

# **LEARNER GUIDE**

## **MS Word Advanced 2010 Mail merge**

Unit Standard 116942

Level 3 Credits 3

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## PERSONAL INFORMATION

<i>NAME</i>	
<i>CONTACT ADDRESS</i>	
<i>Code</i>	
<i>Telephone (H)</i>	
<i>Telephone (W)</i>	
<i>Cellular</i>	
<i>Learner Number</i>	
<i>Identity Number</i>	

<i>EMPLOYER</i>	
<i>EMPLOYER CONTACT ADDRESS</i>	
<i>Code</i>	
<i>Supervisor Name</i>	
<i>Supervisor Contact Address</i>	
<i>Code</i>	
<i>Telephone (H)</i>	
<i>Telephone (W)</i>	
<i>Cellular</i>	

# INTRODUCTION

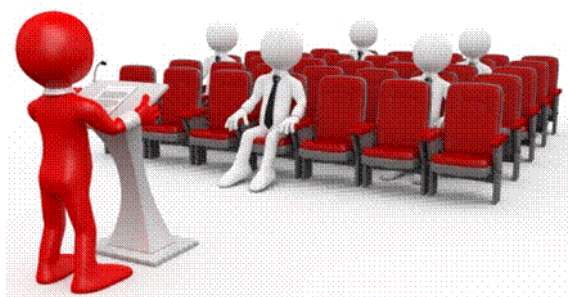
## ***Welcome to the learning programme***

Follow along in the guide as the training practitioner takes you through the material. Make notes and sketches that will help you to understand and remember what you have learnt. Take notes and share information with your colleagues. Important and relevant information and skills are transferred by sharing!



This learning programme is divided into sections. Each section is preceded by a description of the required outcomes and assessment criteria as contained in the unit standards specified by the South African Qualifications Authority. These descriptions will define what you have to know and be able to do in order to be awarded the credits attached to this learning programme. These credits are regarded as building blocks towards achieving a National Qualification upon successful assessment and can never be taken away from you!

## **Programme methodology**



The programme methodology includes facilitator presentations, readings, individual activities, group discussions and skill application exercises.

**Know what you want to get out of the programme from the beginning and start applying your new skills immediately. Participate as much as possible so that the learning will be interactive and stimulating.**

The following principles were applied in designing the course:

- ✓ Because the course is designed to maximise interactive learning, you are encouraged and required to participate fully during the group exercises
- ✓ As a learner you will be presented with numerous problems and will be required to fully apply your mind to finding solutions to problems before being presented with the course presenter's solutions to the problems

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- ✓ Through participation and interaction the learners can learn as much from each other as they do from the course presenter
- ✓ Although learners attending the course may have varied degrees of experience in the subject matter, the course is designed to ensure that all delegates complete the course with the same level of understanding
- ✓ Because reflection forms an important component of adult learning, some learning resources will be followed by a self-assessment which is designed so that the learner will reflect on the material just completed.

This approach to course construction will ensure that learners first apply their minds to finding solutions to problems before the answers are provided, which will then maximise the learning process which is further strengthened by reflecting on the material covered by means of the self-assessments.


### ***Different role players in delivery process***

- ✓ Learner
- ✓ Facilitator
- ✓ Assessor
- ✓ Moderator

## **What Learning Material you should have**


This learning material has also been designed to provide the learner with a comprehensive reference guide.

It is important that you take responsibility for your own learning process; this includes taking care of your learner material. You should at all times have the following material with you:

<p><b><i>Learner Guide</i></b></p> 	<p><b><i>This learner guide is your valuable possession:</i></b></p> <p>This is your textbook and reference material, which provides you with all the information you will require to meet the exit level outcomes.</p> <p>During contact sessions, your facilitator will use this guide and will facilitate the learning process. During contact sessions a variety of activities will assist you to gain knowledge and skills.</p> <p>Follow along in the guide as the training practitioner takes you through the material. Make notes and sketches that will help you to understand and remember what you have learnt. Take and share information with your colleagues. Important and relevant information and skills are transferred by sharing!</p> <p>This learning programme is divided into sections. Each section is preceded by a description of the required outcomes and assessment criteria as contained in the unit standards specified by the South African Qualifications Authority. These descriptions will define what you have to know and be able to do in order to be awarded the credits attached to this learning programme. These credits are regarded as building blocks towards achieving a National</p>
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	Qualification upon successful assessment and can never be taken away from you!
<p><b>Formative Assessment Workbook</b></p> 	<p>The Formative Assessment Workbook supports the Learner Guide and assists you in applying what you have learnt.</p> <p>The formative assessment workbook contains classroom activities that you have to complete in the classroom, during contact sessions either in groups or individually.</p> <p>You are required to complete all activities in the Formative Assessment Workbook.</p> <p>The facilitator will assist, lead and coach you through the process.</p> <p>These activities ensure that you understand the content of the material and that you get an opportunity to test your understanding.</p>




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## Different types of activities you can expect

To accommodate your learning preferences, a variety of different types of activities are included in the formative and summative assessments. They will assist you to achieve the outcomes (correct results) and should guide you through the learning process, making learning a positive and pleasant experience.



The table below provides you with more information related to the types of activities.

<b><i>Types of Activities</i></b>	<b><i>Description</i></b>	<b><i>Purpose</i></b>
<b><i>Knowledge Activities</i></b> 	You are required to complete these activities on your own.	These activities normally test your understanding and ability to apply the information.
<b><i>Skills Application Activities</i></b> 	You need to complete these activities in the workplace	These activities require you to apply the knowledge and skills gained in the workplace
<b><i>Natural Occurring Evidence</i></b> 	You need to collect information and samples of documents from the workplace.	These activities ensure you get the opportunity to learn from experts in the industry.  Collecting examples demonstrates how to implement knowledge and skills in a practical way

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## Learner Administration



### ***Attendance Register***

You are required to sign the Attendance Register every day you attend training sessions facilitated by a facilitator.

### ***Programme Evaluation Form***

On completion you will be supplied with a "Learning programme Evaluation Form". You are required to evaluate your experience in attending the programme.

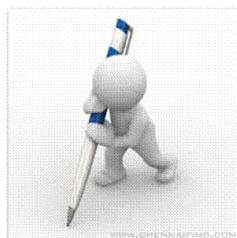
Please complete the form at the end of the programme, as this will assist us in improving our service and programme material. Your assistance is highly appreciated.

## **Assessments**

The only way to establish whether a learner is competent and has accomplished the specific outcomes is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.

**To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.**

**This programme has been aligned to registered unit standards. You will be assessed against the outcomes as stipulated in the unit standard by completing assessments and by compiling a portfolio of evidence that provides proof of your ability to apply the learning to your work situation.**



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### ***How will Assessments commence?***

### ***Formative Assessments***

The assessment process is easy to follow. You will be guided by the Facilitator. Your responsibility is to complete all the activities in the Formative Assessment Workbook and submit it to your facilitator.

### ***Summative Assessments***

You will be required to complete a series of summative assessments. The Summative Assessment Guide will assist you in identifying the evidence required for final assessment purposes. You will be required to complete these activities on your own time, using real life projects in your workplace or business environment in preparing evidence for your Portfolio of Evidence. Your Facilitator will provide more details in this regard.

**To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.**

## **Learner Support**

**The responsibility of learning rests with you, so be proactive and ask questions and seek assistance and help from your facilitator, if required.**



Please remember that this Skills Programme is based on outcomes based education principles which implies the following:

- ✓ You are responsible for your own learning – make sure you manage your study, research and workplace time effectively.
- ✓ Learning activities are learner driven – make sure you use the Learner Guide and Formative Assessment Workbook in the manner intended, and are familiar with the workplace requirements.
- ✓ The Facilitator is there to reasonably assist you during contact, practical and workplace time for this programme – make sure that you have his/her contact details.
- ✓ You are responsible for the safekeeping of your completed Formative Assessment Workbook and Workplace Guide
- ✓ If you need assistance please contact your facilitator who will gladly assist you.
- ✓ If you have any special needs please inform the facilitator

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## Learner Expectations

Please prepare the following information. You will then be asked to introduce yourself to the instructor as well as your fellow learners



Your name:
The organisation you represent:
Your position in organisation:
What do you hope to achieve by attending this course / what are your course expectations?

