

**Financial Services**

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Date: March 17, 2020

To: Chancellor's Office Staff

From: Mary Ek

Subject: Expenses related to COVID-19 including travel cancellations

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Expenses incurred specifically related to the COVID-19 response should have the class code COV19 added to the normal chartfield (Fund/Account/Dept) for that cost. Please make sure those with fiscal responsibilities are including this information when providing chartfield information for purchase orders, check requests, expense reports, travel claims, and direct pay invoices.

For employees who need to seek reimbursement for state funded travel expenses incurred on business related travel that has been canceled, please follow the below procedures:

1. The traveler must make every effort to cancel/change any travel reservations and seek a refund for any advance payments; including amounts paid directly to vendors via direct pay or charged to department OneCards.
2. If a traveler has incurred costs on their personal credit card and cannot obtain a refund for out-of-pocket travel costs booked in advance, such as airfare, hotel and registration, the traveler can submit an expense report to request reimbursement. Out-of-pocket costs booked in advance where the traveler is not issued a credit or voucher for future use, the traveler will be reimbursed 100% of the cost.

If the traveler is issued a credit from the vendor for future travel, such as an airline credit or voucher, the amount currently being reimbursed to the traveler will be treated as a travel advance. The advance will be applied to the traveler's future business travel. Any credits/vouchers received for airfare must be applied to the cost of a future business-related airline ticket. The traveler's department budget will not be charged for the travel advance at this time. Please use your normal fund and account 107001 for this type of reimbursement and include the class code COV19. Department budget will be charged once the travel advance is applied to future business travel.

3. Documentation supporting the cancellation of the trip must be included in the traveler's expense report. (i.e., communication from event host of cancellation, emails from EVC/Chancellor regarding suspension of travel, etc.) The traveler must also include documentation to support the initial purchase and the subsequent attempt to cancel.

Fees incurred as a result of the cancellation will be covered if the cancellation/change is work related or due to unforeseen circumstances out of the control of the traveler. (i.e., the event host canceling the event would be out of the traveler's control, as well as suspension of all travel by the CSU.) Fees incurred will be recorded to the department budget that is funding the state travel. Please use your normal fund/department and account 606001 (in-state) or 606002 (out of state) travel including class code COV19 for these expenses.

4. The traveler must submit documentation to support the fees incurred. This can include, but is not limited to, an itemized receipt, email communication, copy of bank or credit card statement showing the charge, etc.
5. Travelers should follow normal procedures for requesting travel related reimbursement. Please document that the trip has been cancelled by inputting "Trip has been canceled" in the item description or report header.

Travel booked via the Concur system and canceled in Concur or CalTravelStore will be recorded as an unused ticket in the employee's Concur profile. Unused tickets can be applied to future trips if used within a one-year period.

If travel was booked with the department OneCard, card holders are expected to cancel directly with the merchant. The Chancellor's Office Procurement Card Handbook is located [here](#) for additional information.

If the traveler is issued a voucher for future travel instead of a refund to the OneCard, such as an airline credit or voucher, the initial charge will be treated as a travel advance and will be applied to the traveler's future business travel. Any credits/vouchers received for airfare must be applied to the cost of a future business-related airline ticket. The traveler's department budget will not be charged for the travel advance at this time. Department budget will be charged once the travel advance is applied to future business travel. Notify Mary Carrillo at [mcarrillo@calstate.edu](mailto:mcarrillo@calstate.edu) or Diana Malauulu at [dmalauulu@calstate.edu](mailto:dmalauulu@calstate.edu) if a refund cannot be obtained on a Chancellor's Office OneCard.

6. The OneCard holder must submit documentation in their monthly reconciliation to support cancellation or change fees incurred. This can include, but is not limited to, an itemized receipt, email communication, etc.

If you have any questions regarding the above procedures, please contact Ann Avery, Accounts Payable Manager at [aavery@calstate.edu](mailto:aavery@calstate.edu) or Lisa Kasten, General Accounting Manager at [lkasten@calstate.edu](mailto:lkasten@calstate.edu).

Thank you.

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**CSU Campuses**

Bakersfield  
Channel Islands  
Chico  
Dominguez Hills  
East Bay

Fresno  
Fullerton  
Humboldt  
Long Beach  
Los Angeles  
Maritime Academy

Monterey Bay  
Northridge  
Pomona  
Sacramento  
San Bernardino  
San Diego

San Francisco  
San José  
San Luis Obispo  
San Marcos  
Sonoma  
Stanislaus