

Addressing Fraudulent Travel Card Transactions

When a fraudulent transaction occurs on a travel card - a charge the cardholder did not make - the cardholder should immediately contact the card issuing bank at 1-888-449-2273. The cardholder must also notify the AP Card Administration team at ap_cardadmin@tennessee.edu, including the last four digits of your card, the amount of the charge, the vendor’s name or complete and attached the [Lost/Stolen/Compromised Card Notification](#) form. This notification process can also apply to lost or stolen travel cards. Once received, the AP Card Administration team will contact the cardholder to determine if the card should be replaced.

Disputing Travel Card Transactions

When disputing a charge on a travel card charge, the cardholder should work with the vendor to try to get the issue resolved. If the vendor will not correct the charge, then the cardholder should contact the issuing bank using the [Statement of Disputed Item](#) form. After the bank has been notified, the bank will issue a provisional credit for the charge.


Some examples of the types of charges that should be disputed are:

- The incorrect amount was charged to a travel card and the vendor refuses to issue the credit or correct the amount
- A trip was canceled and the vendor refuses to issue the credit


NOTE: There is a 60-day window to dispute the charge on the card.

Reconciling Fraudulent or Disputed Travel Card Transactions

When reconciling a travel card charge that has been disputed, a separate expense report should be created with the business purpose “Fraudulent/Disputed Charge”. The expense type for the charge must also be “Fraudulent/Disputed Charge”.

 Alerts: 1 ^

EXPENSE | Fraudulent/Disputed Charge | 07/06/2020 | \$14.38

 If your UT Travel Card has fraudulent charges, immediately contact the bank at 1-888-449-2273. You must also notify the University Travel Card Administrator at ap_cardadmin@tennessee.edu. Please include your name, the last 4 digits of your card, the amount of the charge and the vendor name in your email. [View](#)

Fraudulent/Disputed Charges \$14.38 

[Copy Report](#) [Submit Report](#)

Not Submitted



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

REQUEST

Approved

\$1,000.00

[Add Expense](#)
[Edit](#)
[Delete](#)
[Copy](#)
[Allocate](#)
[Combine Expenses](#)
[Move to](#)

<input type="checkbox"/>	Alerts ↑↓	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ≡	Requested ↑↓
<input type="checkbox"/>			UT-TEST- Travel Card	Fraudulent/Disputed Charge	CVS/PHARMACY #03729 Knoxville, Tennessee	07/06/2020	\$14.38

If you have questions or need additional assistance utilizing the University’s travel system, please contact travel@tennessee.edu. For questions concerning the travel card program, contact the AP Card Administrators office at 865-974-2302 or ap_cardadmin@tennessee.edu.