

Dear Administrators,

Below, please find guidance on how to manage credits to your CITI Corporate and Department cards:

Citi credit exceeds available charges in Concur and no offsetting expenses are expected in next 60 days:

- Request a credit refund check by sending an e-mail to fad_corporatecard@harvard.edu with the following:
 - cardholder's name
 - amount of the credit
 - vendor name
 - transaction date
 - the 33 digit coding (this will be used to apply the credit)
- RCS will request the check from Citi, hide the credit and offsetting transaction (occurs when the check is issued) in Concur, and apply the check to the 33 digit coding provided

Citi credit less than the available charges in Concur:

- Move the credit onto the report with the available charges in Concur
- The amount paid to Citi will be reduced by the amount of the credit and no further action is needed

Citi credit equals available charges in Concur:

- If no additional charges are expected and the Concur report would equal zero (charge equals the credit), send e-mail to fad_corporatecard@harvard.edu with cardholder's name and amounts of the charge and credit. RCS will hide the charge and offsetting credit in Citi.

Fraud Reminders:

Cardholders can sign up to receive fraud alerts by following the instructions on the [card services website](#)

- Citi will contact cardholder if there is suspected fraud on their card
- Cautionary hold is placed until the cardholder contacts Citi to verify the activity
- If fraud, the card is canceled by Citi and a replacement card will be issued
 - Cardholder should instruct Citi to send card to their home address and provide this information
 - Citi will contact Card Services for approval

Please email Reimbursements and Card Services, fad_travelmgr@harvard.edu, with any questions.

Best,
Administrative Operations