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# UNIT STANDARD 116942

## ***Unit Standard***

Use a GUI-based word processor to create merged documents

## ***NQF Level***

3

## ***Credits***

3

## ***Purpose***

This unit standard is intended for people who need to enhance document appearance using a GUI-based word processor either as a user of computers or as basic knowledge for a career in the ICT industry

People credited with this unit standard are able to:

- ✓ Demonstrate an understanding of the uses of merged documents
- ✓ Create a merged document

## ***Specific Outcomes and Assessment Criteria***

***Specific Outcome 1:*** Demonstrate an understand of the uses of merged documents

### ***Assessment Criteria***

- ✓ Describe how merging of documents works: Main document, data source, merged document
- ✓ Describe applications for merged documents
- ✓ Describe the benefits of merged documents: At least three benefits giving reason for the benefit

***Specific Outcome 2*** Create a merged document

### ***Assessment Criteria***

- ✓ A data source is created and saved: Data source to contain at least 5 fields and 5 records
- ✓ A main document is created and saved: Main document to have: at least 4 of fields of the data source, one field to appear more than once
- ✓ A merged document is created and saved: At least two of: letters, labels, forms, envelopes using an existing data source within a word processor, using an external database
- ✓ Edit a data source: Add record, delete record, sort record, change record

***Specific Outcome 3:*** Printing Merged Documents

### ***Assessment Criteria***

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- ✓ Merged documents are previewed
- ✓ Merged document are printed: At least two of: letters, labels, forms, envelopes

### ***Critical Cross-field Outcomes (CCFO)***

- ✓ Identify and solve problems in which responses display that decisions using critical and creative thinking have been made by effectively using merged documents
- ✓ Organise and manage oneself and one`s activities responsibly and effectively by setting up the necessary files to merge document
- ✓ Collect, analyse, organise, and critically evaluate information by setting up the necessary files to merge documents
- ✓ Communicate effectively using visual, mathematical and/or language skills in the modes of oral and/or written persuasion when engaging with the subject by using merged documents
- ✓ Demonstrate an understanding of the world as a set of related systems by incorporating tables and graphics into a document

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# MAIL MERGE

## Outcome

Demonstrate an understand of the uses of merged documents

## Assessment criteria

- ✓ Describe how merging of documents works: Main document, data source, merged document
- ✓ Describe applications for merged documents
- ✓ Describe the benefits of merged documents: At least three benefits giving reason for the benefit

## Manage Mail Merge

Mail Merging enables you to automate setting up newsletters, addresses, labels etc. For example, you need to send out company letters to 100 people each month, but you are really getting tired of typing in each person's details on each letter. Mail Merge will automate this task by inserting the names from a database. You can then also automate the process of printing out the names and addresses on envelopes.

When you use Mail Merge, you need to create 3 things:

- ✓ **Data Source:** This is a database that contains the information of each person, and looks like a normal table in a document.
- ✓ **Main Document:** This document can be compared to a template, where you set up the newsletter and specify what information you want to insert from the database, like the name and surname of each person. The information you add is called merge fields.
- ✓ **Merged Document:** After creating the main document, you need to merge the main document to a new document. This merge document will consist of 100 newsletter pages, with a different name on each newsletter page.

## Mail merge data sources

A data source is a file - for example, a Microsoft Outlook Contact List - that contains the data that varies in each copy of a merged document.

You can think of a data source as a table. Each column in the data source corresponds to a category of information, or data field -for example, first name, last name, street address, and postal code.

The name of each data field is listed in the first row of cells, which is called the header record. Each subsequent row contains one data record, which is a complete set of related information - for example, the name and address of a single recipient.

## Mail merge process

You have to take the following steps to complete the mail merge process

- ✓ **Set up the main document.** The main document contains the text and graphics that are the same for each version of the merged document. For example, the return address or salutation in a form letter.

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- ✓ **Connect the document to a data source.** A data source is a file that contains the information to be merged into a document. For example, the names and addresses of the recipients of a letter.
- ✓ **Refine the list of recipients or items.** Microsoft Office Word generates a copy of the main document for each item, or record, in your data file. If your data file is a mailing list, these items are probably recipients of your mailing. If you want to generate copies for only certain items in your data file, you can choose which items (records) to include.
- ✓ **Add placeholders,** called mail merge fields, to the document. When you perform the mail merge, the mail merge fields are filled with information from your data file.
- ✓ **Preview and complete the merge.** You can preview each copy of the document before you print the whole set.

## Benefits of merged documents

You are able to send the same document to many recipients without typing each recipient's name and address individually

Now you can also send the same e-mail to many recipients using mail merge

You can create envelopes for a mass mailing, for example if you send out notices of products or special offers to various clients. Now you don't have to type individual addresses on each envelope – mail merge will do this for you. You will use mail merge to create a batch of envelopes.

You can also use mail merge to create a sheet of address labels, also used for mass mailing.

**Note**    *The main benefit of mail merge is that you don't have to type individual addresses when sending out many mails.*

## Formative assessment

Discuss how you will be able to use Mail Merge to your advantage at work and at home. For example, discuss the advantages of mail merging envelopes for your Christmas cards or party invitations.

*Notes to facilitator: you will have to guide the learners through all the assessments, especially the practical ones. Mail merge is very easy, but the learners may struggle to understand the concepts.*

*You will only need to print one set of merged documents with the entire class watching. Learners can practice printing at home or at work, and then only about 4 or 5 documents.*

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# CREATE A MERGED DOCUMENT

## Outcome

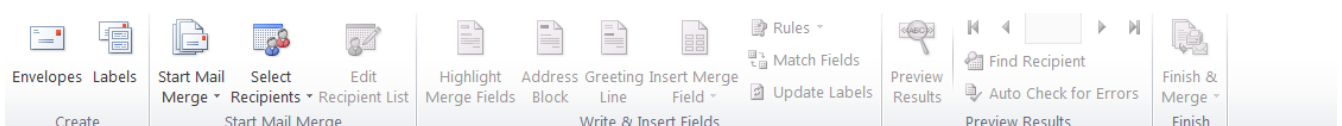
Create a merged document

## Assessment criteria

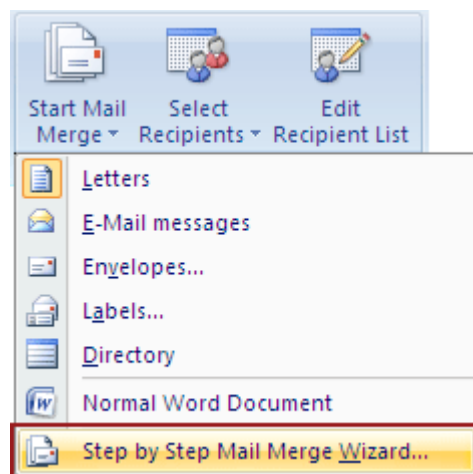
- ✓ A data source is created and saved: Data source to contain at least 5 fields and 5 records
- ✓ A main document is created and saved: Main document to have: at least 4 of fields of the data source, one field to appear more than once
- ✓ A merged document is created and saved: At least two of: letters, labels, forms, envelopes using an existing data source within a word processor, using an external database
- ✓ Edit a data source: Add record, delete record, sort record, change record

## Use Mail Merge

You will use commands on the Mailings tab to perform a mail merge.



You can also perform a mail merge by using the Mail Merge task pane, which leads you step by step through the process. To use the task pane, in the Start Mail Merge group on the Mailings tab, click Start Mail Merge, and then click Step by Step Mail Merge Wizard.



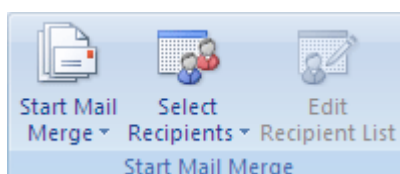
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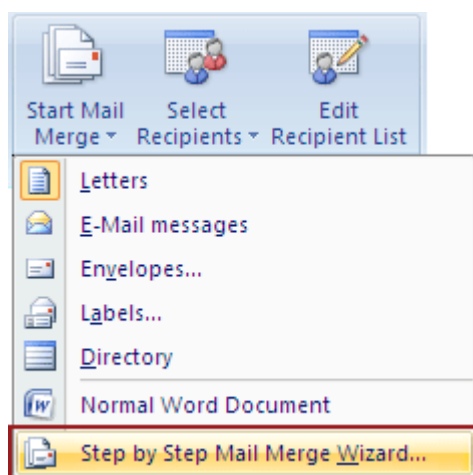
## Set up the main document

In the following exercise you will learn how to set up an invitation. For exercise purposes we will only add 5 names to the database.

- ✓ Open a **new**, blank document in Word.
- ✓ Go to the **Mailings** tab, **Start Mail Merge** group
- ✓ Select **Start Mail Merge**.



- ✓ A drop-down list will display, showing a number of documents that can be created:



- ✓ These are the documents that you can create:
  - **A set of envelopes:** In this case, the addresses of the recipients will be different for each recipient, but the return address is the same on all the envelopes.
  - **A set of address labels:** Where a recipient's name and address is shown on each label and the name and address on each label is unique.
  - **A set of form letters or e-mail messages:** In this case, the basic content is the same in all the letters or messages, for example invitations to a function or a letter advertising special offers or products. As the recipients have different contact details, the details for each recipients will be different.
  - A directory: The kind of information is the same, for example e-mail addresses, postal addresses or name and surname. The actual information for each item would, however, be different.
- ✓ Select the **type** of document that you want to create.

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- ✓ For the purpose of this exercise, select ***letters***.

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## Data source

The second step to merge information into your main document is to connect your document to a data source.

