

**ELAN VISA PURCHASING CARD**  
**BILLING INQUIRY FORM**

If you have a transaction appearing on your statement that you are questioning and cannot get satisfaction from the vendor directly, complete this form and return it to:

Elan Financial Services  
Attn: Purchasing Card  
PO Box 2066  
Milwaukee, WI 53201

I have reviewed the charges made to my account and dispute the following item:

Account # \_\_\_\_\_  
Reference # \_\_\_\_\_  
Amount \$ \_\_\_\_\_  
Transaction Date \_\_\_\_\_ Post Date \_\_\_\_\_

*Please check only one box.*

- The amount of sales draft was increased from \$\_\_\_\_\_ to \$\_\_\_\_\_ or my sales slip was added incorrectly. Enclosed is my copy of the sales draft which shows the correct amount.
- I do not recognize this transaction or recall making a purchase or placing an order with this merchant. If you have multiple unauthorized charges, which you do not recognize on your statement, please call Elan at (800) 393-3526.
- I have not received the merchandise which was to have been shipped to me. I have contacted the merchant on (date)\_\_\_\_\_ and requested that my account be credited.
- The attached credit slip was listed as a sale on my statement.
- I was issued a credit slip which was not posted on my statement. A copy of my credit slip is enclosed.
- I certify that the charge in question was a single transaction, but was posted twice on my statement. I did not authorize the second transaction. (Please note dates on which the sales in question were posted to your account.)
- Although I did engage in a transaction at the merchant, I was billed for \_\_\_\_\_ transaction(s) totaling \$\_\_\_\_\_ that I did not engage in, nor did anyone else authorized to use my card. I do have all my cards in my possession.
- Merchandise which was shipped to me has arrived damaged and/or defective. I returned the merchandise on \_\_\_\_\_ and have requested the merchant to credit my account.
- Other – (My detailed explanation is attached to this.)

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Telephone/Best time to call

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

CC: St. Cloud State University, Purchasing Department, Accounts Payable– AS 122