



Information and Instructions for 2024 – 25 Pulp and Tailings Signup

The following document hopes to provide some answers to many questions about changes to the pulp and tailings agreements moving forward. Instructions will be located within each electronic form and our staff will answer questions through the byproducts@crystalsugar.com email or 218-236-4320 byproducts hotline. Below are answers to common questions and instructions for signing up for byproducts.

1. **All bid forms will only be located on the Crystal Sugar website.** We will not be printing and mailing paper bids. Please call the byproducts hotline if you do not have access to a computer or smartphone and wish to place a bid or signup for byproducts.
2. **You must use the 2024-25, year forms.** All 2024-25 agreements will be located on their own webpage. If you still want products for this processing season (2023-24) those are available on a separate webpage. 2023-24 agreements will not be accepted for the 2024-25 processing campaign.
3. **2024-25 Agreements will be available on Monday March 18th.** The electronic bid forms will open at 9am. Fillable paper agreements will be available later Monday morning.
4. **We were able to create electronic forms that you will be able to sign and submit in one step.** You will be asked to sign the form before submitting and will receive an email from DocuSign after signing and submittal.
5. **There are separate bid forms for Preferred Agreements and Standard Sales Agreement.** If you want to bid on Preferred Pulp and/or Tailings, please use the [Preferred Byproducts Bid Agreement](#). This form has both bid and standard sale agreements within. If you only want byproducts on an as needed basis or only get byproducts from Drayton, please use the [Standard Sales Agreement](#).
6. **Preferred Bidding will close March 29th at 3pm.** The electronic bid form will not allow submissions past 3pm so you must submit before that time. If you mail a bid, we must have it in hand by bid closing at 3pm. All bids received after 3pm March 29th will be considered late and either rejected or moved to a late submission group meaning your bid will not count if all tons are accepted from the group who submitted on time.
7. **We strongly encourage using the electronic bid forms!** If you have a computer or smartphone and valid email address, you should use the electronic bid submission form. This quickest and most error free method to receive your bid data.
8. **Read all form instructions and Terms & Conditions.** All are located on the webpage.
9. **If you do not want to bid on pressed pulp or tailings and only want byproducts on an as needed basis, there is a separate webform and it is not due until August 1st, 2024.** This is called 2024-25 Standard Byproduct Sales Agreement. Please use the link to this form on

Crystalsugar.com as it can be legally signed and submitted directly from the webpage. You will need a valid email address to use this form.

10. **Your customer number is located on your bid letter or statements.** Please fill in this 5-digit number on forms when asked to help identify your account. If you're a new customer, leave it blank.
11. **All Preferred Bids submitted through electronic bid format do Not need to fill out a separate Standard Sales Agreement and Form 5.** These agreements are incorporated into the bid process.
12. **Use the comments section at the end of the electronic Preferred bid form for any information on your bid that might be applicable.** An example: if you bid 1000 tons of pulp and 1000 tons of tailings but only want 1000 tons total; you would leave a comment stating: only accept 1000 tons at this factory of either PP or tailings not both. This will allow our staff to better understand your bid. However, please do not bid unless you are serious about receiving the product.
13. **If you are a contract hauler or deliver to multiple feed sites, please fill out the electronic bid with 1 "most used" site location for the Form 5 requirements.** We will post the Form 5 Site Checklist on the webpage at a later date or you can contact us with the number of sites you need for electronic submission. Remember each site you deliver to must have a Form 5 on file. This is for environmental reporting requirements.
14. **Since this is a transition year, we will make fillable pdf's available to fill out on a computer or smart device.** We discourage this method; however, if you choose to use it, please fill in the data fields on your device. From there you can save, print, sign, and return by email to byproducts@crystalsugar.com or mail to the address on the webpage.
15. **If you fill in and sign your agreement on paper, we will NOT accept photos of the agreements. They must be document formats such as pdf's.** Photos are too large, difficult to work with and take significantly more time to resize and print. There are several document conversion tools through the Apple Store or Google Play Store that allow you to convert a photo to a document. If you submit a photo, we will not accept the agreement.
16. **The Drayton Factory will have byproducts available but at unknown quantities.** We have a new pulp dryer and tailings presses being installed this Summer and Fall at the DTN factory. The dryer will come online first near the state of the campaign, but the tailings press will not be operational until November at the earliest. Therefore, more products will be available during that time.
17. **Drayton notification times for byproduct quantities for all customers will be the same.** Due to uncertainty of and likely reduced volumes of products we have decided not to offer preferred status at Drayton this year.
18. **Pressed Pulp Plus is a blend of pressed pulp and tailings.** This product will have a similar look, consistency, and moisture content of pressed pulp, but higher sugar content from included tailings. Since it will be shredded, choking hazards from this feed should not be of concern but visual load inspection is still recommended.