

One of our core values since we opened our doors in 1997 is to keep commercially processing alpaca fiber as easy as possible for the Alpaca Farmer. You grow the fiber, promote your animals and finished products and we handle the logistics of bringing raw fiber up the value add chain to create products ready for resale to the general public. We take tremendous pride in the fact that we have been exclusively manufacturing Alpaca in the United States for over 13 years and continue to pioneer the way for Made in USA Alpaca Clothing and Accessories.

### **First Things First**

Getting started with NEAFP is as easy as placing your first order with us. We do not require a member's application or fee to start processing your Alpaca fiber. NEAFP is a national company, servicing Alpaca Farms and retailers on both coasts and the majority of states in between. Anyone with access to raw alpaca fiber or a licensed retail business looking to re-sell our products can do so.

*\*Wholesale Accounts must first be approved before placing their first order, apply on our website. Retailers are also subject to a first time Order Minimum.*

### **Fiber Processing**

When browsing our product catalog you will notice all of our items have their Cost listed + Fiber Grade and Weight requirement. For example, 1 Dozen Survival Socks cost \$82.50 + 5lbs Prime Fiber. Here is each step an Order takes once it is placed.

1. Order is placed on our website – email confirmation sent to acknowledge we have received it. (Instantly)
2. Orders are reviewed in office before being finalized and payment processed. Once the payment has been processed we will then send a new updated, PDF Receipt of the Final Transaction. Order is marked as "Waiting on Fiber." If you have Fiber in the Bank or the order does not require fiber it moves right to Step 4. (1 Business Day)
3. Alpaca Farm mails in the required fiber for that particular order with a copy of the PDF Receipt. Once the fiber is received and checked in, NEAFP packs your items and ships them. (1-2 Business Days once Fiber is Received)
4. NEAFP ships all orders through UPS and all pertinent Tracking Information is emailed once your items are shipped. (Instantly)

NEAFP keeps you up to date on the status of your order throughout each step so be sure to check your email when looking to find out what step your order is on.

## Fiber Grading

NEAFP collects Fiber from Alpaca Farms in the three basic grades as it comes off the animal during shearing: Prime or Blanket, Secondary Fiber, and Thirds. While browsing our product catalog, you will see that we offer products made from each of the basic grades of Alpaca Fiber, ranging from heirloom quality Afghans from our finest Prime Fiber to Rugs and Totes made from otherwise considered non-commercially viable Third Grade fiber. We offer the largest selection of Made in U.S. Alpaca Products and are continually expanding as well as improving every item in our product catalog.

Once your fiber arrives at our mill it is checked in to your account and then sorted in house with the particular end product in mind. We combine like lots of fiber from thousands of Alpaca Farms by color, fineness, staple length, uniformity, crimp, and strength into large lots to take advantage of economies of scale and gain access to commercial manufacturers.

For a more in depth write up on Fiber Grading, head to our website and read our Sorting and Skirting and Fiber Grading Guides.

## Fiber Bank – Speeding up Order Fulfillment

Several years ago NEAFP opened up the Fiber Bank, which allows farms to send in their fiber all at once, not just after placing an order with us, usually right after shearing season, and then order using those Fiber Credits towards the Fiber Requirements of all their future orders.

This allows farms to free up barn and storage space, save on Shipping and Handling costs, and speed up order fulfillment. When an order is placed that is using Fiber already in the Fiber Bank, we ship the items right after it is processed and do not have to wait for the required fiber to be mailed in. This saves a tremendous amount of time on the farmer's end as well as helping us forecast our fiber processing volume each year.

*+ All existing customers are eligible for Fiber Bank Accounts, simply apply on our website and we will send you your login information.*

## Preparing Fleece to be Shipped

NEAFP requires that all fiber be sent in **separated by color and fiber grade**, as well as free of all Vegetable Matter and other debris. Many farms store and ship their dry, debris free fiber in clear plastic bags packed into boxes. . Make sure that your fiber is completely dry before storing to ensure it does not begin growing mold which will break down the strength of the fiber and make it unusable.

All Fiber shipped to NEAFP should include the proper documentation, either a copy of your Order or a Fiber Bank Deposit slip with the proper account info on it. Include a copy with the total weights in each box shipped, and label your boxes (1 of 4, 2 of 4 etc.) so we know how many to expect. This ensures your fiber can be quickly checked in to the correct account.

