U.S. General
Services Administration

GO.gov®
Travelers and Approvers
User Guide

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GO.gov Features and Benefits

This section on GO.gov features and benefits provides you with a concise, easily accessible resource that highlights the key functionalities and advantages of self-service capabilities, travel booking and management, travel policy compliance, integrated credit card processing, automated receipt processing, policy enforcement and validation, pre-travel approval workflows, and reporting and analytics within the GO.gov platform.

Self-Service Capabilities

Designed to empower you - to manage your profile, book travel, submit expenses, and access reports independently.

- Enhances user satisfaction by providing you with the autonomy to handle your travel-related tasks without needing constant administrative support.
- You can update your personal information, set travel preferences, and manage your bookings directly through the platform.
- Additionally, you can submit expense reports and access various travel-related documents and analytics, which streamlines the process and reduces the administrative workload for the organization.
- Self-service capabilities ensures a more efficient and user-friendly experience, ultimately leading to higher productivity and user satisfaction.

Travel Booking and Management

Easily search, compare, and book flights, hotels, rental cars, and rail within the platform.

- Save time and reduce costs by consolidating travel bookings into a single, user-friendly interface.
- Provides a centralized location for all travel arrangements, users can efficiently manage their travel plans without needing to navigate multiple websites or systems.

Travel Policy Compliance

Automatically enforce corporate travel policies during the booking process.

- Ensures that all travel arrangements adhere to the organization's guidelines, minimizing the risk of non-compliant expenses.
- Integrating these policies directly into the booking workflow, users can be confident that their travel plans will meet the necessary standards, thereby reducing the likelihood of incurring costs that are outside of the approved policy.
- Streamlines the booking process but also helps maintain financial discipline and accountability.

Integrated Credit Card Processing

Allows users to connect their corporate credit cards to the system, enabling the

automatic import of transaction data.

- Significantly streamlines the process of tracking and reconciling expenses.
- Automating the import of credit card transactions, users can reduce the manual effort required to enter and categorize expenses, ensuring that all transactions are accurately recorded and reconciled in a timely manner.
- Leads to improved efficiency in expense management and helps maintain accurate financial records.

Automated Receipt Capture

Utilizes Optical Character Recognition (OCR) technology to automatically extract and categorize expense data from receipts.

This feature significantly reduces the manual effort required to enter data, thereby simplifying the expense reporting process and minimizing errors.

Policy Enforcement and Validation

Allows end users to define and manage agency-specific travel and expense policies.

- Ensures that all travel and expense activities adhere to agency guidelines, thereby minimizing non-compliant spending.
- Implementing customizable travel and expense policies so organizations can maintain control over their travel expenditures, enforce compliance with established rules, and reduce the risk of unauthorized or excessive spending.
- Beneficial for maintaining financial discipline and optimizing resources.

Pre-Travel Approval Workflows

Allows organizations to implement multi-level approval processes for travel bookings.

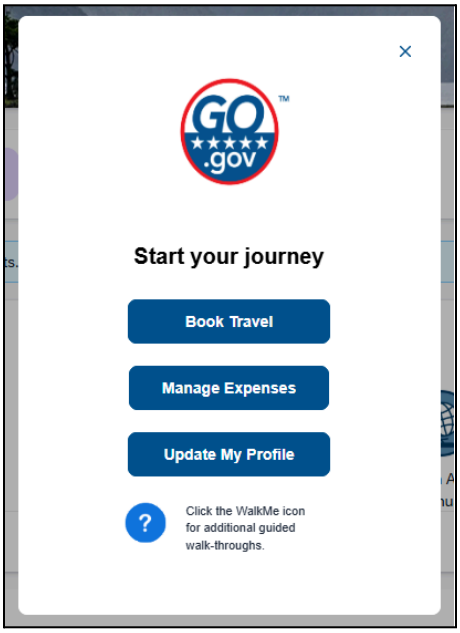
- This means that before any travel arrangements are finalized, they must go through a series of approvals from different levels within the organization.
- Enhances control and visibility over travel spend.
- Requiring multiple levels of approval, organizations can ensure that all travel expenses are thoroughly reviewed and authorized, which helps to minimize non-compliant spending and ensures adherence to travel policies.
- Provides greater transparency and accountability, as each level of approval is documented and can be tracked, making it easier to manage and audit travel.

WalkMe

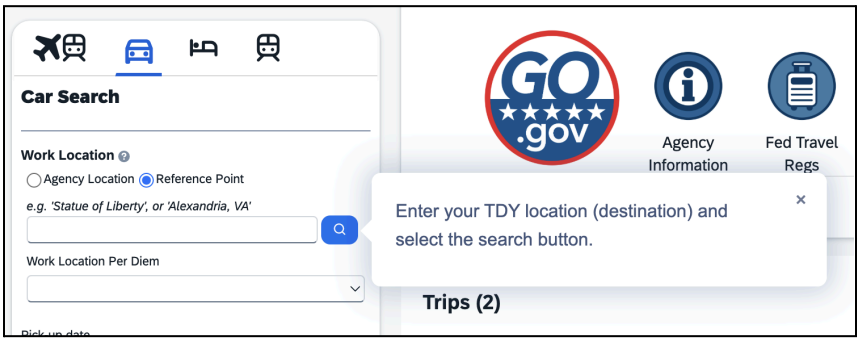
Using WalkMe

1. When you log in to GO.gov, a WalkMe pop-up will appear. Select an option in the pop-up to quickly navigate to that section of the menu. The menu options are:
    - Book Travel

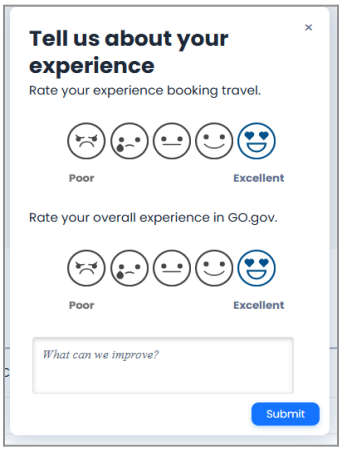
- Manage Expenses
- Update My Profile



2. To utilize WalkMe while you are already in GO.gov, locate the WalkMe guidance icon (?) in the bottom right corner. This will take you to a list of WalkMe prompts.
3. WalkMe prompts appear as you navigate the platform. Prompts guide you through the platform without leaving the page.

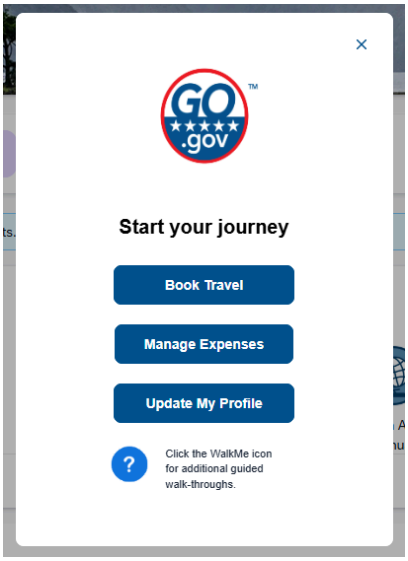


4. (Optional) After completing key tasks, complete the pop-up survey allowing you to rate your GO.gov experience and offer feedback. Feedback is collected and analyzed for continuous improvement.



Opting out of WalkMe

1. When the WalkMe pop-up appears upon opening GO.gov, select the “X” in the top right hand of the pop-up.



2. You have closed WalkMe, and it will not appear again during this session. Repeat these steps each time you access GO.gov when the WalkMe prompt appears.

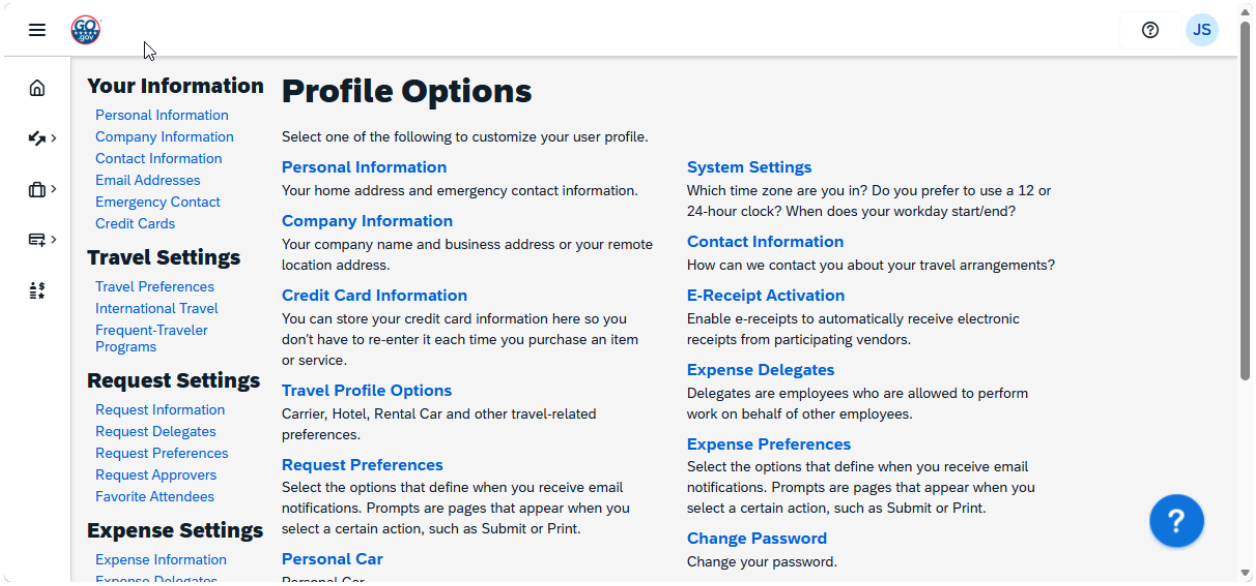
User Profiles

This section provides step-by-step instructions for employees to access and complete their GO.gov profile. It includes guidance on updating personal information, setting travel preferences, adding a credit card, registering a personal vehicle, and ensuring TSA compliance to enable accurate and efficient booking.

Note: All fields in GO.go's profile page marked **[Required]** must be completed to save the user profile, all other fields are optional.

Accessing Your GO.gov Profile

1. Login to GO.gov.
2. If the GO.gov WalkMe pop-up displays, select **Update My Profile**.
3. If the GO.gov wizard does not display, select your initials or person icon and then select **Settings**.
4. Locate **Personal Information** in the left navigation bar under **Your Information** or from the center section under **Profile Options**.



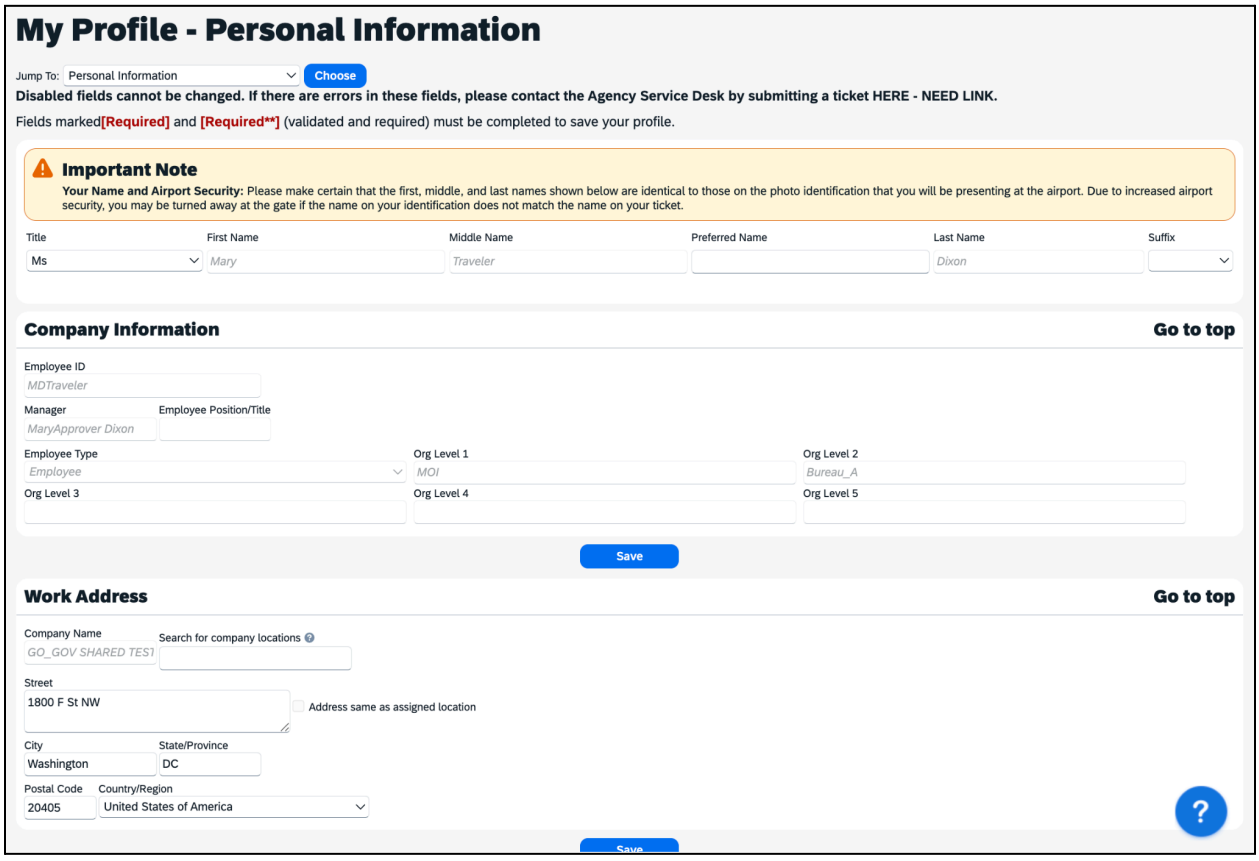
Completing Personal Information

1. Review and complete the following sections, as needed:
    - **Name:** Title, First Name, Middle Name, Preferred Name, Last Name, Suffix.
    - **Company Information:** Employee ID, Manager, Employee Position/Title, Employee Type, Org Level 1, Org Level 2, Org Level 3, Org Level 4, Org Level 5.
    - **Work Address:** Company Name (Search for Company Locations), Street,

City, State/Province, Postal Code, Country/Region (auto filled).

- **Home Address:** Street, City, State/Province, Postal Code, Country/Region (auto filled).
- **Contact Information:** Work Phone, Work Extension, Work Fax, 2nd Work Phone/Remote Office, Home Phone, Pager, Other Phone, Mobile Phone Country/Region, Mobile Phone.
- **Email address:** Verify your email address which is prepopulated.
- **Emergency Contact:** Name, Relationship, Street, City, State/Province, Postal Code, Country/Region, Phone, Alternate Phone, Alternate Phone.

2. Select **Save.**

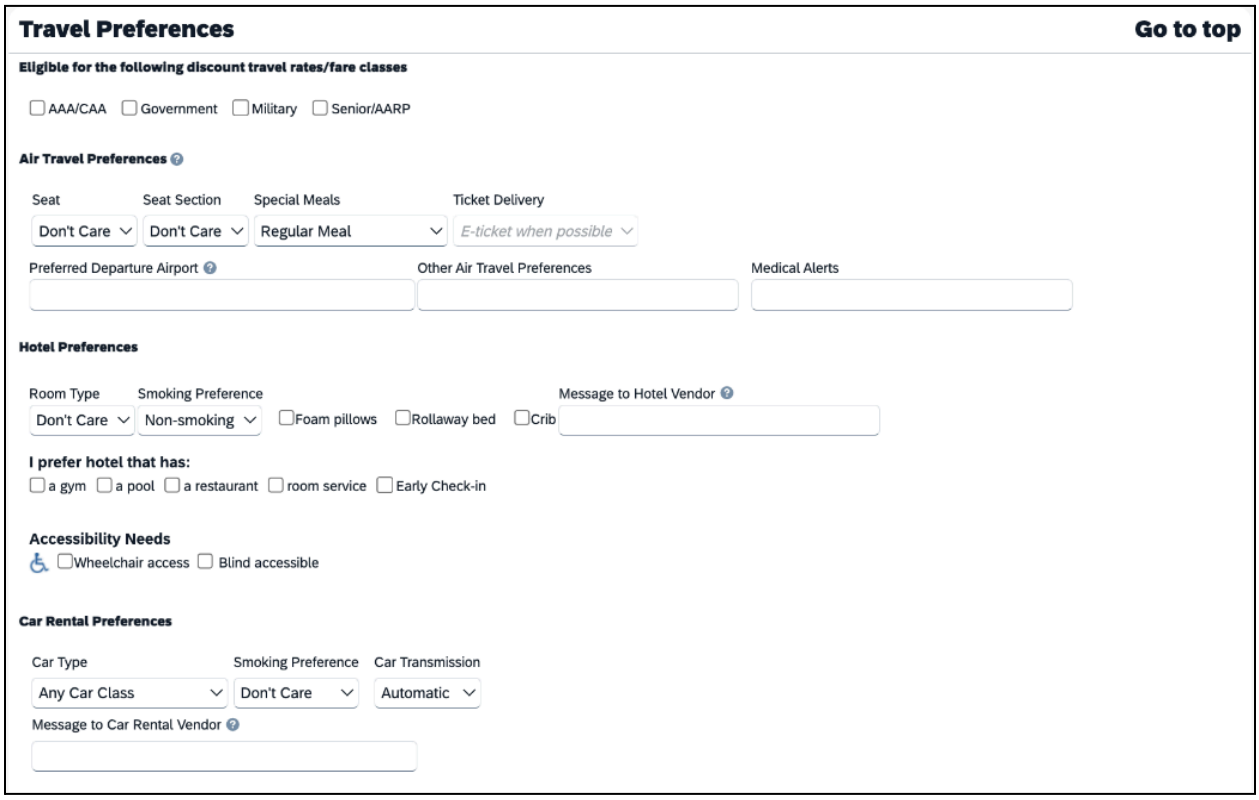


Setting Travel Preferences

1. Setting **Discount Travel Rates/Fare Classes**
   - AAA/CAA
   - Government
   - Military
   - Senior/AARP
2. Select **Air Travel Preferences**
   - Preferred Seat Type
   - Preferred Seat Section

- Special Meals
- Ticket Delivery
- Preferred Departure Airport
- Other Travel Preferences
- Medical Alerts

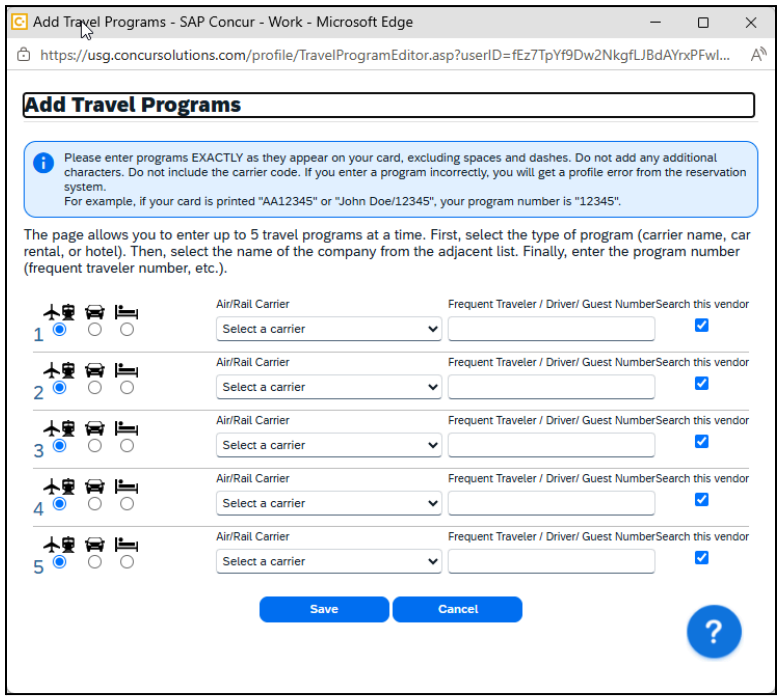
3. Select **Hotel Preferences**
   - Room Type
   - Smoking Preference
   - Select amenity preferences (e.g., Foam Pillow, Rollaway Bed, Crib, Gym, Pool, Restaurant, Room Service, Early Check-in)
   - Message to Hotel Vendor
   - Accessibility Needs (Reasonable Accommodations) Wheelchair access, Blind accessible
4. Select **Car Rental Preferences**
   - Preferred Car Type
   - Smoking Preference
   - Car Transmission Type
   - Message to Car Vendor



Frequent Traveler Programs, Advantage Programs, and Unused Tickets

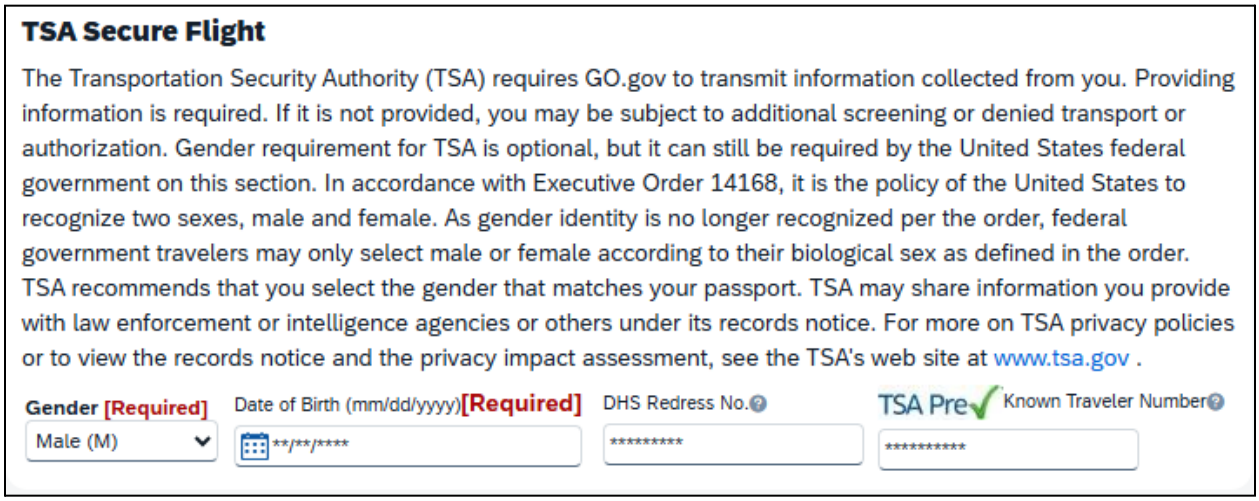
From the **Frequent Traveler Programs** section:

1. Select **Add a Program**. This displays the **Add Travel Programs** pop-up window.
2. Select the **Air/Rail, Hotel**, or **Car** radio button.
3. Select the **Air/Rail Carrier, Car Rental Company**, or **Hotel** from the drop-down.
4. Enter your **Frequent Traveler/Driver/Guest** number.
5. Select the **Search this vendor** checkbox to have GO.gov search this vendor.
6. Select **Save**.



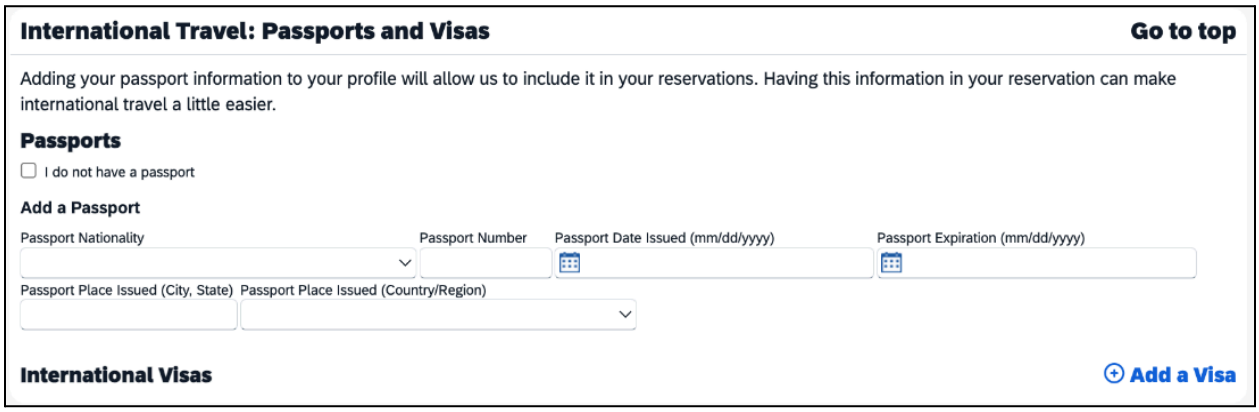
TSA Secure Flight Information

1. Select Gender.
2. Enter Date of Birth.
3. Enter DHS Redress Number.
4. Enter TSA PreCheck Known Traveler Number.
5. Select Save.



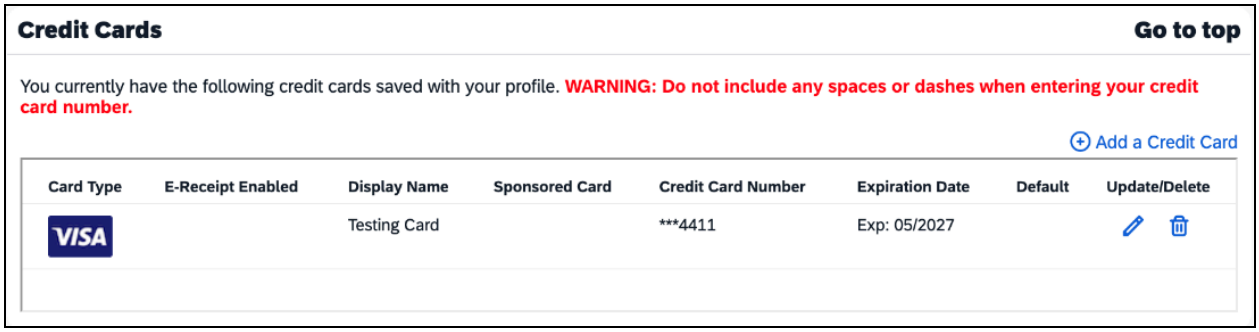
International Travel Passports and Visas

1. If you do not have a passport, check the box for **I do not have a passport**.
2. If you have a passport, select **Add a Passport** and complete the following fields::
    - **Passport Nationality**
    - **Passport Number**
    - **Passport Date Issued**
    - **Passport Expiration**
    - **Passport Place Issued**, **City** and **State**
    - **Passport Place Issued**, **Country/Region**
3. If you have a Visa, select **Add a Visa** and complete the following fields:
    - **Visa Nationality**
    - **Visa Type**
    - **Visa Number**
    - **Visa Expiration**
4. Select **Save**.

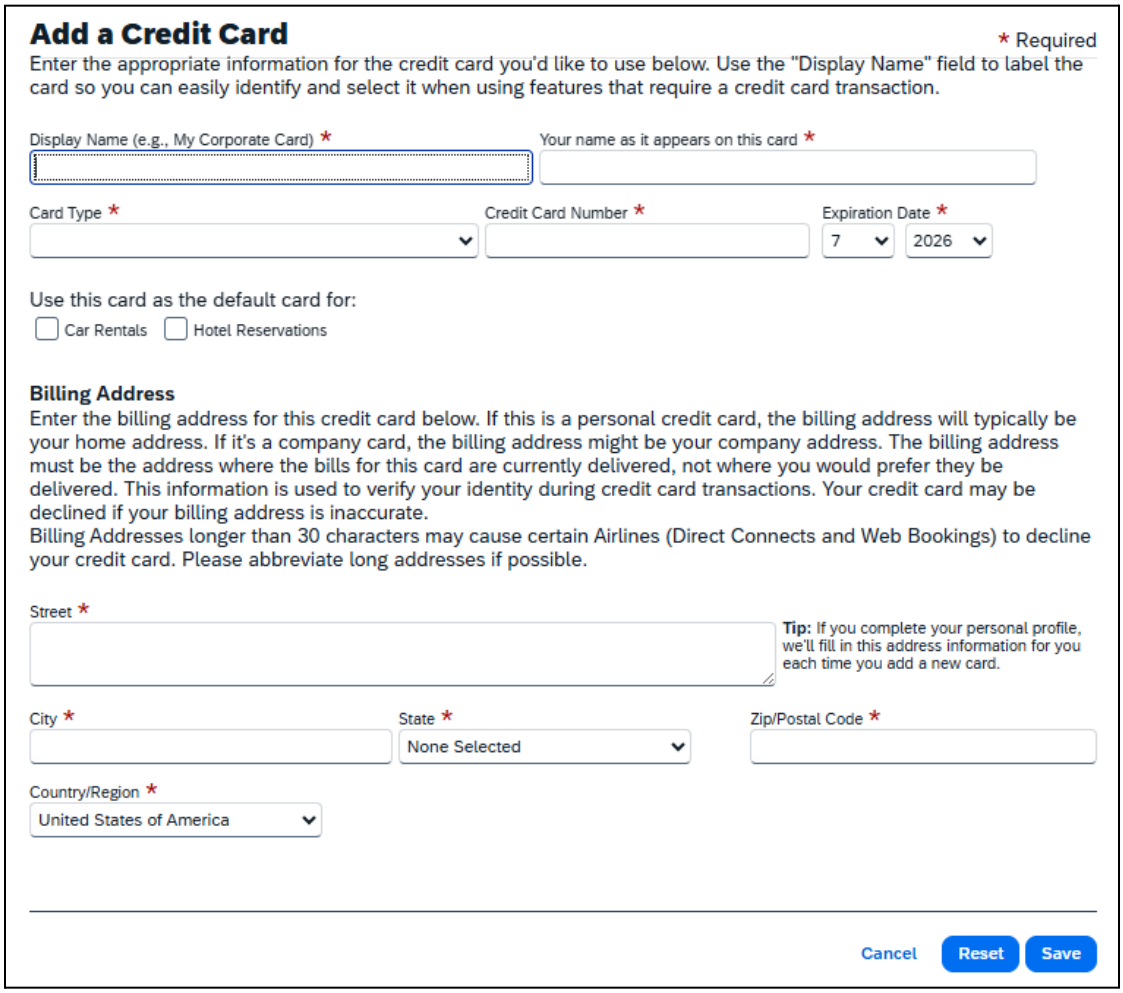


Adding a Credit Card

1. Select **Add a Credit Card**. This displays the **Add a Credit Card** pop-up window.

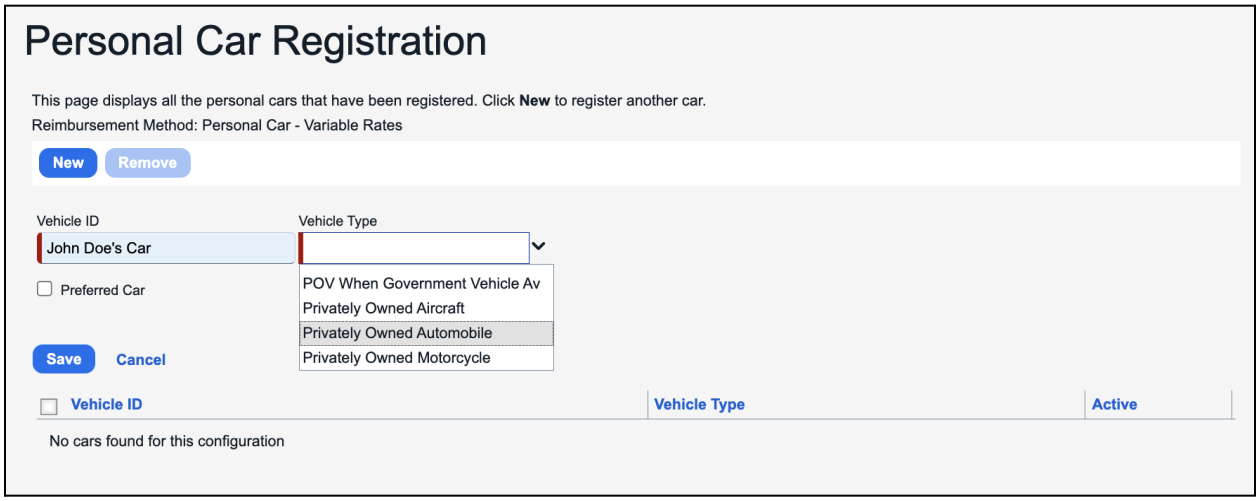


2. Complete the following fields:
    a. **Display Name** for the credit card. This will help you identify the credit card later.
    b. **Your name as it appears on this card**
    c. **Card Type**
    d. **Credit Card Number**
    e. **Expiration Date**
3. Select the appropriate checkbox to designate this card as the default for **Car Rentals** or **Hotels**.
4. Complete the **Billing Address** section.
5. Select **Save**.



Registering a Personal Car (Optional)

1. Select **Personal Car** from the left/center menu.
2. Select **New**, enter a **Vehicle ID** (Enter an easily identifiable name for your vehicle like “My Corvette,” color, etc.).
3. Select **Vehicle Type** = Privately Owned Automobile.
4. Select **Save,** the Vehicle ID will display below.



E-Receipts

An electronic receipt (E-Receipt) is a digital record of an expense. While it can be a physical receipt that is captured digitally, it is typically sent by a supplier by email, text, or an app. They reduce manual errors, save time, and enhance transparency for travelers, approvers, and agency accounting.

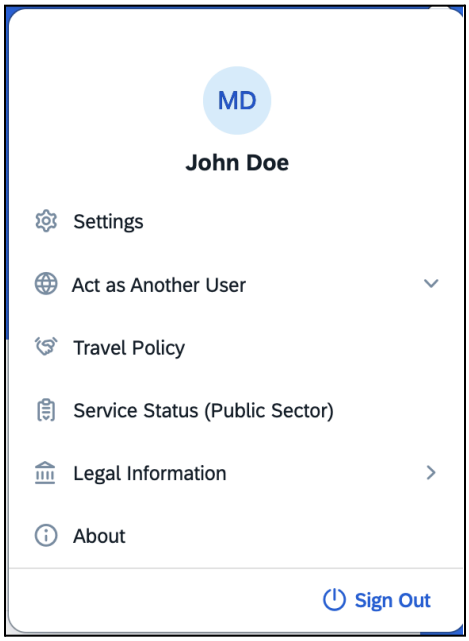
The following conditions must be met to use E-Receipts:

1. The travel vendor must support E-Receipts.
2. The traveler must enable E-Receipts in their GO.gov profile to opt in to the E-Receipts program.

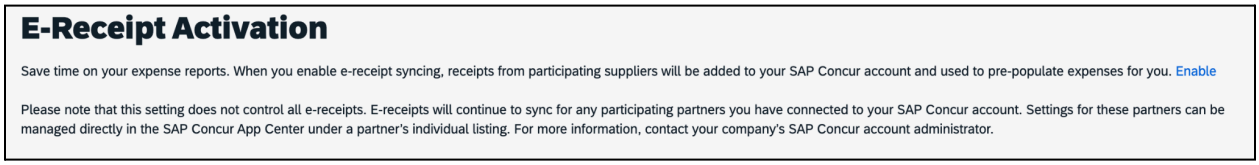
Note: Delegates cannot enable E-Receipts on behalf of another traveler.

Enabling E-Receipts

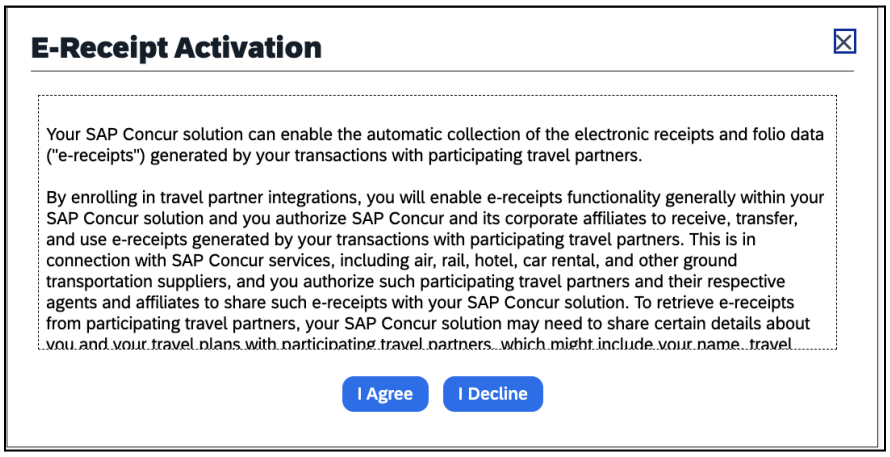
1. Log in to GO.gov.
2. Select the **Person or Initials** icon.
3. Select **Settings**.



4. Select **E-Receipt Activation**.
5. Select **Enable**.



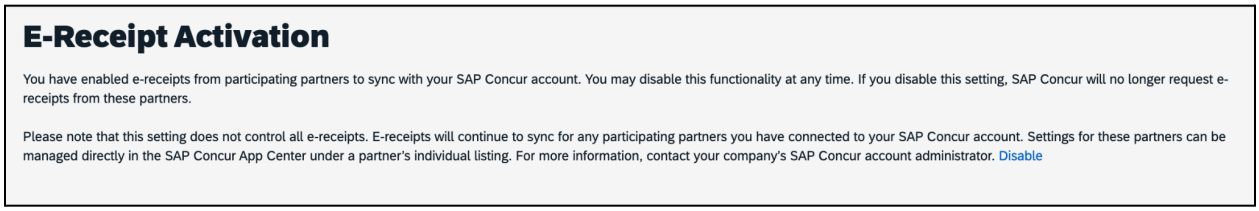
6. Review the agreement.
7. To opt in, select **I Agree** to enable E-Receipts.



Disabling E-Receipts

Note: Travelers may disable E-Receipts at any time.

1. Select the **Person or Initials** icon.
2. Select **Settings**.
3. Select **E-Receipt Activation**.
4. Select **Disable**.



Note: Delegates cannot disable E-Receipts on behalf of another traveler.

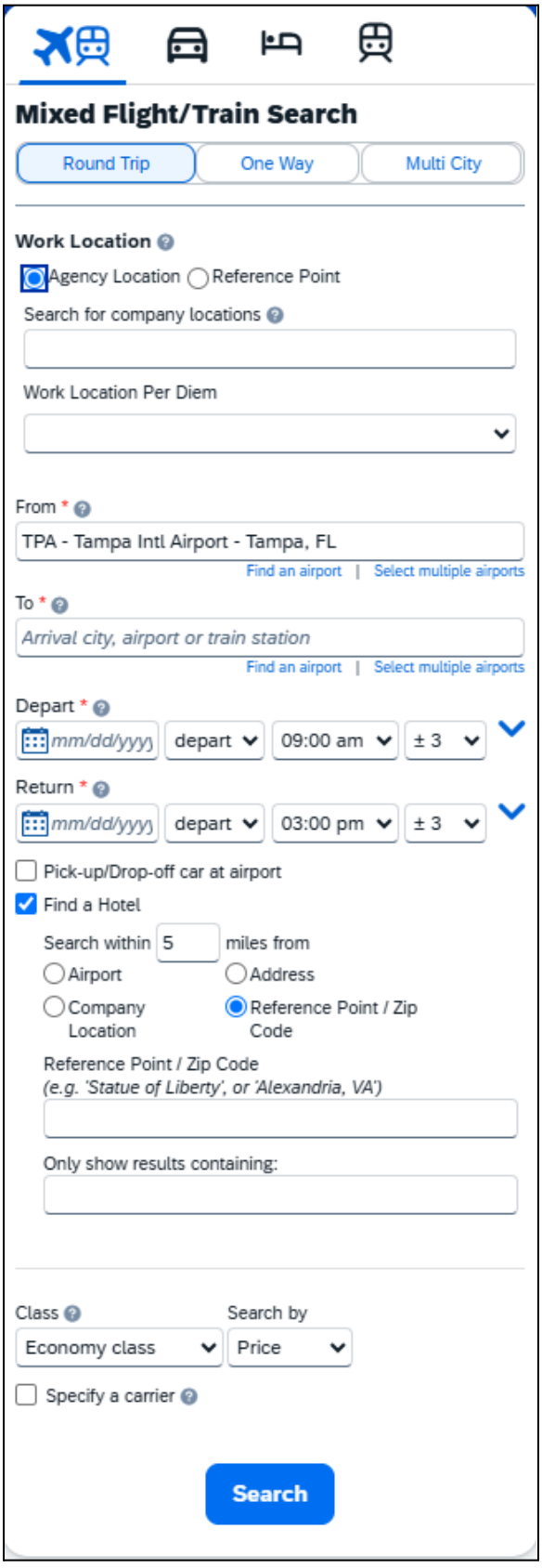
Booking Travel

This section 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 (if necessary), including your contact information, government travel card, travel preferences, and required traveler information.

Creating a Temporary Duty (TDY) Travel Request

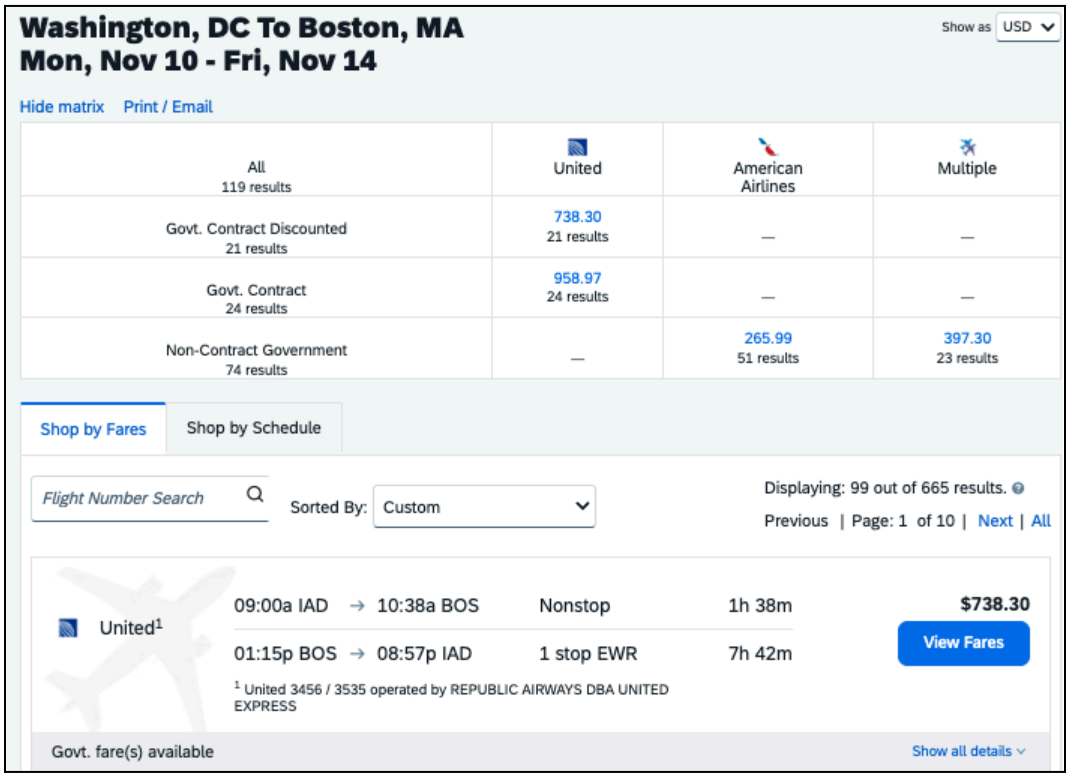
1. Locate **Mixed Flight/Train Search** panel on the GO.gov homepage.
2. Select your **trip type** (Round Trip, One Way, or Multi City).
3. Select **Agency Location** or **Reference Point** radio button.
4. Enter **Work Location**. Note: your work location is the destination of your TDY trip.
5. Select **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. The search radius defaults to 5 miles. Edit the radius, if applicable.
    b. Select the appropriate radio button to set the center of the search.
    c. Enter additional details, as applicable.
11. Select the **flight service class** and the results display order (price/schedule).
12. Select carrier from the dropdown list (optional).
13. Select **Search**.


Mixed Flight/Train Search
Round Trip
One Way
Multi City
Work Location
Agency Location
Reference Point
Search for company locations
Work Location Per Diem
From *
TPA - Tampa Intl Airport - Tampa, FL
Find an airport | Select multiple airports
To *
Arrival city, airport or train station
Find an airport | Select multiple airports
Depart *
mm/dd/yyyy
depart
09:00 am
± 3
Return *
mm/dd/yyyy
depart
03:00 pm
± 3
Pick-up/Drop-off car at airport
Find a Hotel
Search within 5 miles from
Airport
Address
Company Location
Reference Point / Zip Code
Reference Point / Zip Code
(e.g. 'Statue of Liberty', or 'Alexandria, VA')
Only show results containing:
Class
Economy class
Search by
Price
Specify a carrier
Search

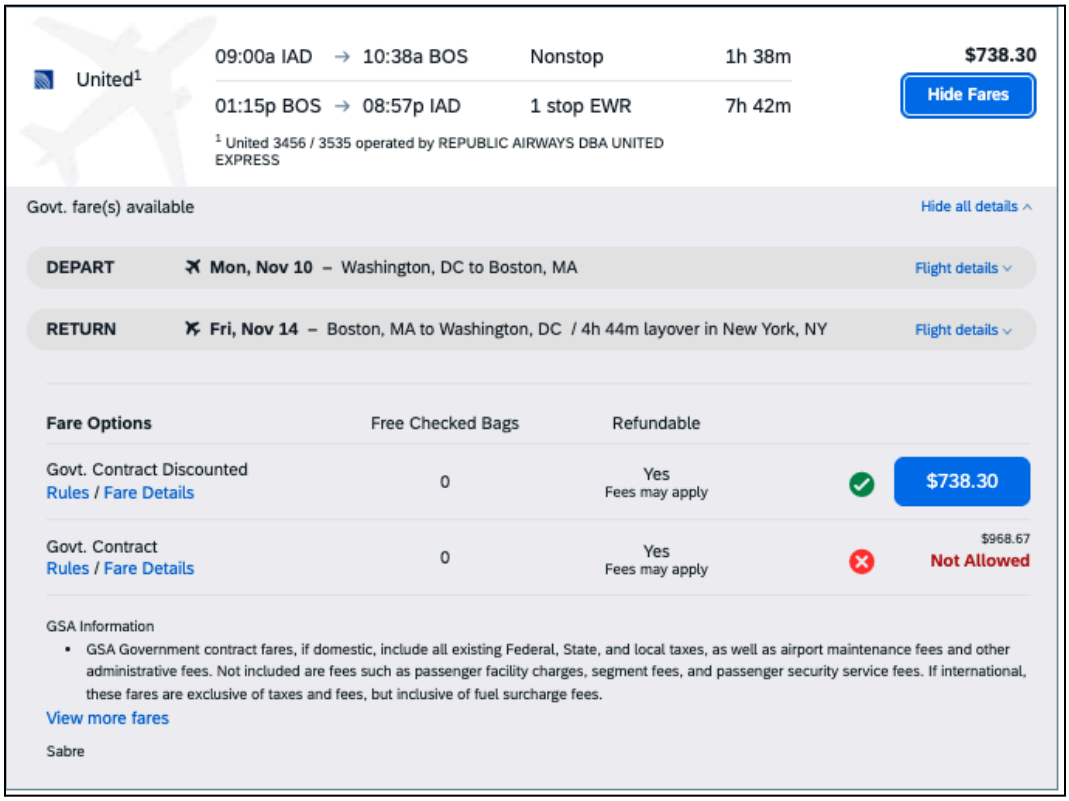
Booking Your Airfare

From the airfare results page:

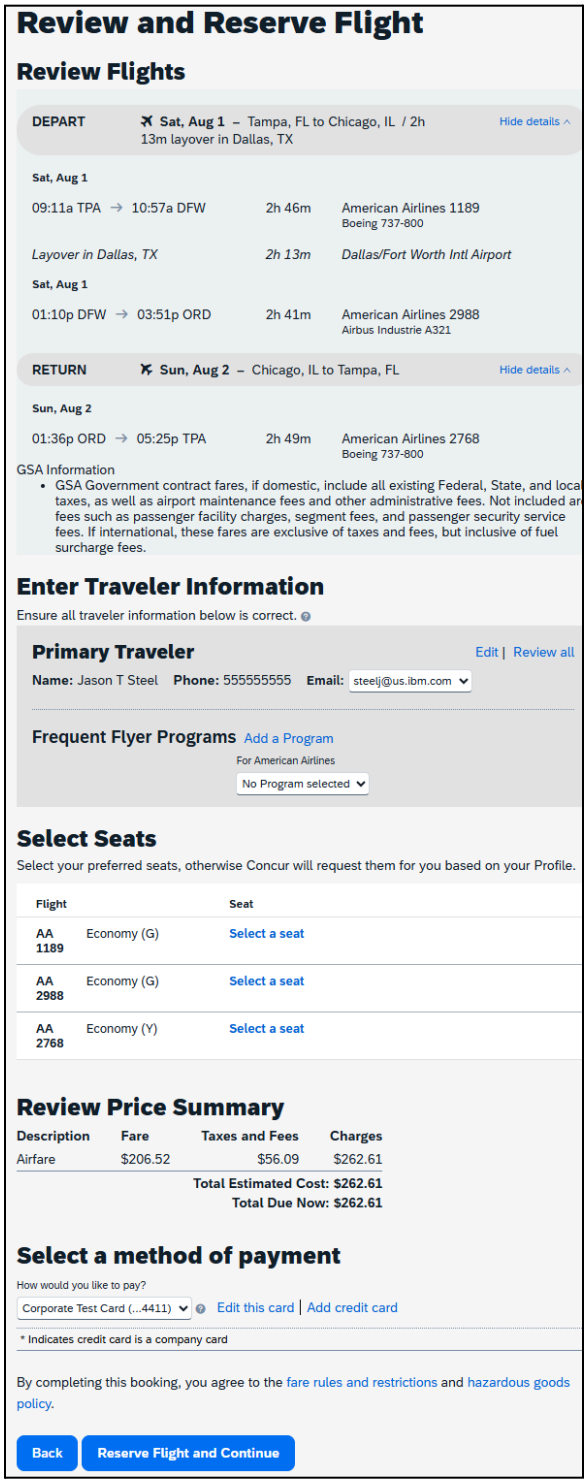
1. Review airfare results.
2. Select **View Fares** to display fare options.



