

## Harvard International Travel and Reimbursement Guidance

### Updated September 1, 2022

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Anyone traveling on behalf of Harvard (Harvard faculty, staff, students, and researchers) must follow the guidance below. Individuals not affiliated with Harvard and individuals traveling to Harvard do not need to follow this travel guidance.

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#### International Travel Registration Requirement

In order to be reimbursed, Harvard faculty, staff, students, and researchers traveling internationally **must** be registered with [International SOS](#), the University's 24/7 global emergency response provider.

The International SOS program offers medical, mental health assistance, security assistance, and travel assistance for Harvard business travelers. Additionally, it provides country guide information, email alerts, and a training hub for safety and security when traveling internationally.

- **Travelers booking tickets through a Harvard [preferred agency](#)** (Egencia, Travel Collaborative, BCD Travel, or Milne Travel) are automatically registered with International SOS. The agency [receipt](#) serves as proof of registration.
- **Travelers booking tickets through the airline directly or using other, non-preferred agencies**, must include proof of registration in the form of either:
  - the [International SOS Itinerary & Travel Brief registration](#) confirmation email, or
  - a screenshot of your registered trip in the [International SOS MyTrips system](#).

#### Booking Travel

In addition to the requirements above, travelers must continue to follow the [Harvard Travel Policy](#) and [Business Expense Policy](#). See the main [Travel Website](#) for additional information around travel

- Using a preferred agency such as [BCD Travel](#), [The Travel Collaborative](#), [Milne Travel](#), or [Egencia](#) is strongly recommended. Our agencies are familiar with Harvard travel guidance and policies, COVID-19 safety, and entry requirements and can advise on best routing. They also have access to Harvard discounts, and travelers will automatically be registered with International SOS.
- Harvard Travel Policy allows for reimbursement of cancellation or change fees with a valid business purpose. The policy also allows for the purchase of refundable tickets and trip cancellation insurance if budget and policy allow. Contact your school or unit finance office for additional details. Please note that trip cancellation insurance policies may have restrictions which may not cover COVID cancellations, so purchasers must confirm if the insurance will cover their situation.

## Reimbursement Request Requirements

### Submit the following:

- Receipts, following Harvard policy and local school or unit processes.
- **When traveling internationally:**
  - If using a preferred agency ([BCD Travel](#), [Travel Collaborative](#), [Milne Travel](#), or [Egencia](#)), Harvard travelers are registered automatically with International SOS. The [agency receipt](#) serves as proof of International SOS registration.
  - If not using a preferred agency, Harvard travelers must include either 1) the [International SOS Itinerary & Travel Brief](#) registration confirmation email, or 2) a [screenshot](#) of their registered trip in the International SOS MyTrips system.
  - If traveler did not register with International SOS prior to their travel or does not have a preferred agency receipt, they must submit a Missing Receipt Declaration (Concur)/[Missing Receipt Affidavit](#) as well as the [Missing International Travel Registration Form](#).
- The above documentation must be attached at the header level in Concur or as the first document after the nonemployee reimbursement form.

## Responsibilities of Preparers/Requestors/Delegates and Approvers

### Concur

- All appropriate documentation and receipts following Harvard policy and local school or unit processes must be attached:
  - Harvard [preferred travel agency receipt](#), or 1) the [International SOS Itinerary & Travel Brief registration](#) confirmation email, or 2) a screenshot of the [International SOS MyTrips](#) system.
  - If traveler did not register with International SOS prior to their travel or does not have a preferred agency receipt, they must submit the [Missing International Travel Registration Form](#) along with the Missing Receipt Declaration (Concur).
- The International SOS documentation should be attached at the header level of the Concur request.
- Approvers are responsible for confirming the above documentation is included in the reimbursement request.

