COVID-19 Travel Frequently Asked Questions

All non-essential university-sponsored travel is suspended until further notice.

What to do if an event was cancelled or traveler decided not to go?

If the purchase was made via university payment (ex: PCard) OR if the purchase was made with personal funds and it has already been reimbursed:

1. Seek a refund from the vendor.
2. If a refund cannot be issued, ask for a credit toward future travel plans.
3. The credit must be used for university business.

If a purchase was made with personal funds and the reimbursement has not yet been made to the employee:

1. Seek a refund from the vendor.
2. If a refund cannot be issued, ask for a credit toward future travel plans.
3. The credit must be used for university business.
4. Any reimbursement requests must be made through the Exception to Policy Request Form. Choose the Exception to Policy Type “Reimbursement Exception Request”

If personal time was involved and the employee still traveled (but conference was cancelled), there will be no travel reimbursement, other than the University portion of airfare.

It is the responsibility of the department to track any expenses related to these cancellations in the expense tracking for COVID-19 response spreadsheet, which was distributed to Fiscal Operations Managers.

It is the responsibility of the department to track the credits, whether paid with a Pcard or reimbursed.

Who can approve “Essential” travel?

While the Centers for Disease Control and Prevention (CDC) does not generally issue advisories or restrictions for travel within the U.S., cases of COVID-19 have been reported in all states and some areas are experiencing community spread of the disease. The CDC has noted that crowded travel settings, like airports, may increase your risk of exposure to COVID-19, if there are other travelers with COVID-19. With this in mind, the university is now suspending all university- and grant-funded travel within the U.S. and internationally.

Any travel that is deemed “essential” will have to be approved by the department’s Vice President/Provost in writing. The Vice Presidents/Provost will confer with the President before a final determination is made.

What to do with contracts for travel?

The contract unit of Contracts, Purchasing and Risk Management needs to be involved in formally canceling contracts and can assist with any modifications or negotiations. Submit these via email to NAU-Contracts@nau.edu. Canceling a contract may not relieve NAU from all liabilities, including payment.
All athletic team travel has been canceled.

What if someone was already in travel status when the ban went into effect?

Individual departments are responsible for expenditures related to additional airfare, airfare cancelations, contract liability and other expenditures related to the cost to get an employee/student home. This includes lodging and meals while in route. Costs incurred to quarantine are personal in nature and are not reimbursable by the University.

It is responsibility of the department to track any expenses related to these cancellations in the expense tracking for COVID-19 response spreadsheet, which was distributed to Fiscal Operations Managers.

If a credit was issued for a flight – what can a department do with it?

Contact the airline for details on the specifics for changes, refunds, credit usage etc. Some airlines are allowing a change for a flight (one time) to another employee (most airlines have been waiving the change fee).

It is the responsibility of the department to track the credits, whether paid with a Pcard or reimbursed.

When can we start to plan for upcoming travel plans?

All non-essential travel is suspended until further notice.

Can departments reimburse job interview candidates for canceled flights?

The interviewee should request a refund from the airline. If a refund cannot be obtained, but a credit is issued, they need to see if the credit can be transferred to the University.

If a refund cannot be obtained and a credit is not issued, NAU can reimburse for the airline ticket.

If a credit is issued but cannot be transferred to the University, a reimbursement for the airline ticket can be processed. This will be taxable income to the interviewee. Use the Non-Employee Exhibit J form and initiate a PO for the reimbursement. Candidates will need to complete a Vendor Authorization form and be added as a vendor in PS Financials.

It is the responsibility of the department to track any expenses related to these cancellations in the expense tracking for COVID-19 response spreadsheet, which was distributed to Fiscal Operations Managers.

All expenses related to the COVID-19 pandemic must be tracked in the Expense Tracking for COVID-19 Response spreadsheet, which was distributed to Fiscal Operations Managers.