

## Canceling MSU Business Trips

When MSU business trips are canceled, travel reservations and Requests must also be canceled. Below are actions required should you need to cancel an MSU sponsored business trip.

### 1) Canceling Travel Reservations/Arrangements

#### a) Conference Fees:

- Contact the conference organizers for direction on obtaining conference fee refunds.
- If no refund is possible, ask conference organizers if conference fee can be applied to a future conference.
- If completely non-refundable, allocate expense to an MSU account number.

#### b) Airfare:

- Airline tickets must be cancelled before the scheduled outbound flight.
- For airfare booked through Conlin Travel and Concur, please contact Conlin Travel agents (517-884-9400 or email at [msu@conlintravel.com](mailto:msu@conlintravel.com)) or the airline directly.
- If purchased outside of the MSU Travel Program, travelers are responsible for contacting the airlines to seek refunds or waivers. When travelers book tickets outside of the MSU Travel Program and/or pay for airfare with their personal credit cards, there is no support that MSU can provide. The traveler is the only one who can use the ticket; therefore, the ticket should be cancelled. It is unlikely that MSU will cover the cost of personally purchased airfare because the university cannot take ownership of the ticket.
- Canceling airline tickets means that the traveler has a credit with the airlines for future travel. Cancellation does not mean that a refund has been or will be issued.

#### c) Lodging:

- Hotel reservations must be cancelled prior to arrival to mitigate no show charges. Travelers need to explain the situation to the hoteliers, Airbnb, and third-party resellers, whichever is applicable, and ask for refunds and/or waivers of any charges.
- If hotels were booked through a Preferred Travel Agency or Concur, and travelers cannot get the hotel to refund deposits or waive fees, please contact your Preferred Travel Agency for assistance. They may have some leverage in negotiating full refunds.
- If travelers booked the conference hotel, we strongly recommend that they reach out to the conference planners for assistance. They may have already worked something out with the hotel on behalf of attendees staying at the conference hotel.

#### d) Ground Transportation:

- Be sure to cancel any ground transportation reservations by contacting the provider directly or online. Follow their cancellation instructions and be sure to cancel at least 48 hours in advance whenever possible.

### 2) Canceling Requests

#### a) How do I cancel the Request?

- Login to Concur and find the related approved Request for the trip.
- Open the Request, click the "Cancel Request" button.

#### b) What happens when I cancel the Request?

- It will cancel any related cash advances associated with the request from being issued (if not already issued);
  - It will allow for an expense report to be created against it in certain circumstances;
  - It will remove the trip from the Concur Locate map that shows where our travelers are or will be;
  - It will stop any communications from sending to you about that location in that time period.
- c) When will I **not** be able to submit an Expense Report from a canceled Request?
- It is more than 94 days after the trip end date (the system will automatically close/inactivate the request); or
  - It was not fully approved prior to being canceled. MSU policy states you should have an approved Request **before you book or go on travel**. There should be no need for any reimbursable expenses or direct bill airfare reconciliation if this policy was followed.
- d) Which do I choose – “Cancel Request” or “Close/Inactivate”?
- **Cancel** a request if plans have changed and the trip will not be taken.
  - If no expenses will be submitted for reimbursement, after the trip is complete select **Close/Inactivate**.
  - After the traveler receives their expense reimbursement, select **Close/Inactivate**.
  - If a request has been **cancel**ed, it will automatically **close/inactivate** 94 days after the trip end date.
  - **Closing** a request will prevent any expense report from being submitted against the request.
  - Both **canceling** and **closing** a request will remove any encumbrances in KFS.
- 3) Canceling Cash Advances
- a) If the cash advance has already been issued, it will need to be repaid. Please make checks payable to Michigan State University and take or mail to:

MSU Cashier’s Office  
Hannah Administration Bldg.  
426 Auditorium Road, Room 110  
East Lansing, MI 48824

The memo should include “Concur Advance”. A receipt will be provided or emailed to you once it is processed by the Cashier’s Office.

- b) If the cash advance has not been issued, by clicking the “Cancel Request” button on the related Request, the cash advance will automatically be canceled. If the request was closed/inactivated instead of canceled, the cash advance will still be issued based on the trip dates.
- 4) Reporting MSU Travel and Agency Card Expenses
- a) Report travel and agency card transactions utilizing the Expense Report applicable to the canceled trip.
- b) Be sure to allocate expenses only after refunds have been sought from providers.
- c) An Expense Report still must be filed to allocate airfare costs to your departmental accounts. Please refer to the [New MSU Agency Card](#) reference materials on this website’ [Reference Library](#).