3. Select the correct air fare for your trip. The green check mark is the most compliant fare.



4. Review flight information.
5. Review Traveler Information.
6. Display Seat Map window by selecting the **Select a Seat** link for each flight.
7. Select seats for each flight.
8. Review price summary and payment method.
9. Select **Reserve Flight and Continue** to continue to the Car Rental search results page.

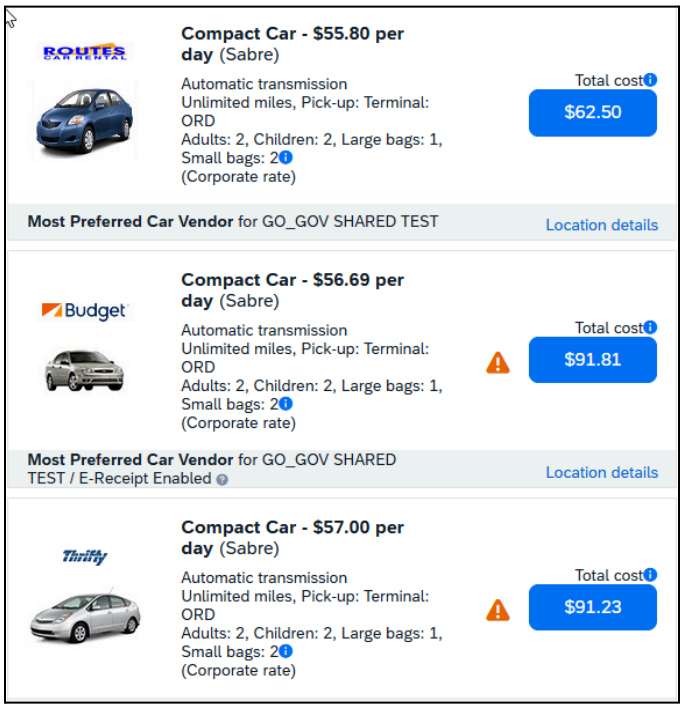


Booking Your Car Rental

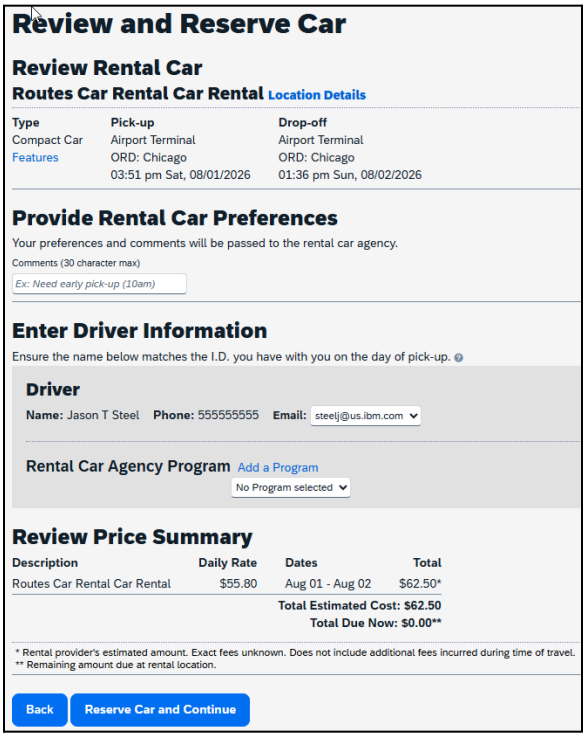
Note: GO.gov will only prompt you to review car rental results if the “Pick-up/Drop-off car at airport” checkbox was selected in the initial Trip Search. Otherwise, continue to the **Booking Your Hotel** section.

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.

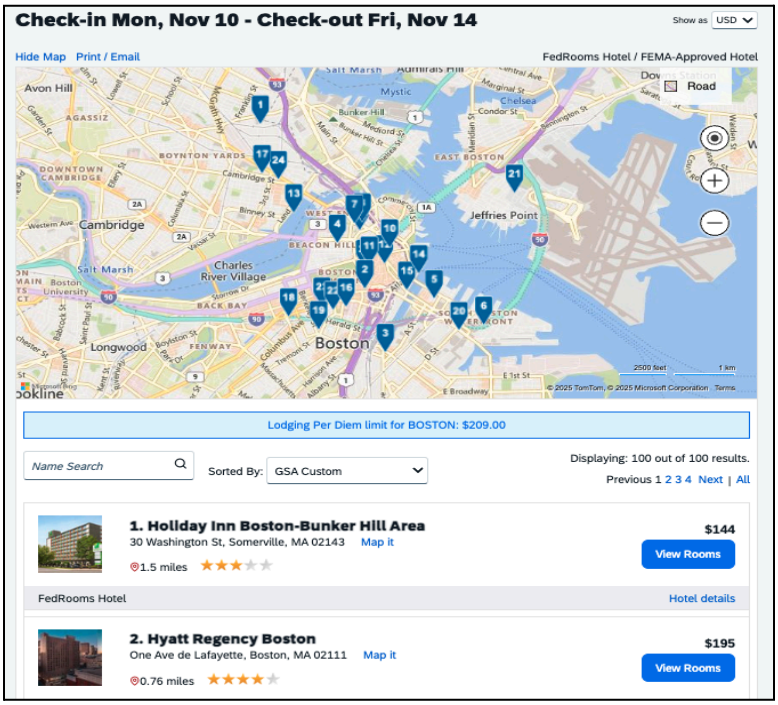


3. Enter rental car preferences.
4. Review driver information.
5. If applicable, select the appropriate rental car agency program from the dropdown list.
6. Review the price summary.
7. Select **Reserve Car and Continue** to continue to the hotel search results page.



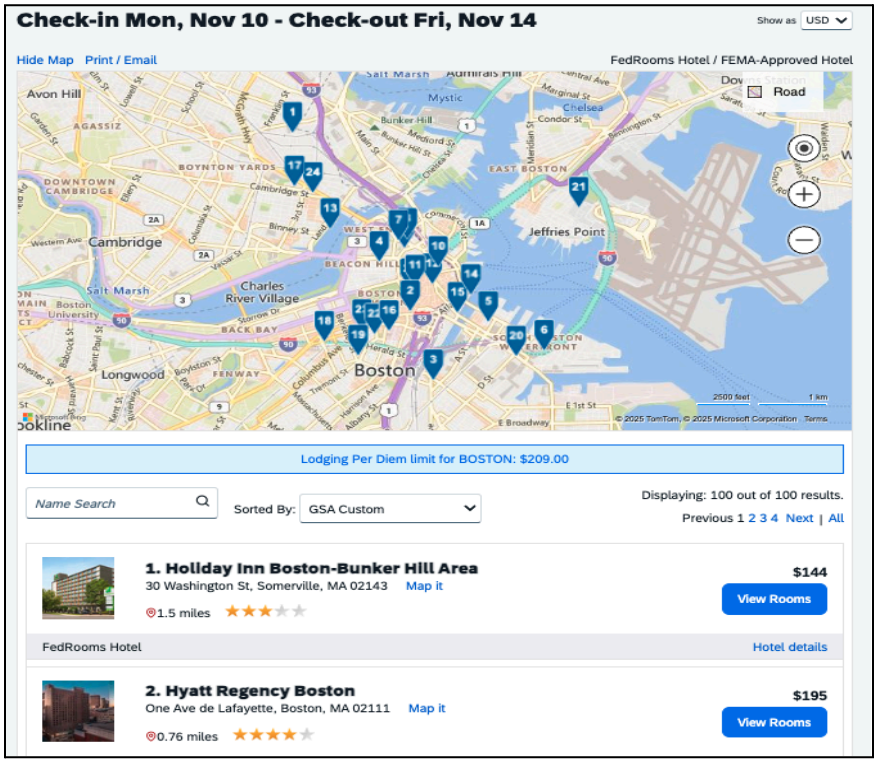
Booking Your Hotel

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

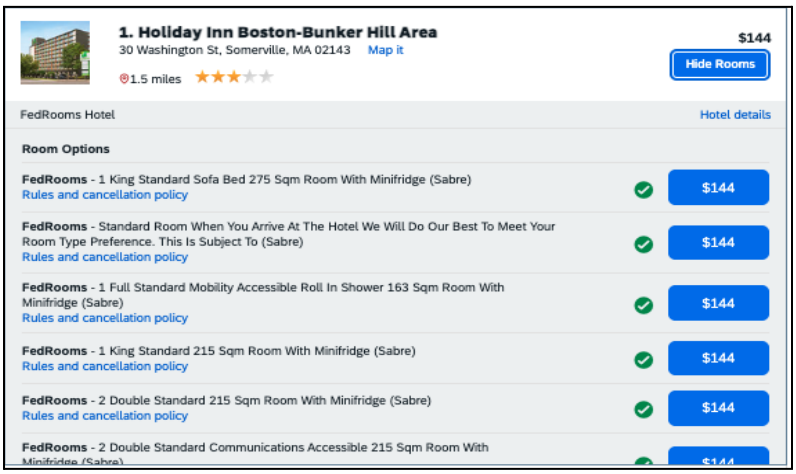


From the hotel results page:

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.

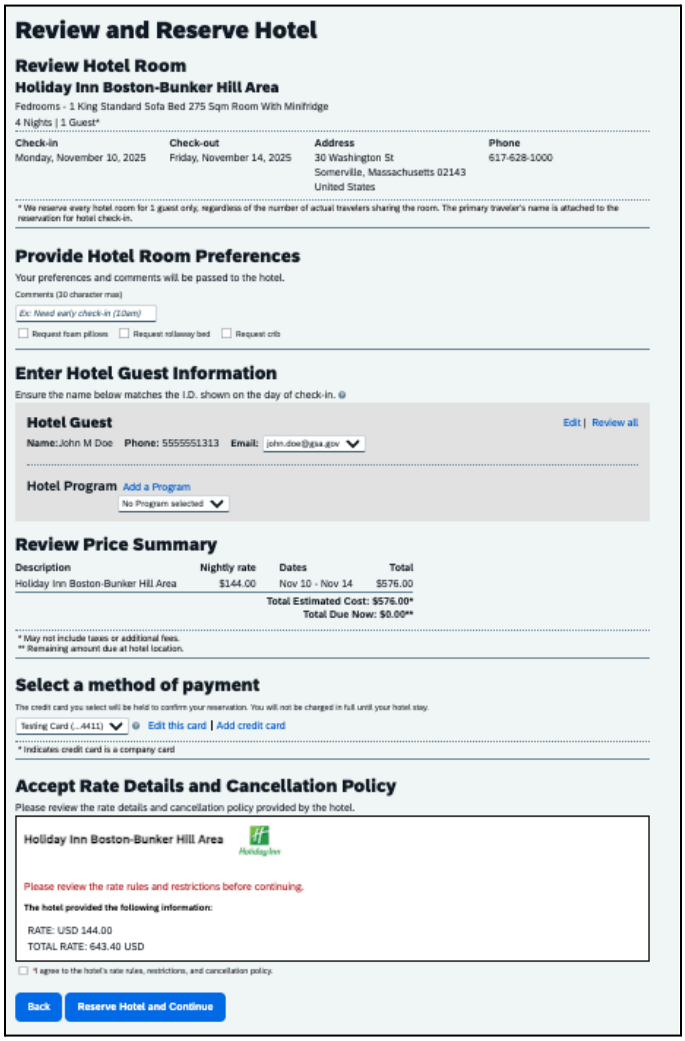


3. Select the room option with a **green check mark** beside it.



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.



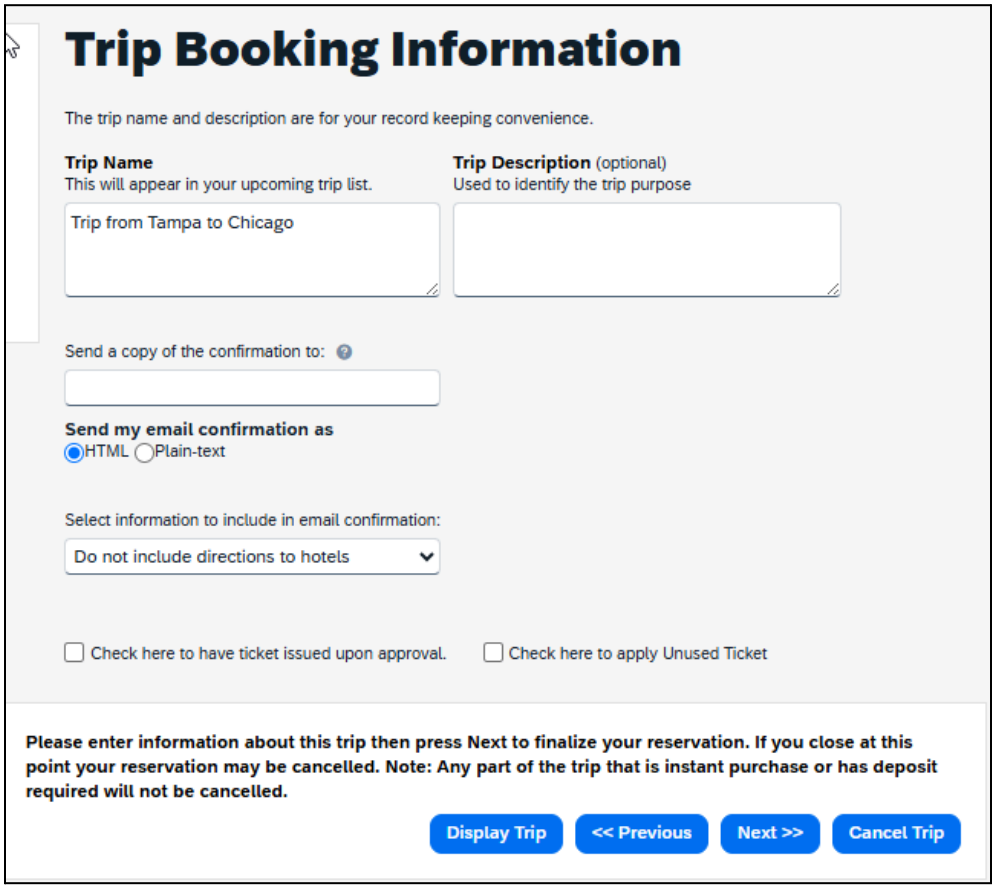
Finalizing Booking and Trip Details

From travel details page:

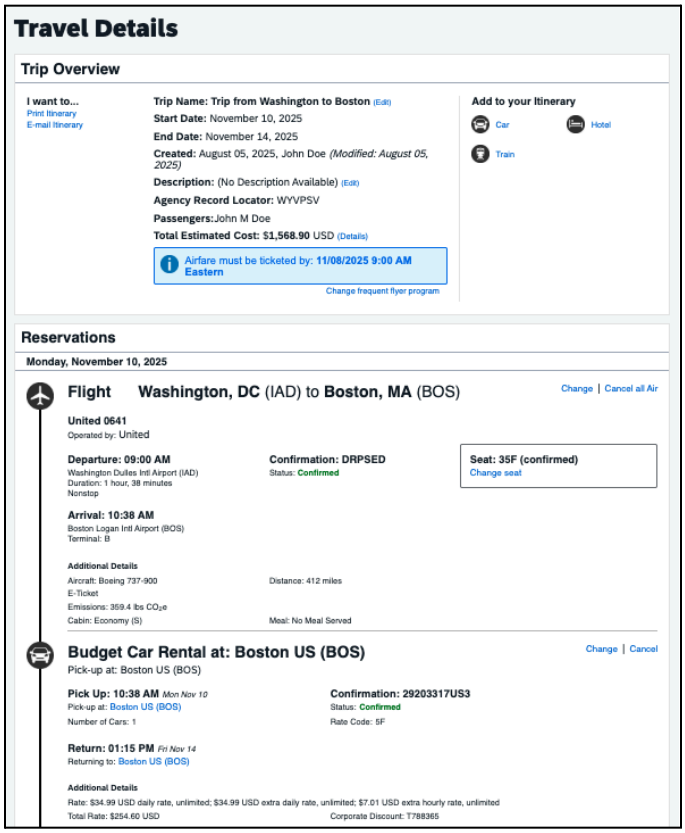
1. Select **Next** to continue to the **Trip Booking Information** page.
2. Add a **Trip Name** and **Trip Description**.
3. If you want to send a confirmation to another email address, enter the email address in the **Send a copy of the confirmation to:** field.
4. Select information to include in the email from the dropdown list.
5. Refer to your agency's policies to determine when your ticket should be issued. Some agencies allow tickets to be issued after request approval; if applicable,

users may select the checkbox to have their ticket be issued upon approval. If not applicable for the agency, this selection will not be available.

6. Refer to your agency's policies to determine when your ticket should be issued. Some agencies allow tickets to be issued after request approval; if applicable, users may select the checkbox to have their ticket be issued upon approval. If not applicable for the agency, this selection will not be available.
7. Select the checkbox if you want to apply an Unused ticket.
8. Select **Next** to continue to the Trip Confirmation page.



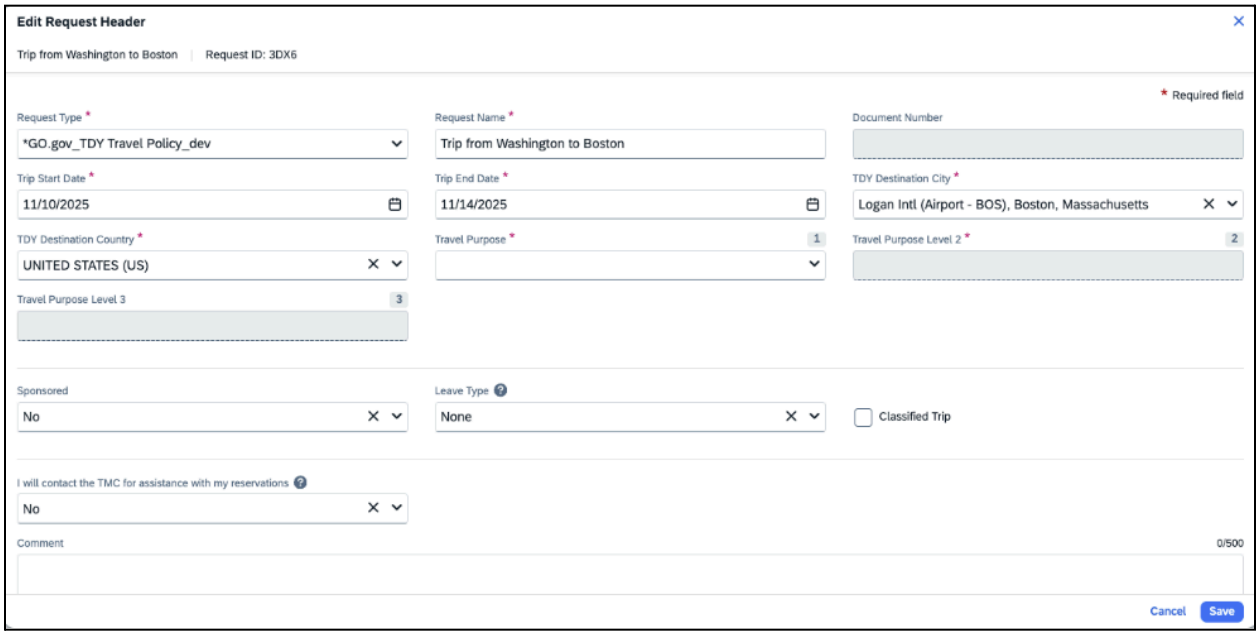
9. Review your trip information and select **Confirm Booking** to continue to **Edit Request Header**.



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.

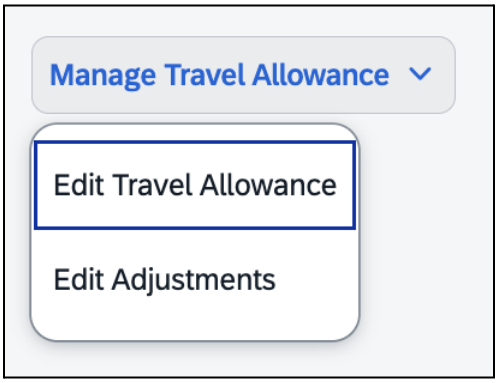


Note: Your travel request will display with a list of all the expected expenses you have added. In addition to that, you will see line items for the GO.gov Service Access Fee and the Estimated Miscellaneous Trip Expenses, which GO.gov automatically adds.

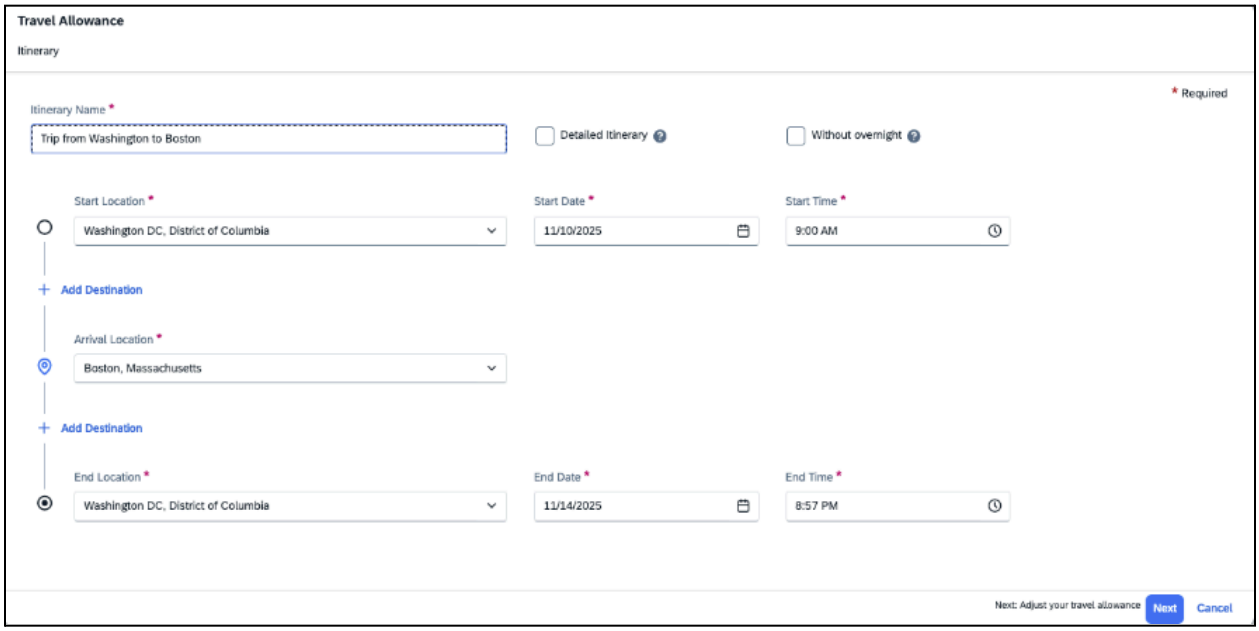
Managing Your Travel Allowance

From the Manage Requests page for your trip:

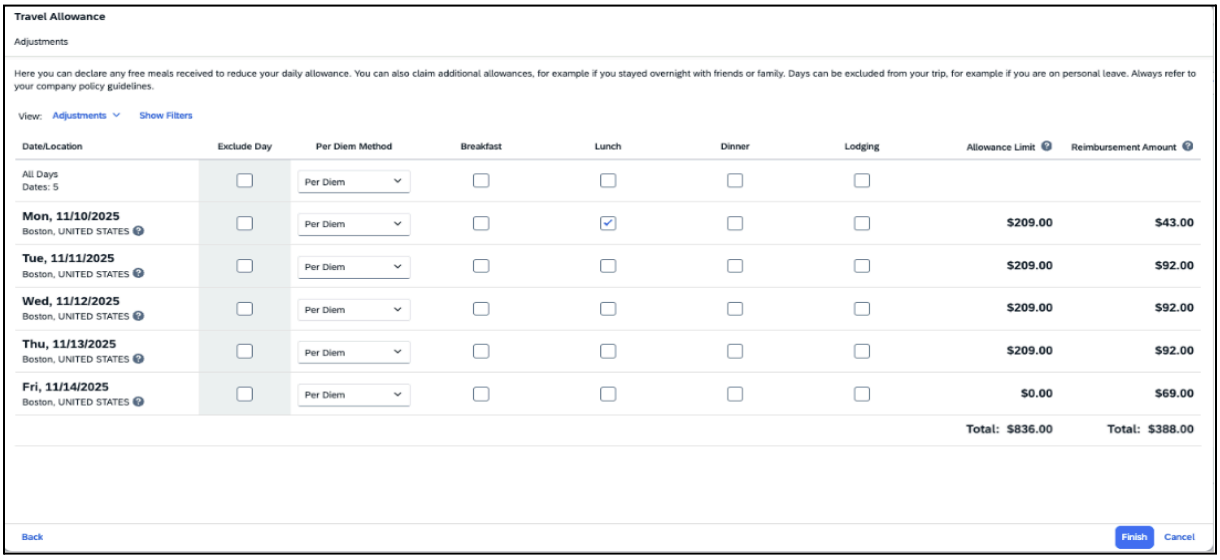
1. Select **Manage Travel Allowance**.
2. Select **Edit Travel Allowance**. This displays the **Travel Allowance - Itinerary** page.



3. Review your itinerary information and edit if necessary.
4. Select **Next** to display the **Travel Allowance - Adjustments** page.



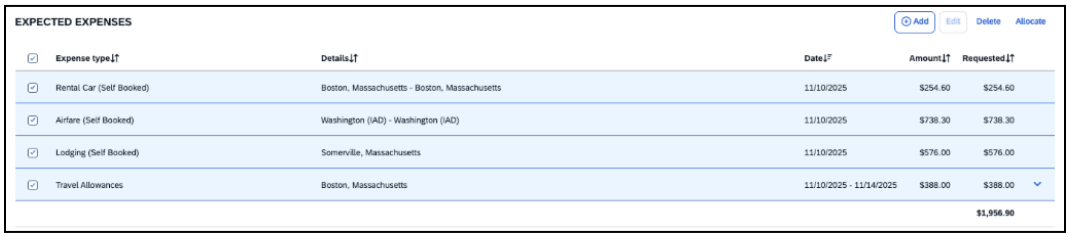
5. Select **Days** or **Meals** to exclude.
6. Select the **Per Diem** method for all days or each day.
7. To view the **Reimbursement Details**:
   a. Select **Adjustments**.
   b. Select **Reimbursement Details** from the dropdown list. This will display the reimbursement details and calculations.
8. When you have made all your adjustments, select **Finish**. This will return you to the Manage Request page for your trip.



Allocating Expenses

From Manage Requests page for your trip:

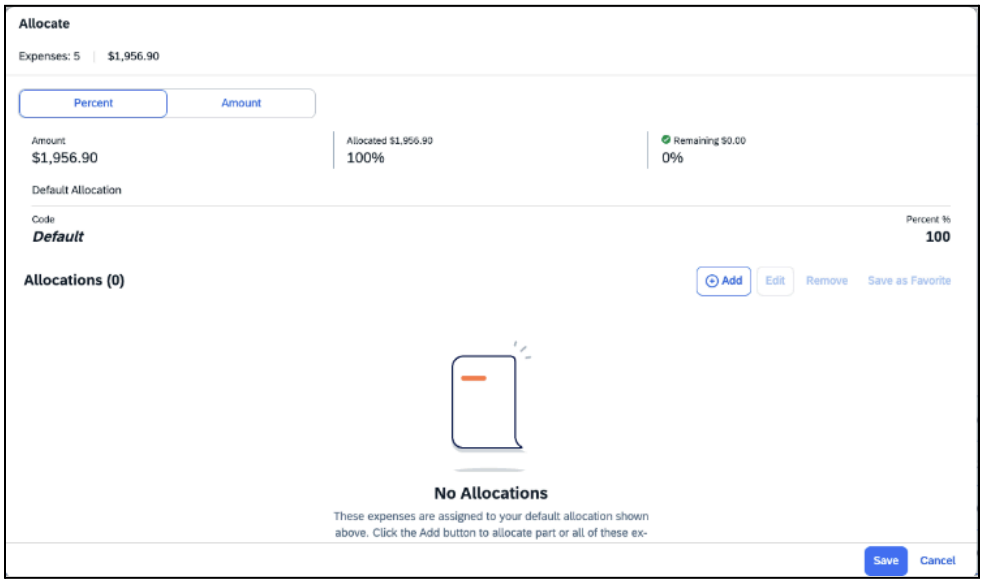
1. Select the checkbox next to **Expense Type** to select all expenses.
2. Select **Allocate**. This displays the **Allocate** window.



3. Select **Add**. This displays the **Add Allocation** window.

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

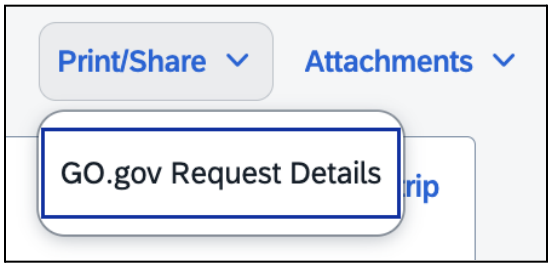
4. Select **Save** when you have completed your selections. This returns you to the Allocate window.
5. Select **Save**. This returns you to the Manage Requests page for your trip.



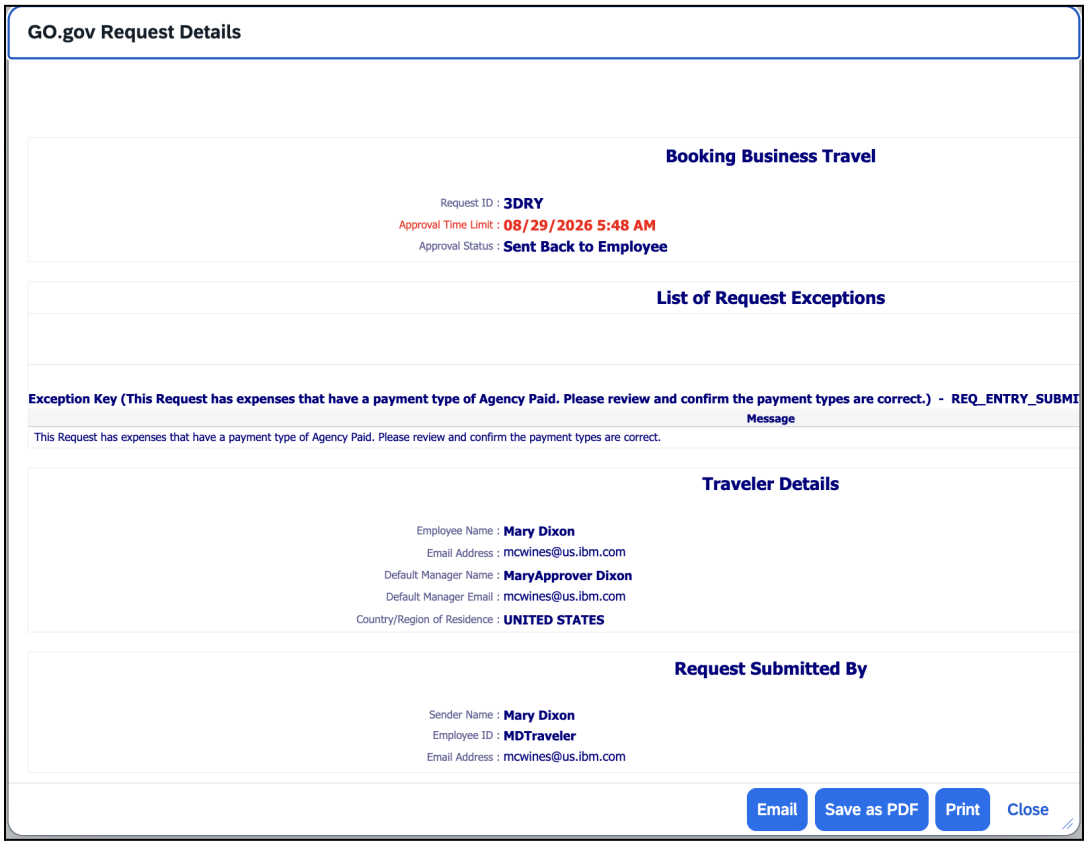
Sharing Your Travel Request

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.



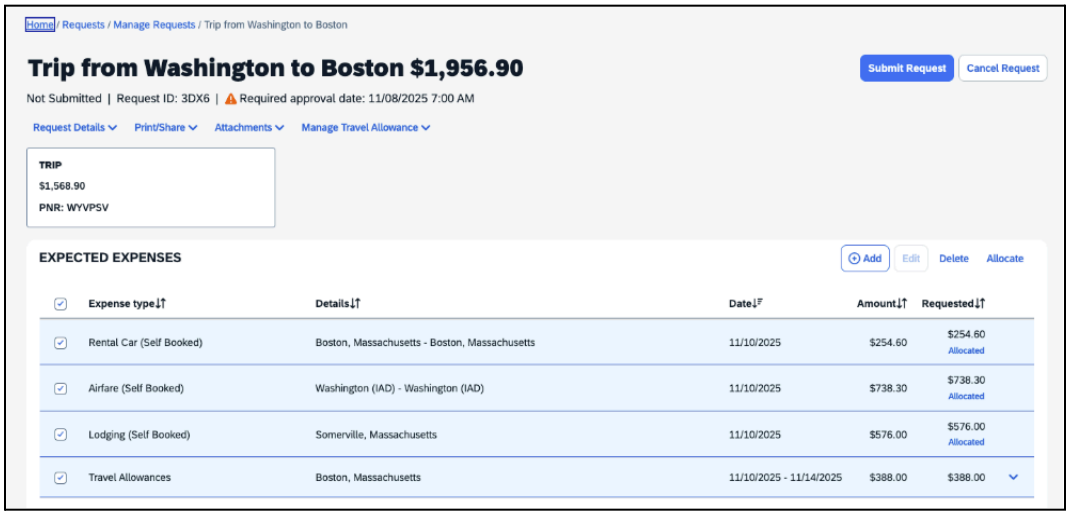
3. Select how you want to share your request:
   a. Email
   b. Save as PDF
   c. Print
4. When you are finished, select **Close**. This will close the tab and return you to the Manage Request page for your trip.



Submitting Your Travel Request

From the 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.



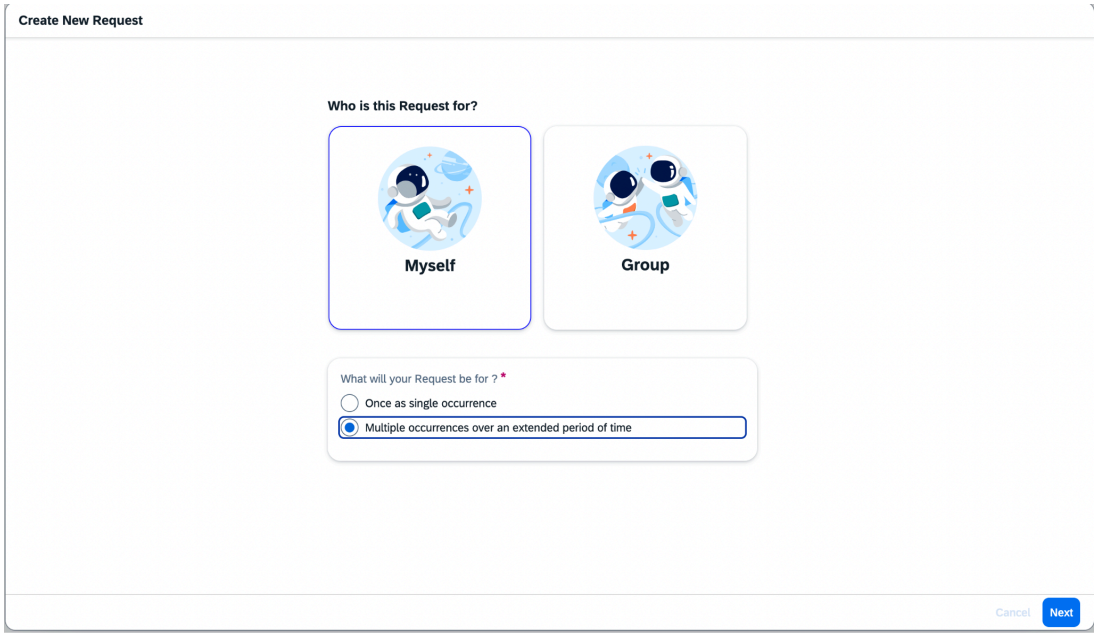
Multi-Trip Voucher

Submitting a Multi-Trip Voucher Request

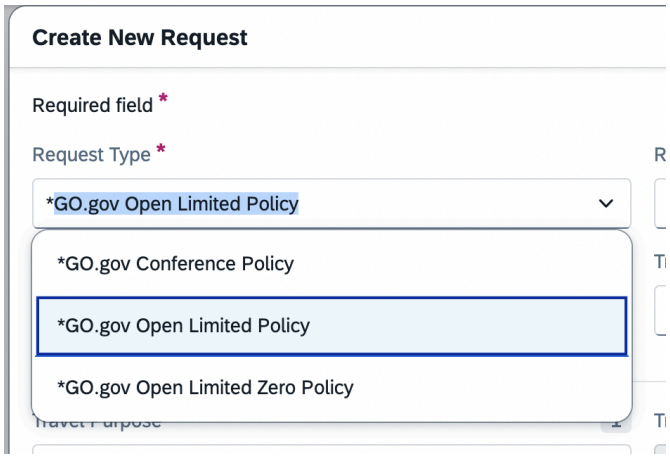
Multi-Trip Vouchers provide a way to connect multiple trips and expense reports to one approved long-term travel authorization. This allows agencies to streamline approvals, maintain consistent funding allocations, and simplify recurring travel management.

Below are the steps for creating and submitting a Multi-Trip Voucher request:

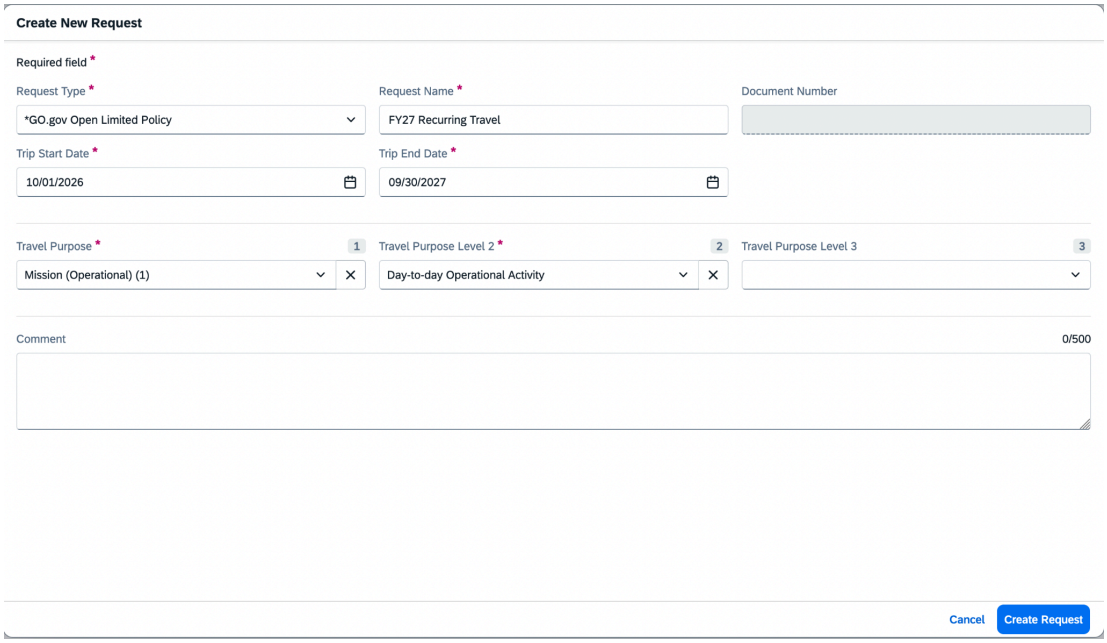
1. When you log into GO.gov, select **Create Request**. Select **Myself** and then select the radio button for **Multiple occurrences over an extended period of time**. Then select **Next**.
2. Complete the required fields of the Request Header. Select **GO.gov Open Limited Policy** from the Request Type drop-down menu.



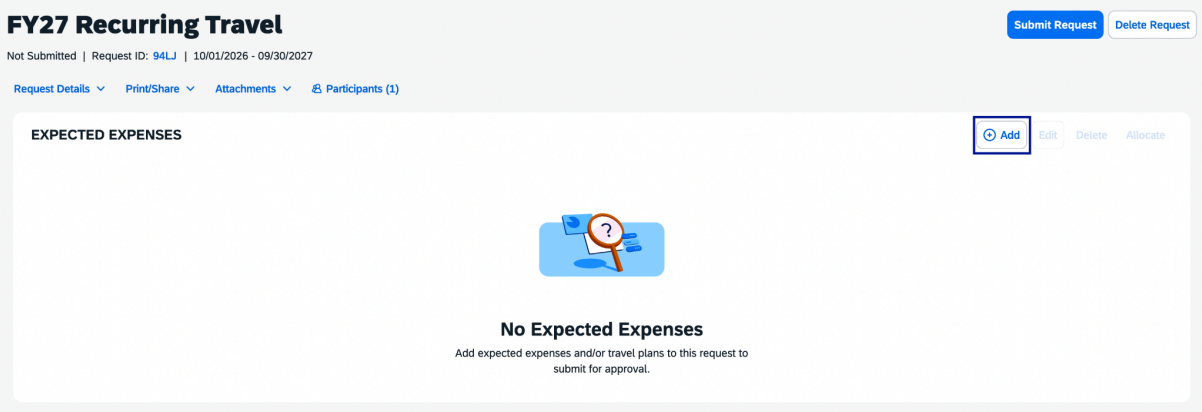
3. Complete the required fields of the Request Header. Select **GO.gov Open Limited Policy** from the Request Type drop-down menu.

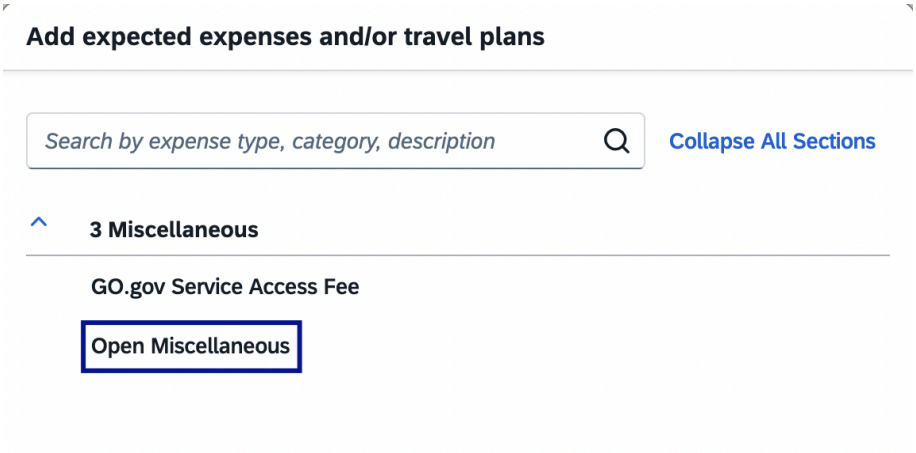


4. Fill in the remaining fields, including Request Name, Start and End Dates (e.g., dates for full fiscal year), and Travel Purpose(s). Select **Create Request**.

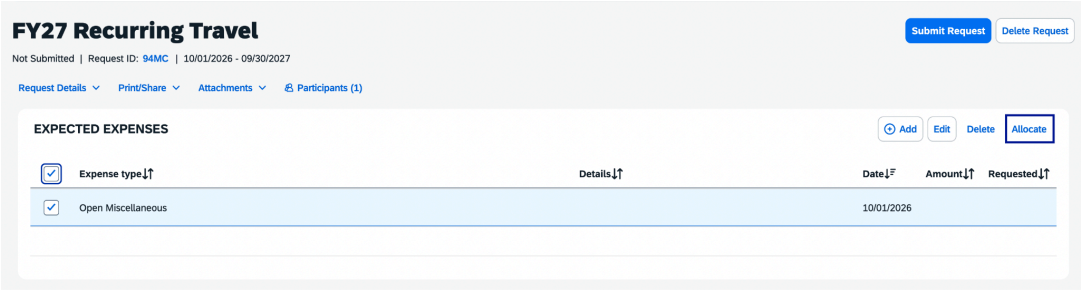


5. Select **Add** from Expected Expenses and then select **Open Miscellaneous**.

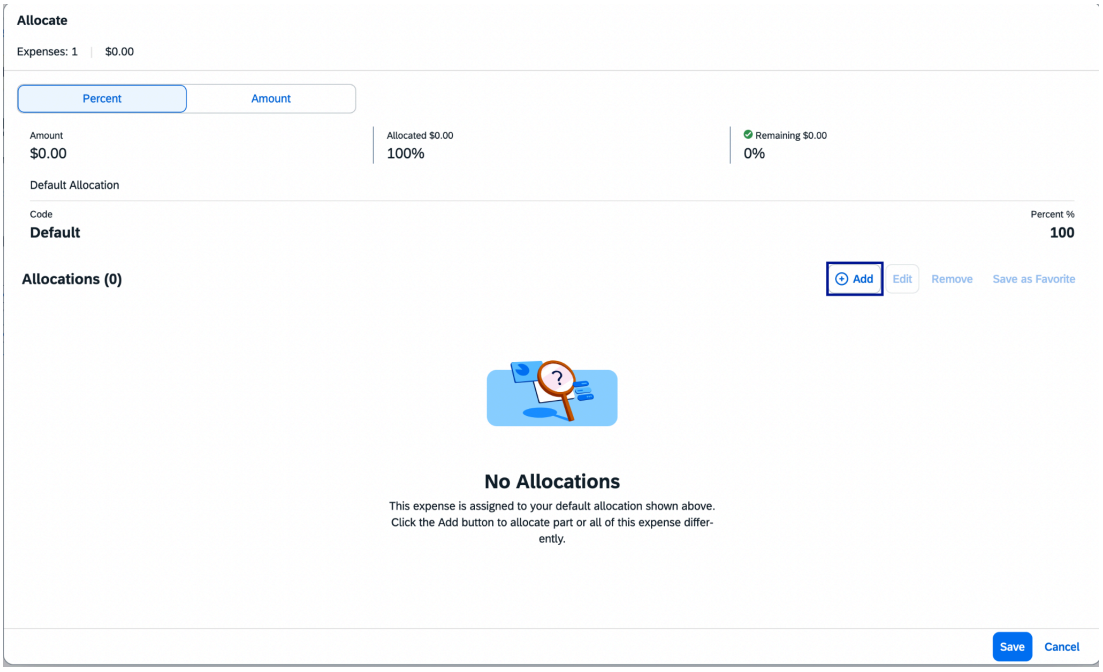




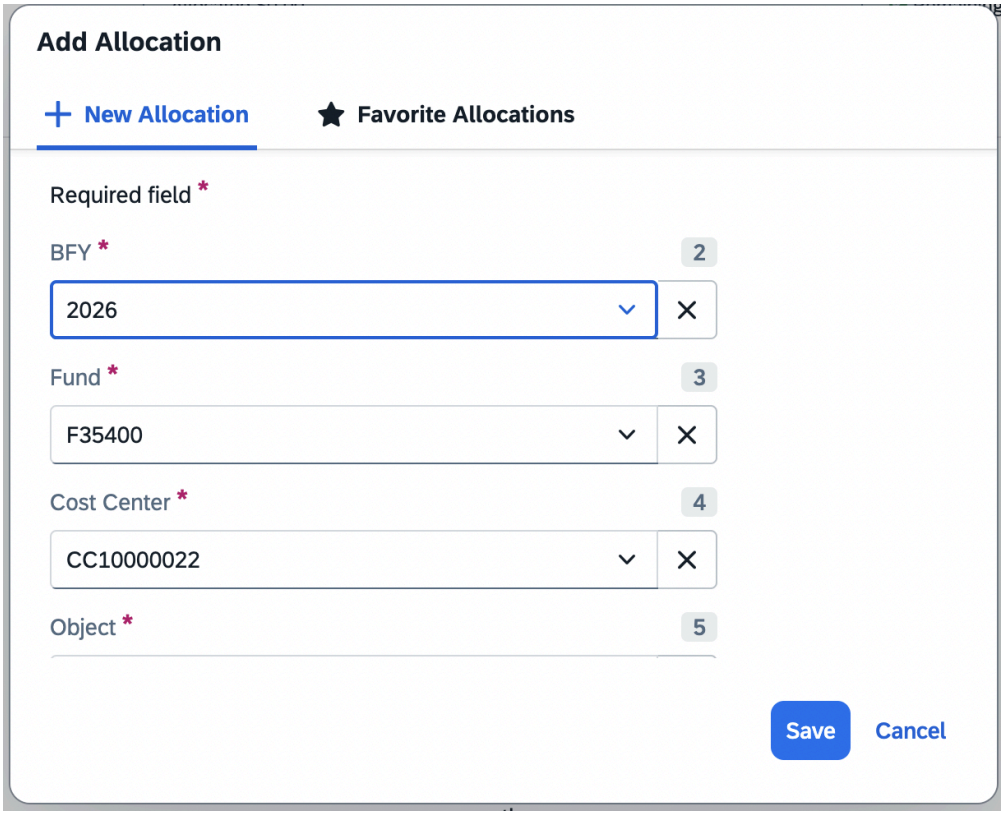
6. Leave the defaults and select **Save**. Select the expenses and select **Allocate** to add the correct Line of Accounting (LOA).