### Buy-to-Pay

For Harvard students or postdocs/fellows traveling on behalf of Harvard requiring a nonemployee reimbursement (NR) for a valid Harvard business expense follow the below processes:

- All appropriate documentation and receipts following Harvard policy and local school or unit processes must be attached.
- Harvard [preferred travel agency receipt](#), or 1) the [International SOS Itinerary & Travel Brief registration](#) confirmation email, or 2) a screenshot of the [International SOS MyTrips](#) system.
- If traveler did not register with International SOS prior to their travel or does not have a preferred agency receipt, they must submit the [Missing International Travel Registration Form](#) along with the [Missing Receipt Affidavit](#).
- The International SOS documentation should be attached directly behind Nonemployee Reimbursement Form.
- Approvers are responsible for confirming the above documentation is included in the reimbursement request.

## FAQs:

### Q: Who needs to follow this guidance?

A: Harvard faculty, staff, students, and researchers must follow this guidance.

### Q: Who is a researcher?

A: For purposes of this guidance, a researcher is an individual performing research for Harvard and may be a post-doctoral, administrative, or academic appointment.

### Q: Do postdocs who are fellows/stipendees (e.g., external postdocs) need to follow these processes?

A: It depends; a postdoc fellow/stipendee must follow this guidance if being reimbursed for a Harvard business expense (NR). If awarded a fellowship/stipend/grant that has a travel component, which is being paid as a payment request (PR), they must follow local pretravel documentation requirements (e.g., a travel waiver and any other required pre-travel forms to their awarding department).

### Q: What are Harvard's vaccination and booster requirements?

A: See Harvard's [COVID-19 Vaccine and Booster Information page](#) for details on vaccination and booster requirements.

### Q: What is international travel?

A: International travel is any travel outside the United States or U.S. Territories and Possessions. U.S. territories and possession include Puerto Rico, American Samoa, Guam, U.S. Virgin Islands and Baker, Howland, Kingman Reef, Jarvis, Johnston Midway, Palmyra, and Wake Islands.

### Q: Who are Harvard's preferred agencies?

A: Harvard's preferred agencies are [BCD Travel](#), [Travel Collaborative](#), [Milne Travel](#), and [Egencia](#). Expedia is **not** a preferred agency nor are purchases made directly with the airlines.

### Q: Do I need to follow this process if making group travel (e.g., student groups or larger group travel)?

A: It depends. Group travel is generally related to student travel and already requires registration with International SOS. Many schools organizing group travel for students are familiar with this bulk upload process and already register the groups with International SOS. **In the reimbursement request, you would note the group travel was registered via bulk upload with International SOS as group travel and do not need to include additional International SOS registration documentation.** See [Registering Groups and Others](#). If the travelers did not use a Harvard preferred agency and were not registered via bulk upload through [International SOS](#), the International SOS itinerary & travel brief registration confirmation email would need to be included for each traveler.

### Q: Can nonemployees or others register with International SOS?

A: Eligibility for Harvard University's International SOS membership depends on your Harvard affiliation and the reason for your travel. Spouses, domestic partners, and dependent children who travel with a covered Harvard affiliate, as well as scholars and fellows and certain individual participating in Harvard-related programs, may be eligible. Contact the [Harvard Global Support Services team](#), which manages the University's International SOS program.

### Q: Do these requirements apply to people not affiliated with Harvard (e.g., visitors)?

A: No. Individuals not affiliated with Harvard and individuals traveling to Harvard do not need to follow this travel guidance but are recommended to follow the Centers for Disease Control and Prevention (CDC) travel guidance.

### Q: Does an employee (student, staff, faculty) outside the U.S. need to register for International SOS if they are not traveling to/from the U.S.?

A: Yes, faculty, staff, or students traveling for Harvard business must follow these policies. The travel documentation requirements apply regardless of where they start or end their Harvard-related international travel.

The documentation requirement applies any time a traveler crosses a national border. Under normal circumstances, travel would typically originate from Boston/Cambridge, although it may often originate in another country. For

example, a faculty member traveling from France to Spain would need to follow the policy and register with International SOS.

