



SIGNAL HILL PRODUCTS

Epping  
166 Gunners Circle  
Epping 1  
Cape Town, WC, 7460  
Phone: +27 (0) 21 203 2490  
Web: <http://www.signalhillproducts.com>

## Return for Credit

Order No.: CN083214  
Order Date: 19/07/2024  
Delivery Date: 21/07/2024  
Customer ID: C16117  
Currency: ZAR

BILL TO:		SHIP TO:				
Robinson Liquors (Pty) Ltd Units G1 and G3, Pepper Square Mall 4 Cynthia Street, Bardene, Ext 12, Boksburg Boksburg GP 1459 SOUTH AFRICA		Ultra Liquors Pepper Square Ext 12 Cynthia Street Bardene Boksburg – Johannesburg Johannesburg GP 1459 SOUTH AFRICA				
CUSTOMER P.O. NO.		TERMS		CONTACT		
				orders@signalhillproducts.com		
Customer Contact		SHIPPING TERMS		SHIP VIA		
alice@lrsc.co.za		48 hrs from Nominated Order Day		Liquor Runners SA - Crew		
NO.	ITEM	QTY.	UOM	PRICE	DISC.	EXTENDED PRICE
1	FG CD-051: Strongbow Gold Cider - 12 x 660ml RB (4.5% ALC/VOL)	19.0000	CASE	216.5200	3%	3,990.46

**UL Dispatch**

Cnr Oosthuizen & North Rand  
Rd, Pepper Square Mall, Bardene  
Ext 12, Boksburg  
010 026 8025

**Liquor Runners JHB  
DEBRIEFED 2**

*ELAS*  
*JA*  
25/07/24

DATE \_\_\_\_\_  
TIME \_\_\_\_\_

PLEASE NOTE: The quantity delivered will be subject to stock availability. Shipment confirmation to follow.


Total Weight (KG) : 283.480000

Total Volume (L) : 150.480000

Sales Total: 3,990.46  
Freight & Misc.: 0.00  
Less Discount: 0.00  
Tax Total: 598.57  
Total (ZAR): 4,589.03



*Collected by Christopher*  
*25/7/24*

<b>RETURNS ADVICE NOTE</b> (QUALITY ISSUES ONLY) TICKET NR 1971 / HEINEKEN CASE 02211531	DATE:	11 Jul 2024	

CUSTOMER DETAIL			
OUTLET NAME: ULTRA LIGNE PEPPER SQUARE	ACCOUNT NUMBER (C-CODE): C16117	AREA: Boksburg	GROUP ACCOUNT REFERENCE / CLAIM NUMBER:
DISTRIBUTION CENTRE OFFICE USE ONLY:		SHIPMENT NUMBER:	CREDIT NOTE NUMBER:

PRODUCT DETAILS							DRIVER	DISTRIBUTION CENTRE
REPRESENTATIVE								
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	CASES	CASES
600970571 366	Strongbow Gold Apple Cider 660ml RB + 12 C-rate	660ml	19	L4 092-71 DF 06:51	End Jan 2024	601		

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

RETURN REASON CODES		
CODE	DESCRIPTION	DETAIL
601	Extrinsic	Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect 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603	Stock Recall	Any product to be withdrawn from trade under instruction from Heineken Quality Management and Research department.

