

Our Sunday Visitor

Offering Envelopes

Envelope List Processing

200 Noll Plaza . Huntington, IN 46750

Phone: (800) 348-2886, x2210

E-Mail: envprocessing@osv.com

E-Mailing OSV

You may e-mail Our Sunday Visitor to send your parishioner name and address files or with other requests regarding your order. This document contains an overview of using e-mail to contact OSV.

Before E-Mailing OSV:

- If you do not have dedicated Internet service (cable, DSL), you may have to connect to your Internet service before starting your e-mail service or client.
- Start your e-mail service/client and click the option to create a new e-mail.

E-Mailing Your Parishioner File to OSV:

- **Send To:** In the “**Send To:**” address, enter envprocessing@osv.com. This address can be saved in an Address Book or Contact folder for future use.
- **Identify Your Church:** In order that we may properly identify your church and accurately process your file, we request the following information be a part of *each* e-mail communication to us. If this information is not present, we will reply to your e-mail requesting the information. See the example on Page 2.
 - In the “**Subject**” line, enter your 5-digit OSV Order Number followed by your Church Name. *If you are sending a file to OSV for testing, also include “TEST” in the Subject line.*
 - In the “**Message Body**”, enter your 5-digit OSV Order Number, Church Name, Church Address, City, State, Zip, and your name.
- **Attaching Your File:** E-mail services and clients use different terms for attaching files. The most common are “Attach File” and “Insert File”.
 - There may be a button to click to Attach/Insert a file, or it may be a menu command (such as “Insert, File”, “Insert, Attachment”, or “File, Attach”).
 - Most e-mail services/clients include a “Browse” feature to assist you in locating your saved/exported parishioner list file. Most church software gives you the choice of saving/exporting to the diskette drive (A:\filename) or the local hard drive (C:\folder\filename).
 - Highlight the filename of your parishioner list and click the button to complete the attach process (this may be “OK”, “Attach File”, “Attach”, etc.).
- **Send E-Mail:** Click “**Send**” to send your e-mail.
- **Confirmations:** OSV provides 2 confirmations for e-mails with attachments.
 - Our e-mail system monitors our Inbox and immediately automates a reply to all e-mails received with a file attachment. This first reply is verification that OSV received your e-mail. *If you do not receive this reply, your e-mail was sent to an incorrect address or did not include an attachment.*
 - The Envelope List Processing staff also replies to e-mails after a review of your parishioner file. The second confirmation includes a parishioner count.

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Contact OSV For Other Order Information:

- For other information, such as Starter Set requests and changes to the makeup of your envelope set, OSV maintains a different e-mail address.
- **Send To:** In the “Send To:” address for this type correspondence, enter envservice@osv.com. This address can also be saved in an Address Book or Contact folder for future use.
- **Identify Your Church:** Include OSV Order Number and Church information in both the “Subject” and “Message Body” as requested above.
- **Detail Request Information:** Include a detail description of your request in the “Message Body”.
 - Include complete parishioner information for each Starter Set needed.
 - Include the specific envelopes to add or remove from your set.

Special Note:

- OSV has experienced problems with files sent from **Hotmail** e-mail accounts. The Hotmail service appears to have a limitation for the size of records within an attachment, and will insert a carriage return at the point a record reaches the limit. We recommend using other e-mail services.

Due to the wide variety of e-mail services and client software, we are unable to provide detailed technical support for e-mail. Should you require assistance beyond those items discussed in this document, please consult your Internet service provider or e-mail service/client Help.

Compose (Plain | Color and Graphics)

Send Save as a Draft Spell Check Cancel

[Insert addresses](#) from Address Book or enter [nicknames](#) (separated by commas)

To:

Cc: **Bcc:**

Subject:

Attachments: [[Attach Files](#)]

Paragraph Font Size View HTML Source

Order 00000

Anytown Catholic Church
123 Main Street
Anytown, US 00000

File for January, 2003 envelopes

Jane Doe, Business Administrator

Use my signature

Formatted: Centered

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