

CITY OF DUNWOODY

PROCUREMENT CARD USER'S MANUAL

OVERVIEW

The purpose of the Procurement Card program is to establish a more efficient, cost-effective method of purchasing and paying for small dollar transactions. The program was designed as an alternative to the traditional purchasing process for supplies and services. If used to its potential, the program will result in a significant reduction in the volume of purchase orders and related documentation including invoices and checks. In addition, corresponding work processes associated with ordering and check writing will be eliminated. **The Procurement Card can be used with any supplier that accepts _____ as a form of payment.**

The Cardholder User's Guide provides the general guidelines for using the Procurement Card. Please read it carefully. **YOUR SIGNATURE ON THE CARDHOLDER AGREEMENT SHOWS THAT YOU UNDERSTAND THE INTENT OF THE PROGRAM AND AGREE TO FOLLOW THE ESTABLISHED GUIDELINES.**

Also included is a page with specific guidelines for your department. It includes your Program and Site Administrator(s) and _____ contacts for questions you may have. It also includes your single transaction limit, types of purchases acceptable with the Procurement Card and restricted suppliers and merchants, if any.

The following important points should be reviewed before using the Procurement Card:

- ❖ The Procurement Card is **not for personal use.**
- ❖ Your Procurement Card is issued in your name. All purchases made on the Procurement Card must be made only by you and **must be for City Purchases Only.**
- ❖ All purchases must be approved by your Department Head.
- ❖ You are responsible for the security of the Procurement Card and the transactions made with it. **If you do not follow guidelines when using the Procurement Card, you could receive corrective action, up to and including termination.**
- ❖ You can use the Procurement Card at any vendor or service provider that accepts Visa and is not on the restricted list. It may be used for in-store purchases, mail, telephone, fax and electronic orders.
- ❖ You may use the Procurement Card to purchase supplies and services less than the Single Transaction Limit that was established.
- ❖ User must not exceed the credit limit assigned to the Procurement Card in a given month.
- ❖ You must reconcile the statement received from Bank of _____ to ensure all charges are accurate. Statement reconciliation **must** be completed within **seven working days** of _____

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receipt of your statement. Failure to do so may result in revocation of Procurement Card privileges.

- ❖ The Procurement Card is not intended to avoid or bypass appropriate purchasing or payment procedures. This program compliments the existing process available.
- ❖ The Procurement Card **must** be returned to the Program Administrator(s) upon your transfer or termination.
- ❖ The Procurement Card **must not** be used for items which are expressly prohibited via City of Dunwoody Policies and Procedures.

I. GENERAL

A. Definitions

1. **Cardholder** – An employee of the City of Dunwoody who is approved by his/her Department Head and the City Administrator to use the Procurement Card to execute purchase transactions on behalf of the city.
2. **Card Issuer** – (Bank) services include issuing Visa Procurement Cards to the City of Dunwoody employees, providing electronic transaction authorizations, and billing the City of Dunwoody for all purchases made on the cards.
3. **City of Dunwoody** – Arranges with the card issuer, (Bank), to have Procurement Cards issued to approved employees and agrees to accept liability for the employees' use of the cards.
4. **City Administrator** – chief administrative officer of the City of Dunwoody. Supervises the purchase of all materials, and equipment for which funds are provided in the budget. Serves as the Purchasing Agent of the City.
5. **Department Head** – City of Dunwoody official who must approve employee's request for a Procurement Card, assign Departmental Liaison, and submit application to the Procurement Card Coordinator. Department Head approval delegates transaction authority to the Cardholder.
6. **Department Liaison** – An employee in each department designated by the Department Head and approved by the City Administrator to be responsible for reviewing transactions of individual Cardholders to make sure the transactions are legitimate business expenses and are classified appropriately.

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7. **Finance Director** – responsible for managing, planning, directing and maintaining the City's financial operations. Directs and supervises personnel involved in performing the purchasing functions of the City of Dunwoody.
8. **Merchant Category Code** – numerical code assigned to a specific group of category of vendors.
9. **Merchant Category Code Listing** – list of all merchant category codes recognized by Bank.
10. **Purchasing Manager** – procures or oversees the procurement of all goods and services needed by the City as delegated by the City Administrator.
11. **Purchasing Representative** – person, or persons, within a department that coordinates the day to day procurement activities for the division(s) or unit(s) of a department.
12. **Procurement Card Coordinator** – The central Coordinator located in the Purchasing Division who coordinates the Procurement Card program for the City of Dunwoody and acts as the city's intermediary in correspondence with the card issuer.
13. **Vendor** – The merchant from whom a Cardholder is making a purchase.

