


<b>RETURNS ADVICE NOTE</b> (QUALITY ISSUES ONLY) Ticket 1894	DATE: 11/07/2024	
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CUSTOMER DETAIL			
OUTLET NAME: Impala Liquor Store	ACCOUNT NUMBER (C-CODE): C13765	AREA: Limpopo	GROUP ACCOUNT REFERENCE /CLAIM NUMBER:

DISTRIBUTION CENTRE OFFICE USE ONLY:	SHIPMENT NUMBER:	CREDIT NOTE NUMBER:
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PRODUCT DETAILS								
REPRESENTATIVE							DRIVER	DISTRIBUTION CENTRE
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	CASES	CASES
0070333	SBOW AC Gold Can	6x440m	16	L3 346 710E 1804	END SEP 2024	601		
0070335	SBOW Redb&Ap Can	6x440m	2	L4 009 710E 2044	End Oct 2024	601		

**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)		
<b>District manager (SHP)</b> NAME: <i>Bongani Khosa</i> SIGNATURE:	<b>Representative (SHP)</b> NAME: DEWALD PIETERSE SIGNATURE:	<b>Customer</b> NAME: SIGNATURE:

UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)		
<b>Customer</b> NAME: <i>Bongani Khosa</i> SIGNATURE:	<b>Driver</b> NAME: <i>Lazarus</i> SIGNATURE:	<b>Distribution Centre</b> NAME: 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.



END SEP-2024  
L3 246 710E 1804



## Ranjini Padayachee

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**From:** Customer Care <customercare.za@heineken.com>  
**Sent:** Friday, 12 July 2024 15:09  
**To:** Ranjini Padayachee  
**Subject:** RE: RAN FOR APPROVAL - IMPALA SHP TICKET 1894 [ thread::en1uor0yAbGoNRlzf4CW0AY:: ]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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Good Day Ranjini

CASE REFERENCE:02201108

Please see below approval email from QT.

Thank you.

Kind Regards,  
Nieschka Christians  
CIC Customer Care

----- Original Message -----

**From:** Makgosi Booyesen [makgosi.booyesen@heineken.com]  
**Sent:** 2024/07/12 2:57 PM  
**To:** customercare.za@heineken.com; cynthia.reddy@heineken.com;  
chantalle.kalogwile@heineken.com  
**Cc:** deena.moodliar@heineken.com  
**Subject:** RE: RAN FOR APPROVAL - IMPALA SHP TICKET 1894 [ thread::en1uor0yAbGoNRlzf4CW0AY:: ]

Good day,

Approved.

Regards

Thank you.

Kind Regards  
Nieschka Christians  
CIC Customer Care

**From:** Ranjini Padayachee <Ranjini@signalhillproducts.com>  
**Sent:** Friday, July 12, 2024 10:50 AM  
**To:** Nieschka Christians <Nieschka.Christians@heineken.com>  
**Cc:** Deena Moodliar <Deena.Moodliar@heineken.com>; Customer Care <customercare@signalhillproducts.com>  
**Subject:** RAN FOR APPROVAL - IMPALA SHP TICKET 1894

Hi Nieschka,

Please find attached RAN for approval – leaking Cans Impala.

Case reference required.

Note, I have not received case reference and approval for the below RANs. What is the status of these RANs?

Big Daddy's Uitenhage
Spar WC DC
Sams Liquor Store
Shoprite Canelands
Shoprite Canelands
Big Daddy's Young Park
Spar WC DC

Kind Regards.

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