RETURNS ADVICE NOTE
(QUALITY ISSUES ONLY)

Ticket 1505

DATE: 16/05/2024

STRONGBOW APPLE CIDERS

CUSTOMER DETAIL			
OUTLET NAME: Impala Liquor Store	**ACCOUNT NUMBER (C-CODE):** C13765	**AREA:** Hoedspruit	**GROUP ACCOUNT REFERENCE /CLAIM NUMBER:**

DISTRIBUTION CENTRE OFFICE USE ONLY:	**SHIPMENT NUMBER:**	**CREDIT NOTE NUMBER:**

PRODUCT DETAILS

PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	DRIVER CASES	DISTRIBUTION CENTRE CASES
0070335	SBOW Redb&Ap Can Tray	440ml	5	L4 027 710E 0702	END OCT 2024	601		
0070333	SBOW AC Gold Can Tray	440ml	7	L3 332 710E 0209	END AUG 2024	601		

Sent to Heineken 5 June 2024

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

RETURN REASON CODES

CODE	DESCRIPTION	DETAIL	
601	Extrinsic	QUALITY -	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 & BATCHES (PRIOR TO UPLIFTMENT)

District manager (SHP)	Representative (SHP)	Customer
NAME:	**NAME:** Queen	**NAME:** Queen
SIGNATURE:	**SIGNATURE:** sekgobele	**SIGNATURE:** Pelgobele the

UPLIFTMENT EXICUTED (DAY OF UPLIFTMENT)

Customer	Driver	Distribution Centre
NAME:	**NAME:**	**NAME:**
SIGNATURE:	**SIGNATURE:**	**SIGNATURE:**

6 CANS

vol.

Red Berrie

END OCT-2024L402771DE0702

16

GBOV STRONGB

CIDERS APPLE CIDE

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,

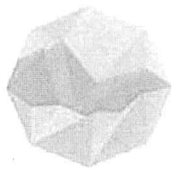See attached RANs for approval to uplift stock from customer.

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 Liqours, Ultra Liqour Thabo Mbeki, Harmony, Impala and Platinum Mogwase

12:54

> **Levy Distell**
> Please uplift the September Stock @ Zeerust, Bona Liqours, Ultra Liqour Thabo Mbeki, Harmony, Impala and Platinum Mogwase

Thanks bud

13:16 ✓✓

Appreciate