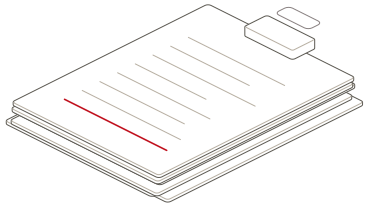
MONEY TO CLAIM BACK FROM TSITSA GORGE HAULAGE CC (MADE UP), VAT INCLUDED

R36,665.88

We checked Tsitsa Gorge Haulage CC (made up)'s 5 invoices, 31 Aug to 31 Oct 2026 against your contract. 21 lines do not match. Here is how you get the money back.

Overcharged	31,003.90
15% VAT on that	4,650.60
VAT maths error	1,011.38
Credit note	**36,665.88**

1

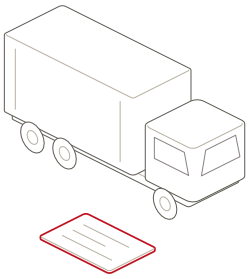


Send the pack

Fill the yellow brackets on page 7. Email pages 2 to 7 and the proof to Tsitsa Gorge Haulage CC (made up).

WHO You, from your own email
WHEN 2026-11-07

2

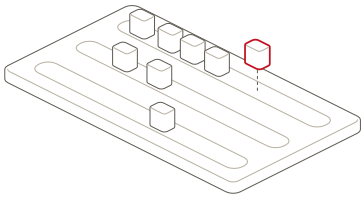


Carrier issues a credit note

A credit note is the carrier's document that cancels part of an invoice. If it refuses a line, it gives a reason.

WHO Tsitsa Gorge Haulage CC (made up)
WHEN After you send it

3



We track it until it lands

We log each line as Open, Credited or Rejected. We draft day 7 and day 14 reminders for you to send.

WHO Khan & Sutra
WHEN Until every line closes

Khan & Sutra never contacts your carrier and never handles money. You decide what gets sent.

ERROR TYPE	WHAT WENT WRONG	LINES	RAND WITH VAT
Duplicate load	The same load billed twice.	4	24,884.01
Distance billed	More kilometres billed than agreed.	2	3,610.43
Unproven waiting time	Waiting charged with no proof it happened.	3	2,116.00
Rate mismatch	Charged above the agreed price for the route.	3	2,025.14
Weight billed vs POD	More tons billed than the signed delivery note shows.	3	1,287.95
VAT maths	VAT added up wrongly on the invoice.	2	1,011.38
Unagreed extra	A charge the contract does not list.	2	954.50
Fuel surcharge	Fuel add-on higher than the contract formula gives.	2	776.47
Credit note to request		**21**	**36,665.88**

VAT: if you claimed this VAT back as input tax (VAT reclaimed from SARS, the tax authority), the credit note reverses that claim, so your net saving is R31,003.90. Your tax practitioner confirms the treatment.

Inside: pages 2 to 6 every wrong line · page 7 the letter · page 8 what we checked, for you only. Reviewed by Akhanya Madiba, director. Contract: Tsitsa Gorge TSA 2026, Addendum 1 (signed), tariff sheet 2026.

Every wrong line

Overcharge billed minus what the contract allows, before VAT (ex VAT).

With VAT the overcharge plus 15% VAT. This is what the credit note must cover.

Rate card the contract's price list, route by route (v2 = version 2).

Lane a route, such as JHB to DBN.

Fuel formula the contract's sum that sets the fuel add-on from the diesel price.

POD proof of delivery, the signed delivery note.

Weighbridge ticket the slip from the scale that weighs the truck.

Gate times when the truck entered and left the site.

Tail-lift the truck's powered loading platform.

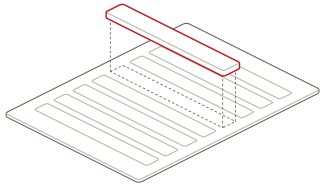
Status Open (waiting), Credited (credit note received) or Rejected (carrier gave a reason).

STD, DBN, CPT Standerton, Durban, Cape Town.

BTH, RCB Bethal, Richards Bay.

ERM, JHB, UPN Ermelo, City Deep (Johannesburg), Upington.

Waybill the number on one truck trip.



This sample has no proof documents, so none are attached. A real report attaches each one named below.

1 Rate mismatch

Status: Open

WB-44126 · BTH to RCB · TGH-2026-0811 line 3

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R12,006.72	R11,529.18	R477.54	R549.17

WHY Billed R352.00 a ton, but the tariff for this route is R338.00 a ton.

