

UO Business Travel Suspension - effective March 15, 2020

What this means:

President Schill issued a complete and indefinite travel ban for all UO business travel on March 15, 2020. No university business travel whether paid by UO or paid by outside source is allowed unless the traveler has applied for approval through the UO travel waiver process. The travel petition is available on the Office of Provost webpage: <https://provost.uoregon.edu/travel-information>

All return travel, future travel and previously approved travel after March 15 must be authorized by the COVID-19 Travel Advisory Group.

Travelers who select to travel without an approved waiver are considered to be traveling personally and will have no insurance coverage, assistance from UO, or reimbursement from UO.

All future travel requests should wait until the travel suspension is lifted.

Travel petition process:

Located on the Office of the Provost webpage: <https://provost.uoregon.edu/travel-information>

- Must have approval of Dean or VP of your unit
- Attach approver petition to both Concur Request and Expense Reports
- All Requests are being monitored and moved forward by the Travel Office

Cancelling Trip Reservations:

The situation with COVID-19 is fluid and it is unclear when normal business travel will resume.

It is important that travelers/delegates cancel airfare and other travel reservations **prior to the departure date** to use the ticket value toward future UO business travel.

For trips beginning in May and beyond, travelers and delegates can hold on cancelling to wait and see what the situation is like closer to the travel dates. **Set alerts to be sure to cancel reservations prior to departure.**

Airlines and Travel Agents are inundated with customer service situations and working with reduced staff. Consider cancelling now and consulting in a few weeks about refunds, credits, and usage dates for future travel. Note that cancel rules remain fluid and change daily.

Airfare Purchased with UO Lodge Card (either booked in the booking tool or with a UO agent):

Contact travel agency to cancel OR

Cancel the trip in Concur: Go to travel tab in Concur along the top black bar, go to upcoming trips or trip library. There will be a cancel button on the right. You will either get a Trip Cancelled confirmation or a message to contact your travel agent. **BE SURE YOUR RESERVATIONS ARE CANCELLED. This includes all hotel, rental car or other pre-booked travel plans.**

Be sure to call hotels booked in Concur directly to cancel your reservation.

Airfare Purchased outside the UO Managed Travel Program:

Travelers must first contact airline or ticket seller prior to their departure date and inquire about refund, credit for future use, change fee waiver, and credit usage dates (purchase new ticket by and travel by dates).

Airbnb, hotel and hotel third party vendor cancellation: Make sure to call hotels directly to cancel your reservation.

Processing Expenses in Concur:

Airfare purchased with the UO Lodge Card cannot be deleted nor dismissed. The airline expense must be charged to your department index.

If the airlines have provided a refund, it will appear as an additional line item in your list of Available Expenses. Refunds are assigned to the expense report along with the charges to be processed to net \$0.

For no refund, assign air charges to an expense report and submit for reconciliation. (See below for special Activity Code.)

Expenses for cancelled trips on federal grants must be expensed to a non-grant departmental index. For further information and updates, please contact Sponsored Project Services.

Use special activity code:

Use activity code **IRCRNA** for all expenses related to COVID-19 cancelations.

If your faculty use a special activity code for their designated funds, please first use the appropriate department index and COVID activity code, IRCRNA and process your report. Then JV the expense to the faculty members specified activity code.

Unused Ticket Credits:

The travel office receives a monthly file from our TMC at the beginning of each month with unused/cancelled tickets. The list is located at travel.uoregon.edu in two places:

- Travel Resources button
- Air-Car-Lodging-Meals, under Common Carrier Fares
- Direct link: <https://ba.uoregon.edu/content/uo-unused-ticket-report>

Travelers may also see an alert for unused tickets in their Concur profile – both on the landing page and in the Travel Tab

Airfare credits from airfare purchased with the UO Lodge Card are held on file with the UO Contracted Travel Agencies, whether purchased through the booking tool or directly from the agent. Ticket credits exchanged for future travel must be handled by your travel agent.

Inquire with the travel agency for rules regarding the credit: Can the credit be transferred to another UO business traveler? Is there a name change fee? Are there limitations, expiry dates or other details?

Other travel information related to COVID-19:

Travel Office is working remotely and being attentive to delegate and traveler questions. How to reach us:

- Call 6-3100 and leave a message, someone will respond via email, phone, or via Microsoft Teams or Zoom meeting.
- Email travel@uoregon.edu or any Travel Office team member directly. See <https://ba.uoregon.edu/travel> for all contact information.

Travel information updates are being sent through our Travelnews list serve. Opt in:

<https://lists-prod.uoregon.edu/mailman/listinfo/travelnews>

Travelnews Archives for previous publications: <http://lists-prod.uoregon.edu/pipermail/travelnews/>

University Motor Pool is closed.