How to Handle Your Travel Card Refunded 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.

If you see fraudulent transactions on your Travel Card, you should 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 (i.e., 30 days).

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.

1	If you have any open expense reports already started, they can simply be added to that report; if you do not have any expense report already started but will be incurring expenses in the near future, you can create a report for the future trip or expenses and add the refund charges to it.
2	If you have no upcoming trips, expenses, or existing expense reports, the charges should be moved into their own report. To begin, select the two charges and select the move to button:

BU BUworks Online Help

If you are creating a new report that will only contain the refunds, 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 or original charges
Trip End Date: Date of refund
Destination: United States

Create New Report   ✕

* Required field

Report Name *	Trip Purpose * ①	Travel Classification * ②
Card Refund	▼ ⌄ Other (Other)	▼ ⌄ Domestic (Domestic)

Start Date *	End Date *	Report Total
07/22/2022	08/08/2022	

☐ Spousal Travel Included?	Cost Object * ▼ ⌄ 1234567890 (DEFAULT)	Does this report charge a grant/sponsored program? * No ⌄

Traveler Type *	Destination *	☐ Does this trip involve multiple destinations?
Staff ⌄	▼ ⌄ (*United States) *United States	

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 zero dollars.

Manage Expenses   View Transactions

❗ Alerts: 2   ⌃

EXPENSE | Airfare (513500, 513700) | 08/08/2022 | $-90.60

❗ Missing required field: Class of Service, City of Purchase. View

EXPENSE | Airfare (513500, 513700) | 07/22/2022 | $90.60

❗ Missing required field: Class of Service, City of Purchase. View

③ Refund $0.00 🗑
Not ___ted   Submit Report

Report Details ⌄   Print/Share ⌄   Manage Receipts ⌄   Travel Allowance ⌄

Add Expense   Edit   Delete   Copy   Allocate   Combine Expenses   Move to ⌄

☐	Alerts ⇅	Receipt ⇅	Payment Type ⇅	Expense Type ⇅	Vendor Details ⇅	Date ⇌	Requested ⇅
☐	❗		US Bank CBCP	Airfare (513500, 513700)	JETBLUE 2797754644095	08/08/2022	$-90.60
☐	❗		US Bank CBCP	Airfare (513500, 513700) Reservation	JETBLUE 2797754644095	07/22/2022	$90.60
							$0.00

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 Miscellaneous travel. Fraud charges can use the expense type Fraudulent Transaction and Fraudulent Transaction Refund.

Details   **Itemizations**

🌀 Allocate

* Required field

Expense Type * (4)

Miscellaneous Travel (513500, 513700) ⌄

Transaction Date	Business Purpose * (5)
08/08/2022	Refund

Enter Vendor Name	City of Purchase * (6)
JETBLUE 2797754644095	🌐 ⌄ Boston, Massachusetts

Payment Type

US Bank CBCP

Amount	Currency
-90.60	US, Dollar

5	Business Purpose should be listed as Refund.
6	City of Purchase should be listed as Boston.

	Report Details ⌄	Print/Share ⌄	Manage Receipts ⌄	Travel Allowance ⌄			

| Add Expense | Edit | Delete | Copy | Allocate | Combine Expenses | Move to ⌄ |

☐	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ☰	Requested ↑↓
☐		US Bank CBCP	Miscellaneous Travel (513500, 513700)	JETBLUE 2797754644095 Boston, Massachusetts	08/08/2022	$-90.60
☐		US Bank CBCP	Miscellaneous Travel (513500, 513700) Reservation	JETBLUE 2797754644095 Boston, Massachusetts	07/22/2022	$90.60
						$0.00

Once this information is saved the only step remaining will be to attach a receipt to items greater than $25. 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

Requested ↑↓
$-90.60
$90.60
$0.00