



Cancel, Suspend, or Reinstate an Existing Card

Scope and Purpose

This guide is intended for all TCU employees who already have a Procurement and/or Travel Card and have access to Concur. This guide provides detailed information on how to request a cancellation, suspension, or reinstatement of an existing Procurement or Travel Card.

Definitions

Cancel Card

Cancellation of Travel and PCards is permanent and irreversible. This option should be used if the employee has or will be departing TCU, or no longer requires their Travel or PCard.

Suspend Card

Suspension of Travel and PCards can be for a range of dates, present or future. This option is reversible and can be reinstated before the original range of dates elapses. The suspension dates can also be extended beyond the original request range. This option should NOT be used if fraud is suspected.

Reinstate Card

Reinstatement of cards is effective immediately. This option should only be used if the request can be processed in the order it arrives, and not at a specified future date.

Process Overview

This section gives a quick overview without screenshots, if you just need a reminder of where to find the request.

Step 1: Create a Request in Concur

Access Concur using your preferred method, and create a request. Choose TCU Card Request and Updates, and select “cancel / suspend / reinstate.”

Step 2: Add an Expense to Report

Add an expense to your report, and choose item 5 “Card Cancel/Close” or item 6 “Card Suspend/Reinstate” and complete the applicable fields in the dialogue box that pops up. Click save once all the fields are complete.

Step 3: Submit the Report

Submit the report.



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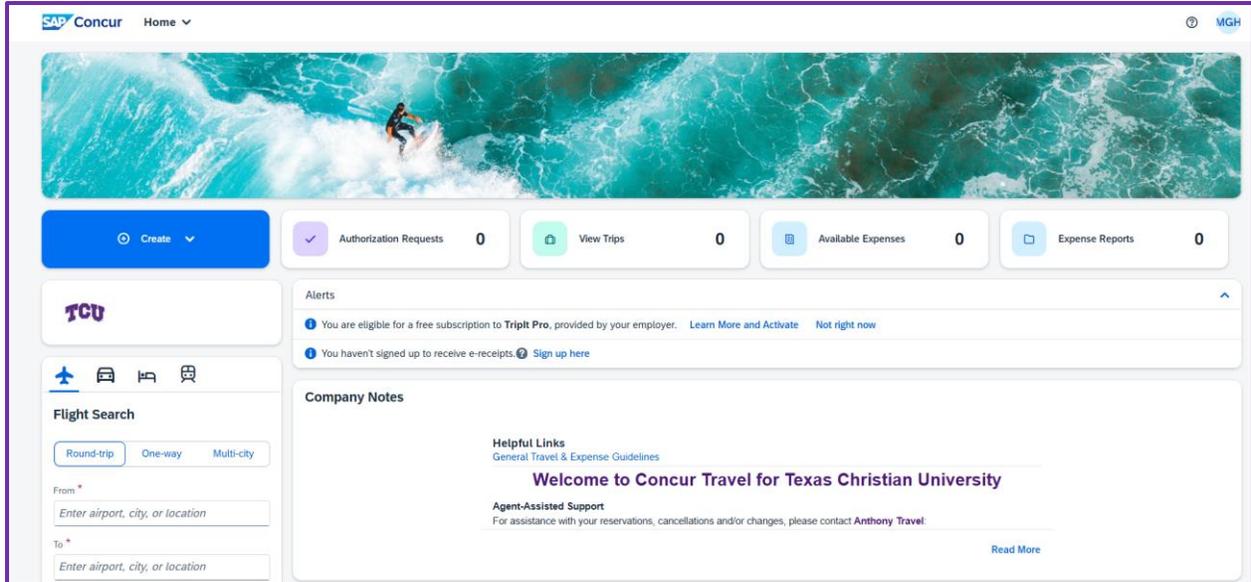


Step by Step Guide

Step 1: Access Concur

Navigate to your Concur profile through [MyTCU](#), tcu.okta.edu, a saved web link, or links found on TCU's Procurement webpage.

Log in with your SSO if prompted. Your home page should look something similar to this.