**Q: Do I need the International SOS registration documentation if I use a University Corporate card to purchase tickets for a non-Harvard employee?**

A: No, the International SOS Registration process is not required for non-employees traveling on behalf of Harvard. However, non-employees traveling on behalf of Harvard for which Harvard is paying may qualify for International SOS coverage and the registration requirement. See [International SOS University Membership](#) for details.

**Q: Will Harvard pay for COVID testing?**

A: If there is a requirement to have a negative COVID test for approved business travel, then those related expenses would be allowable. Following University policy, a receipt showing proof of payment for the COVID test is required if >\$75. Test results or any medical information around the testing **should not be** submitted with the reimbursement request. Documentation showing that a COVID test is required for travel to that country should be included (it may appear on instructions on the plane ticket, etc.).

**If using sponsored funds:**

Additional documentation may be required, including the below. Please review the [FAQs for COVID-19 - Sponsored Guidance](#) and contact your grants manager.

If test required from the U.S. to Foreign Country:

- 1) Antigen tests are readily available and may be eligible for reimbursement by private health insurance providers. If travelers must purchase a test, document because it was necessary. This applies to both departure from home location and return location.
- 2) Ensure you've documented the travel and how it benefits the award. Add the documentation to support the testing requirement.

If required from a Foreign Country to the U.S.:

- 1) Find a reasonable test cost. If this cannot be done, document why it can't.
- 2) Ensure you've documented the travel and how it benefits the award. Add the documentation to support the testing requirement.

**Q: Are quarantine expenses reimbursable?**

A: These expenses are at the discretion of the financial dean or designee. From a tax perspective, as long as there is a legal requirement to quarantine while on or returning from an approved Harvard business trip, and all expenses meet the accountable plan rules, then those related expenses (meal/lodging) would be allowable. Additional restrictions may apply based on funding source (e.g., federally sponsored funds). Check with your finance or sponsored office for guidance.

**Q: Will Harvard pay for trip cancellation insurance?**

A: Trip cancellation insurance may be reimbursed on non-federal funds if approved in advance and it is for a compelling business reason. Travelers are cautioned that trip cancellation insurance does not necessarily provide coverage in all situations; purchase of a refundable ticket may be more appropriate.

## Preparers/Approvers

**Q: What does a preparer/delegate/requestor and approver need to make sure is included when submitting a reimbursement?**

- A: In addition to documentation normally required for reimbursements, if traveling internationally, the documentation must include:
  - For tickets booked through a Harvard [preferred agency](#), travelers are automatically registered with International SOS and the agency [receipt](#) serves as proof of registration.
  - For tickets purchased directly from an airline or a non-preferred agency, the reimbursement must include either 1) the International SOS itinerary & travel brief registration confirmation email, or 2) a screenshot of the registered trip in the International SOS MyTrips system, when submitting a reimbursement.


**Q: Does a requestor in buy-to-pay need to collect additional documentation when processing a payment request for a travel grant/award/fellowship to a student or postdoc?**

A: No additional documentation is required when processing a payment request for a grant/award/fellowship with a travel component. However, students and postdocs awarded a travel grant/fellowship need to follow school predeparture requirements which may include submitting a travel waiver, registering with International SOS, and other pre-travel requirements and forms. These documents would be kept by their awarding department.


## Example of Preferred Agency Receipts

Preferred Agency Receipt Examples (language may change, but receipts will include language similar to the below):

