



Information Paper:

Updating Information in a DTS Profile

Introduction

As a traveler, you must always ensure that your DTS profile contains current Electronic Funds Transfer (EFT), Government Travel Charge Card (GTCC) information. Failure to keep this information current could impact your ability to book reservations and process reimbursement payments through DTS.

Additionally, DTS profiles contain a significant amount of important information such as personal, business, and emergency contact email addresses, phone numbers, and mailing addresses, to name a few. You must keep this information up-to-date.

You should make a point of reviewing your DTS profile periodically, to ensure it is always up to date. 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 shows you how to update your DTS profile. It focuses on updating GTCC and EFT information, but knowing those steps will help you make any required changes.

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 pay for your tickets. To update your DTS profile:

1. After logging onto DTS, select your name (Figure 1, indicator #1) in the upper right corner of the DTS Dashboard. Your organization and access information and some selectable options appear in a drop-down menu.

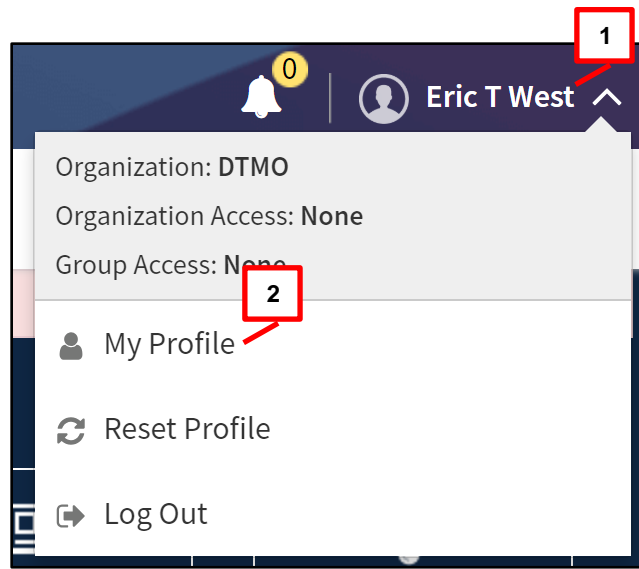


Figure 1: My Profile Button

2. Select **My Profile** (Figure 1, indicator 2). The Profile screen (Figure 2) opens.

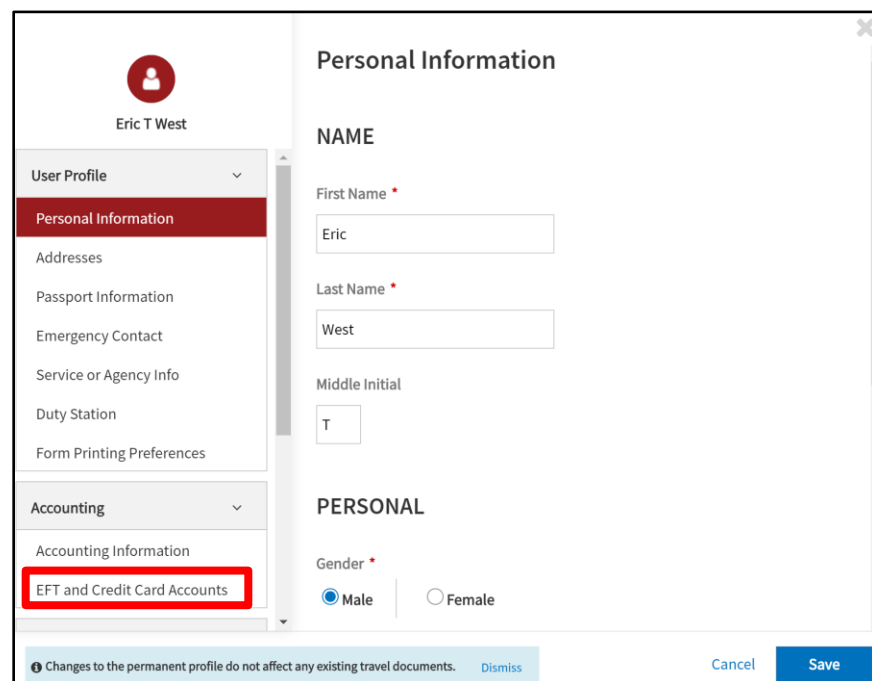


Figure 2: Profile Screen

3. In the left column, select **EFT and Credit Card Accounts**. The right column displays the 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**. If this is a new account, you must enter the new **GTCC Account Number** as well.
 - b. If you got a new bank account, you must change the **Account Number**. If the account is at a new bank, you must also change the **Routing Number**. Both of those changes may apply to either a **Checking** or **Saving** account.

Figure 3: EFT and Credit Card Accounts Screen

5. While you're in the profile update tool, look around to make sure everything is up to date. Your email addresses and other contact information are particularly important.
6. When you're done making updates, select **Save**.



**Existing
Authorization
with Expired
GTCC
Information**

If you have an authorization 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 the [Updating GTCC Information in an Authorization with Unticketed Reservations](https://www.defensetravel.dod.mil/Docs/Updating_DTS_Auth_with_GTCC_Info.pdf) information paper at:
https://www.defensetravel.dod.mil/Docs/Updating_DTS_Auth_with_GTCC_Info.pdf.

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