Updating EFT and GTCC Information in a DTS Profile

Introduction

As a traveler, you must always ensure that your DTS profile contains the current Electronic Funds Transfer (EFT), which is your checking, or savings information, and your Government Travel Charge Card (GTCC) data. Failure to keep this information accurate could affect your ability to process reservations and receive payments through DTS.

Additionally, your DTS profile contains other significant data such as phone numbers and work email address, which the Travel Management Company (TMC) uses to communicate with you. You should make a point of reviewing your DTS profile at least annually. It is particularly important to update it when:

- You get a new or re-issued GTCC
- You change banks
- Any of your contact information changes
- You move to a new home or change organizations

This information paper focuses on how to update GTCC and EFT information in your DTS profile. However, understanding those steps will help you make any required profile changes.

Note: *In this information paper, "you" are a traveler.*

Update Your DTS Profile

After you receive and activate your new GTCC, you must update your DTS profile before you can use the new card in DTS. If you don't, the GTCC vendor will decline the payment when the TMC tries to ticket your reservations. To update your DTS profile:

1. Log into DTS and go to the upper right corner of the **DTS Dashboard**. Select the down arrow next to your name (Figure 1, Indicator 1) to expand the window. You should see:

    a. **Last sign on**: Records date and time of most recent system access.

    b. **Organization:** This is your assigned DTS organization. Your org provides you at least one routing list, LOA, and budget for document processing.

    c. **Organization Access**: Only contains data if a Defense Travel Administrator (DTA) granted you access. **Note:** Travelers do not need organization access. Unless you are a DTA, should reflect **None**.

    d. **Group Access**: Only contains data if the DTA granted you access. **Note:** Travelers do not need group access. Unless you are an NDEA or travel clerk should reflect **None**.

    e. **My Profile**: Allows you to update your profile without being in a document.

    f. **Reset Profile**: Lets people with multiple profiles (e.g., Reservists) change between DTS accounts.

    g. **Log Out**: Select to close and exit from DTS.

Update Your DTS Profile
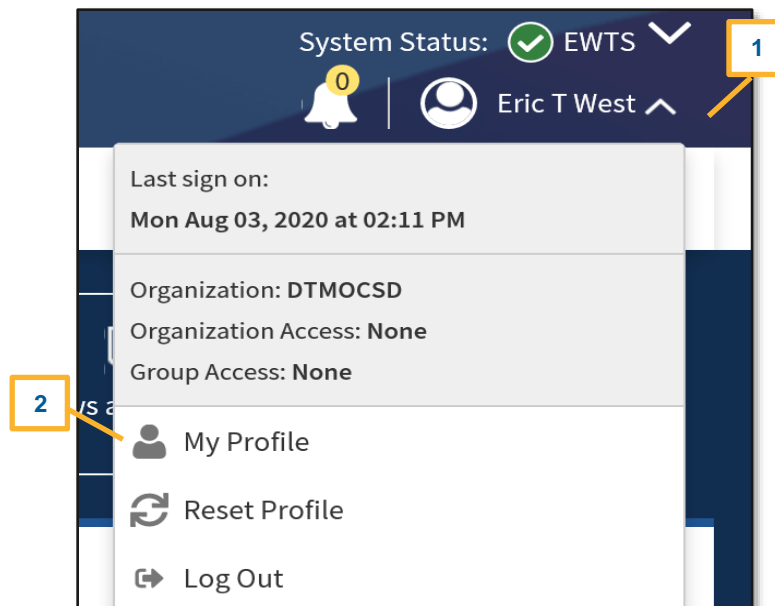*(continued)*

Figure 1: My Profile Button

Note: Some profile data requires your DTA to change such as rank or your assigned DTS organization. If you are unable to update your profile, contact your DTA for support.

2. Select **My Profile** (Figure 1, Indicator 2). The **Personal Information** screen (Figure 2) opens.
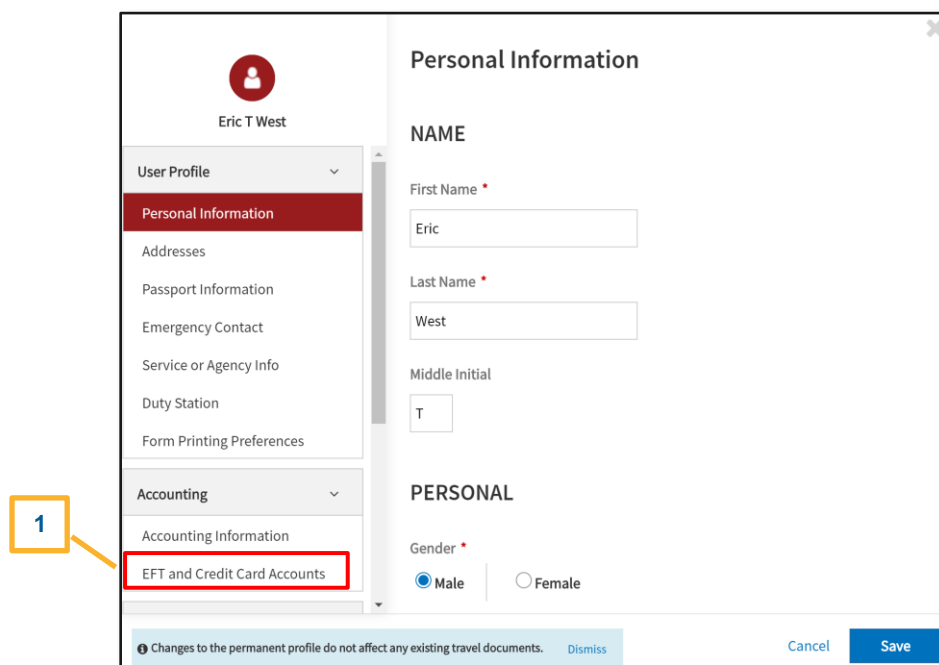

