Updating GTCC Information in a DTS Authorization with Unticketed Reservations

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Introduction

The traveler profile contains the vital information identifying your assigned organization, routing list, Government Travel Charge Card (GTCC) and Electronic Funds Transfer (EFT) supporting document processing, reservation booking/ticketing and payments for claims. After your initial profile setup, at some point you will need to make changes.

One of the typical reasons for modifying a profile is when you receive a new GTCC. You must update the information from the DTS **Dashboard** > **My Profile** > **EFT and Credit Card Accounts** screen. **Note**: DTS will send you a one-time **Profile PII Data Change** email when you make certain changes (e.g., last name, email, mailing address, GTCC and EFT) to your permanent profile or the DTA makes a change in the **DTA Maintenance Tool**, **People** table on your behalf. If you already created a document with pending reservations for ticketing, and your GTCC requires changes then you must update the profile within the authorization as well. **Note**: DTS doesn't send a **Profile PII Data Change** email when updating the profile within a document.

Note: Updating your **Permanent** profile (**My Profile**) does not retroactivity update your profile within DTS documents that are in process.

The focus of this document is to provide the steps you must take in an authorization if:

1. It contains an expired 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 Travel Management Company (TMC) tries to use your GTCC information to purchase your tickets. If your GTCC declines, contact your TMC and provide the required information for ticketing.

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.

Process summary

Begin by logging into DTS. From the DTS **Dashboard**, under the **My Travel Documents** section locate your trip.

1. Open your authorization. There are two ways to do this, depending on if the Authorizing Official (AO) has approved your trip:
   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 for adjusting or amending an authorization 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. Relay your new payment information to the TMC by following the steps listed in the *Update Payment Info for the TMC* section.
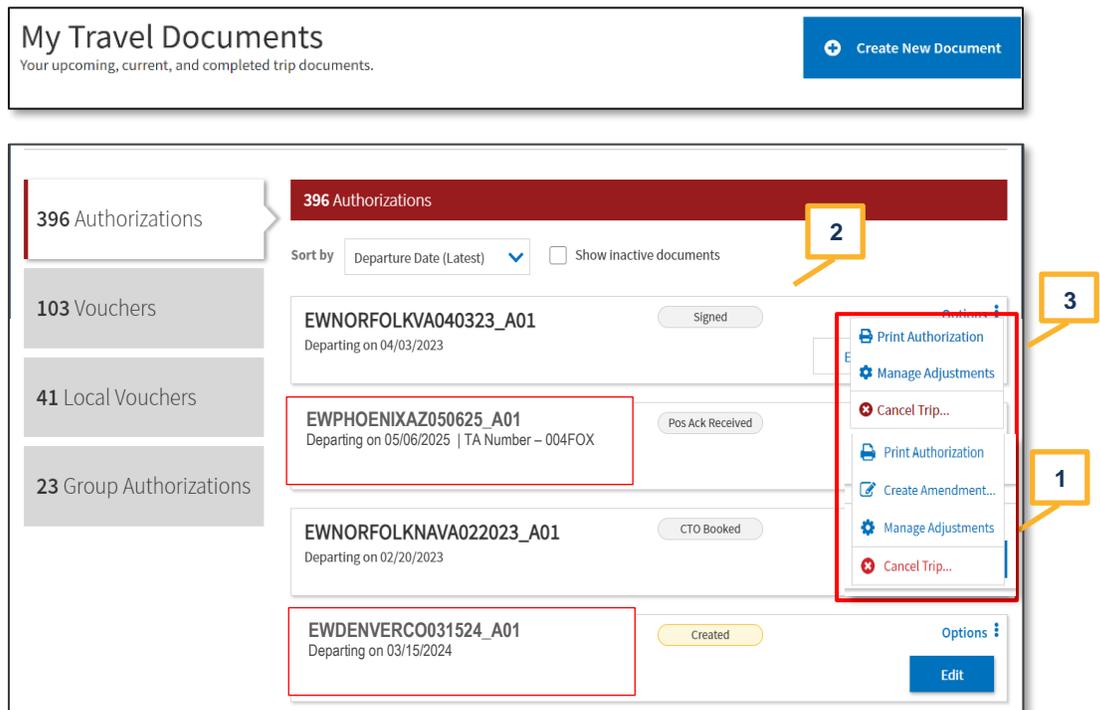

