



CONNect Cash TRANSACTION ERROR REPORT FORM

Transaction Error Policy:

All CONNect Cash transaction errors at non-attended sites should be reported immediately to the WESTCONNect Card office in person. The cardholder will be required to fill out a form prior to receiving reimbursement for lost funds.

All transaction errors at attended sites (dining services and bookstores) should be reported to the selling party at the time of the error, if noted. All transaction errors at attended sites are subject to the policies of the selling party.

Reimbursement for errors at non-attended sites will be issued from the Card Office via a credit to the CONNect Cash account.

Check appropriate box: Student Faculty/Staff

Cardholder Name: _____

University ID # _____

E-Mail Address: _____

Telephone Number: _____

Date and Time of Transaction _____ / _____

Location, building/specific machine _____ / _____

Anticipated purchase cost \$ _____ . _____

Amount charged to account \$ _____ . _____

Description of error: _____

Cardholder Signature

Date

Deliver this form to: WESTCONNect Card Office
Old Main Administration Building
181 White Street
Danbury, CT 06810
203-837-9311

Official Use Only:
CSGold Credit Total: \$ _____ . _____

Card Office Staff Signature: _____ Date: _____

Card Office Dual Signature: _____ Date: _____