

C06814753 UP11TF

Approved 08/17/2025

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

DATE: 08 May 25



**CUSTOMER DETAIL**

OUTLET NAME: Dog Box Hyper Gemiston      ACCOUNT NUMBER (C-CODE): C0678      AREA: THB      GROUP ACCOUNT REFERENCE / CLAIM NUMBER:

DISTRIBUTION CENTRE OFFICE USE ONLY:      SHIPMENT NUMBER: 4353      CREDIT NOTE NUMBER: HB case 03058237

**PRODUCT DETAILS**

| PRODUCT CODE | PRODUCT DESCRIPTION | REPRESENTATIVE |       |                | EXPIRY DATE | REASON CODE | DRIVER |       | DISTRIBUTION CENTRE |
|--------------|---------------------|----------------|-------|----------------|-------------|-------------|--------|-------|---------------------|
|              |                     | PACK SIZE      | CASES | BATCH NUMBER   |             |             | CASES  | CASES |                     |
| F&C0048      | Strongbow Red Berry | 24X 440ml      | 90    | 14807710E 0415 | EMD Aug     | 601         |        |       |                     |

**DOG BOX STOCK RETURNED**  
RETURNED 78 cases  
24/07/25

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

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

RETURN REASON DESCRIPTION: *Leaking Cans*

**AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)**

| District manager (SHP)  | Representative (SHP)  | Customer                        |
|---|---|---------------------------------|
| NAME: <i>Henrich Combray</i><br>SIGNATURE: <i>[Signature]</i> | NAME: <i>Teodoro Matamoros</i><br>SIGNATURE: <i>[Signature]</i> | NAME: _____<br>SIGNATURE: _____ |

**UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)**

| Customer                               | Driver                          | Distribution Centre             |
|--|---------------------------------|---------------------------------|
| NAME: _____<br>SIGNATURE: <i>Wayne</i> | NAME: _____<br>SIGNATURE: _____ | NAME: _____<br>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.

C067814 103 UPLIFT

Approved 08/17/2025

### RETURNS ADVISE NOTE (QUALITY ISSUES ONLY)

DATE: 28 May 25



#### CUSTOMER DETAIL

OUTLET NAME:  
Dog Box Hyper  
Gerriston

ACCOUNT NUMBER (C-CODE):  
C0678

AREA:  
7HB

GROUP ACCOUNT REFERENCE  
/CLAIM NUMBER:

DISTRIBUTION CENTRE OFFICE USE ONLY:

SHIPMENT NUMBER:  
4753

CREDIT NOTE NUMBER: HB Case  
03058237

#### PRODUCT DETAILS

| PRODUCT CODE   | PRODUCT DESCRIPTION | REPRESENTATIVE |       |              | DRIVER     |             | DISTRIBUTION CENTRE |       |  |  |
|--|---------------------|----------------|-------|--------------|------------|-------------|---------------------|-------|--|--|
|  |                     | PACK SIZE      | CASES | BATCH NUMBER | ENTRY DATE | REASON CODE | CASES               | CASES |  |  |
| fa CD  | Strongbow           | 24X            | 440M  | 90           | L4307710E  | END         | Aug                 | 601   |  |  |
| 048  | Red Berry           |                |       |              |            |             |                     |       |  |  |
| <b>DOG BOX STOCK RETURNED</b>                            |                     |                |       |              |            |             |                     |       |  |  |
| <i>Returned 78 cases<br/>TACUES<br/>PAC<br/>24/67/25</i> |                     |                |       |              |            |             |                     |       |  |  |

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

#### RETURN REASON CODES

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

#### RETURN REASON DESCRIPTION

*Leaking Cans*

#### AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)

| District manager (SHP)        | Representative (SHP)          | Customer   |
|-------------------------------|-------------------------------|------------|
| NAME: <i>Hendri Conroy</i>    | NAME: <i>Leobina Matorang</i> | NAME:      |
| SIGNATURE: <i>[Signature]</i> | SIGNATURE: <i>[Signature]</i> | SIGNATURE: |

#### UPLIFTMENT EXCITED (DAY OF UPLIFTMENT)

| Customer                      | Driver     | Distribution Centre |
|-------------------------------|------------|---------------------|
| NAME: <i>Wayne</i>            | NAME:      | NAME:               |
| SIGNATURE: <i>[Signature]</i> | 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 parcel 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.



