GO.gov® Quick Reference Guide

Review and Approve Travel Requests

This Quick Reference Guide (QRG) provides step-by-step instructions for Approvers and Reviewers in GO.gov to review, edit, and approve travel authorization requests. It includes guidance on checking for alerts, reviewing itineraries, verifying travel allowances, editing approval flows, and completing the approval process. The goal is to ensure compliance and accuracy before authorizing official travel.

Locating a Travel Authorization Request

1. Login to GO.gov.
2. Access Pending Requests. From the home screen, under **My Tasks,** select **Required Approvals** to view a list of travel requests awaiting your review.
3. Open a Request. Locate and select the **Request Name** of the travel authorization you want to review. This opens the detailed view of the request.
4. Check for **Alerts**. If the request contains system-generated alerts, they will appear at the top of the screen.
    a. An alert with a red X is a hard stop. If this alert is present, the request cannot be approved.
    b. An alert with an orange triangle indicates that there is something that requires attention; however, it does not prevent the request's approval.
5. Address alerts as needed.

Viewing the Request and Itinerary

1. Select **Request Details,** then **View Request** for full alert information.
2. On the **View Request** pop-up, review the Request Status/History.
3. Select the **Travel Itinerary** tab to review booked trip details.
4. Select **Close** to exit the current screen.

Viewing the Request Header

1. From the open **Request** drop down, select **Request Details**, then select **Request Header**.
2. Review the header details then select **Cancel** or **Save.**

Reviewing Audit Information

1. Select the **Request Details** drop-down, then select **Audit Trail**.
2. Review the audit trail details, then select **Close**.

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Viewing/Attaching Documents

1. Select the **Attachments** drop down
2. If applicable, select **Attach Documents**.
3. A **Document Upload and Attach** pop-up window displays, with instructions advising the how to, and the type of document you can upload.

Note: If you upload an attachment, the page will automatically refresh.

Reviewing Expense Allocation and Travel Allowance

1. Under the **Expected Expenses**, select the checkbox next to **Expense Type** to select all expenses, then select **Allocate**.
2. Review the allocations and edit them as applicable, then select **Save**.
3. To review the Travel Allowance, select the **Manage Travel Allowance** drop-down, and then select **View Travel Allowance**.
4. The Travel Allowance window displays and includes the high-level details of the itinerary booked. Select **Next**.
5. The Travel Allowance Adjustment window displays and reflects the selections made by the employee. Review the line for each day of travel related to the itinerary booked, then select **OK**.

Viewing the Approval Flow

1. Select the **Request Details** drop-down, then select **Audit Trail**.
2. Review the audit trail details, then select **Close**.

Approving a Request

1. Select **Approve**.
2. A pop-up window appears. Select **Accept & Continue**.
3. A Confirm pop-up window appears. Select **Yes**.

Returning a Request

1. Select the open request.
2. Select **Send Back to Employee**.
3. Add a reason for sending back the request.
4. Select **Send Back**.

Approvals Tracker

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