

How to Handle Your Travel Card Refunds or Fraudulent Transactions

This Quick Reference Guide demonstrates how to handle refunded or fraudulent Travel Card transactions in your Concur profile.

All Travel Card transactions must be expensed in your Concur profile, including fraudulent or refunded transactions. This QRG will cover three scenarios: Fraudulent Transactions, Full Refunds, and Partial Refunds.

1. Fraudulent Transactions

If you see fraudulent transactions on your Travel Card, you **must** first contact US BANK immediately at 1-800-344-5696 to report the fraud and request a new card, then keep an eye on your Concur Travel and Expense Profile to ensure that the fraudulent charges have been refunded; this can take up one full billing cycle.

Manage Expenses View Transactions

Manage Expenses Report Library →

ACTIVE REPORTS

+

Create New Report

THERE ARE NO ACTIVE EXPENSE REPORTS.
 Click **Create New Report** to create a new report.

AVAILABLE EXPENSES

All Cards Move Match Unmatch

	Expense Detail	Expense Type	Source	Date	Amount
<input type="checkbox"/>	Southwest Airlines 800-435-9792, TX	Airfare (513500, 513700)	=	06/22/2016	-\$848.10
<input type="checkbox"/>	Southwest Airlines 800-435-9792, TX	Airfare (513500, 513700)	=	06/22/2016	\$848.10

AVAILABLE RECEIPTS

Once the charges have been refunded, you will see the refund feed in as a negative dollar amount-pictured above. You will then need to create and submit an expense report in Concur to clear the transactions from your profile. The charges should be moved into their own report. To begin, select the two charges and select the move button:

AVAILABLE EXPENSES

All Cards

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Move Match To New Report

<input checked="" type="checkbox"/>	Expense Detail	Expense Type	Source	Date	Amount
<input checked="" type="checkbox"/>	Southwest Airlines 800-435-9792, TX	Airfare (513500, 513700)		06/22/2016	\$-848.10
<input checked="" type="checkbox"/>	Southwest Airlines 800-435-9792, TX	Airfare (513500, 513700)		06/22/2016	\$848.10

AVAILABLE RECEIPTS

If you are creating a new report that will only contain the refund charges, the following information should be used to populate the Report Header:

- Report Name:** Card Refund
- Trip Purpose:** Other
- Travel Classification:** Domestic
- Trip Start Date:** Date of fraudulent transaction
- Trip End Date:** Date of refund
- Destination:** United States

Create a New Expense Report

Report Header

Report Name: Card Refund

Report Key:

Trip Purpose: 1 Other

Travel Classification: 2 Domestic

Start Date: 08/22/2016

End Date: 08/22/2016

Comment:

Destination: United States

Does this trip involve multiple destinations?

The Cost object should not be changed from the default account that appears- this will not be affected in any way as an expense report containing only refunded charges will balance out to zero dollars.

Card Refund

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+ New Expense Import Expenses Details Receipts Print / Email

Exceptions			
Expense Type	Date	Amount	Exception
Airfare (5135...	08/22/20...	\$-848.10	Missing required field: Class of Service, City of Purchase.
Airfare (5135...	08/22/20...	\$848.10	Missing required field: Class of Service, City of Purchase.

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	08/22/2016	Airfare (513500, 513700) SOUTHWES 5268504086600	\$-848.10	\$-848.10
<input type="checkbox"/>	08/22/2016	Airfare (513500, 513700) SOUTHWES 5268504086600	\$848.10	\$848.10

New Expense

Expense Type:

Recently Used Expense Types

- Accommodations (513500, 513700)
- Conference Registrations (513900)
- Miscellaneous T

All Expense Types

3	Once the transactions have been added to a report, you will need to complete the required fields: required fields are highlighted in red and if not satisfied will flag an exception- noted as a red exclamation point displayed above.
4	Card transactions will often prepopulate a certain expense type- the expense should be changed to Fraudulent Transaction and Fraudulent Transaction Refund.
5	Business Purpose should be listed as Refund.
6	City of Purchase should be listed as Boston.

Card Refund

[+ New Expense](#) [Import Expenses](#) [Details](#) [Receipts](#) [Print / Email](#)

Expenses Move Delete Copy View «

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<i>Adding New Expense</i>				
<input type="checkbox"/>	03/01/2017	Fraudulent Transaction JETBLUE 2797916558219, Waterlo	\$226.40	\$226.40
<input type="checkbox"/>	03/13/2017	Fraudulent Transaction Refund JETBLUE 2797916558219, Waterlo	\$-226.40	\$-226.40

A receipt will not be required for the fraudulent transaction.

2. Full Refunds

Full refunds should be handled the same way as Fraudulent Transactions- the report total will still equal \$0.00

3. Partial Refunds

Partial Refunds should be added to the same expense report that contains the original charge along with the other expenses relevant to that trip or group or business expenses. The report should be titled as it normally would be (Example: Business Trip Fall) and the portion of the transaction that was refunded should not be itemized or marked as personal. A receipt will be required for the original transaction- a comment can be added to clarify the portion of the receipt that was refunded.