



University at Buffalo
The State University of New York

Procurement Card Administration
Procurement Services
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**FOR YOUR RECORDS ONLY
DO NOT SEND TO CITIBANK**

Citibank Visa Procurement Card Credit Pending Form

Date: _____

Supplier: _____

Reason for Credit:

Actions Taken to Request Credit:

If the problem cannot be resolved with the merchant, the Cardholder must initiate a dispute by faxing a CITIBANK GOVERNMENT CARDHOLDER DISPUTE FORM to Citibank at 605-357-2019 within 60 calendar days. This form is accessible through Citibank's website when viewing the cardholder statement.

NOTE: DEPARTMENT MUST RETAIN THIS RECORD AND ATTACH ORIGINAL DOCUMENTATION TO THE BACK. RECORDS MUST BE RETAINED BY THE DEPARTMENT FOR SIX (6) YEARS, PLUS THE CURRENT YEAR. ALL PCARD TRANSACTIONS ARE SUBJECT TO AUDIT AND MUST COMPLY WITH THE POLICIES AND PROCEDURES GOVERNING THE PROGRAM.