

Procedure for coding purchase card transactions relating to incidents of fraud

If a purchase card transaction appears on your account where you suspect it has been generated following fraudulent activity, please note that you will need to contact Barclaycard as soon as possible via the number on the back of the card, to notify them of the transactions you believe to be fraudulent. Please also note that Barclaycard operate a 120 day notification period for disputing a transaction. Barclaycard will freeze your card, send out a new card and arrange for a form to be sent to you to be completed and returned. They will credit your account with the relevant amounts at this stage. Please note that you will still need to code the transactions, both credits and debits, please use account code 4901, product code IN4901 and the departmental work order for both. Please also add a comment in the workflow to explain that this is fraudulent. On occasions Barclaycard will debit the card once more with the fraudulent amounts but once they have received your completed form and carried out any investigations needed, they will then action another credit. Please ensure that you code these debits and credits to the same account, product codes and workorder.