

Information Paper:

Updating your Government Travel Charge Card Information in a DTS Travel Authorization with Unticketed Reservations



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Introduction

This info paper outlines the steps for revising a SIGNED, un-ticketed Defense Travel System (DTS) travel authorization with updated Government Travel Charge Card (GTCC) information. Use these steps if the authorization has NOT been ticketed and includes either an expired GTCC or an invalid account number. To update your travel authorization, you will need to:

- 1) amend an existing unticketed travel authorization
- 2) update your profile to reflect your new GTCC information, *and*
- 3) route the amended travel authorization to the CTO so they receive your new form of payment for ticketing purposes.

Failure to complete these steps may result in your GTCC being declined when your local Commercial Travel Office (CTO) attempts to issue your airline ticket.

Amend travel authorization

1. Log onto DTS, then from the **Official Travel** menu, select **Authorizations/Orders** (Figure 1).

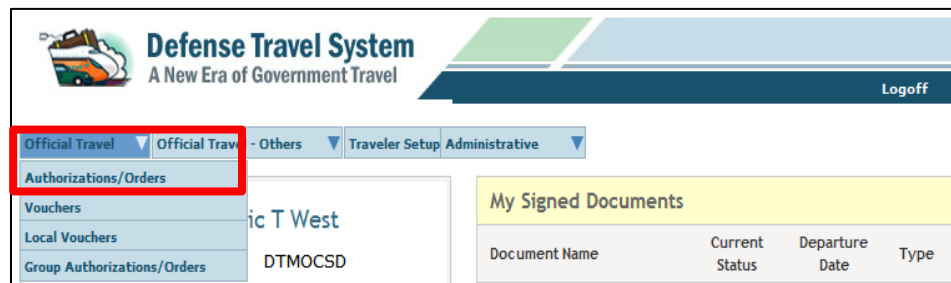


Figure 1: DTMO Welcome Screen – Official Travel

2. When the Authorizations/Orders screen opens, select the **view/edit** or **amend** link next to the document to update (Figure 2).

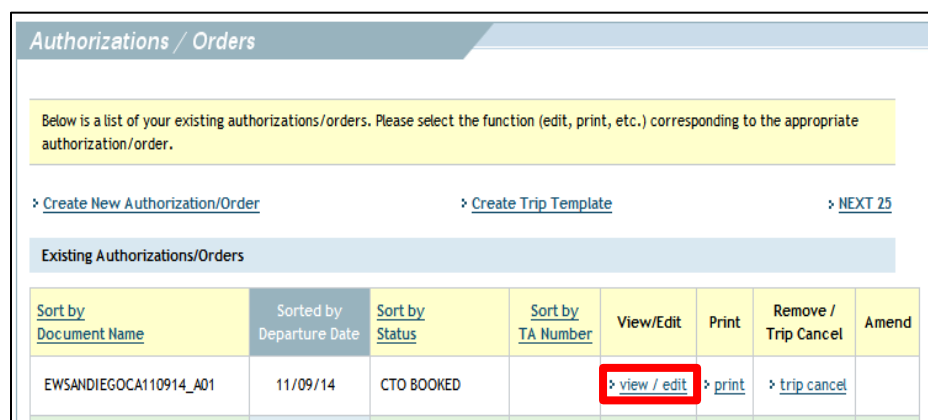


Figure 2: Authorizations/Orders Screen



Amend travel authorization (Continued)

- When the View-Edit screen opens, de-select the **Open Document VIEW-ONLY** check box, and then select **OK** (Figure 3). The authorization opens on the Trip Preview screen.

