



UNITED STATES DEPARTMENT OF COMMERCE
National Oceanic and Atmospheric Administration
NOAA FINANCE AND ADMINISTRATION

MEMORANDUM FOR: All NOAA Employees

FROM: Christopher Cartwright 
Acting Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 20-6
Guidance on How to Cancel Travel
Reservations amidst the COVID-19 Outbreak

DATE: March 12, 2020

The purpose of this advisory is to provide guidance to employees (including invitational travelers) who are either on official temporary duty (TDY) travel, or who are about to perform official TDY travel, amidst the COVID-19 outbreak. If employees are intending to cancel travel or have already done so, they will need to log into E2 to cancel their travel authorizations and should do so immediately to avoid possible cancellation fees. Cancelling travel in E2 is the preferred method since it automatically cancels all reservations connected to the travel authorization and de-obligates any remaining funds.

Employees who cannot access E2 will need to call SATO immediately at the following number in order to book return flights or cancel reservations to avoid possible cancellation fees. Please note that when employees use SATO to cancel their reservations, they will also be required to log into E2 as soon as they are able to in order to cancel their travel authorization (TA) to de-obligate any remaining funds. **It is also critical that employees promptly cancel their travel authorization in E2 so that NOAA is able to accurately track employee travel.** Please visit the [Commerce Connection Collection](#) for instructions on how to cancel a TA in E2.

Fees charged, such as air, hotel, registration, etc., as a result of being ordered to cancel reservations due to the COVID-19 outbreak may be claimed on a travel voucher with proper justification. Employees are reminded to treat official travel like they would their own personal travel and cancel as soon as possible to avoid these fees. DOC Travel Regulation, 3.3.3, Common Carrier states 'Costs, fees, and penalties associated with cancellations or changes made for the convenience of the Government resulting from work exigencies **or necessitated by circumstances of an emergency nature affecting the traveler**, changes, cancellations, and other penalties incurred will be borne by the Department as authorized by the approving official'.



For questions related to how to cancel reservations in E2, please contact ClientServices@noaa.gov or (301) 444-3400. For policy questions, please contact Rachael.S.Wivell@noaa.gov/(301)444-2136 or Chasity.N.Grimm@Noaa.gov/ (301)444-2129.