PSC Updates Related to the Coronavirus - Travel

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 4/21/22)

Pre-approval Required for All Trips

All employee domestic and international travel must be approved prior to booking a trip. It is recommended that domestic travel be approved using Concur Request, however, the department can elect to use an internal travel pre-approval process. All international travel must be approved using Concur Request 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-pocket airfare bookings.

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.

**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 psctravel@cu.edu [3].

- 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**

Refer to your department Ticket Report or the employee’s Concur profile for available funds and use according to the guidance below.

**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**

Pre-approval is required for all non-employee travel. 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).

**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) if travelling to the following **high-risk destinations**: Afghanistan, Belarus, Burkina Faso, Burundi, Cambodia, Central African Republic, Chad, China, Cuba, Democratic Republic of Congo, Eritrea, Ethiopia, Guinea, Guinea-Bissau, Haiti, Hong Kong (China SAR), Iran, Iraq, Lebanon, Liberia, Libya, Mali, Myanmar, Niger, Nigeria, North Korea, Pakistan, Palestinian Territories / West Bank, Russia, Sao Tome and Principe, Sierra Leone, Somalia, South Sudan, Syria/Syrian Arab Republic, Taiwan, Ukraine, Venezuela, Yemen, Zimbabwe 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)

You can book travel for non-employees using the Concur Travel & Expense System (Concur) or you can enable them to book their own travel through Christopherson Business Travel (CBT).

Alternately, non-employees can make their own travel arrangements and work with the sponsor department to request reimbursement [4].

Note: When working with an Independent Contractor according to the **Scope of Work (SOW)** process [5], all costs (including any travel expenses) must be identified on the SOW form and covered using the same procurement method as the service payment.

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

**Links**
[3] mailto:psctravel@cu.edu?subject=Ticket%20Report%20Request%20(ORG%20%23)