


UPL038

RETURNS ADVICE NOTE (QUALITY ISSUES ONLY)	DATE: 11/07/2025	
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CUSTOMER DETAIL	
ACCOUNT NUMBER (C-CODE): C17829	OUTLET NAME: Massmart Northfields DC

REFERENCE NUMBERS:	SHP TICKET CASE NUMBER: T000038	HEINEKEN REFERENCE NUMBER:
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PRODUCT DETAILS						
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE
FG CD - 048	Strongbow Red Berries	440ml	90	0070335	02/10/2025	601

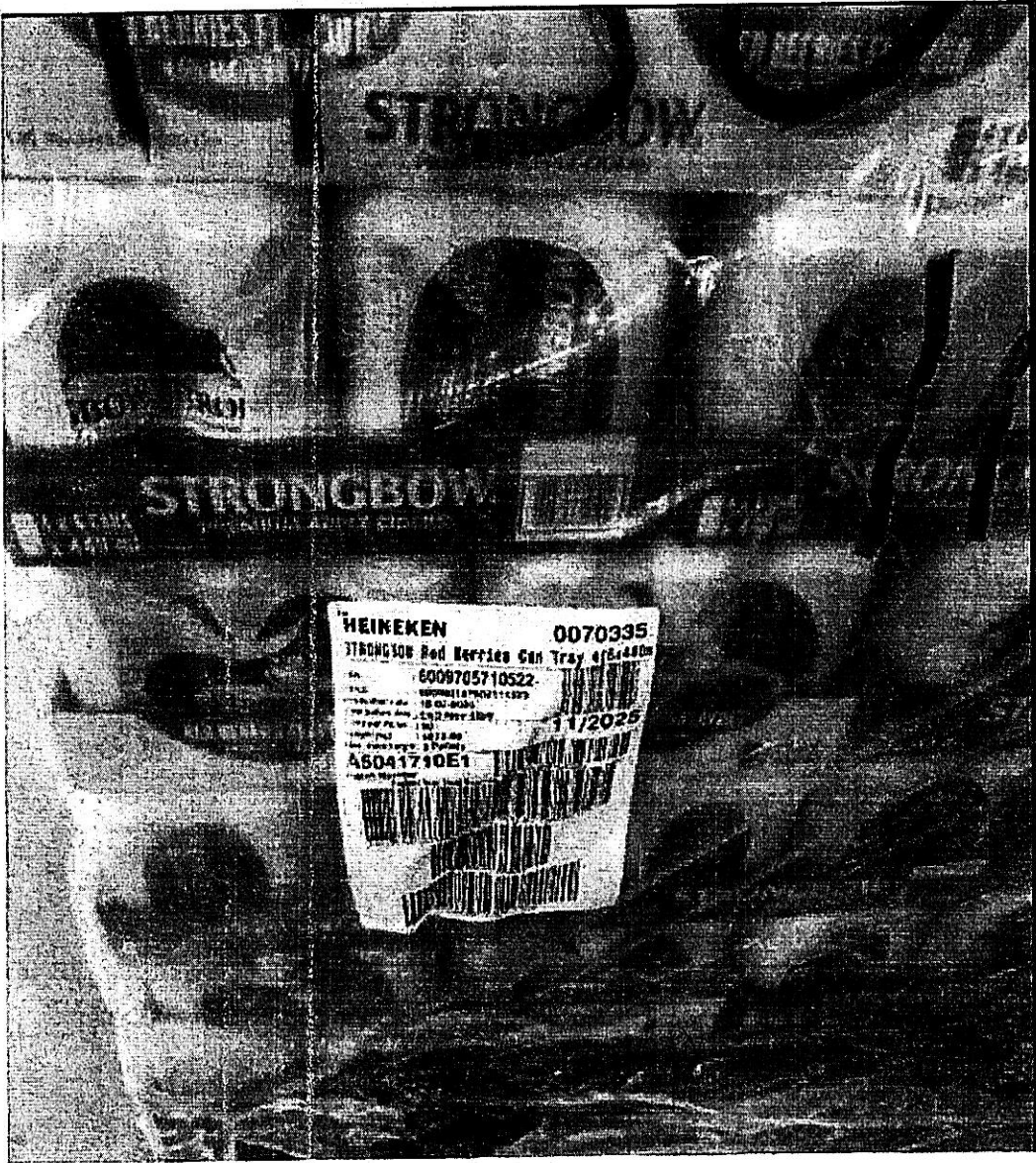
ONLY THE ABOVE APPROVED QUANTITIES & BATCHES WILL BE COLLECTED & CREDITED.

