

PNC / UNIVERSITY OF LOUISVILLE
PROCARD DISPUTE FORM
Customer Statement of Disputed Item(s)

If you believe an item on your statement is in error, complete and sign this form. We must hear from you no later than 60 days after we send you the first bill on which the error or problem occurred. Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry, Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.

PeopleSoft Financial Dept ID _____ Card # XXXX-XXXX-_____ (last 8 digits)
Cardholder/Responsible Party _____ Employee ID # _____
Department Name _____ Individual _____ Department _____
Amount _____ Posting Date ____/____/____ Transaction Date ____/____/____
Reference Number _____
Merchant Name _____ Amount in Question \$ _____

I have examined the charges made to my Visa statement and dispute the following item(s):

- ___ 1. I was issued a credit slip which was not posted on my statement. A copy of the credit slip is enclosed.
- ___ 2. The amount charged to my card number is incorrect. (Attach copy of the sales slip that shows the correct amount).
- ___ 3. I certify that the charge listed above was not made or received by me or a person authorized by me to use my card. Attach letter outlining any attempts to resolve with merchant). I have the card in my possession.
- ___ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions that I did not authorize. The valid charge was billed to my card on ____/____/____ (date). (Attach a copy of the authorized sales slip)
- ___ 5. I have not received the merchandise which was to have been shipped to me. I contacted the merchant on ____/____/____ (date) and requested that my account be credited. Merchant's response: _____
- ___ 6. Merchandise that was shipped to me has arrived damaged and/or defective on ____/____/____ (date). I have returned it and request that my PeopleSoft Financial SpeedType be credited. I have returned it on ____/____/____ (date). (A copy of the return receipt is enclosed).
- ___ 7. I have ___ returned ___ cancelled merchandise on ____/____/____ (date). Please provide proof of return/cancellation. If this is a Hotel reservation, please provide Cancellation number _____. Reason: _____
- ___ 8. Other (please specify) _____

If you have more than one transaction that is being disputed, please attach additional spreadsheet.

Contact Name (please print) _____ Phone # _____

Cardholder Signature _____ Date _____

I have reviewed the above information for Bank action.

Program Administrator Date _____

Fax completed form to: PNC Bank
Fax: (412) 762-9157
AND
Fax completed form to: ProCard Office,
Alma Brandon – Fax: 852-8817