

What to do if my conference is cancelled?

- 1) Contact the conference host and request a full refund of the registration fee.
 - a. If the registration fee was paid on a personal credit card, or University purchasing card, have the credit posted to the same credit card.
 - b. If the registration fee was paid through a physical check through Accounts Payable to the conference host, request that a check be sent to the University at the following address. The credit will then be applied to the same GL Account the expense originally posted to.
 - i. Attn: Controller's Office; PO Box 29; Jefferson City, MO 65102-0029
 - c. If the registration was paid by the traveler, and the traveler has received their reimbursement, the traveler will need to coordinate with Accounts Payable and the Cashier's Office to insure the reimbursement payment posts to the appropriate account.
 - i. Please note that this should be a non-issue as reimbursement for the registration fees should not be reimbursed to the traveler prior to returning from the trip.
- 2) If travel arrangements were made through the travel portal, work with your areas travel liaison to cancel flights, hotel, car rental, etc.
 - a. If a full refund is not received for these items, the remaining expense (i.e. cancellation fees) will be charged to the GL Account associated with the original travel expenses.
- 3) If the traveler made arrangements outside of the portal, the traveler must cancel their travel arrangements personally. If they are charged a cancellation fee, or the vendor will not refund the costs, the traveler must provide documentation of their communication with the vendors, then request a refund of those expenses through their department.
- 4) Contact Purchasing to have the travel BPO(s) closed in Colleague.
- 5) If there are non-refundable expenses, request that your departmental requisitioner and/or travel liaison to initiate a requisition to cover the non-refundable expenses
 - a. United Missouri Bank for non-refunded travel portal expenses
 - b. Traveler for non-refunded travel expenses for reimbursement
- 6) For travel utilizing Title III funding, please contact the Title III Office for assistance.