original Invoice #: 000 13 Approving Official: AOP Date:

LOA: 00 81^ ^^^

Traveler Name: Traveler SSN: XXX-XX-5678

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0377715213619	\$355.20	
DTS >	0X0K40	EJEXLR-CP		

Transaction Status: **Unmatched** Remarks:

Save

Transaction Classification: Pending Refund
 Reason for Pending: The document has been Trip Cancelled
 Reason Unable to Amend: Suspended Transaction

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

Next >

Figure 7-3: Suspended Transaction Detail Screen

3. Select **Unmatched** as the **Transaction Status** to update the item. If there is no update needed, just view the transaction and skip to step 5.

Note: You can't change *Pending Refund* transactions from *Suspended* to *Unmatched* if either of the below statements is true:

- There is no open invoice under the same CBA number.

- There is no payment for the associated debit transaction.
4. Enter comments in the **Remarks** field.
 5. Select **Save**.

7.2 Unmatched Refunds

After a debit transaction pays, if a credit against that transaction appears on a later invoice, DTS classifies the transaction as *Unmatched Refund* (Figure 7-4).

Transaction Summary				
Invoice #:	Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2				
CBA Invoice #:	00 52	CBA Transaction Account #:	4614 77	Transaction Classification: Matched Debit
Original Invoice #:	00 52	Traveler Name:	KE H.C	Traveler SSN: XXX-XX-7322
Ticket #:	0017534006388	TANUM:	1NIFVZ	Ticket Amt: \$682.20
Approving Official:	MI PY	Prompt Pay Start:	01/28/2018	Voucher #: 112532
Days since PPA Start:	64	AOP Date:		Transaction Status: Matched
Group Detail				
CBA Invoice #:	10 96	CBA Transaction Account #:	4614 77	Transaction Classification: Unmatched Refund
Original Invoice #:	00 53	Traveler Name:	KE H.C	Traveler SSN: XXX-XX-7322
Ticket #:	0017534006388	TANUM:	1NIFVZ	Ticket Amt: \$341.10
Approving Official:	MI PY	Prompt Pay Start:	02/28/2018	Voucher #:
Days since PPA Start:	58	AOP Date:		Transaction Status: Unmatched
Group Detail				
1-2 1 - 2 of 2				
Return to Previous Screen				

Figure 7-4: Example of Unmatched Refund

Note: For comparison, the voucher number on the **Matched Debit** transaction proves that the corresponding debit for this transaction was paid.

To match an **Unmatched Refund**, you must reduce the ticket cost in the travel document to reflect the net amount of the debit and credit transactions. **Example:** A ticket cost \$100, but the traveler later received a full refund, so the net ticket cost was \$0.00. If the traveler had instead received a partial refund of \$25, the net ticket cost would have been \$75. That cost (\$0 or \$75) is the amount that must display in the travel document.

To amend the travel document to reflect the net value of the ticket, first update the status of the **Unmatched Refund**, then follow the steps listed in section 5.2.1.1.

After the AO approves the amendment and DTS receives a **POS ACK** or **PAID** stamp from the accounting system, the CBA Tool automatically classifies the transaction as a **Matched Refund**.

Note: Check with your Component CBA DTA on the use of the *Initiate Amendment* feature to resolve *Unmatched Refunds*, as they may have a manual work-around in place.

7.3 Consolidated Transactions

If more than one transaction is associated with the same ticket number on the same invoice, the CBA Tool groups them together and refers to them as consolidated transactions. The two kinds of consolidated transactions, netted debits and wash credits/wash debits, see the explanation below.

7.3.1 Netted Debits

When a debit and a credit appear on the same CCV invoice for the same ticket number and the total amount does not equal \$0.00, DTS consolidates them into a single *Netted Debit* (Figure 7-5).

Screen ID: 3120.1
CBA Home | Help for this screen | Logout

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Centrally Billed Account

CBA Search Invoices: Select Transactions: Select Compliance Report

Transaction Summary

Invoice #: Refresh Summary CBA Transaction Account #:

1-1
1 - 1 of 1

CBA Invoice #: 00 19	CBA Transaction Account #: 4614 91	Transaction Classification: Netted Debit
Original Invoice #: 00 19	Traveler Name: AR SE	Traveler SSN: XXX-XX-6504R
Ticket #: 5268701578106	TANUM:	Ticket Amt: \$232.60
Approving Official: JOI RD	Prompt Pay Start: 04/04/2018	Voucher #:
Days since PPA Start: 23	AOP Date:	Transaction Status: Netted Debit

Group Detail

1-1
1 - 1 of 1

Figure 7-5: Example of Netted Debit

The CBA Tool locks the debit while you process the associated credit. To match it, amend the travel document to reflect the net value of the ticket by following the steps listed in section 5.2.1.1.

After the AO approves the amendment and DTS receives a **POS ACK** or **PAID** stamp from the accounting system, the CBA Tool automatically classifies both credit and debit transactions as *Match*. Finally, the CBA Tool consolidates them back into a single transaction during certification.

Note: A common error is to match the full, original debit amount, before updating the travel document to reflect the net value of the ticket. If this happens, you must:

1. *Unmatch* the transaction.
2. Amend the travel document as described above.
3. Re-reconcile the credit. The CBA Tool matches the debit and credit as a *Netted Debit* and locks the debit.
4. Place the credit in a *Held* status to unlock it. If this causes the CBA Tool to place the debit and credit transactions on different invoices, you can no longer match them as a netted transaction. Instead, you must match and pay the debit transaction, and process the credit transaction after the debit is paid.

- Select the **Group Detail** link (Figure 7-5), to see all the transactions that make up the consolidated transaction (Figure 7-6).

Consolidated Transaction							
CBA Transaction Account #: 4614-41		TANUM: 25RYPJ		Ticket #: 0017156743639/40		Net Amount: \$231.90	
The consolidated transaction is comprised of the following detail transactions:							
Invoice #	Reference #	Type	CCV Ticket #	Status	Classification	Trans Amount	Trans Date
001-63	24431068172344900740283	Dr	0017156743639	Matched	Matched Refund	\$462.30	06/20/2018
001-63	74431068202344700029100	Cr	0017156743639	Matched	Matched Debit	\$230.40	07/18/2018
Close Window				Print This Page			

Figure 7-6: Consolidated Transaction (Netted Debit)

7.3.2 Wash Debits and Wash Credits

When a debit and a credit appear on the same CCV invoice for the same ticket number and the total amount equals \$0.00, DTS classifies them as a *Wash Debit* and *Wash Credit*. Since the credit refund cancels out the debit, you can acknowledge the transactions, but not certify them, as DTS will not send them to the Vendor Pay system.

For transactions to match as a *Wash Debit* and *Wash Credit* (Figure 7-7), all these statements must be true:

- The debit and credit transactions match a DTS document.
- The travel document reflects the correct net value of the transactions (\$0.00).
- The corresponding DTS ticket was cancelled.
- The debit and the refund were on the same invoice for the same CBA ticket.
- The debit has not been previously matched or paid.

Transaction Summary			
Invoice #:	Refresh Summary	CBA Transaction Account #:	
1-2 1 - 2 of 2			
CBA Invoice #: 00-07	CBA Transaction Account #: 4614-91	Transaction Classification:	Wash Debit
Original Invoice #: 00-07	Traveler Name: WI-LY	Traveler SSN:	XXX-XX-4539r
Ticket #: 0067335668466	TANUM: 1J86BR	Ticket Amt:	\$331.00
Approving Official: GE-EZ	Prompt Pay Start: 04/05/2018	Voucher #:	98975
Days since PPA Start: 38	AOP Date:	Transaction Status:	Wash Debit
CBA Invoice #: 00-07	CBA Transaction Account #: 4614-91	Transaction Classification:	Wash Credit
Original Invoice #: 00-07	Traveler Name: WI-LY	Traveler SSN:	XXX-XX-4539r
Ticket #: 0067335668466	TANUM: 1J86BR	Ticket Amt:	\$331.00
Approving Official: GE-EZ	Prompt Pay Start: 04/05/2018	Voucher #:	98975
Days since PPA Start: 38	AOP Date:	Transaction Status:	Wash Credit

Figure 7-7: Examples of Wash Debit and Wash Credit

DTS posts *Wash Debits* and *Wash Credits* for tracking purposes only. The system immediately marks both transactions *Matched*.

If the TMC or the traveler removed the refunded ticket from DTS, the CBA Tool can't reconcile the transactions as *Wash* transactions. In such cases, after ensuring the ticket cost is no longer obligated, you should manually *Dispute* and *Close* both the applicable debit and credit transactions.

7.4 Advanced Credits and Previously Applied Credits

Advanced Credit and *Previously Applied Credit* statuses (Figure 7-8) identify credit and debit transactions for the same ticket number, but appear on different invoices.

If a CBA invoice includes a debit transaction that corresponds to a travel document or ticket number the traveler or TMC cancelled in DTS, but does not include the associated refund credit, the CBA Tool classifies the debit as an Advance Credit. You can certify the invoice, but the credit remains unpaid.

When the associated credit appears on a later invoice, the CBA Tool classifies it as a Previously Applied Credit and does not deduct the credit from the certified invoice.



Note: Because restricted fares are available in DTS, be very careful when matching an *Advanced Credit*. Some restricted fares only allow a partial (or no) refund when cancelled. Always verify that a refund is due before you apply the *Advanced Credit* status. If you certify an invoice with an Advanced Credit transaction, you can't undo it. Your site must pay the transaction manually through the Vendor Pay system. A better option is to hold the debit that matches as an *Advanced Credit* and when the corresponding credit arrives, then *Dispute* and *Close* both as a *Wash Credit* and *Wash Debit*.

Transaction Summary			
Invoice #:	Refresh Summary		CBA Transaction Account #:
1-2 1 - 2 of 2			
CBA Invoice #: 00-06	CBA Transaction Account #: 4614-02	Transaction Classification: Advanced Credit	
Original Invoice #: 00-06	Traveler Name: ZA-AN	Traveler SSN: XXX-XX-8572	
Ticket #: 0377132497018	TANUM: 1CVHL6	Ticket Amt: \$641.60	
Approving Official:	Prompt Pay Start: 10/09/2018	Voucher #: 35294	
Days since PPA Start: 42	AOP Date:	Transaction Status: Matched	
CBA Invoice #: 00-07	CBA Transaction Account #: 4614-02	Transaction Classification: Previously Applied Credit	
Original Invoice #: 00-07	Traveler Name: ZA-AN	Traveler SSN: XXX-XX-8572	
Ticket #: 0377132497018	TANUM: 1CVHL6	Ticket Amt: \$641.60	
Approving Official:	Prompt Pay Start: 11/03/2018	Voucher #: 48327	
Days since PPA Start: 26	AOP Date:	Transaction Status: Matched	

Figure 7-8: Examples of Advanced Credit and Previously Applied Credit

7.4.1 Manual Advanced Credits and Manual Previously Applied Credits

When an *Advanced Credit/Previously Applied Credit* situation occurs, but the CBA Tool does not automatically apply the appropriate statuses, you can apply them manually. In this case, the statuses are *Manual Advanced Credit* and *Manual Previously Applied Credit* (Figure 7-9).

When you apply the *Manual Advance Credit* status, the DTS sends a reduced payment to the CCV. Later, when the credit appears on a CBA invoice, you must apply the *Manual Previous Applied Credit* status to indicate that the credit appeared on a previous invoice. DTS will not deduct the credit amount from the payment to the CCV.

Transaction Summary				
Invoice #:	Refresh Summary		CBA Transaction Account #:	
1-2 1 - 2 of 2				
CBA Invoice #:	10 16	CBA Transaction Account #:	4614 99	Transaction Classification: Manual Advanced Credit
Original Invoice #:	00 26	Traveler Name:	WA PH	Traveler SSN: XXX-XX-9365
Ticket #:	0377946432797	TANUM:	12RE2L	Ticket Amt: \$529.80
Approving Official:	GA ER	Prompt Pay Start:	01/12/2018	Voucher #:
Days since PPA Start:	66	AOP Date:		Transaction Status: Matched
CBA Invoice #:	10 39	CBA Transaction Account #:	4614 99	Transaction Classification: Manual Prev Appl Credit
Original Invoice #:	00 27	Traveler Name:	WA PH	Traveler SSN: XXX-XX-9365
Ticket #:	0377946432797	TANUM:	12RE2L	Ticket Amt: \$529.80
Approving Official:	GA ER	Prompt Pay Start:	02/12/2018	Voucher #: 253558
Days since PPA Start:	22	AOP Date:		Transaction Status: Matched

Figure 7-9: Examples of Manual Adv. Credit and Manual Prev. App. Credit

7.4.2 Warnings About Advanced Credits and Manual Advanced Credits



1. Be very careful to double-check any transaction the CBA Tool designates as an *Advance Credit* or *Manual Advance Credit* before you acknowledge the invoice. Always confirm that a full refund is due before acknowledging an *Advance Credit* or *Manual Advance Credit* transaction. You can check pending refunds through CitiManager® by reviewing the unbilled transactions on the CBA transaction account number.
2. In some instances, (e.g., traveler or TMC errors, restricted fare selection, payment in foreign currency), the CBA Tool may incorrectly assign a **Transaction Classification** of *Advance Credit*. If that happens in an *Unmatched* invoice, you cannot undo it. You must process it manually through the Vendor Pay system.
3. If DTS correctly assigns a **Transaction Classification** of *Advance Credit* transaction on an *Unmatched* invoice, but a payment is due to the CCV, here’s how handle it:
 - You assign a **Transaction Status** of *Unmatched*.
 - Someone removes the ticket from the current travel document.
 - The traveler or someone authorized to act for the traveler creates a new travel authorization for 12 hours or less, using the same departure date and time as the original travel document.
 - The AO approves the new travel document.
 - You correctly match the transaction using the new TANUM.
4. Some services do not allow the use of *Advanced Credits* in the CBA Tool. Check with your CBA DTA for guidance.

7.5 Unmatched Refunds – Airline Credits

When a traveler makes a ticket change at the airline counter, the ticket number of the credit transaction on the CCV invoice will not match the ticket number on the original debit. Typically, the CBA Tool classifies these transactions as *Unmatched Refunds* during the auto-reconciliation process.

To match such transactions, you must:

1. Identify the travel document associated with the trip.
2. On the **Transaction Summary** Screen (Figure 5-7).
 - Enter the document’s TANUM in the **Reconcile by TANUM** field.
 - Enter the ticket number to the matching debit in the **Ticket #** field.
3. Select **Initiate Amendment**.

This process groups the two transactions together, allowing the CBA Tool to treat the transaction as an *Unmatched Refund*.

7.6 Credits Not Received

To ensure that TMCs are issuing refunds in a timely fashion, you should routinely check the **Credits Not Received Transaction Summary** screen (Figure 7-10). This screen displays *Advanced Credit* transactions for which no corresponding *Previously Applied Credit* appears on a CCV invoice. You should research all transactions identified by this query by contacting the TMC to confirm that they will issue the refund.

To view the **Credits Not Received Transaction Summary** screen, select **Credits Not Received** from the **Transactions** drop-down menu at the top of the screen.

