Information Paper:



DEFENSE TRAVEL MANAGEMENT OFFICE

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

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).

Defense Travel System A New Era of Government Travel						
Official Travel V Official Trave	- Others 🔻 Traveler Setup A	dmi	nistrative 🔻			
Authorizations/Orders						
Vouchers			My Signed Documents			
Local Vouchers	DTMOCSD		Decument Name	Current	Departure	Turne
Group Authorizations/Orders			Document Name	Status	Date	туре

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).

Authorizations / Orders	s						
Below is a list of your existing authorizations/orders. Please select the function (edit, print, etc.) corresponding to the appropriate authorization/order.							
<u>Create New Authorization/Order</u> <u>Create Trip Template</u> <u>NEXT 25</u>				<u>XT 25</u>			
Existing Authorizations/Orders							
Sort by Document Name	Sorted by Departure Date	<u>Sort by</u> <u>Status</u>	Sort by TA Number	View/Edit	Print	Remove / Trip Cancel	Amend
EWSANDIEGOCA110914_A01	11/09/14	CTO BOOKED		> <u>view / edit</u>	> <u>print</u>	> trip cancel	

Figure 2: Authorizations/Orders Screen

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Amend travel authorization (Continued)

3. 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.

View-Only	
Click OK to open this travel docum to go into adjustment for the docu	nent. If you uncheck VIEW-ONLY, you will be prompted for signature ument.
Open Document VIEW-ONLY	
	OK Cancel

Figure 3: View-Only Screen

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



Figure 4: Acknowledge Message

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

Logged In As: Eric T West	Document Name: EWSEATTLEWA04051	5_A01 Screen ID:	1110.1 Close Window Help for this screen
Traveler Name: Eric T West	Document Type: Authorization		
A New Era of Government Travel	Itinerary Travel E	openses Accounting	Additional Options Review/Sign
RETURN TO LIST	Profile	Partial Payments	Advances
My Profile			
> <u>My Preferences</u> > <u>My Additional Inform</u>	mation > ty Account Information > t	Ay TSA Information	

Figure 5: Additional Options - My Account Information

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Update Your DTS Profile



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).

	nation below					
EFT and Credit Car	d Accounts					
Payment by Electro access to an accou	nic Funds Transfer (EFT) is m nt at a financial institution th	andatory unless the traveler nat can receive EFT transmis	does not have sions.			
If the following accou account information f	nt information is incorrect pl rom your permanant traveler	ease click on the link below t r profile. Refresh Account D	o update your 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.						
GOVCC Account Num GOVCC Expiration Da (mm/dd/yyyy):	ber: 42424242424242424242424242424242424242					
Checking Routing Nu	mber: 114000653					
Checking Account Number: 101010101						
	Saving Routing Number:					
Saving Routing Numbe		Saving Account Number:				
Saving Routing Numbers	er:					

Figure 6: My Account Information Screen

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 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).

Defense Travel System	Itir	nerary	Travel Exper	isës Accour	nting Additional Options	Review/Sign
RETURN TO LIST	Air	Rail	Rental Car	Lodging	Other Transportation	Summary
Trip Summary						
Payment Information Final Trip Itinerary					Email this Itinerary	Print this Itinerar
Air Travel Payment Summary:					Add New Flight	
\$463.20 Total Cost (Including Taxes & Fee	es)				View Flight Det	ails

Figure 7: Travel – Add New Flight Screen

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

logged In Ast Fric T West	Document Name: EWSEATTLEWA040515 401	Screen ID: 1070.1	Close Window
Traveler Name: Eric T West	Document Type: Authorization		Help for this screen
Content of Covernment Travel Return to List	Itinerary Travel Expenses	Accounting Additional	Options Review/Sign rtation Summary
Air Travel	Air Travel		
Modify Search Please Note: A <mark>Red Star</mark> (*)	Please select flights for 4/1 Washington Ronald Reagan departing on 04/15.	5/15 to DCA - National Apt /2015	Skip This Flight
indicates a field is required.	RESERVATIONS SUMMARY:		
* Departure Airport (or city, state): 4/15/15	DCA-Washington Ronald Reagan National Apt International Apt : 04/15/15 08:31 AM Arrive	to SEA-Seattle/Tacoma e: 01:04 PM	
* Arrival Airport (or city, state): DCA - Washington Ronald Rea	SEA-Seattle/Tacoma International Apt to DCA Reagan National Ap : 04/17/15 08:00 AM Arri CTO Assistance Requested - From: SEA-Sea	A-Washington Ronald ive: 05:40 PM attle/Tacoma	
* Arrival or Departure: Departure	International Apt To: DCA-Washington Ronal Depart Date: 04/17/15 08:00 AM	d Reagan National Ap	
	Error Message: Unable to map location '4/15/1 Request Assistance	5' to an airport e in Booking Flights	
08:00 AM	<u>P</u>		
Search			

Figure 8: Travel – Reservation Summary Screen

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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
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
A New Era of Governme	System nt Travel		
CTO Comments - Air			
No Flight Selected NOTE: Selecting this option will re transaction fee to the Governmen	quire manual intervention by your Commercial Ti t.	ravel Office and may result in	n a higher
If necessary, add additional comments	to the CTO:		
CTO, please assist trave	eler with: No Assistance Needed.	Update Form of Paym	ent.
			\sim
	Cancel CTO Assistance Send Comments t	• 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.

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