



HCR PRODUCT CODE DISPUTE FORM

Step 1: COMPLETE CONTACT INFORMATION

FOR U.S. BANK USE ONLY
Tracking # _____

Account Number _____
(Entire card number including check digit)

Account Name _____ Date Submitted _____

Contact Name _____ Phone Number _____

Email _____ Fax Number _____

Step 2: COMPLETE PRODUCT CODE DISPUTE INFORMATION

PARTICIPANT CODE OR BRAND STATION _____

MERCHANT ID OR STATION'S ADDRESS _____

TRANSACTION DATE _____ INSIDE AT THE PUMP

TRANSACTION AMOUNT _____

PRODUCT CODE ENTERED BY MERCHANT _____ CORRECT PRODUCT CODE _____

Additional Information:

Step 3: ACTION TAKEN *(To be completed by Oil Company or Processor)*

If problem is not corrected, it could result in a chargeback.

Please attach copy of receipts and a screen print containing the above information.

Step 4: SUBMIT FORM

Complete form by filling in the appropriate fields.
 Fax form to: **866-400-5770** OR mail form to:
 U.S. Bank PO Box 13050 Overland Park, KS 66282-3050

Questions? Call Customer Service at 800-278-6191

FOR U.S. BANK USE ONLY	
Date Received	_____
Date Sent	_____
2 nd Attempt	_____
Response Date	_____
Close Date	_____



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