The screenshot shows the 'Credits Not Received Transaction Summary' screen in the Defense Travel System. At the top, there is a navigation bar with 'CBA Search', 'Invoices: Select', 'Transactions: Credits Not Received', and 'Compliance Report'. Below this, the screen title is 'Credits Not Received Transaction Summary'. There are fields for 'Invoice #' and 'CBA Transaction Account #', along with a 'Refresh Summary' button. A pagination bar shows '1-10 11-20 21-30 31-40 41-50 51-55' and '1 - 10 of 55'. The main data is presented in a table with the following rows:

CBA Invoice #:	10[redacted]19	CBA Transaction Account #:	4614[redacted]71	Transaction Classification:	Advanced Credit
Original Invoice #:	00[redacted]13	Traveler Name:	AR[redacted]MY	Traveler SSN:	XXX-XX-5678
Ticket #:	0377715213619	TANUM:	0X0K40	Ticket Amt:	\$355.20
Approving Official:		Prompt Pay Start:	11/18/2018	Voucher #:	220642
Days since PPA Start:	32	AOP Date:		Transaction Status:	Matched

Figure 7-10: Credits Not Received Transaction Summary Screen

Chapter 8: CBA DTA

Note: For this chapter, unless stated otherwise, “you” are the CBA DTA.

A CBA DTA is an individual normally located at the Component level. To serve as a CBA DTA, you must have permission level 7 and have CBA DTA access granted by the CBA Administrator.

As a CBA DTA, you manage CBA accounts for your Component and grant CBA-Ss access to the CBA Tool.

8.1 Access the CBA DTA Module

To access the CBA Tool, log into DTS. From the **DTS Dashboard**, select **Administration > CBA Tool** (Figure 8-1). An unnamed screen (Figure 8-2) opens, allowing you to select your CBA role for this session. Select **DTA Travel Administrator**. The **Search** screen (Figure 8-3) opens.

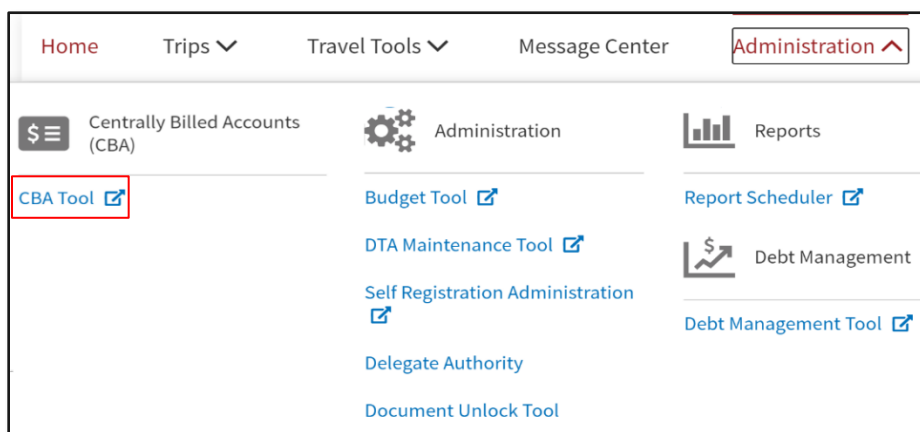


Figure 8-1: DTS Dashboard (Administration Menu)

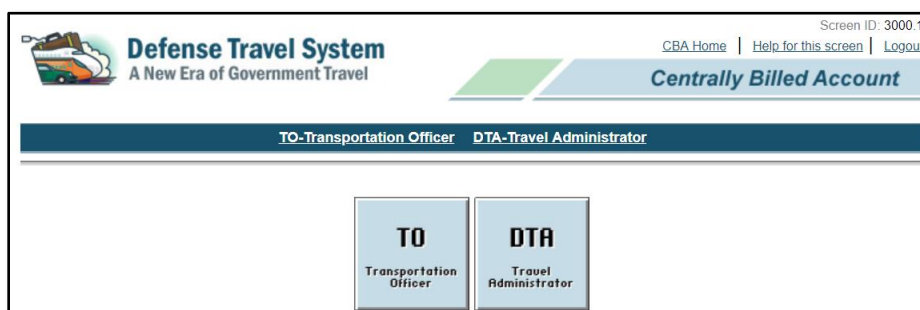


Figure 8-2: CBA Role Selection Screen

8.2 CBA Management

The CBA Tool’s **DTA Travel Administrator** module lets you manage and maintain CBA accounts. At the top of every screen in the module is a bar that contains the following options (Figure 8-3):

- **Search CBA Account:** From here, you can review and update the details of all your accessible CBAs. For example, you can deactivate or delete an account, assign or remove CBA-Ss, and much more. See Sections 8.2.1- 8.2.3.
- **Add CBA Account:** Use this option to create a brand new CBA. See Section 8.2.4.

- **Set Default By Account** and **Set Default by Org**: These are two methods of assigning a default CBA to an organization. See Section 8.2.5.

8.2.1 Search for a CBA

To find one or more CBAs:

1. On the **Search** screen (Figure 8-3), enter search criteria to limit your results, or leave all fields empty for the widest possible search. **Note:** You can use an asterisk (*) as a wild card in any field. **Example:** Enter ***34** in the **Search For CBA Transaction Account #** field to limit your results to accounts that end in “34”.

Figure 8-3: CBA Account Search Screen

2. Select **Search**. The **CBA Account List** screen (Figure 8-4) opens. It lists all CBAs that meet your search criteria.

CBA Transaction Account #	CBA Central Account #	Account Label	Current Status	Vendor Pay Routing #	Expiration Date	Reconcilable
0000000111111111	0000000111111111	Navy	Active	000000	12/31/2020	Yes

Figure 8-4: CBA Account List Screen

Note: Every CBA has an expiration date. You can use the **CBA Account List** screen to track expiration dates. When a CBA is within 30 days of expiring, the expiration date displays in blue and for an expired CBA appears in red. Alternatively, you can run a **CBA List Report** in the **DTA Maintenance Tool, Organization’s** module to identify CBAs with pending expiration dates.

When a CBA is nearing expiration, coordinate with your APC to request a new card. When the APC receives the new card and verifies receipt*, you can update the expiration date using the steps in Section 8.2.2.

*If the APC fails to verify receipt, the CCV will decline payment even if you have updated the expiration date in DTS.

8.2.2 Edit a CBA

Use the edit function to perform any of the following actions:

- Correct incorrect account details (e.g., account number, account label)
- Change the expiration date
- Deactivate the account
- Add or remove DTS organizations from the account
- Add or remove CBA-Ss from the account
- Delete the account

To edit a CBA:

1. From the **CBA Account List** screen (Figure 8-4) select an account number link in the **CBA Transaction Account #** column. The **Edit CBA Account** screen (Figure 8-5) opens.

Screen ID: 3302.1
CBA Home | Help for this screen | Logout

Centrally Billed Account

Search CBA Account Add CBA Account Set Default by Account Set Default by Org

Edit CBA Account

CBA Transaction Account #: 0000000111111111 (16)

CBA Central Account #: 0000000111111111 (16)

Expiration Date: 12/31/2020 (MM/DD/YYYY)

Vendor Pay Routing #: 000000 (6)

Account Label: Navy

Agency: United States Navy

Charge Card Vendor: Citi

Account Created: 02/15/2006

Current Account Status: Active

Organization(s): DTMOCS, DTMOCS460FM, DTMOCS DOPS, DTMOCS DTRAINING [Edit List](#)

Set CBA Transaction Account as Default for all Organizations

Transportation Officer(s): Footland, Chris XXX-XX-5455, West, Helen XXX-XX-9740 [Edit List](#)

Reconcilable on CBA Transaction #: Yes

Recon Flag Set: Helen D West, 07/16/2018

[Save Changes](#) [Delete](#) [Cancel](#)

Figure 8-5: Edit CBA Account Screen

2. Update the information that requires changing. You may change the:

- **CBA Transaction Account #**
- **CBA Central Account #**

- **Expiration Date**
- **Vendor Pay Routing #**
- **Account Label** (See Section 8.2.4.1)
- **Agency**
- **Current Account Status** – Use this option to deactivate (aka, inactivate) an account. Once deactivated, travelers can no longer select the CBA in DTS, but DTS will reconcile transactions charged against the account before deactivation. DTS will delete deactivated accounts after 15 months of inactivity. Deactivating an account is not the same as cancelling one, which occurs through the CCV.
- **Organization(s)** – Select **Edit List** and follow the instructions in Section 8.2.4 to add or remove organizations from the account.
- **Transportation Officer(s)** – Select **Edit List** and follow the instructions in Section 8.2.4. to add or remove CBA-Ss from the account.
- **Reconcilable on CBA Transaction #** – Select **Yes** if the CBA-S will use the DTS CBA Tool to reconcile the account or **No** if they will use the traditional process.

3. Select **Save Changes**.

8.2.3 Delete a CBA

You should only delete erroneously entered accounts, which no invoices processed against them. If the account information is correct and the account is active, you should deactivate (see Section 8.2.2), not delete, the account.

To delete an account:

1. Select **Delete** on the **Edit CBA Account** screen (Figure 8-5). The **Delete CBA Account** screen opens (Figure 8-13).

Figure 8-6: Delete CBA Account Screen

2. Enter a **Reason for the deletion** in the text box.
3. Select **Continue**.

8.2.4 Add a New (i.e., Create a) CBA

As a CBA DTA, you can add two kinds of CBAs into DTS:

- Accounts that begin with “461426” are traditional accounts that must be reconciled manually outside DTS.
- Accounts that begin with “461427” are DTS accounts that are reconciled through the DTS CBA Tool.

The process for adding a new CBA in DTS starts with someone in the organization completing a [CBA Load Sheet](#) and giving it to you. To obtain a blank copy, see the DTMO website

https://travel.dod.mil/Portals/119/Documents/GTCC/CBA_Account_Load_Worksheet.pdf

When you receive the load sheet:

1. Log into DTS and open the CBA Tool’s **DTA Travel Administrator** module. The **Search** screen (Figure 8-3) opens.
2. Select **Add New CBA Account** at the top of the screen. The **Add New CBA Account** screen (Figure 8-7) opens.

Screen ID: 3301.1
 CBA Home | Help for this screen | Logout

Centrally Billed Account

Search CBA Account | Add CBA Account | Set Default by Account | Set Default by Org

Add New CBA Account

CBA Transaction Account #: (16)

CBA Central Account #: (16)

Expiration Date: (MM/DD/YYYY)

Vendor Pay Routing #: (6)

Account Label:

Agency: Allied Command, Atlantic

Charge Card Vendor: Bank of America

Organization(s): -- No Organizations Found --

Set CBA Transaction Account as Default for all Organizations

Transportation Officer(s): -- No TO Has Been Selected --

Reconcilable on CBA Transaction #: No

Figure 8-7: Add New CBA Account Screen

3. Enter information from the load sheet to complete the:
 - **CBA Transaction Account #** – The CCV provides this number. It is always higher than the **CBA Central Account #**. It is the number that DTS displays to travelers and the TMC for ticketing purposes.
 - **CBA Central Account #** – The CCV provides this number. It is always lower than the **CBA Transaction Account #**. All monthly charges and DTS CBA invoices roll up to this number.
 - **Expiration Date**

- **Vendor Pay Routing #** – Manually reconciled accounts (461426 accounts) are always N/A. For DTS CBA accounts (461427 accounts), this is the 6-digit routing number or DoD Activity Address Code (DODAAC) assigned to the Vendor Pay system that processes your invoices for payment.
 - **Account Label** – See Section 8.2.4.1 for details about the account label.
 - The **Agency** that is responsible for the CBA.
 - The **Charge Card Vendor** – always Citi.
4. To select which **Organization(s)** should have access to this CBA, select **Add to List**. The **Add/Edit Organization** screen opens (Figure 8-8).
- Organizations available for selection appear in the left column.
 - Organizations you have selected appear in the right column.

Screen ID: 3301.2
CBA Home | Help for this screen | Logout

Defense Travel System
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Centrally Billed Account

Search CBA Account Add CBA Account Set Default by Account Set Default by Org

Add / Edit Organization

Note: Holding Ctrl while selecting will allow multiple selections

CBA Transaction Account #:

Choose an Organization	Add / Remove	Selected Organization(s)
Find: <input type="text"/> DTMOCS DTMOCS460FM DTMOCSDOPS DTMOCS DTRAINING	< Remove Add >	-- No Organizations Found --

Continue Cancel

Figure 8-8: Add/Edit Organization Screen

- If you have access to many organizations, type the organization name in the **Find** field, to locate the one you need.
- Move organizations between columns until the ones that should have access to this CBA appear in the right column. Your two options are:
 - Select an organization in the left column and select **Add** to move it to the right column.
 - Select an organization in the right column and select **Remove** to move it to the left column.

- Select **Continue**. The **Add New CBA Account** screen (Figure 8-7) displays with all selected organizations in the **Organization(s)** field.
- (Optional) Mark the **Set CBA Transaction Account as Default for all Organizations** box if you want to make this account the organization's default CBA.
 - To select which **Transportation Officers(s)** (i.e., CBA-Ss) should have access to this account, select **Add to List**. The **Add/Edit Transportation Officer (TO)** screen opens (Figure 8-9).
 - CBA-Ss available for selection appear in the left column.
 - CBA-Ss previously selected appear in the right column.

Figure 8-9: Add/Edit Transportation Officer (TO) Screen

- Enter all or part of the **Last Name, First Name, SSN, Organization**, or any combination and select **Search**. The search results appear in the left column. **Note:** Results are limited to people who have access to the CBA Tool.
 - Move people between columns until the ones that should have access to this CBA appear in the right column. Your two options are:
 - Select a person in the left column and select **Add** to move them to the right column.
 - Select a person in the right column and select **Remove** to move them to the left column.
- Select **Continue**. The **Add New CBA Account** screen (Figure 8-7) displays with all selected CBA-Ss in the **Transportation Officer(s)** field.

Note: You can assign up to five CBA-Ss to each account. If you assign five people to an account, and later need to allow a TAC analyst to the account for troubleshooting purposes, you must first remove one of the assigned CBA-Ss.

- Select whether the account will be **Reconcilable on CBA Transaction #:**

- **No** indicates the account will use traditional reconciliation process. Use it with accounts that begin with “461426”.
- **Yes** indicates the account will be reconciled via the CBA Tool. Use it with accounts that begin with “461427”.



Note: The Defense Agencies Initiative (DAI) accounting system only processes CBA transactions funded against the AAID/FSN of the organization, which owns the CBA. In practice, this means that you must process the following types of transactions via the manual/traditional (i.e., “461426”) process, even if they are identified as a “461427” account:

- CBA transactions charged to an account that belongs to a non-DAI accounting system.
- CBA transactions charged to an account that belongs to another Agency (even if that Agency is also on DAI).
 - For the above two reasons, this includes CBA transactions processed via DTS “cross-org funding” functionality.
- CBA transactions that are allocated against multiple LOAs.

9. Select **Save New Account**. If there are any errors, the screen displays an error message. Otherwise, the **CBA Account List** screen (Figure 8-4) opens to confirm the results.

8.2.4.1 CBA Labels

When building a new account, you must assign it a CBA label of up to 15 characters. Of those, only the first two are mandated. With the remaining 13 characters, because travelers need to choose which CBA to use in their travel documents, you should always strive to create labels that travelers will easily recognize. Table 8-1 provides the high-level label naming convention. Consult your Component’s local business rules for more specific information about naming a CBA label.

