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 procedures.

Note that your campus may issue additional travel-related restrictions or suspensions during this time. Where campus-specific guidance is more restrictive than CU System procedures below, you are responsible for following campus guidance.

Travel (updated 9/9/21 - international travel approver contacts)

Travel Restrictions from CDC

International Travelers Arriving Into the United States

- Announcement from the U.S. Centers for Disease Control and Prevention (CDC): Effective January 26, 2021, all passengers arriving into the United States must provide proof of a negative COVID-19 test taken within three (3) calendar days prior to departure from their country of origin. Airlines will be responsible for verifying documentation provided by the passenger and denying entry to those unable to provide proof of a negative test result. Find out more from the CDC here [2].

Pre-approval Required for All Trips

All domestic and international travel must be approved prior to booking a trip. It is recommended that domestic travel be approved using Concur Request [3]. All international travel must be approved using Concur Request [3] and you will need to enter your Request ID to finalize your international reservation.

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, 2020, through the end of the travel restrictions period), you will not be reimbursed for your out-of-
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 cancelation 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 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 cancelation or name change fee when applying unused funds.

Non-Employee Travel

Departmental pre-approval is required for all non-employee travel.

- **All domestic** travel must be approved by the department.
- **All international** travel must be approved by (1) the HR Manager or SpeedType approver, (2) the appropriate Officer, and (3) the high-risk travel approver (Chancellor/President, or their designated travel approver). The campus high-risk approvers for international travel are:
  - Boulder Campus - Danielle Brunner (Delegate Approver for Russell Moore)
  - Denver Campus - Alana Jones (Delegate Approver for Constancio Nakuma)
  - Anschutz Medical Campus - Alana Jones (Delegate Approver for Donald Elliman)
  - Colorado Springs Campus - Chuck Litchfield or Tom Christensen (Delegate Approver for Venkateshwar Reddy)
  - System Administration - Leonard Dinegar (Delegate Approver for the CU President)

Non-Employee Reimbursements

Under the current circumstances - with many changed and canceled travel plans - 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 [5], 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.
- **Update:** Effective December 14, 2020, non-employee expense reports will no longer route to the Campus Approver for the additional level of approval that was put in place earlier this year. (That temporary additional review had been prompted by mileage over $150; transportation; and, lodging.)

---

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

**Links**

[4] mailto:Shannon.Miller@cu.edu