

PSC Updates Related to the Coronavirus ^[1]

The University is taking measures to help ensure the health and safety of the CU community and to mitigate transmission of the coronavirus (COVID-19). Please review and share the following information and take action as needed.

Purchases & Payments

COVID Supplies Procurement

In response to the coronavirus pandemic, the PSC and the campuses have developed a new, centralized approach to purchasing **COVID supplies** – certain hard-to-find Personal Protective Equipment (PPE) and disinfecting supplies. Under the new approach, campuses are purchasing some supplies in bulk that your department can request if needed, and other supplies will be available to purchase through a new COVID Supplies section in CU Marketplace. Your department will not need all items in order to allow your faculty, staff, and students to return safely to campus. You will, however, need some of them. Find out how to obtain them on the [COVID Supplies Procurement](#) ^[2] website.

IT Hardware & Software Purchases

IT hardware and software purchases should route through campus IT organizations prior to purchase. In addition, IT hardware must be shipped to a campus location as it requires imaging and asset tagging in order to enable IT departments to manage employee access to campus systems. The PSC is unable to ship product directly to an off-campus address.

Note: IT purchases for hardware or software that were not previously approved by your respective IT organization may lack required encryption and may not be allowed to access university networks.

For additional, campus-specific advice and comments – including guidance on emergency IT procurements – see below.

Boulder: <https://oit.colorado.edu/> ^[3]

As the Boulder campus adjusts to a new way of doing business, there may be a need for increased IT-related purchases. Prior to incurring costs, departments are strongly encouraged to follow these recommendations:

- Departments should follow the guidance in the first paragraph of this section. *In addition:*

- Instead of purchasing equipment for employees to work off-site, consider allowing them to take their current office equipment home to support their remote work. Equipment removed from campus should be recorded and tracked appropriately.
- Spend prudently. Departments should not anticipate being reimbursed by campus for expenses they incur related to the COVID-19 response.
- Evaluate if a purchase is **critical** to conducting business. If the purchase is intended to optimize a remote working situation but is not critical to conducting business, it must be considered carefully. Departments should err on the side of creating work environments that are sufficient, not necessarily optimal.
- IT hardware should be shipped to a campus location. The PSC is unable to ship items to an off-campus address; items purchased outside the PSC channels must still be tracked by departments to ensure assets are properly accounted for.
- Using personal credit cards is **not** recommended for **any** purchases.

Note: Requests for desktop printers and/or toner may require additional justification. Fiscal staff should ensure printer and toner requests are given appropriate consideration and, if approved, that some mention of the reasoning (for example, ADA compliance) is included. It is the department's responsibility to track University-owned items that are being used in remote work sites.

Additional information and resources:

- [Recommended Software and Hardware](#) [4]
- [Supported Software and Hardware](#) [5]

Denver | Anschutz: <https://www1.ucdenver.edu/offices/office-of-information-technology> [6]

- Departments should follow the guidance in the first paragraph of this section. *In addition:*
- The Controller's Office is preparing more direct guidance and we will update this site with additional text and/or links as appropriate.

Colorado Springs: <https://oit.uccs.edu/> [7]

- Departments should follow the guidance in the first paragraph of this section. *In addition:*
- The UCCS OIT department will work with individuals
 - (1) to check out a Chromebook, on or after April 13, 2020, rather than purchasing a laptop or other device, or,
 - (2) if a Chromebook is not sufficient, the Help Desk will work with the department and make recommendations of OIT-supported machines through the Marketplace, so that OIT will be able to support the device. IT delivery will be to campus.
- The IT team is not currently imaging workstations – this activity will resume on April 13. However, if you have an order in progress that is needed for remote work, contact helpdesk@uccs.edu [8].

System: <https://www.cu.edu/uis> [9]

- Departments should follow the guidance in the first paragraph of this section. *In addition:*
- UIS has set up office hours to provide equipment and service in person.

