

# **TRAVEL AFFECTED BY COVID-19**

## ***Procedures for Pre-Payment, Applicable Reimbursements, Etc.***

When UNCW employees prepare to travel on university-related business, the following options should always be used to prepay airfare, registration fees and/or lodging to prevent employees from using personal payment methods for university business:

- The **UNCW Visa Travel card** can be used to prepay airfare, event registration fees and hotel reservations. This is the preferred method of prepaying travel expenses.
- **Maupin Travel Agency** can be used to prepay airfare. This is charged directly to UNCW.
- **Check requests** or **inter-agency transfers** can be used to prepay event registration fees in Chrome River. Inter-agency transfers are used to pay a conference/event registration fee between UNCW and another state agency. The registration confirmation should include a four-digit CMCS code for the transfer.

Regardless of the method of payment, it is the traveler's responsibility to contact the airline (or Maupin if air travel was booked through them), lodging establishment, and/or event organizers for credits, refunds, vouchers, etc.

To remain in compliance with the Office of State Budget and Management (OSBM) policy 5.1.9 <https://www.osbm.nc.gov/budman5-travel-policies>, the university is making the below recommendations for university-related business travel affected by COVID-19.

## **Travel Scenarios with Recommendations**

***If university-related business travel has been planned and approved and the event organizers cancel the event:***

- **Airfare purchased from Maupin Travel Agency:**  
Contact Maupin for assistance



2501 Blue Ridge Road  
Suite 420

Raleigh, NC 27607

(919) 821-2146 or Toll Free 1-800-786-2738, email: [uncw@maupintravel.com](mailto:uncw@maupintravel.com)

- Applicable **refunds and credits** will be issued directly to UNCW.
- Applicable **voucher credits** will be issued to the traveler, to be used within one year from date of purchase for university-related business travel, not personal travel.

- **Airfare purchased directly from an airline or via a service provider such as Orbit, Expedia, CheapOair, etc., using the UNCW Visa Travel card:**

Contact the airline (not the service provider) and ask the following questions:

“If I cancel my ticket, will I receive a refund?”

“If I cancel my ticket, will I be charged a penalty?”

“If I cancel my ticket and reschedule at a later date, will I be charged a change fee?”

- If there is **no refund and no credit** for the airline ticket, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **full refund** for the airline ticket, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **credit voucher** for the airline ticket, it will be issued to the traveler by the airline and must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, it should be charged to the UNCW Visa Travel card. The traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.

- **Airfare purchased directly from airline or via a service provider such as Orbit, Expedia, CheapOair, etc., using a personal credit card:**

Contact the airline (not the service provider) and ask the following questions:

“If I cancel my ticket, will I receive a refund?”

“If I cancel my ticket, will I be charged a penalty?”

“If I cancel my ticket and reschedule at a later date, will I be charged a change fee?”

- If there is **no refund and no credit** for the airline ticket, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions.
- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler is eligible for reimbursement from UNCW for the cancellation fee only. See Appendix A for further instructions.
- If there is a **full refund** for the airline ticket, the traveler is not eligible for reimbursement from UNCW.
- If there is a **credit voucher** for the airline ticket, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions. The airline credit must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, the traveler is eligible for reimbursement from UNCW for the change fee only.
- If the traveler chooses **not to cancel or receive credit** for the airline ticket, the traveler is not eligible for reimbursement from UNCW.
- If the airfare is purchased with **airline points or miles**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.

- **Event Registration Fees:**

- Registration fees prepaid with the **UNCW Visa Travel card** should be refunded by the event organizers to the UNCW Visa Travel card.
- Registration fees prepaid **via a check request** should be refunded to UNCW by the event organizers. If the event organizers return the registration fee to the traveler, the traveler must reimburse UNCW.
- Registration fees prepaid **via an inter-agency transfer** should be transferred back to UNCW by the same state agency it was transferred to using the same method. Contact the UNCW Cashier's Office to ensure the transfer is deposited back to the original fund and account where it was charged.
- Registration fees paid **by the traveler personally** should be returned to the traveler by the event organizers. If the event organizers return the registration fee to UNCW instead of the traveler, UNCW will reimburse the traveler.

