

A composite image with a purple and pink background. On the left is a stack of white papers, and on the right is a blurred clock face.

Letter Generation

A composite image with a green and yellow background. On the left is a stack of white papers, and on the right is a clear clock face showing approximately 10:10.

A Good Starting Point

Why Use Letter Generation?

- It's delivered in PS
- You can track communication history and summaries
- A good tool within PS to communicate with individual or large groups of students/vendors



How Do I Get Started?


- You need to determine what type of communication set up you need (text of letter, merge fields needed, etc)
- Submit request via help desk ticket
- HECN will set up the letter code, context, category, speedkeys as needed



Technical Intervention

- There is some setup that needs to occur on your pc
- Need to determine where you want your office letters stored
- When doing pc setup, contact HECN to get copies of the letter gen macro sent to you
- Link for instructions on setup
 - <http://www.und.edu/dept/cndtrain/LetterGen/Letter.htm>
 - Click on [PC Letter Generator Setup Instructions: HTML Format](#)





Letter Generation Process and Merge Information

- <http://www.und.edu/dept/cndtrain/LetterGen/Letter.htm>
- Click on [Letter Generation Process and Word Merge: PDF Format](#)
- Please refer to various training docs on assigning communication, establishing run controls, and running letter gen

Common Errors in PS Letter Generation Processing



Common Errors in PS Letter Generation Processing

■ Data/Merge Parameters

● Extract File Path/Options

- Need to make sure this reflects where you will save your CSV files
- Make sure it is typed exactly as you have it set up/stored (don't miss slashes or underscores, etc)

● Word Merge Parameters

- Need to make sure this reflects where you will save your Template files
- Make sure it is typed exactly as you have it set up/stored (don't miss slashes or underscores, etc)



Common Errors in PS Letter Generation Processing

■ Data/Merge Parameters


- Communication Date Range Selection

- From and To Date Range

- This must be set wide enough to capture letters assigned within that date range



