

# Mail Merge Single Letters

Last Modified on 11/27/2023 9:24 am EST

The Mail Merge function button within a Collection Queue is used when generating single or bulk collection letters.

□

## Single Mail Merge Letters

1. Highlight the customer row in the Collection Queue list for which a letter will be generated then click the Mail Merge button from the toolbar.
2. The Collection Templates list will be displayed. Highlight the letter to be used then click the Select button located at the lower right of the form.
3. A message will be displayed “Generating Letters”. Once the letter has been created, a Word Document will appear on the Windows taskbar. Double-click on the Word document to view the letter.
4. Once the Collection Letter is open for viewing, the User may type in additional information or modify existing letter information.

Note: If your company is using SedonaDocs, you may want to save the Letter to the customer documents.