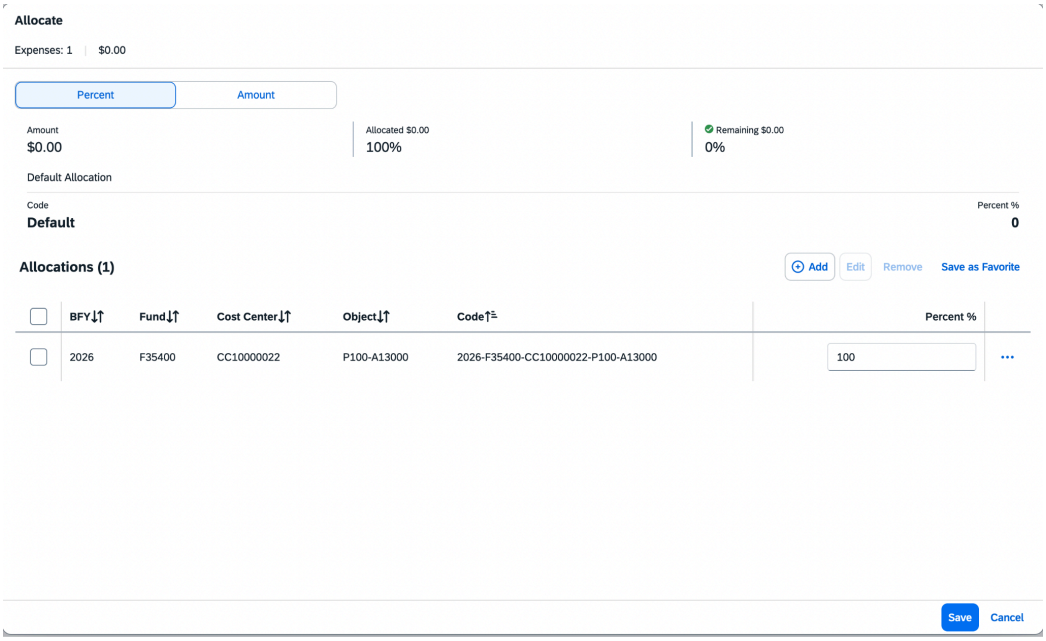
7. Select **Add**.



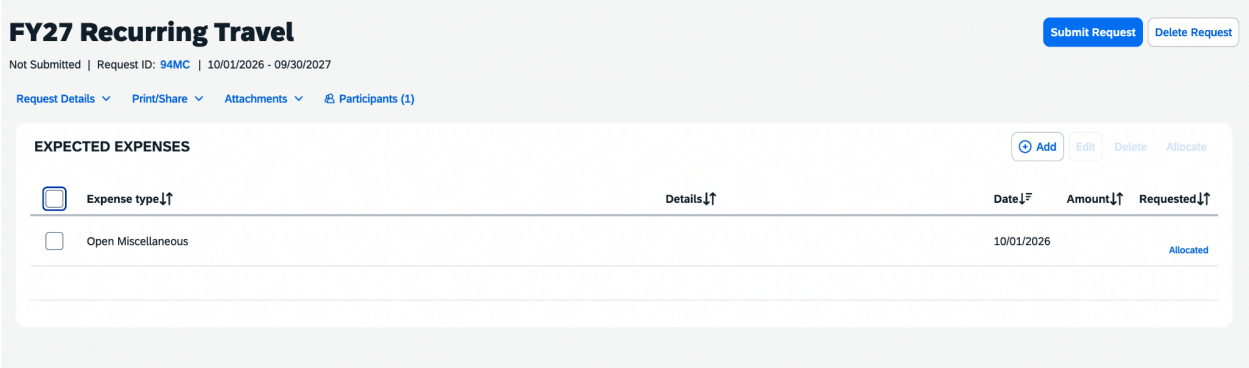
8. Add LOA details and select **Save**.



9. Select **Save**.



10. Review request details and select **Submit Request**.



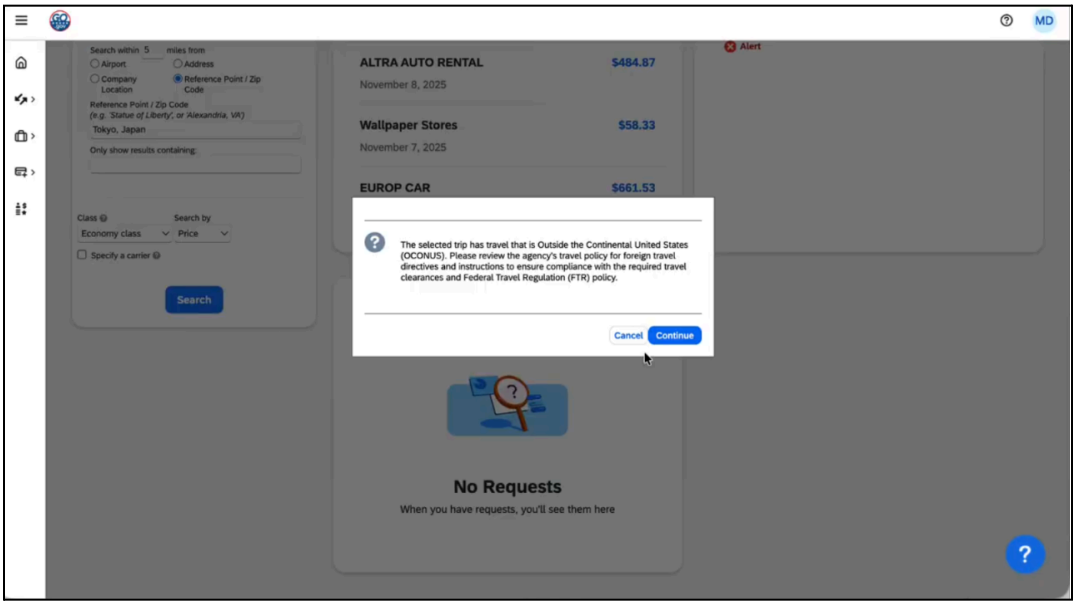
11. Once the request is approved, you can create multiple expense reports for recurring trips from the approved Multi-Trip Voucher.

International Travel

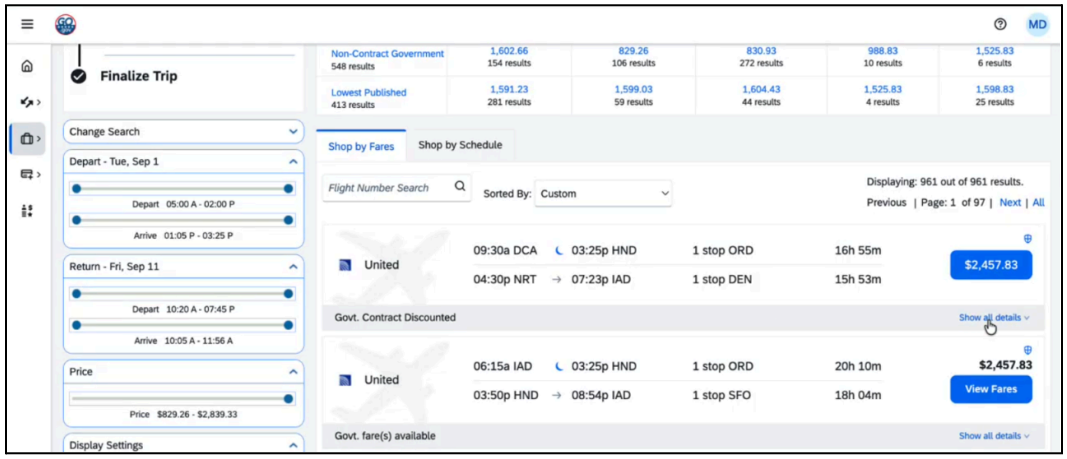
Booking an International Trip

International trips are booked similarly to domestic trips in GO.gov. To learn about the overall trip booking process, see the Booking Travel section of this user guide. The information below highlights the differences between the domestic and international trip booking processes.

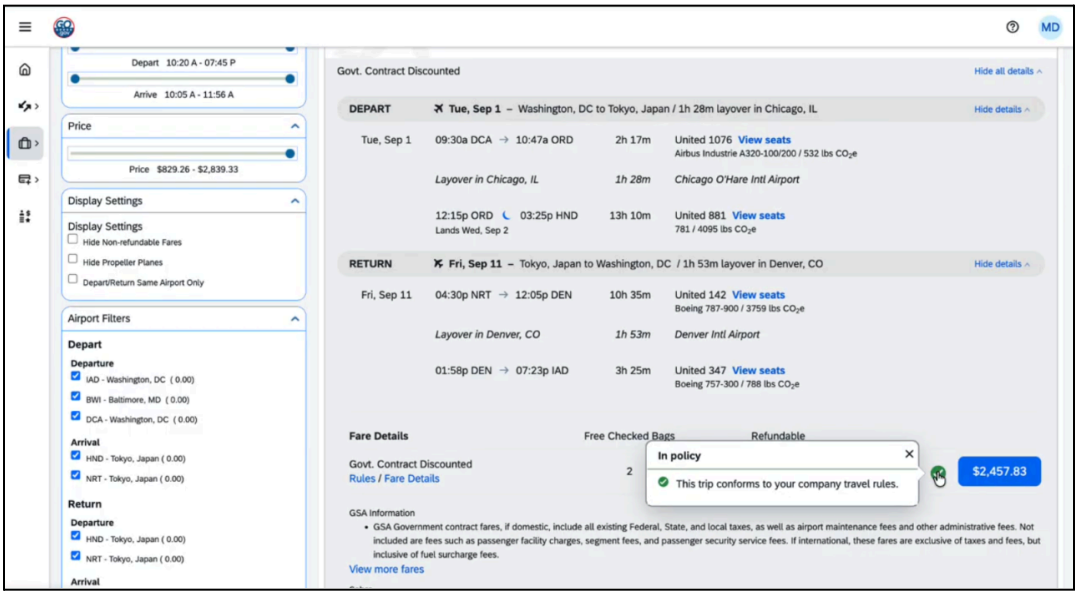
1. When you log in to GO.gov, use the **Trip Search** function and enter information for your international trip.
2. As noted in the pop-up reminder, review your agency's travel policy for foreign travel directives and instructions and select **Continue**.



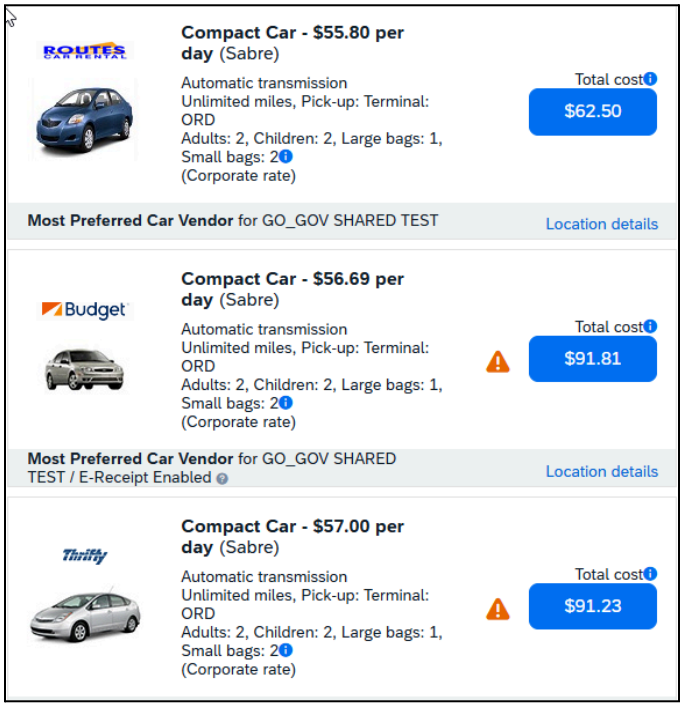
3. Select **Show all Details** beneath a fare to see information about fare options.



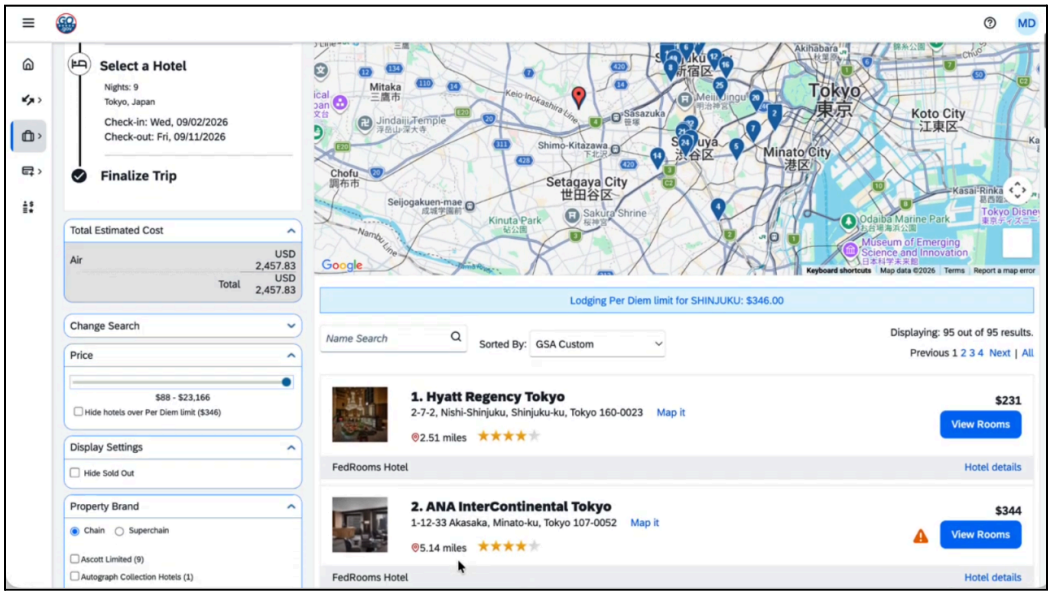
4. Select a fare with a **green check mark** that indicates it is within policy.



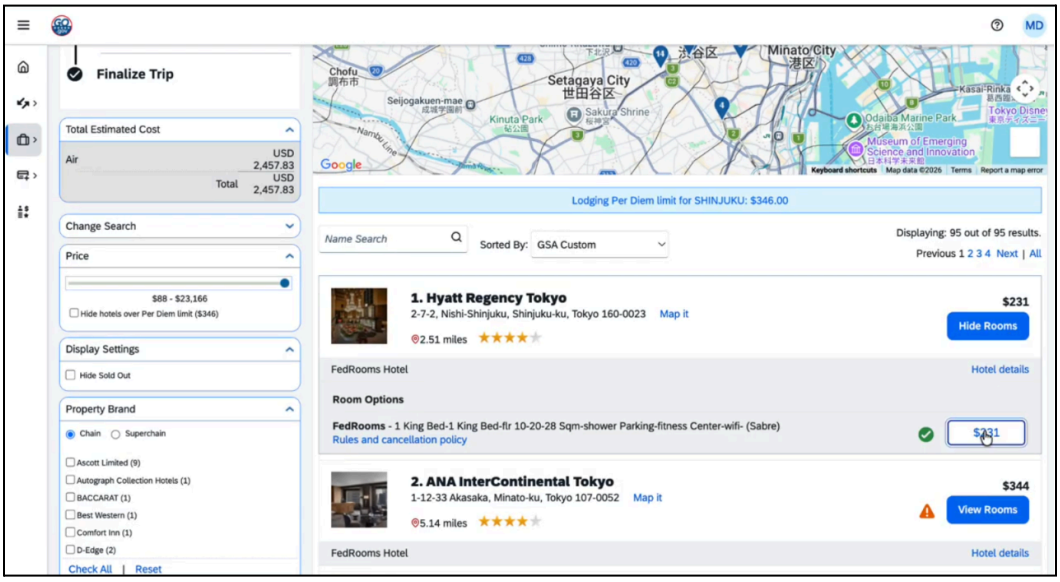
5. Review the list to find rental cars, if applicable.



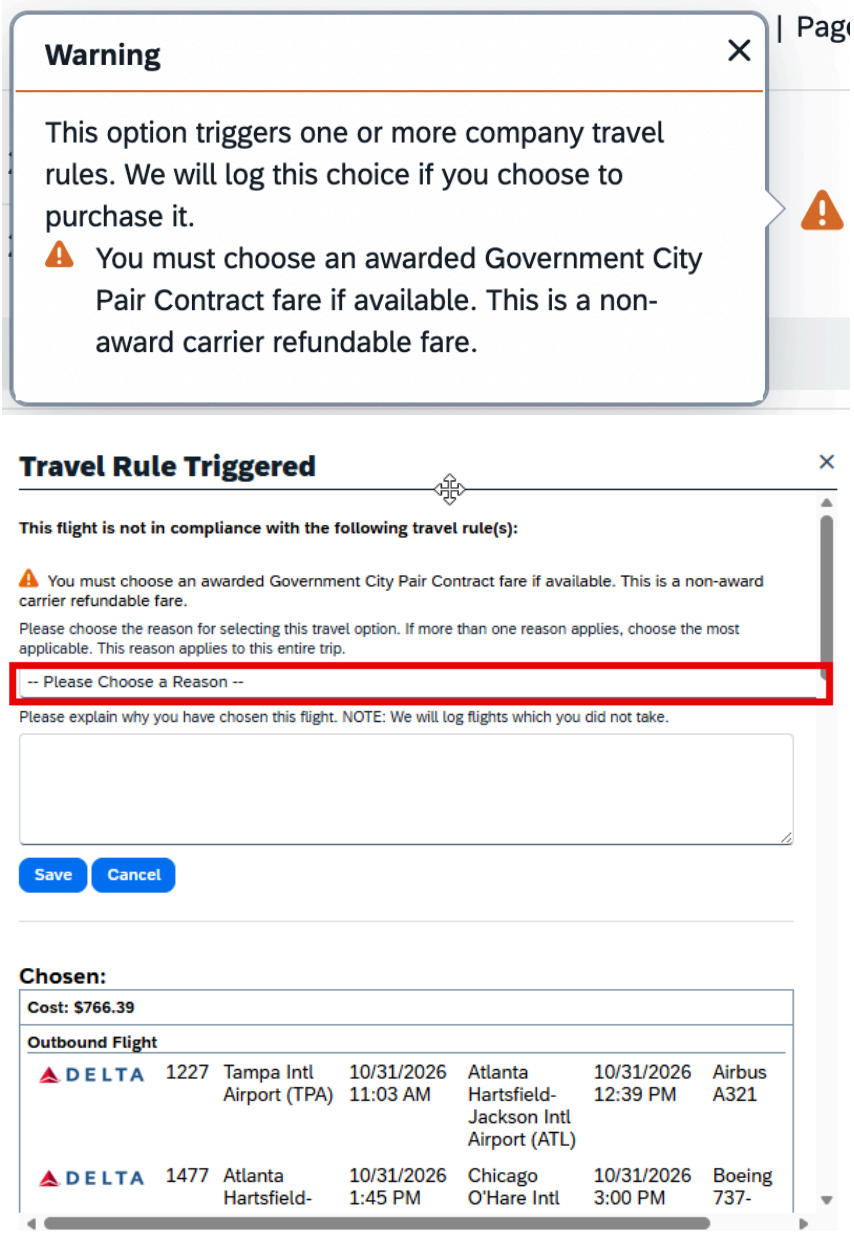
6. Review the list to find hotels marked **FedRooms Hotel**.



7. Click on **View Rooms** to see the room type options. Select a rate with a **green check mark** which indicates it is within policy.

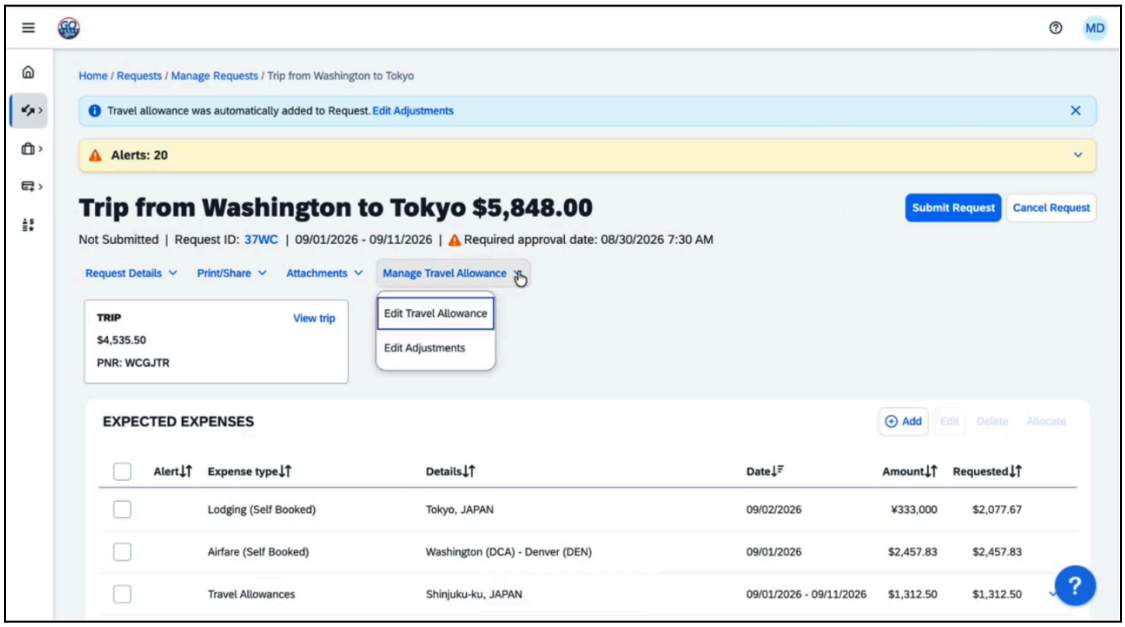


8. If there are no rates with a green check mark, select the warning next to a rate to review specific policies and see which is the most compliant.
9. If you are not able to select a green check mark rate, select a justification from the dropdown menu.

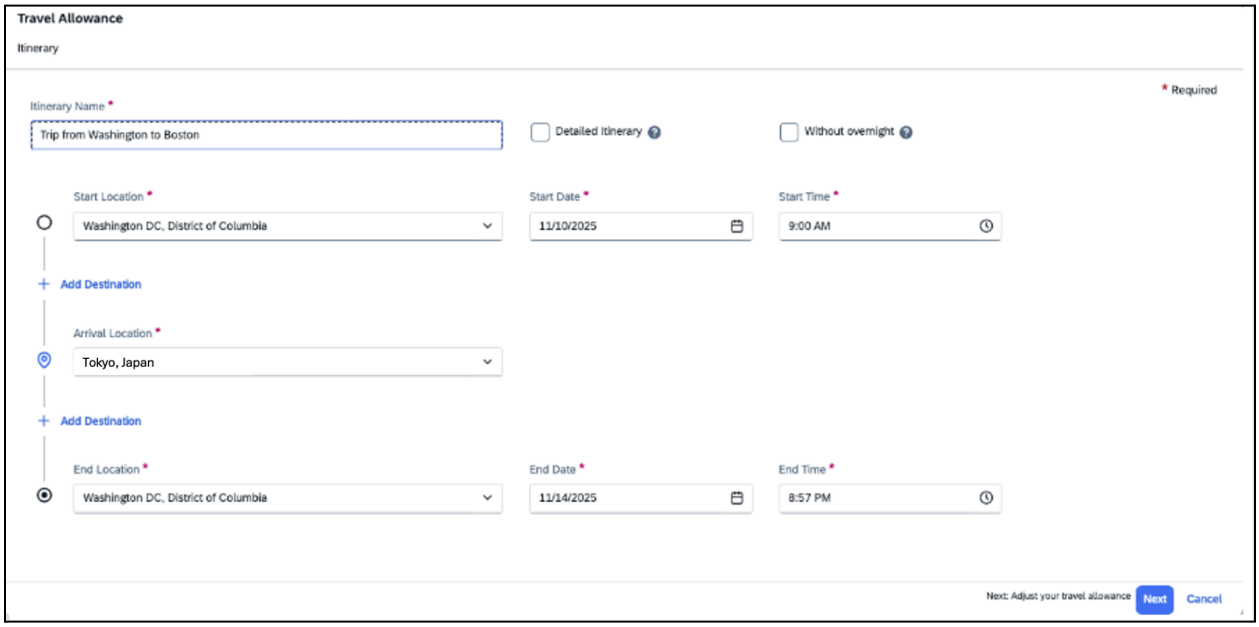


Crossing the International Dateline

1. Select **Manage Travel Allowance → Edit Travel Allowance**.

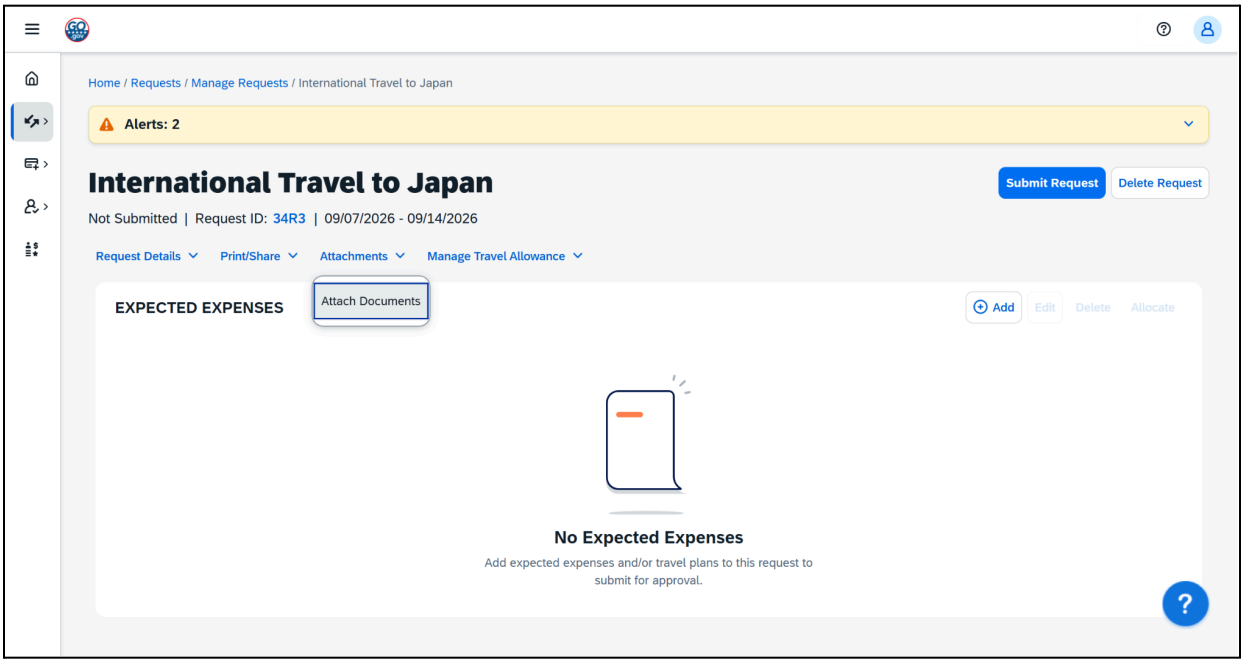


2. Confirm that travel allowance, departure, and arrival times account for crossing the International Date Line, if applicable.

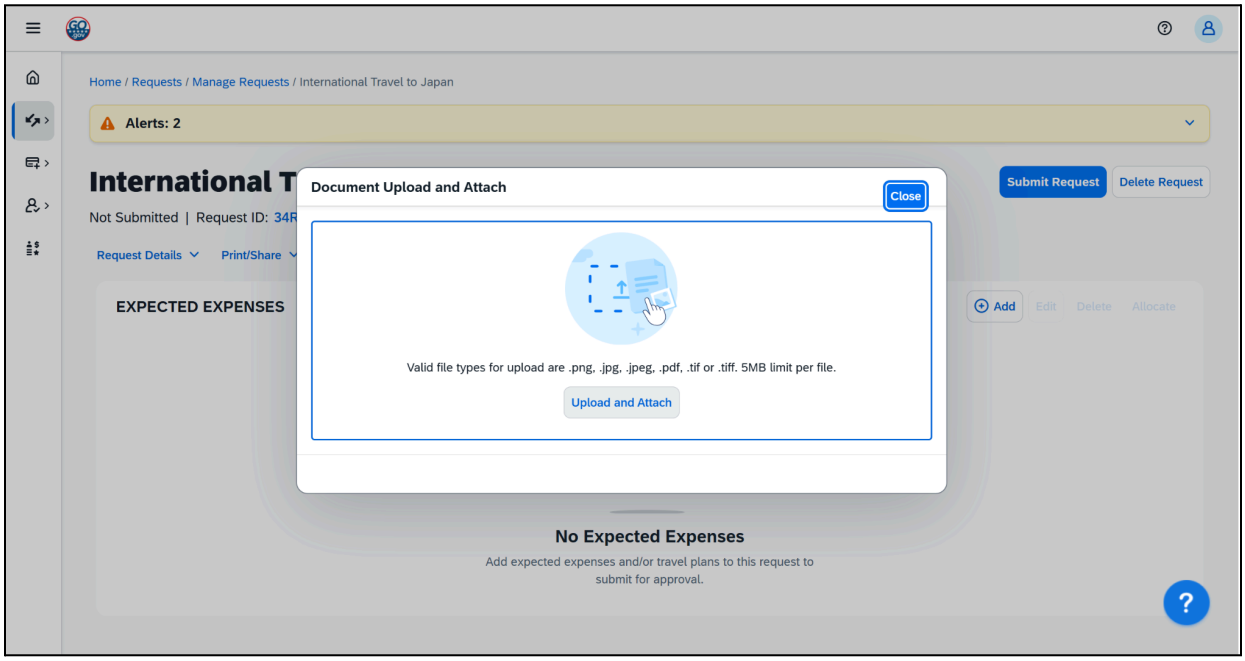


Notification of Foreign Travel

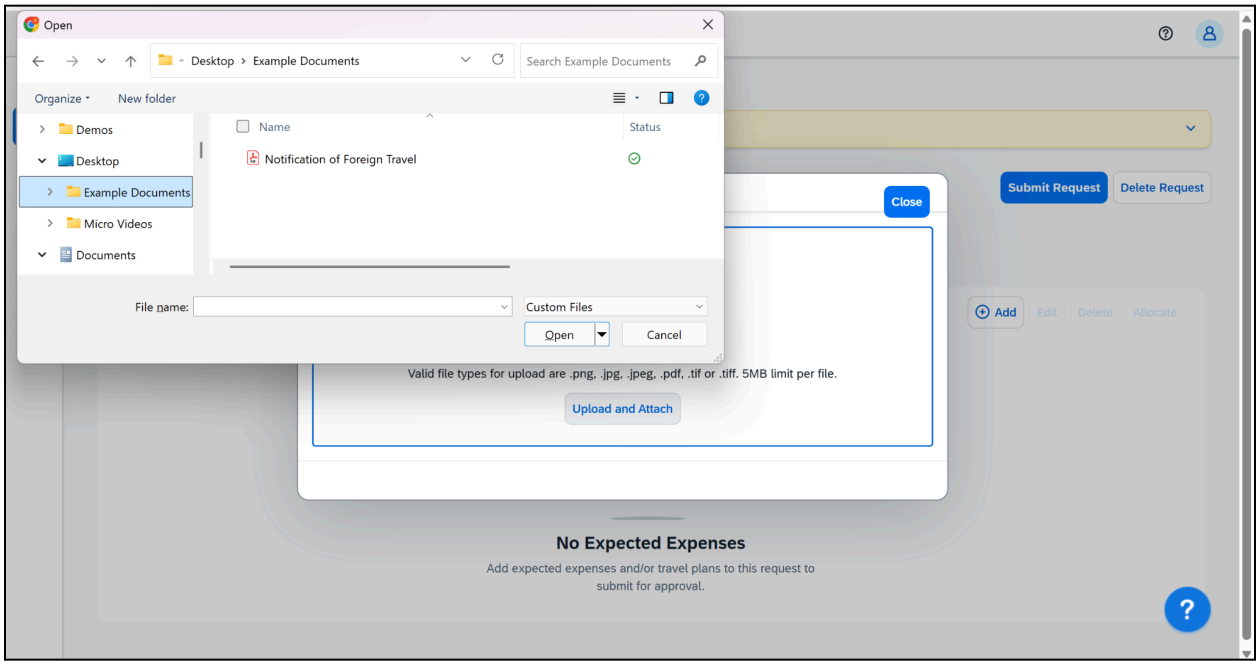
1. From the travel request, select **Attachments**, then **Attach Documents**.



2. Select **Upload and Attach**.



3. Browse for and select your completed **Notification of Foreign Travel document**.
4. Select **Open**. The document will upload to GO.gov the same as if you were attaching a file to an email.


Open
Desktop › Example Documents
Search Example Documents
Organize
New folder
Demos
Desktop
Example Documents
Micro Videos
Documents
Name
Status
Notification of Foreign Travel
File name:
Custom Files
Open
Cancel
Close
Submit Request
Delete Request
Add
Edit
Delete
Allocate
Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff. 5MB limit per file.
Upload and Attach
No Expected Expenses
Add expected expenses and/or travel plans to this request to submit for approval.

Creating a Travel Request After Booking Airfare, Rental Car, and Hotel Directly with Vendor

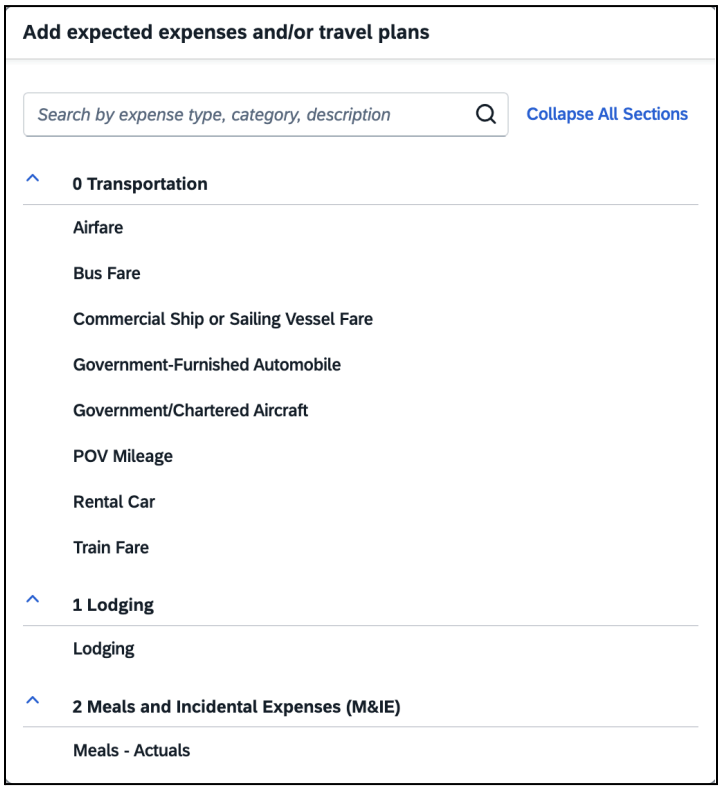
- When you log into GO.gov, travel requests can be created after reservations are booked directly with the vendor.
- Airfare, hotel, rental car, and other travel expenses booked outside GO.gov must be entered manually into a GO.gov travel request.
- Travel Allowances (also known as M&IE Per Diem) are not automatically generated for reservations booked outside GO.gov and must be added before submission.
- All expenses must be allocated to a Line of Accounting (LOA) before the request can be submitted.

Adding Estimated Expenses and Travel Allowances

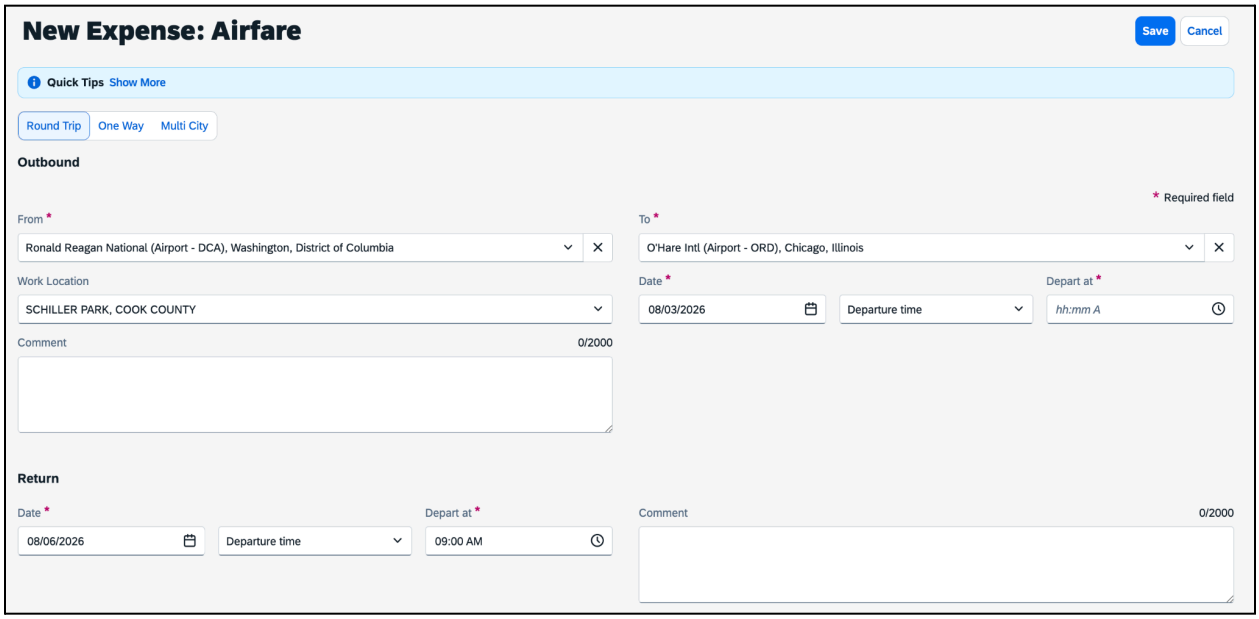
1. Select **+ Add**.



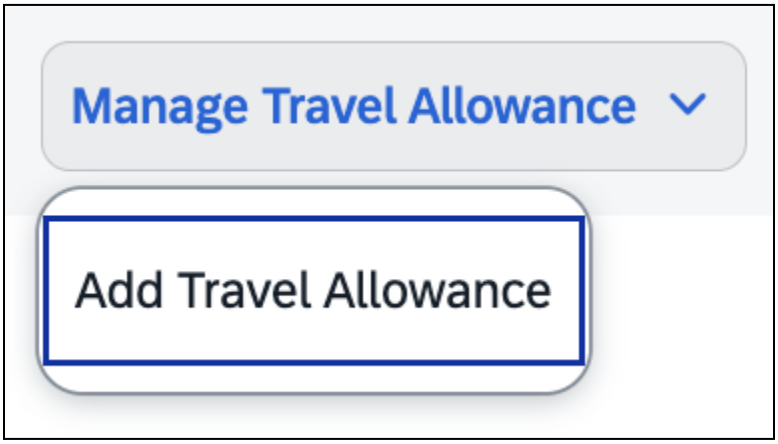
2. Select the reservation type (ex. Airfare, lodging, or rental car) that you booked directly through the vendor from the menu.



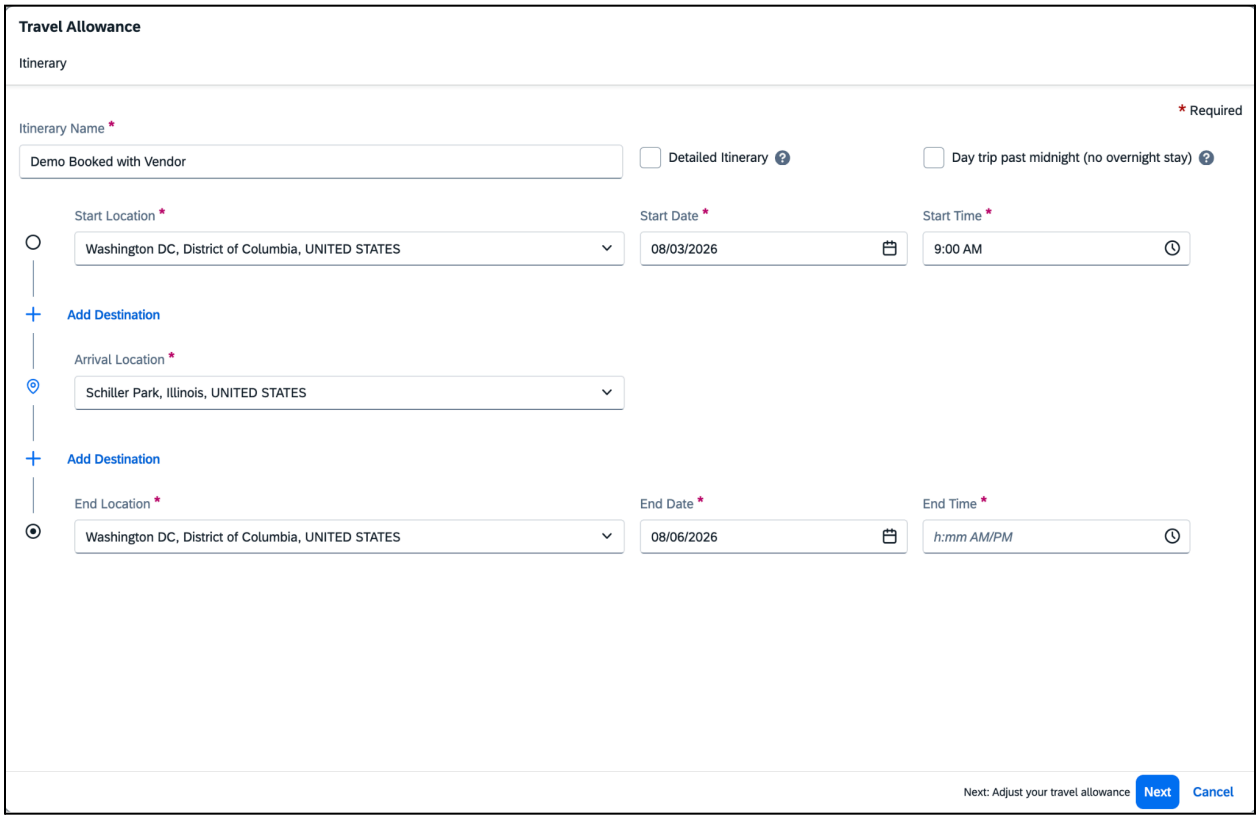
3. Complete all required **Expense Fields** and select **Save.**



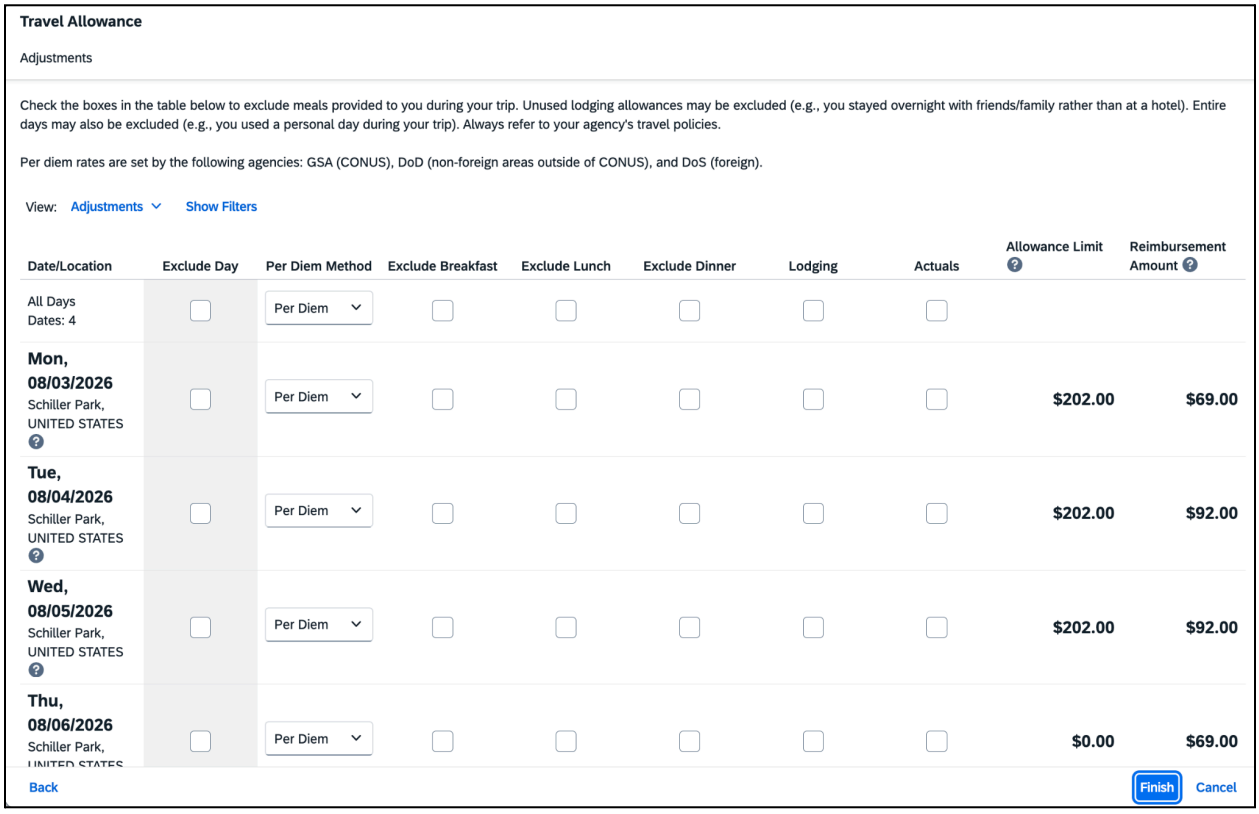
4. Repeat the process to add additional travel expenses as needed.
5. Select **Manage Travel Allowance** (M&IE Per Diem), then select **Add Travel Allowance**.



6. Review the travel locations and select **Next**.

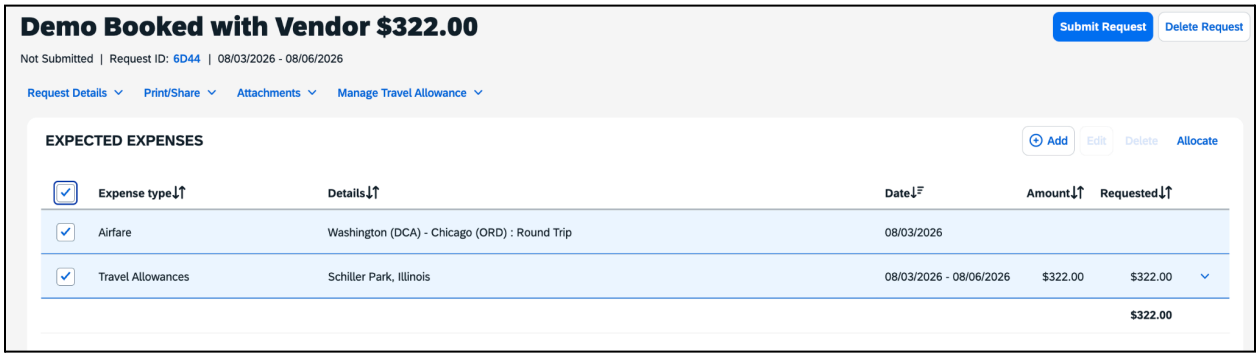


7. Select any provided meals and select **Finish**.

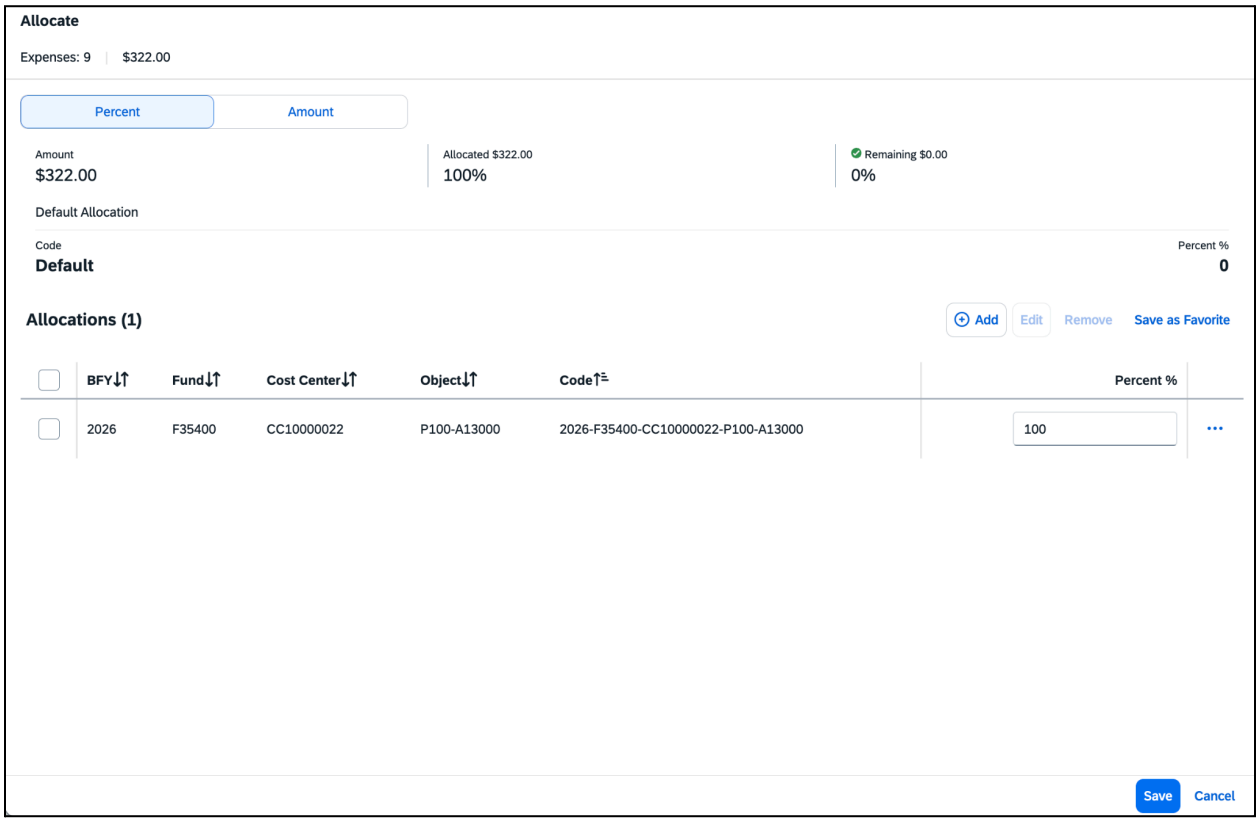


Allocating and Submitting the Request

1. Review and resolve any system warnings.
2. Select **Allocate**.

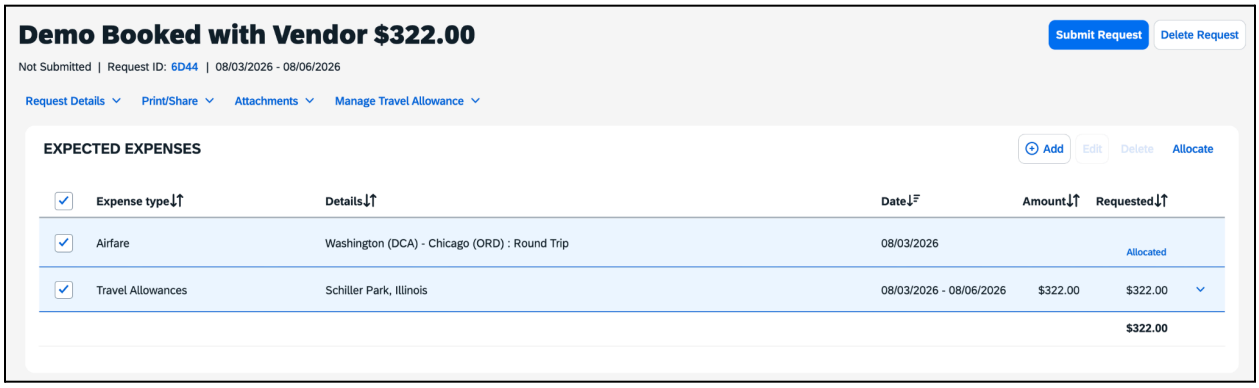


3. Select **+ Add**, complete all required allocation fields, and select **Save**.



4. Select **Submit** to route the request for approval.

Note: Miscellaneous trip expenses (e.g., baggage fees, parking, mileage) are calculated as a flat percentage of the trip after the request is submitted and will increase the total request value. Travelers should not itemize miscellaneous trip expenses on the request.