### The Travel Collaborative

 DEPARTURE: <b>THURSDAY 08 SEP</b> Please verify flight times prior to departure			
<b>ICELANDAIR</b> <b>FI 0631</b> Duration: 5hr(s) 35min(s) Cabin: Business Status: Confirmed	<b>KEF</b> REYKJAVIK KEF, ICELAND Departing At: 5:15pm Terminal: Not Available	<b>BOS</b> BOSTON, MA Arriving At: 6:50pm Terminal: TERMINAL E	Aircraft: BOEING 76 WINGLETS Distance (in Meals: Dinner
Checked Baggage: Adult, 2x32kg (70lbs) Cabin Baggage: Adult, 2x10kg (22lbs)			
Passenger Name: » SMITH,JAMES » SMITH,NANCY	Seats: 04F 04G	Frequent Flyer #: 208099945 / JETBLUE AIRWAYS 204359995 / JETBLUE AIRWAYS	eTicket Re 19997970; 19997970;
<b>Notes</b> ALL INTERNATIONAL FLIGHTS ARE SUBJECT TO INSECTICIDE SPRAYING PRIOR TO FLIGHT OR WHILE YOU ARE ONBOARD. COUNTRIES THAT REQUIRE SPRAYING ARE LISTED HERE WWW.TZELL411.COM FEDERAL LAW FORBIDS THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS SUCH AS AEROSOLS FIREWORKS AND FLAMMABLE LIQUIDS ABOARD AIRCRAFT. IF YOU DO NOT UNDERSTAND THESE RESTRICTIONS CONTACT YOUR AIRLINE OR GO TO WWW.FAA.GOV/ABOUT/INITIATIVES AND SEARCH FOR HAZMAT SAFETY			
*****DISCLAIMER***** THE AIRLINES HOTELS CRUISES AND OTHER SUPPLIERS WHOSE TRAVEL OR OTHER SERVICES ARE OFFERED ARE INDEPENDENT THIRD PARTIES AND NOT SUBSIDIARIES AFFILIATES AGENTS OR EMPLOYEES OF TZELL TRAVEL GROUP. TZELL TRAVEL GROUP IS NOT LIABLE FOR THE ACTS ERRORS OMISSIONS REPRESENTATIONS WARRANTIES BREACHES OR NEGLIGENCE OF THESE SUPPLIERS OR FOR ANY PERSONAL INJURIES DEATH OTHER EXPENSES RESULTING THEREFROM. TZELL TRAVEL GROUP HAS NO LIABILITY FOR AND IS UNABLE TO MAKE ANY REFUND IN THE EVENT OF ANY DELAY CANCELLATION OVERBOOKING STRIKE TRAVEL RESTRICTIONS FORCE MAJEURE OR OTHER CAUSES BEYOND ITS DIRECT CONTROL. *****DISCLAIMER***** ***YOUR INTERNATIONAL TRAVEL HAS BEEN AUTOMATICALLY*** ***REGISTERED WITH INTERNATIONAL SOS*** IF YOU NEED EMERGENCY HELP WHILE EN ROUTE PLEASE CALL TRAVEL COLLABORATIVE MON-FRI 9A-5P EASTERN TIME 800-370-7400...WITHIN US/ CANADA/PUERTO RICO 617-497-7400...LOCAL NUMBER ** AFTER HOURS EMERGENCY SERVICE ** .....AFTER HOURS CHARGES WILL APPLY..... 1616 57 .....FI LHR-BOS BUSINESS CLASS ONE WAY PER PERSON TICKETS ARE NON REFUNDABLE CHANGES PERMITTED PLUS \$41.00 PENALTY UNUSED TICKETS MAY BE APPLIED TO TRAVEL ORIGINATING IN LONDON 34.00 .....TRANSACTION FEE PER PERSON IF YOU ARE NOT TAKING A FLIGHT AS TICKETED YOU NEED TO CANCEL OR CHANGE YOUR RESERVATION BEFORE THE FLIGHT DEPARTS. OTHERWISE THE ENTIRE TICKET MAY BE FORFEITED.			
THE TRAVEL COLLABORATIVE 1-800-370-7400 KH@TRAVELCOLL.COM			