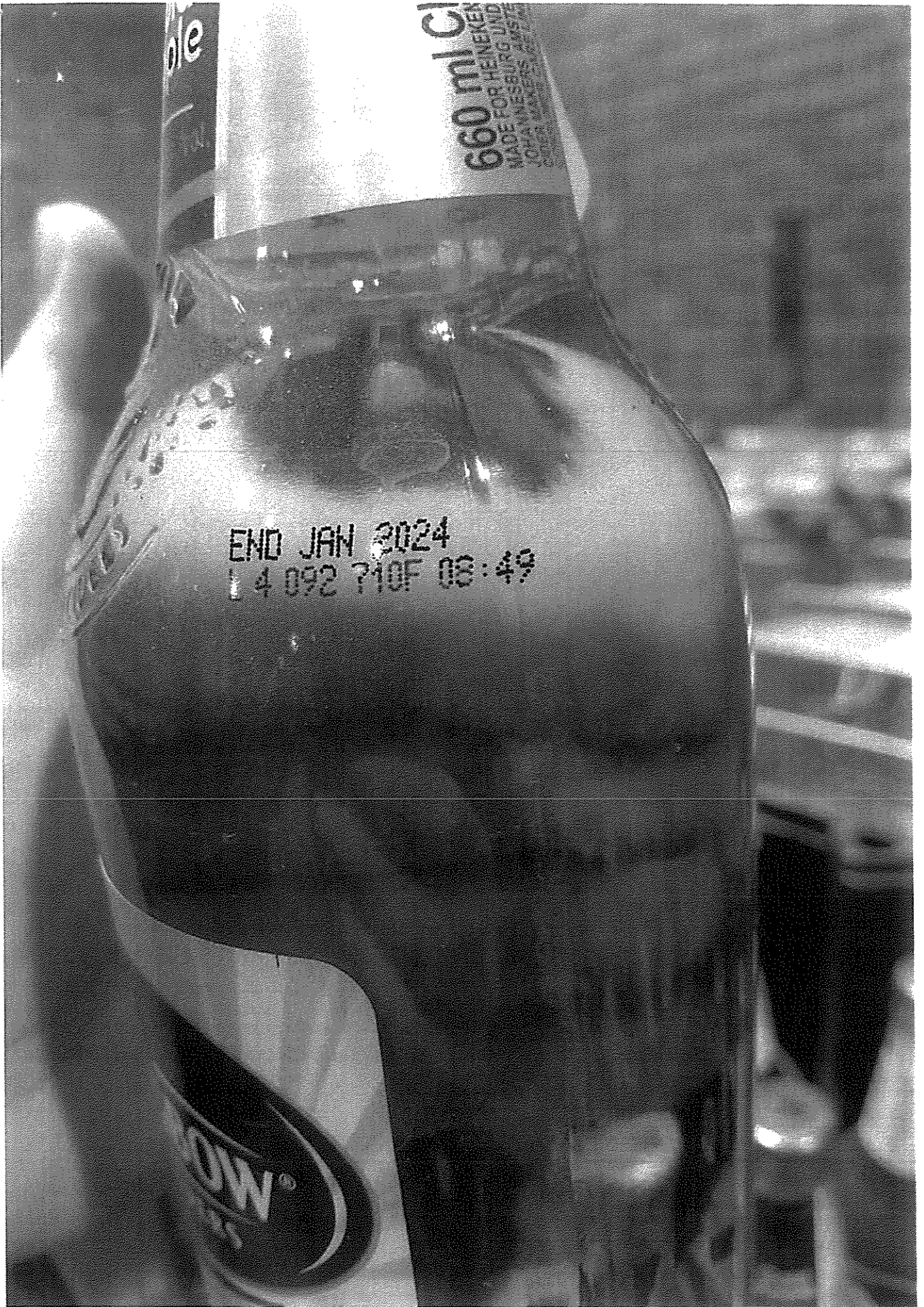
**RETURN REASON DESCRIPTION**  
 Incorrect Print Date on Bottles, Printed AS End Jan 2024 and Should Be End Jan 2025

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)		
District manager (SHP)	Representative (SHP)	Customer
NAME:	NAME: Webel Siboom	NAME: ELIAS SELETELA
SIGNATURE:	SIGNATURE:	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.



