

STLCC Travel Reimbursement for Cancellations due to COVID-19, Spring 2020

Questions-and-Answers

Q: What do I need to do to get reimbursed for my air travel?

A: First, request a refund from the airline.

If the airline refuses to issue a refund, attach a copy of your paid flight itinerary to your expense report and submit for reimbursement. A copy of the refusal will also need to be provided.

Q. What if the airline will only issue a credit voucher?

A: If the airline issues a credit voucher, you will need to request that the voucher be transferred to St. Louis Community College.

If the airline refuses to transfer the voucher, attach the voucher to your expense report and submit for reimbursement. A copy of the refusal will also need to be provided.

Q. Can I use the voucher for other College related travel?

A: Yes.

Please email your business manager your desire to use your voucher for College-related travel and attach a copy of the voucher. Vouchers cannot be used for personal travel.

Q. What do I need to do to get reimbursed for my hotel stay?

A: Cancel your reservation as soon as you know that your travel plans have changed or that your conference has been canceled.

If you made your reservations through a conference website, please check the website or reach out to the conference organizer for information about refunds.

If your stay was prepaid, call the hotel and ask that your reservation be refunded.

Q. What if I had a non-refundable rate?

A: Call the hotel and request a refund in light of issues with COVID-19.

If the hotel refuses to issue a credit, attach your paid receipt to your expense report and submit for reimbursement. A copy of the refusal will also need to be provided.

Q. Should I contact the conference organization to request a refund for the conference fee?

A. Yes.

If you used your personal credit card or a College procurement card, ask that the credit be applied to the card on file. If the conference fee was prepaid by the College, please ask that a check be mailed to St. Louis Community College.

Q. Can I submit one expense report?

A. Yes.

Expense reports should be submitted the same as if you were seeking reimbursement for your completed conference travel.

Q. How long do I have to submit my expense report?

A: We understand that it may take longer than normal to get the information needed for reimbursement. Expense reports will be accepted through April 30, 2020.

If additional time is needed, please contact your business manager.

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