Table 8-1

CREATING CBA LABELS		
Position	Identifies	Values
1	Department	D=DoD
2	Component	A = U S Army F = U S Air Force M = U S Marine Corps N = U S Navy D = Defense Agency J = Joint Command
3-15	Specific account	Alphanumeric
Example for a Defense Agency – DD33Training12345		

8.2.5 Assign a Default CBA

If an organization has a default CBA, travelers who charge transportation to a CBA automatically use this account by default unless they change the method of payment. Travelers from organizations with no default CBA may select which account to use when they create their authorizations.

The CBA DTA may set up a default CBA by:

- The account number (see Section 8.2.5.1)
- The organization (see Section 8.2.5.2)

Note: An inactive account is not acceptable as the default account.

8.2.5.1 Set Up the Default CBA by Account Number

Setting up a default CBA by account number is most useful when assigning default CBAs to organizations one at a time. To do so:

1. Select **Set Default by Account** at the top of the any screen in the CBA Tool. You can see it in Figure 8-10. The **Set Default by Account** screen (Figure 8-10) displays.

Figure 8-10: Set Default by Account Screen

2. Select an organization from the drop-down menu on the left.
3. Select an account number from the drop-down menu on the right.
4. Select **Save Selected Account As Default**. One of two results is possible:
 - A confirmation window indicating the saved account.
 - An error message appears informing you that a default account already exists for the selected organization.

8.2.5.2 Set the Default Account for the Organization(s)

Setting up a default CBA by organization is most useful when assigning default CBAs to multiple organizations at one time. To do so:

1. Select **Set Default by Org** at the top of any screen in the CBA Tool. You can see it in Figure 8-11. The **Set Default by Organization** screen (Figure 8-11) appears.

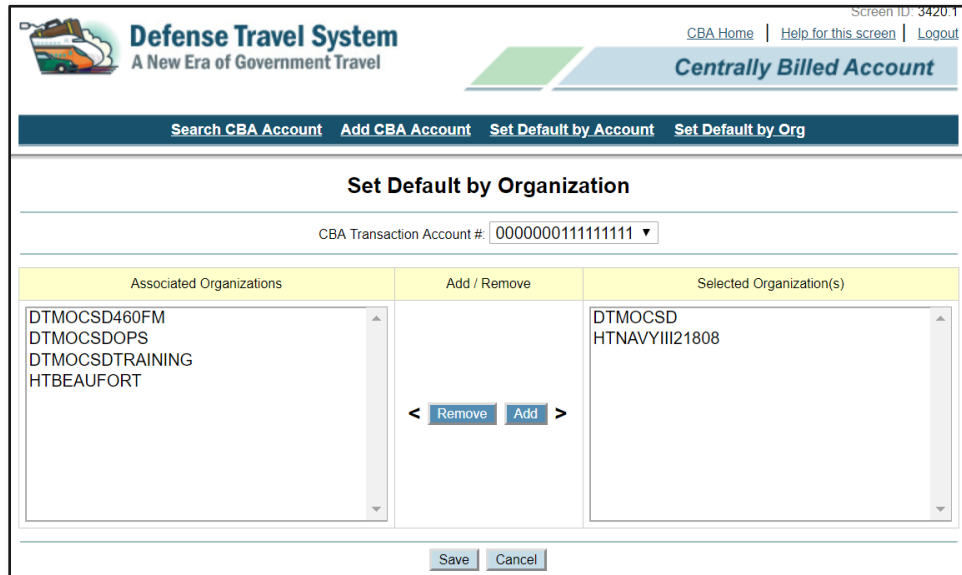


Figure 8-11: Set Default by Organization Screen

2. Select the **CBA Transaction Account #** you want to make the default account.
3. Highlight organizations in the right or left column then using the **Remove** and **Add** buttons, select all the organizations you want to use the selected CBA as their default appear in the right column.
4. Select **Save**. One of two results is possible:
 - A confirmation window indicating the saved accounts.
 - An error message appears informing you if any of the selected organizations already have a default CBA account.

Chapter 9: Compliance Report

The **Compliance Report** is available to any CBA-S. It provides the number of days each step of the process took, within a specified date range. The report covers all your CBA accounts.

The report presents four distinct periods:

- Days to reconcile (from the PPA start date to the end of auto-reconciliation)
- Days to certify (from the end of auto-reconciliation to the date certified)
- Days to submit to finance (from the date certified to the date submitted)
- Days to pay (from the date submitted to the date paid)

To run the **CBA Compliance Report**:

1. Select the **Compliance Report** link at the top of any page in the CBA Tool (Figure 9-1). The **Generate CBA Reconciliation Compliance Report** screen (Figure 9-2) appears.

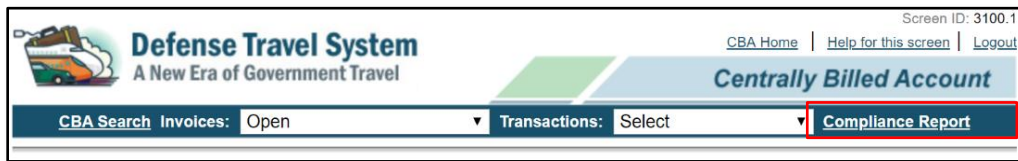


Figure 9-1: Compliance Report Link

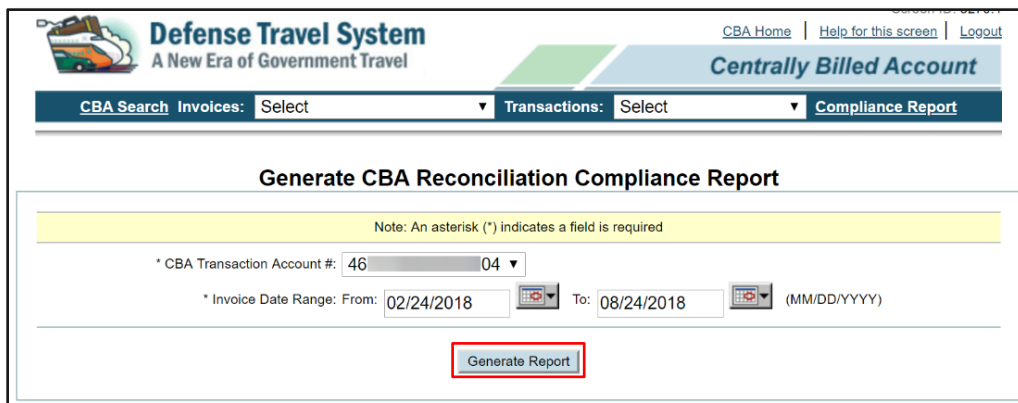


Figure 9-2: Generate CBA Reconciliation Compliance Report Screen

2. (Optional) The CBA account number populates automatically, but you can change it if needed.
3. Select the date range you want to include in the report.
4. Select **Generate Report**. The **CBA Reconciliation Report** screen (Figure 9-3) displays.

Screen ID: 3271.1

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

Centrally Billed Account

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

CBA Reconciliation Compliance Report

Results for Date Range: 08/24/2018 - 08/24/2018 Total Invoices: 164 CBA Transaction Account #: 4614 41

	Days	Total Invoices	Invoice (%)
Days Required for Reconciliation (from PPA Start Date)	0	41	25.0
	1-2	1	0.61
	3-4	1	0.61
	5-6	0	0.0
	7+	3	1.83
Days Required to Certify Invoice (from Reconciliation Date)	0-7	56	34.15
	8-15	29	17.68
	16-23	14	8.54
	24-30	18	10.98
	31+	28	17.07
Days Required to Submit Certified Invoice to GEX (from PPA Start Date)	0-7	0	0.0
	8-15	0	0.0
	16-23	0	0.0
	24-30	0	0.0
	31+	0	0.0
Days Required for Advice of Payment (from Certified Date)	0	8	4.88
	1-3	106	64.63
	4-6	18	10.98
	7-9	4	2.44
	10+	7	4.27

Click [here](#) to Download Compliance Report

Figure 9-3: CBA Reconciliation Compliance Report

Chapter 10: Read Only Access (ROA)

You can use the **Read-Only Access (ROA) Tool** to see information in travel documents, but not to make any changes in them.

10.1 ROA Roles and Administration

There are two ROA roles in DTS:

- An **ROA User** has access to DTS documents and invoices for specific organizations. ROA Users can view DTS authorizations, vouchers, and local vouchers, as well as both CCV and CBA invoices.
- A **ROA Administrator** can do everything an ROA User can do. In addition, they can add, update, and remove both ROA Users and ROA Administrators.

Note: The DTMO serves as the **ROA Administrator** for Agencies, Joint Commands, and Services that require organization access outside their Service.

In this chapter, unless stated otherwise, “you” are a ROA User.

Access the ROA Tools from the **DTS Dashboard** (Figure 10-1) by selecting **Administration**, then under **Read Only Access (ROA)**, selecting either:

- ROA Invoices to view a CCV or CBA invoice.
- ROA **Trip** to open a DTS travel document.

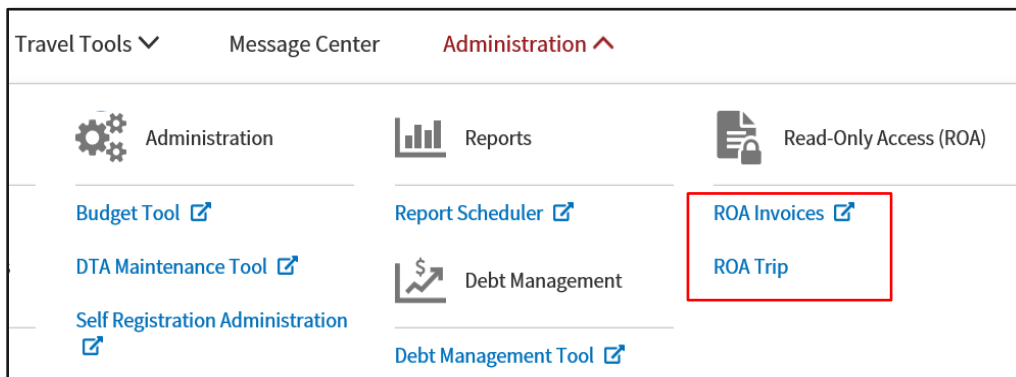


Figure 10-1: DTS Dashboard Screen

10.2 View Invoices Using ROA

To search for invoices to review:

1. From the **DTS Dashboard** (Figure 10-1), select **Administration > ROA Invoices**. The **Read Only Access – Invoices Search** screen opens (Figure 10-2).

Figure 10-2: Read Only Access (Invoices Search Screen)

2. Complete the search criteria fields. Mandatory items are marked with asterisks. The more you complete, the narrower your search will be. Of particular interest:
 - The Date Range fields limit the search results by date.
 - The **Report Type** identifies the information looking for. Options are:
 - **Invoice Summary to see available invoices.**
 - **Transaction Summary to see information about a particular invoice.**
 - **Transaction Detail** to find see information about a particular transaction.
 - The **Invoice Type (CBA/CCV)** determines whether the results will include only CCV invoices, CBA invoices, or both.
3. Select **Search**. DTS presents your results in one of three formats, depending on which **Report Type** you selected. See Sections 10.2.1-10.2.3 for more details.

10.2.1 Invoice Summary

The **Invoice Summary** screen (Figure 10-3) displays information about invoices.

Invoice Summary			
New Search			
1 - 5 of 100			
Next >			
CCV Invoice #:	005817109257	Invoice Transactions:	
Invoice Created:	09/14/2009	Total:	1 \$1,070.40
Invoice Period End:	09/14/2009	Matched:	1 \$1,070.40
DTS Received:	09/14/2009	Unmatched:	0 \$0.00
DTS Reconciled:	01/05/2010	Disputed:	0 \$0.00
CBA Transaction Account #:	4614270000058171	Suspended:	0 \$0.00
CBA Prompt Pay Start:	09/18/2009	Invoice Status:	Archive Submitted

Figure 10-3: ROA Invoice Summary Screen (Single Result)

From this screen, you can select links that open the CCV Invoice (Figure 10-4) or the **Transactions Summary** screen (Figure 10-5).

CCV Invoice											
CBA Central Account #: 4614-57						CCV Invoice #: 0008113400004					
Invoice Period Start: 01/18/2018						Invoice Period End: 02/17/2009					
Invoice Creation Date: 02/18/2018						Trading Partner Name: DH DTS					
Type	Ticket #	CBA Transaction Account #	Trans Date	Traveler Name	Reference #	SCC	BCC	Source Amt	Conv. Rate	Billing Amt	
Dr	8908141773841	4614	71 01/15/2009	RE	24717059016580164664552	840	840	\$15.00	1.00	\$15.00	
Dr	4537397939631	4614	71 01/15/2009	RE	24717059016580164402649	840	840	\$403.70	1.00	\$403.70	
Dr	0167557033494	4614	71 01/28/2009	NEL	24792629029246900628649	840	840	\$909.19	1.00	\$909.19	
Dr	8908142643989	4614	71 02/13/2009	RE	24717059045580453395525	840	840	\$15.00	1.00	\$15.00	
Dr	4537404940884	4614	71 02/13/2009	RE	24717059045580453289207	840	840	\$279.70	1.00	\$279.70	
Previous Balance			\$603.53			New Balance			\$6,013.84		
Close Window						Print CCV Invoice					

Figure 10-4: CCV Invoice Screen (Single Result)

From here, you can print the invoice if necessary.

10.2.2 Transaction Summary

The **Transaction Summary** screen (Figure 10-5) displays details about the CCV invoice. From here, you can open the CCV invoice (Figure 10-4).

Transaction Summary			
Invoice #: 0008113400002	Refresh Summary	New Search	CBA Transaction Account #: 4614 71
1 - 3 of 3			
Transaction Classification: Matched Debit	Traveler Name: RE S G	Approving Official: RO	TE
TANUM: 0U5Y7N	Traveler SSN: XXX-XX-9895	Original Invoice #: 00	02
Ticket #: 8908150660085	Prompt Pay Start: 12/18/2018	Voucher #: 232762	
Ticket Amt: \$15.00	Days since PPA Start: 0	AOP Date: 01/30/2009	

Figure 10-5: Transaction Summary Screen (Single Result)

10.2.3 Transaction Detail

The **Transaction Detail** screen (Figure 10-6) displays information about a single transaction. From here, you can open the CCV invoice (Figure 10-4).

Transaction Detail			
Invoice #: 0008113400002	New Search	CBA Transaction Account #: 4614	71
1 - 2 of 3			Next >
LOA: 03	81^ AAA		
Invoice Period Start: 11/18/2017	Approving Official: RO TE		
Invoice Period End: 12/17/2017	Traveler Name: RE S G		
Prompt Pay Start: 12/18/2017	Traveler SSN: XXX-XX-9895		
Days since PPA Start: 0	TANUM: 0U5Y7N		
Voucher #: 232762	Ticket #: 8908150660085		
AOP Date: 01/30/2018	Ticket Amt: \$15.00		
CBA Transaction Account #: 4614 71	Original Invoice #: 00 02		
Reference #: 24717058339583397030239	Transaction Classification: Matched Debit		
Conversion Rate: \$1.00			

Figure 10-6: Transaction Summary Screen

10.3 View Trip Data Using ROA

To search for DTS documents to review:

1. From the **DTS Dashboard** (Figure 10-1), select **Administration > ROA Trip**. The **Read-Only Trip Lookup** screen (Figure 10-7) opens.

