

## Templates - Troubleshooting Guide

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### Problem:

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Due Notice or other form (standard merge template) is missing data/lines that should be there

#### Cause:

Standard merge template has a missing or incorrect merge field

#### Prevention:

Create and then test all standard merge templates by previewing

#### Fix:

Go to Templates>Standard Merge Templates and edit the template, ensuring it has the correct merge fields. Test again by generating a preview to ensure the data is now showing.

## Problem:

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A letter or other document (custom merge template) is missing data/lines that should be there

### Cause:

Custom merge template has a missing or incorrect merge field

### Prevention:

Create and then test all custom merge templates by previewing

### Fix:

Go to Templates>Custom Merge Templates and edit the template, ensuring it has the correct merge fields. Test again by generating a preview to ensure the data is now showing.

## Problem:

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Data doesn't flow correctly over page breaks in a letter or other document

### Cause:

The template has been created using text boxes and there is too much data to fit into the text box

### Prevention:

Minimise the use of text boxes for custom merge templates

### Fix:

Go to Templates>Custom Merge Templates, edit the template and remove text boxes where possible.

## Problem:

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An incorrect standard merge template is being associated to a process

### Cause

The incorrect template is selected for that process.

### Fix

Go to Templates>Standard merge Templates and select the correct template.