Review 26 031 | 1 January to 31 March 2026

Commercial cleaning account billing review

S&T Janitorial Service LLC
Meridian Commons customer account

Revised 27 September 2026 | Version 1.3

Case basis

S&T Janitorial Service LLC is a family-owned commercial cleaner based in Odessa, Texas. Its website describes a 50-person team serving the Permian Basin, with janitorial, floor-care and deep-cleaning services [1].

Review result

The account supports $6,285.90 in proposed billing adjustments for the quarter. Two recurring charges explain $3,600.00 of that amount; four separately chargeable services and supplies explain the remaining $2,685.90. A further $720.00 remains on hold because the record does not establish customer approval.

Disposition	Items	Amount USD
Supported within the case records	6 findings	6,285.90
Approval missing and excluded from supported total	1 item	720.00
Already billed, included, cancelled or duplicated	4 items	1,845.00
Cash recovered	None	0.00

The $1,845.00 is the face value of rejected candidates, not additional revenue. The $450.00 duplicate is part of a service already counted in Finding 03. None of these categories should be added to the supported total.

Decision requested

The owner or account lead should validate the six proposed adjustments with the customer and authorize a supplemental billing schedule. The billing team should correct the recurring setup by the next invoice run. The $720.00 request should stay on hold until written approval is located or the customer accepts the charge.

This review reconciles contract terms, completed work and invoices. It does not assess collectability, legal enforceability or tax treatment. All amounts are in US dollars before tax.

Scope and billing basis

The review covers a three-building office account in Midland, Texas: Rivergate Office, East Annex and West House. The service period is January through March 2026. The billing search extends to 15 April 2026 to distinguish an omission from a later invoice or credit.

Records and method

The review includes a contract abstract, an approved change, seven approval-register entries, 14 operational entries, three invoice abstracts and a subsequent-entry check. The working records are printed in this report. References C, A, W and I identify those records.

Each candidate was checked for a separate charging right, evidence of delivery and a matching invoice or credit. Matching used customer account MC-01, site, service date, work-order reference and description; amounts alone were not treated as a reliable match. Routine monthly completion is represented by one consolidated record per month.

Case term	Agreed billing basis	Reference
Routine cleaning	Prior monthly fees: Rivergate $10,000; East Annex $6,000; West House $4,000.	C-01 §2
January rate change	3% uplift from 1 Jan 2026; revised monthly total $20,600. No separate notice required in this case.	C-01 §3
Additional annex area	Separate $900 monthly charge from 1 Feb 2026; no uplift until 2027.	C-02
Quarterly detail clean	Rivergate: $1,260 per completed visit, additional to routine fees.	C-01 §4a
Carpet extraction	Approved area at $0.14 per square foot; additional to routine fees.	C-01 §4b
After-hours response	Approved labour at $63 per person-hour; no separate call-out minimum.	C-01 §4c
Exceptional supplies	Approved direct cost plus 10%; ordinary consumables included.	C-01 §4d
Approval and cancellation	Customer facilities manager approves extras in writing. Cancelled work has no charge unless separately agreed.	C-01 §5

Limits on the conclusion

Supported findings agree on scope, completion and price, with no matching billing entry through the cut-off. Customer validation remains required. No annual recovery estimate is made. The $1,500 recurring monthly setup difference would continue only while the same scope and terms remained in force.

Findings on recurring charges and detail cleaning

01 Contract uplift omitted from three invoices

Proposed adjustment: $1,800.00. C-01 §3 applies a 3% uplift to $20,000 of monthly routine charges from 1 January. Completion records W-01 to W-03 cover all three months, while I-01 to I-03 retain the prior rates. The revised charge is $20,600 monthly; the shortfall is $600 × 3 months.

The site split is $900 for Rivergate, $540 for East Annex and $360 for West House over the quarter. No adjustment appears in I-04. Recommended action: add separate January, February and March rate-correction lines and update each site's recurring fee. The record pattern suggests the pricing change did not reach the invoice setup; the review does not establish the underlying cause.

02 Added annex area absent from February and March billing

Proposed adjustment: $1,800.00. C-02 and A-01 authorize cleaning of an additional East Annex area from 1 February at $900 per month. W-04 and W-05 record full-month delivery. Neither I-02 nor I-03 includes this area, and I-04 contains no later charge.

Calculation: 2 months × $900 = $1,800. This is a separate service line, so it does not duplicate the uplift in Finding 01. Recommended action: bill February and March separately against C-02 and add the recurring charge. Together, Findings 01 and 02 explain a $1,500 monthly setup difference from February onward.

03 Completed quarterly detail clean not invoiced

Proposed adjustment: $1,260.00. C-01 §4a prices one Rivergate quarterly detail clean at $1,260. A-02 authorizes the visit; W-06 records completion on 28 March and customer facilities sign-off the same day. I-03 contains only routine service lines. No later matching item appears in I-04.

Recommended action: attach W-06 and A-02 to a $1,260 supplemental line. W-14 is a duplicate subtask export carrying a $450 estimate for part of the same clean. It is rejected separately and must not increase this finding.