Figure 1: DTS Dashboard - My Travel Documents

Edit or Adjust the Authorization

From the DTS *Dashboard*, locate the *My Travel Documents* section (Figure 1). Find the trip and on the row, select **Edit** (Figure 1, Indicator 1 or Indicator 2), so you can make a 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

From the DTS **Dashboard**, locate *My Travel Documents* section (Figure 1). Find the trip and on the row, select the **Options** (3-dot icon) and then choose **Create Amendment** (Figure 1, Indicator 3) on the drop-down list the Amend Document screen (Figure 2) opens.

Figure 2: Amend Document Screen

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

Within a document go to the **Progress Bar** located on the left side of the page (Figure 3).

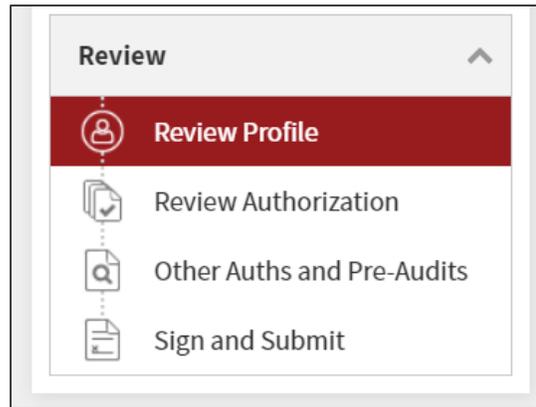1. Select **Review Profile** and page refreshes.

Figure 3: Progress Bar - Review Module

2. On the **Review Profile** page, select **Open Profile** (Figure 4). **Note**: For this information paper the profile image contains fake data. Your actual profile will reflect your abbreviated GTCC and EFT data on this screen.
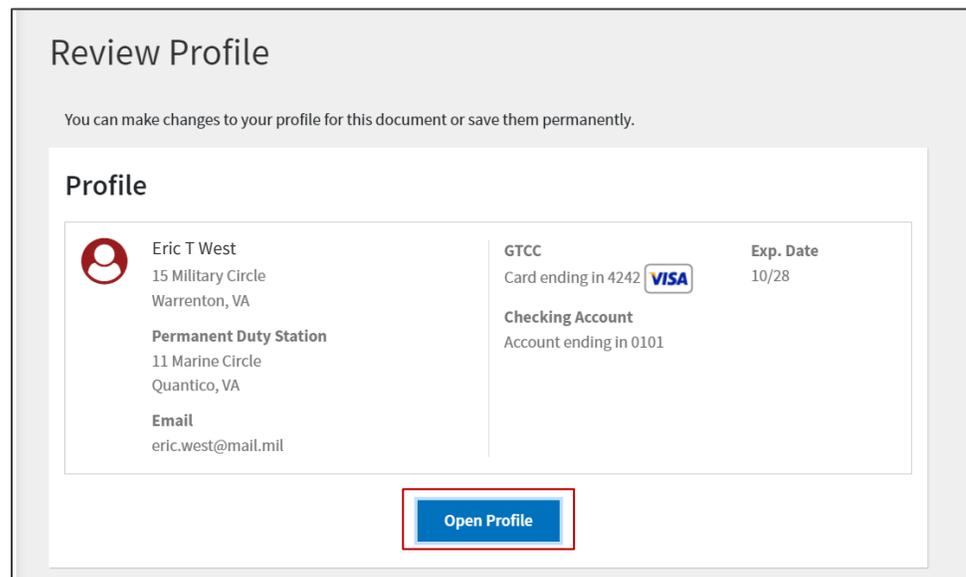

