UNIVERSITY SYSTEM OFFICE

Procurement Dispute Form

Bank of America
Phone 1-800-449-2273

Attn: Commercial Card Services

Cardholder Statement of Disputed Items

Organization Name: _______________________
Cardholder Name: _______________________
Cardholder Account Number: _______________________

<table>
<thead>
<tr>
<th>Statement Date</th>
<th>Transaction Date</th>
<th>Merchant Name/Description</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Amount</th>
<th>Posting Date</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

Check the description most appropriate to your dispute.

1. Alteration of Amount:
The amount of the sales draft has been altered from $ ___________ to $ ___________.

2. Unauthorized Mail or Phone Order:
I certify the charge listed above was not authorized by me or any person authorized by me to use this account. I have not ordered merchandise by phone or mail, or received goods and services as represented above.

3. Cardholder Dispute:
I did participate in the above transaction, however, I dispute the entire charge, or a portion, in the amount of $ ___________ because:

4. Credit Not Received:
The merchant has issued me a credit slip for the transaction listed above, however, the credit has not posted to my account. The date on the voucher is between 30 and 90 days old. (Please include a copy of the credit voucher.)

5. Imprinting of Multiple Slips:
The above transaction represents multiple billing to my account. I only authorized one charge from this merchant for $ ___________. I am still in possession of my card.

6. Merchandise Not Received:
My account has been charged for the above transaction, but I have not received this merchandise. I have contacted the merchant.

7. Merchandise Not Received:
My account has been charged for the above transaction, but I have since contacted this merchant and canceled the order. I will refuse delivery should the merchandise still be sent.

8. Merchandise Returned:
My account has been charged for the transaction listed above, but the merchandise has been returned. Provide a description of the circumstances. (Please include postal receipt if applicable.)

9. Inadequate Description/Unrecognized Charge:
I do not recognize this charge. Please supply a copy of the sales draft for my review.

10. I am no longer disputing this charge.

dispute.doc Revised 1/23/99