

Our Sunday Visitor

Dear Valued Customer,

As Our Sunday Visitor (OSV) implements the Total Address Quality (TAQ™) solution we need your help complying with US Postal Service (USPS®) procedures. There are three items that need your immediate attention:

1. NCOA form needs to be completed and provided to OSV
2. Non-Profit Authorization number needs to be provided to OSV
3. Return service information needs to be noted

The requirements are outlined below. We can't begin the process until we receive your responses. If you have any questions or need more information call 800-348-2886 or email us at envservice@osv.com.

Address Changes and Postal Acknowledgement Form

What's happening?

National Change of Address (NCOA®) is a database currently maintained by the USPS®. It contains all forwarding addresses for parishioners that have moved and submitted a change of address form to their local Post Office. As part of the TAQ™ solution, OSV is in the process of getting the NCOA® service provider license from USPS in order to comply with the Move Update requirements effective November 23, 2008.

As a licensee, OSV will receive weekly updates on address changes from the USPS®. OSV will update your addresses automatically whether they are in the Online List Manager (OLM) or sent to us electronically every month. OSV will notify you via report of any changes that are applicable to your database. In order to get the authorization from USPS to be your NCOA® service provider, we must have a Processing Acknowledgement Form (PAF) completed and signed by each customer.

How does this affect me?

You will get all your parishioners' address updates that are in USPS® database at no additional cost as a part of our TAQ™ solution as long as we have the PAF for you on file.

What do I need to do?

You need to fill out the attached PAF and return it to OSV no later than October 20, 2008. Please complete the form and fax it to our Customer Service Department at 800-442-0669.

Instructions for filling out the form are attached.

Who do I talk to if I have more questions regarding this form?

Contact Customer Service at 800-348-2886 or email us at envservice@osv.com.

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New Non-Profit Authorization Requirements

What's happening?

The USPS® announced changes to requirements for Nonprofit Authorization. Effective August 24th, 2008, nonprofit organizations will only be required to provide their original non-profit number. The USPS® is sending information to all non-profit organizations about the change in policy.

How does this affect me?

Prior to this change, your parish might have had more than one non-profit authorization number assigned. Now you only need your original number.

What do I need to do?

Once you receive the letter from the USPS®, just contact OSV and provide Customer Service with your single non-profit authorization number. ***Without your number we can't continue to pass the non-profit rate savings on to you.***

What if my parish never received a letter from the USPS?

In some cases, parishes with only one existing nonprofit authorization number will not receive any correspondence from the USPS®. If this is the case, you need to contact your local Post Office for your 6-digit number and provide that number to OSV.

How do I get my new authorization letter to OSV?

Please fax us a copy of the authorization letter (and your completed NCOA® PAF) to our Customer Service Department at 800-442-0669.

Who do I talk to if I have more questions regarding my non-profit number?

Contact Customer Service at 800-348-2886 or email us at envservice@osv.com.

Return Service

What's happening?

In the past, any forwarded mail was returned to the parish so you could learn first-hand of any parishioner's address changes. As a part of the TAQ™ solution, OSV has arranged with USPS® to receive electronic notification of these changes. Now the mail will be forwarded on to the parishioner and OSV will be notified of the change. OSV will update its database and notify you of the new address. This will spare you the cost of returned mail from the USPS which can add up to a significant amount over a period of time. If the mail cannot be forwarded for any reason it will be returned to you with a non-identifiable address (NIXIE) notation. If and when that happens please contact the parishioner immediately, get the latest updates on the address and forward that information to OSV Customer Service.

What do I need to do?

When OSV informs you of address changes, just update your records. If the change is temporary (as may be the case for your parishioners who relocate during winter months) you may want to inactivate their names from your parishioner lists if they do not wish to have the offering envelopes forwarded to them. They can be reinstated when they return to your parish. Changes in OLM will be made automatically when updated information is received from the USPS®.

Who do I talk to if I have more questions regarding return services?

Contact Customer Service at 800-348-2886 or email us at envservice@osv.com