Corporate Card: Account Inquiries and Disputes on Fraudulent Charges

If you are the Preparer of a direct pay to a corporate card and you or the faculty need to dispute a merchant charge (including a fraudulent charge), please follow the following process below -

1. Please follow the Citibank instructions exactly as they are detailed on the back of each card statement (an excerpt is below)
2. Once disputed charges are identified, prepare a dispute letter with the information detailed below. (Phone calls and emails are not sufficient)
3. Have the cardholder sign the dispute letter (must be signed by the cardholder – not their assistant or administrator. Proxies for disputes are not accepted by Citibank).
4. Note the dispute letter should be prepared, signed and mailed within 60 days.
5. Email the approver a scanned copy of the dispute letter to the Approver.
6. Do not pay charges that have been disputed within 60 days and track the disputed charges to ensure they are reversed on subsequent statements. (Faculty assistant is responsible for tracking balances)
7. If charges are not reversed within 90 days, please follow up with a second letter to Citibank noting that the charges have not been reversed. (Phone calls are not sufficient)
8. If charges have not been reported within the 60 day window, please notify the business office and cardholder of the why disputed charges were not reported on time.
   a. Prepare a Harvard exception request form detailing the issue and request approval to pay these charges against the cardholders discretionary account.
   b. Email the completed exception request form to Mary McCarthy to review your departmental plan to mitigate the need for future exception requests.
   c. If exception is approved, prepare a payment to pay such charges.
   d. If exception is not approved, the cardholder is responsible for paying these charges out of the faculty member’s personal funds (not Harvard funds, startup, gift, endowment etc.)