FRAUD ALERT

In the last 3 months several MTSU P-Card accounts have been compromised by outside fraud. Most of these transactions were caught quickly by SunTrust, Compliance, or by our cardholders who check their transaction notices on a daily basis! Cardholders please do your part to prevent fraud and to monitor your account. You are the first line of defense! Here are some tips to prevent fraud and what to do if you identify fraudulent transactions.

◊ Do not store your Card # in any online payment system
◊ Do not fax or email your P-Card #.
◊ Take “Action” and monitor your SunTrust transaction email notifications daily
◊ Immediately call SunTrust to dispute any unrecognized transaction. The SunTrust number is on the back of the P-Card
◊ Complete a SunTrust dispute form for any unrecognized transaction, and email to the bank as instructed on the form
◊ Email Carol Rozell and Demetra Majors with the supplier’s name and amount of fraudulent items.

WHEN YOU NEED TO MAKE A REIMBURSEMENT

If you make any reimbursement (no matter how large or how small $$) against a purchase that was originally made with the P-Card, an online Purchasing Card Reimbursement Form needs to be submitted. That is the only way to connect the reimbursed amount to the original P-Card transaction for Compliance reporting purposes. The form is located at: www.mtsu.edu/boffice/pcard