Figure 4: Review Profile screen

3. Once on the **Personal Information** screen (Figure 5), you can update many of the fields. However, 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.
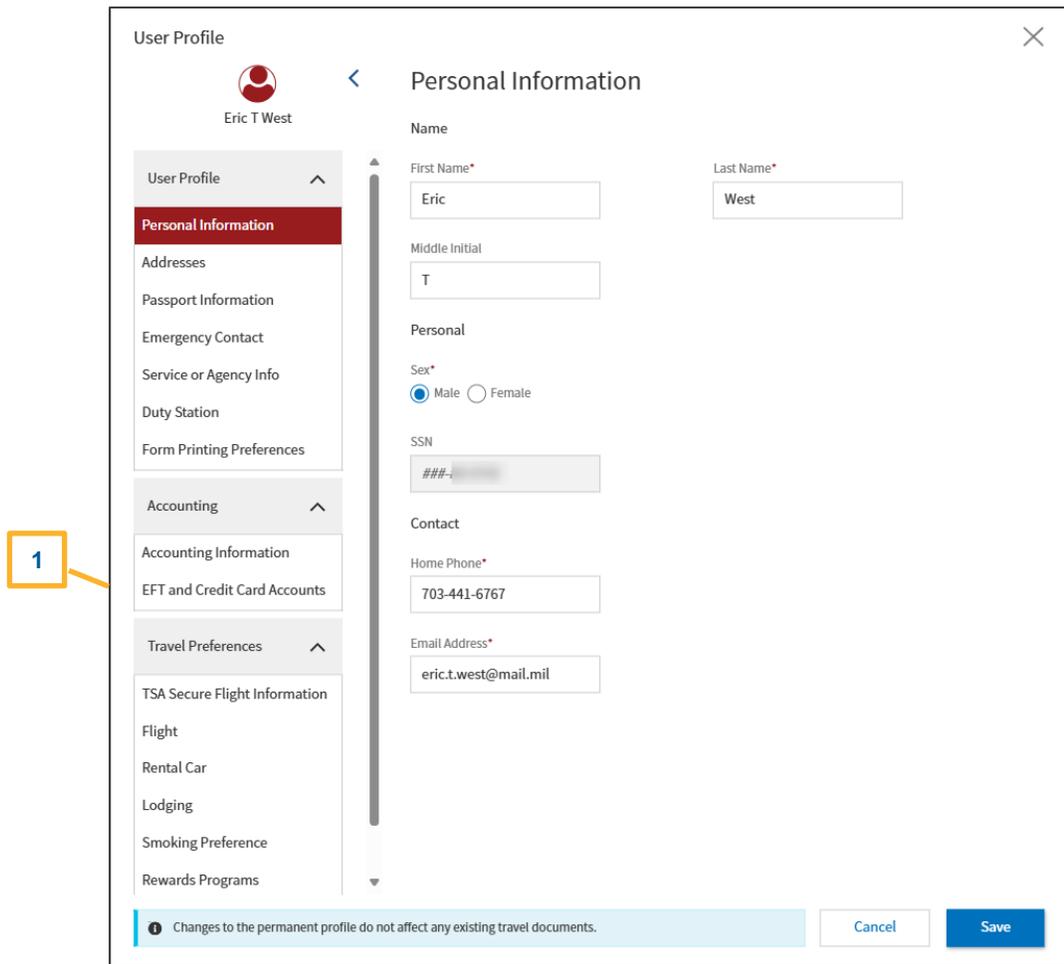
Figure 5: Personal Information Screen

4. In the left column, select **EFT and Credit Card Accounts** (Figure 5, Indicator 1). The screen refreshes to the **EFT and Credit Card Accounts** page.

