# Dispute Emails

## Email 1: Initial Dispute

From: accounts@betaind.co.za

To: billing@alphasup.co.za

Date: 2024/07/03

Subject: Dispute of Invoice AS2024-INV-0456 – Unauthorised Admin Fee

We refer to your Invoice AS2024-INV-0456 dated 2024/07/01. We have noticed an “Admin Fee” of R100,000 included in the billing, which is not referenced in our signed service contract (AS-BI-2024-0098). Kindly provide clarification or issue a revised invoice excluding this fee.

## Email 2: Follow-up

From: accounts@betaind.co.za

To: billing@alphasup.co.za

Date: 2024/07/10

Subject: URGENT: Second Request – Unauthorised Invoice Charge

This is a follow-up regarding our previous email (03/07/2024) concerning the unauthorized “Admin Fee” on Invoice AS2024-INV-0456. We request a response and correction of the invoice. Failure to address this will result in withholding payment and possible escalation.

## Email 3: Final Notice

From: accounts@betaind.co.za

To: billing@alphasup.co.za

Date: 2024/07/17

Subject: Final Notice – Invoice Dispute

We have not received any response regarding the disputed “Admin Fee” on your invoice AS2024-INV-0456. As this charge is not stipulated in our contract, we will not process payment for this invoice unless it is rectified. Consider this a final notice prior to escalation.