COVID Situation Procurement Card & Out-of-Pocket Expenses

Procurement Card rules have been temporarily modified to allow for purchases on the Procurement Card necessitated by the COVID-19 situation – including purchases that would normally be purchased through a mandatory price agreement supplier such as Staples. If a COVID-19 situation purchase is required but you do not have a Procurement Card, you should work with another cardholder in your department to make the purchase on your behalf. If this is not possible, you can obtain department approval to make the COVID-19 situation purchase out-of-pocket and request reimbursement. Please ensure that your expense reports include the appropriate documentation supporting the purchase. In addition, note in Comments that the purchase was related to the COVID-19 situation and explain why the purchase was required under the current circumstances.

For major items: If feasible, obtain department/campus approval to pick up needed workstations, monitors, or other equipment from your office. The University's goal is to be fiscally responsible, especially during these challenging times.

IMPORTANT

- **Department Pre-Approval Required:** You need department approval before purchasing with a personal credit card any COVID-19 situation items intended for reimbursement. If you do not obtain department approval in advance and subsequently submit a request for reimbursement, your department may decide not to reimburse your purchase.
- **Sensitive Expenses and Propriety of Expenses Still Apply:** CU's restrictions on flowers, gift cards, meals, personal internet, mileage/parking, and other **sensitive items are still in place**. You need to obtain the appropriate level/s of approval prior to purchasing these or related items. When reimbursing individuals for cancelled travel-related plans, you need to confirm that they are not receiving refunds/credit vouchers directly from the travel suppliers.

Exception: At this time, all IT hardware and software purchases are still recommended to route through campus IT organizations prior to purchase. Please contact the following IT groups for guidance on emergency IT procurements.

- Boulder: <https://oit.colorado.edu> ^[10]
- Denver | Anschutz Medical Campus: <https://www1.ucdenver.edu/offices/office-of-information-technology> ^[6]
- Colorado Springs: <https://oit.uccs.edu> ^[11]
- System: <https://www.cu.edu/uis> ^[9]

Requisition & Contract Processing Timelines

Requisition and contract processing time may be slightly delayed due to an increase in urgent purchases related to COVID-19. The PSC will continue to support our customers and suppliers during this time. We're actively monitoring workload and capacity in both of these processes for planning purposes. If we begin to experience significant delays, we will reach

out to the University community with updates and guidance.

PSC Paper Processing

PSC staff are at 1800 Grant Street once/week to process physical mail. To minimize delays in processing, we recommend that our campus customers and suppliers email all paper payment documents to APinvoice@cu.edu ^[12] rather than sending physical mail.

Questions? Contact Shonna.Hughes@cu.edu ^[13].

Check Processing Schedule

Check processing – the printing of paper warrants – has returned to a daily schedule as of May 5, 2020. Checks are mailed from the check printing site at Anschutz Medical Campus. Requests for campus delivery of checks is highly discouraged as most campus shuttle deliveries have been suspended.

The PSC issues paper warrants in response to most supplier invoices and to paper forms (Payment Authorization, Study Subject Payment, and Non-Employee Reimbursement-International). The direct deposit of employee reimbursements is not affected by this change in check processing schedule.

Questions? Contact Mary.Martin@cu.edu ^[14].

Canceling CU-Hosted Events

Are you considering canceling a conference or other event hosted by your department? The PSC is working with University Legal to review cancellation options on a contract-by-contract basis.

If you have questions about contract commitments and consequences for cancellations, email your [purchasing agent](#) ^[15] and attach a copy of the contract you seek to have reviewed.

Delivery Information

Home Delivery Questions

As a general rule, items purchased with University money are shipped to University locations. At this time – with a majority of employees working remotely – it may be reasonable to ship some work-related items directly to an employee's home. This can be accomplished by using your Procurement Card (or working with a Procurement Card cardholder in your department) to order the items and by providing the home address to the supplier. We recommend that

you obtain departmental approval in advance for any shipments to personal residences.

- **Exception:** You should continue to route IT hardware/software purchases through your campus IT organization. IT hardware requires imaging and asset tagging in order to enable IT departments to manage employee access to campus systems. IT hardware must be shipped to a campus location. See campus contact and other information in **IT Hardware & Software Purchases**, above.