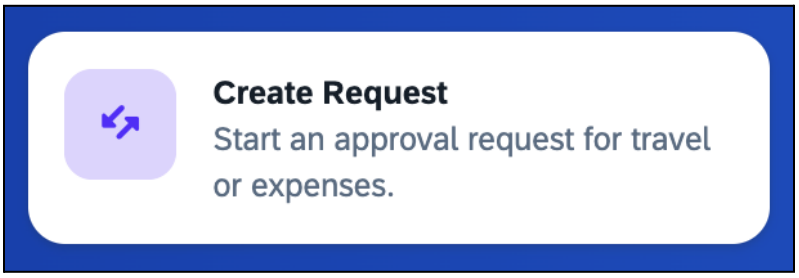


Creating a Request for Travel Booked with a TMC

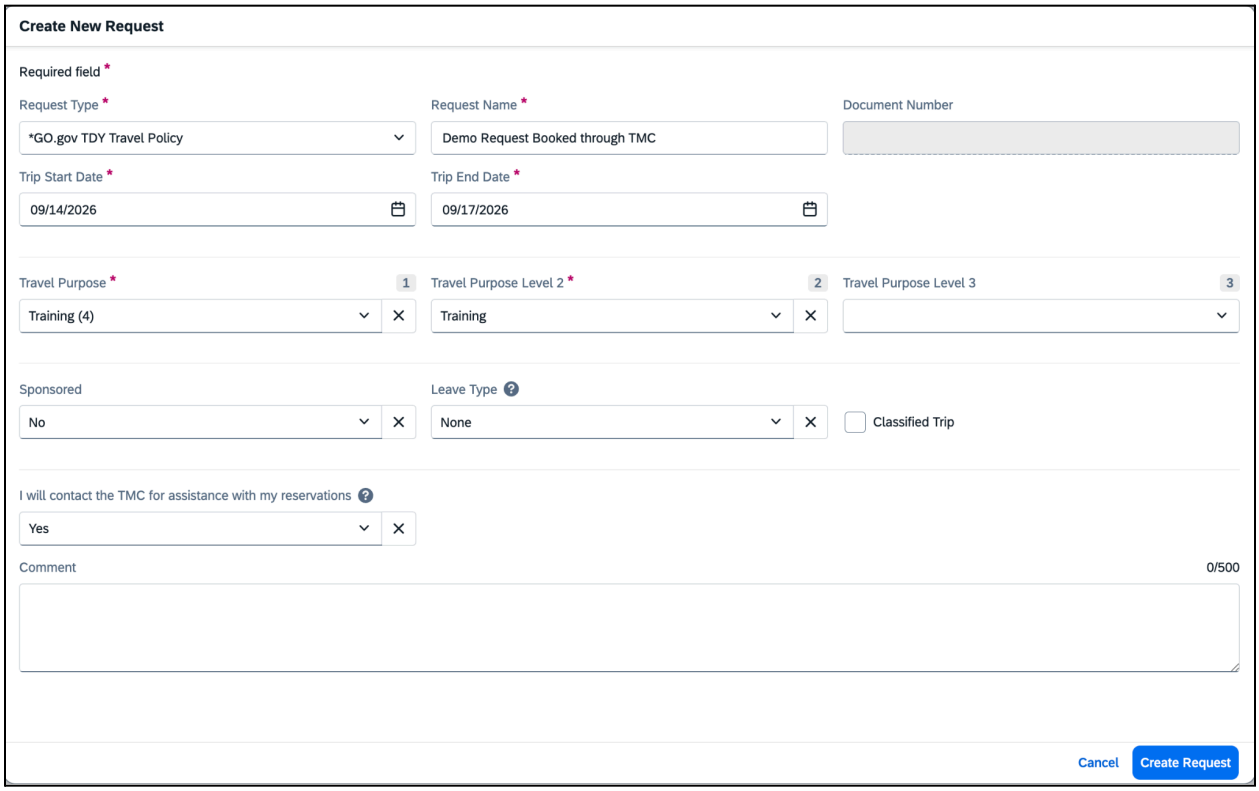
- Create a travel request before contacting the TMC for reservation assistance to meet travel authorization requirements.
- Receive a Request ID that must be given to the TMC when making reservations.
- Capture travel allowance, POV mileage, and other expected travel expenses in one request.
- The TMC will add any additional expenses, such as airfare, lodging, or rental cars, directly to the request when they receive your Request ID number.
- Reduce delays by ensuring accounting allocations and required approvals are completed before travel.

Creating a Travel Request, Adding Expenses and Travel Allowances

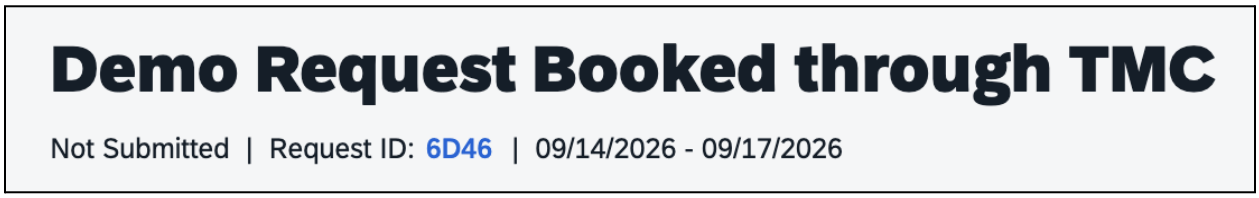
1. Select **Create** on the GO.gov homepage.



2. On the Request Header screen, complete all **Required Fields**.
3. Select **Yes** for the prompt “I will contact the TMC for assistance with my reservations.”
4. When all required fields are complete, select **Create Request**.



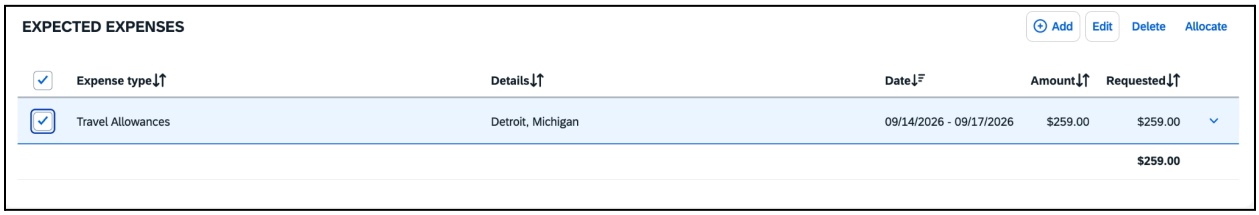
5. When the request page opens, note the Request ID for use with the TMC.



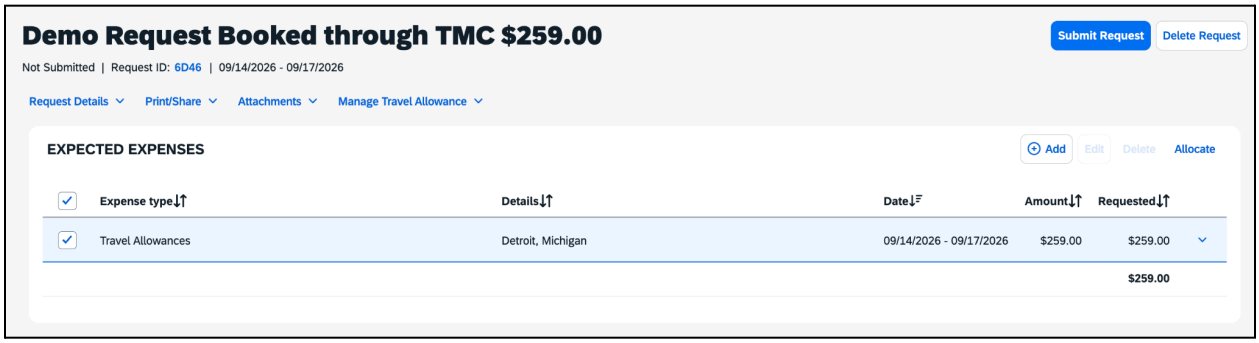
6. Add any additional request details, such as Travel Allowance or POV Mileage.

Allocating and Submitting the Request

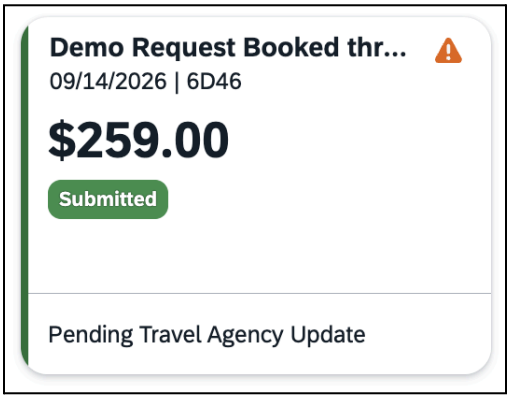
1. Review the request details for accuracy.
2. Select **Allocate** and assign the appropriate LOA.



3. Select **Submit** to route the request for approval.



4. To view the request status, return to the Requests module.



5. Contact the TMC to book your travel and provide the Request ID. The TMC will use the Request ID to add your expenses directly to the request you created.

Cash Advances

Understanding Cash Advances

- Provides upfront funding to cover travel expenses before your trip begins.
- Reduces personal financial burden for out-of-pocket travel costs.
- Automatically calculated within GO.gov at 100% of eligible non-airfare expenses.
- Linked directly to your travel request in GO.gov - no separate process needed.
- Processed after travel authorization is approved, keeping the workflow compliant.

Using Cash Advance

- When you log into GO.gov, you can use the Cash Advance feature if your agency has enabled it.

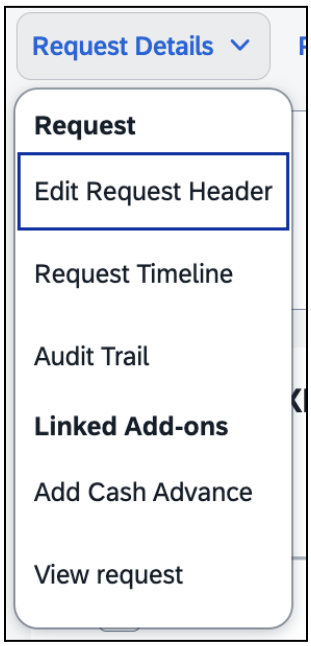
Note: This field is populated by Agency Administrators upon initial profile creation and cannot be edited by individual users.

- Restricted to one advance per travel request; separate travel requests may each have their own advance.
- Advance cannot exceed total non-airfare expenses which is calculated by the system. An error will display if it is too high.

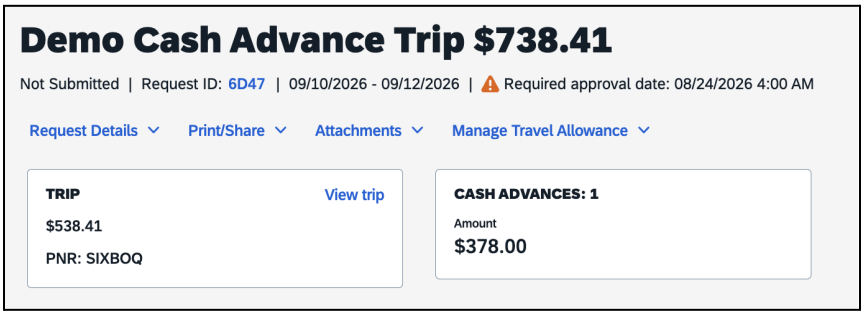
Adding a Cash Advance

1. Book your flight, hotel, and rental car as usual in GO.gov.
2. Under Expected Expenses, confirm Travel Allowances were auto-generated. If not, select **Manage Travel Allowance** > **Add Travel Allowance**.
3. Select all expenses, click **Allocate**, and then select **Add**. Fill in all Lines of Accounting and click **Save**.

4. Select **Request Details,** then select **Add Cash Advance**.



5. The Cash Advance tile automatically appears on your travel request.

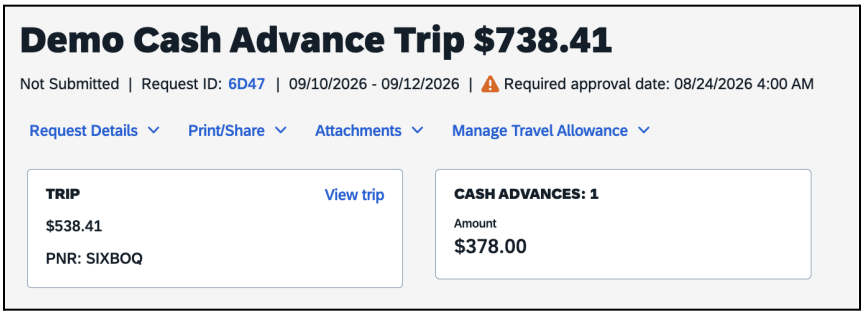


6. Select **Submit Request** and accept the Request User Agreement.
7. A brief "returned" status may appear after submitting while the system adds the Service Access Fee. **Refresh** to see the correct status.

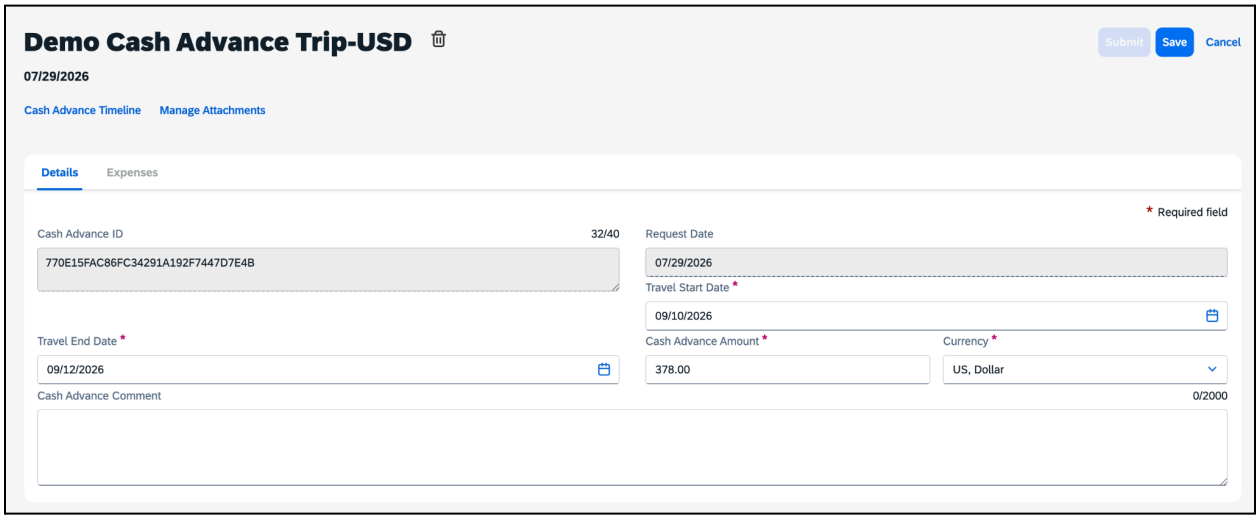
Viewing/Amending a Cash Advance

Note: These steps are only applicable if the travel request has not yet been approved.

1. From your travel request, select the **Cash Advance** tile above the **Expected Expenses** table.



2. Make any necessary changes and select **Save**.



3. If you see the error "Cash Advance exceeds the total amount allowed," reduce the amount to the system value and select **Save** before resubmitting.

Note: When filing your expense report after travel, the full advance must be accounted for. Consult with your agency's policy on steps to return cash. GO.gov automatically calculates the remaining amount at the top of your expense report.

Expense Reporting

This section provides step-by-step instructions for creating, updating, and submitting an expense report in GO.gov based on an approved travel request. It includes guidance on editing travel allowances, itemizing lodging, uploading receipts, allocating expenses, and resolving submission errors to ensure accurate and compliant travel reimbursement.

Expenses may become available in GO.gov in several ways:

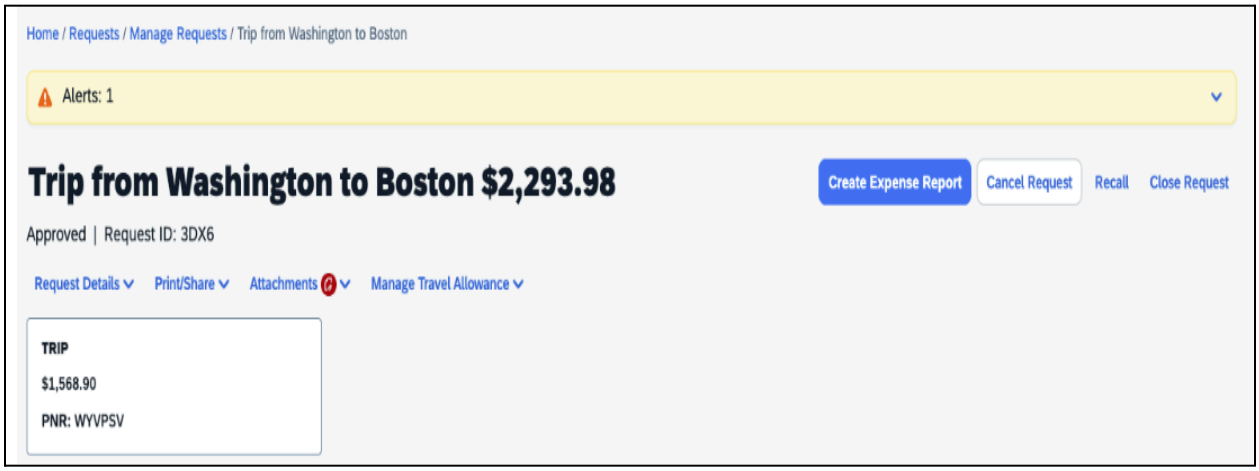
- **Credit Card:** Transactions from your designated credit card automatically appear as available expenses.
- **Manual Entry:** Expenses that are not available from another source may be entered manually.
- **E-Receipts:** If enabled, eligible receipts may automatically appear as available expenses. For step-by-step instructions on activating or opting-out of E-Receipts, refer to the GO.gov E-Receipts Quick Reference Guide.
- **ExpenseIt:** ExpenseIt allows you to capture receipts and convert them to expenses using the SAP Concur mobile app. After processing, these expenses appear as available expenses in GO.gov. For step-by-step instructions on using ExpenseIt, refer to the GO.gov ExpenseIT Quick Reference Guide.

Available expenses are expenses that have already been imported into GO.gov and are ready to be added to your expense report.

Creating an Expense Report from an Approved Request

1. Navigate to the Requests module through the left navigation menu or by using the **Authorization Requests** tile.
2. Locate your approved travel request. You can browse the list or use the search function.
3. Open the approved request.
4. Select **Create Expense Report**.

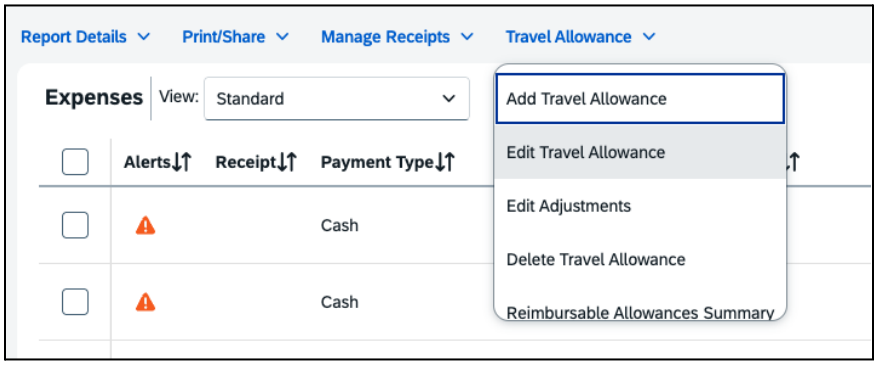
Note: Federal Travel Regulations require that expense reports be submitted within five working days from your return date.



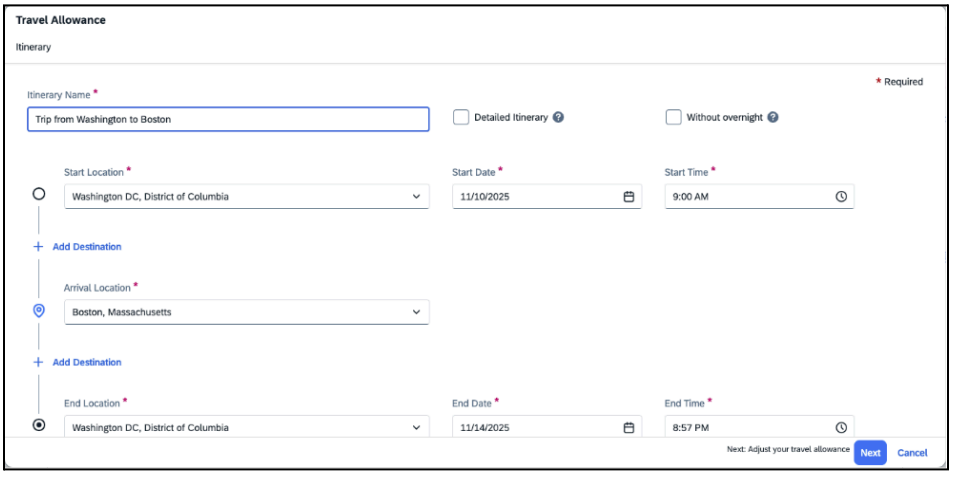
Updating Travel Allowance in an Expense Report (if applicable)

From the Expense Report:

1. Select **Travel Allowance**.
2. Select **Edit Travel Allowance**.



3. Review the itinerary to ensure it reflects the trip you actually took.
4. Select **Next**.



5. Select the checkboxes for any meals that should not be covered by your travel allowance. Exclude any meals that were provided at no cost to you. For example, if your conference provided lunch, those meals should not be included in your travel allowance.
6. Select **Finish** to save your changes and return to the expense report.

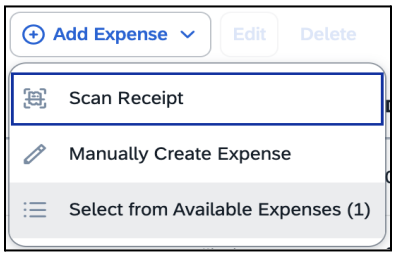


Note: GO.gov automatically copies the Travel Allowance from your approved travel request into the expense report. Review the imported information carefully and update it to reflect your completed travel before continuing.

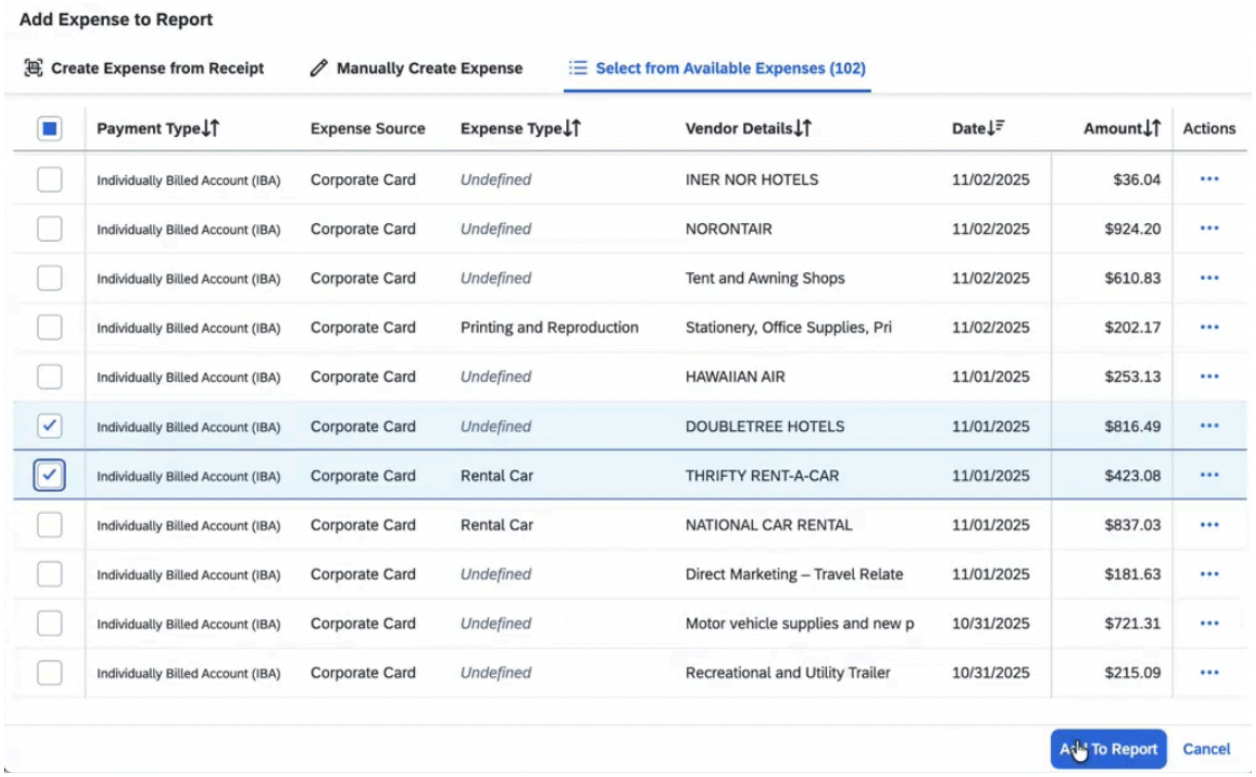
Adding Available Credit Card Expenses

From the Expense Report:

1. Select **Add Expense**.
2. Select **Select from Available Expenses** from the drop-down list. This will display the **Add Expense to Report** window.



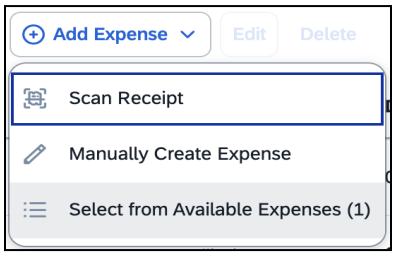
3. Locate the expense in the list.
4. Select the checkbox next to each expense to be added.
5. Select **Add to Report**.



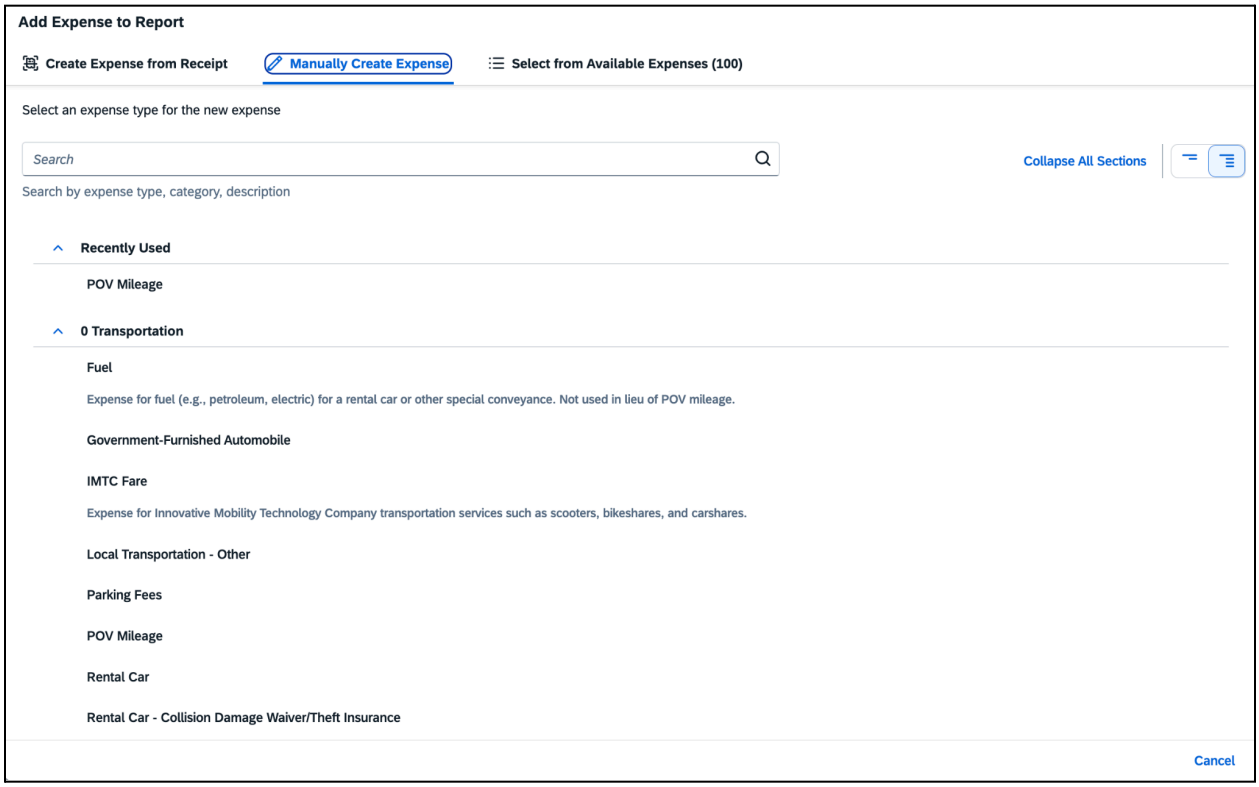
Creating an Expense Manually

If you have an expense that is not listed as an Available Expense, you can add it manually.

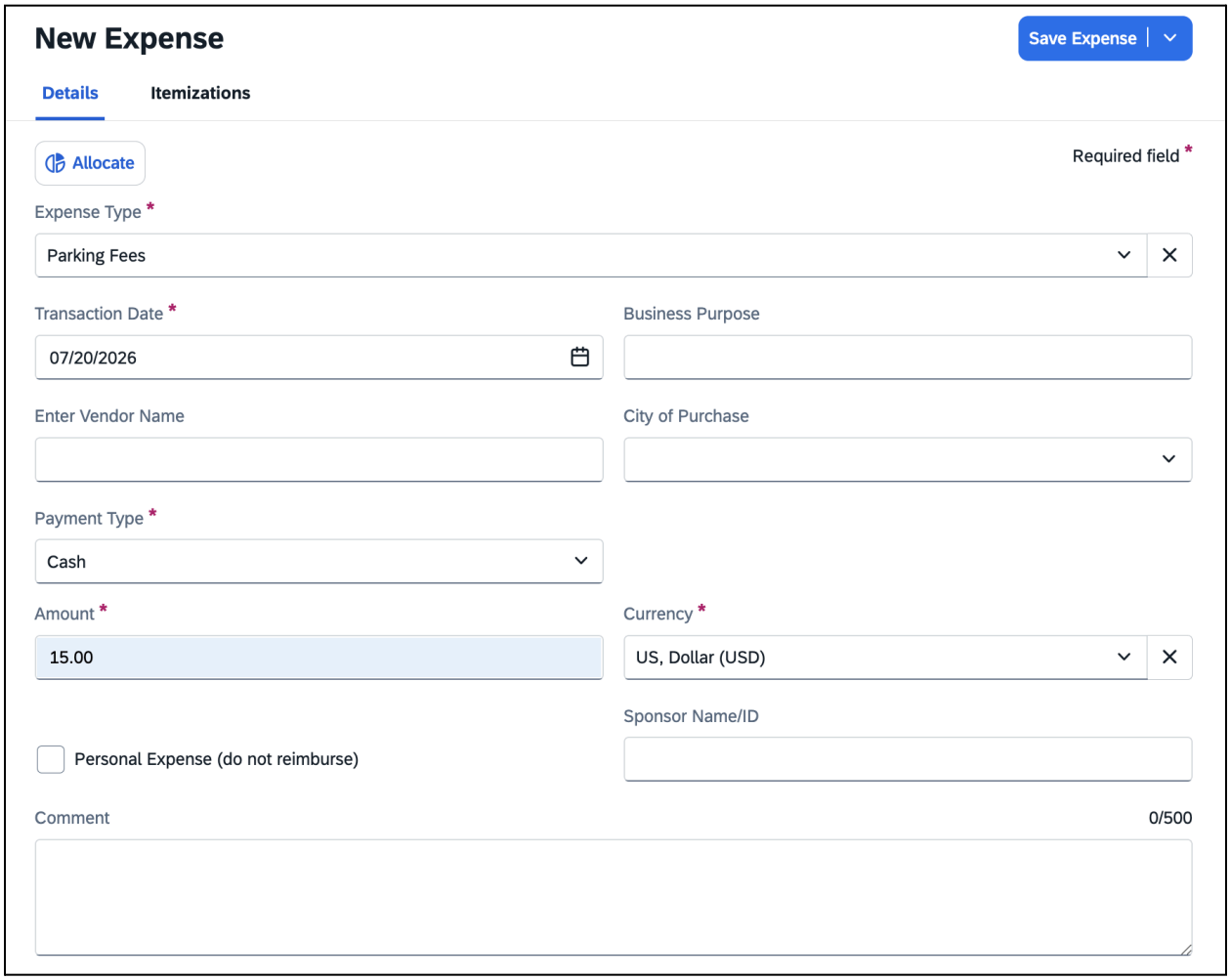
1. Select **Add Expense.**
2. Select **Manually Create Expense**.



3. Select the appropriate **Expense Type** from the list.



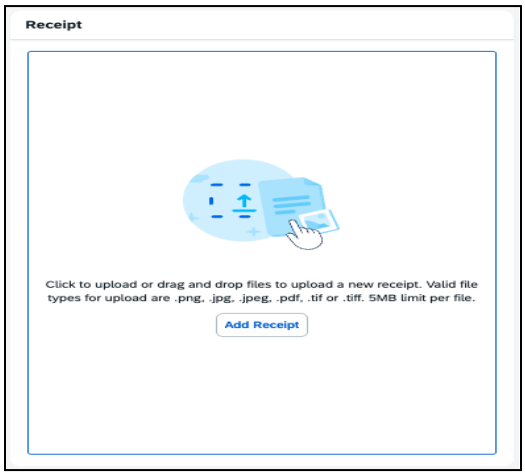
4. Complete all required fields.
5. Select **Save Expense.**



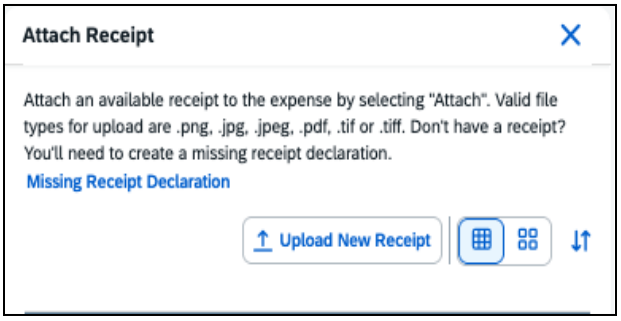
Attaching a Receipt

From the Expense Report:

1. Locate the expense that requires a receipt.
2. Select the **Add Receipt** icon. This will display the Attach Receipt window.



3. Select **Upload New Receipt**.

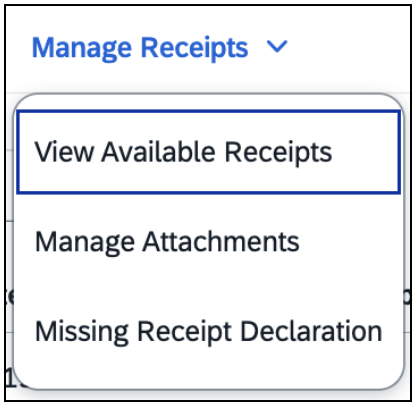


4. Locate and upload the receipt file from your computer.

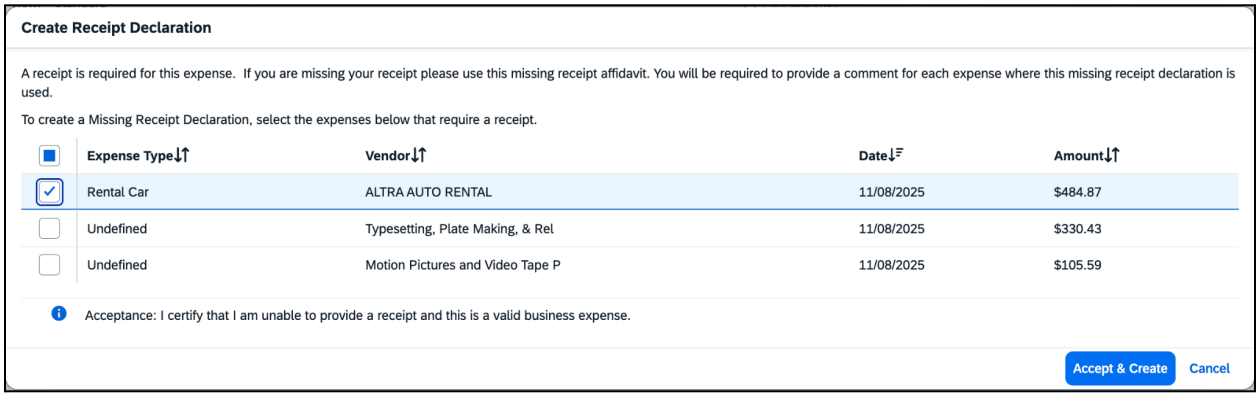
Note: You can also ExpenseIt in the SAP Concur mobile app to capture and upload receipts.

Completing a Missing Receipt Declaration

1. Select **Manage Receipts**.
2. Select **Missing Receipt Declaration**.



3. In the popup, select the checkbox next to the applicable missing receipt and select **Accept & Create**.

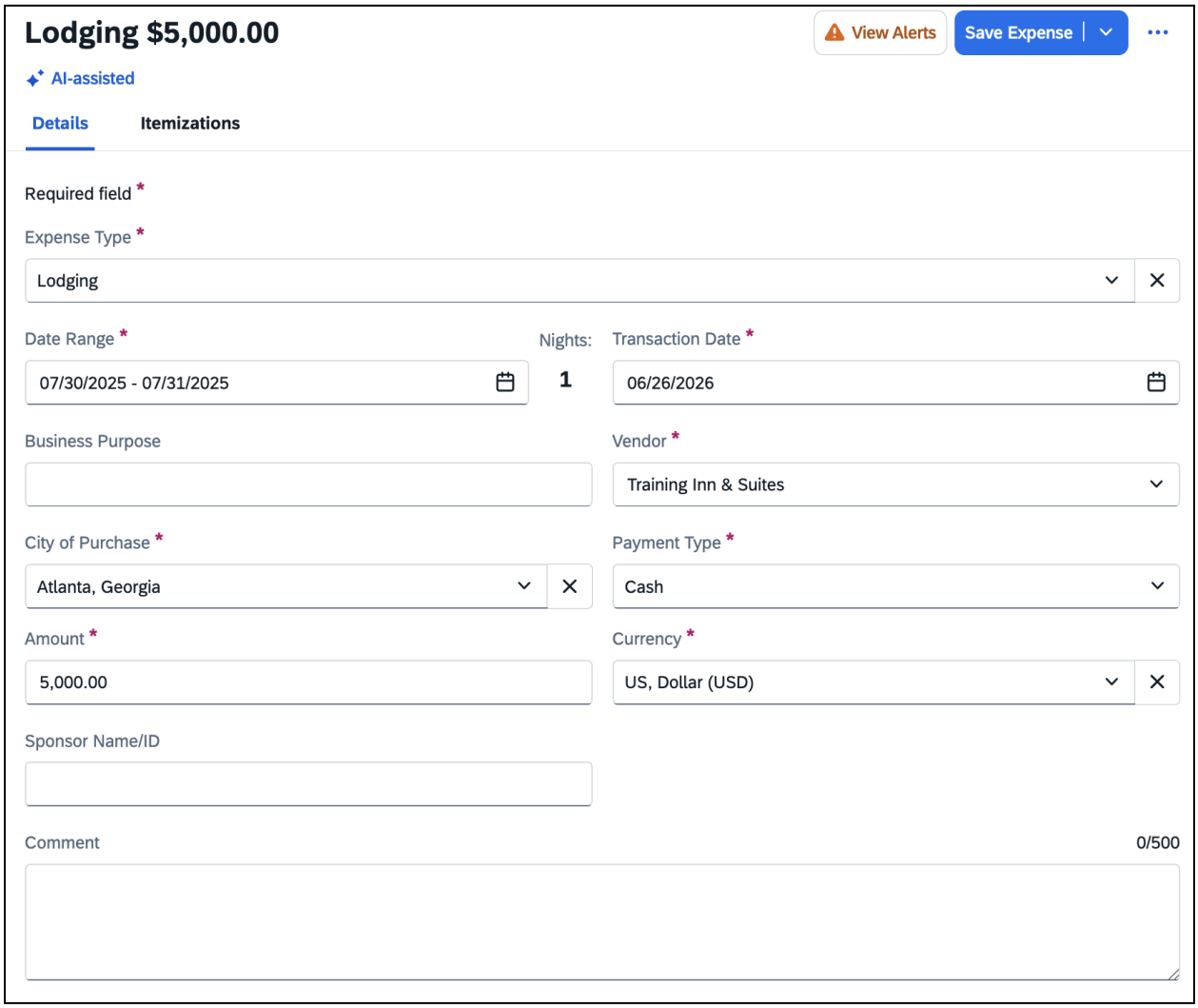


4. If an error occurs, users will be prompted by a pop-up window to enter an explanation in the Expense Comment section.

Updating Lodging Expense Details

From the Expense Report:

1. Select the **Lodging** expense.
2. Complete any required fields, including:
    a. **Expense Type**
    b. **Dates of Stay**
    c. **City of Purchase**
3. Select **Save Expense**.



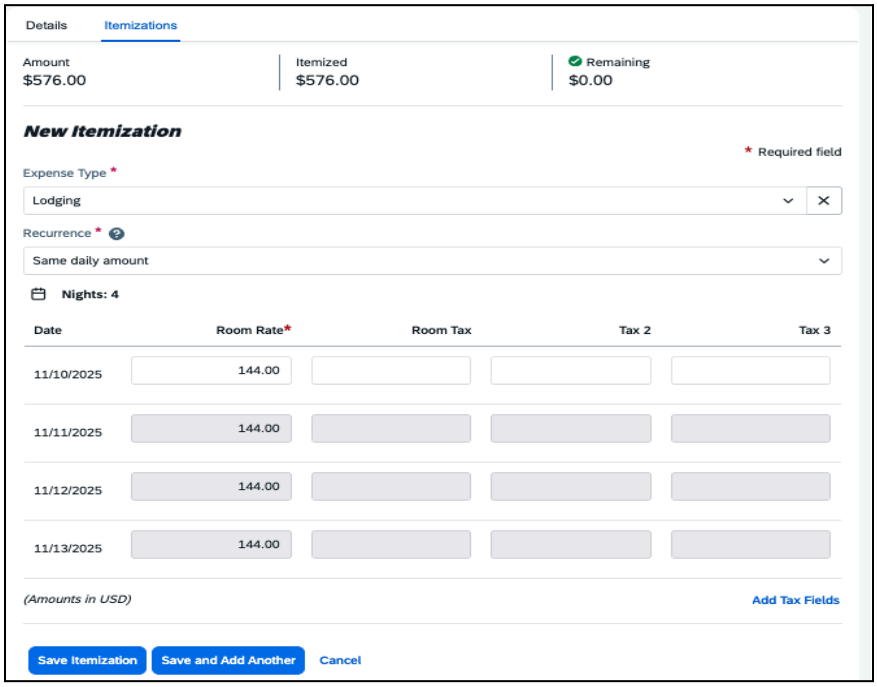
Itemizing Lodging Expenses

From the Lodging expense window:

1. Add the receipt for your lodging.

a. Select **Upload New Receipt**
b. Select **Choose from Available Receipts**

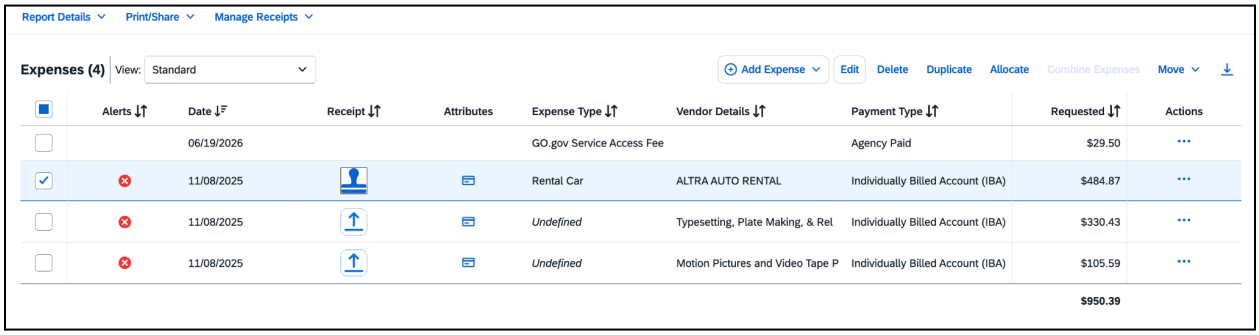
2. Select the **Itemizations** tab.
3. Select the appropriate Recurrence option:
   a. Select **Same Daily Amount** if the room rate was the same for each night.
   b. Select **Different Daily Amount** if the room rate varied during your stay.
4. Enter the nightly room rates and taxes for your stay.
5. Verify that the entered itemizations match your receipt exactly and the remaining balance displays $0 with a green check mark.
6. Select **Save Itemization**.