Common Errors in PS Letter Generation Processing

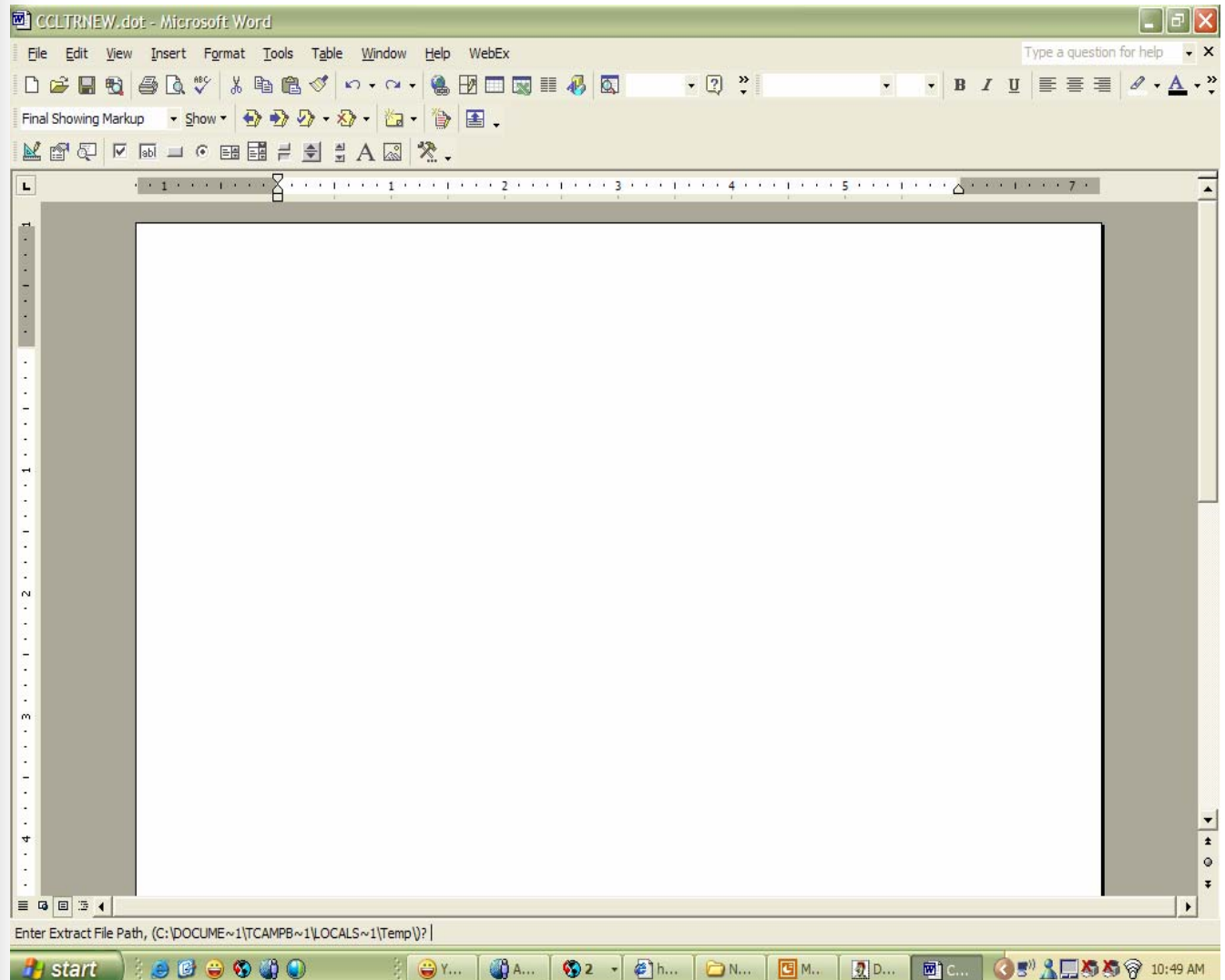


Extract File Type: C
Communication ID Option: A
Salutation Name Usage: LEGAL
Address Name Usage: LEGAL
Address Usage: ADMADDRESS
Letter Code: VAG
Date Printed Option: S
Date Completed Option: S
From Date: 2003-05-26 00:00:00.000
To Date: 2099-05-26 00:00:00.000
Produce Communication (For Missing Critical Data): N
Complete Communication (For Missing Critical Data): N
Extract Name Usage: LEGAL
Administrative Function: PROS
Letter Printed Data Option: NONE

Processing Communication: 0699063/2
ENCLOSURE COUNT = 7
ADDRESS Usage Not Found
ADM_PRSPCT_CAR Parent Record Not Found...Check COMM_VAR_DATA
Number of CRITICAL Errors: 2
Processing Communication: 0699124/2
ENCLOSURE COUNT = 7
ADDRESS Usage Not Found
Number of CRITICAL Errors: 1
Processing Communication: 0699124/1
ENCLOSURE COUNT = 7
ADDRESS Usage Not Found
Number of CRITICAL Errors: 1
Processing Communication: 0699125/2
ENCLOSURE COUNT = 7
ADDRESS Usage Not Found
Number of CRITICAL Errors: 1
Processing Communication: 0699125/1
ENCLOSURE COUNT = 7
ADDRESS Usage Not Found
Number of CRITICAL Errors: 1

Number of Communication Records Read: 5
Number of Communication Records W/Errors: 5
Number of Communication Records Extracted: 0

