GAL 19 – Creating and printing thank you letters

This guide shows you how to set and design a thank you letter template for your Church and how to create and print copies for each of your donors which will include a table of the donations they made during the year.
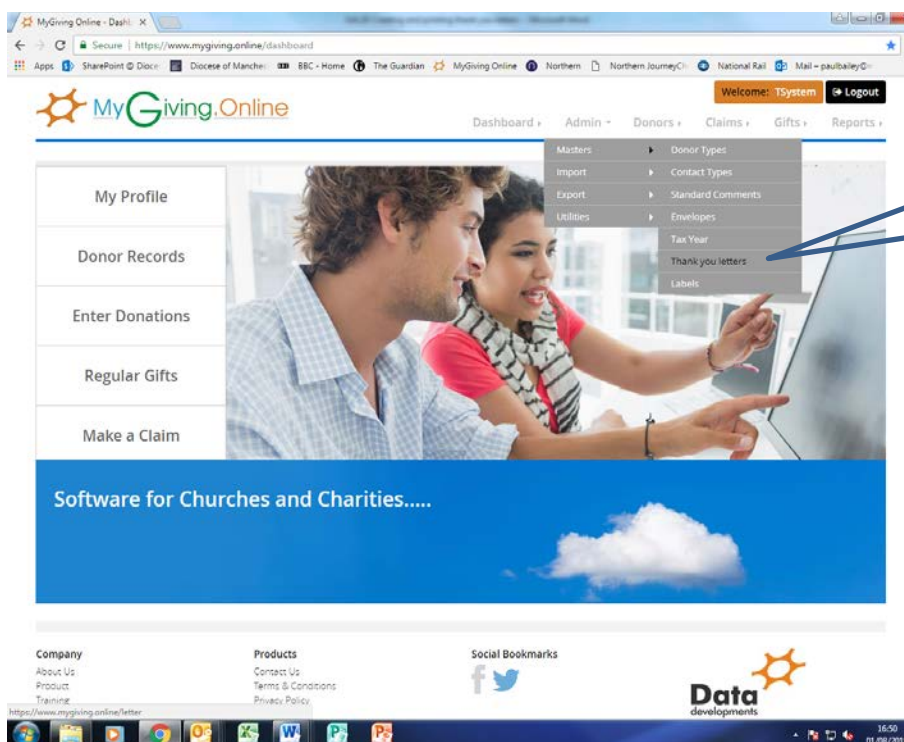
At present it is not possible to email a copy of the letter to your donors, but this feature has been requested from the software developers.

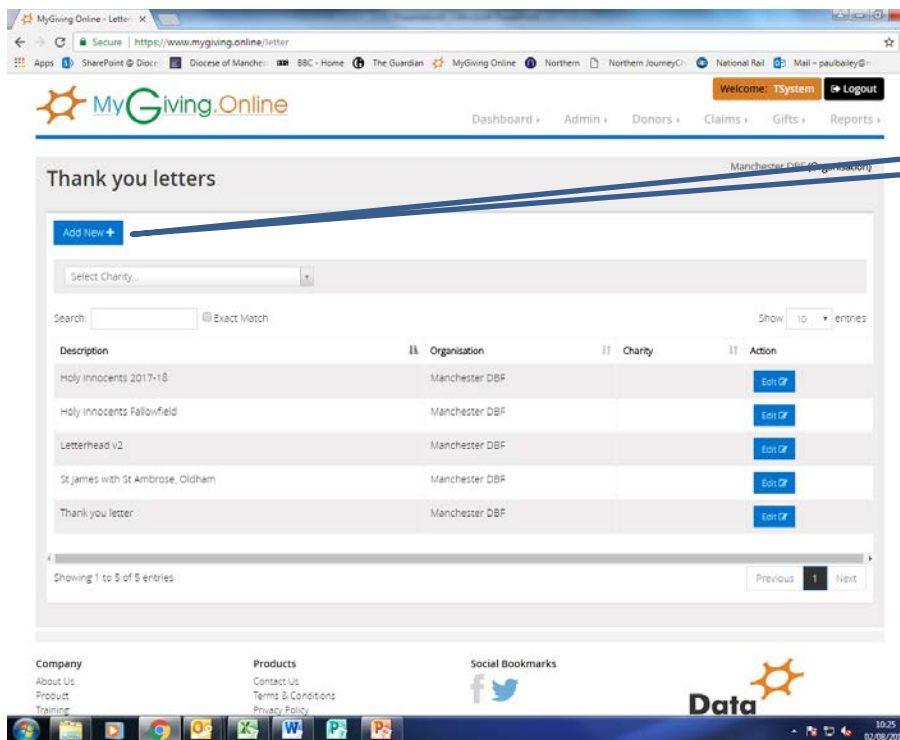Here's a step by step guide on how to do this:

1. Setting up and designing your thank you letter
2. Producing your thank you letters
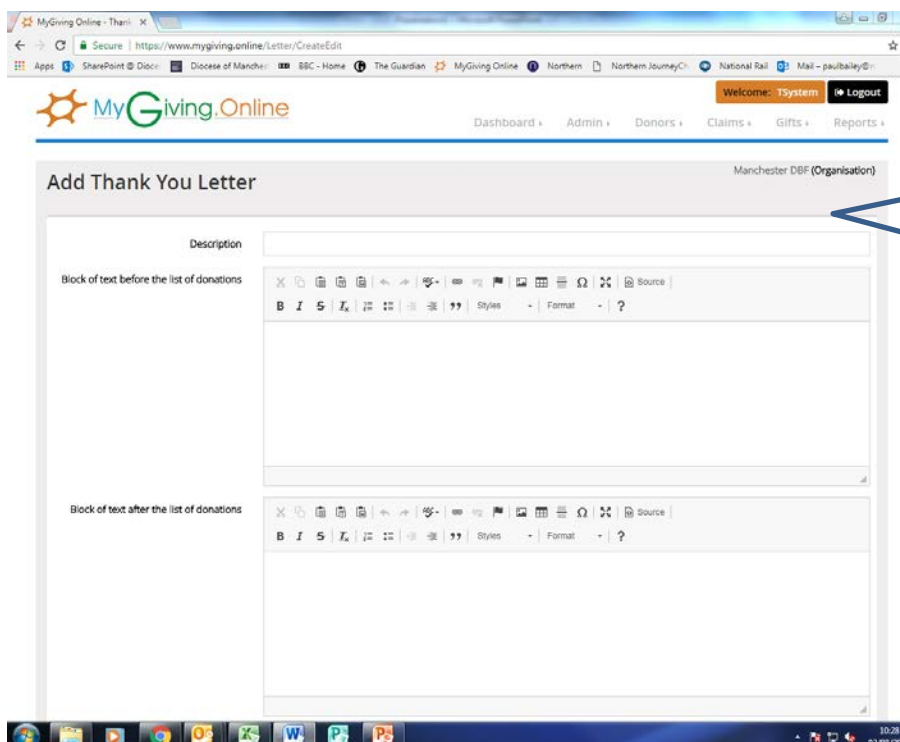

