INFORMATION PAPER

DefenseTravel Management Office

Updating GTCC Information in a DTS Authorization with Unticketed Reservations

Introduction

This information paper outlines the steps you* must take to update your authorization in DTS if both of the following statements are true:

1. It contains an expired Government Travel Charge Card (GTCC) or invalid GTCC account number.
2. The Travel Management Company (TMC) has not yet issued your tickets.

If you don't follow the processes presented in this information paper, the GTCC vendor will decline the payment when the TMC tries to use it to purchase your tickets.

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

Process Summary

You must take the following three steps:

1. Open your authorization. There are two ways to do this, depending on whether or not the Authorizing Official (AO) has **APPROVED** it:
    a. If the AO has never **APPROVED** it, follow the steps listed in the *Edit or Adjust the Authorization* section of this information paper.
    b. If the AO has **APPROVED** it, follow the steps listed in the *Amend the Authorization* section.

    Note: The steps in those sections all begin on the **DTS Dashboard**, in the **My Travel Documents** area (Figure 1).
2. Update your DTS profile by following the steps listed in the *Update Your Profile* section.
3. Pass your new payment information to the TMC by following the steps listed in the *Update Payment Info for the TMC* section.

Process Summary *(continued)*

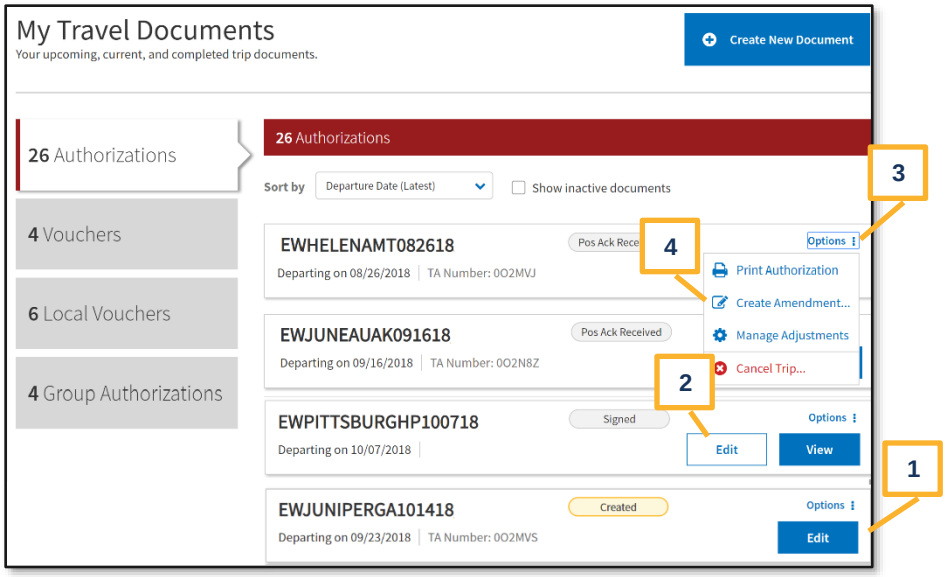

Figure 1: DTS Dashboard – My Travel Documents

Edit or Adjust the Authorization

In the **DTS Dashboard's** *My Travel Documents* section (Figure 1), select **Edit** (Figure 1, Indicator 1 or 2), next to the document you want to change. The authorization opens on the **Review Trip Authorization** screen.

Note: Unless the authorization is still in a **CREATED** status, before the authorization opens, DTS displays a pop-up message informing you that you are about to adjust the document. Select **Edit** to close the pop-up.

Go to the *Update Your Profile* section of this information paper to continue.

Amend the Authorization

1. In the **DTS Dashboard**'s, *My Travel Documents* section (Figure 1), select **Options** (Figure 1, Indicator 3), next to the document you want to change, then **Create Amendment** (Figure 1, Indicator 4) on the drop-down menu. The **Amend Document** screen (Figure 2) opens.

