Initiate a Dispute

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. 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. Disputes must be made within sixty days from the transaction post date. The dispute is submitted electronically within the Works application and sent to the bank for processing.

To dispute a charge you will first need to select the charge from the Cardholder Review page in Works and then under the General tab, select the Dispute button. A new dispute box will appear and you should select the reason for dispute. Once the appropriate reason is selected, use the Comments box to add any additional information to assist the bank in resolving the dispute such as the invoice number or point of contact for the merchant. The bank will then take the dispute information and attempt to resolve the issue with the merchant and issue a credit to your Pcard. To confirm the submission of your dispute and keep track of the dispute status, select the Dispute tab in the Works application after selecting the transaction. This tab will show the details of the dispute such as the reason, submission date and status of the dispute with the bank.