

SHPWPL # 4147

SHP RETURN ADVICE NOTE (QUALITY ISSUES ONLY) TICKET 4147	DATE:	 SIGNAL HILL PRODUCTS
	06 MARCH 2025	

CUSTOMER DETAIL		
OUTLET NAME: PANJIVANS PROSPECTON	ACCOUNT NUMBER (C-CODE): C15867	TICKET CASE NUMBER: 4147

PRODUCT DETAILS									
REPRESENTATIVE								DRIVER	DISTRIBUTION CENTRE
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES / KEGS	BATCH NUMBER	EXPIRY DATE	REASON CODE	DECANT/ RETURN TO AIRPORT	CASES / KEGS	CASES / KEGS
FGSZ013	Kix Spritzer 24 x 440ml Cans	440ml	33	8C0012	21/10/25	601	RETURN		
FGCD055	Strongbow Dry Cider 24 x 500ml Cans	500ml	1	A0239	03/10/2025	601	RETURN		
FGSZ001	Kix Spritzer 24 x 330ml NRB	330ml	3	D3198	20/08/2025	602	RETURN		
submitted to SHP QA for approval 06/03/2025									
<i>(Checked Nothing to uplift)</i>									

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 SHP Quality Management and Research department.

RETURN REASON DESCRIPTION
 STRONGBOW DRY 500ML AND KIX 440ML CANS ARE EMPTY INSIDE. SOME STOCKS IS LEAKING WITHOUT VISIBLE DAMAGE. KIX 330ML CONTAINS FOREIGN OBJECTS INSIDE.

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)	
SHP QA MANAGER	
NAME:	
SIGNATURE:	

UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)		
CUSTOMER	DRIVER	DISTRIBUTION CENTRE
NAME:	NAME:	NAME:
SIGNATURE:	SIGNATURE:	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.

RETURNS HAVE BEEN RETURNED
 ALONG T/M - DONAVIU

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Ranjini Padayachee

From: Customer Care
Sent: Thursday, 06 March 2025 20:41
To: Mfana Nene
Cc: Benjmor Ngwenya
Subject: RE: SHP Returns Advise Note- Panjivans Prospecton

Good day,

Your ticket reference is #4147.
RAN submitted to SHP quality assurance for approval 06/03/2025.

Kind Regards,
SHP Customer Interaction Team

From: Mfana Nene <mfana.nene@signalhillproducts.com>
Sent: Thursday, 06 March 2025 10:25
To: Customer Care <customercare@signalhillproducts.com>
Cc: Benjmor Ngwenya <Benjmor.Ngwenya@signalhillproducts.com>
Subject: SHP Returns Advise Note- Panjivans Prospecton

Hi

I hope this email finds you well.

Please see attached Returns Advise Note from Panjivans Prospecton.

Kind Regards

Mfana Nene
Team Leader - Sales
/ 81 885 8932

 **SIGNAL HILL PRODUCTS**



Ranjini Padayachee

From: Customer Care
Sent: Thursday, 06 March 2025 20:48
To: Megan Petersen
Cc: Nicollett Moses
Subject: FW: SHP Returns Advise Note- Panjivans Prospecton
Attachments: Pics_.zip; PANJIVANS PROSPECTION 4147_06.03.2025.pdf

Hi Megan,

See attached RAN for your approval. Please advise whether we must decant or return to warehouse.

Panjivan's Prospection | Ticket 4147 | 06.03.2025

Kind Regards,
Customer Interaction Team

From: Mfana Nene <mfana.nene@signalhillproducts.com>
Sent: Thursday, 06 March 2025 10:25
To: Customer Care <customercare@signalhillproducts.com>
Cc: Benjmor Ngwenya <Benjmor.Ngwenya@signalhillproducts.com>
Subject: SHP Returns Advise Note- Panjivans Prospecton

Hi

I hope this email finds you well.

Please see attached Returns Advise Note from Panjivans Prospecton.

Kind Regards

Mfana Nene
Team Leader - Sales
+27 81 885 8932



SIGNAL HILL PRODUCTS

