

Quick Reference Guide How to Reconcile Fraud/Handle Refunds Concur Travel & Non-Travel

HOW TO RECONCILE FRAUDULENT TRANSACTIONS AND HANDLE REFUNDS

This guide demonstrates how to reconcile fraudulent U.S. Bank card transactions and handle refunded charges (credits) in your Concur profile.

If you see fraudulent transactions on your card, you must first contact **U.S. Bank at 1-800-344-5696** immediately to report fraud.

- After contacting U.S. Bank, keep an eye on your Concur profile to ensure the fraudulent charges have been refunded; this can take up to one full billing cycle (30 days). The refunded charges will appear as a negative dollar amount and should be assigned to an Expense Report.
- The BU Travel and Card Services Team should also be notified of lost/stolen cards and any fraud/suspected fraud to ensure proper actions are taken (contact via the Financial Affairs Customer Service Portal).

(1) VIEW FRAUDULENT TRANSACTIONS AND CREDITS IN THE **AVAILABLE EXPENSES** LIST WITHIN THE "MANAGE EXPENSES" SECTION OF CONCUR.

- All fraudulent transactions are automatically uploaded into the **Available Expenses** list in Concur for viewing and reconciliation. Fraudulent transactions/credits cannot be removed/deleted from Concur; charges in this section must be assigned to a **Non-Travel Expense Report** to be cleared from your profile.
- Refunded charges ("credits") will appear as a negative dollar amount, as shown below.

Available Expenses View: All Expenses View: All Expenses View Edit Delete Combine Expenses Move View						
	Receipt Payment Type↓↑	Expense Source	Expense Type↓↑	Vendor Details↓↑	Date†≞	Amount↓↑
	US Bank CBCP	Corporate Card	Fraudulent/Disputed Transaction Refund	UBER *TRIP	05/10/2025	\$13.96
	US Bank CBCP	Corporate Card	Fraudulent/Disputed Transaction Refund	UBER *TRIP	05/14/2025	\$-13.96



(2) ASSIGN CHARGES TO EXPENSE REPORTS

Please add the charges to be refunded to an existing **Non-Travel Expense Report**. [Reference: <u>How to Create a Non-Travel Expense Report</u>].

If the charges to be refunded are **related to a trip** (e.g., airfare, hotel reservations), add them to the **Travel Report** for the corresponding trip.

Once the charges have been refunded, select the charges and move them into a report. You do not need to create separate Expense Reports for fraudulent charges; they can be included with other Expenses.

- If you already have open expense reports, simply add the charges to be refunded to an open report. Verify that the payment type is US Bank CBCP and select transactions by clicking check boxes along the left side. Next, click Move and select the name of an existing report from the drop-down. Note: It is recommended that you submit the charge and the credit together.
- If you do not have any upcoming expenses or existing Expense Reports but will incur expenses in the near future, you can create a Non-Travel report and add the refund charges. Select the transactions by clicking the checkboxes on the left side, click the Move drop-down button and select "New Report."

Avai	lable	Expenses View:	All Expenses	~	View	Delete Combi	ine Expenses Move 🗸	
	Receipt	Payment Type↓↑	Expense Source	Expense Type↓↑	Vendor Details↓↑	Date↓₹	New Report	
		US Bank CBCP	Corporate Card	Fraudulent/Disputed Transaction Refund	UBER *TRIP	05/14/2025	March Local Expenses	
		US Bank CBCP	Corporate Card	Fraudulent/Disputed Transaction Refund	UBER *TRIP	05/10/2025	\$13.90	

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Once the transactions have been added to a report, complete the required fields in the Report Header (highlighted in red). If required fields are not satisfied, they will be flagged with a red mark. Adjust as needed.

Note: The Cost Object should not be changed from the default account that appears in your report header; this will not be affected in any way as an Expense Report containing only refunded charges will balance out to \$0.

Alerts:	2									^
Expense - Fraudulent/Disputed Transaction Refund - 05/14/2025 - \$-13.96										
🕄 Erro	r: Missing re	equired field: Bu	isiness Purpose, City of	Purchase. View						
Expense - Fraudulent/Disputed Transaction Refund - 05/10/2025 - \$13.96										
S Error: Missing required field: Business Purpose, City of Purchase. View										
Retu Not Subm Report De Expe	Refunded Charges \$0.00 Not Submitted Report Number: 80HQ1G Report Details ~ Print/Share ~ Manage Receipts ~ Travel Allowance ~ Expenses					O Add Expense ♥ Edit	Delete Copy	Allocate	View Available R Combine Expenses	eceipts 🗎
	Alerts↓↑	Receipt↓↑	Payment Type↓↑	Expense Type	1↓	Vendor I	Details↓↑	Date↓₹	R equested↓↑	
	0		US Bank CBCP	Fraudulent/Dis	puted Transaction Refund	UBER *T	RIP	05/14/2025	\$-13.96	
	0		US Bank CBCP	Fraudulent/Dis	puted Transaction Refund	UBER *T	RIP	05/10/2025	\$13.96	

Within the report, you can select transactions to review and edit.

- Card transactions will often prepopulate a certain expense type. For fraud or disputed charges, you can use the expense type **Fraudulent/Disputed Transaction** or **Fraudulent/Disputed Transaction Refund**.
- Business Purpose should be listed as Refund
- City of Purchase should be listed as "Boston"

Details Itemizations		
() Allocate		
Evenera Tuna *		* Required field
Fraudulent/Disputed Transaction Refund		× ×
Transaction Date *	Business Purpose *	
05/14/2025	Refund	
Enter Vendor Name	City of Purchase *	
UBER *TRIP	Boston, Massachusetts	× •
Payment Type		
US Bank CBCP		
Amount *	Currency	
-13.96	US, Dollar (USD)	



If using the Fraudulent/Disputed Transaction Expense type, you will not be required to attach a receipt. Any credit or negative amount will also not require you to attach a receipt.

If you use an expense type different from Fraudulent/Disputed Transaction, the system will require you to attach a receipt for anything greater than \$25.00.

The missing receipt affidavit should be used; or, if a delegate is preparing the report, they can simply attach a document stating the transaction was refunded. The report total will equal \$0.00.

Refunded Charges \$0.00						te Report		
Not Submitted Report Number: WNKQO2								
Report Details 🗸 Print/Share 🗸 Manage Receipts 🗸 Travel Allowance 🗸								
Expe	Expenses Edit Delete Copy Allocate Combin					love 🗸		
	Receipt↓↑ Payment Type↓↑	Expense Type↓↑	Vendor Details↓↑	Date†≞	Requested↓↑	1		
	US Bank CBCP	Fraudulent/Disputed Transaction	UBER *TRIP Boston, Massachusetts	05/10/2025	\$13.96			
0	US Bank CBCP	Fraudulent/Disputed Transaction Refund	UBER *TRIP Boston, Massachusetts	05/14/2025	\$-13.96			
					\$0.00			