CONTRACT CLAUSE
Clause 4 and tariff sheet 2026

PROOF ATTACHED
Tariff sheet, route BTH-RCB

2 Weight billed vs POD

Status: Open

WB-44130 · STD to DBN · TGH-2026-0811 line 8

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R14,132.25	R13,637.25	R495.00	R569.25

WHY Billed 34.260 tons, but the signed delivery proof shows 33.060 tons.

CONTRACT CLAUSE
Clause 3 (paid on delivered mass)

PROOF ATTACHED
POD WB-44130

3 Fuel surcharge

Status: Open

WB-44135 · STD to CPT · TGH-2026-0811 line 16

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R2,551.03	R2,066.66	R484.37	R557.03

WHY Billed fuel at 7.9%, but the August diesel price gives 6.4%.

CONTRACT CLAUSE
Clause 5 (fuel formula)

PROOF ATTACHED
Diesel table and the sum

4 Distance billed

Status: Open

WB-44148 · ERM to UPN · TGH-2026-0902 line 3

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R28,255.50	R27,059.50	R1,196.00	R1,375.40

WHY Billed 945 km, but the agreed distance is 905 km.

CONTRACT CLAUSE
Schedule 3 (agreed distances)

PROOF ATTACHED
Schedule 3

SAMPLE: illustrative figures, no real company Not a real client, carrier or invoice

5 Unagreed extra

Status: Open

WB-44150 · BTH to RCB · TGH-2026-0902 line 7

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R450.00	R0.00	R450.00	R517.50

WHY An admin fee is not on the list of agreed extras.

CONTRACT CLAUSE
Clause 7 (extras)

PROOF ATTACHED
Clause 7

6 Unproven waiting time

Status: Open

WB-44153 · STD to CPT · TGH-2026-0902 line 10

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R920.00	R230.00	R690.00	R793.50

WHY Billed 4 half hours, but gate times show 3h40 on site, which earns 1 half hour after the 3 free hours.

CONTRACT CLAUSE
Clause 6 (waiting time)

PROOF ATTACHED
Load register gate times 06:25 and 10:05

7 Rate mismatch

Status: Open

WB-44157 · STD to DBN · TGH-2026-0902 line 13

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R14,352.30	R13,736.25	R616.05	R708.46

WHY Loaded 9 September at the new R431.00 rate, which only starts on 15 September. The rate that day was R412.50.

CONTRACT CLAUSE
Addendum 1 (signed)

PROOF ATTACHED
Addendum 1, load register

8 VAT maths

Status: Open

Whole invoice · TGH-2026-0902

BILLED	SHOULD BE	VAT OVERCHARGE	WITH VAT
R25,152.71	R24,341.33	R811.38	R811.38

WHY The invoice shows R25,152.71 VAT on a R162,275.54 subtotal, but 15% of that is R24,341.33.

CONTRACT CLAUSE
Clause 9 and VAT Act 15% rate

PROOF ATTACHED
Line-by-line recalculation

9 Duplicate load

Status: Open

WB-44146 · STD to DBN · TGH-2026-0919 line 7

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R13,674.38	R0.00	R13,674.38	R15,725.54

WHY This load was already billed on TGH-2026-0902 line 1. One waybill, one vehicle, one charge.

CONTRACT CLAUSE
Clause 8 (duplicates)

PROOF ATTACHED
Both invoices side by side

10 Duplicate load

Status: Open

WB-44146 · STD to DBN · TGH-2026-0919 line 8

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R1,025.58	R0.00	R1,025.58	R1,179.42

WHY The fuel for this load was already billed on TGH-2026-0902 line 2.

CONTRACT CLAUSE
Clause 8 (duplicates)

PROOF ATTACHED
Both invoices side by side

11 Unproven waiting time

Status: Open

WB-44173 · ERM to JHB · TGH-2026-0919 line 22

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R460.00	R0.00	R460.00	R529.00

WHY Billed 2 half hours, but the register has no gate times and the signed delivery proof has no delay note.

CONTRACT CLAUSE
Clause 6 (waiting time)

PROOF ATTACHED
Load register, POD WB-44173

12 Distance billed

Status: Open

WB-44186 · ERM to UPN · TGH-2026-1003 line 7

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R29,003.00	R27,059.50	R1,943.50	R2,235.03

WHY Billed 970 km, but the agreed distance is 905 km.

