Cancellation of Travel due to COVID-19

How to Cancel and Expense Travel via Concur

Step 1: Cancel all travel reservations booked in Concur

1. At the top of the Concur Home page, click the Travel tab.

2. On the Upcoming Trips tab (under Travel Alerts), find the name of the trip you want to cancel. To cancel your entire trip, in the Action column, click Cancel Trip, and then click OK.
   - When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e-ticket will be retained in Concur that you can apply to future trips.
   - If you didn't book your trip using Concur or directly with Christopherson, you will need to contact the appropriate website or vendor directly to cancel those reservations.

3. You will need to indicate a reason for cancelling. If it is due to the fact that this is non-essential travel, related to the Coronavirus (COVID-19), please indicate COVID-19 in the comment.
4. To change a trip, in the Action column, click **Change Trip**.
   - Flight changes are available for e-tickets that include a single carrier. If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.
   - On the Itinerary page, select the portion of the trip you want to change.

**Step 2: Cancel Request in Concur**

1. At the top of the Home page, click **Requests** tab.

2. Click anywhere within the request you want to cancel.

3. Click **Cancel Request**.

4. Add a Comment for Cancelling the Request. Indicate **COVID-19** as part of your comment if the reason is due to the Coronavirus.
Step 3: Complete an Expense Report for Airfare booked via Concur purchased with the University Ghost Card and/or any out of pocket expenses incurred due to the Cancellation.

1. At the top of the Concur Home page, click Request tab.
2. Click View, select Cancelled Requests.

3. To create expense report, in the Action column, click Expense.

   ![Concur Home Page with Request Tab Highlighted](image1)

   ![Cancelled Requests Tab](image2)

4. Report Header will populate based on the Request Header information. Indicate on the Comments field trip is cancelled due to COVID-19.

5. Click Next and a blank Expense Report will appear.

6. Click Import Expenses if you booked airfare in Concur and have any ghost card transactions to expense by checking the boxes and dragging the expenses over to the left hand side. You may be required to attach the receipt if you did not enable the e-receipt functionality.
7. Add any other incurred out of pockets expenses onto the Expense report. Prior to requesting reimbursement for any out of pocket expense, you must contact the vendor first to see if they are willing to issue you a refund. Only expenses in which you have already paid and cannot be refunded, will the university reimburse you.
   - For airfare/registration/lodging paid out of pocket, and booked outside of Concur, you will need to attach a receipt along with the cancellation confirmation from the vendor.

8. After you have listed all your expenses, and attached any documentation and receipts needed, please click Submit Report.

How to Request Reimbursement for a Canceled Trip via Paper-Based

All existing approved paper RAT’s are no longer valid as of today, March 13, 2020.

Step 1: Cancel all travel reservations.
   - Out of Pocket Expenses
     - You must contact the vendor to see if they will issue a refund prior to submitting travel claim for reimbursement.
       - If the airline/conference/lodging is issuing a refund (full/partial) back to your credit card, you cannot request reimbursement for the portion that was refunded.
       - If the airline/conference/lodging is issuing a credit/voucher, it must be used towards future related university business travel.
     - Retain all cancellation confirmations from the vendor. You will need to attach these confirmations to your travel claim.
   - University Paid (P-Card/Departmental Travel Card)
     - You must contact the vendor to see if they will issue a refund back to the university paid credit card.
       - If the airline/conference/hotel is issuing a credit/voucher, it must be used towards future related university business travel.
     - Retain all cancellation confirmations from the vendor. You will need to attach these confirmations to your P-Card/Departmental Travel Card reconciliation report.
Step 2: Complete Travel Claim

Please note: The travel claim process remains the same. In addition to the process, the below documents are required for reimbursement:

- Add any incurred out of pockets expenses (that could not be refunded) on the travel claim.
- Any airfare/registration/lodging paid out of pocket, will need to attach a receipt along with the cancellation confirmation from the vendor.
- Indicate under **Purpose of the Trip**: Trip is cancelled due to **COVID-19**.