

PURCHASING CARDHOLDER DISPUTE FORM

Instructions: Cardholder should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from US Bank is required, please complete this form and fax or email with required enclosures within 60 days from the billing close date directly to: Dept of Procurement, Attn: Ann Fusselbaugh, fax # : 410-455-1009, e-mail: fusselba@umbc.edu

Cardholder Name: _____ Dept: _____

Last 8 digits of Card #: _____

Address: _____

This Charge appeared on my statement, billing close date: _____

Transaction Date: _____

Reference Number: _____

Merchant Name/Location: _____

Posted Amount: _____

_____ (Cardholder Signature) _____ (PCPA Signature) _____ (Date) _____ (Phone Number)

Please Select Only One

| Reason | Additional Items Required |
|---|---------------------------------------|
| <input type="radio"/> Unauthorized: I did not authorize the charge. | Print , Signature |
| <input type="radio"/> Unrecognized: I do not recognize the charge. | Print, Signature |
| <input type="radio"/> Merchandise Returned: I have not received credit for the returned merchandise. | |
| <input type="radio"/> Merchandise Not Received: I have not received the merchandise. | |
| <input type="radio"/> Services Not Received: I have not received the services. | |
| <input type="radio"/> Credit Not Received: I have not received credit toward my account. | Print, Copy of Receipt |
| <input type="radio"/> Alteration of Amount: The receipt does not match the amount posted. | Print, Copy of Receipt |
| <input type="radio"/> Inadequate Description: The description does not give enough information. | |
| <input type="radio"/> Not As Described: The merchandise I received does not match the description from the merchant. | Print, Copy of Documentation |
| <input type="radio"/> Quality of Service: The service I received does not match the description from the merchant. | Will require a detailed letter |
| <input type="radio"/> Duplicate Processing: I have been charged for this transaction more than once. | |

- Paid by Other Means:** I have paid by other means such as a Purchase Order or check. Print, Copy of Receipt
- Credit Posted as a Purchase:** It should have been a credit to my account. Print, Copy of Receipt
- Cancelled - Merchandise Returned:** I had cancelled the purchase.
The merchandise has been returned to the merchant.
- Cancelled - Recurring Transaction:** I had cancelled the purchase.
This is a recurring transaction such as a monthly service.
- Cancelled:** I had cancelled the purchase.
- Transaction Posted to Closed Account - Recurring Transaction:** This account has been closed. This is a recurring transaction such as a monthly service.
- Transaction Posted to Closed Account:** This account has been closed.
- Defective - Shipped/Returned:** The shipped merchandise I received was defective.
The merchandise has been returned to the merchant. Print, Copy of Shipping Invoice
Only need tracking number provided, would not need printed
- Defective – Shipped:** The shipped merchandise I received was defective. Print, Copy of Shipping Invoice
Only need tracking number provided, would not need printed
- Defective:** The merchandise I received was defective.
- Other:** None of the above reasons fit my need to dispute this transaction.