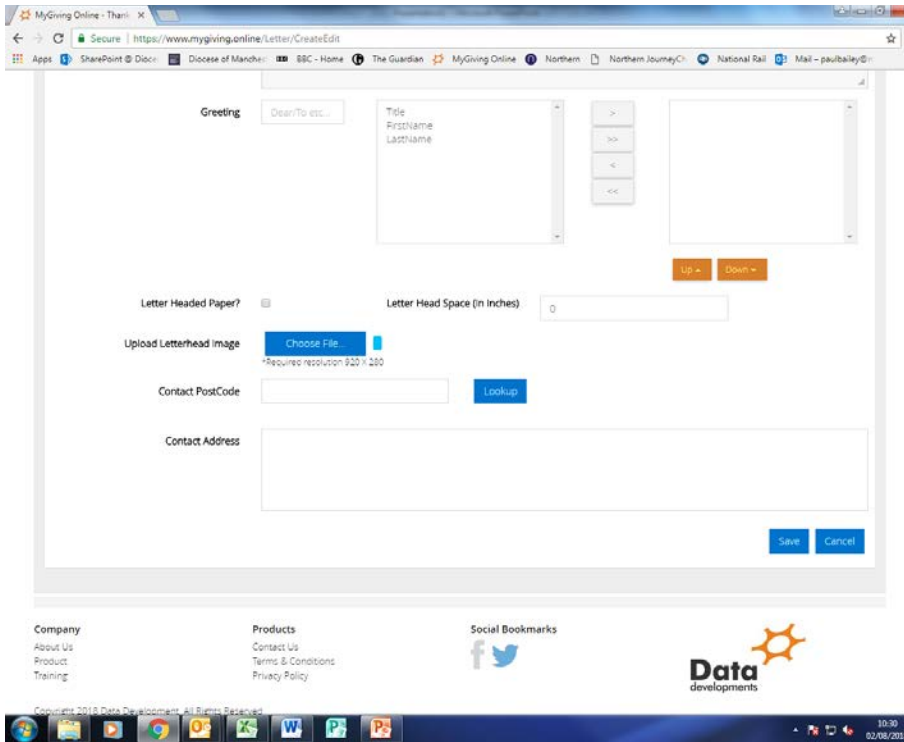1. Setting up and designing your thank you letter

- Step 1

Click on Admin, Masters and Thank you letters.

- Step 2

Click on Add New.

- Step 3

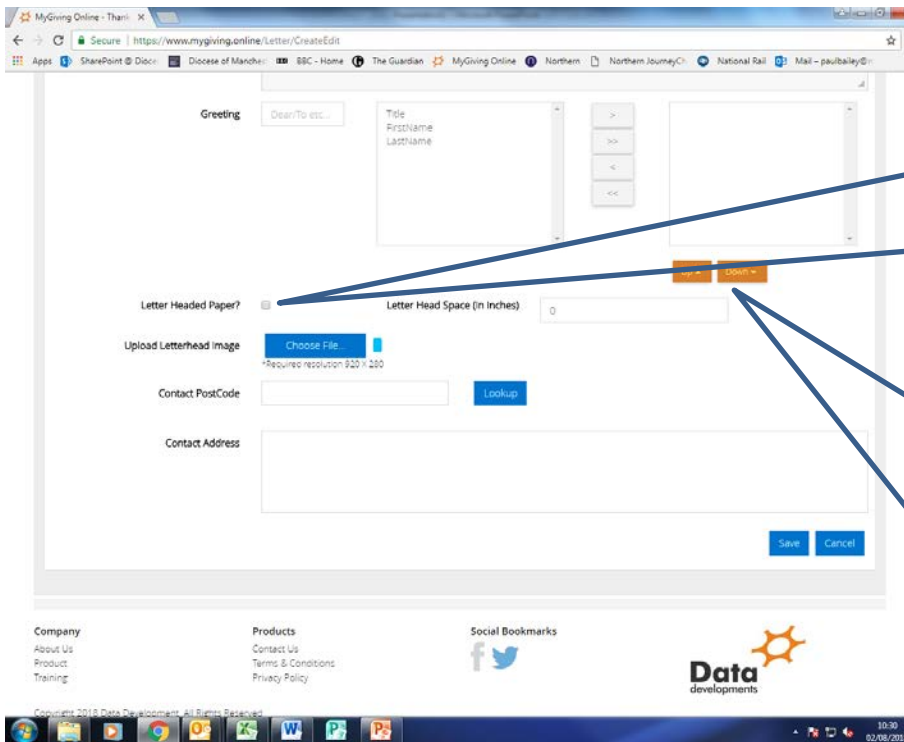This window will appear, but you'll need to scroll down to see it.
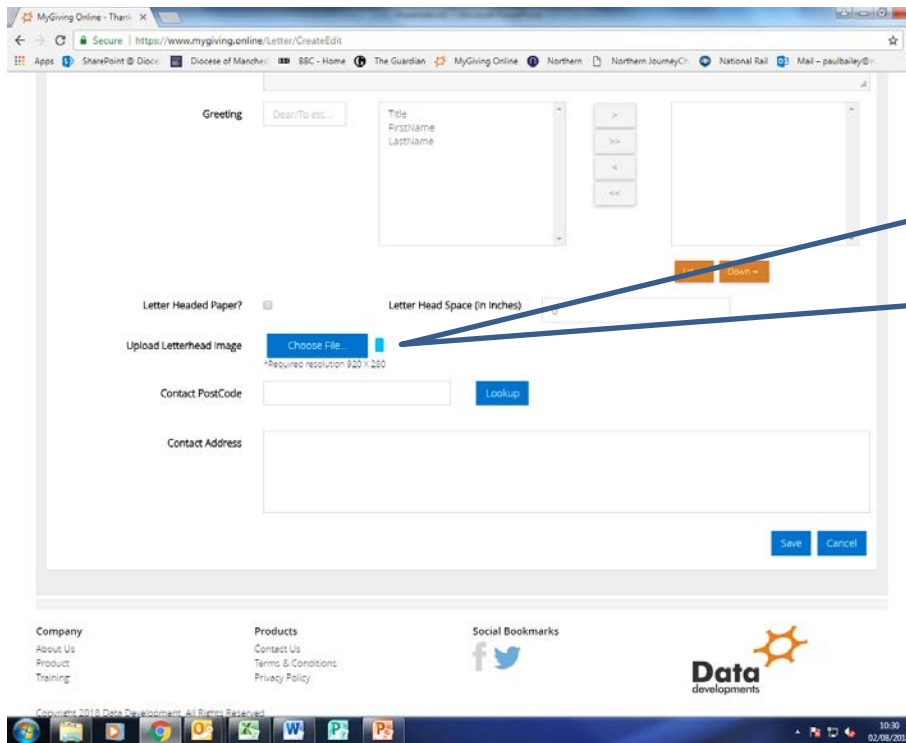
- Step 4 (using pre-printed letter headed paper)