Figure 10-7: Read-Only Trip Lookup Screen

2. Use the **Search By** field to select a search mode (see below) and enter the appropriate information to identify the traveler whose document you want to see. Options include:
 - **Name.** You must enter all or part of the **Last Name**. You may enter all or part of the First Name. Your results may include multiple travelers.
 - **TA Number.** Enter a TANUM to limit your results to a single traveler (the one who owns the document with the TANUM you entered).
 - **SSN.** Enter a SSN to limit your results to a single traveler.
3. Select **Search**. The **Traveler Lookup Results** screen (Figure 10-8) opens. It displays the names of all travelers who match the search criteria.

SEARCH BY	FIRST NAME	LAST NAME	
Name		west	Search
Traveler Name	Organization	SSN	
West, Eric T	DTMOTEST-TRAINING	###-##-7346	Select
West, Eric T	DTMO	###-##-9743	Select
West, Helen	DTMO	###-##-9740	Select
West, Molly T	DTMOTEST-TRAINING	###-##-7344	Select
West, Peter T	DTMOTEST-TRAINING	###-##-7343	Select

Figure 10-8: Traveler Lookup Results Screen

- Choose **Select** next to a traveler’s name. The **Read-Only Trip Lookup** screen (Figure 10-9) opens, with authorizations displayed. Select the items on the left side of the screen to see the other document types for the traveler.

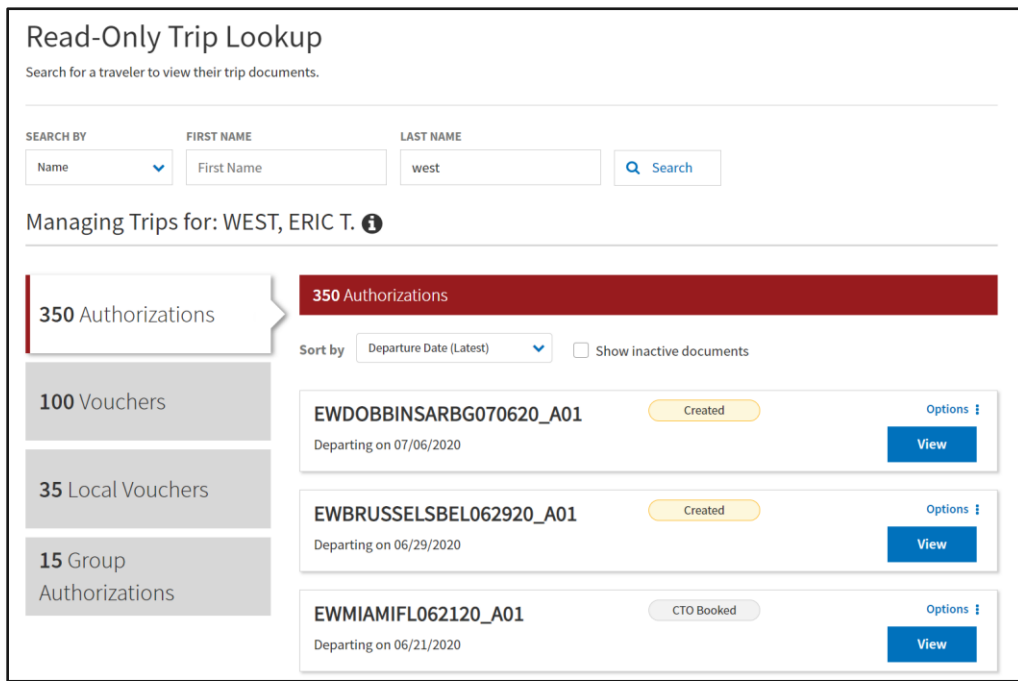


Figure 10-9: Read-Only Trip Lookup Screen

- Select **View** next to any document. The **Review Trip <document type>** screen (Figure 10-10) of the current version of the document opens in a view-only mode. From here, you can navigate to any section of the document to conduct research.

Note: If you need to see an earlier version of the document, select **View Adjustments** near the top of the **Progress Bar** (Figure 10-10, Indicator 1). The **View Adjustments** screen (Figure 10-11) opens. From here, you can see and print older document versions.

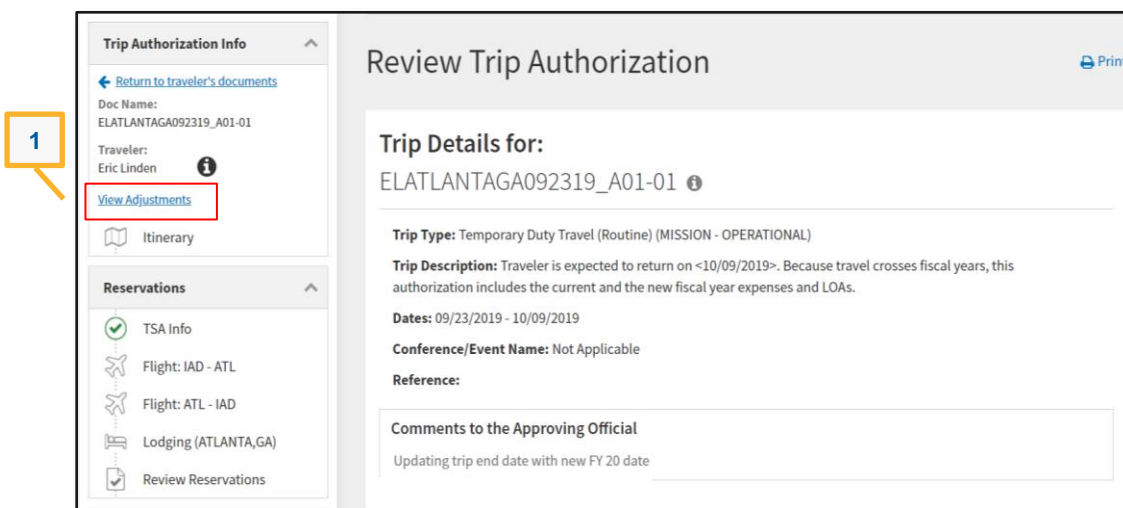


Figure 10-10: Review Trip Authorization Screen

View Adjustments

[Print List](#) [Print All Documents](#)

CURRENT

ADJUSTER	LEVEL	AMENDMENT	CREATE TIMESTAMP	APPROVED ON	
Eric T Linden	2	A01-01	08/23/19 at 16:24		View Print

Original	ADJUSTER Helen D DTMO	LEVEL 1	AMENDMENT A01	CREATE TIMESTAMP 08/23/19 at 13:50	APPROVED ON 08/23/19	View Print
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[Close](#)

Figure 10-11: View Adjustments Screen

Appendix A: CBA Tool Email Notifications

This appendix provides a summary of sent emails from the CBA Tool to various entities to notify them about the status of CBA reconciliation processing.

Table A-1 organizes them by recipient. The code “#####” indicates variable content, followed, if necessary, by the type of content, enclosed in < and >.

Table A-1

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
Emails to the CBA Administrator, CBA-S, or CCV			
Error Establishing Connection to the Mailbox	DTS was not able to establish a connection to the mailbox. Please take the necessary action to correct the problem and retransmit.	The CBA Tool encountered an error when retrieving the CCV invoice.	If the error recurs, DTS notifies the CBA Administrator and creates an error log. You must make no further attempt to reprocess the file, but can continue to retrieve any remaining files.
Invalid User Name and Password	CBA received a message indicating that an invalid user name and password combination was used while logging into the CCV mailbox. Contact the CCV help desk at ##### <help desk address> to request a correct password.	The CBA Tool encountered an error when retrieving the CCV invoice.	If the error recurs, DTS notifies the CBA Administrator and creates an error log. You must make no further attempt to reprocess the file, but can continue to retrieve any remaining files.
Error Retrieving Invoice File from Mailbox	DTS was not unable to retrieve invoice file ##### <file name> from the mailbox. Please take the necessary action to correct the problem and retransmit.	The CBA Tool encountered an error when retrieving the CCV invoice.	If the error recurs, DTS notifies the CBA Administrator and creates an error log. You must make no further attempt to reprocess the file, but can continue to retrieve any remaining files.

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
Error Parsing Invoice File	DTS has determined that the above invoice file was not in TMCD format. Please take the necessary action to correct the problem and retransmit.	The CCV invoice failed validation due to an invalid format or for not following PPA guidelines.	DTS suspends the validation process and sends a negative acknowledgment (NEGACK) to the CCV to state the reason for rejection.
Invoice Not PPA Compliant	DTS has determined that the above referenced invoice does not contain the following PPA data elements: #### Please take corrective action and retransmit the invoice.	The CCV invoice failed validation due to an invalid format or for not following PPA guidelines.	DTS validates that the CCV invoice contains all the required PPA data elements including Invoice Create Date, Account Number, and Total Amount Billed.
Invoice Total Mismatch	Account Number: XXXX-XXXX-####-#### <shows last 8 digits> Invoice Number: ### File Name: #### 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.	The CCV invoice failed validation due to an invalid format or for not following PPA guidelines.	DTS validates that the total amount billed equals the net amount of the transactions on the invoice using the following formula: Billing amount = previous balance - payment amount + total amount of the transactions on the CCV invoice. If the invoice is in ASCII format but does not contain a header, trailer, or detail transaction, DTS suspends validation and submits a NEGACK to the CCV to state the reason for rejection.

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
Duplicate CCV Invoice	Account Number: XXXX-XXXX-####-#### <shows last 8 digits> Invoice Number: #### File Name: #### DTS has received the above referenced invoice. DTS examined the invoice number and has determined that this invoice is a duplicate.	The CCV invoice failed validation due to an invalid format or for not following PPA guidelines.	If the CCV invoice is a duplicate, DTS sends a rejection notice to the CCV to state that it is a duplicate invoice.
Unknown CBA Account	DTS has received a CBA invoice for the above referenced account. No such account exists in DTS. Please determine if the account is valid. If the account is valid, create the account and restage the invoice for reconciliation. If the account is not valid, reject the invoice back to the CCV.	The CCV account number does not match an account in DTS.	The CBA Administrator must either create the CBA and restage the invoice or reject the invoice.
Invalid DTS CBA Account	DTS received the above referenced invoice for payment. DTS and CBA Administrator personnel have determined that this bill was received in error.	DTS receive a CCV invoice with an invalid account number.	If the CBA Administrator determines the CBA number is invalid, DTS emails a reject notice to the CCV and the CBA Administrator to state the reason for rejection.
CBA Invoice Rejected by Archive MIS	The Archive/MIS reject the above referenced XML file. Please regenerate the file.	DMDC rejected an invoice archive request.	DTS emails the DTS Administrator to inform them of the rejection.
Un-reconcilable CBA Account	DTS has received an invoice for the referenced CBA account. The account number is valid, but the reconciliation flag on DTS indicates the account is not reconcilable by DTS. Please validate that the reconciliation flag is set correctly for the CBA account, rest the reconciliation flag if not set correctly, and restage the invoice for reconciliation. If the account is not reconcilable by DTS, reject the invoice	DTS received an invoice with a valid account number, but the reconciliation flag in DTS prevents DTS from reconciling the account.	The CBA Administrator must evaluate the account and if appropriate should reset the flag to allow reconciliation in DTS.

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
	back to the CCV and/or delete the invoice from the CBA Tool.		
CBA Invoice Rejected by GEX	The GEX rejected the above referenced CBA Invoice. The DTS System Administrator will take corrective action and retransmit the invoice. To log into DTS, select the following link: http://www.defensetravel.dod.mil . Please do not respond to this email.	GEX rejected the CBA invoice due to an electronic translation failure) received from GEX.	The CBA Administrator will work the issue with the TAC.
CBA Invoice Rejected by DADS	The DADS rejected the above referenced CBA invoice. The reason for the rejection is provided below. Please take corrective action and retransmit the invoice. ##### <reject message text>	DADS rejected the invoice.	The CBA-S can modify the transactions on the certified invoice, if necessary.
CBA Invoice Rejected by Vendor Pay System	The Vendor Pay system rejected the above referenced CBA invoice. The reason for the rejection is provided below. Please contact the Travel Assistance Center to determine the corrective action. ##### <reject message text> To log into DTS, select the following link: http://www.defensetravel.dod.mil .	Rejected from Vendor Pay System	The CBA Administrator will work the issue with the Vendor Pay system POC.
CBA Invoice is Ready for Certification	The above referenced CBA invoice is ready for certification	A CBA invoice is ready for certification.	DTS sends this email when all transactions on a CBA invoice are Matched or Suspended.
CBA Invoice has Arrived from the CCV	DTS has just received the above referenced invoice from the CCV.	DTS received a CCV invoice and it passed the validation check.	DTS emails the CBA-Ss assigned to the account to inform them a new invoice is in the system.
CBA Invoice is Reconciled	The above reference CBA invoice is reconciled	DTS has reconciled a CCV invoice and begun	DTS emails the CBA-Ss assigned to the account to inform them the

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
		auto-reconciliation.	invoice will be ready for review as soon as auto-reconciliation is finished.
Invoice Not Ready Reconciliation	The above referenced CBA invoice is held reconciliation because the previous month invoice has not been certified or locked.	A CCV invoice cannot be reconciled until a previous invoice is paid or locked.	DTS emails the CBA Administrator to inform them of invoices that cannot currently be reconciled.
CBA Invoice Returned to Unmatched Content	<p>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 in records do not equal total record). The invoice has been returned to your unmatched invoices section for correction and recertification.</p> <p>Please contact the Travel Assistance Center to resolve the problem before attempting to re-certify the invoice. A copy of this reject email should be included with your communication with the TAC. To log into DTS, select the following link: https://www.defensetravel.dod.mil. Please do not respond to this email.</p>	The total new gross amount or total CBA credit amount do not match the sum of the detailed records.	The CBA-S should work with the TAC to resolve the problem before trying to re-certify the invoice.
Form of Payment Has Changed	<p>DTS has identified a change in the form of payment for the air or rail reservation in the PNR returned from the CTO for the document below:</p> <p>Traveler Name: ##### Organization: ##### TANUM: ##### PNR Record Locator: ##### Stamp: ##### <CTO BOOKED or CTO TICKETED></p> <p>DTS has determined that a change has been made by the CTO to the form of payment or GOVCC/CBA account</p>	The TMC changed the account number in the PNR for payment of air or rail travel.	<p>CBA-S must verify correct account number and take appropriate action.</p> <p>Note: This email also goes to the traveler, RO, and AO.</p>

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
	<p>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 payment.</p> <p>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.</p> <p>The traveler is to review the last CTO Submit version of the document to confirm the correct form of payment was used for air/rail arrangements and then check the ##### <file name>version to identify the difference. The traveler should contact the local Help Desk or CTO for assistance, in accordance with local procedures.</p> <p>A discrepancy in the form of payment or CTO Fees will cause a pre-audit to trigger and require justification before the document can proceed.</p>		
CBA Invoice has been Paid information to the TO	<p>DTS received notification that the below reference CBA invoice has been paid</p> <p>Details: Account Number: XXX-XXXX- XXXX-### <displays last 4 digits> CCV Invoice Number: ##### Date of Payment: ##### Optional Action: N/A</p>	CBA invoice has been paid.	DTS emails the CBA-S to inform them of the fact.
Emails to the Traveler, RO, or AO			
Travel Manager Correspondence Content	<p>This letter is to inform you that a CBA ##### <amendment or adjustment> has been created for ##### <traveler name> on ##### <document name></p>	The CBA-S or traveler has amended or adjusted a	Email intended to prompt the AO into immediate action so the CBA-

CBA TOOL EMAILS			
Email Subject	Email Content	Condition	Notes
	and requires your immediate review or approval to allow the Transportation Officer to reconcile the CBA invoice for payment.	travel document containing a CBA charge.	S can reconcile the invoice.
Auto-Approval of CBA Amendment Content	The Transportation Officer has initiated a CBA Amendment for ##### <traveler name> on ##### <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 ##### hours of the date and time of this email.	A CBA amendment differs in cost from the original document by less than \$250 dollars (plus or minus).	DTS will auto approve the document unless the AO acts to prevent it.
CBA Amendment Requires Additional Funding	An amendment initiated by the DTS CBA CBA-DTA for ##### <traveler name> for ##### <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.	A CBA Amendment fails auto-approval due to insufficient funds in the budget or no budget associated with the LOA.	A FDTA must correct the problem before DTS can approve the amendment.