Campus Delivery Updates

In light of building closures and reduced staff on-site, campus-specific delivery instructions are as follows:

Boulder

All mail and packages, including UPS packages, will be staged and sorted by UCB number at the Distribution Center, 3300 Walnut St., Unit B, with some exceptions: Exceptions -- and deliveries -- will be made for critical research items that are time-sensitive or have a short shelf-life. Please call the Distribution Center at 303.492.6524 to discuss arrangements for such deliveries.

The Distribution Center will be open for pickups Monday-Friday, 8:00 a.m.-4:00 p.m. Entry to the parking lot is off of 33rd Street. We prefer that each department designate someone to pick up mail and packages for their entire department weekly. Please call our main number at 303.492.6524 in advance of your arrival with your last name, UCB Number, and time you plan on picking up your items. When arriving at the Distribution Center, wait in your vehicle outside, call our main number, and your mail and packages will be brought out to your vehicle.

For outbound mail and packages, please drop off items at the Distribution Center, calling our main number in advance.

As noted above, exceptions will be made on a case-by-case basis. Please call to discuss any special arrangements that need to be made.

For packages, you can check on our [tracking webpage](#) ^[16] to see whether the Distribution Center has received your packages. FedEx, DHL, and other packages are also now being delivered to the Distribution Center.: call ahead as noted above for pickups. **Important:** Deliveries to the Distribution Center should only be for **campus** freight and packages. We cannot accept deliveries on behalf of contractors working on the campus.

Additional information is available at www.colorado.edu/fm/2020/03/12/distribution-center-mailpackage-service-update ^[17].

Denver

- With access to campus now restricted, AHEC mail services will not be making normal mail deliveries to campus buildings. Rather, they will transfer all mail and packages normally destined for CU Denver owned facilities to the CU Denver Facilities Management team at Lawrence Street Center for storage and handling. Facilities will

only distribute mail as deemed necessary for critical campus functions, as arranged with the appropriate point of contact for each school, college or department. All other mail will be stored until campus reopens. To arrange for critical mail and package distribution please contact dc_facilities_dispatch@ucdenver.edu ^[18].

- Other campus buildings and loading docks are closed and vendors will not have access to buildings to make deliveries on their own. Each building will have signage on the door directing vendors to deliver to Lawrence Street Center and to call Facilities Dispatch at 303.315.7777 or the LSC Guard Desk at 303.315.6001 for assistance. A team member will arrive to assist the vendor and take delivery of the package.
- Throughout this time, we ask the campus community for assistance in our receiving and distribution process by refraining from the shipment of personal packages to campus. Also, be sure that if you are expecting any deliveries, your contact information (name, location, phone number) are noted on the delivery. We appreciate your cooperation and understanding.

Anschutz Medical Campus

- The R1 North and R2 loading docks are staffed and receiving deliveries. Carriers should call dispatch (303.724.1777) for escort to locked buildings.

Colorado Springs

- UCCS Mailroom hours of operation are now 8:00 a.m.-2:00 p.m., Monday-Friday. The Postal Service will continue to collect outgoing mail daily. Incoming UPS, FedEx, USPS, On-Trac, and DHL parcels will be accepted, as usual. Mail/parcels will be kept at the mailroom (Campus Services building, Room 113) and be available for pick-up 11:00 a.m.-1:00 p.m. Other buildings that are also accepting deliveries are: Main Hall, Lane Center, Library, Wellness Center, Residence Housing, and Roaring Fork.
- Any department that is working remotely and receives packages that are perishable and/or require refrigeration will receive an email from the mailroom to plan for delivery.

Delivery of Procurement / Travel Cards

For the time being, individuals requesting new Procurement Cards or Travel Cards should identify their home address (not their campus address) on the appropriate Cardholder Application. When you submit the signed, completed form, include your normal campus mailing address in the cover email.

If you've recently submitted a Cardholder Application form with your campus address, please email Procurement.Card@cu.edu ^[19] and let us know your home address so we can have your card sent there.

Travel

New CU Travel Restrictions

Effective March 10, 2020, all non-essential University-related travel has been suspended; essential travel requires approval and processing as described below.

