

TRAVEL CANCELLATION POLICY RESULTING FROM COVID-19

March 2020

For all cancelled trips as a result of COVID-19, the Travel Claim will be used to claim costs incurred for cancelled travel.

- Travelers and/or departments should make every effort to claim a refund. Many airlines, hotels and car rental companies are refunding or crediting individuals who personally prepaid these transactions.
- Travelers should collect and maintain documentation about the refund/credit request and outcome.
 - o If request for refund is denied, supporting documentation showing the request for refund was denied shall be attached to the travel claim.
 - o If refunds are granted in the form of a voucher for future use, documentation on any travel vouchers issued by the hotel/airline/car rental or other modes of transportation resulting from the cancellation shall be attached to the travel claim. In addition, a certification from the employee declaring that the travel voucher will only be used for future University business travel before its expiration date shall be attached to the travel claim. Use the Travel Voucher Certification form. It is the responsibility of the traveler to ensure that the travel voucher is used for future University business travel before its expiration date.
- All travel costs incurred as a result of COVID-19 will be charged to the department. Add program code or class code COV19 to the chartfield for tracking and reporting purposes.
- Email approved travel claims, including required backup and documentation, to payables@csudh.edu. Email approvals are acceptable.

Reimbursement of Employee-Incurred Expenses

- Refund requests that were denied or refunds that were granted in the form of a voucher for future use are eligible for reimbursement by submitting a travel claim. See guidelines above.
 - o It is the responsibility of the traveler to ensure that the travel voucher is used for future University business travel before its expiration date.

For Expenses Incurred by the Department (typically on a Pcard)

- If full refunds are granted, credits shall be posted using the same chartfield used on the original expense. If refunds are granted in the form of a travel voucher/credit, the expense shall be coded using program code or class code COV19. Departments should review prior PCard statements and data warehouse reports for costs incurred in previous months and submit an expenditure transfer to add program code or class code COV19 to the transactions that did not receive full refunds or for transactions that were refunded with travel voucher/credit.
 - o It is the responsibility of the traveler to ensure that the travel voucher is used for future University business travel before its expiration date.

Resources:

[Travel Claim](#)

[Travel Voucher Certification](#)