

# VISA PURCHASING CARD DISPUTE FORM



## ACCOUNT INFORMATION

Name \_\_\_\_\_ XXXX-XXXX-XXXX-  
Last Four of Card Number  
University of Wyoming \_\_\_\_\_  
Company Name \_\_\_\_\_

## TRANSACTION INFORMATION

Merchant Name \_\_\_\_\_ \$ \_\_\_\_\_  
Amount of Dispute  
Date of Transaction \_\_\_\_\_ Reference Number of Transaction from Statement \_\_\_\_\_

## DISPUTE DETAILS

Please mark the appropriate dispute reason listed below and if indicated, provide the requested documentation.

- Although I did engage in the above transaction, I am disputing \$ \_\_\_\_\_ of the above charge. I have contacted the merchant and attempted to resolve the matter. I have provided the details below.
- Amount is to be billed to a different UMB card number. UMB card number: \_\_\_\_\_
- Incorrect Amount. *Must provide copy of receipt.* I was billed \$ \_\_\_\_\_ but should have been billed \$ \_\_\_\_\_
- Duplicate Posting. The original transaction posted to my statement for \$ \_\_\_\_\_ on \_\_\_\_\_ date.
- I returned the merchandise to the merchant on \_\_\_\_\_ date. The reason for return is listed below. *Must provide proof of return.*
- I have a credit slip and the credit has not posted to my account. *Must provide copy of credit slip.*
- To best of my knowledge I, nor anyone authorized by me, received the goods or services represented by the charge. I also certify that I, nor anyone with my permission, engaged with the above merchant in any manner. **\*Note: Card will be reported as lost/stolen and new card issued.**
- I have not received the merchandise and it was to be delivered on \_\_\_\_\_ date.  
*Must give dates when the merchant was contacted to check on the status of the order & their response below.*
- I cancelled a guaranteed late arrival hotel reservation on \_\_\_\_\_ date at \_\_\_\_\_ time & cancellation # is: \_\_\_\_\_
- Other. Details of the dispute have been provided below.

## ADDITIONAL INFORMATION REGARDING THE DISPUTED CHARGE

**SEND THIS FORM TO:**  
UW Procurement Services  
procurement-card@uwo.edu

\_\_\_\_\_  
Cardholder's Signature & Today's Date