- **Lodging reservations made using the UNCW Visa Travel card:**

Contact the lodging establishment and ask the following questions:

“If I cancel my reservation, will I receive a refund?”

“If I cancel my reservation, will I be charged a penalty?”

- If there is **no refund and no credit** for the lodging, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **full refund** for the lodging, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **credit voucher** for the lodging, it will be issued to the traveler from the lodging establishment and must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, it should be charged to the UNCW Visa Travel card. The traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If the lodging reservation was made using **hotel points**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.

- **Lodging reservations made using a personal credit card:**

Contact the lodging establishment and ask the following questions:

“If I cancel my reservation, will I receive a refund?”

“If I cancel my reservation, will I be charged a penalty?”

- If there is **no refund and no credit** for the lodging, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions.

- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler is eligible for reimbursement from UNCW for the cancellation fee only. See Appendix A for further instructions.
- If there is a **full refund** for the lodging, the traveler is not eligible for reimbursement from UNCW.
- If there is a **credit voucher** for the lodging, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions. The lodging credit must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, the traveler is eligible for reimbursement from UNCW for the change fee.
- If the traveler chooses **not to cancel or receive credit** for the lodging, the traveler is not eligible for reimbursement from UNCW.
- If the lodging reservation was made using **hotel points**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.

***If university-related business travel has been planned and approved and the traveler chooses not to travel:***

- **Airfare purchased from Maupin Travel Agency:**

Contact Maupin for assistance



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- Applicable refunds and credits will be issued directly to UNCW.
  - Applicable voucher credits will be issued to the traveler to be used for within one year from date of purchase for university-related business travel.
- **Airfare purchased directly from airline or via a service provider such as Orbit, Expedia, CheapOair, etc., using the UNCW Visa Travel card:**  
Contact the airline (not the service provider) and ask the following questions:
    - “If I cancel my ticket, will I receive a refund?”
    - “If I cancel my ticket, will I be charged a penalty?”
    - “If I cancel my ticket and reschedule at a later date, will I be charged a change fee?”
    - If there is **no refund and no credit** for the airline ticket, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.

- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
  - If there is a **full refund** for the airline ticket, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
  - If there is a **credit voucher** for the airline ticket, it will be issued to the traveler from the airline and must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, it should be charged to the UNCW Visa Travel card. The traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- **Airfare purchased directly from airline or via a service provider such as Orbit, Expedia, CheapOair, etc., using a personal credit card:**  
 Contact the airline (not the service provider) and ask the following questions:
    - “If I cancel my ticket, will I receive a refund?”
    - “If I cancel my ticket, will I be charged a penalty?”
    - “If I cancel my ticket and reschedule at a later date, will I be charged a change fee?”
    - If there is **no refund and no credit** for the airline ticket, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions.
    - If there is a **cancellation fee** and a **partial refund** for the difference, the traveler is eligible for reimbursement from UNCW for the cancellation fee only. See Appendix A for further instructions.
    - If there is a **full refund** for the airline ticket, the traveler is not eligible for reimbursement from UNCW.
    - If there is a **credit voucher** for the airline ticket, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions. The airline credit must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, the traveler is eligible for reimbursement from UNCW for the change fee.
    - If the traveler chooses **not to cancel or receive credit** for the airline ticket, the traveler is not eligible for reimbursement from UNCW.
    - If the airfare is purchased with **airline points or miles**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.
  - **Event Registration Fees:**  
 Contact the event organizers to inquire about a refund. If they agree to refund the registration fee, one of the following will apply:
    - Registration fees prepaid with the **UNCW Visa Travel card** should be refunded by the event organizers to the UNCW Visa Travel card.
    - Registration fees prepaid **via a check request** should be refunded to UNCW by the event organizers. If the event organizers return the registration fee to the traveler, the traveler must reimburse UNCW.

- Registration fees prepaid **via an inter-agency transfer** should be transferred back to UNCW by the same state agency it was transferred to using the same method. Contact the UNCW Cashier's Office to ensure the transfer is deposited back to the original fund and account where it was charged.
- Registration fees paid **by the traveler personally** should be returned to the traveler by the event organizers. If the event organizers return the registration fees to UNCW instead of the traveler, UNCW will reimburse the traveler.

If there is **no refund and no credit** for the registration fees, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions.

