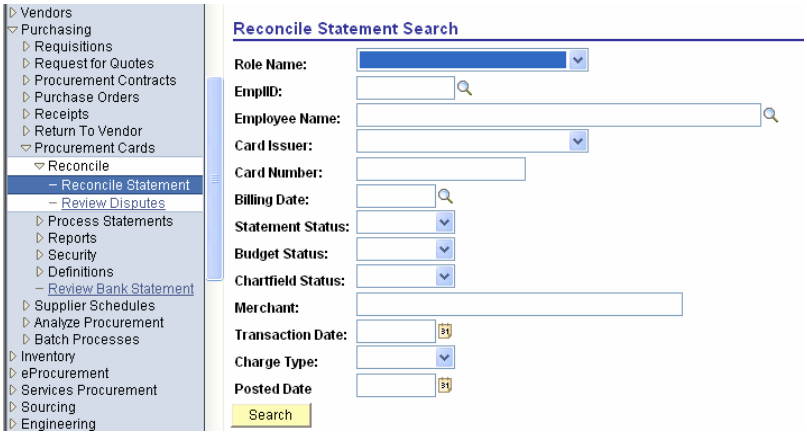
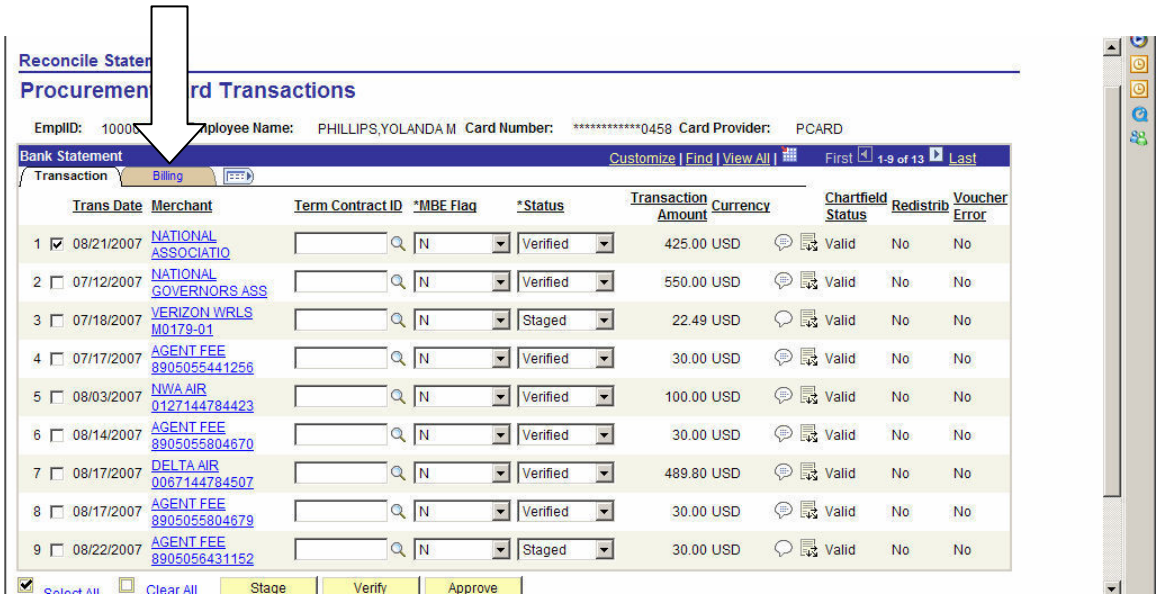
Disputing P-Card Transaction

Path: Purchasing>Procurement Cards>Reconcile>Reconcile Statement

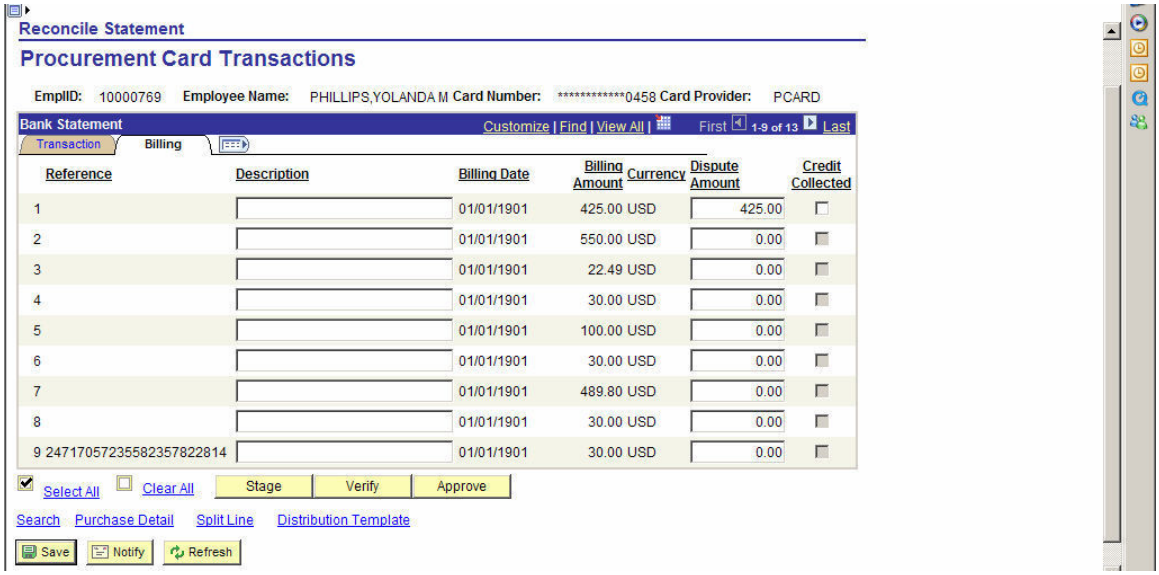
Enter the EmplID of the cardholder with the disputed transaction. Click the Search button.



