

Generate MailMerge Letters-Collections

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A Mail Merge letter may be generated from one of the active Collection Queues using a pre-designed template letter (see [Creating a Template Letter](#)).

Mail Merge letters are created from any one of the Collection Queues. Users may generate a letter for a single customer, multiple customers, or all customers listed within the Collection Queue.

Follow the instructions below.

1. From the main menu, navigate to Client Management / Collections.

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2. The Collections Profiles list will be displayed. Double-click on the desired profile to open the collection queue.

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3. The Collection Queue will be displayed. If you want to send a letter to a single customer, click on the customer's row within the grid area.

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If you want to send a letter to multiple customers, click on a customer's row within the grid area, and then hold down the CTRL key on your keyboard and highlight other customer rows.

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To send a collection letter to every customer in the grid area, click on the lightning bolt icon on the upper toolbar, and all customers will be highlighted.

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4. Once the customers have been selected, click on the MailMerge button on the upper toolbar.

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5. The Collection Templates list will be displayed. Double-click on the desired letter template.

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6. A message will be displayed indicating the letters are being generated. Depending on the number of customers selected within the collection queue, this may take some time.

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7. When the letter generation process is finished, a MSWord Document1 will display on the workstation windows tray. Double-click on the Document1 to view and print the generated Mail Merge letter(s).

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Below is an example Collection Letter generated by MailMerge.

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