Batch previously approved - refer :

SHP Ticket 3974

HB CASE 02688717





**Re: DogBox Hyper Strongbow RAN C0678**

From Niccollett Moses <NiccollettM@signalhillproducts.com>  
Date Wed 2025-05-28 13:43  
To Teboho Mofokeng <TebohoM@signalhillproducts.com>; Signal Hill Products Customer Interaction Centre <customercare@signalhillproducts.com>  
Cc Hendri Connoway <hendri.connoway@signalhillproducts.com>

Hi Theboho

Please get a sample from the client at your earliest convenience .

Provide the address where the courier can collect it from you.

Please wrap the sample , 2-3 cans and put a cope of the RAN in the packet

Send us the measurements and the weight of the package.

Regards

Niccollett

**Niccollett Moses**  
Telesales  
+27 21 203 2490



**SIGNAL HILL PRODUCTS**



From: Teboho Mofokeng <TebohoM@signalhillproducts.com>  
Sent: Wednesday, May 28, 2025 13:33  
To: Signal Hill Products Customer Interaction Centre <customercare@signalhillproducts.com>  
Cc: Hendri Connoway <hendri.connoway@signalhillproducts.com>  
Subject: DogBox Hyper Strongbow RAN C0678

Hi Team

Please kindly assist with upliftment of the attached damaged cans that are popping

Kind Regards

Teboho Mofokeng



Outlook

**Re: DogBox Hyper Strongbow RAN C0678**

From Niccollett Moses <NiccollettM@signalhillproducts.com>  
Date Mon 2025-06-09 10:32  
To Teboho Mofokeng <TebohoM@signalhillproducts.com>; Signal Hill Products Customer Interaction Centre <customercare@signalhillproducts.com>  
Cc Hendri Connoway <hendri.connoway@signalhillproducts.com>

Hi Teboho

When will you get around to getting the sample?

Please advise

Regards

**Niccollett Moses**

Telesales

+27 21 203 2490



**SIGNAL HILL PRODUCTS**



**From:** Niccollett Moses <NiccollettM@signalhillproducts.com>  
**Sent:** Wednesday, May 28, 2025 13:43  
**To:** Teboho Mofokeng <TebohoM@signalhillproducts.com>; Signal Hill Products Customer Interaction Centre <customercare@signalhillproducts.com>  
**Cc:** Hendri Connoway <hendri.connoway@signalhillproducts.com>  
**Subject:** Re: DogBox Hyper Strongbow RAN C0678

Hi Teboho

Please get a sample from the client at your earliest convenience .

Provide the address where the courier can collect it from you.

Please wrap the sample , 2-3 cans and put a cope of the RAN in the packet.

Send us the measurements and the weight of the package.

Regards



Re: DogBox Hyper Strongbow RAN C0678- Ticket nr 004753-no samples needed previously approved batch

From Niccollett Moses <NiccollettM@signalhillproducts.com>  
 Date Wed 2025-06-18 11:42  
 To Aniska Venter <Aniskav@signalhillproducts.com>; Dewald Pieterse <dewald.pieterse@signalhillproducts.com>  
 Cc Hendri Connoway <hendri.connoway@signalhillproducts.com>; Barend Smit <BarendS@signalhillproducts.com>; Ranjini Padayachee <Ranjini@signalhillproducts.com>; Chandre Adams <Dispatch1@signalhillproducts.com>; Signal Hill Products Customer Interaction Centre <customercare@signalhillproducts.com>

