

DISPUTING A PCARD CHARGE

Procurement Services

Purchasing Card Claims Statement of Disputed Item form

Instruction Guide



STOP! BEFORE filing a dispute:

#1 I don't recognize this charge or the vendor

#2 This is my charge but somethings 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.

- To follow-up on a claim, the claims department direct phone number is 1-855-521-1795.

DO NOT FAX THIS PAGE BANK! Send only the Dispute Form.

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

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