

**State of Arkansas
Purchasing Card Dispute Form**

Merchant Name: _____ Post Date: _____
Disputed Amount: \$ _____ Transaction Amount: \$ _____

I have examined the charges made to my account and I am disputing the above item for one of the following reasons:

1. _____ The sales receipt amount was increased from \$ _____ to \$ _____.
2. _____ Neither did I authorize this charge nor did I participate in the transaction.
3. _____ Although I did participate in a transaction with the merchant, I was billed for _____ transaction(s) totaling \$ _____ that I did not engage in, nor did I authorize anyone to use my card. I do have my credit card in my possession. Enclosed is a copy of my authorized sales slip.
4. _____ I did participate in the transaction. However, I paid for the transaction using another form of payment. (Describe form of payment): _____
Enclosed is a copy of my form of payment (i.e. cancelled check, other credit card statement, and cash receipt, etc.).
5. _____ I have not received the merchandise, which was to have been shipped to me. The expected delivery date was _____ (MM/DD/YY). I contacted the merchant _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name).
6. _____ The merchandise was shipped to me, which arrived damaged and/or defective (circle one), on _____ (MM/DD/YY). I returned it on _____ (MM/DD/YY). I contacted the merchant on _____ (MM/DD/YY) and requested that my account be credited. I spoke with _____ (name). Enclosed is an explanation of how the merchandise was damaged or defective.
7. _____ I notified the merchant on _____ (MM/DD/YY) at ____am/pm to cancel the pre-authorized order/reservation. Cancellation # _____ (required). Reason for cancellation _____.
8. _____ Merchandise was returned on _____ (MM/DD/YY) because _____

Enclosed is documentation showing proof of return or cancellation.
9. _____ The attached credit slip was listed as a charge on my statement.
10. _____ I was issued a credit slip for \$ _____ on _____ (MM/DD/YY), which has not been posted to my account. I have enclosed a copy of my credit slip.
11. _____ The charge in question was a single transaction (sale #1), but was billed twice to my statement. I did not authorize the second transaction.
Sale #1 \$ _____ Ref. # _____
Sale #2 \$ _____ Ref. # _____
12. _____ I am not disputing this charge; however, I need a copy for my records.
13. _____ Other, please explain: _____

Account #: _____
Cardholder's Name: _____
Cardholder's Signature: _____
Date Signed: _____ Daytime Phone #: (____) _____

TO: US Bank Corporate Disputes
P.O. Box 6344
Fargo, ND 58124
PH: (800) 344-5696
Fax: (701) 461-3463

From: DFA – Office of State Procurement
P-Card Coordinator
1509 West 7th Street, 3rd Floor
Little Rock, AR. 72201
PH. (501) 324-9316
Fax: (501)324-9311