Topic	Question	Answer
Audit Rules/Threshold	Warning vs Error	Warning allows the user to continue processing after acknowledging warning. Error does not allow the document to process until issue is resolved.
Audit Rules/Threshold	The audit rule for an expense report exceeding a request by the 10% threshold, is the 10% based on expense type or overall total on the request?	The 10% threshold is based on the overall total of the request, not by expense type.
Audit Rules/Threshold	Does GO.gov provide the same view as the View Cost Variance in E2 where users can easily see if the voucher is greater than the authorization?	Yes, when creating the expense report, users will be able to see the amount that was requested but only for the expenses with a direct one to one relationship between the request and expense report, e.g. airfare, lodging, car rental. This will not be available for other expenses not specifically listed on the request, e.g. parking added to expense report but covered under estimated misc. expenses on the request.
Credit Card	Where is the CBA stored in GO.gov? Is this added to a traveler's profile?	No, the Central Billed Account (CBA) is not added to individual traveler profiles. Instead, CBAs are configured at the agency or organizational level within the system. When official travel (such as contract airfare) is booked through the Online Booking Tool (OBT) via the Travel Management Company (TMC), the system automatically applies the designated CBA as the form of payment, keeping it separate from individual traveler profiles (which only hold the traveler's Individual Billed Account (IBA) card, if applicable).
Credit Card	If an agency allows a personal card but uses CBA for airfare, does the payment method for airfare default to CBA or does the traveler have to select CBA as the payment method? -	Based on GO.gov profile and booking configuration: **Default Payment Method:** For official official airfare, the payment method automatically defaults to the agency's Central Billed Account (CBA) when booked through the Online Booking Tool (OBT) via the TMC's Pseudo City Code (PCC). **Traveler Action:** The traveler does not need to manually select CBA as the payment method for airfare; the system enforces the correct official billing route for air travel.

Credit Card	If an agency uses CBA for all airfare for all travelers, is a personal card or IBA also required to be added to the traveler's profile in order to use the booking engine for lodging/car rental?	No, a personal card or Individual Billed Account (IBA) is not strictly required to be stored in the traveler's profile just to use the booking engine for lodging or car rentals, provided the traveler (or their travel arranger) uses the agency's Central Billed Account (CBA) or appropriate agency-level billing routing. *However, keep in mind:* *Incidentals:* While lodging and rental car base rates can be handled via agency payment arrangements, hotels and car rental agencies at check-in will typically require a personal credit card or an IBA to cover personal incidental charges (such as room service, parking, or damage deposits). *Non-Cardholder Workflows:* For travelers (such as certain occasional travelers or non-employee types) who do not possess or use an IBA, agencies establish specific internal processes or arranger workflows to manage bookings and reimbursements.
Credit Card	How is a CBA card assigned to a traveler in GO.gov?	CBAs are assigned based on a traveler custom field determined during configuration discussions including the TMC.
Credit Card	For SAF charged to CBA, is the employee ID associated with each SAF on the credit card feed?	Yes, the employee ID is associated with each Service Access Fee (SAF) for reconciliation purposes.
Deobligation	Deobligation email reminders – is NN of days before the request will auto close based on the configuration setting for auto-deobligations?	Yes, deobligation emails will be sent based on the number of days configured for auto-deobligations, e.g. "Expense report hasn't been created for a trip 85 days in the past and the request will be auto closed and deobligated in 5 days" (based on the 90 days setting for auto-deobligation)
Deobligation	Will the auto-deobligation include requests with an expense report created but not submitted?	Yes, the auto-deobligation will include requests with the following expense report status: -No expense report created -Expense report created but not submitted -Expense report submitted, approved, and successfully interfaced to the financial system. **The auto-deobligation will NOT include requests where the expense report has been submitted for approval and is still in the workflow.

