

# Guide for Fraudulent Transactions

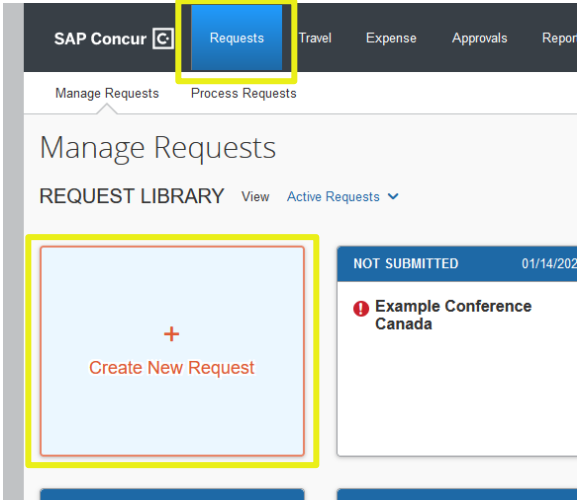
## DATE OF LAST UPDATE

March 9th, 2023

## LAST UPDATED BY

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 send you a replacement. The Travel Office will notify you when we receive it.

STEP	ACTIVITY
<b>Part 1:</b>	<b>Creating a Request for Your Fraudulent Transaction</b>
Log into <a href="#">SAP Concur</a> and click on <b>“Request”</b> in the top toolbar (if your Fraudulent transaction happened outside of any travel you already had an approved request for).  Select <b>“Create New Request.”</b>	 The screenshot shows the SAP Concur user interface. At the top, there is a dark navigation bar with the SAP Concur logo and several menu items: 'Requests', 'Travel', 'Expense', 'Approvals', and 'Reports'. The 'Requests' menu item is highlighted with a yellow box. Below the navigation bar, there are two tabs: 'Manage Requests' and 'Process Requests'. The 'Manage Requests' tab is active, showing a 'Manage Requests' header and a 'REQUEST LIBRARY' section. In the 'REQUEST LIBRARY' section, there is a 'View' dropdown menu set to 'Active Requests'. A large blue button with a red plus sign and the text 'Create New Request' is highlighted with a yellow box. To the right of this button, there is a card for a request titled 'Example Conference Canada' with a status of 'NOT SUBMITTED' and a date of '01/14/2022'.

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."**

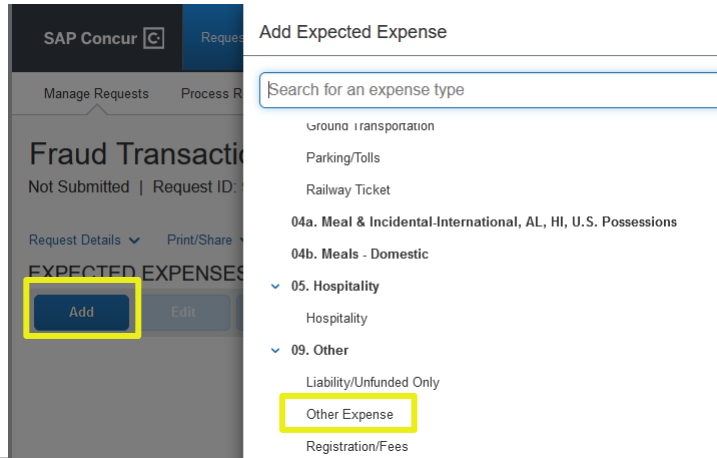
In comment section, add some text explaining the fraud transaction and then click **"Create Request"**.

The screenshot shows a web form titled "Create New Request" with a close button (X) in the top right corner. The form contains several fields, some of which are highlighted with yellow boxes:

