

**LOS ANGELES COMMUNITY COLLEGE DISTRICT
CARDHOLDER STATEMENT OF QUESTIONED ITEM**

(Please print or type in black ink)

CARDHOLDER'S NAME (please print or type)	4055-0188-
	ACCOUNT NUMBER
CARDHOLDER'S SIGNATURE	DATE
	(AREA CODE) TELEPHONE NUMBER
BILLING STATEMENT ADDRESS	

The transaction in question as shown on Statement of Account, dated _____, a copy of which is attached:

Transaction Date	Reference Number	Merchant	Amount	Statement Date

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact your Agency Program Coordinator.

1. UNAUTHORIZED MAIL OR PHONE ORDER
 - I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
 - I have not authorized this charge to my account. I have not ordered merchandise by phone or mail. I received the goods or services unsolicited and am prepared to return them providing the merchant arranges and pays for return shipping.

2. DUPLICATE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS _____
 - The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.

3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$_____
 - My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement on the reverse side of this form detailing the merchant contact, and the expected date to receive merchandise.)
 - My account has been charged for the above listed transaction. I have contacted this merchant on _____(date) and canceled the order. I will refuse delivery should the merchandise still be received.

4. MERCHANDISE RETURNED IN THE AMOUNT OF \$_____
 - My account has been charged for the above listed transaction, but the merchandise has since been returned. The returned merchandise authorization number issued by the vendor was _____. The merchandise was returned on _____ via US Postal Service, UPS, Federal Express or other: _____. A copy of the shipping receipt or other proof of shipment is attached.

5. CREDIT NOT RECEIVED
 - I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed.

6. ALTERATION OF AMOUNT
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$_____.
7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE
 I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, if I still dispute the charge, I will complete another Statement of Questioned Item Form and include the copy of the sales draft. If a copy of the sales draft cannot be obtained, a credit will appear in my account.
8. COPY REQUEST
 I recognize this charge but need a copy of the sales draft for my records. I shall not delay payment of this charge.
9. SERVICES NOT RECEIVED
 I have been billed for this transaction, however, the merchant was unable to provide the services.
10. PAID BY ANOTHER MEANS
 My card number was used to secure this purchase, however, final payment was made by check, cash, or another credit card. (Enclosed is my receipt, canceled check (front & back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means)
11. NOT AS DESCRIBED
 The item(s) I received do not conform to what was agreed upon with the merchant and I have made attempts to return the items to the merchant. I have described below what goods, services or other things of value were received, what was ordered and the attempts made to return the items. (The Cardholder must have attempted to return the merchandise and state so in their complaint.)
12. If none of the above reasons apply - please describe the situation:

(Note: Below provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement on the reverse of this form.)