

# ***Merry Christmas from Pacific Alpacas***

December 24<sup>th</sup>, 2018

Your Account Number: (INSERT ACCOUNT NO.)

Dear (INSERT 'GREETING' FIELD)



## **PAYOUT FOR 2017/18**

We have finally managed to get all your fibre scoured at the beginning of this month and have frantically been selling it to facilitate payout. We have sold most of it in the last two weeks, which is great news.

You will appreciate with over 420 growers and 36,000 kgs of fibre in thirteen bin lines, that to calculate the payout, generate all the IRD buyer generated tax invoices, create the file to send to the bank, and email your individual statements and tax invoices etc. is a massive undertaking.

We plan to commence payout this week and have it completed by the end of the year.

Thank you for your patience, we are working hard to solve the scouring bottleneck so that this does not happen again. We have spent \$100,000 this year on a plant that did not work. We have three other options we are exploring for 2019, in addition we have had a challenging collection year with a large buyer.

I take this opportunity on behalf of John Carr, Michelle, Jason, Bianca, Manuel and myself and the rest of the team at Pacific Alpacas to thank you for your support this year; there are some exciting things happening in 2019 that should take us one step closer to creating a viable long-term alpaca fleece industry for New Zealand.

I intend to continue to update you on a monthly basis – over 65% of you open these emails which is very satisfying and way over most email campaigns.

Enjoy the festive season and please, be careful out on the roads.

Until next year. (urrgh – next week!)

Best regards,

A handwritten signature in blue ink, appearing to read 'Steve Crow', is written over a horizontal line. The signature is stylized and somewhat abstract, with a large loop at the end.

Steve Crow

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