

## **Travel Reimbursement Guidelines related to COVID-19 Cancellations**

Due to current travel restrictions, this information will assist you with the reimbursement process and aid SDSM&T in recovering already expended funds.

- 1) Cancel all travel arrangements immediately.
- 2) Request refunds for all expenses that have been prepaid in order to minimize cost.
  - a) Reasonable efforts should be made to request refunds particularly when the conference/event has already been cancelled or likely will be cancelled
  - b) Contact conference/event organizers for registration and deposit refunds
  - c) Contact hotels for deposit refund
  - d) Contact the airline or local travel agent for refund or airfare credit (see additional airline information below)
    - i) If airline reservations were made using a purchase order or an athletics credit card, contact the travel agent or vendor for a credit.
      - (1) If refunded, the refund will be deposited to the fund that originally paid for the ticket.
      - (2) If a credit is obtained, the credit must be used for a future university trip. If the credit is used for personal travel, the amount of the original airline ticket must be paid back to SDSM&T by the traveler, if it was paid for by the university.
    - ii) If airline reservations were made through a third-party vendor using personal funds:
      - (1) The traveler may be reimbursed for the trip by submitting a travel reimbursement request, with documentation of any airline credit received from the vendor. Tickets fully refunded will not be reimbursed, but the refund should be noted on the travel detail.
      - (2) If you have already received reimbursement for the trip from SDSM&T and have received a refund from the airline, which was credited to your credit card, you will need to write a check payable to "SDSM&T" to reimburse your university fund for this expense. The check must be mailed to the campus address, attention to the SDSM&T Cashiering Office.
- 3) Collect documentation to confirm the cancellation. It can be an email thread with conference organizer/airline/travel agent showing:
  - i) Your request to cancel your registration/program/flight/etc. and
  - ii) Confirmation from the conference organizers/airline of your cancellation
  - iii) With specification of the refund amount or
  - iv) Confirmation there is no refund

For reservations made using an athletic credit card, please note on the statement showing the credit which trip the credit is for.

- a. If refunded, the refund will be deposited to the fund that originally paid for the ticket.
- b. If a credit is obtained, the credit must be used for a future university trip. If the credit is used for personal travel, the amount of the original airline ticket must be paid back to SDSM&T by the traveler. (See appendix A.)

If you receive reimbursement from the University for a cancelled flight AND receive an airfare credit for future travel:

- c. It is the responsibility of both the traveler and the department to ensure the credit will be used for University-related business within the time period designated by the airline (see airline information below).
- d. IF a university related business trip will not occur within the designated time frame AND the employee uses the credit for a personal trip, the employee will reimburse SDSMT for the value of that credit.

### **Reimbursement Procedures:**

- 1) After following the above guidelines, submit a travel reimbursement voucher, following current procedures along with these additional steps:
  - a) Use Index code **4GEN49**, when submitting travel reimbursement requests related to cancelled travel due to COVID-19, unless the trip is to be paid from grant funds.
  - b) Cancelled trip expenses associated with grant/sponsored projects funding may be charged to the grant, during these extenuating circumstances. If later deemed unallowable, they will be moved to the PI's overhead fund or other departmental fund.
  - c) Submit form in Appendix A with the travel voucher IF you purchased airfare using personal funds AND are receiving an airline credit.
    - i) Following normal procedure, the employee and supervisor must sign the perjury statement on the travel voucher.
    - ii) Department and Accounts Payable will track airline credits for the reuse on future business travel or the loss to the university.
  - d) Note expenses that you are not requesting reimbursement for, because you received a refund.
  - e) Make clear notation of the reason for cancellation (COVID-19), along with the original purpose of the trip.
  - f) Include all documentation relating to your cancellation/refund requests.
  - g) Provide proof of payment.
  - h) Be cognizant of airline deadlines for using airline credit for future business.

