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To Whom It may Concern:

Let me get to the point. When I call SPS I know there are three things I can count on which are as follows:

1. Friendly, courteous employees.
2. If Eddie answers the phone, the feeling that I have channeled the voice of the late, great Barry White.
3. When our orders arrive, the insanely delicious SPS mints.

I do not know who manufactures the mints for SPS but believe me when I say that a sugar glazed Krispy Kreme donut has nothing on an SPS mint. Whatever the secret ingredient in the mint is, like Pavlov's conditioned dog waiting for the ding of the bell, we await our SPS shipments with the traditional SPS mints in the box.

Imagine our shock at finding the item enclosed with the letter. An SPS mint envelope with nothing but a pocket of air inside. I know that President Obama has suggested that the food industry start contemplating healthier and "lighter" food formulas for the American consumer but I do not think that this (air filled mint packet) is what the President was talking about.

Fortunately, as usual there was more than the single air filled mint packet in with our order which clearly averted a riot in our facility.

Anyway I thought you might want to have the mint factory look into this matter.

Sincerely,



Shakti Subramanian

Thanks Bud for letting us know.  
We're on it.

Continuous Improvement means just that... It's constant and ongoing. Mints may seem like a small thing; But if it matters to our customers, it matters to us.

With over 55 years in O&P, 350 suppliers and four U.S. Warehouses we are always striving to improve our service and provide everything you need each day. Are you ready for a real relationship with your supplier?

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