



# Transaction Dispute Form

Fax disputes to U.S. Bank at: **1-866-229-9625**

The creditor and issuer of the Purchasing Card is U.S. Bank National Association ND ("U.S. Bank").

## Transaction Management

Account Number, Name (i.e. 123456789, Jane W Doe)

Dispute Date      Tran Date      Merchant Name

Amount      Reference Number

## Reason for Dispute

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Unauthorized</b> – Did not authorize charge.</li> <li><input type="checkbox"/> <b>Unrecognized</b> – Did not recognize charge.</li> <li><input type="checkbox"/> <b>Merchandise returned</b> – Didn't receive credit for returned merchandise.</li> <li><input type="checkbox"/> <b>Merchandise not received</b> – Didn't receive Merchandise.</li> <li><input type="checkbox"/> <b>Services not received</b> – Didn't receive services</li> <li><input type="checkbox"/> <b>Credit not received</b> – Haven't received credit to my account</li> <li><input type="checkbox"/> <b>Alteration of amount</b> – Receipt doesn't match the total amount posted.</li> <li><input type="checkbox"/> <b>Inadequate description</b> – Receipt does not give enough Information.</li> <li><input type="checkbox"/> <b>Not as described</b> – Merchandise received does not match the description from the merchant.</li> <li><input type="checkbox"/> <b>Duplicate processing</b> – Charged for transaction more than once</li> <li><input type="checkbox"/> <b>Defective</b> – The merchandise received was defective.</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Paid by other means</b> – Already paid using other means such as cash or check.</li> <li><input type="checkbox"/> <b>Credit posted as a purchase</b> – It should have been a credit to my account.</li> <li><input type="checkbox"/> <b>Cancelled – Merchandise returned</b> – I cancelled the purchase and returned the merchandise to the merchant.</li> <li><input type="checkbox"/> <b>Cancelled – Recurring transaction</b> – I cancelled the purchase because this is a recurring transaction such as a monthly service.</li> <li><input type="checkbox"/> <b>Cancelled</b> – I cancelled the purchase.</li> <li><input type="checkbox"/> <b>Transaction posted to Closed Account – Recurring transaction</b> – This account has been closed and this is a recurring transaction such as a monthly service.</li> <li><input type="checkbox"/> <b>Transaction posted to Closed Account</b> – This account has been closed.</li> <li><input type="checkbox"/> <b>Defective – Shipped/Returned</b> – The shipped merchandise I received was defective. The merchandise was returned to the merchant.</li> <li><input type="checkbox"/> <b>Defective – Shipped</b> - The shipped merchandise I received was defective.</li> <li><input type="checkbox"/> <b>Other</b> – None of the reasons fit my need to dispute the transaction.</li> </ul> |
|--|---|

Cardholder Name

Cardholder Phone Number

Comments

Cardholder Signature

For usbank Customer Service call **(800) 344-5696**