Disputing a Transaction

Overview:

Understanding the Disputing a Purchasing Card Transaction Process

Any time a charge is disputable, the proxy must set the line to "Verified" status and immediately process a formal dispute to the bank. In addition, send a copy of the dispute to the P-Card Administrator for reference. All unauthorized purchases (as detailed either by FSU's Rules and Regulations or by departmental guidelines) placed on the card must be reimbursed to FSU either through a merchant credit or personal check payable to FSU.

If unauthorized charges are not repaid, the cardholder may lose card privileges.

In order to become a Proxy, the Proxy Application and OMNI role, FSU_PO_PCARD_PROXY, are required.

Click here for more information on the Purchasing Card.

Procedure

Scenario:

In this topic, you will learn the steps to dispute a Purchasing Card transaction.

Key Information:

Cardholder Employee ID
Dispute Form
1. Click the **Financials 9.1** link.
2. Click the **Main Menu** button.
3. Click the **Purchasing** menu.
4. Click the **Reconcile** link.
5. Click the **Reconcile Statement** link.
6. If you have more than one cardholder, you will see this search screen. You can use the search criteria to look up one cardholder at a time or click **Search** to see all cardholders at once.

   If you only have one cardholder, you will automatically be routed to their transactions.
Step | Action
--- | ---
7. | Click the **Search** button. 

[Image of a webpage showing a table of procurement card transactions with columns for Employee Name, Card Issuer, Card Number, Trans Date, Merchant, Status, Transaction Amount, and Currency.]

8. | Click the **Show all columns** button. 
9. | Scroll the scrollbar to the right side of the page. 
10. | Enter a brief description detailing why this item will be disputed into the **Description** field. 
11. | Use the scrollbar to scroll to the right side of this page. 
12. | Enter the total amount to be disputed into the **Dispute Amount** field. 
13. | Use the scrollbar to scroll back to the left side of this page. 
14. | Click the **Status** list. 

[Image of a webpage with a dropdown list labeled **Status** with the option **Staged** selected.]
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.</td>
<td>Click the <strong>Verified</strong> list item.</td>
</tr>
<tr>
<td>16.</td>
<td>Use the scrollbar to scroll down the page.</td>
</tr>
<tr>
<td>17.</td>
<td>Click the <strong>Save</strong> button.</td>
</tr>
<tr>
<td>18.</td>
<td>Now that the charge has been processed as &quot;Verified,&quot; fill out a <a href="#">Dispute Form</a> and submit to Bank of America and the FSU P-Card administrators for their records.</td>
</tr>
<tr>
<td>19.</td>
<td>Click the <strong>Home</strong> link.</td>
</tr>
<tr>
<td>20.</td>
<td><strong>Congratulations!</strong>&lt;br&gt;You have completed the topic.</td>
</tr>
</tbody>
</table>

**End of Procedure.**