How to Cancel an MSU Business Trip

This guide is focused on the recommended process to follow to Cancel a MSU Business Trip.

1) **Canceling Travel Reservations/Arrangements**
   NOTE: Always get a receipt reflected any refund/airline credit to attach to the expense report
   a) Conference Fees:
      i) Contact the conference organizers for directions on obtaining conference fee refunds.
      ii) If no refund is possible, ask conference organizers if a conference fee can be applied to a future conference.
      iii) If completely non-refundable, allocate expense to an MSU account number.
   b) Airfare: Airline tickets must be cancelled before the scheduled outbound flight.
      (1) Airfare booked through Concur or MSU Preferred Travel Agency: contact the Preferred Travel Agency Contact info>http://ctlr.msu.edu/COTravelNew/PreferredTravel_Agencies.aspx
      (2) 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 traveler is responsible to cancel it Per MSU Travel Policy, MSU will not reimburse the cost of personally purchased airfare.
      (3) Canceling airline tickets means that the traveler has a credit with the airline for future travel, 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.
      i) 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.
      ii) TIP: If hotels were booked through Concur or Preferred Travel Agency, and travelers cannot get the hotel to refund deposits or waive fees, please contact the Preferred Travel Agency for assistance. They may be able to negotiate full refunds.
   d) If travelers booked the conference hotel, contact the conference planners for assistance. They may have already worked something out with the hotel on behalf of attendees staying at the conference hotel.
   e) Ground Transportation:
      i) Cancel any ground transportation reservations by contacting the provider directly or online. Follow their cancellation instructions and cancel at least 48 hours in advance whenever possible.

2) **Canceling Requests**
   a) Login to Concur and find the related approved Request for the trip.
   b) Open the Request, click the “Cancel Request” button.
   c) What happens when I cancel the Request?
      i) It will cancel related unissued cash advances;
      ii) It will allow for an expense report to be created against it in certain circumstances;
      iii) It will remove the trip from the Concur Locate map that shows where our travelers are or will be;
      iv) It will stop any communications from being sent to you about that location.
   d) When will I not be able to submit an Expense Report from a canceled Request?
      i) If it is more than 94 days after the trip end date (system will automatically close/inactivate the request); or
      ii) It was not fully approved prior to being canceled. MSU policy states an approved Request is required before you book or go on travel. This eliminates the need for any reimbursable expenses or direct bill airfare reconciliation if this policy was followed.
   e) Which do I choose – “Cancel Request” or “Close/Inactivate”?
      i) Cancel Request if plans have changed and the trip will not be taken.
      ii) If no expenses will be submitted for reimbursement, after the trip is complete select Close/Inactivate.
   f) After the traveler receives their expense reimbursement, select Close/Inactivate.
   g) If a request has been canceled, it will automatically Close/Inactivate 94 days after the trip end date.
   h) Closing a request will prevent any expense report from being submitted against the request.
   i) 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.
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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
   i) Report travel and agency card transactions utilizing the Expense Report applicable to the canceled trip.
   ii) Be sure to allocate expenses only after refunds have been sought from providers.
   iii) An Expense Report still must be filed to allocate airfare costs to your departmental accounts. Please refer to the MSU Agency Card reference materials at MSU Travel Card.