

Our Sunday Visitor

Offertory Solutions Division

E-mail

- The e-mail address is: envprocessing@osv.com
- Include your Customer Number in the subject line of every e-mail.
- Include your church name, city, state, contact name, and phone number in the body of the e-mail.
- Include estimated parishioner count that should be on the file.

File Attachment

- Sending your files by E-mail requires you to send your complete, current, updated mailing file by the due date.
- We do not look for data changes between the last file you sent and the current file.
- When you send your file, it is a good idea to name it after your account number.
- Please do not try inserting your file into the message body of the e-mail. Your file must always be attached to the e-mail as a separate document.
- If your file is a spreadsheet and it has multiple tabs, we will use whatever worksheet it opens up with.

File Deadline

Your normal file deadline is date-based but it is subject to adjustment, depending on whether or not it falls on a normal business day. If your normal file deadline happens to fall on a weekend, holiday or Holy day, then your list will be due the business day prior.

- It is not necessary to wait for the deadline day to send in your file(s). You may send in your new file anytime between your deadline dates.
- If we do not receive a new file by the deadline date, we will use the current list we have on file from the previous mailing. (this includes any Starter Sets that may have been requested)

E-mail Reminders

An e-mail reminder is sent 5 business days prior to each file deadline.

- The e-mail reminder is always sent to the e-mail address from which we received the previous file from. We will also send it to any other contacts that we have on file from previous submissions. (or by request)
- The reminder provides you with your Customer number in the subject line.
- If you have not sent in your list by the time the reminder is received, you may simply reply to the reminder e-mail and attach your file.
- If you submit a file prior to the reminders being sent out, you will not receive a reminder for your deadline date.

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- Due to Spam Filters, Internet and Network Issues, Church Staff turnover and so on, we can never guarantee that you will receive the reminder.

Multiple Monthly Mailings

If we do multiple mailings for your church (i.e. you have more than one Periodic Mailing order with us)

- You will receive a separate reminder for each list that is due that month.
- Each list must be a separate document/workbook. Please do not place them all in separate tabs within the same workbook.
- Each attachment to the email must be clearly marked as to which mailing list it is for.
- You may send a separate e-mail (with file attached) for each Periodic Mailing order that is due.

E-mail Acknowledgement

- You should receive an automated response e-mail once our server receives an e-mail with an attachment.
- You will also receive a separate count confirmation e-mail once we have processed your file. (please be sure that you receive both of these responses)
- It is always a good idea to read the confirmation, as it may contain more than just the standard acknowledgement. (i.e. count difference, missing information, duplicate numbers, etc.)

If you have any questions about your file deadline, please do not hesitate to contact Customer Service at 1-800-348-2886 or email at envservice@osv.com.