Quick Reference Guide: Dispute/Fraud

Dispute/Fraud is classified as an unauthorized transaction made with a lost, stolen or compromised Travel Card. Any fraudulent charges posted to your account should be reported to the bank immediately. If a transaction appears on your account that is inaccurate due to a vendor error, double-billing or billing an incorrect amount, first contact the vendor and attempt to resolve the issue. If you are unsuccessful in resolving the issue with the vendor, you should contact the bank by calling the number on the back of your card. The bank will get dispute information from you and attempt to resolve the issue with the merchant on your behalf. They will issue a credit to your Travel Card and will contact you directly if more information is needed. Both the disputed/fraudulent transaction and accompanying credit should be coded as Dispute/Fraud. Please use this guide to appropriately expense Dispute/Fraud.

Accessing Concur
1. Go to Travel.ou.edu and login with your 4x4.
2. Click Expense from the main menu and either select + Create New Report or access an open report by clicking on the report name.

Travel Card Charges
3. To expense a Travel Card charge, select Import Expenses and the available card charges will appear on the right side of the screen.
4. Click the box to the left of the transaction and click Move to pull the charge over to the expense report or click on the charge and drag it to the expense report on the left side of the screen.
5. Use the drop-down menu under Expense Type to select Dispute/Fraud. This will be the expense type for both the charge and credit.
6. Click Save.

Additional Information
7. When possible, both the erroneous charge and credit should be combined on the same report.
8. No receipts are required for the charge or credit for Dispute/Fraud transactions.