



COVID 19 Canceled Travel

All existing approved paper travel requests are no longer valid as of March 13, 2020.

Step 1: Cancel all travel reservations.

A. 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 travel.
- Retain all cancellation confirmations from the vendor. You will need to attach these confirmations to your COV19 Travel Claim form.

B. University Paid (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 travel.
- Retain all cancellation confirmations from the vendor. You will need to attach these confirmations to your COV19 Travel Card Claim Form.

C. Concur Travel Card *Please use Concur travel cancellation guide for cancellation process*

Step 2: Collect and maintain documentation about the refund/credit request and outcome.

- Expenses to claim on COV19 travel claim forms or Expense Report
 - Airfare
 - Agent Fees
 - Registration Fees
 - Airfare Change Fees
 - Other expenses with details
- Expenses for cancelled or postponed travel should be submitted now

Step 3: Complete Travel Claim - Finish in the process you started

	Request/Preauthorization	Claim/Expense
Paper	1A	COV19 Travel Claim Form
Paper/Travel Card	1A	COV19 Travel Card Claim Form
Concur	Request	Expense Report

Documents to be included with Claim Form/Expense Report:

- Applicable COV19 Travel Claim form (paper) or Expense Report (Concur)
- Approved 1A with travel advance amount, if applicable
- Add any incurred out of pockets expenses (that could not be refunded) on the travel claim.
- All receipts for expenses and credits clearly showing the final amount paid and claiming
 - DO NOT CLAIM *Out of Pocket* FULL REFUNDS for expenses (in the end \$0 paid to vendor)
- Indicate under Purpose of the Trip: Trip is cancelled due to COVID-19
- If no refund or credit given, attach proof of effort to claim a refund
- Itinerary (for International travel)

Step 4: Submit Claim

Travel Advance

FORM: COV19 Travel Claim Form

1. Complete COV19 Travel Claim Form
2. Claim all expense for cancelled or postponed travel
3. Calculate how much you owe the University, if any, and write a check
4. Scan and attach all proper documents, including copy of check
 - a. Label documentation so easy to identify expenses and credits/refunds
5. Create one pdf for Travel Claim packet (claim form and all back up documents)
6. Email pdf packet to proper Admin
7. Admin routes for proper approvals/signatures via Adobe Sign
8. Admin emails approved pdf COV19 Travel Claim packet to sbs-payment@calpoly.edu
9. Traveler mails check to:
 - Payment Services
 - 1 Grand Avenue
 - San Luis Obispo, CA 93407

Student Travel Claims

FORM: COV19 Travel Claim Form

1. Complete COV19 Travel Claim Form
2. Claim all expense for cancelled or postponed travel
3. Calculate how much you owe the University, if any, and write a check
4. Scan and attach all proper documents, including copy of check
 - a. Label documentation so easy to identify expenses and credits/refunds
5. If money is owed to you, fill out the mailer insert for payment to be sent directly to you
6. Create one pdf for Travel Claim packet (claim form and all back up documents)
7. Email pdf packet to proper Admin
8. Admin routes for proper approvals/signatures via Adobe Sign
9. Admin emails approved pdf COV19 Travel Claim packet to sbs-payment@calpoly.edu
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Payment Services
1 Grand Avenue
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University Paid

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Step 5: Refunds given as travel credits/voucher

- Refunds granted in the form of a voucher for later use will be treated as a travel advance and tracked by the department.
- Travel credits/vouchers should be used at earliest opportunity
- When claiming travel where COV19 credits will be applied, only claim the amount you paid at the time for that specific trip.
 - Examples:
 - Airfare \$500 (future travel) - \$300 unused ticket/credit (COV19) = \$200 claim

- **Registration fee is a COV19 credit. If there are no additional fees or increases (future travel) then there is nothing to claim**

Step 6: Departments apply for CO Funds

BUDGET OFFICE will have more information on this TBD