Introduction to CBA Reconciliation in DTS

June 20, 2025

Introduction

A Centrally Billed Account (CBA) is a Government Travel Charge Card (GTCC) account owned and controlled by an organization. Travelers who do not have an individual GTCC can use a CBA to pay certain travel expenses. When travelers do use the CBA, the organization must pay the value of those transactions back to the Charge Card Vendor (CCV). The Defense Travel System (DTS) supports the use of a Centrally Billed Account (CBA) to process commercial air and rail reservations for Temporary Duty (TDY) travel. The CBA is not used for other reservation requests (i.e., rental car and lodging).

This information paper only provides a broad overview of the CBA reconciliation process in DTS. Personnel who want or need a deeper understanding of CBAs should go to the *CBA Reconciliation Manual*, which covers both the DTS CBA Reconciliation module and the overall reconciliation process much more comprehensively. The CBA Load Worksheet to request a CBA for your organization is available on the DTMO website at *https://travel.dod.mil/Portals/119/Documents/GTCC/CBA_Account_Load_Worksheet.pdf*

For the complete process on authorizations, see the *DTS Guide 2: Authorizations*.

*In this information paper, unless stated otherwise, "you" are a Defense Travel Administrator (DTA).

Key CBA Personnel

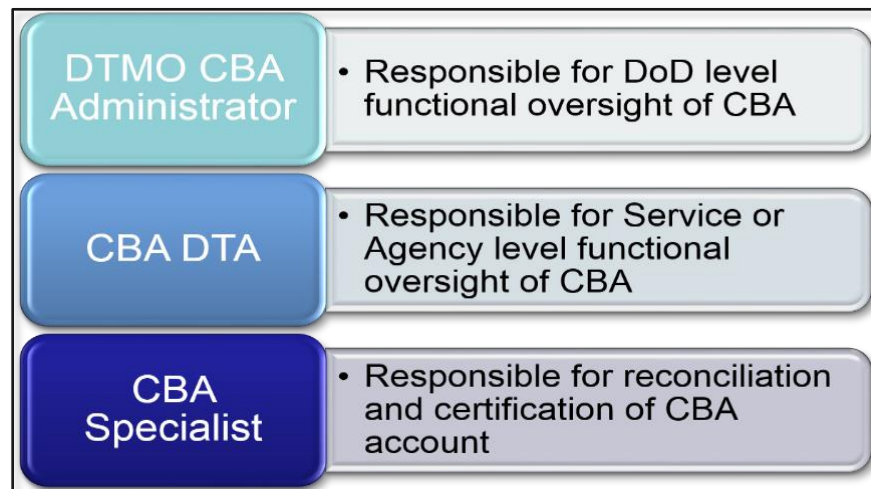There are three types of CBA officials (Figure 1).

Figure 1: CBA Officials

1. The **CBA Administrator** is a unique position that is based at the DTMO. This individual grants system access to and interacts with CBA-Defense Travel Administrators (CBA-DTAs), restages and rejects CCV invoices when required, and serves as a liaison between DTS and its partner systems.

2. A **CBA-DTA** is a CBA administrator for a DoD Component. **CBA-DTAs** manage CBA accounts and CBA Specialist (CBA-S) profiles, adding new ones as well as updating and removing existing ones. A CBA-DTA must have DTS permission levels 0, 4, and 7, as well as group access and read-only access (ROA).

3. A **CBA-S** works for one or more organizations. A **CBA-S** reconciles transactions on monthly CCV invoices and certify the invoices for payment. A contractor can be appointed as a CBA-S. All CBA-Ss must be granted DTS permission levels 0 and 4, as well as group access and ROA. A CBA-S who certifies invoices for payment must be a Government employee, complete Certifying Officer Legislation (COL) training, and be appointed on a *DD Form 577*.

The CBA Payment Process

The process of using a CBA to make a purchase and paying off the monthly CCV invoice consists of two steps, each detailed in its own section of this information paper. In summary, those steps are:

1. **Auto-reconciliation** which includes everything from the initial purchase until DTS analyzes the transactions on the monthly CCV invoice for accuracy.

2. **Manual reconciliation** which includes everything from a CBA-S dealing with transactions DTS could not auto-reconcile to payment.