B. Cardholder Eligibility

- ◆ Criteria to receive a Procurement Card is as follows:
 1. Applicant must be an employee of the City of Dunwoody.
 2. The applicant's Procurement Card Application must be approved by his/her Department Head, the Procurement Card Coordinator, the Finance Director and the City Administrator.
 3. Applicant must be assigned a Departmental Liaison selected by his/her Department Head.
 4. Employee must attend a training session before receiving their Procurement Card.
 5. Each individual Cardholder must sign a Cardholder Agreement Form (Attachment 1) in the presence of the Procurement Card Coordinator.

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C. Cardholder Liability

1. The Procurement Card is a “corporate” charge card that will not affect the Cardholder’s personal credit, however, **it is the Cardholder’s responsibility** to ensure that the card is used within stated guidelines of the Procurement Card Cardholder Manual, as well as the City of Dunwoody Policies and Procedures relating to the expenditure of the City of Dunwoody funds.
2. Failure to comply with program guidelines may result in permanent revocation of the card, notification of the situation to management, and further disciplinary measures that may include termination.

D. Spending Controls

- ◆ Spending parameters for each Procurement Card are stated in the individual Cardholder Agreement. The City, through the Purchasing Division, may adjust limits as determined by demonstrated need. All spending parameters and adjustments are subject to approval by the Department Head and the City Finance Director or designee.

E. Security and Storage

1. Procurement Cards
 - a) Cardholders should always treat the Procurement Card with at least the same level of care as one does their own personal credit cards. The card should be maintained in a secure location and the card account number should be carefully guarded. The only person entitled to use the card is the person whose name appears on the face of the card. The card may not be lent to another person for any reason.
2. Program Documentation
 - a) The Department Liaison assigned to each Cardholder will maintain the Cardholder’s vendor receipts/packing slips/charge slips. All other documentation concerning the Procurement Card program will be maintained by the Procurement Card Coordinator located in the Purchasing Division.
 - b) This documentation includes, but is not limited to, applications, Cardholder Agreements, programs, and copies of transmittals and correspondence with Bank.

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F. Lost or Stolen Procurement Cards

1. Cardholders are required to immediately report any lost or stolen Procurement Card to Bank, toll-free at 1-800-XXX-XXXX (24 hours a day, 365 days a year).
2. The Cardholder must also immediately notify his/her Department Liaison about the lost or stolen card at the first opportunity during normal business hours.
3. The Department Liaison must notify the Procurement Card Coordinator immediately upon receiving notification from the Cardholder about the lost or stolen card.

II. RESPONSIBILITIES AND DUTIES

A. Cardholder

The Cardholder must use the Procurement Card for legitimate business purposes only. The Procurement Card **may not** be used for entertainment, cash, cash advances, at automated teller machines (ATM) or other categories as included in the Listing of Blocked Vendors. Misuse of the card will subject Cardholder to disciplinary action in accordance with the City of Dunwoody Policy and Procedures relating to disciplinary action and termination for cause. **The Cardholder must:**

- ◆ Ensure the Procurement Card is used for legitimate business purposes only.
- ◆ Maintain the Procurement Card in a secure location at all times.
- ◆ Not allow other individuals to use their Procurement Card.
- ◆ Adhere to the purchase limits and restrictions of the Procurement Card and ensure the total amount of any single transaction does not exceed the card limit.
- ◆ Obtain and reconcile all sales slips, register receipts, and/or Procurement Card slips to Cardholder statement and provide the same to Departmental Liaison for reconciliation, approval and allocation of transactions
- ◆ Attempt to resolve disputes or billing errors directly with the vendor and notify Bank if the dispute or billing error is not satisfactorily resolved by faxing the Bank the required Dispute Form (Attachment #2).
- ◆ Ensure that an appropriate credit for the reported disputed item or billing error appears on a subsequent Cardholder statement.