Appendix B: Definitions

Table B-1

TERM	DEFINITION
Acknowledgement	<p>The act of officially stating that all transactions on an invoice are <i>Matched, Held, Suspended, Disputed, or Closed</i>. Enters the invoice into the archival record and enable certification for payment.</p> <p>However, note that not all acknowledged invoices are certifiable. If the only transactions on an invoice are a debit and credit for the same amount, they cancel each other out. No money changes hands, so you won't certify the invoice, but you must acknowledge the transactions.</p>
Advance Credit	A debit transaction that appears on an invoice after ticket cancellation but before receipt of the matching credit.
Advice of Payment	Notification of the date and amount of payment from the official disbursing system.
Airport Credit	A credit transaction that occurs when a traveler receives a less expensive ticket from the airline than was originally issued through DTS. The airline processes the refund through the CCV and the credit appears on the CCV invoice, but the data may not be in DTS.
Archive Accepted	DTS stamp indicating that DMDC archived the invoice.
Archive Rejected	DTS stamp indicating that DMDC rejected the invoice for archiving.
Archive Rejection Failure	DTS stamp indicating that DMDC could not archive the invoice due to an electronic translation failure.
Archive Submitted	DTS stamp indicating that DTS sent the invoice to DMDC for archiving.
Authorizing Official (AO)	An individual appointed in writing that is responsible for authorizing official travel and approving official travel claims.
Auto Reconciled	The invoice status after 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 final date for processing transactions in the billing cycle. AKA, the <i>Closing Date</i> .
CBA Account Label	The DTS name of a CBA account; travelers use it to identify and select a CBA account to use.
CBA Defense Travel Administrator (CBA DTA)	The individual responsible for adding and maintaining CBA accounts, assigning CBA-Ss, and assigning a default CBA account to an organization
CBA Invoice	The billing statement for a given CBA. DTS creates after the CBA Tool receives and auto-reconciles the monthly CCV invoice.
CBA Specialist (CBA-S)	An individual appointed or designated to review and reconcile CBA invoices. Some CBA-Ss also certify them for payment.

TERM	DEFINITION
Charge Card Vendor (CCV) Invoice	The monthly billing statement the CCV sends for each CBA account.
Centrally Billed Account (CBA)	A charge card used to pay transportation charges for official travel. CBAs have no spending ceiling and payments are subject to the Prompt Payment Act of 1982, as amended.
Closed	Status of a disputed transaction after the CBA-S settles it and removes it from the disputed list.
Closing Date	The final date for processing transactions in the billing cycle. AKA, the <i>Billing Cycle Date</i> .
Commercial Travel Office (CTO)	See Travel Management Company (TMC).
Credit	A refund transaction 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, CF-C	Abbreviations in DTS that refer to using a CBA to pay for a Commercial Plane, Commercial Train, or CTO Fee.
DADS Paid	DTS stamp indicating that DADS has paid the CCV invoice.
DADS Rejected	DTS stamp indicating that DADS rejected the CBA invoice for payment.
Debit	A charge transaction on a CBA invoice.
Global Exchange (GEX) Translation Failure	Response received from GEX indicating an electronic translation failure.
Defense Accounting and Disbursing Systems (DADS)	DoD financial systems.
Designated Billing Office (DBO)	An office or third party designated by a DoD Component to receive CCV invoices and, in some instances, makes payments to the CCV.
Disputed	The status a CBA-S applies to remove a suspected invalid transaction from its invoice.
Duplicate	A transaction that has the same ticket number, TANUM, ticket cost, and transaction type as another transaction.
Fee Credit	A refund issued for a TMC fee.
Held	The status a CBA-S applies to a transaction to remove it temporarily from the invoice while undertaking lengthy reconciliation efforts.
Invoice Certified	The status of a CBA invoice after the CBA-S certifies it for payment.
Invoice Creation Date	The date the CCV created the invoice.
Invoice Receipt Date	The date DTS receives the CCV invoice and starts the prompt pay clock.
Line of Accounting (LOA)	Identifies a DoD account used to fund official travel.
Locked	The status of an invoice with a negative net billing amount after all transactions are <i>Matched, Suspended, Disputed, or Closed</i> .

TERM	DEFINITION
Matched	The status of a transaction when DTS can associate it with a travel document based on one of the following criteria: cost + ticket number, traveler name or billing date, or TANUM or ticket number.
Matched Credit	Status of a credit transaction when the corresponding debit was paid, but the ticket was cancelled.
Matched Debit	Status of a debit transaction when it is matched with a DTS travel document based on one of the following criteria: cost + ticket number, account number, billing date, traveler name, billing date, or TANUM and ticket number.
Miscellaneous Charge Order	Charge for anything other than transportation expenses (i.e., paper ticket fees, etc.).
Non DTS Entry Agent (NDEA)	A non-accountable official responsible for entering reimbursement claims in DTS for travelers that do not have reasonable access to DTS.
Open Invoice	A CBA invoice that the CBA-S has not yet certified for payment.
Original Invoice Number	The DTS invoice a transaction was on when DTS auto-reconciled it. It may be on a different invoice now if the CBA-S removed it from the original invoice for any reason (e.g., <i>Held, Disputed</i>).
Paid	DTS stamp indicating it received an Advice of Payment (AOP) from DADS for the transaction.
Pending Refund	The status of a credit transaction when its corresponding debit has not yet been paid.
Passenger Name Record (PNR)	The record in the TMC database that contains the itinerary and reservations for a traveler.
Previously Applied Credit	A credit transaction on a CCV invoice for a cancelled ticket. The associated credit transaction was on an earlier invoice as an Advance Credit.
Defense Travel Management Office (DTMO) CBA Administrator	The CBA role that provides oversight of all CBA DTA user accounts. Can generate compliance reports or re-stage CCV invoices.
Prompt Payment Act (PPA)	The Prompt Payment Act of 1982 requires federal agencies to make payments in a timely manner.
PPA Interest	The status assigned to <i>Unmatched</i> transactions that acknowledge and track the payment of Prompt Payment Act interest amounts.
Ready for Certification	The status that indicate the CBA-S has acknowledged a CBA invoice.
Received from CCV	The status that indicates DTS has received a CCV invoice, but has not yet auto-reconciled it.
Reconciliation Complete	The status that indicates all transactions on the CBA invoice are <i>Matched, Suspended, Held, Disputed, or Closed</i> .

TERM	DEFINITION
Sent to GEX	The status that indicates DTS has sent the CBA invoice to 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) without a paid corresponding debit transaction.
TANUM	The number that identifies a DTS document the AO has approved.
Ticket Number	The number the airline industry uses to track charges for ticketed transportation.
Transaction Amount	The amount of a CBA charge after conversion to U.S. dollars.
Transaction Dispute	A disagreement between the account holder and the merchant over a transaction.
Transaction Status	The current state of an individual transaction on a CBA invoice.
Travel Management Company (TMC)	The entity that provides your organization's commercial travel and ticketing services for official Government travel. Note: DTS still occasionally calls the TMC a Commercial Travel Office (CTO).
Unmatched Debit	The status of a debit transaction when it does not match any authorized DTS trip document based on one of the following conditions: cost + ticket number, traveler name and billing date, or TANUM and ticket number.
Unmatched Credit	The status of a credit transaction that does not match any DTS travel document.
Vendor	A person or company that provides a service.
Vendor Pay	The DFAS system involved in paying certified invoices.
Visa Transaction Code	The two letter code used by the CCV to identify the type of each transaction on the CCV invoice. The current codes in use are: 10 - Debit 11 - Credit 31 - Payment 40 - Miscellaneous Debit 50 - PPA fees
Voucher	In DTS, the travel document that represents the traveler's claim for reimbursements and allowances for official travel.

Appendix C: Frequently Asked Questions (FAQs)

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

A: DTS could not identify a TANUM for the transaction during auto-reconciliation, so it was unable to list one on the Open Transactional Detail screen. This often happens when no DTS travel document exists or when the ticket was removed from the travel document.

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

A: Once DTS associates a CBA transaction to a ticket number and processes a payment against it, DTS cannot match the ticket number again to process a 2nd CBA transaction. The classification indicates that DTS already used the current ticket number to make CBA payment. This error usually happens when the traveler received multiple tickets on the same trip due to changes, but did not amend their travel document to correct the ticket numbers. To correct the problem, amend the travel document to add the new ticket number, and then re-match the transaction using the correct ticket number.

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

A: Select **Reconcile by TANUM** and then select the initial reservation ticket number from the Ticket List (i.e., 2VE8U4-CP). This puts the transaction into an editable status, from which you can place it in *Held*.

Q: I’ve certified my CBA invoice, and DTS stamped it POS ACK RECEIVED but not PAID. Why is this and what can I do about it?

A: If it’s been at least five business days since **POS ACK RECEIVED**, you should contact your accounting system POC to try to figure out the reason for the payment delay. You can also try to validate the payment by reviewing your CBA transactions at CitiManager at <https://home.cards.citidirect.com/CommercialCard/login>. If you find that the accounting system has made payment, but DTS has not received the AOP, you should submit a DTS Help Desk ticket for assistance.

Q: Can I use the DTS CBA Tool if my TMC only accepts payments for tickets in a foreign currency?

A: Because the CCV translates all charges into U.S. dollars, we do not recommend using the DTS CBA Tool if your TMC issues tickets in a foreign currency. The difference in ticket value makes it likely that 1) the CBA Tool will be unable to match cost data during auto-reconciliation and 2) you (or your travelers) will need to amend all travel documents that use CBA to reflect the ticket price in U.S. dollars.

Q: I matched a debit CBA transaction to the wrong TANUM and it has been certified and disbursed on an invoice. Can I correct this?

A: No. Once a debit has been certified and paid, the CBA transaction cannot be unmatched and then re-matched to the correct TANUM. You must handle any correction manually.

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

A: No. You can only use the Initiate Amendment function for a ticket that is already in a travel document.

Q: DTS has not received my monthly invoice from the CCV. What should I do?

A: The CCV will not submit a monthly CBA invoice to DTS if there are no transactions on the invoice. If you have not received an invoice with transactions within 48 hours of the end of the billing cycle, you should submit a DTS Help Desk ticket.

Q: All the transactions on an invoice are in a Matched, Held, Suspended, Disputed, or Closed status, but the invoice will not change to Reconciliation Complete. How do I correct this?

A: Select one transaction and *Unmatch* it, then re-reconcile it. When it matches again, the invoice should change to Reconciliation Complete.

Q: I have a traveler in which another organization is funding the travel. Whose CBA would pay for this travel in DTS and who is responsible for reconciliation?

A: CBAs are tied to organizations. The traveler's organization must determine which CBA the traveler should use to pay for the airline ticket and CTO Fee. That organization's CBA-S is responsible for reconciling the charges, which may include a LOA that is outside of their typical accounting system.

Appendix D: Troubleshooting

This appendix provides a list of reasons DTS cannot match transactions during auto-reconciliation and suggested actions you can take to correct the error. Table D-1 organizes *Unmatched* and *Suspended* transactions by transaction classifications:

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

D.1 Suggested Corrective Actions

Table D-1

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
Classification: Unmatched Debit Status: Unmatched		
Transaction amount does not match authorization amount	The debit amount in the CCV invoice is not the same as the transaction cost in the DTS authorization.	<p>Amend the authorization and adjust the dollar amount to match the amount in the CCV invoice. If the Initiate Amendment button is available, use it; otherwise, coordinate with the traveler or AO to make the amendment.</p> <p>If you used the Initiate Amendment button, the transaction will match after APPROVED and POS ACK RECEIVED.</p> <p>If the traveler or AO created the amendment, after APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
Transaction amount does not match voucher amount	The debit amount in the CCV invoice is not the same as the transaction cost in the DTS voucher.	Amend the voucher and adjust the dollar amount to match the amount in the CCV invoice. If the Initiate Amendment button is available, use it; otherwise, coordinate with the traveler or AO to make the amendment.

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
		<p>If you used the Initiate Amendment button, the transaction will match after APPROVED and POS ACK RECEIVED.</p> <p>If the traveler or AO created the amendment, after APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
Account information not available	The transaction on the CCV invoice is not on a travel document as a CBA expense.	Check the document to make sure the transaction reflects payment by CBA, not IBA.
DTS ticket number does not match CCV ticket number	The ticket number in the CCV invoice is not the same as the ticket number in the DTS travel document.	<p>Find the document’s TANUM by searching DTS or contacting the TMC, then enter it on the Transaction Detail screen and select Reconcile by TANUM.</p> <p>If the TANUM has multiple ticket numbers, identify the correct ticket number from the displayed list. The CBA Tool will try to match the transaction.</p> <p>If the transaction remains unmatched, follow the directions above to amend the document to match the transaction.</p>
The given ticket is not a CBA ticket	<p>The ticket in DTS does not have a CBA expense code (CP-C or CR-C).</p> <p>Note: The traveler failed to indicate ticket purchase by CBA.</p>	<p>Contact the traveler or AO to amend the document and correct the method of payment to CBA.</p> <p>After APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p> <p>Note: If the traveler purchased the ticket by IBA, dispute the CBA charge and verify that the TMC will issue a credit against the CBA account.</p>
TANUM unknown	No ticket in DTS matches the CCV transaction.	Find the document’s TANUM by searching DTS or contacting the TMC,

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
		<p>then enter it on the Transaction Detail screen and select Reconcile by TANUM.</p> <p>If the TANUM has multiple ticket numbers, identify the correct ticket number from the displayed list. The CBA Tool will try to match the transaction.</p> <p>If the transaction remains unmatched, follow the directions shown above to amend the document to match the transaction.</p> <p>Note: If the CCV transaction is not a valid charge on the CBA account, dispute the transaction and change the status to <i>Disputed</i>.</p>
Authorization has not been POS ACK Received	<p>Neither of the following stamps are on the current authorization:</p> <ul style="list-style-type: none"> • POS ACK RECEIVED • PAY PROCESS IGNORE 	<p>Wait a few days for the stamp to appear and then use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p> <p>If you can't match the transaction, contact the DTA or AO to determine if the document was rejected and now needs correction or manual intervention.</p>
Voucher has not been POS ACK Received	<p>Neither of the following stamps are on the current voucher:</p> <ul style="list-style-type: none"> • POS ACK RECEIVED • PAID 	<p>Perform the same actions described above.</p>
Mismatch found for a given TANUM and transaction amount	<p>The TANUM used for reconciliation does not contain the ticket number in the CCV invoice.</p>	<p>Find the document's TANUM by searching DTS or contacting the TMC, then enter it on the Transaction Detail screen.</p> <p>Amend the travel document and adjust the dollar amount (and ticket number, if necessary) to match the CCV entry. If the Initiate Amendment button is available,</p>

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
		<p>use it; otherwise, coordinate with the traveler or AO to make the amendment.</p> <p>If you used the Initiate Amendment button, the transaction will match after APPROVED and POS ACK RECEIVED. If the traveler or AO created the amendment, after APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to match the transaction.</p>
Manual Unmatch	A CBA-S changed the transaction from a Held, Pending, or Matched status to an Unmatched status.	<p>Amend the document and adjust the cost to match the amount on the CCV. If the Initiate Amendment button is available, use it; otherwise, coordinate with the traveler or AO to make the amendment.</p> <p>If you used the Initiate Amendment button, the transaction will match after POS ACK RECEIVED. If the traveler or AO created the amendment, after APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to match the transaction.</p>
Ticket number was found on more than one trip document.	The same ticket number is on multiple travel documents; the CBA Tool can't resolve which one to use to reconcile the CCV transaction.	<p>Find the TANUM the transaction should be associated with, then enter it on the Transaction Detail screen and use the Reconcile by TANUM button to try to match it.</p> <p>If the transaction remains unmatched, initiate the amendment action described above to update the document with the information needed to match the transaction.</p>
Classification: Unmatched Credit Status: Unmatched		
DTS ticket number does not match CCV ticket number	The ticket number in the CCV invoice is not the same as the ticket number in the DTS travel document because the CCV	Change the status of the transaction to <i>Held</i> while investigating it.

