

# RETURNS ADVICE NOTE (QUALITY ISSUES ONLY)

DATE:

16/05/2024



TICKET NR 1508

## CUSTOMER DETAIL

OUTLET NAME: <b>Bona Liquor Store</b>	ACCOUNT NUMBER (C-CODE): <b>C12480</b>	AREA: <b>Tzaneen</b>	GROUP ACCOUNT REFERENCE /CLAIM NUMBER:
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DISTRIBUTION CENTRE OFFICE USE ONLY:

SHIPMENT NUMBER:

CREDIT NOTE NUMBER:

## PRODUCT DETAILS

REPRESENTATIVE							DRIVER	DISTRIBUTION CENTRE
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	CASES	CASES
0070385	SBOW Red & Ap Can Tray Gold	440ml	5	L3 344 710E 2101	END SEP 2024	601		
Sent -> Heineken 5 June 2024								

ONLY THE ABOVE APPROVED QUANTITIES &amp; BATCHES WILL BE COLLECTED &amp; CREDITED.

## RETURN REASON CODES

CODE	DESCRIPTION	DETAIL
601	Extrinsic	Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect or damaged.
602	Intrinsic	QUALITY - Product where the content is incorrect, i.e. foreign object, taste, smell, colour, etc.
603	Stock Recall	QUALITY - Any product to be withdrawal from trade under instruction from Heineken Quality Management and Research department.

## RETURN REASON DESCRIPTION

Leaking cans

## AGREED UPLIFTMENT QUANTITIES &amp; BATCHES (PRIOR TO UPLIFTMENT)

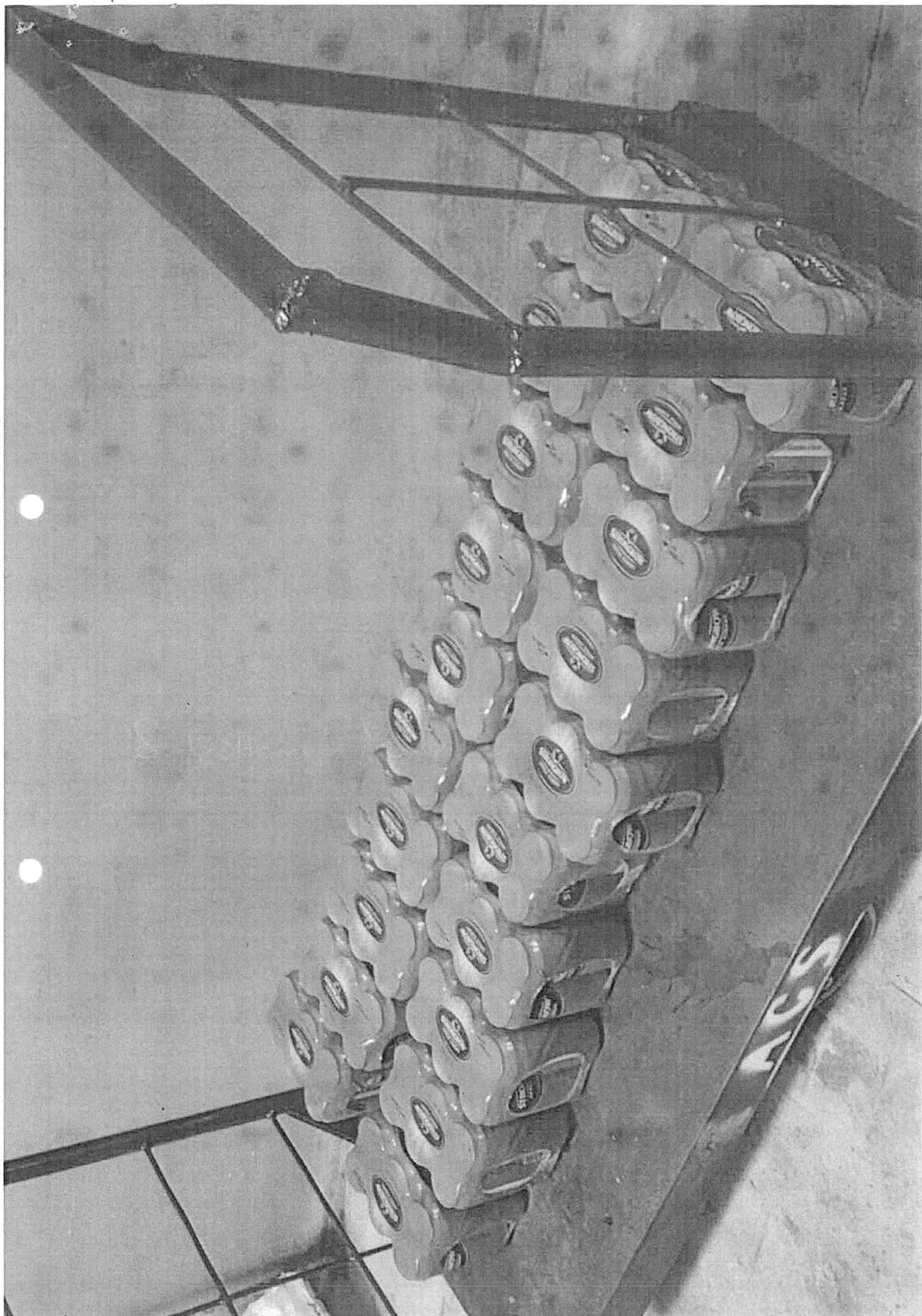
District manager (SHP)	Representative (SHP)	Customer
NAME:	NAME:	NAME:
SIGNATURE:	SIGNATURE:	SIGNATURE:

