

Travel Cancellation due to the Coronavirus concerns

If a traveler cancels his/her business travel and there are non-refundable business travel expenses (e.g., non-refundable airfare, non-refundable registration, etc.) already incurred, the following guidelines should be used to handle the expenses:

Non-refundable airfare using University credit cards

The department may pay for the non-refundable airfare charged on the university credit cards. Provide an explanation, confirmation or other document that shows the ticket is non-refundable, and the receipt for the ticket and any fees or charges. Due to the circumstances, some airlines are instead giving travelers an extended period of time to apply the ticket amount to the future flight but are charging re-issue fees. In such case, the department is responsible for keeping records of the tickets and applying the amount for the employee's next business travel (if any). If the ticket goes unused, the department can bear the cost. If the ticket is used for personal travel, the employee should reimburse the University for the cost of the ticket less fees for reissuance.

Non-refundable airfare Reimbursements

If a traveler already purchased airfare but cancelled the travel due to the circumstance, he/she may be reimbursed for the amount. Provide an explanation, confirmation or other document that shows the ticket is non-refundable and the receipts for the ticket and fees or charges. Due to the circumstances, some airlines are instead giving traveler's an extended period of time to apply the ticket amount to the future flight but are charging re-issue fees. In such case, if the department decides to reimburse the traveler, the department is responsible for keeping records of the tickets and applying the amount for the employee's next business travel (if any). If the ticket goes unused, the department can bear the cost. If the ticket is used for personal travel, the employee should reimburse the University for the cost of the ticket less fees for reissuance.

Non-refundable registrations and other non-refundable items - University credit cards or reimbursements

Non-refundable registration fees and other non-refundable items already incurred may be paid (leave on university credit cards) or reimbursed to the employee. Provide an explanation, confirmation or other document that shows the item is non-refundable, and the receipts.

It is the responsibility of the department (P/T Card charges) or employee (reimbursements) to cancel refundable charges timely to avoid additional fees associated with the cancellations.

| Expense | Paid Via | Future Use Available | Used For | Treatment |
|----------------|-----------------|-----------------------------|-----------------|--|
| Airfare | Univ Card | No | N/A | Pay by Dept |
| Airfare | Univ Card | Yes | Business Travel | Pay by Dept and apply as credit to future trip |

| Expense | Paid Via | Future Use Available | Used For | Treatment |
|--------------------|-----------|----------------------|-----------------|--|
| Airfare | Univ Card | Yes | Personal | Pay by Dept and Employee Reimburses University (cost less fees) |
| Airfare | Personal | No | N/A | Reimburse Employee |
| Airfare | Personal | Yes | Business Travel | Reimburse Employee and apply as credit to future trip |
| Airfare | Personal | Yes | Personal | Reimburse Employee and Employee Reimburses University (cost less fees) |
| Registration/Other | Univ Card | N/A | N/A | Pay by Dept |
| Registration/Other | Personal | N/A | N/A | Reimburse Employee |

Processing cancellation charges through a Concur Expense Report

When a trip is cancelled due to concerns of the Coronavirus, the traveler will be reimbursed for their out-of-pocket expenses. Accounts Payable will however, seek additional documentation to ensure they are not reimbursing someone for something that was already refunded to them by the merchant. The traveler needs to contact the merchant and seek a refund from them first. If the merchant is unwilling to issue a refund, that is when Accounts Payable will be able to issue out the reimbursement. Accounts Payable will ask for the following when processing the Concur Expense Report:

- Itemized receipt showing proof of payment
- Approved Travel Request ID
- Brief statement detailing why the traveler cancelled their trip
- Hotel/Airfare/Organization cancellation policy
- Correspondence between the Traveler and the merchant (if cancellation policy is not available)

*If no expenses were incurred for the trip, the traveler may Close/Inactivate their Travel Request since there are no expenses or travel card charges to process on an expense report.

Note: All travel that is related to University business, programs, or activities, whether paid by the University or not, must be approved in advance (i.e., prior to departure) for all travelers by all of the required approvers on a Travel Request in Concur.

- If for any reason the Travel Request wasn't approved prior to incurring a travel expense, a Travel Request should still be created along with a late justification statement specifying why the Travel Request wasn't processed in a timely manner.