



TAMUK TRAVEL UPDATE

March 2020

Conference and other travel cancellations

In an effort to slow the spread of COVID-19 (CoronaVirus), several conferences and events have been cancelled throughout the country. These cancellations have impacted University Faculty, Staff and Student Travel.

If you have experienced a cancellation, please follow the instructions from the conference/event on refunds. Also see the information below to help mitigate the impact to University budgets. If you have any questions, please contact travel@tamuk.edu.

Travel Card charges – Any travel arrangements that have been paid/refunded to the Travel Card, will require reconciliation through Concur with a Travel Request & Expense Report. Contact all vendors as soon as possible to inquire about cancellation/refund policy and instructions.

Keep in mind that vendors should first be contacted regarding any disputes. If the vendor does not provide satisfaction, contact CitiBank within 60 days of the credit card charge postdate.

Conference registration – Contact vendor for refund to original form of payment (Travel Card). Document all contact and attach to the Expense Report. If the conference is rescheduled and the conference registration will be applied to the new dates, document this occurrence, but reconcile on the original Expense Report. When the rescheduled Conference takes place, document that the registration was paid previously and reference the original Expense Report.

Hotel – Contact vendor to cancel reservation. If a deposit transaction has posted to Concur, request refund to original form of payment (Travel Card). Document all contact and attach to the Expense Report. Be sure to watch your Travel Card and Concur for any charges that may come through regarding this reservation. You will need your cancellation number, if the hotel does not follow through with your cancellation.

Airfare – Contact CTP for assistance with airfare booked through Concur. Booking airfare through Concur/CTP is Best Practice. If airfare was not booked through Concur, contact the vendor and request assistance. Typically, airlines will allow the airfare to be used within 12 months from the date booked. There may be charges associated with moving the dates of flight, as well as the change of destination. Document all contact and attach to the Expense Report. If airfare is not used for University business travel, but for personal travel, the traveler must reimburse the University.

Other reservations/arrangements – Contact vendor for assistance with cancellation. Document all contact and attach to the Expense Report.

Expense Reports – Be sure to document the reason (COVID-19) that the cancellation took place – either in the comments or in your other documentation. Once all the available refunds/credits for the arrangements (hotel, airfare, conference registration, etc.) have been received in Concur Available Expenses, attach to your Expense Report, and include all the documentation/emails regarding the cancellations, as well as all receipts for transactions. Be sure to include the agenda of the conference/event that you would have attended – if no agenda is available, find an email or webpage that answers the 5-W's and attach to the Expense Report.

Travel Requests – If you have approved Travel Requests (encumbered funds), but have not made any arrangements as of yet, you may “Close/Inactivate” the Travel Requests to release the encumbrance.

If you have any questions, please contact travel@tamuk.edu!