**At this time, all future university airfare and other prepayments should be made directly from SDSM&T funds and not with personal funds. This allows SDSM&T to directly receive and track all potential refunds and/or credits.**

Continue to follow all other state and university travel rules and procedures:

<https://www.sdsmt.edu/Campus-Services/Administration/State-Travel-Regulations/>

If you have travel related questions, please contact David Mettler, [David.Mettler@sdsmt.edu](mailto:David.Mettler@sdsmt.edu).

## **Airfare Cancellation Information**

Below you will find current information for each airline, as provided by a local travel agency. Policies are constantly changing so either contact your travel agent or refer directly to the site (Expedia, Priceline, Travelocity, etc.) that you purchased your airfare from. The information below may apply to the tickets booked through a 3<sup>rd</sup> party vendor, but it is recommended you also research the airline site directly.

### **When should I cancel my flight?**

If you are set to travel before April 30<sup>th</sup>, you can call at any time to cancel your flight as those trips are covered by the current airline waivers. If your trip is May 1<sup>st</sup> or after, hold off cancelling at this time because cancelling now would be subject to a \$200 change fee but could potentially be waived at a later time. Flights can be cancelled up to 24 hours before departure.

- **Delta Airlines:**
- No Change Fees for All Tickets Purchased Between March 1-31, 2020
  - Affected Customers: All Tickets Purchased between March 1, 2020 – March 31, 2020
  - Impacted Travel Date(s): March 1, 2020 - February 25, 2021
  - Ticket Can Be Changed One-Time to an Alternate Itinerary. Must Be Re-issued On/Before: February 28, 2021
  - Rebooked Travel Must Begin No Later Than: February 28, 2021
- No Change Fees for Customers Scheduled to Travel March 1 – April 30, 2020
  - Affected Customers: All Tickets Issued on or before March 9, 2020
  - Impacted Travel Date(s): March 1, 2020 – April 30, 2020
  - New Ticket Must Be Re-issued On/Before: Dec 31, 2020
  - Rebooked Travel Must Begin No Later Than: Dec 31, 2020

### **United Airlines:**

- All change fees waived for tickets issued on or before March 2, 2020
  - Original travel dates
  - March 9, 2020 - April 30, 2020
  - Flight changes:
  - New tickets must be reissued on/before December 31, 2020 or 12 months from original ticket date, whichever is earlier
  - Rebooked travel must commence within 12 months from the original ticket issue date
  - Original ticket must be issued on or before: March 2, 2020
- Additional flexibility for customers – Tickets Purchased Between March 3–21, 2020
  - We know people are taking a second look at their travel plans right now, and we want you to have flexibility when planning your next trip — that's why when you book a flight with us between March 3 and March 31, 2020, you can change it for free over the next 12 months.

## American Airlines:

- No change fee if you bought your ticket before March 1
  - The change fee is waived if you:
    - Booked an American Airlines flight
    - Bought your ticket on or before March 1, 2020
    - Are scheduled to travel March 1 - April 30, 2020
    - Can travel March 1 - December 31, 2020 or within 1 year of date the ticket was issued, whichever is earlier
  - Keep in mind, you may owe any difference in ticket price when you rebook your trip.
  - You're allowed to make changes to your trip once. You can change it now, or cancel and rebook later.
  - Keep in mind:
    - Travel must start by December 31, 2020 or within 1 year of date the ticket was issued, whichever is earlier.
    - The change fee will be waived but you may still owe any difference in ticket price when you rebook your trip.

Appendix A

Signed statement to be attached to travel reimbursement request. Form is located on the

I agree to use the airfare credit for future university business. If I do not have a university business trip, within the allowed credit timeframe, and I use the credit for personal travel, I will reimburse SDSM&T. If the credit expires, therefore not used for either business or personal travel, no reimbursement is required.

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Signature of traveler

\_\_\_\_\_

Date

Form can be found at <https://www.sdsmt.edu/Campus-Services/Business-Services/Purchasing/Purchasing-Forms/>