Purchasing Card Fraudulent/Disputed Activity in Concur

How do I process a fraudulent activity on my Purchasing Card in Concur?

If a Purchasing Card is lost, stolen or damaged during normal University business hours, the Cardholder should notify Central Purchasing for guidance. If a Purchasing Card is lost, stolen, or damaged after normal business hours, the Cardholder should notify the bank immediately at 1-888-500-8262 and also notify Central Purchasing if it is determined that the card should be reissued.

Any fraudulent activity identified when verifying expenses with a bank rep or Central Purchasing should be submitted on either a travel or non-travel expense report in Concur. Expense type 537903 Concur Bank Disputed Charges should be utilized when allocating the expenses in Concur and relevant details of the charges should be captured in the additional information field of each transaction.

Fraud expenses are typically credited within 30 days. Once the credits are available to a user in Concur they should be posted to the same expense report in which the corresponding fraudulent debit is located using expense type 537903 Concur Bank Disputed Charges, and detailing the purpose of the credits in the additional information field of each transaction. If for some reason a fraud debit and credit are posted on separate expense reports, the Expense Report Key should be referenced in the additional information field of the expense in Concur to link the two reports.