

 <p>Department of Children & Family Services <i>Building a Stronger Louisiana</i></p>	Division/Section	Executive Division
	Chapter No./Name	DCFS Departmental Policy
	Part No./Name	1 – Administrative/Fiscal
	Section No./Name	1-21 Controlled Billed Account
	Document No./Name	Statement of Disputed Item Form Instructions
	Effective Date	April 16, 2012

➤ PURPOSE

- Used to file a dispute with Bank of America for charges or service/quality issues that cannot be resolved with the merchant.

➤ PREPARATION

- Form should be typed or printed legibly.
- All supporting documentation, including correspondence from the merchant must be attached.

➤ DISPOSITION

- Original form is kept by the Cardholder.
- Completed form should be faxed to Bank of America, with related correspondence/documentation attached, within 60 days from the billing close date.
- A copy of the form and related correspondence/documentation should be attached to the Travel Card log and the transaction should be marked as “DISPUTED”.
 - When the credit for the disputed item is listed on the statement, document on the travel card log “DISPUTE CORRECTION” and submit a copy along with the travel card log that lists the original charge.
 - Submit a copy to Fiscal-Financial Management Travel Accountant. @ DCFS.SLTC@la.gov.

Retention:

- Retain form for four (4) fiscal years in the cardholder’s office or the Records Center.