Northbridge Industrial Supply
18 Shepstone Road, New Germany, 3610
031 705 3360
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Call report

Representative: Chris van Wyk

Job number: CR-309

Date: 13 August 2026

Account: Harbour Pack (Pty) Ltd

Site: 4 Mahogany Road, Mahogany Ridge

Deal stage: Sample / quote

Opportunity value: R186 000

Close probability: 40%

Next step date: 20 August 2026

Attendees and roles

Chris van Wyk, Northbridge. Thembi Cele, operations manager. Riaan Botha, buyer. Walked the production floor after the meeting.

Purpose of visit

Existing account. We were there to hold the stretch-wrap and carton-tape business and to push the new machine-grade film before year-end volume lock.

Discussion summary

Thembi is unhappy with snap-backs on Line 2. Riaan said our last increase was noticed and he is shopping. They will not move the whole spend on a promise. They will take a sample roll on Line 2 only. If it holds for a week, Riaan will look at a quote. If it does not, we are stuck on the current price and we will lose Line 2 to the competitor already on Lines 1 and 3.

Objections raised

Price. Riaan said we are 8% above the landed figure he has from Packright. He would not show the quote. Budget is not confirmed for a switch. Thembi cares about downtime, not about our margin.

Competitive intelligence

Packright film is on Line 1 and Line 3. Pallet cards still on the bays. Operators said it is thinner and they double-wrap, which is a cost they have not done the maths on. Do not lead with that in the quote covering email — Riaan will bristle. Use it if Thembi asks why our roll lasts.

Agreed actions

Chris van Wyk: deliver one sample roll to Thembi by 15 August, Line 2 spec only.

Chris van Wyk: send the follow-up quotation to Riaan by 20 August. Do not bundle Lines 1 and 3 into that quote.

Thembi Cele: run the sample on Line 2 and report snap-backs after three shifts.

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Riaan Botha: will not commit spend until the sample holds. Treat 40% as honest, not hopeful.