

## PRODUCTION MANAGEMENT

**Production management** is the process of planning for production and ensuring your production plans are put into efficient operation

## PROGRAM FOR PURCHASING BUSINESS REQUIREMENTS

Your bakery has taken off and would like to establish a new branch/ Design a programme for purchasing business requirements

| <b>CHRIST THE KING BAKERY</b><br><b>P.O BOX 444, KAMPALA</b><br><b>TEL: 0786737374</b><br><b>PROGRAMME FOR PURCHASING BUSINESS REQUIREMENT</b>   |                                                   |                                                               |                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------|--------------------------------|
| <b>DATE</b>                                                                                                                                      | <b>ACTIVITY</b>                                   | <b>PERSONS RESPONSIBLE</b>                                    | <b>REMARKS</b>                 |
| Use future dates                                                                                                                                 | Determining the business needs                    | This column must be filled in                                 | This column must be left blank |
| This column must be filled in                                                                                                                    | Identifying potential suppliers                   |                                                               |                                |
|                                                                                                                                                  | Contacting the suppliers                          |                                                               |                                |
|                                                                                                                                                  | Selecting the best supplier                       |                                                               |                                |
|                                                                                                                                                  | Ordering for the goods                            |                                                               |                                |
|                                                                                                                                                  | Checking the goods on arrival                     |                                                               |                                |
|                                                                                                                                                  | Cross checking for the correctness of the invoice |                                                               |                                |
|                                                                                                                                                  | Paying for the goods                              |                                                               |                                |
| Designed / prepared by:<br><br>Nswa kato<br>PURCHASES MANAGER |                                                   | Approved by :<br>Signature .....<br>Name .....<br>Title ..... |                                |
|                                                                                                                                                  |                                                   |                                                               |                                |

## SOURCE DOCUMENTS

**Receiving of material requisition form:** This is raised by the department in need of materials. It is raised to the stores department and if the materials in store are not enough, then an officer in charge of store will inform the purchasing department about the need for materials. The materials requisition form will normally include quantity of materials required, expected date of delivery, the person responsible who has signed the material requisition form.

| <b>S</b><br><b>B</b>                                                                                              | <b>NKWATAKO BAKERY (U) LTD</b><br><b>P.O BOX 4566, KAMPALA</b><br>TEL: 0703888888<br><i>Producers of good quality Bakery products.</i> |  |         |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------|
| <div style="border: 2px solid black; padding: 5px; display: inline-block;"><b>Purchase requisition form</b></div> |                                                                                                                                        |                                                                                     |         |
| Number:.....                                                                                                      |                                                                                                                                        |                                                                                     |         |
| Date:.....                                                                                                        |                                                                                                                                        |                                                                                     |         |
| Required by:..... Department:..... Date required:.....                                                            |                                                                                                                                        |                                                                                     |         |
| Material Description                                                                                              | Code No.                                                                                                                               | Quantity Required                                                                   | Remarks |
|                                                                                                                   |                                                                                                                                        |                                                                                     |         |
| Requisitioned by: Signature:.....                                                                                 |                                                                                                                                        | Approved by: Signature:.....                                                        |         |
| Name:.....                                                                                                        |                                                                                                                                        | Name:.....                                                                          |         |
| Title:.....                                                                                                       |                                                                                                                                        | Title:.....                                                                         |         |
| Date:.....                                                                                                        |                                                                                                                                        | Date:.....                                                                          |         |

## AN INQUIRY

An inquiry Note or letter of inquiry is a document prepared by the business to a named or prospective supplier requesting for details of suppliers in question.

Inquiry Letter Inquiry letters are written for the purpose of asking for something from the recipient. Inquiries can be sent as a formal business letter (outside of your company) or as an e-mail. Before sending your inquiry, you should be certain that the information is not available through other means, such as the company website.

