

# Reporting a CPC Disputed Transaction

To report a disputed transaction, use the following Access Online (<https://access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login>) directions or call USBank Customer Service at 800-344-5696.

Select	Status	Approval Status	Match	Trans Date	Posting Date	Merchant
<input type="checkbox"/>	Pending			<a href="#">05/21</a>	05/24	OMEGA ENG
<input type="checkbox"/>	Pending			<a href="#">05/21</a>	05/24	COMMUNIC
<input type="checkbox"/>	Pending			<a href="#">05/20</a>	05/24	DOD EMALL
<input type="checkbox"/>	Pending			<a href="#">05/21</a>	05/24	PACE CUST
<input type="checkbox"/>	Pending			<a href="#">05/20</a>	05/21	PLATT ELEC
<input type="checkbox"/>	Pending			<a href="#">05/20</a>	05/21	PLATT ELEC
<input type="checkbox"/>	Pending			<a href="#">05/20</a>	05/21	THATCHER
<input type="checkbox"/>	Pending			<a href="#">05/18</a>	05/20	MCMASTER
<input type="checkbox"/>	Pending			<a href="#">05/20</a>	05/20	IMPAC REBA
<input type="checkbox"/>	Pending			<a href="#">05/18</a>	05/19	DOD EMALL
<input type="checkbox"/>	Pending			<a href="#">05/18</a>	05/19	DOD EMALL

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

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  
 Purchase ID: 05691  
 Total Amount: 508.40  
 Memo Post: Yes  
 Sales Tax: 0.00  
 Freight: 0.00

**Merchant**  
 Name: OMEGA ENGINEERING  
 City, State/Province: 203-3597719, CT  
 Transaction Type: SALES DRAFT  
 MCC Code: 5085  
 MCC Description: WHOLESALE INDUST SUPP

**Reference Info**  
 Billing Cycle:  
 Posting Date:  
 Reference Number:  
 Authorization Num:

**Extract Date(s)**  
 Most Recent Stand:  
 Financial Extract:  
 General Ledger Ext:  
 Payment Extract:

**Currency**  
 Billing Currency:  
 Source Currency:  
 Source Currency A:

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

**Dispute**

2. Click Dispute.

## Transaction Management

### Select a Dispute Reason

The definition of a **fraud** transaction is defined as third party fraud, please go to [Contact Us](#) for the customer assistance.

The definition of a **dispute** transaction is defined as a transaction where the cardholder is asking for their Issuer's assistance.

**Product:** Purchasing Card  
**Card Account Number:** \*\*\*\*\*4561, MEGAN A ACKER  
**Card Account ID:** 212095325815

Trans Date	Statement Date	Merchant
12/22/2013		THE JRS GR

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

My account was charged for this transaction and I want to dispute it.

**Reason**

- 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.
- Services Not Received**  
...I have not received the services.
- Credit Not Received**

3. Select the appropriate dispute reason.

- Transaction Posted to Closed Account - Recurring**  
...this account has been closed. This is a recurring charge.
- 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.

**Select**

4. Click Select.

## Transaction Management

Dispute Reason: Unrecognized

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Product: Purchasing Card  
 Card Account Number: \*\*\*\*\*4561, MEGAN A ACKERMAN  
 Card Account ID: 212095325815

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Trans Date	Statement Date	Merchant
12/22/2013		THE JRS. GROC

**Unrecognized**  
 My account was  
 This dispute reason  
 for a printable version of the form.

\* = required

Requestor Name:\*  Requestor Phone Number

**5** Actions Taken to Identify the Charge (e.g. called merchant)

Comments:

**6**

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

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