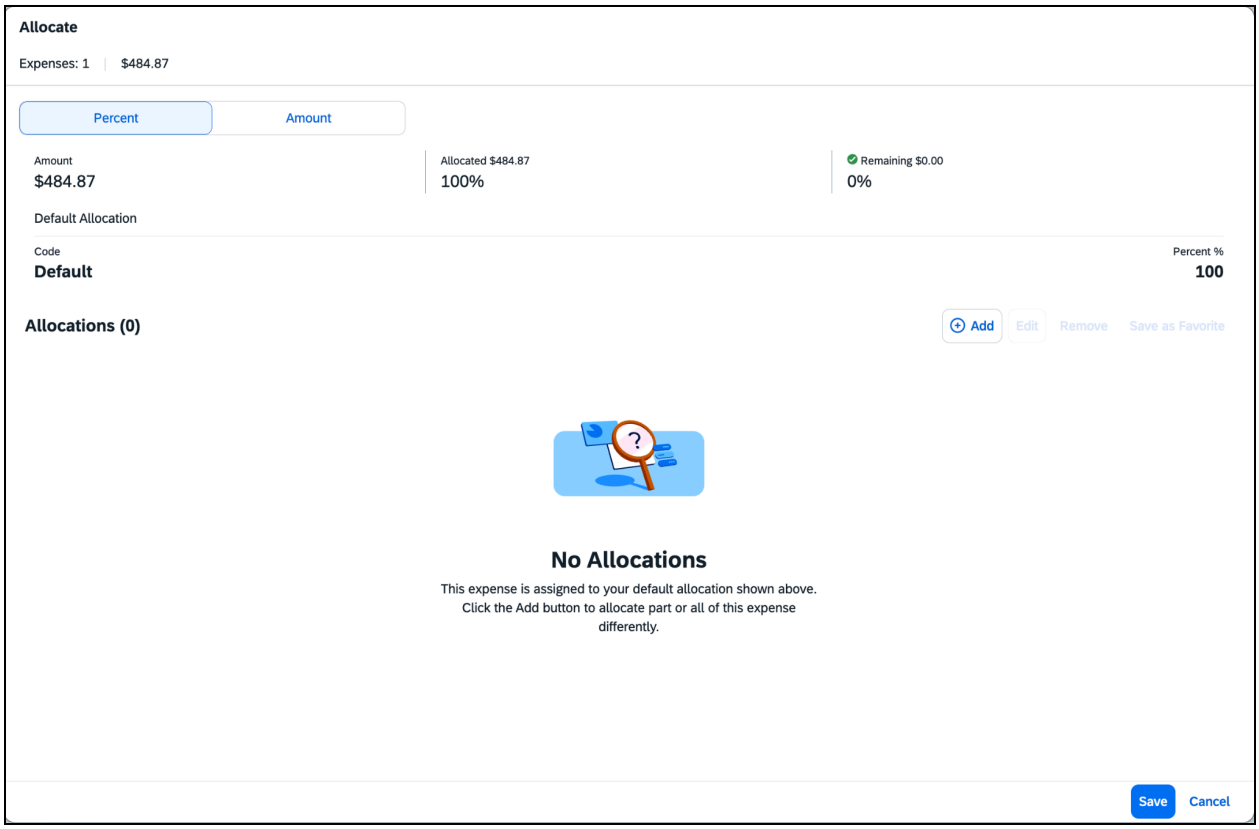
Allocating Expenses

From the Expense Report:

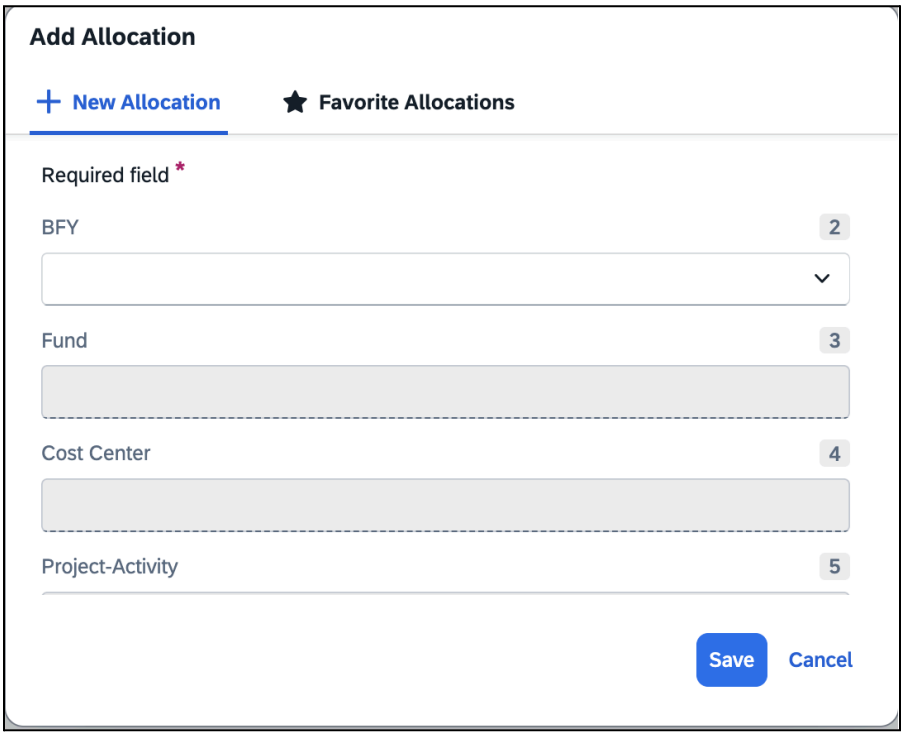
1. Locate the expense you want to allocate and select the check box. To select all expenses, use the check box under Expenses at the top of the list.
2. Select **Allocate**.



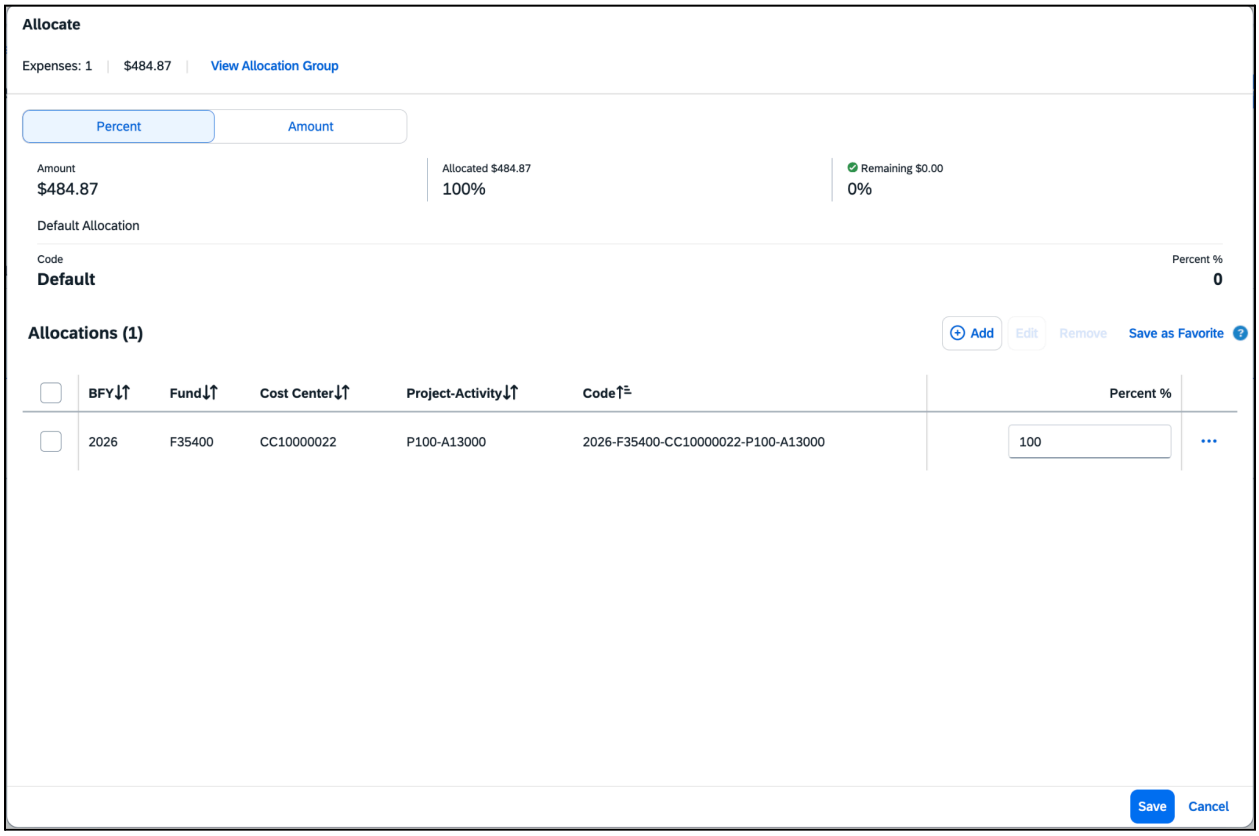
3. Select **Add**.



4. Complete the required allocation fields.
5. Select **Save**.



6. On the Allocate screen, select **Save** again.

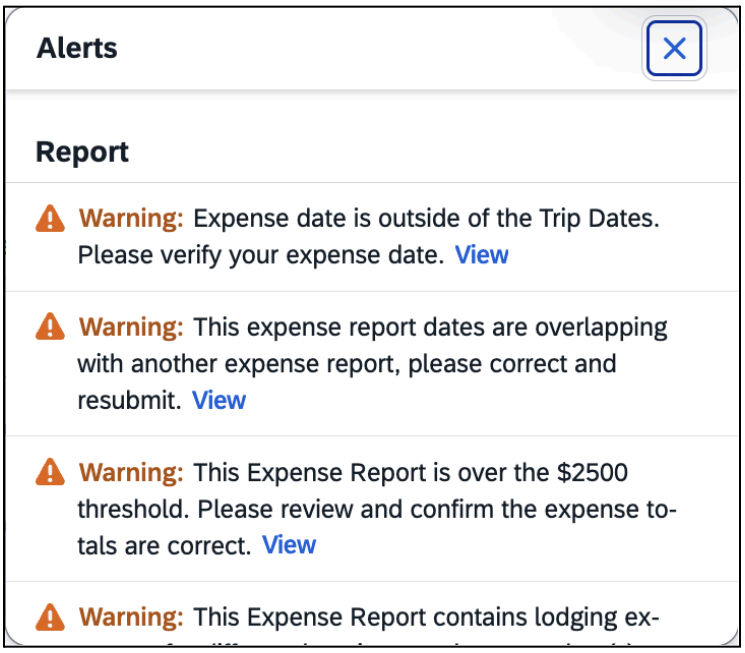


7. Verify the expense now displays as **Allocated** in the **Expected Expense**s list.

Reviewing Alerts

Before submitting your expense report, review the report for alerts:

1. Review all alerts displayed for the report.
2. Distinguish between **Warnings** and **Hard Stop Errors**.
    a. **Warnings** provide helpful information or highlight items that should be reviewed before submission, but they do not prevent you from submitting your expense report.
    b. **Hard Stop Errors** must be corrected before the report can be submitted.
3. Select the **Warning** or **Hard Stop Error** icon.
4. Select the **View** link to navigate directly to the issue.

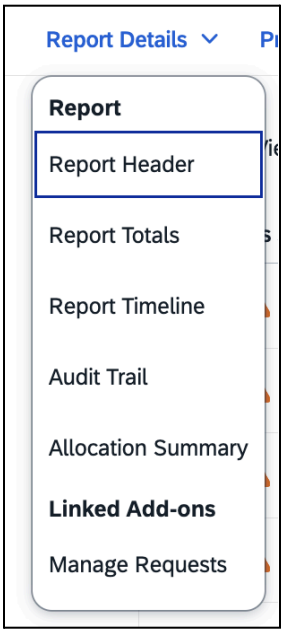


5. Correct the issue, if necessary.
6. Select **Save Expense**.

Viewing the Approval Flow

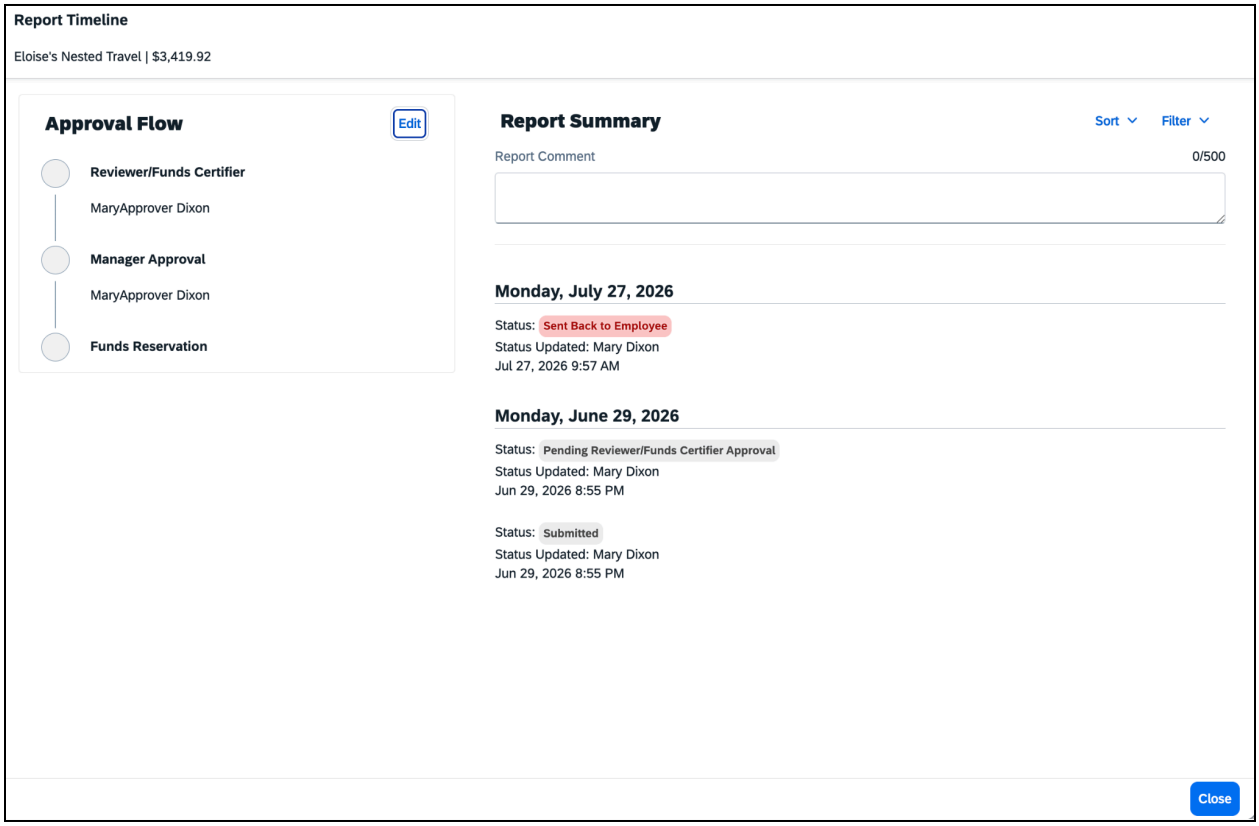
From the Expense Report:

1. Select the **Report Details**.
2. Select **Report Timeline** from the drop-down list. This displays the Report Timeline window.



3. View the approval flow to see where the report has been and where it is going.

4. Select **Close** to close the Report Timeline window.



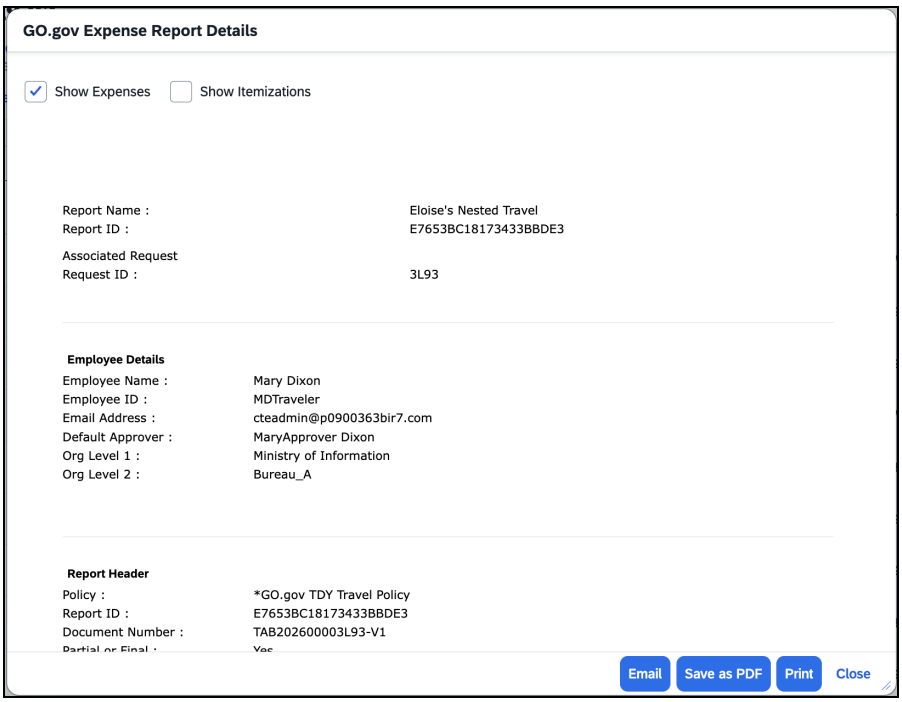
Printing, Saving, or Sharing an Expense Report

From the Expense Report:

1. Select **Print/Share**.
2. Select **GO.gov Expense Report Details.**



3. Select the checkboxes next to the information to be included in the printed report.
4. Select one of the following options:
    - Email
    - Save as PDF
    - Print
5. Select **Close** when finished.



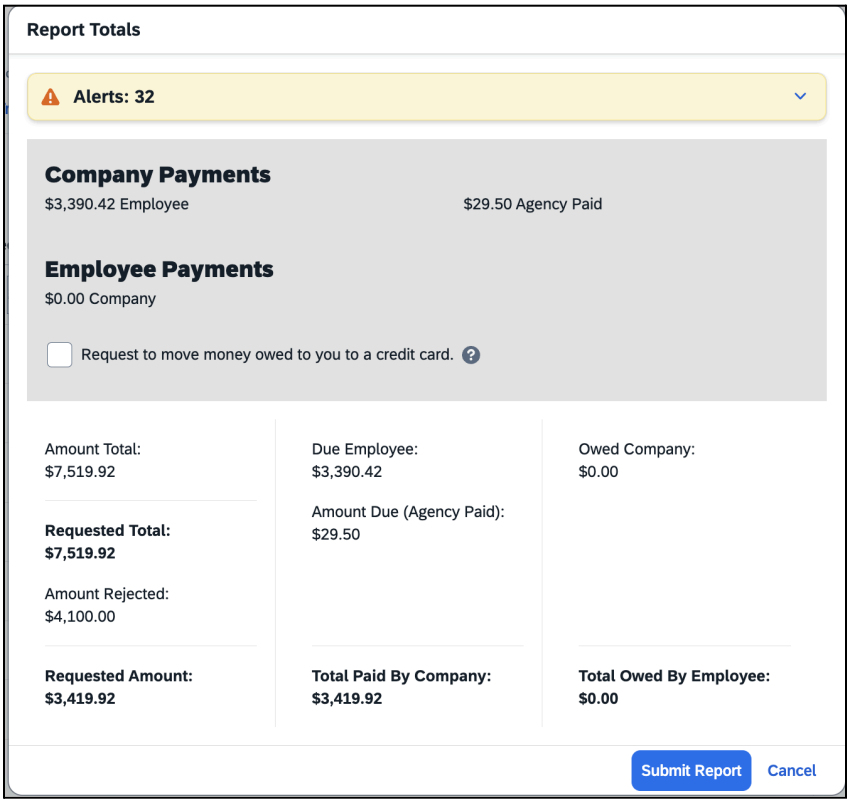
Submitting an Expense Report

From the Expense Report:

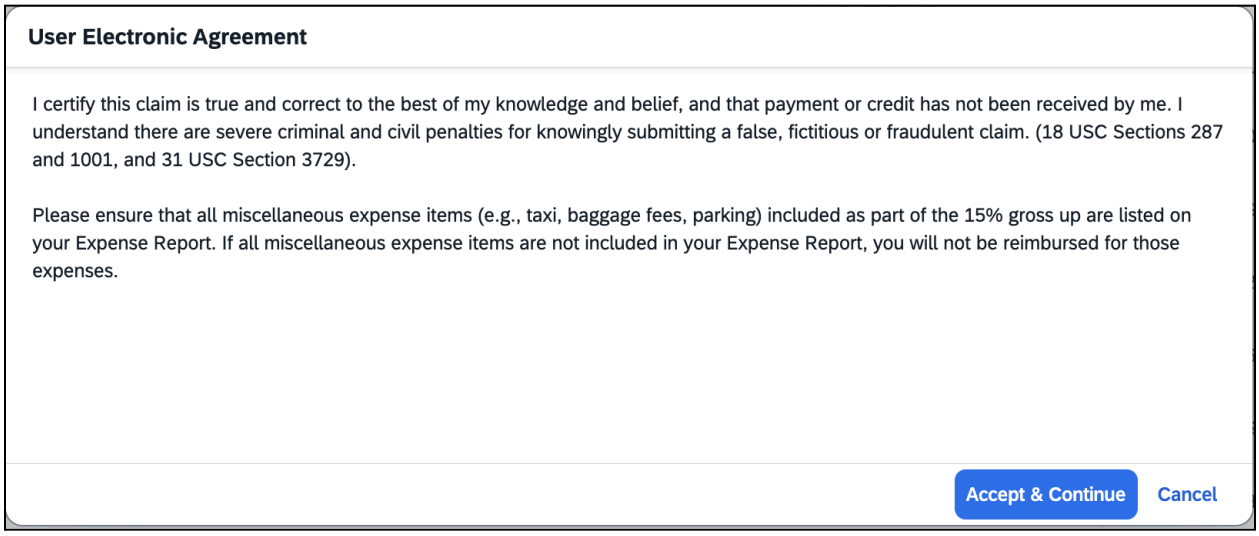
1. Confirm that all information on the expense report is correct and that only warning alerts remain.
2. Select **Submit Report**. This will display the **Report Totals** window.



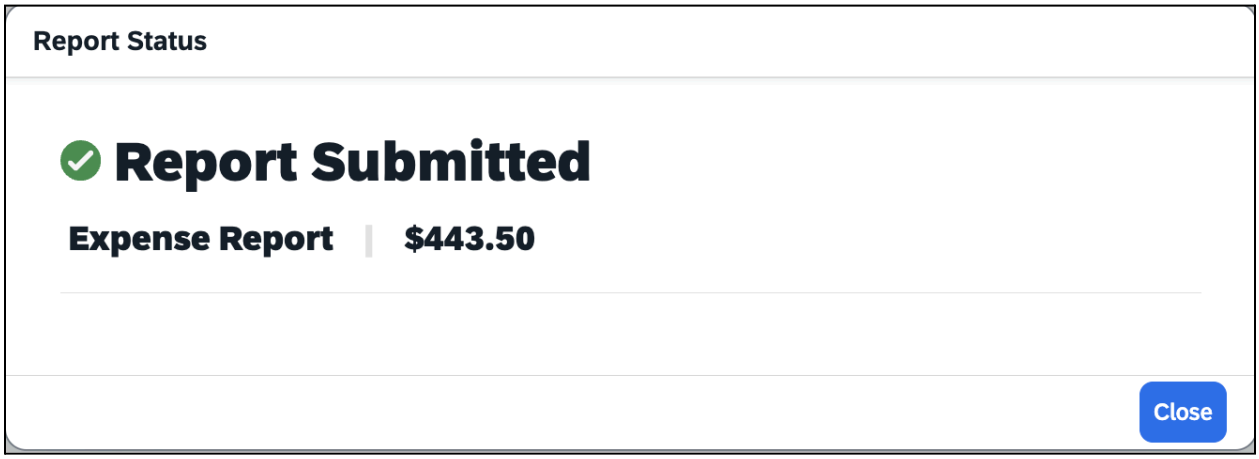
3. Verify the reimbursement amounts and report totals are correct.
4. Select **Submit Report**. This displays the **User Electronic Agreement** window.



5. Select **Accept & Continue**. This will display the **Report Status** window.



6. Select **Close** to close the window.



After your expense report is processed, GO.gov automatically de-obligates any unused travel funds. No action is required unless additional information is requested by your agency.

ExpenseIt

Benefits of ExpenseIt

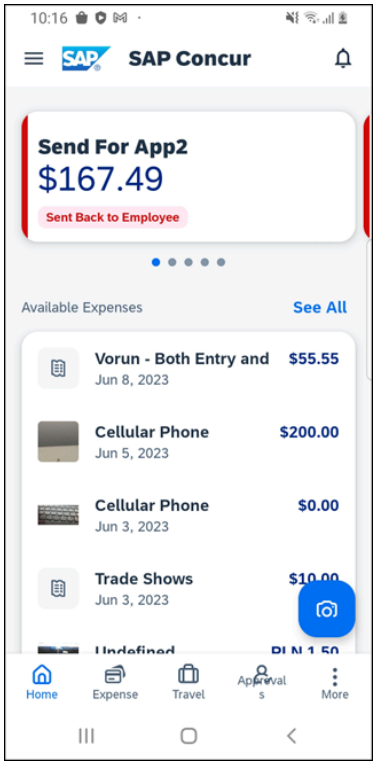
- Reduces manual data entry by automatically capturing receipt details.
- Creates expenses faster with auto-filled receipt information.
- Reduces errors from manual typing.
- Stores receipts digitally within the GO.gov mobile app.
- Keeps expense documentation organized in one location.
- Supports faster expense report preparation and submission.

Before Using ExpenseIt

1. Download the SAP Concur app.
2. **Sign In with SSO** or follow your agency's specific login prompts to complete

authentication.

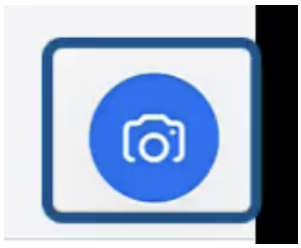
3. Allow camera access within the mobile application.
4. Ensure all receipts are clearly visible before capturing or uploading images.



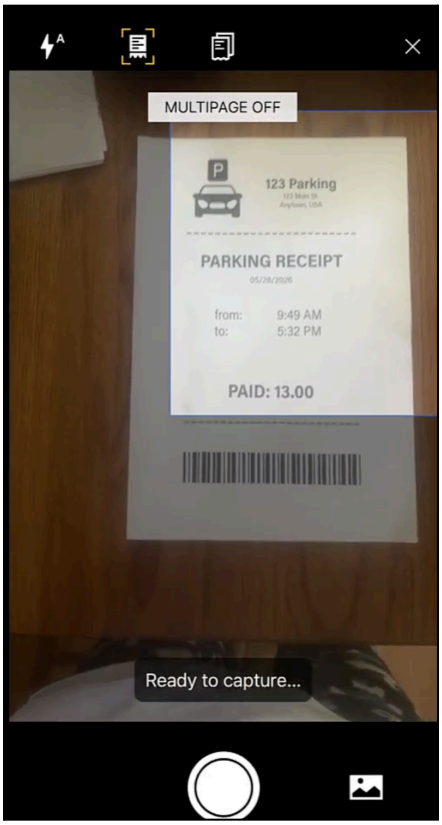
Check with your agency's policy to determine whether the GO.gov mobile app is allowed at your agency.

Adding Receipts

1. Travelers can add receipts by taking a photo, uploading an existing photo, or uploading a file.
2. To take a receipt photo, open the SAP Concur mobile app.
   a. Select the **camera icon**.



   b. Position the receipt within the camera frame. Ensure the receipt is fully visible, well-lit, flat, and legible. Select the **shutter button**.



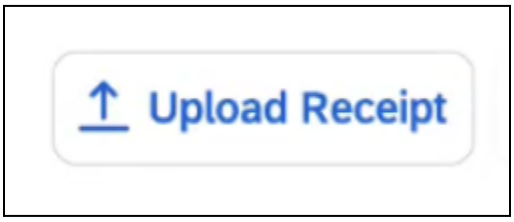
c. Select **Done**.



d. Confirm the receipt appears in the Available Expenses tab for review and

reporting.

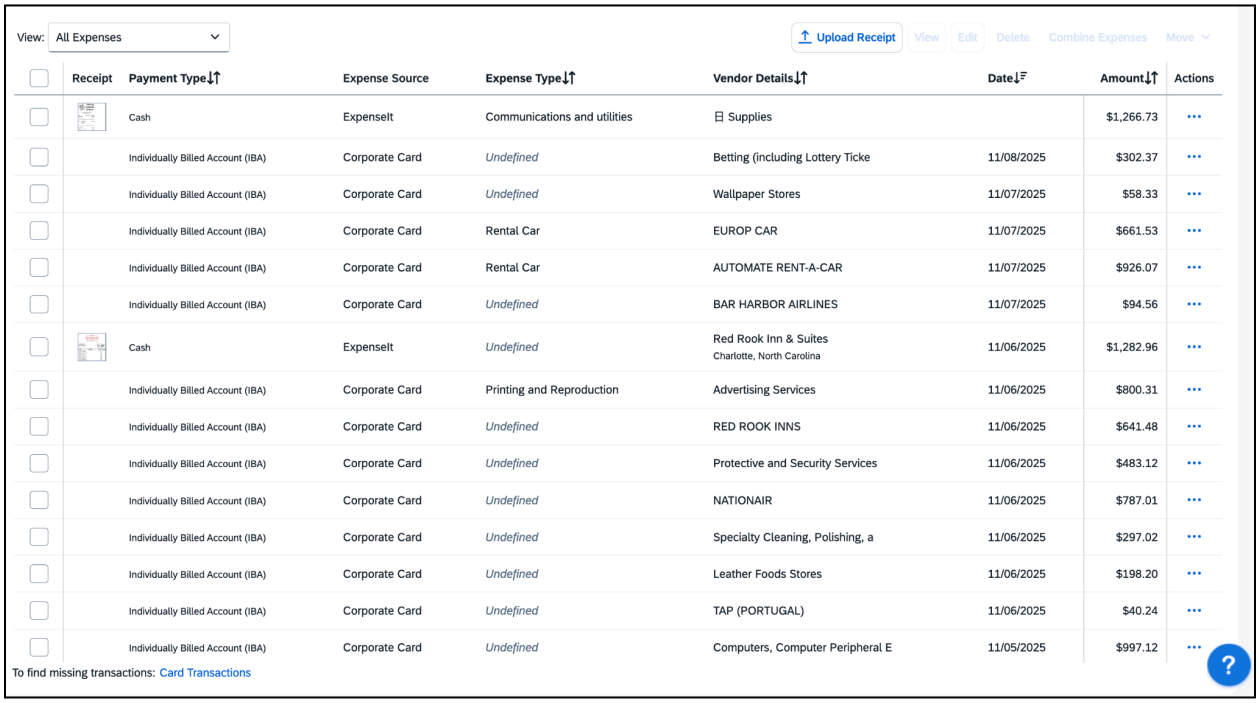
3. To upload an existing receipt photo, select **View All** in **Available Expenses**.
   a. Select the **plus icon** on the Expenses tab.
   b. Select **Upload Receipt**.



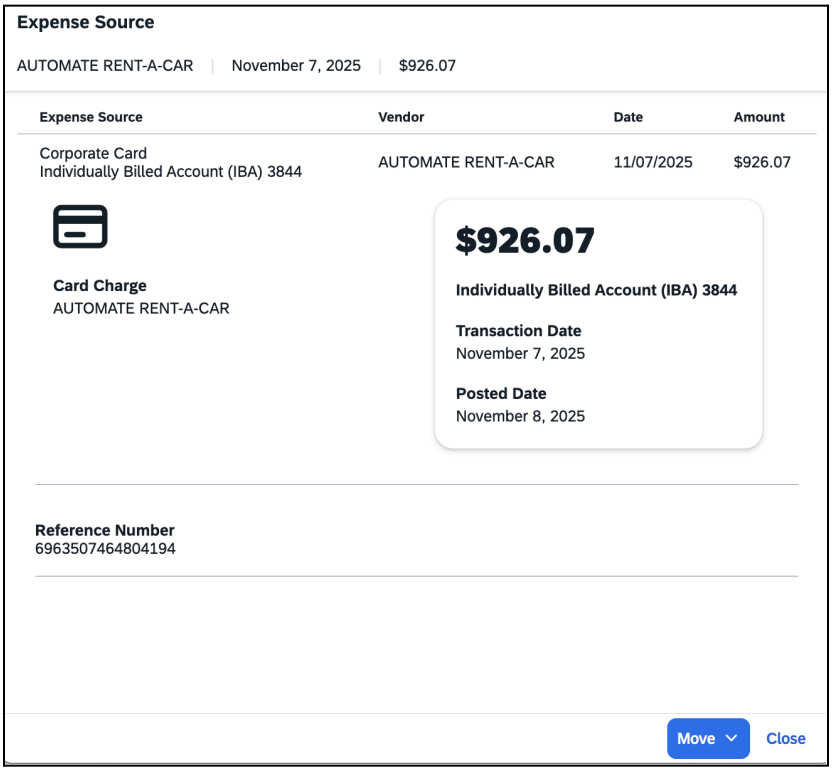
   c. Choose the receipt image. Select **Open**.
   d. Confirm the receipt appears in the Available Expenses tab for review and reporting.

Reviewing and Editing Expenses

1. Select the expense from the Available Expenses tab to review or edit.



2. Review populated fields such as Amount, Expense Type, Vendor, Location, and Comment as needed.
3. Select **Move**.



4. Select the appropriate expense report.
5. Confirm the receipt is listed in the correct report.

Preparing a Local Expense Report

How is a Local Travel Expense Report different from a (Temporary Duty) TDY Report?

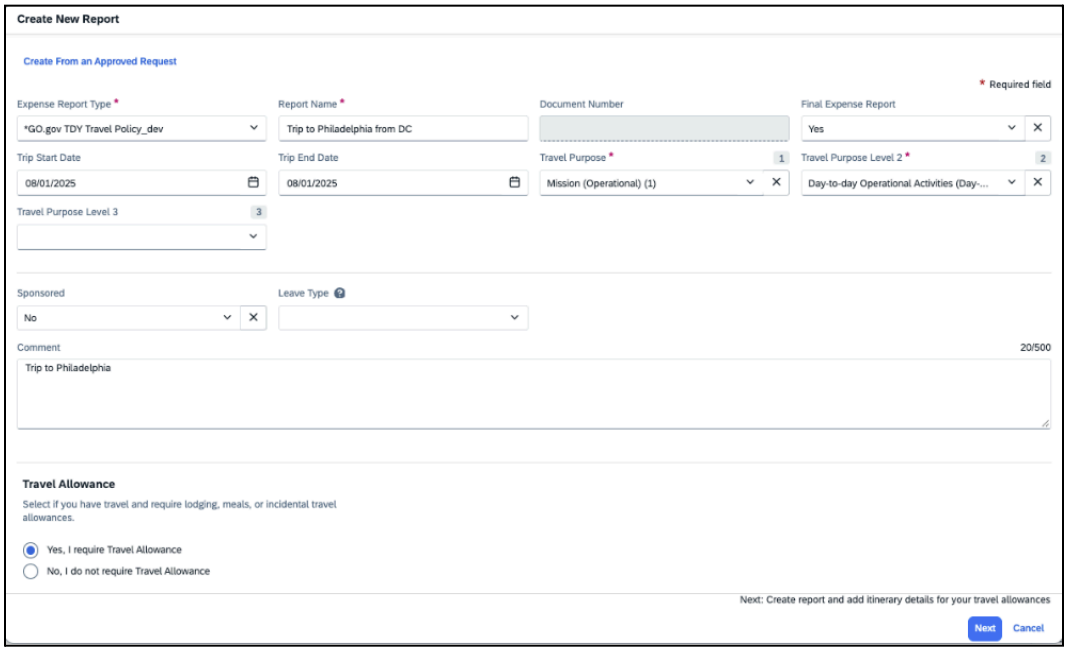
- Local travel uses a different policy than TDY travel.
- Local travel does not require an approved travel request.
- Local travel may not include per diem travel allowance.
- Local travel does not generally include airfare, rental car, or hotel.

Creating a Local Travel Expense Report

1. From the **Home** drop-down, select **Expense**.
2. Select **Create Expense Report**.

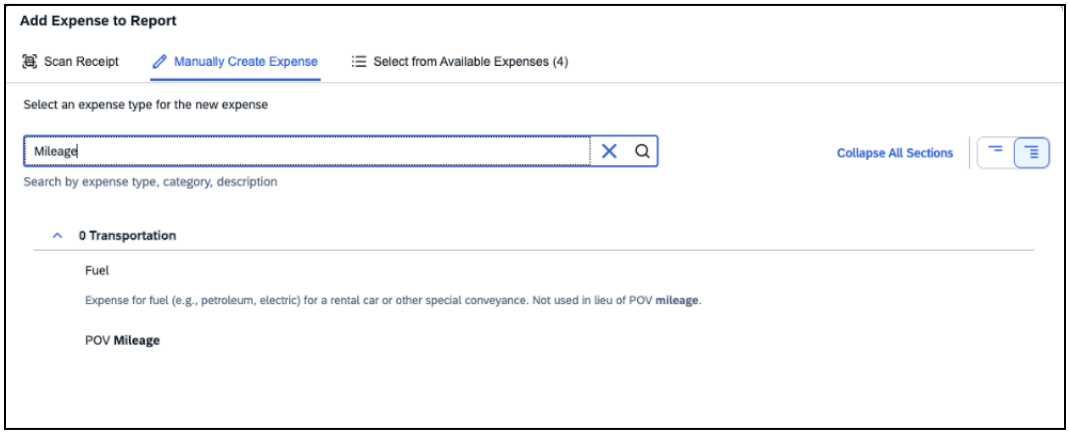


3. Select **Local Travel Policy** for the **Expense Report Type**.
4. Enter a **Report Name**.
5. Enter the **Trip Start Date** and **Trip End Date**.
6. Select a **Travel Purpose** from each drop-down: **Level 1**, **Level 2**, and **Level 3** (if needed). Add any comments.
7. Use the radio buttons to indicate whether you require **Travel Allowance**.
8. Select **Next**.



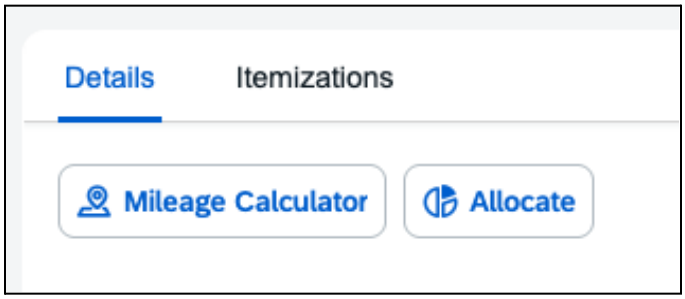
Adding Expenses

1. Select **Add Expense.**
2. Select **Manually Create Expense**.
3. Search for and select the **Expense Type**.

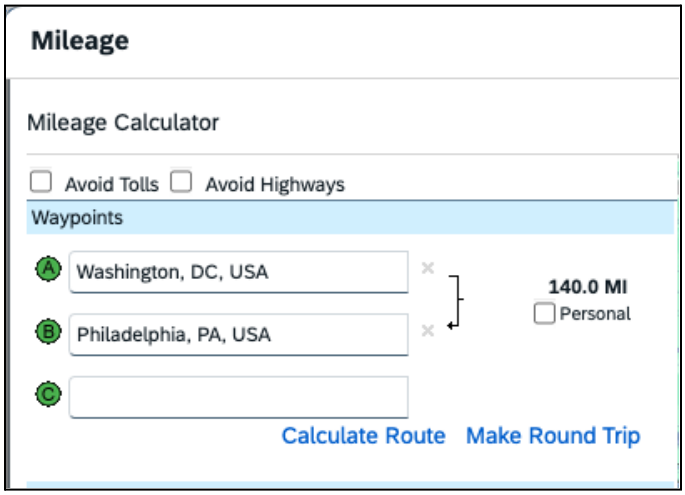


Using the Mileage Calculator

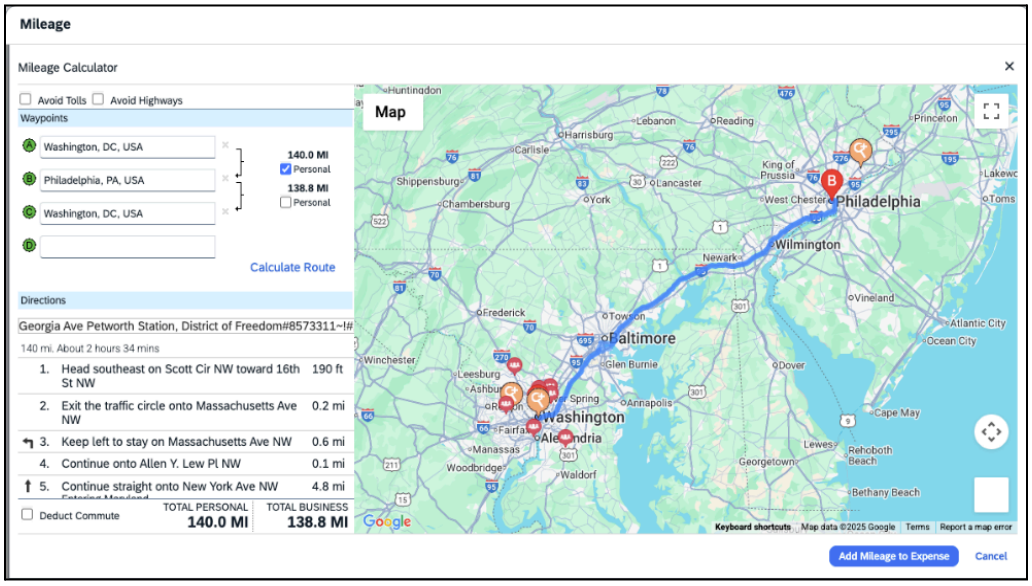
1. Select **POV Mileage** as the **Expense Type**.
2. Select **Mileage Calculator**.



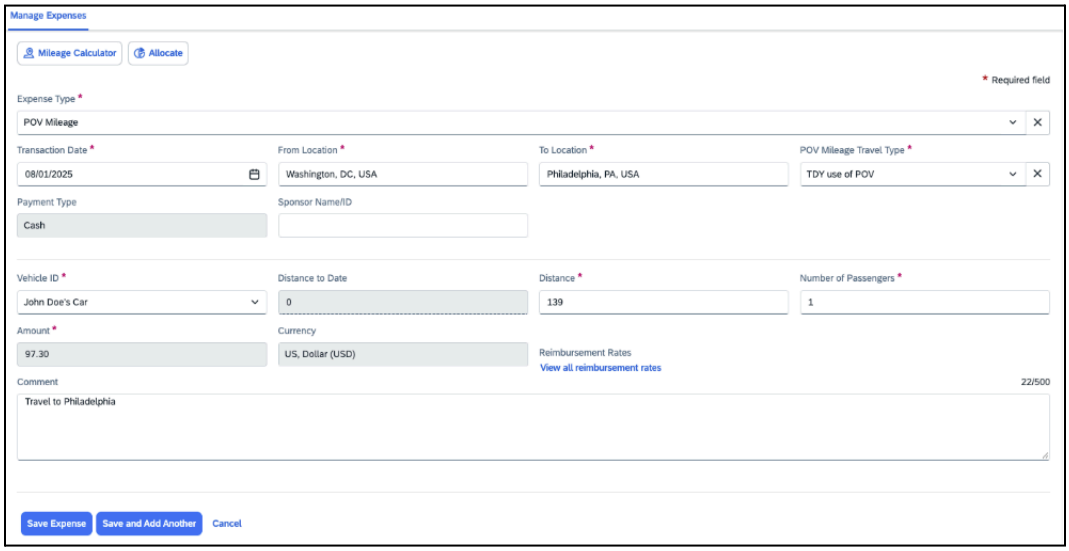
3. Search for your starting and ending locations and any additional legs to your trip.
4. Confirm your **Waypoints** are correct and **Select Calculate Route**.



5. Check the **Personal** check box if any leg of your trip should not be reimbursed.
6. Select **Make Round Trip** if you should be reimbursed for a round trip.
7. Choose **Avoid Tolls** or **Avoid Highways** if you prefer.
8. Check the box for **Deduct Commute**, if applicable.
9. Select **Add Mileage to Expense**.

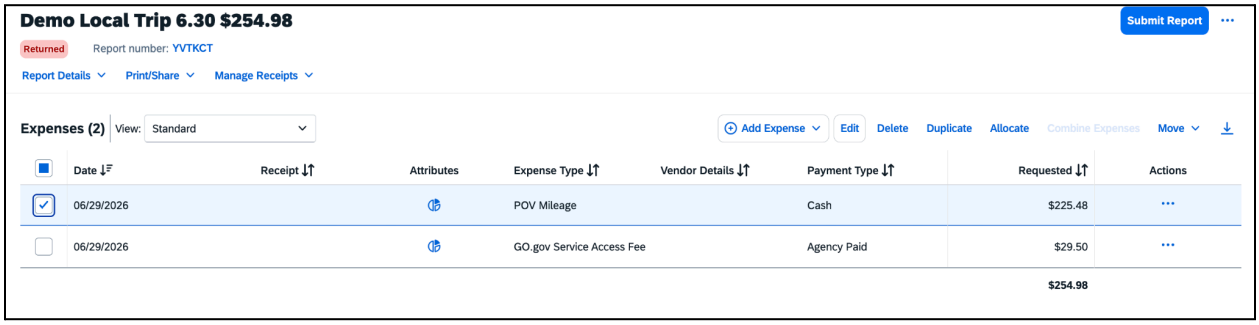


10. Select the **Date** of travel.
11. Confirm your **Vehicle ID**. Details about your vehicle must be added to your profile to populate on this page.
12. Update the **Number of Passengers**, if applicable.
13. Add any **Comments**, if applicable.
14. Select **Save Expense**.

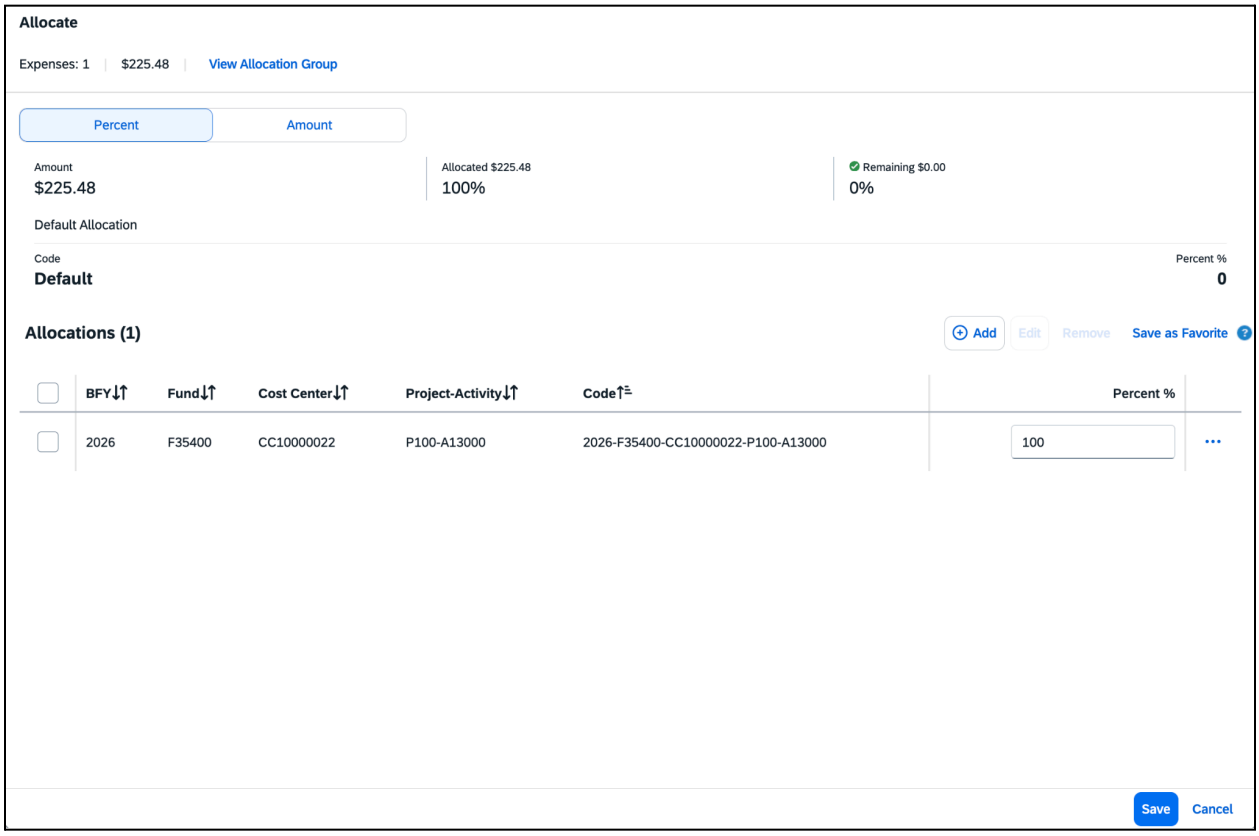


Allocating Expenses in a Local Travel Report

1. On the right, select the **Allocate** link.

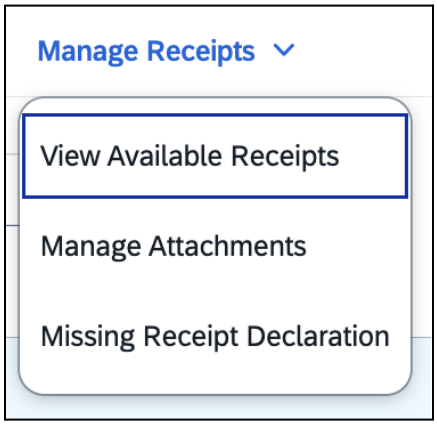


2. In the pop-up, select **+Add**.
3. Fill in all required **Allocation Fields**.
4. Select **Save**.



Managing and Viewing Receipts

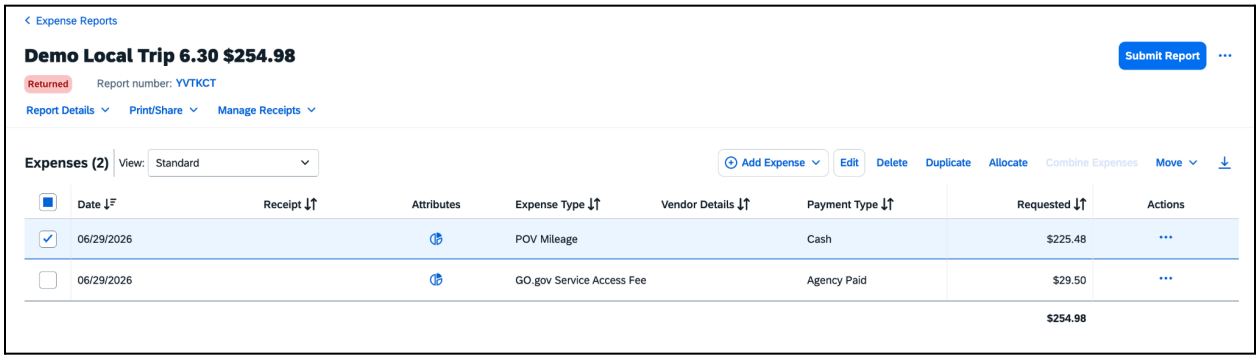
1. Select **Manage Receipts**.
2. Select **View Available Receipts** on the toolbar (right).



