

## Our Sunday Visitor

### General - Frequently Asked Questions

What will happen to the envelopes of parishioners who have moved and have not notified the parish?

The ancillary endorsement printed on the outside of the envelopes is “Address Service Requested.” With this endorsement the packet is automatically forwarded to the parishioner, if the parishioner has left forwarding information with the Post Office, without cost to our customers. The updated address information is sent to Our Sunday Visitor electronically by the Post Office which is then emailed to the parish in the Address Correction Report, giving you the opportunity to update your list. If the parishioner did not leave forwarding information with the Post Office or submitted a change as “Temporarily Away” the packet will be returned to the parish.

How can I reduce the number of returned envelopes and the postage cost for these returns?

OSV validates addresses against official postal authority records with Total Address Quality (TAQ). This multi-step process includes several tools that scan, cleanse and modify address information into a format acceptable by the U.S. Postal Service. In addition, the updated address information is sent to the parish in an Address Correction Report which gives you the opportunity to update your list. This report will include any addresses that are not valid according to postal requirements so they can be corrected prior to the next mailing. You can also speed up the time it takes to receive returns by setting up a Postage Due Account with the Post Office. You will need to make a small deposit into this account. When your parish has returns, the Post Office will automatically deduct the cost for the return and forward the address information to you. Check with your local Post Office for details.

How do the periodic mailing order deadlines work at OSV?

We have one deadline date for all changes to be made to your order (parishioner adds, changes, deletes). This schedule allows maximum time for parishes to get information to us and allows time to get the next set of envelopes to your parishioner's on time. We do ask that order changes (envelope style change, etc) and image changes be submitted a week prior to the deadline.

How quickly can we get envelopes to our new parishioners?

We have a few options for you. You can order envelopes printed in bulk to give to new parishioners that register, and you can also have extra sets of envelopes sent to the parish with each mailing cycle. These sets include special collection envelopes and are dated but do not have parishioner information printed on them. You can hand these out to newly registered families. The third and most popular option is our Starter Set service for new families. These envelopes are mailed first-class within 48 business hours of our notification, to insure quick delivery to your new parishioners. A Starter Set consists of one envelope pre-printed with parishioner information for each Sunday of the month in your mailing cycle. You can request Starter Sets within the Online List Manager or by faxing or e-mailing a list of names, addresses, and envelope numbers of your new people. The parish is billed per packet, plus first-class postage.

Can you process special mailings for our parish?

Yes, we can print, fold, sort and distribute your special mailings for you. Examples of what we've produced include: Christmas and Easter mailings, state of the parish reports, newsletters, appeal mailings, stewardship renewals, parish outreach, ministry updates, religious education, census, letters and much more. In addition to the special mailings themselves, you may be able to directly insert some of these items into your envelope packets to further enhance your communication efforts.

Do I have to CASS certify my parishioner listing for you?

You do not have to CASS certify your parishioner listing for us. We run all parishioner information through our Total Address Quality (TAQ) process. This is a multi-step process that includes several tools to scan, cleanse, and modify address information into a format acceptable by the U.S. Postal Service. TAQ helps improve overall data quality, increase productivity and reduce waste caused by undeliverable mail pieces.

## General - Frequently Asked Questions continued

How many characters can we have in the name and address fields of the parishioner file we send?

There is space for 40 characters (including spaces and punctuation) for the complete parishioner name, 40 characters for the street address, 20 for the second line of address, 30 characters for the city/state/zip code field, and fifteen characters for the parishioner envelope number. You can abbreviate “Mr. and Mrs.” to “M/M” or “Mr & Mrs” if you use titles on the envelopes.

How do I submit parishioner names to OSV?

Your parishioner list can be sent to us in one of the following ways at no charge.

1. Online List Management (OLM) – You maintain your list online using our Online List Management Software. To sign up for OLM, please call your customer service representative at 1-800-348-2886.
2. Email – Send your list to our [envprocessing@osv.com](mailto:envprocessing@osv.com) address. This option allows you to attach a complete file to your e-mail message and send us a current list for each period. Be sure to put your account number on the subject line! Customers will receive an e-mail reminder of upcoming file due date’s approximately 3 business days before each deadline. E-mail customers receive 2 confirmations of receipt of their file. The first is an automated response letting them know that we received their e-mail and file. The second is a confirmation of the envelope cycle that the file will be used for and the count of the parishioners we found on the file.

What should I do if a parishioner wants to give electronically?

We can print a “checkbox” on the envelopes with the words “I’ve Given Online” printed next to it, allowing the parishioners who donate this way to check the box. It is still important for parishioners to remain on the envelope program. It is the act of putting the envelope in the basket that symbolizes our giving from the blessings we received that week. This also allows them to make contributions for the second collections.

## General Frequently Asked Questions continued

Can my parish design a custom envelope for a special project we have going on?

Yes, you can create a personalized envelope to be used as part of your envelope program. If your parish has a picture, verse, crest, logo or watermark that you would like on your envelopes, our reps can work with you to create an envelope design to your specifications. Choose from any of our colored or bordered envelopes as well as colored inks to complement your design. Once completed your new design can be available for bulk, boxed sets or mailed envelopes.

Can you barcode parishioner numbers on the envelopes for faster contribution recording?

Yes, we can print a barcode for the envelope number on the offering envelopes. A barcode scanner can be obtained at many local electronic supply stores. OSV will also provide the parish with a laminated sheet of common donation amounts that have been barcoded for recording accuracy. If you are interested, you can contact us by clicking on the 'Contact Us' tab in the main navigation.

Is there a way for parishioners that are home-bound or on vacation to mail their contributions?

You can increase giving and encourage consistent giving with mail-back envelopes! A mail-back envelope is a 6 ¼" x 3 ½" mailable envelope that can be inserted in the back of your offering envelope sets. Members simply place their check offering into the mail-back envelope when they are unable to attend services and send it in the mail. This allows members to continue uninterrupted giving even when they are unable to attend services. Based on our other customers' experiences, the use of mail-back envelopes increases their church's total contributions enough to pay for their entire annual offering envelope program!