- **Lodging reservations made using the UNCW Visa Travel card:**

Contact the lodging establishment and ask the following questions:

“If I cancel my reservation, will I receive a refund?”

“If I cancel my reservation, will I be charged a penalty?”

- If there is **no refund and no credit** for the lodging, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **full refund** for the lodging, the traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If there is a **credit voucher** for the lodging, it will be issued to the traveler from the lodging establishment and must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, it should be charged to the UNCW Visa Travel card. The traveler has not incurred any cost and is not eligible for any reimbursement from UNCW. UNCW has incurred the cost.
- If the lodging reservation was made using **hotel points**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.

- **Lodging reservations made using a personal credit card:**

Contact the lodging establishment and ask the following questions:

“If I cancel my reservation, will I receive a refund?”

“If I cancel my reservation, will I be charged a penalty?”

- If there is **no refund and no credit** for the lodging, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions.
- If there is a **cancellation fee** and a **partial refund** for the difference, the traveler is eligible for reimbursement from UNCW **for the cancellation fee only**. See Appendix A for further instructions.
- If there is a **full refund** for the lodging, the traveler is not eligible for reimbursement from UNCW.

- If there is a **credit voucher** for the lodging, the traveler is eligible for reimbursement from UNCW. See Appendix A for further instructions. The lodging credit must be used for future university-related business travel, not personal travel. If there is a **change fee** associated with this process, the traveler is eligible for reimbursement from UNCW for the change fee
- If the traveler chooses **not to cancel or receive credit** for the lodging, the traveler is not eligible for reimbursement from UNCW.
- If the lodging reservation was made using **hotel points**, the traveler is not eligible for reimbursement from UNCW. This is not considered a method of cash payment, and UNCW is unable to determine the refund equivalent due to state policy.

***If future university-related business travel is being considered but has not yet been booked:***

- Refer to [the campus update](#) and proceed accordingly.

## **APPENDIX A**

### **STEPS TO RECEIVE REIMBURSEMENT FOR PREPAID TRAVEL EXPENSES**

#### **DOCUMENTATION REQUIRED**

If the traveler is eligible for an airfare, registration or lodging reimbursement and a travel pre-approval exists in Chrome River, expense reports requesting reimbursement must be submitted via Chrome River with the following documentation attached:

- Written documentation from the provider that clearly states if there is or is not a refund or credit. If written documentation such as an email or letter cannot be provided, a memo from the traveler must be provided outlining the conversation with the provider and screenshots from the provider's website can be substituted.
- Confirmation from the provider that the airfare, registration fees or lodging have been canceled.
- Confirmation of a partial refund, credit voucher, change fee or cancellation fee.
- Receipt for the original purchase should include:
  - Company name
  - Travel dates, times, and airport/lodging locations
  - Date of purchase
  - Total purchase amount (this should be a net-zero balance showing that it was paid in full)
  - Itemization of travel expenses, taxes, and any add-ons
  - Last four digits of the credit or debit card used for payment
- A credit card statement or bank statement showing the payment method should include:
  - Company name
  - Transaction date

- Transaction amount
- Last four digits of the credit or debit card used for payment
- Name of person who paid the travel expenses
- To protect personal information, redact/conceal all unrelated transactions before submitting documents in Chrome River.
- Additional documentation may be requested on a case-by-case basis.

### **FOR ALL STUDENTS WITH TRAVEL THAT WAS NOT MANAGED THROUGH INTERNATIONAL PROGRAMS:**

If a student traveler is eligible for an airfare, registration and/or lodging reimbursement and there is an existing pre-approval in Chrome River, the departmental delegate will follow the steps outlined above to request reimbursement for the student via Chrome River.

If the student is eligible for an airfare, registration and/or lodging reimbursement and there is no pre-approval in Chrome River, the departmental delegate will submit an AP check request in Chrome River using an appropriate departmental trust fund and account code 958940 Univ Prg Cancellations for the reimbursement request. The same documentation as above is required.

If someone other than the student or UNCW paid for the airfare, registration fees and/or lodging (for example, a parent, guardian, or grandparent) and the expense is eligible for reimbursement, UNCW will reimburse the person who made the payment, not the student. That person must be set up as a payee in Chrome River. The set-up information includes the payee's name, email address, mailing address, and phone number.