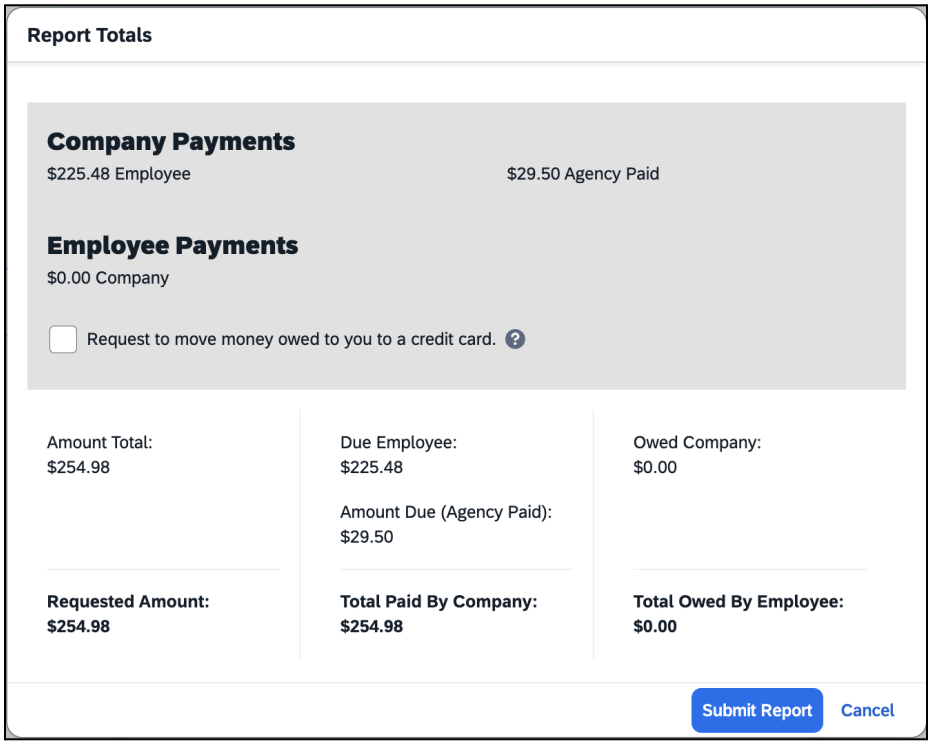
3. Select **Upload** to add a new receipt.

Submitting a Completed Expense Report

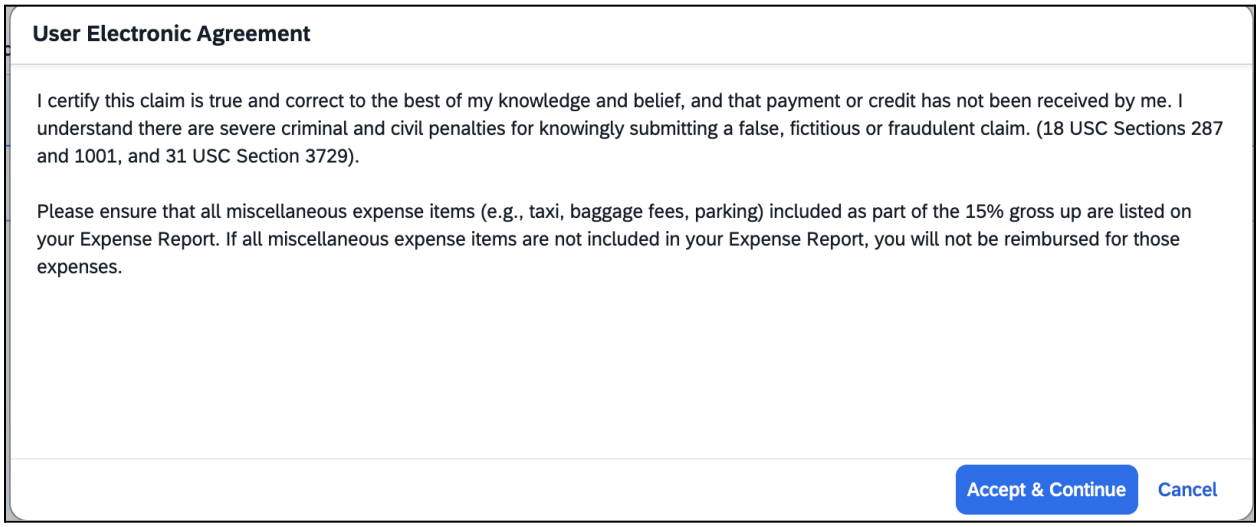
1. Select **Submit Report**.



2. Select **Submit Report** again.



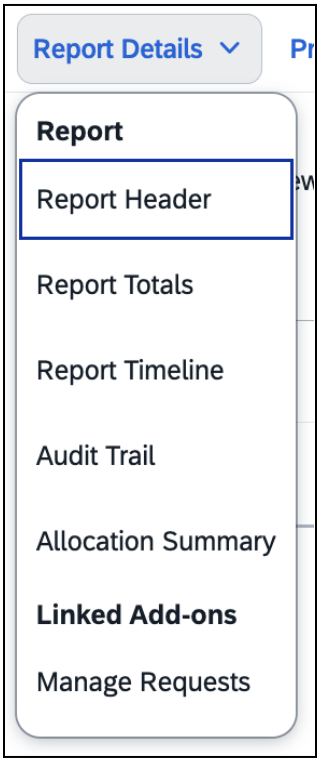
3. Select **Accept and Continue**.



4. Select **Close**.

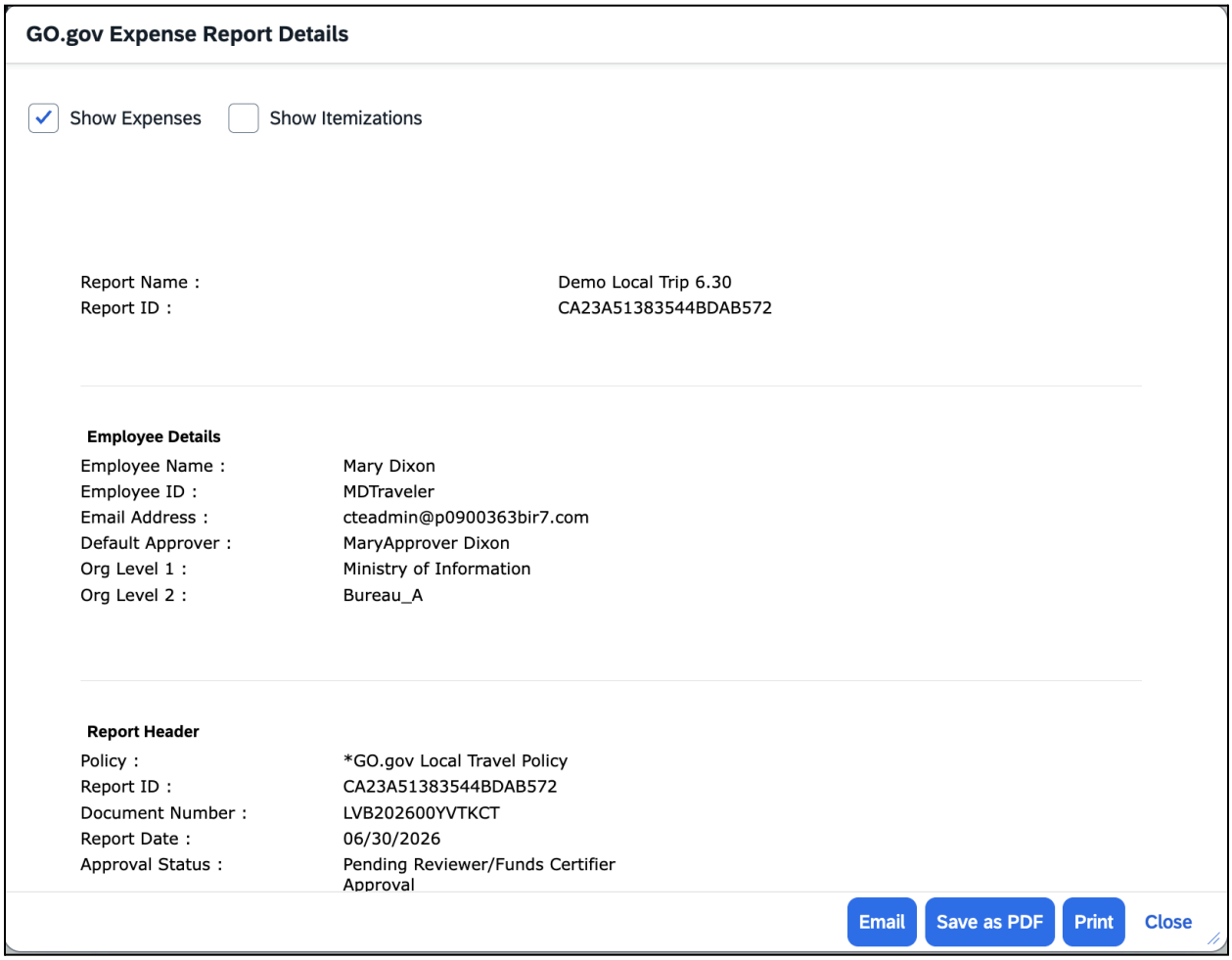
Reviewing Expense Report Details and Printing a Summary

1. From the **Report Details** drop-down:
   a. Select **Report Header**
   b. Select **Report Totals**
   c. Select **Report Timeline**



2. Select **Report Details** again.
3. Choose **Allocation Summary**.
4. From the Print/Share menu:
   a. Select options like **Show Expenses** and/or **Show Itemizations.**
   b. Select **Print Request**, if desired.
   c. Select **Close.**





Booking Travel on Behalf of Others

This section outlines the steps for Travel Arrangers to log into GO.gov and act as a delegate on behalf of a traveler. It ensures proper access and functionality for managing travel requests and expense reports on the traveler's behalf.

Acting on Behalf of a Traveler

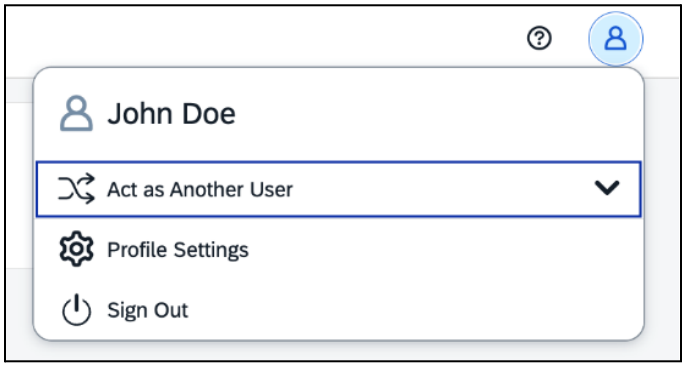
What is a Travel Arranger?

- A Travel Arranger can book travel on behalf of another user.
- Travel Arrangers can also be known as delegates.
- Travelers must assign their delegates on their profile in GO.gov.
-

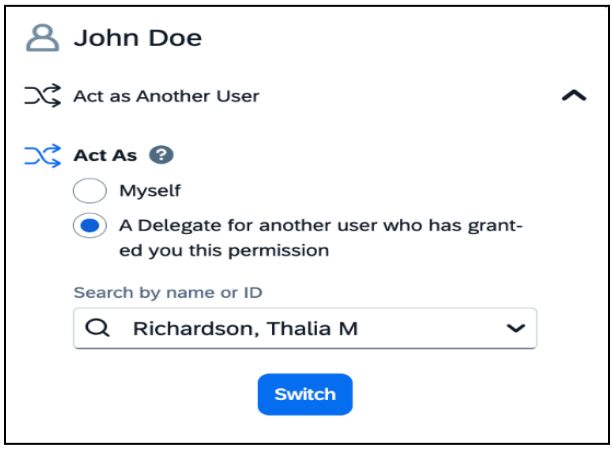
Steps:

1. Log in to GO.gov.

2. Select the initials or Person icon at the top right of the screen.
3. Select **Act as Another User**.



4. Select the **A Delegate for another user who has granted you this permission** radio button.
5. Search for and select the traveler's name.
6. Select **Switch**.



Note: Refer to the *Booking Travel* section to complete the travel booking process.

Changes and Cancellations

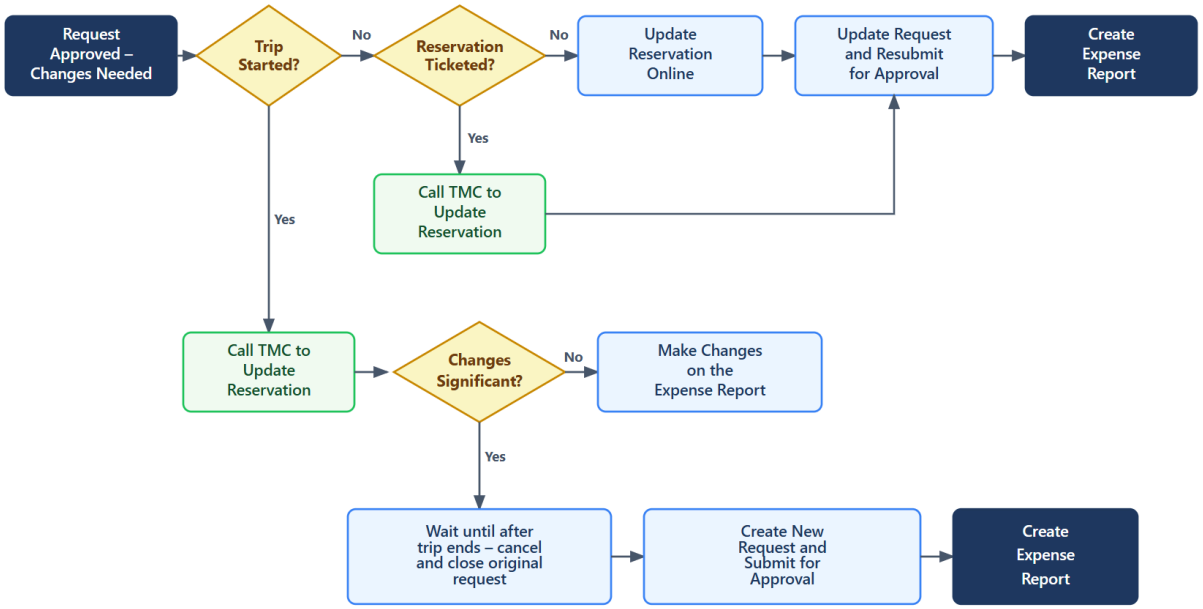
Travel plans may change at any stage of the travel process, requiring updates to reservations, travel dates, funding information, or expenses. GO.gov supports travel request changes and expense report updates throughout the travel lifecycle.

In GO.gov, travel requests contain estimated travel costs, while expense reports capture actual expenses incurred during travel. The steps for updating a trip depend on when the change occurs:

- After Travel Request Approval and Before Trip State Date: You can recall and update an approved travel request directly in GO.gov.
- After Trip Has Started and Before Trip has Ended: Reservation changes must be done by calling the agency's Travel Management Company (TMC), and updated expenses must be documented in the expense report in GO.gov prior to submitting.
- After Returning from the Trip: All travel changes must be documented in the expense report(s) in GO.gov and major travel changes require an updated travel request.

In addition to itinerary changes, changes to a travel request could be required if the expense report exceeds the standard audit tolerance of a 10% threshold over the travel request.

You are responsible for updating reservations, documenting changes accurately, reviewing expenses before submission, and using the correct line of accounting (LOA). GO.gov also supports multiple expense reports for a single approved travel request if needed.

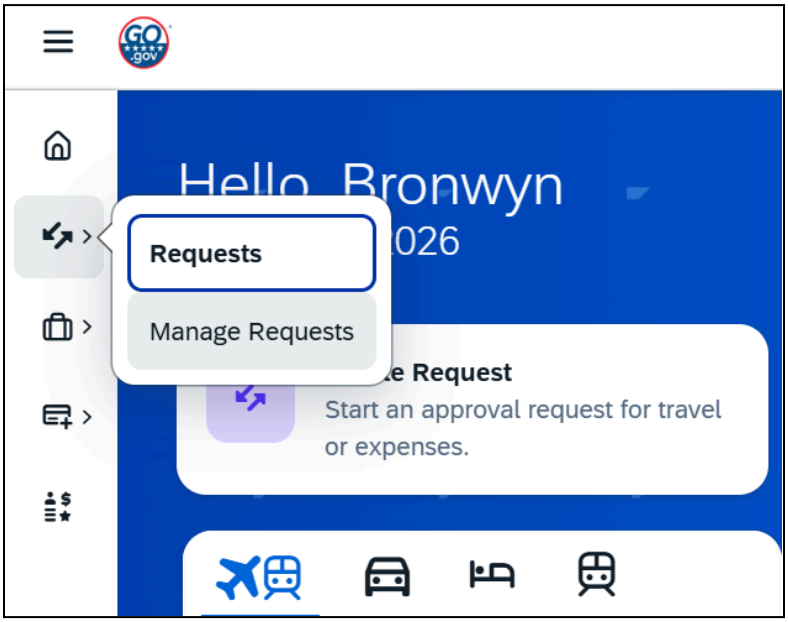


After Travel Request Approval and Before Trip State Date

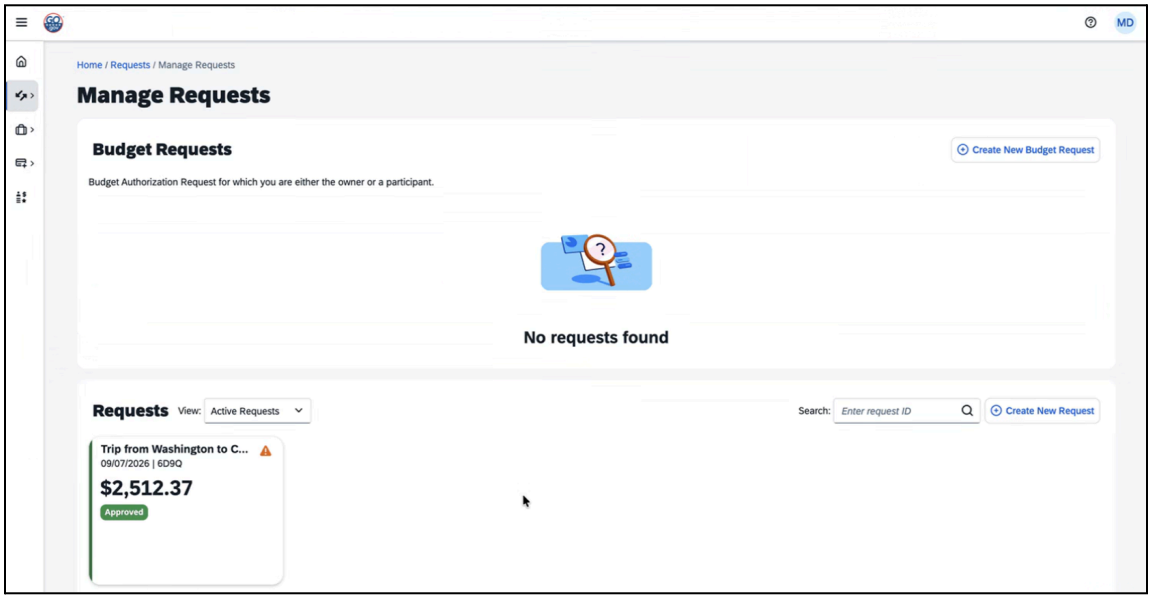
If your travel request is approved and the ticket has not been issued, you should follow these steps to make changes to your travel request.

Note: If the ticket has already been issued, you will need to contact your TMC to change reservations. For example, in the case of City Pair fares, tickets are typically issued three business days in advance. Prior to ticketing, you can modify your reservations online in your GO.gov account.

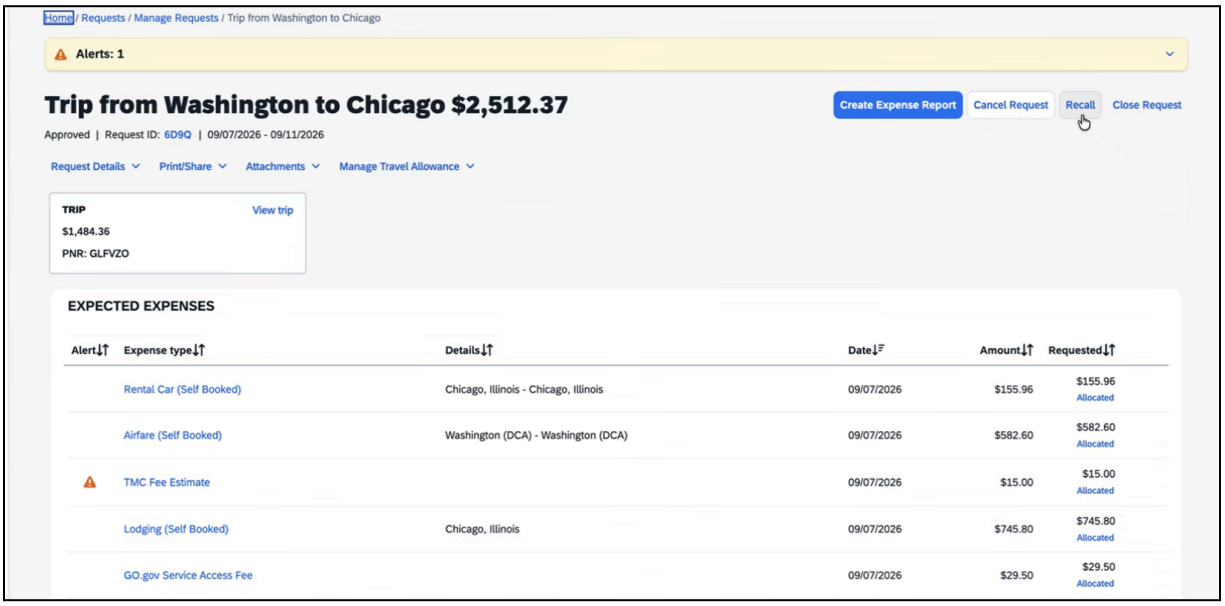
1. Navigate to the Manage Requests page using the menu on the left side of the GO.gov homepage.



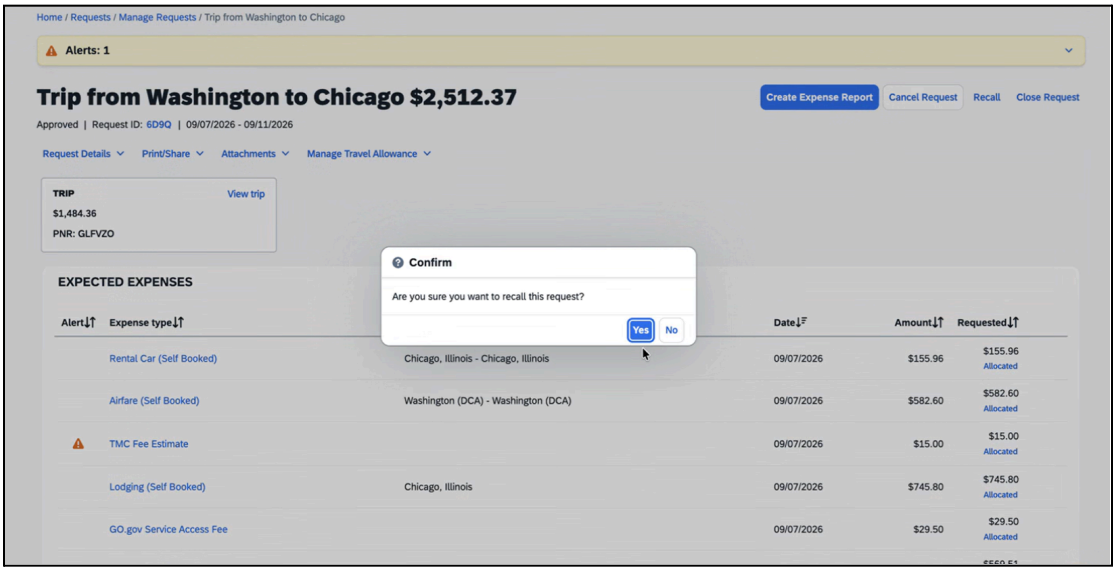
2. Open the approved travel request from the Manage Requests page by clicking on the applicable tile underneath the Requests section.

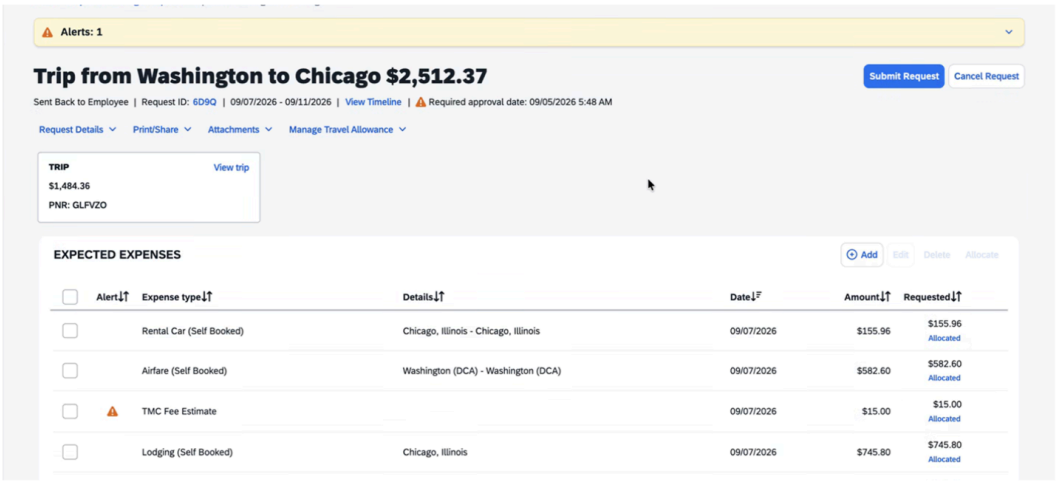


3. After the approved request appears, select the Recall option from the main requests landing page.

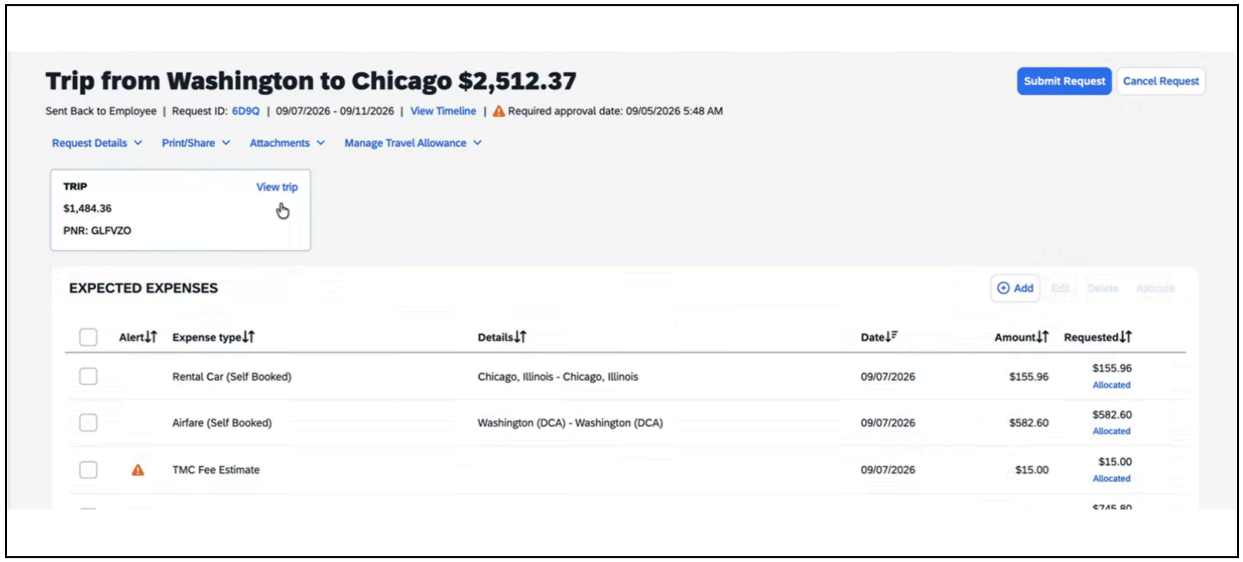


4. Select Yes for the confirmation popup. This will change the request status of the travel request to “Sent Back to Employee” as seen in the top left-hand corner of the page.

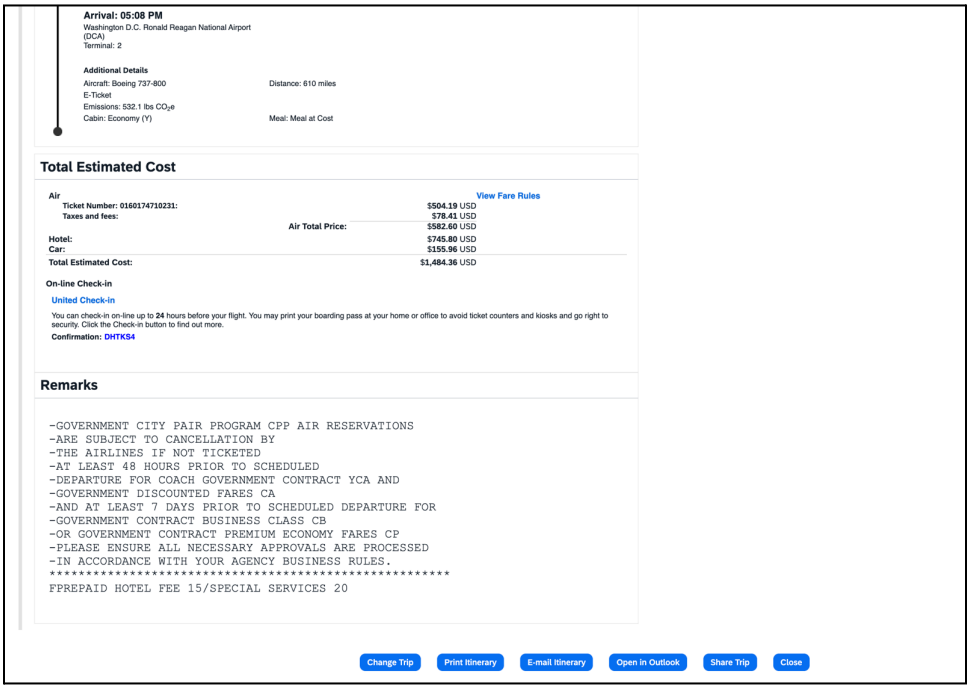

Home / Requests / Manage Requests / Trip from Washington to Chicago
Alerts: 1
Trip from Washington to Chicago $2,512.37
Create Expense Report
Cancel Request
Recall
Close Request
Approved | Request ID: 6D9Q | 09/07/2026 - 09/11/2026
Request Details
Print/Share
Attachments
Manage Travel Allowance
TRIP
View trip
$1,484.36
PNR: GLFVZO
Confirm
Are you sure you want to recall this request?
Yes
No
EXPECTED EXPENSES
Alert
Expense type
Date
Amount
Requested
Rental Car (Self Booked)
Chicago, Illinois - Chicago, Illinois
09/07/2026
$155.96
$155.96
Allocated
Airfare (Self Booked)
Washington (DCA) - Washington (DCA)
09/07/2026
$582.60
$582.60
Allocated
TMC Fee Estimate
09/07/2026
$15.00
$15.00
Allocated
Lodging (Self Booked)
Chicago, Illinois
09/07/2026
$745.80
$745.80
Allocated
GO.gov Service Access Fee
09/07/2026
$29.50
$29.50
Allocated


Alerts: 1
Trip from Washington to Chicago $2,512.37
Submit Request
Cancel Request
Sent Back to Employee | Request ID: 6D9Q | 09/07/2026 - 09/11/2026 | View Timeline | Required approval date: 09/05/2026 5:48 AM
Request Details
Print/Share
Attachments
Manage Travel Allowance
TRIP
View trip
$1,484.36
PNR: GLFVZO
EXPECTED EXPENSES
Add
Edit
Delete
Allocate
Alert
Expense type
Details
Date
Amount
Requested
Rental Car (Self Booked)
Chicago, Illinois - Chicago, Illinois
09/07/2026
$155.96
$155.96
Allocated
Airfare (Self Booked)
Washington (DCA) - Washington (DCA)
09/07/2026
$582.60
$582.60
Allocated
TMC Fee Estimate
09/07/2026
$15.00
$15.00
Allocated
Lodging (Self Booked)
Chicago, Illinois
09/07/2026
$745.80
$745.80
Allocated

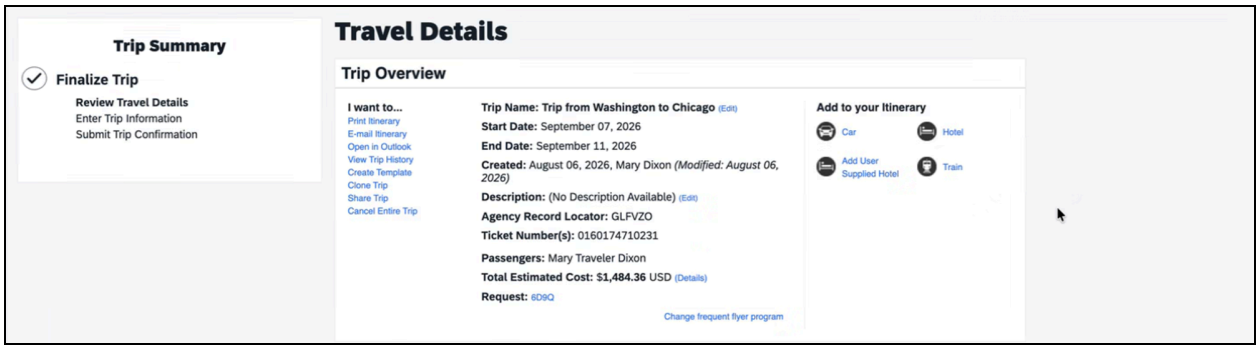
5. To change items related to reservation details, click on the View trip hyperlink within the top left-hand corner Trip tile.



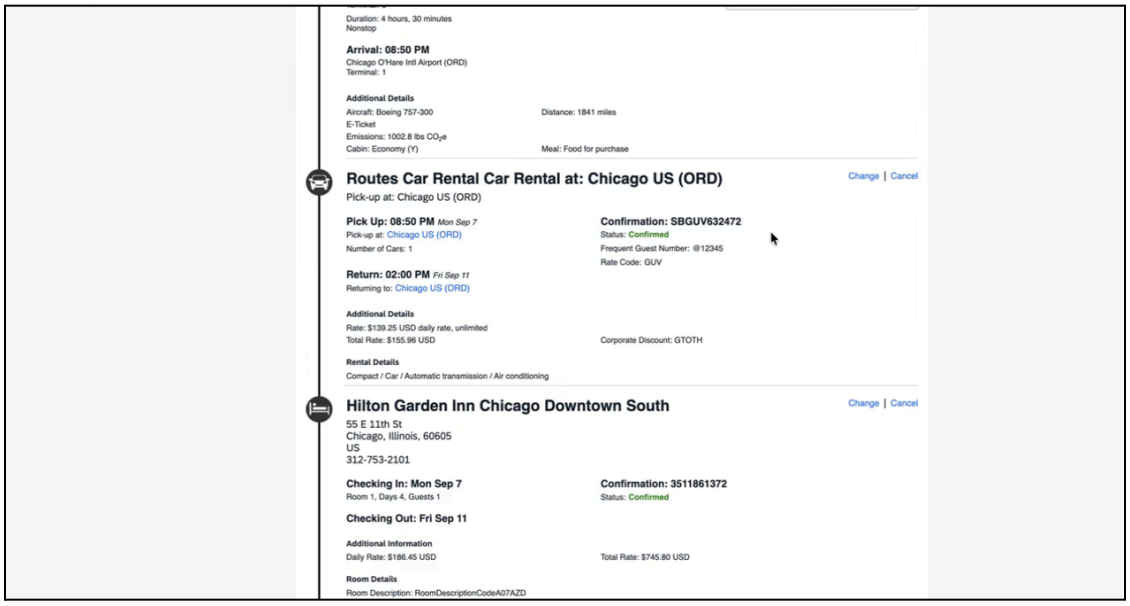
6. After the View Trip window appears, scroll to the bottom and select Change Trip. This will open the Travel Details page.



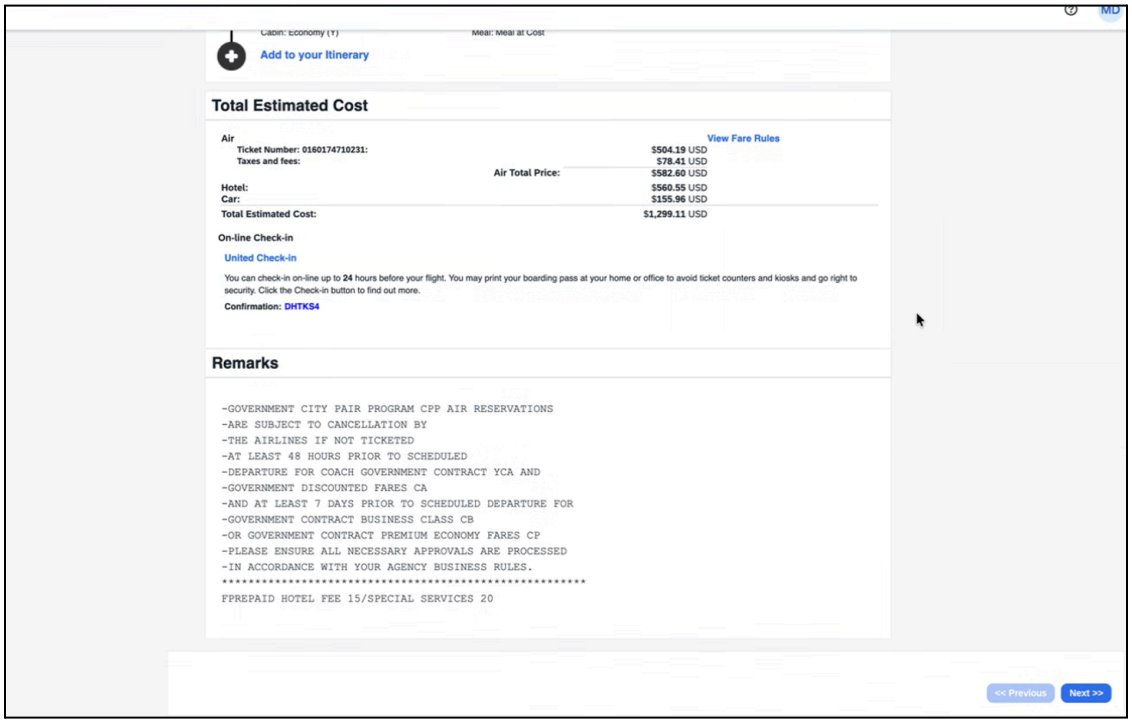
7. In the Trip Overview section of the Travel Details page, update the request header with any new information from the initial travel request such as Trip Name, Start and End Date, and Description. Select the hyperlinked text next to the item you wish to update.



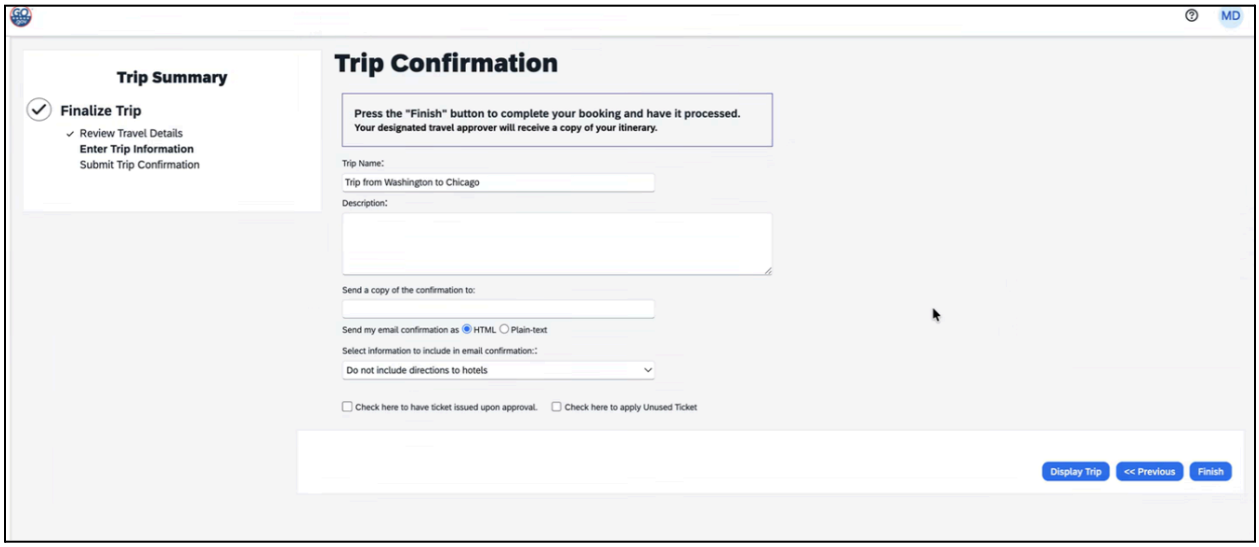
8. To update information specific to reservations booked such as flights, hotels, and rental cars, scroll down the Travel Details page. Select the hyperlinked Change option on the right side of the header for each reservation.

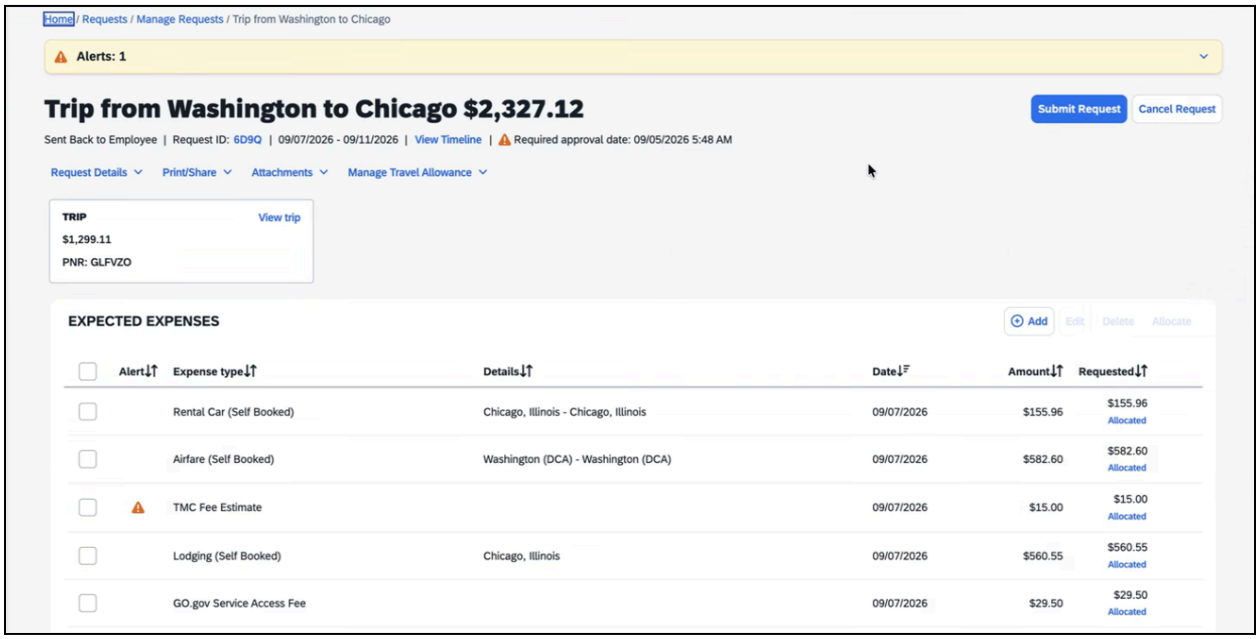


9. Once all updates are completed, scroll to the bottom of the Trip Details page and select Next. This will direct you to the Trip Confirmation page.

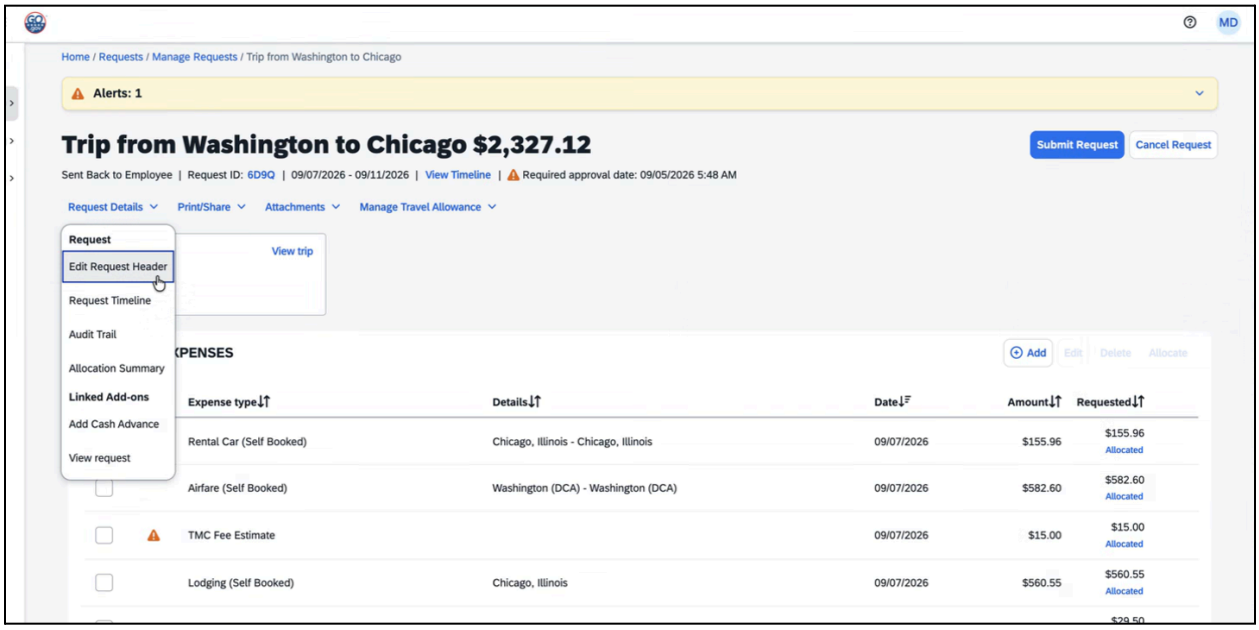


10. Review the information on the Trip Confirmation page and then select the Finish button in the bottom right of the screen. This will take you back to the Travel Request.

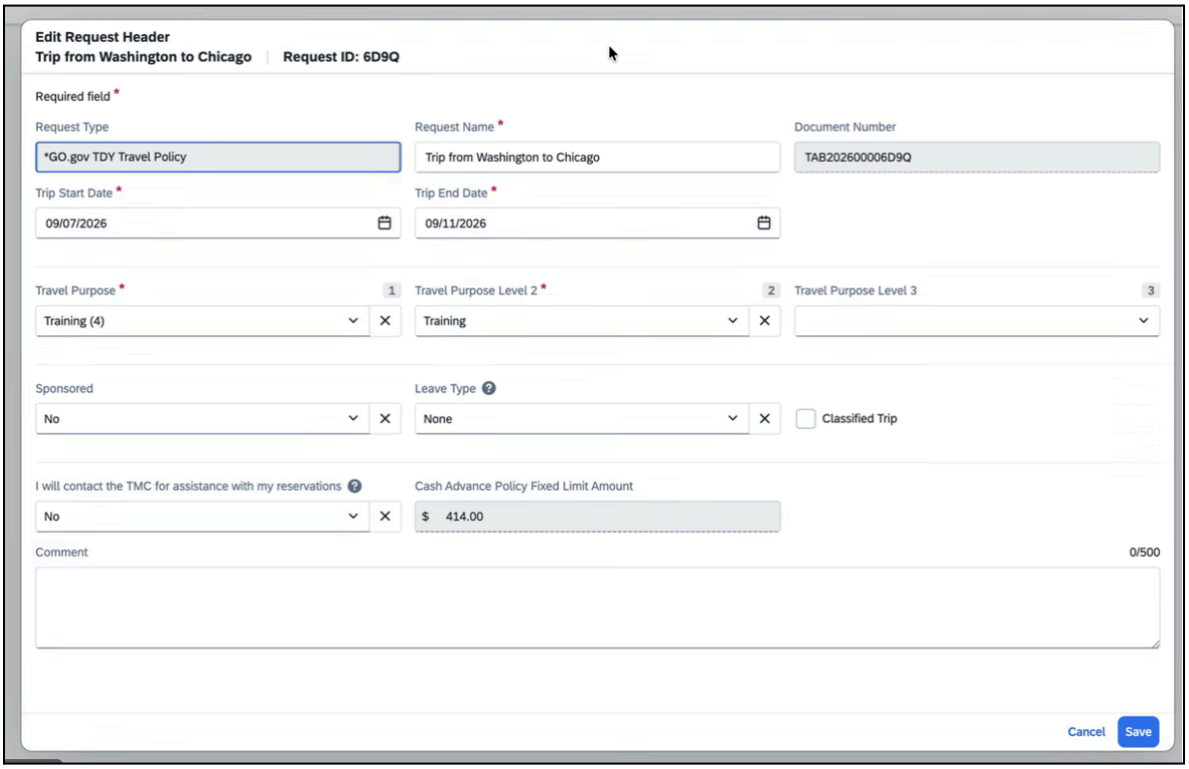




11. Alternatively, you can make changes directly in the Request header. You do this by selecting the Request Details dropdown on your homepage and then click on the Edit Request Header option.



