

Custom Letters - User Guide

Introduction

This help file describes what custom letters are, and how they are created and used.

1. Introduction

Custom letters allow you to add a personalised letter to a consignment. Producing a custom letter is a two-stage process:

1. You create a new product, assign it the 'custom letter' attribute, then configure the letter template with boilerplate text and graphics such as a company logo and digitised signature.

You can create as many custom letters as you require, each with a different template for a different purpose.

2. Custom letters you create appear in your product list. You add a custom letter to your basket. When you do final confirmation for your order, the text of the custom letter is displayed for you to edit and confirm.

When you submit your order, Sprint prints your letter and includes it in your consignment.

Normally Sprint will transfer your text into a Microsoft Word template and print it from there to ensure high quality. Therefore the layout you see on the web page will not be an exact replica of the final document. The product image shows the layout of the Word template.

When you create a new custom letter you should liaise with your Sprint Account Handler who will create a matching Word template. You may also need to provide graphics and a sample of your signature to be digitised.

2. Custom Letter Configuration

Create a custom letter product in exactly the same way as any other product. Assign the category and sub-category appropriately to help you find custom letters easily.

Click the **custom letter** check box to add the custom letter attribute.

When you save the new product, the Configure Custom Letter screen is displayed. Edit the template using the browser-based text editor.

Within the template you can use the placeholder values below. The actual values will be substituted when an instance of your letter is generated.

Address fields:

<ATTNOF>

<CONSIGNEE>
<ADDR1>
<ADDR2>
<ADDR3>
<TOWN>
<POSTCODE>
<COUNTRY>

- taken from the equivalent fields in the consignment address

Other fields:

<DATE> or <SHORTDATE>

- the date in the form dd/mm/yy

<LONGDATE>

- the date in the form dd/mm/yy

<USER>

- your first name & last name as entered on the system, eg John Smith

Use the **Custom letter instructions** field to store information on how this custom letter should be produced, for example paper type and size. Your Account Handler may also use this field to store the location of the Microsoft Word template for the document.

Once the product has been created, you will see a [configure custom letter](#) link next to the **custom letter** check box. Click this link to access the template editor.

3. Generating an Instance of your Custom Letter

Custom letters are displayed as products. Add the custom letter you require to your basket, along with any other products required for this consignment.

When you click the **final check** button to do final confirmation of your order, the custom letter editing screen is displayed, with any placeholder fields you have specified substituted.

Modify the letter as required, do a final check of the content, add any special instructions you have, then click **confirm letter text**. The Final Check screen will then be displayed for the entire order.

Your letter will then be printed at Sprint and included with your consignment.

[end]