



Common Billing Errors by Facility Maintenance Providers

WHERE A CUSTOMER/CLIENT MAY BE
BEING OVERCHARGED

Billing for trip charges and travel time



This results in the customer/client essentially paying for travel time twice.

ERROR
01



Not passing materials through at cost-plus

This results in the customer/client paying more than the agreed-upon Cost+ passthrough rate.

ERROR
02

Billing for fees not agreed upon



This results in the customer/client paying for fees that were not agreed to when negotiating pricing terms.

ERROR
03



Overcollection of sales tax

A provider collecting sales tax on a passed-through material can result in sales tax essentially being double-collected.

ERROR
04

Billing for repairs under warranty



Inadequate record keeping around previous servicing can result in a customer/client paying for work that should be under warranty.

ERROR
05