Defense Travel Management Office

DTS Centrally Billed Account Reconciliation

Connect 2011 Seminar

April 2011

For Official Use Only

Agenda

- Types of Centrally Billed Accounts (CBA)
- DTS CBA Reconciliation Module
  - Overview
  - Initiate Amendment/Route for Approval
  - Duplicate Transaction
  - GFEBS
  - Common CBA Questions
  - Software Problem Reports (SPRs)
- CBA Working Group
- Service CBA Points of Contact
- CBA Training Resources

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Types of CBAs

- Traditional CBA Reconciliation (GTCC Bin 4614-26)

    – No electronic invoicing occurs in the DTS CBA Reconciliation Module

    – Only makes account available for traveler authorizations

    – Invoice files sent to Commercial Travel Office (CTO) and account reconciled through traditional processes

        - Traditional processes vary for Service/Agencies

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Types of CBAs (continued)

- DTS CBA Reconciliation (GTCC BIN 4614-27)

  - Electronic invoicing occurs in DTS CBA Reconciliation Module

  - Allows authorized user(s) to reconcile transactions on Charge Card Vendor (CCV) invoice directly against the traveler's DTS trip document

  - Allows authorized user(s) to certify invoices for payment upon completion of reconciliation

    - Government personnel ONLY

  - Transmits certified invoices to DFAS for payment

  - Transmits paid invoices to electronic archive (DMDC)
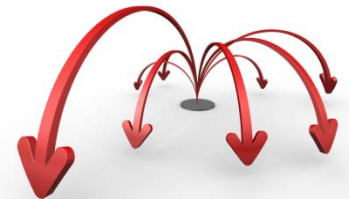
CBA Reconciliation Module

- DTS tool used to complete invoice reconciliation and certification electronically

  - Integrates three (3) separate entities/processes into one system/process

    - Financial management (obligation, certification, payment)
    - CTO (ticketing records)
    - Transportation (transaction validation/reconciliation)

  - Streamlines process to automate reconciliation and payment of CCV invoices for charges against the organization's CBA

  - Reduces DFAS processing costs charged to the organization

CBA Reconciliation Module (continued)

- Access is based on permission level and role

  - Transportation Office (TO): Permission Level 4 with by-name access to invoices

    - Also referred to as "CBA Specialist"

  - CBA-DTA: Permission Level 7 with by-name access to account administrator functions

  - DTMO: Permission Level 9 with by-name access to system administrator functions

Tools to Assist the Transportation Officer

- Report Scheduler
  - CBA TO Report
- Routing List
  - Travel Mode Route
- Maintenance Tool
  - People List Report (Organizations Module)
    - Validate GOVCC and Non-Exempt Status

Note: Above is applicable for both Traditional and DTS Reconciliation accounts

Transaction Matching Criteria

- Primary
  - Ticket number
    - Dollar amount
    - Amount has been "Approved" on latest version of DTS travel document and associated obligation has been accepted by DFAS
    - Method of payment is CBA

Transaction Matching Criteria (continued)

- Secondary (if no primary match)
    - Traveler name
    - Dollar amount
    - Amount has been "Approved" on latest version of DTS travel document and associated obligation has been accepted by DFAS
    - Method of payment is CBA
    - Transaction date on CBA invoice versus ticket date in DTS; 60 day 'window' (+/- 30 days)

- If no match on primary or secondary = unmatched…*and* CBA Specialist/TO must validate transaction and take action to match (or dispute if not valid)

DTS CBA Automated Process Flow

DISPUTES

CTO

CTO Ticket Data

CCV Invoice

STOP

CTO Research

DFAS

CBA Invoice (810)

GEX

CTO ticketed information populated in DTS

Matched & Unmatched Records

DTS reconciliation match to trip record

TO Review & Certification

DTS

PAID (820)

DMDC

CCV Invoice

User → Trip Request → AO Approves Travel Authorization (or Amendment)

$ OB (821)

Account Setup (Add/Edit)

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Account Search

Office of the Under Secretary of Defense (Personnel and Readiness)

Open Invoices

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Invoice Summary

| CBA Search | Invoices: | Select ▼ | Transactions: | Select ▼ | Compliance Report |

Invoice Summary

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Invoice #:	0001107200013		Invoice Transactions:	Quantity	Amount
Invoice Created:	12/12/2009		Total:	72	$22,918.25
Invoice Period End:	12/11/2009		Matched:	72	$22,918.25
DTS Retrieved:	12/12/2009		Unmatched:		
DTS Reconciled:	12/12/2009		Disputed:		
CBA Transaction Account #:	4614270000		Suspended:		
CBA Prompt Pay Start:	12/12/2009		Held:		
Acknowledgement:	NA		Invoice Status:	Archive Accepted	
			Invoice Certification:	12/17/2009	

