

NORTHEAST DHIA FORAGE LAB OFFER 2 NEW SERVICES

Forage Lab Contracts UPS for Service

We received a lot of feedback this fall regarding the post office's inability to deliver your samples to the lab in a timely manner. In an effort to enhance delivery times, we have contracted with UPS to begin providing a new special service. This new program is called "Authorized Return Service (ARS)". The basics of the program couldn't be easier. Simply affix an ARS label to an individual forage kit or package of several kits and drop it off at the nearest UPS pickup point or hand it to any UPS driver. That's all there is to it!

In addition to the anticipated improvement in delivery time, there is a substantial cost benefit. The cost per package is \$3.00, regardless of package size. Thus, you can send an individual sample or a box of 10 samples for the same low price of \$3.00. No payment is necessary when the sample is dropped off. The ARS charges will appear on your monthly forage statement.

The accompanying map will give you an idea of expected delivery times. We anticipate that actual times will be faster. One of the best deals in the program exists from Maine to Virginia and west to Illinois. For \$3.00, any size package will be delivered in 2 days. Compare this to Express Mail offered by the post office. Express Mail offers 2 day delivery for any package under 2 lbs. for \$2.99. Under the ARS program, UPS is offering 2 day delivery for ANY size package for \$3.00 in this area. A very good deal.

ARS is available to all customers in the contiguous 48 states. Unfortunately, this service is not available to our valued Canadian and international customers.

Accompanying is an ARS label. Give it a try! One of our goals is to continually find ways to serve you better. UPS has a long standing reputation for prompt delivery. We believe they will be a valuable asset in helping us to serve you better.

Please refer to the accompanying page for the specifics about the ARS program.

FORAGE LAB GOES PLASTIC

Beginning 1/01/95, you may now begin charging payment for forage analyses to your VISA or Mastercard account.

This service will be especially convenient to 2 groups of customers. First, cash customers now have the option of paying by cash, check or credit card. Second, it will greatly simplify the payment process for international customers as the exchange rate will automatically be taken into account. For NEDHIA account holders, please be advised that volume discounts will not be applied to any payments made by credit card.

To charge a sample, simply write the VISA/MC account number in the comment section of the sample information sheet along with the expiration date and your signature. The forage charges will automatically appear on your monthly credit card statement.

We hope that you will take advantage of this service. It's just one more way that we are trying to serve you better.

ARS - THE SIMPLE FACTS

1. Contact Northeast DHIA Forage Lab Customer Support Group for UPS/ARS labels. Order up to 50 at a time.
2. Affix the ARS label to the forage envelope or package containing samples. Do not use the old bag and envelope mailers. Only the new Tyvek green sawtooth envelopes will be accepted.

Remove, blackout or cover any old address information on the box. If possible, cover the old address information with the ARS label.
3. Drop off the package at any regular UPS pickup point or give it to any UPS driver.
4. The cost of the service is \$3.00 per package regardless of package size. Greater cost savings will be realized consolidating several samples into a single package.
5. No payment is required when the sample is dropped off. The UPS /ARS charges will appear on your monthly Northeast DHIA forage statement.

If you do not have an account with us and normally send a check with every sample, please add an additional \$3.00 to your payment.

6. ARS service available to all customers in the contiguous 48 states. Service not available to Canadian or other international customers.



Projected Delivery Days

Listed below are the results for NY corn samples analyzed during the month of November 1994. *

	HMSC	HMEC
DM, %	71.2 ± 4.6	67.3 ± 6.1
CP, %	9.0 ± 0.9	8.3 ± 1.0
SP, %	22.7 ± 7.7	26.1 ± 10.2
ADF, %	3.4 ± 1.4	9.8 ± 3.9
NDF, %	11.2 ± 2.7	22.9 ± 7.3
NSC, %	74.2 ± 2.7	63.5 ± 7.0
NEI, Mcal/lb	.91 ± .01	.86 ± .03
Ca, %	.02 ± .01	.03 ± .01
P, %	.30 ± .03	.27 ± .03

* All data reported as the average ± one standard deviation and expressed on a dry matter basis.