# GO.gov® Quick Reference Guide

## Request and Report Changes and Cancellations

This Quick Reference Guide (QRG) provides step-by-step instructions for editing or changing, recalling, adding additional expenses, deleting an expense, and cancelling official travel in GO.gov. This includes air, hotel, rail, and rental cars, while ensuring compliance with government travel policies. This guide is intended to streamline the end-to-end booking travel process and reduce errors in travel authorization.

### Features of Travel Changes or Cancellations

- Allows travelers to make corrections to submitted or saved travel requests.
- Supports updates to expenses, travel details, and authorization information before travel occurs.
- Provides the ability to remove unneeded expenses or cancel the entire request when travel plans change.
- Helps ensure travel requests remain accurate and compliant before approval processing.

### Recall, Request, and Edit Functions

- Requests can be accessed from the Home drop-down menu by selecting **Requests** or **Authorization Requests**.
- Submitted requests must be recalled before changes can be made.
- A confirmation message appears before recalling or cancelling a request.
- Expenses within the request can be added, edited, or deleted as needed.

### Adding, Editing, and Deleting Expenses

1. Select the request or expense report you would like to update.
2. If the request has already been submitted, select **Recall.**
3. When the confirmation pop-up appears, select **Yes** to proceed.
4. Select **Add** to enter an additional expense.
5. To edit an expense, select the **check box** next to the expense and select **Edit**.
6. Update the expense information as needed and select **Save**.
7. To delete an expense, select the **check box** next to the expense and select **Delete**.
8. When the confirmation pop-up appears, select **Delete from Request**.

### Cancel the Travel Request

1. Select **Cancel Request** to cancel the entire travel request..
2. When the confirmation pop-up appears, enter a comment explaining the cancellation.
3. Select **OK** to complete the cancellation process.

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This Quick Reference Guide (QRG) provides instructions for updating approved travel requests and documenting trip changes in GO.gov. Depending on when the change occurs, Travelers and Travel Arrangers may recall and edit the travel request or update information directly in an expense report.

When making updates, processing requirements for LOA updates or audit threshold exceptions may vary based on the agency's financial management (FM) system integration.

### Benefits When Changing Travel Plans

- Allows Travelers to update travel dates, TDY locations, reservations, and lines of accounting (LOAs).
- Helps maintain alignment between reservations, travel authorizations, and actual travel activity.
- Supports reimbursement processing and agency financial management requirements.
- Separates estimated travel costs from actual incurred expenses
- Allows multiple expense reports for a single approved travel request.

### After Travel Request Approval and Before Trip State Date

1. If travel begins within three business days or tickets are issued, contact your agency's TMC.
2. From the Home menu, select **Requests** and then **Travel Requests** in the side menu.
3. Open the approved travel request.
4. Select **Recall** in the top right corner.
5. When the confirmation pop-up appears, select **Yes**.
6. Update trip details as needed.
7. Select **Submit** to route the updated travel request for approval.

### After Trip Has Started and Before Trip has Ended

1. Contact your agency's TMC to update reservations. The Recall button is no longer available once the trip start date is current.
2. After returning from the trip, all travel changes must be documented in the expense report(s) in GO.gov.
    a. For minor changes, complete the expense report by adding and editing expenses as needed, ensuring accurate documentation and review before submission.
    b. For major changes, if the expense report exceeds the standard audit tolerance of a 10% threshold over the travel request, an updated travel request is required.

### Making Changes After Trip End Date

Minor Changes

1. From the Home menu, select **Requests** and then **Travel Requests** in the side menu.
2. Open the approved travel request.
3. Select **Create Expense Report**.
4. Update trip details in the expense report.
5. Review the Available Expenses list.
6. Select **Add** next to each applicable expense to attach expenses to the expense report.
7. Review alerts for audit threshold notifications.
8. Select **Submit** to route the expense report for approval.

Major Changes

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## After Travel Request Approval and Before Trip State Date

If travel begins within three business days or tickets are issued, contact your agency's TMC. If it is before the three business day window and tickets have not been issued, follow the process below.

1. If travel begins within three business days or tickets are issued, contact your agency's TMC.
2. From the Home menu, select **Requests** and then **Travel Requests** in the side menu.
3. Open the approved travel request.
4. Select **Recall** in the top right corner.
5. When the confirmation pop-up appears, select **Yes**.
6. Update trip details as needed.
7. Select **Submit** to route the updated travel request for approval.

## After Trip Has Started and Before Trip has Ended

1. Contact your agency's TMC to update reservations. The Recall button is no longer available once the trip start date is current.
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## Review, Audit, and Approve Travel Requests

### Making Changes After Trip End Date

Minor Changes

1. From the Home menu, select **Requests** and then **Travel Requests** in the side menu.
2. Open the approved travel request.
3. Select **Create Expense Report**.
4. Update trip details in the expense report.
5. Review the Available Expenses list.
6. Select **Add** next to each applicable expense to attach expenses to the expense report.
7. Review alerts for audit threshold notifications.
8. Select **Submit** to route the expense report for approval.

Major Changes

1. From the Home menu, select **Requests** and then **Manage Requests** in the side menu.
2. Open the approved travel request from the Requests section.
3. Select **Print/Share** and then **Save** to download the original approved request as a PDF.
4. If applicable, open the associated expense report. Select **Recall Report** and confirm the recall. Select the **More Actions icon** next to Submit Report, select **Delete Report**, and confirm the deletion.
5. Return to the approved travel request.
6. Select **Cancel Request** and confirm the cancellation. Only cancel requests after returning from the trip to avoid canceling reservations.
7. From the Home menu, select **Requests** and then **Manage Requests** in the side menu.
8. Locate and open the cancelled travel request by filtering cancelled requests or searching for the Request ID.
9. Select **Close Request** and confirm to de-obligate funds reserved for the original trip.
10. From the Manage Requests page, select **Create New Request**.
11. Complete all required fields on the Request Header page and select **Create Request**.
12. Manually add airfare, car rental, and hotel expenses. Complete all required fields and select **Save**.
13. From the Manage Travel Allowance dropdown, select **Add Travel Allowance**.
14. Complete all required itinerary fields and select **Next**.
15. Review the Per Diem Method, Allowance Limit, and Reimbursement Amount. Select **Finish**.
16. Select **Applicable Expenses** under Expected Expenses and then select **Allocate** to assign the expenses to the appropriate LOA.
17. In the Allocation window, select **Add**. Complete all required fields and select **Save**.
18. Select **Submit Request** and then **Accept & Continue** to route the request for approval.
19. Once the new request is approved, create an expense report following the process in the Minor Changes Made Directly in Expense Report section.

# Approvals Tracker

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| Name | Action/Purpose | Due Date/Time | Status | Approval Date & Time |
|---|---|---|---|---|
| Jenn Miller | General review | Date | feedback | 7/20/26 |
| Jen Ware | General review | Date | | |
| Robert Wuhrman | General review | Date | | |
| Teresa Claxton Comms PMO | Comms review | Date | feedback provided | 7/21/26 12:11pm ET |
| Stephanie Bingham | Final approval | Date | | |

How to use this table