



CUSTOMER GUIDELINES

T&E MISSION

We are in the health business: creating healthy customers, healthy regional farmers, healthy workers, and a healthy food community by connecting local farmers to local eaters, retaining food dollars in our local communities, providing a safe, healthy, and affordable food supply, and healing the earth by promoting ecologically sound farming practices.

OUR SERVICES

T&E Meats processes animals for producers primarily from Virginia. We primarily slaughter, cut, and pack beef and hogs. We do some processing of small ruminants such as lamb and goats, but only for a few long-time customers. We typically no longer slaughter exotics such as water buffalo and bison. We also scald whole hogs from 50 pounds up to 400 pounds. Our commitment is to provide our producers with the highest quality of meat cutting, based on your specifications. T&E Meats prides itself on our customer service, and we know that our success is tied to yours. Whether you are selling custom locker beef for individual customers or USDA inspected product bearing the stamp of inspection, we can handle your needs.

We value an informed customer base and community, so we also offer plant tours to our producers and to high school and university classes. We suggest that you take a tour of our facility and meet our staff before working with us because it adds to your understanding of slaughter and processing, helps you to complete your cutting instructions, and aids in your communication with T&E and your customers. During the tour, you can witness the slaughter and processing of the species that you will be harvesting and ask our skilled meat professionals questions.

SCHEDULING ANIMALS FOR SLAUGHTER AND PROCESSING

To schedule animals please contact us at 540-434-4415 or office@temeats.com. You can also use the scheduling feature on our web site to submit a scheduling request. We schedule on a first come, first served basis. Our lead time for scheduling can vary greatly depending on the season, so it is important to plan ahead. T&E only accepts animals for slaughter that have been previously scheduled.

- 1) RUSH ORDERS:** We understand that at certain times you may require a rush order. If a rush order is necessary, we will work with you on an individual basis to do the best we can. Based on

our scheduled workload, rush orders may incur extra charges or may be declined. Proper planning and communication will usually avoid rush orders and additional charges.

- 2) **HOG SCALDS:** If your hog is to be scalded please tell us when you schedule the slaughter, and keep in mind that our scalding has a range from 50 to 400 pounds live weight. If we judge a hog in the barn to be too large, we will skin it. Also, tell us if your scalded hog needs to be butterflied, split, or cut into primals when you schedule the slaughter. Note that hogs are scalded on Fridays, and picked up during the following week. If you need a scalded hog for a weekend BBQ, please understand that it must be slaughtered 8 days before. Not to worry, it is kept cold and fresh.
- 3) **BOAR HOGS:** T&E Meats **does not slaughter intact boar hogs under inspection.**

DROPPING OFF YOUR ANIMALS

- 1) **DROP OFF DATE:** T&E Meats 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. It also ensures that we are able to minimize negative production issues on the Kill Floor.
- 2) **DROP OFF TIME:** If you are new to T&E or want help with unloading, you should bring your animals during our business hours, from 8:00 am to 12:30 pm and from 1:00 pm to 3:00 pm, so we can provide assistance. However, the barn is available for dropping off animals 24 hours/day.
- 3) **DROP OFF INSTRUCTIONS**
 - **Barn Location:** Our barn is located behind the T&E plant, with access from lane on the East side of building. If you have a long trailer, you will need to back down the lane.
 - **Stall Tags:** To avoid delays, ***make sure to fill out a stall tag and place it on the nail above the stall door*** when dropping off animals. Fill out using the name that is on your custom label, do not use personal names for USDA labeled animals. We will not slaughter an animal until we are sure of ownership. Circle either "Skin" or "Scald" on tag to indicate your pork needs. **Circle which organs you want to save. Any organs not selected on the stall tag will not be saved regardless of what your cut sheets state!**
- 4) **ANIMAL LIABILITY:** Customers are responsible for your live animals. T&E Meats assumes responsibility for meat at slaughter.

CUTTING INSTRUCTIONS

T&E Meats has standardized cut sheets for each species. We **MUST** have your cut sheets when the animals are dropped off to ensure that we have enough time to review your instructions and ask any clarifying questions we might have before processing your meat. Cut sheets are available on our website, www.temeats.com, or in the plant. You can also request that we email you the digital file. We are available for consultation regarding cutting strategies at no extra charge, and we encourage you to ask questions.

