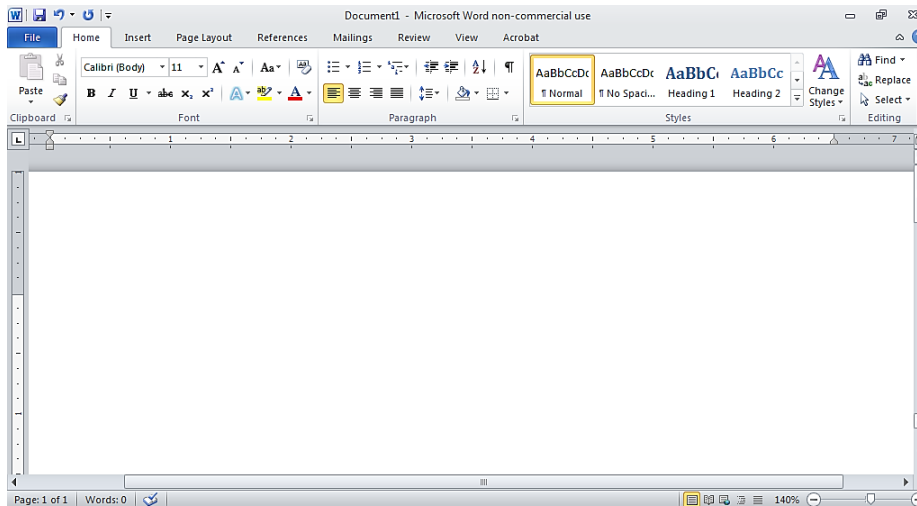


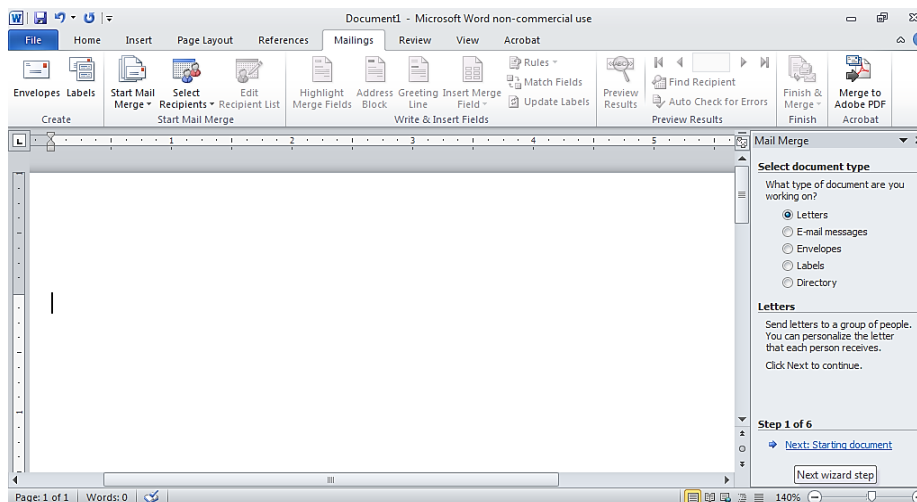
Mail Merge (Microsoft Office 2010)

Microsoft Word's 2010 mail merge feature allows users to create one document, such as a customer appreciation letter, promotional letter, or an employee appreciation letter and send it to various recipients. This tutorial will focus on using the Mail Merge Wizard included in Microsoft Office 2010 to create a customer appreciation letter.

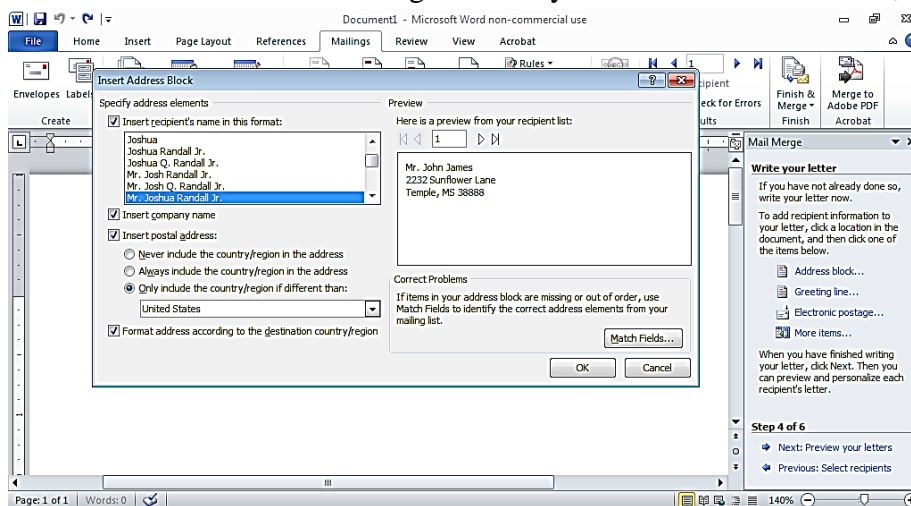
1. Click the Start Button located on the Windows taskbar. (bottom, left-hand corner of your computer's desktop or "home" screen)
2. Scroll down to find Microsoft Word 2010. Click to open the program. (The program is located within the Microsoft Office folder. Your screen should resemble the one below.



