**Disputing a Travel Card transaction**

AP Travel will need the following information to successfully dispute a travel card transaction:

1. **Detailed information on the transaction(s) being disputed**, (i.e., Merchant Name, Transaction Date, Amount, etc.)
2. **Reason for the dispute.** Is this a fraudulent or erroneous charge?
3. **Has anyone attempted to dispute the charge with the merchant**? If so, is there supporting documentation such as an email exchange between the cardholder/department and the merchant?
4. AP Travel will review all of the information provided and will then proceed with the dispute process with the bank. **Note: All disputes have a 60 day limit from the date of the transaction.** The bank will not be able to proceed with a dispute case for anything outside of the 60 day limit.

All requests for travel card disputes should be emailed to [aptravel@uh.edu](mailto:aptravel@uh.edu) as soon as possible.