Purchasing Card Transaction Dispute Form

To:  
Fax:  
Date:  
From:  
Case Number: ** In order to obtain the Case Number, please contact Wendover at 1-888-934-1087 before faxing this form **

If you believe a transaction on your statement is an error, please complete and sign a copy of this form, or write a detailed letter on a separate sheet attached to this form with any accompanying documentation. This form can also be mailed to: Commercial Card Services, Attn: Fraud Dept, P.O. Box 1049, Southeastern, PA 19398.

Cardholder Name:  
Full Account Number:  
Business Name:  
Work Phone Number:  
I am disputing the charge for:  
Merchant Name:  
Transaction Date  
Reference Number:  
Is the card in your possession? ☐ Yes ☐ No  

Do you believe this transaction to be fraudulent: ☐ Yes ☐ No  
** If “Yes”, please contact the Fraud Department at 1-888-934-1087, option 3.  

Dispute initiated for the following reason (Please select only one):

☐ 1. The amount of the charge was increased from $____ to $____ or my sales slip was added incorrectly. Enclosed is a copy of the sales draft that shows the correct amount.

☐ 2. I certify that the charges listed above were not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me.

☐ 3. I do not recognize the charges listed above and would like to receive more information from the merchant concerning the details of the charges or I need a copy of the sales draft(s) for my records. I understand that if, upon review of the merchant's information, it is determined that the charges are valid, my account will be charged a $7.50 Receipt Copy Fee per sales draft received. (This fee will not be charged if any charges are determined to be invalid.)

☐ 4. I have not received the merchandise that was supposed to be shipped to me on ___/___/____. I have contacted the merchant to credit my account, but this has not happened.
5. The attached credit slip was listed as a charge on my statement. Please include credit slip.

6. I was issued a credit from a merchant that was not shown on my statement. A copy of my credit slip is enclosed.

7. Although I did engage in the above transaction, I dispute the entire charge or a portion in the amount of $________. I have contacted the merchant and requested a credit adjustment. I either did not receive this credit or it was unsatisfactory. I am disputing the charge because ________.

8. I certify that the charge in question was a single transaction, but was posted twice to my statement. I did have all cards in my possession at the time. I did not authorize the second transaction of $________.

9. I notified the merchant to cancel this pre-authorized order on ______/_____/_____. The cancellation number provided to me is ________.

10. Merchandise that was shipped to me has arrived damaged and/or defective. I returned it on ______/_____/______ and asked the merchant to credit my account. I have enclosed a copy of the return receipt.

11. Although I did engage in a transaction at the merchant, I was billed for $________ that I did not engage in, nor did anyone else authorized to use my card. I did have all cards in my possession at the time of the transactions in question. Enclosed is a copy of my sales slip for the valid charge.

12. Other. Please explain:

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<td>Signature (Required): ____________________________</td>
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