

## **File deadline date/Reminder FAQ**

### **When should I send my file to see our updates reflected on our member envelopes?**

Your normal file deadline is date-based but it is subject to adjustment, depending on whether it falls on a normal business day. If your normal file deadline happens to fall on a weekend, or holiday, then your list will be due the business day prior.

- It is not necessary to wait for the deadline day to send in your file(s). You may send in your new file anytime between your deadline dates.
- 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. (this includes any Starter Sets that may have been requested)

### **How do I know when my file is due?**

If you have any questions about your file deadline date, please do not hesitate to contact

- Customer Service at 1-800-446-3035 or email at [lists@envelopecenter.com](mailto:lists@envelopecenter.com)

### **We receive a reminder email before our file is due, should I rely on this reminder to submit my file?**

- Due to Spam Filters, Internet/Network Issues, Church Staff turnover and so on, we can never guarantee that you will receive the reminder. We recommend that you note your calendar and/or set a reminder within your email, to avoid missing your deadline date.
- If you submit your file late, please know that this can affect your reminder for the next cycle. To avoid this please submit your file on or before your deadline date.
- If you have any questions about your file deadline date, please do not hesitate to contact Customer Service at 1-800-446-3035 or email at [lists@envelopecenter.com](mailto:lists@envelopecenter.com)

### **Who receives email reminders and when?**

An email reminder is sent 5 business days prior to each file deadline.

- Due to Spam Filters, Internet/Network Issues, Church Staff turnover and so on, we can never guarantee that you will receive the reminder. We recommend that you note your calendar and/or set a reminder within your email, to avoid missing your deadline date.
- The email reminder is always sent to the email address from which we received the previous file from. We will also send it to any other contacts that we have on file from previous submissions. (or by request)