

SHPUP Rattans 24062024

RETURNS ADVICE NOTE
(QUALITY ISSUES ONLY)

DATE

24 JUNE 2024

**CUSTOMER DETAIL**

OUTLET NAME:

Rattans Liquor Wholesalers Phoenix

ACCOUNT NUMBER (C-CODE):

C9927

AREA:

121 Aberdare Drive,
Phoenix 4068GROUP ACCOUNT REFERENCE
/CLAIM NUMBER:

Ticket 1740

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
7600052	STRONGBOW GOLD APPLE CIDER - 24 X 440ML CAN	440ML	44	3295710E1627	JULY 24	602 601		
7600046	STRONGBOW RED BERRY CIDER - 24 X 440ML CAN	440ML	2	L3361710E1144	SEP 24	602 601		

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

Leaking Cans of Strongbow Gold Apple 440ml. Strongbow Berry has half full cans and leaking cans.

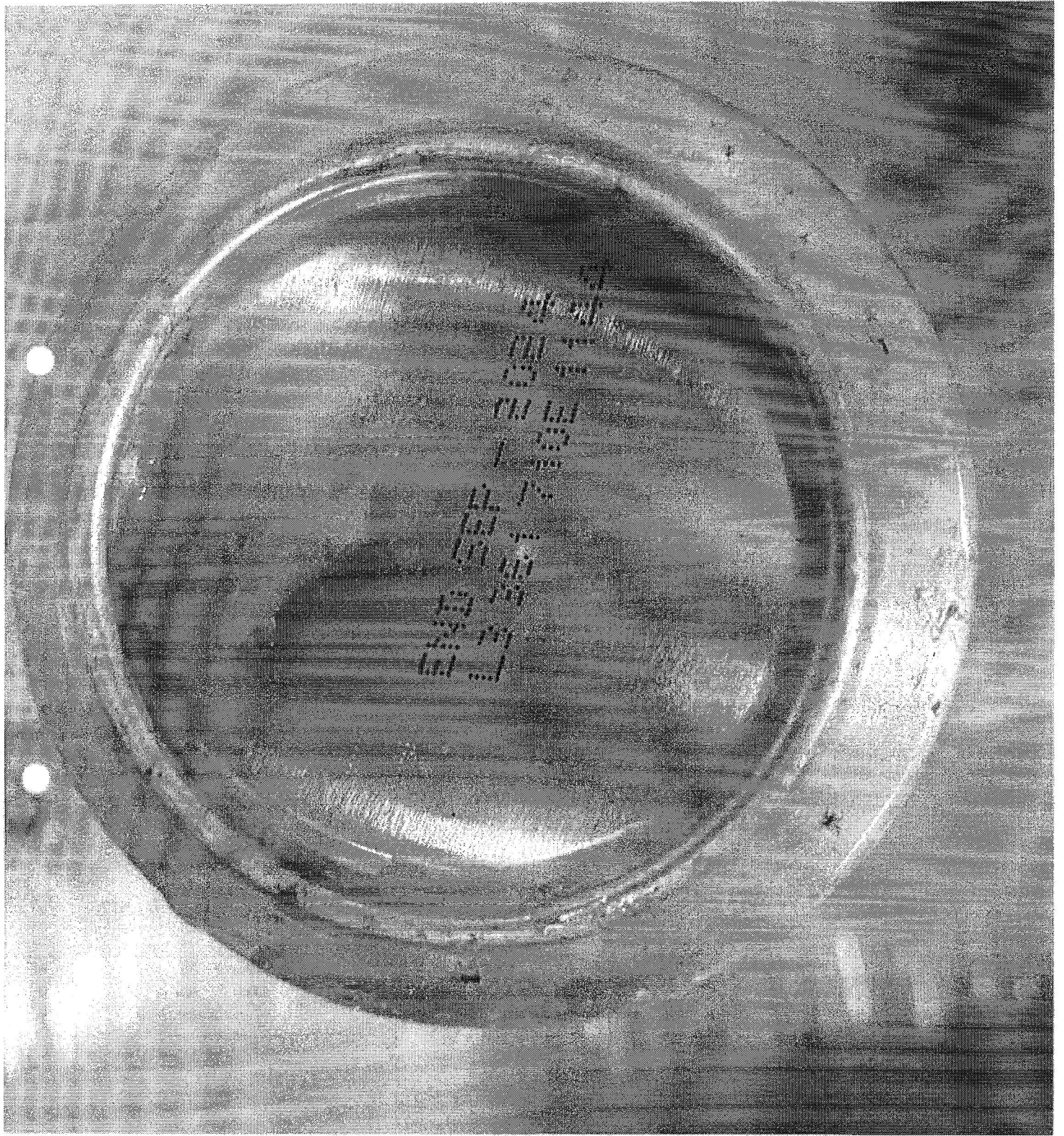
AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)

