

Dispute a Transaction

You can use this quick reference guide as a fast reminder of the basic steps for disputing a transaction in Access® Online.

[-] Transaction List

Records 1 - 20 of 20
[Check All Show](#) | [Uncheck All Show](#)

Select	Status	Approval Status	Match	Trans Date	Posting Date	Merchant
<input type="checkbox"/>	Pending			05/21	05/24	OMEGA ENGINEERING
<input type="checkbox"/>	Pending			05/21	05/24	COMMUNICATION
<input type="checkbox"/>	Pending			05/20	05/24	DOD EMALL
<input type="checkbox"/>	Pending			05/21	05/24	PACE CUSTOM
<input type="checkbox"/>	Pending			05/20	05/21	PLATT ELEC SP
<input type="checkbox"/>	Pending			05/20	05/21	PLATT ELEC SP
<input type="checkbox"/>	Pending			05/20	05/21	THATCHER COM
<input type="checkbox"/>	Pending			05/18	05/20	MCMASTER-CAR
<input type="checkbox"/>	Pending			05/20	05/20	IMPAC REBATE-
<input type="checkbox"/>	Pending			05/18	05/19	DOD EMALL
<input type="checkbox"/>	Pending			05/18	05/19	DOD EMALL
<input type="checkbox"/>	Pending			05/18	05/19	DOD EMALL

1. Click the date link for the transaction you want to dispute.

Status	Match	Trans Date	Posting Date	Merchant	CA
		05/21	05/24	OMEGA ENGINEERING	20

Disputed Matched Exception Reallocated Upload

Summary Match Allocations Approval History

The Summary tab shows high-level transaction information.

The review status cannot be changed because the review day limit has been reached. To approve the transaction, click "Approve." To initiate a dispute, click the "Dispute" button.

Transaction	Date: 05/21/2013	Reference Info	Billing Cycle:
Purchase ID: 05691	Total Amount: 508.40	Posting Date:	Reference Number:
Memo Post: Yes		Authorization Number:	
Sales Tax: 0.00	Freight: 0.00	Extract Date(s)	Most Recent Standard
		Financial Extract:	General Ledger Extr
		Payment Extract:	
Merchant	Name: OMEGA ENGINEERING	Currency	Billing Currency:
City, State/Province: 203-3597719, CT	Transaction Type: SALES DRAFT	Source Currency:	Source Currency Arr
MCC Code: 5085	MCC Description: WHOLESALE INDUST SUPP		

Approve Print Transaction

Dispute Sales Draft Required: none

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute

2. Click Dispute.

Transaction M
 Select a Dispute Reason

Role: Cardholder
 Card Account Number: *****5691, DAMITA MARAL
 Card Account ID: 312095000029

05/21/2013 Statement Date Merchant OMEGA ENGINEERING

Select a dispute reason from the list below. If you need more information, [request a copy of the sales draft](#).

My account is charged for this transaction and...

Reason

- Unauthorized**
 ...I did not authorize the charge.
- Unrecognized**
 ...I do not recognize the charge.
- Merchandise Returned**
 ...I have not received credit for the returned merchandise.
- Merchandise Not Received**
 ...I have not received the merchandise.

Check to see if you need to complete any additional actions.

3. Select the appropriate dispute reason.

- ...I had cancelled the purchase. This is a recurring transaction.
- Cancelled**
 ...I had cancelled the purchase.
- Transaction Posted to Closed Account - Recurring**
 ...this account has been closed. This is a recurring transaction.
- Transaction Posted to Closed Account**
 ...this account has been closed.
- Defective - Shipped/Returned**
 ...the shipped merchandise I received was defective.
- Defective - Shipped**
 ...the shipped merchandise I received was defective.
- Defective**
 ...the merchandise I received was defective.
- Other**
 ...none of the above reasons fit my need to dispute this transaction.

Select

4. Click Select.

Access Online: Dispute a Transaction *Quick Reference*

Transaction Management
Dispute Reason: Unauthorized

Role: Cardholder
Card Account Number: *****5691, DAMITA MARALDO
Card Account ID: 312095000029

Trans Date	Statement Date	Merchant
05/21/2013		OMEGA ENGINEERING

Unauthorized
My account was charged for this transaction and I did not authorize it.

This dispute reason requires a physical signature of the Cardholder.
"Continue" for a printable version of the form.

* = required

Requestor Name:* Requestor Phone Number:*

Comments:*

Continue

5. Specify required or optional information.
6. Click **Continue** and then follow the instructions to print, sign, and send information to the address listed.

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