

PROCEDURE

Effective: October 30, 2018
Revised: September 28, 2023
Approved by: Director of Business Services
Authority: [POL-U5348.10](#) Traveling for Official University Business

See Also:

Document #: PRO-U5348.10A
Document Title: Requesting Travel Authorization for Employees - Procedure
[Travel Services website](#)

PRO-U5348.10C **REPORTING AND RECONCILING TRAVEL EXPENSES DUE TO CHANGES OR CANCELLATIONS**

Action by: Traveler

1. **Notifies** the following individuals about changes to, or need to cancel, travel arrangements:
 - a) Supervisor,
 - b) Budget authority, and
 - c) Employee who made charges on department Pcard (if this person is not also the budget authority).
2. **Contacts** vendors (airlines, hotels, rental car agencies, conference sponsors, etc.) to request refunds.
 - a) If refunded in full, **attaches** documentation to travel authorization noting allowable reason (see Section 3b. below).
 - b) If credit is issued:
 - i. **Understands** that per policy, credit may be used for university business travel only. Using a credit/voucher for personal use is strictly prohibited and considered theft of state resources and an ethics violation.
 - ii. **Surrenders** credit documentation to department and budget authority.
 - iii. **Attaches** documentation of credit to Travel Authorization (TA) noting allowable reason (see Section 3b. below).
3. If change/transfer/cancellation fees and/or other non-refundable expenses were incurred:
 - a. **Requests** reimbursement through the on-line travel system in accordance with the *Reporting and Reconciling Travel Expenses and Advances* procedure ([PRO-U35348.10B](#)), and

b. **Notes** one of the following allowable reasons in the “Describe” or “Comments” box under Expenditures to Report:

- University Business (describe)
- Changed or canceled business event,
- Airline changed or cancelled flight,
- Traveler’s own illness or injury,
- Illness or injury of traveler’s family member,
- Health and safety of the traveler, or
- Death of a family member.

If the change or cancellation reason is not listed above it will be considered personal and therefore, not reimbursable.

Action by: Budget Authority

1. Maintains record of credits, expiration dates and tracks use.
2. If learns that a traveler used a travel credit for personal use, **reports** situation such as to the employee’s supervisor or to Western’s Internal Audit directly or anonymously via [Western’s Fraud and Ethics Hotline](#).