

Faxem Personalised/Mail Merged Fax Instructions

1. Firstly, your customer **database** must be saved in Excel, in a **CSV format**, and to successfully send your database must be in the correct format. All of the fax numbers must:

- Most important: be in international format (see chart below)
- Include the area code (minus the leading "0")
- Have no text in the number column
- Have no spacing between numbers
- Have no hyphens, brackets, apostrophes etc- no - , () "
- Have only the word 'Fax' in the fax number column heading
- NOTE: * When sorting Data, make sure the whole document is highlighted in order to keep the data in line with the original columns (all details match original data supplied- ie. fax number matches address, contact etc)

All of this can be done by using short cut tools in Excel- you do not need to manually make changes.

To remove any spacing, commas or brackets- select the fax number column.

Go- Edit- Find- Find and Replace- type the item you wish to remove and leave the 'Replace with' blank.

Or **to put in international format** select the fax number column.

Go Format- Cells- Custom- then in General column put "61"0 for Australian numbers or "64"0 for NZ numbers.

Here's how it should look:

FaxNumber	Company
6476364150	Joan Samson
61247591841	Harrison Bros
61292670690	Bikes R Us
61738497272	Flowers Today

61 = Australia (Country Code)

7 = QLD (Area Code)

4759 1841 (Fax number)

2. Open the document you are sending in Microsoft Word, the fields you are merging must be in ARIAL or TIMES NEW ROMAN font (mail merge is very sensitive, and other fonts can potentially cause errors), go **Tools > Letter and Mailing > Mail Merge**.

3. On the right hand side of the screen you will see the **Mail Merge** menu, click on the bottom step > **Next: Starting document**. Then click on the > **Next: Select recipient's** option. Then click **Browse**. Select your appropriate **CSV File**.

4. Highlight the words/area where you want the merge to take place, then go to your Merge Toolbar (which should appear in your toolbars at the top of your screen- if not go View Toolbars- Merge Toolbar), click the 6th Icon from the left > **Insert Merge Fields**. Click on the appropriate field you want to be merged in the area of the document. Click **Insert**. Then follow **Step 4** for each other merge field you would like to insert.
5. Check that you have inserted the correct merge fields by clicking on the 8th Icon from the left of your merge toolbar > **View Merged Data**, then click on the **Blue arrows** to view the document with the merged fields. If all names/contacts etc appear in the document and the size/format etc does not affect the layout of your document then click >**View Merged Data** again to put the Merged document back to the <Company> for example instead of the actual company name.
6. Once the appropriate fields have been merged and appear when you test them, you can proceed to save the file by > **File, Print**- select your **Linotronic Print driver** from your Printers drop down menu. Then click > **Print to File**, on the right hand side of your Print Menu. Then >**OK**. The document has now been saved as a **PRN file**, which is required to successfully upload your broadcast.

(If you do not have a Linotronic printer driver installed please download "**Instructions for installing Linotronic printer driver**" from the 'Fax Broadcasting' page under 'Instructions' link on our website www.faxem.com.au)
7. Go to our website, select to "**Fax Login**", as per usual upload, see Faxem Fax Marketing Instructions for further details. Select the merged document for your data, and ensure the document name has **.prn** at the end.
8. **Important:** Then select the > **Personalised** option, (above the Fax Number File insertion section). Then insert the correct database CSV file. Enter the remaining details on the Job Insertion page as you would normally enter.
9. Click > **Accept**. The **Overview Fax Insert** page will appear. If any writing appears in colour then an error has occurred. Always double check all information and if all details appear correct click > **Send**. Click > **Yes** on the confirmation for control fax. If the Data Control page reaches 100% the broadcast has been successfully upload. Click > **OK**. The broadcast is now ready to be started in the Job Administration page.
10. Please contact your customer service team on 1300 667 355 if you cannot successfully upload your personalised/merged broadcast.