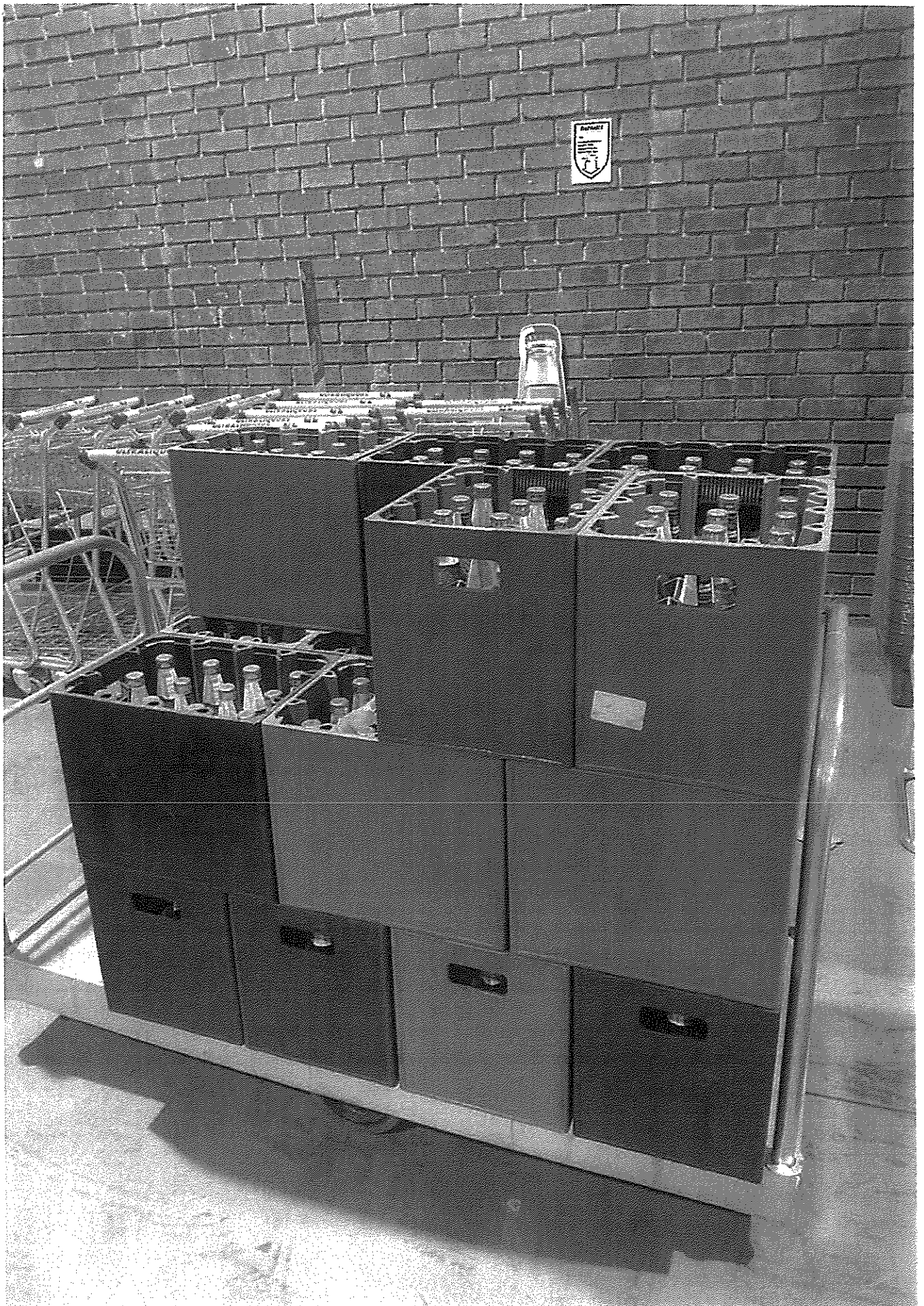


END JAN 2024  
L 4 092 710F 03:49

660 ml Cl  
MADE FOR HEINEKEN  
JOHANNESBURG  
SOUTH AFRICA

M  
W





## Nicollett Moses

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**From:** Ranjini Padayachee  
**Sent:** Thursday, 18 July 2024 10:39  
**To:** Wessel Strydom; Barend Smit; Customer Care; Nicollett Moses  
**Subject:** RE: RAN Ultra Liquor Pepper Square C16117

Hi Wessel and Barend,

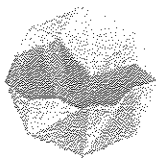
As requested below please complete and submit the correct RAN with photos of the batch code, expiry date.

Please follow the **process** and **submit your RANs** to [customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)  
Do not copy me, I will access the RANs through [customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)

There is a risk of duplications when you share it with me and [customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com) (as there is more than one person working this site).

Kind Regards,  
Ranjini

Ranjini Padayachee  
Centralized Sales Manager  
+27 71 855 4109



# SIGNAL HILL PRODUCTS



**From:** Wessel Strydom <WesselS@signalhillproducts.com>

**Sent:** Thursday, July 18, 2024 9:59 AM

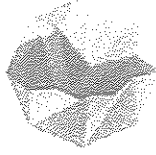
**To:** Barend Smit <BarendS@signalhillproducts.com>; Ranjini Padayachee <Ranjini@signalhillproducts.com>; Customer Care <customercare@signalhillproducts.com>; Nicollett Moses <NicollettM@signalhillproducts.com>