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- ◆ Not accept cash in lieu of a credit to the Procurement Card account
- ◆ Immediately report a lost or stolen card to Bank by calling 1-800-XXX-XXXX (24 hours a day, 365 days a year).
- ◆ Immediately notify Departmental Liaison of a lost or stolen Procurement Card at the first opportunity during normal business hours.
- ◆ Return the Procurement Card to Departmental Liaison upon terminating employment, or transferring Departments with the City of Dunwoody.
- ◆ Contact the Departmental Liaison if a vendor does not accept the Visa/MasterCard Procurement Card.
- ◆ Report erroneous and emergency transaction needs to the Departmental Liaison in writing promptly becoming aware of the erroneous use.
- ◆ Immediately report declines or fraudulent charges to Department Liaison and the Procurement Card Coordinator.

B. Departmental Liaison

Each Department Head must designate one Departmental Liaison for his/her department subject to the approval of the City Administrator. A secondary or back-up liaison should also be named. The Department Head may designate staff from various Divisions or Units of the Department as Purchasing Representatives as contacts for the Department Liaison. The Departmental Liaison must receive training before any employees in the department may receive a Procurement Card.

- ◆ Ensure the card is used for legitimate business purposes only.
- ◆ Review vendor receipts attached to the Bank Cardholder statements. Provide approval by signing Cardholder statement and sending to the Procurement Card Coordinator by established monthly due date (7 working days after receipt of statement).
- ◆ Review Cardholder transactions on the monthly Department report distributed by the Procurement Card Coordinator.
- ◆ Attempt to resolve any disputes with vendor and/or Bank not resolved by Cardholder.

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- ◆ Notify Procurement Card Coordinator in three to five working days of any unresolved disputes, noting the reason for dispute.
- ◆ Notify Procurement Card Coordinator immediately of lost or stolen cards.
- ◆ Notify Procurement Card Coordinator to cancel a Cardholder's card (e.g. terminated employees, transferring departments, loss of Procurement Card privileges) as approved by Department Head.
- ◆ Collect canceled cards from Cardholders and delivering to Procurement Card Coordinator.
- ◆ Notify the Procurement Card Coordinator of Cardholder request(s) to have Bank set up a vendor to accept Visa/MasterCard.
- ◆ Assist Cardholders with erroneous declines and emergency transactions.
- ◆ Inform Procurement Card Coordinator if Cardholder violates policies and procedures.
- ◆ Inform Procurement Card Coordinator of a Cardholder single purchase limit profile change.

C. Procurement Card Coordinator

The Purchasing Division will assign a Procurement Card Coordinator to be responsible for the over-all Procurement Card program. Responsibilities includes:

- ◆ The City of Dunwoody liaison with Bank.
- ◆ Utilizing Software from Bank.
- ◆ Reviewing Department approved applications for completeness of required information.
- ◆ Submitting completed application to Bank of and receiving Procurement Card from Bank.
- ◆ Training Departmental Liaisons before issuing Procurement Card.
- ◆ Training Cardholder before issuing Procurement Card.

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- ◆ Having Cardholder sign Cardholder Agreement (Attachment #1), signifying agreement with the terms of the Procurement Card program.
- ◆ Submit completed copy of Cardholder Agreement to Human Resources for inclusion in employee's personnel file.
- ◆ Handling disputed charges/discrepancies not resolved by Cardholder or Departmental Liaison.
- ◆ Securing revoked Procurement Cards and submitting information to Bank of .
- ◆ Provide written notification to Human Resources of revocation of card and documentation that card has been deactivated and destroyed.
- ◆ Distributing monthly reports to Departmental Liaisons and notifying Departmental Liaisons of cut-off date for approvals.
- ◆ Processing electronic upload of bill to Accounts Payable.
- ◆ Reviewing usage of Procurement Card data for appropriateness.
- ◆ Ensuring that lost or stolen cards have been blocked by Bank.
- ◆ Forwarding vendor set up requests to Bank.
- ◆ Assisting the Departmental Liaison with erroneous declines and emergency transactions.

D. Department Head

Department Heads are responsible for overseeing the Procurement Card activity of the cardholders within their Department. This responsibility is managed through designation of a Department Liaison to oversee the day to day activity and usage of the card.

