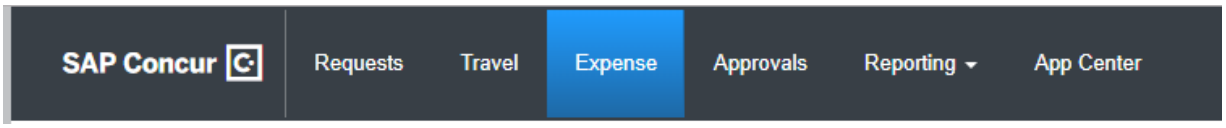
EXPENSE REPORT: FRAUDULENT CHARGES ON THE CONCUR TRAVEL CREDIT CARD



CAL POLY
Strategic Business Services
ADMINISTRATION & FINANCE

Fraudulent charges on the Concur travel credit card

If there are fraudulent charges on your Concur Travel Card, call the Fraud Prevention line at US Bank (800) 523-9078. Be ready to verify your identity. Cardholder may be asked a security question selected upon registration or to verify the following information:

- Cardholder's address (answer: 1 Grand Ave, Procurement Services, San Luis Obispo, 93407)
- Cardholder's phone number (answer: cardholder's office phone number)
- Cardholder's social security number (answer: 999-999-9999)
- Cardholder's credit limit (answer: monthly credit limit on the card)

A new card will be issued by US Bank. Replacement cards will be mailed to the Procurement Services office. The Credit Card Program Administrator will notify the cardholder when card is ready to be picked up.

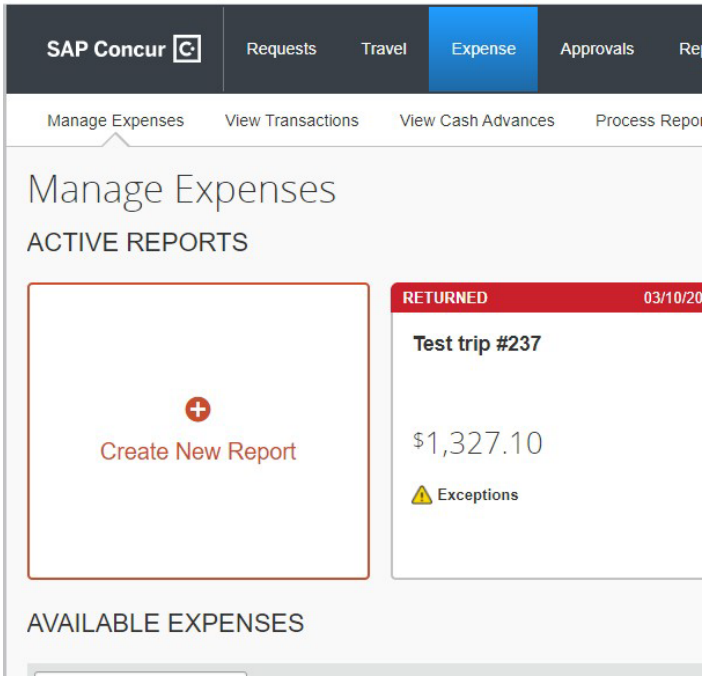
If a charge is fraudulent, write "Fraud" in the comment field for the appropriate charge on the Concur Expense Report.
WAIT for the credit to post to your Concur "Available Expenses" before submitting, then add the expense and the credit to one report. See next page for steps on completing this process:

Any charges or credits made on the Concur travel credit card will need to be expensed from Concur including fraudulent charges.

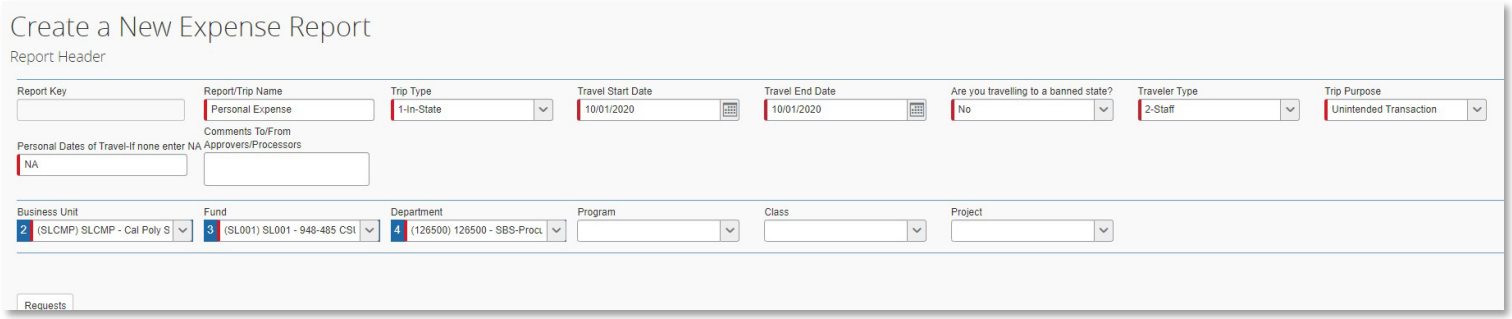
1. View the charge under **Available Expenses** in your Concur, Expense/Manage Expenses

