



Updating EFT and GTCC Information in a DTS Profile

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Introduction

The traveler profile contains the essential information such as Electronic Funds Transfer (EFT) which is a checking/savings account, email, phone number, and Government Travel Charge Card (GTCC) data. Accurate data helps prevent reservations booking and airline ticketing delays and processing claims. Periodically checking your profile for correctness before creating a document is a good practice.

Update your profile when you experience any of the following:

- *Expired or reissued GTCC*
- *New bank account*
- *New email address*

The focus of this document is to discuss how to update GTCC and EFT information in your DTS profile. However, understanding those steps will help you make any required profile changes.

For more information about profiles, see the [DTA Manual, Chapter 7: People](#).

**In this information paper, unless stated otherwise, "you" are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.*

Update your DTS Profile

After you receive and activate your new GTCC, you must update your traveler profile before you can use the new card in DTS. If you don't make the changes then next time you process a trip with reservations, your GTCC will decline when the TMC tries to ticket your reservations.

Here is how 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) 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, the item 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 DTA, NDEA or travel clerk the item should reflect **None**.

- e. **My Profile:** Allows you to update your profile without being in a document.
- f. **Reset Profile:** Permits users with multiple profiles (e.g., Reservists) to change between DTS accounts.
- g. **Log Out:** Select item to close and exit from DTS.

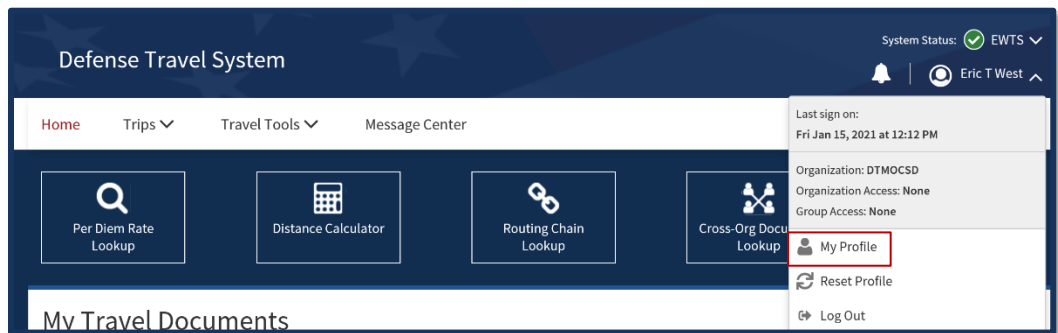


Figure 1: DTS Dashboard Current Session My Profile Option

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). The **Personal Information** screen (Figure 2) opens.

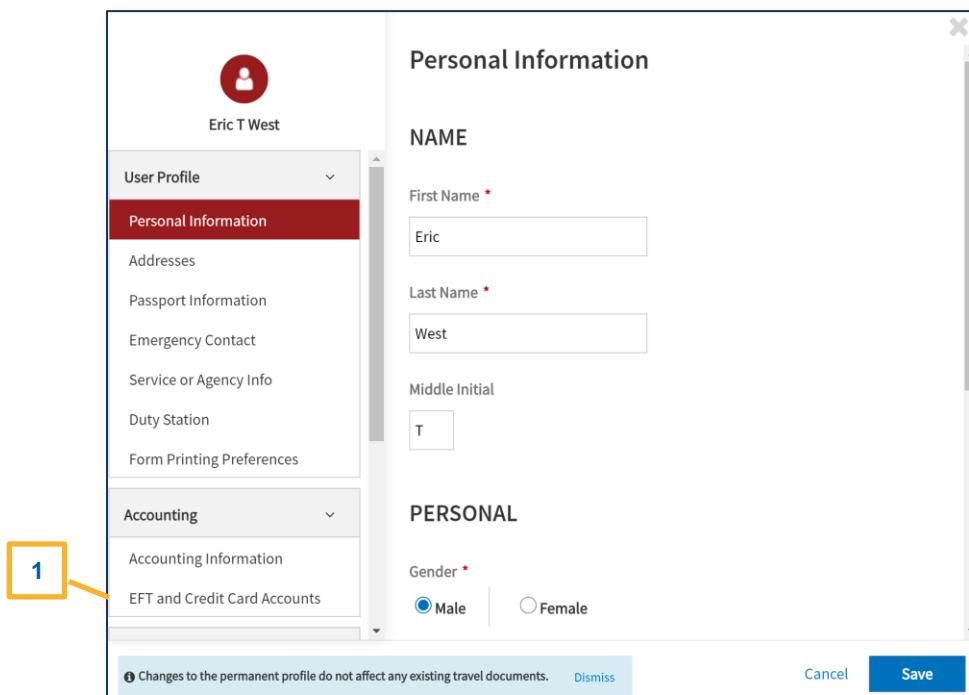


Figure 2: Personal Information Screen

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.

The screenshot shows the 'User Profile' interface for Eric T West. The 'EFT and Credit Card Accounts' section is active. It features a table of accounts and several input fields. The table lists a GOVCC account and a Checking account. Below the table, there are radio buttons for 'Mandatory EFT Payment*' (Yes/No). Input fields are provided for GTCC Account Number, GTCC Expiration Date, Checking Routing Number, and Checking Account Number. There are also empty fields for Saving Routing Number and Saving Account Number. A 'Save' button is located at the bottom right, and a 'Cancel' button is to its left. A notification bar at the bottom states: 'Changes to the permanent profile do not affect any existing travel documents.'

Account Type	Account Number	Routing Number	Expiration Date
GOVCC	4242424242424242	N/A	05/23
Checking	101010101	114000653	N/A

Figure 3: Personal Information 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 according to your local business rules 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).

Maintaining multiple DTS Profiles

If you maintain multiple traveler profiles (e.g., primary and RC member) keep the following in mind.

- The two profiles are separate identities in DTS. You need to update both profiles individually to make changes such as update GTCC data and any data, which applies to both (e.g., address, phone number, or EFT).
- If you receive an error at log in, contact your DTA to verify the profile is not detached. If detached, the DTA should receive the profile into the proper DTS organization. You can then update the necessary information or if needed the DTA can update the profile data.

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 updating profiles, see the [DTA Manual, Chapter 7: People](#)
- For more information on switching profiles, see [DTS Guide 1: Getting Started](#)
- For more on authorizations, see the [DTS Guide 2: Authorizations](#)
- For information on vouchers, see the [DTS Guide 3: Vouchers](#)
- For changing data, see the Trifold [Updating an Itinerary and Reservations in an Authorization](#)
- For changing data, see the Trifold [Updating an Itinerary and Reservations in a Voucher](#)