

---

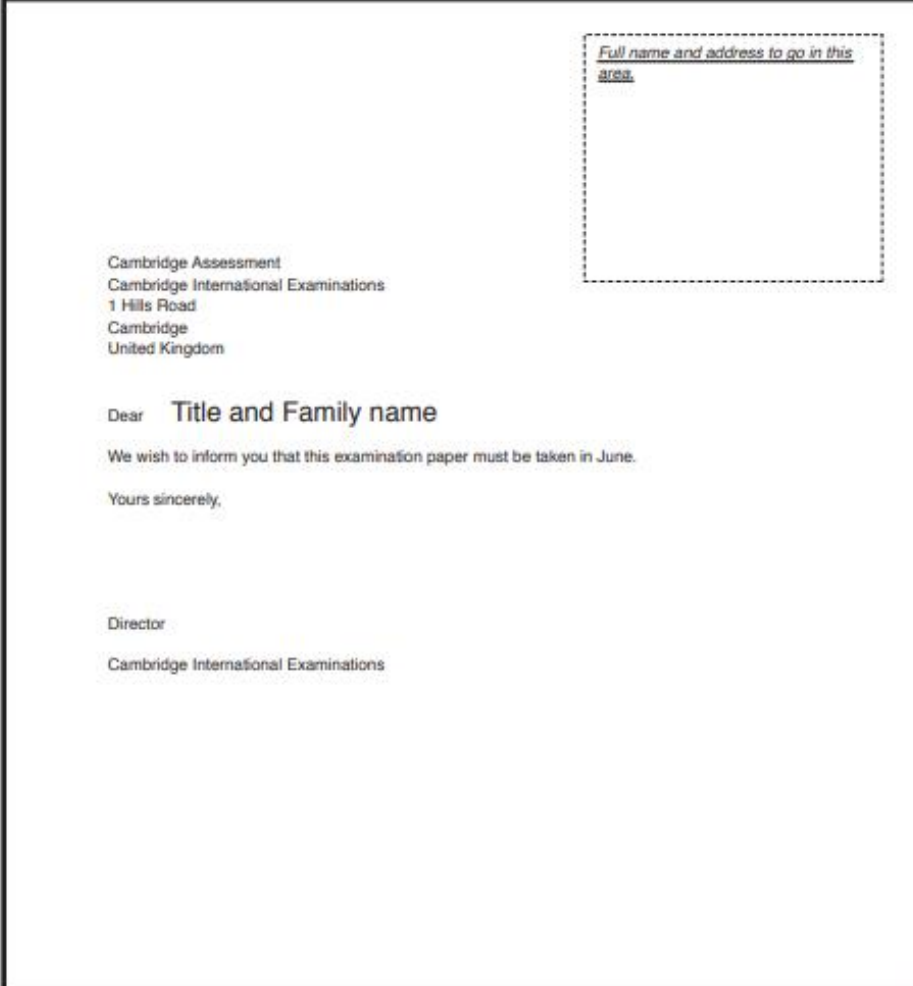
## Chapter # 18 – Mail Merge

---

### June 2017 – P32

- 5 An examination board uses mail merge to create letters to send to candidates by email.

The letter template showing the places to insert the candidate details is illustrated below:



Full name and address to go in this area.

Cambridge Assessment  
Cambridge International Examinations  
1 Hills Road  
Cambridge  
United Kingdom

Dear Title and Family name

We wish to inform you that this examination paper must be taken in June.

Yours sincerely,

Director  
Cambridge International Examinations

## Question 5 (Continued)

Part of the data source of candidates is shown here:

Family name	First name	Title	Address line 1	Address line 2	City	ZIP/Postal code	Country	Email address
Smith	Harold	Mr	5 Duck Lane	Cherry Hinton	Cambridge	CB1 2FX	UK	harold@smith.co.uk
Bandhari	Chandrak	Mr	Tilak Nagar Rd		Lucknow	226004	India	chan@bandhari.in
Zhang	Jiao	Ms	Xinbei Rd	Miyun	Beijing	101500	China	jiao@zhang.cn
Johns	Helen	Mrs	PO Box 234	Palmerston Nth Central	Palmerston Nth	4412	New Zealand	Helen23@johns.nz



**Question 5, Part (b)**

(b) Explain how you would produce the letters to all the candidates apart from those in New Zealand.

.....

.....

.....

.....

.....

.....

.....

.....[2]

**Answer:**

5(b)	<b>Two from:</b>  Use filter/query on country field... ...Country NOT New Zealand Select 'finish' merge to start the merge process to email Use 'skip if' on country field = New Zealand.	<b>2</b>
------	--	----------

## June 2018 – P31

- 1 A company stores details of its customers in a database which is to be used as the source file for a mail merge. A letter, created as the master document, is to be sent to all the customers by post or by email. The company prefers to send the letter by email. However, letters will be sent by post if the company does not have a current email address for the customer in its database.

