

August 1, 2024



Dear Byproducts Customer:

Welcome to the Fiscal 2025 processing year. Included with this letter are your loading cards and a link to our website's pulp and tailings page. From the pulp and tailings website you can access all the information included in this letter, new agreements, current prices, contact information, and Reservation System Troubleshooting Guide. Remember your loading cards when you pick up your reserved loads. The loading cards are specific to you, numbered with your customer number and product.

All factories are planned to start slice campaign August 15, 2024. You should be receiving notifications by text and/or e-mail after that date. Please use the electronic link sent to your email or phone to reserve your loads.

If you have not completed a contract and would like to purchase Byproducts, our Standard Sales Agreement is available online at the website listed below. The agreement is completed with DocuSign and takes only minutes to fill out. There are detailed instructions on the pulp and tailings webpage for completing the agreement. You must have a valid email address to complete the agreement. Paper agreements are not available.

For us to activate your account which allows you to reserve loads for the upcoming season, your account must be in a current status (no past due balance). Please check your latest statement to verify your balance and eligibility to start hauling right away. Please contact us if you have any questions about your account so we can resolve the issue quickly.

Important Reservation Information:

- Reservations are **REQUIRED** to pick up product at ALL factories. Product **MUST** be picked up before midnight on the day of reservation; otherwise, your reservation will be null in void.
- **Pressed Pulp** has been pre-contracted (except for Drayton). The "Preferred" pulp group notice will come out at 7 AM daily. If the "Preferred" group does not reserve all the pressed pulp, a 2nd notice to non-preferred customers will be issued at 8 AM. Drayton notices will come out for all customers at the same time.
- **Tailings** have been pre-contracted (except for Drayton). The "Preferred" tailings notification will come out at 7 AM daily. If the "Preferred" group does not reserve all the tailings, a 2nd notice to non-preferred customers will be issued at 8 AM. Drayton notices will come out for all customers at the same time.
- **Wet Pulp, Dry Shreds, Fines, & Pellet** notifications will be at 7 AM.
- Pressed pulp/wet pulp/tailings will be available in August, September, and October **FREE** of charge at all 5 factories.

Important Billing Information:

- Please mail checks to Joni Workin at 101 3rd Street North, Moorhead MN, 56560. You may also pay by credit card by calling 218-236-4320 (3.4% service fee is charged to use credit card service).
- To ensure your check payment is received on time, please mail checks to the corporate office by the 25th of each month. Any checks received after the 1st of the following month will be considered LATE and the late fee will be charged.
- Please keep track of your account's standing and let us know if there are errors or other issues as the year goes on.

Pulp and Tailings webpage link: <https://www.crystalsugar.com/agri-products/pulp-and-tailings/>

Finally, as an effort to better serve our customers we have created a byproducts email: byproducts@crystalsugar.com and hotline 218-236-4320. All Byproduct communications should be done through this email or hotline. Please do not call employees directly.

Let us know if you have any questions or concerns. Have a great hauling season!

Sincerely,

ACSC Byproducts Team