Auto-reconciliation Process

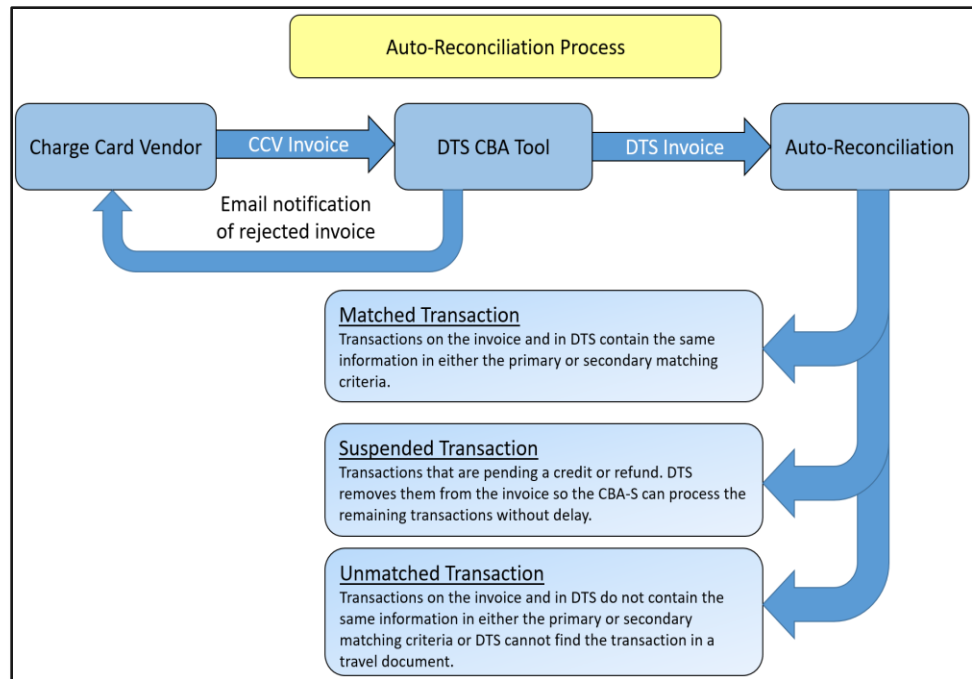Figure 2 displays the auto-reconciliation process in DTS.

Figure 2: CBA Auto-Reconciliation Process in DTS

1. Every month, the CCV collects all CBA transactions recorded against a CBA account onto a CCV invoice and electronically forwards it to DTS.

2. DTS rejects all CCV invoices with invalid account numbers or formatting back to the CCV. The system them converts those that are not rejected into DTS invoices, which go to the DTS CBA Tool.

3. The DTS CBA Tool tries to locate and match each transaction on the invoice in a DTS travel document. To do this, it looks at the following information:

   - The primary matching criteria:

     o Ticket number

     o Dollar amount

     o DTS document reflects a method of reimbursement of CBA

     o DTS document contains a **POS ACK RECEIVED** or **PAID** stamp

   - For any transaction that is still not matched, DTS tries again using the secondary matching criteria:

     o Dollar amount

     o Traveler's name

     o Ticket date is +/- 30 days of the transaction date

     o DTS document reflects a method of reimbursement of CBA

> o DTS document shows a ticket number (that is, the **Ticket Number** field shows anything besides "**See Attached Ticket**")

4. Based on the matching attempts, DTS assigns a status to each transaction. Options are:

- **Matched**: The transaction in the invoice is in a DTS document.

- **Suspended**: This status is always system-applied. It indicates that a refund has been applied against the payment, but the original payment has not yet been processed. DTS sets this transaction aside, and auto-reconciles it when the original payment is processed.

- **Unmatched**: DTS cannot find the transaction in a DTS document, and the manual process takes over.

Manual Reconciliation Process

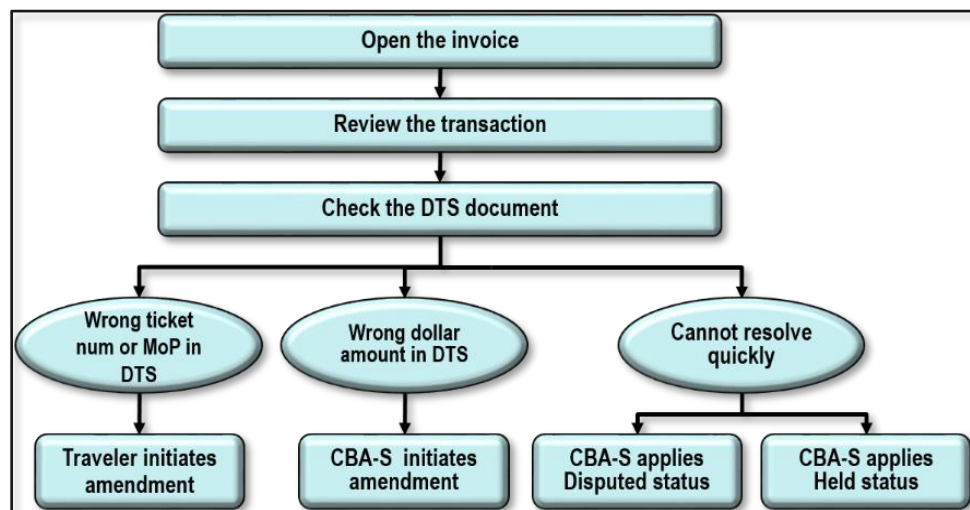Figure 3 summarizes the manual reconciliation process.

Figure 3: CBA Manual Reconciliation Process in DTS

1. The CBA-S's first move is to open the CBA invoice and drill down to see the details of the transaction in question.

2. The CBA-S then opens the DTS document that contains the most likely transaction to see if it's possible to match it. There are many possible reasons for a mismatch, but the most common are:

- The DTS document contains a bad ticket number or method of payment. In this case, the traveler must amend the document. After the AO approves the amendment, the CBA-S reconciles the transaction, resulting in a **Matched** status.