***If you have not developed a data file yet, you will be able to create one during the mail merge process.***

### Note:

***In a mail merge, you can use the following types of data files:***

- ✓ Files from single-tier, file-based database programs for which you have installed an OLE DB provider or ODBC driver
- ✓ An HTML file that has a single table. The first row of the table must contain column names, and the other rows must contain data.
- ✓ Electronic address books: Microsoft Outlook Address Book; Microsoft Schedule+ 7.0 Contact List;
- ✓ Any similar address lists that were created with a MAPI-compatible messaging system, such as Microsoft Outlook.
- ✓ A Microsoft Word document. The document should contain a single table. The first row of the table must contain headings, and the other rows must contain the records that you want to merge.
- ✓ Any text file that has data fields separated (or delimited) by tab characters or commas and data records separated by paragraph marks.

## Create a data file

- ✓ On the **Mailings** tab, in the **Start Mail Merge** group, click Select **Recipients**.

If you don't have a data file yet, click Type a new list, and then use the form that opens to create your list. The list is saved as a database (.mdb) file that you can reuse.

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Add the following details of friends or fellow students:

- ✓ Title
- ✓ First Name
- ✓ Last Name
- ✓ Postal Address
- ✓ Home Telephone
- ✓ When you have entered the details for one person, click on **New Entry** to enter details for the next person or tab to the next line
- ✓ When you have added details for five people, click **OK**.

New Address List

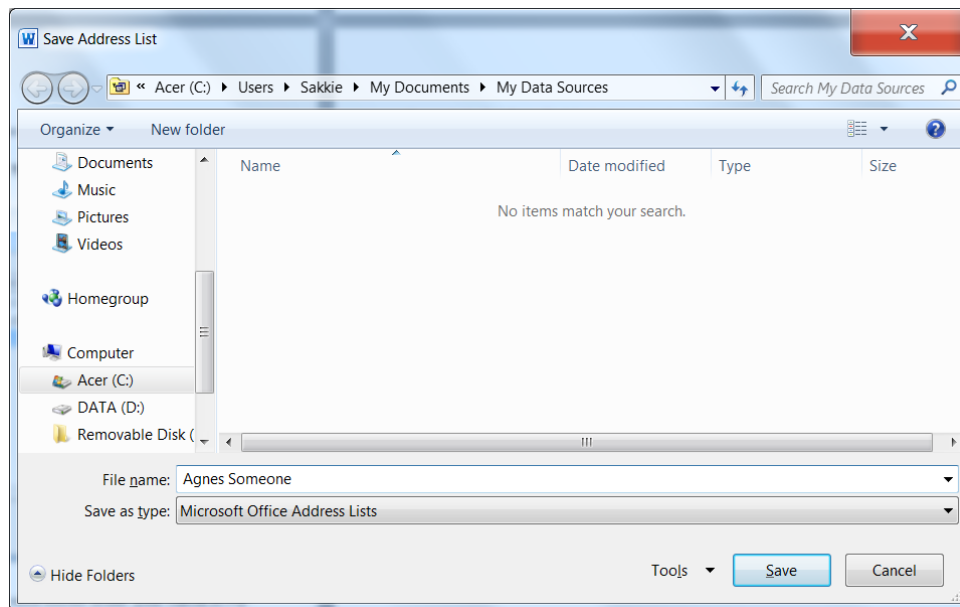
Type recipient information in the table. To add more entries, click New Entry.

Title	First Name	Last Name	Company ...	Address Li...	Address Li...	City
Mr	Piet	Pompies		PO Box 1	Nowhere	Timbuktu
Miss	Liza	Minelli		PO Box 351	Somewhere	Timbuktu

Buttons: New Entry, Find..., Delete Entry, Customize Columns..., OK, Cancel

- ✓ The **Save Address List** dialogue box will appear. Save the address list under your name in **Microsoft Address Lists**.

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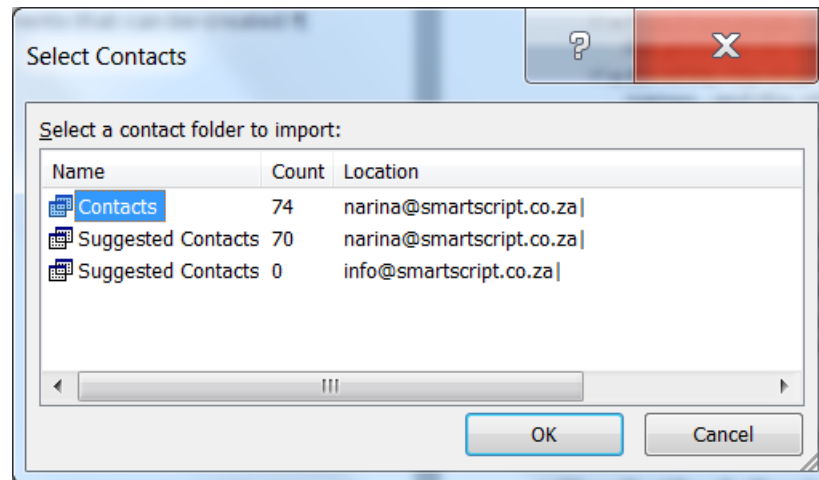


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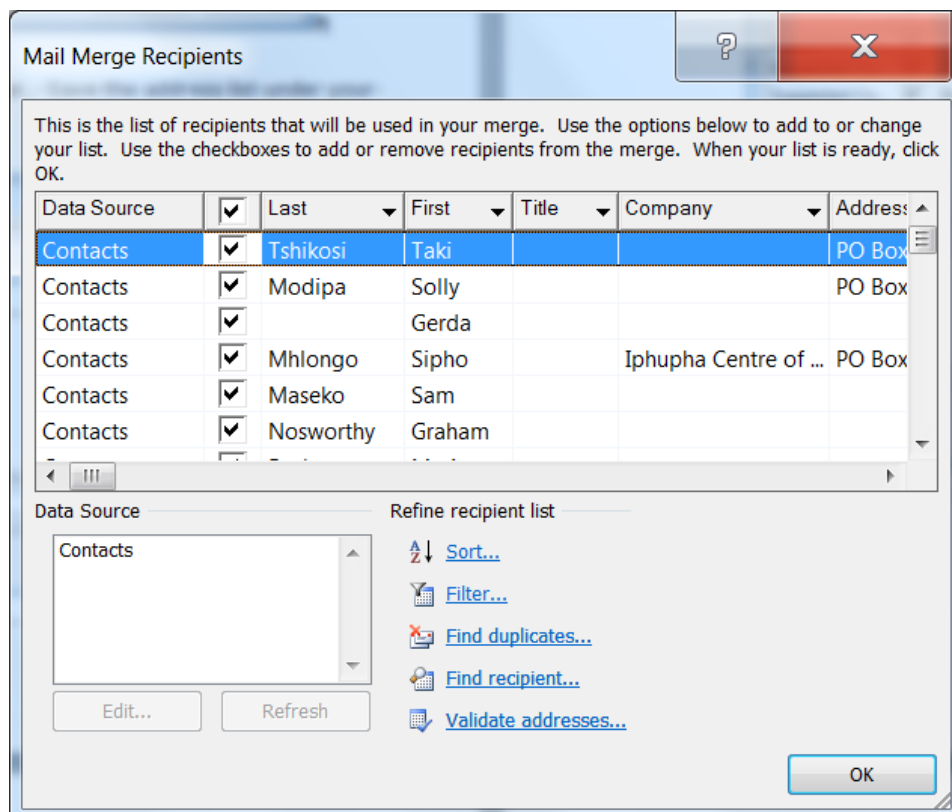
## Use existing data lists

### Use Outlook Contacts

- ✓ Click **Select from Outlook Contacts**.



- ✓ Select the recipients you want to include



- ✓ Click **OK**

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## Use an Excel Worksheet or another type of data file

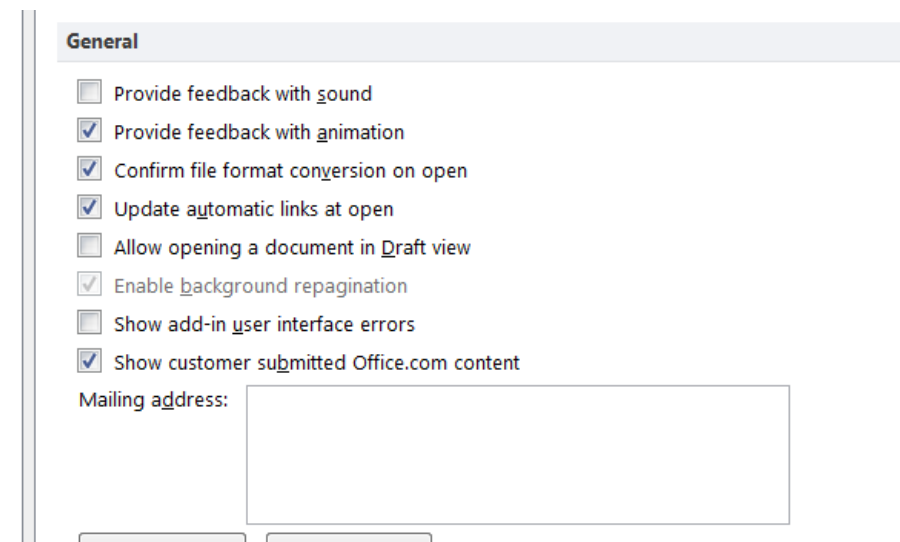
If you have a Microsoft Office Excel worksheet, a Microsoft Office Access database, or another type of data file, click **Use Existing List**, and then locate the file in the Select Data Source dialog box.

