



580 Washington St. Newton , MA 02458

Dear Customer,

Thank you for ordering your Palms via Catholic Purchasing! We greatly appreciate your business.

Depending on location, orders will start to ship out shortly via refrigerated trucks (supplier trucks) to UPS Hub locations across the US.

**UPS Tracking will be sent to the email address on your order.**

This information will come directly from UPS and will carry minimal product identification. Should you receive an email from UPS in the next 7 days, most likely that is your Palm Tracking!

If, at first, you don't see your tracking active, it is most likely because it has yet to reach the designated UPS Hub in your region. Once the orders are scanned at the UPS Hubs, tracking will become active. Keep checking your tracking link and you should see it update and populate with your anticipated delivery date.

Shipments begin to go out from our supplier to the Northwest and Northeast portions of the US first, as these are the farthest away from the supplier's operation in Texas. Subsequent shipments follow to the middle of the country, and then, finally, to the southern area.

Our Sales & Service Team also receives UPS Tracking for every order. If you have any questions, or cannot find your UPS Tracking email, please email your Account Manager directly, Kathy at [kbowles@catholicpurchasing.org](mailto:kbowles@catholicpurchasing.org) or Nicky at [nomalley@catholicpurchasing.org](mailto:nomalley@catholicpurchasing.org) or call our general line at 800.237.4125 for assistance.

**Thank you again for your business.**

We wish you a Blessed Lenten Season,  
The Catholic Purchasing Team