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
	issued a credit using a different ticket number than used for the initial debit.	<p>You may have to dispute the transaction with the CCV and request they re-issue the credit under the same ticket number as the initial debit.</p> <p>Note: DTS can't process a negative credit value, and DFAS can't accept a negative obligation.</p>
Transaction amount does not match authorization amount for a cancelled ticket	The credit transaction on the CCV invoice doesn't match the ticket cost on an APPROVED and CANCELLED DTS document.	<p>The initial debit was <i>Disputed</i> because the ticket was cancelled. You must mark the credit <i>Disputed</i> as well, since the debit was not paid.</p> <p>Note: You can't amend a cancelled DTS authorization.</p>
No Match Found	The CCV transaction doesn't match any ticket in DTS based on ticket number, traveler name, and billing date range.	<p>Search DTS for the travel document to find the transaction information.</p> <p>If the transaction is a ticket, amend the document to match the information in the CCV transaction, then use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p> <p>If the CCV transaction is not a ticket, dispute the transaction and change the status to <i>Disputed</i>.</p>
Mismatch found for a given TANUM and transaction amount	The ticket on the CCV invoice doesn't match a ticket on the stated TANUM.	<p>If the ticket isn't a cancelled ticket, reconcile the transaction or create an amendment from the Transaction Detail screen to modify the ticket cost.</p> <p>If the selected ticket record is a cancelled ticket (or a cancelled travel document), change the status to <i>Held and</i> contact the TAC for assistance.</p> <p>Note: You can't amend a cancelled DTS authorization.</p>

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
Manual Unmatch	The CBA-S changed the transaction from <i>Held, Pending, or Matched</i> to <i>Unmatched</i> .	Use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Ticket number was found on more than one trip document	The same ticket number is on multiple travel documents; the CBA Tool can't resolve which one to use to reconcile the CCV transaction.	Use the ROA module or search DTS to determine which travel document is associated with which CCV transaction and enter its TANUM on the Transaction Detail screen. Use the Reconcile by TANUM button on the Transaction Detail screen to reconcile the transaction.
Classification: Unmatched Fee Status: Unmatched		
Transaction amount does not match authorization amount	DTS can't reconcile a TMC fee transaction for a ticket in DTS.	Amend the travel document and enter the correct cost per the CCV invoice. After POS ACK RECEIVED , use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Transaction amount does not match voucher amount	The ticket cost on a DTS trip document doesn't match one the following on a CCV invoice: <ul style="list-style-type: none"> • The ticket cost. -OR- <ul style="list-style-type: none"> • The net value of a consolidated transaction (debit). 	Amend the travel document and enter the correct cost per the CCV invoice. After PAID , use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
DTS ticket number does not match CCV ticket number	DTS can't reconcile a TMC fee transaction for a ticket in DTS.	Amend the travel document and adjust the dollar amount (and if necessary, ticket number) to match the CCV entry. After POS ACK RECEIVED (authorization) or PAID (voucher), use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
The given ticket is not a CBA ticket	The ticket in DTS does not have a CBA expense code (CP-C or CR-C).	Amend the DTS document to change the expense code for the ticket to CP-C or

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
	<p>Note: The traveler updated the expense type after CBA ticket was purchased.</p>	<p>CR-C and make sure the CBA account number matches the one on the CCV invoice.</p> <p>After APPROVED, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
TANUM Unknown	<p>The CCV transaction doesn't match any ticket in DTS based on ticket number, traveler name, and billing date range.</p>	<p>Search DTS for the travel document to find the transaction information.</p> <p>If the transaction is a ticket, use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p> <p>If analysis finds the CCV transaction is not a ticket, dispute the transaction, and change the status of the transaction to "Disputed".</p>
No Match Found	<p>The CCV transaction doesn't match any ticket in DTS based on ticket number, traveler name, and billing date range.</p>	<p>Search DTS for the travel document to find the transaction information.</p> <p>If the transaction is a ticket, update the document to match the information in the CCV transaction, then use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p> <p>If the CCV transaction is not a ticket, dispute the transaction and change the status to <i>Disputed</i>.</p>
Authorization is not ready for reconciliation	<p>The authorization does not contain either of the following stamps, and there is no voucher:</p> <ul style="list-style-type: none"> • POS ACK RECEIVED • PAY PROCESS IGNORE 	<p>Ask the AO shown on the Transaction Summary screen to take action on the travel document.</p> <p>After POS ACK RECEIVED or PAY PROCESS IGNORE, use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
Voucher has not been approved	<p>The voucher does not contain either of the following stamps:</p> <ul style="list-style-type: none"> • POS ACK RECEIVED • PAID 	<p>Ask the AO shown on the Transaction Summary screen to take action on the travel document.</p> <p>After POS ACK RECEIVED or PAID, use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
Mismatch found for a given TANUM and transaction amount	<p>The TANUM used for reconciliation does not contain the ticket number in the CCV invoice.</p>	<p>Amend the travel document and change the ticket cost to the amount on the CCV invoice.</p> <p>Use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
Manual Unmatch	<p>The CBA-S changed the transaction from <i>Held, Pending, or Matched</i> to <i>Unmatched</i>.</p>	<p>Use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>
Ticket number found on more than one trip document	<p>The same ticket number is on multiple travel documents; the CBA Tool can't resolve which one to use to reconcile the CCV transaction.</p>	<p>Use the ROA module or search DTS to determine which travel document is associated with which CCV transaction and enter its TANUM on the Transaction Detail screen.</p> <p>Use the Reconcile by TANUM button on the Transaction Detail screen to reconcile the transaction.</p>
Classification: Unmatched Refund Status: Unmatched		
Transaction amount does not match authorization amount	<p>The net value of a consolidated transaction is a credit, but does not equal the ticket amount on a DTS authorization.</p>	<p>Use the Initiate Amendment button on the Transaction Detail screen to amend the travel document.</p> <p>After APPROVED and POS ACK RECEIVED, the transaction will automatically <i>Match</i>.</p>
Transaction amount does	<p>The net value of a consolidated transaction is a credit, but does</p>	<p>Same as above.</p>

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
match voucher amount	not equal the ticket amount on a DTS voucher.	
Selective mode reconciliation is required to complete the grouping process	DTS reconciled a refund (credit) received for a CBA debit as a single netted transaction.	Amend the travel document and enter the correct cost per the CCV invoice. Use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Authorization has not been POS ACK RECEIVED	The authorization does not contain either of the following stamps, and a there is no voucher: <ul style="list-style-type: none">• POS ACK RECEIVED• PAY PROCESS IGNORE	Ask the AO shown on the Transaction Summary screen to take action on the travel document. After POS ACK RECEIVED or PAY PROCESS IGNORE , use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Voucher adjustment has not been POS ACK RECEIVED	The voucher does not contain either of the following stamps: <ul style="list-style-type: none">• POS ACK RECEIVED• PAID	Ask the AO shown on the Transaction Summary screen to take action on the travel document. After POS ACK RECEIVED or PAID , use the Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Manual Unmatch	The CBA-S changed the transaction from <i>Held, Pending, or Matched</i> to <i>Unmatched</i> .	Use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.
Classification: Amendment Returned Status: Unmatched		
Amendment Returned	A Routing Official (e.g., the AO) has RETURNED a CBA-initiated amendment for corrections.	Determine why the AO returned the document and amend it (or have the traveler amend it) so it meets the AOs approval. Place the transaction in a <i>Held</i> to avoid if it is delaying invoice certification. If necessary, use the Initiate Amendment button on the Transaction Detail screen to re-initiate the amendment. After

REASONS FOR UNMATCH AND SUGGESTED CORRECTIVE ACTION		
Reason	Description	CBA-S Action
		APPROVED and POS ACK RECEIVED , the transaction will automatically <i>Match</i> .
Amendment Rejected	GEX or DFAS rejected a CBA-initiated amendment.	<p>Coordinate with the DTA or AO to correct the reason for the rejection.</p> <p>Use the Initiate Amendment button on the Transaction Detail screen to re-initiate the amendment. After APPROVED and POS ACK RECEIVED, the transaction will automatically <i>Match</i>.</p>
Classification: Amendment Pending Status: Suspended		
No Reason Code Required	A CBA amendment has not received the POS ACK RECEIVED stamp. (It may or may not have received APPROVED .)	<p>No action required. The transaction will remain in this status until POS ACK RECEIVED or until DTS receives a reject notification.</p> <p>However, if the amendment displays both APPROVED and POS ACK RECEIVED, but the transaction remains in <i>Amendment Pending</i>, contact the TAC for assistance.</p>

D.2 Suspended, Held, or Disputed Transactions

Table D-2

SUSPENDED, HELD, OR DISPUTED TRANSACTIONS				
Classification	Status	Reason	Description	CBA-S Action
Pending Refund	Suspended	None	A credit transaction appears on the CCV invoice, but its corresponding debit has not yet been paid.	No action required. The credit transaction will become a <i>Matched Refund</i> on the invoice on which the debit is paid.
Pending Fee Credit	Suspended	None	Same as above, but used specifically for a TMC Fee.	No action required. The credit transaction will become a <i>Matched Fee Refund</i> on the invoice on which the debit is paid.
Disputed	Disputed	None	A CBA-S applies Disputed when a transaction is not valid (or does not require payment) for the DTS CBA account charged.	If needed, the CBA-S must also dispute the transaction with the CCV outside of DTS. Labeling a transaction <i>Disputed</i> does not trigger any dispute action with the bank.
Closed	Closed	None	A CBA-S applies Closed to upheld Disputed transactions to remove them from the invoice. Invalid disputes are Held to allow reconciliation.	No action required.
Held	Held	None	A CBA-S applies Held to remove the transaction from the DTS invoice. Held transactions can	Move out of Held to place on a DTS invoice for reconciliation.

			be added back to the current invoice or to an interim invoice when ready for reconciliation.	
Duplicate	Duplicate	The DTS CBA Tool has already Matched this transaction.	A debit transaction with the same transaction type, TANUM, Ticket Number, and Ticket Cost has previously been reconciled and paid.	<p>If the transaction is not a duplicate, amend the DTS travel document to match the information in the CCV invoice.</p> <p>If the transaction is a duplicate, dispute it and mark it <i>Disputed</i>.</p>

D.3 Matched Transactions

Table D-3

MATCHED TRANSACTIONS		
Reason	Description	CBA-S Action
Temporarily excluded from the invoice due to carryover	The transaction is a debit with the same transaction type, TANUM, Ticket Number, and Ticket Cost as another debit that has previously been reconciled and paid.	<p>If the transaction is not a duplicate, amend the DTS travel document to match the information in the CCV invoice.</p> <p>If the transaction is a duplicate, dispute it and mark it <i>Disputed</i>.</p>
Transaction matched based on name, billing date, CBA transaction, account number, and ticket cost	Notification to the CBA-S of matching criteria used to reconcile the CCV transaction with a DTS ticket record.	<p>Verify that the module matches the transaction exactly (no variance in the ticket number). If it does, no further action is required.</p> <p>If the transaction was <i>Matched</i> incorrectly, change the transaction classification to <i>Unmatched</i>, then use the Reconcile by TANUM or Reconcile by Ticket button on the Transaction Detail screen to reconcile the transaction.</p>

Appendix E: CBA DTA Desk Reference

This desk reference provides basic guidance for CBA DTAs adding new CBAs into DTS. Additional information on each topic is available in the [CBA Manual](#).

E.1 Enter Account Information into the DTS CBA Tool

To create a CBA in DTS, you must:

- Activate the CCV account.
- Enter the CBA information.

To load a new CBA begins with someone completing and providing to you a [CBA Account Load Sheet](#). You use the information on this sheet to populate the fields on the **Add New CBA Account** screen (Figure E-1).

The screenshot shows the 'Add New CBA Account' screen in the Defense Travel System. The header includes the system logo, 'A New Era of Government Travel', and navigation links for 'CBA Home', 'Help for this screen', and 'Logout'. The title bar indicates 'Centrally Billed Account' and 'Screen ID: 3301.1'. Below the title bar is a navigation menu with 'Search CBA Account', 'Add CBA Account', 'Set Default by Account', and 'Set Default by Org'. The main form area is titled 'Add New CBA Account' and contains the following fields and controls:

- CBA Transaction Account #: Text input field with a length indicator of (16).
- CBA Central Account #: Text input field with a length indicator of (16).
- Expiration Date: Date picker with a calendar icon and a length indicator of (MM/DD/YYYY).
- Vendor Pay Routing #: Text input field with a length indicator of (6).
- 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.
- Set CBA Transaction Account as Default for all Organizations: Unchecked checkbox.
- 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.

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

Figure E-1: Add New CBA Account Screen

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

Table E-1

ADD NEW CBA ACCOUNT SCREEN FIELDS	
Field	Definition
CBA Transaction Account Number ⁽¹⁾	Enter the account number the TMC charges transactions to. It is included in the PNR when the traveler makes reservations in DTS.
CBA Central Account Number ⁽¹⁾	Enter the account number the CCV uses to submit invoices.
Expiration Date	Enter the account's expiration date.
Vendor Pay Routing #	Enter the six-character routing number or Department of Defense Address Activity Code (DoDAAC) number assigned to the Vendor Pay system that processes and pays your CCV invoices.
Account Label	Enter the account name that travelers will see when selecting a CBA account to pay for their transportation expenses.
Agency	Select your service or agency.
Charge Card Vendor	Select Citi.
Organization(s) ⁽²⁾	Lists all the organizations that may use the account. Select Add to List to add or edit the list.
Set CBA Transaction Account as Default for all Organizations	Check the box to set the account as the organization's default method of payment.
Transportation Officer(s)	Lists up to five CBA-Ss responsible for reconciling the account and/or certifying the invoice for payment. Select Add to List to add or edit the list. A CBA-S must: <ul style="list-style-type: none"> • Be a Government employee (if allowed to certify invoices) • Be appointed as a Certifying Officer (if allowed to certify invoices) • Have DTS permission level 4 (if allowed to certify invoices) • Complete COL training • Have ROA and group access to the organizations that use the account
Reconcilable on CBA Transaction #	Select Yes if the account is set up for electronic invoicing and will use the CBA Tool to reconcile and pay CCV invoices. Select No if the account is set up for traditional paper-based invoices and a CBA-S will reconcile and pay outside of DTS.
<p>Notes:</p> <p>⁽¹⁾ If the CCV provides two account numbers, the transaction account number is always the higher number. For example, the CCV provided these account numbers:</p> <ul style="list-style-type: none"> • 4614270000197380: As the lower number, this is the CBA central account number. • 4614270000197422: As the higher number, this is the CBA transaction account number. 	