- For Excel, you can select data from any worksheet or named range within a workbook.
- For Access, you can select data from any table or query that is defined in the database.
- For another type of data file, select the file in the Select Data Source dialog box. If the file is not listed, select the appropriate file type or select All Files in the Files of type box.

### Use an Excel Worksheet

You have to do the following in Word before you connect to the worksheet:

- ✓ Go to **Word Options**, select **Advanced** and scroll to the **General** section
- ✓ Select the **Confirm file format conversion** on open check box and click **OK**



Now you want to add recipients to your main mail merge document

- ✓ Go to the **Start Mail Merge group**, click **Select Recipients**, and then click **Use Existing List**.
- ✓ In the **Select Data Source** dialogue box, look for the **Excel worksheet** that contains the data and double-click it.
- ✓ In the **Confirm Data Source** dialogue box, click **MS Excel Worksheets via DDE (\*.xls)**, and then click **OK**.
- ✓ The Excel dialogue box will open
- ✓ In the **Named** or cell range, select the cell range or worksheet that contains the information you need
- ✓ Click **OK**.

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**Note**    *If you don't see MS Excel Worksheets via DDE (\*.xls), select the Show all check box.*

## Refine the list of recipients

You will not always want to use all the data in a data list, you may want to exclude some recipients from the current mailing. To refine the list to suit your needs for this specific mailing, take these steps:

- ✓ Go to the **Edit Recipient List**.
- ✓ In the **Mail Merge Recipients** dialogue box, you have the following options:

### Select individual records

If your list is short, this is the best option to choose

To speed up the selection process, you have two options:

- ✓ If you want to include only a few records in your merge, clear the check box in the header row and then select only those records that you want.
- ✓ If you want to include most of the list, select the check box in the header row, and then clear the check boxes for the records that you don't want to include.

### Sort records

This option allows you to sort by records by clicking the **column heading** of the item that you want to sort by.

- ✓ The list will first sort in ascending alphabetical order (from A to Z).
- ✓ If you click the column heading again, the list will sort the list in descending alphabetical order (Z to A)

### Sort under Refine recipients list

This is a more complex method of sorting the records in the data source. If you want the recipient addresses in alphabetical order by last name within each postal code (zip code) and the postal codes listed in numerical order, you will choose this option.

- ✓ Click **Sort under Refine** recipient list. The **Filter and Sort** dialogue box will open
- ✓ Choose your sorting preferences on the **Sort Records** tab

### Filter records

If your list contains records that you do not want to include in the mail merge, you will use this option. You will use a filter to include and exclude records.

- ✓ Select **Refine recipient** list and click **Filter**
- ✓ The **Filter and Sort** dialogue box will open. Choose the criteria you want to use for the filter.
- ✓ To refine the filter further, click **And** or **Or**, and then specify more criteria.

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## Add placeholders to the document

Placeholders are also called mail merge fields. Examples of placeholders are address and greetings. The fields in Word will correspond with the column headings of the data source you selected:

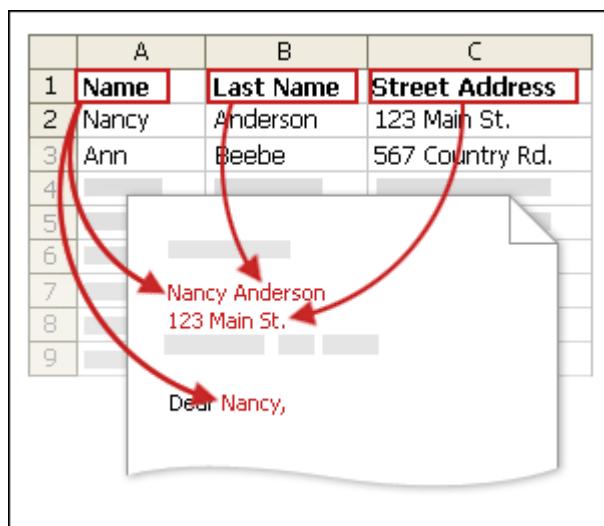
	A	B	C
1	<b>Name</b>	<b>Last Name</b>	<b>Street Address</b>
2	Nancy	Anderson	123 Main St.
3	Ann	Beebe	567 Country Rd.
4			
5			
6			
7			
8			
9			

In a datafile you will find columns and rows.

- ✓ **Columns** are categories of information, such as Name, Last Name, Address, etc. The fields that you add to the main document are placeholders for these categories.
- ✓ **Rows** are the individual records of information. When you do a mail merge, MS Word generates a copy of the main document for each record

## What happens when you merge?

When you merge, the information from the first row in the data file will replace the fields in your main document. This will be the first merged document. The second merged document will contain the information from the second row, and so on.



**Note** When you insert a mail merge field into the main document, the field name is always surrounded by chevrons (« »).

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These chevrons will not show in the merged documents. Their purpose is just to help you distinguish the fields in the main document from the regular text.



You have now connected your main document a data file. The next steop is to type the text of the document and add placeholders that indicate where the unique information will appear in each copy of the document.

The placeholders, such as address and greeting, are called mail merge fields. Fields in Word correspond to the column headings in the data file that you select.

By putting a field in your main document, you indicate that you want a certain category of information, such as name or address, to appear in that location.

**Tip** *You can add any column heading from your data file to the main document as a field.*

This gives you flexibility when you design form letters, labels, e-mail messages, and other merged documents

## Combine fields

With mail merge, you are able to combine fields and separate them by punctuation marks. For example, to create an address, you can set up the fields in your main document like this:

«First Name» «Last Name»

«Street Address»

«City», «State» «Postal code»

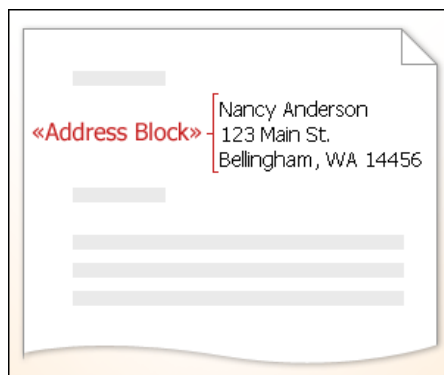
## Composite fields

As you work with mail merge you will find that you use certain information more than others, e.g. greeting lines.

Word provides composite fields that group a number of fields together.

The Address Block field is an example of a composite field, as it is a combination of several fields, including first name, last name, street address, city, and postal code.

If you want to, you can customise the content in each of the composite fields. You may want to change the greeting to "Dear" instead of "To"



**Note** *The Greeting Line field can include one or more name fields, depending on your chosen salutation.*

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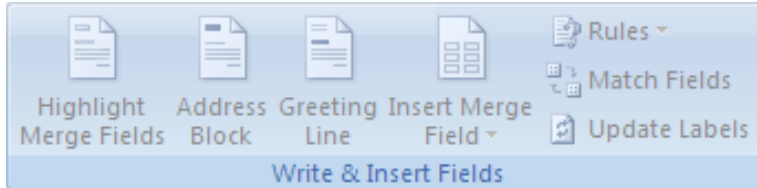
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## Add placeholders

Add the name and address fields to your document

- ✓ In the main document, **click** where you want to insert the field
- ✓ Select the **Mailings** tab and then go to the **Write & Insert Fields** group



You now have the choice to add any of the following:

### ***Address block with name, address, and other information***

- ✓ Click the **Address** block. The Insert Address Block dialogue box will display
- ✓ Select the address **elements** that you wish to include and the formats that you want
- ✓ Click **OK** when you have made your selections

#### **Note**

If the Match Fields dialog box appears, Word may have been unable to find some of the information that it needs for the address block. Click the arrow next to (not matched), and then select the field from your data source that corresponds to the field that is required for the mail merge.

### ***Greeting line***

- ✓ In the **Write and Insert Fields** group, click **Greeting line**.
- ✓ Select the salutation, name format and punctuation to determine the format of the salutation
- ✓ Click **OK**

**Note** *where Word is unable to interpret the recipient's name you will have to select the text that you want to appear*

An example is when the data source contains no first or last name for a recipient, but only a company name.

#### **Tip**

- ✓ If Word is unable to find some information that should be included in the greeting line, the Match Fields dialogue box will appear.
- ✓ Click the arrow next to (not matched), and then select the field from your data source that corresponds to the field that is required for the mail merge.

