

**P-CARD DISPUTE FORM**

Merchant Name: \_\_\_\_\_ Post Date: \_\_\_\_\_  
Dispute Amount: \$ \_\_\_\_\_ Transaction Amount: \$ \_\_\_\_\_

I have examined the charges made to my account and I am disputing the above item for one of the following reasons:

- 1. \_\_\_\_\_ The sales receipt amount was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_.
- 2. \_\_\_\_\_ I did not authorize this charge nor did I participate in the transaction.
- 3. \_\_\_\_\_ Although I did participate in a transaction with the merchant, I was billed for \_\_\_\_\_ transactions totaling \$ \_\_\_\_\_ that I did not engage in, nor did anyone authorized the use of my card. I have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
- 4. \_\_\_\_\_ I did participate in the transaction. However, I paid for the transaction using another form of payment. (Describe form of payment): \_\_\_\_\_  
Enclosed is a copy of my form of payment (i.e. canceled check, other credit card statement, cash receipt, etc.).
- 5. \_\_\_\_\_ I did not receive \$ \_\_\_\_\_ from an ATM located at \_\_\_\_\_.
- 6. \_\_\_\_\_ I have not received the merchandise. The expected delivery date was \_\_\_\_\_ (MM/DD/YY). I contacted the merchant \_\_\_\_\_ (MM/DD/YY) and requested that my account be credited. I spoke with \_\_\_\_\_ (name).
- 7. \_\_\_\_\_ Merchandise arrived damaged and/or defective (circle one) on \_\_\_\_\_ (MM/DD/YY). I returned it on \_\_\_\_\_ (MM/DD/YY). I contacted the merchant on \_\_\_\_\_ (MM/DD/YY) and requested that my account be credited. I spoke with \_\_\_\_\_ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
- 8. \_\_\_\_\_ I notified the merchant on \_\_\_\_\_ (MM/DD/YY) at \_\_\_\_\_ am/pm to cancel the pre-authorized order/reservation. Cancellation # \_\_\_\_\_ (required). Reason for Cancellation: \_\_\_\_\_  
\_\_\_\_\_ merchandise on \_\_\_\_\_ (MM/DD/YY) because \_\_\_\_\_  
\_\_\_\_\_  
Enclosed is documentation showing proof of return or cancellation.
- 10. \_\_\_\_\_ The attached credit slip was listed as a charge on my statement.
- 11. \_\_\_\_\_ I was issued a credit slip for \$ \_\_\_\_\_ on \_\_\_\_\_ (MM/DD/YY), which has not been posted to my account. I have enclosed a copy of my credit slip.
- 12. \_\_\_\_\_ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.  
Sale #1 \$ \_\_\_\_\_ Ref. # \_\_\_\_\_  
Sale #2 \$ \_\_\_\_\_ Ref. # \_\_\_\_\_
- 13. \_\_\_\_\_ I am not disputing this charge, however, I need a copy for my records.
- 14. \_\_\_\_\_ Other, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Account #: \_\_\_\_\_  
Cardholder's Name: \_\_\_\_\_  
Cardholder's Signature: \_\_\_\_\_  
Date Signed: \_\_\_\_\_ Daytime Phone #: (\_\_\_\_) \_\_\_\_\_

TO: US Bank

From: University of Arkansas At Monticello  
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