



Business Process Document
PS FIN Purchasing: Reconciler_Resolving Disputed Transactions

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Reconciler_Resolving Disputed Transactions

Trigger:

Required Field(s)	Comments

Output - Results	Comments

Additional Information

Business Process Document

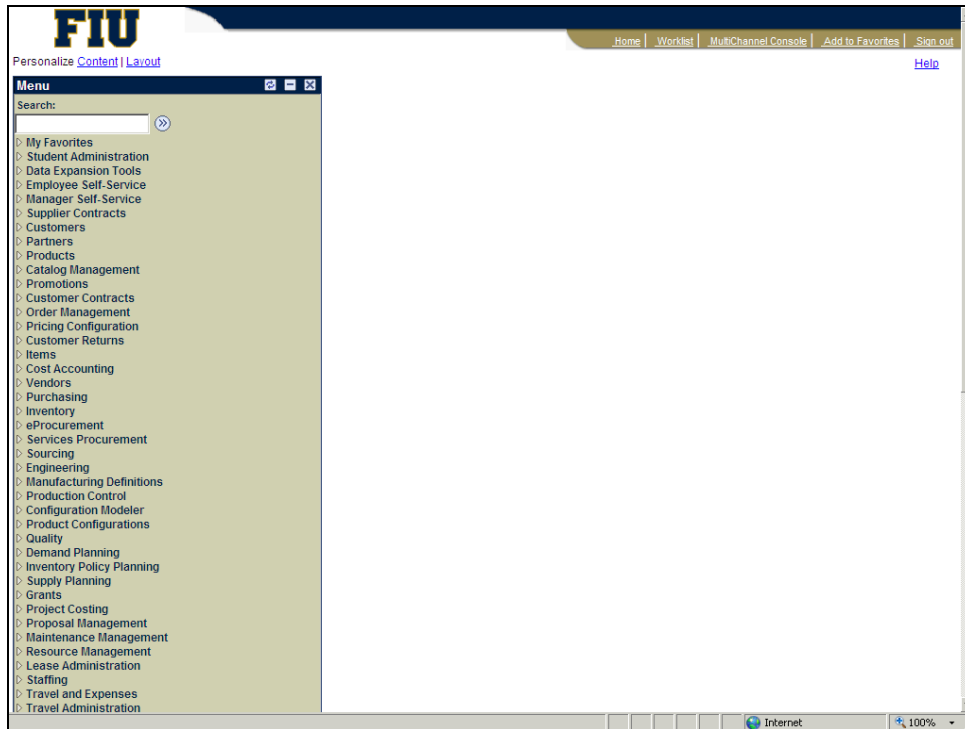
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Procedure

You use the **Dispute** page to view and resolve disputed transactions.

In this topic, you will resolve a procurement card transaction amount that was in dispute.

