

**AIR FORCE CENTRALLY BILLED ACCOUNT (CBA)
EXCEPTION REQUEST FORM**

Section 1: General Information

Organization: Base: Major Command:

Requestor: Name/Grade/Rank Position:

Signature: Date:

Section 2: Account Information

Last 8 corporate account #: CBA invoice #: Statement closing date:

Date invoice was stamp received: Date invoice was submitted to DFAS:

Invoice amount#: Number of Days Past Due:

Date of last payment received by vendor: Amount received by vendor:

Section 3: Exception Justification

Vendor's Pre-suspension notification was received : DFAS was contacted on:

Has a DFAS technician been assigned? Yes No

Expected date DFAS will process the invoice for payment : Amount DFAS will process:

Additional information (Please provide all pertinent information to support exception request, such as a delay in processing due to backlog, missing and erroneous documentation,etc)

Section 4: Air Force Banking Office

Name:

Approved Disapproved

Signature:

CBA EXCEPTION REQUEST WORKSHEET INSTRUCTIONS

Below are instructions for completing the CBA Exception Request Form. Use only one worksheet per invoice, all sections must be completed prior to forwarding, and as always, careful scrutiny should be used before submittal.

CBA Exception Guidelines: All requests should be sent via email (SAF.FMF.deamsdataanalytics@us.af.mil) for coordination.

Requests are typically honored for the purpose of allowing additional time for invoice reconciliation and payment without impacting the client's ability to meet travel requirements.

CBA exceptions generally require three business days for review; however, if the request is urgent, the Banking Division can forward to the below outlined email box with **URGENT** in the subject line, and request will usually be reviewed within 24 hours. The travel card vendor will reply upon receipt of the email, advising the Banking Division that the request was received and is being reviewed. The Banking Division will respond back to the requester as soon as a reply is received from the vendor on the status of the account.

CBA Exception Parameters

- * Requests must be submitted and approved by the Air Force Banking Division
- * Travel card vendor will accept CBA exception request up to (Cancellation) 126 days past billing/ 96 days past due
- * Canceled accounts **DO NOT** qualify for CBA exceptions
- * No more than three requests in a rolling 12 month period
- * Exception requests exceeding three in a rolling 12 month period require DTMO approval (see page 3)
- * Repeated requests for exceptions will be reported to the Air Force Banking Division/DTMO for intervention and resolution
- * Granting exceptions for payment delay will not change Prompt Payment Act interest that may be due
- * Phone requests WILL NOT be considered; only Air Force Banking Division or DTMO (in absence of Banking Division) may submit CBA requests to travel card vendor

Note: CBA exceptions can be requested on suspended accounts; however, travel card vendor reserves the right to decline any request.

*The below information must be provided to your DMTO liaison when requesting an exception from suspension for a CBA for the 4th or more times within a 12-month period; HL2/CPMs should continue to send CBA exception requests to the Citi email address as you today; however, when Citi determines they have already received at least 3 previous exception requests for the account within the past 12 months, they will return the request to the HL2/CPM for escalation to the DTMO. **The request must then be submitted to the DTMO by the HL2/CPMs next higher level leadership / management, rather than the HL2/CPM directly.** Upon receipt, DTMO will review the request and determine whether to forward to Citibank or return for additional information. Note that Citibank, and not DTMO, will have the final word on whether to approve or deny the request.*

1. The following account information
 - a. Balance past due, and number of days past due
 - b. Last date, and amount, of payment on the account
 - c. Is there an approved, pending payment, and when is that payment expected to be made, and for what amount?
 - d. If not, when do you expect that a payment will be submitted to DFAS (or other vendor pay) and for what amount?

2. If the account is delinquent due to DFAS or other vendor pay processing-delay, what communication has been made with DFAS to resolve? Provide the DFAS POC and dates of each communication.

3. What business process improvements or other changes is the organization considering, or implemented, to improve the timeliness of CBA reconciliation and payment to reduce/preclude such delinquency going forward? Specifically, what if any improvements have been put in place since the timeframe of the previous account exception requests?

4. Why could not the travelers that might be impacted by this exception be issued an individually billed account rather than using this CBA?

5. What alternative methods of payment are available to the organization should this request for exception be denied?

Important: If an exception is granted, it will be for no more than two weeks, during which time the organization must strive to bring the account up to date, i.e., pay the delinquent balance. Additionally, the CPM must provide their DTMO liaison with a status of the account within one week of approval.