

Mail Merge Bulk Letters

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The Select All in Queue function button within a Collection Queue is used when you want to generate a collection letter for every customer in the list.

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1. Click the Select All in Queue button; all customer rows will automatically be highlighted and considered “selected” for a collection letter. If certain customers are not to be sent a letter, hold down the CTRL key and click on the customer rows to be removed from the selection list.

In the example provided below, all customer rows were initially selected; three of the customers were de-selected. The letter generation process will create letters for only the customer rows that are highlighted.

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2. Click the Mail Merge function button on the toolbar.

3. A message will be displayed “Generating Letters”. Once the letters have been created a Word Document will appear on the Windows task bar. Double-click on the Word document to view the letters.

4. Once the Collection Letters are open for viewing, the User may type in additional information or modify existing letter information before printing.

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