

**RETURNS ADVICE NOTE**  
(QUALITY ISSUES ONLY)

DATE:

24 January 2025



TICKET NR 3821 HB 02612947 30/01/2025

CUSTOMER DETAIL			
OUTLET NAME: Rattans Liquor Wholesalers	ACCOUNT NUMBER (C-CODE): C9927	AREA: 121 Aberdare Drive Phoenix	GROUP ACCOUNT REFERENCE /CLAIM NUMBER:

DISTRIBUTION CENTRE OFFICE USE ONLY:	SHIPMENT NUMBER:	CREDIT NOTE NUMBER:
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PRODUCT DETAILS							DRIVER	DISTRIBUTION CENTRE
REPRESENTATIVE							CASES	CASES
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE		
FGCD048	STRONGBOW GOLD APPLE CIDER - 24 x 440ml CAN	440ML	200	L4111710E0704	JAN 25	601		

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

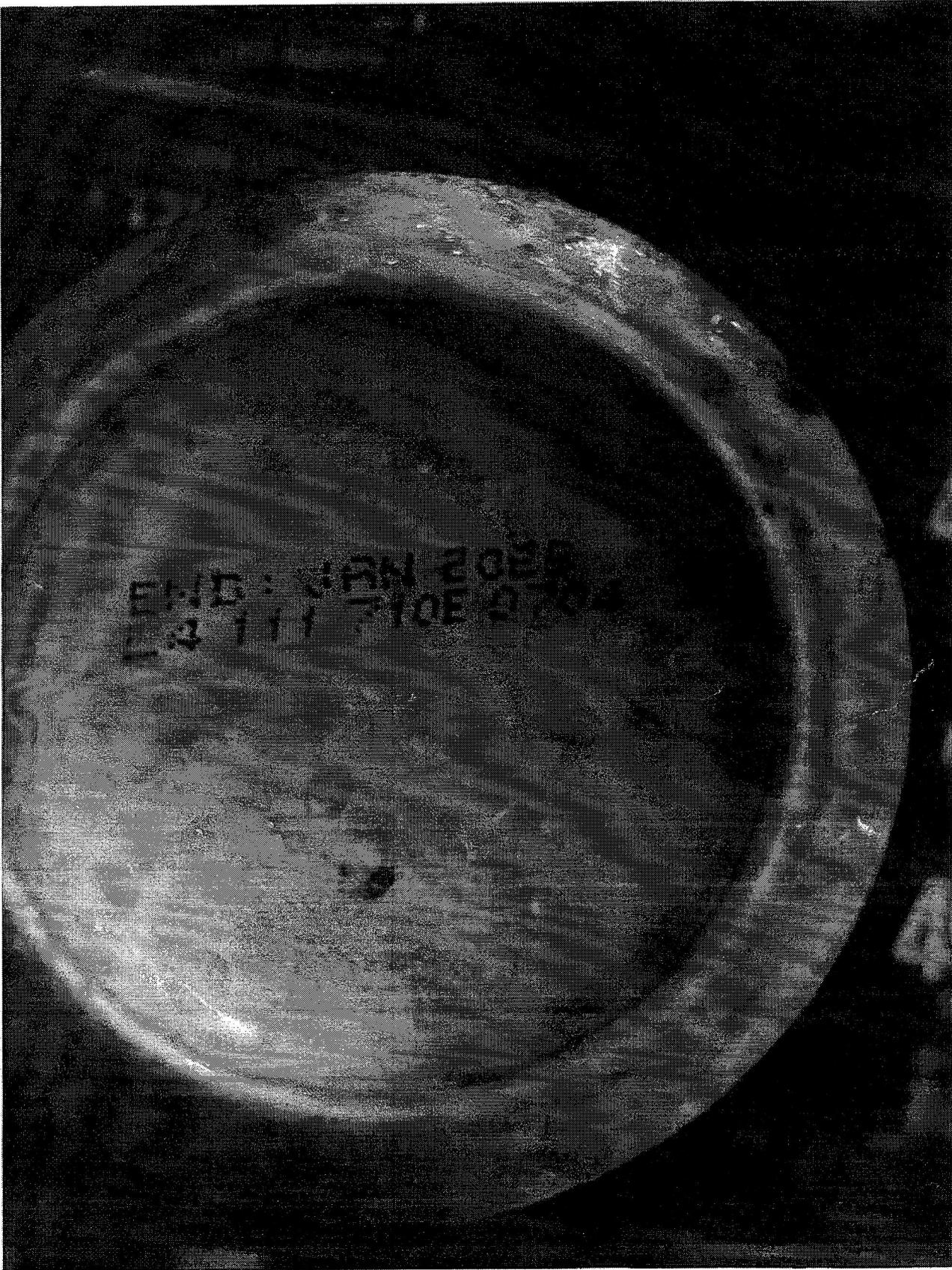
RETURN REASON CODES			
CODE	DESCRIPTION	DETAIL	
601	Extrinsic	QUALITY -	Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect or damaged.
602	Intrinsic	QUALITY -	Product where the content is incorrect, i.e. foreign object, taste, smell, colour, etc.
603	Stock Recall	QUALITY -	Any product to be withdrawn from trade under instruction from Heineken Quality Management and Research department.