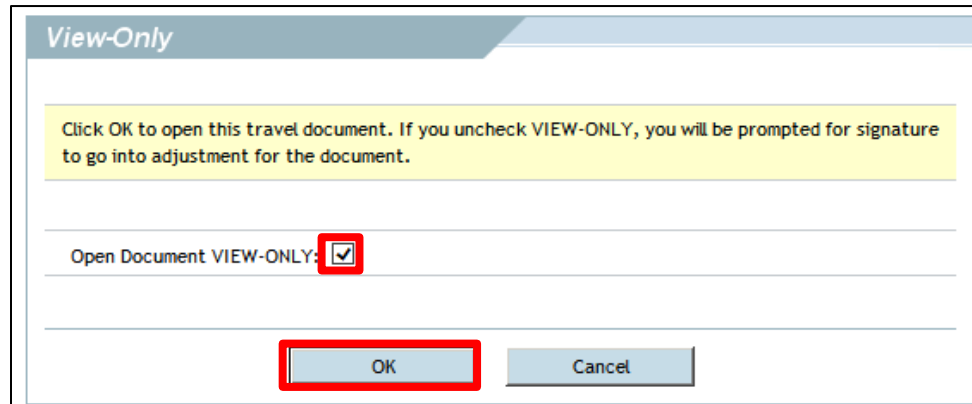


Figure 3: View-Only Screen

- Acknowledge the pop-up message by selecting OK (Figure 4).

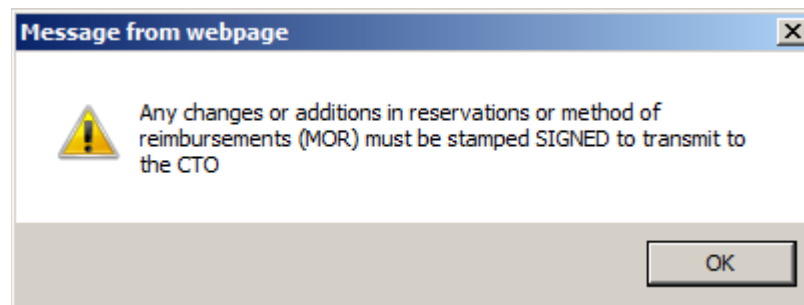


Figure 4: Acknowledge Message

- Select **Additional Options** and then **My Account Information** (Figure 5).

Update Your DTS Profile

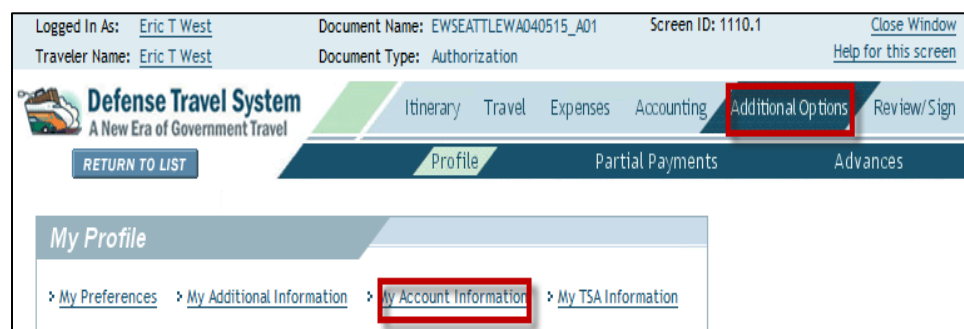


Figure 5: Additional Options – My Account Information



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6. When the **My Account Information** screen opens, scroll down and update the GTCC details (Figure 6). If you have been re-issued an expiring card, you only have to change the **Expiration Date**. If this is a newly issued card, you will have to enter the **Account Number** as well.

While you are here, update any other information that has changed. It is very important to keep contact information current, particularly email addresses so you will continue to receive all communications related to your travel. For example, did you recently change to a "mail.mil" address?

When you have completed your updates, select **Save Changes to Permanent Traveler Information** (Figure 6).

7. Select **Update Personal Information** to save the changes (Figure 6).

> [My Profile](#) > [My Preferences](#) > [My Additional Information](#) > [My TSA Information](#)

Complete the information below

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 EFT transmissions.

If the following account information is incorrect please click on the link below to update your account information from your permanent traveler profile. [Refresh Account Data](#)

Account Type	Account Number	Routing Number	Expiration Date
CHECKING	101010101	114000653	
GOVCC	4242424242424242	938917044	03/31/2016

Enter only one account with a routing number.

Mandatory EFT Payment: Yes No

GOVCC Account Number:

GOVCC Expiration Date (mm/dd/yyyy):

Checking Routing Number:

Checking Account Number:

Saving Routing Number:

Saving Account Number:

Save changes to permanent traveler information

Figure 6: My Account Information Screen



- To update the new form of payment for the travel authorization, the information must be provided to the CTO. To initiate this request, select **Travel** and then **Add New Flight** (Figure 7).