Amend the Authorization *(continued)*

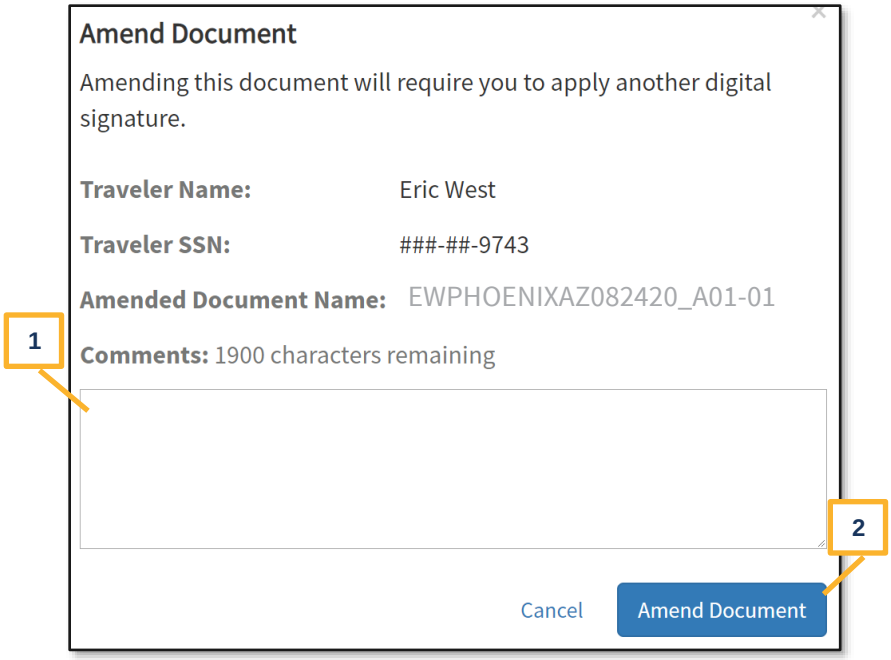

Figure 2: Amend Document Screen

2. Enter **Comments** (Figure 2, Indicator 1) to explain why you are making the amendment and then select **Amend Document** (Figure 2, Indicator 2). The authorization opens on the **Review Trip Authorization** screen.

Go to the *Update Your Profile* section of this information paper to continue.

Update Your Profile

1. In the left column, at the bottom of the **Progress Bar** (Figure 3), select **Review Profile**. The **Review Profile** screen (not pictured) opens.

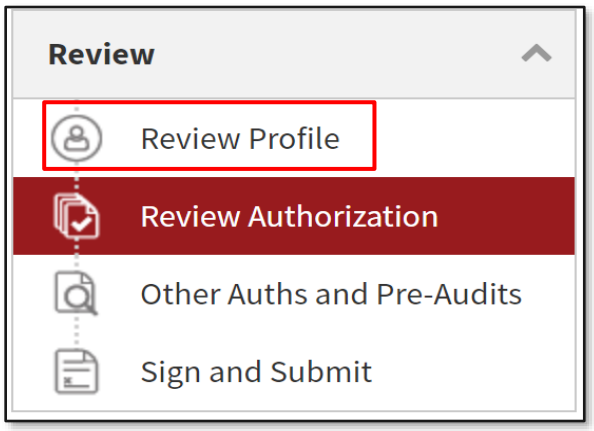

Figure 3: Progress Bar – Review Module

2. Select **Open Profile**. The **Personal Information** page (Figure 4) opens.

Update Your Profile (*continued*)