Pre-approval Required for All New Trips

University-related international **and domestic** travel must be approved using Concur Request ^[20] prior to booking the trip.

This requirement applies:

- If you plan an **out-of-state or international trip**, whether by flying, driving, or taking a bus/train/etc. (If the trip is by car, bus, or train: add a comment in Concur Request to clarify the mode of transportation.)
- If you plan an **in-state overnight trip**. (If the trip is by car, bus, or train: add a comment in Concur Request to clarify the mode of transportation.)

This requirement *does not apply* to same-day travel within the state (for example, a Boulder Campus employee plans to drive to the UCCS Campus and return the same day). In these cases, manager approval is sufficient and Concur Request is not needed.

RE-approve or Cancel Existing Trips

All trips booked before current travel restrictions were in place must be RE-approved if you want to continue with your travel plans.

To request re-approval for a previously booked trip, submit a Concur Request ^[20] with the necessary information. If tickets were issued prior to March 10, add a comment to the Request, explaining that the tickets were issued prior to the current travel restrictions. Request approvers will determine if you can proceed with the trip or not. (Note: for in-state travel that does not require an overnight stay, obtain re-approval from your manager; Concur Request is not needed.)

To cancel a trip that was previously booked through Concur/CBT, contact a CBT Agent ^[21]. (To cancel a trip that was previously booked outside of the University's travel management program, follow the established procedures for that booking.)

No Outside Internet Airfare Bookings

All University-related travel must be booked through the University's travel management program: either online in the Concur Travel & Expense System or through a travel agent with Christopherson Business Travel (CBT). This allows us to monitor your travel location and provide assistance if you encounter a health, emergency, or security issue – especially important during situations such as the current coronavirus outbreak.

External internet airfare purchases are not allowable during the coronavirus health crisis. If you book CU business travel through the internet during this time (March 13 through the end of the travel restrictions period), **you will not be reimbursed** for your out-of-pocket

airfare bookings. (If you are in travel status and need to get home, exceptions are made for out-of-pocket airfare in these cases. Contact Shannon.Miller@cu.edu [22], 303.764.3457, with questions.)

Canceled/Refunded Airline Tickets

Most tickets issued are nonrefundable. COVID-19 hasn't changed this fact. Nonrefundable tickets are not refunded by airlines simply because events or travel bans have caused trips to be canceled.

- When a traveler cancels a nonrefundable airline ticket, most airlines allow the value of the ticket to be used toward a future ticket. This credit is referred to as an unused ticket.
- Airlines usually charge a fee when canceling a ticket. However, in response to COVID-19, many airlines are waiving the usual cancellation fees and making the full value of the ticket available towards a future trip for the same traveler.

When a ticket is refundable ... or when the airline cancels a flight and cannot re-accommodate you on another flight ... the airline typically refunds the full amount of the original purchase. For tickets booked through Concur/CBT: When an airline issues a refund, the amount is credited to the CU Corporate Card. Once received, the refund is applied to the SpeedType used for the original purchase. This process takes at least two-four weeks.

Your Department's Ticket Status

To determine the value of your department's canceled (unused) and refunded tickets – in other words, to determine the potential value toward future airfare purchases – you can request an Airline Ticket Report by emailing PSC Travel Manager Shannon Miller.

- In your email, the Subject line should read "Ticket Report Request: (ORG number)"
- If you need a report of multiple ORGs, please include the ORG list within the body of the email. Note: Reports cannot be pulled by the ORG Node, individual ORGs are required.

How to Apply Unused Funds to New Purchases

Southwest Airlines

Employee bookings: Refer to your department Ticket Report or the employee's Concur profile for available funds and use according to the guidance found in "All Other Airlines," below.

Non-employee or separated employee bookings: For unused tickets that cannot be used by the traveler, email Shannon.Miller@cu.edu [22] to request a LUV Voucher. Subject line should read "LUV Voucher Request: (Southwest confirmation number)" When the LUV Voucher is issued, you will receive an email that includes instructions on how to apply the LUV Voucher to a new booking.

