

# DISPUTING A PCARD CHARGE

## Purchasing Card Claims Statement of Disputed Item form

## Procurement Services Instruction Guide



**STOP!** BEFORE filing a dispute:

- #1 I don't recognize this charge or the vendor
- #2 This is my charge but something's wrong

#1. VERY IMPORTANT: Do not file a dispute for a charge you do not recognize.

If you do not recognize a charge contact the PCard Team ASAP.

- If the charge is fraudulent the card must be cancelled to prevent more fraud. The PCard Team works directly with the bank on fraudulent charges.
- They may be able to provide information that will help identify the charge.

#2. Disputes are only filed when there is an issue with a valid charge or known vendor which you are unable to resolve directly with the vendor. Examples of disputable charges are if an item was damaged, double charged, or billed after cancellation.

### DISPUTES MUST BE FILED WITHIN 60 DAYS OF POSTING DATE

#### STEP ONE - Informal Dispute

- Try to resolve the issue directly with the vendor. Most vendors will work with you to resolve an issue and, if needed, will issue a credit. When receiving a credit it must be applied to your PCard. You cannot receive a cash credit for returned items; doing so is considered misuse. If you have problems talking to a representative ask to speak with a manager or supervisor.
- Document your efforts. Make notes of your conversations; include the dates and names of who you spoke with. Include emails, receipts, order forms, packing slips, etc.
- Tell your reconciler/approver there's a problem and keep them apprised of what is happening.

#### STEP TWO - Formal Dispute

This process is used when you have been unable resolve the problem directly with the vendor. Formal disputes must be filed within 60 days of the transactions posting date.

- Complete the [Cardholder Statement of Disputed Items Form](#) and send it to the bank and to the PCard Team.
- With the dispute form, include information related to your efforts to resolve the issue directly with the vendor.
- DELETE CARD NUMBER **BEFORE** submitting form to your reconciler/approver.

Note: Approving a PCard transaction in myUFL does not prevent you from filing a formal dispute and later receiving a credit.

## PURCHASING CARD CLAIMS STATEMENT OF DISPUTED ITEM

- Instructions:**
- Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant.
  - If assistance from Bank of America is required, please complete this form.
  - Mail completed form with required enclosures within 60 days from the billing close date to:

Bank of America – Business Card Services Operations

P. O. Box 53101

Phoenix, AZ 85072-3101

or

FAX (888) 678-6046 AND to the PCard Team at pcard@ufl.edu

Company Name: University of Florida

Account Number: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

This Charge appeared on my statement, billing close date: \_\_\_\_\_

Transaction Date: \_\_\_\_\_

Reference Number: \_\_\_\_\_

Merchant Name/Location: \_\_\_\_\_

Posted Amount: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_

Original Sales Slip Requested:  Yes  No

\_\_\_\_\_  
(Cardholder Signature)

\_\_\_\_\_  
(Authorized Participant Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Phone Number)

**Please Check Only One** (After choosing one of the following options, feel free to provide additional details regarding the transaction on a separate piece of paper)

1.  **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2.  **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from \$\_\_\_\_\_ to \$\_\_\_\_\_. I have enclosed a copy of the unaltered sales slip.
3.  **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was \_\_\_\_\_. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4.  **Defective or Wrong Merchandise:** I returned the merchandise on \_\_\_\_\_ because it was (check one):  
\_\_\_\_\_ defective; \_\_\_\_\_ wrong size; \_\_\_\_\_ wrong color; \_\_\_\_\_ wrong quantity.  
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5.  **Recurring Charges After Cancellation:** On \_\_\_\_\_ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged \_\_\_\_\_ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)
6.  **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7.  **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8.  **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9.  **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on \_\_\_\_\_ (date) at \_\_\_\_\_ (time). I received a cancellation number which is \_\_\_\_\_. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.  
\_\_\_\_\_ I was not given a cancellation number.  
\_\_\_\_\_ I was not told at the time that I made the reservation that my account would be charged for a "No Show".  
\_\_\_\_\_ I was not informed of the cancellation policy.
10.  **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on \_\_\_\_\_ (date). The duplicate charge(s) appeared on \_\_\_\_\_.
11.  **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.
12.  **Other; Above Descriptions Do Not Apply:** Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.