



To: Senior Business Administrators; Business Administrators; University Cardholders

From: Procurement & Payment Services

Date: March 6, 2020

Re: COVID-19 Temporary Policy Changes – International Travel

Procurement and Payment Services is monitoring the impact of COVID-19 on University travel. The University has developed a website that provides detailed information on travel advisories and restrictions located at <https://coronavirus.wfu.edu/>. The purpose of this memo is to provide guidance on handling expenses related to travel interruptions and to provide information on a temporary change to the University's international travel policy.

Temporary Change to University International Travel Policy:

The University does not have a universal travel insurance policy that will recover costs lost because of travel warnings/cancellations. Based on current conditions, Financial Services has provided a limited time exception to purchase travel insurance for international flights. However, it is important to note that most travel insurance policies will not cover these types of events. **Please review policy coverage carefully before purchasing.**

Other Considerations:

Airfare: Please review your travel documentation to determine if any amounts are refundable.

- **Refundable airfare:** Please seek reimbursement through the official airline process. This should be found on their website and the documentation you received at time of booking.
- **Non-refundable airfare:** The cost center, department, or funding source will be responsible for these charges. Please reach out to your airline or booking agency to understand if any itinerary changes or refunds may be available in this circumstance. Please keep in mind that most airlines will provide a voucher to travelers when they cannot use an airline ticket. The traveler must contact the customer service department of the airline to inquire and request a voucher.

Conference Registration Fees: Conferences that are canceled due to COVID-19 should provide refunds for attendees. Attendees should submit refund requests to the conference advisor directly.

Please follow the applicable procedure below to process these refunds.

- **Charges paid for with a University PCard:** A credit should be placed back on the original card that was used to pay for the charge. Please reconcile the credit in Workday and forward any refund documentation to AP, referencing the original expense report number.
- **Charges paid via Employee reimbursement:** If a reimbursement has been processed by the University to you for conference related travel, please ask conference administrators to refund the University by check. Your departmental Cash Sale Specialist will be able to assist you in depositing these funds in Workday. Please forward any refund documentation to AP and reference the original expense report number.

We will continue to monitor these rapidly changing circumstances and will provide our campus community with updates as needed. If you have any questions, please contact ap@wfu.edu.