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

| | 12000-1400-1200 | |
|---|-------------------------|----------------------------------------------------------|
| 1 | Billing | ACCESS |
| | Account Deactivation | |
| | Banking Info | BILLING SERVICES |
| | Billing Files | Statement Management |
| | Cash Adv. Rpt | |
| | Detail Transaction Rpt | |
| | Dispute Report | Select from the criteria below to search for Statements. |
| | Draft Control | Account Number: |
| | Petro Work Orders | Statement Type: Product Drafted Cash Advances |
| | Print Billing | Statement Number: From |
| | Scan Missing WO | |
| | State Sales Tax Report | Statement Date: From To |
| | Statements | Status: Open Closed At least one status must be checked. |
| | Transaction Inquiry | Search |
| | Transaction Maintenance | - Courter- |
| | Transactions | All Contents Convicibled, TA Operation 11 C |
| | Upload Adjustments | Air Contents Copyrighted, 14 Operating ECC |
| | WO / PO Inquiry | |

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

| ACCESS BILLING SERVICES Statement Managemen | nt | | | THI ALL | S IS A HYPOTH . INFORMATION | IETICAL NIS FOF | CUSTO R DISPLA | Mer V Purpo | SES ONLY |
|---------------------------------------------------------------------------|-------------------|-------------------------------|---------------|------------|--------------------------------|--------------------|-------------------|-------------------------|--------------|
| 'ou are currently viewing results for tatus for account OUR FINEST TES | al statement numb | bers PRODUCT with 1234567890. | open or close | d | | | | | Cance |
| Printer Friendly Version Downloa | g to: O XML O | Text O MS Excel] | | | | | | | (Contraction |
| Review Online Payment Sched | | | | | | | | | |
| Account | Statement Numb | Date | From Date | To Date | Statement Total Amount | Status | Paid Amount | Balance | |
| Our Finest TEST Customer (R) - | 119 | 12/12/11 | 12/05/44 | Laurence 1 | | Veter | 100000 | | an In a F |
| 1234567890 | | 121211 | 12/05/11 | 12/11/11 | \$54,321.09 | open | 50.00 | \$26,081.93 | XML E |
| 1234567890 Our Finest TEST Customer (R) - 1234567890 | 118 | 12/05/11 | 11/28/11 | 12/11/11 | \$43,210.98 | open | \$43,000.00 | \$26,061.93 \$210.98 | |

7. On the right side of the screen there are two images: 6 \$. Choose the dollar sign to dispute the transaction.

....

| | ransa | ction | Mana | igemen | t - Result | 5 | | | | | | | | | | | | |
|---|----------------------------|-----------------------|--------------------------|-------------------------------|-----------------------------------|--------------------|----------------------------------|-------|--------|--------|-------|-----------|-------------|-----------|---------------|---------|---------------|----|
| 1 | (ou are curr closed and | ently vie void sta | ewing res itus for ac | ults for trans count TA TE | actions with sta ST IN-STATION | tement (TEST) · | number 807 with - 3260340025. | open, | | | \$ | Statement | Amount: \$3 | 16.59 Pa | aid Amount: § | 6316.59 | Balance: \$0. | 00 |
| [| Printer Frie | ndly Ve | rsion] | | | | | | | | | | [Hov | v to Disp | oute a Transa | action] | Cance | |
| | 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 | он | 4281971156 |] | 1234 | 000026 | 1234 |] | 1100007 | 32.75 | 0.00 | 32.75 | () \$ | |
| | 11/15/12 | 807 | open | 5098 | WESTLAKE | он | 4282065705 | | 1234 | 000026 | 1234 |] | 1100014 | 65.50 | 0.00 | 65.50 | 6 | |
| | 11/15/12 | 807 | open | 5098 | WESTLAKE | он | 4282076617 | | 1234 | 000026 | 1234 | | 1100024 | 76.42 | 0.00 | 76.42 | () \$ | |
| | 11/15/12 | 807 | open | 5098 | WESTLAKE | он | 4282077514 |] | 1234 | 000026 | 1234 |] | 1100028 | 87.34 | 0.00 | 87.34 | () \$ | |
| | 11/15/12 | 807 | open | 5098 | WESTLAKE | он | 4282078544 | | 1234 | 000026 | 1234 | | 1100029 | 54.58 | 0.00 | 54.58 | () \$ | |

Access Billing System (ABS) How to dispute via a statement

- 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"

| Transaction Amount: | 73.05 | |
|-----------------------|-------------------|----------------------------------------------|
| Dispute Date: | | Values for the Dispute Reason |
| Dispute Amount:* | | Invalid PO Number |
| | | Invalid PO Number |
|)ispute Reason:* | Invalid PO Number | Dispute Quantity / Quality |
| | | Denies Charge |
| | | No Supporting Document |
| | | Duplicate Transaction / Billing |
| urther Explanation of | | Sales Tax Amount Incorrect |
| ispute: | | Auth PO Amount Different From Amount Changed |
| | | Paid Truck Stop Direct |
| | | Sales Tax Exempt |
| | | Not Customers Driver / Unit # |
| | | Paid By 3rd Party Billing Service |
| | Save | 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 Home My Portal | ACCESS BILLING SERVICES |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------|
| Message Center My Email Alerts | My Email Alerts |
| My Jobs | |
| My Profile | The following list allows you to select from the available Email Alert triggers for TA Customer Services. |
| Administration | |
| 🕃 Billing | Disputed Transaction Approved |
| E Customer | Incident Log - Systems |
| 🕀 Fuel | Message Center Messages Sent To Me |
| Location | ✓ Transaction Disputed |
| Loyalty Program | |
| PreAuthorization | |
| Pricing | 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.

Access Billing System (ABS) How to dispute via a statement

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
- X Dispute has been denied

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