- 1) **CUTTING INSTRUCTIONS:** To deliver your cutting instructions or ask any questions related to your order, please contact us at:
Phone: 540-434-4415 Fax: 540-564-2575 Email: office@temeats.com

- 2) CUTTING INSTRUCTIONS FOR WHOLE, HALF AND QUARTER ANIMALS:** It is the producer’s responsibility to provide all associated cut sheets with custom-exempt animals. In addition, T&E Meats is required by law to have the names, phone numbers, and addresses of all individuals sharing a custom-exempt animal.

ANIMAL & MEAT IDENTIFICATION AND TRACKING

At slaughter, we affix a carcass tag to each animal that includes a unique T&E Meats identification number--the TEID#. This number and all other relevant identifying information (ear tag numbers, breed, etc.) are entered into our records at that time. The TEID # is designed to make animal identification easy at any step in the process. The number follows your meat from slaughter through processing to pickup. The TEID# is recorded on your cutting instructions, on any containers used during processing, on your invoice, and on the boxes that you pick up when your product is ready. After processing, we digitally file the kill records, cut instructions, and invoices for easy future access to information on each animal.

The TEID# is formatted as follows: month & date of slaughter, number in line of slaughter, and the carcass weight. Thus, if your beef was the 8th animal slaughtered on July 12th, with a carcass weight of 745 pounds your beef is identified as TEID#:71208-745.

SLAUGHTER AND MEAT PROCESSING SCHEDULE

- 1) We want to share our typical processing schedule for each week, so you can understand how we operate and make production decisions based on our workload. The schedule is subject to change without notice.

DAY	MEAT PROCESSING	KILL FLOOR/BARN
Monday	Cut & Pack: pork & sausage	Not active; cleanup & set up
Tuesday	Finish pork & sausage	Receiving animals in the barn for next day’s slaughter.
Wednesday	Cut & Pack: Beef	Slaughter beef; receiving animals in barn for next day’s slaughter.
Thursday	Cut & Pack: Beef	Slaughter beef, lambs, & goats; receiving animals in barn for next day’s slaughter.
Friday	Cut & Pack: Beef	Slaughter hogs.

- 2) **BEEF AGING:** Beef needs to dry age at least 3-5 days, and our maximum standard aging time is two weeks. We offer extended dry aging time beyond two weeks **at our discretion** at the rate of \$10.00 per week.
- 3) **PORK PROCESSING DETAILS:** Pork does not need to age and is usually available for pick up 7-10 days after slaughter, based on cutting instructions.
- 4) **LAMB/GOAT PROCESSING DETAILS:** Lamb and goat do not need to age and are usually available for pick up 5-10 days after slaughter. T&E Meats no longer separates out lambs and goats by animal. We take one set of cutting instructions per group of lambs/goats, and processes those as a whole group.
- 5) **PROCESSING FEES:** Please refer to current Fee Schedule, available elsewhere on our web site.

PORK SAUSAGE BLENDS AND FEES

T&E Meats excels at making quality sausage in a wide variety of blends and formats. Our sausage blends come pre-formulated from several different vendors. Sausage-making is very labor intensive, and we need to consider many specific factors, both regulatory and quality oriented, as we schedule our daily production. Therefore we request that customers try to understand our specific production policies, as these may affect how we will process their hogs. While at times they may appear frustrating to your desires, in the end, these policies are in your best interest, designed to maximize your sausage quality and efficiency of carcass use.

NOTE: We require a 50 pound minimum of a spice blend be ordered, including ground pork, before we will add another flavor to the cut sheet. We have a limit of two blends per hog, and a minimum of 25 pounds per sausage type packed.

- 1) **SAUSAGE BLENDS FOR PORK:** We can provide the blends below in loose, 1oz or 2oz collagen cased links, rope, 4oz hog cased links, and 2oz or 3oz patties.
 - Sage Breakfast
 - T&E Classic (no-sage breakfast)
 - Mild Italian
 - Sweet Italian (whole fennel seed)
 - Hot Italian
 - Chorizo
 - Garlic Brats

- 2) **CUSTOM SAUSAGE BLENDS:** T&E Meats offers a wide variety of spice options to maximize your retail power. Unfortunately, we cannot make “custom” recipes for your sausage because each recipe requires label approval by the USDA, which is a long and time-consuming process. However, T&E Meats is willing to consider different spice blends for high volume jobs. If we decide to submit the associated label for approval, a \$75.00 fee will be assessed to cover our time.