### BCD Travel

 <b>Remarks</b> *****CREDITS ON FILE***** BCD WILL ATTEMPT TO USE ANY CREDIT ON FILE TOWARDS NEW TICKET COST, HOWEVER, THERE ARE TIMES WHEN THE AIRLINES WILL NOT ACCEPT A CREDIT AND YOU WILL BE RESPONSIBLE FOR THE FULL TICKET AMOUNT. *****FOR RESERVATIONS ASSISTANCE***** DURING BUSINESS HOURS MON-FRI 900A-600P/ EST PLEASE CALL 800-610-5640. OUTSIDE OF THE US OR CANADA DIAL 248-208-5024 FAX NBR IS 770-391-6341 *****EMERGENCY SERVICE***** FOR AFTER HOURS EMERGENCY ASSISTANCE IN THE US/ CANADA OR US VIRGIN ISLANDS CALL 877-818-2356 FROM ALL OTHER INTERNATIONAL LOCATIONS PLEASE CALL COLLECT 248-208-5024 EXECUTIVE CODE IS A3R9. ***** YOUR INTERNATIONAL TRAVEL HAS BEEN REGISTERED WITH INTERNATIONAL SOS. MULTIPLE TICKETS HAVE BEEN ISSUED FOR YOUR TRIP TO ENSURE THE LOWEST POSSIBLE FARE. THIS IS A SPECIAL FARE TICKET SO CHANGES MAY RESULT IN ADDITIONAL CHARGES. TICKET IS NON REFUNDABLE/NON TRANSFERABLE. CHANGES SUBJECT TO PENALTIES PLUS FARE INCREASE. SOME CARRIERS REQUIRE CANCELLATION PRIOR TO DEPARTURE OR YOUR TICKET MAY HAVE NO VALUE. CALL THE TRAVEL OFFICE FOR CHANGES OR CANCELLATION OF THIS TRIP. WE RECOMMEND A TWO HOUR CHECK IN FOR DOMESTIC FLIGHTS AND A THREE HOUR CHECK IN FOR INTERNATIONAL FLIGHTS. PLEASE NOTE A GOVERNMENT-ISSUED PHOTO ID IS REQUIRED. YOU WILL WANT TO HAVE YOUR BOARDING PASS PRIOR TO REACHING THE MAIN SECURITY CHECK POINT. IF YOU ARE TRAVELING INTERNATIONALLY PLEASE RECONFIRM 72 HOURS IN ADVANCE. FOR UP TO DATE TRAVEL INFORMATION ON AIRLINE CHECK-IN/RESTRICTIONS/LIMITATIONS/SECURITY. PLEASE CHECK WWW.ALASKAAIR.COM FOR UP TO DATE TRAVEL INFORMATION ON AIRLINE CHECK-IN/RESTRICTIONS/LIMITATIONS/SECURITY. PLEASE CHECK WWW.JETBLUE.COM JETBLUE TICKETS ARE NOT ACCEPTED BY OTHER AIRLINES CHECKED BAGGAGE POLICIES VARY BASED ON CARRIER AND FINAL DESTINATION. FOR THE LATEST INFORMATION PLEASE CHECK WITH YOUR TRAVEL CONSULTANT OR THE AIRLINES WEBSITE.
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**Egencia** –The receipt will show a Harvard address which is evidence of a preferred agency.

