



Coronavirus (COVID-19) Employee Guide

Frequently Asked Questions

Utah Valley University

University Travel Information

UVU officials are monitoring COVID-19 to evaluate its potential impact on the campus community, including community members who are traveling.

Overview

If you plan to travel for personal reasons or recently traveled out of the state (domestic or international), you **MUST** fill out UVU's [Self-Reporting Travel Questionnaire](#).

Please follow these guidelines:

- Travel within the state is discouraged. Use internet video conferencing (Microsoft Teams is preferred) as much as possible to facilitate these meetings.
- Deans and vice presidents will review plans for bringing visiting scholars, speakers, and consultants to campus, and postpone anything not essential to the core mission of teaching and learning.
- All employees and students must complete the self-report [Self-Reporting Travel Questionnaire](#) before returning to campus to document planned and recent out-of-state travel, whether it is personal or University-related. Travelers may be asked to self-isolate for 14 days.
- For job interviews, supervisors should discuss options for avoiding travel for the benefit of all parties.
- The International Travel Oversight Committee and Global Engagement will continue to stay in contact with study abroad students and will continue to review these situations case by case.

Recent travelers to CDC level 3 countries: If you are returning from a country for which the CDC has issued a [level 3 travel warning](#) or a domestic location with widespread outbreak, you **MUST** self-isolate for 14 days upon returning home. Students, please contact the [Dean of Students](#). Faculty and staff, please contact [Human Resources](#).

Recent travelers to CDC level 2 countries: Those returning from a country with a CDC level 2 travel warning, watch for symptoms and practice social distancing for 14 days. If symptoms arise, please contact your medical provider.

FAQs

The following applies to all out-of-state and international University-related travel through May 1, 2020, and all UVU-sponsored Study Abroad programs (credit- or non-credit bearing) and any other UVU-sponsored international student travel through June 26, 2020. At this time, in-state travel is not affected by the following cancellation requirements.

As announced by President Tuminez on uvu.info, all non-essential University-related travel beginning March 12, 2020, whether out-of-state or international, through May 1, 2020 must be cancelled. All UVU-sponsored Study Abroad programs (credit- or non-credit bearing) and any other UVU-sponsored international student travel also must be cancelled through June 26, 2020. Additionally, until further notice, all future airfare must be purchased through Concur or the State Travel Office. The following guidance provides information on:

- How to cancel arranged or booked travel
- Required steps in Concur
- Airfare credit and reimbursement concerns
- Student and University guest traveler concerns
- Mission-critical travel before May 1, 2020
- Booking airfare for future travel

How to cancel arranged or booked travel

- **Who is going to cancel my trip?**
 - Whoever made the travel arrangements or bookings needs to work with individual airlines, hotels, rental car companies, and other event organizations to request refunds or cancellations.
 - Note: If you booked travel through the State Travel Office (Christopherson Business Travel), please contact them first. They will assist with any necessary cancellations.
- **How do I cancel airfare?**
 - Contact the airline and mention that your travel has been cancelled by your employer due to COVID-19 precautionary measures. Most airlines are waiving change/cancellation fees at this time.

- You likely will be issued a credit/voucher for future travel that must be used within a year from the date of ticket purchase. Please see below for additional information regarding airfare credits.
- **How do I cancel hotel reservations?**
 - Contact the hotel and mention that your travel has been cancelled by your employer due to COVID-19 precautionary measures. Most hotel reservations can be cancelled without penalty.
 - If you are cancelling close to your travel dates, you may be charged a no-show or cancellation fee of a single night's room cost. This will be considered a cancellation fee by Utah Valley University and is reimbursable.
- **How do I cancel rental car reservations?**
 - University travelers should have booked rental cars through the Concur booking tool or State Travel Office and received an email confirmation. You should not have been charged anything for this reservation, but you still need to cancel your reservation to avoid any possible no-show fees.
 - Contact the rental car company you booked your reservation with and mention that your travel has been cancelled by your employer due to COVID-19 precautionary measures. You should not be charged a penalty for this cancellation.
- **How do I cancel any other transportation reservations or bookings?**
 - You should call individual bus, shuttle, and transportation companies and inquire about cancelling your reservation or booking. When cancelling, all efforts should be made to obtain a full refund.
 - If a deposit was prepaid and cannot be refunded, the University will consider this a cancellation fee and is reimbursable.
- **How do I cancel my conference registration?**
 - You should contact your conference organizer and inquire about refunding your conference registration costs.
 - Most conferences are fully refunding conference attendees that can no longer attend due to COVID-19 concerns.
 - If a refund is not possible, inquire about rolling over registration fees to a future conference.
- **How do I cancel my event registration or tickets?**
 - Some travelers may have purchased tickets or registered for other events. You should contact the event organizer and inquire about cancellation and refund policies. When cancelling, all efforts should be made to obtain a full refund.

- If a refund is not possible, inquire about rolling over registration fees to a future event.
- If a refund or credit is not possible, the University will consider this a cancellation fee and is reimbursable.
- **What documentation is required to request reimbursement or reconcile expenses?**
 - When cancelling all travel arrangements, you should request a receipt/invoice/confirmation of all cancellations, refunds, and credits.
 - You should save all documentation of any correspondence with travel companies that refuse to refund or cancel your arrangements.
 - This documentation will be required when requesting reimbursement or reconciling expenses.

