



Information Paper:

Updating 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 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:

- Your 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 Travel Management Company (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**. Locate your name. Select the down arrow and the window expands (Figure 1, Indicator 1). You should see the following:
 - a. **Last sign on:** Records Day/Month/Time 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 the DTA granted you access. **Note:** Travelers do not need Organization Access. Set to None.
 - d. **Group Access:** Only contains data if the DTA granted you access. **Note:** Travelers do not need Group Access. Set to None.
 - e. **My Profile:** Allows you to update your master profile without being in a document.
 - f. **Reset Profile:** For those individuals with multiple profiles (e.g., Reservist).
 - g. **Log Out:** Select to exit from the screen.



Update Your DTS Profile (continued)

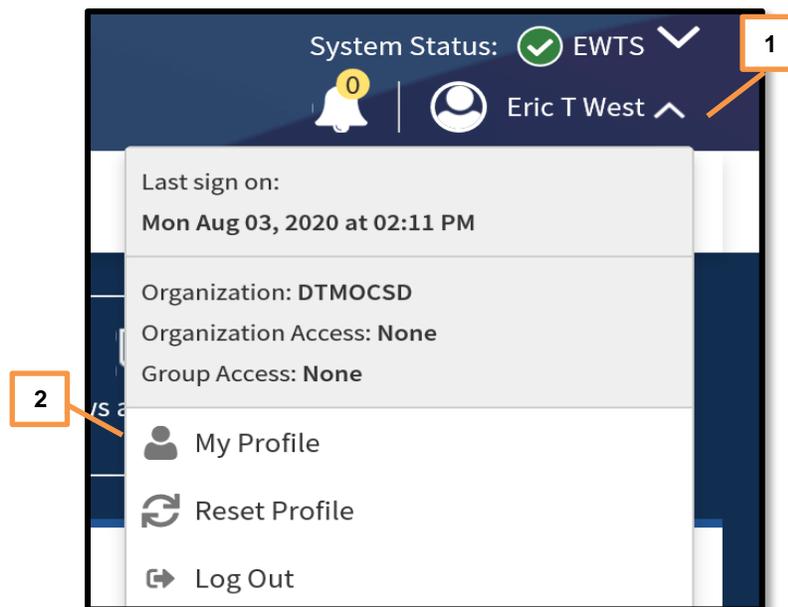


Figure 1: My Profile Button

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.

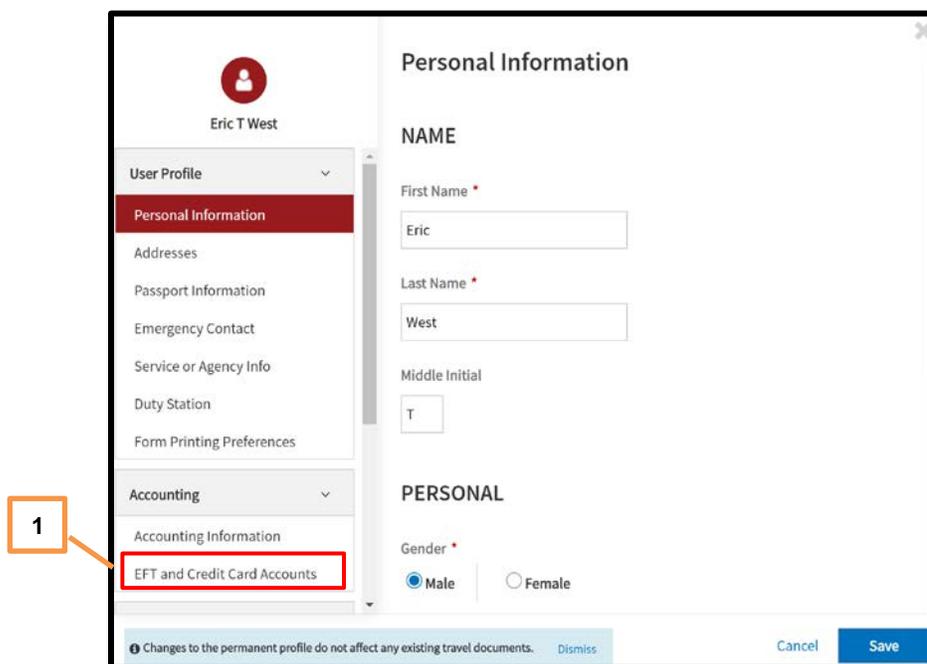


Figure 2: Profile Screen



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 1). If this is a new account, you must enter the new **GTCC Account Number** as well (Figure 2)
 - b. If you setup a new checking or saving account at your existing bank, you must change the **Account Number** (Figure 3). If the account is at a new bank, you must also change the **Routing Number** (Figure 4). **Note:** You should only enter data for a **Checking** or **Saving** account in the profile, but not both. Be sure to double check the entered account data to prevent rejects.

User Profile

Eric T West

EFT and Credit Card Accounts

Payment by Electronic Funds Transfer (EFT) is mandatory unless the traveler does not have access to an account at a financial institution that can receive ETF transmissions.

Account Type	Account Number	Routing Number	Expiration Date
GOVCC	42424242424242	N/A	05/23
Checking	101010101	114000653	N/A

Mandatory EFT Payment*
 Yes No

GTCC Account Number: 42424242424242 (Indicator 2)

GTCC Expiration Date: 05/23 (Indicator 1)

Checking Routing Number: 114000653 (Indicator 4)

Checking Account Number: 101010101 (Indicator 3)

Saving Routing Number: [Empty]

Saving Account Number: [Empty]

Changes to the permanent profile do not affect any existing travel documents.

Cancel Save

Figure 3: EFT and Credit Card Accounts Screen

5. While you are in the profile update tool, it is a good idea to review other items (e.g., TSA Secure Flight Information) for accuracy.
6. When you complete all your changes, select **Save**. **Note:** If you have a document in process, you will need to make changes to the profile within the 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:

1. Contact your TMC directly and provide them your new GTCC information.
2. Update your authorization and re-sign it to route it back to the TMC. For detailed instructions on that process, see [Updating GTCC Information in an Authorization with Unticketed Reservations](#). **Note:** Be sure to monitor your trip for TMC comments and emails regarding ticketing.

For any additional questions regarding profiles, contact your Defense Travel Administrator.