



# **Disputing a P-Card Transaction Coding the Charges**

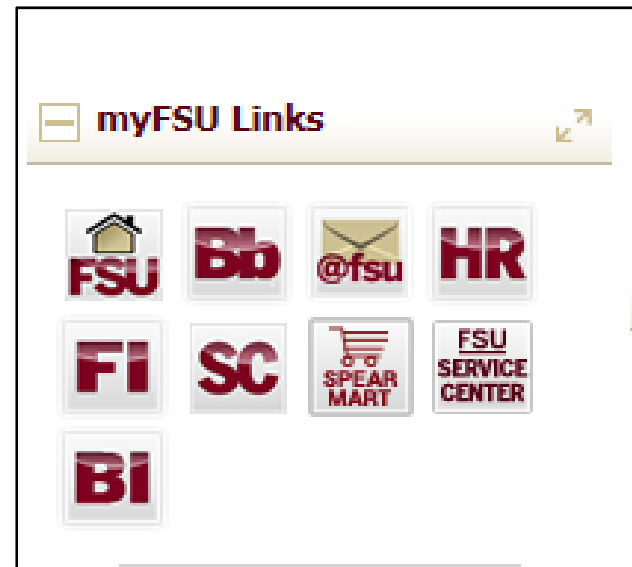


## What is a dispute?

- A **dispute** is when a supplier you have done business with has charged the wrong amount, duplicated charges, or made some other error on a charge. The Cardholder should first contact the supplier and attempt to resolve the issue with the supplier. If they cannot get it resolved, then follow the dispute procedures in this job aid.
- If a Cardholder is notified of p-card charges that are pending that are from a supplier with whom they have never done business, the procedure is different. This is **fraud**. The Cardholder must call Bank of America to immediately to notify them of the **fraudulent** charges. The bank will cancel their current p-card and get a new card with a different number issued. No dispute form is required for fraudulent charges, since immediate action is required.



- The Proxy will code the charge as "Verified" status while the dispute is pending.
- To do this, the Proxy will log into myFSU, Click the "Fi" link.





- Once in Financials, click “Main Menu” at the top, then go to Procurement>Procurement Cards>Reconcile>Reconcile Statement.
- Enter the Employee ID in the appropriate field and click “Search”.

Reconcile Statement Search

Role Name	<input type="text"/>
Employee ID	<input type="text" value="0000638"/>
Name	<input type="text"/>
Card Issuer	<input type="text" value="BOA P-CARD"/>
Card Number	<input type="text"/>
Transaction Number	<input type="text"/>
Merchant	<input type="text"/>
Sequence Number	<input type="text"/>
Line Number	<input type="text"/>
Billing Date	<input type="text"/>
Statement Status	<input type="text"/>
Budget Status	<input type="text"/>
Chartfield Status	<input type="text"/>
Transaction Date	<input type="text"/>
Charge Type	<input type="text"/>
Posted Date	<input type="text"/>



- Click the “show all columns” button
- Scroll to the right of the page
- Enter a brief description why you’re disputing the charge in Description Field
- Enter the amount in the “Dispute Amount” field

**Bank Statement** Personalize | Find | View 9 | First 1-24 of 24 Last

Transaction Billing 

	Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency
1	<input checked="" type="checkbox"/>	BOA	07/31/2015	THE LAB DEPOT	Staged	51.00	USD
2	<input type="checkbox"/>	BOA	07/30/2015	MICROGROUP INC	Staged	659.84	USD
3	<input type="checkbox"/>	BOA	08/01/2015	PETCO.COM 00069997	Staged	30.18	USD

Voucher Error	Reference	Description	Billing Date	Billing Amount	Currency	Prepaid Ref	Dispute Amount	Credit Collected
No		Dispute: Wrong Amount Charged	08/07/2015	51.00	USD		51.00	<input type="checkbox"/>
No		Pipes for lab	08/07/2015	659.84	USD		0.00	<input type="checkbox"/>
No		Animal bedding	08/07/2015	30.18	USD		0.00	<input type="checkbox"/>



- Using the scrollbar, scroll back to the left to the status field.
- Change the status to “Verified”.
- Scroll down the page and click “Save”.
- Now the Cardholder must file the dispute form.

		Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount
1	<input checked="" type="checkbox"/>	BOA	[REDACTED]	07/31/2015	THE LAB DEPOT	Verified	51.00
2	<input type="checkbox"/>	BOA	[REDACTED]	07/30/2015	MICROGROUP INC	Staged	659.84

Select All       Clear All      [Stage](#)   [Verify](#)   [Approve](#)

[Search](#)      [Purchase Details](#)      [Split Line](#)      [Distribution Template](#)

[Save](#)   [Notify](#)   [Refresh](#)



- The Cardholder will obtain the [Dispute Form](#) from the Procurement Services web site, fill it out and fax it to Bank of America.
- The Cardholder should then email a copy to the Procurement Services P-Card Manager/Administrator.
- When the dispute is resolved and credit obtained, the Proxy can code both the charge and credit using the same budget and account code so they offset each other.

*Commercial Card*  
**Statement of Disputed Item**

Instructions: Your company should first make good-faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and mail or fax with required enclosures within 60 days from

P.O. Box 53142  
Phoenix, AZ 85072-3142  
Phone (800) 352-4027 Fax (888) 678-6046

Gov't/Agency Name: \_\_\_\_\_  
Account Number: \_\_\_\_\_  
Cardholder Name: \_\_\_\_\_

This charge appeared on my statement:

Billing close date: \_\_\_\_\_  
Transaction date: \_\_\_\_\_  
Reference Number: \_\_\_\_\_  
Merchant Name: \_\_\_\_\_  
Merchant Location: \_\_\_\_\_  
Posted Amount: \_\_\_\_\_  
Disputed Amount: \_\_\_\_\_



**Congratulations!**

**You have successfully disputed the  
charge!**