

## **File Format FAQ**

### **Why is it important to submit our file as a .CSV in a standard file format?**

We are excited to announce that our program now has the ability to read a CSV file and to save it automatically. This prevents room for error when manipulating files to fit our standard formats. To ensure prompt and accurate mailings, **please save and submit your file as a .CSV file in one of our standard formats.** As with any company, technology is constantly changing. We are committed to providing the best service to our customers and are more than happy to work with you to submit your file in the correct format. Please click [HERE](#) to view our standard file formats.

### **Does my member information need to be in all capital letters?**

The USPS does prefer that the information printed on the mailing piece be in all capital letters. However, our program will convert your data to capital letters.

### **Do I need to send in the plus four zip codes when I am sending my file?**

No. Our internal process will add the plus four zip codes if they are needed.

### **What if we do not use titles? Do I have to include them in the file I send to you?**

This column must be included as a placeholder, but it is not required to be filled with data. Your file must contain every column in the standard format examples, in the exact order shown. Please click [HERE](#) to view our standard file formats.

### **Do we have to send a file in every mailing?**

No. If we do not receive a current updated file, we will use the last list that we received.

### **What if I do not want to pull a report and send in a file every mailing?**

If you prefer, we can sign you up for our Online List Manager (OLM). As an OLM customer, you will have access to the OSV HUB where you can update your parishioner information. If you would like more information, please contact customer service at 1-800-348-2886.