- 3) **SAUSAGE FEES:** Please note that our prices are subject to change without notice.
 - Ground pork: \$0.30/lb
 - Loose sausage: \$0.70/lb
 - Little links: \$1.50/lb (tray pack included in price)
 - Stuffed/Grillers: \$1.50/lb
 - Surcharge on Chorizo, Sweet Italian, Garlic brat: \$0.20/lb
 - Sausage patties: \$1.50/lb
 - Tray packing stuff/grillers and patties: \$0.10

PRODUCT LABELING

T&E Meats offers three types of labeling, based on specific customer needs.

- 1) **LABELING FOR CUSTOM-EXEMPT ANIMALS:** For locker beef/custom-exempt processing, T&E provides stickers that identify the particular meat cuts at no extra charge. These stickers do not include the T&E plant name or our USDA identification mark, since custom-exempt animals are not required to be processed under USDA inspection.
 - 2) **T&E LABELING:** For customers who are just starting to market meat products and for those who do not have their own brand, we can provide T&E labels that include the T&E logo and address, the name of the meat cut, the pounds of product in the package, and our USDA stamp. Product with T&E labels is processed under USDA inspection and can be sold through farm stores and other retailers and to restaurants.
 - 3) **BRANDED MEATS:** For customers who want to sell meat under their own brand, T&E Meats offers custom labeling. Please keep in mind that lead time is important for creating these labels. You cannot drop off a beef and expect to get labels made by the time we cut it. To get a custom label made please send your label information to office@temeats.com.
 - NOTE: We strongly discourage any special labeling claims such as: “grass-fed”, “pasture raised”, “natural”, breed claims (e.g. “angus”, “Berkshire”), “no added hormones or antibiotics”, etc. These claims must be approved by USDA/FSIS and getting these approvals is very time consuming, with no guaranteed results. We encourage our clients to make these claims verbally, on their websites, through their literature, social media, etc. rather than on a USDA branded label. If you absolutely must have a special claim, T&E Meats will work with you to get it approved. Due to the extra time it involves we will assess a fee of \$200.00, and again we cannot guarantee label approval.
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PRODUCT PACKAGING

T&E Meats packages most products into high quality, BPA free, powder-free vacuum-sealed bags. All products that we use at T&E have been tested and approved with the FDA for use specifically with food. Although we do our best to ensure a solid seal on all the packages, we are unable to guarantee a 100% sealing rate. There are some things you can do to improve the chances of lasting seals on your products:

- 1) **HANDLE PRODUCT WITH CARE:** One of the major causes of broken seals is rough handling. Our plant staff has been trained to handle each piece carefully and gently while the product is under our roof in order to provide you, the customer, with the best quality product.
- 2) **MAINTAIN APPROPRIATE STORAGE TEMPERATURES:** The expansion and contraction of meat when it thaws and freezes can cause the seals on the packaging to loosen. Take extra care to ensure the product is kept at an appropriate temperature. This is also very important for food safety reasons.

For your convenience, T&E Meats will box your meat in cardboard boxes for easy transport. Palletizing is available for large quantities.

PICKUP AND PAYMENT

1) PICKUP

- **Pickup Notification:** Since we are unable to guarantee a pickup time or date in advance, we will notify you as soon as your product is ready. Typically, the first indication you will receive that your order is ready for pickup is an e-mail containing your invoice. Please do not assume your product is ready before we notify you.
- **Packing:** T&E Meats boxes your meat in cardboard boxes for your convenience, and we can palletize large quantities.
- **Pickup Hours:** Our office hours are Monday – Friday from 8:00 am to 12:30 pm and from 1:00 pm to 4:00 pm, so customers should plan to pick up their orders during those hours. However, if you are going to be picking up your product after 2:00 pm, we ask that you notify us ahead of time so we can pre-position your order to minimize interference with our clean up and sanitation schedule.
- **Pickup Timeframe:** Your finished product must be picked up within 7 days of notification of completion.
- **Storage Fees:** Please understand that we have limited freezer capacity, so we need our freezer space freed up within 7 days of completion to ensure continued production. Product left in our facility longer than 7 days will be charged a storage fee of \$5.00 per day. Product held longer than 30 days will be donated to the food bank or Salvation Army.

2) PAYMENT

- **Payment:** Payment is expected when product is picked up.
- **Payment Options:** Our payment options include: cash, personal or business check, Visa, Mastercard, or Discover cards (American Express not accepted).
- **Credit Card Transactions:** For your convenience, we can process your credit card transactions over the phone.
- **Returned Check Fee:** Customers with returned checks will be charged a \$35.00 fee.