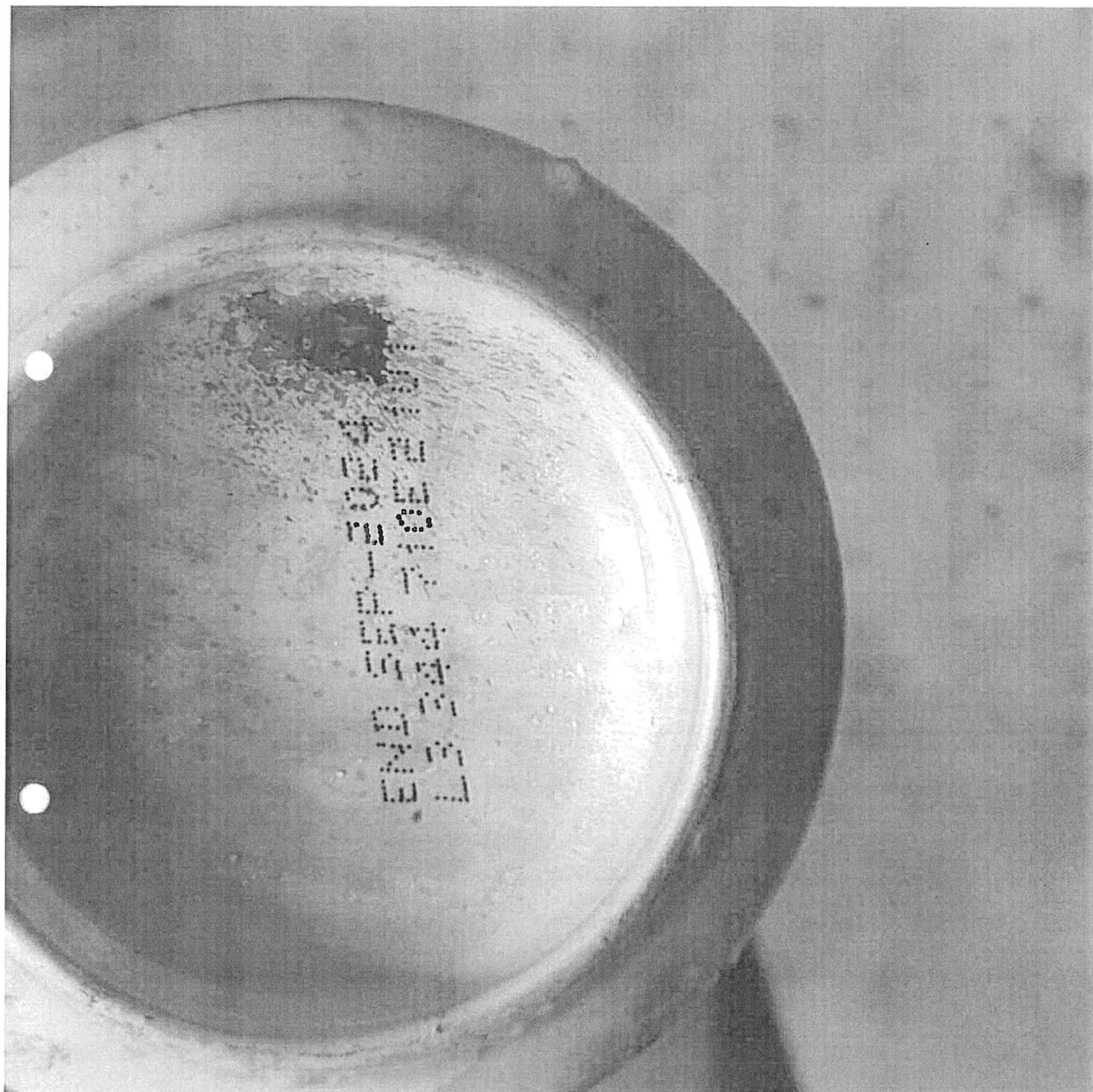
## UPLIFTMENT EXICUTED (DAY OF UPLIFTMENT)

