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).

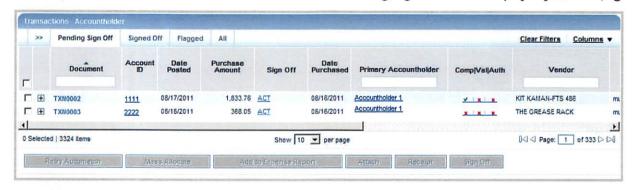


Figure 1: Pending Sign Off Screen

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.

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

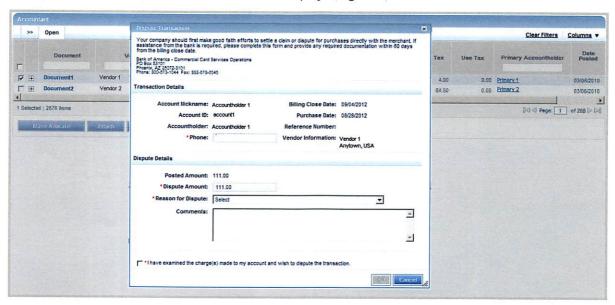


Figure 2: Dispute Transaction Screen

- 4. Enter the Dispute Amount, if needed.
- 5. Select the Reason for Dispute from the drop-down menu.

Note: Depending on the Reason for Dispute, additional information may be required.

- 6. Enter Comments, if desired.
- 7. 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.

8. 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.