Concur Expense Management System

Clearing a disputed transaction

1. Overview

Follow the steps below to clear a disputed/fraudulent transaction.

1. Attempt to resolve the issue directly with the merchant. If unsuccessful, lodge a dispute through ANZ.
2. Clear the disputed transaction in Concur.
3. Clear the reversing transaction in Concur using the same charge code as the original.

Visit Purchase Cards policy page for more information on disputed transactions.

2. Clear Disputed Transaction in Concur

Before disputing a transaction in an Expense Claim please ensure that it is a Credit Card transaction. This can be verified by checking the transaction source, it should have a card logo against it. Refer to image below:

Update the transaction Expense Type to Disputed Transaction / Fraud by selecting the correct value from Expense Type drop down list.

Select your usual charge code.

3. Clear the Disputed Transaction’s Reversal

Once the disputed transaction’s reversal appears in Concur add the transaction to an Expense Claim.

Change the Expense Type to Disputed Transaction / Fraud.

Clear the reversing transaction to the same charge code as the original transaction (refer to Step 2).

fbs-bso@anu.edu.au