

AUSTIN PEAY STATE UNIVERSITY

CARDHOLDER STATEMENT OF DISPUTED ITEM

To: APSU Purchasing Card Coordinator for transmittal to:
The Bank of America Commercial Card Sales

Cardholder's Name: _____ Account No.: _____

Transaction Date: _____ Amount: \$ _____ Statement/Posting Date: _____

Merchant Name: _____ Card Reference Number: _____

Check the description most appropriate to your dispute. If you have any questions, contact your Purchasing Card Coordinator at extension 7022. **THE PURCHASING CARD COORDINATOR WILL SUBMIT THIS FORM TO *The Bank of America*. Route your completed form to the Purchasing Department for transmittal.**

- _____ 1. **Alteration of Amount:**
The amount of the sales draft (include copy) has been altered from \$ _____ to \$ _____
- _____ 2. **Unauthorized Mail or Phone Order:**
I certify that the charge listed above was not authorized by me or any person authorized by me to use this account. I have not ordered merchandise by phone or mail, or received goods and services as represented above.
- _____ 3. **Cardholder Dispute:**
I did participate in the above transaction, however, I dispute the entire charge, or a portion, in the amount of \$ _____ because: _____

- _____ 4. **Credit Not Received:**
The merchant has issued me a credit slip for the transaction listed above, however, the credit has not posted to my account. The date on the voucher is between 30 and 90 days old (include copy with form).
- _____ 5. **Imprinting of Multiple Slips:**
The above transaction represents multiple billing to my account. I only authorized one charge from this merchant for \$ _____. I am still in possession of my card.
- _____ 6. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have not received this merchandise. I have contacted the merchant.
- _____ 7. **Merchandise Not Received:**
My account has been charged for the above transaction, but I have since contacted this merchant and canceled the order. I will refuse delivery should the merchandise still be sent.
- _____ 8. **Merchandise Returned:**
My account has been charged for the transaction listed above, but the merchandise has been returned. Note: I have provided a description of the circumstances and a copy of the postal/delivery receipt when applicable
- _____ 9. **Inadequate Description/Unrecognized Charge:**
I do not recognize this charge. Please supply a copy of the sales draft for my review.

____10. **I am no longer disputing this charge.**