Transaction management legacy view

Dispute a transaction

You can dispute a transaction in Transaction Management.

To dispute a transaction:

Click the transaction date link for the transaction you want to dispute.

The *Transaction Management: Transaction Detail* screen displays with the Summary tab open.

Click the **Dispute** button.

Transaction Management
Transaction Detail

Product: Purchasing Card
Card Account Number: *********** 1234, CHRIS SMITH
Card Account ID: 214035000611

Switch Products
Switch Accounts

Create | Manage | Card Acct List | Trans List | Manager's Queue | Extract Queue

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Attachment ⓘ	Accounting Code ⓘ
		05/10	05/21	AIRPORT TERMINALSBLAT	HOUSTON, TX	303.52			📎	

ⓓ Disputed   ◯ Matched   ▲ Exception   ◈ Reallocated   📎 Upload Attachments

Summary | Match | Allocations | User Line Items | Tax Data | Comments | Approval History | Custom Fields

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.
To approve and forward the transaction, click "Approve."
To initiate a dispute, click the "Dispute" button.

Transaction
Date: 05/10/2019
Purchase ID:
Total Amount: 303.52
Memo Post: ⓘ   Yes

Sales Tax: 0.00
Freight:

Merchant
Name: AIRPORT TERMINALSBLAT
City, State/Province: HOUSTON, TX
Transaction Type: DEBIT TO PURCHASE
                    BALANCE
Merchant Category Code
(MCC):   4582
MCC Description: AIRPORTS/TERMINALS/FIELDS

Reference Information ⓘ
Billing Cycle: 05/24/2019
Posting Date: 05/21/2019
Reference Number: 74798269141141000127393
Authorization Number:

Most Recent Extract Dates
Financial Extract:
General Ledger Extract:
Payment Extract:

Currency
Billing Currency: U.S. Dollar
Source Currency: U.S. Dollar
Source Currency Amt: 303.52

Fleet Information
Purchase Time: 12:00 a.m.
Purchase Type:
Service Type:
Fuel Type:

Odometer: 0
Vehicle Number: 000000
Driver Number: 000000

Product Summary

	Qty	Unit Price	Gross Amount	Net Amount
Fuel	0.0000	0.00	0.00	0.00
Non-Fuel			0.00	0.00

[Mark as Reviewed]   [Approve]   [Print Transaction]

• none

Dispute   **Sales Draft Requests** ⓘ

Dispute information only reflects the last
dispute filed for this transaction. More
information available in Dispute History.

[Dispute]

[+] Dispute History

The *Transaction Management: Select a Dispute Reason* screen displays.

The *Additional Items Required* column tells you what additional information you will need to provide when you submit your dispute request, based on Visa and MasterCard dispute rules.

If you do not recognize a charge, then you should call the bank to report the charge as fraud.

1. Select the radio button for the appropriate dispute reason.
2. Click the **Select** button.

Transaction Management
Select a Dispute Reason

The definition of a **fraud** transaction is defined as third party unauthorized use of a card. If the transaction in question is fraud, please call 1.800.523.9078.

The definition of a **dispute** transaction is defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their Issuer's assistance.

Product: Purchasing Card   Switch Products
Card Account Number: ************4603, ANTONIO T PAULUS
Card Account ID: 172246039071

Trans Date	Statement Date	Merchant	Amount	Reference Number
10/28/2023		ULINE *SHIP SUPPLIES	47.50	24692163059000373623130

Select a dispute reason from the list below.

ℹ️ **Unrecognized transactions** should be treated as **fraudulent transactions**. If you don't recognize a charge, please call 1.800.523.9078.

My account was charged for this transaction and...

Reason	Additional Items Required
○ **Merchandise Returned**	
...I have not received credit for the returned merchandise.	
○ **Merchandise Not Received**	
...I have not received the merchandise.	
○ **Services Not Received**	
...I have not received the services.	
○ **Credit Not Received**	
...I have not received credit toward my account.	Print, Copy of Receipt
○ **Cash Not Received**	
...I did not receive cash from the ATM.	Print, Copy of Receipt
○ **Alteration of Amount**	
...the receipt does not match the amount posted.	Print, Copy of Receipt
○ **Inadequate Description**	
...the description does not give enough information.	
○ **Not As Described**	
...the merchandise I received does not match the description from the merchant.	Print, Copy of Documentation
○ **Quality of Service**	
...the service I received does not match the description from the merchant.	
○ **Duplicate Processing**	
...it has been charged for this transaction more than once.	
○ **Paid by Other Means**	
...I had paid by other means such as a cash or check.	Print, Copy of Receipt
○ **Credit Posted as a Purchase**	
...it should have been a credit to my account.	Print, Copy of Receipt
○ **Cancelled - Merchandise Returned**	
...I had cancelled the purchase. The merchandise has been returned to the merchant.	
○ **Cancelled - Recurring Transaction**	
...I had cancelled the purchase. This is a recurring transaction such as a monthly service.	
○ **Cancelled**	
...I had cancelled the purchase.	
○ **Transaction Posted to Closed Account - Recurring Transaction**	
...this account has been closed. This is a recurring transaction such as a monthly service.	

○ **Transaction Posted to Closed Account**
  ...this account has been closed.
○ **Defective - Shipped/Returned**
  ...the shipped merchandise I received was defective. The merchandise has been returned to the merchant.   Print, Copy of Shipping Invoice
○ **Defective - Shipped**
  ...the shipped merchandise I received was defective.   Print, Copy of Shipping Invoice
○ **Defective**
  ...the merchandise I received was defective.
○ **Other**
  ...none of the above reasons fit my need to dispute this transaction.

Select

The *Transaction Management: Dispute Reason* screen displays, listing your selected dispute reason.

The screen displays different fields based on the dispute reason you select. The example screen displays if you select the Services not received dispute reason.

Required fields have red asterisks.

1. Verify or type your name in the *Requestor Name* field.
2. Type your phone number in the *Requestor Phone Number* field.
3. Specify any additional required or optional information.
4. Click the **Dispute** button.

Follow the instructions to submit the form.

Disputed transactions display on the transaction list with a **D** icon to indicate that they were disputed. The **D** icon remains even after the dispute has been resolved or cancelled.

You can also cancel an unresolved dispute and view dispute history.

Transaction Management
Dispute Reason: Services Not Received

Product: Purchasing Card
Card Account Number: ************ 1234, CHRIS SMITH
Card Account ID: 214035000611

Trans Date	Statement Date	Merchant	Amount	Reference Number
05/10/2019	05/24/2019	AIRPORT TERMINALSBLAT	303.52	74798269141141000127393

Services Not Received
My account was charged for this transaction and I have not received the services.

* = required

Requestor Name:*

Chris Smith

Requestor Phone Number:*

6121231234

Expected Date of Delivery:
Expected Month:*Expected Day:*Expected Year:*

Description of Services Not Received:*

Date of Merchant Contact:
Contact Month:*Contact Day:*Contact Year:*

Merchant Response:*

Comments:

Dispute