CONTRACT CLAUSE
Schedule 3 (agreed distances)

PROOF ATTACHED
Schedule 3

13 Weight billed vs POD

Status: Open

WB-44187 · STD to DBN · TGH-2026-1003 line 9

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R14,628.14	R14,240.24	R387.90	R446.09

WHY Billed 33.940 tons, but the signed delivery proof shows 33.040 tons.

CONTRACT CLAUSE
Clause 3 (paid on delivered mass)

PROOF ATTACHED
POD batch Oct 1-9, page 3

14 Fuel surcharge

Status: Open

WB-44190 · BTH to RCB · TGH-2026-1003 line 14

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R841.87	R651.05	R190.82	R219.44

WHY Billed fuel at 7.5%, but the October diesel price gives 5.8%.

CONTRACT CLAUSE
Clause 5 (fuel formula)

PROOF ATTACHED
Diesel table and the sum

15 Rate mismatch

Status: Open

WB-44194 · STD to DBN · TGH-2026-1021 line 1

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R15,049.87	R14,382.47	R667.40	R767.51

WHY Billed R451.00 a ton, but the rate from 15 September is R431.00 a ton.

CONTRACT CLAUSE
Addendum 1 (signed)

PROOF ATTACHED
Addendum 1

16 Unagreed extra

Status: Open

WB-44198 · ERM to JHB · TGH-2026-1021 line 5

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R380.00	R0.00	R380.00	R437.00

WHY A fuel admin levy is not on the list of agreed extras.

CONTRACT CLAUSE
Clause 7 (extras)

PROOF ATTACHED
Clause 7

17 Unproven waiting time

Status: Open

WB-44202 · STD to CPT · TGH-2026-1021 line 8

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R690.00	R0.00	R690.00	R793.50

WHY The delay note on the delivery proof is unsigned and the register has no gate times.

CONTRACT CLAUSE
Clause 6 (waiting time)

PROOF ATTACHED
POD WB-44202, load register

18 Weight billed vs POD

Status: Open

WB-44205 · STD to DBN · TGH-2026-1021 line 11

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R14,541.94	R14,304.89	R237.05	R272.61

WHY Billed 33.740 tons, but the signed delivery proof shows 33.190 tons.

CONTRACT CLAUSE
Clause 3 (paid on delivered mass)

PROOF ATTACHED
POD WB-44205

19 Duplicate load

Status: Open

WB-44182 · ERM to JHB · TGH-2026-1021 line 13

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R6,557.95	R0.00	R6,557.95	R7,541.64

WHY This load was already billed on TGH-2026-1003 line 3.

CONTRACT CLAUSE
Clause 8 (duplicates)

PROOF ATTACHED
Both invoices side by side

20 Duplicate load

Status: Open

WB-44182 · ERM to JHB · TGH-2026-1021 line 14

BILLED	SHOULD BE	OVERCHARGE	WITH VAT
R380.36	R0.00	R380.36	R437.41

WHY The fuel for this load was already billed on TGH-2026-1003 line 4.

CONTRACT CLAUSE
Clause 8 (duplicates)

PROOF ATTACHED
Both invoices side by side

21 VAT maths

Status: Open

Whole invoice · TGH-2026-1021

BILLED	SHOULD BE	VAT OVERCHARGE	WITH VAT
R20,250.11	R20,050.11	R200.00	R200.00

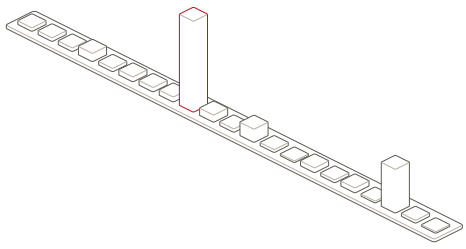
WHY The invoice shows R20,250.11 VAT on a R133,667.37 subtotal, but 15% of that is R20,050.11.

CONTRACT CLAUSE
Clause 9 and VAT Act 15% rate

PROOF ATTACHED
Line-by-line recalculation

How the lines add up

All lines except VAT maths, overcharge before VAT	31,003.90
15% VAT on those lines	4,650.60
VAT maths errors	1,011.38
Credit note requested	**36,665.88**



The drawing shows one column per line, in order, drawn to scale. Line 9 alone is 42.9% of the total.

SAMPLE: illustrative figures, no real company Not a real client, carrier or invoice

FROM Quellan Agri Packers (made up)
TO [billing contact], Tsitsa Gorge Haulage CC (made up)
DATE 2026-11-07

Credit note request: R36,665.88, 5 invoices, 31 Aug to 31 Oct 2026

Hi [billing contact],

We checked Tsitsa Gorge Haulage CC (made up)'s 5 invoices, 31 Aug to 31 Oct 2026 against our Tsitsa Gorge TSA 2026. The 21 lines on pages 2 to 6 do not match the agreement. The proof for each line is attached.

