



# Nutrition Products Limited

## **CUSTOMER SERVICE DRIVE**

### **"PARTNERING FOR EFFECTIVENESS"**

We would like to wish you a safe, productive, result oriented 2018 from the Chairman, Board of Directors, and the Chief Executive Officer of Nutrition Products Limited (NPL) through the Customer Service Department. We value our partnership as we seek to contribute to the educational development of our beneficiaries by providing excellent nutritional products.

#### **LOOKING FORWARD**

LET US COMMIT TO WORKING TOGETHER FOR THE EDUCATION AND NUTRITIONAL WELL-BEING OF OUR NATIONS' CHILDREN;  
*PARTNERING FOR EFFECTIVENESS*

#### **USEFUL TIPS**

Always store food in a safe and hygienic matter.

If food deliveries appear spoilt or contaminated, CONTACT NPL IMMEDIATELY. DO NOT serve. If the food is already served retrieve items and retain for our attention.

A special thank you to all the schools that have thus far participated in the Customer Service Drive. We thank you for welcoming us into your schools, and we look forward to visiting more schools for this Easter Term. Our aim is to visit every school that is a part of the NPL School Feeding Program. However, we welcome invitations from schools who would like their visits to be fast-tracked, or from those who would like additional visits.

The key focus of the drive thus far, though not limited to, has been to establish and/or enhance communication with schools, explain the use of the Food Issue & Utilization (FIU) Form and assist those experiencing challenges in completing them, sensitize school representatives about the need to bank funds collected for NPL products weekly, and to submit their documentation at the end of each month to NPL.

Nutrition Products Limited is working assiduously to improve the quality of the products we currently distribute. The Customer Service Department (CSD) is committed to the introduction of new solutions. Our CSD Quality Assurance personnel are hard at work, researching and developing new solutions that will be introduced on a phased basis during the 2018 Easter Term.

The services of the Collectors, initially procured to collect from schools whose accounts were in arrears, are no longer being utilized. The use of Collectors was discontinued, effective 31<sup>st</sup> October 2017.

Schools are therefore encouraged to make timely payments to the NPL account for the lunch snacks issued. It has always been the policy of the company for schools to make these deposits to NPL's accounts. This may be done through any branch of the National Commercial Bank, Bank of Nova Scotia, or Sagicor Bank, islandwide.

### **POINTS TO NOTE:**

1. **A Tracking Sheet** is now sent to you along with books (lodgments, FIU, etc.), and other documents from the CSD via the Delivery Driver. Always sign and date as proof of receipt, and return said form to the Customer Service Department via Delivery Driver.
2. **Remarks Section on Delivery Receipt** should be used to record any discrepancy in your deliveries, or any noteworthy comment. Please add your signature and date to any comment made.
3. **Check Goods Received** to ensure that what you are signing for is what was received, as you will be billed according to your delivery receipt.
4. **Report Immediately** any discrepancies to the Customer Service Department if what is stated on your delivery receipt and what was actually delivered differs.

We look forward to your continued support and cooperation as we seek to serve you better in 2018; we remain committed to providing products of good ***Nutrition for Healthy Growth and Development.***

NPL Customer Service Department welcomes your questions and comments at (876) 922 4227 / 922 4388. Ext. 282 **or** by mobile phone (876) 339 5330 Mondays to Fridays 8:30am to 4:30pm.  
Email: [customer.service@npl.gov.jm](mailto:customer.service@npl.gov.jm)