

JP MORGAN CHASE STATEMENT OF QUESTIONED ITEM  
FOR THE UMASS CENTRAL ADMINISTRATION PROCARD

Cardholder Return Address:

Name: _____	Card #: _____
Department: _____	Merchant: _____
Street: _____	Amount: _____
City/State/Zip: _____	Transaction Date: _____
Telephone #: _____	Reference #: _____

To assist our investigation, please indicate below the reason for your dispute. If you have any questions, please call a JP Morgan Chase representative at 1-800-270-7760.

- I did not make, nor authorize the above transaction. (*Please indicate the whereabouts of your Purchasing Card*): \_\_\_\_\_  
\_\_\_\_\_
- There is a difference in the amount I authorized and the amount I was billed. (*A copy of your charge must be enclosed.*)
- I only transacted one charge and I was previously billed for this sales draft. (*Date of previous charge*)
- The above transaction is mine, but I am disputing the transaction. (*Please state your detailed reason*): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Please send me a copy of the sales draft. (*Your account will be charged \$5.00 for each copy supplied.*)
- I have received a credit voucher for the above transaction, but it has not yet appeared on my account. (*A copy of the credit voucher must be enclosed.*)
- My account has been charged for the above transaction, but I have not received this merchandise. The details of my attempt to resolve the disputes with the merchant and the merchant's response are as follows: \_\_\_\_\_  
\_\_\_\_\_
- My account has been charged for the above transaction, but the merchandise has since been returned. (*Please enclose a copy of the receipt, or some form of proof of return, for the returned item.*)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return this form to:

Lorie Orszulak  
University Controller's Office  
333 South St., Suite 450  
Shrewsbury, MA 01545

Updated 2/17/06