5. On the right side displays **EFT and Credit Card Accounts** information (Figure 6). There are three key areas:

   a. **Accounts**: This provides the Government Charge Card (GOVCC) which is the **GTCC** and **Checking** or **Saving** meaning the EFT data pulled from your **Permanent Profile**.

   b. **Refresh Account Data:** Use this link when you DTA updated your **Accounts** data in your **Permanent Profile** and now you need the information to appear in the profile of the document.

   c. **Open text fields for GTCC and EFT**: This is where you enter your GTCC and EFT data. **Note**: Only enter a **Checking** or **Saving** account in your profile but not both.
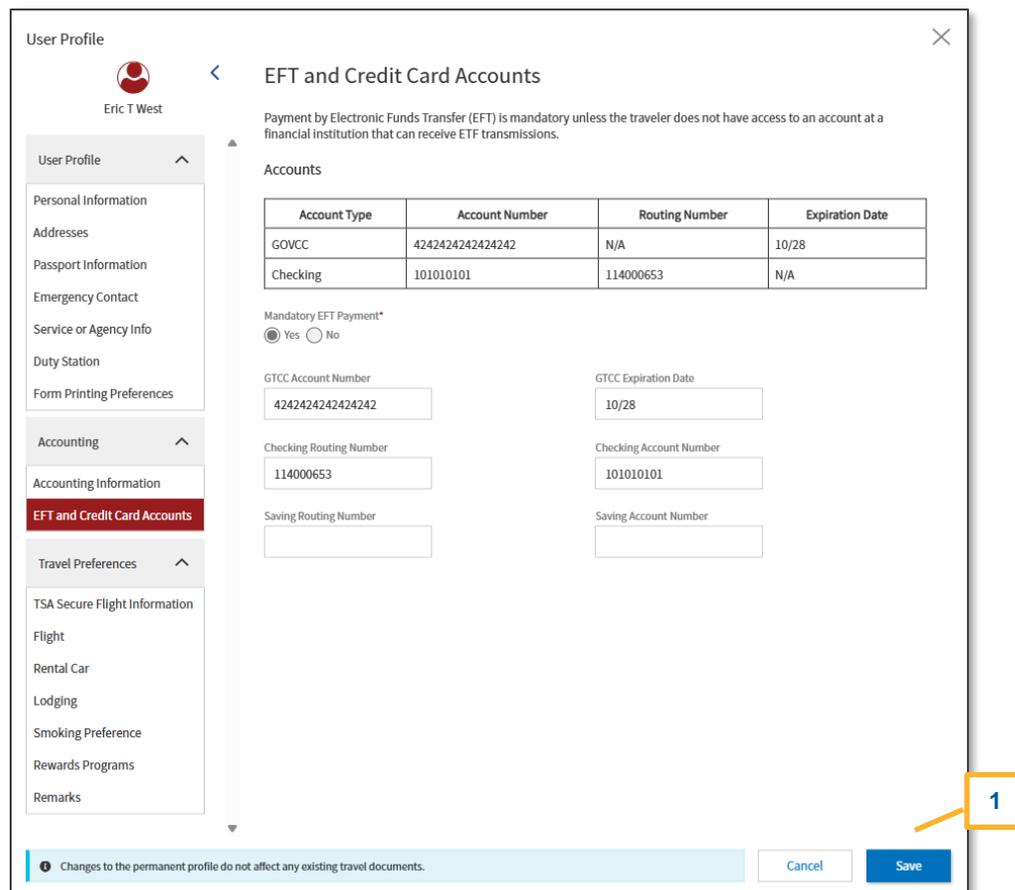
Figure 6: EFT and Credit Card Accounts Screen

6. Scroll down the page to view the data. Enter your new **GTCC** and **EFT** information (Figure 6).

   a. If you received a new GTCC, you must change the **GTCC Expiration Date** (Figure 6). If this is a new account, you must enter the new **GTCC Account Number** as well (Figure 6).

   b. If you want your payments to go to a new **Checking** or **Saving** account, you must change the **Account Number** (Figure 6). If that new account is also at a new bank, you must change the **Routing Number** (Figure 6).

7. 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, email etc.) for accuracy, and correct anything that is invalid. **Note**: When making Air, Rail, and Rental Car reservations, DTS displays the TSA screen, you will confirm the data or update if the information is incomplete.

8. When you finish making changes, select **Save** (Figure 6, Indicator 1) to apply to just this document. If you check the box **Update Permanent Profile** then the next time you create a new document the changes apply.

Update Payment information for the TMC

When you finish updating your profile, you need to make sure the TMC receives your new GTCC information. You can contact them directly based upon your local business rules. Another way is to use DTS to send information back to the TMC (and to keep a record of the notification).

Here's how to use **Request TMC Assistance** to alert the TMC of a change:

1. On the **Progress Bar** (Figure 7), select **Review Reservations**. The *Review Reservation Selections* screen (Figure 8) opens.
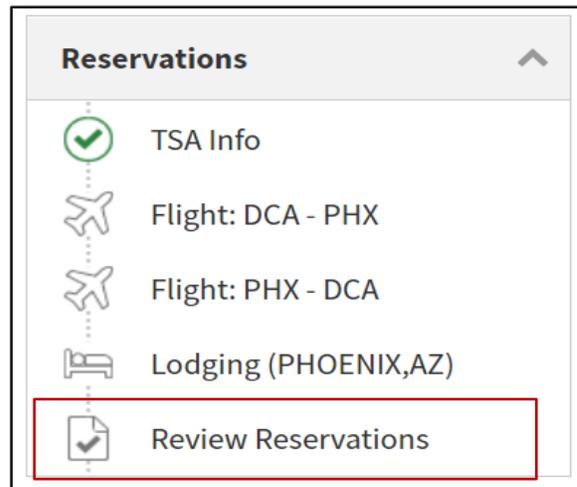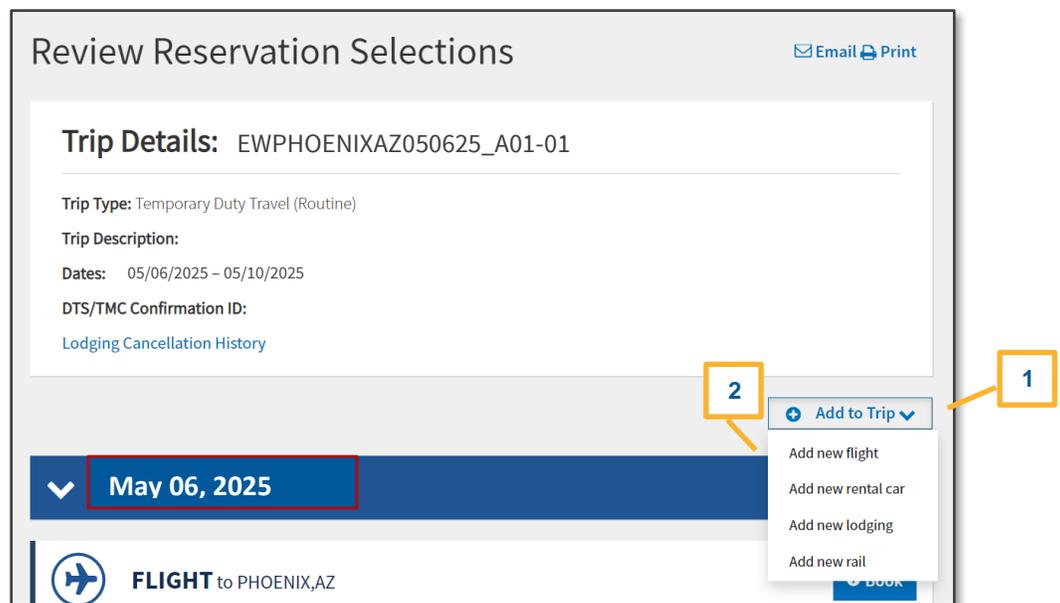

Figure 7: Progress Bar - Reservations Module

Figure 8: Review Reservations Selections Screen (Top)

