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Date
4th January, 2021.

Dear Customer,

We wish to inform you of a change to our service offering taking effect from the 11th January. Your current order-requirement telephone call from HEINEKEN will now be replaced by text (SMS) reminding you to place your order in a way and time that is most convenient for you. This change will ensure we continue to upgrade our overall customer service offering by enabling you to interact with us more efficiently and effectively through a range of platforms listed below.

SmartPub



This is a new dedicated app from HEINEKEN which allows on trade customers to place orders, manage stock and view statements enabling contact with HEINEKEN 24/7 and will, over time, become our standard order placement mechanism. You can sign up immediately by contacting your HEINEKEN Representative.

Standing Order



(Same Order Weekly or Fortnightly)

An efficient way to guarantee a weekly or fortnightly order is to set up a standing order to ensure you never miss a delivery. The standing order can be increased/decreased or cancelled on any given week according to your needs. To set up this service or to make changes please contact Customer Service.

Contact Customer Service



Our customer service team members are always available during business hours to support you with requests or queries or to place orders directly. Please order by 3pm the day before your scheduled delivery You can contact customer service via phone on low call 0818 51 4455.

To avail of these services please ensure you have subscribed to our SMS notifications so that we can send the reminder text for your order to your mobile phone. If you have not subscribed please contact Customer Service for assistance. For clarification on any details mentioned here or for any other queries please contact us on 0818 514455.

Yours sincerely,

Sharon Walsh

Commercial Director On Trade
HEINEKEN Ireland Sales Ltd.