(2) If you create a new organization, you must add it to this list. DTS does not automatically add new organizations to existing CBAs.

E.2 Default Account for the Organization

Should you ever need to change the default CBA for one or more organizations, select one of these options from the top of any screen in the CBA Tool (you can see both links in Figures E-1 and E-2) to open the applicable screen:

- Set Default by Account
- Set Default by Org

The **Set Default by Account** screen (Figure E-2) lets you select an organization in the left column and its new default CBA in the right column.

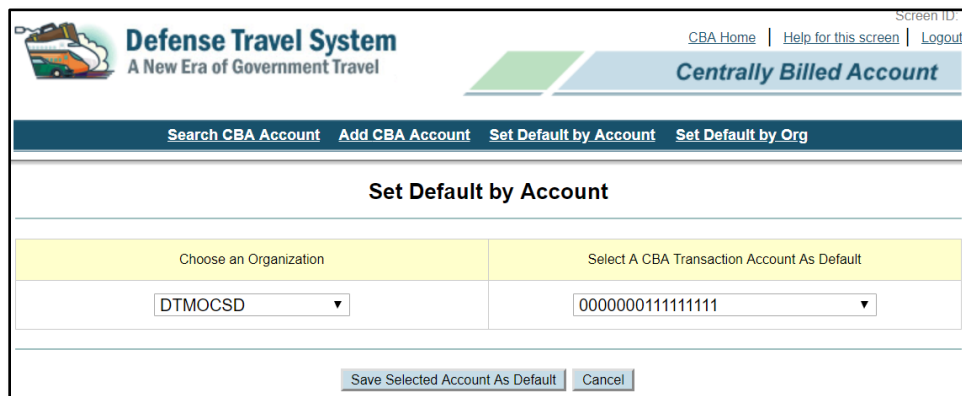


Figure E-2: Set Default by Account Screen

The **Set Default by Organization** screen (Figure E-3) lets you select a CBA and one or more organizations that will use it as the default account. You can also use this screen to remove a selected CBA as one or more organizations' default account.

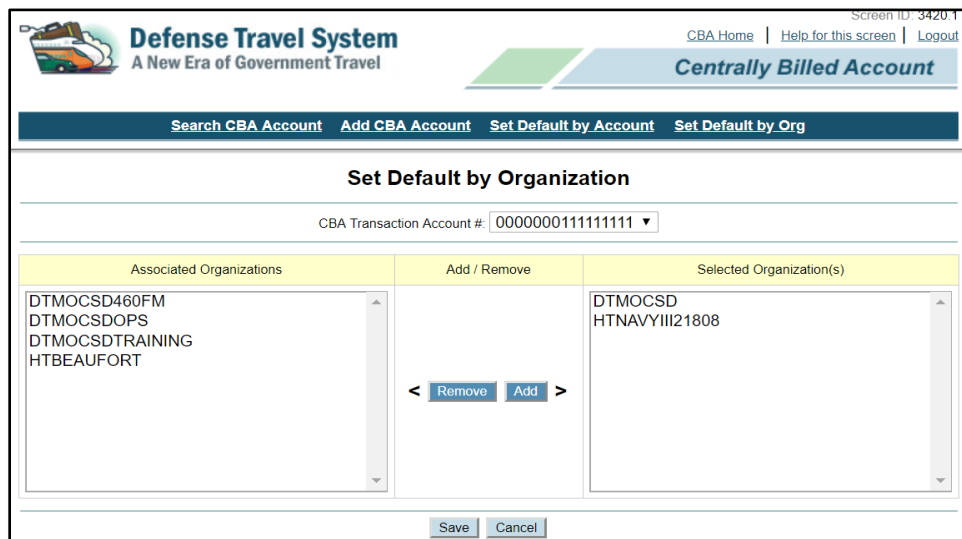


Figure E-3: Set Default by Organization Screen

Note: An organization does not have to have a default CBA. If an organization has no default account, no account will auto-populate for that organization's travelers. Travelers will be able to select the account they want to use when creating their authorizations.

Appendix F: CBA-S Desk Reference

This desk reference provides guidance for the most common manual CBA reconciliation scenarios in DTS.

F.1 DTS Travel Arrangements Process Flow

The **DTS CBA Tool** provides automated reconciliation and payment for transactions charged to the Government CBA.

When the traveler makes air or rail travel arrangements in the DTS **Reservations** module, they must select whether they will pay for the tickets with their own IBA or their organization's CBA. In DTS, those selections look like this:

- **IBA selections: Comm Air (Indiv Bill) or Comm Rail (Indiv Bill)**
- **CBA selections: Comm Air (Central Bill) or Comm Rail (Central Bill)**

When the traveler signs that authorization:

1. DTS submits the reservation requests to the TMC by placing them on the PNR and stamps the authorization **CTO SUBMIT**.
2. When the TMC books the reservations and updates the PNR, DTS stamps the authorization **CTO BOOKED**.
3. The AO applies the **APPROVED** stamp. DTS adds a ticketing date to the PNR (it's normally three business days before the departure date).
4. When DFAS creates the obligation against the anticipated trip expenses, DTS stamps the document **POS ACK RECEIVED**.
5. When the TMC tickets the reservations, it updates the PNR, which allows DTS to update the authorization with the applicable ticket numbers, ticket costs, and TMC Fee, and stamp the document **CTO TICKETED**. The traveler may now travel.
6. After the trip, the traveler creates and submits the voucher, which after AO approval, DFAS funds and pays. Look for the DTS stamps **CREATED, SIGNED, APPROVED, POS ACK RECEIVED, and PAID**, which track this process.

Notes:

- TMC Fee transactions receive a "ticket number" based on a Miscellaneous Charge Order (MCO) number. The CCV and DTS use the MCO number to reconcile TMC Fee transactions the same way they use actual ticket numbers to reconcile other CBA charges.
- If the TMC fails to update the PNR at ticketing, DTS leaves the document status **CTO BOOKED**, populates the PNR locator number in the ticket number field, and does not populate the TMC Fee.
- Travelers who make reservations outside of DTS must manually enter the ticket numbers, ticket costs, and TMC Fee information on the DTS **Enter Expenses** screen based on the itinerary and invoice the TMC emailed to the traveler.

F.2 The Effect of Cancelled Authorizations on CBA Reconciliation

Before starting the authorization cancellation procedure, the traveler must verify whether the trip incurred any expenses. If the TMC applied a TMC Fee or ticketed any reservations to a CBA, the traveler must not ask the AO to cancel the authorization. Instead, they should submit both the authorization and voucher for AO approval.

When the AO applies the **CANCELLED** stamp, DTS de-obligates all funds associated with the authorization and prevents creation of a voucher. When that happens, you will not be able to match any CBA-related transaction against the CBA invoice. The only way to match those transactions is to contact the traveler to create a new authorization.

Note: For complete information on Cancellation Procedures in DTS, review the [Trip Cancellation Procedures](#) information paper.

F.3 DTS CBA Reconciliation Process

The DTS CBA reconciliation process looks something like this:

1. The CCV submits an electronic invoice to DTS at the end of the billing cycle.
2. DTS rejects the invoice back to the CCV if any of the following are true:
 - The invoice is in an improper format.
 - The account number does not exist in DTS.
 - The named account is marked for manual reconciliation.
3. Assuming DTS does not reject the invoice, auto-reconciliation begins. DTS checks the transactions on the invoice against the expenses in DTS trip documents.

Note: DTS searches DTS for tickets and TMC Fees that:

- The TMC placed on the PNR.
 - The traveler manually entered on the Enter Expenses screen, though it does not recognize expenses entered as a non-mileage expense.
4. DTS creates an *Open* CBA invoice, marks each transaction *Matched* or *Unmatched*, and sends an email to let the CBA-Ss assigned to the account that a new invoice requires action (i.e., manual reconciliation or acknowledgement and certification).
 5. If the CBA invoice contains any *Unmatched* transactions, a CBA-S verifies each *Matched* transaction, then researches and resolves *Unmatched* transactions. The CBA-S can use DTS documents, the TMC, the CCV, travelers, AOs, etc. to help with the manual reconciliation process.

Some examples of matching *Unmatched* transactions include:

- Amending documents that contain ticket information that doesn't match what is on the CCV invoice.
 - **Example:** A traveler received a partial refund for a ticket, but didn't update the ticket cost in DTS.
 - Asking travelers to amend documents that are missing information about valid charges.
 - **Example:** A charge on the CCV invoice is valid, but the traveler arranged travel outside DTS, so no ticket information exists in the travel document.
 - Disputing charges that are not valid. The CCV invoice contains a charge against the wrong account.
6. When no *Unmatched* transactions remain on the CBA invoice, the CBA-S acknowledges and certifies it. Status options for removing *Unmatched* status include: *Matched*, *Suspended*, *Held*, *Disputed*, *Closed*, *PPA Interest*, and *Manual Advance Credit*.
 7. DTS electronically submits the certified invoice to the appropriate DFAS Vendor Pay system.
 8. The Vendor Pay system sends payment to the CCV, then sends DTS an advice of payment (AOP) and electronically archives the invoice.

F.3.1 Processing Order

Because you must reconcile debit transactions before you reconcile any credit transactions that are associated with them, the CBA Tool processes invoices in the order it receives them. When DTS receives an invoice, the invoice will not auto-reconcile until you have acknowledged or certified all previously received invoices.

F.3.2 Invoice Is Not Received

If DTS has not received an expected invoice, contact the CCV. The CCV does not send invoices for months in which there was no activity on the account. However, if the CCV indicates that they sent an invoice, use the ROA Invoices tool in DTS to confirm that you have not received the invoice, then work with the TAC and the CCV to determine what went wrong and how to fix it.

F.3.3 Summary Points

- Auto-reconciliation determines which transactions match items in DTS documents, based upon the ticket information in those documents.
- DTS marks transactions that auto-reconciliation can't match *Unmatched*.
- You must help the system match the remaining charges. Research methods include:
 - Contacting the traveler or AO.
 - Contacting the TMC or TAC.
 - Researching expenses in DTS travel documents.
- Some examples of matching *Unmatched* transactions include:
 - Amending a document to update the ticket cost.
 - Asking a traveler to update a document to add a valid charge.
 - Disputing invalid charges.

F.4 DTS CBA Tool Matching Criteria

When DTS accepts a CCV invoice, DTS attempts to auto-reconcile the transactions on it.

Exception: If you have not yet certified the previous month’s invoice, DTS holds the new invoice in a *Receipt from CCV* status until you certify the previous month’s invoice.

The CBA Tool compares each transaction (ticket and TMC Fee) on the invoice with the travel documents in DTS. DTS considers a transaction *Matched* if either of the following is true:

- Primary criteria: Ticket number matches with both of the following:
 - Dollar amount (after **APPROVED** and **POS ACK RECEIVED**)
 - Ticket method of payment is CBA
- Secondary criteria (all of the following match):
 - Traveler name
 - Dollar amount (after **APPROVED** and **POS ACK RECEIVED**)
 - Ticket method of payment is CBA
 - Transaction date on the invoice and ticket date in DTS are within 30 days of each other

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 (Figure F-1).

The screenshot shows the 'Open Transaction Detail' screen in the Defense Travel System. At the top, there is a navigation bar with 'CBA Search', 'Invoices: Select', 'Transactions: Select', and 'Compliance Report'. Below this, the screen title is 'Open Transaction Detail'. Key fields include Invoice # 00163, Transaction Date 07/25/2018, Voucher # 08/04/2018, and Ticket # 00159. A table compares CCV and DTS data:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		00159	\$511.31	
DTS >	2616VV	00159	\$1,051.29	\$(539.98)

Below the table, the 'Transaction Status' is 'Unmatched' and the 'Reason for Unmatch' is 'Transaction amount does not match authorization amount'. There are buttons for 'Reconcile by TANUM', 'Reconcile by Ticket', 'Initiate Amendment', and 'Group Detail'. A 'Save' button is also present.

Figure F-1: Open Transaction Detail Screen (Unmatched Status)

You must determine the reason for the **Unmatched** status and reconcile all the *Unmatched* transactions. If an amendment is required to match the transaction, you must initiate or coordinate the approval, as needed.

F.5 Common Causes of Unmatched Transactions and Their Fixes

Common causes of *Unmatched* transactions, and their fixes, include:

- The traveler arranged transportation outside DTS and entered inaccurate (or no) ticket or TMC fee information in DTS.
 - The traveler must amend the document to correct all missing or inaccurate information.
Note: If travel has already begun, it is best to correct the information on the voucher.
- The TMC did not place the ticketed Passenger Name Record (PNR) on its outbound queue, so DTS could not include the ticket number or final cost in the authorization.
 - The CBA Tool can match the ticket transaction if the booked and ticketed costs match, but the TMC fee transaction will remain *Unmatched*. Either you or the traveler must amend the travel document to add the TMC fee transaction.
- The travel document incorrectly indicates payment by IBA, but the traveler purchased the ticket via CBA.
 - The traveler must amend the travel document to correct the method of payment to **CBA**.
Note: If the traveler already received a reimbursement for this ticket, the amendment will place the traveler in a **DUE US** status.
- The TMC charged the ticket to both the CBA and the traveler's IBA.
 - If the correct form of payment was IBA, you must Dispute the CBA transaction.
 - If the correct form of payment was CBA, you must ask the TMC to issue a credit against the IBA, and then mark the transaction *Held*. Reconcile the transaction when the offsetting credit appears on the next month's CCV.
- The travel document correctly indicates payment by IBA, but the TMC incorrectly charged the CBA.
 - You must ask the TMC to issue a credit against the CBA and then mark the transaction *Held*. Reconcile the transaction when the offsetting credit appears on the next month's CCV.

For a list of the *Unmatched* reasons, descriptions, and CBA-s actions, see Appendix D of this manual.

F.6 Amendments

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

When the CBA-S initiates an amendment using the CBA Tool:

- DTS updates the travel document to match data from the CBA invoice. Example: a ticket appears in DTS for \$205, but the CBA invoice indicates the actual ticket cost is \$250. Using the **Initiate Amendment** button causes DTS to update the travel document to show a ticket cost of \$250.
 - Because this change is automatic, before you initiate the amendment, you must verify that the amount on the CBA invoice is correct. If a copy of the ticket or itinerary is missing from the voucher, contact the traveler or TMC for a copy of the ticket.
 - DTS updates the document status to **AMENDMENT PENDING** in the CBA Tool.
- DTS stamps the document **CBA AMENDMENT**, inserts remarks in the **Comments to the Approving Official** field, and routes the document for review.
- The AO stamps the amendment **APPROVED**.

- **Note:** DTS automatically approves CBA-initiated amendments after 96 hours if the adjustment is less than \$250, the “funds check” against the DTS budget is successful, and the AO has not already **RETURNED** or **APPROVED** it. This “auto-approval” process does not apply to amendments initiated outside the CBA Tool.
- If the AO stamps the amendment **RETURNED**, the transaction becomes *Unmatched* with a status of **AMENDMENT RETURNED**. You can view the AO’s comments about the reason for the return in the CBA Tool.
- The CBA Tool classifies the transaction as *Matched* after **POS ACK RECEIVED**.
 - If DFAS rejects the amendment, the transaction becomes *Unmatched* with a status of **AMENDMENT REJECTED**.

