

Interim UCOP Travel and Meeting Expense Guidance COVID-19

Effective April 1, 2020

This ***Interim UCOP Travel and Business Expense Guidance*** is effective April 1, 2020 until revoked and is specific to travel and other cancellations related to the COVID-19 situation. UCOP will reimburse for cancellations and costs related to travel and other business expenditures when cancellation is due to the COVID-19 situation, including travel arranged or planned to take place before April 1. Reimbursement must be requested through the Exceptional Approval process. As conditions remain very fluid, please check back with the BRC for updates. For regular reimbursement information, please visit the [UCOP Travel Process page](#).

If you are still required to travel on essential international business and booked the travel outside of the UC Connexus Travel Portal, or UCLA Travel, but have not yet registered the trip for travel insurance, please be sure to [register immediately](#).

Requesting Exceptional Approval for Travel and Meeting Expenses related to COVID-19:

If your business travel has been cancelled as a result of COVID-19, the first step, regardless of how the travel or meeting expenditure was made, is to **request reimbursement directly from the airline or venue** with which you booked your airfare, hotel, or conference registration. If the airline, vendor or venue will **not** provide a refund, keep documentation of the travel provider's refusal to provide a refund. If the travel was international – seek refund via Risk Services CHUBB (up to \$2000).

Please review the various documentation and refund scenarios listed in the table below and contact UCOP's Travel team with any questions at BRCTravelandEnt@ucop.edu.

Note: the following guidance and requirements apply to **all** cases detailed in the table below:

- If the travel or conference/event provider **refuses to issue a refund, you must attach documentation** of the refund refusal to your reimbursement request.
- **If the travel or other expenses is an out-of-pocket expense** (not a direct bill to UCOP) and if you do not have any business travel plans or plans to use the credit within the next 12 months* or the non-reimbursement of funds creates a financial hardship:
 - Fill out a request for [Exceptional Approval](#)
 - Submit the credit documentation from the travel vendor (airline or other) to the BRC with your Exception Approval request. The UC Central Travel business office will work to transfer the credit to another traveler if possible. This is only possible if the trip was booked via UC's agencies; (BCD Travel, UC Travel Center, Shorts Travel). Connexus represents the online means for booking travel, whether it's the agencies just noted, or SWABIZ, Amtrak, Airbnb, etc. Anything booked outside the system is beyond our control.
 - If the travel was booked through Connexus or a UC preferred vendor, UC Central Travel Office **may** be able to obtain the credit from some major airlines and allow the department to use this for a different traveler.

Interim UCOP Travel and Meeting Expense Guidance COVID-19

Effective April 1, 2020

- If you incur any **cancellation fees**, submit your cancellation fees as part of your reimbursement request.

This guidance applies to all COVID-19 cancelled travel and meeting expenses, including those incurred prior to April 1, 2020.

Purchase Method	Use of Credits	Traveler Reimbursement
<p>I used Direct Bill ID to bill my airfare to the university.</p>	<p>As your airfare was billed directly to UCOP, a travel credit will automatically be issued upon cancellation of the reservation. In most cases, a credit can be used for business travel within 12 months. You don't need to do anything further except make sure you use the credit for travel on University business.</p>	<p>N/A</p>
<p>I booked my trip with Connexus or UCLA Travel but I did not use Direct Bill ID (out-of-pocket expense).</p>	<p>If the travel provider does not issue a refund, all cancelled travel booked through Connexus or UCLA Travel will otherwise result in a 12-month travel credit, even for non-refundable fares.</p>	<p>Review these steps to request a reimbursement.</p>
<p>I booked my trip without using Connexus or UCLA Travel (out-of-pocket expense).</p>	<p>If the travel provider does not issue a refund and instead issues a credit, it can be used any time within the next 12 months. Once the credit is used for University business, you can submit the expense for reimbursement.</p>	<p>Review these steps to request a reimbursement.</p>
<p>I booked my trip using a Corporate Travel card (no out-of-pocket expense).</p>	<p>If the travel provider does not issue a refund and instead issues a credit, the credit can be used any time within the next 12 months. You will need to pay the credit card directly and seek reimbursement once the travel is complete.</p>	<p>Review these steps to request a reimbursement.</p>
<p>My international trip was cancelled and I did not receive a refund (out-of-pocket expense).</p>	<p>If the travel provider refuses to issue a refund or credit, please submit a claim form through the UC Travel Insurance program <i>even if you did not</i></p>	<p>International travel insurance claim.</p>

Interim UCOP Travel and Meeting Expense Guidance COVID-19

Effective April 1, 2020

	<i>specifically register for travel insurance. Coverage is available up to \$2,000.</i>	
My international trip was cancelled and the total expense incurred exceeds \$2,000 (out-of-pocket expense).	Follow the same protocol as shown directly above and complete an Exceptional Approval form to seek reimbursement for the expense that exceeds \$2,000.	Review these steps to request a reimbursement.
Conference Registration/Training/Workshop (Direct billed or Corporate Travel Card)	If the vendor does issue a credit, the funds will go directly back to the University or the T&E Card. If the vendor does not issue a refund and instead issues a credit, it can be used any time within the next 12 months.	Review these steps to request a reimbursement.
Conference Registration/Training/Workshop (Out of pocket expense)	If the vendor does not issue a refund and instead issues a credit, it can be used any time within the next 12 months. Once the credit is used for University business, you can submit the expense for reimbursement.	Review these steps to request a reimbursement.

*The validity date of airline tickets, which historically has been 12 months from issue date, has been changing by the day depending on the airline; most are extending to anywhere from 18 to 24 months. It is likely these rules will continue to change so it's best to either contact the ticketing agency or airline website.