



Access Billing System (ABS)

How to dispute via a transaction











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 "Transactions"
3. Enter your account number in the appropriate box or use the binoculars to choose the account number
4. Enter as much additional filtering criteria as you have to narrow your search
5. Click the "Search" button at the bottom of the page

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

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

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

Date	Stmnt	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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7. A pop up window will appear, enter the values and choose "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

8. 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.
9. The customer (ABS user) will receive an email to either
- Confirm the mutually agreed upon dispute amount or
 - Deny the dispute.
10. 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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How to dispute via a transaction

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.