Common Errors in PS Letter Generation Processing

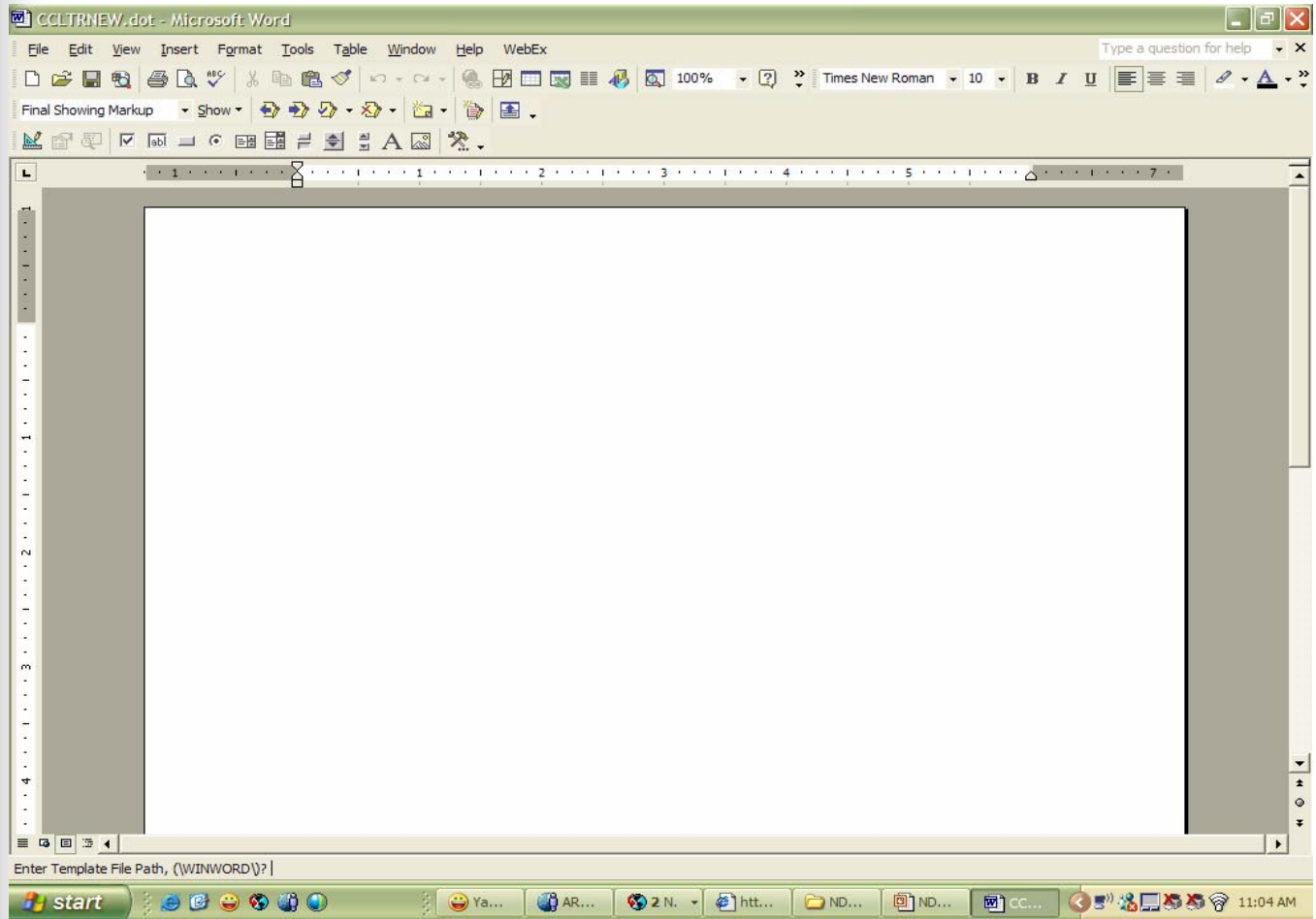


Common Errors in PS Letter Generation Processing

- Why would I get this error?
 - Typed in wrong instance number
 - Path name not correct in extract file (in PS letter gen)
 - May have accidentally saved the CSV file to wrong folder
 - Path names set up don't match what was set up on the pc



Common Errors in PS Letter Generation Processing



Common Errors in PS Letter Generation Processing

- Why would I get this error?
 - You may not have the template in your folder
 - Path name is not correct in template file (in PS letter gen)
 - Path names set up don't match what was set up on the pc



Common Questions Submitted By Campuses

- What is the process for adding new letters to letter generation?
 - Submit a remedy ticket with new letter information.
- If we want to make changes to a letter how do we do that?
 - Letters belong to you so go ahead and make any necessary changes that seem fit. If any merge fields need to be added look them up in the extract spreadsheets depending upon the admin function.
- We have letters in letter generation we no longer use. Can we replace those with letters with those we want to start using?
 - Yes



Common Questions Submitted By Campuses

- How do I know what letters to run each day?
 - There is a query `NDU_0084_CC` that will list all letters that need to be run at any particular time.
- Are there auto processes to assign letters?
 - Yes
- Can we set the process scheduler to run letters?
 - Yes





Questions?





Contact Info

Tricia Campbell

triciacampbell@mail.und.nodak.edu



Chad Gilbertson

chadgilbertson@mail.und.nodak.edu