**Subject:** RE: RAN Ultra Liquor Pepper Square C16117

Good day

Please find the photos attached as requested

Regards



## SIGNAL HILL PRODUCTS



**From:** Ranjini Padayachee <[Ranjini@signalhillproducts.com](mailto:Ranjini@signalhillproducts.com)>

**Sent:** Friday, July 12, 2024 9:45:29 AM

**To:** Customer Care <[customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)>; Wessel Strydom <[WesselS@signalhillproducts.com](mailto:WesselS@signalhillproducts.com)>;

Nicollett Moses <[NicollettM@signalhillproducts.com](mailto:NicollettM@signalhillproducts.com)>

**Cc:** Barend Smit <[BarendS@signalhillproducts.com](mailto:BarendS@signalhillproducts.com)>

**Subject:** RE: RAN Ultra Liquor Pepper Square C16117

Hi,

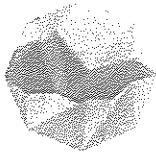
@Nicollett Moses you are correct. Please do not log this ticket until the RAN submitted correctly with batch code, expiry date and photos as is required when submitting to HEINEKEN.

@Wessel Strydom Please note Customer Care is unable to submit the RAN for approval until we have the RAN, batch code, expiry date.

We are experiencing a high level of rejections from HEINEKEN due to incomplete RAN submissions and this is impacting our turnaround within SLA time frames (10 days from submission).

Kind Regards,  
Ranjini

**Ranjini Padayachee**  
Centralized Sales Manager  
+27 71 855 4109

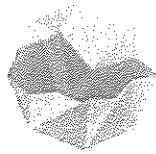


## SIGNAL HILL PRODUCTS



**From:** Customer Care <[customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)>

**Sent:** Thursday, July 11, 2024 5:33 PM



## SIGNAL HILL PRODUCTS



From: Customer Care <[customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)>

Sent: Thursday, July 11, 2024 4:29 PM

To: Wessel Strydom <[WesselS@signalhillproducts.com](mailto:WesselS@signalhillproducts.com)>; Customer Care <[customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)>

Cc: Barend Smit <[BarendS@signalhillproducts.com](mailto:BarendS@signalhillproducts.com)>; Ranjini Padayachee <[Ranjini@signalhillproducts.com](mailto:Ranjini@signalhillproducts.com)>

Subject: RE: RAN Ultra Liquor Pepper Square C16117

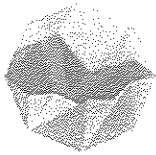
Good day Wessel

Please provide pictures of the stock that clearly show the batch number and expiry date.

Regards

Nicollett

Customer Care



## SIGNAL HILL PRODUCTS



From: Wessel Strydom <[WesselS@signalhillproducts.com](mailto:WesselS@signalhillproducts.com)>

Sent: Thursday, July 11, 2024 4:26 PM

To: Customer Care <[customercare@signalhillproducts.com](mailto:customercare@signalhillproducts.com)>

Cc: Barend Smit <[BarendS@signalhillproducts.com](mailto:BarendS@signalhillproducts.com)>

Subject: RAN Ultra Liquor Pepper Square C16117

Good day

Please find a Returns Advice attached for Ultra Liquor Pepper Square C16117

This will be for Strongbow Gold Cider qrts x 19 cases with the wrong printed expiry dates on them

## **Ranjini Padayachee**

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**From:** Ranjini Padayachee  
**Sent:** Thursday, 18 July 2024 12:36  
**To:** Nieschka Christians  
**Cc:** Customer Care  
**Subject:** RAN FOR APPROVAL - ULTRA PEPPER SQUARE | SHP TICKET 1971  
**Attachments:** Ultra Pepper Square18.07.2024.pdf

Hi,

Please find attached RAN for approval.

-Ultra Pepper Square, Boksburg  
-SHP ticket 1971

Kind Regards,

**Ranjini Padayachee**  
Centralized Sales Manager  
+27 71 855 4109



# SIGNAL HILL PRODUCTS





## **Ranjini Padayachee**

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**From:** Customer Care <customercare.za@heineken.com>  
**Sent:** Thursday, 18 July 2024 14:40  
**To:** Ranjini Padayachee  
**Subject:** RE: RAN FOR APPROVAL - ULTRA PEPPER SQUARE | SHP TICKET 1971 [ thread::K7kZNwPBCwiKhwFJh9klgY:: ]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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**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.