Customer	Driver	Distribution Centre
NAME: Pipery	NAME: LAZARUS	NAME:
SIGNATURE: JL & Co.	SIGNATURE: MOKHLE	SIGNATURE:

NOTE: PLEASE NOTE THAT THIS IS NOT A CREDIT NOTE, but serves to inform the company that its sales representative recommends that a credit note be passed for the reason specified above. Should the Regional Sales Manager in his/her sole discretion accept this recommendation, a credit note will be passed in favour of the Customer. No refunds or product replacements will be given.







## Ranjini Padayachee

**From:** Ranjini Padayachee  
**Sent:** Wednesday, 05 June 2024 14:21  
**To:** Nieschka Christians  
**Cc:** Deena Moodliar  
**Subject:** STRONGBOW RANS - APPROVAL TO UPLIFT LEAKING CANS/REQUEST FOR ON SITE INSPECTION  
**Attachments:** Bona Liquor Store.pdf; Impala Liquor Store.pdf; Liquor Legends VCC.pdf; Platinum Mogwase.pdf; Platinum Zeerust.pdf; Ultra Mbeki.pdf

Hi,

See attached RANs for approval to uplift stock from customer.

Please issue a ticket so that we can track our RAN submission.

To date we did not receive acknowledgement or feedback for the below RANs that were submitted.

Comment	Customer Name	SHP Account No.	Issue
RAN submitted to HB - requesting inspection	Beatman Liquor Store Overland	C6356	Empty can
RAN submitted to HB - requesting inspection	Massmart Trident Cash & Carry Liquor	C15670	Leaking can
RAN submitted to HB for approval to uplift	Makro Woodmead	C1958	660ml incorrec
RAN submitted to HB for approval to uplift	Sizabantu Liquor Distribution	C16497	660ml incorrec
RAN submitted to HB for approval to uplift	Big Daddy's Walmer	C14327	Leaking can
RAN submitted to HB for approval to uplift	Big Daddy's Uitenhage	C14328	Empty can

Kind Regards,

**Ranjini Padayachee**  
Centralized Sales Manager  
+27 71 855 4109



# SIGNAL HILL PRODUCTS



Good Day Dewald, it's not My Area but  
I forwarded it to the Relevant Person  
Responsible for the Area

13:53



13:54 ✓✓

Thanks bud

13:54 ✓✓



22 May 2024

Morning Bud. Any update on those Sep  
cans?

09:11 ✓✓

Good Morning Dewald

12:48

Please uplift the September Stock @  
Zeerust, Bona Liquors, Ultra Liquor Thabo  
Mbeki, Harmony, Impala and Platinum  
Mogwase

12:54

Levy Distell

Please uplift the September Stock @ Zeerust,  
Bona Liquors, Ultra Liquor Thabo Mbeki,  
Harmony, Impala and Platinum Mogwase

Thanks bud

13:16 ✓✓

Appreciate



# Bona Liquor Damages / Claims Form

Added Time	21-Jun-2024 14:02:14
Store	Bona Liquor
Date	21-Jun-2024
Person Reponsable	Sumesh Kumar Thileri
Description of incident that occurred	Strongbow gold 440ml 5 case damage

Product 1	5
Quantity 1	
Product 2	
Quantity 2	
Product 3	
Quantity 3	

Image

Image



Manager Present

Sumesh Kumar Thilleri

Manager Signature

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by several horizontal strokes.