!!! All  
 Below is the ticket  
 Please arrange upliftment

Regards

Case  
 004753 - Strongbow Red 440ml Leaking Cans-no samples needed previously approved batch

Case ID: **004753** \* Class ID: \*  
 Date Reported: 18/06/2025 11:40 Business Account  
 Last Activity Date: Contact: C0678 - Dog Box Hyper Gemision \*  
 SLK Owner: Wayne \*  
 Closing Date: \* Subject: Moses Niccollett, Ms. \*  
 Strongbow Red 440ml Leaking Cans-no samples needed previously approved batch

| PRODCOM - Product Complaints   | Status:        | Open       |
|--------------------------------|----------------|------------|
| C0678 - Dog Box Hyper Gemision | *<br>Reason:   | In Process |
| Wayne                          | *<br>Severity: | Medium     |
| Moses Niccollett, Ms.          | *<br>Priority: | Medium     |

00:06  
 Batch Nr: 143077105E415  
 Exp Date: 31 Aug 2025

DETAILS ADDITIONAL INFO ATTRIBUTES ACTIVITIES RELATED CASES RELATIONS  
 VISUAL Paragraph B I U A \* \* \* \* \* INSERT LAYOUT TABLES

From: Aniska Venter <Aniskav@signalhillproducts.com>  
 Sent: Wednesday, June 18, 2025 10:42  
 To: Dewald Pieterse <dewald.pieterse@signalhillproducts.com>; Niccollett Moses <NiccollettM@signalhillproducts.com>  
 Cc: Hendri Connoway <hendri.connoway@signalhillproducts.com>; Barend Smit <BarendS@signalhillproducts.com>  
 Subject: RE: DogBox Hyper Strongbow RAN C0678

Hi Nicolette,

It's the 3de on from the bottom, The A & L in front of the batches are the lines it was done on at HNK.

Please let us know what the next steps are.

Kind regards,

Aniska Venter

## **Ranjini Padayachee**

---

**From:** Customer Care <customercareza@heineken.com>  
**Sent:** Thursday, 19 June 2025 16:17  
**To:** Ranjini Padayachee  
**Subject:** RE: FW: RAN for HB case reference and approval: Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025 [ thread::37wllT\_HCM2HpBwYyiiXmQY:: ]

**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: 03058237

Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025.

Email was forwarded to our QT, will forward it once I got approval.

Thank you.

Regards  
Nieschka Christians  
???????

**From:** Ranjini Padayachee <Ranjini@signalhillproducts.com>  
**Sent:** Thursday, 19 June 2025 14:50  
**To:** Nieschka Christians <Nieschka.Christians@heineken.com>  
**Cc:** Deena Moodliar <Deena.Moodliar@heineken.com>; Nicollett Moses <NicollettM@signalhillproducts.com>  
**Subject:** RAN for HB case reference and approval: Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025

Good day,

Please see attached RAN for HB case no and approval.

- **Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025**

**Sample not submitted as Batch L4 307 710E was previously approved – refer ticket 3974/HB case 02688717 Checkers Wells Estate.**

## **Ranjini Padayachee**

---

**From:** Customer Care <customercare.za@heineken.com>  
**Sent:** Tuesday, 08 July 2025 12:08  
**To:** Ranjini Padayachee  
**Subject:** RE: FW: RAN for HB case reference and approval: Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025 [ thread::37wllT\_HCM2HpbWvYiIXmQY:: ]

**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

Kindly note that the approval was granted by Makgosi via the spreadsheet.

Warm Regards  
Nieschka Christians

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

**From:** Customer Care [customercare.za@heineken.com]  
**Sent:** 2025/06/19 4:18 PM  
**To:** makgosi.booyesen@heineken.com  
**Cc:** deena.moodliar@heineken.com  
**Subject:** FW: RAN for HB case reference and approval: Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025 [ thread::37wllT\_HCM2HpbWvYiIXmQY:: ]

Good day Makgosi

Please see below RAN for Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025.

