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.
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.

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)

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 4: Profile Screen

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.

![Image of Progress Bar with Reservations Module]

Figure 6: Progress Bar – Reservations Module
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.

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**Figure 7: Review Reservation Selections Screen (Top)**

**Figure 8: Select a Flight Screen (Bottom)**
Update Payment Information for the TMC (continued)

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).