



## THE J.M. SMUCKER Co

### Away From Home

April 15, 2022

#### Dear Valued Customer:

Thank you for your continued partnership and patience as we continue to navigate unique global supply chain challenges. While manufacturing capacity at our facilities continues to improve, there remains elevated supply risks due to raw material shortages and transportation issues.

As previously communicated, we continue to work diligently on the following to improve our Supply Chain and Service Levels:

#### **What is The J.M. Smucker Co doing to address the Supply Chain?**

- Increasing and incentivizing labor throughout our network
- Leveraging relationships with suppliers to maintain a consistent supply of ingredients and packaging materials
- Maximizing the production capacity at our manufacturing facilities
- Investing in a third Unkrustable manufacturing facility
- Increasing the number of appointments at our distribution centers
- Utilizing spot market to secure additional trucks
- Upgrading warehouse management systems to increase productivity

#### **What is Away From Home doing specifically to improve service levels?**

- Optimizing distribution centers by increasing product availability at each location
- Encouraging and accelerating the process for customer pickups
- Proactively collaborating with partners to manage forecasting / demand swings

Based on our progress, below is the latest status for product allocations in each category. We continue to allocate our inventory to assure each of our valued customers receives a fair allotment of products based on prior purchases. We will continuously make additional product available to all customers as inventory levels increase.

#### ***Fruit Spreads, Honey, and Syrup***

- Portion Control - Labor has been added to Portion Control production lines. We expect customers to receive additional volume starting with May allocations
  - PC soft allocations will continue through the **Summer of 2022**
  - Allocations will be eliminated when PC inventory levels return to normal
- Due to increased raw material risks, we anticipate no increased volume availability on:
  - #10 Cans and Glass PCs (1- 2.75oz) through **Sep. 2022**
  - Retail and AFH Concord Grape SKUs through **Dec. 2022** (fruit availability)
  - Squeeze bottle items through **Sep. 2023** (Smucker's PlateScapers, Smucker's Sugar Free Syrup 14.5oz, and Retail 19.5/20oz fruit spreads)
- 5150005555 Sugar Free Assortment will have a 50% reduction to current allocation through **May 2022** due to ingredient availability



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#### ***Peanut Butter***

- Due to substantial unexpected demand and limited supplies, all Jif to Go items will be on a formal allocation immediately. Allocations will go **through June 2022**

Item	Description
5150024130	JIF 12OZ CRUNCHY PBTR TO GO
5150024136	JIF 12OZ CREAMY PBTR TO GO
5150024307	JIF 12OZ NAT CRMY PBTR TO GO
5150024137	JIF 4.5OZ CRMY PBTR TO GO
5150024174	JIF 54OZ NAT CRMY PBTR TG 36PK
5150024114	JIF 36 CT CREAMY PBTR TO GO
5150024170	JIF 96CT CREAMY PBTR TO GO
5150021889	JIF 96CT NATURAL PBTG

#### ***Frozen Handheld***

- Smucker's Uncrustables® will remain on customer allocation until further notice. This includes all PB&J sandwich sizes and case counts.

#### ***Snacking***

- Sahale Snacks® will remain on soft allocation until further notice due to numerous issues from raw materials, labor and logistics.
- Please submit any ***adjusted*** forecasting needs through CID forms with the expected **proper lead time (12 weeks)**

#### ***Liquid Coffee***

- The following liquid concentrate coffee items will be on allocation through **April 2022** and customers should expect 100% of cases shipped over the next few weeks:

Item	Description
2550062201	FG 2 L SIGNATURE BLEND 2 CT
2550062207	FG 2 L 100% COLOMBIAN DEC 2 CT
2550062208	FG 1.25 L 100% COLOMBN DEC 2CT
2550062211	FG 2 L SPECIAL RESERVE 2 CT

- We expect no limitation on orders following this allocation

#### ***Kayo Ultra-Filtered Milk***

- Kayo Ultra-Filtered Milk items will be on allocation through **June 2022**. Customers should expect to receive quantities roughly 75% to forecast for 1.25L and 50% to forecast for 2L.



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***Roast and Ground Coffee***

- No current limitations on orders

***Pet Food and Snacks***

- Numerous Pet Food and Snack items are on allocation. Please contact your Smucker's Sales Representative to discuss any items you have questions about.

Smucker's Away From Home continues to be dedicated to serving our customers, consumers and their pets. We are committed to improving the availability and delivery dates for the items above and apologize for any inconvenience. Thank you for your on-going partnership as we work together. If you have any immediate questions, please do not hesitate to reach out to your Smucker Away From Home sales representative.

Sincerely,

**The J.M. Smucker Company**

*Tim Wayne*

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