Information Paper:

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, under My Travel Documents (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.
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 to inform 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.

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.
2. Enter Comments (Figure 2, indicator #1) to explain why you are making the amendment, 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.

**Update Your Profile**

1. In the left column, at the bottom of the Progress Bar (Figure 3), select Review Profile. The Profile screen (Figure 4) opens.
2. In the left column, select **EFT and Credit Card Accounts** (Figure 4). The right column updates to display new information.
3. In the right column, scroll down and enter your new GTCC information (Figure 5, indicator #1). You must always change the **GTCC Expiration Date**. If this is a brand new account, you must update the **GTCC Account Number** as well.

4. 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.

5. When you finish making updates, select **Save** (Figure 5, indicator #2).

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When you finish updating your profile, you need to provide your new GTCC information to the TMC. You can always contact them directly, but whenever possible you should do it through DTS. Here’s how:

1. In the Progress Bar (Figure 6), select **Review Reservations**. The Review Reservation Selections screen (Figure 7) opens.
2. Select **Add to Trip** (Figure 7, indicator #1), then select **Add new flight** (Figure 7, indicator #2) on 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.
4. Delete all the text in the comments field (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. Follow the standard process to sign the document. When you do, it routes to the TMC, and ultimately to the AO. After the AO approves the authorization, the TMC will be able to successfully issue your tickets.

If you have any additional questions about this process, please contact your Defense Travel Administrator.