

### FORAGE SURVEY RESULTS

Thanks to all of you who participated in our 1991 Forage Lab survey. The goal of the survey was to obtain your thoughts on our services and how we can serve you better in the future. The results of some of the questions are listed below:

- 97.5% rated the mailer kit as good or excellent.
- 93.8% rated the sample information sheet as good or excellent.
- 97.3% rated the report form good or excellent.
- 75.0% preferred to have only one protein solubility term reported. The one that was preferred (90.1%) was the soluble protein expressed as a percentage of the crude protein (as it is reported now).
- 74.8% preferred to have NDF included in all packages at an additional cost.
- 61.9% balance rations for NSC 75 to 100% of the time.
- 75.6% use NEI to balance dairy rations for energy.
- 83.0% use the energy values as reported.

We are still in the process of analyzing the data. Your comments and suggestions are being evaluated and we thank you for your time and input.

### YOUR INPUT AT WORK!

Based on the survey results, it is clear that the majority of you (75.0%) are using NDF routinely and would like to see it included as part of our basic analysis packages. Your dream has come true! NDF (effective October 1, 1991) will be added to the packages listed below. The prices of the packages have changed to reflect the addition of this valuable service.

Analysis Package	New Price
02 Basic Plus Minerals	\$24.00
03 Wet Chemistry	\$27.50
05 Commerical Concentrate Ingredient & Byproduct	\$32.00

These new prices are less than the cost of the current package plus requesting NDF as an additional service. We hope that this cost savings will help you more effectively service your customers.

### FORAGE SUPPLIES TIGHT

The low rainfall experienced by a large number of dairymen in the northeast and parts of the Midwest have led to low crop yields. After a good first cutting, second cutting tonnage was low to non-existent in

some areas. The corn crop is spotty. In some areas, ears did not fully develop. In others, ear development was average, but overall plant height was below normal. Corn silage tonnage will probably be down.

In the event that your customers experience forage shortages, we may be able to help. The **Feed & Forage Marketing Network (FFMN)** is a monthly listing of people looking to buy and sell forages. The listing is available for \$15.00/year and allows subscribers unlimited advertising. The FFMN is mailed at the beginning of each month.

The FFMN can serve as a valuable resource and help you locate additional feed for those in need. To subscribe, simply complete and return the attached subscription form. If you subscribe now, you will receive the last 3 months of 1991 free of charge and the \$15.00 will be applied to your 1992 subscription.

**For more information, call the Forage Lab Customer support group at 1.800.344.2697 (NY) or 1.800.255.5344.**

### NO TIME TO GUESS

The atypical weather patterns experienced this growing season are going to lead to some atypical forages. That is to say, this year there will probably be no such thing as an average forage. With low milk prices, this is not a good time to estimate forage quality. This is the year to make the most of forage analysis and fine tune your rations.

### ALFAZYME TREATED FORAGES

Alfazyme and Grasszyme are silage additives produced by Farmline, Inc. They are enzymatic preparations that breakdown fiber during the ensiling process. On the average, it reduces ADF by 1 - 2% units and NDF 4 - 8% units. This can lead to potentially greater silage digestibility.

A number of our customers have used the product over the last two years and created a demand for a NIR analysis. Due to the altered chemistry, Alfazyme treated silages do not fit our existing haylage NIR calibration. Thus, we have recently completed a calibration for Alfazyme treated haylages.

The Alfazyme/Grasszyme calibration is only for use on completely fermented samples. It is not for use on fresh, unfermented treated samples.

As in the past, please be sure to write in the comment section of the information sheet that the sample is "Alfazyme Treated". This will insure that the proper calibration is used.

### RECORDS SMASHED!

The Forage Lab recently set two new records. Upon the completion of

our fiscal year in August, the lab set a new sample volume record in excess of 64,000 samples. This crushed the old record by over 7,000 samples. We would like to thank all of you for your business last year and helping contribute to the growth of our organization. Your continued support gives us the ability to better serve your needs.

The second record to fall is turnaround time (TAT). This is measured on a monthly basis. It is the time from when a sample arrives at the lab until the time it leaves. In August the TAT was 1.7 days! This established a new second place record. To achieve this, 76% of the samples were done in 2 days or less. The record that we are aiming for is the current first place TAT of 1.6 days set in October 1986.

Our goal is to provide you with a quality analysis as quickly as possible. We are often frustrated by the postal system. With increasing regularity, it takes samples 3 to 4 days to reach the lab. On the return side, the results may spend 2 to 4 days in transit. This means that even though the sample is analyzed in 2 days, you may not receive the results until 10 days after the sample was originally submitted. To battle poor postal service (at ever increasing rates), many customers have switched to UPS overnight or second day service. The typical charge is \$2 - \$3.00 and guarantees that the sample gets here.

On the return side, FAX and E-Mail are increasing in popularity. This gets your results to you the day they are completed. If you would like more information regarding these services, please contact customer support at 607.257.1272.

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**Congratulations to the lab staff for doing an excellent job. Their dedication to providing you with top quality service is unparalleled.**