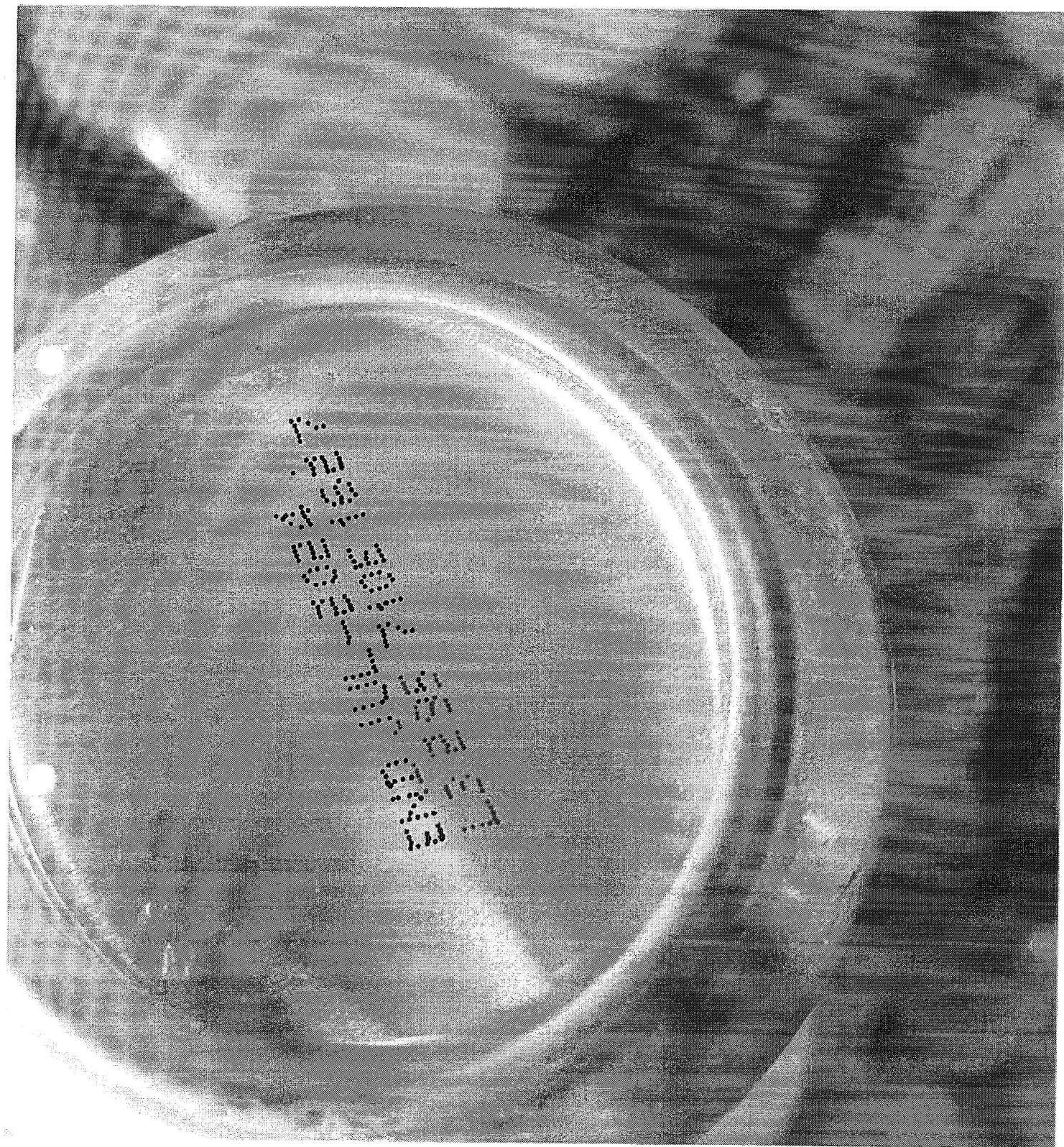
District manager (SHP)	Representative (SHP)	Customer
NAME: Benjmor Ngwenya	NAME: Elsworth Nene	NAME: Ravi Nandoo
SIGNATURE:	SIGNATURE: EMNENE	SIGNATURE:

UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)

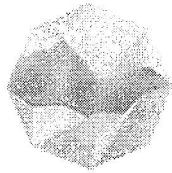
Customer	Driver	Distribution Centre
NAME: SHAWA	NAME:	NAME:
SIGNATURE:	SIGNATURE:	SIGNATURE:

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 further sole discretion accept this recommendation, a credit note will be passed in favour of the Customer. No refunds or product replacements will be given.