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## Individual fields

Mail merge allows you to insert information from individual fields, such as a first name, telephone number, or a date of birth.

- ✓ Click the arrow next to **Insert Merge Field**, and then click the field name to quickly add a field from your data file to the main document.

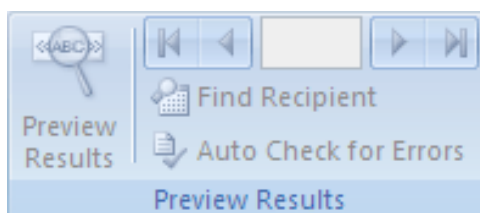
## Preview and complete the merge

After you add fields to your main document, you are ready to preview the merge results. When you are satisfied with the preview, you can complete the merge.

### Preview the merge

Mail merge allows you to also preview your merged document and make changes before you complete the merge.

Go to the **Preview Results** group of the **Mailings** tab and click **Preview Results**



- ✓ You can page through each merged document. Click **Next Record** and **Previous Record** buttons in the **Preview Results** group.
- ✓ You can also preview a specific document by clicking on the **Find Recipient** button

## Resume a mail merge

Sometimes you will have to interrupt your mail merge to do something urgent. When this happens, you Word allows you to save the main document and resume the merge later.

**Note** *Microsoft Office Word retains the data source and field information.*

If you were using the Mail Merge task pane, Word returns to your place in the task pane when you resume the merge.

- ✓ When you want to resume the mail merge, **open** the document.
- ✓ A **message** will display, asking you to confirm that you want to open the document, which will run a SQL command.
- ✓ Click **Yes** as this document is connected to a data source and you want to retrieve the data.
- ✓ The text of the document, along with any fields that you inserted, will appear.
- ✓ Click the **Mailings** tab, and carry on with the mail merge

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## ***Send e-mails using mail merge***

Word 2007 makes it possible to send personalised e-mail messages to recipients in your address list.

As with merging letters, each message will have the same kind of information, but the content of each message will be unique.

This means that you can personalise e-mails to customers by addressing each customer by name. The unique information in each message will come from entries in a data file.

If you use mail merge, each recipient will receive a message addressed only to him/her and not all the recipients in a group.

### **What you need**

You must have a MAPI-compatible e-mail program installed. The capabilities of Outlook MAPI (Messaging Application Program Interface) make it possible for Microsoft Office Word and Microsoft Office Outlook to share information when sending the merged e-mail.

You must use the same versions of Outlook and Word. If you are using Microsoft Office Word 2007, you must also use Microsoft Office Outlook 2007.

You cannot add recipients to the Cc (Carbon copy) line. Each recipient receives a copy of the message by being addressed on the To line of the message.

### **The steps involved**

You have to take the same steps as with a letter

- ✓ Set up the e-mail message
- ✓ Connect the e-mail message document to your address list
- ✓ Refine the list of recipients or items
- ✓ Preview and complete the merge.

### ***Set up the e-mail message main document***

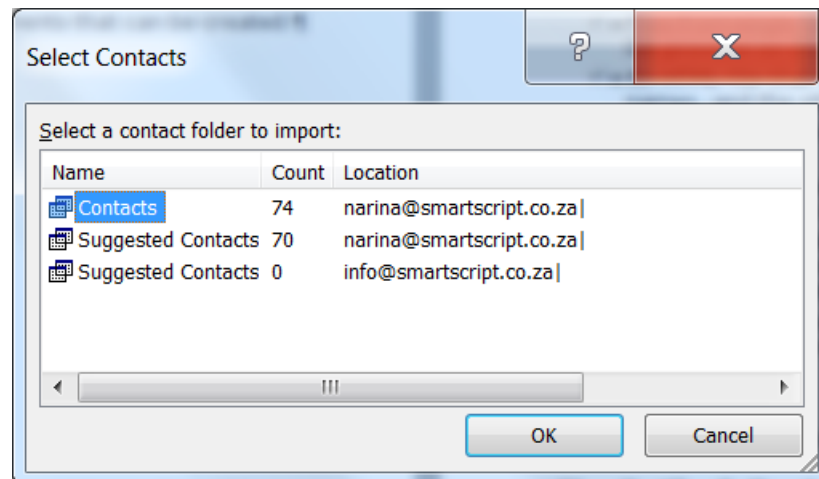
- ✓ Start **Word**, go to the **Mailings** tab.
- ✓ In the **Start Mail Merge** group, click **Start Mail Merge**.
- ✓ Click **E-Mail Messages**.

### ***Connect your e-mail to a data source - your address list***

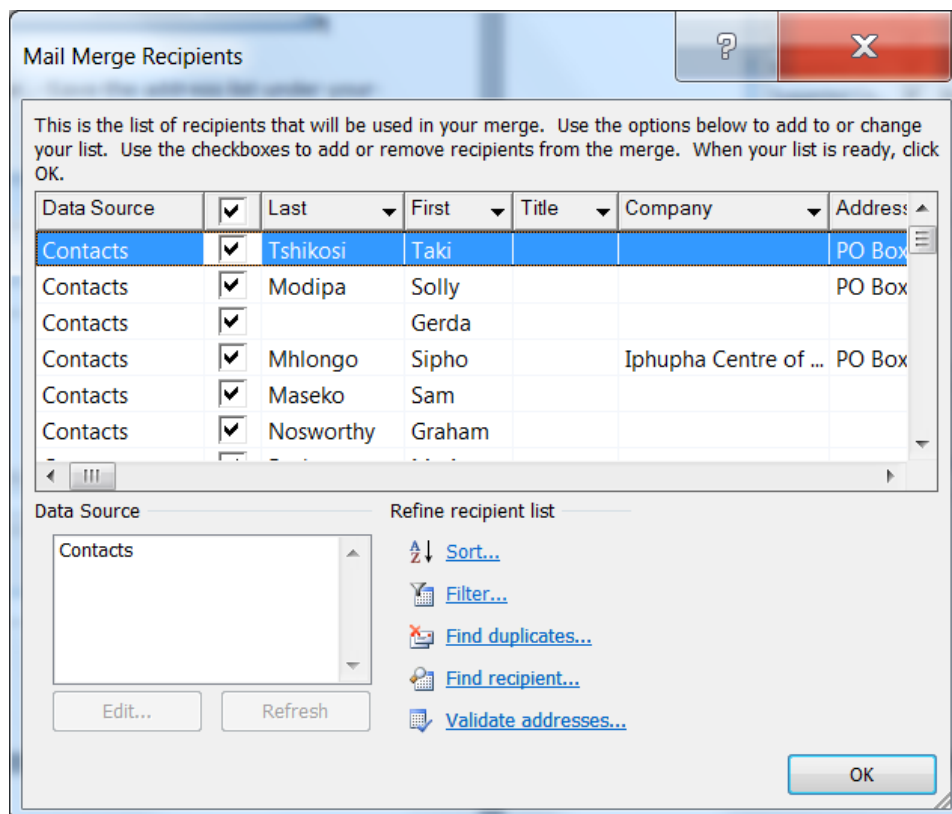
**Note** *Make sure that your data file includes a column for the e-mail address. You will need that column later in the process.*

- ✓ Click **Select from Outlook Contacts**.

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- ✓ Select the recipients you want to include



- ✓ Click **OK**

### ***Refine the list of recipients or items***

Follow the steps as for a letter

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## Add placeholders

Follow the steps as for a letter

## Preview and complete the merge

### Save the message

You may want to use the e-mail message main document again in the future. If this is the case, you have to save the message before sending the final e-mail messages.

***Remember that e-mail messages that you send are separate from the e-mail message main document.***

When you save the e-mail message main document, the connection to the data file is also saved.

When you want to use the e-mail message main document again, you will be prompted to choose whether you want the information from the data file to be merged again into the e-mail message main document.

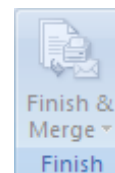
- ✓ If you click **Yes**, the document opens with information from the first record merged in.
- ✓ If you click **No**, the connection between the e-mail message main document and the data file is broken. The e-mail message main document becomes a standard Word document. Fields are replaced with the unique information from the first record.

### Send the e-mail messages

To send the messages, go to the **Mailings** tab. Select **Finish & Merge**

Click **Send E-mail Messages**.

In the **To** box, you have to select the name of the field that stores recipients' e-mail address.



Type a subject line for the message in the **Subject line** box

In the **Mail format** box, you have to choose between HTML or Plain text to send the document as the body of the e-mail message, or click **Attachment** to send the document as an attachment.

