

NATIONAL AUTOMATION LIMITED



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COVID-19 CUSTOMER SERVICE UPDATE

Dear Customer,

The Irish Government has communicated a move up the levels in the National Co-Vid response plan, as such we are re-activating our higher level Co-Vid response plan beginning the 21/10/2020.

Electronic Security Installers have been deemed as an essential service to the Irish economy for Urgent Maintenance and Service and as such we want to continue to offer our customers the service and support to carry out this vital function.

Our thoughts and sincere best wishes remain with everyone at home and abroad caught up in the pandemic. We want to sincerely thank all the the Doctors, Nurses, Gardai, Emergency services and all front line workers who are supporting the community at this time.

OFFICE VISITS / COLLECTIONS / DELIVERIES

For your safety and that of our team members, customer visits to our offices in Boyle, Roscommon are now suspended. Visits & Collections from our offices in Citywest, Dublin will continue with additional safety measures in place. Please follow the local signage and direction of the team in Dublin. Full PPE must be worn when visiting.

Orders must be phoned or emailed ahead of time to our sales team. This will allow us time to pick and process your order for no touch collection or courier delivery. When collecting an order from either of our depots please call the office stating you are outside to collect. In the case of the Boyle depot, your order will be left outside in a designated space to collect. In our Citywest depot, you can collect your order outside or inside observing local restrictions.

DPD Ireland, UPS Ireland & Mc Govern's Freight Transport are maintaining a full Nationwide delivery service. Delivery times unfortunately are predicted to increase due to increased network loads and the forthcoming festive period. It is prudent to plan your delivery consignments with the expectation of a two working day delivery service.

Drivers will not look for a POD signature instead capturing the person's name receiving the delivery themselves. It is imperative you or nominated Employee is available to receive your order to avoid it being returned to us by the Courier.



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OFFICE VISITS / COLLECTIONS / DELIVERIES (CONT)

It's vitally important your order is checked over upon delivery. Failure to record any damages visible will make it hard to reconcile if not recorded on the POD. If your consignment is damaged, mark as '**received damaged**' on the POD and make contact with us.

CUSTOMER PAYMENTS

The preference for our pay as you go customers is to use our remote payment solution - PROMMT (Powered by AIB) - whereby we can text or email a link for payment. Payment is completed via your Credit or Debit card using the secure payment system. Alternatively payment by electronic bank transfer (EBT) - Contactless credit or debit card facilities are still available in Citywest, Dublin. Payment by cash or cheque should be avoided during this increased level phase.

TECHNICAL SUPPORT / SALES TEAM / ACCOUNTS TEAM

Some of our Technical Support Team, Sales Team and Accounts Team are now working remotely from home. Everyone has full access to Company systems and are fully contactable via the normal methods. Your Area Sales Manager will still be available for prearranged Face to Face or on site meetings at your request. Distance and PPE will be used in these meetings. They will also be using WebEx, phone and email to stay in touch.

STOCK AVAILABILITY

Stock availability across all product categories is plentiful with measures taken since March to ensure stock continuity across all product ranges and to account for any delays to normal supply times. We are confident we have provisioned correctly and want to reassure you on same. We will be actively monitoring with our partners.

SUMMARY

We want to sincerely thank our Customers for your continued support and understanding during this unprecedented time. We actively encourage you to keep the lines of communication open between you and your Account Manager. We're here to support you and your business. We're in this together and want to sincerely thank you for your continued support.

Ciarán and all the National Automation Team.

