

How to Add Dates to Collections Letter Templates

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Issue:

Customer has created a new Collections Letter template but none of the Date fields in the Mail Merge Available Fields will function correctly.

Resolution:

The date needs to be added to the template using Word.

Open the template in Word to edit it.

Go to Insert

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Go to the Text section and select Date & Time

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When Date & Time is selected, you can select the available format for the Date or Time you wish to have displayed in the collection template.

Make sure to mark the Update Automatically check box in order for the date to update in the future.

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Click OK to save.