If you are using your own pre-printed letterhead you can continue to do so. Tick the Letter Headed Paper box.
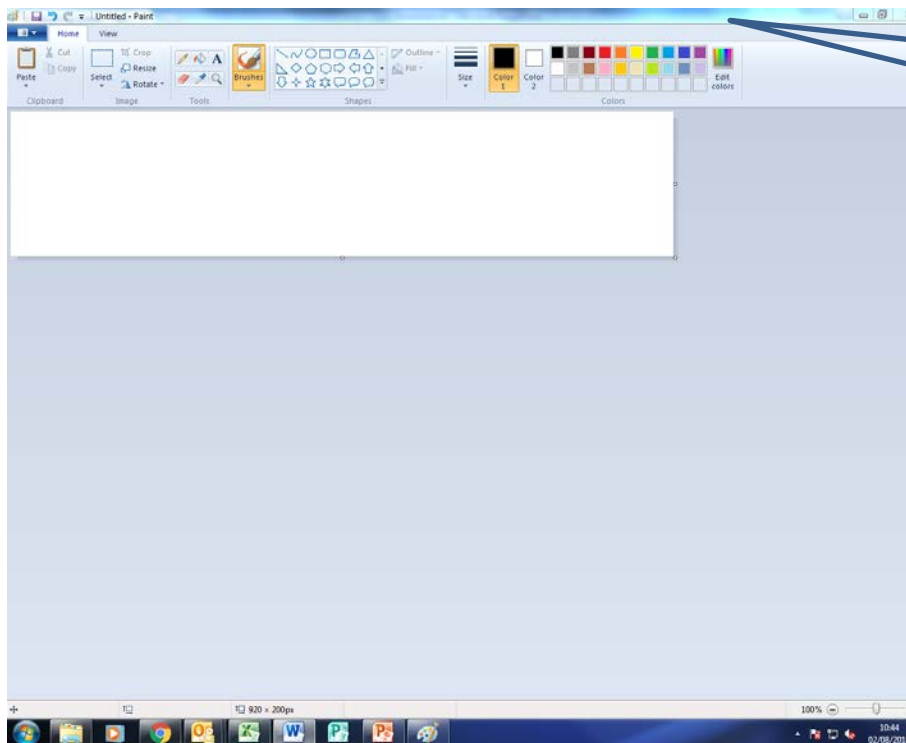
You'll need to specify the amount of space taken up by your logo and address at the top of the page in inches. The software will know where to print the rest of the thank you letter's contents.

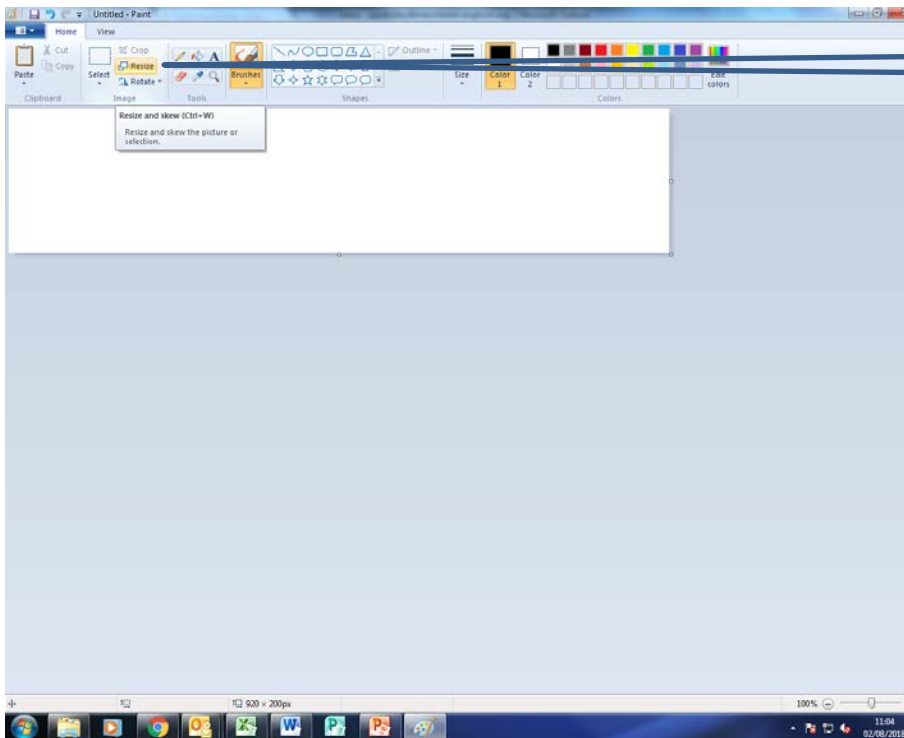- Step 5 (creating your letter headed paper in the software)

