

Submitting your file FAQ

How do I correctly submit my parishioner file to OSV?

- Email your current parishioner file as an attachment to: envprocessing@osv.com
- Please include the following when submitting your file:
 - Your church customer number, list name and mailing month in the subject line of every email
 - Estimated parishioner count that we should expect to be on the attached file in the body of your email.
 - Include your church name, city, state, contact name, and phone number in the body of the email.

What should I verify when sending my attachment?

- Please verify that the number of parishioners on your file, is the number of envelopes that you expect to mail out.
- Please only include information for parishioners that you would like to receive envelopes.
- Name your file with your account number and mailing month

How do I know that my email and attached file were received by OSV?

- You will receive an automated response once our server receives an email with an attachment.
- Please verify that you have received your automated response, as well as your list count confirmation to ensure there are no concerns with your file.

How do I know that my email and attached file were processed by OSV?

- You will also receive a separate count confirmation email once we have processed your file.
- Please read the confirmation email to verify the count that has been processed is accurate and that there are no concerns with your file.
- Your count confirmation email will include important information (i.e. count difference, missing information, duplicate numbers, file format updates, etc.)

How do I send envelopes to new members, in between the mailings?

- Requests for starter sets should be emailed to customer service at envservice@osv.com after adding that parishioner to your census program for future mailings.

How do I submit changes to parishioner information between mailings?

- When parishioners inform you of a change, please update that within your census program to include that information on your next updated file.

How do I submit multiple Periodic Mailings?

- Each attachment to your email must be clearly marked with your account number and list name, in order to identify your file correctly.
- You may send your attached files in the same email or in two separate emails, but they must be attached individually in two separate documents.
- You will receive a separate reminder for each list that is due that cycle.