Disputing a credit card transaction and reversing a disputed transaction in iExpenses

iExpenses is used by employees or their delegates to process expense reports for University credit card transactions, cash reimbursements and acquit cash advances.

This reference card covers disputing a credit card transaction and reversing a disputed transaction in iExpenses. How to create expense reports for credit card transactions and cash expenses is covered in the Create a credit card and/or cash reimbursement expense report reference card.

When you process a credit card expense report you may come across an invalid credit card transaction for an item you did not purchase or don't recognise. If so these transactions should be left un-processed so that they will be available for you to process as a disputed transaction. For these unidentified credit card transactions you should contact the bank and log a query with them to have the transaction investigated. And then process a dispute marking the unidentified credit card transaction as disputed in iExpenses. Later should the bank provide sufficient clarification to satisfy you that the disputed transaction is valid, you can go back into iExpenses and reverse the dispute.

Marking a credit card transaction as disputed

1. Log into Themis, navigate to UOM Staff Self Service > Internet Expenses and select the Expenses Home menu option.
   The Expenses Home page displays showing the most recent expense reports created.

2. Select the Credit Card Transactions tab.
   The Credit Card Transactions screen displays showing all your un-processed credit card transactions.

3. If you are processing the dispute as a delegate, select the other person’s credit card account from the Transactions for Account field drop down list.
   Skip this step if you are processing your own report as your account will have automatically defaulted.
   We have logged in as Beena Mattam and will process our own transactions.

4. Click the Dispute Transactions link on the left of the screen.
   The transactions available for dispute will appear at the bottom of the screen under the Current Credit Card Transactions area.
5 Click the Dispute icon at the end of the transaction line to be disputed. The Create Dispute Credit Card Transactions screen displays. For this example we have disputed the first transaction of $19.38.

![Create Dispute Credit Card Transactions](image)

6 Enter a reason why you are disputing the transaction into the Reason field and click the Apply button. A confirmation message appears at the top of the screen indicating that the transaction has been marked as disputed.

![Confirmation Message](image)

Reversing a disputed transaction

1 Log into Themis, navigate to UOM Staff Self Service > Applications > Internet Expenses and select the Expenses Home menu option. The Expenses Home page displays showing the most recent expense reports created.

2 Select the Credit Card Transactions tab. The Credit Card Transactions screen displays showing all your un-processed credit card transactions. Note: the $19.38 transaction we disputed above no longer appears in the un-processed transaction list.

![Credit Card Transactions](image)

3 If you are processing the dispute as a delegate, select the other person’s credit card account from the Transactions for Account field drop down list. Skip this step if you are processing your own report as your account will have automatically defaulted. We have logged in as Beena Mattam and will process our own transactions.
4. Click the Dispute Transactions link on the left of the screen. Any transactions that have already been disputed appear in the middle of the screen under the Disputed Transactions area.

5. Click the Update icon at the end of the disputed transaction that is to be reversed. The Update Disputed Credit Card Transaction screen displays. For this example, we are reversing the $19.38 disputed item.

6. Tick the End Dispute checkbox.

7. Enter a reversal reason in the free text comment field and click the Apply button. The Dispute Credit Card Transaction screen is returned and the $19.38 transaction we reversed has disappeared from the Disputed Transactions area of the screen. **Note:** the $19.38 transaction will again appear as an un-processed credit card that will be available to be added to an expense report for processing.