EXPENSE REPORT: FRAUDULENT CHARGES ON THE CONCUR TRAVEL CREDIT CARD





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

Create a New Expense Report

Report Header									
Report Key Personal Dates of Travel-If no NA	Réport/Trip Name Personal Expense Comments To/From ine enter NA Approvers/Processors	Trip Type 1-In-State	Travel Start Date		Travel End Date		Are you travelling to a banned state? No	Traveler Type 2-Staff	Trip Purpose Unintended Transaction
Business Unit 2 (SLCMP) SLCMP - Cal P	Fund Toly S V 3 (SL001) SL001 - 948-485 CSL V	Department (126500) 126500 - SBS-Proc	Program	~	Class	~	Project		
Requests									

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
	Unintended
Traveler Type	Transaction
	Unintended
Trip Purpose	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**

Are you traveling with students? *		Business I	Jnit* 2	Fund *	
None Selected	~	▼ ~	Search by Text		
Department *		Program	Most Recently Used (SL-SLCMP-60172-141700) 141700 - DOS-Ofc Student	Class	
Proiect	2	Ľ.	Rights & Respn		
▼ ✓ Search by Text			(SLCMP) SLCMP - Cal Poly San Luis Obispo		

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**

A	avail	ABLE E	EXPENSES (INC.	r: All Expenses 🗸	0
	De	lete		Move to 🗸	
Ľ		Receipt	Payment Type ↑↓	New Report	Expense Type ↑↓
			*CSU-USBank-CBCP		Undefined

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*

Details	
Allocate	
Expense Type *	* Required
Other Expense	
09. Other	•
Memberships	-
Newspapers/Magazines/Books	
Other Expense	-
Personal/Non Reimbursable	
	•

6. Then Submit Report for approvals and processing