You'll need to import a file you've previously created containing the letterhead image. The instructions on how to do this follow below.
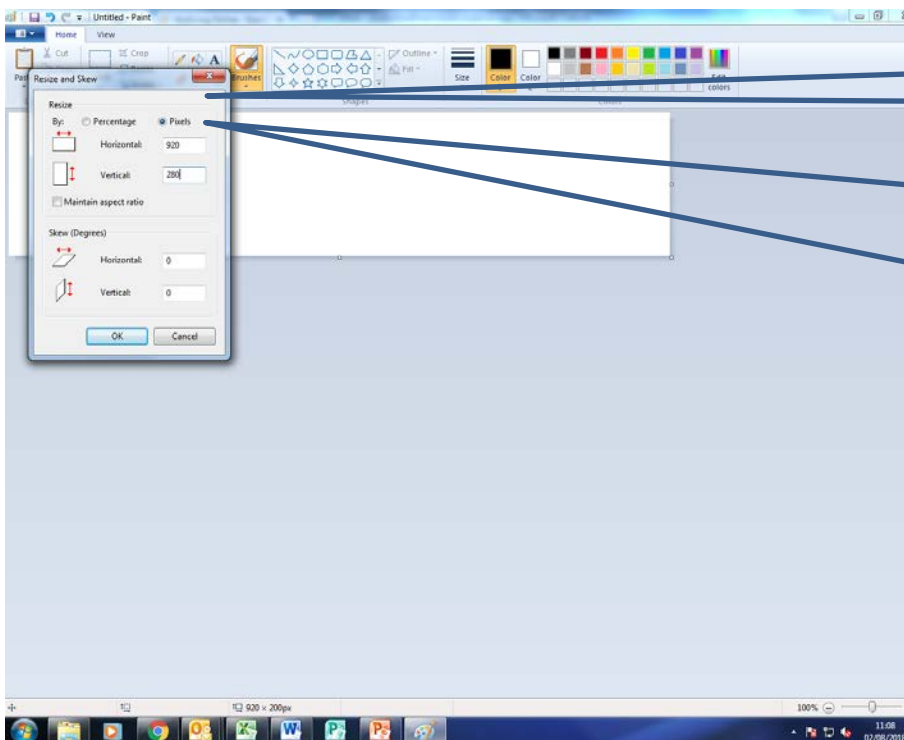
- Step 6

Open Microsoft Window's Paint.
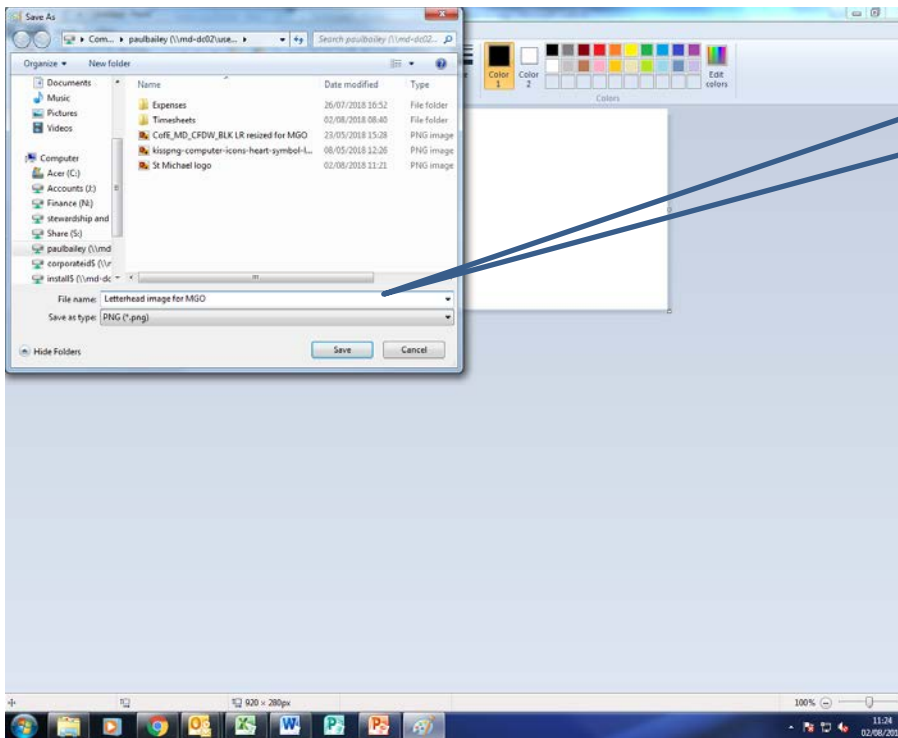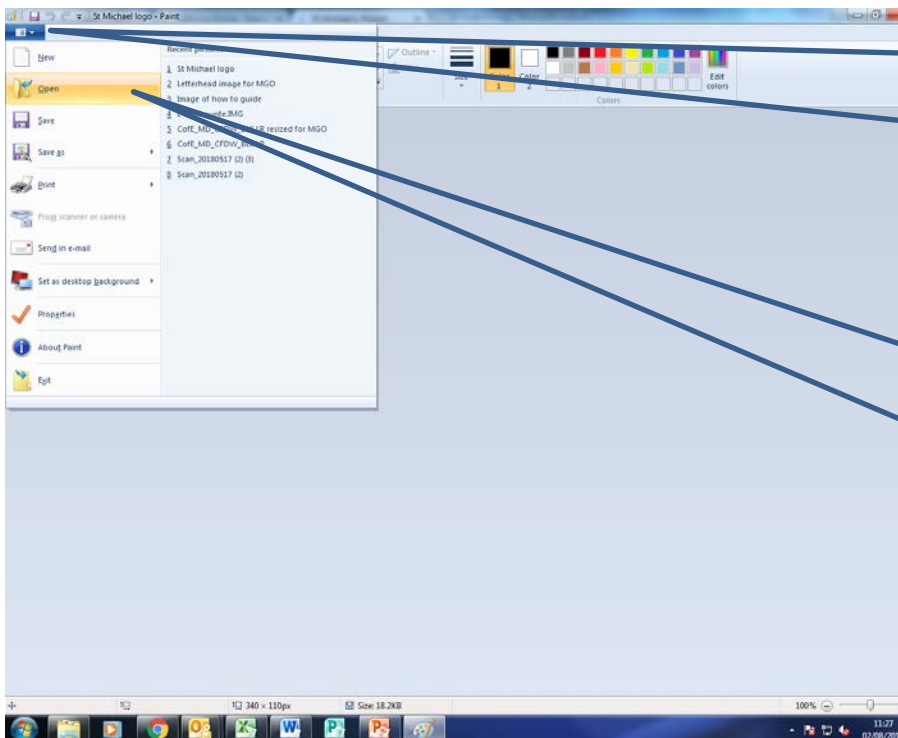
- Step 7

Click on Resize.