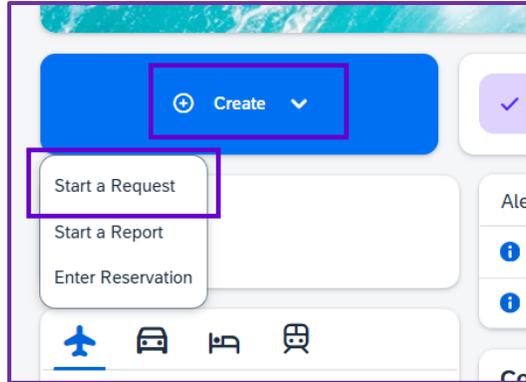




Step 2: Create a New Request

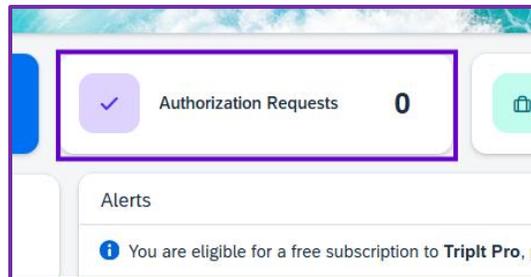
Method 1: From the Homepage

From your home page, click on the blue “create” button, and select “start a request.”

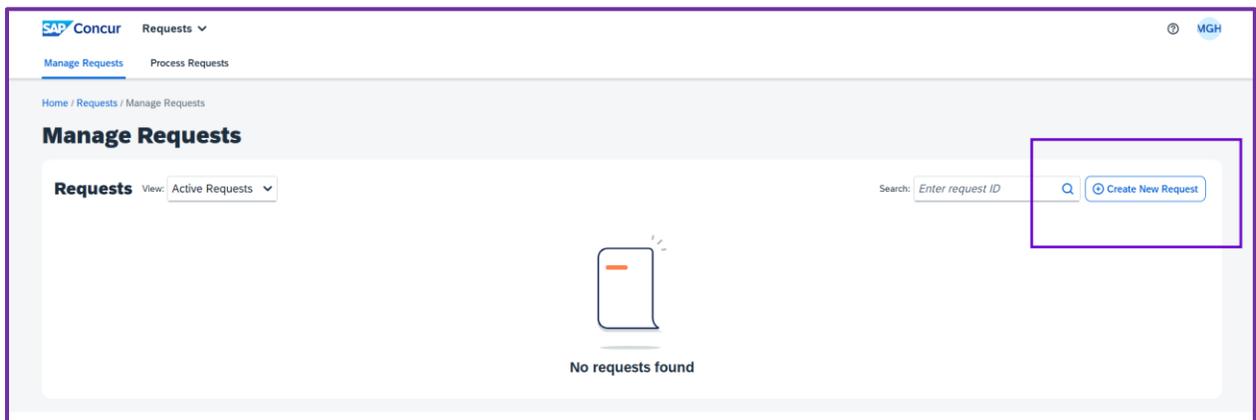


Method 2: Navigate through Manage Requests

Click Authorizations Requests.



Then click on Create New Request in the upper right-hand corner.





Step 3: Fill in the New Request Details

A new dialogue box will open after you click on Create New Request.

Item 1: Request Type

Select “TCU Card Request and Updates” in the box labeled 1. This will change all the field names and tell Concur that you are doing a request related to a card.

Item 2: Card Request Description

Enter a TITLE into this field for your request. This can be as simple as “Cancel Travel Card”.

Item 3: Card Request Type

Select “03. Cancel/Suspend/Reinstate”. This will tell Concur this request is to cancel, reinstate or suspend a card.

Item 4: Training

Always select “yes” to indicate you have completed the University training.

Item 5: Unit Information

If this information is not auto-filled, complete this section according to the unit you are assigned to or making the purchases for.

Item 6: Create Request

Review the information you have entered for accuracy, and then click on Create Request in the bottom right-hand corner.

