

How To Turn On Mail Merge Templates in Collections

05/30/2024 2:32 pm EDT

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.

□

Resolution:

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

Mark the option for Use Template Server

□

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

□