Finding	Contract	Delivery	Billing check	USD
01	C-01 §3	W-01 to W-03	I-01 to I-04	1,800.00
02	C-02; A-01	W-04; W-05	I-02 to I-04	1,800.00
03	C-01 §4a; A-02	W-06	I-03; I-04	1,260.00
Subtotal				4,860.00

Other findings and excluded items

04 Approved carpet extraction missing from billing

Proposed adjustment: $840.00. A-03 approves 6,000 square feet at East Annex. W-07 records completion on 14 February. C-01 §4b sets the rate at $0.14 per square foot: 6,000 × $0.14 = $840. No matching line appears in I-02, I-03 or I-04. Bill with the approved area and completion record attached.

05 After-hours response labour not charged

Proposed adjustment: $378.00. A-04 authorizes a West House water-response visit. W-08 records two operatives for three hours each on 9 March. At the C-01 §4c rate, 2 × 3 × $63 = $378. I-03 and I-04 contain no corresponding charge. The six hours are person-hours; travel and materials are not added.

06 Approved exceptional supplies omitted

Proposed adjustment: $207.90. A-05 approves exceptional entrance mats costing $189.00, with the C-01 §4d markup. W-09 records delivery on 18 March and a supplier-cost entry of $189.00. Calculation: $189.00 × 1.10 = $207.90. I-03 and I-04 contain no match. Bill separately from ordinary consumables, which are included in routine fees.

Disposition	Item and evidence	USD
Hold H-01	W-10: 12 extra event-cleaning hours at a quoted $60. Request A-06 is from a tenant; no facilities-manager approval.	720.00
Reject X-01	W-11: January window clean already charged on I-01 line 4.	480.00
Reject X-02	W-12: ordinary washroom consumables included by C-01 §4d.	315.00
Reject X-03	W-13: $600 floor-polish booking cancelled before work began; A-07 confirms no cancellation fee.	600.00
Reject X-04	W-14: $450 subtask estimate duplicates part of W-06; not a separate service.	450.00

H-01 is excluded from the proposed invoice. A service request and a completion note do not establish authority to charge. No acceptance or settlement is assumed for any finding.

Invoice reconciliation

The following abstracts contain every invoice line for the reviewed quarter in the reviewed dataset. Invoice dates follow month-end service delivery. The amounts below are billed amounts, not evidence of payment.

Record and date	Lines and service period	Total USD
I-01 / INV-MC-2601 2 Feb 2026	January: L1 Rivergate $10,000; L2 East Annex $6,000; L3 West House $4,000; L4 window clean W-11 $480.	20,480.00
I-02 / INV-MC-2602 2 Mar 2026	February: L1 Rivergate $10,000; L2 East Annex $6,000; L3 West House $4,000.	20,000.00
I-03 / INV-MC-2603 2 Apr 2026	March: L1 Rivergate $10,000; L2 East Annex $6,000; L3 West House $4,000.	20,000.00
Total issued	10 invoice lines across three invoices.	60,480.00

I-04 / Subsequent-entry check, 15 April 2026: no further invoice, debit note or credit note for January to March services appears between 3 and 15 April in the case ledger. April service charges fall outside the review. This check does not establish payment status.

Quarter bridge	USD
Routine service at revised rates: 3 × $20,600	61,800.00
Added annex area: 2 × $900	1,800.00
Detail clean + carpet + response + exceptional supplies	2,685.90
Window clean already billed	480.00
Supported service value before tax	66,765.90
Less invoices already issued	(60,480.00)
Proposed additional billing	6,285.90

Proposed supplemental billing schedule

Use six finding references with supporting line detail: F-01 $1,800.00; F-02 $1,800.00; F-03 $1,260.00; F-04 $840.00; F-05 $378.00; F-06 $207.90. Split F-01 by site and month and F-02 by month. This is a proposal, not an issued invoice. Customer acceptance and tax review remain outstanding.

The bridge excludes H-01 and all rejected candidates. X-01 remains in both the service value and existing invoices, so it contributes no additional billing. X-04 is contained within F-03, not added again.

Operational register

The operational entries below record service delivery and customer facilities-manager acceptance. Dates are in 2026.

ID	Service and date	Recorded status or quantity	Link
W-01	January routine cleaning All three sites	Accepted 31 Jan; full month	F-01
W-02	February routine cleaning All three sites	Accepted 28 Feb; full month	F-01
W-03	March routine cleaning All three sites	Accepted 31 Mar; full month	F-01
W-04	Additional East Annex area 1 to 28 Feb	Accepted 28 Feb; full month	F-02
W-05	Additional East Annex area 1 to 31 Mar	Accepted 31 Mar; full month	F-02
W-06	Rivergate detail clean WO-0328-04 / 28 Mar	Accepted 28 Mar; one visit	F-03
W-07	East Annex carpet extraction WO-0214-02 / 14 Feb	Accepted 14 Feb; 6,000 sq ft	F-04
W-08	West House water response WO-0309-01 / 9 Mar	Accepted 10 Mar; 2 operatives × 3 hours	F-05
W-09	Rivergate exceptional mats DN-0318-02 / 18 Mar	Accepted 18 Mar; cost record SC-0318 $189.00	F-06
W-10	East Annex event clean WO-0322-03 / 22 Mar	Supervisor notes 12 hours; customer approval absent	H-01
W-11	West House window clean WO-0124-01 / 24 Jan	Accepted 24 Jan; one visit	X-01
W-12	Routine washroom supplies CONS-0301 / 1 Mar	Delivered; internal cost $315.00	X-02
W-13	Rivergate floor polish WO-0329-02 / planned 29 Mar	Cancelled 27 Mar; no work delivered	X-03
W-14	Detail-clean subtask export TASK-0328-B / 28 Mar	Duplicate of part of W-06; $450 estimate	X-04

