



Title: Purchasing Card Fraud Policy
Effective Date: July 25, 2025
Issuing Authority: Senior Vice President for Administration and Finance
Policy Contact: Director of Purchasing, 478-301-2633

Statement of Policy

The purpose of this policy is to provide guidance on purchasing card fraud.

Scope

This policy applies to all purchasing card holders of Mercer University.

Exclusions

None

Policy Statement

Cardholders are to review all transactions to verify that the account activity is authorized on a frequent basis or at least monthly when statements are available.

If Truist is not notified within 60 days from the date on the last bill cycle with the fraudulent transactions, charges cannot be disputed and the cardholder will have to provide an account to expense disputed charges to.

The fraud charge or charges will remain on your account until the investigation is complete. Additional information such as a police report may be required or requested by Truist during the investigation. Please respond to all requests in a timely manner and send copies to the Purchasing Department.

Additional Resources

Once Truist has verified the fraudulent transaction, Truist may email the cardholder a fraud affidavit form to complete and email back. Please also provide a copy of the signed affidavit form to the Purchasing Office. Truist will require this form be returned in a timely manner, and if not, Truist will assume the transactions are valid. If Truist assumes the transactions are valid, then charges cannot be disputed nor will Truist initiate the process to remove the charges from the cardholder account.

If there is a suspicious transaction or the cardholder is made aware of a fraudulent transaction to the PCard account, notify Truist immediately at 1-877-806-8766 option 1 and contact the University PCard Administrator at 478-301-2951 and the Director of Purchasing at 478-301-2633.

History

Revised July 29, 2020

Revised June 16, 2024

Revised July 25, 2025