



November 20, 2017

Dear Friends in Christ,

As we look toward a new year, we at Valley of Our Lady Monastery would like to thank you for your continued support of contemplative life through your patronage of our altar bread business. We would also like to take this time to call your attention to several points.

1. **Certification.** We are happy to announce that the process begun years ago has reached completion. We have received certification verifying that we use all wheat ingredients in our altar breads as stipulated by canonical norms, making our altar bread valid for Catholic liturgical use.
2. **Price Changes.** **Effective January 1, 2018** is our new price list, which includes adjustments made to our materials and handling charges. *Note: We have not changed any shipping methods, only the way they are labeled on invoices or packing slips.*
3. **Unpaid Invoices.** If you have **two** unpaid invoices, **no further shipments will be sent** until payment for at least one invoice is remitted. Auto-shipment customers we will notify in advance if you have 2 unpaid invoices. Please note that payment is due upon receipt of the invoice, not receipt of your shipment.
4. **Business Hours.** Our altar bread office is open to receive orders by phone and email from **9:30 am to 4:30 pm Monday through Friday**. We are closed for business on the first Friday of every month, on all Solemnities of the Church and our Cistercian Order, and other select days. Please see the enclosed calendar for our days of operation. Outside of our regular business hours you are always welcome to leave a message via e-mail or voice mail; your order will be processed within the next three business days. Auto-shipments will always be shipped as scheduled regardless.
5. **Deadline for order changes.** Any changes to auto-shipment orders need to be called in or emailed **by 4:30 pm the Monday before** your shipping date in order to allow sufficient time for processing. Any additions to your standard order made after this deadline will be shipped separately and will incur additional shipping costs. Orders placed in addition to an auto-shipment may be made at any time and will be processed as call-in orders. *Note: When a mail holiday falls on a Wednesday, we ship on Tuesday, so the deadline for these instances is Friday at 4:30.*
6. **Order sizes for non-autoshipments.** Orders that are placed on a "call-in" basis will be processed within **three business days** depending on the volume of your order. Orders that exceed the following limits will require 2-3 weeks for processing:

VOL Altar Bread limits for call-ins:

1 1/8:	10,000 (20 bags)
1 3/8:	30,000 (30 boxes)
2 3/4:	500 (20 packages of 25)
5 3/8:	150 (6 packages of 25)

We do realize that emergencies occasionally arise; we will do whatever is reasonably possible to accommodate your needs.

Again, we thank you for supporting our contemplative way of life. We hope to enjoy your ongoing patronage and we continue to remember your intentions in our daily prayers.

Faithfully in Christ Jesus,

Sr. Mary Benedicta Johnson, O.Cist.  
Bakery Manager