For W-08, the time entry is 18:00 to 21:00 for each operative, with no break deduction. For W-07, the approved and completed area agree. W-14 is linked by parent order WO-0328-04, site and completion date.

Contract and approval record extracts

These concise contract and approval records form the evidence appendix for the review.

C 01 Service agreement abstract

Service agreement MC-SA-2025, agreed 15 December 2025, service term 1 January to 31 December 2026. Section 2 sets the prior monthly site fees listed on page 2. Section 3 applies the 3% uplift on 1 January 2026. Sections 4a to 4d set separate charges for detail cleaning, carpet extraction, approved after-hours labour and exceptional supplies. Routine cleaning includes ordinary washroom consumables.

Section 5 requires written approval by the customer facilities manager for extras, followed by completion acceptance. A tenant request alone is insufficient. Section 6 calls for monthly arrears billing with work references. Confirm any supplemental-billing deadline or waiver before issuing corrections.

C 02 Additional area change

Change MC-CO-01, agreed 27 January 2026: add the East Annex training suite to routine cleaning from 1 February for $900 per full month. This addition is separate from the original East Annex area. No 2026 escalation applies to the new charge. Authority and start date are recorded in A-01.

Record	Date	Approval or instruction abstract
A-01	27 Jan	Facilities manager approves C-02; start 1 Feb; $900 monthly.
A-02	20 Mar	Facilities manager approves Rivergate detail clean for 28 Mar at $1,260, under C-01 §4a.
A-03	10 Feb	Facilities manager approves 6,000 sq ft of carpet extraction on 14 Feb at $0.14 per sq ft.
A-04	9 Mar	Facilities manager authorizes two operatives for up to three hours each that evening at $63 per person-hour.
A-05	16 Mar	Facilities manager approves exceptional entrance mats at $189 cost plus 10%; ordinary supplies excluded.
A-06	21 Mar	Tenant requests event cleaning; supervisor quotes 12 hours at $60. Facilities-manager approval field is empty.
A-07	27 Mar	Facilities manager cancels 29 Mar floor polish. Booking value $600; no work or cancellation fee.

Reference map: C records establish charging terms; A records establish authority; W records establish delivery; I records establish billing. All four checks must agree before a candidate enters the supported total.

Resolution plan and sources

Proposed actions

These are proposed responsibilities for a small regional operator, not a description of the company's staffing. One person may cover several roles.

Owner role	Action	Completion evidence
Owner or account lead	Within 5 working days of review: validate F-01 to F-06 with the customer and resolve any scope objections.	Recorded acceptance or a documented reason to revise or reject each finding.
Bookkeeper	After approval: issue the supplemental lines with C, A and W references; verify tax treatment.	Issued invoice linked to findings; amount agrees to the approved schedule.
Owner and bookkeeper	Before the next run: update routine fees to $20,600 and annex addition to $900 per month.	Preview shows $21,500 recurring monthly total, before any extras or tax.
Cleaning supervisor	Within 5 working days: locate written authority for H-01. Do not infer approval from the work request.	Approval located, customer acceptance obtained, or candidate closed without billing.
Owner or account lead	After issue: track disputes, credits and receipts separately.	Recovery recorded only when cash is received and allocated.

Control change

At month-end, compare every completed extra-work order with an invoice line or a recorded reason for exclusion. Require one parent work-order number for subtasks. For rate or area changes, keep the agreed effective date beside the recurring billing line and review the first invoice after the change. These controls address the errors identified in this account.

Public sources and their use

[1] S&T Janitorial Service LLC, About, official company page. Accessed 26 September 2026. Supports the company context: family ownership, a self-reported 50-person team, Odessa base, regional coverage and specialist cleaning services. It supplies none of the account figures or findings.
https://www.stjanitorial.com/about/

[2] Q Sentral, Minutes of the 5th Annual General Meeting, 26 September 2024, page 11. Public context for comparing a recurring charge with the reported contract rate. The minutes describe RM108,000 monthly billing and a correction to RM122,000 from August 2022; they do not verify historical recovery. These figures are not used in this case calculation.
https://qsentralkl.com/wp-content/uploads/2025/11/2.1-5th-AGM-Q-SENTRAL-MOM-QS.pdf

Review interpretation

The reconciliation shows $66,765.90 of supported service value less $60,480.00 already invoiced, leaving $6,285.90 proposed for adjustment. Proposed adjustments remain subject to customer validation; they do not represent cash recovered.