Create New Report

1. Users will need to **Create New Report**. All required fields must be completed in the Report Header.



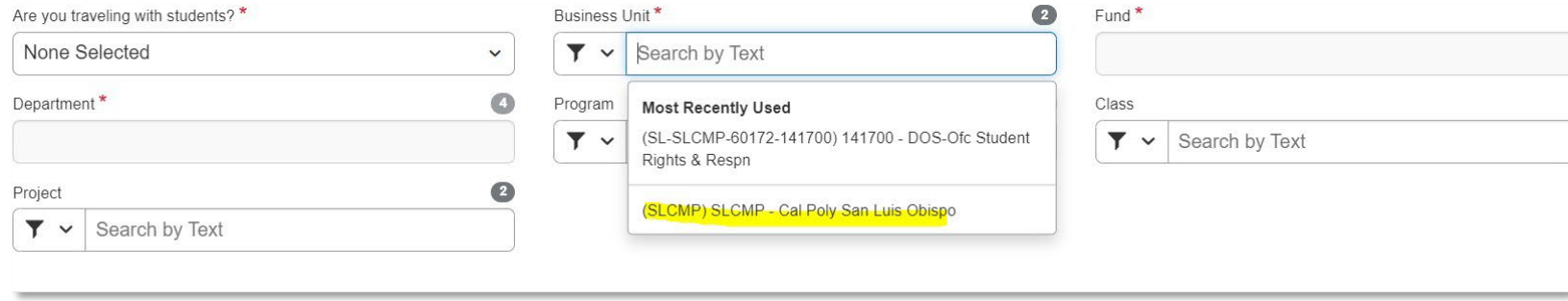
New Expense Report Header



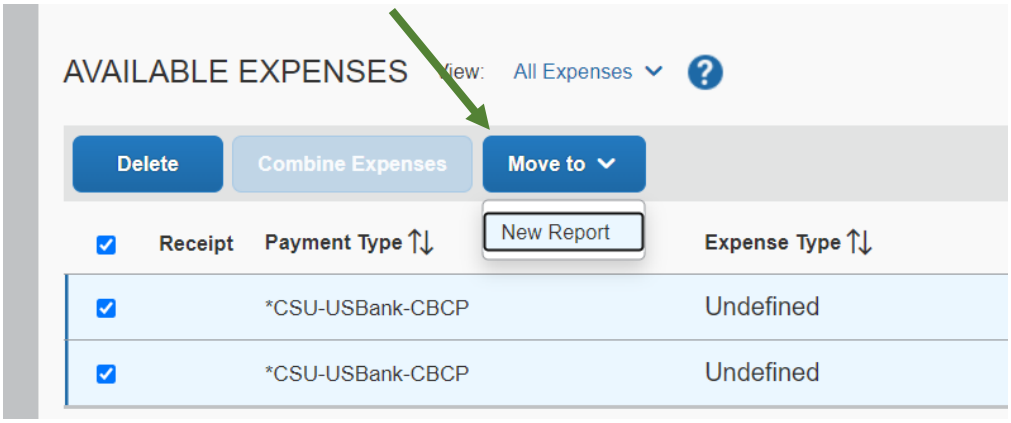
2. Complete all fields of the Report Header as below.
   Trip Type must be In-State, otherwise a Request is required.
   When adding Business Unit, Fund, and Department TYPE IN these fields, do not scroll to find.

Report/Trip Name	Fraudulent Charge
Trip Type	**In-State**
Travel Start Date	Date of transaction
Travel End Date	Date of transaction
Banned State	No
Traveler Type	**Unintended Transaction**
Trip Purpose	**Unintended Transaction**
Personal Dates	NA
Business Unit	SLCMP
FUND	SL001
Department	*Your Dept Id*

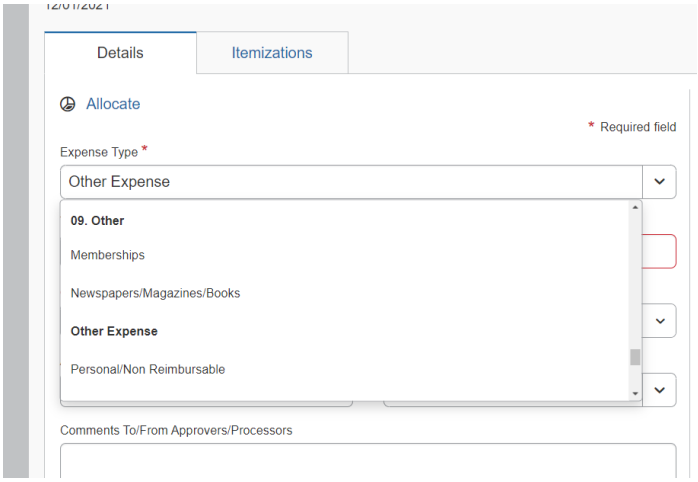
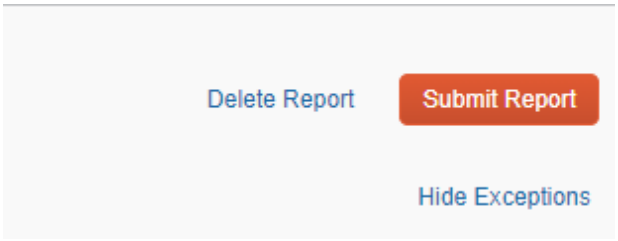
3. As you type in the chartfield string, your default account will come up. You can select the full chartfield from the drop-down, or choose just the Business Unit, then type in the Fund and Department separately. Once added, Click **Next**



4. The next screen will show all available expenses. Select the fraudulent transaction by checking the box next to the expense, then click **Move To Current Report**



5. The expense(s) will move to the Report. Click on the expense to open, then change the Expense Type to **Other Expense**. You can add a Comment as well for your approvers. Ex: *fraudulent transaction and credit. Called bank to cancel card*



6. Then Submit Report for approvals and processing