

## PCARD Reconciliation for Fraudulent Charges

When a PCard and/or the numbers are stolen and used, the charge becomes fraudulent. Follow these steps to properly reconcile the transaction.

### **CARDHOLDER**

1. When the fraudulent charge occurs, contact the following agencies\*\*:
  - a. Reconciler and liaison (yavapaipres@cals.arizona.edu)
  - b. PCard Office (1-520-626-9091)
2. The PCard Administration will provide the *External Fraud* form to complete along with processing instructions.
3. The PCard office will notify the cardholder and liaison of the cancellation of the old card and will re-issue a new one. Once that information is confirmed, the old card needs to be shredded.
4. Contact Andy Medina to run a computer check to identify any vulnerabilities, viruses, key-logger programs, etc.
5. Ensure that the credit card number is not being stored within any file with any merchants and/or on your computer.
6. If a fraud affidavit is sent by JPMorgan or the PCard office, complete the form and fax directly to JPMorgan and copy the PCard office at 520-621-1245.

*\*\*To report loss, theft, or fraud on a PCard after hours, weekends, or if unable to reach PCard office, contact JPMorgan Chase Customer Service at 1-800-270-7760. In addition, contact PCard office and leave a detailed message. The PCard office will contact you for further assistance.*

### References

[http://pacs.arizona.edu/pcard\\_manual\\_page2](http://pacs.arizona.edu/pcard_manual_page2)

[http://pacs.arizona.edu/pcard\\_manual\\_page11](http://pacs.arizona.edu/pcard_manual_page11)