

## Kerly Crespín Mite

**De:** Cinthia Pacheco <cpacheco@salicadelecuador.com.ec>  
**Enviado el:** miércoles, 7 de julio de 2021 11:17  
**Para:** "Luz Montero"; 'Jorge Rovira'  
**CC:** 'Leonela Loo'; jparra@salicadelecuador.com.ec; 'Lucciola Lopez'; 'Kerly Crespín Mite'; Orly Macias  
**Asunto:** RV: URGENT QUERY - PO's ARRIVED WITH INCORRECT STOCK

Buenos días.

Para formalizar el registro en el programa NQR, se realiza la comunicación formal de lo recibido del cliente.

Se comunica que se ha recibido una nueva reclamación por stock incorrecto en el contenedor. Se solicita el análisis de causa y el envío de las acciones correctivas y/o preventivas respectivas

**Cliente:** PRINCES

**Motivo:** ¿Puede indicarnos por qué / cómo llegaron estos dos pedidos con el producto incorrecto en el contenedor?

Ambas cargas han llegado con el producto 426321 - PRINCES TUNA CHNK SFO 12X(4X145G) MLT CBS pero debería haber sido **426323 Atún en salmuera como se indica a continuación.**

TLLU2780453	7243324	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
APZU3886490	7243326	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054

Además, para evitar más problemas en el almacén y para que podamos tener una posición clara de las existencias, necesitamos que revises urgentemente la lista de los otros contenedores que todavía están en tránsito y que nos confirmes que todos los detalles que has introducido en nuestro sistema son correctos. Por ejemplo, el contenedor/producto y po.

CMAU0823580	TNB 02	7243306	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU0221990	TNB 02	7243308	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
TCLU7435298	TNB 02	7243309	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
BMOU1288721	ALINA	7243334	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054

CMAU0785310	ALINA	7243335	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
HJCU2117391	ALINA	7243336	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU1891804	ALINDA	7243367	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
SEGU2012648	ALINDA	7243369	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU3186932	ALINDA	7243371	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CAIU3844542	ALINDA	7243368	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU3158801	ALINA	7243340	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CMAU3233227	ALINA	7243342	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TEMU4249152	ALINDA	7243351	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
FCIU2785269	ALINDA	7243353	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TRHU1008670	ALINDA	7243356	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CAIU2252132	ALINDA	7243357	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
UETU2582129	ALINDA	7243343	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TEMU5923855	CMA CGM JEAN GABRIEL	7243344	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
GESU3710124	CMA CGM JEAN GABRIEL	7243345	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TCLU3771843	CMA CGM JEAN GABRIEL	7243347	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
APZU2129866	CMA CGM JEAN GABRIEL	7243349	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,051
APZU3345303	SANTOS EXPRESS	7243358	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054

TCLU3716316	SANTOS EXPRESS	7243359	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CMAU0465044	SANTOS EXPRESS	7243361	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TRHU3670495	SANTOS EXPRESS	7243362	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CXDU1601162	SANTOS EXPRESS	7243363	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CAIU3418927	SANTOS EXPRESS	7243364	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054

Estaremos atentos a sus comentarios respectivos.

Atentamente,

**Cynthia Pacheco**

Salica del Ecuador S.A.

✉ cpacheco@salicadelecuador.com.ec

☎ (593-4)/6006990 ext: 6105

📧 cpa\_pacheco



**De:** Lucciola Lopez [mailto:llopez@salicadelecuador.com.ec]

**Enviado el:** miércoles, 7 de julio de 2021 9:38

**Para:** 'cpacheco' <cpacheco@salicadelecuador.com.ec>

**CC:** 'Kerly Crespín Mite' <cc\_asistencia@salicadelecuador.com.ec>

**Asunto:** RV: URGENT QUERY - PO's ARRIVED WITH INCORRECT STOCK

Buenos días

Para conocimiento, Leonela envió a bodega para revisión, es una reclamación posiblemente los códigos de productos incorrectos.

Saludos cordiales,  
Lucciola

---

**De:** Cristina Rodriguez [<mailto:crodriguez@salica.es>]

**Enviado el:** miércoles, 7 de julio de 2021 09:27

**Para:** 'Leonela Loor'; [fjmunoz@salicadelecuador.com.ec](mailto:fjmunoz@salicadelecuador.com.ec); [gaspuru@salica.es](mailto:gaspuru@salica.es); [jarbaiza@salica.es](mailto:jarbaiza@salica.es); Juan Parra; Lucciola Lopez; Pedro Bordes

**Asunto:** RV: URGENT QUERY - PO's ARRIVED WITH INCORRECT STOCK

Hola Juan, Leo

Vemos ahora mismo, si ya sabéis que ha pasado

Saludos

Cristina

---

**De:** Hamlett, Claire <[Claire.Hamlett@princes.co.uk](mailto:Claire.Hamlett@princes.co.uk)>

**Enviado el:** miércoles, 7 de julio de 2021 16:23

**Para:** Rae, Jennifer <[Jennifer.Rae@princes.co.uk](mailto:Jennifer.Rae@princes.co.uk)>; [jparra@salicadelecuador.com.ec](mailto:jparra@salicadelecuador.com.ec); [crodriguez@salica.es](mailto:crodriguez@salica.es)

**CC:** Ashton, Rebecca <[Rebecca.Ashton@princes.co.uk](mailto:Rebecca.Ashton@princes.co.uk)>; Fielding, Melissa <[Melissa.Fielding@princes.co.uk](mailto:Melissa.Fielding@princes.co.uk)>

**Asunto:** RE: URGENT QUERY - PO's ARRIVED WITH INCORRECT STOCK

Hi Salica,

We require you to urgently revery in terms of the below issue Jen has highlighted for the incorrect stock advised in the container.