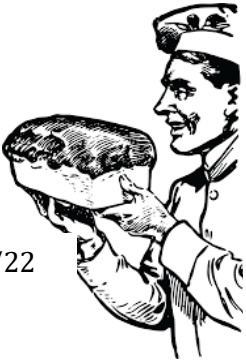
Components:

- A. Introduction: The purpose of the introduction is to provide your audience with the basic information of who, what, and why.
  - i) Introduce yourself and where you are from.
  - ii) Provide a statement of purpose.
  - iii) Include some subtle flattery, but only if the purpose is not sales-related.
- B. Body: The purpose of the body is to provide the recipient with the inquiry—what you want from him or her and what you will do with that information.
  - i) In a sales inquiry, you might include the dimensions of the product, quality, price, availability, discount rates, return rate, service terms, or any other pertinent information.
  - ii) If you are sending an inquiry for information, you will list no more than five questions.

- C. Conclusion: The conclusion functions to establish goodwill and express gratitude.
- Thank the recipient for his or her time and consideration. You are not thanking him or her in advance; instead, you are thanking him or her for the time he or she has spent reading the letter and considering your inquiry.
  - Include any permission you may need for quoting him or her in your work (if you are seeking information).
  - Provide your contact information: address, e-mail, phone number, etc.
- Characteristics:
- Write clearly and concisely.
  - Be considerate and provide a sufficient timeline.
  - Provide a route for a response, such as a self-addressed stamped envelope (SASE).

**You are the General Manager KUTAMA Bakery in Kayunga District and you have got a contract to supply bakery products to Opera Super Market.**

Prepare **an inquiry** to be sent to your supplier of raw materials.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>KUTAMA BAKERY (U) LTD</b><br><b>P.O BOX 16, Kayunga</b><br><b>TEL: +256777101010</b><br><a href="mailto:kutamabakery@gmail.com" style="color: blue; text-decoration: underline;">kutamabakery@gmail.com</a> |  |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------|--------------|----------|-----|---------------------|------------|-----|-------------|------------------|-----|-------|-----------------|-----|------|----------|
| NO. L/010<br><br>NTUNGANTUNGA TRADERS<br>P.O BOX 33, KATWE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <div style="border: 1px solid black; border-radius: 10px; padding: 5px; display: inline-block;"> <b>LETTER OF INQUIRY</b> </div>                                                                               | DATE: 01/10/22                                                                       |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
| <p><b>Dear Sir/ madam.</b></p> <p>I am writing this letter to enquire about the raw materials along with pricing and availability with details mentioned below.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Serial number</th> <th style="width: 33%;">Product name</th> <th style="width: 33%;">Quantity</th> </tr> </thead> <tbody> <tr> <td>001</td> <td>Wheat flour (Kaswa)</td> <td>3 cartoons</td> </tr> <tr> <td>002</td> <td>Milk powder</td> <td>2 boxes (medium)</td> </tr> <tr> <td>003</td> <td>Sugar</td> <td>2 bags (25 kgs)</td> </tr> <tr> <td>004</td> <td>Eggs</td> <td>10 trays</td> </tr> </tbody> </table> <p>We request you to kindly send the quotation with earliest delivery date possible along with the maximum possible discount at <a href="mailto:kutamabakery@gmail.com" style="color: blue; text-decoration: underline;">kutamabakery@gmail.com</a> or 0777101010.</p> <p>We shall be grateful if you feed us the above information<br/>         Thanking you in advance.</p> <p><b>Yours faithfully</b></p> <div style="text-align: center;">  </div> <p><b>NABUUMA JOAN</b><br/> <b>PROCUMENT OFFICER</b></p> |                                                                                                                                                                                                                |                                                                                      | Serial number | Product name | Quantity | 001 | Wheat flour (Kaswa) | 3 cartoons | 002 | Milk powder | 2 boxes (medium) | 003 | Sugar | 2 bags (25 kgs) | 004 | Eggs | 10 trays |
| Serial number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Product name                                                                                                                                                                                                   | Quantity                                                                             |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
| 001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Wheat flour (Kaswa)                                                                                                                                                                                            | 3 cartoons                                                                           |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
| 002                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Milk powder                                                                                                                                                                                                    | 2 boxes (medium)                                                                     |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
| 003                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Sugar                                                                                                                                                                                                          | 2 bags (25 kgs)                                                                      |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |
| 004                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Eggs                                                                                                                                                                                                           | 10 trays                                                                             |               |              |          |     |                     |            |     |             |                  |     |       |                 |     |      |          |

### Example

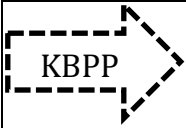
You are operating a furniture workshop in your home area. Write a letter of inquiry you will sent to a supplier of machines.