**Note** *If you send the document as a plain text e-mail message, the e-mail message will not include any text formatting or graphics.*

## Run mail merge from Outlook

You can also run mail merge from Outlook

- ✓ Go to **Outlook Contacts** and do one of the following:
  - select individual contacts by pressing SHIFT and clicking to select a range

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- or select contacts by pressing CTRL and clicking to select individuals.
- to include all the contacts currently visible in the view, do not click on any contacts.
- ✓ Go to the **Tools** menu and click **Mail Merge**. You will have the following options:
  - If you have selected individual contacts to include in the merge, click **Only selected contacts**.
  - If you want to include all the contacts currently visible in the view, click **All contacts** in current view.
  - To generate a new main document for the merge, click **New document**.
  - To use an existing document, click the **Existing document** option. To locate the document you wish to use as the main document, click **Browse** to locate the document

**Note** *If you want to save the contacts and fields that you have selected, so that they can be reused, select the **Permanent file check box**, and then click **Browse** to save the file. The data is saved in a Word document as comma-delimited data.*

- ✓ Select **E-mail** and click **OK**.
- ✓ The document will open in Word
- ✓ Go to the **Mailings** tab and the **Write & Insert Fields** group
- ✓ click the arrow next to **Insert Merge Field**
- ✓ **Select** the fields that you need for the e-mail message main document.
- ✓ To complete the merge go to the **Finish** group and click **Finish & Merge**
- ✓ Click **Send E-mail Messages**. The Subject line is filled with the text you typed in the Mail Merge Contacts dialog box in Outlook.

**Tip** *You can't type merge field characters (""") manually or use the **Symbol** command on the **Insert** menu. You must mail merge.*

## Troubleshoot Outlook contacts

### ***I can't find my Outlook Contacts folder***

If you cannot find your Outlook Contact folder, one of the following situations may apply:

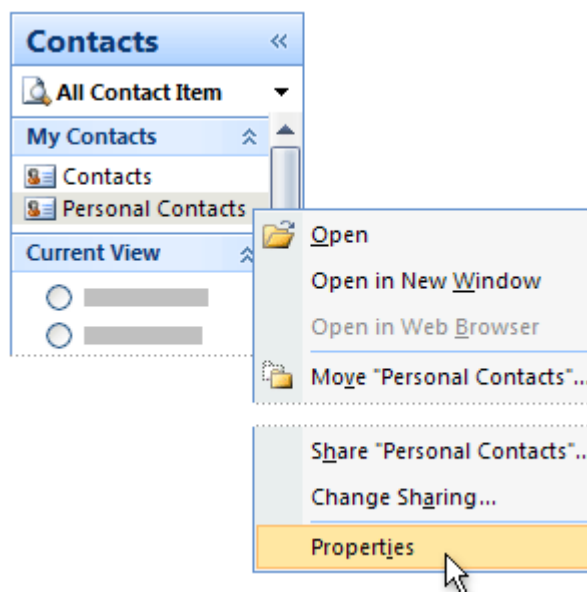
- ✓ it is possible that you still have to turn on the Show this folder as an e-mail Address Book property in Outlook
- ✓ or you may need to change your Outlook user profile.

### ***Turn on the Show this folder as an e-mail Address Book property***

- ✓ In Outlook, on the Go menu, click Contacts.

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- ✓ Right-click the Contacts folder that contains the information that you want to use for a mail merge, and then click Properties.
- ✓ On the Outlook Address Book tab, make sure that the Show this folder as an e-mail Address Book check box is selected, and then click OK.



## ***Change your Outlook user profile***

An **Outlook user profile** is a group of e-mail accounts and address books.

Usually, you need only one profile— but if you share your computer with other people or use different address books for different purposes, you can set up more than one profile. If, when you start your mail merge, you're using a profile that doesn't include the Contacts folder that you want to use, that folder won't be available.

To switch to a different user profile, restart Outlook. When you're prompted for a profile, choose the profile that includes the Contacts folder that you want to use in the mail merge.

If you aren't prompted for a profile and you know that you have more than one, you may want to set up Outlook so that it prompts you. Here's how:

- ✓ Close Outlook.
- ✓ In Control Panel, switch to Classic View, and then click Mail.
- ✓ Click Show Profiles.
- ✓ To be prompted to select a profile each time you start Outlook, click Prompt for a profile to be used, and then click OK.

## ***I get error messages about mail clients and tables***

If you try to connect to your Contacts folder during a mail merge in Word, and Outlook is not set up as your default e-mail program in Windows Internet Explorer, you will get an error message that says:

***"Either there is no default mail client or the current mail client cannot fulfill the messaging request. Please run Microsoft Office Outlook, and set it as the default mail client."***

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To avoid getting this message during a mail merge, do the following:

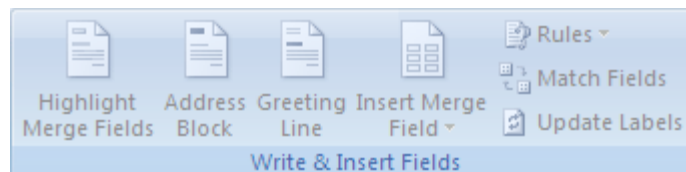
- ✓ Exit Word.
- ✓ On the Internet Explorer Tools menu, click Internet Options, and then click the Programs tab.
- ✓ Under E-mail, click Microsoft Office Outlook, and then click OK.
- ✓ Start Word again, open your mail merge document, and connect to your Outlook Contacts folder.

## ***Map the mail merge fields to your data file***

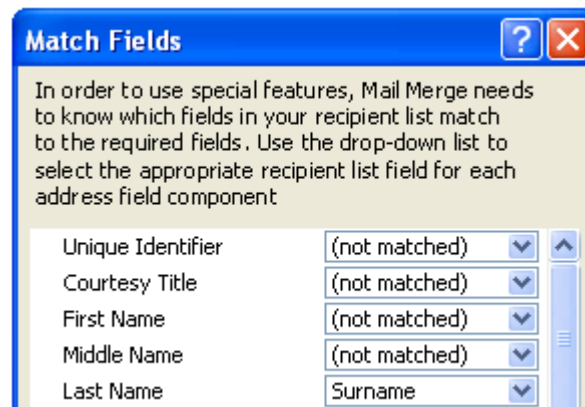
The purpose of mapping mail merge fields is to make sure that Word can find a column in your data file that corresponds to every address element.

Follow these steps:

- ✓ Go to the **Write & Insert Fields** group on the **Mailings** tab and click **Match Fields**.



- ✓ The **Match Fields** dialogue box will display



The dialogue box shows the elements of an address on the left, while column headings from your data file are listed on the right.

Word will search for the column that matches each element. In our example, Word automatically matched the data file's Surname column to Last Name.

We can also see that Word could not match First Name or any other element.

Use the list on the right to select the column from your data file that matches the element on the left.

In our example, the Name column now matches First Name.

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**Match Fields** ? X

In order to use special features, Mail Merge needs to know which fields in your recipient list match to the required fields. Use the drop-down list to select the appropriate recipient list field for each address field component

Unique Identifier	(not matched)	^
Courtesy Title	(not matched)	
First Name	Name	
Middle Name	(not matched)	
Last Name	Surname	

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**Note**    *You don't have to match every element as your mail merge does not need to use every field. If you add a field that does not contain data from your data file, it will appear in the merged document as an empty placeholder, e.g. a blank line or a hidden field.*

## **Type the content and add the fields**

In the initial document that you set up (your main document), click where you want to insert the field.

- ✓ Go to the **Write & Insert Fields** group.
- ✓ You can now add any of the following:
- ✓ Address Block with name, address, and other information
  - Click **Address Block**.
  - the **Insert Address Block** dialogue box will display
  - Select the address elements and the formats you need
  - Click **OK**.
- ✓ Individual fields: select the individual fields you want and click **OK**

## **Formative assessment**

1. Design an agenda to a meeting to discuss the year end function of your college, place of work or sport/hobby club
  - ✓ Use the data source you created to do a mail merge
  - ✓ Follow the steps as discussed and create a mail merge e-mail
2. Design and create an invitation to the year end function of your college, place of work or sport/hobby club
  - ✓ Use the data source you created to do a mail merge
  - ✓ Follow the steps as discussed and create a mail merge document

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# PRINT MERGED DOCUMENTS

## Outcome

Printing Merged Documents

## Assessment criteria

- ✓ Merged documents are previewed
- ✓ Merged documents are printed: At least two of: letters, labels, forms, envelopes

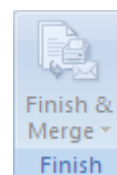
## Print

### Complete the merge

Word allows you to print the merged documents or modify them individually.

### Print the merged documents

- ✓ Go to the **Finish** group, select **Finish & Merge**,
- ✓ click **Print Documents**
- ✓ You can now choose one of the following options:
  - print the whole set of documents
  - only the copy that's currently visible
  - or a subset of the set, which you specify by record number.



### Change individual copies of the document

- ✓ Go to **Finish & Merge**, and then click **Edit Individual Documents**.

You can now choose from the following options:

- ✓ edit the whole set of documents
- ✓ only the copy that's currently visible
- ✓ or a subset of the set, which you specify by record number.

**Note** Word will save the copies that you want to edit to a single file, with a page break between each copy of the document.

