Cardholder (as Accountable Official)

"I certify that, except as may be noted herein or on supporting documents, the purchases and amounts listed on this account statement:

1. Are correct and required to fulfill mission requirements of my organization.
2. Do not exceed spending limits approved by the Resource Manager.
3. Are not for any personal use or the personal use of the receiving individual.
4. Are not items that have been specifically prohibited by statute, by regulation, by contract or by my organization.
5. Have not been split into smaller segments to avoid dollar limitations."

"All purchase card transactions are subjected to DOD's Operation Mongoose to identify instances of potential fraud, waste and/or abuse."

_____ _____

AUTHORIZED CARDHOLDER SIGNATURE DATE

INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

Before disputing or questioning a charge on your statement, please validate you have taken the following actions:

- Reviewed your receipts for the amount in question as it may have posted to your statement with a different merchant name.
- Attempted to contact the merchant in an attempt to resolve the issue.

If the above actions have been taken and you still desire to dispute the transaction, disputes may be filed by phone or in writing using the Statement of Questioned Item form (CSQI). Dispute filing may also be available by electronic submission for authorized users of the U.S. Ban Government Services Electronic Access System (EAS).

For the quickest and most convenient service, please phone U.S. Bank Government Services at: 1-888-994-6722 and have the following information available:

- The date and dollar amount of the transaction you are questioning.
- An explanation of why you believe there is an error or why you need additional information along with any documentation to support your claim.
- The date you contracted the merchant to attempt to resolve the issue and the merchant's response.

Many inquiries can be corrected over the phone, but phoning alone does not preserve your rights. There may be circumstances where written correspondence is required. In these instances, complete the Cardholder Statement of Questioned Item form (CSQI). This form is available from your Approving Official or Agency Program Coordinator. Pay particular attention to:

- Describing the attempted merchant resolution.
- Signing the form.
- Providing the contact name and corresponding daytime telephone number including area code.
- Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipts or UPS receipts, etc.

Return the original form to: U.S. Bank Government Services
P.O. Box 6347
Fargo, ND 58125-6347

The Statement of Questioned Item form must be returned to U.S Bank no later than 90 days after the posting date on which the transaction appeared, in order to preserve your rights to dispute the transaction. Be sure to retain a copy for your files and forward a copy with your certified Statement of Account to your Approving Official as indicated by your agency's organization's procedures.

If you have questions, concerning disputing a transaction, you are encouraged to call U.S. Bank Government Services at 1-888-994-6722 so we may assist you.

(Replaces previous version as of July 2010)