Deobligation	Can GO.gov be configured to turn off the Manual Close action for the traveler?	No.
Email Reminders	Please confirm if delegates will also receive email reminders sent to approvers and whether additional recipients can be added to email reminders (e.g. Unsubmitted Start Date Approaching only goes to the Traveler. Can Approver also be added as a recipient?)	Yes, delegates can receive email notices in GO.gov. When a delegate is assigned, there is a checkbox/permission setting that allows them to receive emails. **Traveler Delegates (Arrangers):** Can receive emails on behalf of the traveler, including workflow status change notifications, email reminders, new company card transaction notifications, and reminders for unsubmitted requests. **Approver Delegates:** Can receive a copy of the email sent to the approver when a document (like a request or expense report) is pending their approval, as well as email reminders sent to the approver.
Email Reminders	Please provide additional information on when each of the email reminders will be sent and the frequency of additional email reminders (e.g. for unsubmitted request).	The available requirements documentation confirms that approvers receive daily reminder emails for pending approvals, with reminders continuing until the approval step is completed. At this time, the documentation reviewed does not specify the timing of email delivery, reminder schedules for unsubmitted requests, or the frequency of reminders for other workflow actions.
Expense Report	Do expenses from the request automatically get pulled into the expense report? Do allocations applied to expenses on the request also get applied to the same expenses on the expense report?	**Expenses from the request:** Expenses do not automatically get pulled from the request into the expense report. This is designed intentionally to prevent duplicate credit card transactions. Instead, travelers must add credit card transactions from available expenses or manually create expenses on the expense report. **Allocations:** Since expenses are not automatically pulled over from the request, expense-level allocations must be re-applied when the expenses are added to the expense report.
Expense Report	E2 has an override feature to change the total amount going to the traveler and applying it to the IBA instead. Is there a similar feature in GO.gov? For example, if the traveler overspent their M&IE charged to the IBA and	Based on the GO.gov documentation and configuration materials, GO.gov does not have an aggregate or total-level override feature comparable to E2 that allows you to globally redirect a lump-sum amount from the traveler to the Individual Billed Account (IBA). *Regarding your specific example:*

	expense report also includes mileage to be paid to the traveler. Can a portion of the mileage be paid to the IBA vs the traveler? Is there an option to perform this override at the total amount going to the traveler vs IBA or does it have to be done at the expense level?	**Expense-Level Handling:** Reallocating funds between the traveler and the IBA must be managed at the individual expense level rather than via a total-level summary override. **Offsetting Transactions:** If a traveler overspends on M&IE charged to the IBA and also has personal reimbursements (like mileage) due to them, GO.gov does not automatically route a portion of the mileage payment to the IBA to cover the M&IE overspend as a total-level adjustment. Any adjustments or split-disbursement configurations must be handled directly within the applicable expense line items or settled through the billing and collections process.
Expense Report	If trip dates are changed on the expense report (e.g. returning early from a trip), do expenses like lodging and M&IE automatically update based on the changed dates?	Based on the GO.gov functional documentation and standard travel system behavior: **Lodging and M&IE Updates:** No, changing the trip dates on the expense report does not automatically recalculate or adjust lodging and M&IE per diems. **Manual Adjustment Required:** Because expenses on the expense report are managed independently from the request, travelers must manually update or remove lodging lines and adjust M&IE allocations to reflect the actual dates and times of the trip (such as an early return).
Expense Report	Can new expenses be added to the expense report if it was not on the request?	Yes, new expenses can be added to an expense report even if they were not originally included on the travel request. Expenses on expense reports in GO.gov are added by the user using the available expenses in their credit card transaction list or manually added based on 'cash' receipts rather than being restricted to only those expenses that were estimated on the initial request.
Expense Report	Can LOA for an expense on expense report be different than the LOA on the request for the same expense?	Yes. GO.gov allows the Line of Accounting (LOA) to be modified on an expense report, meaning the LOA for an expense can be different from the original LOA assigned to that same expense on the travel request.
OBT	Can foreign rail be booked using GO.gov or will this require booking directly with the TMC?	International Rail is currently booked directly with the TMC.
OBT	Allow trip on hold configuration: What	If a trip is put on hold, the reservation is held until the specified hold period expires or the ticketing time limit is reached (whichever comes first). Once that

	happens after the # of days has passed?	time has passed, the reservation is automatically cancelled.
OBT	Flights on foreign carriers must be ticketed within 24-48 or they are subject to cancellation. In the Travel Configuration, the "Show ticket approval checkbox" to ticket as soon as request is approved, will that option support this business process to issue the ticket within 24-48 hours? Is this the traveler checking the box when creating the request? If this box is not checked, then ticket will be issued 3 days prior to trip start date? Is there an option for an agency to ticket immediately for all requests (without using the checkbox)?	Tickets are issued after approval has been received, based on the ticketing time requirement. If the trip requires ticketing within 24-48 hours, the approval must be received prior to the ticketing deadline. If received within 24-48 hours, the booking will be sent to the ticketing queue for a ticket to be issued immediately. For government fares that require tickets to be issued 3-5 days prior to travel, once the Request is approved, the booking will be placed in the ticketing queue and set up for issuing the ticket 3-5 days prior to travel. If the agency wants to allow their travelers to have their tickets issued after approval is received regardless of the ticketing time deadline (3-5 days prior), then that is when the checkbox is used. If the agency wants all tickets to be issued after approval is received, then we need to have the discussion with the TMC so that they know the requirement.
Profile	Can an international number be added as the cell phone on the Traveler's profile?	Yes. The traveler profile includes a Mobile Phone Country/Region field alongside the mobile phone number, allowing international country codes and phone numbers to be added. Under Mobile Phone Country/Region, select your country/region from the drop-down and enter phone number.
Profile	When a user leaves an agency, is the user profile deleted or deactivated?	User profile is deactivated.
Profile	Which fields in a traveler's profile can be updated by a user with an administrator role/proxy permission?	Title, Preferred Name, Suffix, Home Address, Contact Phone Numbers, Email Address (adding new ones), Travel Preferences (seat type, meals, etc.), Hotel Preferences (room type, accessibility needs, etc.), Car Rental Preferences, Frequent Flyer Programs, TSA Secure Flight Information, Passport/Visa details, and Credit Cards (note: no visibility to existing card details). Proxy Administrator cannot update delegates for another user.

