GO.gov® Quick Reference Guide

Booking Travel

This Quick Reference Guide (QRG) provides step-by-step instructions for booking official travel in GO.gov, including selecting flights, lodging, and rental cars, while ensuring compliance with government travel policies.

Before you begin: Review and update your GO.gov profile, including your contact information, government travel card, travel preferences, and required traveler information.

Why Book Travel in GO.gov?

- Search for flights, rail, rental cars, and lodging in one place.
- Identify travel options that align with federal and agency travel policies.
- Estimate trip costs and reserve funds before travel begins.
- Submit your travel plans and anticipated expenses for approval.

Start a New Travel Request

1. Locate **Mixed Flight/Train Search** panel on the GO.gov homepage.
2. Select your **trip type** (Round Trip, One Way, or Multi City).
3. Select **Agency Location** or **Reference Point** radio button.
4. Enter **Work Location**.
5. Select **Work Location Per Diem** from the dropdown list.
6. Enter **From** (Departure) and **To** (Arrival) cities/codes.
7. Select travel dates and times (**Depart** and **Return**).
8. Select **Pick-up/Drop-off car at airport** checkbox if picking up a car at the airport.
9. Select **Find a Hotel** checkbox to activate the hotel search feature.
10. Configure hotel search settings.
    a. Enter the search radius (default 5 miles).
    b. Select the appropriate radio button to set the center of the search.
11. Select the **flight service class** and the results display order (price/schedule).
12. Select carrier from the dropdown list.
13. Select **Search**.

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Booking Your Airfare

From airfare results page:

1. Review airfare results.
2. Select **View Fares** to display fare options.
3. Select airfare with a **green check mark**.
4. Review flight information.
5. Review Traveler Information
6. Display Seat Map window by selecting the **Select a Seat** link for each flight.
   a. Select seats for each flight.
7. Review price summary and payment method.
8. Select **Reserve Flight and Continue** to continue to Car Rental search results page.

Reserving Your Car Rental

From rental car results page:

1. Review rental car search results.
2. Select a rental car rate with no alert next to it. This will display the Review and Reserve Car screen.
3. Enter rental car preferences.
4. Review driver information.
5. If applicable, select the appropriate rental car agency program from the dropdown list.
6. Review the price summary.
7. Select **Reserve Car and Continue** to continue to the hotel search results page.

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Booking Your Hotel

Note: The Lodging Per Diem is shown below the map as a reference for selecting hotels that fit within your per diem limits.

From the hotel results page:

1. To refine the search results, you can:
   a. Enter a hotel name in the **Name Search** field.
   b. Select a sorting method in the **Sorted By** dropdown list.
2. Select **View Rooms** to view the available rooms at the selected hotel.
3. Select the room option with a **green check mark** beside it.
4. Review the hotel information.
5. Use the **Comments** field and the preference request checkboxes to provide hotel room preferences, if applicable.
6. Verify the **Hotel Guest** information.
7. Select a hotel program, if applicable.
8. Review the price summary.
9. Select the method of payment from the card dropdown list.
10. Select the checkbox indicating that you agree to the hotel's rate rules, restrictions, and cancellation policy.
11. Select **Reserve Hotel and Continue** to continue to the Travel Details page.

Finalizing Booking and Trip Details

From travel details page:

1. Select **Next** to continue to the **Trip Booking Information** page.
2. Add a **Trip Name** and **Trip Description**.
3. If you want to send a confirmation to another email address, enter the email address in the **Send a copy of the confirmation to:** field.
4. Select information to include in the email from the dropdown list.
5. Select the checkbox if you want your ticket issued upon approval.
6. Select the checkbox if you want to apply an Unused ticket.
7. Select **Next** to continue to the Trip Confirmation page.
8. Review your trip information and select **Confirm Booking** to continue to **Edit Request Header**.

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Edit Request Header

From Edit Request Header page:

1. Review and confirm the following:
   a. Request Type
   b. Request Name
   c. Trip Start and End Dates
2. Select the **Travel Purpose** from the **Travel Purpose 1** dropdown list.
   a. Your agency may require you to select a **Travel Purpose 2** and **Travel Purpose 3** from the respective dropdown lists.
3. Complete the following fields if applicable:
   a. Sponsored
   b. Leave Type
   c. Classified Trip
   d. If you will contact TMC for assistance with your reservations
   e. Comments
4. Confirm that the **Automatically Create Travel Allowance** checkbox is checked.
5. Select **Save**. This will display the Manage Requests page for your trip.

Managing Your Travel Allowance

From the Manage Requests page for your trip:

1. Select **Manage Travel Allowance**.
2. Select **Edit Travel Allowance**. This displays the **Travel Allowance - Itinerary** page.
3. Review your itinerary information and edit if necessary.
4. Select **Next** to display the **Travel Allowance - Adjustments** page.
5. Select **Days** or **Meals** to exclude.
6. Select the **Per Diem** method for all days or each day.
7. To view the **Reimbursement Details**:
   a. Select **Adjustments**.
   b. Select **Reimbursement Details** from the dropdown list. This will display the reimbursement details and calculations.
8. When you have made all your adjustments, select **Finish**. This will return you to the Manage Request page for your trip.

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Allocating Expenses

From Manage Requests page for your trip:

1. Select the checkbox next to **Expense Type** to select all expenses.
2. Select **Allocate**. This displays the **Allocate** window.
3. Select **Add**. This displays the **Add Allocation** window.

Note: Inquire with your manager for the appropriate Line of Accounting information.

4. Select **Save** when you have completed your selections. This returns you to the Allocate window.
5. Select **Save**. This returns you to the Manage Requests page for you trip.

Sharing Your Travel Request

From the Manage Requests page for your trip:

1. Select **Print/Share.**
2. Select **GO.gov Request Details** from the dropdown list. This displays the GO.gov Request Details in a new tab.
3. Select how you want to share your request:
   a. Email
   b. Save as PDF
   c. Print
4. When you are finished , select **Close**. This will close the tab and return you to the Manage Request page for your trip.

Submitting Your Travel Request

From Manage Requests page for your trip:

1. When you are ready to submit your travel request, select **Submit Request**. This will display the Request User Agreement window.
2. Select **Accept and Continue** to submit your request.

Approvals Tracker

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Jenn Miller	General review	Date	Feedback	7/20/26
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Stephanie Bingham	Final approval	Date	Approved	7/22/26 10:53 Am ET

How to use this table