DATE OF LAST UPDATE	LAST UPDATED BY
March 9th, 2023	Bethany Rapp

If you notice fraudulent charges on your travel card (you are getting alerts from Concur for unassigned credit card transactions you know you did not make), contact US Banks Fraud Dept (800) 523-9078 and have your card number ready. The bank will go over recent transactions with you and if any are fraudulent, they will refund the transaction, close your card, and sent you a replacement. The Travel Office will notify you when we receive it.

STEP	ACTIVITY
Part 1:	**Creating a Request for Your Fraudulent Transaction**
Log into SAP Concur and click on "**Request**" in the top toolbar (if your Fraudulent transaction happened outside of any travel you already had an approved request for). Select "**Create New Request**."	

Fill out the request header as normal with these special adjustments:

Under trip name, type "**Fraud Transaction.**"

Select the date of the transaction.

For **Trip Purpose**, enter "**Unintended Transaction.**"

In comment section, add some text explaining the fraud transaction and then click "**Create Request**".

Create New Request   ✕

* Required field

Request Policy *	Request/Trip Name * ❓	Trip Type *
*CSU-Request Policy ⌄	Fraud Transaction	1-In-State ⌄

Travel Start Date *	Travel End Date *	
03/07/2023 🗓	03/08/2023 🗓	

Traveler Type *	Trip Purpose *	If Faculty, is class covered?
Staff ⌄	Unintended Transaction ⌄	▼ ⌄ (NA) NA

Personal Dates of Travel-If none enter NA * ❓	Destination City/State * ❓	Final Destination Country *
NA	US ⌄ Arcata, UNITED STATES	UNITED STATES (US) ⌄

Are you traveling to a banned state? *	Are you traveling with students? *	Business Unit * ❷
No ⌄	No ⌄	▼ ⌄ (HMCMP) HMCMP - Humboldt State Univ ...