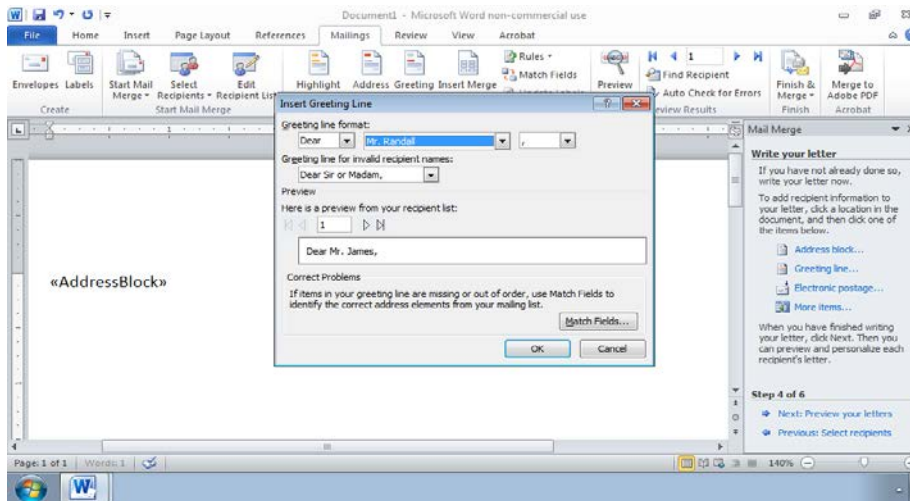
3. Click on the Mailings tab. In the Start Mail Merge group, click the down arrow next to the "Start Mail Merge" button. Click Step by Step Mail Merge Wizard. Once the Mail Merge task pane opens, make sure the Letters option is selected.
4. Click Next: Starting document.



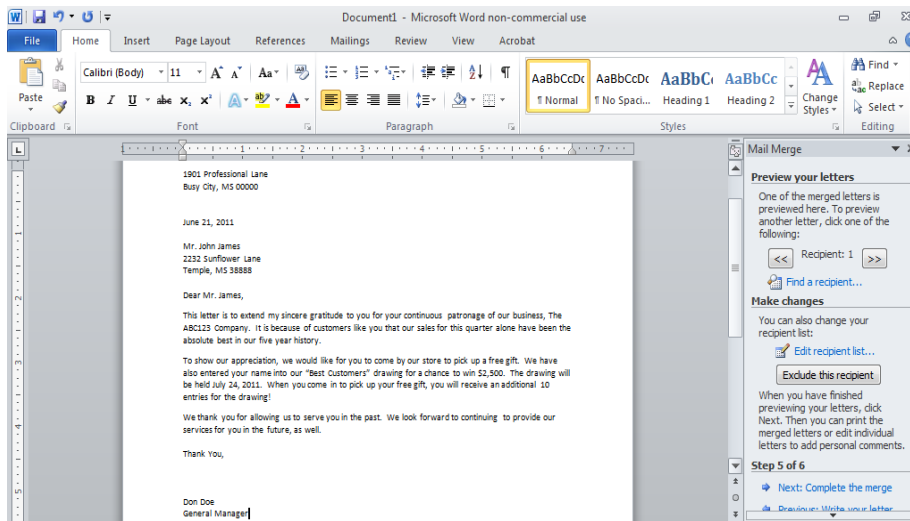
5. Under Select Starting document, make sure “Use current document” is selected. (The displayed blank page is where you will prepare the master document.) Click Next: Select Recipients.
6. Under Select Recipients, choose the location where you have an available list of recipients. In this tutorial, select option three, Type a new list. However, if you have an available recipient list in either Microsoft Excel, or Microsoft Access, choose the first option and follow the on-screen instructions. If you have an Outlook Contact list, choose option two and follow the on-screen instructions.
7. After selecting Type a new list, click Create.
8. Enter information for up to four recipients. This is just so you can see how the Mail Merge feature works. For recipient 1, enter a title (Mr., Mrs., or Ms.), last name, first name, address line one, address line two, if applicable, city, state and zip code. For each additional entry, click the New Entry button.
9. Once you’ve made your final entry, click OK.
10. You will be prompted to save your recipient list as a source file. Enter a name for your list in the File Name box and click the Save button.
11. Under step 3 of 6, click Next: Write your letter.
12. Under Write your letter, click Address block. Select the format in which you want your recipients’ names to appear in the address block of the letter. You can preview this information in the box on the right. Once you have selected a format, click OK.