 <b>EGENCIA</b> Itinerary 2100000032	Today's Date Aug 18, 2022 Purchased Martinez, Joanne
<b>Flight Receipt</b>	
<b>JFK-EZE-MIA-JFK (Multi-city) (Purchase)</b> American Airlines 629 , Departure date - Oct 17, 2022 JFK-MIA, Economy/Coach Class (Y) American Airlines 907 , Departure date - Oct 17, 2022 MIA-EZE, Business Class (I) American Airlines 900 , Departure date - Nov 2, 2022 EZE-MIA, Business Class (I) American Airlines 2392 , Departure date - Nov 3, 2022 MIA-JFK, Economy/Coach Class (Y) Ticket 777800000 Purchase date - Jul 21, 2022 Base fare \$2,673.00 Taxes & airline fees \$156.17 <b>TOTAL \$2,829.17</b> Visa Ending In 0000 Purchase date - Jul 21, 2022 Air booking fee \$7.00 Visa Ending In 0000	
<b>JFK-MIA-JFK (Multi-city) (Exchange)</b> American Airlines 953 , Departure date - Oct 17, 2022 JFK-EZE, Business Class (D) American Airlines 900 , Departure date - Nov 2, 2022 EZE-MIA, Business Class (I) American Airlines 2392 , Departure date - Nov 3, 2022 MIA-JFK, Economy/Coach Class (Y) Ticket 7780000710 Base fare \$2,673.00 Taxes & airline fees \$156.17 Credit -\$2,829.17 <b>TOTAL \$0.00</b> Visa Ending In 0000 <b>TOTAL FLIGHT CHARGES \$2,836.17</b>	
Department 215 Martinez, Joanne Enter 8 digit Harvard Universal 50000000 Harvard University 1033 Massachusetts Avenue, 2nd Floor Cambridge, MA, 02138	

## Example of Other Proof of International SOS Registration

Language may change, but proof of registration will include language similar to the below:

## Example of International SOS Itinerary & Travel Brief registration confirmation email from online@internationalsos.com



### Itinerary & Travel Brief

Dear Sample Traveler,

Thanks for registering your trip! This email confirms your itinerary has been saved with International SOS. Log in to your International SOS **MyTrips** account to edit your itinerary and contact information, especially if your information changes once you're abroad.

#### NEXT STEPS

1. Review your itinerary and destination information below.
2. Visit the Harvard Global Support Services website to:
  - Create a [safe travel plan during the COVID-19 pandemic](#).
  - Access [travel advice](#) and [visa services](#).
  - Check Harvard's [travel risk ratings](#) and International SOS eligibility.\*\*
3. Download the [International SOS Assistance App](#) to browse country guides, sign up for alerts, and—with one tap—request advice or emergency assistance.

**International SOS** is Harvard University's trusted provider for medical, mental health, and security support and evacuation services. Whether you experience a minor or serious incident abroad or simply need routine advice, you can call Harvard's dedicated 24/7 hotline at +1-617-998-0000 or connect through the Assistance App to speak with a medical professional, security specialist, or case manager.

**Questions before you leave?** Contact Harvard GSS at [globalsupport@harvard.edu](mailto:globalsupport@harvard.edu) or +1-617-495-1111 (Monday-Friday, 9 am-5 pm).

Safe travels,  
Harvard GSS

\*If seeking reimbursement for travel, include a copy of this email with your reimbursement request; or, if awarded a travel grant/fellowship by Harvard or receiving academic credit from Harvard, submit this email with other required pre-travel documentation (e.g. travel waiver) to your awarding department. If you did not enter your own travel information, a program administrator may have submitted it on your behalf; or, if you booked your trip through one of Harvard's preferred travel agencies, your trip information has been automatically registered with International SOS. Please visit MyTrips to set up your profile; if you already have a MyTrips profile, please login and verify that your information is correct.

\*\*Harvard GSS manages the University's International SOS membership. Registering your trip with International SOS does not guarantee services. [Check your eligibility](#).

## Example of International SOS My Trips screenshot

MyTrips

Welcome, Traveler's name here from Harvard University

[My Profile / Trips](#)
[Create New Trip](#)

INTERNATIONAL SOS

User Guide | Feedback | Log Off

Travel Information: Rome EDIT | RESET Collapse

Trip Name \*

Rome TEST TEST

Purpose of Travel \*

Business/Work

Save Trip Information

Success! Your trip information saved successfully x

Click on the tabs to create your trip segments

Flight

Accommodation

Train

Ground Transportation

Travel Itinerary

Accommodation						
Name	Address	Telephone	Check-in Date	Check-Out Date	Confirmation Number	Type
Hilton	Rome, ITA N/A, N/A	6173088454	20 May 2022	27 May 2022		Regular

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