

# COVID-19 Travel Suspension - HOW TO CANCEL YOUR TRAVEL

3/11/2020

## Travel Cancellation Guidelines

- Travelers must make every effort to claim a refund (See below: Process for Cancelling Air Travel).
- Travelers must collect and maintain documentation on outcome of refund/credit request.
  - Note that for Certify, travel credits are automatically “stored” in the booking tool.
- Refund requests denied by the vendor are eligible for reimbursement.
- Travelers must make every effort to use travel credits or waivers on future CSUEB business travel.
- Refunds granted in the form of a voucher for later use must be tracked by the department and used prior to expiration date.

## Process for Cancelling Air Travel

- If booked via the new **Certify Travel** module, cancel flight(s) using the VIEW/MODIFY feature. Detailed instructions are available on the [CSUEB Travel website FAQs](#).
- If travel was booked with **Global Travel**, either email [CorporateRes@GLOBALTRAV.com](mailto:CorporateRes@GLOBALTRAV.com) or call 916-922-0330 to cancel. Contact as soon as possible to request that Global cancel flights. The agency booking confirmation number will be required to cancel.
- If travel was booked directly through the airline, work directly with that airline to cancel the trip.

## Travel Claims for Cancelled Trips

- **If your cancellation is not fully refundable and a University expense was incurred, a travel claim must be processed within five business days of cancellation.**
  - Examples:
    - A \$300 United Airline flight was booked using Global Travel (or on a personal credit card). The cancellation resulted in only receiving a partial refund of \$120. The traveler will need to submit a travel claim for the \$180; the net expense that was incurred.
    - A \$200 Southwest flight was booked using Certify. The cancellation resulted in a \$200 credit to be used on a future flight. The traveler will need to submit a travel claim for the \$200 expense that was incurred on the University credit card. Note that the \$200 credit (or credit voucher) will be used at a later date when booking a future business trip.
- Include explanation for travel cancellation (i.e. travel cancelled due to COVID-19 guidance).
- In Chartfield String, include **Project Code EMR001**.
  - If a travel claim was already submitted, please submit an expense transfer to General Accounting to include Project Code EMR001. While an extra step, it will best ensure capturing COVID-19 related costs for the University.

For further questions contact Lana Lewis at [лана.леwis@csueastbay.edu](mailto:лана.леwis@csueastbay.edu) or at x52854.

Background (COVID-19 Campus Announcement 3-11-20)

### **COVID-19 Travel Suspension**

Effective immediately and through May 31, 2020, all international and non-essential domestic travel has been suspended. Previously approved travel authorizations for travel between now and May 31, 2020 are revoked. In light of this announcement, the university would like to provide additional guidelines around travel.

### Essential Travel

In the rare instance travel could be deemed essential, submit a written justification to your supervisor along with the travel authorization form. Supervisors must carefully review requests with a focus on employee and community safety. **Requests for essential travel must be approved by the Division Vice President with final approval by the President.** If approved, all standard travel policy and procedures must be followed.