

## Billing Questions and Answers

### **Q: What constitutes a recharge?**

A: Any work requests unrelated to the maintenance of state-funded buildings and grounds.

See FM State-Funded & Billable Services for a list of examples.

### **Q: What are the recharge rates per trade?**

A: See Recharge Rates on the Facilities Management website.

### **Q: Understanding your billing?**

A: Recharges include all materials, supplies, and time dedicated to your job request. This includes time spent working on-site and in the shop, traveling to and from the work site, and traveling into town to pick up supplies. The hourly recharge rate includes tools, vehicle usage, supervision, and other employee-related expenses.

### **Q: When should I expect my bill?**

The recharge process begins once a work order is marked completed by the Technician and Supervisor. This process typically takes a month for the expense to be posted to a customer's general ledger.

The overall process can take longer depending on staffing and if there are a high number of ServiceNow tickets submitted to CBS2 and DFA.

### **Q: Who do I contact if I have a billing discrepancy/question?**

Please contact FMHelp to resolve any billing discrepancies/questions. Review requests must be submitted promptly and no later than 4 weeks after the charge.