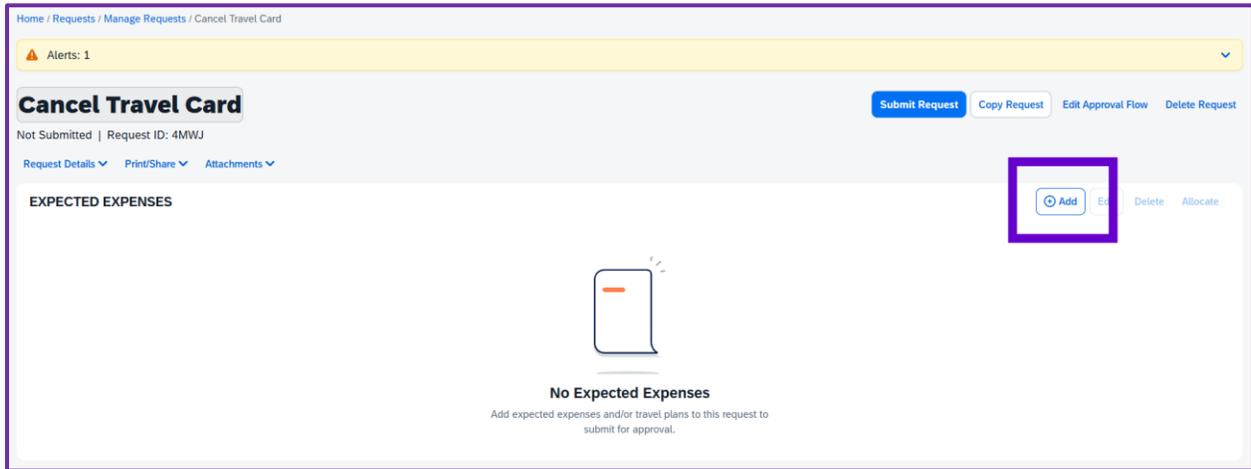


Step 4: Add an Expense

You have now created a report to request updates to your existing card, but have not submitted it. The next step is to tell the report what kind of card change you would like to request.

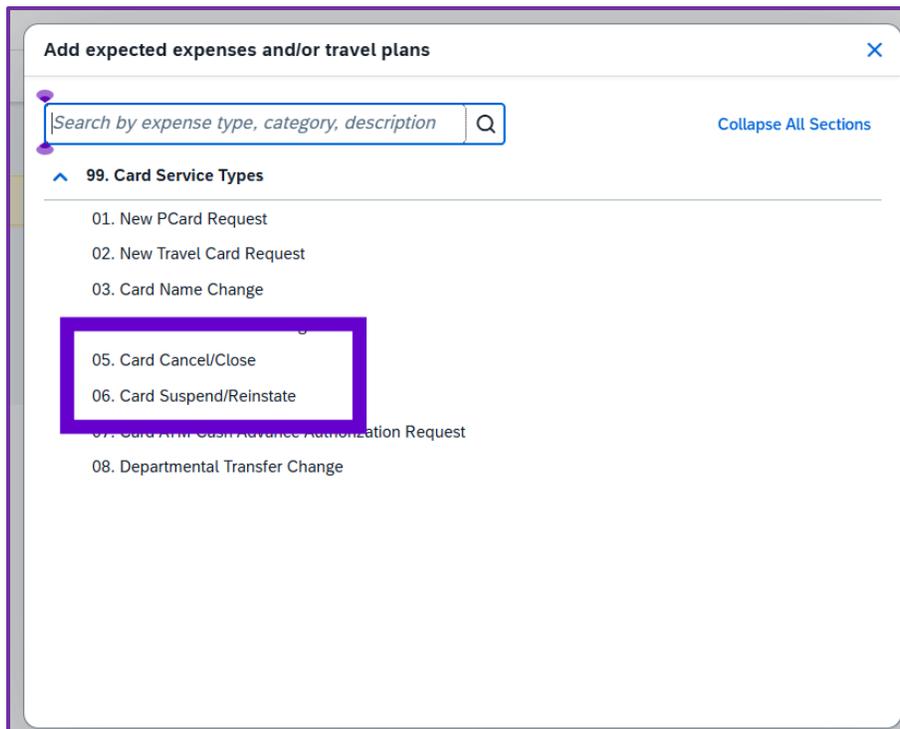
Item 1: Add an Expense

Click the +Add button in the upper right-hand corner underneath Submit Request.



Item 2: Select Applicable Option

In the dialogue box that opens, select option 5 to cancel a card or option 6 to suspend or reinstate a card.





Item 3A: Card Cancellation

[Skip to 3B if this request is for suspension or reinstatement.]

Enter a date for this cancellation request. Today’s date is acceptable. A date in the future is also acceptable.

Choose a reason for the cancellation of the card. “LOA” stands for Leave of Absence.

If the card was lost, stolen, or compromised, please call the bank immediately.

Enter the name of the cardholder and a business justification for the closure.

