DISPUTE A TRANSACTION
1. Log in to Access Online: https://www.access.usbank.com(cpsApp1/AxolPreAuthTokenServlet?requestCmId=login

2. Complete the security question to continue.

3. Click on “Transaction Management.”

4. Click on “Transaction List.”

*Use this quick reference guide as a fast reminder of the basic steps for disputing a transaction in Access Online.
5. Click the transaction *date link* for the transaction you want to dispute.

6. Click "Dispute."

7. Select the appropriate dispute reason.

8. Click "Select."

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**DISPUTE A TRANSACTION**

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**Transaction Summary**

<table>
<thead>
<tr>
<th>Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
<th>Purchase ID</th>
<th>Total Amount</th>
<th>Memo Post</th>
<th>Sales Tax</th>
<th>Freight</th>
<th>Merchant Name</th>
<th>City, State/Province</th>
<th>Transaction Type</th>
<th>Transaction Category Code</th>
<th>Term</th>
<th>Source Currency</th>
<th>Source Currency Amt</th>
<th>Reference Number</th>
<th>Billing Cycle</th>
<th>Reference Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>09/06/2018</td>
<td>09/12</td>
<td>OFFICE DEPOT</td>
<td>000-463-3768, FL</td>
<td></td>
<td>96.54</td>
<td>Yes</td>
<td>0.00</td>
<td>0.00</td>
<td>OFFICE DEPOT #1099</td>
<td>000-463-3768, FL</td>
<td>SALES DRAFT</td>
<td>5111</td>
<td>WHOLESALE OFFICE SUP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**Transaction List**

<table>
<thead>
<tr>
<th>Select</th>
<th>Approval Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pending</td>
<td>09/06/2018</td>
<td>09/12</td>
<td>OFFICE DEPOT</td>
<td>000-463-3768, FL</td>
</tr>
<tr>
<td>X</td>
<td>Final Approved</td>
<td>09/02</td>
<td>05/05</td>
<td>FEDERATION OF</td>
<td>MULTISTATE TA</td>
</tr>
</tbody>
</table>

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The definition of a *fraud* transaction is defined as third party unauthorized use of a card. If the transaction in question is fraud, please call 1.800.523.9078.

The definition of a *dispute* transaction is defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their Issuer’s assistance.
9. Verify or type your name in the **Requestor Name** field.

10. Type your office/work phone number in the **Requestor Phone Number** field.

11. In the **Comments** box, enter additional comments to explain why you are disputing the charge.

12. Click “**Continue**”.

13. Review your dispute request to insure all information is accurate. Next, **print** and **sign** your dispute request form.

14. After your dispute request form is signed and complete, **fax** or **mail** your form to the fax number or mailing address provided on the form.