

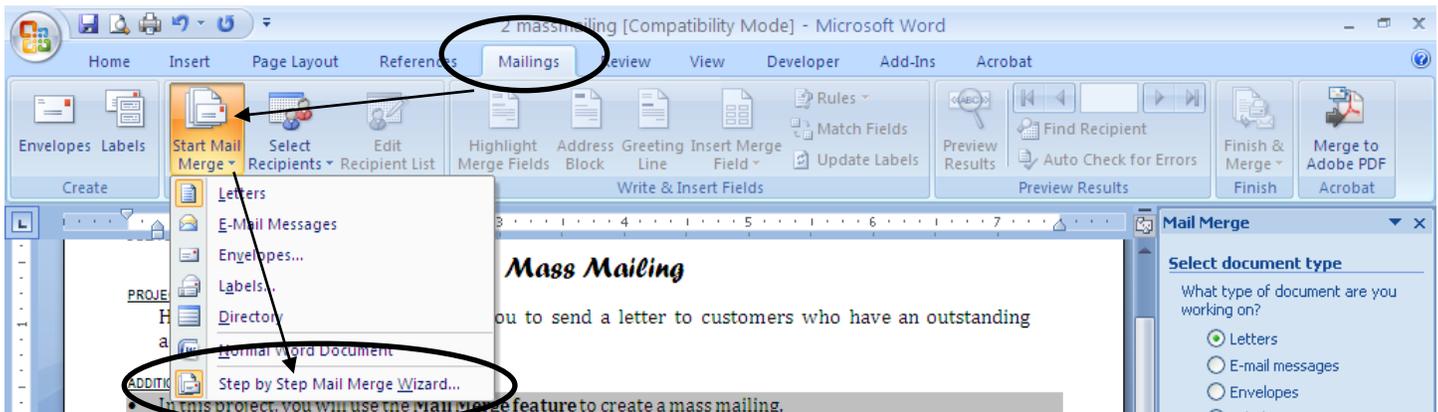
Mass Mailing

PROJECT DESCRIPTION:

HEALTH CONNECTIONS has asked you to send a letter to customers who have an outstanding account balance with the company.

ADDITIONAL INFORMATION AND INSTRUCTIONS:

- In this project, you will use the **Mail Merge feature** to create a mass mailing.
- The Mail Merge feature, in Word 2010, helps you mass produce letters, envelopes, labels, and other documents that are being used as part of a mass mailing.
- A mass mailing is similar information that needs to be sent to several (sometimes lots) of different people.
- The merge process combines two documents: a **main document** and a **data source document**.
- The **main document** is the letter, envelopes, labels, etc. that contain the information to be mailed. Some of the document information will be exactly the same for all recipients; other information will need to change for each recipient. For example, each letter would contain most of the same content but have different names and addresses.
- The **data source document** contains the variable information.
- Use the **Mail Merge Wizard** to help you. The wizard will walk you through the 6-step process of creating a mass mailing.
- The **Mail Merge Wizard** can be accessed from the *Mailings* tab. Click the *Start Mail Merge* tool and choose *Step by Step Mail Merge Wizard*. View the image below to help you navigate to the correct place. The Mail Merge task pane will open on the right side of the screen. Respond to the prompts and click *Next* near the bottom of the task pane when you're ready to advance to the next step.
- Follow the format saved in the letter template on the Hshare drive.



1. Open the HEALTH CONNECTIONS letterhead template saved on the Hshare as *hletterhead*.
2. Start the mail merge wizard by following the steps described above.
3. Use the information below to walk through the 6 wizard steps:

- a. Step 1 - Select *Letters* as the document type.
- b. Step 2 - Select *Use the current document*.
- c. Step 3 - Select *Type a new list*. Then, click *Create*.

Note: You will need to customize the new address list and add two fields. Click *Customize Columns*. Delete the following field names: AddressLine2, Country or Region, Home Phone, Work Phone, and E-Mail Address. Add the following field names: Amount and Was Due.

- d. Enter the following data in the appropriate fields in the new address list:

Ms. Vanessa Jackson Metropolitan Foods 48 Endor Avenue Brooklyn, NY 11221 Amount: 256.98 Due on: March 1	Mr. Kenneth Hall 5 Windsor Drive West Long Beach, NJ 07764 Amount: 450.70 Due on: March 15	Mr. Glenn Bacco Tribeca Sundry Shoppe 187 Beach Street New York, NY 10001 Amount: 128.86 Due on: February 28	Ms. Stefanie Newman 137 Brighton Avenue Perth Amboy, NJ 08861 Amount: 612.75 Due on: February 15
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- e. Save the address list as *collection list* in your own directory.

BMT II

Advanced Document Processing

- f. Step 4 – Begin writing the letter by typing the information shown below and adding merge codes for data that needs to be variable for each letter.
 - Use today’s date
 - Add an “Address Block” in the appropriate spot
 - Add a “Greeting Line” in the appropriate spot
 - Type the paragraphs as shown below. **Note:** Where information is shown in brackets << >>, a merge code should be inserted into the letter. Find the correct field of information by clicking on the “More items...” option in the Mail Merge task pane.

We must remind you, <<Title>> <<Last_Name>>, that your account is now past due. As you can see from the enclosed statement, you still have an outstanding balance of \$<<Amount>>, which was due on <<Was_due>>.

We need your cooperation so that we can continue to give you outstanding service and excellent pricing.

Please mail your remittance for \$<<Amount>> today so we are not forced to send your account to our collection agency.

- Close with “Cordially”
- Sign the letter from *Brenda Nelson, Accounting Manager*
- Be sure to document the enclosure properly
- **Place your name, hour and date in the footer**

- g. Step 5 – Preview your letters and make any adjustments needed. Scroll through the recipients and watch for typos, mis-spellings, etc.
 - h. Step 6 – Complete the merge and print the letters.
4. Save the file as *collection letters*.
 5. Staple all your letters together and turn them in.