- Step 8

This pop up will appear.

Click on the Pixels button and untick Maintain Aspect Ratio. In Horizontal type 920 and in Vertical 280, then click on OK.
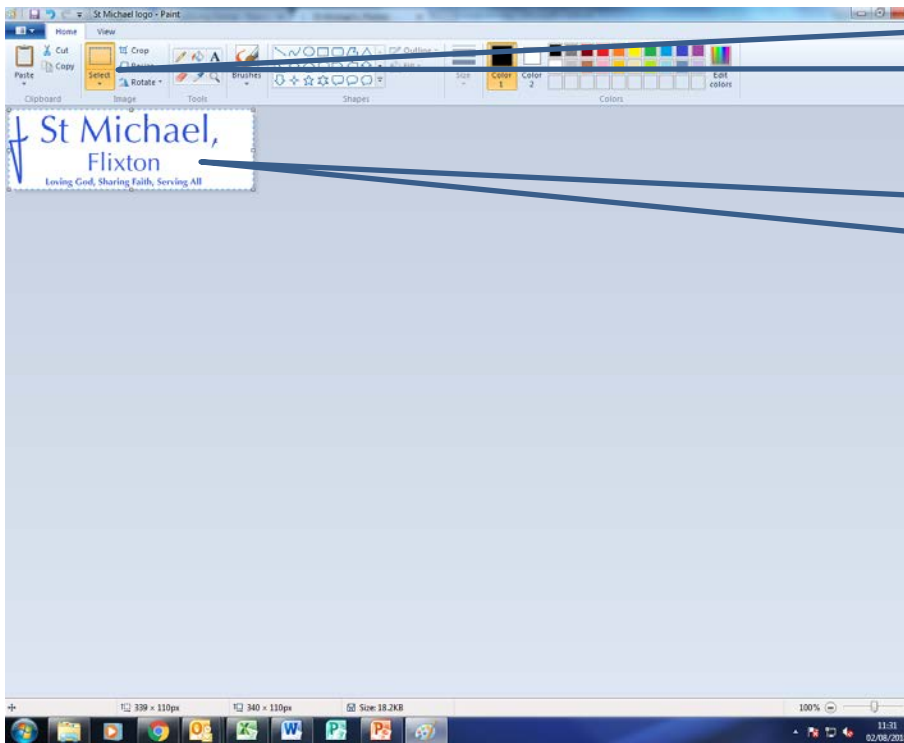
- Step 9

Click on Save and give the file a name of your choice.

- Step 10

Click on the icon which looks like a sheet of paper in the top right hand corner of the screen.

Click on open to find the logo of your Church, it may also appear in the recently opened files list. Open the file.
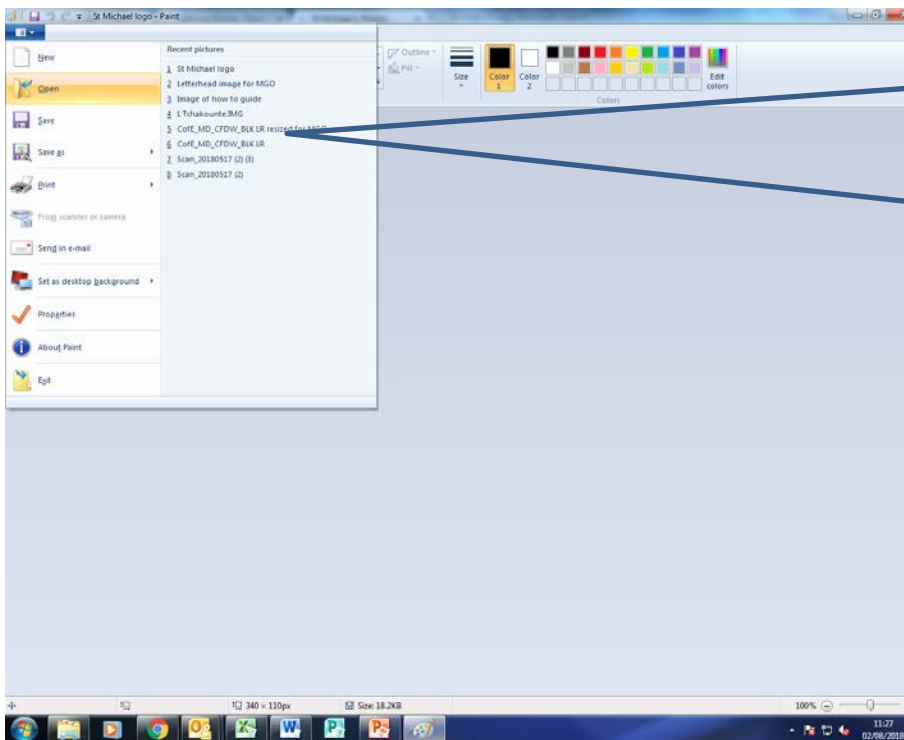
- Step 11

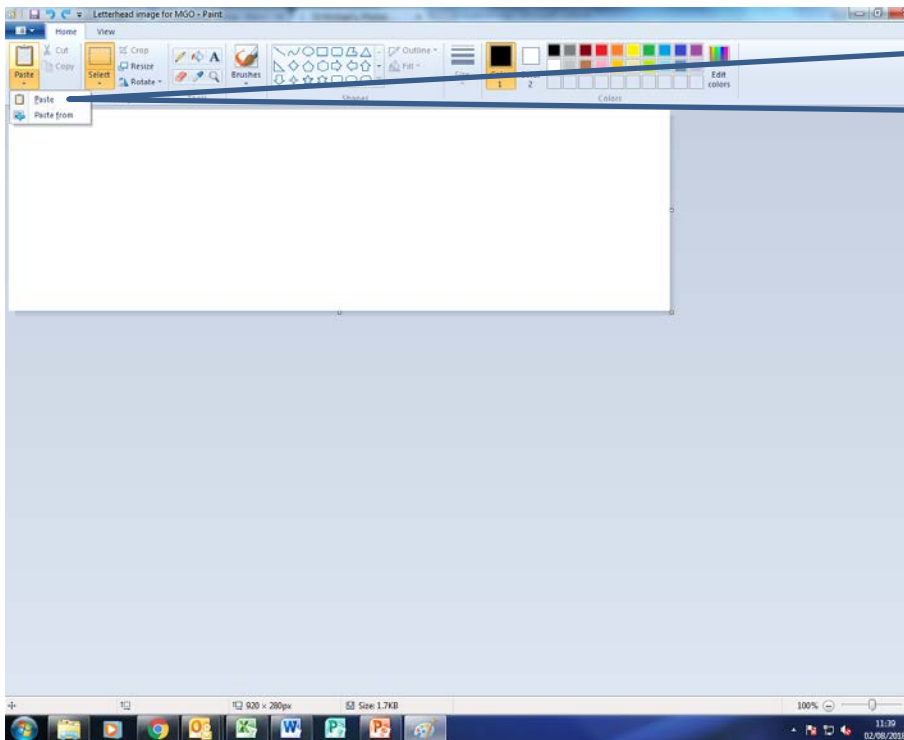Click on Select and from the drop down menu Select All.