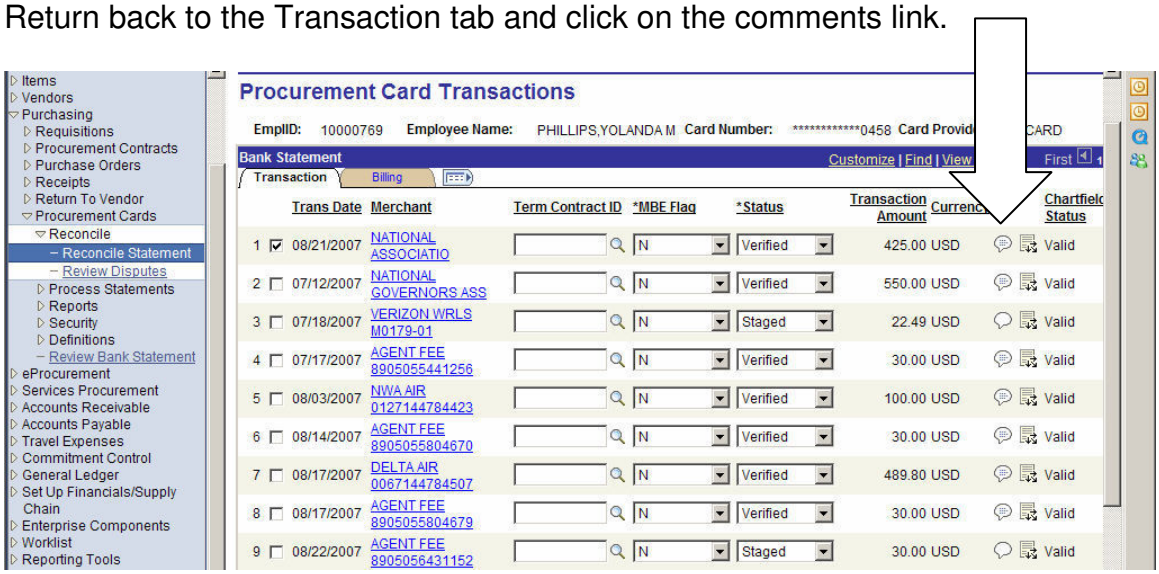
This will take you to the Reconcile Statement page. From this view select the Billing tab.



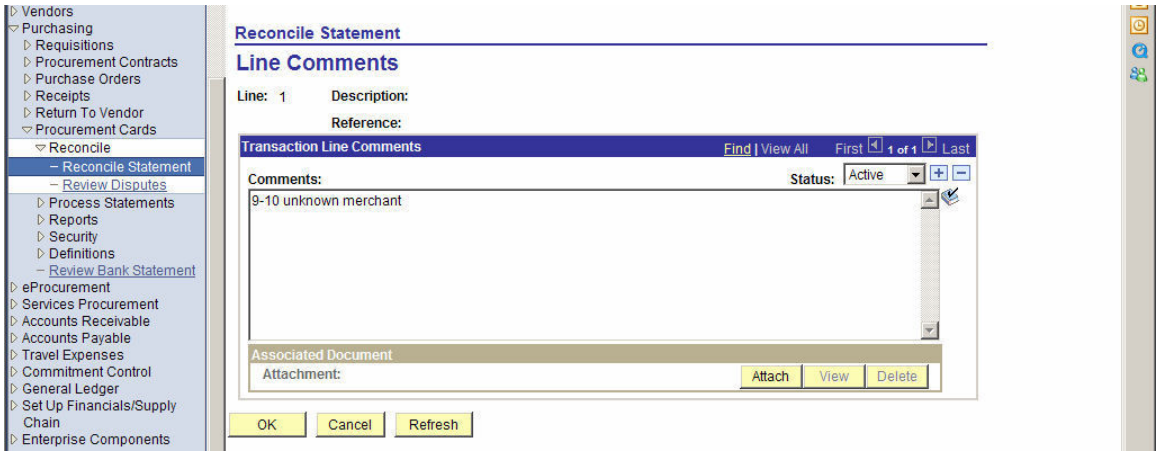
Locate the transaction you wish to dispute, in this example I have selected the first transaction. Enter the full amount of the transaction in the Disputed Amount box. Click the save button.