New Expense: 05. Card Cancel/Close

Allocate

Cancel Close Date Requested *	Reason for Cancellation	Cardholder Name *
07/17/2025	<input type="text" value="Search by Text"/>	Mary Grace Held
Business Justification for Card Closure * 39/64	<ul style="list-style-type: none">Employee on LOAEmployee SeparationLost/Stolen/CompromisedNo Longer NeededOther (Comment Required)Temporary Absence	
Business justification for card closure		
Additional Information		
<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		



Item 3B: Card Suspension or Reinstatement

[Skip to 4 if this request is for cancellation.]

Enter a date for this request. Today’s date is acceptable. A date in the future is not preferred for reinstatements, but is acceptable for suspensions.

Choose between Suspend Card and Reinstate Card, and enter the cardholder’s name.

If the card was lost, stolen, or compromised, please call the bank immediately.

Enter the business justification for the reinstatement or closure. Please include a range of dates if this is for a suspension.

The screenshot shows a web form titled "New Expense: 06. Card Suspend/Reinstate". It includes fields for "Suspend/Reinstate Date Requested" (07/17/2025), "Business Justification for Suspension or Reinstatement" (54/64), and "Cardholder Name". A dropdown menu for "Type of Change Requested" is open, showing "Reinstate Card" and "Suspend Card". There are "Save" and "Cancel" buttons at the top right and bottom left.

Item 4: Review and Save

Review the entered information and click save.

Step 5: Review Details and Submit

Review the details of the report to ensure accuracy.

Check for alerts at the top and ensure there are no errors.

Click on Submit Request.

The screenshot shows the "Update Travel Card Name" details page. At the top, there is a yellow alert bar with a triangle icon and the text "Alerts: 2". Below this, the title "Update Travel Card Name" is displayed, along with "Not Submitted | Request ID: 4MWD". A "Submit Request" button is highlighted with a red box. Below the title, there are tabs for "Request Details", "Print/Share", and "Attachments". A section titled "EXPECTED EXPENSES" contains a table with columns for "Alert", "Comment", "Expense type", "Details", "Date", "Amount", and "Requested". One row is visible with an alert icon, a comment icon, and the text "03. Card Name Change".



Reviewing Status

Once you have submitted a request, you can view the status of its approval at any time by navigating to the report found under Manage Requests.

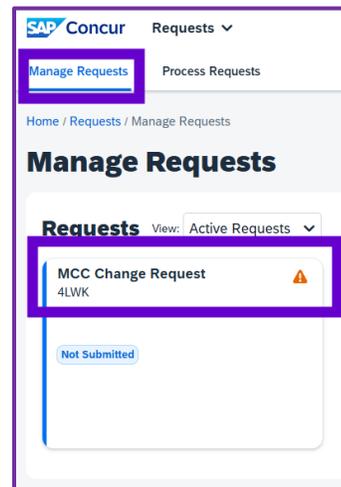
Ensure the report says **SUBMITTED** in green.

Submitted

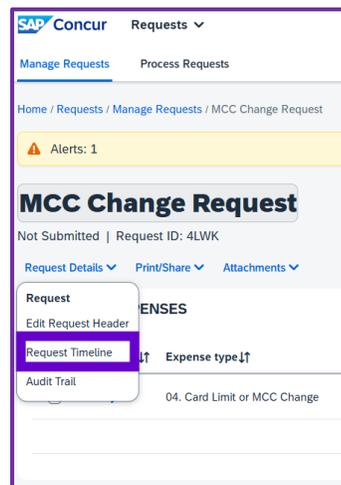
Reports that have been approved will say **APPROVED** in green.

Approved

Click on the request you want to view.



Once you enter the report, select Request details in the upper left, and click on Request Timeline to view which step it is at.





Resources

[Concur Travel & Expense Page](#) – Information regarding expenses and traveling

[University Card Programs](#) – University page including Travel and PCard Guides

[Card Compliance Training](#) – University training for card compliance

concur@tcu.edu – Support for Concur and purchasing cards

itpurchasing@tcu.edu – Support for software and online data platform purchases

contract_questions@tcu.edu – Support for contracts with vendors

JP Morgan Cardholder Support - 800-316-6056

International Cardholder Support 1-847-488-3748

Fraud Alert Text Messages - [Sign Up Website](#)