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Itinerary **Travel** Expenses Accounting Additional Options Review/Sign

RETURN TO LIST Air Rail Rental Car Lodging Other Transportation Summary

Trip Summary

Email this Itinerary Print this Itinerary

Payment Information Final Trip Itinerary

Air Travel Payment Summary: **Add New Flight**

\$463.20 Total Cost (Including Taxes & Fees) View Flight Details

Figure 7: Travel – Add New Flight Screen

- Enter trip **Departure Airport**, **Arrival Airport**, **Arrival Date**, and **Time** of trip from existing parameters of travel authorization. Select **Search** (Figure 8).

Logged In As: Eric T West Document Name: EWSEATTLEWA040515_A01 Screen ID: 1070.1 Close Window
Traveller Name: Eric T West Document Type: Authorization Help for this screen

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Itinerary Travel Expenses Accounting Additional Options Review/Sign

RETURN TO LIST Air Rail Rental Car Lodging Other Transportation Summary

Air Travel

Modify Search

Please Note: A Red Star (*) indicates a field is required.

* Departure Airport (or city, state):
4/15/15

* Arrival Airport (or city, state):
DCA - Washington Ronald Reagan National Apt

* Arrival or Departure:
Departure

08:00 AM

Show Alternate Airports:

Search

Air Travel

Please select flights for 4/15/15 to DCA - Washington Ronald Reagan National Apt departing on 04/15/2015 Skip This Flight

RESERVATIONS SUMMARY:

AIR: \$463.20

DCA-Washington Ronald Reagan National Apt to SEA-Seattle/Tacoma International Apt : 04/15/15 08:31 AM Arrive: 01:04 PM
SEA-Seattle/Tacoma International Apt to DCA-Washington Ronald Reagan National Apt : 04/17/15 08:00 AM Arrive: 05:40 PM
CTO Assistance Requested - From: SEA-Seattle/Tacoma International Apt To: DCA-Washington Ronald Reagan National Apt
Depart Date: 04/17/15 08:00 AM

Error Message: Unable to map location '4/15/15' to an airport

Request Assistance in Booking Flights

Figure 8: Travel – Reservation Summary Screen



10. When the screen refreshes, select **Request Assistance in Booking Flights** on the Reservations Summary Screen (Figure 9).

Air Travel

Please select flights for 4/15/15 to DCA - Washington Ronald Reagan National Apt departing on 04/15/2015 [Skip This Flight](#)

RESERVATIONS SUMMARY:

AIR: \$463.20

DCA-Washington Ronald Reagan National Ap to SEA-Seattle/Tacoma International Apt : 04/15/15 08:31 AM Arrive: 01:04 PM
SEA-Seattle/Tacoma International Apt to DCA-Washington Ronald Reagan National Ap : 04/17/15 08:00 AM Arrive: 05:40 PM
CTO Assistance Requested - From: SEA-Seattle/Tacoma International Apt To: DCA-Washington Ronald Reagan National Ap
Depart Date: 04/17/15 08:00 AM

Error Message: Unable to map location '4/15/15' to an airport

[Request Assistance in Booking Flights](#)

Figure 9: Reservations Summary Screen

11. The CTO Comments– Air screen opens (Figure 10). Update the CTO Comments field so that it ONLY contains the following text “**CTO, please assist traveler with: No Assistance Needed. Update Form of Payment.**” Select **Send Comments to CTO**.

Logged In As: [Eric T West](#) Document Name: EWSEATTLEWA040515_A01 Screen ID: 1503.1 [Close Window](#)
Traveler Name: [Eric T West](#) Document Type: Authorization [Help for this screen](#)

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CTO Comments - Air

No Flight Selected
NOTE: Selecting this option will require manual intervention by your Commercial Travel Office and may result in a higher transaction fee to the Government.

If necessary, add additional comments to the CTO:
CTO, please assist traveler with: No Assistance Needed. Update Form of Payment.

[Cancel CTO Assistance](#) [Send Comments to CTO](#)

Figure 10: CTO Comments – Air Screen

12. **Sign** the authorization following standard DTS procedures. Re-signing your document will route it back to the CTO and your travel reservations will be updated with your new/updated GTCC information. If you have additional questions regarding this process, contact your local Defense Travel Administrator.