

**SAGINAW VALLEY STATE UNIVERSITY
PROCUREMENT CARD DISPUTE FORM**

_____ Date

_____ Cardholder Name

_____ Credit card number

THE TRANSACTION(S) IN QUESTION IS(ARE) DESCRIBED BELOW:

Transaction Date	Processing #	Merchant Name	Amount	Statement Date
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact your Procurement Card Administrator.

I. CARDHOLDER DISPUTE

_____ I did participate in the above transaction, however, I dispute the entire charge, or a portion, in the amount of \$ _____. I am disputing this charge because _____

II. UNAUTHORIZED MAIL OR PHONE ORDER

_____ I have not authorized this charge to my account. I have not ordered this merchandise by phone or mail, or received any goods or services.

III. IMPRINTING OF MULTIPLE SLIPS

_____ The transaction(s) listed above represent(s) multiple billing to my account. I only authorized one charge from this merchant for this account.

IV. MERCHANDISE NOT RECEIVED

_____ My account has been charged for the above listed transaction, but I have not received this merchandise.
_____ My account has been charged for the above listed transaction, but I have since contacted this merchant and canceled the order. I will refuse delivery should the merchandise still be sent.

V. MERCHANDISE RETURNED

_____ My account has been charged for the above listed transaction, but the merchandise has since been returned. Enclosed is a copy of my postal insurance receipt. (Please provide a copy with this correspondence.)

VI. CREDIT NOT RECEIVED

_____ I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. The date on the voucher is between 30 and 90 days old.

VII. ALTERNATIVE OF AMOUNT

_____ The amount of this charge has been altered since the time of purchase. Enclosed is a copy of the sales draft showing the amount I signed for.

VIII. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE

_____ I do not recognize this charge. Please supply a copy of the sales draft for my review.

_____ Cardholder Signature