13. Select Greeting line on the Mail Merge task pane. Choose a greeting line for the appreciation letter. Click the OK button. Refer to the following figure.



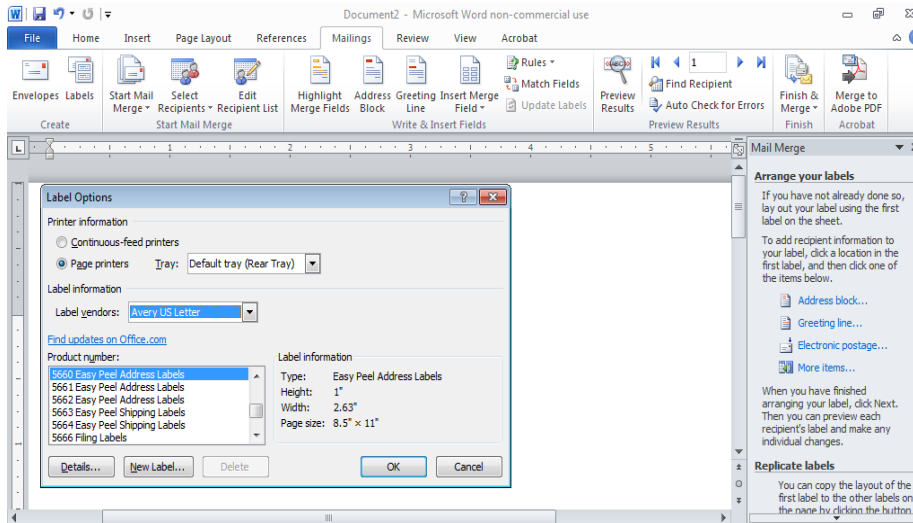
14. Notice that the placeholder for the Greeting line is placed next to the address block. Just click on the placeholder and press enter twice. On the Mail Merge task pane, under Step 4 of 6, select Next: Preview your letters.
15. You may have to adjust the line spacing for the recipient address block. On the Home tab, click the Line and Paragraph Spacing button in the Paragraph group. Select 1.0 for single spacing click on the Remove Space After Paragraph option.
16. You can begin typing and formatting your own customer appreciation letter or copying the one found below.



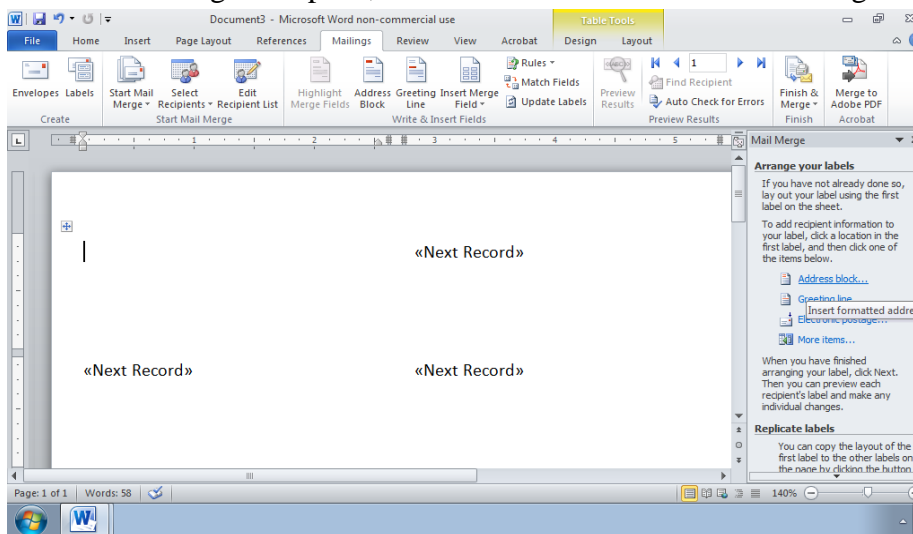
17. Once you have completed the letter, under Step 5 of 6, select Next: Complete the merge.
18. Click “Print” under the Mail Merge heading to print each individual letter. In the Merge to Printer box, make sure that “All” is selected and click OK. Follow the on-screen prompts to print your letters.

