

# Disputing P-Card Transaction

**Path:** Purchasing>Procurement Cards>Reconcile>Reconcile Statement

Enter the EmplID of the cardholder with the disputed transaction. Click the Search button.

**Reconcile Statement Search**

Role Name: [Dropdown]

EmplID: [Text]

Employee Name: [Text]

Card Issuer: [Dropdown]

Card Number: [Text]

Billing Date: [Text]

Statement Status: [Dropdown]

Budget Status: [Dropdown]

Chartfield Status: [Dropdown]

Merchant: [Text]

Transaction Date: [Text]

Charge Type: [Dropdown]

Posted Date: [Text]

Search

This will take you to the Reconcile Statement page. From this view select the Billing tab.

**Reconcile Statement**  
**Procurement Card Transactions**

EmplID: 1000 Employee Name: PHILLIPS,YOLANDA M Card Number: \*\*\*\*\*0458 Card Provider: PCARD

Bank Statement [Billing] [Transaction] [Customize] [Find] [View All] [First] [1-9 of 13] [Last]

Transaction	Trans Date	Merchant	Term Contract ID	*MBE Flag	*Status	Transaction Amount	Currency	Chartfield Status	Redistrib	Voucher Error
<input checked="" type="checkbox"/>	08/21/2007	NATIONAL ASSOCIATIO	[Text]	N	Verified	425.00 USD		Valid	No	No
<input type="checkbox"/>	07/12/2007	NATIONAL GOVERNORS ASS	[Text]	N	Verified	550.00 USD		Valid	No	No
<input type="checkbox"/>	07/18/2007	VERIZON WRLS M0179-01	[Text]	N	Staged	22.49 USD		Valid	No	No
<input type="checkbox"/>	07/17/2007	AGENT FEE 8905055441256	[Text]	N	Verified	30.00 USD		Valid	No	No
<input type="checkbox"/>	08/03/2007	NWA AIR 0127144784423	[Text]	N	Verified	100.00 USD		Valid	No	No
<input type="checkbox"/>	08/14/2007	AGENT FEE 8905055804670	[Text]	N	Verified	30.00 USD		Valid	No	No
<input type="checkbox"/>	08/17/2007	DELTA AIR 0067144784507	[Text]	N	Verified	489.80 USD		Valid	No	No
<input type="checkbox"/>	08/17/2007	AGENT FEE 8905055804679	[Text]	N	Verified	30.00 USD		Valid	No	No
<input type="checkbox"/>	08/22/2007	AGENT FEE 8905056431152	[Text]	N	Staged	30.00 USD		Valid	No	No

Clear All  Clear All [Stage] [Verify] [Approve]

Locate the transaction you wish to dispute, in this example I have selected the first transaction. Enter the full amount of the transaction in the Disputed Amount box. Click the save button.

**Reconcile Statement**  
**Procurement Card Transactions**

EmpID: 10000769 Employee Name: PHILLIPS,YOLANDA M Card Number: \*\*\*\*\*0458 Card Provider: PCARD

Bank Statement Customize | Find | View All | First 1-9 of 13 Last

Reference	Description	Billing Date	Billing Amount	Currency	Dispute Amount	Credit Collected
1		01/01/1901	425.00	USD	425.00	<input type="checkbox"/>
2		01/01/1901	550.00	USD	0.00	<input type="checkbox"/>
3		01/01/1901	22.49	USD	0.00	<input type="checkbox"/>
4		01/01/1901	30.00	USD	0.00	<input type="checkbox"/>
5		01/01/1901	100.00	USD	0.00	<input type="checkbox"/>
6		01/01/1901	30.00	USD	0.00	<input type="checkbox"/>
7		01/01/1901	489.80	USD	0.00	<input type="checkbox"/>
8		01/01/1901	30.00	USD	0.00	<input type="checkbox"/>
9 24717057235582357822814		01/01/1901	30.00	USD	0.00	<input type="checkbox"/>

Select All  Clear All Stage Verify Approve

[Search](#) [Purchase Detail](#) [Split Line](#) [Distribution Template](#)

Save Notify Refresh

Return back to the Transaction tab and click on the comments link.

