Disputed Transaction

What is a Disputed Transaction?
A disputed transaction is one that appears on your statement or iExpense screen that you or your delegate has no knowledge of. They can come in many forms.
Some examples include:

1. Random or unrecognised Merchant.
2. A purchase made from a strange location.
   Double charge. Card can be swiped more than once.
3. Excessive charge.
4. Small charges. (lots small charges can go unnoticed)

Note: Do not treat transactions that are valid but are expected to be refunded as disputed transactions. Such transaction must be processed normally. Use the same code and description on the refund as was used on the original transaction.

To mark a transaction as disputed in iExpenses
Go to Credit Card Transactions

Click on Dispute Transaction

Select the card holder with the disputed transaction. (If you are not a proxy for anyone the card will default to your own.)
Clicking on Go will bring all unprocessed transactions. Alternatively you can put in search criteria to help locate a particular transaction.
In this example we have $600 in the billed amount. The transaction to be disputed is the Murin Airways line. Click on the Dispute icon.

This will bring up the following screen. Place a reason for the dispute in the Reason box and Click Apply. This will remove this particular transaction from your list of transactions.
Disputed Transaction Form

A Disputed Transaction Form must then be immediately completed and emailed to corporatecard@cdu.edu.au the Office of Strategic Procurement. To Access the form Click on the Policy and Forms Link at the top of the page

Note** If you are using Mozilla Firefox you will need to adjust the browser so the pdf form will be able to be filled in electronically – this is not required to be done in Internet Explorer – see Enabling PDF forms in Firefox about 4/5 Pages below this page.

You will be taken to the Finance web page where there is a list of various forms and information regarding iExpenses. Click on Disputed Transaction Form.
Opening The Disputed Transaction Form
This will open the form allowing you to enter data on the screen.
You can review the data by going back to the disputed transaction screen.

Once the dispute form is completed it should be emailed to corporatecard@cdu.edu.au. The Office of Strategic Procurement may contact you to seek further clarification.
Closing the Dispute

1. If the transaction is no longer disputed Click on Update

   Click in the End dispute box and enter a short description relating to why the transaction is not in dispute anymore. Eg Merchant name is different to the shop name. Click Apply.

   This will place the transaction back in the list of transactions needing to be coded.

2. If the bank /credit card company acknowledges the dispute you should see a credit in your transaction list. It will have brackets around the value. Click on Match with Credit

   This will bring up a list of Credit transactions.
Click on the drop down list under Match and select Yes then Click Apply.

You will get this confirmation screen. Click Yes. This will clear the transaction.