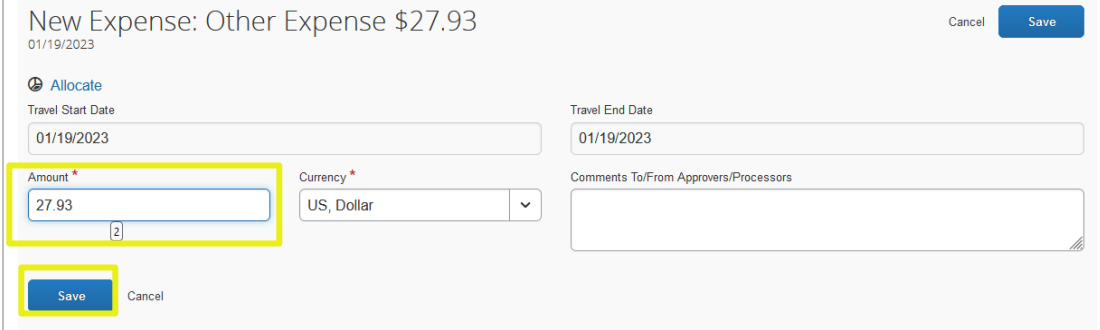
- Request Policy \***: A dropdown menu with the selected option being "\*CSU-Request Policy".
- Request/Trip Name \***: A text input field containing "Fraud Transaction".
- Trip Type \***: A dropdown menu with the selected option being "1-In-State".
- Travel Start Date \***: A date picker field showing "03/07/2023".
- Travel End Date \***: A date picker field showing "03/08/2023".
- Traveler Type \***: A dropdown menu with the selected option being "Staff".
- Trip Purpose \***: A dropdown menu with the selected option being "Unintended Transaction".
- If Faculty, is class covered?**: A dropdown menu with the selected option being "(NA) NA".
- Personal Dates of Travel-If none enter NA \***: A text input field containing "NA".
- Destination City/State \***: A dropdown menu with "US" selected and "Arcata, UNITED STATES" displayed.
- Final Destination Country \***: A dropdown menu with "UNITED STATES (US)" selected.
- Are you traveling to a banned state? \***: A dropdown menu with "No" selected.
- Are you traveling with students? \***: A dropdown menu with "No" selected.
- Business Unit \***: A dropdown menu with "(HMCMP) HMCMP - Humboldt State Univ ..." selected.
- Fund \***: A dropdown menu with a "3" next to it.
- Department \***: A dropdown menu with a "4" next to it.
- Program**: A dropdown menu with a "2" next to it.

At the bottom right of the form, there are two buttons: "Cancel" and "Create Request".

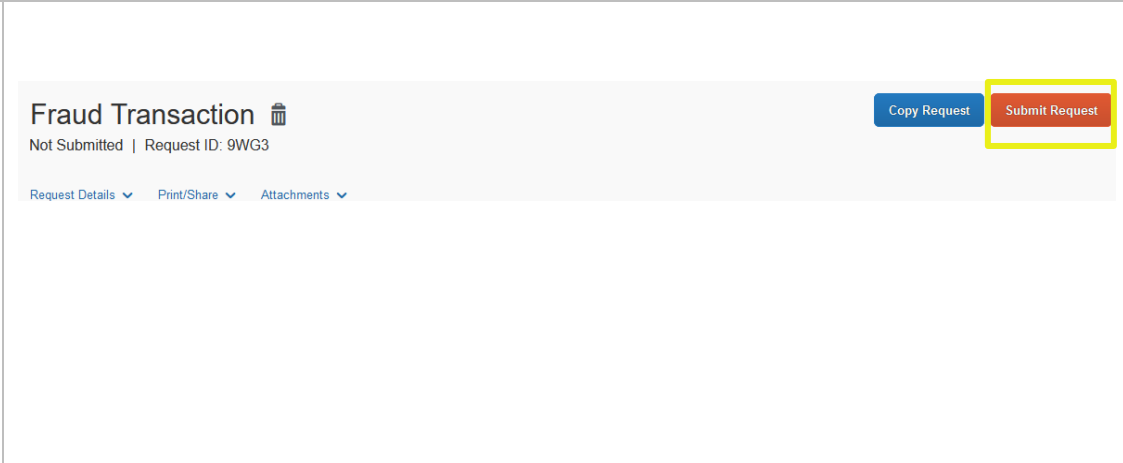
Click the “**Add**” button and select “**Other Expense**” on the pop up menu.



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

<input type="checkbox"/>	*CSU-USBank-CBCP	Airfare	0169831998893	02/10/2023	\$35.00
<input type="checkbox"/>	*CSU-USBank-CBCP	Airfare	UNITED 0169832001918	02/16/2023	\$35.00
<input type="checkbox"/>	*CSU-USBank-CBCP	Airfare	UNITED 0169832001911	02/16/2023	\$35.00
<input checked="" type="checkbox"/>	*CSU-USBank-CBCP	Other Expense	FAIRWAY PLUS Eureka, California	01/15/2022	\$-11.56
<input checked="" type="checkbox"/>	*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](#)

Delete Report

Submit Report

[Report Details](#) ▾ [Print/Share](#) ▾ [Manage Receipts](#) ▾ [Travel Allowance](#) ▾