### Save the main document

**Tip** You have to save the main document itself if you plan to use it for another mail merge.

When you save the main document, you also save its connection to the data file. The next time that you open the main document, you are prompted to choose whether you want the information from the data file to be merged again into the main document.

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# Create and print envelopes for a mass mailing

As with letters and e-mails, the mail merge process for creating and printing envelopes has the following overall steps:


- ✓ Set up the envelope
- ✓ Connect the envelopes to your address list.
- ✓ Refine the list of recipients.
- ✓ Add placeholders, called mail merge fields, to the envelopes.
- ✓ Preview and complete the mail merge.

## Set up the envelope

It is customary to include a return address on envelopes, so make sure that you set this up before you start working on the envelope main document.

**Tip** *Print a few test envelopes to make sure that your printing options are configured correctly for your printer.*

## Set up a return address

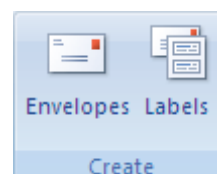
- ✓ In Word, click the **Microsoft Office Button** , and then select **Word Options**.
- ✓ Click **Advanced**.
- ✓ Type your return address under **General** in the **Mailing address** box.
- ✓ Click **OK**.

**Note** *Word stores the address so that you can use it whenever you want to insert your return address in a document.*

## Verify the printing options

**Tip** *Verify that the printer options are set up correctly before you run a batch of envelopes the wrong way through your printer*

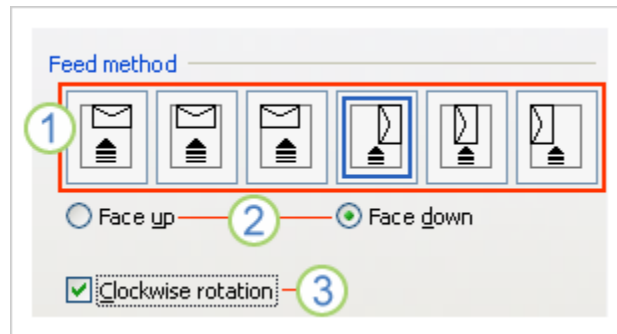
- ✓ Go to the **Mailings** tab, and then click **Envelopes** in the **Create** group
- ✓ Click **Options**, and then click the **Envelope Options** tab.
- ✓ Select the correct envelope size, in the **Envelope size** box
- ✓ You can also choose a custom size by scrolling to the bottom of the list and clicking **Custom** size. Type the dimensions of your envelope in the **Width and Height** boxes.
- ✓ Click the **Printing Options** tab.



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- ✓ The printer driver will now send the information about which way the envelope should be loaded into the printer to Word. This information will display on the **Printing Options** tab of the **Envelope Options** dialog box.

**Tip** *The feed method determines the position of the envelope (right, middle, left) and whether the long or short edge is being fed into the printer.*



- ✓ The envelope can be face up or face down. The face is the side that the address is printed on.

**Note** *If the envelope is fed short edge first, the envelope may need to be rotated to prevent the text from appearing upside down on the face of the envelope.*

- ✓ Load the envelope as shown in the dialogue box and click **OK**.
- ✓ Type an address in the **Delivery address box**, and then click **Print** to print the envelope. The envelope will now print.

Once the envelope has printed, make sure that it was printed correctly

**Tip** *When you print the test envelope correctly, note the settings on the Printing Options tab in the Envelope Options dialog box so that you can replicate them later, during the mail merge.*

## Work on the envelope main document

- ✓ Go to the **Start Mail Merge** group, select **Start Mail Merge** and click **Envelopes**.
- ✓ The **Envelope Options** dialogue box will display
- ✓ Click the **Envelopes Options** tab and choose the size of your envelope in the **Envelope size** box
- ✓ You can also select a **custom** size
- ✓ Make any changes that you need to make in the **Delivery** address and **Return** address sections.

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- ✓ Click **OK**.

**Tip** To see the result of your layout settings go to the **Preview** section of the dialogue box.

- ✓ Word will now create a document where the page is sized to the specified envelope dimensions.
- ✓ The return address is displayed in a frame on the page.
- ✓ Another blank frame will contain the delivery address.

**Tip** To see the frame boundary, click in the body of the envelope where you expect the delivery address to appear.

## Connect the envelopes to your address list

To merge information into your envelopes, you have to connect the envelopes to a data source or a data file

- ✓ Go to the **Mailings** tab, the **Start Mail Merge** group, and click **Select Recipients** to choose a data source

## Refine the list of recipients

Follow steps discussed previously to refine the list of recipients, if necessary

## Add placeholders

Follow steps discussed previously to add the placeholders for the envelopes

## Preview and complete the merge

When you have added all the required fields to the initial envelope that you set up, in other words the envelope main document, you are ready to preview the mail merge results.

- ✓ Go to the **Preview Results** group of the **Mailings** tab:
- ✓ Click **Preview Results**.
- ✓ Now you can either page through each envelope

**OR**

- ✓ Preview a specific document by clicking **Find Recipient**.

## Complete the merge

You can print the envelopes or modify them individually. You can print or change all or just a subset of the envelopes.

- ✓ To print the envelopes, go to the **Finish** group. Click **Finish & Merge**, and then click **Print Documents**.
- ✓ You can choose to print the whole set of envelopes
  - only the envelope that is currently visible

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- or a subset of the set, which you specify by record number.
- Change individual envelopes

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- ✓ You are also able to edit individual documents. Go to the Finish group and click **Finish & Merge**. Click **Edit Individual Documents**.
- ✓ Save the envelope main document

**Note** Remember that the envelopes that you save are separate from the initial envelope that you set up (the envelope main document).

It is a good idea to save the envelope main document itself if you plan to use it for another mail merge.

## Create And Print Labels

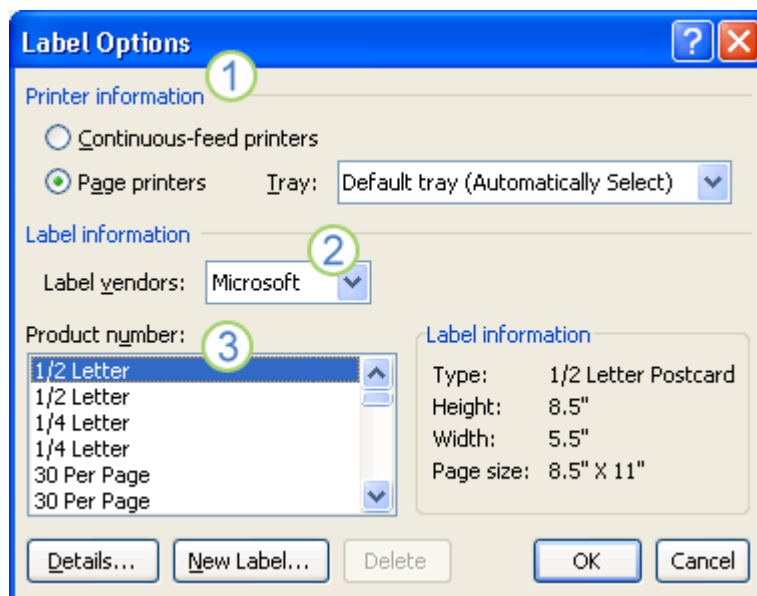
**Tip** Follow the same steps as for all other mail merge projects

### Set up the labels

Label sheets are purchased in bulk and each sheet has a certain size and contains a certain number of labels with specific dimensions. You have to match the dimensions of your Word document with the dimensions of the labels on the sheets that you have available.

Start Word and go to Mail Merge

Click Labels. The Label Options dialogue box will display



You now have to choose:

- ✓ The type of printer that you are using to print labels
- ✓ The supplier that produced your label sheets
- ✓ The number that corresponds to the product number listed on your package of label sheets
- ✓ After you select the label options that you want, click **OK**.

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Word will create a document that contains the sheet of labels using a table to lay out the labels.

**Tip** *If you don't see lines separating the labels, click the **Layout** tab under **Table Tools**, and then in the **Table** group, click **View Gridlines**.*

## Customise labels

If the product number of your label sheet doesn't match any of the choices in the Label Options dialog box, you will still be able to print your labels through customizing.

Take these steps:

- ✓ Measure the labels on the sheet you have, note the measurements and how many labels fit on a single sheet.
- ✓ In the **Product** number list, select a label type that is similar in size to your labels.

**Tip** *If you don't see the label type that you want in the **Product number** box, you may be able to use another of the listed labels, or you can create a new label size.*

- ✓ Click **Details**
- ✓ Now you have to compare the label dimensions and the number of labels per sheet for labels printed on laser and ink-jet printers
- ✓ For labels printed on dot-matrix printers, you have to compare the number of columns on the label form

### Do one of the following:

If the dimensions and label layout match those of your labels, use the selected label.