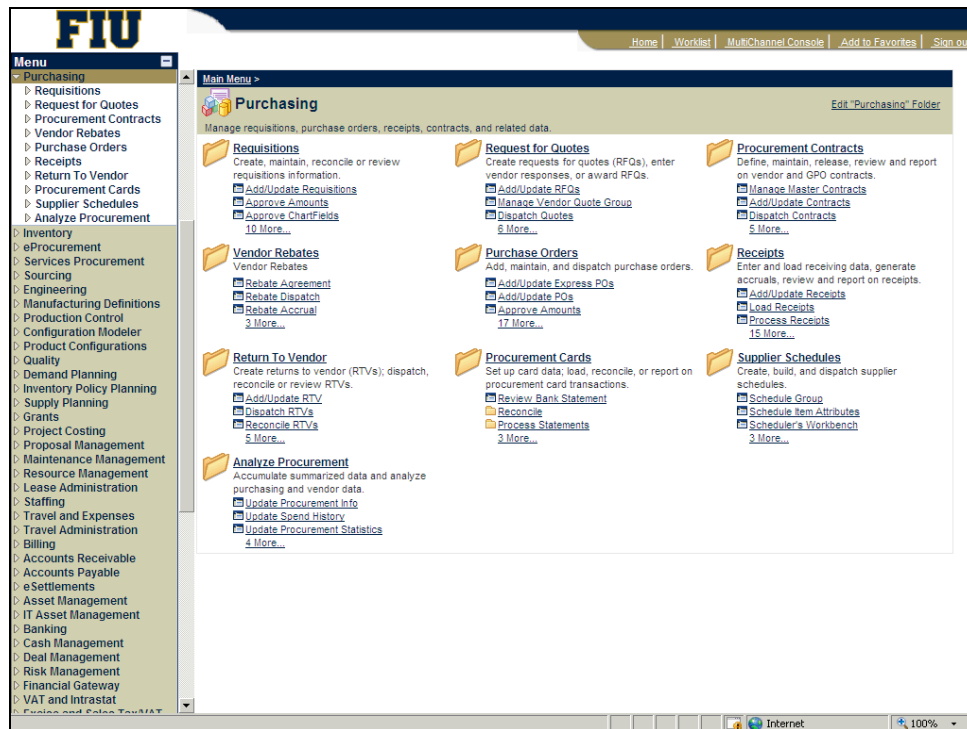


Step	Action
1.	Click the Purchasing link. 



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Step	Action
2.	Click the Procurement Cards link. Procurement Cards
3.	Click the Reconcile link. Reconcile
4.	Click the Reconcile Statement link. Reconcile Statement

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The screenshot shows the 'Reconcile Statement' page for 'Procurement Card Transactions'. The interface includes a navigation menu on the left, a header with 'FIU' and user information, and a main content area with a table of transactions. The table has columns for 'Trans Date', 'Merchant', '*Status', 'Transaction Amount', 'Currency', 'Budget Status', 'Chartfield Status', 'Redistrib', and 'Voucher Error'. The first transaction is selected, and the 'Billing' tab is active. Below the table are buttons for 'Select All', 'Clear All', 'Stage', 'Verify', and 'Validate Budget', along with links for 'Search', 'Purchase Details', 'Split Line', and 'Distribution Template'.

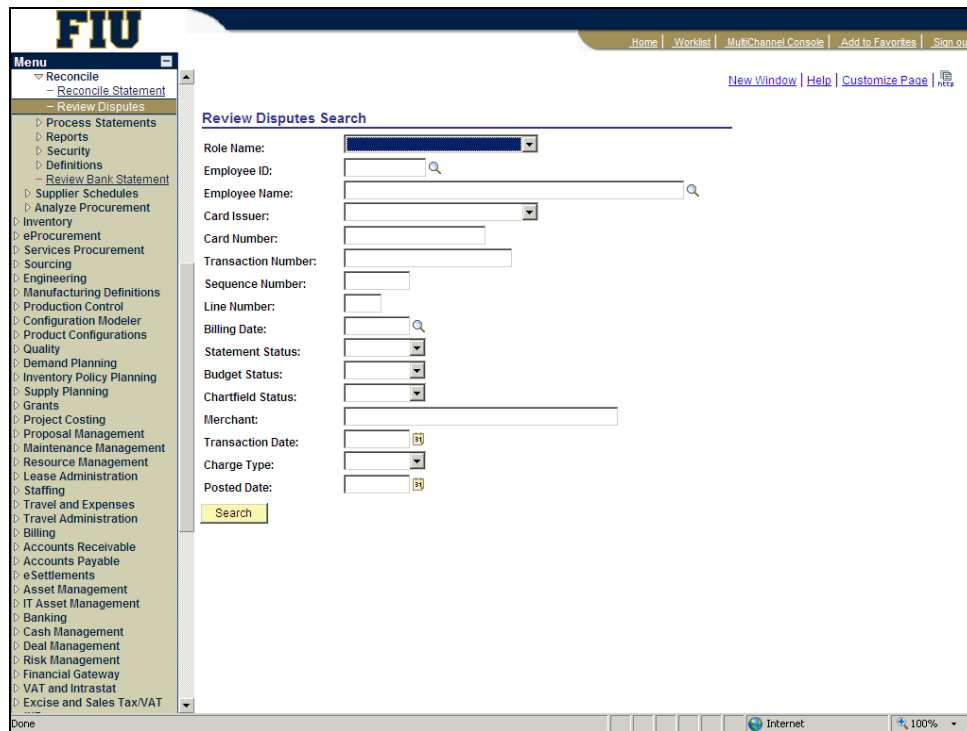
Trans Date	Merchant	*Status	Transaction Amount	Currency	Budget Status	Chartfield Status	Redistrib	Voucher Error
03/03/2009	AMERICAN AIR0017404952757	Verified	593.93	USD	Valid	Valid	Yes	No
03/03/2009	THRIFTY CAR RENTAL	Verified	193.42	USD	Valid	Valid	Yes	No
03/03/2009	UNITED AIR 0187403934193	Verified	100.00	USD	Valid	Valid	Yes	No
03/03/2009	UNITED AIR 0182148359180	Verified	551.40	USD	Valid	Valid	Yes	No
03/03/2009	HAMPTON INNS	Verified	515.88	USD	Valid	Valid	Yes	No
03/03/2009	HAMPTON INNS	Verified	84.29	USD	Valid	Valid	Yes	No
03/03/2009	HAMPTON INNS ALBANY	Verified	149.08	USD	Valid	Valid	Yes	No
03/03/2009	AVIS RENT-A-CAR	Verified	202.84	USD	Valid	Valid	Yes	No
03/03/2009	HERTZ RENT-A-CAR	Verified	130.00	USD	Valid	Valid	Yes	No


