

Disputing a Transaction

Need help?

Please contact your Program
Administrator for assistance.

Introduction

This card provides the information needed to dispute a transaction within Works®. The process to dispute a transaction online in Works is available only if your organization is licensed to use this feature. If your organization is not licensed to use the online dispute feature, you must contact Bank of America Merrill Lynch to notify us about the dispute.

Note: To dispute a transaction that is more than 60 days old, please call Bank of America Merrill Lynch at 800-673-1044.

Procedure

To dispute a transaction, complete the following:

1. Click **Expenses > Transactions > Accountholder**. The Pending Sign Off screen displays by default (Figure 1).

Document	Account ID	Date Posted	Purchase Amount	Sign Off	Date Purchased	Primary Accountholder	Comp/Val/Auth	Vendor
TXN0002	1111	08/17/2011	1,833.76	ACT	08/18/2011	Accountholder 1	✓ ✓ ✓ ✓	KIT KAMAN-FTS 488 mt
TXN0003	2222	08/18/2011	388.05	ACT	08/18/2011	Accountholder 1	✗ ✗ ✗ ✗	THE GREASE RACK mt

Figure 1: Pending Sign Off Screen

Note: The following steps may also be performed from the **Signed Off** and **Flagged** screens.

2. Click the desired **Document**. A drop-down menu displays.

[Return to Table of Contents](#)

- Click **Dispute**. The Dispute Transaction screen displays (Figure 2).

Accountant

>> Open

Document

Document1 Vendor 1

Document2 Vendor 2

1 Selected | 2676 Items

Mass Allocate Attach

Dispute Transaction

Your company should first make good faith efforts to settle a claim or dispute for purchases directly with the merchant. If assistance from the bank is required, please complete this form and provide any required documentation within 60 days from the billing close date.

Bank of America - Commercial Card Services Operations
PO Box 5120
Phoenix, AZ 85073-3121
Phone: 800-673-1044 Fax: 555-675-0945

Transaction Details

Account Nickname: Accountholder 1 Billing Close Date: 09/04/2012
Account ID: account1 Purchase Date: 09/28/2012
Accountholder: Accountholder 1 Reference Number:
*Phone: Vendor Information: Vendor 1
Anytown, USA

Dispute Details

Posted Amount: 111.00
*Dispute Amount: 111.00
*Reason for Dispute: Select
Comments:

I have examined the charge(s) made to my account and wish to dispute the transaction.

OK Cancel

Clear Filters Columns

Tax	Use Tax	Primary Accountholder	Date Posted
4.00	0.00	Primary.1	03/09/2010
64.50	0.00	Primary.2	03/09/2010

Page: 1 of 268

Figure 2: Dispute Transaction Screen

- Enter the Dispute Amount, if needed.
 - Select the Reason for Dispute from the drop-down menu.
Note: Depending on the Reason for Dispute, additional information may be required.
 - Enter **Comments**, if desired.
 - Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.
Note: If the check box is not selected, OK is not activated.
 - Click **OK**. The Open screen displays a confirmation message. The Dispute Submitted column for the selected transaction displays an **X**.
Note: If the dispute was performed on a screen other than Pending Sign Off, that screen will display.
- This completes the procedure.

[Return to Table of Contents](#)