ADDITIONAL EXERCISE 2

Scenario
You work in the customer service department of an insurance company and have been asked to contact customers to check their contact details are up to date.

TASK 1

1. Open Word and create a new mail merge master document.
2. Key in the following text, inserting merge fields from the **customers** datafile provided to you. Follow the line endings and ensure there is a clear line or paragraph space where shown.

   Customer No: [insert **Customer Number** field**]**

   Dear [insert **Title** field] [insert **Surname** field]

   Please take a moment to check that we have the correct contact details for you:

   [Insert **Address 1** field]
   [Insert **Town** field]
   [Insert **Postcode** field]

   If there are any changes needed, please don't hesitate to call John on 01189 369800

3. Insert your name as a header or footer in the master document.
4. Format the document as follows

   Horizontal alignment: **left**
   Emphasis: **none**

   You may use any legible font type, font sizes and margins to suit your document.

5. Save the master document using the filename **contact**
6. If allowed to print, print a copy of the document **contact** on one page, showing the merge fields.
7. Close the document **contact**.

TASK 2

You have been asked to contact only customers based in Milton Keynes. To save disk space, normal company policy states that merged documents should not be saved. On this occasion you will be required to save the merged file.

1. Open the document **contact** which you created in Task 1.
2. Create a mail merge query to find all of the customers where the **Town** is **Milton Keynes**.
3. a. Merge the query into a new document.

   b. If allowed to print, print the results.

More copies of the mail merge may need to be printed at a later date.

4. As an exception to normal policy, save this document as **mkcust**.
5. Close any open files.