



## CUSTOMER GUIDE

**Who should read this** - Farmers, Ranchers, registered Meat Handlers, and wholesale buyers should use this document for reference concerning USDA inspected slaughter, processing, and cut and wrap, labeling for resale items and wholesale orders of our own line of fresh and further processed meat products.

### Our Service

At South Canadian Meats, we are committed to providing you with quality beef you can trust. We are proud to tell you that our cattle are born and raised on our farms to be the highest quality and best tasting select choice cuts imaginable, unmatched by others.

### Scheduling

Please do not bring animals for harvesting without prior scheduling. To schedule to have an animal processed, please call us at 888-508-6328. Due to high demand of processing, availability varies. We can give you an estimated date upon request.

- Beef needs to dry age at least 10 days. Our maximum beef dry aging time is 14 days. We will charge an additional aging time fee of \$1.20/lb. for a maximum of 11 additional days. Please include your aging requests with your initial cutting instructions.
- We prefer animals to be dropped off between 2pm-5pm the day before they are scheduled to be processed.

### Rush orders

We understand that at certain times, you may require a rush order. We will charge an additional \$200 for an emergency kill fee. To be placed on our schedule, please contact us at 888-508-6328. Please call in advance for all rush orders.



### **Cutting Instructions**

South Canadian Meats has a cut sheet available upon request, or feel free to download our cutsheet from our website at [www.SouthCanadianMeats.com](http://www.SouthCanadianMeats.com). Cut sheets must be returned at or before drop-off. You may return your cut sheet to the facility or by e-mail to [chastady@southcanadianmeats.com](mailto:chastady@southcanadianmeats.com)

### **Dropping off your animals**

**Date:** SCM schedules animals to be dropped off the day before slaughter. This provides time for the animals to recover from the stress and heat fatigue incurred during transportation, thus giving you a better meat product. Additionally, we request that the animals are feed free 24 hours prior to slaughter. It also ensures that we are able to minimize negative production issues on the Kill Floor.

**Time:** We prefer animals to be dropped off between 2pm-5pm the day before they are scheduled to be processed.

**Instructions:** Barn Location: Our barn is located on the east side of the SCM plant, with access from E 880 Rd.

**Liability:** Customers are responsible for your live animals. SCM assumes responsibility for meat at slaughter.

### **Organs**

If you would like to keep organs, please notify us at drop-off.

### **Long Horns**

Due to the danger of handling long horns, we charge extra for harvesting. If you would like to keep the head, that will be an addition charge and will need to be requested upon scheduling. We prefer to dehorn them before harvesting to eliminate any threats. We require a waiver to be signed for all long horn service.



### **Animal & Meat Identification**

We work hard to make sure you get the meat you paid for. Our facility uses Vistatrac, a barcoding software, to ensure that your animal is tracked all the way through our facility so we can guarantee there will be no mistakes. This software gives us the ability to scan a carcass tag and see cutting instructions, ear tag information, breed, and any other relevant identification information.

### **Processing fees**

South Canadian Meats requires a \$100 kill fee/deposit to secure your spot. Our processing cost is 80 cents per pound with a \$500 minimum fee including deposit. As previously mentioned, if aging time exceeds 14 days the price per pound increases to \$1.20. There is a 50 cent upcharge per pound on ground beef patties and tenderization.

### **Pickup & Payment**

Your finished product must be picked up within 2 business days of notification that it is ready. Payment is required at the time of pickup. Please understand that our facility has limited cold storage. Product left in our facility past 2 business days after notification, may incur a storage fee.

### **Please Note**

If your unfamiliar with how much freezer space you will need, a good rule of thumb is 1 cubic foot of freezer space for every 35-40 pounds of cut & wrapped meat. Allow slightly more space when meat is packaged in odd shapes.

### **Retail Inventory**

Our retail inventory restocks frequently. We have a retail storefront in the facility and offer high quality, locally raised cuts of beef. Availability of certain cuts in the storefront vary. If you are interested in purchasing a cut we do not carry in the storefront please notify us we will try to accommodate you accordingly.