

How to Cancel an MSU Business Trip

This guide is focused on the recommended process to follow to Cancel and 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://ctrl.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](#).