



OREGON POTATO COMPANY
6610 W. Court St.
Pasco, WA 99301
509-545-4545

November 2, 2021

To Our Valued Customers:

We wanted to update our communication in these unprecedented times, with the challenges of labor being experienced by all industries. We are doing our best to work through the shortage of people in all aspects of our business. Fortunately, we are managing the situation through a number of initiatives and getting our crops harvested, delivered to our facilities and processed into finished IQF products. Our packaging centers are also challenged with staffing, but we are getting products packaged in a safe and consistent manner for your needs. Our major investments in automation over the past 3 years have been extremely helpful, although, there remain intermittent challenges on certain products, as we are transitioning between crop years.

We do need to communicate the additional significant challenges we are seeing with appointments and service from our third party **cold storage providers**. This industry has been extremely impacted with staffing shortages. Most are operating far fewer dock doors than they have available. This is reducing the available appointment times each day. This has led to longer lead times for appointments and frustration for all parties. **Most warehouses are out 14 to 20 days for appointments.** We do not control these facilities, so have limited ability to influence appointment availability. We are working with them closely to find ways to expand the number of appointments each day. Candidly, this is not going to improve until we see people re-enter the workforce and a desire to work in these facilities.

We are encouraging and stressing all customers provide at least **15 business day lead time** on orders. Then, **immediately book your warehouse pick-up** appointment with the appropriate cold storage warehouse upon receiving the purchase order confirmation. We recognize you may not receive the desired timing. We at least will have a confirmed pick-up date and time. From this, the warehouse may be able to provide earlier options, as other earlier appointments may get cancelled. Again, there are no assurances, but we have seen customers hold off setting an appointment and things generally get worse for timing. Please take the appointment that works best quickly after the PO confirmation.

As always, we strive to provide the highest quality and most consistent products in our industry. We do include service as part of our product. The dynamic extreme of labor shortages in the cold storage workplace is making this much more challenging. We will continue all efforts to improve service in this area, but ask for understanding and flexibility in the weeks and potentially months ahead.

Our Family of Companies



oregonpotato.com