LOUISIANA STATE UNIVERSITY

Louisiana State University
Office of Accounting Services
Accounts Payable & Travel
217 Thomas Boyd Hall

LACARTE DISPUTED ITEM AS704

Employee (Cardholder)		
Phone	Fax	E-mail

Department		
Contact		
Phone	Fax	E-mail

Statement Date	Transaction Date
Merchant	
Description	
Amount	Posting Date
Reference #	

Check the box most appropriate to your dispute. Questions may be directed to Bank of America at 1-888-449-2273.

☐ **Alteration of Amount**
The amount of the sales draft has been altered from $_____ to $_____.
A copy of the sales draft is attached.

☐ **Unauthorized Charge due to Vendor Error**
I certify the charge listed above was not authorized by me. I have not ordered merchandise by phone or mail, or received goods and services as represented above.

☐ **Unauthorized Charge due to Fraud**
I certify the charge listed above was not authorized by me. I have not ordered merchandise by phone or mail, or received goods and services as represented above.

☐ **Cardholder Dispute**
I did participate in the above transaction; however I dispute the entire charge, or a portion thereof, in the amount of $_____, because_____.

☐ **Credit Not Received**
The merchant has issued a credit slip to me for the transaction listed above; however, the credit has not posted to my account. The date on the voucher is between 30 & 90 days old. A copy of the credit voucher is attached.

☐ **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.

☐ **Merchandise Not Received**
My account has been charged for the above transaction, but I did not make this purchase. I have contacted the merchant to resolve this matter.

Disputed Items

- The cardholder should always contact the merchant first to try to question/resolve the purchase. The cardholder should obtain formal documentation from the merchant to serve as proof of his/her attempt to question/resolve the matter. The formal documentation should consist of names, dates, and times of when the merchant was contacted. The bank will not accept a dispute without the formal documentation.
- Absolutely no transactions can be disputed **after 60 days** of the transaction date. The bank will **NOT** accept the dispute.

_____ _____
Employee's Signature Date