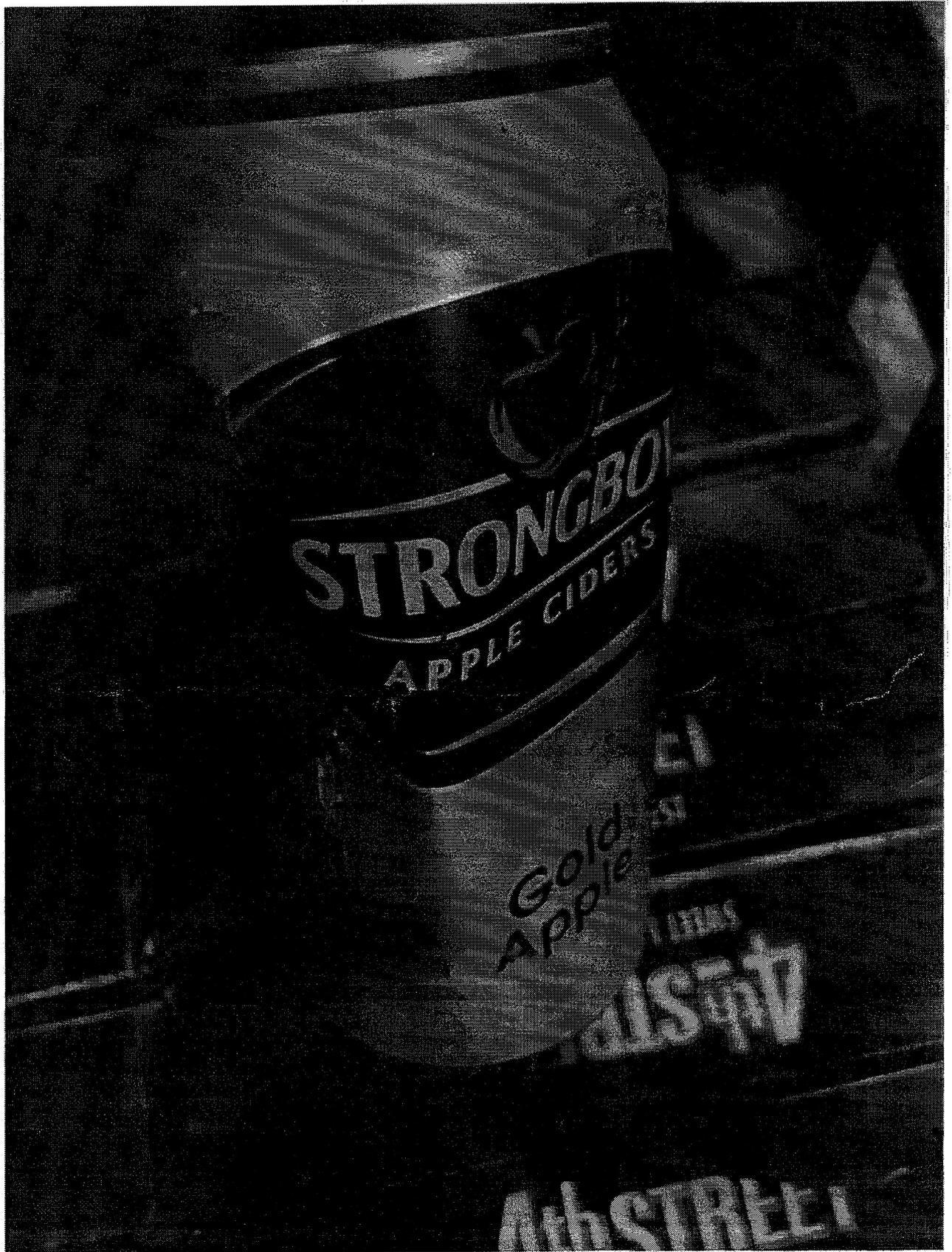
RETURN REASON DESCRIPTION
Leaking Cans of Strongbow Gold Cans 440ml

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)		
District manager (SHP) NAME: Benjmor Ngwenya	Representative (SHP) NAME: Elsworth Nene	Customer NAME: POPS ORDIT
SIGNATURE: <i>[Signature]</i>	SIGNATURE: EMNENE	SIGNATURE: <i>[Signature]</i>
<b>RECEIVED</b>		
UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)		
Customer NAME: 2025-02-11	Driver NAME: Kele	Distribution Centre NAME:
SIGNATURE: <i>[Signature]</i>	SIGNATURE: <i>[Signature]</i>	SIGNATURE:
Manager Name: <i>[Signature]</i>	Time: <i>[Signature]</i>	

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 refund on product replacements will be given.