Please do one of two things:

1. Issue a credit note for R36,665.88, including VAT, quoting each load or invoice number on pages 2 to 6.
2. Tell me in writing why you believe any line is correct.

LINES	ERROR	RAND WITH VAT
4	Duplicate load: The same load billed twice.	24,884.01
2	Distance billed: More kilometres billed than agreed.	3,610.43
3	Unproven waiting time: Waiting charged with no proof it happened.	2,116.00
3	Rate mismatch: Charged above the agreed price for the route.	2,025.14
3	Weight billed vs POD: More tons billed than the signed delivery note shows.	1,287.95
2	VAT maths: VAT added up wrongly on the invoice.	1,011.38
2	Unagreed extra: A charge the contract does not list.	954.50
2	Fuel surcharge: Fuel add-on higher than the contract formula gives.	776.47
Credit note requested		36,665.88

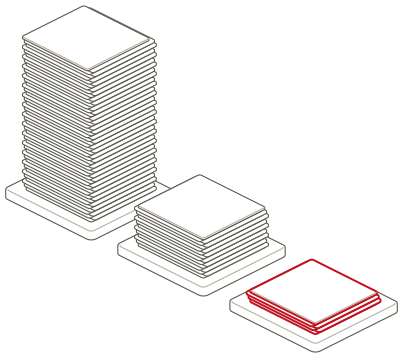
Pages 2 to 6 give the billed amount, the correct amount and the reason for each line. If someone else at Tsitsa Gorge Haulage CC (made up) handles billing queries, please pass this on and copy me.

Thank you,

[your name and role]
Quellan Agri Packers (made up)

Attached: line pages 2 to 6, and 21 proof documents, one per line.

What we checked, and what we could not tell



107	80	21	6
ROWS CHECKED	MATCH	WRONG	NEED A PERSON

What we could not tell

These rows are not in the R36,665.88. We do not guess. Each one stays open until a person settles it.

ROW	WHAT WE COULD NOT TELL	WHAT SETTLES IT	WHO	RAND
WB-44155, ERM to JHB	No delivery proof in the pack, so the 31.660 tons billed cannot be checked.	Send the POD.	You	0.00
WB-44183, STD to DBN	The net mass on the POD is blotted out. Gross minus tare gives 33.280 tons, which matches the bill, but it is not a clean read.	Send a clean copy of the POD.	You	0.00
WB-44189, STD to VRB (lines 11 and 12)	Vryburg is not on the tariff sheet, so R640.00 a ton has no agreed rate on file.	Send the agreement for this route.	You	0.00
WB-44191, ERM to JHB (line 15)	No delivery proof in the pack, so the 32.150 tons billed cannot be checked.	Send the POD.	You	0.00
WB-44191, ERM to JHB (line 17)	R690.00 waiting: no gate times and no delivery proof, so it cannot be proven or disproven.	Send the POD or gate times.	You	0.00
WB-44204, BTH to RCB	The net mass on the POD is blotted out. Gross minus tare gives 34.050 tons, which matches the bill, but it is not a clean read.	Send a clean copy of the POD.	You	0.00

TEST ON MADE-UP DATA. Checked and not claimed: WB-44166 was billed twice, but credit note CN-0044 already reversed it (R12,433.84). WB-44177 was billed 33.500 tons against a POD of 34.300 tons, so the carrier under-billed by R270.40. WB-44140 and WB-44143 look alike, but they are 2 waybills with 2 PODs and different gate times.

What we checked on every row

CHECK	THE QUESTION	CHECKED AGAINST
Rate	Is the price the one on the rate card for this route?	Rate card
Fuel	Does the fuel add-on match the contract formula?	Fuel clause, diesel price table
Duplicates	Was the same load billed more than once?	All invoices, load list
Waiting	Is waiting beyond the free hours, and proven?	Waiting clause, gate times, delay notes
Weight	Do billed tons match the delivery proof?	POD, weighbridge ticket
Distance	Do billed kilometres match the agreed distance?	Distance clause and table
Extras	Is each extra on the contract's list?	Schedule of agreed extras
VAT	Is VAT exactly 15% of the invoice subtotal?	The invoice itself

What this report is not

It covers only the documents you sent us. It compares invoices with your contract. It is not a statutory audit (the regulated review of financial statements) and it is not legal advice. Every line is a commercial query that you choose whether to send.