- ◆ Designate a single Department Liaison to handle oversee the day to day activity and usage of the card. A secondary or back-up Liaison should also be designated and cross-trained.
- ◆ Approve employee's request for a Procurement Card by approving the Cardholder Procurement Card Agreement.

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- ◆ Provide approval by signing cardholder statement and sending to Procurement Card Coordinator by established monthly due date.
- ◆ Request changes in credit limits or merchant codes by signing Procurement Card Program Cardholder Change Form.
- ◆ Ensure that accidental erroneous use of the Procurement Card is reported promptly to the Finance Department.
- ◆ Ensure that appropriate disciplinary actions are taken for violation of Procurement Card Program policies and procedures.

III. CARDHOLDER TERMINATION

The Procurement Card Coordinator is required to close an account if a Cardholder:

1. Transfers to a different department.
2. Moves to a new job in which a Procurement Card is not required.
3. Terminates employment.
4. **For any of the following reasons which will also subject Cardholder to disciplinary action in accordance with the City of Dunwoody Policies and Procedures relating to disciplinary action leading to and including termination for cause:**
 - a) The Procurement Card is used for personal or unauthorized purposes.
 - b) The Procurement Card is used to purchase alcoholic beverages or any substance, material, or service that violates policy, law or regulation pertaining to the City.
 - c) The Cardholder allows the card to be used by another individual.
 - d) The Cardholder splits a purchase to circumvent the limitations of the Procurement Card or to by-pass other established purchasing procedures.

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- e) The Cardholder uses another Cardholder's card to circumvent the purchase limit assigned to either Cardholder or the limitations of the Procurement Card.
- f) The Cardholder fails to provide Departmental Liaison with required receipts.
- g) The Cardholder fails to provide, when requested, information about any specific purchase.
- h) The Cardholder does not adhere to all of the Procurement Card policies and procedures.

IV. ERRONEOUS DECLINES

- ◆ Should the Procurement Card be erroneously declined by a vendor, the Cardholder should immediately contact the Departmental Liaison for assistance.
- ◆ If the purchase is being made outside of normal City of Dunwoody business hours, the employee must find an alternate payment method or terminate the purchase and contact the Departmental Liaison during normal hours.

V. EMERGENCY TRANSACTIONS

- ◆ Emergency transactions over the card limit may not be handled with the Procurement Card. For any transaction that does not meet the spending controls assigned to the card, the Cardholder must contact the Departmental Liaison for assistance.

VI. CREDITS

- ◆ Vendors will issue all credits to the individual Procurement Card account for any item they have agreed to accept for return. This credit will appear on a subsequent statement. **Under no circumstances should a Cardholder accept cash in lieu of a credit to the Procurement Card account.**

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VII. UNRESOLVED DISPUTES AND BILLING ERRORS

The Cardholder is responsible for contacting the vendor to resolve any disputed charges or billing errors. If the matter is not resolved with the vendor, the Cardholder/Departmental Liaison should:

1. Contact Bank at 1-800-XXX-XXXX directly for assistance.
2. Mail or fax to Bank at 1-800-XXX-XXXX a signed Bank Dispute Form (Attachment #2) to document the reason for the dispute.
3. Contact the Departmental Liaison/Procurement Card Coordinator for assistance if an acceptable resolution is not obtained.
4. The total amount billed by Bank will be charged to the individual departmental accounts and credits for disputed transactions will be posted to departmental accounts when the credit appears on the Bank billing.

VIII. VENDOR SET UP

The Procurement Card Coordinator will conduct a study of frequently used vendors for purchases that qualify for use of the Procurement Card by Cardholders. If a vendor frequently used by the City of Dunwoody employees does not accept the Visa card, The City of Dunwoody will assist in recruiting the vendor to take the necessary steps to begin acceptance of the card and provide this information to Bank of . Cardholders should contact the Departmental Liaison when encountering vendors who do not accept the card.

IX. VENDOR BLOCKING

Transactions will be blocked at the point-of-sale level by the types of vendors included on the Merchant Category Code Listing. The list is categorized by merchant codes and is subject to approval by the City Finance Director or designee.