Step	Action
5.	Click the Billing tab.
6.	Click in the Dispute Amount field to enter the disputed difference in the Billing Amount charge.
7.	Enter the desired information into the Dispute Amount field. Enter " 3.42 ".
8.	Click the Save button.
9.	Click the Review Disputes link to search for disputed transactions.



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Step	Action
10.	Click the Reconciler list item. 

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The screenshot shows the 'Review Disputes Search' form in the FIU web application. The form is titled 'Review Disputes Search' and is located in the main content area. On the left, there is a 'Menu' sidebar with various navigation options. The form fields are as follows:

- Role Name:
- Employee ID:
- Employee Name:
- Card Issuer:
- Card Number:
- Transaction Number:
- Sequence Number:
- Line Number:
- Billing Date:
- Statement Status:
- Budget Status:
- Chartfield Status:
- Merchant:
- Transaction Date:
- Charge Type:
- Posted Date:

A yellow 'Search' button is located at the bottom of the form.

Step	Action
11.	Enter the desired information into the Employee ID field. Enter "pcarduser2".
12.	Click the Search button.




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The screenshot shows the FIU Procurement Card Transactions interface. The left sidebar contains a menu with various options, including 'Reconcile', 'Review Disputes', and 'Supplier Schedules'. The main content area displays 'Review Disputes' for 'Procurement Card Transactions'. It shows user information: 'EmpID: PCARDUSER2' and 'Name: Acerno, Tead'. Below this is a table titled 'Transactions with Dispute' with columns: 'Collected', 'Dispute Amount', 'Card Number', 'Description', 'Trans Date', 'Transaction Amount', 'Currency', and 'Merchant'. Two transactions are listed:

