Exceptionally High Travel at Cornell Delays Refunds

In Fall 2023, Cornell University's Shared Services Center extended its turnaround time for travel-related processing, including reimbursement, from 5 business days to 15 business days.

A high volume of travel, which they called Covid-backlash, contributed to delays in processing.

[Original message from Shared Services Center]

 Sent: Friday, December 15, 2023
 Subject: A necessary change to travel processing turnaround standards

The Shared Services Center is changing its turnaround time for travel-related processing, including reimbursements, from 5 business days to 15 business days, effective immediately.

This change has been spurred by an unanticipated increase in transaction volume coupled with temporary staffing constraints. Over time, we anticipate reverting to the 5-day standard. In the meantime, the 15-day expectation is more realistic and allows us to provide the best possible experience for our customers under these circumstances.

For context, the Travel and Training team in the Shared Services Center is consistently handling over 2500 outstanding expense reports and over 600 outstanding travel-related I Want Docs (requests for non-employee reimbursements) each day. There are also approximately 14,500 Travel & Meal Card transactions in the queue to be processed.

We appreciate your patience and help in passing the word about this change, as appropriate. If you have specific concerns, please don't hesitate to contact us. See our website for a full list of our [turnaround standards](#).

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