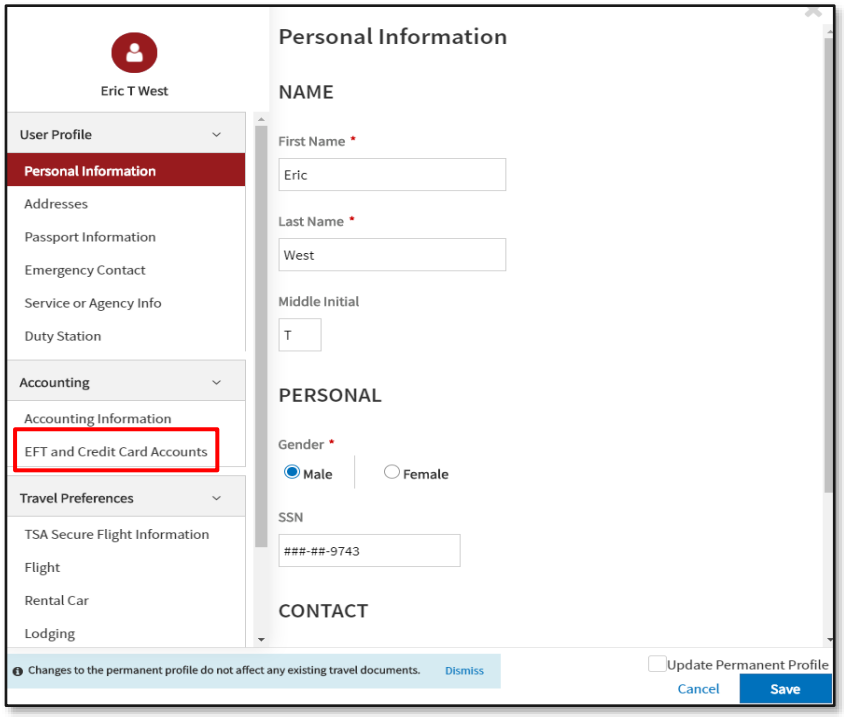

Figure 4: Profile Screen

3. In the left column, select **EFT and Credit Card Accounts**. The right column updates to display the information for your **EFT and Credit Card Accounts** (Figure 5).

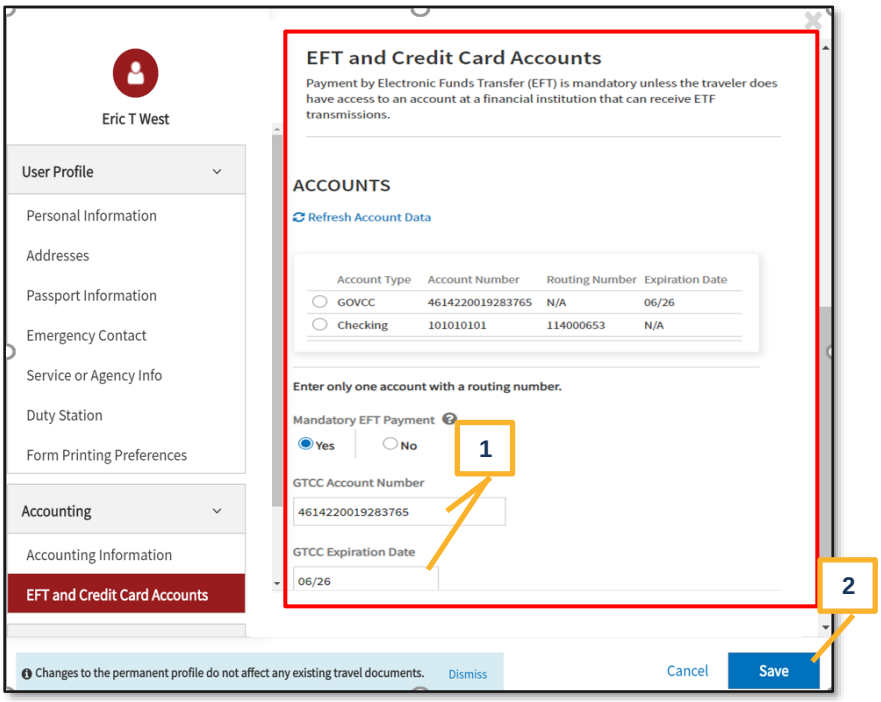

Figure 5: EFT and Credit Card Accounts Screen

Update Your Profile (*continued*)

4. In the right column, scroll down to the *Accounts* section and enter your new GTCC information (Figure 5, Indicator 1). Update the **GTCC Expiration Date** if you received a renewal card. If this is a brand new account, update both the **GTCC Account Number** and the **GTCC Expiration Date**.
5. While you are in the profile update tool, take a few minutes to review all your profile information and make any necessary changes. Your email address and other contact information are particularly important.
6. When you complete your updates, select **Save** (Figure 5, Indicator 2).