Reports	The 5 author licenses for IBC, will that allow IBC to create/modify existing reports for the customers we support? Will we have access to their data?	Yes, with your reports you can filter by agencies, then export and send to them.
Reports	If IBC creates an ad hoc/custom report for one of our customers, can IBC share the report with a licensed user at the customer agency?	Yes, you can also export to excel and share with any customers (without a license). The customer does not need a license.
Request	Can LOA be added as a favorite prior to creation of a document (right at go-live, so that the LOA can be added as a favorite before travelers being booking travel)?	Unfortunately, no. Travelers and arrangers can save multiple accounting codes as favorites for easier selections in future documents.
Request	When a request is cancelled, does the reservation also get cancelled? If so, what if the request is cancelled after the trip start date (if changes need to be made on the request and user wants to re-create the request after the end of the trip)?	Yes, when a travel request is cancelled in GO.gov, the expected behavior is that the associated reservation is cancelled as well. A cancellation operation in GO.gov can occur either before or after the travel start date However, GO.gov enforces specific rules regarding modifications once travel has commenced or completed: -*Locking of Travel Requests:* Once the trip start date passes, a travel request becomes locked and cannot be recalled or amended. -*Minor/Standard Changes (Increases $, less than 10%):* You do not need to cancel or re-create the request. Post-trip changes and actual expenses should be documented directly within the Expense Report (voucher). -*Major Changes (Increases $, greater than 10%):* If changes exceed the 10% threshold (or agency policy limits), the user must cancel and close the original request, create a new request with the updated details, and record the actual costs in the corresponding expense report.
Roles	On the User Roles and Permissions document, there is a section that maps roles to permissions. Can additional permissions be added? For example, can a	Yes, users can have more than one role. An administrator can search for a user profile and add multiple permissions to it, such as both Processor and Proxy permissions. While the standard mapping for a "Proxy Administrator" role only includes Proxy permissions (Expense Proxy and Request Proxy), the

	user with the Proxy Administrator role only have the Proxy permission (based on the mapping)? Can the user also be given the Processor permission with the Proxy Administrator role?	system allows administrators to assign additional permissions like Processor to a user if needed.
Roles and permissions	If a user is assigned to Level 3, Group 1 can they be granted Proxy/Admin permission for users in other groups (e.g. Level 2, Group 1 and/or Level 3, Group 4)?	Yes, Proxy Admin can be assigned to different groups. Access for a Proxy Admin is assigned at a group level, not user level.
Testing	During SIT and UAT, will there be any pre-staged documents that can be used for testing? For example, an approved request already exists at the start of testing so that an expense report can be created against it without having to wait for a request to be created and approved.	No, the agency testers will need to create all documents for testing. There are automated tests that run, but those are for specific test scenarios.
TMC	Please check with TMC PMO regarding TMC support for local business hours in Europe and Philippines.	IBC needs to check with their TMC regarding local business hours in Europe and the Philippines.
TMC	What is included in VIP services?	Very Important Person (VIP) (Remote or Hybrid): Enhanced reservations support for designated VIP Personnel (e.g., dedicated toll-free number, originate and/or change arrangements or reservations (air/rail, lodging, car rental), and ticketing, for one or multiple locations, special seat confirmation/accommodation services, Loyalty Program support (air/rail, lodging, car rental), monitor travel and provide notification of disruption, etc.). Usage of VIP support incurs a fee in addition to the transaction fee charged per itinerary.
Travel	What is the ticketing time limit (if checkbox is not used to ticket after request is approved)?	For government airfares (CPP), 3 days prior to travel for domestic and 5 days for international travel. Otherwise, it is determined by the fare selected, 24 hours typically for nonrefundable fares.