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

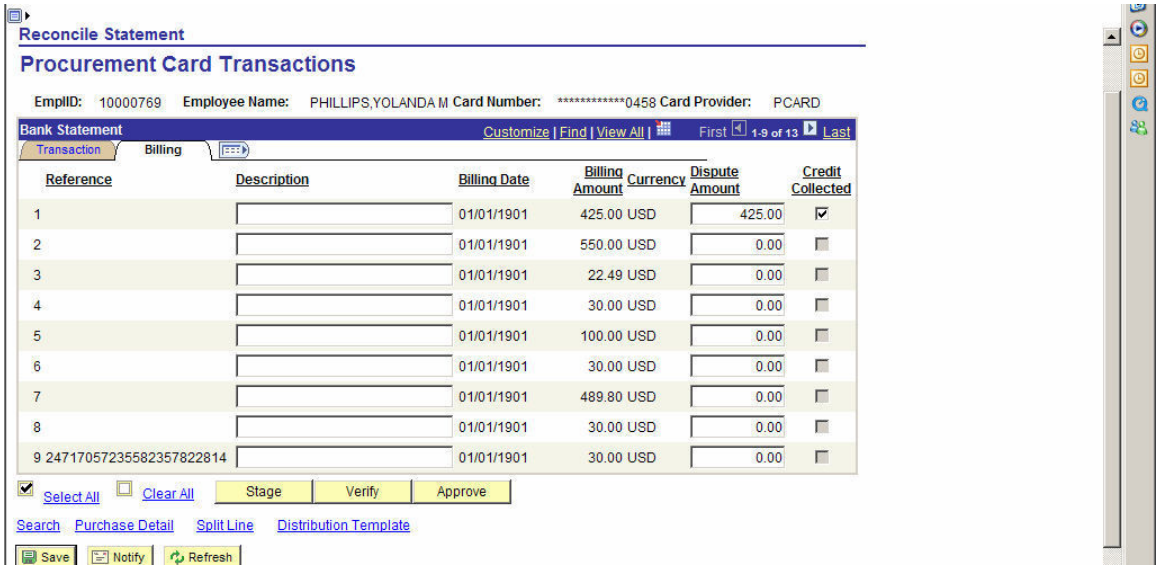


Enter the date and the reason for the dispute. Click ok and then Save. This is how to dispute a transaction in OAKS.



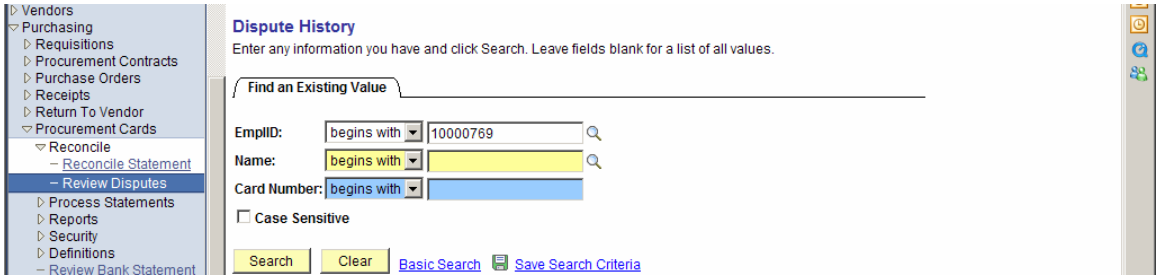
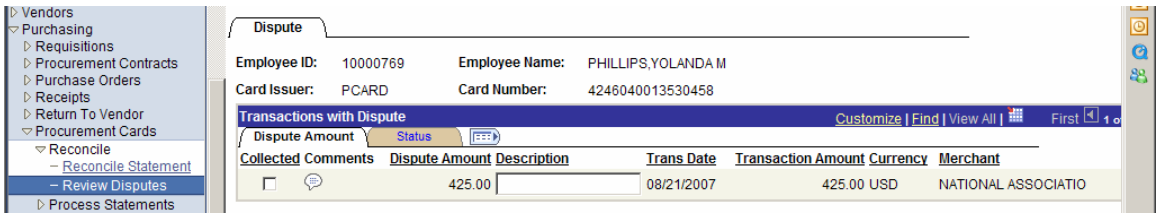
Resolved Disputes:

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



Enter the EmplID and click Search.