Update Payment Information for the TMC

When you finish updating your profile, you need to make sure the TMC sees your new GTCC information. You can contact them directly, but for best results (and to keep a record of the notification), you should do it through DTS. Here's how:

1. From the **Progress Bar** (Figure 6), select **Review Reservations**. The **Review Reservation Selections** screen (Figure 7) opens.

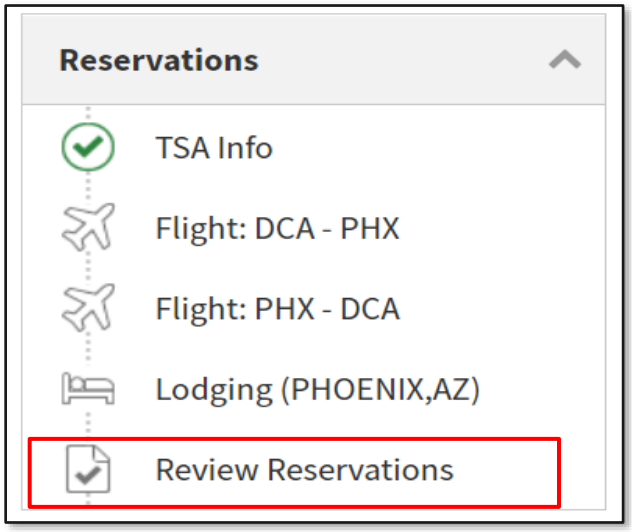

Figure 6: Progress Bar – Reservations Module

Update Payment Information for the TMC (*continued*)

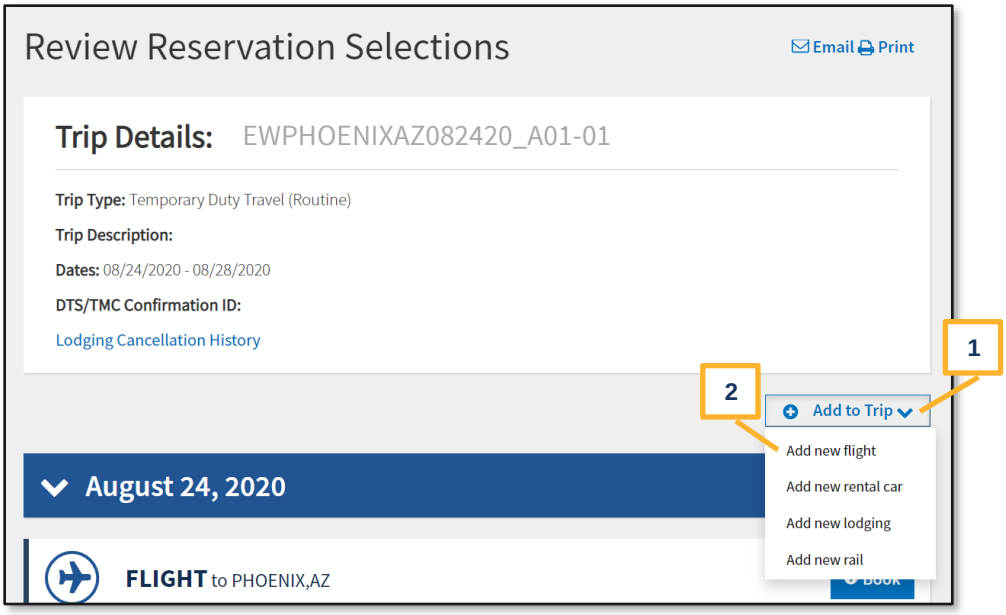

Figure 7: Review Reservation Selections Screen (Top)

2. Select **Add to Trip** (Figure 7, Indicator 1), then select **Add new flight** (Figure 7, Indicator 2) from the drop-down menu. The **Select a Flight** screen opens.
3. Immediately scroll to the very bottom of the **Select a Flight** screen (Figure 8) and select **Request TMC Assistance**. The **Request TMC Assistance** screen (Figure 9) opens.

