

Disputes

May result from:

- Failure to receive goods or services
- Unauthorized transactions
- Defective merchandise
- Returned merchandise
- Incorrect amounts being charged
- Duplicate charges
- Credits not received
- Cancelled transactions
- Items not as described and attempted to be returned to the merchant

How to handle:

- The first step in disputing a transaction on your PCard is for the Cardholder to contact the vendor directly to attempt to resolve the issue
- If you cannot resolve the issue with the vendor a formal DISPUTE must be filed within 60 days of the statement date
 - Call Procurement (304-367-4845) for additional details