Include the following in the body of the email:

- Traveler Name
- Travel Dates
- Total Charge

- Copy of the itinerary, if available

All Other Airlines

Employee bookings: Refer to your department Ticket Report or the employee's Concur profile for available funds. If the credit is visible in your Concur profile, or the Concur profile of the employee you are arranging travel for, you can apply the unused credit amount when booking through Concur. If you prefer to book with a CBT Agent, be sure to provide the unused ticket information.

Non-employee or separated employee bookings: Refer to your department Ticket Report. Contact a CBT Agent with your travel request and include the unused ticket information from your report, including:

- Agency Locator/ Airline Confirmation number
- Traveler name on original purchase
- Travel dates

Name Changes

Some airlines -- for a fee -- may allow the value of a ticket to be used towards a purchase for another traveler. Many airlines (typically, foreign carriers) do not allow the value of a ticket to be transferred to another traveler. When you are ready to use funds to purchase a new ticket, contact a CBT Agent so they can provide you with booking details and airline-imposed restrictions/fees on your particular ticket.

Note: Due to the University's partnership with United Airlines, any United tickets booked through Concur/CBT will not be charged a cancellation or name change fee when applying unused funds.

Non-Employee Travel

Pre-approval is required for all travel, including non-employee travel. Since non-employees do not have access to submit for trip approvals using Concur Request, the sponsoring department should request high-level review and approval for non-employee travel outside the Concur system. Currently, all travel (domestic and international) is considered high-risk, and approval is therefore required from the high-risk approver for your campus. Approval should be obtained in writing and then provided to CBT (if booking through an agent) or attached to the Concur expense report for non-employee reimbursements.

The campus high-risk approvers for travel are:

- Boulder Campus - Regina Houck (Delegate Approver for Russell Moore)
- Denver Campus - Alana Jones (Delegate Approver for Roderick Nairn)
- Anschutz Medical Campus - Alana Jones (Delegate Approver for Donald Elliman)
- Colorado Springs Campus - Chuck Litchfield or Tom Christensen (Delegate Approvers for Venkateshwar Reddy)
- System Administration - Leonard Dinegar (Delegate Approver for Mark Kennedy)

Additional Review for Non-Employee Reimbursements

We're seeing a significant number of requests to reimburse non-employees for expenses related to changed and canceled travel plans. Under the current circumstances, many travel/hospitality companies are offering refunds or credits to the individual; CU typically does not reimburse a traveler in this case, since the traveler personally owns the refund or credit.

- Consequently, requests for reimbursement of internet airfare are currently paused. CU will follow the guidance provided by the U.S. Department of Transportation [23], allowing time for airlines to process refunds before allowing requests for internet airfare reimbursement. Do not submit for reimbursement of non-employee trip expenses that involve airfare until you've confirmed whether or not the airfare has been refunded by the airlines. **(For reimbursement of non-employee/student internet tickets on Southwest Airlines or United Airlines, see below.)**
- To provide assurance that reimbursements are only being requested when refunds/credits cannot be obtained, non-employee travel expense reports in Concur now include an additional level of approval for the following expense types: mileage over \$150; transportation; and, lodging. These expense types automatically add a Campus Approver to the approval flow. This is the same individual who approves alcohol for the campus.

Non-Employee/Student Reimbursements for Southwest Airlines Tickets

Southwest will allow us to turn credits for internet airfare purchases owned by non-employee/student travelers into LUV Vouchers that the sponsoring department can use for future travel by other individuals:

- The sponsoring department should ask the requestor (traveler) to complete and sign the Southwest/CU affidavit [24] and submit it to the department along with a copy of the Southwest receipt.
- The sponsoring department should mail both documents to Shannon.Miller@cu.edu [22]. Shannon will work with Southwest to transfer full funds to the department.
- When the request has been processed, the sponsoring department will receive a Southwest LUV Voucher and instructions on how to use it for future bookings by other individuals.
- At this point, the sponsoring department can reimburse the non-employee/student for their Southwest internet airfare purchase. The reimbursement request and all necessary documentation should be submitted, as usual, in the Concur Travel & Expense System (or, for non-U.S. persons or non-U.S. addresses, on the Non-Employee Reimbursement-International form). *Be sure to include a copy of the confirmation from Southwest that the funds have been transferred to the department.*

Non-Employee/Student Reimbursements for United Airlines Tickets

United will allow non-employees/students to convert certain canceled tickets into Electronic Ticket Credits that the sponsoring department can use for future travel by other individuals. This offer applies to tickets purchased on/before March 2, 2020, for travel March 3-December

31, 2020; and to tickets purchased March 3-May 31, 2020, for any travel dates.

