

# Access Billing System (ABS)

## How to dispute via a statement

1. Log in to your Access account via our web page <https://www.access-billing-services.com/CustomerServices/MainFrames.aspx>
  - a. If you do not have a username and password please call 800-879-1776
2. From the menu on the left side of the page, open “Billing” then choose “Statements”
3. Enter your account number in the appropriate box or use the binoculars to choose the account number
4. You may choose to enter additional filtering criteria as well
5. Click the “Search” button at the bottom of the page

6. Click on the statement number in which your transaction was billed

Account	Statement Number	Statement Date	From Date	To Date	Statement Total Amount	Status	Paid Amount	Balance
Our Finest TEST Customer (R) - 1234567890	119	12/12/11	12/05/11	12/11/11	\$54,321.09	open	\$0.00	\$26,081.93
Our Finest TEST Customer (R) - 1234567890	118	12/05/11	11/28/11	12/04/11	\$43,210.98	open	\$43,000.00	\$210.98
Our Finest TEST Customer (R) - 1234567890	117	11/28/11	11/21/11	11/27/11	\$32,109.87	open	\$32,100.87	\$9.00

7. On the right side of the screen there are two images: . Choose the dollar sign to dispute the transaction.

### Transaction Management - Results

You are currently viewing results for transactions with statement number 807 with open, closed and void status for account TA TEST IN-STATION (TEST) - 3260340025. Statement Amount: \$316.59 Paid Amount: \$316.59 Balance: \$0.00

[\[How to Dispute a Transaction\]](#) [Cancel]

Date	Stmt	Status	Location	City	State	ABS_Auth	PO_No	Driver	Card	Truck	Trailer	Ref No.	Total	Discount	Net	
11/13/12	807	open	5098	WESTLAKE	OH	4281971156		1234	000026	1234		1100007	32.75	0.00	32.75	
11/15/12	807	open	5098	WESTLAKE	OH	4282065705		1234	000026	1234		1100014	65.50	0.00	65.50	
11/15/12	807	open	5098	WESTLAKE	OH	4282076617		1234	000026	1234		1100024	76.42	0.00	76.42	
11/15/12	807	open	5098	WESTLAKE	OH	4282077514		1234	000026	1234		1100028	87.34	0.00	87.34	
11/15/12	807	open	5098	WESTLAKE	OH	4282078544		1234	000026	1234		1100029	54.58	0.00	54.58	

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8. A pop up window will appear. Please enter all of the following information:
  - a. Dispute amount
  - b. Choose a dispute reason
  - c. Type any notes that would be useful for the person reviewing the dispute
9. Click **“Save”**

TransactionDispute - Windows Internet Explorer

Transaction Amount: 73.05  
Dispute Date:   
Dispute Amount\*:   
Dispute Reason\*: Invalid PO Number  
Further Explanation of Dispute:   
Save Cancel

**Values for the Dispute Reason**

- Invalid PO Number
- Dispute Quantity / Quality
- Denies Charge
- No Supporting Document
- Duplicate Transaction / Billing
- Sales Tax Amount Incorrect
- Auth PO Amount Different From Amount Changed
- Paid Truck Stop Direct
- Sales Tax Exempt
- Not Customers Driver / Unit #
- Paid By 3rd Party Billing Service
- Cashier Error

10. Once disputed, the transaction information will be sent to the appropriate account specialist to research and determine whether the dispute is valid. The account specialist *may* contact the customer (ABS user) to negotiate/clarify the dispute.
11. The customer (ABS user) will receive an email to either
  - a. Confirm the mutually agreed upon dispute amount or
  - b. Deny the dispute.
12. To ensure that you receive these verification emails please check “Disputed Transaction Approve” and “Transaction Disputed” under “My Portal” then “My Email Alerts”

Home  
My Portal  
Message Center  
My Email Alerts  
My Jobs  
My Profile  
Administration  
Billing  
Customer  
Fuel  
Location  
Loyalty Program  
PreAuthorization  
Pricing

**ACCESS BILLING SERVICES**

**My Email Alerts**

The following list allows you to select from the available Email Alert triggers for TA Customer Services.

- Disputed Transaction Approved
- Incident Log - Systems
- Message Center Messages Sent To Me
- Transaction Disputed

Save Cancel

**Notes:** **\*\*Please do not dispute any transactions with individual location.**

**\*\*Please dispute all transactions via the Access Billing System (ABS) web page.**

**\*\*Please allow 5-10 business days for the dispute to be processed.**

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When the Transaction Management Results screen appears the icons on the right of each transaction indicate the most recent status of the transaction explained below:



Transaction exists



Transaction has been disputed



Dispute has been approved



Dispute has been partially approved for an amount less than the disputed amount



Dispute has been denied

You can click on the icon to view the dispute history of any transaction.