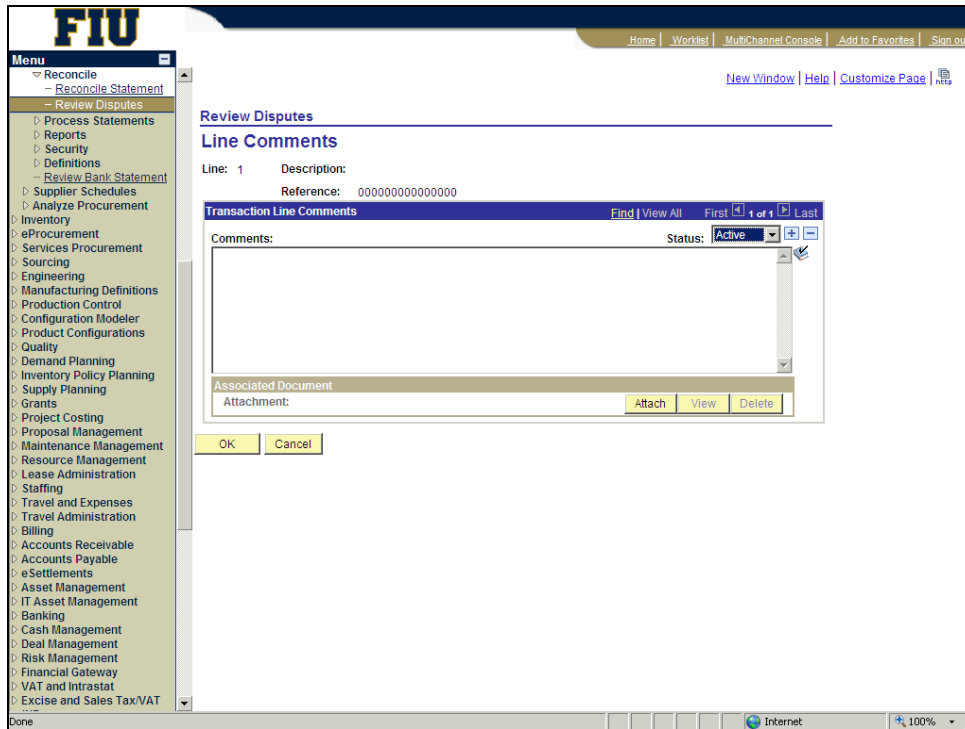
Collected	Dispute Amount	Card Number	Description	Trans Date	Transaction Amount	Currency	Merchant
<input type="checkbox"/>	93.53	*****4765		03/03/2009	593.93	USD	AMERICAN AIR00174
<input type="checkbox"/>	3.42	*****4765	EU0316584	03/03/2009	193.42	USD	THRIFTY CAR RENT

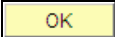
Buttons for 'Save' and 'Notify' are visible below the table. The browser status bar at the bottom shows 'Internet' and '100%' zoom.

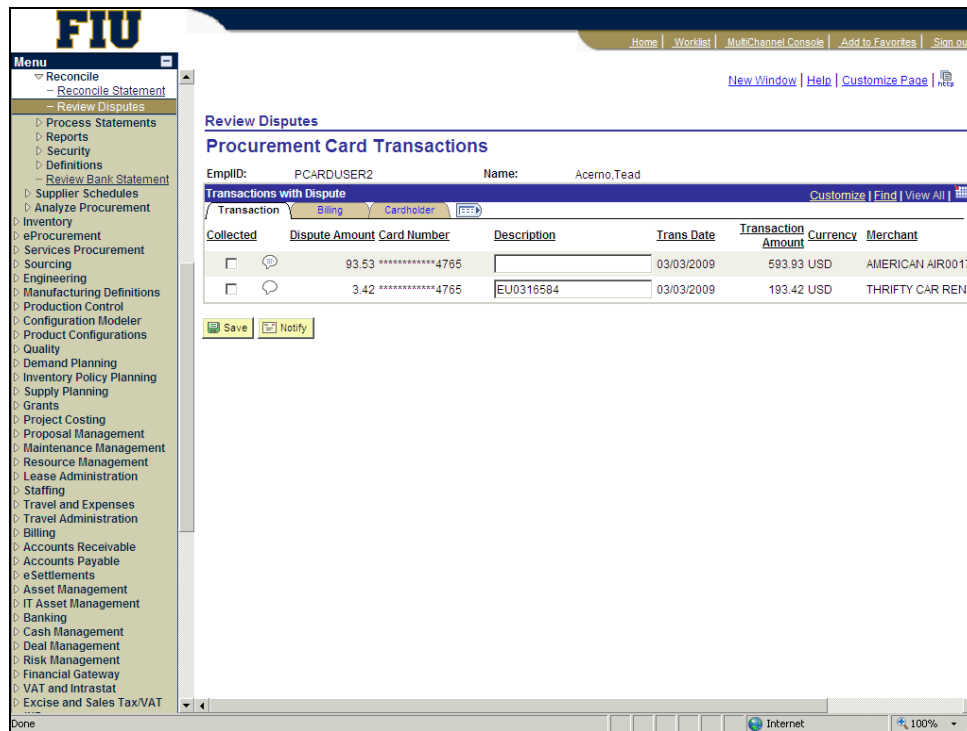
Step	Action
13.	Click the Comments button. 