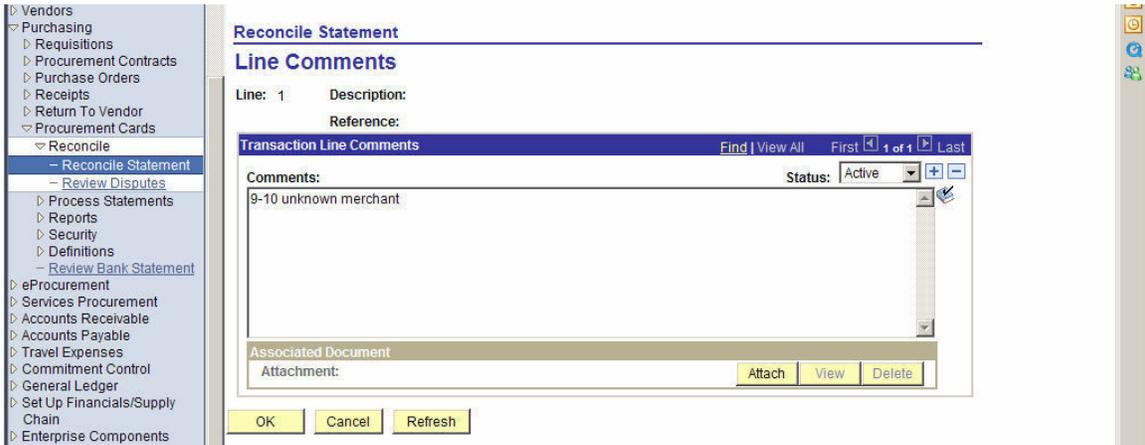
**Procurement Card Transactions**

EmpID: 10000769 Employee Name: PHILLIPS,YOLANDA M Card Number: \*\*\*\*\*0458 Card Provider: PCARD

Bank Statement Customize | Find | View | First 1-9 of 13 Last

Trans Date	Merchant	Term Contract ID	*MBE Flag	*Status	Transaction Amount	Currency	Chartfield Status
1 <input checked="" type="checkbox"/>	08/21/2007 NATIONAL ASSOCIATIO		N	Verified	425.00	USD	Valid
2 <input type="checkbox"/>	07/12/2007 NATIONAL GOVERNORS ASS		N	Verified	550.00	USD	Valid
3 <input type="checkbox"/>	07/18/2007 VERIZON WRLS M0179-01		N	Staged	22.49	USD	Valid
4 <input type="checkbox"/>	07/17/2007 AGENT FEE 8905055441256		N	Verified	30.00	USD	Valid
5 <input type="checkbox"/>	08/03/2007 NWA AIR 0127144784423		N	Verified	100.00	USD	Valid
6 <input type="checkbox"/>	08/14/2007 AGENT FEE 8905055804670		N	Verified	30.00	USD	Valid
7 <input type="checkbox"/>	08/17/2007 DELTA AIR 0067144784507		N	Verified	489.80	USD	Valid
8 <input type="checkbox"/>	08/17/2007 AGENT FEE 8905055804679		N	Verified	30.00	USD	Valid
9 <input type="checkbox"/>	08/22/2007 AGENT FEE 8905056431152		N	Staged	30.00	USD	Valid

Enter the date and the reason for the dispute. Click ok and then Save. This is how to dispute a transaction in OAKS.



### Resolved Disputes:

Following the same path as noted in previous step to dispute a transaction. Go back to the Billing tab on the Reconcile Statement page, click the Credit Collected box, then the Save button to show the transaction is no longer is dispute.



The Disputed History Page can be used to view a cardholder disputed history.

**Path:** Purchasing > Procurement Cards> Reconcile > Review Disputes

**Dispute History**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

EmpID: begins with 10000769

Name: begins with

Card Number: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Enter the EmplID and click Search.

**Dispute**

Employee ID: 10000769 Employee Name: PHILLIPS,YOLANDA M  
Card Issuer: PCARD Card Number: 4246040013530458

Transactions with Dispute

Dispute Amount	Status	Dispute Amount	Description	Trans Date	Transaction Amount	Currency	Merchant
<input type="checkbox"/>		425.00		08/21/2007	425.00	USD	NATIONAL ASSOCIATIO