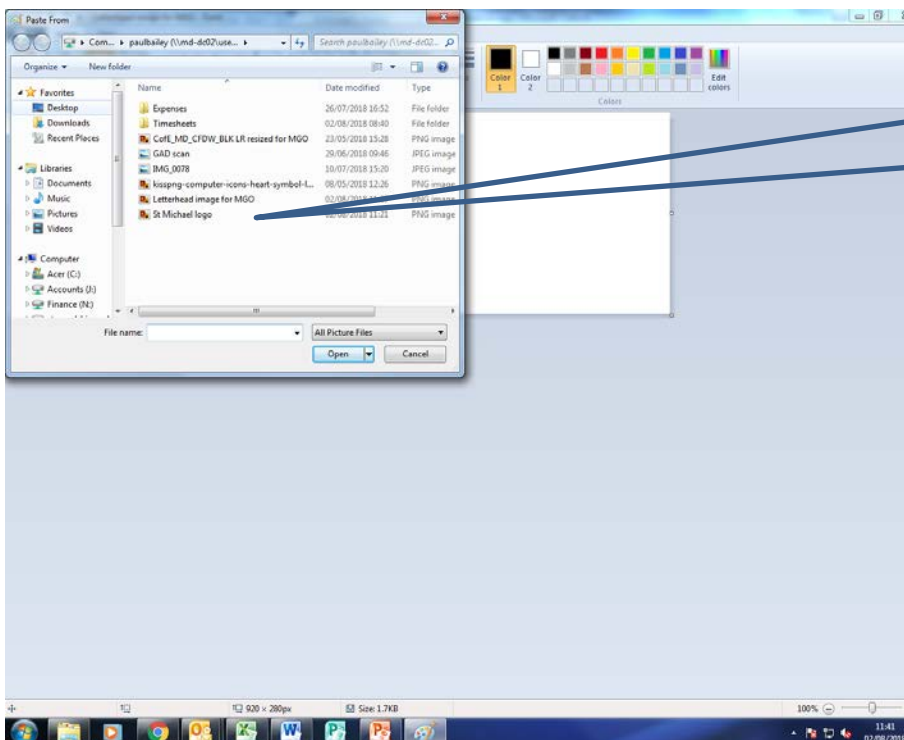Right click on the image and choose Copy.

- Step 12

Click on the icon which looks like a sheet of paper in the top right hand corner of the screen. From the list of recently opened files click on the letterhead image you started to create in step 6.
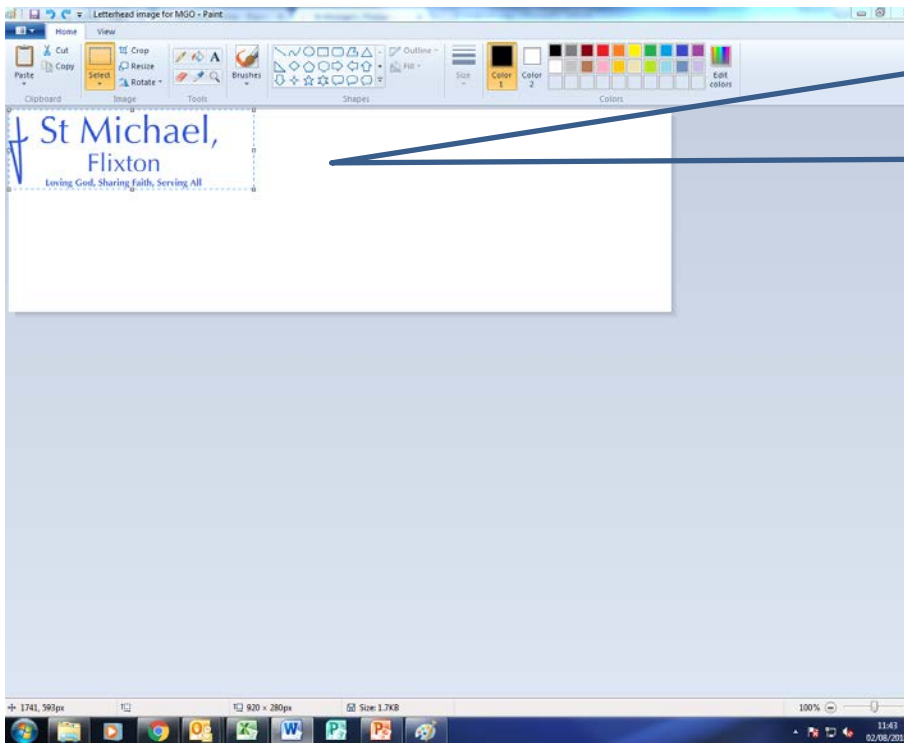
- Step 13

