How to Turn On Mail Merge Templates in Collections

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Issue:

We're missing the option for templates when setting up or editing Collections Profiles. It is supposed to be displayed in the area in the square but it's missing.

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Resolution:

To turn on the option for Default Template, go to View > Mail Merge

Mark the option for Use Template Server

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Once that is marked, when you edit the profile, you will see the section labeled as Default Template with the Mail Merge Template option.

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