N.B an inquiry may be made about machines, raw materials, packaging materials, merchandise for sell etc. therefore students should prepare it according to the question. Sometimes, the letter of inquiry may be placed when the buyer has not specified the particulars.

### Example two

You are operating a beverage processing plant. Write an inquiry to the supplier of packaging materials

An inquiry to the supplier of packaging materials to KYANKIMA beverage processing plant

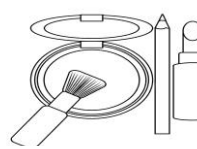
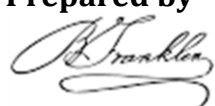
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                           |                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <br><br>NO. L/010                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>KYANKIMA BEVERAGE PROCESSING PLANT</b><br><b>P.O BOX 16, MUBENDE</b><br><b>TEL: +2567778990</b><br><br><div style="border: 1px solid black; padding: 5px; display: inline-block;"><b>LETTER OF INQUIRY</b></div><br><br>DATE: 02/10/22 |  |
| <p>NABUKALU ROBINA TRADERS<br/>P.O BOX 33, KATWE</p> <p>Dear Sir/ madam.</p> <p>We are interested in purchasing packaging materials to our beverage processing plant. We kindly request you to provide us with relevant information about the available packaging materials for liquids in stock, their prices, and terms of sale, delivery terms and mode of packaging.</p> <p>We shall be grateful if you feed us the above information</p> <p>We hope to place substantial orders and we would like delivery early June, 2021. Your quick response will be greatly appreciated.</p> <p><b>Yours faithfully</b></p> <div style="text-align: center;"><br/><b>NABUUMA JOAN</b><br/><b>PROCUMENT OFFICER</b></div> |                                                                                                                                                                                                                                           |                                                                                     |

## QUOTATION

A quotation is reply to the letter of inquiry. It is a document written by the supplier to the prospective buyer showing the details of goods and their terms and conditions attached.

### Example

You are the marketing manager SASALA COSMETICS CENTER, you have received an inquiry as show in the previous question, prepare a quotation for the products.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 |                                                                                     |                |              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------|--------------|
| <b>SCOC</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>SASALA COSMETICS CENTER</b><br>P.O BOX 456, KAMPULINGISA<br>TEL: +0423454545 |  |                |              |
| <b>QUOTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                 |                                                                                     |                |              |
| Quotation No. 19                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                 | Date: 25 <sup>th</sup> /Oct/2022                                                    |                |              |
| <b>BWAGAZI TRADING STORE</b><br>PO BOX 56, NATEETE<br>Tel: 0754676790                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                 |                                                                                     |                |              |
| Thank you for your inquiry letter No. 007 dated 20 <sup>th</sup> /June/2022. I have pleasure of sending you the pricelist for our products as below;                                                                                                                                                                                                                                                                                                                                                                |                                                                                 |                                                                                     |                |              |
| Item No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Quantity                                                                        | Description                                                                         | Unit price shs | Total amount |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 100 pieces                                                                      | Geisha                                                                              | 800            | 80,000       |
| 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 4 boxes                                                                         | Lotion                                                                              | 150,000        | 600,000      |
| 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 25 pieces                                                                       | Bangles                                                                             | 2,000          | 50,000       |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1 box                                                                           | Samona jerry                                                                        | 70,000         | 70,000       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                 | Total                                                                               |                | 800,000      |
| <b>Terms and conditions of sale:</b><br>Order with cash – 50% and balance paid in not later than two weeks<br>Delivery period: 1 week from the date of receipt of an order<br>5% discount if the balance is paid before two weeks<br>Mode of transport: our business van<br>Delivery place: customer's premises<br>Thanks for giving us priority to be your supplier<br><b>Prepared by</b><br><br>KUSITAMA ANNA<br>SALES MANAGER |                                                                                 |                                                                                     |                |              |

## PURCHASE ORDER/ ORDER/ LOCAL PURCHASE ORDER

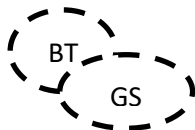
This is a document issued by the buyer to the seller requesting to be supplied with goods, after the buyer had received a quotation; he selects the goods required and places an order for them. A purchase order states the type of goods required, quantities and prices for each item ordered for.