Invoice #:	I0058999107		Invoice Transactions:	Quantity	Amount
Invoice Created:	01/07/2010		Total:	44	$17,011.35
Invoice Period End:	01/07/2010		Matched:	17	$4,291.35
DTS Retrieved:	01/07/2010		Unmatched:	27	$12,720.00
DTS Reconciled:	02/16/2010		Disputed:	0	$0.00
CBA Transaction Account #:	4614270000		Suspended:	0	$0.00
CBA Prompt Pay Start:	01/22/2010		Held:	0	$0.00
Acknowledgement:	NA		Invoice Status:	Auto Reconciled	
			Invoice Certification:	NA	

Invoice #:	0001107200014		Invoice Transactions:	Quantity	Amount
Invoice Created:	01/15/2010		Total:	44	$12,194.15
Invoice Period End:	01/11/2010		Matched:	44	$12,194.15
DTS Retrieved:	01/23/2010		Unmatched:		
DTS Reconciled:	01/23/2010		Disputed:		
CBA Transaction Account #:	4614270000		Suspended:		
CBA Prompt Pay Start:	01/22/2010		Held:		
Acknowledgement:	NA		Invoice Status:	Archive Accepted	
			Invoice Certification:	02/01/2010	

Invoice #:	0001107200015		Invoice Transactions:	Quantity	Amount
Invoice Created:	02/12/2010		Total:	113	$25,591.55
Invoice Period End:	02/11/2010		Matched:	113	$25,591.55
DTS Retrieved:	02/12/2010		Unmatched:		
DTS Reconciled:	02/12/2010		Disputed:	0	$0.00
CBA Transaction Account #:	4614270000		Suspended:	7	$(2,493.10)
CBA Prompt Pay Start:	02/12/2010		Held:	147	$39,945.30
Acknowledgement:	Acknowledge Invoice		Invoice Status:	Ready for Acknowledgement	
			Invoice Certification:	NA	

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Return to Previous Screen

Open Transaction Detail

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Invoice Status History

CBA Search **Invoices:** [Select ▼] **Transactions:** [Select ▼] **Compliance Report**

Invoice Status History

CBA Invoice #:	0001107200013
CBA Transaction Account #:	4614270000

Invoice Period Start:	11/12/2009
Invoice Period End:	12/11/2009
Start of Prompt Pay Act (PPA) Clock:	12/12/2009

Invoice Status	Date Time
Receipt from CCV:	12/12/2009 10:09
Auto Reconciled:	12/12/2009 10:57
Reconciliation Complete:	12/16/2009 19:55
Ready for Acknowledgement:	12/16/2009 21:00
Acknowledgement Completed and Awaiting Certification:	12/17/2009 09:26
Invoice Certified:	12/17/2009 09:27
Sent to DEBX:	12/17/2009 09:29
DEBX Positive Acknowledgement:	12/17/2009 11:18
DADS Paid:	12/31/2009 03:48
Archive Submitted:	12/31/2009 03:56
Archive Accepted:	12/31/2009 03:57

Return to Previous Screen

Reporting

Screen ID: 3050.1

CBA Home | Help for this screen | Logout

Centrally Billed Account

CBA Search Invoices: [   ]   Transactions: [Select ▼]   **Compliance Report**

Matched Fee
Netted Debit
Pending Credit
Pending Refund
Pending Fee Credit
Fee Credit
Advanced Credit
Previously Applied Credit
Wash Credit
Wash Debit
Unmatched Debit
Unmatched Credit
Unmatched Fee
Unmatched Refund
Amendment Pending
Amendment Returned
Manual Advanced Credit
Manual Prev Appl Credit
PPA Interest
Credits Not Received
Paid Credit
Paid Debit
Paid Fee
Paid Fee Credit
Paid Manual Advanced Cre ▼

Report Criteria

Report Type:

Transaction Status:

*) indicates a field is required

Traveler First Name:

Traveler Last Name:

Traveler SSN:

* CBA Transaction Account #:
4614260000
4614260000
4614260000

Invoice #: [   ] (13)

TANUM: [   ] (16)

Ticket #: [   ] (up to 30)

* Invoice Date Range: From: 11/22/2009 [📅▼] To: 02/22/2010 [📅▼] (MM/DD/YYYY)

Get Report

Reporting (continued)

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Initiate Amendment/Route for Approval

- Initiate Amendment

  - Only to be used for dollar amount mismatches between CCV transaction and transaction reflected in DTS

  - Not to be used to add new tickets/fees not on the DTS trip record

- Route for Approval

  - Used for Authorizations at CTO Amendment status

  - Ticket/Fee information matches, but lacking POS ACK on document

Duplicate Transaction

- Status of a transaction in DTS
  - A duplicate transaction found in a CBA Invoice based on previously reconciled and paid transactions
  - Transaction is placed in an Unmatched status with a duplicate classification in the invoice
- This does no automatically imply a duplicate charge
  - Do Not Dispute charge until validated
- Requires research by the TO/CBA Specialist

GFEBS - Army

- CBA Invoice Rejects
  - Validate Invoice and DTS Documents
  - Coordinate with internal GFEBS POC
  - Submit Help Desk ticket to GFEBS Help Desk