You can’t initiate an amendment through the CBA Tool to add a ticket or TMC fee that is not on the DTS travel document. Rather, you must contact the traveler or AO to initiate an amendment outside the CBA Tool.

When the traveler initiates an amendment outside the CBA Tool, you must:

- Follow up to ensure the AO approves the amendment promptly.
- If DTS or DFAS rejects the amendment, correct the document expeditiously.
- Use Reconcile by TANUM or Reconcile by Ticket Number to match the transaction after **APPROVED** and **POS ACK RECEIVED** manually.

Described below is an example of an *Unmatched* transaction, and how to resolve it.

1. You open the **Open Transaction Detail** screen (Figure F-2) to see that a transaction on the CCV invoice for ticket number 0067166029993 at a cost of \$324.12; however, no ticket data appears in DTS.

Screen ID: 3200.1

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

Centrally Billed Account

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

Open Transaction Detail

Invoice #: I006614118215 Record 78 of 312 CBA Transaction Account #: 4614 41

Transaction Date:	07/24/2018	Voucher #:		Reference #:	24717058214582140659476
Prompt Pay Start:	08/04/2018	Days since PPA Start:	30	Source Amt:	324.12
Original Invoice #:	00 63	Approving Official:		AOP Date:	

LOA:

Traveler Name: DE: RA Traveler SSN:

CCV / DTS	TANUM	Ticket #	Ticket Cost	Ticket Difference
CCV >		0067166029993	\$324.12	
DTS >	<input type="text"/>	<input type="text"/>	\$0.00	\$324.12

Transaction Status: 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

Figure F-2: Open Transaction Detail Screen

2. Since ticket information is missing from DTS, you must contact the traveler to update the travel document.
3. After the traveler makes the amendment and the AO approves it, enter the document's TANUM in the **TANUM** column, on the **DTS >** line, then select **Reconcile by TANUM**.

Note: If multiple tickets are associated with the travel document, a screen that displays all the tickets associated with that TANUM opens. You select the applicable ticket number on that screen.

4. DTS attempts to match the transaction.
 - If successful, DTS populates the **TANUM**, **Ticket Number**, **Ticket Cost**, and **Ticket Difference** fields near the **DTS >** line. It also updates the **Transaction Status** and **Transaction Classification** fields.
 - If unsuccessful, DTS updates the **Reason for Unmatch** field, but leaves the transaction in an *Unmatched* status.

F.7 Credit Transactions

This section describes the credits encountered in the CBA Tool.

F.7.1 Suspended Transactions

A *Suspended* transaction occurs when a credit appears on an invoice before the associated debit. Because the Government can't accept credit for something it has not yet paid for, DTS automatically places the transaction in a *Suspended* status during auto-reconciliation and removes it from the invoice so you can process the remaining transactions without delay.

When the original debit is paid, DTS automatically releases the *Suspended* transaction, places it on the current DTS invoice, and updates the transaction status to *Unmatched Refund*, which you must reconcile manually.

F.7.2 Wash Debit, Wash Credit, and Netted Debit Transactions

The CBA Tool matches a debit and credit as a *Wash Debit* and *Wash Credit* if they net to a \$0.00 balance, if they are for the same ticket number, and if they are on the same invoice, provided there is no cancellation of the trip.

Example: A CBA invoice contains both a \$325 debit for a ticket and a \$325 credit for the same ticket. If the ticket record exists in DTS and the trip was not cancelled, then the transactions cancel each other out, so no payment is due to the CCV.

However, should those transactions result in a net balance then they are a *Netted Debit*.

Example: The CBA invoice shows a \$455 debit for a ticket, and a \$100 credit for the same ticket. After amending the travel document is to show a cost of \$355, the CBA Tool matches the debit and credit as a \$355 *Netted Debit*.

F.7.3 Advance Credit and Previously Applied Credit Transactions

Advanced Credit and *Previously Applied Credit* statuses identify credit and debit transactions for the same ticket number, but appear on different invoices.

If a CBA invoice includes a debit transaction that corresponds to a travel document or ticket number the traveler or TMC cancelled in DTS, but does not include the associated refund credit, the CBA Tool classifies the debit as an Advance Credit. You can certify the invoice, but the credit is unpaid.

When the associated credit appears on a later invoice, the CBA Tool classifies it as a Previously Applied Credit and does not deduct the credit from the certified invoice.

F.7.4 Unmatched Refund (Credit) Transactions

After a debit transaction is paid, if a credit against that transaction appears on a later invoice, DTS classifies the transaction as *Unmatched Refund*.

To match an *Unmatched Refund*, you must reduce the ticket cost in the travel document to reflect the net amount of the debit and credit transactions. **Example:** A ticket cost \$100, but the traveler later received a full refund, so the net ticket cost was \$0.00. If the traveler had instead received a partial refund of \$25, the net ticket cost would have been \$75. That cost (\$0 or \$75) is the amount that must display in the travel document.

After the AO approves the amendment and DTS receives a **POS ACK** or **PAID** stamp from the accounting system, the CBA Tool automatically classifies the transaction as a *Matched Refund*.

F.7.5 Airport Credit Transactions

Airport Credits are credit transactions on the CCV invoice that have a different ticket number than the original debit transaction. DTS typically classifies them as *Unmatched Credits* during auto-reconciliation. To match the transaction, you must enter the correct ticket number and select the **Reconcile by Ticket** button. You treat the result the same way you'd treat an *Unmatched Refund* – by initiating an amendment to force DTS to match the transaction cost.

F.8 Held Transactions and Interim Invoices

You place a transaction in a Held status from the Open Transaction Detail screen when the invoice payment date is approaching, but you have transactions you can't match before you accrue an interest penalty for late payment.

Example: You receive an invoice with 50 transactions on 16 May. DTS auto-reconciles 45 of them and you have requested amendments for the other five. By 15 June, the AO has approved four of the five amendments, but the traveler has not amended the last one. Rather than wait for **APPROVED** on that document, you place that transaction in Held status, then acknowledge the other 49 and certify them for payment.

After you certify the original CBA invoice, DTS lets you create an interim invoice, which is separate from the original invoice, so you reconcile and certify the transactions on it separately from the original. Each transaction on it is subject to late payment penalties, based on the date DTS received its original invoice; however, it's better than paying late payment penalties on 50 transactions because you couldn't match one.

To simplify the calculation of interest charges, the CBA Tool only lets you include transactions with the same PPA date on an interim invoice, even if you have *Held* transactions from several invoices.

F.9 Transactions with an All-Zero Ticket Number

An invoice may include invoices with a ticket number made up of all zeros. Such ticket numbers may appear for the following transactions:

- Provisional credits issued for disputed transactions
- Rebilled debits for valid transactions that were disputed
- Debits to pay late payment penalties (PPA *Interest*)

DTS cannot auto-reconcile transactions with all-zero ticket numbers. Here's what you need to do:

- *Provisional credit issued for a disputed transaction:* Place both the original disputed transaction and the new provisional credit in a Closed status. Enter a comment in the Remarks field that this credit is associated with a previously disputed transaction, and provide the original ticket number, traveler name, and TANUM.
- *Rebilled debit for a valid transaction that was disputed.*
 - If you disagree, and still believe the transaction to be invalid, place the rebilled transaction in Dispute status until the dispute is resolved.
 - If you now agree that the debit is valid, enter the original ticket number and **Reconcile by Ticket**. The module will attempt to reconcile the transaction against the original ticket number.
- Debit to pay late payment penalties: Place them in a PPA Interest status.

F.10 Disputed and Closed Transactions

Mark a transaction *Disputed* when you can't validate that the transaction is a valid charge against the account. *You should only use Disputed* after exhausting all other means of reconciling the transaction. When the dispute is settled and the CCV issues a provisional credit or a recharge, change the transaction status to Closed.

After classifying a transaction as Disputed, enter the reason for the dispute in the Remarks field.

DTS removes the disputed transactions from the invoice and places them on the Disputed list in the CBA Tool. This Disputed list is available from the CBA menu.

Note: Marking a transaction Disputed is not sufficient. You must also follow all official dispute procedures outside of DTS – both your organization's procedures and the CCV's. This typically requires you to submit the Citi **Dispute Form** (found by selecting the link on the **Disputed Transaction Summary** screen).



Note: Failure to follow official dispute procedures to notify the CCV of disputed transactions may result in account suspension.

Important facts about disputes:

- When the CCV receives notification of a dispute, it:
 - Issues a provisional credit using an all zero ticket number
 - Begins to research the transaction to determine if the charge is valid
- A provisional credit, in most cases, results in an **Unmatched Credit** that you must mark as *Disputed*. This is because DTS removed the original debit from its invoice, the Government did not pay it, and therefore you cannot accept a credit against it.
- When you mark a provisional credit as *Disputed*, you should:
 - Not process a formal dispute with the CCV

- Enter comments in the **Remarks** section to state:
 - The transaction is a temporary credit for a debit that was Disputed
 - The original TANUM, ticket number, and traveler name
- Change the status of both the original disputed transaction and the provisional credit transaction to *Closed*.

F.11 Acknowledgement and Certification of Invoices

When you finish manual reconciliation, all transactions on an invoice have one of the following statuses:

- Matched
- Suspended
- Held
- Disputed
- Closed

At this point, the invoice is ready for acknowledgement and certification.

Acknowledge it to let DTS archive the invoice with the final status of all transactions. Acknowledgement is the final step for an invoice with no certifiable transactions.

After acknowledgement, DTS removes from the CBA invoice all transactions that do not require payment, including:

- Suspended
- Disputed
- PPA Interest
- Manual Advance Credit
- Held

Certify it to route it to Vendor Pay, who will prepare the invoice and submit it for payment to the CCV.

After payment, DFAS returns a payment notification to DTS. DTS updates the invoice with the **DADS PAID** stamp and other information (e.g., the payment date and voucher number), then submits it for archive.

After certification, invoices no longer display in the CBA Tool*. However, you can always find them using **CBA Search** in the navigation bar at the top of all CBA Tool screens.

*Though if Vendor Pay rejects an invoice, it returns to the CBA Tool as a *Rejected Invoice*. With the assistance of the TAC, you must resolve the reason for the rejection.

The invoice status history captures all steps in the reconciliation process from initial receipt by DTS to archive.

Note: If an invoice remains in *Sent to the GEX* for more than four days, contact the TAC to determine the status of the invoice. Similarly, if an invoice remains in a *GEX POS ACK* status for more than four days, contact the TAC or Vendor Pay to determine the status of the payment.

F.12 ROA Invoices Tool

If you have access to the ROA module, you can view CBA invoice information by selecting **ROA Invoices** from the **DTS Dashboard's Administration** menu to obtain the status of your CBA accounts and to provide customer service support as needed.

ROA Invoices lets you view invoices that DTS has received but have not auto-reconciled because the previous has not been:

- Acknowledged
- Certified
- Submitted for processing

The status all such invoices and of each transaction on them is **RECEIVED FROM CCV**. Although you can't reconcile the transactions until after auto-reconciliation completes, you can preview them to determine whether:

- The applicable DTS travel documents contain ticket information.
- They contain credits that affect transactions on the current invoice.

F.13 Emails

The CBA Tool sends automatic emails to the following CBA users to inform them of various aspects of the CBA process:

- CBA Administrator
- CBA DTA
- CBA-S
- Authorizing Official
- Traveler
- Systems Administrator
- Travel Assistance Center

F.14 Rejects

If either GEX or Vendor Pay rejects an invoice, DTS updates the invoice history accordingly and emails:

- The office or person responsible for reprocessing the rejected invoice
- The systems administrator (for GEX Translation Failures)
- The CBA-S (for Vendor Pay rejects)
- The TAC or CBA Administrator (if needed)

The email includes the reason for the reject. If DFAS Vendor Pay rejects an invoice, there is typically an error in the CBA electronic invoice file. You'll need help from the TAC or DTS Operations to sort it out.

When Vendor Pay rejects a certified invoice, it returns to the DTS Tool as a Rejected Invoice.

You should not re-acknowledge or re-certify a rejected invoice until you have completed corrective action. Rejected invoice corrections begin with the TAC:

1. The TAC generates a help ticket. Due to prompt-payment timeliness requirements, they will mark the ticket, “Severity Level 2 – High Impact”.
2. After the TAC determines the reason for the rejection, they implement corrective action, but they may need you to help resolve the issue. For example, they may need you to *Unmatch* the transactions involved in the rejection and reconcile them again.
3. When the TAC is certain the updated invoice is correct, you must re-acknowledge and re-certify it.

F.15 Additional CBA Information

You can access the CBA Manual, CBA Load Worksheet, DTS CBA Representatives contact data, Citi contact data from the [DTMO](#) website (Figure F-3), by selecting **Programs**, **Government Travel Charge Card**, and then **Centrally Billed Accounts**.

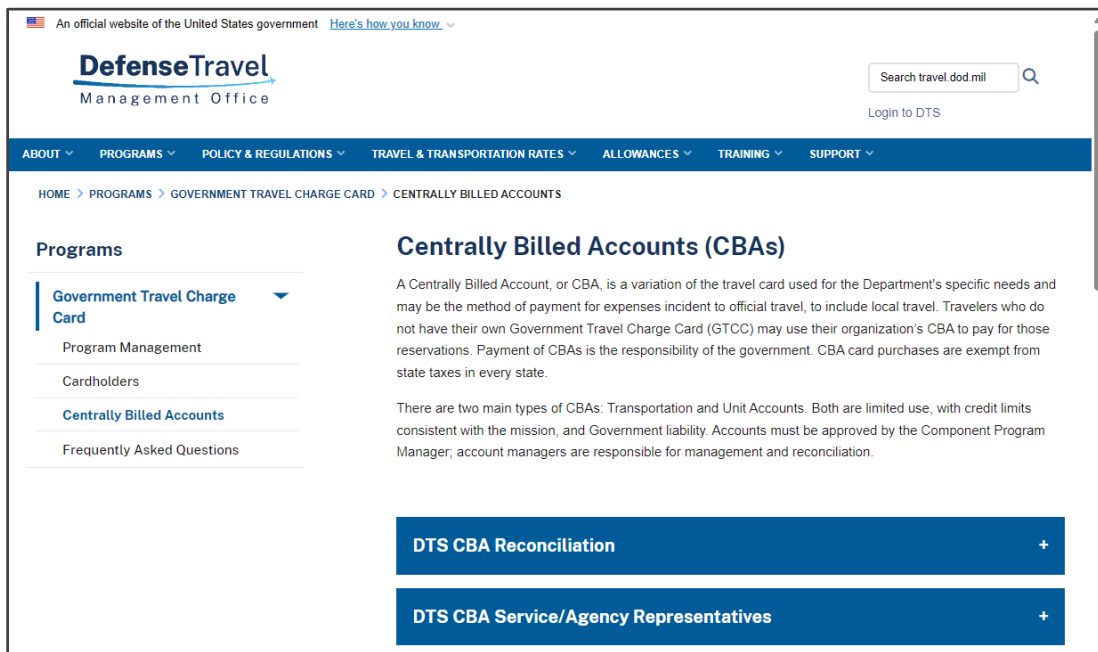


Figure F-3: CBA Page (DTMO Website)