

RURAL PAYMENTS AGENCY

Lancaster House, Hampshire Court, Newcastle upon Tyne, NE4 7YH

April 2009

NOTICE TO TRADERS 01/09

GRAPE JUICE AID SCHEME

REVISED PROCEDURES WHEN E-MAILING THE GRAPE JUICE AID SCHEME TEAM

INTRODUCTION

1. The purpose of this notice is to advise our customers of the revised procedure to follow when sending emails to the Grape Juice Aid team.

BACKGROUND

2. To allow for better monitoring of e-mail correspondence and provide our customers with an assurance that all e-mails will be handled punctually, the Grape Juice Aid Scheme team have reviewed their existing procedures. As a result of this review, a new procedure is being introduced which will ensure that correspondence of this type is responded to within our published target.

PROCEDURES

3. From the date of this notice all e-mail correspondence must be sent directly to the shared team mailbox CitrusMustGrapejuice@rpa.gsi.gov.uk only. Using this method will ensure that your e-mail is dealt with during periods of absence. If your e-mail is for an intended recipient it should be marked "FAO" (for the attention of) followed by their name to ensure that the individual receives it. All e-mails received will be acknowledged to confirm receipt and we will aim to provide a full response within 15 working days.

Note: Any e-mails sent directly to individuals after the date of this notice will be automatically returned to sender and you should resubmit to the shared mailbox.

ENQUIRIES

7. Enquiries regarding this notice should be addressed to Grape Juice Aid Scheme of the Rural Payments Agency which can be contacted on the following numbers and at the e-mail address detailed below:

Frankie Jones 0191 226 5185
David Burnip 0191 226 5185

Fax
Email

0191 226 5061

CitrusMustGrapejuice@rpa.gsi.gov.uk