X. PROCUREMENT CARD SET UP, MAINTENANCE, AND CLOSURE

A. All contact with Bank for Procurement Card set up, maintenance and closure (except for reporting lost or stolen cards) will be handled by the Procurement Card Coordinator who is located in the City of Dunwoody Purchasing Division.

1. Card Set Up

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- a) The City of Dunwoody employee completes a City of Dunwoody Procurement Card application and submits to his/her Department Head for completion and approval.
 - b) Department Head completes the application by providing the name of the Departmental Liaison and default accounting code to be assigned to the card.
 - c) Department Head signature approval delegates transaction authority to the Cardholder.
 - d) Approved application is to be sent by the Departmental Liaison to the Procurement Card Coordinator.
 - e) Procurement Card Coordinator reviews application for completeness and submits application to the Finance Director or designee for approval.
 - f) Upon approval the Procurement Card Coordinator reviews application for completeness and submits application to Bank in format approved by Bank.
 - g) The Procurement Card Coordinator to submit completed copy of Cardholder Agreement to Human Resources for inclusion in employee's personnel file.
 - h) The Procurement Card Coordinator will conduct a training session with the Cardholder prior to issuing the card.
 - i) Cardholder signs Cardholder Agreement signifying agreement with the terms of the Procurement Card program.
2. Card Maintenance
- a) Requests for card maintenance include, but are not limited to, changes in spending limits and changes in blocked vendors.
 - b) Departmental Liaison is to make all maintenance requests to the Procurement Card Coordinator in writing.
 - c) Procurement Card Coordinator reviews maintenance request for completeness and submits to the City Finance Director or designee for approval.

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- d) Upon approval the Procurement Card Coordinator will submit the request to Bank in format approved by the Bank.

3. Closure

- a) Lost or Stolen Cards – Cardholder must immediately report the lost/stolen card to Bank at 1-800-XXX-XXXX. Cardholder must also notify the Departmental Liaison who will contact the Procurement Card Coordinator who will follow up with Bank to ensure the account has been closed.
- b) Terminated or Transferred Employees – Departmental Liaison is to secure Procurement Cards from terminated employees and employees who transfer to another City of Dunwoody department. The Departmental Liaison will immediately notify the Procurement Card Coordinator by phone of the termination or transfer. A request for closing the Cardholder account will be submitted to Bank by the Procurement Card Coordinator within two working days of receiving the notification. All Procurement Cards are to be returned to the Procurement Card Coordinator for disposal.
- c) Other Card Revokes/Closures – Procurement Card Coordinator will notify the Bank immediately of all revokes and closures.
- d) The Procurement Card Coordinator will provide written notification to Human Resources of revocation of card and documentation that card has been deactivated and destroyed.

XI. RECONCILIATION AND APPROVAL OF BILLING

A. Reconciliation

1. At the close for the monthly billing cycle, Bank of will send a statement to the Procurement Card Coordinator who will forward to the Department Liaison.
2. The Department Liaison will supply the cardholder with a copy of the statement for reconciliation.
3. The Cardholder will be required to balance the statement to their receipts and Activity Log (Attachment #3) and sent to the Department Liaison.
4. The Department Liaison will insure that all documentation is in order and that receipts are attached and account numbers indicated on the Activity Log.

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Once this is complete, all paperwork is to be forwarded to the Department Head for approval. Original signature of the Department Head is required.

5. When approved, the statement and all documentation are then forwarded to the Purchasing Division for review by the Procurement Card Coordinator.
6. Once the review is complete, the Procurement Card Coordinator prepares a single check request and forwards to the City Finance Director or designee and the City Administrator for approval.
7. The approved check request will then be returned to Accounts Payable for payment.

B. Allocation of Procurement Card Charges to the City of Dunwoody Departments

1. Within 5 working days of the receipt for the electronic report from Bank of , the Procurement Card Coordinator will distribute a monthly Departmental report to the Departmental Liaisons for review and confirmation of Cardholder purchases.
 - a) Cardholder will:
 - 1) Reconcile vendor receipts to Cardholder statement.
 - 2) Submit vendor receipts and Cardholder statement to Department Liaison. If order is by telephone/fax, Cardholder should supply a copy of the order blank or a description of order to Department Liaison.
 - 3) Indicate account number for purchases to be charged against.
 - b) Department Liaison will:
 1. Review the Cardholder receipts and statements.
 2. Forward all documentation for approval by the Department Head and send the approved information to the Purchasing Division.
 - c) Procurement Card Coordinator will:
 1. Receive electronic reports from the Bank and distribute to Departmental Liaisons and make periodic audits of card use and charges for appropriateness through the use of software on-line reporting system.
 2. Areas to be monitored include, but not limited to compliance with Procurement Card regulations, compliance with the City of Dunwoody regulations, and sales and use tax charges. Non-use of card by cardholders will also be monitored.