Creating Labels in Microsoft Word 2010

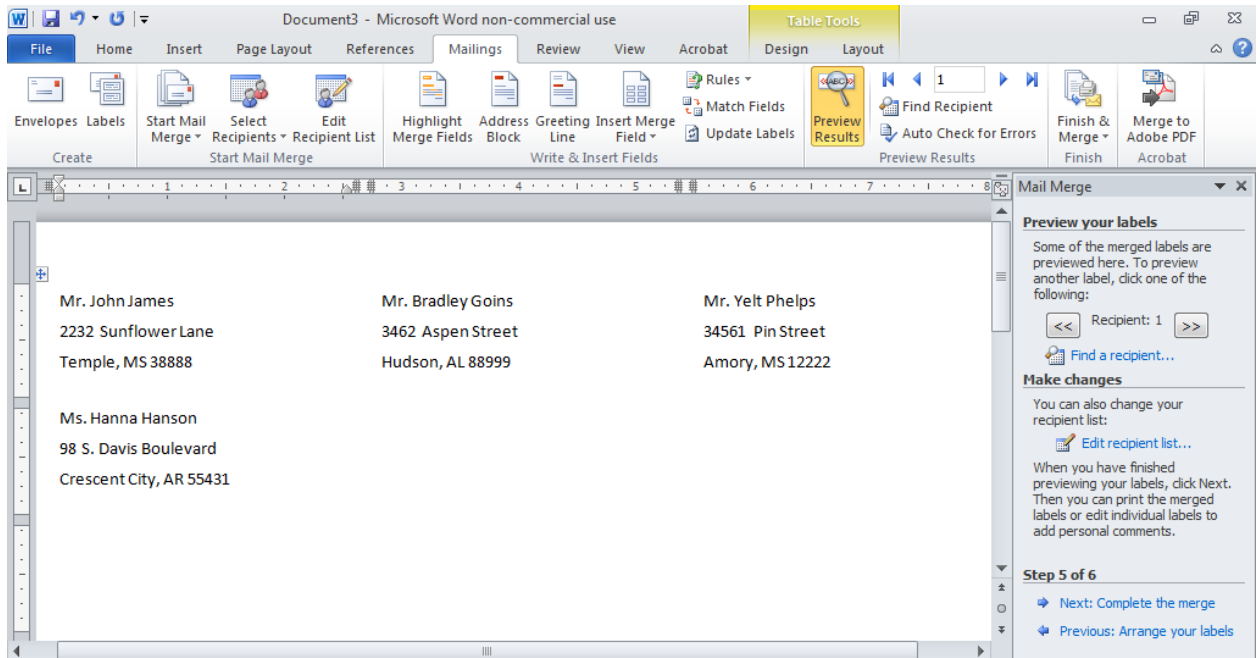
1. After completing the mail merge in the previous section, click the down arrow key on the “Start Mail Merge” button, located in the Start Mail Merge group. Click on Labels in the displayed menu.
2. In the Label Options window, select label information according to the types of labels you have. For this tutorial, click the down arrow next to the Label vendor box, scroll down and select Avery US Letter. Under Product number, select 5660 Easy Peel Address Labels. Click OK.



3. Click “Address Block.” Click OK once the Insert Address Block pop-up window appears.
4. Click OK in the Mail Merge pop-up window.
5. In the Mail Merge task pane, click on “Address block.” See the figure below.



- Click on Address block again to insert the formatted addresses. Click OK once the Insert Address Block window opens.
- Click the “Update all labels” button. Under step 4 of 6, select Preview your labels. Your screen should resemble the following figure.



- Click Next: Complete the Merge. Follow the on-screen instructions to print the mailing labels.