



BTA Valid Dispute Categories

Legitimate Dispute Reasons	Support required for resolution
The Transaction Has Been Paid	Please provide date payment was sent, name of bank, amount of payment, reference used with payment
Duplicate Transaction	Please provide details of the original transaction: 15 digit BTA account number, transaction date, amount, Invoice number (Booking Ref), Statement Reference Number
Transaction does not belong to the billed account	Please provide the account that this transaction should be billed to, if available
Refund Not Received	Please provide date ticket cancelled, amount of refund, attach supporting documentation
Value of Transaction is Wrong	Please provide expected value of transaction, why value is wrong, attach supporting documentation
Reference data fields missing or incorrect	Please specify which of the reference data fields (TR, CR, Job#, Comments 3) that I need is missing or incorrect'
Other data missing or incorrect	Data from other fields that I need is missing or incorrect, E.g. routing, class, tax, etc
Transaction posted to the wrong account	Please provide the 15 digit account number of correct BTA
Document Requested	Please specify documentation required to process transaction is needed