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Good Day Ranjini

Case reference number: 02211531

ULTRA PEPPER SQUARE.

Please see approval from Makgosi.

Kind Regards  
Nieschka Christians  
CIC Customer Care

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

**From:** Makgosi Booysen [makgosi.booysen@heineken.com]  
**Sent:** 2024/07/18 2:26 PM  
**To:** customercare.za@heineken.com; chantalle.kalogwile@heineken.com  
**Subject:** RE: RAN FOR APPROVAL - ULTRA PEPPER SQUARE | SHP TICKET 1971 [ thread::K7kZNwPBCwiKhwFJh9klgY:: ]

Good day,

Approved.

Regards

MB

**Cc:** Customer Care <customercare@signalhillproducts.com>

**Subject:** RAN FOR APPROVAL - ULTRA PEPPER SQUARE | SHP TICKET 1971

Hi,

Please find attached RAN for approval.

-Ultra Pepper Square, Boksburg

-SHP ticket 1971

Kind Regards,

**Ranjini Padayachee**

Centralized Sales Manager

+27 71 855 4109



**SIGNAL HILL PRODUCTS**



Disclaimer

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## GOODS RECEIVED VOUCHER

18119

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

DRIVER NAME: Christopher

HIRE TRANSPORTATION CO. (if delivered by Hire Vehicle)			
LOAD SHEET NO.	<u>307662</u>	VEHICLE REG. NO.	<u>HNN598ES</u>
CUSTOMER	<u>Bargb</u>	DATE RECEIVED	<u>25/7/2024</u>

UPLIFT NOTE

DESCRIPTION	RECEIVED		RECEIVED DAMAGED		REMARKS INVOICE NO.
	CASES	UNITS	CASES	UNITS	
1) Signal Hill	19				CN083214
2) Uplift - Strongbow					
3) Cold 660ml					
4)					
5) Halken RD	9				1850302
6)					
7) Red SP Vodka	4				1850384
8) Energy 400ml					
9) LTA / No Stock					
10) W/H					
11)					
12)					
13)					
14)					
15)					
16)					
17)					
18)					
19)					
20)					
PALLET CONTROL: GKN BLUE #1	8				
ORDER					
TOTAL					

Prestiga 138640

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

CHECKED ON RECEIPT BY: <u>John K</u>	DRIVER: <u>[Signature]</u>
TIME COMPLETED: _____	PAGE: <u>1</u> PAGE: <u>1</u>





Epping  
166 Gunners Circle  
Epping 1  
Cape Town, WC, 7460  
Phone: +27 (0) 21 203 2490  
Web: <http://www.signalhillproducts.com>

## Return for Credit

Order No.: CN083214  
Order Date: 19/07/2024  
Delivery Date: 21/07/2024  
Customer ID: C16117  
Currency: ZAR

BILL TO:			SHIP TO:			
Robinson Liquors (Pty) Ltd Units G1 and G3, Pepper Square Mall 4 Cynthia Street, Bardene, Ext 12, Boksburg Boksburg GP 1459 SOUTH AFRICA			Ultra Liquors Pepper Square Ext 12 Cynthia Street Bardene Boksburg – Johannesburg Johannesburg GP 1459 SOUTH AFRICA			
CUSTOMER P.O. NO.		TERMS	CONTACT			
			orders@signalhillproducts.com			
Customer Contact		SHIPPING TERMS		SHIP VIA		
alice@lrsa.co.za		48 hrs from Nominated Order Day		Liquor Runners SA - Crew		
NO.	ITEM	QTY.	UOM	PRICE	DISC.	EXTENDED PRICE
1	FG CD-051: Strongbow Gold Cider - 12 x 660ml RB (4.5% ALC/VOL)	19.0000	CASE	216.5200	3%	3,990.46
2	RT PA-035: Returnable Crate with Bottles – 12 x 660ml - Deposit	19.0000	UNIT	31.3200	0%	595.08

PLEASE NOTE: The quantity delivered will be subject to stock availability. Shipment confirmation to follow.

Total Weight (KG) : 283.480000

Total Volume (L) : 150.480000

Sales Total: 4,585.54  
Freight & Misc.: 0.00  
Less Discount: 0.00  
Tax Total: 687.83  
Total (ZAR): 5,273.37

