



Clients of Yarde Veterinary Services,

What a year 2020 has been. We all have seen lots of changes in our family life as well as changes to our farms and operations. We have watched as the world learned about a new idea of a two-week quarantine, something we have been doing with new livestock for decades. Now we get to see the same struggle as a new "vaccine program" is being developed for the population, and as we all know vaccinations work much better before exposure. But what we also know is vaccines are a vital part to a healthy livestock operation and can dramatically decrease disease spread. From all the information and research, I have seen about the new COVID vaccines, I strongly feel that by mid-summer we will finally be on the right side of disease control.

Our clinic also experienced some changes over the past year. First, and most important, I added another child to my home. Laura and I welcomed a new baby girl on November 7<sup>th</sup> named Josephine Jo. Her older brother and sister have taken to her well and told us we can keep her. The other changes are related to fluctuations we saw in our routine business practices. Throughout 2020, we had to deal with multiple product backorder issues and supply chain hiccups. As we found ways to manage, we have decided to make some changes moving forward.

Being livestock producers ourselves, we fully understand the increased costs of production that we have all seen throughout 2020. This has directed us to make changes to our sales strategy to provide the best priced products to our clientele. The best way we can provide those services is through a more robust drop-ship program. This would allow us to ship products and supplies directly from our distributors to our clients. By doing this, we can cut costs related to shipping, stocking, inventory, and shrinkage by supplying these materials direct. This will allow us to match and sometimes beat prices listed by online retailers. This will also include prescription items. Nothing dramatic will change for our clients, you can still text, email, or call-in product orders. As you look at your medication and supply inventory for 2021, please give us a call so we can help order what you will be needing going into spring birthing season.

With the planned increase use of direct drop-shipping, we have decided to discontinue the use of our online store. Over the past few years, we have seen a steady decline in online store usage and a steady increase in the taxes, fees, and online service charges. It was not making sense for us to continue to offer this service moving forward. For any of you that routinely used the service and have questions, please give the office a call and discuss the best options for ordering for your operation moving forward.

Another goal for 2021 is to update our client tax information so we are compliant with the State Tax Codes. This will include completing a ST-105 tax exempt form for all our livestock producers that qualify for any/all tax exemptions associated with livestock production through the agriculture exemptions. We will be contacting our clients in the next couple of months to get these records updated.

Finally, we are planning to get back on track with our client education programs. As soon as we can gather again, we hope to get many events scheduled. We miss the client interactions we were able to have, great materials we were able to cover, and the good food we shared in fellowship. I am fully confident we will be able to put 2020 behind us and excited to see what 2021 will bring. Happy New Year to you and your family, wishing you good fortune, and good HEALTH!

Best Regards,

Dr. Kyle Yarde and Staff of Yarde Veterinary Services