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.

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:
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

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.
### 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.

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<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>3</td>
<td>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.</td>
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<td>4</td>
<td>Card transactions will often prepopulate a certain expense type—the expense should be changed to Fraudulent Transaction and Fraudulent Transaction Refund.</td>
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<td>5</td>
<td>Business Purpose should be listed as Refund.</td>
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<td>6</td>
<td>City of Purchase should be listed as Boston.</td>
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