Travel	Can you please clarify this description if CPP airfare is charged to a personal card? If a traveler uses a personal card for CPP airfare, it would result in a debit memo from the airlines.	Based on standard travel management policy and Centralized Billing Account (CBA) rules: CBA/CPP Policy: City Pair Program (CPP) airfare and official contract city-pair fares are strictly mandated to be billed to the agency's Central Billed Account (CBA), not charged to a traveler's personal credit card. Debit Memo Risk: If a traveler mistakenly charges CPP airfare to a personal credit card (or if the ticketing is processed incorrectly against personal payment), airlines frequently issue a debit memo to the agency or the Travel Management Company (TMC). This occurs because contract city-pair fares carry specific government pricing and ticketing rules tied exclusively to official government billing mechanisms. Agencies can configure GO.gov so that travelers are prevented from entering in personal credit card information to avoid the risk of airfare being charged to invalid form of payment.
Workflow	Can the Cost Object Approver conditional step be used to add a value in the LOA that is always used on all travel documents so that all documents will trigger this conditional step (as a workaround to add another level of approval)?	Yes, the Cost Object Approver (COA) conditional step can be configured using a specific Line of Accounting (LOA) value present on all travel documents, which will ensure the conditional step is triggered for every document. However, using this as a blanket workaround to add an extra, mandatory approval level for all documents has notable operational considerations: Workflow Efficiency: Because COA routing depends on specific field values within the LOA, forcing every document to hit this condition means designated approvers will need to manually review and approve every travel request and expense report across the agency. Maintenance & Routing: If the universal LOA value changes or if multiple approvers are assigned to that Cost Object, the system will route to the first matching approver found, which requires careful maintenance of your COA routing lists to avoid bottlenecks.
Workflow	If we go with the Joint Delegation approach is there a limit on the number of Placeholder accounts that can be setup for Service Accounts?	250 is the limit. Joint Delegation Process: create a shell profile, e.g. Final Audit team, and everyone on the team would be assigned as a delegate for that profile. Each person will log in as themselves and then access the delegate feature.
Workflow	How does the Cost Object Conditional Step work?	This conditional step can be used to add an approver to review/approve a specific line of accounting value, e.g. specific cost centers. Multiple cost objects for

		this conditional step can be added with a different approver for each one, if needed. Cost Object Approver conditional step is only available on connected lists for LOA.
Workflow	Can the Cost Object Approver conditional step be used to add a value in the LOA that is always used on all travel documents so that all documents will trigger this conditional step (as a workaround to add another level of approval)?	Yes, the Cost Object Approver (COA) conditional step can be configured using a specific Line of Accounting (LOA) value present on all travel documents, which will ensure the conditional step is triggered for every document. However, using this as a blanket workaround to add an extra, mandatory approval level for all documents has notable operational considerations: Workflow Efficiency: Because COA routing depends on specific field values within the LOA, forcing every document to hit this condition means designated approvers will need to manually review and approve every travel request and expense report across the agency. Maintenance & Routing: If the universal LOA value changes or if multiple approvers are assigned to that Cost Object, the system will route to the first matching approver found, which requires careful maintenance of your COA routing lists to avoid bottlenecks.
Workflow	Can there only be one approver per conditional step?	For each conditional steps, one approver can be assigned for the entire agency (all documents meeting the condition would go to the one approver) or it can be divided by group (based on Org Hierarchy) so one approver per group (documents meeting the condition will be sent to the approver assigned to the group where the document originated). Approvers can also assign delegates.
Workflow	If an approver specifies multiple delegates and one of the delegates approve, will that remove the action from the approver and other delegates?	When a document is submitted for approval, everyone (default approver and delegates) receives the notification, but notification doesn't drop/disappear after someone approves the document. Once the document is approved at that step, it moves on to the next step in the workflow so another delegate approver will no longer see that document for approval for that step. The document will show approval history.
Workflow	How long do approvers have to approve a document?	For a request, the approval doesn’t time out if an approver doesn’t take action. However, the approval will time out based on the reservation. If there is a ticketing time limit, the request cannot be approved after reaching the ticketing time limit. For an expense report, there is a 10 day limit. If the default approver/default approver delegates do not

		approve within the 10 day limit, the approval for that step will go to the default approver's approver. An Senior Administrator has the ability to approve the expense report, if needed.
Workflow	Does an expense report approver have the ability to update the expense report before approval if the approver has the administrator role/proxy permission?	No, once an expense report is in workflow, it cannot be updated. Must be returned to traveler.