

Detecting and Addressing Fraud / Missing or Stolen card

- Three ways to check for fraud on the Travel card:
 - Sign onto the Concur Expense system to check that all the transactions are authorized under Available Expenses
 - Sign on to the card's online account each month to review the statement.
 - Employees can rely on the Concur Expense/Gmail interface and read the messages that come into the @nmu.edu mailbox. The Gmail messages inform employees when there has been a charge to the account. These messages allow quick identification of any fraudulent transactions.

Step 1

Call the bank number on the back of the card. The bank will flag the transaction and investigate the fraud and NMU may receive provisional credit for the dollar amount. Keep a record of the call.

*If the Travel card is lost or stolen, these steps are the same. Contact the Purchasing Department for the bank's current phone number.

Step 2

Notify your department supervisor/org code owner.

Step 3

Notify Public Safety

Step 4

Notify the Purchasing Department to be issued a new card.

Step 5

Settle the transaction in Concur Expense after the credit is received.

The charge and the credit should be for the same amount. Put both on the same report and the amount will equal zero.

When employees follow these procedures, NMU will likely be reimbursed and the employee's department will not be charged the amount of the fraudulent transaction. **When these procedures are not followed, the employee may be charged personally for these charges as per the purchasing card agreement signed when the card was issued.**