## **Access Billing System (ABS)**

## How to dispute via a transaction

- 1. Log in to your Access account via our web page <a href="https://www.access-billing-services.com/CustomerServices/MainFrames.aspx">https://www.access-billing-services.com/CustomerServices/MainFrames.aspx</a>
  - 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: 

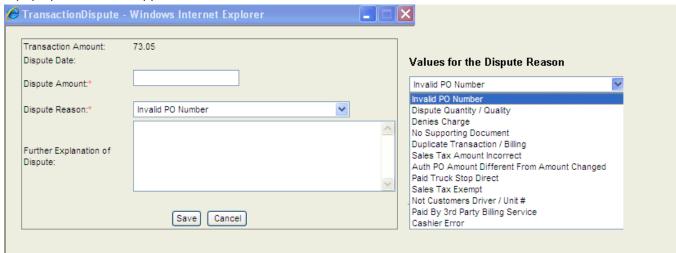
\$\int\_{\text{sign}}\$\$. Choose the dollar sign to dispute.



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



- 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
  - a. Confirm the mutually agreed upon dispute amount or
  - b. 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"



**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:

| (c) |                    |
|-----|--------------------|
| 4   | 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.