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
90 case (Pallet still wrapped) Strongbow Red Berries 440ml Cans leaking at Massmart Northfields DC

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)
Completed by: NAME: Schaan Bridger
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.



Northfields DC
Anxiety Room



 Outlook

Re: Massmart Northfields DC x RAN SB RB 440ml Leaking Cans

From Nicollett Moses <NicollettM@signalhillproducts.com>

Date Wed 2025-07-16 07:48

To Schaan Bridger <SchaanB@signalhillproducts.com>; CIC Mailing Group
<CICMailingGroup@signalhillproducts.com>; Signal Hill Products Customer Interaction Centre
<customercare@signalhillproducts.com>

Cc Ian Victor <ianv@signalhillproducts.com>; Conley Roux <conleyr@signalhillproducts.com>; Donovan
Bothma <donovanb@signalhillproducts.com>

Hi Schaan

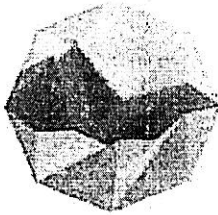
No RAN attached , only pictures

Regards

Nicollett Moses

Telesales

+27 21 203 2490



SIGNAL HILL PRODUCTS

STRONGBOW.



KIX



**Bavaria
smalt**



From: Schaan Bridger <SchaanB@signalhillproducts.com>

Sent: Tuesday, July 15, 2025 10:20

To: CIC Mailing Group <CICMailingGroup@signalhillproducts.com>; Signal Hill Products Customer Interaction
Centre <customercare@signalhillproducts.com>

Cc: Ian Victor <ianv@signalhillproducts.com>; Conley Roux <conleyr@signalhillproducts.com>; Donovan
Bothma <donovanb@signalhillproducts.com>

Subject: Massmart Northfields DC x RAN SB RB 440ml Leaking Cans

Good morning,

Please find attached RAN for Massmart Northfields DC:

- Reason: Leaking SB RB 440ml Cans (90 Cases / Pallet still wrapped)

Please can we arrange upliftment as soon as possible or on next NDD as the DC is suggesting they will need to get rid of the stock and charge us.

LIQUOR RUNNERS

Durban

STOCK RETURN / REQUEST FOR CREDIT

Nº 5332

To be completed on receipt of goods from Producers, Truckdrivers or Warehouse

DRIVER NAME M.S. J. D.

HIRE TRANSPORTATION CO. (If delivered by Hire Vehicle)			
LOAD SHEET No:	<u>5600</u>	VEHICLE REG No:	

CUSTOMER	<u>Makro</u>	DATE RECEIVED	<u>22/07/25</u>
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UPLIFTNOTE

DESCRIPTION	RECEIVED		Cases Received Damaged	Units Received Damaged	REMARKS INV. NO.
	Cases	Units			
1) <u>STON & BOW ROB 4400L</u>	<u>90</u>				<u>UPLIFT</u>
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
10)					
11)					
12)					
13)					
14)					
15)					
16)					
17)					
18)					
19)					
20)					
PALET CONTROL: GKN	BLUE	#1			
OTHER					
TOTAL					

NOTE: ON G.R.V. SHOW ONLY STOCK WHICH HAS PHYSICALLY BEEN RECEIVED

CHECKED ON RECEIPT BY: _____	DRIVER: _____
TIME COMPLETED: _____	PAGE: _____ PAGE: _____

MAKRO / A Division of Masstores (Pty) Ltd.

Reg. No. 1991/06805/07

Vat No. 4300119155

M902 - Northfields DC

2 Chocran Close

Glen Anil , 0405

Tel: 0313087700

Fax:

Courier Name

Distributor Reg. No. - Unconditional

TAX INVOICE(RETURN NOTE)

Vendor: 9771 SIGNAL HILL PRODUCTS PTY LT

166 GUNNERS CIRCLE

EPPING, WESTERN CAPE, 7460

Vendor Vat No. 4460259833

Tel: 0829241834

Contact: MR DESMOND JACOBS

Waybill No

PRIVATE BAG X4
SUNNINGHILL
2157

DOCUMENT NUMBER: 5028961153

SO Number:

Triceps Number:

