



# **WELLSONE EXPENSE MANAGER**

## **DISPUTES**





## Disputing a Transaction

How to Handle an Unrecognized Transaction on the WellsOne Account

1. Ask all Cardholders to ensure the charge does not belong to one of them.
2. Contact the vendor before creating a dispute with Wells Fargo to see if the issue can be resolved directly.
3. Contact Wells Fargo by using the “Dispute” option within WellsOne.
4. This will initiate a request to Wells Fargo to research the details behind the transaction.





# WellsOne Training

## Disputes


### Disputing a Transaction

WellsOne® Expense Manager

Home Accounts **Expenses**

Expenses

Select all ☒ Code selected expenses

<input type="checkbox"/>		Amazon Mktp1 WF Visa 9739 (8815)   06/17/2025	26.50 USD	>
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Usps Po 0569360111

Amount 2.10 USD	Date 04/25/2024	Issuer WellsOne Visa (9739)	Merchant category group Government Services
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Coding Details [Link receipt](#)

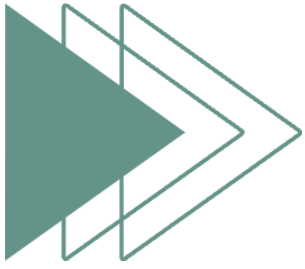
Spend Wizard Expense template

1

Amount incl 2.10 USD	GL Code + <small>A required code is missing.</small>
Tax N/A	Department + <small>A required code is missing.</small>
Tax amount 0.00 USD	Class + <small>A required code is missing.</small>
<input type="checkbox"/> Split <input checked="" type="checkbox"/> Personal	Program + <small>A required code is missing.</small>
	Vendor ID + <small>A required code is missing.</small>
	Invoice Number + <small>A required code is missing.</small>
	Invoice Date + <small>A required code is missing.</small>

Supplier Details  
Purchase Usps Po 0569360111  
Business Purpose





### Disputing a Transaction

At the bottom of the Coding Window, click on the button labeled “Options”.

- At the bottom of the Coding Window, click on the down arrow labeled “Options.”
- Then click “Dispute.”

Supplier Details  
Purchase Amazon Reta\* Qq1vp2n63  
Business Purpose \*

Complete Update Options ▾

Dispute expense

**Important:** Prior to filing with Wells Fargo, you must contact the merchant in an attempt to resolve your dispute.

Your account must be closed if you are claiming an unauthorized transaction. For immediate assistance, call 800-932-0036. Please note you may be contacted for additional documentation.

Cardholder Card number  
\*\*\*\* \*  
Dispute type ▾

Phone number  
Email \*

Comment

Dispute Cancel





## Disputing a Transaction

### Coding an Unrecognized Transaction on the WellsOne Account

- Code the disputed transaction(s) to GL code 7010 Misc. Class Expense.
- Note the issue in the Business Purpose box.
- Code any resulting credit(s) 7010 Misc. Class Expense.
- A receipt is not necessary for disputed charges or credit.





THIS COMPLETES THE VIDEO TRAINING ON  
DISPUTES

