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”.
- 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
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.

<table>
<thead>
<tr>
<th>Card Issuer</th>
<th>Card Number</th>
<th>Trans Date</th>
<th>Merchant</th>
<th>Status</th>
<th>Transaction Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOA</td>
<td></td>
<td>07/31/2015</td>
<td>THE LAB DEPOT</td>
<td>Verified</td>
<td>51.00</td>
</tr>
<tr>
<td>BOA</td>
<td></td>
<td>07/30/2015</td>
<td>MICROGROUP INC</td>
<td>Staged</td>
<td>659.84</td>
</tr>
</tbody>
</table>
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.
Congratulations!

You have successfully disputed the charge!