

Correction Request FAQ's

1. Correction Requests are governed by DOT Procedure 11.01.030. A copy of this procedure can be found at http://www.dot.state.ak.us/admsvc/pnp/policy_and_procedures.shtml.
2. Correction Requests must be submitted so that we can document discrepancies users encounter on their monthly billings. This is the manner that we can track the status of your correction.
3. Correction Requests must be submitted within 30 days of the date of the bill.
4. The request is sent to a generic email address: EMS.Billing@alaska.gov . The email is monitored by SEF Headquarters for action.
5. In order to properly resolve your dispute, Correction Requests are handled by multiple individuals:
 1. An initial review is conducted by Sue or Diana to determine the steps necessary to resolve.
 2. Detailed research is conducted by the Regional Offices; Lacey Forsythe for Interior, Western and South Central; and Melody Schneider for Central, Southwest and Southeast. Lacey and Melody look at the history of the Asset (Vehicle), the hard copy document in the vehicle file, work order information, etc.
 3. Follow up is conducted by SEF Headquarters to determine accounting actions, resolve coding questions, and EMS adjustments.
 4. Once all the research and decisions are complete and if an accounting adjustment is required, Brenda Deery, in our DOT&PF Central Region Finance Office, ensures the appropriate actions are taken within AKSAS and EMS to credit or debit your account.
6. Fuel transactions are billed about one month behind your normal billing. This occurs because the fuel credit card charges are interfaced at the beginning of the month but after we have run our month end processes.
7. Vehicles are billed to collocation codes based on an assignment of the vehicle. If your vehicle is being turned in, a form - the "Check In/Check OutSheet", must be completed for us to discontinue the billing. The vehicles must be turned in to a staffed State Equipment Fleet office with appropriate keys, credits cards, etc.

What can you do to help?

1. Ensure that the AKSAS transactions and batch numbers are included on the document.
2. Ensure your contact information is included on the document along with a complete description of the discrepancy.
3. Continue to provide feedback so that we can make improvements to the process.