

Frequently Asked Questions about Processing at BCM

Q. How do I place my order?

A. You may either fill out our [online processing form](#) or call in and speak with an employee to give instructions. We recommend that you call and speak with an employee if this is your first time ordering processed meat to answer any questions you may have. You will need to know the name of your farmer to place your order (unless purchasing from BCM).

We keep your instructions on file so if you order again, we can repeat your previous order or make any changes you want.

Q. How do I know what cuts to order?

A. If you would like to do some research ahead of placing your order, please review our processing guides on the [Custom Processing Page](#) of our website. Standard cuts are available that give a nice variety of the most popular cuts or we can help you choose what your family may use and enjoy.

Q. Will I be charged differently by how I have my meat cut and packaged?

A. Final processing costs are determined by the hanging weight of the animal, grinding, patties or smoked meats (if applicable). Your cost will not change based off how many cuts are in a package or special cutting instructions. Please give us a call if you have any questions on pricing.

Q. How much meat will I actually take home?

A. Please visit our [yield chart](#) on the Custom Processing page that estimates your yield. A typical yield from live weight to hanging weight is 60% average and yield from hanging weight to net take-home weight is approximately 55-60% for beef and 60-67% for pork.

Q. How will I know when my order is ready?

A. Lead times can vary: it could be as short as days or as long as weeks depending when you give instructions. You may pick up your meat *after* you have received our text or call notification. We will let you know how much is owed for processing and how much is owed to the farmer if needed (note farmer collection payments need to be check or money order only – no cash). Please wait one business day to pick up to ensure your meat is completely frozen, unless otherwise specified, and wait *no longer* than 3 days from your notification to pick up.

Q. Do I need to make an appointment to pick up my meat?

A. No appointment is needed to pick up your meat, and you do not need to bring coolers. Within 1-3 days of receiving a text message or call, please come to our store ([map](#)) and tell an employee that you are here to pick up your processing order. Feel free to look around and shop our various seasonings, marinades, sauces and groceries when you visit!

Store hours are: Mon-Fri 7am to 6pm, Sat 7am to 1pm, Sun Closed

Q. Do I need to bring anything to put my meat into when I pick up?

A. Your meat will be organized in cardboard trays that we will load in your vehicle. Any smoked items will be in boxes. No coolers or separate containers are necessary. All meat will be frozen at the time of pickup, however some customers like to bring blankets or sleeping bags to throw over top their meat if they have a long distance back to their freezer.

Please keep in mind how much space you will need in your vehicle and freezer when picking up beef or pork, or multiple animals. See our [Freezer Space Guide](#) to determine the space needed in your freezer.

Q. How will you know which portion of the animal is mine?

A. All beef and hogs are tagged from their respective harvest facilities with which farmer they belong to. Your farmer will assign weight portions to their customers. Your cutting instructions will stay with that meat until it is finished being processed. You receive the meat that you pay for via your instructions.

Q. How can I tell what grade my ground beef is?

A. There are a lot of factors that determine the fat-to-lean ratio in ground beef. Top contributing factors include diet (grass - leaner, grain - higher fat content), breed, marbling (exterior fat can be trimmed away but intermuscular fat cannot), and how your beef portion is cut (ie: grinding the round will make your ground beef leaner, grinding short ribs will make have it a higher fat content). On average, most of our custom processed beef is in the 80/20 to 85/15 range. Your farmer is a good source of questions about the diet and breed of their cattle.

Q. What if I received a cut I did not order or it was cut incorrectly?

A. If in the unusual case you receive a cut that you did not request or was not cut according to your instructions, please call us at 616-878-1578 and speak with an employee. Ordering a portion of beef or pork is an investment, and we want to make sure you receive the best quality product from your animal.

Q. I found pieces of bone or cartilage in my ground beef packages. Is this normal?

A. Bones and cartilage do occur naturally in whole animal carcasses when we are custom processing them for home freezers. Our team of butchers takes great care to cut, debone, and trim your cuts by hand, but know that you may experience small bone fragments or pieces of cartilage in some packages of ground meats. Occurrences should be rare, but please contact us if the problem persists.

Q. What packaging options are available for ground beef?

A. Most of our customers receive ground beef in a plastic casing with metal clips on each side. These tubes of ground beef are popular and an easy space-saver in your freezer. You may request your ground beef to be packaged in vacuum-sealed squares for an extra fee.

Q. Will my meat be wrapped in butcher paper?

A. No, your cuts will be vacuum-sealed with BPA-free plastic or in plastic bags or tubes. This prevents freezer burn and keeps your meat fresh.