## **Shipping Alpaca Fiber**

One of the key secrets in saving on shipping costs is to condense your fiber as much as possible. Volume, not just weight, plays a very large role in determining shipping and handling fees. Many farms successfully cut down on the amount of air they ship along with their fiber by vacuum packing the bags before boxing them up. With the help of an extra pair of hands, one can compress the fiber in the bag as another removes the excess air and seals it up, ready to be shipped.

Finding the cheapest postage service varies depending on your location and the amount of fiber you are shipping in. The U.S. Postal service tends to be cheapest but also the most unreliable as far as accurate Shipping Times and the occasional lost package. Over the years we have had several issues with packages being held up for extended periods of time or flat out lost. We have found UPS to be the most reliable, have the most up to date tracking information, and be moderately priced. FedEx is the most expensive out of the three major options but provides a similar level of service to UPS.

Farms sending in very large amounts of fiber should consider using Freight Services. Services like FreightQuote.com will help you find the best rates in your area. Farms can also make a trip to our Mill in Fall River, MA and drop off their fiber to help reduce their Shipping and Handling costs. It is also beneficial to work together with other farms in your area that also process their alpaca fiber with us.

## **Participating in Fiber Collections**

Throughout the year NEAFP participates as a vendor in many Alpaca Shows and Events scattered across the country and runs Fiber Collections to help farms save on Shipping and Handling costs. Let us haul your fiber back to our mill! We keep everyone up to date well in advance with all the events we are scheduled to attend through our monthly newsletter, called NEAFP Notes.

The most efficient and preferred way of participating in Fiber Collections is to have an existing Fiber Bank Account prior to the event. Dropping off fiber with us is as easy as bringing the bags of fiber to the event with a copy of your Fiber Bank Deposit Slip or PDF Order Receipt. We also allow customers to place orders up to 1 week before the show and have them ready for pickup at the event, helping you save on Shipping and Handling costs on both ends of the transaction.

For first time customers without a Fiber Bank Account, be sure to swing by our booth at the event to sign up for an account and drop off your fiber.

## **Wholesale**

NEAFP also offers Wholesale for Alpaca Farms and approved Retailers looking to re-sell our products. This allows farms to sell more products each year than their herds can support in fiber production. All

farms with Fiber Bank Accounts have access to our Wholesale pricing. Retailers can apply for a Wholesale account on our website. We require Business Name, Re-seller's Tax ID Number, and a Brief Description of Business and Sales Channels before approving new Wholesale accounts.

NEAFP requires first time wholesale customers to spend \$350 on their first order; afterwards there is no minimum purchase. We also offer samples of items to be purchased by first time customers and also during the initial offering of a newly launched product. Simply list items you would like samples of in the Special Instructions box when checking out on our website and they will be added before your order is processed in the office.

### **Color Selection**

When browsing our Product Catalog you will notice each product lists what colors it is manufactured in. When checking out customers can list their first color choices of the items ordered in the Special Instructions box. NEAFP does not dye any of our products or dictate to alpaca farms what color fiber they should grow and process with us so our color inventory will vary for each of our products throughout the year. We cannot guarantee 1<sup>st</sup> choice colors, but will do our best of matching them when available. Some of our items are sold in assorted dozens and are marked accordingly in their product descriptions.

We will also announce when new stock and colors are available for particular products in our NEAFP Notes so be sure to sign up for our monthly newsletter.

### **Important Information and Resources**

To ensure you stay up to date with all the happenings at NEAFP, be sure to sign up for our monthly email newsletter, called NEAFP Notes. We send out 12 NEAFP Notes a year, and they are designed to keep you up to date on new products, specials, and events NEAFP will be attending as well as business articles designed to help alpaca farms grow their business.

NEAFP also maintains a Library of Resources on our website housing Guides, How-To's, Marketing and Sales Resources, and other important information pertaining to Alpaca Farming, the Fiber Industry, and successfully growing your business.

If you have any questions or would like to setup a Fiber Bank or Wholesale Account please email us at **[support@neafp.com](mailto:support@neafp.com)**

NEAFP is committed to the U.S. Alpaca Fiber Industry's success and looks forward to servicing your commercial alpaca processing needs.