Disputes

1. If a transaction appears in the Works system that is inaccurate due to a merchant error such as not receiving merchandise, double-billing or billing an incorrect amount, first contact the merchant and attempt to resolve the issue.

2. If you are not successful in your resolution with the merchant, you have the ability to dispute the charge in Works. Please note that sales tax and/or employee error are not valid reasons to initiate a dispute.

3. Disputes must be made within sixty days from the transaction posting date. They can be submitted electronically in Works within the billing cycle or before the transaction has been signed off on.

4. If the cycle has closed or the transaction has been signed off on, the dispute will need to be submitted manually by emailing proadmin@ouhsc.edu.

5. To submit a dispute electronically in Works, locate the transaction to be disputed.

6. From the transaction page, select Dispute from the drop down arrow to the right of the document number.

8. Select the dispute reason from the Reason for Dispute drop down box and then provide a detailed explanation of any contact you have had with the merchant.

9. When the dispute information is complete, click OK from the bottom of the screen.

10. The bank will then take the dispute information and attempt to resolve the issue with the merchant and issue a credit to your Pcard. The bank will contact the cardholder directly if more information is needed.