### Example

You and a friend are beginning a maize processing factory dealing as partners  
Prepare a purchase order for a milling machine that you are going to use in your factory.

|                                                                                                                                                                                                                                                                                                                                                                           |                                                                               |                       |                                                                                     |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------|-----------|
|                                                                                                                                                                                                                                                                                          | KWAGALAKWE GRAIN MILLING FACTORY<br>P.O BOX 66, Mukono (U)<br>TEL: 0774666777 |                       |  |           |
|                                                                                                                                                                                                                                                                                                                                                                           | Purchase order No. 043                                                        | <b>PURCHASE ORDER</b> | Date: 04/09/2022                                                                    |           |
| Kika general suppliers<br>P.O BOX 20, Kampala                                                                                                                                                                                                                                                                                                                             |                                                                               |                       |                                                                                     |           |
| Dear Sir,<br>Please supply and deliver the following machines                                                                                                                                                                                                                                                                                                             |                                                                               |                       |                                                                                     |           |
| No                                                                                                                                                                                                                                                                                                                                                                        | Description                                                                   | Quantity              | Rate                                                                                | Amount    |
| 01                                                                                                                                                                                                                                                                                                                                                                        | Milling machine                                                               | 01                    | 2,500,000                                                                           | 2,500,000 |
| 02                                                                                                                                                                                                                                                                                                                                                                        | Weighing scale                                                                | 02                    | 250,000                                                                             | 500,000   |
| 03                                                                                                                                                                                                                                                                                                                                                                        | Grading trays                                                                 | 03                    | 400,000                                                                             | 1,200,000 |
| 04                                                                                                                                                                                                                                                                                                                                                                        | Moisture metric                                                               | 01                    | 1,000,000                                                                           | 1,000,000 |
| 05                                                                                                                                                                                                                                                                                                                                                                        | Processing plant dryer                                                        | 01                    | 500,000                                                                             | 500,000   |
|                                                                                                                                                                                                                                                                                                                                                                           | Total                                                                         |                       |                                                                                     | 5,700,000 |
| Delivery date 3 <sup>rd</sup> October 2022<br>Place of delivery: factory premises<br>Terms of pay: cheque No. 20 for shs 4,000,000 being part payment has been enclosed<br>Looking forward for receiving the goods ordered<br>Prepared by<br><br>Ssenoga Abraham<br>Purchasing Manager |                                                                               |                       |                                                                                     |           |

**Sending of Goods Delivery Note:** This is a document sent to the buyer alongside with the goods. On receiving this document with the goods, the goods should be checked properly to ensure that quantity specifications tally with the physical goods received. If on inspection of goods are accepted, a goods received Note is raised. A person responsible for receiving these goods will sign both the Delivery Note and Goods received Note and thereafter goods sent to the store.



**BONNA TWALA GENERAL SUPPLIERS**

**P.O BOX 333, KAMPALA (U)**

**TEL: 0753-777-000**

**DELIVERY NOTE**



**DELIVERY NOTE NO. 23**

**DATE: 23/07/22**

**BAMUSOKE BAKERY LTD**

**P.O BOX 666, KATWE**

Please receive the following goods

| Quantity | Description               | Unit price (shs) | Total amount |
|----------|---------------------------|------------------|--------------|
| 10       | Wheat flour ( 10 cartons) | 60,000           | 600,000      |
| 20       | Cooking oil 40 liters     | 80,000           | 3,200,000    |
| 10       | Sugar 60 Kgs              | 100,000          | 6,000,000    |
|          |                           |                  | 9,800,000    |

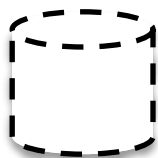
All delivered in good condition

Prepared by

**KATO MUTEMBI  
SALES MANAGER**

Received by:

.....  
.....  
.....

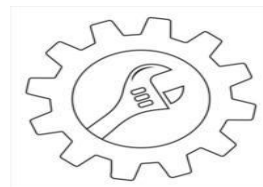


**BABANDANA GENERAL HARDWARE**

**PO BOX 333, GULU**

**TEL: +256456-22-77-99**

Email. [Babandanageneralhardware@5gmail.com](mailto:Babandanageneralhardware@5gmail.com)



Delivery note No. 099

Date.....

