

West Virginia State Auditor's Office - Purchasing Card Dispute Form

Instructions: Please complete and return form to the West Virginia State Auditor's Office, Purchasing Card Program, Building 1, Room WB1-A, Charleston, West Virginia 25305.

Please Print or Type Information

1. Cardholder's Name:	2. Agency:
3. Mailing Address:	4. Work Number and Extension:
5. Email Address:	5. Account Number:
6. Reference Number:	7. Transaction Date:
8. Posting Date:	9. Amount:
10. Merchant's Name:	
11. Signature:	12. Date:

13. Indicate the reason for disputing the above item:

- I did not use nor did I authorize the use of my purchasing card to make the charge listed above nor have I benefited from the purchase. (If you do not recognize a sale, choose this option).
- The transaction above appears more than once on my statement. I certify that only one transaction occurred.
- I acknowledge participation in at least one transaction at the above-mentioned merchant location; however, I did not engage in and did not authorize the transaction in question. I certify that the signature appearing on the disputed sales draft is not mine.
- The signature on the sales slip is not mine and I did not make or authorize this transaction. My Pcard was in my possession and control at the time the transaction was made.
- I was issued a credit slip that was not shown on my statement. A copy of the credit slip is enclosed.
- I have not received the merchandise, which was to have been shipped to me. The expected date of delivery was _____. I contacted the merchant on _____ and the merchant's response was _____.
- Merchandise that was shipped to me has arrived damaged and/or defective. I returned it on _____ and asked the merchant to credit my purchasing card account. (Please provide date merchandise was returned and a copy of the return receipt).
- I have (circle one) returned / canceled merchandise on _____ for the following reason: _____ and have not received credit. (Please provide credit slip, proof of refund or postal receipt)
- I authorized a transaction at the above listed merchant location; however, the amount of the charge billed differs from the amount of the charge on my sales slip. (Please provide a copy of the sales draft that reflects the correct charge).
- Other. Please attach a letter describing the dispute.