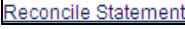
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Step	Action
14.	Enter the desired information into the Comments field. Enter " Disputing this charge because I was charged the incorrect amount. ".
15.	Click the OK button. 



Step	Action
16.	Click the Billing tab to review information regarding the disputed transactions. 
17.	Click the Cardholder tab. 
18.	Click the Collected option once the dispute has been settled. <input type="checkbox"/>
19.	Click the Save button. 
20.	Click the Reconcile Statement link. 

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Reconcile Statement

Procurement Card Transactions


EmplID: PCARDUSER2 Name: Acerno, Tead
 Card Number: *****4765 Card Provider: PBOA

Run Budget Validation on Save

Transaction	Trans Date	Merchant	*Status	Transaction Amount	Currency	Budget Status	Chartfield Status	Redistrib	Voucher Error
<input checked="" type="checkbox"/> 1	03/03/2009	AMERICAN AIR0017404952757	Verified	593.93	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 2	03/03/2009	THRIFTY CAR RENTAL	Verified	193.42	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 3	03/03/2009	UNITED AIR 0187403934193	Verified	100.00	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 4	03/03/2009	UNITED AIR 0182148359180	Verified	551.40	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 5	03/03/2009	HAMPTON INNS	Verified	515.88	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 6	03/03/2009	HAMPTON INNS	Verified	84.29	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 7	03/03/2009	HAMPTON INNS ALBANY	Verified	149.08	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 8	03/03/2009	AVIS RENT-A-CAR	Verified	202.84	USD	Valid	Valid	Yes	No
<input type="checkbox"/> 9	03/03/2009	HERTZ RENT-A-CAR	Verified	130.00	USD	Valid	Valid	Yes	No

Select All Clear All

[Search](#) [Purchase Details](#) [Split Line](#) [Distribution Template](#)

Step	Action
21.	Click the Billing tab. 



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Reconcile Statement
Procurement Card Transactions

EmpID: PCARDUSER2 Name: Acerno, Tead
 Card Number: *****4765 Card Provider: PBOA

Run Budget Validation on Save

Transaction	Billing	Reference	Description	Billing Date	Billing Amount	Currency	Prepaid Ref	Dispute Amount	Credit Collected
1		0000000000000000		03/31/2009	593.93	USD	2009033101	93.53	<input checked="" type="checkbox"/>
2			EU0316584	03/31/2009	193.42	USD	2009033101	3.42	<input type="checkbox"/>
3		0000000000000000		03/31/2009	100.00	USD	2009033101	0.00	<input type="checkbox"/>
4				03/31/2009	551.40	USD	2009033101	0.00	<input type="checkbox"/>
5				03/31/2009	515.88	USD	2009033101	0.00	<input type="checkbox"/>
6				03/31/2009	84.29	USD	2009033101	0.00	<input type="checkbox"/>
7				03/31/2009	149.08	USD	2009033101	0.00	<input type="checkbox"/>
8			50395132	03/31/2009	202.84	USD	2009033101	0.00	<input type="checkbox"/>
9			440146431	03/31/2009	130.00	USD	2009033101	0.00	<input type="checkbox"/>

Select All Clear All Stage Verify Validate Budget

[Search](#) [Purchase Details](#) [Split Line](#) [Distribution Template](#)

Step	Action
22.	Click the Home link. Notice: There is a check in the Credit Collected column for the Disputed Amount that was settled. <input type="button" value="Home"/>
23.	Congratulations. You have successfully Resolved a Disputed Transaction. End of Procedure.