Travel & Procurement Updates Related to the Coronavirus

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.

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

All University-related international and domestic travel must be approved using Concur Request prior to booking the trip. This requirement applies whether you plan to fly, drive, or otherwise travel (bus, train, etc.) out of state. If your out-of-state trip is by car, bus, or train: add a comment in Concur Request to clarify the mode of transportation.

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 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.

To cancel a trip that was previously booked through Concur/CBT, contact a CBT travel agent. (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 [4], 303.764.3457, with questions.)

**Non-Employee Travel**

Non-employees do not have access to submit for trip approvals using Concur Request.

As a result, the sponsoring department should request high-level review and approval for non-employee travel outside the Concur system. This may occur in the form of emails or other written communications from the appropriate approvers, which are then noted in Concur or shared with the CBT travel agent.

**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.

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
- lodging

These expense types automatically add a Campus Approver to the approval flow. This is the same individual who approves alcohol for the campus.

**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 cancelation options on a contract-by-contract basis.

If you have questions about contract commitments and consequences for cancelations, email your purchasing agent [5] and attach a copy of the contract you seek to have reviewed.

**Emergency Procurement Card & Out-of-Pocket Expenses**
In the wake of the current coronavirus situation, Procurement Card rules will be relaxed to allow for all emergency purchases on the Procurement Card, including purchases that would normally be purchased through a mandatory price agreement supplier such as Staples. If an emergency purchase is required but you do not have a Procurement Card, please work with another cardholder within your department to make the purchase on your behalf. Or, you can make the purchase out-of-pocket and request reimbursement. Please ensure that submitted expense reports indicate that the purchase was related to COVID-19.

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 [6]
- Denver | Anschutz Medical Campus: https://www1.ucdenver.edu/offices/office-of-information-technology [7]
- Colorado Springs: https://oit.uccs.edu [8]
- System: https://www.cu.edu/uis [9]

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 [10] and let us know your home address so we can have your card sent there.

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.

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/](https://oit.colorado.edu/) [11]

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.

Additional information and resources:

- **Recommended Software and Hardware** [12]
- **Supported Software and Hardware** [13]

**Denver | Anschutz:** [https://www1.ucdenver.edu/offices/office-of-information-technology](https://www1.ucdenver.edu/offices/office-of-information-technology) [7]

- 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/](https://oit.uccs.edu/) [14]

- 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](mailto:helpdesk@uccs.edu) [15].
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.

**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](http://www.colorado.edu/fm/2020/03/12/distribution-center-mailpackage-service-update).

**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
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.

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.

PSC Paper Processing Delays

Beginning March 13 and until further notice: PSC staff will be at 1800 Grant Street to process intercampus and other mail once a week (every Friday). As a result the following items can expect to be delayed: (1) UCCS check payments with campus mail delivery requested; and (2) Any check payments that require Enclosures.

To minimize other delays in processing, we recommend that our campus customers and
suppliers email all paper payment documents to APinvoice@cu.edu [19] rather than sending physical mail. Questions? Contact Shonna.Hughes@cu.edu [20].

**Check Processing Schedule Update**

Beginning the week of March 16, check processing – the printing of paper warrants – is switching from a daily schedule to a twice-weekly schedule in order to reduce staff time that must be spent in the work space. Checks will continue to be either mailed from the check printing site at Anschutz Medical Campus or delivered to the PSC. PSC staff will be at 1800 Grant Street every Friday to handle UCCS payments with campus mail delivery requested, payments that require Enclosures, and any other incoming physical mail.

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 [21].

**General Communications Reminder**

Although remote work schedules are in place for many CU System staff, note that we are available via email and phone [22]. Please don’t hesitate to contact us, or FinProHelp@cu.edu [23], with any questions.

**Campus Coronavirus Websites**

- Boulder Campus [24]
- Denver Campus [25]
- Anschutz Medical Campus [26]
- Colorado Springs Campus [27]
- System (Employee Services) [28]

**Source URL:** https://www.cu.edu/psc/travel/travel-procurement-updates-related-coronavirus?_ga=2.107033483.821094101.1584729489-1169167226.1584729489

**Links**
[4] mailto:Shannon.Miller@cu.edu
[6] https://oit.colorado.edu
[8] https://oit.uccs.edu
[9] https://www.cu.edu/uis
[10] mailto:Procurement.Card@cu.edu
[12] https://oit.colorado.edu/software-hardware/recommended-software-and-hardware-list