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| **Wayne_State_New_Logo_2009**  **Division of Finance and Business Operations** |  | **Procurement & Strategic Sourcing**  **5700 Cass Avenue, suite 4200**  **Detroit, Michigan 48202**  **(313) 577-3734**  **FAX (313) 577-3747** |

**WSU Procurement Card - Dispute Form**

**If you believe an item on your statement has been charged in error, please complete and sign this form. We must hear from you within 30 days of the posted transaction in order to file a claim with Bank of America.**  **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 filling a dispute.**

**Please send completed form by e-mail to:**

**Jeneen Conley-Berry**

**Email:** [**ab7933@wayne.edu**](mailto:ab7933@wayne.edu)

Primary Cardholder Name (Please Print)

Daytime Phone

Card No.

Post Date(s)

Amount(s) in question

Merchant(s) Name (s)

**Primary Cardholder Signature**  **Date**

Circle the number below that best fits your situation, and provide the information requested.

* + 1. I certify that the charge listed above was not made by me or any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. The card

**(check one)**

**IS**

**IS NOT**

in my possession. *(Attach detailed letter outlining your attempts to resolve with merchant)*.

* + 1. Although I did participate with the merchant, I was billed for additional transactions, which I did not authorize. The valid charge was billed to my card number on (mm/dd/yy).

(Attach copy of the authorized sales slip)

* + 1. I have not received the merchandise that was to have been shipped to me. Expected date of delivery was  (mm/dd/yy). I contacted the merchant on  (mm/dd/yy) and the merchant’s response was
    2. Merchandise that was shipped, arrived damaged and/or defective on  (mm/dd/yy). I returned it on  (mm/dd/yy). Please provide merchant response.

X Date

Program Administrator

Daytime Phone (313) 577-3708