Required steps in Concur

- **What do I need to do in Concur when I cancel my travel arrangements?**
 - You need to cancel your open travel request in Concur when you cancel your travel arrangements.
 - You can find your open travel request in the Request tab in Concur.
 - If you have travel card or out-of-pocket expenses to reconcile, you need to create an expense report from your cancelled travel request and submit it.
 - If you do not have any expenses to reconcile, you should also close/inactivate your travel request.
- **My event or conference is only postponed and not cancelled. Do I still need to cancel my travel arrangements and Concur request?**
 - You should still follow the steps outlined above for cancelling your trip and cancelling your travel request. Once your postponed event is rescheduled, you must submit a new travel request and re-book your travel arrangements.

Airfare credit and reimbursement concerns

- **The airline issued me (or a student/guest) a credit. What do I do?**
 - Unless you purchased a refundable ticket, most airlines will not refund airfare. Airlines will issue you an "eCredit" or "ticket voucher" in your name that expires within one year of the original date of ticket purchase. Because this credit can only be re-used by you, the following scenarios will guide your use and reconciliation of that credit:
 - *I purchased airfare out of pocket outside of Concur or the State Travel Office.*

- The University cannot track this credit nor confirm that it is used for University travel.
 - The University will reimburse you for the cost of this ticket, but the remaining value of the credit will be added to your W-2 wages.
 - The credit will become your personal property. You may use this credit however you wish. If you use this credit for future University travel, you will be reimbursed for that credit as if you paid out of pocket at that time.
- *I purchased airfare out of pocket through Concur or the State Travel Office.*
 - The University can track the use of this credit and can confirm if used for University travel.
 - The University will reimburse you for the cost of this ticket. This credit remains the property of the University and may only be used for University business travel.
- *I purchased airfare with a Travel Card either through Concur/State Travel Office or outside of Concur.*
 - Since these credits were purchased using University funds, no reimbursement will occur.
 - You should wait to reconcile this Travel Card expense until you re-use the credit for future University travel or the credit expires.
- *I purchased airfare on behalf of students or University guests, and they received credits.*
 - If you purchased airfare out of pocket on behalf of students or University guests, the University will reimburse you for the cost of this airfare.
 - Students/University guests will retain the credit issued in their name.
 - If you purchased airfare with a Travel Card on behalf of students or University guests, you should reconcile those expenses in Concur.
 - Students/University guests will retain the credit issued in their name.

Student and University guest traveler concerns

- **Who will cancel my group travel with students?**

- If you organized group travel that included students/University guests, you need to follow the cancellation procedures outlined above to cancel your trip.
- **What do I do with collected funds from students, including course or program fees?**
 - If you collected funds from students related to cancelled University travel, you and your department should refund each individual. Please contact Accounts Payable on how to process cash refunds to these individuals.
 - If funds from students, including course or program fees, were utilized for expenses other than cancelled University travel, the University will not refund individuals for the use of those funds.
- **What does my department do if we do not have enough funds to make necessary refunds to students/University guests?**
 - The University will make individual departments whole for funds that are refunded to students/University guests. Departments need to keep track of their expenses related to refunding students/University guests.
- **What do we do with airfare credits issued to students or University guests?**
 - Airfare ticket credits issued in student/University guests' names will be retained by those individuals.
- **What should a student do if he/she books and pays for his/her own airfare for a study abroad program or student activities trip?**
 - Students that purchase their own airfare for a study abroad program or student activities trip should work with the airlines to get a refund or a credit for the canceled trip. The university will not reimburse the students for the cost of the canceled airfare.

Mission-critical travel before May 1, 2020

- **I need to travel before May 1, 2020. What do I do?**
 - Before May 1, 2020, all University travel must be approved by your dean (faculty only) and VP (faculty and staff).
 - You must submit a travel request in Concur with email approval from your dean and VP attached.
 - If you have submitted your travel request before March 12, 2020, you still need to obtain this approval. Please email this approval to travel@uvu.edu and also attach this approval to your submitted/approved request in Concur.
 - If you are not approved to travel by your dean or VP and already have booked travel, you must follow the trip cancellation steps above.

- All non-essential travel will not be approved.

Booking airfare for future travel

- As a reminder, until further notice, all travelers must book all airfare and rental cars through the Concur booking tool or with the State Travel Office (Christopherson Business Travel).
 - Tracking airfare allows the University to also provide up-to-date information and care to all University travelers, which is crucial at this time.
 - Booking airfare through Concur or the State Travel Office allows the University to track all airfare tickets, credits, and itineraries.
- Please also consider purchasing refundable airfare during these times of uncertainty and constant changes.

The above is the latest guidance and recommendations from the UVU Travel Office and University Administration. The COVID-19 situation is fluid and changing constantly. Should any of the above change, further communication will be sent. If you have any questions, concerns, or issues, please contact the Travel Office at 801-863-8965 or travel@uvu.edu.