Figure 2: Profile Screen

Update Your DTS Profile *(continued)*

3. In the left column, select **EFT and Credit Card Accounts** (Figure 2, Indicator 1). The right column, displays **EFT and Credit Card Accounts** requested information.

4. In the right column, scroll down and enter your new GTCC and EFT information (Figure 3).

   a. If you received a new card, you must change the **GTCC Expiration Date** (Figure 3, Indicator 1). If this is a new account, you must enter the new **GTCC Account Number** as well (Figure 3, Indicator 2).

   b. If you want your payments to go to a new checking or saving account, you must change the **Account Number** (Figure 3, Indicator 3). If that new account is also at a new bank, you must change the **Routing Number** (Figure 4) as well. **Note:** You should only enter data for a **Checking** or **Saving** account in your profile, not both. Always double-check all account data to prevent rejects.
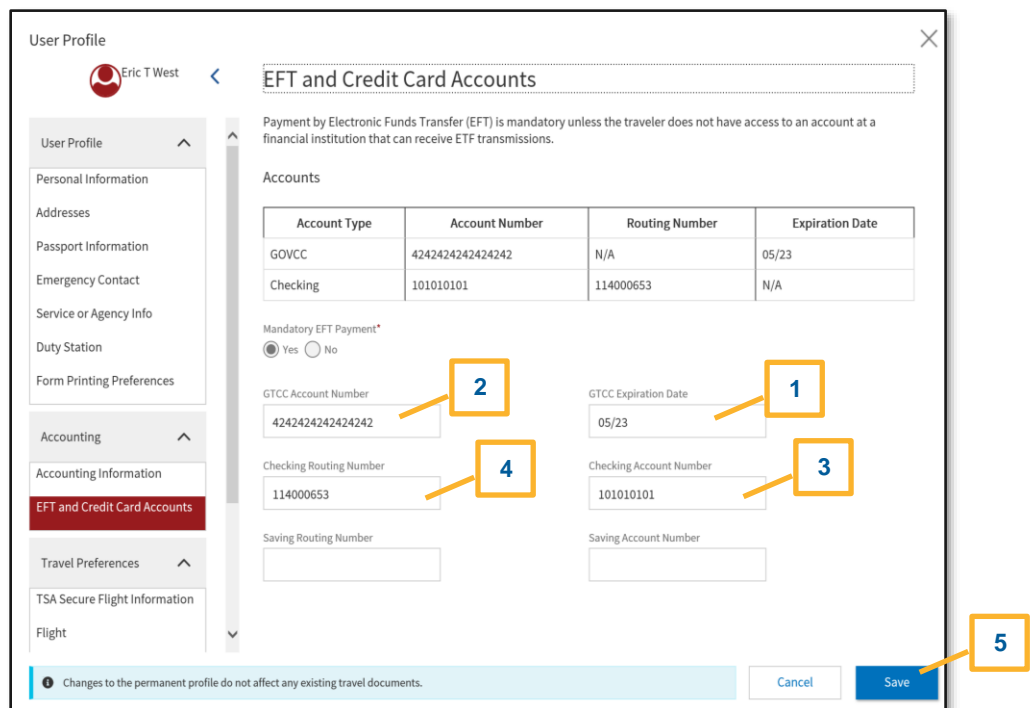

Figure 3: EFT and Credit Card Accounts Screen

5. While you are in the profile update tool, it is a good idea to review all other profile information (e.g., TSA Secure Flight Information) for accuracy, and correct anything that is inaccurate.

6. When you finish making changes, select **Save** (Figure 3, indicator 5). **Note:** If you have a document in process, you must make changes to the profile in that document as well.

Existing Authorization with Expired GTCC

If you have an authorization with reservations that the TMC has not yet ticketed, and your GTCC information is not valid, you must do one of the following:

- Contact your TMC directly and provide them your new GTCC information.

- Update your authorization and re-sign it to route it back to the TMC. For detailed instructions on that process, see the *Updating GTCC Information in an Authorization with Unticketed Reservations* information paper. **Note:** Be sure to monitor your trip for TMC comments and emails regarding ticketing.

For profile questions, contact your Defense Travel Administrator (DTA).

References

The DTMO website provides a number of travel resources. To see the full list, go to the main *Training* page and search the *Training Search Tool*. Below are some references.

- DTS Guide 2 –

  https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF

- DTS Guide 3 –

  https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF

- Trifold - Update Authorization –

  https://media.defense.gov/2022/May/13/2002996882/-1/-1/0/UPDATINGITINERARYAUTH.PDF

- Trifold – Update Voucher –

  https://media.defense.gov/2022/May/13/2002996883/-1/-1/0/UPDATINGITINERARYVOU.PDF