Document Date: 22.07.2025

Document Time: 09:49:03

Page: 1 of 1

Return Order NO:4402462942

ARTICLE NUMBER	BARCODE	ARTICLE DESCRIPTION	SERIAL NUMBER	VENDOR ARTICLE NO	RETURN QTY	UOM	PACK SIZE	UNIT COST (EXCL)	TOTAL COST (EXCL)	Vat%
392284	6009705710522	STRONGBOW RED BERRIES CAN	440ML	FGCD048	2,160.00	EA		28,512.00	28,512.00	
24	13.20	28,512.00		001500				4,276.80	4,276.80	
SUB TOTAL									32,788.80	
VAT										
TOTAL COST (INCL)									32,788.80	

Hku 924 FS

CONDITIONS OF RETURN: Please supply us with our TAX CREDIT NOTE as soon as possible

REMARKS: RTV FOR SIGNAL HILL

RETURN CLERK Name: PMASHIM
 Signature: *[Signature]* 22/07/2025

CHECKED BY: *[Signature]*
 Signature: *[Signature]* 22-07-2025

DRIVER NAME: *[Signature]*
 Signature: *[Signature]*

ID NUMBER: *[Signature]*
 SEAL NO: *[Signature]*

7514215462083

VEHICLE REG

NORTHFIELD DC

DISPATCH OUT

STORE NUMBER: D01K003

SIGN: *[Signature]*

DATE: 22/07/2025



Selwyn@lrsc.co.za

Liquor Runner Clairwood Clairwood

Http://www.lrsa.co.za

REQUEST FOR CREDIT - CR97888

2025-07-23 11:05:21

LOAD SHEET Reference - LSID , DATE Delivered -

Reg. No. Truck Description Load Capacity Driver Name Dispatcher Checker

Reason for Credit: Client Returned

Customer Name: MASSMART DC NORTHFIELDS

Brief Description of Credit:

Principal Customer Code: *C17829*

Doc. Date: 2025-07-21 Doc. Ref: UPL038 GRV: Done Credit Type: Upliftment Invoice Amt: R 0

Stock Code	Stock Description	Unit	Packsize	Reason Code	Reason	Batch	QTY
FG CD-048	STRONGBOW REDBERRY CAN 4 X 6 X 440ML	CS	24 x 440ML	W5	Client Returned		90

Total Number of Items to be credited on Document Ref: UPL038 (1 Product Type)

90

REQUEST FOR CREDIT

SL80000741

Authorized by: _____

[date]

SIGNAL HILL PRODUCTS

www.signalhillproducts.com

Signal Hill Products (Pty) Ltd
166 Gimmers Circle
Epping 1
Cape Town

South Africa
Phone: +27 (0) 21 203 2490
VAT No.: 4460259833

Email: debtors@signalhillproducts.com Web: http://signalhillproducts.com

BILL TO:		SHIP TO:	
Northfields DC Gate 1, JT Ross Park, Northfield 2 Chocran Close	Northfields DC Gate 1, JT Ross Park, Northfield 2 Chocran Close	Glen Anil 4051	Glen Anil SHIP VIA

Creditnote	
Reference No. : INV8000602	Currency : ZAR
Date : 23/07/25	Customer VAT # : 4300119155
Due Date : 31/07/25	Source : LRF004
Customer ID : C17829	
Liquor Lic. :	

CUSTOMER P.O. NO	TERMS	SO TYPE
Uplift	Custom Month End Term 2.5%	
CONTACT	SO NUMBER	SHIPMENT NUMBER
vendo@invoices@massmart.co.za	SL80000741	

CODE	ITEM	QTY	UOM	UNIT PRICE	DISC %	DISC AMT	EXTENDED PRICE
FG CD-048	Strongbow Red Berries Cider - 24 x 440ml CAN (4.5%)	-90.00	cas	330.00		0.00	29700.00-

Driver: _____ Driver Signature: _____ Truck Reg: _____ Cust received By: _____ Cust Signature: _____ Date: _____

Description	Qty	Empires
SHP 20L Keg		
SHP 30L Keg		
Crates and Bottles		
Crates Only		
Chep Exchanged/ Swopped with LR		
Chep Returns for Credit		

Total Gross	(29,700.00)
Line Discount	0.00
Order Discount	0.00
Total Net Amount	(29,700.00)
Total Tax	(4,455.00)
Total Due	(34,155.00)

Company Reg: 2013/035564/07
Company VAT: 4460259833
Customs Code: 21127081

Standard Bank
Account Name: Signal Hill Products (Pty) Ltd.
Account Number: 00895466
Branch Code: 000205

