

Attention all Distribution Centres.

Urgent notice re: Product recall notification

Please note that we have initiated a product recall for the batch listed below.

Product description: Strongbow Redberries
SKU: 330ml Non-Returnable Bottle
Batch affected: 3340710A.

This is due to an incorrect packaging material, where the shrink wrap used was the Mozambique export shrink wrap as opposed to the local market shrink wrap as shown below.



Pic 1: Incorrect Shrink



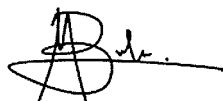
Pic 2: Correct Shrink

Please note that the incident poses no food safety risk to the consumer but can impact the ability of customers to scan and therefore sell the product due to the barcode that reflects on the Mozambique shrink wrap.

Please ensure that all the stock with the Mozambique shrink is blocked for upliftment. In the event this product has already been distributed to your customers please initiate the recall protocol to ensure the upliftment and rework of the affected batch.

We apologise for any inconvenience caused in the process.

Regards



Muziwandile Zulu

Trade Quality Manager



Liquor Runners

UPLIFTMENT NOTE

TO: Tops Heathfield

Swop -Uplift UPLSBS030 Date:

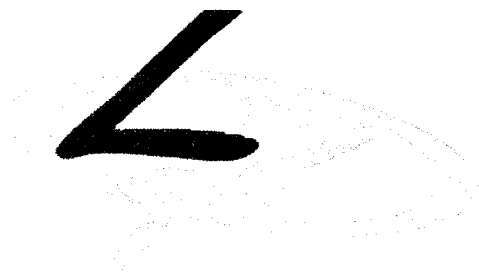
FROM

CONTACT PERSON

<u>Collected</u>			
PRODUCT		QUANTITY:	BATCH NR
ON A CLO NO SWOP TO SWOP			
<u>Delivered</u>			
PRODUCT		QUANTITY:	BATCH NR
		6.5	

Customer Name:

SIGNED: stamp DATE:



Liquor Runners

UPLIFTMENT NOTE

TO: Tops Heathfield

Swop -Uplift UPLSBS030 Date:

FROM

CONTACT PERSON

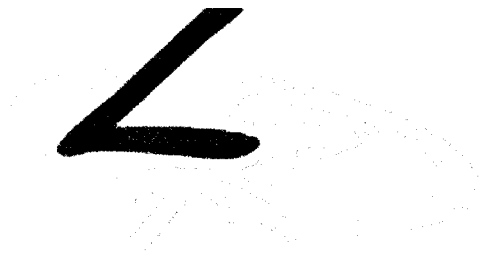
<u>Collected</u>			
PRODUCT	QUANTITY:		BATCH NR
<u>Delivered</u>			
PRODUCT	QUANTITY:		BATCH NR

Customer Name:

SIGNED:

stamp

DATE:



Liquor Runners

UPLIFTMENT NOTE

TO: Tops Heathfield

Swop -Uplift UPLSBS030 Date:

FROM

CONTACT PERSON

<u>Collected</u>			
PRODUCT	QUANTITY:		BATCH NR
<u>Delivered</u>			
PRODUCT	QUANTITY:		BATCH NR

Customer Name:

SIGNED:

stamp

DATE:

Junaid Pualse

From: Ruaul De Ridder
Sent: Wednesday, 21 February 2024 12:04
To: Dewald Burger; Hein Van Der Walt; Heinrich Veer; Jeremy Weber; Pieter Le Roux; Selwyn Kok; Shaun Ponton; Tiaan Barnardo; Wilhelm Viljoen; Charl O'Neil; Dean Ammasai; George Koupis; Goodman Ngcobo; Jan Van Schalkwyk; Johan Harmse; Johan Vorster; Karabo Suping; Kobus Claassens; Markus Kloppe; Michael Siebert; Morne Van Rensburg; Luthando Mrubata; Narkesh Motheelal; Tasmin Jacobs; Janine De Fortier; Junaid Pualse; Mignon Mlando; Natasha Labuschagne; Samantha Bam; Wilkus Vermeulen; agencies@mjpres.co.za; Andrew Kirk; Anelize Polokwane; Charl Schoeman; Info; JT - Polokwane; Melissa Behrendt; Natelie Lottering; Petru Pelser; warehouse@mjpres.co.za; werner Darryl Haskis; Conley Roux; Francois Malan; Andre Nel; Jorrie Jordaan; Velaphi Ratshetola; charls Strongbow Recall
Subject: Strongbow Recall
Attachments: Strongbow Recall Customer List.xlsx; LIQUOR RUNNERS UPLIFTMENT NOTE (002).xlsx
Importance: High

Dear All

@Depot Managers, Please drive the request below, We will need daily updated in the meeting on the progress here.

Strongbow was produced with incorrect packaging, and we need to perform a swap out in trade to fix this.

The following has been done and still needs to be actioned.

- We've taken the total stock per depot and moved good stock into a holding location on Accumatica to prevent this from being invoiced.
- Attached you will find a list of customers and total cases we need to swap – This is on a 1 for 1.
 - The customer indicated the total cases he has. As an example, 10 cases.
 - We will pick 10 cases from the isolated stock(Good stock)
 - We will then collect 10 cases with incorrect packaging (Swapping with the customer.)
 - If the customer only has 6 left, we only give him 6 and return the balance.
- Once the process is completed, we will recon the stock.
 - Both in isolation and Blocked.
- The template for uplift note attached is to be used please. Ensure that we get customer name and signature when completing the swap.
- Please use the uplift number when capturing it on libra (Exactly so that we can track and trace)
- Also indicate, Correct the uplift when the customer has less available. And update the tracker on Teams.

This must please be prioritized, and the aim is to have the entire recall completed by next week Wednesday.