Click on the drop down menu arrow below the Paste button, and choose Paste From.
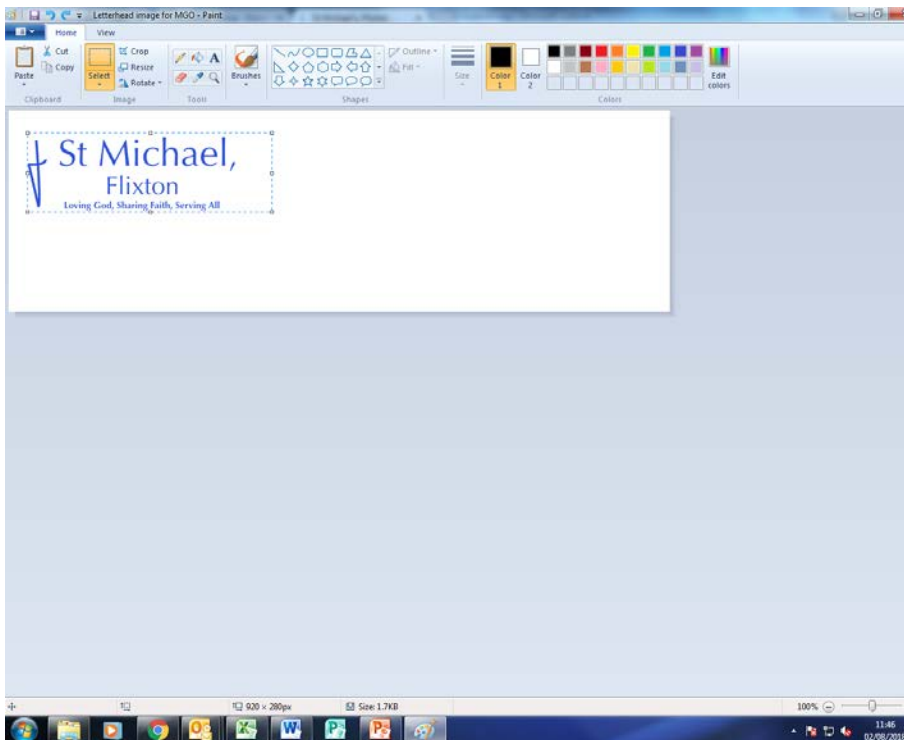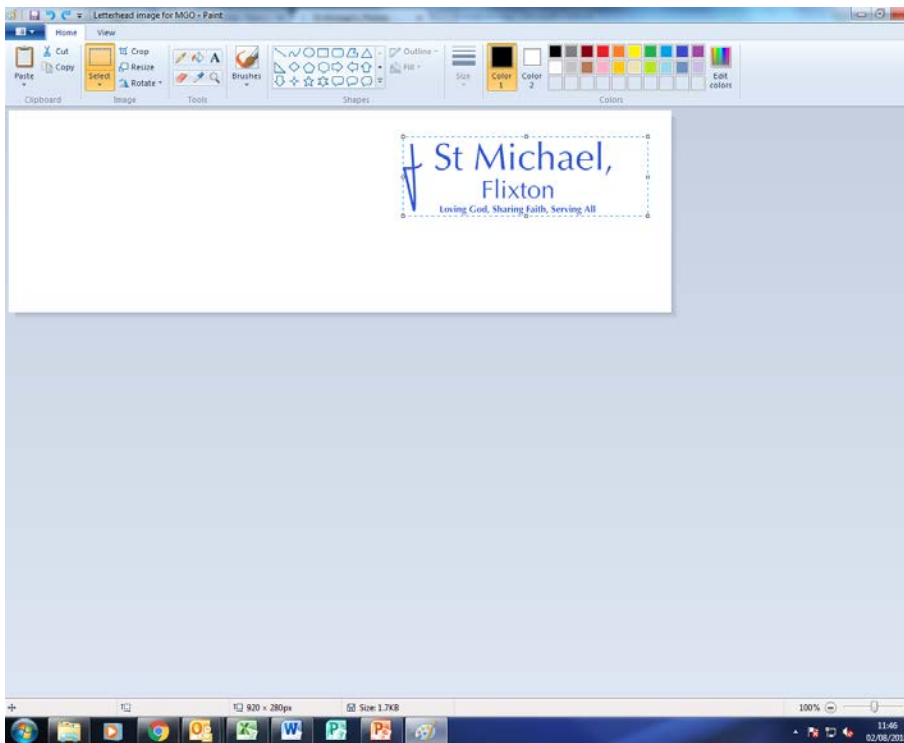
- Step 14

This will pop up will appear and click on the file containing your logo to open it.
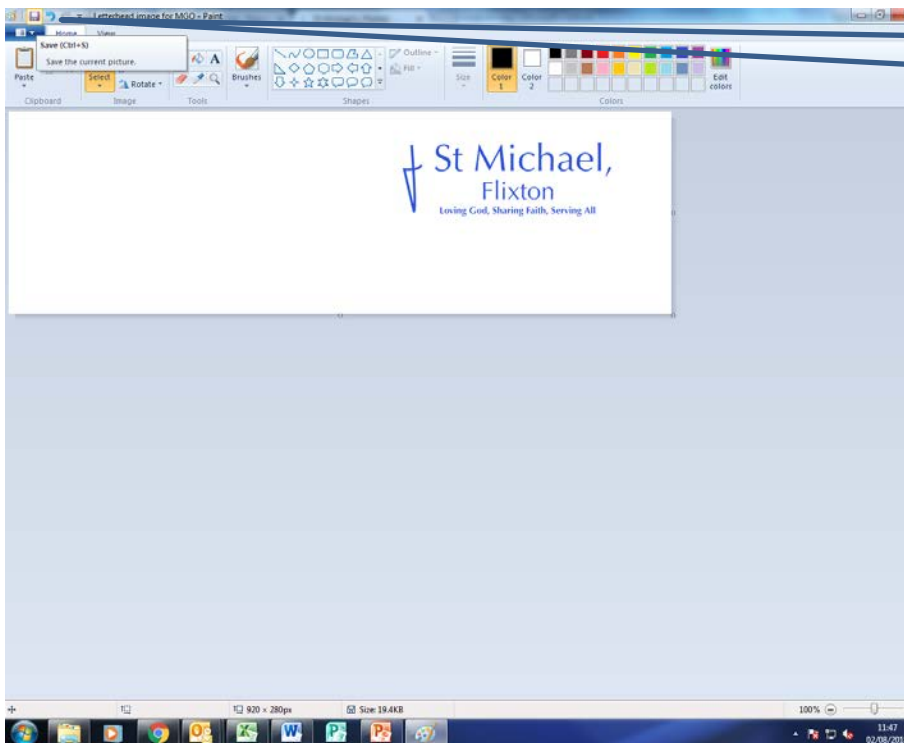
- Step 15