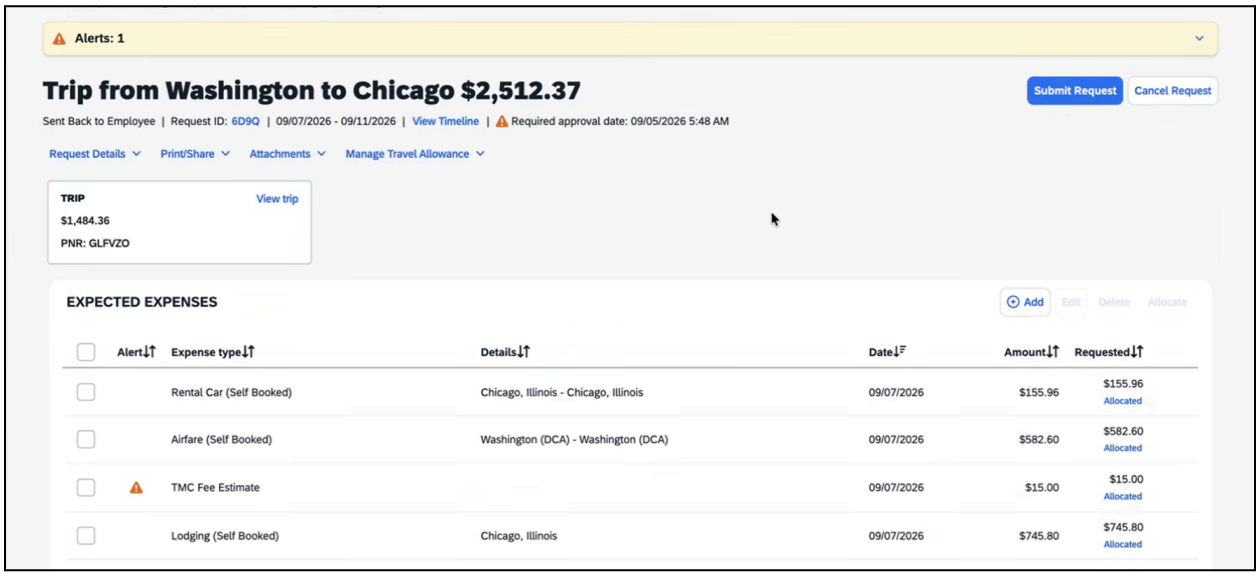
12. Make the necessary changes to the Request Header and select Save in the bottom right corner.



13. Review the revised information for accuracy and resolve any alerts if necessary. Keep in mind that updates to travel location and dates will require you to edit the travel allowance under the Manage Travel Allowance dropdown in the request. Additional information on this process is in the Major Changes Requiring New Travel Request section.



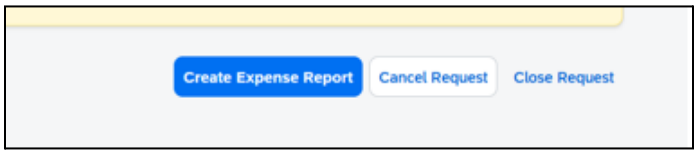
14. Resubmit the updated travel request for approval before the trip begins.



After Trip Has Started and Before Trip has Ended

If your travel request has been approved and you are currently traveling, you should follow the below steps to make itinerary changes for a travel request. You cannot edit your travel request within your GO.gov account, **once the trip has started.**

1. Contact your agency's TMC to make reservation changes. The Recall button (referenced above) disappears on the trip start date but the TMC can make changes that will show on your GO.gov request.



2. When you return from your trip, follow the appropriate process detailed in the After Returning From the Trip section. For minor changes, you can complete your expense report following the process from the Minor Changes Made Directly in

Expense Report section. If your changes are significant, follow the process detailed in Major Changes Requiring New Travel Request.

After Returning from the Trip

If you have minor changes to your trip details after returning from a trip, you can make those changes directly in the associated trip's expense report. The expense report should reflect the actual dates of travel, expenses, and appropriate LOA.

However, if you need to make significant changes after returning from a trip, you must first cancel the existing travel request and then create a new travel request. You cannot edit **the travel request within your GO.gov account once the trip has started.**

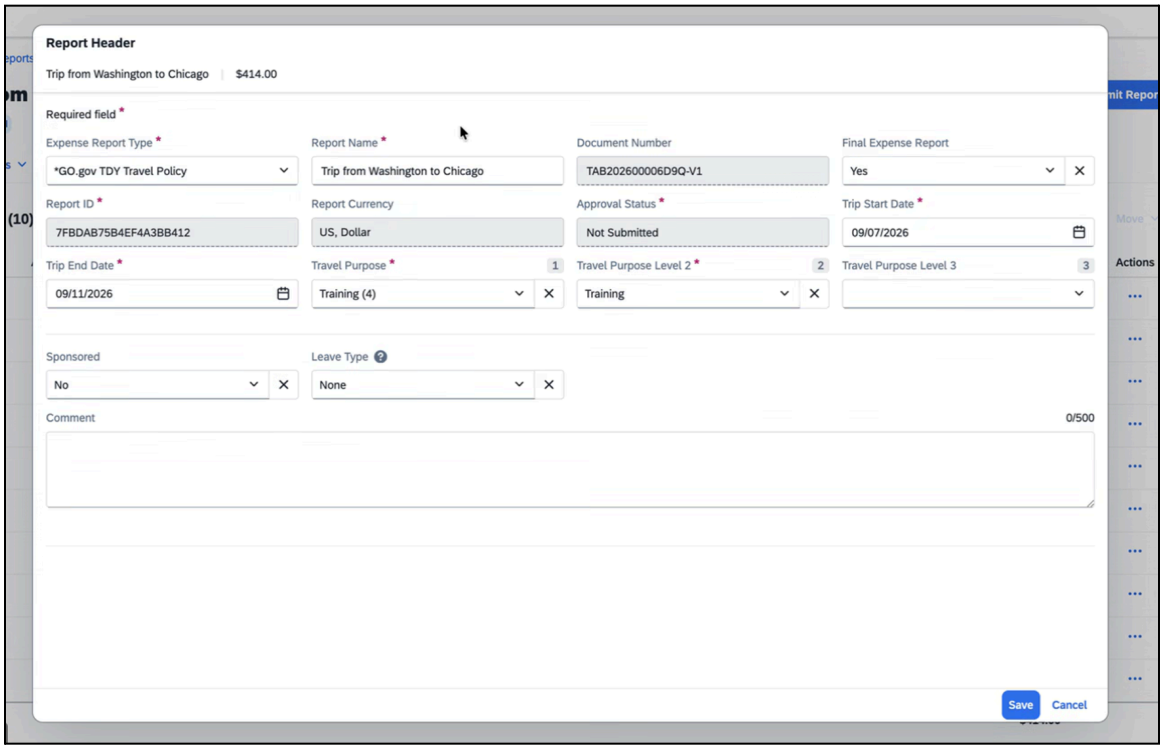
Note: Even if you did not make changes to your trip itinerary, your agency's policy may still require you to submit a new travel request if your miscellaneous expenses exceed the 30% gross-up and cause the total trip to exceed the 10% standard audit tolerance.

Minor Changes Made Directly in Expense Report

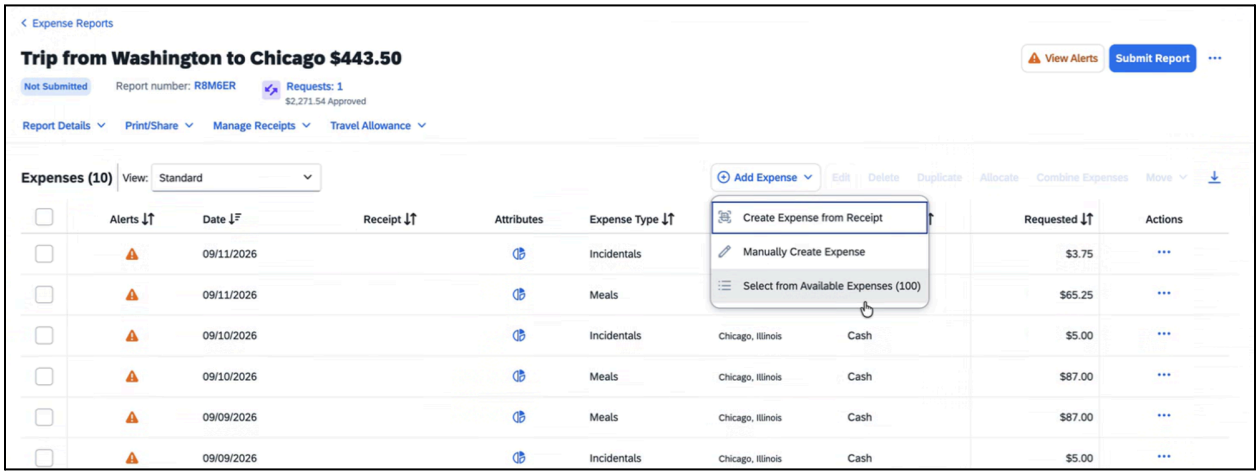
1. From the approved travel request, select Create Expense Report in the top right corner of the page. This will open the Expense Report Header page.



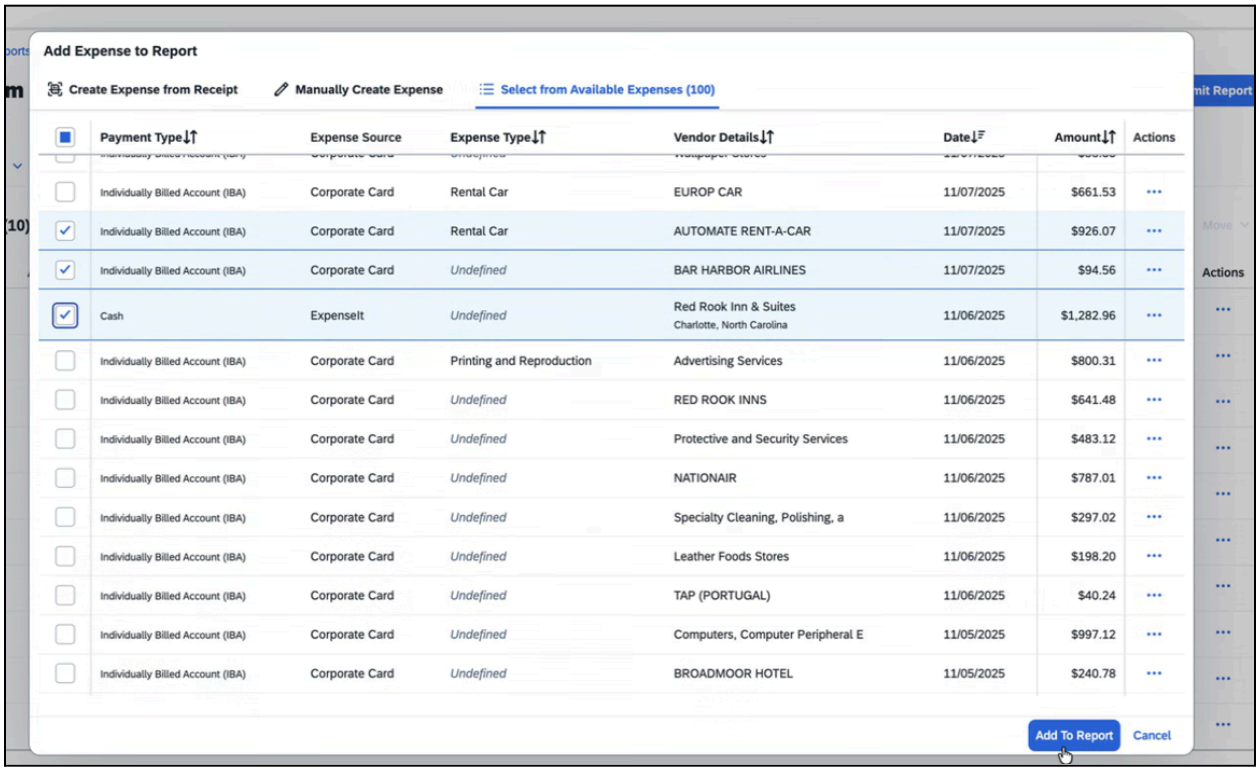
2. Complete the required fields (which are indicated with a red asterisk) on the Report Header page. Select Save in the bottom right corner.



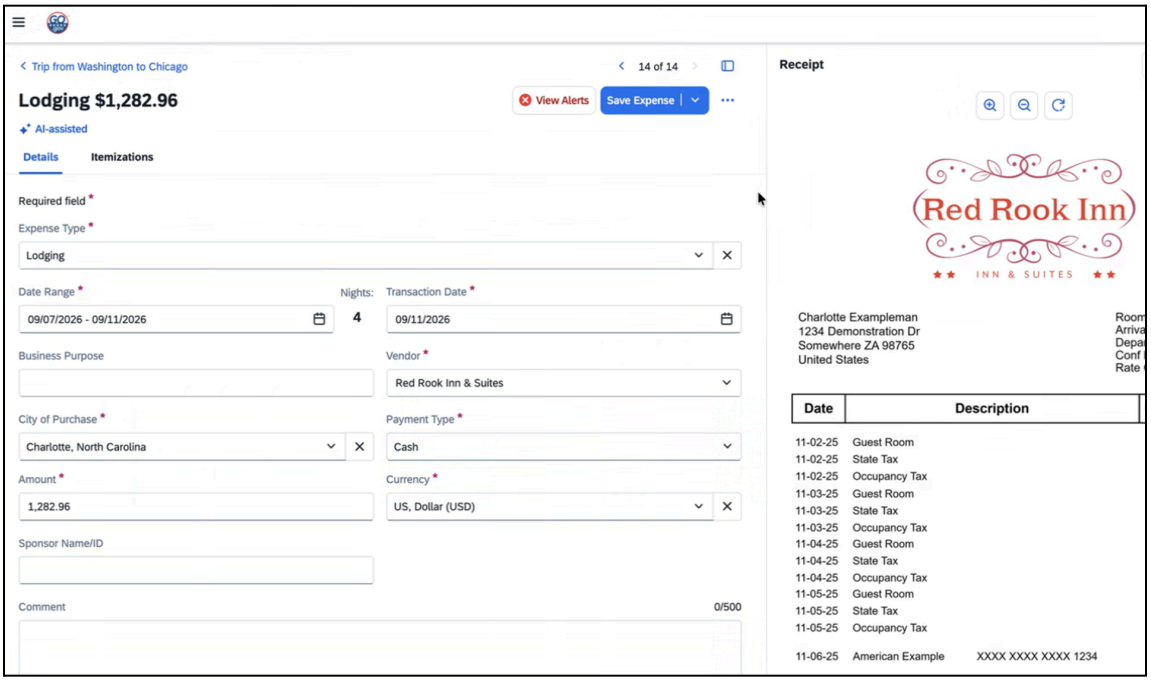
3. From the expense report page, select the +Add Expenses dropdown above the list of expenses and then select the Select from Available Expenses option. This will open a popup window with all available expenses.



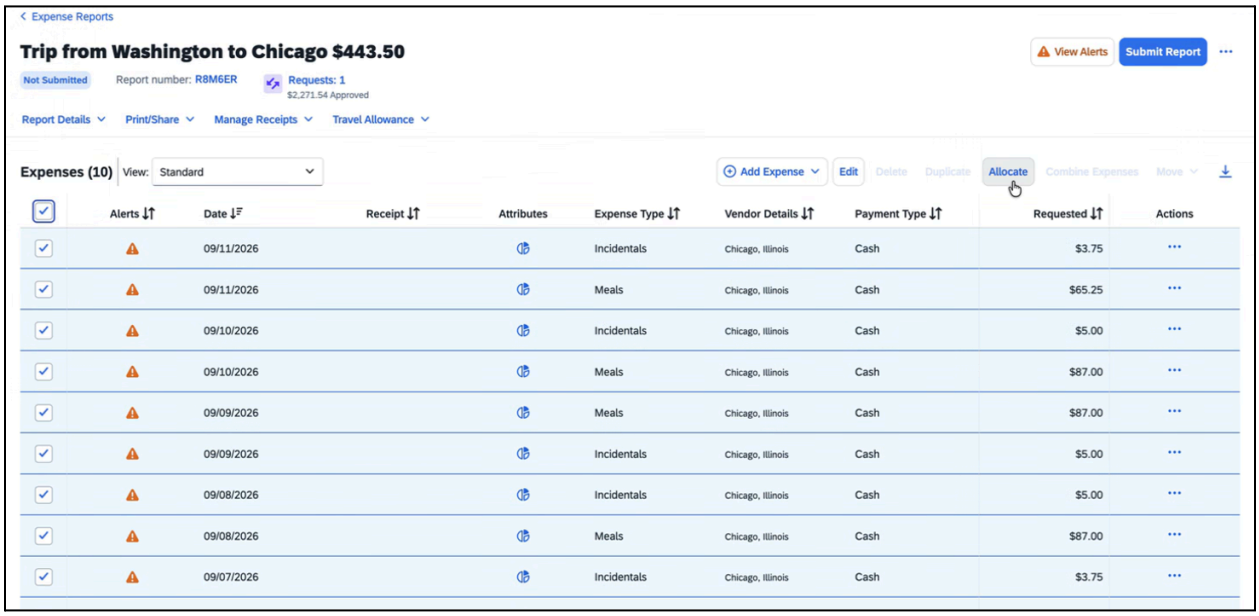
4. Select the expenses you want to add to the expense report by clicking the checkbox to the left of the expense. Then select Add To Report in the bottom right of the popup window.



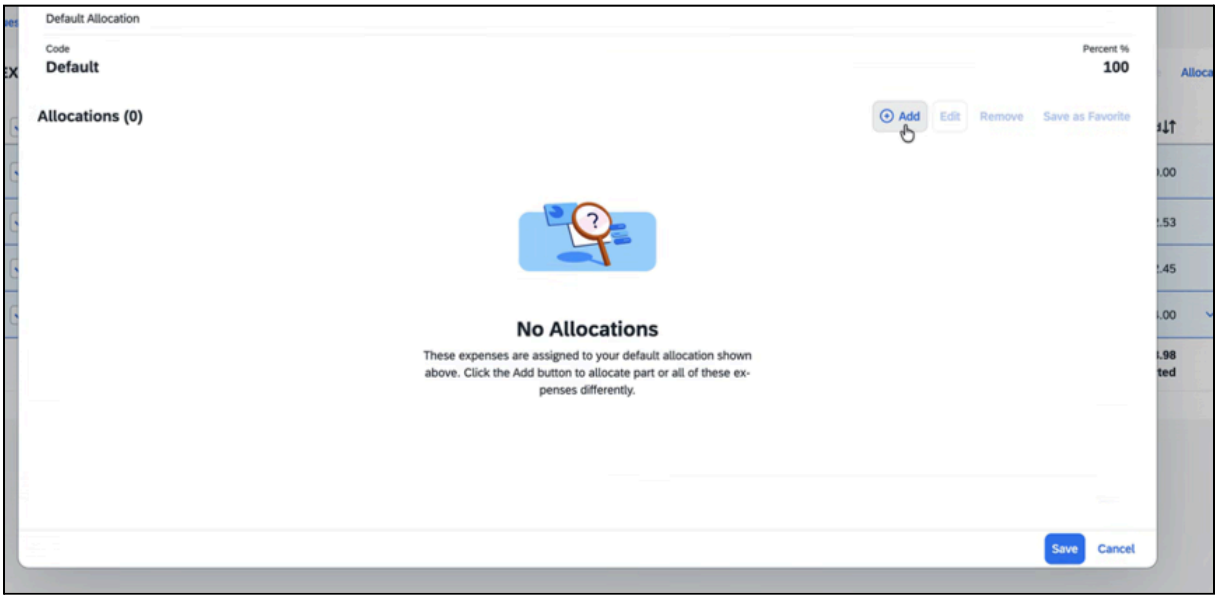
5. The expenses are now added to your report. Click on any single expense to make edits as needed. Select Save Expense at the top of the page. This will return you to the expense report.

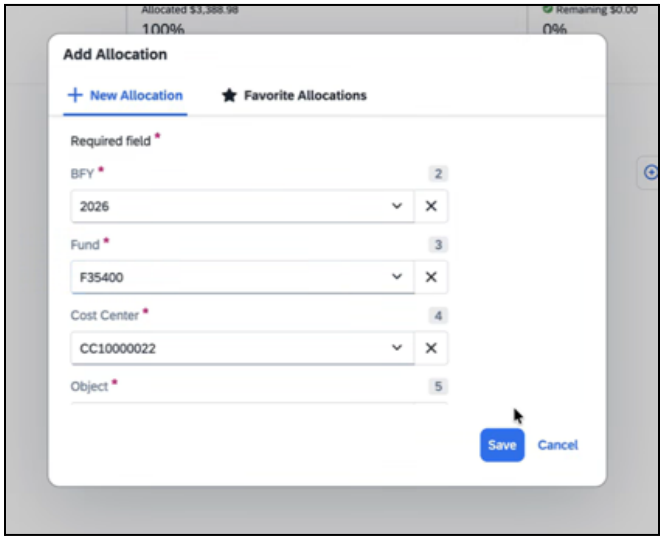


6. Allocate your newly added expenses by selecting the checkbox in the header of the list of expenses on the expense report. Then click the Allocate button above the list of expenses on the right. This will bring up the Allocate popup window.

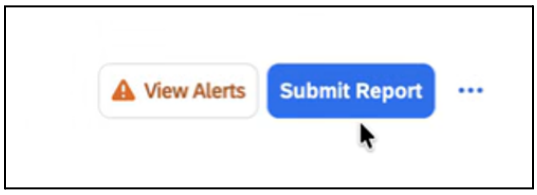


7. Select the +Add button on the right hand corner of the Allocate popup window to bring up the Add Allocation popup. Complete the required fields (which are indicated in red asterisk) and select Save on the bottom right of the page. Select Save again. This will take you back to the expense report.

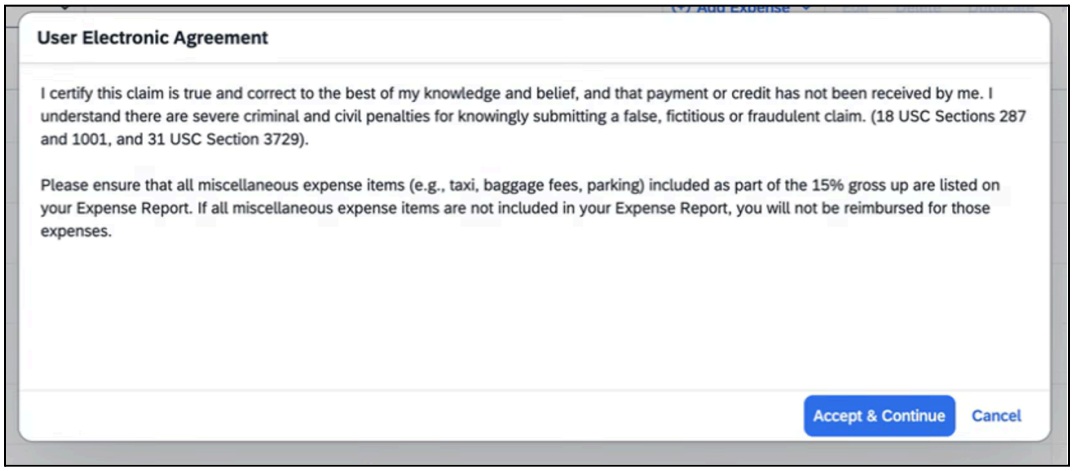




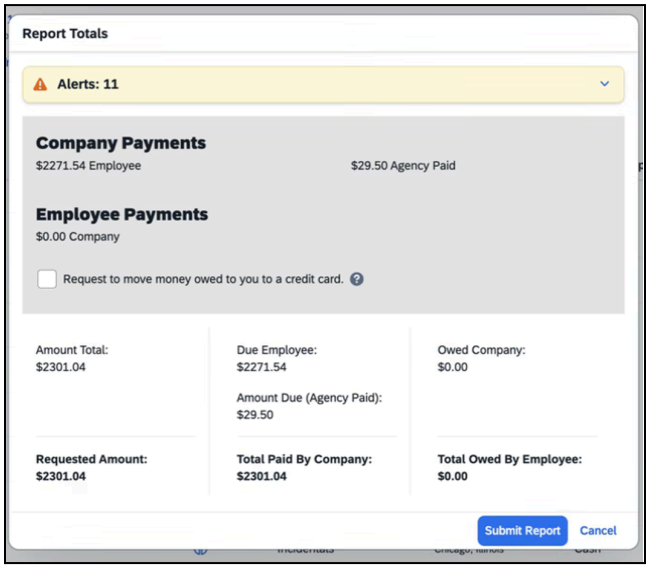
8. Resolve any alerts as needed and select Submit Report in the top right, above the list of expenses.

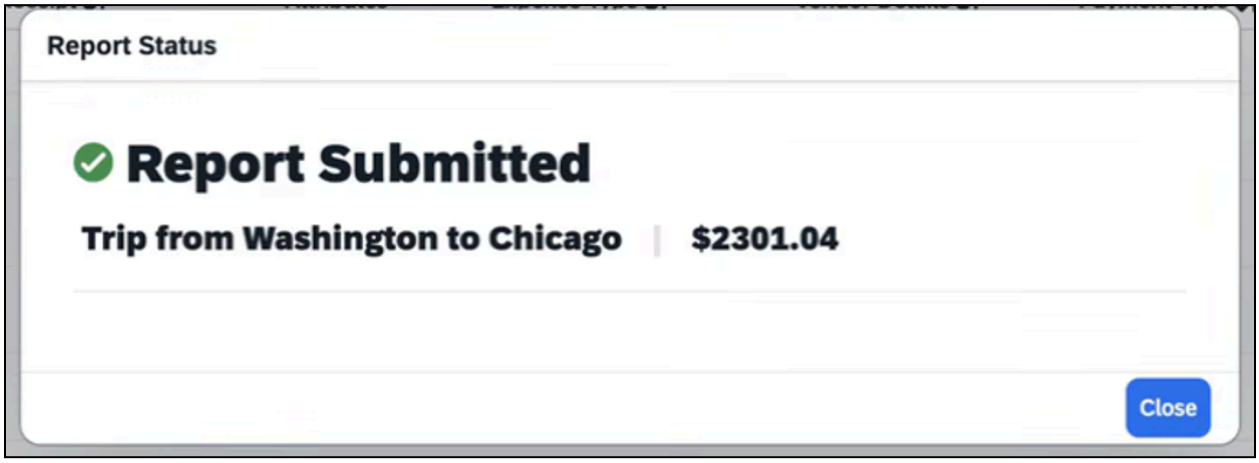


9. Select Accept & Continue on the User Electronic Agreement popup.



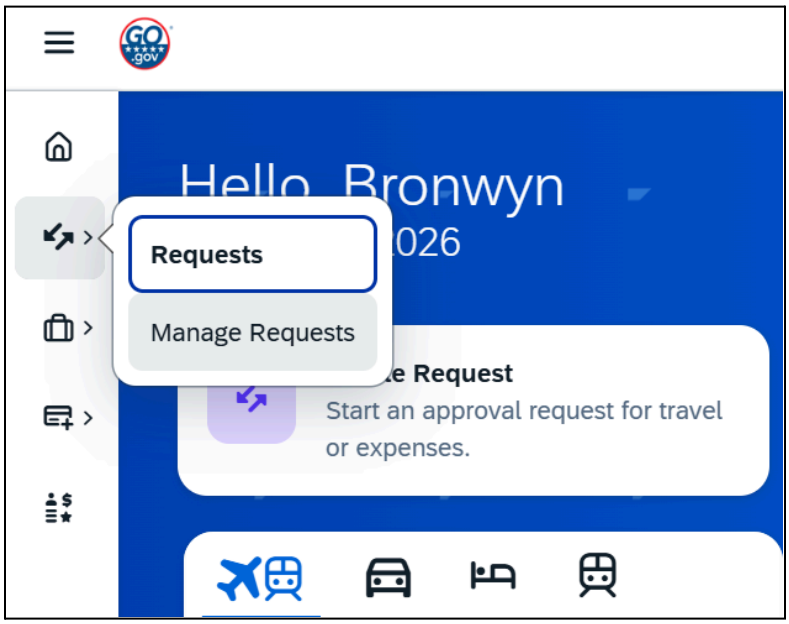
10. Select Submit Report on the Report Totals popup. This final step will submit your expense report.



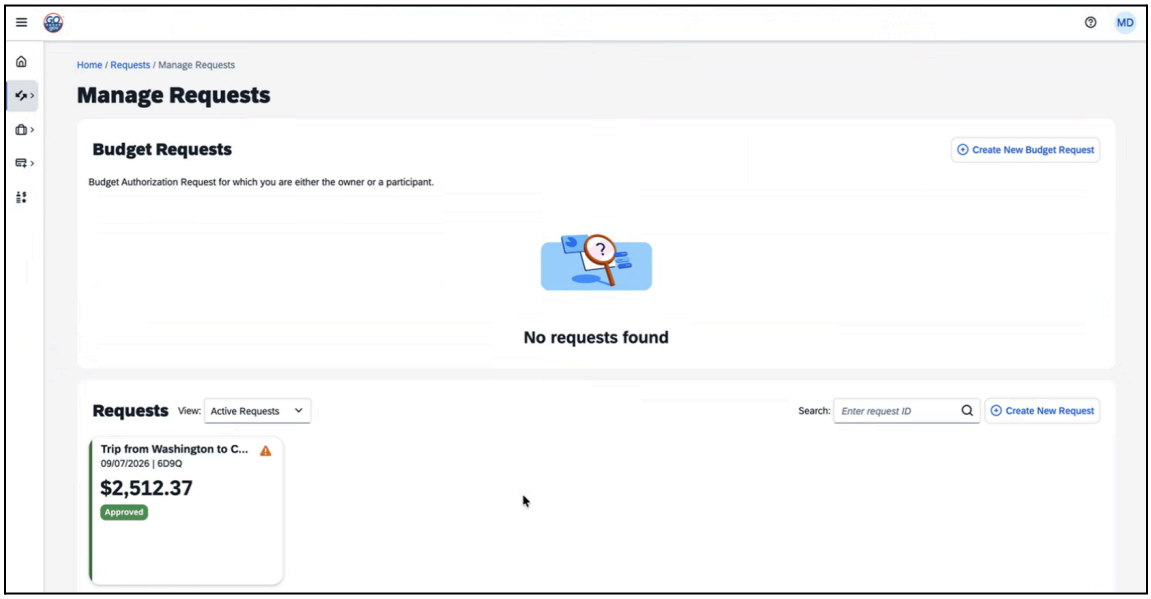


Major Changes Requiring New Travel Request

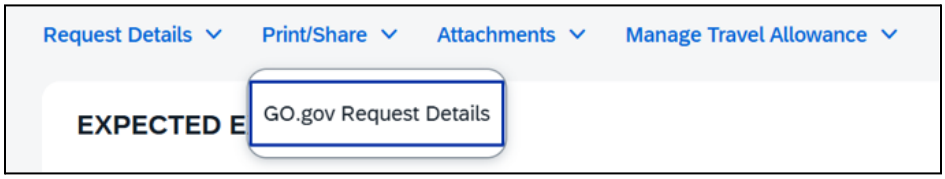
1. Navigate to the Manage Requests page using the menu on the left side of the GO.gov homepage.



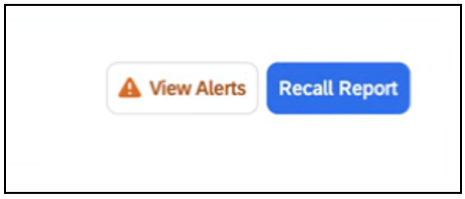
2. Open the approved travel request from the Manage Requests page by clicking on the applicable tile underneath the Requests section.



3. After clicking the appropriate tile, select Print/Share and click Save. Download the print form of the original travel request as a PDF.



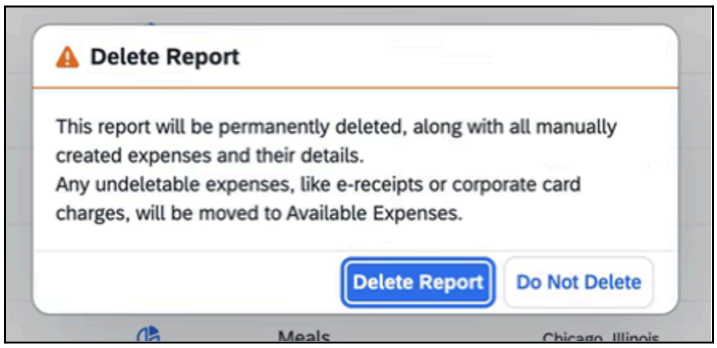
4. If applicable, recall and delete any associated expense reports. Begin this process by clicking on the hyperlinked associated report on the travel request. Select Recall Report in the top right of the screen. Select Yes in the confirmation popup window.





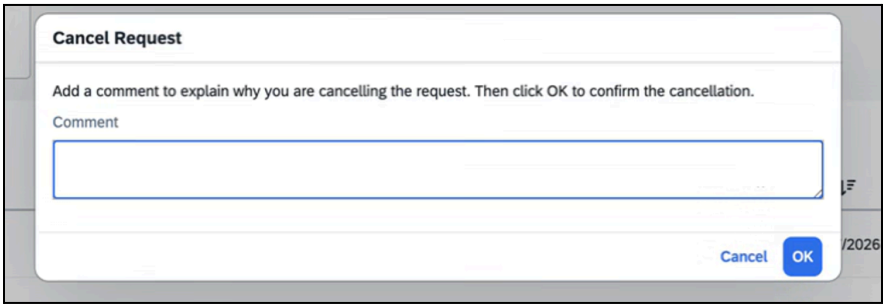
5. Delete the recalled expense report by selecting the three dots to the right of the submit report button. Click Delete Report. Select Delete Report in the popup confirmation window.



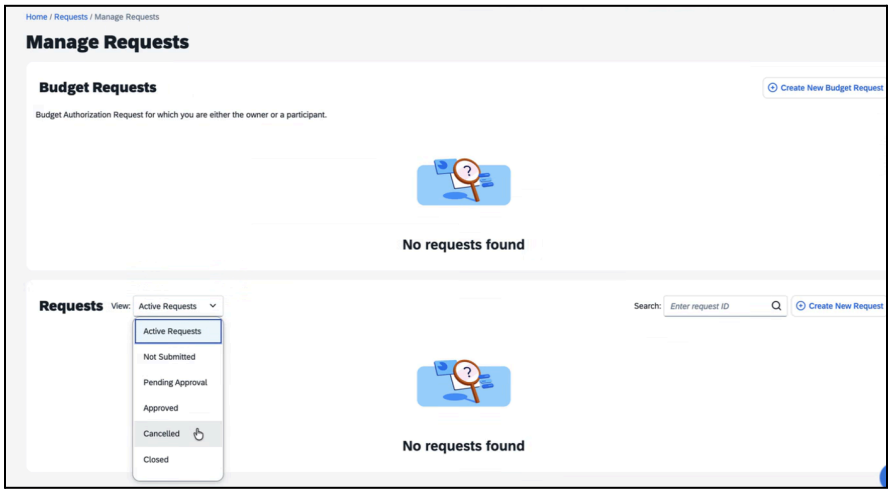


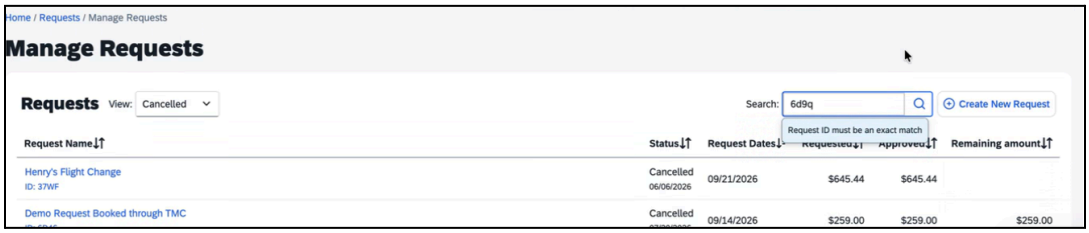
6. Navigate back to the travel request using the same process in steps 1 and 2.
7. After clicking the appropriate tile, select Cancel Request to cancel the travel request. Select OK in the confirmation popup window. **Only cancel travel requests after returning from the trip to avoid canceling reservations for hotel, rental car, or other travel reservations.**





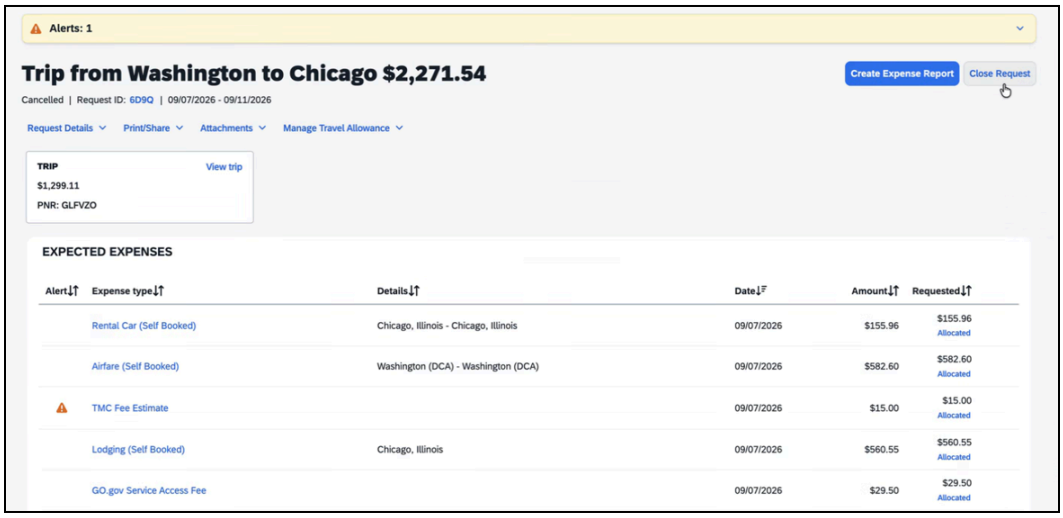
8. Navigate back to the Manage Travel Request page using the same process in step 1.
9. Locate the cancelled request by either filtering the requests tile or by searching using the exact Request ID from the cancelled request. Open the correct travel request.

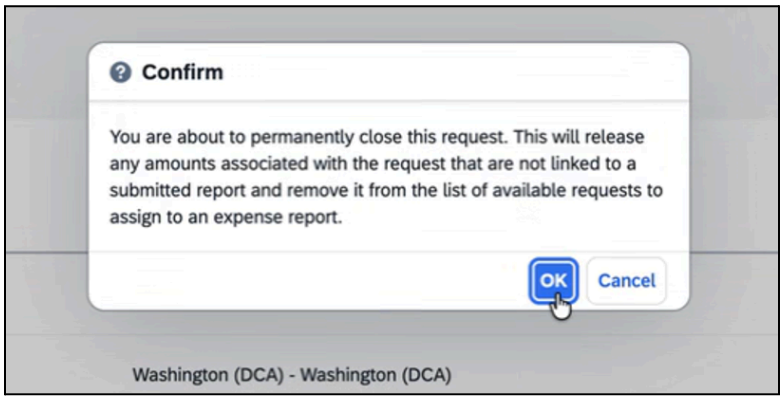




10. Close the cancelled request by selecting Close Request in the top right corner. Closing a request will de-obligate funds reserved for the original trip. Select OK in the confirmation popup window. Closing the request will take you to the page you

were on before navigating to the request.

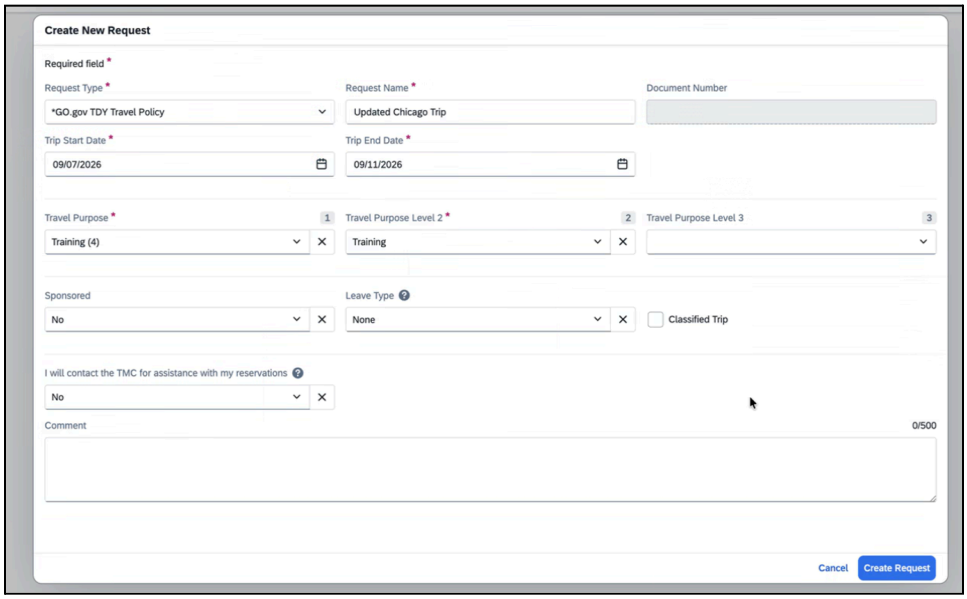




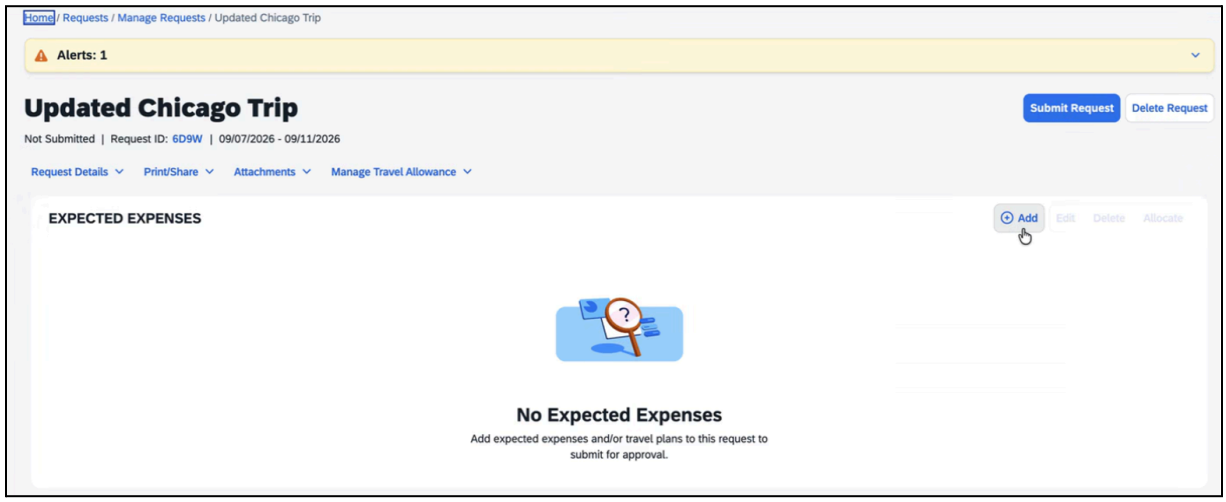
11. Navigate to the homepage and follow step 1 to continue to the Manage Requests page. Select Create New Request to create a new travel request. This will open the Request Header page.
    Note: The new travel request should reflect the actual dates of travel, expenses, and appropriate LOA. Upload any supporting documentation and the original approved request print form PDF.

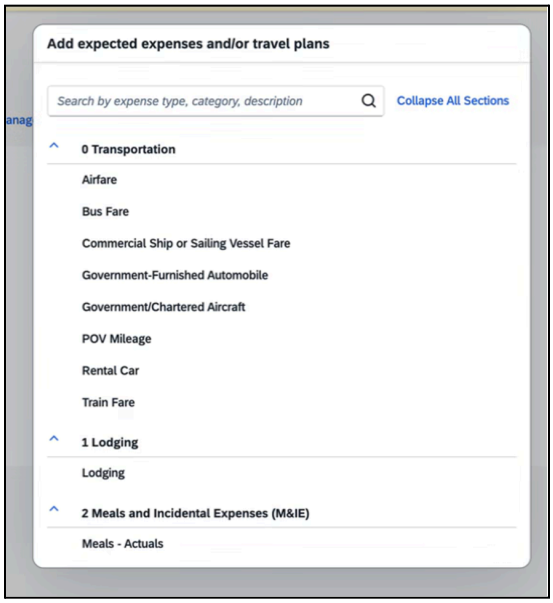


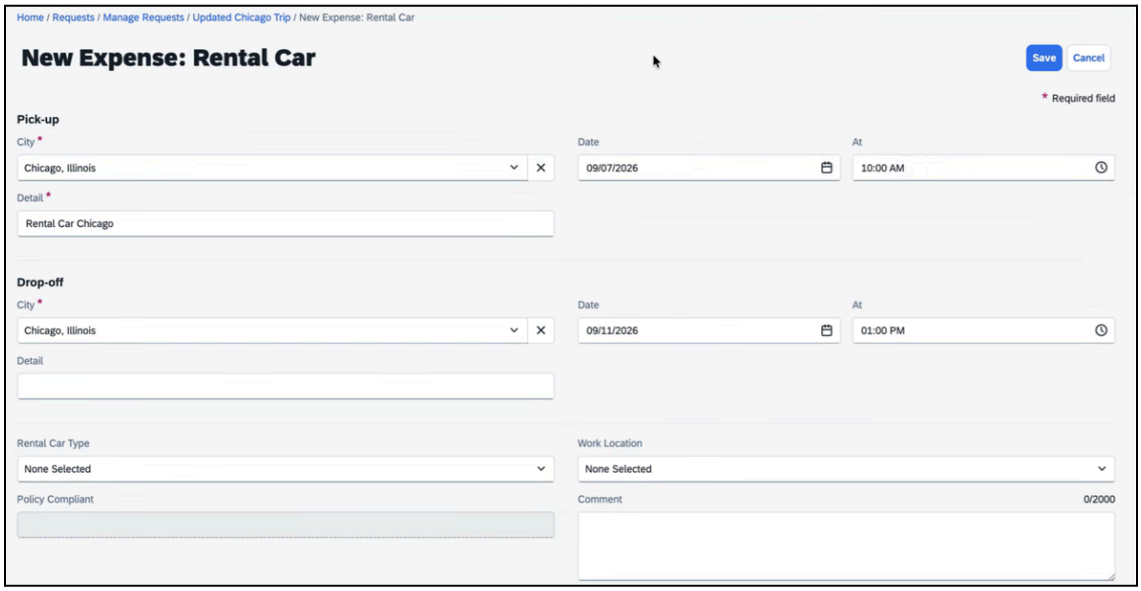
12. Complete the required fields (which are indicated with a red asterisk) on the Request Header page. Select Create Request in the bottom right corner.



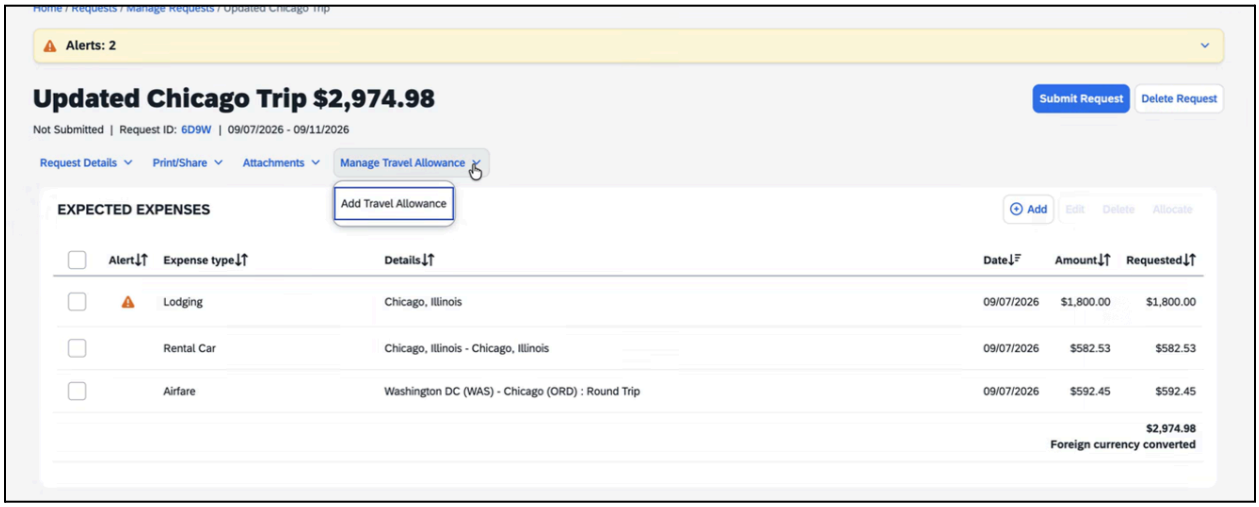
13. After which, manually add the airfare, car rental, and hotel expenses. Complete all required fields (which are indicated with a red asterisk) on the expenses. Select Save in the top right corner after completing the required expense information.