SIGNAL HILL PRODUCTS



From: Customer Care <customer care@signalhillproducts.com>

Sent: Thursday, June 27, 2024 12:49:16 PM

To: Mfana Nene <mfana.nene@signalhillproducts.com>; Customer Care <customer care@signalhillproducts.com>

Cc: Ranjini Padayachee <Ranjini@signalhillproducts.com>

Subject: RE: Ran- Rattans Liquor Wholesalers C9927 - Ticket Nr 001740

Hi Mfana

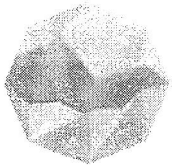
Please change the code on RAN form 602 to 601

The problem is with the packaging and not the beer.

Regards

Nicollett

Customer Care



SIGNAL HILL PRODUCTS



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

Sent: Thursday, June 27, 2024 9:47 AM

To: Customer Care <customer care@signalhillproducts.com>

Subject: Ran- Rattans Liquor Wholesalers C9927

Hi

I hope this email finds you well.

Please see attached RAN document from Rattans Liquor Wholesalers Phoenix. The Strongbow Cans are leaking without any damage and are either empty or half full.

Cc: Ranjini Padayachee <Ranjini@signalhillproducts.com>

Subject: Re: Ran- Rattans Liquor Wholesalers C9927 - Ticket Nr 001740

Hi

Please see attached.

Kind Regards

Elsworth Mfana Nene
Team Leader

066 307 7313 (watsapp)

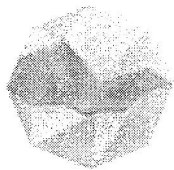
081 885 8932 (cell)

Kind Regards

Mfana Nene

Team Leader - Sales | Kwazulu-Natal

+27 81 885 8932



SIGNAL HILL PRODUCTS



Ranjini Padayachee

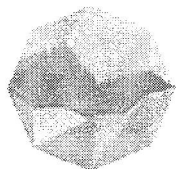
From: Ranjini Padayachee
Sent: Monday, 01 July 2024 16:37
To: Nieschka Christians
Cc: Deena Moodliar; Customer Care
Subject: RAN FOR APPROVAL - RATTAN'S LIQUOR WHOLESALERS 440ML LEAKING CANS
Attachments: Rattan's 01.07.2024.pdf; Strongbow Complaints Register 01.07.2024.xlsx

Hi,

Please find attached RAN for urgent approval – Rattan's Liquor Wholesalers 440ml leaking CANS.

Kind Regards,

Ranjini Padayachee
Centralized Sales Manager
+27 71 855 4109



SIGNAL HILL PRODUCTS



Ranjini Padayachee

From: Customer Care <customercare.za@heineken.com>
Sent: Wednesday, 03 July 2024 11:43
To: Ranjini Padayachee
Subject: RE: FW: RAN FOR APPROVAL - RATTANS LIQUOR WHOLESALERS 440ML LEAKING CANS [thread::_Ktnc8t8Dg2y2TQ9sVWjMgY::]

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 morning Ranjini

Please see below approval communication from HB QT.

RE: RAN FOR APPROVAL - RATTANS LIQUOR WHOLESALERS 440ML LEAKING CAN



Cynthia Reddy

To ● Chantalle Kalogwile; ● Makgosi Booysen
Cc ● Nieschka Christians; ● Naledi Jiyane

😊 ↩ Reply ↩ Reply All →

Hi Chantalle

Yes, I approve.

