

June 27, 2012



To Our Valued Customers,

Here at Northern Meat Services we are continually trying to improve the way we operate to better serve you, our customer, more efficiently.

In order to process and deliver your orders in a timely, efficient manner we are going to be implementing cut-off times for placing orders effective Monday July 16th, 2012.

With this change we are anticipating better order fill rates, a reduction in backorders and a more efficient delivery to your door.

We need your help in ensuring all orders, including add-on's are placed well with-in the time frame's noted below in order to get your delivery when you require it.

- 1. All Transfers/ Gardewine orders** must be in our system no later than 11:00am, if you require your delivery the next business day. If the order is in after 11:00am you will not receive your order until the next delivery day that Transfer/Gardewine Truck picks up.

Example: Customer from Thunder Bay submits order on Monday for delivery Tuesday but the order is submitted at 11:15am the customer will not receive their order until Wednesday or the next time Transfer/Gardewine Truck picks up.

- 2. All Rural Manitoba orders going our truck** must be in our system no later than 1:00pm, if you require your delivery the next business day. If the order is in after 1:00pm you will not receive that order until the next delivery day that we are out on that route.

Example: Customer from Brandon submits order on Monday for delivery Tuesday but the order is submitted at 1:15pm the customer will not receive their order until Friday because that is the next time our truck delivers to Brandon.

- 3. All IN-TOWN orders** must be in our system no later than 3:00pm, if you require your delivery the next business day. If the order is in after 3:00pm you will not receive that order until the following day.

Example: Customer submits order Monday for delivery Tuesday but the order is submitted at 3:15pm the customer will not receive their order until Wednesday.

*If you are unsure which category you fall under please check with your sales representative or the order desk.

We appreciate your help in implementing these changes and look forward to the positive change this will bring to both of our businesses.

If you have any questions or comments please speak with your Sales Representative.

Northern Meat Service Management