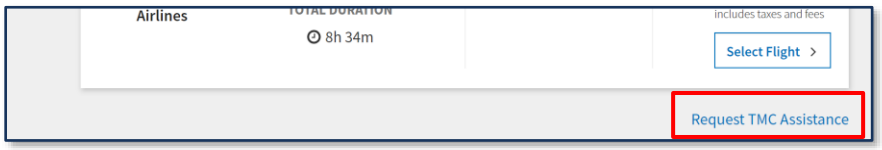

Figure 8: Select a Flight Screen (Bottom)

Update Payment Information for the TMC (*continued*)

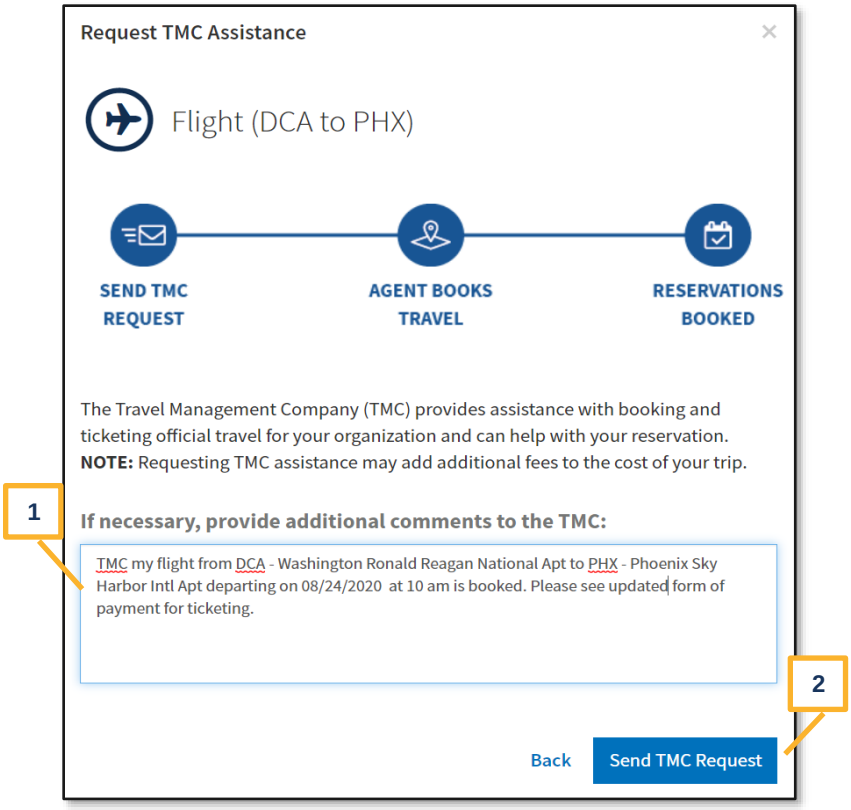

Figure 9: Request TMC Assistance Screen

4. Delete all the text in the comments field requesting support for new flight (Figure 9, Indicator 1) and replace it with text to explain that you do not need any additional reservations and that you are only submitting this request to update the form of payment.
5. Select **Send TMC Request** (Figure 9, Indicator 2).
6. From the **Progress Bar** (Figure 3), select **Review Authorization**. Follow the standard process to review the trip, add justifications or comments on the **Other Auths and PreAudit** screen, and sign the document on the **Digital Signature** screen. When you sign the trip, it routes to the TMC, and ultimately to the AO. After the AO approves the authorization, you should monitor the trip for TMC ticketing action and email.

If you have any additional questions about this process, please 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

References *(continued)*

- 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