- GFEBS Help Desk POC
  - gfebs.helpdesk@accenture.com
    - Provide copy of reject email
    - Request TANUM(S) resulting in reject
      - Total amount obligated (CBA line)
      - Amounts disbursed for payment (CBA line)

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Common CBA Questions

- Most common CBA questions sent to the Travel Assistance Center (TAC) include:

  – Unmatched refund

  – Locked (un-editable) transaction

  – Suspended transaction

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Unmatched Refund

- Validate AOP receipt for debit:

  – Copy CCV ticket number

  – Click on CBA search

Unmatched Refund (continued)

- Select report type - Transaction Detail

- Transaction status – All

- Paste TICKET #

- Change invoice date range as needed

Search Report Criteria

Report Type:	Transaction Detail
Transaction Status:	All

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

Traveler First Name:		(15)
Traveler Last Name:		(20)
Traveler SSN:		(9 digital number)
* CBA Transaction Account #:	46142 / 46142 / 46142 / 46142 / 46142	
Invoice #:		(13)
TANUM:		(16)
Ticket #:	0002588549400	(up to 30)
* Invoice Date Range:	From: 11/02/2008 To: 02/02/2010	(MM/DD/YYYY)

Get Report

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Unmatched Refund (continued)

- Verify CCV/DTS ticket number

- Refund must match to same DTS ticket number

Unmatched Refund (continued)

- *Reason for unmatch:*
  - Transaction amount does not match voucher amount

- Click on *Initiate Amendment*

Unmatched Refund (continued)

- Once *Initiate Amendment* has processed, transaction will go into *Amendment Pending Status*

- Transaction will match when associated document has been processed

Locked (Un-Editable) Transaction

- *Transaction Status* is un-editable (no drop down box)

- Reconcile by TANUM

Locked (Un-Editable) Transaction

- ## Ticket list

- ## Select record locator ticket

Locked (un-editable) Transaction

- Open *Transaction Detail* screen

- Drop down for *Transaction Status* now editable

  - Option to reconcile transaction or place transaction in a held status

Suspended Transaction

- Open Transaction Detail screen shows suspended (credit) transaction

- Copy CCV ticket number and go to *CBA Search*

Suspended Transaction (continued)

- Change Report Type to *Transaction Detail*

- Change Transaction Status to *All*

- Paste ticket number

- Change Invoice Date Range as needed

- Click *Get Report*

Suspended Transaction (continued)

- CCV ticket number has been matched to same ticket number (Debit)

Suspended Transaction (continued)

- Change *Transaction Status* on credit transaction from *Suspended* to *Unmatched*

Suspended Transaction (continued)

- Reconcile by TANUM

Suspended Transaction (continued)

- Select the ticket number the debit transaction was matched against

Suspended Transaction (continued)

- Open *Transaction Detail Screen* now shows correct ticket number to reconcile against

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Suspended Transaction (continued)

- Amend the document

- Change ticket cost to reflect net value

- Once document has processed, reconcile CBA transaction to match

System Problem Reports (SPRs)

- CBA SPRs that will be included in Release 3 – June '11
  - 10 SPRs are currently scheduled
    - Top Items:
      - DTSP 6014: Unable to Initiate Amendment
      - DTSP 6012: Accounting Information Not Available
      - DTSP 5888: CCV is not receiving reject emails
      - DTSP 4939: Consolidated Transaction list incorrect when grouping with "See Attached Ticket"

- Use the SPR Information Management Report (SIM) to access information on SPRs
  - Access through Passport, DTMO's web portal (www.defensetravel.dod.mil/passport)

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CBA Working Group

- CBA POCs from each Service participate in order to:
    - Discuss and prioritize Software Problem Reports (SPRs), Change Requests (CRs)
    - Discuss Potential Problem Tickets (PPTs)
    - Discuss CBA Assigned Releases
    - Bring forward recommended improvements to training
    - Identify and document unknown problems

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Service and Agency CBA DTA Points of Contact

- Air Force: afdts.cba@pentagon.mil

- Army: armycbarequest@dfas.mil

  - GFEBS Help Desk: gfebs.helpdesk@accenture.com

- USMC: dtsmcst@urs.com

- Navy: navydts@navy.mil

- Defense Agencies/Joint Commands: Submit a help desk ticket via TraX (DTMO Supports)

Resources

DTMO Website

- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
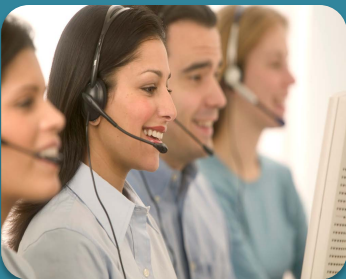
www.defensetravel.dod.mil

Travel Explorer (TraX)

- Instructor-led materials
- Distance Learning (F-200 CBA Reconciliation Overview: Slides; F-205 CBA Reconciliation Advanced)
- CBA User Manual – Chapter 3
- CBA Desk Reference – Appendix E of CBA User Manual

www.defensetravel.dod.mil/Passport

Travel Assistance Center (TAC)

- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX

Training Resource Lookup Tool