

Steps to Canceling Travel

Step 1: Cancel all reservations made for the trip.

1. Contact the appropriate vendor or website directly that you made the reservations with and cancel them.
 - a. Note if you will receive a refund or credit for use later. (Ask how long it will take to receive any credit.)

Step 2: Notify Payment Services of the cancellation.

1. Email accounts_payable@csub.edu, referencing the Charge Request Number that has been canceled.
2. **If you used Concur to either enter your Request and/or make your reservations, reference the “Canceling Reservations in Concur” guide.**

Step 3: If necessary, complete a travel claim for any expenses paid either by yourself or by the University, including any fees incurred by the Cancellation.

1. Add expenses incurred, ***even if they will later be refunded*** (fully or partially).
2. Payment Services is required to pay all University-issued credit cards (ProCard, Concur travel cards) and travel vendor invoices (Uniglobe, Enterprise, Certified, local hotels) in full upon receipt.
 - a. If/when a refund is later credited to the University by the credit card company or travel vendor, it will be credited to the same chartfield the original expense was charged to.
3. Accounting has created a class code to track certain expenses related to the Coronavirus event. **The class code is C1401.** Please note ***this class code is not to be used for expenses related to the ordinary course of conducting business.*** Examples of extraordinary expense are as follows:
 - a. Expenses and fees related to travel cancellations due to the Chancellor’s Office definition of essential travel
 - b. Expenses for emergency management
4. Attach backup related to any partial or full refund provided, plus any credit to be used later.
5. Check the current airline policies and other important information on Christopher Business Travel’s website (the travel agency behind Concur): https://www.csub.edu/bas/paymentservices/files/covid_19_airline_fees.pdf and the U.S. State Department’s travel advisories: <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>.

NOTE: Any credit(s) related to an expense that CSUB paid for or reimbursed for belongs to CSUB and may not be used for personal travel.