



FOOD SERVICE

268 Pleasant View Drive, Lancaster New York 14086
Phone: 716.892.3156 Fax: 716.896.8752

May 8th, 2026

Reference: Temporary short stock notice

Dear Valued Customer,

I wanted to update you on where we stand on our production and the impact this has on our service levels. As I mentioned in a previous letter, this interruption is due to unforeseen supply constraints, predominately with our packaging suppliers.

Although we are seeing some improvement, this continues to be week to week spread out over all of our 48/4oz SKU (8 flavors) As an example we received 1m cups (22k cs) of the 48/4oz Strawberry Banana the week of April 27th, within two days we had PO's against our complete inventory, we are awaiting additional inventory.

We are actively working to resolve these issues as quickly as possible to restore normal availability and service levels you are accustomed to.

As an alternative to the shortages on the 48/4oz, we have some customers utilizing our 4/5# with pump to dispense the product, the pump is free of charge. If you are interested reach out to our local broker partner in your area or the Upstate Region Manager.

We sincerely apologize for the shortages this may have caused you in your service to you and your customers. Please know that we remain committed to providing you with high quality products and services you can expect from Upstate as we move forward.

We appreciate and thank you for your patience and understanding.

Sincerely,

Jeffrey Waas

Jeffrey Waas
Director of Foodservice Sales
Upstate Niagara Cooperative

I have included my contact information and the Region Manager responsible for your area below.

- Kimberly Storie / Northeast Region Manager – kstorie@uncdairy.com
- Daniel Grieve / Southeast Region Manager – dgrieve@uncdairy.com
- Nicholas Gianino / Midwest -West Manager – ngianino@uncdairy.com
- Jeffrey Waas / Director of Foodservice Sales – jwaas@uncdairy.com