

## **Submitting your file FAQ**

### **How do I correctly submit my member file to American Church?**

- Email your current member file as an attachment to: [lists@envelopecenter.com](mailto:lists@envelopecenter.com)
- Please include the following when submitting your file:
  - Your church customer number, list name and mailing month in the subject line of every email
  - Estimated member count that we should expect to be on the attached file in the body of your email.
  - Include your church name, city, state, contact name, and phone number in the body of the email.

### **What should I verify when sending my attachment?**

- Please verify that the number of members on your file, is the number of envelopes that you expect to mail out.
- Please only include information for members that you would like to receive envelopes.
- Name your file with your account number and mailing month

### **How do I know that my email and attached file were received by American Church?**

- You will receive an automated response once our server receives an email with an attachment.
- Please verify that you have received your automated response, as well as your list count confirmation to ensure there are no concerns with your file.

### **How do I know that my email and attached file were processed by American Church?**

- You will also receive a separate count confirmation email once we have processed your file.
- Please read the confirmation email to verify the count that has been processed is accurate and that there are no concerns with your file.
- Your count confirmation email will include important information (i.e. count difference, missing information, duplicate numbers, file format updates, etc.)

### **How do I send envelopes to new members, in between the mailings?**

- Requests for starter sets should be emailed to customer service at [lists@envelopecenter.com](mailto:lists@envelopecenter.com) after adding that member to your census program for future mailings.

### **How do I submit changes to member information between mailings?**

- When members inform you of a change, please update that within your census program to include that information on your next updated file.

### **How do I submit multiple Periodic Mailings?**

- Each attachment to your email must be clearly marked with your account number and list name, in order to identify your file correctly.
- You may send your attached files in the same email or in two separate emails, but they must be attached individually in two separate documents.
- You will receive a separate reminder for each list that is due that cycle.