How to Code a Disputed Transaction

**Prerequisite:** Log in to iCMS

**Prerequisite:** Search for a statement if not displayed.

1. Select the **Go** Button on the statement required.

![Image 1]

2. Click **Go** on the specific Transaction you want to code.

![Image 2]

3. Select **Disputed Expense** in the Expense Type drop down menu. Click the **Apply** button.

![Image 3]

When you click the Apply button the coding fields will all default with specific values.

4. A Disputed Use Message will appear at the bottom of the screen giving you a link to the Disputed Transaction form you need to complete and fax to ANZ to register the dispute. Click the Click Here link to be open a new browser window.

! IMPORTANT !
A message will appear asking you if you are sure you want to leave a secure location, Click YES.

5. Scroll down the contents of the new browser window (Visa Credit Card) to section C (Disputed Transaction Procedures) and click on the ANZ Disputed Transaction Form link (number 7).
6. Print the form, complete it and fax it to ANZ at the number shown on the top of the form.

7. Close the new browser windows and return to iCMS (You can return to iCMS at any time).

! IMPORTANT !
If you submit a disputed transaction it will be sent to the GL, if the dispute proves to be true when the credit comes through, code that to the disputed account code. If the dispute proves to be false you will need to do a journal to move the funds from the disputed account code to an expense account code.

8. Click the Close button to return to the Statement List Screen OR the Next button to code the next expense.