

## Canceled Airline Tickets due to COVID 19

### **What should you do if you have a credit/refund?**

In Concur, create an Expense Report (from the applicable Request) and allocate to the original account charged. If the Request is closed, please email [concurhelp@msu.edu](mailto:concurhelp@msu.edu) with the Request ID and we will be happy to reopen for you.

If you're not sure where to start, please visit the [Reference Library](#) on Travel@State to access Reconciling and Allocating MSU Agency Card Transactions.

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