Can you please grant approval ASAP.

Thank you.

Regards  
Nieschka Christians

**From:** Ranjini Padayachee <Ranjini@signalhillproducts.com>  
**Sent:** Thursday, 19 June 2025 14:50  
**To:** Nieschka Christians <Nieschka.Christians@heineken.com>  
**Cc:** Deena Moodliar <Deena.Moodliar@heineken.com>; Nicollett Moses <NicollettM@signalhillproducts.com>  
**Subject:** RAN for HB case reference and approval: Dog Box Hyper Germiston | Ticket 4753 | 19/06/2025

# Liquor Runners

## Johannesburg

113607

### GOODS RECEIVED VOUCHER

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

DRIVER NAME

Uphane

HIRE TRANSPORTATION CO. (If delivered by Hire Vehicle)

LOAD SHEET No:

213659

VEHICLE REG No

U8C 752 65

CUSTOMER

Buy 9

DATE RECEIVED

24/07/25

#### LIFT NOTE

|                             | DESCRIPTION                | RECEIVED  |       | Cases            | Units            | REMARKS             |
|-----------------------------|----------------------------|-----------|-------|------------------|------------------|---------------------|
|                             |                            | Cases     | Units | Received Damaged | Received Damaged |                     |
| 1)                          |                            |           |       |                  |                  |                     |
| 2)                          | <u>White Gin (Whitman)</u> | <u>78</u> |       |                  |                  | <u>20078 / 1453</u> |
| 3)                          |                            |           |       |                  |                  |                     |
| 4)                          |                            |           |       |                  |                  |                     |
| 5)                          | <u>James W/S</u>           | <u>10</u> |       |                  |                  | <u>2001002652</u>   |
| 6)                          |                            |           |       |                  |                  |                     |
| 7)                          |                            |           |       |                  |                  |                     |
| 8)                          |                            |           |       |                  |                  |                     |
| 9)                          |                            |           |       |                  |                  |                     |
| 10)                         |                            |           |       |                  |                  |                     |
| 11)                         |                            |           |       |                  |                  |                     |
| 12)                         |                            |           |       |                  |                  |                     |
| 13)                         |                            |           |       |                  |                  |                     |
| 14)                         |                            |           |       |                  |                  |                     |
| 15)                         |                            |           |       |                  |                  |                     |
| 16)                         |                            |           |       |                  |                  |                     |
| 17)                         |                            |           |       |                  |                  |                     |
| 18)                         |                            |           |       |                  |                  |                     |
| 19)                         |                            |           |       |                  |                  |                     |
| 20)                         |                            |           |       |                  |                  |                     |
| PALLET CONTROL: GKN BLUE #1 |                            |           |       |                  |                  |                     |
| ORDER                       |                            |           |       |                  |                  |                     |
| TOTAL                       |                            |           |       |                  |                  |                     |

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

CHECKED ON RECEIPT BY:

DRIVER:

TIME COMPLETED:

PAGE:

PAGE:

4 Ashworth Street  
Linbro Park  
Johannesburg  
2090



4 Ashworth Street  
Linbro Park  
Johannesburg  
2090

012 001 7105

Hein@lrsa.co.za

Liquor Runners Gauteng North JHBNORTHB

www.lrsa.co.za

**REQUEST FOR CREDIT - CR2409648 2025-07-28 08:10:33**

LOAD SHEET Reference - LSID , DATE Delivered -

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

Reason for Credit:      Damaged - Clients Floor

Customer Name: DOG BOX LIQUOR

Brief Description of Credit:

Principal Customer Code:

Doc. Date: 2025-07-18      Doc. Ref: C0678/4753 U      GRV: S      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 |       | 78  |

Total Number of Items to be credited on Document Ref: C0678/4753 UPLIFT (1 Product Type)

78

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

28-07-2025