

  
**UPSTATE NIAGARA  
COOPERATIVE, INC.**  
FARMER OWNED

October 26, 2023

Re: Half Pint Paper Carton Supply Shortage

Dear Valued Customer,

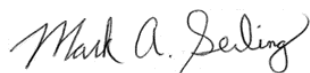
We are experiencing an unexpected shortage of the half pint paper cartons from our supplier. Unfortunately, this shortage spans nationwide and no other paper carton vendors have any excess capacity to assist in alleviating this issue.

We expect this shortage to affect all our customers, likely as soon as October 30<sup>th</sup>, and are being told that we should only see an improvement in supply by early 2024. We continue to seek alternative solutions and are in frequent contact with all potential vendors to try to shorten this timeframe.

In the meanwhile, we can offer half gallons of lowfat, fat free, and lowfat chocolate milk as replacement, to be poured into cups on site. Unfortunately, we do not have a comparable offering for the fat free chocolate item, however, we do have the lowfat chocolate half gallon, which can be substituted.

Thank you for your understanding and patience with us while we work hard to find an alternative supply or otherwise solve the issue with the help of our current paper carton vendor.

Sincerely,



Mark Serling  
VP of DSD Sales

General Office:

**PHYSICAL ADDRESS:**  
368 Pleasant View Drive  
Lancaster, NY 14086

**MAILING ADDRESS:**  
P.O. Box 268  
Lancaster, NY 14086

Membership Division:  
700 Ellicott Street, Suite 2  
Batavia, NY 14020

Buffalo Fluid Plant:  
1730 Dale Road  
Buffalo, NY 14225

Rochester Fluid Plant:  
45 Fulton Avenue  
Rochester, NY 14608

Upstate Farms Dairy, LLC:  
240 Oneida Street  
Syracuse, NY 13202

Valley Farms Dairy, LLC:  
1860 East Third Street  
Williamsport, PA 17701

Cultured Products Plant:  
3300 North America Drive  
West Seneca, NY 14224

North Country Dairy, LLC:  
22 County Route 52  
North Lawrence, NY 12967

Upstate Farms  
Cultured Products, LLC:  
5011 Ag Park Drive West  
Batavia, NY 14020

Q-AT-KA Milk Products  
Cooperative, Inc.:  
4815 Ellicott Street Road  
Batavia, NY 14020