Describe how a mail merge field in the master document can be set up to exclude those customers whose email address is not stored in the database.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....[4]

### Answer:

1	<p><b>Four from:</b></p> <p>Open master document/letter Insert (new) merge field at appropriate position</p> <p><i>Either:</i> Insert SKIPIF merge command/skip record if Select merge field 'email' Set comparison to 'is blank'/not present.</p> <p><i>Or, if attempt at writing a merge field, max 2:</i></p> <p><i>The mergefield formula is: {SKIPIF {MERGEFIELD email field} = "" }</i></p> <p><i>Marks awarded :</i> {SKIPIF = "" } {MERGEFIELD email field}</p>	4
---	---	---

## March 2018 – P32

- 5 A global company has many managers in cities around the world. A mail merge document is being created to invite each manager to a training event.

The section of the data source file storing the managers' details for the mail merge is:

Invite?	Title	First Name	Family Name	Address1	Address2	City	Country	Postcode
Yes	Mr	Harold	Johnson	The Beeches	12a Bury St	Manchester	UK	M3 4EN
Yes	Mr	Ahmed	Molokya	El Gezira St	Dokki	Cairo	Egypt	12311
Yes	Ms	Rowena	Cobb	PO Box 27	Sunshine Drive	Auckland	New Zealand	1010
Yes	Mr	Vihann	Sardana	1257	SM Mandir	Mumbai	India	400083
No	Mr	Sam	Wick	4 The Avenue	Attwood	Hume	Australia	3000
Yes	Mrs	Rethebile	Pillay	127	Farnworth	Cape Town	South Africa	7760
Yes	Miss	Charlene	Foster	15 Stirling Highway	Melbourne Terrace	Melbourne	Australia	3205
No	Mr	Daniel	Cross	64 Cherry Rd	Hinton	Cambridge	UK	CB1 4EF

Managers in the UK and Egypt will be invited to the event in London while all others will be invited to the event in Hong Kong. Managers who are not being invited are marked as 'No' in the source file.

### Question 5 (Continued)

A first draft of the mail merge template for the letter is shown here:

```
<<Title>> <<Family Name>>  
<<Address1>>  
<<Address2>>  
<<City>>  
<<Country>>  
<<Postcode>>  
  
Dear <<Title>> <<Family Name>>  
  
The company is holding a training event for you on 1 July 2019 in <<City>> and you  
are invited to attend.  
  
All expenses for travel from your home city of <<City>> and accommodation at the  
meeting will be paid by the company.  
  
Yours sincerely  
  
Managing Director
```

(a) Explain how the mail merge may be set up to create letters only to those who are invited.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....[4]

## Question 5, Part (a)

### Answer:

5(a)	<p><b>Four from:</b></p> <p>Filter/select the records in the data source on Invite? field          To remove the "No" /"Yes" are selected          Create new data source of "Yes" invites          Use new source file for the mail merge.</p> <p><i>OR</i></p> <p>Use SKIPIF function in a merge field          To skip "No" in Invite? field so that these are not used in the merge          Example code: { SKIPIF "{ MERGEFIELD Invite? }" = "No" }          Place the SKIPIF field at beginning of the template          So the record is ignored early in process.</p>	<b>4</b>
------	--	----------





## Question 5, Part (b)

### Answer:

5(b)	<p><b><i>Eight from:</i></b></p> <p>Replace the second &lt;&lt;City&gt;&gt; field/&lt;&lt;City&gt;&gt; field in body of letter  As this does not show correct city for meeting but repeats the address city  Insert variable field in place of this field to select meeting city based on  Country field  Use a nested IF  Comparing Country with UK and with Egypt to select "London" as meeting  city  If neither match then Hong Kong is selected as meeting city</p> <p>Example code: { IF { MERGEFIELD Country } = "UK" "London" { IF {  MERGEFIELD Country } = "Egypt" "London" "Hong Kong" } }</p> <p><i>Allow 1 mark for { IF { MERGEFIELD Country } = "UK" "London"</i>  <i>Allow 1 mark for { IF { MERGEFIELD Country } = "Egypt" "London" "Hong  Kong" }</i></p>	<b>8</b>
------	---	----------



## Question 7

### Answer:

7	<p><i>Eight from:</i></p> <p>Use of tools in WP/DTP/applications to check for spelling errors.          Use of tools in WP/DTP/applications to check for grammatical/punctuation errors.          Description of use of tool e.g. select area/text and check then correct errors.          (Proof)read the documents to check for comprehensiveness/all the required information is present.          Use of verification techniques to check for accuracy of data entry.          Use of validation techniques to ensure data is sensible/acceptable.          Check that the source document/file is correct/accurate/complete.          Check that the correct merge fields are in the correct/intended place.          Check the merge fields rules/code for accuracy/correctness/is working properly.          Check for correct/appropriate spacing when document is merged.          Check merge fields for correct/appropriate formatting that fits in with final document.</p>	8
---	---	---