

SRU Travel FAQ for Travel Cancellation Due to COVID-19

Employee Travel FAQ

1. **Q: What if I have an approved travel request in the system for a trip prior to the cancellation date and have taken the trip, but not yet requested expense reimbursement?**

A: The Travel Office will pay these expense vouchers as normal and as received.

2. **Q: What if I have an approved travel request in the system for a trip after the cancellation date and have not been reimbursed for any expenses?**

A: The Travel Office will contact these employees via email and notify them that their funds reservation(s) will be canceled because all travel has been canceled. If a traveler has paid for any expenses out of pocket and have not yet requested reimbursement, the Travel Office will work with the employee directly to ensure they are requesting a refund from the vendor and are held harmless if a refund cannot be obtained.

3. **Q: What if I have been reimbursed by the University for a conference registration and expect to receive a refund?**

A: The traveler should notify the Travel Office of the expected refund via the electronic [Employee Travel Refund Form](#) by April 3, 2020.

If a credit balance is created by a refund to your SRU travel card, the Travel Office will request a reimbursement directly from Bank of America and no further action should be necessary.

If you paid for the travel with a personal credit card, most credit card companies will issue checks for credit balances to cardholders after 3 billing cycles. When the actual cash refund is received from the credit card company, a check should be written to Slippery Rock University and sent to the Accounts Payable Office in 002 Old Main noting your name, the dates of travel, and the funds reservation(s) or trip number(s).

4. **Q: What if I have been reimbursed by the University for airfare and expect to receive a refund?**

A: The traveler should notify the Travel Office of the expected refund via the electronic [Employee Travel Refund Form](#) by April 3, 2020.

If a credit balance is created by a refund to your SRU travel card, the Travel Office will request a

reimbursement directly from Bank of America and no further action should be necessary.

If you paid for the travel with a personal credit card, most credit card companies will issue checks for credit balances to cardholders after 3 billing cycles. When the actual cash refund is received from the credit card company a check should be written to Slippery Rock University and sent to the Accounts Payable Office in 002 Old Main noting your name, the dates of travel, and the funds reservation(s) or trip number(s).

5. **Q: What if I have been reimbursed by the University for airfare and expect to receive a credit for future airfare rather than a refund?**

A: The traveler should notify the Travel Office of this credit via the electronic [Employee Airline Credit Form](#) by April 3, 2020. If the traveler does not plan to or is unable to use this credit for future business travel then the Travel Office will contact the traveler directly for additional information.

6. **Q: What if I currently have a credit balance on my Bank of America Travel Card after receiving a travel related refund?**

A: The traveler should notify the Travel Office of the refund via the electronic [Employee Travel Refund Form](#) by April 3, 2020. If a credit balance is created by a refund to your SRU travel card, the Travel Office will request a reimbursement directly from Bank of America and no further action should be necessary.

7. **Q: What if I currently have a credit balance on my personal credit card after receiving a travel related refund?**

A: The traveler should notify the Travel Office of the expected refund via the electronic [Employee Travel Refund Form](#) by April 3, 2020. If you paid for the travel with a personal credit card, most credit card companies will issue checks for credit balances to cardholders after 3 billing cycles. When the actual cash refund is received from the credit card company, a check should be written to Slippery Rock University and sent to the Accounts Payable Office in 002 Old Main noting your name, the dates of travel, and the funds reservation(s) or trip number(s).

Student Travel FAQ

1. **Q: What if I expect to receive a refund for a Conference Registration paid with the Accounts Payable credit card?**

A: The faculty or staff member responsible for the trip is responsible for requesting the refund and should notify the Travel Office via the electronic [Student Travel Refund Form](#) by April 3, 2020. The Travel Office is available to assist with completing this form as a separate form

should be submitted for each student traveler. Since the refund should be issued to the Accounts Payable credit card no further action is necessary.

2. Q: What if I have been reimbursed by the University for a Conference Registration and expect to receive a refund?

A: The faculty or staff member responsible for the trip is responsible for requesting the refund and should notify the Travel Office via the electronic [Student Travel Refund Form](#) by April 3, 2020. The Travel Office is available to assist with completing this form as a separate form should be submitted for each student traveler.

If a credit balance is created by a refund to your SRU travel card, the Travel Office will request a reimbursement directly from Bank of America and no further action should be necessary.

If you paid for the travel with a personal credit card, most credit card companies will issue checks for credit balances to cardholders after 3 billing cycles. When the actual cash refund is received from the credit card company a check should be written to Slippery Rock University and sent to the Accounts Payable Office in 002 Old Main noting the names, the dates of travel, and the funds reservation(s) or trip number(s).

3. Q: What if I have been reimbursed by the University for airfare and expect to receive a refund?

A: The faculty or staff member responsible for the trip is responsible for requesting the refund and should notify the Travel Office via the electronic [Student Travel Refund Form](#) by April 3, 2020. The Travel Office is available to assist with completing this form as a separate form should be submitted for each student traveler.

If a credit balance is created by a refund to your SRU travel card, the Travel Office will request a reimbursement directly from Bank of America and no further action should be necessary.

If you paid for the travel with a personal credit card, most credit card companies will issue checks for credit balances to cardholders after 3 billing cycles. When the actual cash refund is received from the credit card company a check should be written to Slippery Rock University and sent to the Accounts Payable Office in 002 Old Main noting the names, the dates of travel, and the funds reservation(s) or trip number(s).

4. Q: What if I have been reimbursed by the University for airfare and receive a credit for future airfare?

A: The faculty or staff member responsible for the trip is responsible for requesting the refund and should notify the Travel Office via the electronic [Student Airline Credit Form](#) by April 3, 2020. The Travel Office is available to assist with completing this form as a separate form should be submitted for each student traveler.

If the traveler is unable to use the airfare credit for future university travel then the responsible faculty or staff member will be contacted by the Travel Office for additional information.