In addition to avoid any further issues at the depot and so we can have a clear stock position we require you to review to urgently review the list below of the other containers still in transit and confirm for us that all the details you have entered into our system are correct. Eg the container /product and po.

CMAU0823580	TNB 02	7243306	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU0221990	TNB 02	7243308	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
TCLU7435298	TNB 02	7243309	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
BMOU1288721	ALINA	7243334	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU0785310	ALINA	7243335	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT	2,054

				CBS	
HJCU2117391	ALINA	7243336	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU1891804	ALINDA	7243367	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
SEGU2012648	ALINDA	7243369	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU3186932	ALINDA	7243371	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CAIU3844542	ALINDA	7243368	426321	PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS	2,054
CMAU3158801	ALINA	7243340	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CMAU3233227	ALINA	7243342	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TEMU4249152	ALINDA	7243351	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
FCIU2785269	ALINDA	7243353	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TRHU1008670	ALINDA	7243356	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CAIU2252132	ALINDA	7243357	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
UETU2582129	ALINDA	7243343	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TEMU5923855	CMA CGM JEAN GABRIEL	7243344	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
GESU3710124	CMA CGM JEAN GABRIEL	7243345	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TCLU3771843	CMA CGM JEAN GABRIEL	7243347	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
APZU2129866	CMA CGM JEAN GABRIEL	7243349	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,051
APZU3345303	SANTOS EXPRESS	7243358	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TCLU3716316	SANTOS EXPRESS	7243359	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT	2,054

				CBS	
CMAU0465044	SANTOS EXPRESS	7243361	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
TRHU3670495	SANTOS EXPRESS	7243362	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CXDU1601162	SANTOS EXPRESS	7243363	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
CAIU3418927	SANTOS EXPRESS	7243364	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054

Thanks  
Claire



Claire Hamlett | Imported Supply Planner  
Telephone: +44(0) 151 966 7056  
Princes Ltd | Royal Liver Building | Pier Head | Liverpool | L3 1NX  
Email: [claire.hamlett@princes.co.uk](mailto:claire.hamlett@princes.co.uk) | Web: [www.princesgroup.com](http://www.princesgroup.com)

*The information contained and/or attached to this email is private and confidential and must not be forwarded or disclosed to any third party*

**From:** Rae, Jennifer <[Jennifer.Rae@princes.co.uk](mailto:Jennifer.Rae@princes.co.uk)>

**Sent:** 07 July 2021 11:24

**To:** Hamlett, Claire <[Claire.Hamlett@princes.co.uk](mailto:Claire.Hamlett@princes.co.uk)>; [jparra@salicadelecuador.com.ec](mailto:jparra@salicadelecuador.com.ec); [crodriguez@salica.es](mailto:crodriguez@salica.es)

**Cc:** Ashton, Rebecca <[Rebecca.Ashton@princes.co.uk](mailto:Rebecca.Ashton@princes.co.uk)>; Fielding, Melissa <[Melissa.Fielding@princes.co.uk](mailto:Melissa.Fielding@princes.co.uk)>

**Subject:** URGENT QUERY - PO's ARRIVED WITH INCORRECT STOCK

Hi,

Can you please advise why / how these two PO's have arrived with the incorrect product in the container?

Both loads have arrived with product 426321 - PRINCES TUNA CHNK SFO 12X(4X145G)MLT CBS but should have been 426323 Tuna in brine as per the below.

TLLU2780453	7243324	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054
APZU3886490	7243326	426323	PRINCES TUNA CHNK BRN 12X(4X145G)MLT CBS	2,054

Claire, what are the next steps?

Jennifer Rae | Supply Scheduler  
Telephone: 0151 966 7325 |  
Princes Limited | Royal Liver Building | Pier Head | Liverpool | L3 1NX  
Email: [jennifer.rae@princes.co.uk](mailto:jennifer.rae@princes.co.uk) | Web: [www.princesgroup.co.uk](http://www.princesgroup.co.uk)  
The information contained and/or attached to this email is private and confidential and must not be forwarded or disclosed to any third party



\*\*\*\*\*  
The information contained in this e-mail is private and confidential, may be legally privileged and/or protected by law and it is intended only for the use of the addressee. Any liability (in negligence or otherwise) arising from any third party taking any action or refraining from taking any action on any of the information contained in this e-mail is hereby excluded.  
If you are not the intended recipient please notify the sender immediately.  
Do not disclose the contents to any other person store or copy the information in any medium or use it for any purpose whatsoever.  
Copyright in this e-mail and any attachment created by us belongs to this company and we assert the right to be identified as such and object to any misuse.

Princes Limited (No.2328824) Registered in England.  
Registered office at Royal Liver Building, Pier Head, Liverpool L3 1NX.  
Edible Oils Limited (No.5309847) Registered in England.  
Registered office at Royal Liver Building, Pier Head, Liverpool L3 1NX.  
\*\*\*\*\*