- The ticket cost is wrong in DTS. In this case, the CBA-S amends the document to update the cost. After the AO approves the amendment, the CBA-S reconciles the transaction, resulting in a **Matched** status.

- The CBA-S believes the transaction to be invalid: In this case, the CBA-S marks the transaction **Disputed**. This removes the transaction from the invoice while the GTCC Agency Program Coordinator (APC) disputes the transaction with the CCV outside DTS.

- The CBA-S needs more time to deal with a complex issue. In this case, the CBA-S marks the transaction **Hold**. This removes the transaction from the invoice while the CBA-S takes the required actions.

3. Once all transactions that remain on an invoice are in a **Matched** status, the CBA-S can acknowledge the invoice and certify it for payment.

Key CBA Screens in DTS

Here's how to view CBA invoices:

Begin by logging into the *Defense Travel System (DTS)*.

1. On the DTS **Dashboard** select **Administration** > **CBA Tool** (Figure 4). **Note**: What items you see in the dropdown depends upon your profile setup.
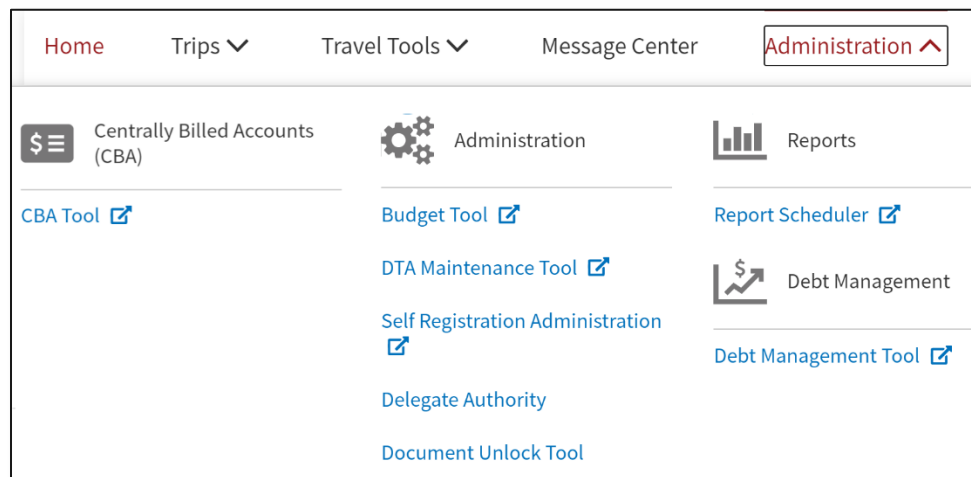

Figure 4: Administration Screen

2. Once you access the **CBA Tool**, the **Open Invoices Summary** screen (Figure 5) opens. The page displays all the unpaid invoices and their current statuses.

Figure 5: Open Invoices Summary Screen

As the CBA Specialist (CBA-S) works the invoices, the records move from the bottom to the top of the **Open Invoices Summary** screen, then the invoices disappear after certification. From the **Open Invoices** screen, the CBA-S can select any invoice to act on it and move it to the next step in the process. Following the usual work process from the bottom to the top of the screen, you should see:

- **Rejected Invoices** that the Defense Finance and Accounting Service (DFAS) or the Global Exchange (GEX) did not accept. Selecting one opens the **Rejected Invoices** screen, which shows invoice details.

- **Unmatched Invoices** contain at least one unmatched transaction. Drilling down to the **Transaction Summary** screen displays the transactions on that invoice and their statuses. Selecting one opens the **Transaction Detail** screen, where the CBA-S can take the actions to either match it or remove it from the invoice.

- Invoices that are **Awaiting Acknowledgement** contain only matched transactions. Selecting one opens the **Awaiting Acknowledgement** screen, where the CBA-S can acknowledge the invoice.

- Invoices that are **Awaiting Certification** contain acknowledged invoices. Selecting one opens the **Awaiting Certification** screen, where the CBA-S can certify the invoice for

payment. DTS takes over from there and handles the interaction with DFAS to get the invoice paid.

Other Administrative Details

A law called the "Prompt Payment Act" requires payment of valid debts within 30 days of receipt of the CCV invoice. Payments made after this period may incur penalties and additional fees.

To evaluate the efficiency of the overall CBA Reconciliation process, and each step involved in it, the CBA Reconciliation module contains a report called the **CBA Reconciliation Compliance Report**. Running that report shows the number of days DTS, the CBA-S, and DFAS each took to accomplish their duties during the selected billing cycle. This information helps administrative personnel discover process bottlenecks and allows them to adjust personnel duties or provide additional training as needed.

Resources

The DTMO provides a variety of resources in the **Training Search Tool** at https://www.travel.dod.mil/Training/Training-Search/. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more on CBA use, see the *CBA Reconciliation Manual*
- For more about profiles, see the *DTA Manual, Chapter 7: People*
- For more about processing documents, see the *DTS Guide 2: Authorizations*
- For more about processing documents, see the *DTS Guide 3: Vouchers*