

Friday



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.: CN083261  
Order Date: 19/07/2024  
Delivery Date: 21/07/2024  
Customer ID: C14261  
Currency: ZAR

BILL TO:			SHIP TO:			
Sam's Liquor Store Tokoza (Pty) Ltd 9185 Khumalo Street , Thokoza Thokoza Johannesburg GP 1426 SOUTH AFRICA			Sam's Liquor Store 9185 Khumalo Street , Thokoza Thokoza Johannesburg GP 1426 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-052: Strongbow Gold Cider - 24 x 440ml CAN (4.5% ALC/VOL)	90.0000	CASE	330.0000	5.5%	28,066.50

Uplifted 8 Cases  
Strongbow Gold 440ml.

I still have 117 Cases of  
Strongbow Gold 660ml That needs  
to be uplifted.

Liquor Runners JHB  
DEBRIEFED 2

DATE

TIME

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

Total Weight (KG) : 1,011.600000

Total Volume (L) : 950.400000

Sales Total: 28,066.50  
Freight & Misc.: 0.00  
Less Discount: 0.00  
Tax Total: 4,209.98  
Total (ZAR): 32,276.48





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			orders@signalhillproducts.com			
Customer Contact		SHIPPING TERMS	SHIP VIA			
alice@lrsc.co.za		48 hrs from Nominated Order Day	Liquor Runners SA - Crew			
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<b>RETURNS ADVICE NOTE</b> (QUALITY ISSUES ONLY) <i>Ticket 1745 HEINEKEN CASE 02175816 02175816</i>		DATE: 26/06/2024	
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CUSTOMER DETAIL			
OUTLET NAME: Sams Liquor Store	ACCOUNT NUMBER (C-CODE): C14261	AREA: JHB	GROUP ACCOUNT REFERENCE /CLAIM NUMBER:

DISTRIBUTION CENTRE OFFICE USE ONLY:	SHIPMENT NUMBER:	CREDIT NOTE NUMBER:
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PRODUCT DETAILS								
REPRESENTATIVE							DRIVER	DISTRIBUTION CENTRE
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	CASES	CASES
0070333	SBOW AC Gold Can Tray	440ml	90	L4 033 710E 1035	Nov 2024	601		
0070335	SBOW Redb&Ap Can Tray	440ml						
'0332	SBOW AC Gold NRB Tray	330ml						
0070382	SBOW AC Gold RB Crate	660ml	77	Date printed incorrect 1 Jan 2024 L4 092 710F 07 43	Jan 2024	601		
0070383	SBOW Redb&Ap RB Crate	660ml						
0070331	SBOW AC Redb&Ap NRB Tray	330ml						

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

RETURN REASON CODES			
CODE	DESCRIPTION	DETAIL	
001	Extrinsic	QUALITY -	Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect or damaged.
002	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 and 660ml Gold Bulk with wrong expiry date

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)		
District manager (SHP) NAME:	Representative (SHP) NAME: DEWALD PIETERSE	Customer NAME:
SIGNATURE:	SIGNATURE:	SIGNATURE:

UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)		
Customer NAME:	Driver NAME:	Distribution Centre 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.

**Ranjini Padayachee**

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**From:** Customer Care <customercare.za@heineken.com>  
**Sent:** Thursday, 18 July 2024 16:09  
**To:** Ranjini Padayachee  
**Subject:** RE: FW: RAN FOR APPROVAL - SAMS LIQUOR STORE GAUTENG [ thread::EJeteQXbC5O0mmQPfYz1zQY:: ]

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: 02175816.

SAMS LIQUOR STORE GAUTENG.

Please see approval from Makgosi.

???????Thank you.  
Nieschka Christians  
CIC Customer Care

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

**From:** Makgosi Booysen [makgosi.booysen@heineken.com]  
**Sent:** 2024/07/18 2:21 PM  
**To:** customercare.za@heineken.com; chantalle.kalogwile@heineken.com  
**Cc:** cynthia.reddy@heineken.com  
**Subject:** RE: FW: RAN FOR APPROVAL - SAMS LIQUOR STORE GAUTENG [ thread::EJeteQXbC5O0mmQPfYz1zQY:: ]

Good day,

Approved.

Regards

MB

@Nieschka: which RAN must we refer to as they are both labelled as revised?

Additionally, the 660 will not be credited because it is expired

Regards,

**From:** Customer Care <customercare.za@heineken.com>  
**Sent:** Wednesday, July 10, 2024 9:41 AM  
**To:** Makgosi Booysen <makgosi.booysen@heineken.com>; Cynthia Reddy <Cynthia.Reddy@heineken.com>  
**Cc:** Sandiso Peter <Sandiso.Peter@heineken.com>; Levy Makwala <Marothi.Makwala@heineken.com>; Chantalle Kalogwile <Chantalle.Kalogwile@heineken.com>  
**Subject:** RE: FW: RAN FOR APPROVAL - SAMS LIQUOR STORE GAUTENG [ thread::EJeteQXbC5O0mmQPfYz1zQY:: ]

Good Morning QT

Please see attached documents for approval.

Kind Regards  
Nieschka C

---

Hi Nieschka,

Please see attached Sam's RANs resubmitted for approval.  
The RANs are not incorrectly completed, this Regional Account Manager has created an auto populated doc so that he basically populates quantity of each SB product each time he submits a RAN.

I've reprinted and I am submitting two separate RANs - 1 is for the 440ml return and the other is for the 660ml with the incorrect date.

I chatted with Deena this morning; the SB 660ml with the incorrect date is approved for uplift. SHP will proceed with the uplift.

Please submit the RAN with 400ml for approval.

Kind Regards,  
Ranjini

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

DRIVER NAME: William

HIRE TRANSPORTATION CO. (if delivered by Hire Vehicle)			
LOAD SHEET NO.	<u>307047</u>	VEHICLE REG. NO.	<u>HGK 09 FS</u>
CUSTOMER	<u>Bay 20</u>	DATE RECEIVED	<u>26/7/2016</u>

UPLIFT NOTE

DESCRIPTION	RECEIVED		RECEIVED DAMAGED		REMARKS INVOICE NO.
	CASES	UNITS	CASES	UNITS	
1) Uplift Strongbow	8				CN 51261
2) Cold 460ml					
3)					
4) Miller Coors	10				IN 126012
5) Draft 330ml					
6)					
7)					
8)					
9)					
10)					
11)					
12)					
13)					
14)					
15)					
16)					
17)					
18)					
19)					
20)					
PALLET CONTROL: GKN BLUE #1	4				
ORDER					
<b>TOTAL</b>					

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>William</u>
TIME COMPLETED: _____	PAGE: <u>1</u> PAGE: _____





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1	FG CD-052: Strongbow Gold Cider - 24 x 440ml CAN (4.5% ALC/VOL)	8.0000	CASE	330.0000	5.5%	2,494.80

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

Total Weight (KG) : 89.920000  
Total Volume (L) : 84.480000

Sales Total: 2,494.80  
Freight & Misc.: 0.00  
Less Discount: 0.00  
Tax Total: 374.22  
Total (ZAR): 2,869.02

