

Disputing a Transaction

When reviewing your transactions in the CEO Portal and a transaction is not recognized use the following steps:

- Locate your card.
 - If you cannot locate it, please contact Wells Fargo at 1-800-932-0036.
- If you have your card, but do not recognize a transaction:
 - Contact the vendor **FIRST** to try and get a refund or correction
 - If unresolved after working directly with the vendor, complete the online form
 - Notify program administrator of dispute
 - Additional supporting information may be requested

NOTE: Cardholders have 60 days from the posting date to dispute a transaction

Check the box for the transaction and click Dispute.

| Charges | | Out-of-pocket Expenses | | | | | | |
|--|--------------|------------------------|--------------------------|------------------------------------|----------|------------------------------|----------------------------|-----------------------------|
| Select All Clear All | | | | | | | | |
| Transaction Date | Posting Date | Personal | Merchant | Custom Fields | G/L Code | Receipt Attached | Amount / Original Currency | |
| 1. <input type="checkbox"/> | 03/02/20xx | 03/03/20xx | <input type="checkbox"/> | COMPUTER STORE* Denver, CO | | 273007 - Computers | <input type="checkbox"/> | 2,900.00 USD |
| <i>Description:</i> * Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners | | | | | | | | |
| 2. <input type="checkbox"/> | 03/04/20xx | 03/04/20xx | <input type="checkbox"/> | HOTEL Dallas, TX | | View Split | <input type="checkbox"/> | 1,000.50 USD |
| <i>Description:</i> * Hotel stay for 3-day conference in Dallas | | | | | | | | |
| 3. <input type="checkbox"/> | 03/07/20xx | 03/07/20xx | <input type="checkbox"/> | AIRLINE Oakland, CA | | View Split | <input type="checkbox"/> | 800.00 USD |
| <i>Description:</i> * Flight from Texas | | | | | | | | |
| 4. <input type="checkbox"/> | 03/05/20xx | 03/05/20xx | <input type="checkbox"/> | CAR RENTAL COMPANY* Phoenix, AZ | | | <input type="checkbox"/> | 100.28 USD |
| <i>Description:</i> * Rented a car | | | | | | | | |
| 5. <input type="checkbox"/> | 03/08/20xx | 03/08/20xx | <input type="checkbox"/> | COMPUTER STORE* San Ramon, CA | | 273007 - Computers | <input type="checkbox"/> | 800.00 USD |
| <i>Description:</i> * Computer components | | | | | | | | |
| 6. <input type="checkbox"/> | 03/10/20xx | 03/10/20xx | <input type="checkbox"/> | COMPUTER STORE Pittsburgh, PA | | View Dispute | <input type="checkbox"/> | 199.99 USD / 150.25 |
| <i>Description:</i> * Software program | | | | | | | | |
| 7. <input type="checkbox"/> | 03/12/20xx | 03/12/20xx | <input type="checkbox"/> | GAS STATION Provo, UT | | 273001 - Business Travel | <input type="checkbox"/> | 2.95 USD |
| <i>Description:</i> * Gasoline | | | | | | | | |
| 8. <input type="checkbox"/> | 03/15/20xx | 03/15/20xx | <input type="checkbox"/> | GENERAL STORE* Vancouver, BC | | 273005 - Stationary | <input type="checkbox"/> | (899.49 USD / 910.00) |
| <i>Description:</i> * Supplies for meeting | | | | | | | | |
| Select All Clear All | | | | | | | | |
| <input type="button" value="Reclassify"/> <input type="button" value="Add Descriptions"/> <input type="button" value="Split & Reclassify"/> <input type="button" value="Dispute"/> <input type="button" value="Copy Request"/> | | | | | | | | |
| | | | | | | | | Total Charges: 4,904.23 USD |

If a charge is already disputed, you can click View Dispute in the G/L Code or Split column to display information for the dispute.

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- Enter information for the dispute.
- **Dispute Details:** Specify the type of dispute and complete any fields required for the dispute type.
- **Contact:** Enter the Cardholder's phone number (10 digits max).
- **Reason for Dispute:** Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.
- When finished, click **Submit**.


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Select the **Dispute Type**, and enter the information. Enter the reason for the dispute and any steps you have taken to resolve the situation with the merchant in the **Dispute Description** box. Click **Submit**. Note: You can dispute a charge only up to 60 days after a transaction has been posted.

Cardholder Name: **CAMPBELL, MOLLY**
Card Number: **xxxx-xxxx-xxxx-4372**

| Selected Charge | | | |
|-----------------------------|----------------------------|----------------------|-------------------------------------|
| Transaction Date: | 10/03/20 | Posting Date: | 10/04/20 |
| Merchant: | Airlines SFO, CA | Merchant Type: | Crown Air |
| Merchant Reference Number: | 950921473902361883 | General Ledger Code: | 738 - Travel Costs - Airfare |
| Amount / Original Currency: | 132.80 USD | | |

Dispute Details


 If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the WellsOne® Service Center at 1-800-932-0036 immediately.

For all dispute types except Unauthorized, you must first contact the merchant and try to resolve the problem before filing a dispute with Wells Fargo.

Dispute Type:

Unauthorized Transaction
I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.

Duplicate Transaction
A single transaction has posted more than once.

Cancelled Transaction
I cancelled the transaction on 

Incorrect Amount
A transaction for posted on my statement as above.

Unrecognized Transaction
I do not recognize the transaction.

Contact Information
Please enter a phone number so that we may contact you in case we have any questions about this dispute.
Phone Number:

Reason for Dispute
Briefly describe the reason for this dispute, and include what steps you took to resolve this matter. If the dispute is a hotel or auto rental charge, please provide the **Merchant Cancellation Number**.
Dispute Description: