



## Guidelines on Emailing List Files and Deadline Dates

### E-MAIL

- The e-mail address is: [lists@envelopecenter.com](mailto:lists@envelopecenter.com).
- Please include your Account number (File Number) in the subject line of every e-mail.
- Include your Church name, city, state, contact name, and phone number in the body of the e-mail.

### FILE ATTACHMENT

- Sending your files by E-mail requires you to send your complete, current, updated mailing file whenever due.
- We do not look for data changes between the last file you sent and the current file.
- The file you send will always take the place of your previous file in our system.
- When you send your file, it is a good idea to name it after your account number.
- Please do **not** try inserting your file into the message body of the e-mail. Your file must always be attached to the e-mail as a separate document.
- If your file is a spreadsheet and it has multiple tabs, we will use whatever worksheet it opens up with.
- Please do not send individual changes; we will not make individual changes to e-mailed files.

### FILE DEADLINE

Your normal file deadline is date-based but it is subject to adjustment, depending on whether or not it falls on a normal business day. If your normal file deadline happens to fall on a weekend or a holiday, then your list will be due the morning of the previous business day.

- For example, if your list is normally due by the 20<sup>th</sup>, and the 20<sup>th</sup> falls on a Sunday, then your list will be due by the morning of Friday the 18<sup>th</sup> (assuming Friday the 18<sup>th</sup> is not a business holiday).
- Your list is due by 9:00 AM Eastern Standard Time.
- It is not necessary to wait for the deadline day to send in your lists. You may send in your new file anytime between your deadline dates.
- If possible, please do not send in more than one file between monthly, bimonthly or quarterly deadline dates. The file deadline date represents the latest day we can accept a new file. It is not a deadline for making changes to a file you've already sent.
- If we do not receive a new file by the deadline date, we will use the current list we have on file from the previous mailing.

### E-MAIL REMINDERS

An e-mail reminder is sent several days prior to each file deadline.

- The e-mail reminder is always sent to the e-mail address from which we received the previous list.
- You will receive the e-mail reminder even if you have already sent in your list.
- The reminder has your contact information already, so if you have not sent in your list by the time the reminder is received, you may simply attach the file to the reminder and send it back.
- If your list is ready to go before you receive the reminder, please send it anyway, as described above.



\* Due to Spam Filters, Internet and Network Issues, Church Staff turnover and so on, we can never guarantee that you will actually receive the reminder.

### **MULTIPLE MONTHLY MAILINGS**

If we do multiple mailings for your church (i.e. you have more than one Monthly Mailing Plan with us):

- You will receive a separate reminder for each list that is due that month.
- Each list must be a separate document/workbook. Please do not place them all in separate tabs in the same workbook.
- Each attachment to the email must be clearly marked as to which mailing the list is for.
- You may send a separate e-mail, with list attached, for each mailing list that is due.

### **E-MAIL ACKNOWLEDGEMENT**

- We will manually respond to every e-mail we receive, so please make sure you receive a confirmation from us.
- You may not receive the confirmation right away.
- It is always a good idea to read the confirmation, as it may contain more than just the standard acknowledgement. For example, if the format of the list is not good, if the number of records has changed substantially since your last list, or if your list was received too late to use in the next mailing we produce, we may notify you directly within the acknowledgement.

If you have any questions about your file deadline, please do not hesitate to contact Customer Service or ask at [lists@americanchurch.com](mailto:lists@americanchurch.com)