ATTACHMENT 1

CITY OF DUNWOODY CARDHOLDER PROCUREMENT CARD AGREEMENT

The City of Dunwoody is pleased to present you with the Procurement Card. It represents trust in you and your empowerment as a responsible agent to safeguard and protect city assets.

I, _____, hereby acknowledge receipt of a City of Dunwoody Visa/MasterCard Procurement Card, No., _____, initially established with a \$_____ per transaction limit and a \$_____ monthly limit. As a cardholder, I agree to comply with the terms and conditions of this Agreement and the Procurement Card procedures.

I acknowledge receipt of said Agreement and confirm that I have read and understand their terms and conditions. I understand that the City of Dunwoody is liable to the Bank and Visa/MasterCard for all City of Dunwoody charges. I agree to use this card for the City of Dunwoody approved purchases only and agree not to charge personal purchases. I understand that the City of Dunwoody will audit the use of this card and report discrepancies.

I further understand that improper use of this card may result in disciplinary action, up to and including termination of employment. Should I fail to use this card properly, I authorize the City of Dunwoody to deduct from my salary an amount equal to the total of the discrepancy. I also agree to allow the City of Dunwoody to collect any amounts owed by me even if the City of Dunwoody no longer employs me.

I understand that the City of Dunwoody may terminate my right to use this card at any time for any reason. I agree to return the card to the City of Dunwoody immediately upon request or upon termination of employment.

Cardholder:

Signature: _____ Date: _____

Print Name: _____ Phone: _____

Department: _____ Cost Center(s) _____

Department Head: Signature: _____ Date _____

Program Coordinator: Signature: _____ Date: _____

Purchasing Manager: Signature: _____ Date: _____

Finance Director: Signature: _____ Date: _____

FINANCE USE ONLY	Initial	Date
Card Returned		
Cancelled with Bank		

ATTACHMENT 2

(Bank Information)

Phone 1-800-XXX-XXXX, Fax 1-800-XXX-XXXX Attn: Commercial Card Services

Cardholder Statement of Disputed Item

Government Name: _____
Cardholder Name: _____
Cardholder Acct #: _____

Statement Date	Transaction Date	Merchant Name/Description
Amount	Posting Date	Reference Number

Check the description most appropriate to your dispute. If you have any questions, contact Bank of .

- π Alteration of Amount:
The amount of the sales draft has been altered from \$_____ to \$_____
(Please include copy of sales draft)
- π Unauthorized Mail, Internet or Phone Order:
I certify the charge listed above was not authorized by me or any person authorized by me to use this account.
I have not ordered merchandise by mail, internet or phone, or received goods and services as represented above.
- π Cardholder Dispute:
I did participate in the above transaction, however, I dispute the entire charge, or a portion, in the amount of \$_____. Because: _____
-
- π Credit Not Received:
The merchant has issued me a credit slip for the transaction listed above. However, the credit has not been posted to my account. The date on the voucher is between 30 and 90 days old. (Please include a copy of the credit voucher.)
- π Imprinting of Multiple Slips:
The above transaction represents multiple billing to my account. I only authorized one charge from this merchant for \$_____. I am still in possession of my card.
- π Merchandise Not Received:
My account has been charged for the above transaction, but I have not received this merchandise. I have contacted the merchant.
- π Merchandise Not Received:
My account has been charged for the above transaction, but I have since contacted this merchant and canceled the order. I will refuse delivery should the merchandise still be sent.
- π Merchandise Returned:
My account has been charged for the transaction listed above, but the merchandise has been returned. Provide a description of the circumstances. (Please include postal receipt if applicable)
- π Inadequate Description/Unrecognized Charge:
I do not recognize this charge. Please supply a copy of the sales draft for my review.
- π I am no longer disputing this charge.