2. Select **Add to Trip** (Figure 8, Indicator 1), then select **Add new flight** (Figure 8, 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 9) and select **Request TMC Assistance**. The **Request TMC Assistance** screen (Figure 10) opens.
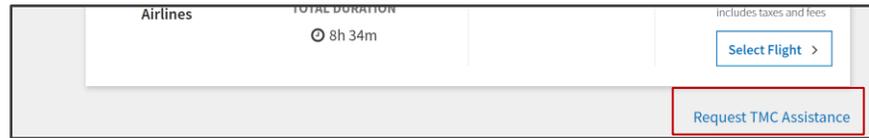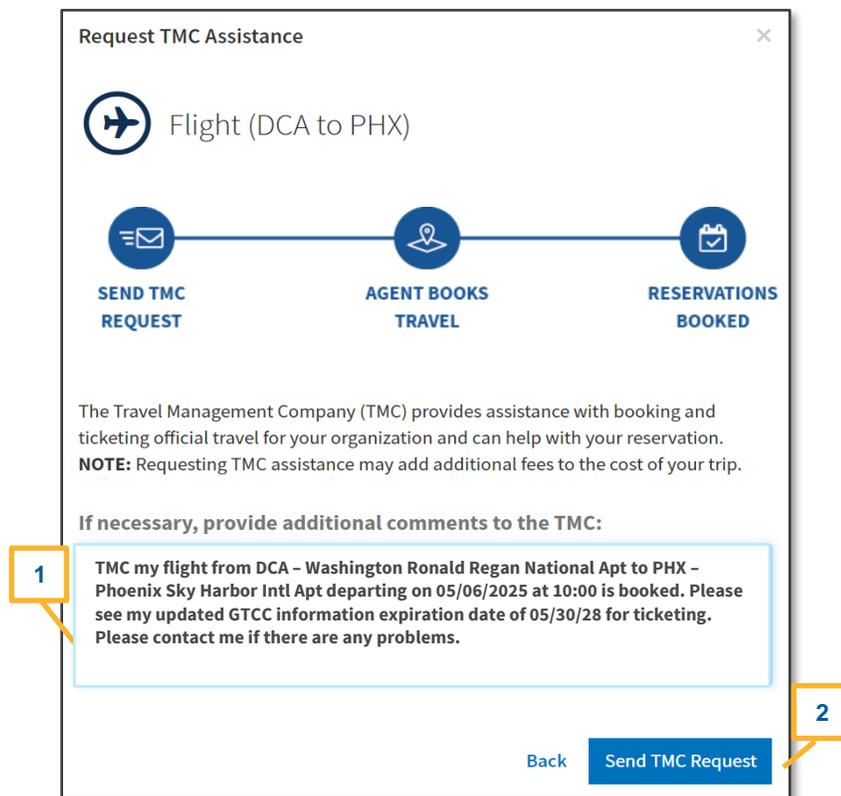

Figure 9: Select a Flight Screen (Bottom)

Figure 10: Request TMC Assistance Screen

4. Delete all the text in the comments field requesting support for new flight (Figure 10, 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. Provide the necessary data.

5. Select **Send TMC Request** (Figure 10, Indicator 2).

6. From the **Progress Bar**, 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** page. 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 DTA.

Maintaining Multiple 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 need to change the permanent profile for your primary and your secondary profile for GTCC or EFT data go to the DTS Dashboard, select **My Profile**. The **Personal Information** screen opens. Scroll down to make the necessary changes.

- Be aware when you make certain modifications to both the profiles DTS will send you one-time **Profile PII Data Change** emails for both profiles. Changes to the profile which can trigger the email include:
  - EFT (Electronic Funds Transfer):
    - Savings Account
    - Savings Routing
    - Checking Account
    - Checking Routing
  - Government Travel Charge Card (GTCC)
    - GTCC Number
    - GTCC Expiration Date
  - Last Name
  - Email
  - Mailing Address

- Verify the information is correct in the profile if a DTA updates the profile on your behalf.

- If you receive an error at log in, contact your DTA for support.

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 trip types and reservation codes, see the *DTA Manual, Appendix K*
- 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*