

**UNIVERSITY OF NEW MEXICO PURCHASING CARD  
CARDHOLDER STATEMENT OF DISPUTED ITEM**

Cardholder Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Department: \_\_\_\_\_ Date: \_\_\_\_\_

Statement Date	Transaction Date	Vendor Name	Amount	Post Date	Reference Number

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

**Authorized By:** \_\_\_\_\_ **Cardholder Signature:** \_\_\_\_\_

**For UNM Cardholder Use Only**

Date/time contacted	Individual Contacted	Conversation Summary

(Please use reverse side for additional space)