### OR

If the dimensions and layout do not match yours, click **Cancel** and do the following:

- ✓ Go to the **Label Options** dialogue box and choose the printer type: either **Continuous-feed** printers or **Page** printers.
- ✓ Click **New Label**.
- ✓ Type a name in the **Label name box**, select the **height, width, margins**, and other options for your label
- ✓ Click **OK**.

The new label will appear in the **Product number** box

The label is also placed in the **Other/Custom** category.

**Tip** *The next time you use your custom labels, be sure to select **Other/Custom** in the **Label vendors** list.*

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## Connect the labels to your address list

As with all other mail merges, you must connect the labels to a data source in order to merge information into your labels

## Refine the list of recipients

Follow steps discussed previously to refine the list of recipients, if necessary

## Add placeholders

Follow steps discussed previously to add the placeholders for the envelopes

## Preview and complete the merge

### *Preview*

To preview, do any of the following in the Preview Results group of the Mailings tab:

- ✓ Click Preview Results.
- ✓ Page through each label.
- ✓ Preview a specific document.

### *Complete the merge*

As with other mail merges, you can

- ✓ print the labels or
  - ✓ modify them individually.
  - ✓ you can print or change all or just a subset of the labels.
- 
- ✓ To print the labels, go to ***Finish & Merge***, and then click ***Print Documents***.
  - ✓ Save the label main document

## Formative assessment

1. Set up a label mail merge for the agenda you developed during the previous assessment. The labels will be used as name tags during the meeting
  - ✓ Use the data source you created to do a mail merge
  - ✓ Follow the steps as discussed and create a mail merge e-mail
2. Set up an envelope mail merge for the invitations you developed during the previous assessment. The envelopes will be used to mail the invitations.
  - ✓ Use the data source you created to do a mail merge
  - ✓ Follow the steps as discussed and create a mail merge document

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## ***Glossary***

<b>Term</b>	<b>Definition</b>
Alignment	The horizontal and/or vertical position of an object relative to its background. For example, text can be centred between the document margins.
Answer Wizard	A tool to access the online help system.
Ask A Question	A tool to access the online help system.
AutoCorrect	A feature that corrects typing mistakes automatically.
AutoFormat	A feature that applies formatting automatically.
AutoRecover	A tool for saving data automatically and restoring it in the event of application or computer failure.
AutoShapes	A series of predefined shapes available from the Drawing toolbar.
AutoText	Text or graphics saved under a short name so that it can be inserted into a document quickly.
Browse Selector	A feature that allows you to move through a document in different ways or search for particular items.
Bullet	A symbol that precedes a paragraph, usually used to format a list.
Click-and-Type	A feature that allows you to type anywhere on the page without setting format options first.
Clip Art	A library of graphics, sound, and video files for use in Office programs.
Clipboard	A temporary storage area for data as it is Cut, Copied and Pasted.
Columns	Formatting text in two or more strips side-by-side.
Cursor	Controlled by moving the mouse, the cursor (or mouse pointer) is used to select elements of the screen.
Document	The file used to save information entered using Word. Documents can contain text, graphics, and many other types of data.
Drag-and-Drop	Moving data using the mouse instead of the Clipboard.
Email	A system for sending electronic messages and data between computers.
Embed	Storing a data object created and edited using a different application to the file the object is stored in.
Favorite	A list of bookmark links to files and web pages for easy access.
File	Data stored on a disk. Files are associated with, and edited using, different applications. Different file types are identified by their icon and file extension.
Find and Replace	A tool for locating (and optionally replacing) specific text and/or formatting.
Folder	A directory created on a disk in which to store files.

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Term	Definition
Font	The typeface (or appearance) of text.
Format	The appearance of text or objects.
Format Painter	A tool that allows you to copy formats from one selection to another.
Full Screen	Viewing a file without any menu or toolbars on-screen.
Grammar Checker	The Word Spelling Checker can also test grammar in a document.
Hard Page Break	A page break that is inserted by the user.
Header/Footer	An area reserved for text and graphics that appear at the top/bottom of every page.
Hidden Text	Characters used by the application to format the document. These marks can be hidden or viewed in the screen display, but do not print. For example, the paragraph mark (¶) indicates the end of a paragraph.
Highlight	A tool for marking text. Highlighting is different from simply changing the text colour, as highlights can be turned on and off.
HTML	HyperText Markup Language - the codes (or tags) used to create web pages. HTML tags provide information about layout and text structure (Headings, body text, lists and so on) that can be interpreted by web browsers.
Import	Transferring or copying data stored in one file to another. Data can be imported using the cut, copy and paste, drag-and-drop or Insert/Import commands.
Indent	The distance between the margin and the text.
Insert Mode	The normal typing mode. New characters are inserted before existing characters.
Insertion Point	The typing cursor, indicating where text will appear on the page.
Internet	A global network of computers hosting services such as the world wide web and email.
Intranet	A private network using the TCP/IP protocol to carry data around and identify resources. This also allows the company to use an internal website.
Landscape	Page orientation where the page is wider than it is tall.
Leader Characters	Characters that appear before a leader tab.
Line	A row of text within a paragraph.
Line Spacing	White space between the lines in a paragraph, usually measured in multiples of line height.
Link	Storing a link to a file (or part of a file) within another file.
Mail Merge	Combining text in a standard document with text from a database or data document.
Margins	The white areas between the paper edges and the text boundaries on the page.
Normal View	A view used to edit text, especially in a long document.

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Term	Definition
Object	A unit of data that can be copied between different files and applications. Examples of objects include pictures, charts, and tables. Object is also used to refer to components within a file (for example, tables, forms, and reports in Access).
Office	A suite of related Microsoft software applications, sharing a common design.
Office Assistant	An on-screen helper that allows you to ask questions and provides tips while working.
Office Clipboard	An extension to the Windows Clipboard allowing multiple items to be collected and pasted in Office applications.
OLE	Object Linking and Embedding. OLE allows different applications to share data. You can insert an OLE object or file in any other file created in an OLE-compliant application. The object can be edited from the destination file using the original application. An embedded object is saved as part of the destination file. A linked object is saved in the original file and can be edited from either file.
Orientation	The direction of an object, usually used to refer to the dimensions of a page (portrait or landscape) but also of the direction of text.
Outline View	Used to edit and organise a document.
Pagination	Controlling where page breaks occur in text.
Paper Size	The type of paper a document is printed on. UK standard paper size is A4 (8.27x11.69" or 21x29.7 cm). US standard paper size is Letter (8.5x11" or 21.59x27.94 cm).
Paragraph	A block of text ended by a carriage return. The paragraph mark (¶) indicates the end of a paragraph.
Paragraph Spacing	White space between paragraphs, usually measured in points.
Paste Special	A way of pasting specific elements of copied data (such as just formatting or values) or pasting data in a specific format.
Points	Units of measurement relating to the height of text characters.
Portrait	Page orientation where the page is taller than it is wide.
Preview	To view a document as it will print.
Print Layout View	Used to edit and format document pages, which are displayed much as they will print.
Recycle Bin	A Windows feature to store deleted files temporarily in case they need to be undeleted.
Redo/Repeat	A tool for reversing the effect of Undo or repeating previous edits.
Sans-serif	Fonts where the text has plain ends.
Save	Writing data entered into an application to a file on a disk.
ScreenTip	A yellow box displayed over the selected element indicating its function.

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Term	Definition
Section	Part of a document with different page formatting, headers or footers than the rest.
Serif	Fonts where the text has curly feet.
Server	Both the computer hosting a server application and the application itself. There are many different types of server, providing different services, such as web page access and email.
Smart Tag	A feature for modifying data.
Soft Page Break	A page break that is inserted by Word as soon as text reaches the bottom margin.
Spelling Checker	A tool to check spelling in the document. The Office products use the same spelling tool, though some features are not available in all applications. The checker uses a custom dictionary to keep track of words that are correct but that it does not recognise.
Style	A collection of formats used to maintain consistent formatting in a document.
Symbol	Non-alphanumeric characters. Symbols cannot be inserted using normal key strokes.
Tab	A hidden character used to advance text to a certain position on the page. Tabs are inserted using the Tab key. The position of tabs is controlled by setting tab stops.
Table	An object in a file displaying information in a grid. Tables are divided into rows and columns; rows representing records and columns representing fields. Tables can also be used in a document for page layout.
Task Pane	Part of the application window giving access to commonly-used commands.
TCP/IP	Transfer Control Protocol/Internet Protocol. The suite of protocols used to transmit data between computers on the internet.
Template	The basis of a document, containing formatting (such as margins and line spacing), text, and/or graphics. A document template has a different file extension.
Thesaurus	Word's thesaurus allows you to look up similar words (synonyms) and words with the opposite meaning (antonyms).
True Type	Fonts designed to match printed output with the screen display.
Typeover Mode	The mode used to type over existing characters in a document.
Undo	A tool for reversing previous edits.
URL	Uniform Resource Locator - a description of the location of a file or service on the internet.
View	Different ways of looking at and editing a document.
Web	A collection of linked web page documents published on the internet.
Zoom	To view the document at a different size.

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