To request credit – by May 31, 2020: The non-employee traveler requests the Electronic Travel Credit (ETC) online.

- The requesting individual goes to www.united.com/refunds [25], clicks “claim it here,” and follows the instructions
- The ETC is immediately emailed to the requesting individual
- The individual forwards the ETC email to their CU department contact
- The department retains the ETC information – including certificate number, PIN, dollar value, and expiration date (currently, two years) – in order to use in the future.
- The department can now process a reimbursement request for the United ticket.

To request credit – after May 31, 2020: The non-employee traveler must contact United Airlines by phone to request the ETC.

Communications

General Communications Reminder

Although remote work schedules are in place for many CU System staff, note that we are available via [email and phone](#) [26]. Please don't hesitate to contact us, or FinProHelp@cu.edu [27], with any questions.

Campus Coronavirus Websites

- [Boulder Campus](#) [28]
- [Denver Campus](#) [29]
- [Anschutz Medical Campus](#) [30]
- [Colorado Springs Campus](#) [31]
- [System \(Employee Services\)](#) [32]

Source URL: <https://www.cu.edu/psc/travel/psc-updates-related-coronavirus>

Links

- [1] <https://www.cu.edu/psc/travel/psc-updates-related-coronavirus>
- [2] <https://www.cu.edu/psc/travel/psc-updates-related-coronavirus/covid-supplies-procurement>
- [3] <https://oit.colorado.edu/>
- [4] <https://oit.colorado.edu/software-hardware/recommended-software-and-hardware-list>
- [5] <https://oit.colorado.edu/software-hardware/supported-software-hardware-list>
- [6] <https://www1.ucdenver.edu/offices/office-of-information-technology>
- [7] <https://oit.uccs.edu/>
- [8] <mailto:helpdesk@uccs.edu>
- [9] <https://www.cu.edu/uis>
- [10] <https://oit.colorado.edu>
- [11] <https://oit.uccs.edu>
- [12] <mailto:APinvoice@cu.edu>

- [13] <mailto:Shonna.Hughes@cu.edu>
- [14] <mailto:Mary.Martin@cu.edu>
- [15] <https://www.cu.edu/psc/commodity-listing>
- [16] <https://colorado.sclintra.com/3ptqkn>
- [17] <https://www.colorado.edu/fm/2020/03/12/distribution-center-mailpackage-service-update>
- [18] mailto:dc_facilities_dispatch@ucdenver.edu
- [19] <mailto:Procurement.Card@cu.edu>
- [20] <https://www.cu.edu/psc/training/booking-travel/requesting-approval-international-travel>
- [21] <https://www.cu.edu/psc/christopherson-business-travel>
- [22] <mailto:Shannon.Miller@cu.edu>
- [23] <https://www.transportation.gov/briefing-room/us-department-transportation-issues-enforcement-notice-clarifying-air-carrier-refund>
- [24] <https://www.cu.edu/doc/southwestairlinestransfercreditaffidavitpdf>
- [25] <http://www.united.com/refunds>
- [26] <https://www.cu.edu/psc/contact>
- [27] <mailto:FinProHelp@cu.edu>
- [28] <https://www.colorado.edu/coronavirus>
- [29] <https://www1.ucdenver.edu/coronavirus/updates/cu-denver-coronavirus-and-travel-policies-update-march-9-2020>
- [30] <https://www.cuanschutz.edu/coronavirus>
- [31] <https://covid19.uccs.edu/>
- [32] <https://www.cu.edu/coronavirus>