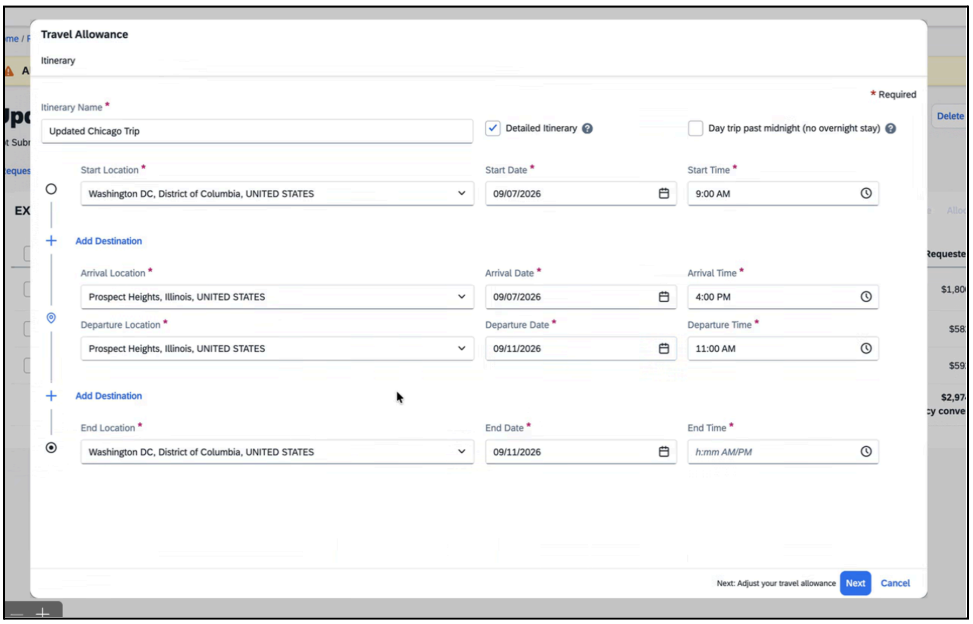




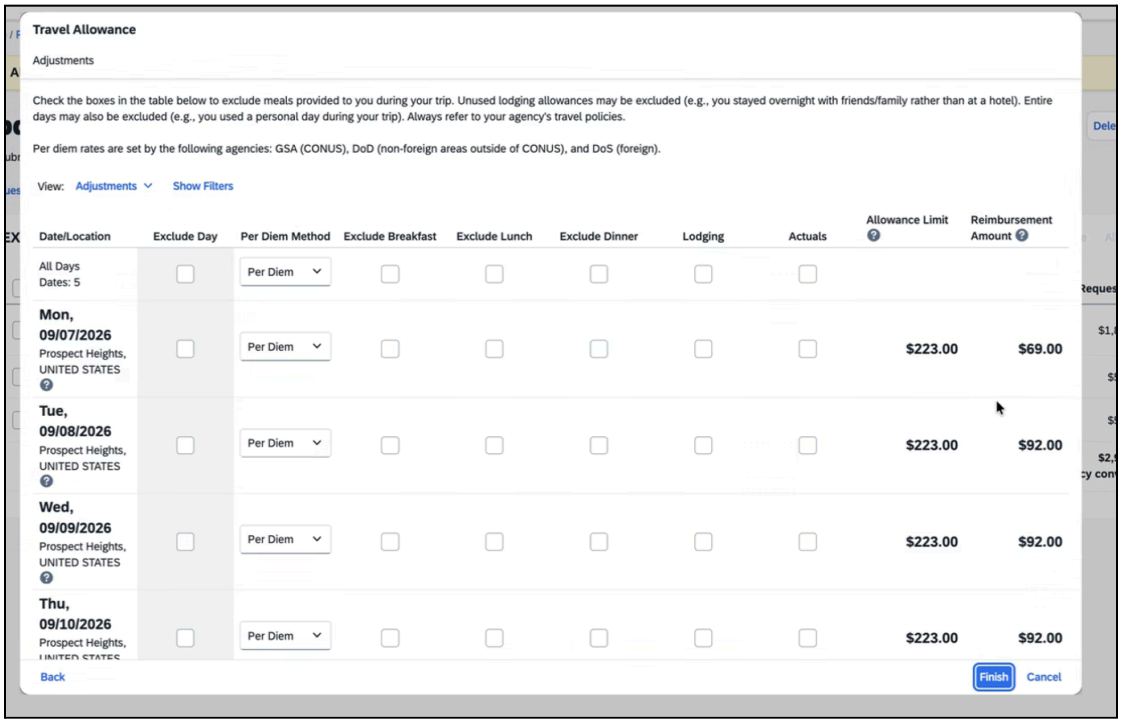
14. Manually add the travel allowance under the Manage Travel Allowance dropdown in the request. Select Add Travel Allowance.



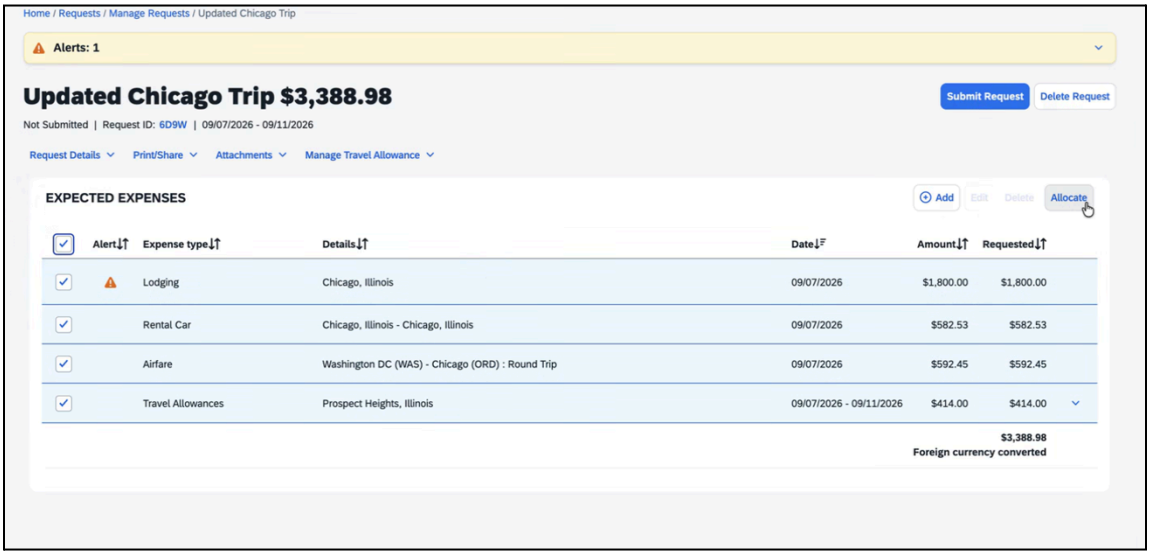
15. Complete all required fields (which are indicated with a red asterisk) on the itinerary. Select Next in the bottom right.



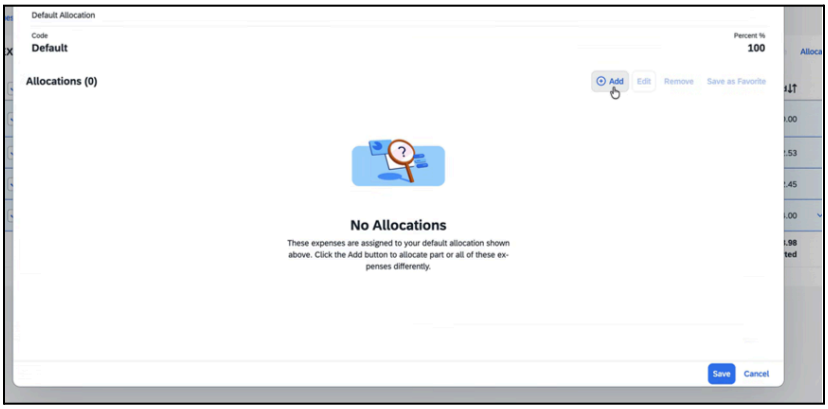
16. Verify the adjustment information is correct, including the Per Diem Method, Allowance Limit, and Reimbursement Amount. Select Finish in the bottom right. This will take you back to the travel request page.

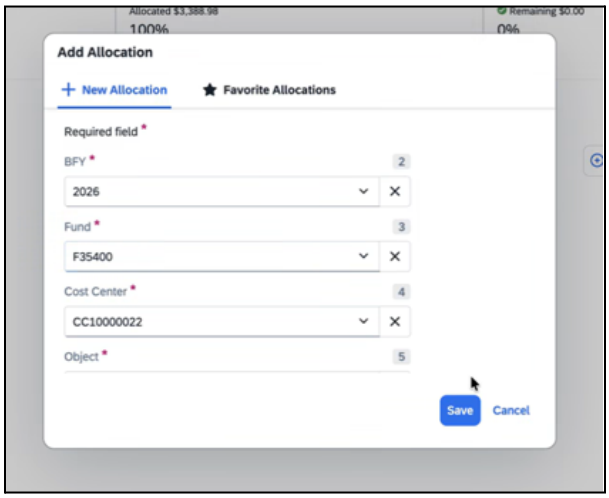


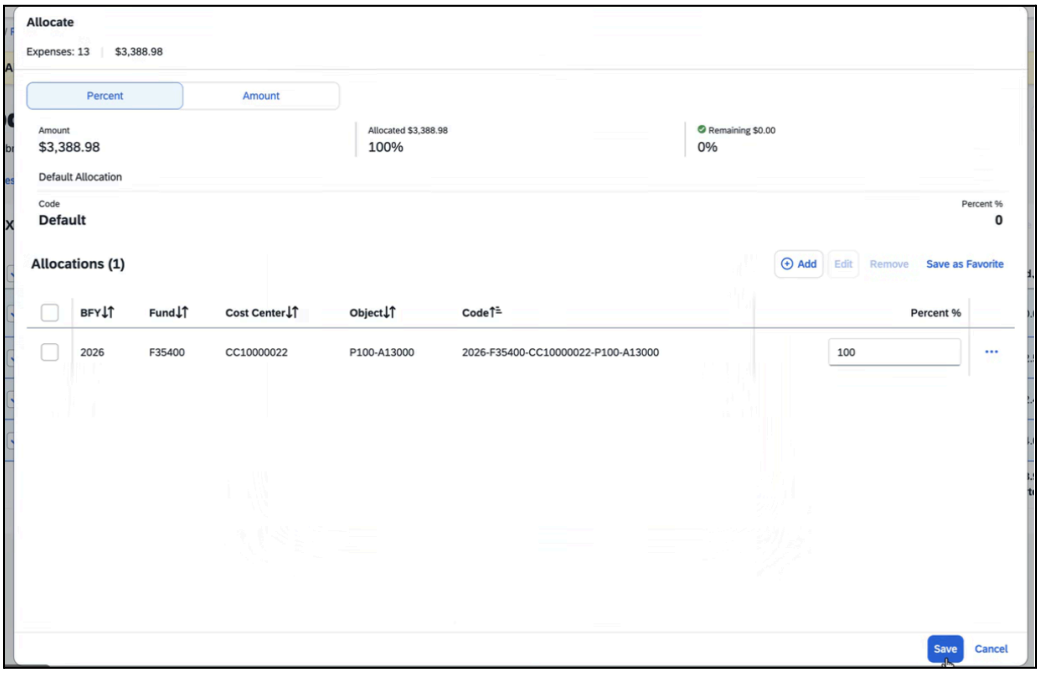
17. Allocate the expenses to the appropriate LOA. Select the checkbox under Expected Expenses. Select Allocate.
    Note: Items allocated on the request, remain allocated on the expense report. This same allocation will be automatically applied to any expenses added from the available expenses list.



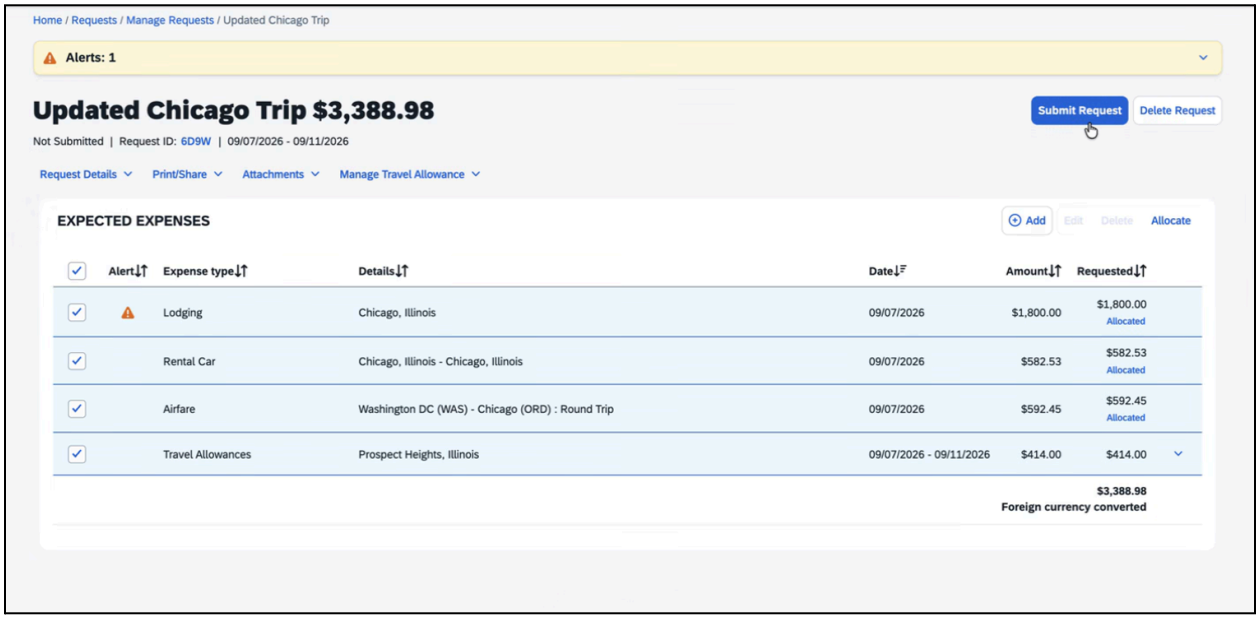
18. Select +Add in the Allocation popup. Complete all required fields (which are indicated with a red asterisk) on the expenses. Select Save in the bottom right corner after completing the required allocation information. Select Save on the Allocation page.

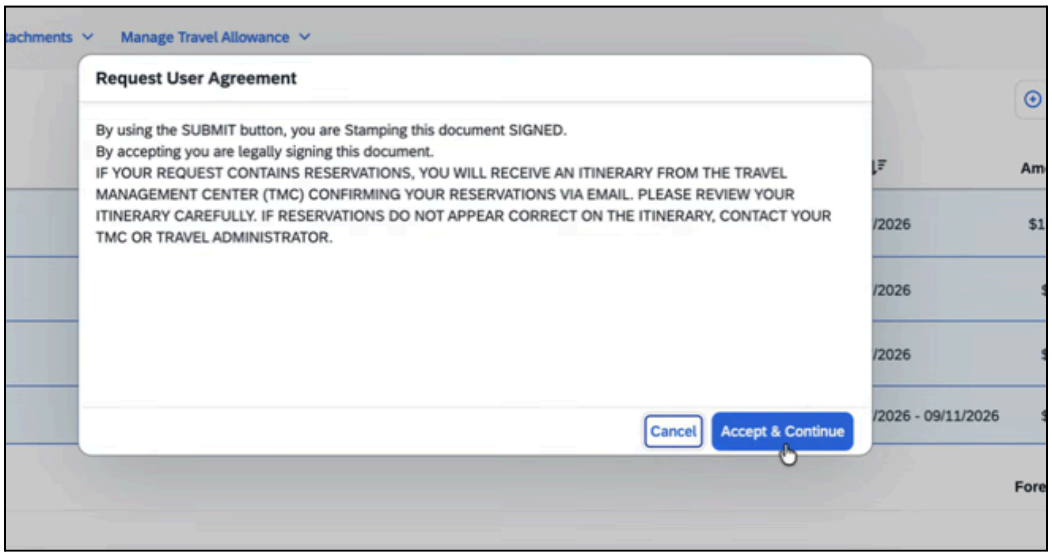

Default Allocation
Code
Default
Percent %
100
Allocations (0)
Add
Edit
Remove
Save as Favorite
No Allocations
These expenses are assigned to your default allocation shown above. Click the Add button to allocate part or all of these expenses differently.
Save
Cancel


Add Allocation
New Allocation
Favorite Allocations
Required field *
BFY *
2026
Fund *
F35400
Cost Center *
CC10000022
Object *
Save
Cancel

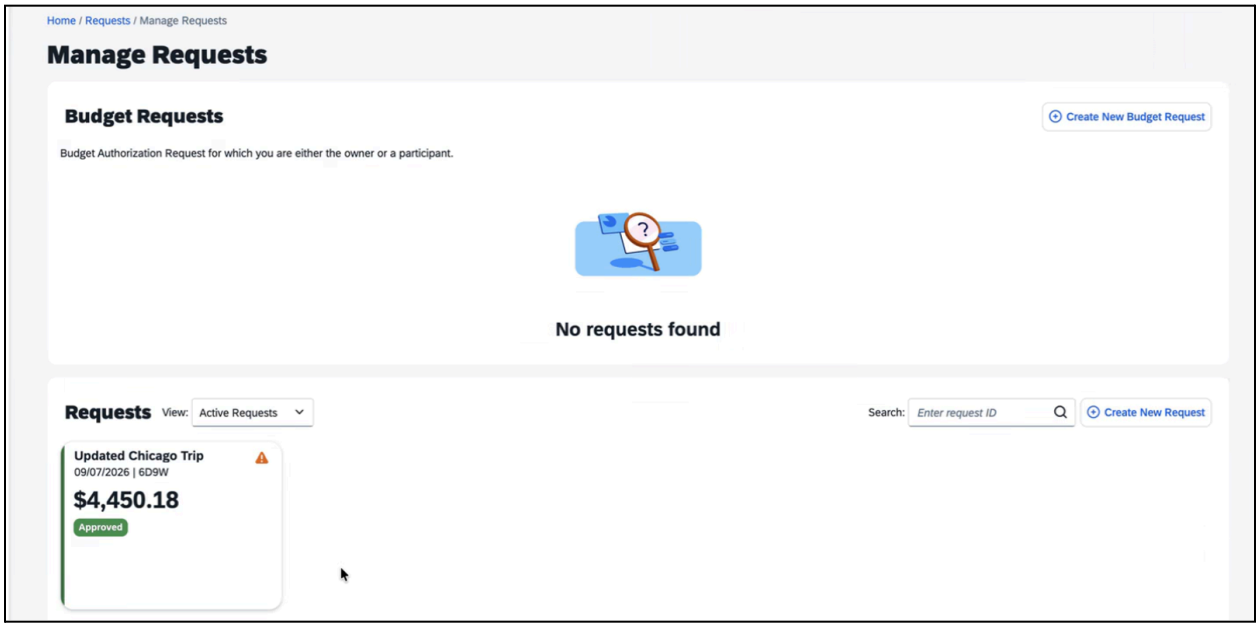

Allocate
Expenses: 13
$3,388.98
Percent
Amount
Amount
$3,388.98
Allocated $3,388.98
100%
Remaining $0.00
0%
Default Allocation
Code
Default
Percent %
0
Allocations (1)
Add
Edit
Remove
Save as Favorite
BFY
Fund
Cost Center
Object
Code
Percent %
2026
F35400
CC10000022
P100-A13000
2026-F35400-CC10000022-P100-A13000
100
Save
Cancel

19. Submit the updated travel request for approval. Select Submit Request in the top right. Select Accept & Continue for the Request User Agreement popup.





20. Once the new request is approved, create an expense report following the same process from the Minor Changes Made Directly in Expense Report section.



Note: The protocol for processing an expense report that exceeds the standard 10% tolerance between the expense report and request will depend on your agency's FM system integration.

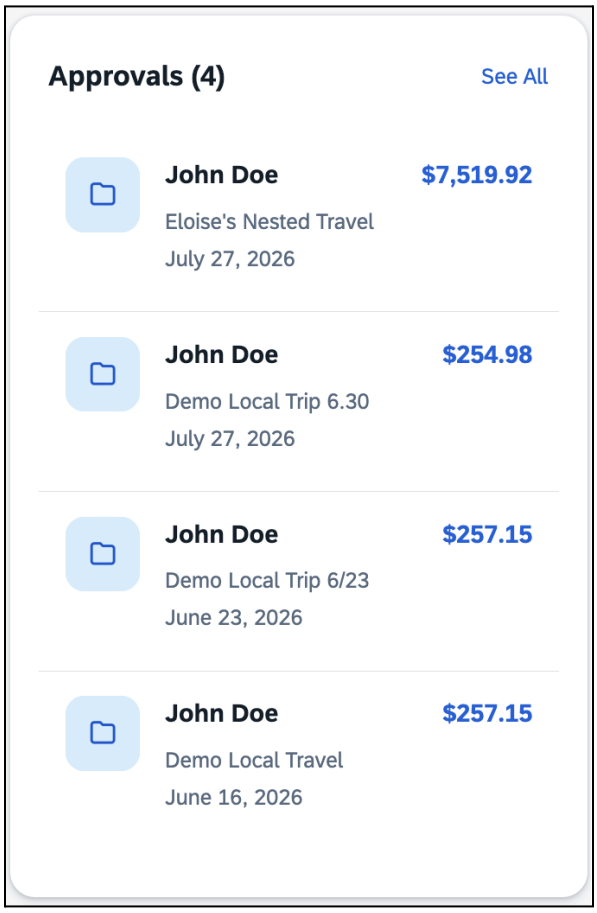
Note: You cannot have two reservations in GO.gov for the same date. You cannot claim per diem on the same date in multiple travel allowance itineraries. Therefore, the original travel request must be canceled before a new travel request can be created. You will receive a warning message if the total amount claimed on an individual expense report exceeds the standard audit threshold. The standard audit threshold is a tolerance of 10% between the expense report and travel request but will depend on the agency's FM system integration. If you encounter an alert that indicates you have exceeded the 10% policy, please consult your agency's travel policy for next steps.

Approving and Reviewing

This section 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

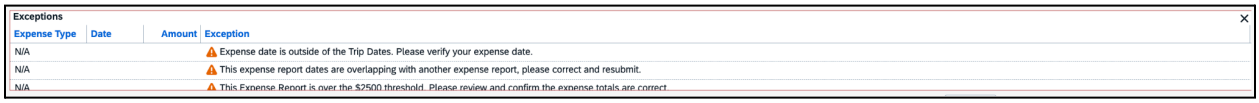
1. Access Pending Requests. From the home screen, select **Approvals** to view a list of travel requests awaiting your review.



2. 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.
3. Check for Alerts. If the request contains system-generated alerts, they will appear at the top of the screen.
    - An alert with a red exclamation mark is a “showstopper”. If this alert is present, the request cannot be approved.

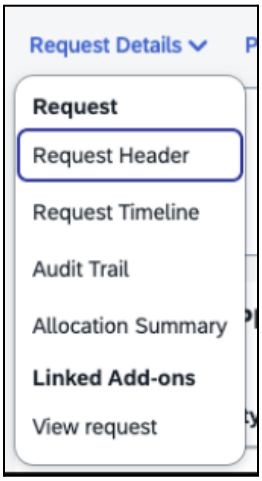
- An alert with an orange triangle indicates that there is something that requires attention; however, it does not prevent the request's approval.

4. Address alerts as needed.

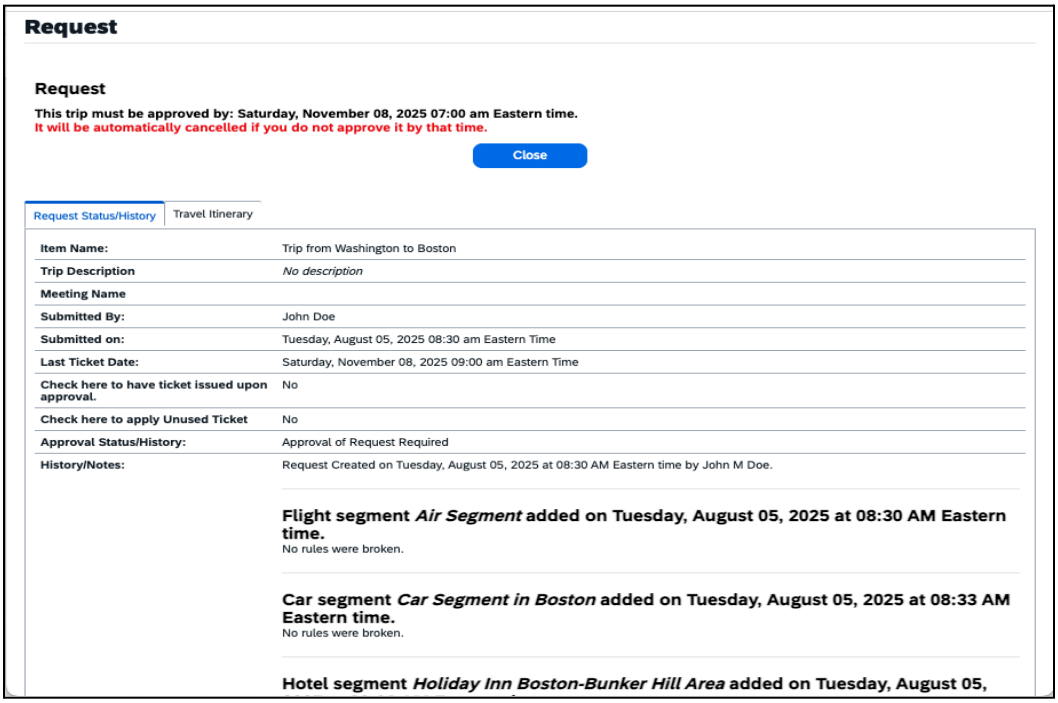


Viewing the Request and Itinerary

1. Select **Request Details,** then **View Request** for full alert information.

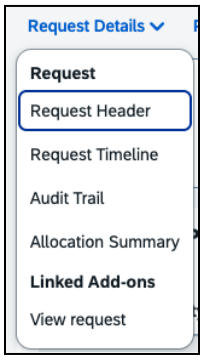


2. On the View Request pop-up, review the Request Status/History.
3. Select the **Travel Itinerary** tab to review booked trip details.
4. Select **Close** to exit the current screen.



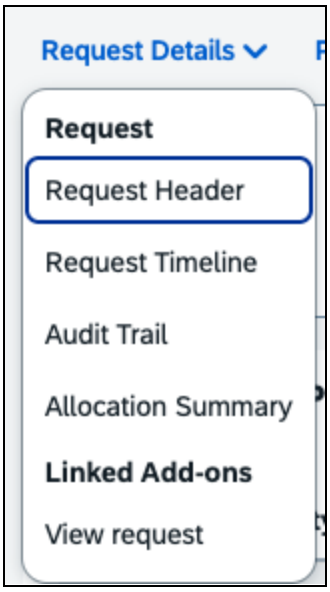
Viewing the Request Header

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**.



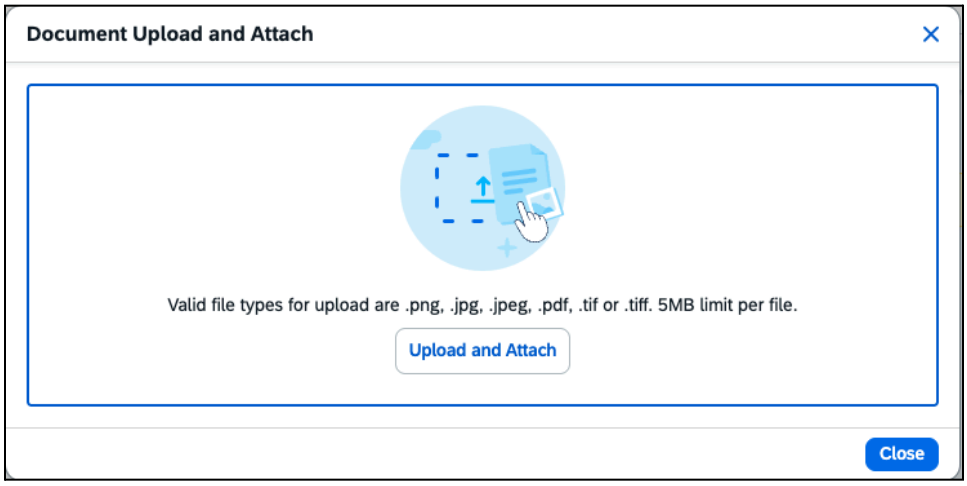
2. Review the audit trail details, then select **Close**.



Viewing/Attaching Documents

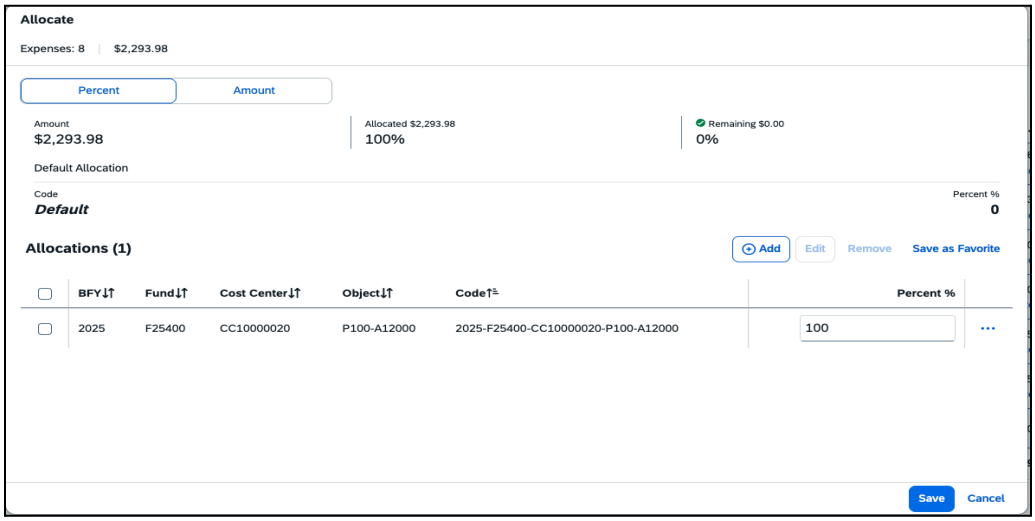
1. Select the **Attachments** drop down and select **Attach Documents**.
2. A Document Upload and Attach pop-up window displays, with instructions advising the how to, and the type of document you can upload.

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

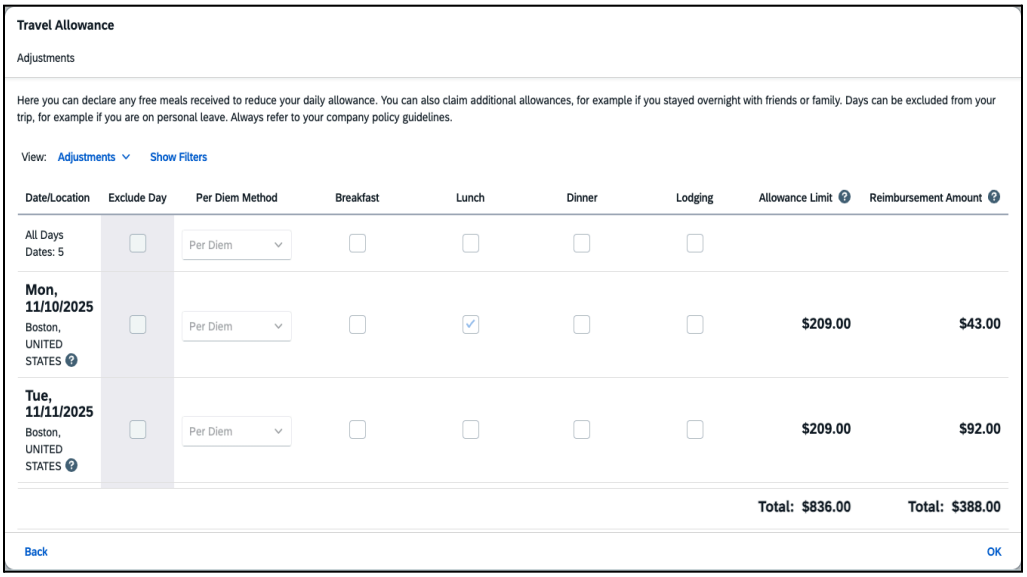


Reviewing Expense Allocation and Travel Allowance

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**.

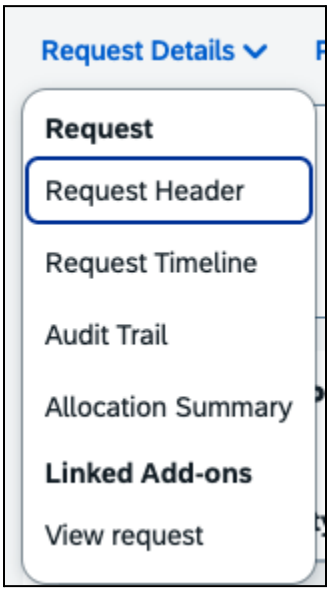


3. To review the Travel Allowance, select the **Manage Travel Allowance** drop-down, and then select **View Travel Allowance**.
4. The Travel Allowance window displays, including the high-level details of the itinerary booked. Select **Next**.
5. The Travel Allowance Adjustment window displays, reflecting 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

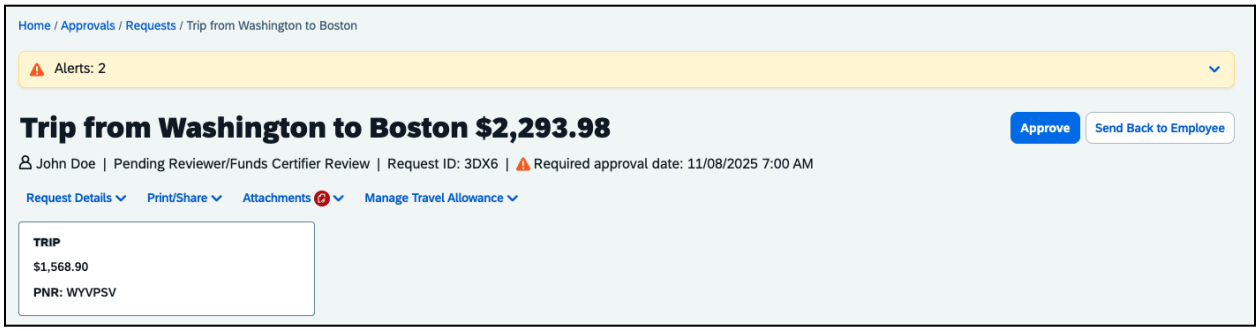
1. Select the Request drop-down, then **Request Timeline**.



2. Review the Approval Flow, then select **Close**.

Approving a Request

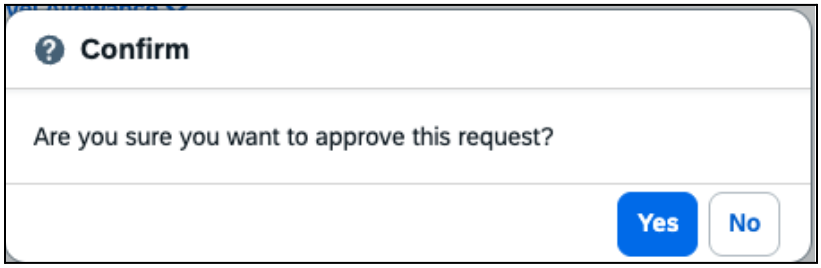
1. Select **Approve**.



2. A pop-up window appears. Select **Accept & Continue**.

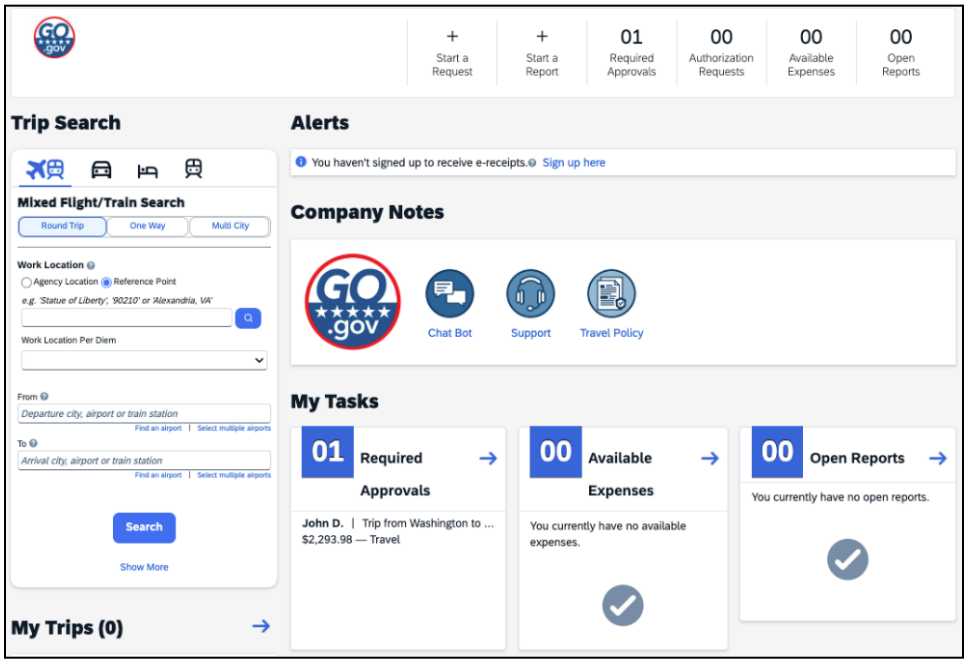


3. A Confirm pop-up window appears. Select **Yes**.

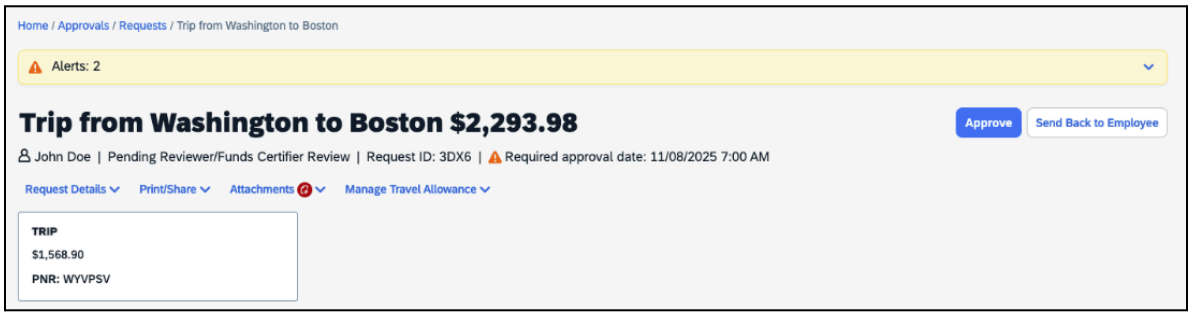


Returning a Request

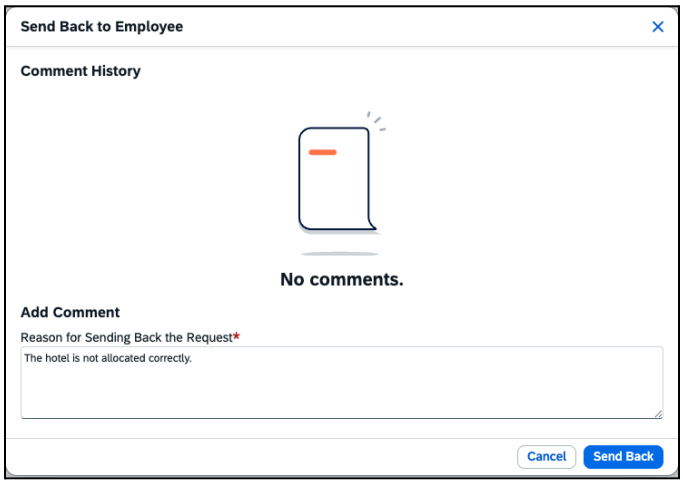
1. Select the open report.



2. Select **Send Back to Employee**.



3. Add a Reason for **Sending Back the Request**.
4. Select **Send Back**.



Using the GO.gov Mobile App

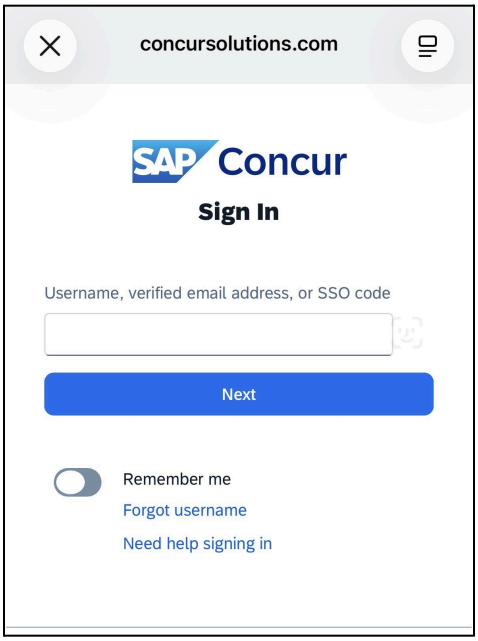
Downloading the Mobile App and Logging In

Note: Users are able to use the same login credentials for the mobile app that they use for the web version of GO.gov.

1. Download the **SAP Concur** app for free from your agency's approved application platform.



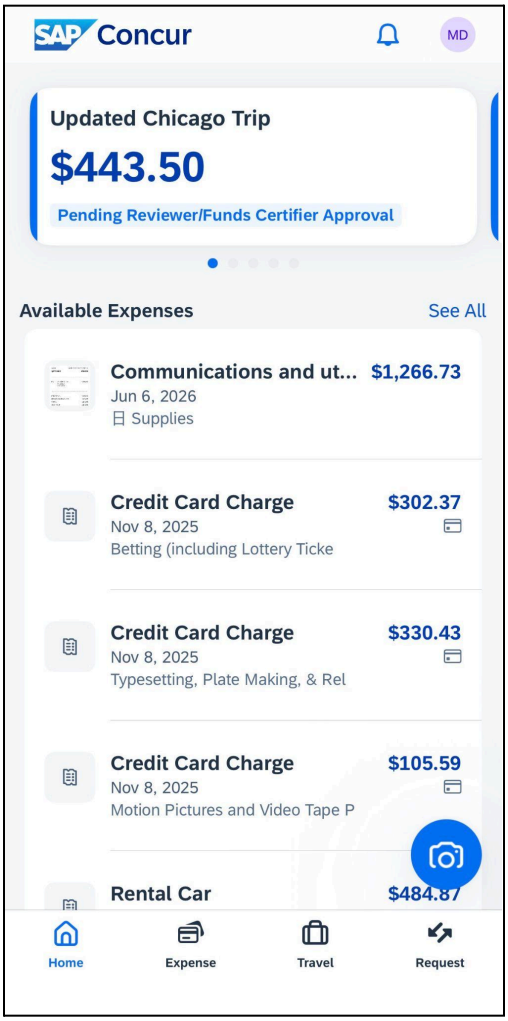
2. Open the app and enter your government email address or verified username.
3. Select **Next**.



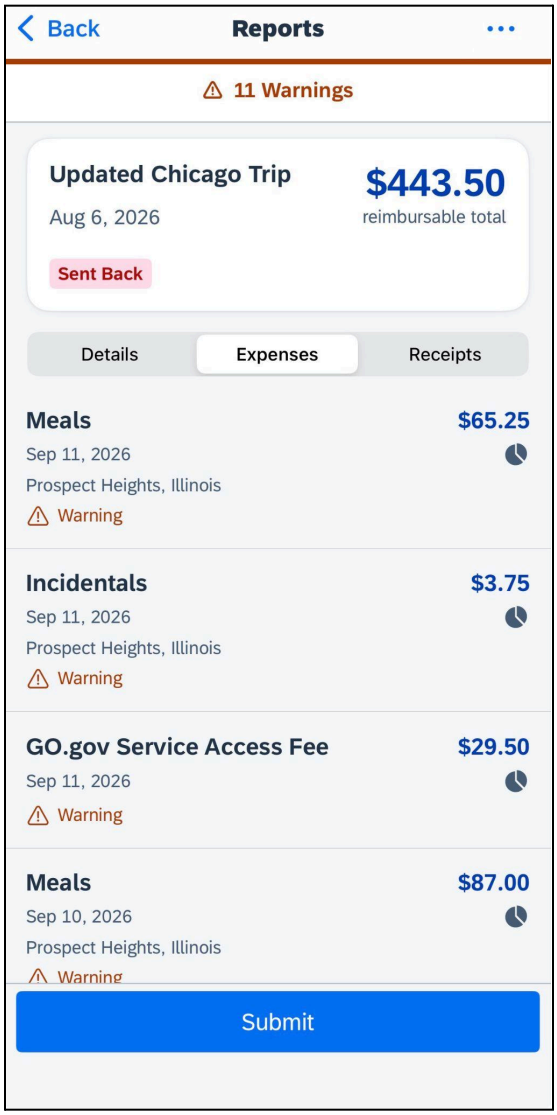
4. Select **Sign In with SSO** or follow your agency's specific login prompts to complete authentication.
5. Scroll through the SAP Concur app tutorial by selecting **Next** on each page.
6. Select **Get Started** to access the full app.

Managing Open Requests and Reports

1. Scroll through your open requests and reports on the app home page.
2. Select an open request or report.



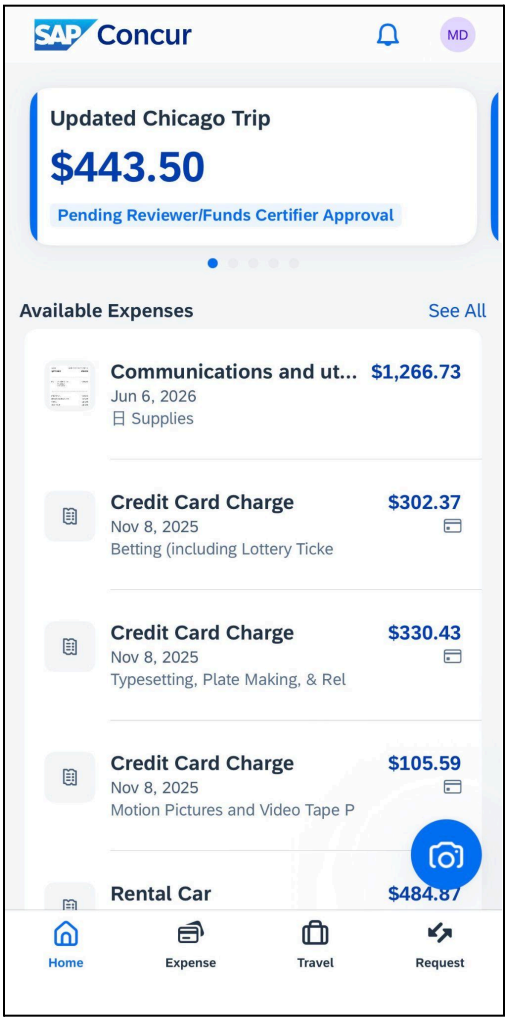
3. Review any alerts.
4. Use the toggles to view **Details**, **Expenses**, and **Receipts**.
5. Select **Submit** to submit the open request or report to your approver.



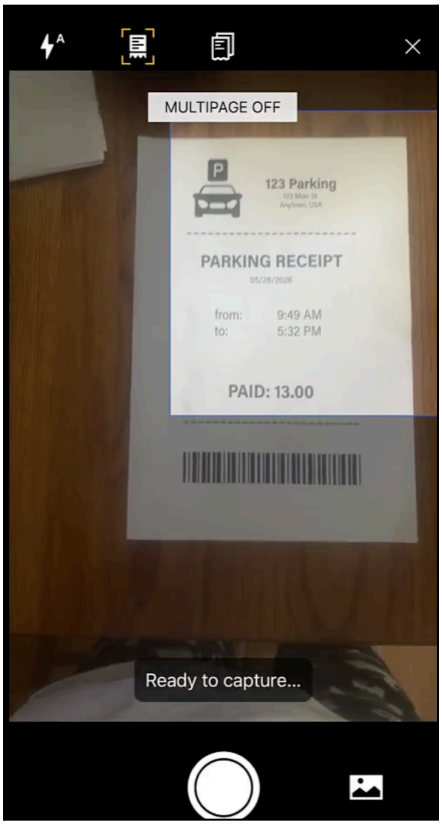
Capturing Receipts in the Mobile App

1. Tap the **Camera** icon from the home screen to snap a photo of your receipt.

Note: You will need to grant the app access to your phone's camera to use this feature.



2. Confirm the image is high quality and all text is easily legible. The app's AI will scan the receipt and populate the expense amount.



3. Verify the amount, modify the expense type if necessary, and assign it to an expense report.



Note: For more information, please refer to the ExpenseIt section of this User Guide.

Approving Requests and Reports in the Mobile App

1. Scroll to the **Approvals** section on the home screen or tap the **Approvals** icon at the bottom of the screen.
2. Tap either **Expense Approvals** or **Request Approvals** to view items waiting in your queue.
3. Tap the specific report you want to review.
4. Review the information on each tab.
    - Details: View the report header for information like trip purpose, business dates, traveler details, and financial units.
    - Expenses: Check the individual line items, amounts, and descriptions.
    - Receipts: View attached receipt images to verify expenses.
5. If everything is correct, tap **Approve**. If additional information or corrections are needed, tap **Send Back** and add a comment explaining why.