Fund * ❸	Department * ❹	Program ❷

Cancel   Create Request

2

Click the "**Add**" button and select "**Other Expense**" on the pop up menu.
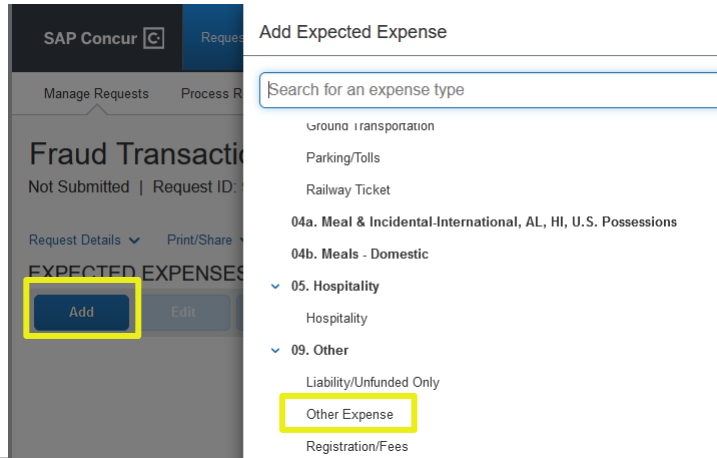
Enter the amount of your transaction, and add any comments necessary to the context of the situation, then hit "**Save**".
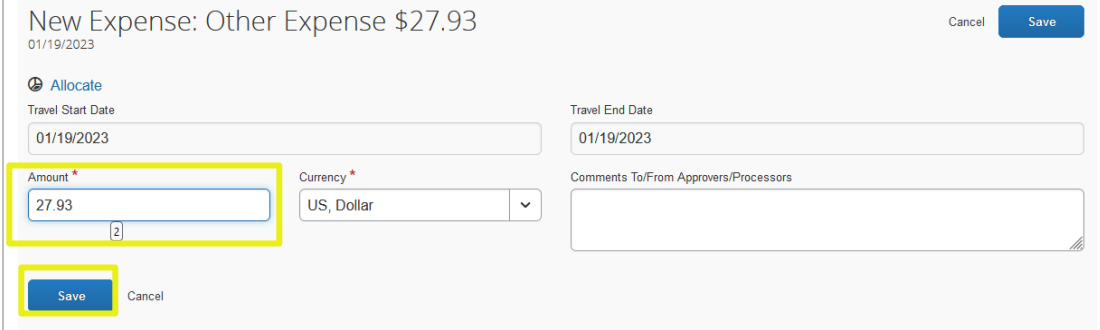
Now click "**Submit Request**" in the upper right. The request will route to the Cost Object Approver and then the Administrative Supervisor in your area. You will receive an email when this is approved.
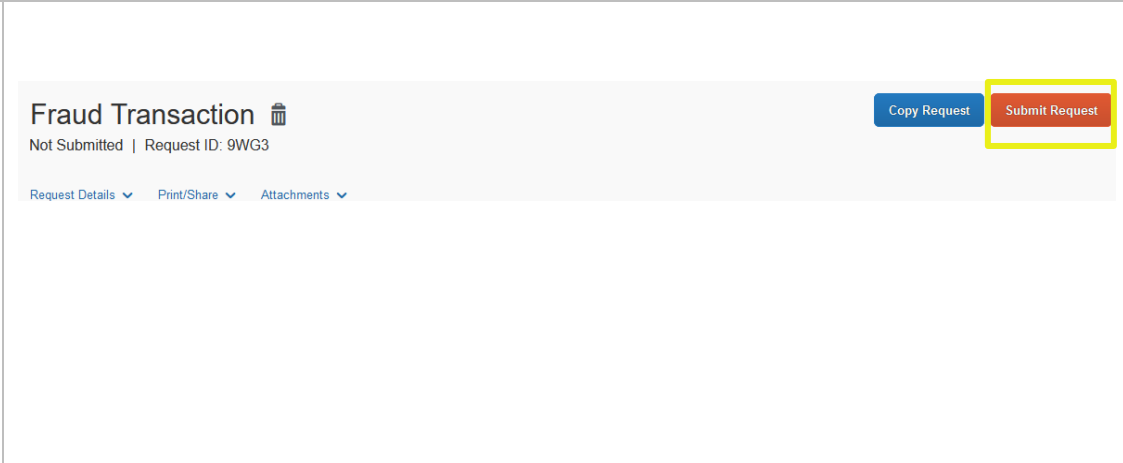
Part 2:	Creating the Expense Report for your fraudulent transaction
US Bank will issue a refund. **You will want to wait to enter your Expense Report until the refund has fed into Concur.** Once the Request for your fraud transaction has been approved, open Concur and click on **"Requests."** Select your Fraud Transaction Request and then click "**Create Expense Report**".	Unintended Transactions $200.00 More Actions ⌄ Create Expense Report Approved | Request ID: 6YPG Request Details ⌄ Print/Share ⌄ Attachments ⌄
Part 2B: Start here if your unintended charge happened during a trip… This will automatically bring you over to an expense report. Click "**Add Expense**".	Fraud Transaction $0.00 Not Submitted | Report Number: N3WH94 Report Details ⌄ Print/Share ⌄ Manage Receipts ⌄ Travel Allowance ⌄ **Add Expense** Edit Delete Copy Allocate
From your available expenses, click the box on the left of the **fraud transaction AND the refund** you need to add to this report, then click "**Add to Report**".	**Add Expense** ✕ **32** **+** Available Expenses Create New Expense ☐ *CSU-USBank-CBCP Airfare 0169831998893 02/16/2023 $35.00 ☐ *CSU-USBank-CBCP Airfare UNITED 0169832001918 02/16/2023 $35.00 ☐ *CSU-USBank-CBCP Airfare UNITED 0169832001911 02/16/2023 $35.00 ☑ *CSU-USBank-CBCP Other Expense FAIRWAY PLUS Eureka, California 01/15/2022 $-11.56 ☑ *CSU-USBank-CBCP Other Expense FAIRWAY PLUS Eureka, California 01/15/2022 $11.56 Displayed expenses: 32, Total: 32 Close **Add To Report**

Clear any alerts that come up on the report and then click "**Submit Report**". This will clear the credit card transactions from your profile.

Fraud Transaction $0.00

Not Submitted | Report Number: N3WH94

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

Delete Report   Submit Report

Fraud Transaction $0.00

Not Submitted | Report Number: N3WH94

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

Delete Report   Submit Report