Regards



Cynthia Reddy

Senior Brewing Technologist



@ cynthia.reddy@heineken.com | ☎ +27 (0) 82 302 3642 | 📠 +27 (0) 63 688 4178

www.heinekenbeverages.co.za | Heineken Sedibeng Brewery, Klipriver Business Park, Johannesburg, 1871, South Africa

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INEKEN
verages

Nieschka Christians

LIQUOR RUNNERS

Durban

STOCK RETURN / REQUEST FOR CREDIT

Nº 0678

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

DRIVER NAME SILULEKO

HIRE TRANSPORTATION CO. (If delivered by Hire Vehicle)			
LOAD SHEET No: <u>38</u>	VEHICLE REG No: <u>HXD195FJ</u>		
CUSTOMER		DATE RECEIVED	<u>12-07-2024</u>

UPLIFTNOTE

	DESCRIPTION	RECEIVED		Cases Received Damaged	Units Received Damaged	REMARKS INV. NO.
		Cases	Units			
1)	Richards BBC (BSK)					
2)	Honor VS Select Red		3			Not ordered.
3)						INV00256713.
4)						
5)	Richards BBC (DANNIC)					
6)	Gordon's 50 ML		12			No Stock. Stock
7)						At Womhead
8)						INV0020349
9)						
10)	Jess Greenwood (Independent)					
11)	Murk's Peppermint		5		1	Quality Issue
12)						do Damage
13)						919091L.
14)	Rattan (Small Hill)					
15)	Strongbow Gold can				44	UPLIFT.
17)	✓ R/Berry Can				2	
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: _____

Clairwood Logistics Park
Basil February Road
Mobeni East
4060



Clairwood Logistics Park
Basil February Road
Mobeni East
4060

Liquor Runner Clairwood Clairwood

[Http://www.lrsa.co.za](http://www.lrsa.co.za)

REQUEST FOR CREDIT - CR166

2024-07-16 08:58:54

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:

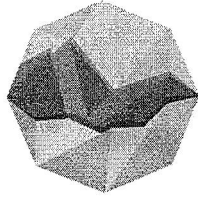
Principal Customer Code:

Doc. Date: 2024-07-05 Doc. Ref: SHPupRattans GRV: Credit Type: Upliftment Invoice Amt: R 0

Stock Code	Stock Description	Unit	Packsize	Reason Code	Reason	Batch	QTY
FG CD-052	Strongbow Gold Can 4 x 6 x 440ML	CS	24 x 440ML	R4	Damaged - Clients		44
FG CD-048	Strongbow Redberry Can 4 x 6 x 440ML	CS	24 x 440ML	R4	Damaged - Clients		2
Total Number of Items to be credited on Document Ref: SHPupRattans24062024 (2 Product Type)							46

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.: CN082972
Date: 17-Jul-2024
Due Date:
Customer ID: C9927
Currency: ZAR
Customer VAT #: 4850203805
Source: LRFG04

BILL TO:		SHIP TO:	
Qwaba Investments CC 121 Aberdare Road Phoenix KZN 4068 SOUTH AFRICA 0315077800		SHIP VIA: LRSAC Rattans Liquor Wholesalers Phoenix 121 Aberdare Road Phoenix KZN 4068 SOUTH AFRICA 0737121037	
CUSTOMER REF. NUMBER	TERMS	CONTACT	

SO TYPE	SO NUMBER	SHIPMENT NUMBER	CUSTOMER P.O. NO.				
RC	CN082771	SS141016					
No.	ITEM	QTY.	UOM	UNIT PRICE	DISC %	DISC AMT	EXTENDED PRICE
1	FG CD-052: Strongbow Gold Cider - 24 x 440ml CAN (4.5% ALC/VOL)	44.0000	CASE	330.0000	7.5%	1,089.00	13,431.00
2	FG CD-048: Strongbow Red Berries Cider - 24 x 440ml CAN (4.5% ALC/VOL)	2.0000	CASE	330.0000	7.5%	49.50	610.50

Driver:

DPBC Packed By:

Driver Signature:

Cust Received By:

DPBC Checked By:

Truck Reg:

Cust Signature

Date:

Settlement Discount:	R 0.00	Sales Total:	14,041.50
Note :	Please note settlement discount doesn't include returnable items.	Tax Total:	2,106.23
		Total (ZAR):	16,147.73
Standard Bank — Account name: Signal Hill Products (Pty) Ltd — Account number: 000895466 — Branch code: 000205			
Company Reg: 2013/035584/07 — Company VAT: 4460259833 — Customs Code: 21127081			

Returns:

SHP 20L Keg	
SHP 30L Keg	
Strongbow Crates and Bottles	
Strongbow Crates only	
Chep exchanged/swopped with LR	
Chep returns for credit	

