



December 2021

RE: Delay of Box Set Order

Dear Valued Customer:

We write to inform you that due to many circumstances outside of our control we will be delayed shipping you your box set envelope order in time for January 2022.

As it has been widely reported and we are certain you have heard, there is a huge shortage in both paper and envelopes as well as transportation to receive ordered goods, container ships waiting to get in and unload products as well as truck driver shortages. Despite Cathedral's efforts working since early Fall trying to obtain sufficient supply we have been unsuccessful. Our orders arrive and the supply is half of the order we placed. We continue with ongoing efforts to work with our current vendors as well as reaching out to new companies across the country.

We are also again feeling the affects of the COVID virus, since mid-November we have experienced staffing shortages in both customer service and production exceeding 25% every day. As we continue to battle these circumstances we cannot provide a definitive shipping date but are working as quickly as possible to get your order to you in the new year. We apologize for the delay and understand the impact this has on your Church.

Sincerely,

*Kimberley Waltz*

Kimberley Waltz

Vice President Client Relations and  
Postal Affairs