Fzw 603 Fg





**STRONGBOW**  
APPLE CIDERS

Gold  
Apple

AUSTRALIA

 Outlook

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**Rattans Liquor Wholesalers RAN**

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From Mfana Nene <mfana.nene@signalhillproducts.com>

Date Fri 2025-01-24 12:27

To Customer Care <customercare@signalhillproducts.com>

Cc Nicollett Moses <NicollettM@signalhillproducts.com>

 1 attachment (897 KB)

RATTANS LIQUOR WHOLESALERS RAN 4 copy.pdf;

Hi

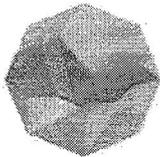
Please see attached RAN Document from Rattans Liquor Wholesalers Phoenix.

The stock is expiring end of Jan and this RAN is late. Customer only got around sorting the stock this week after the busy period of December.

Please can you assist urgently.

Kind Regards

**Mfana Nene**  
Team Leader - Sales  
+27 81 885 8932



**SIGNAL HILL PRODUCTS**



# LIQUOR RUNNERS

Durban

**STOCK RETURN / REQUEST FOR CREDIT**

Nº 1213

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

DRIVER NAME Wellcome

HIRE TRANSPORTATION CO. (If delivered by Hire Vehicle)		
LOAD SHEET No: <u>3189</u>	VEHICLE REG No: <u>FZW603FS</u>	

CUSTOMER	DATE RECEIVED <u>12 02 2025</u>
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**UPLIFTNOTE**

DESCRIPTION	RECEIVED		Cases Received Damaged	Units Received Damaged	REMARKS INV. NO.
	Cases	Units			
1) <u>RATTANS (SHP)</u>					
2) <u>S/BOWL (GOLD) CAN</u>	<u>200</u>		<u>14111710E0704</u>		<u>Can 25</u>
3)					<u>UPLIFT</u>
4)					
5)					
6)					
7)					
8)					
9)					
10)					
11)					
12)					
13)					
14)					
15)					
16)					
17)					
18)					
19)					
20)					
PALET CONTROL: GKN BLUE #1					
OTHER					
<b>TOTAL</b>					

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

CHECKED ON RECEIPT BY: <u>[Signature]</u>	DRIVER: _____
TIME COMPLETED: _____	PAGE: _____ PAGE: _____

CN/69183

Clairwood Logistics Park  
Basil February Road  
Mobeni East  
4060



Clairwood Logistics Park  
Basil February Road  
Mobeni East  
4060

Selwyn@lrsc.co.za

Liquor Runner Clairwood Clairwood

Http://www.lrsa.co.za

**REQUEST FOR CREDIT - CR55937** 2025-02-13 07:33:57

LOAD SHEET Reference - LSID , DATE Delivered -

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

**Reason for Credit:**                      **Damaged - Clients Floor**

**Customer Name:** RATTANS LIQUOR WHOLESAL

**Brief Description of Credit:**

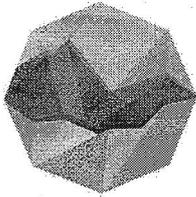
**Principal Customer Code:**

**Doc. Date:** 2025-02-03    **Doc. Ref:** SHPUPL3821    **GRV:**                      **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	R4	Damaged - Clients		200

Total Number of Items to be credited on Document Ref: SHPUPL3821 (1 Product Type) 200

**Authorized by:** \_\_\_\_\_  
**[date]**



SIGNAL HILL PRODUCTS

Signal Hill Products (Pty) Ltd
166 Gunners Circle
Epping 1
Cape Town, WC, 7460
Phone: +27 (0) 21 203 2490
Email: debtors@signalhillproducts.com
Web: http://www.signalhillproducts.com

Credit Memo

Reference No.: CN109329
Date: 14-Feb-2025
Due Date: 16-Mar-2025
Customer ID: C9927
Currency: ZAR
Customer VAT #: 4850203805
Source:

Table with columns: BILL TO, SHIP TO, SHIP VIA, CUSTOMER REF. NUMBER, TERMS, CONTACT. Includes addresses for Qwaba Investments CC and Rattans Liquor Wholesalers Phoenix.

Table with columns: No., ITEM, QTY, UOM, UNIT PRICE, DISC %, DISC AMT, EXTENDED PRICE. Row 1: Group and Document Discount.

Table with columns: SO TYPE, SO NUMBER, SHIPMENT NUMBER, CUSTOMER P.O. NO. Row: RC, CN109183, SS187262.

Table with columns: No., ITEM, QTY, UOM, UNIT PRICE, DISC %, DISC AMT, EXTENDED PRICE. Row 2: FG CD-048: Strongbow Red Berries Cider - 24 x 440ml CAN (4.5% ALC/VOL).

Driver:

DPBC Packed By:

Driver Signature:

Cust Received By:

DPBC Checked By:

Truck Reg:

Cust Signature

Date:

Table with columns: Settlement Discount, Note, Sales Total, Tax Total, Total (ZAR). Includes settlement discount of R 0.00 and total sales of 59,730.00.

Returns:

Table with columns for returns: SHP 20L Keg, SHP 30L Keg, Strongbow Crates and Bottles, Strongbow Crates only, Chep exchanged/swopped with LR, Chep returns for credit.

