

SHPUP 1945

12

RETURNS ADVICE NOTE

(QUALITY ISSUES ONLY)

SHP Ticket 1945

DATE

15/07/24



OUTLET NAME Malawi (Canada)		ACCOUNT NUMBER (IC CODE) C1940	AREA Canada Business Centre Calgary Point	GROUP ACCOUNT REFERENCE (CLAIM NUMBER)
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
PAC0048	Strongbow Real Perry Cider 24x 500ml Cans	12x 500ml	35	13332710E 123327100400	Aug 23 2024			
Cancel No stock								

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

RETURN REASON CODES		
CODE	DESCRIPTION	DETAIL
201	External	QUALITY: Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect or damaged.
202	Internal	QUALITY: Product where the content is incorrect (i.e. foreign object, taste, smell, colour, etc.)
203	Stock Recall	QUALITY: Any product to be withdrawn from trade under instruction from Heineken Quality Management and Research department.

RETURN REASON DESCRIPTION
Leaking Cans of Strongbow Perry

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)		
District Manager (SHP)	Representative (SHP)	Customer
NAME Benito Ngwenya	NAME Benson Nkomo	NAME Simpson Mthembu
SIGNATURE 	SIGNATURE 	SIGNATURE
UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)		
Customer	Driver	Distribution Centre
NAME	NAME	NAME
SIGNATURE	SIGNATURE	SIGNATURE

It is the responsibility of the District Manager to inform the company that its sales representative recommends that a product should be collected for return. 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 amount of product replacement will be given.

Ranjini Padayachee

From: Customer Care <customercare.za@heineken.com>
Sent: Thursday, 18 July 2024 16:04
To: Ranjini Padayachee
Subject: RE: RAN FOR APPROVAL - MAKRO CORNUBIA | SHP TICKET 1945 [thread::egupJXLjDueWc3UY45vp5AY::]

Follow Up Flag: Follow up
Flag Status: Flagged

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.

Good Day Ranjini

Case reference number: 02212024.

MAKRO CORNUBIA.

Please see approval from Makgosi.

Thank you.
Nieschka Christians
CIC Customer Care

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

From: Makgosi Booysen [makgosi.booysen@heineken.com]
Sent: 2024/07/18 4:01 PM
To: customercare.za@heineken.com; chantalle.kalogwile@heineken.com
Subject: RE: RAN FOR APPROVAL - MAKRO CORNUBIA | SHP TICKET 1945 [thread::egupJXLjDueWc3UY45vp5AY::]

Good day,

Approved.

Regards

MB

To: Nieschka Christians <Nieschka.Christians@heineken.com>
Cc: Customer Care <customercare@signalhillproducts.com>
Subject: RAN FOR APPROVAL - MAKRO CORNUBIA | SHP TICKET 1945

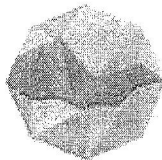
Hi,

Please find attached RAN for approval.

1. Makro Cornubia
2. SHP ticket 1945

Kind Regards,

Ranjini Padayachee
Centralized Sales Manager
+27 71 855 4109



SIGNAL HILL PRODUCTS



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