To:.....

**DELIVERY NOTE**

M/S:.....

**Please receive the following goods / items in their good condition.**

| Quantity | Description |
|----------|-------------|
|          |             |

I have received the above goods in their good conditions.

**Received By:**

Signature:.....

Name:.....

Title:.....

**checked by**

.....  
.....  
.....

The note is included in the shipment and lists the quantity of products included in the delivery, it doesn't list any values like price of goods.

**Sending of Package Sheet:** When the supplier packs goods to be supplied to the customer, he will always send them with a package sheet showing the goods packed. If the goods are packed in three containers, three package sheets will also be prepared.

|                                                                                                                                                                |                                                                         |                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>KS<br/>(LTD)</b> </div>                                                         | <b>KING STATIONERS LTD</b><br>P.O BOX 2211, KAMPALA<br>TEL: 0752-222222 |  |
| <div style="border: 1px solid black; background-color: black; color: white; padding: 5px; display: inline-block; margin: 0 auto;"> <b>PACKAGE SHEET</b> </div> |                                                                         |                                                                                     |
| No. 3902                                                                                                                                                       |                                                                         | Date: .....                                                                         |
| TO: .....<br>P.O BOX .....<br>TEL: .....                                                                                                                       |                                                                         |                                                                                     |
| This package contains the following goods / items.                                                                                                             |                                                                         |                                                                                     |
| Number                                                                                                                                                         | Description                                                             | Quantity                                                                            |
|                                                                                                                                                                |                                                                         |                                                                                     |
| Packed by<br>Signature .....<br>Name: .....<br>Title : .....                                                                                                   |                                                                         | checked by<br>.....<br>.....<br>.....                                               |

### Preparation of the Goods Received Note:

A goods received note (GRN) is a record of goods received from suppliers, and the record is shown as a proof that ordered products had been received. The record is used by the buyer for comparing the number of goods ordered to the ones delivered.

GRN is vital for various departments, primarily factory/store, procurement and finance/accounting departments. It is used for stock updates and the payment of goods obtained.

This is sent alongside with the goods and signed by the person receiving the goods from the supplier. It is prepared in triplicate, one copy sent to the accounts department to await the arrival of the invoice and provide evidence of the safe arrival of goods.

**KS  
(LTD)**

KING STATIONERS LTD  
PO BOX 2211, KAMPALA  
TEL: 0752222222



**GOODS RECEIVED NOTE**

Purchase Order No. 22

Number: 980

Date: .....

Received from .....  
.....

*I have received the following goods / items in the good conditions.*

| Serial No. | description | Code No. | Stock code. No. | Quality | Rate (shs) | Amount |
|------------|-------------|----------|-----------------|---------|------------|--------|
|            |             |          |                 |         |            |        |

Counted by .....

Approved by .....

Inspected by .....

Received by .....

**Returning of Rejected items:**

When a customer buys a product and not satisfy with the goods, the customer initiates a return. The return must be accompanied by a document called Return Delivery Note.

Simply, the return delivery note is a form used for stating the detailed information about the goods to be returned to the seller after purchase.

|                                                                                                                           |                                                                 |                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">KS<br/>(LTD)</div>                | KING STATIONERS LTD<br>PO BOX 2211, KAMPALA<br>TEL: 0752-222222 |  |
| <div style="border: 1px solid black; border-radius: 10px; padding: 5px; display: inline-block;">GOODS RETURNED NOTE</div> |                                                                 |                                                                                     |
| To: .....<br>.....                                                                                                        |                                                                 | Serial No. 0999<br>Date: .....                                                      |
| Please accept the following goods returned.                                                                               |                                                                 |                                                                                     |
| Quantity                                                                                                                  | Description                                                     | Amount (shs)                                                                        |
|                                                                                                                           |                                                                 |                                                                                     |
| <b>Please issue us with a credit note</b><br><br>Signature .....<br>Name .....<br>Title .....                             |                                                                 |                                                                                     |

N.B it is very common to find a business returning some of the good

TO BE CONTINUED

FOR A HARD COPY

CALL ON 0752-818204