The logo will appear on your screen. You can choose to drag and drop the logo to the top right or top left. See below for examples.
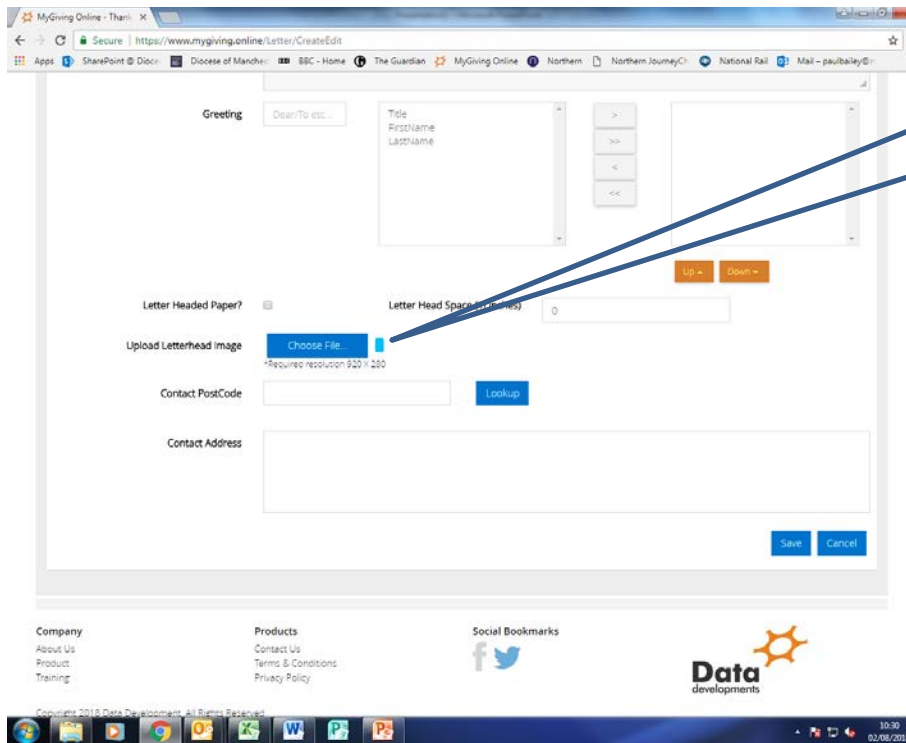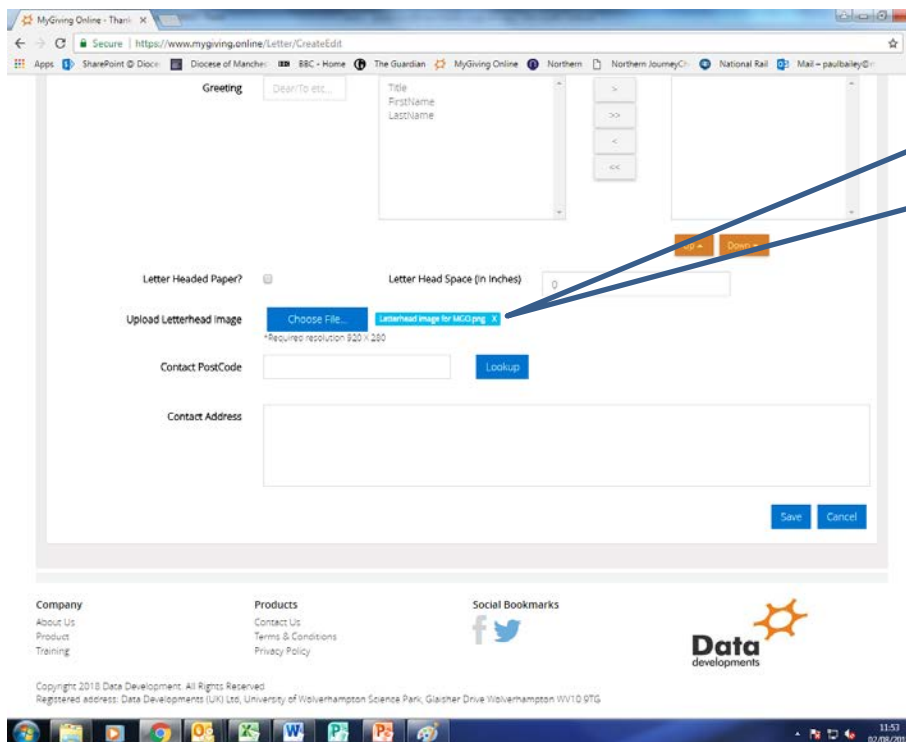
Step 16
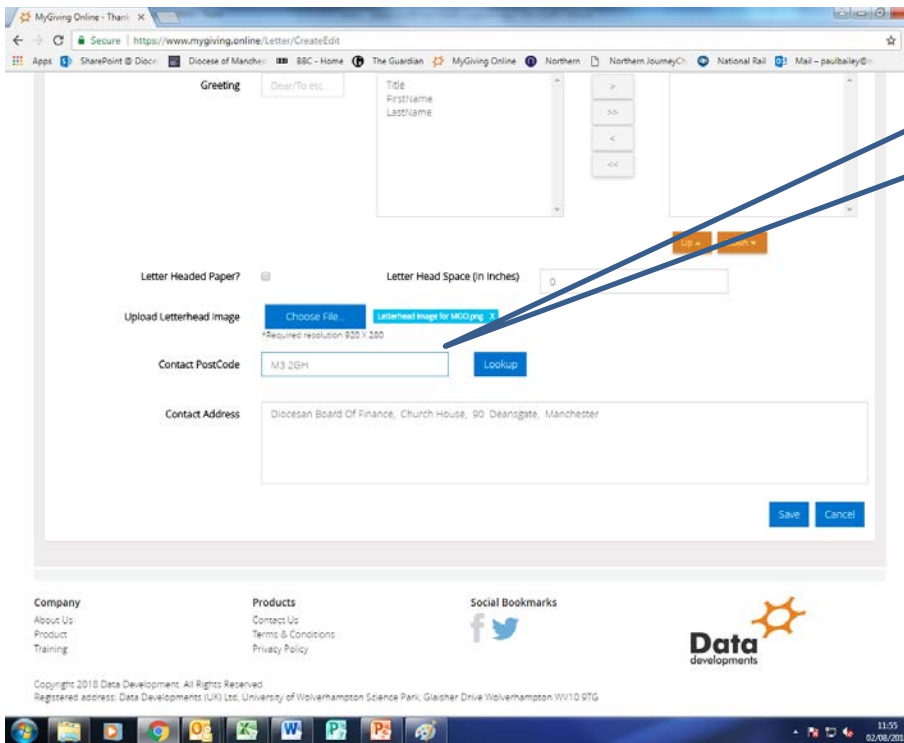

Click on Save to store your changes.

- Step 17

Click on Choose File and open the name of letterhead image you've just created.

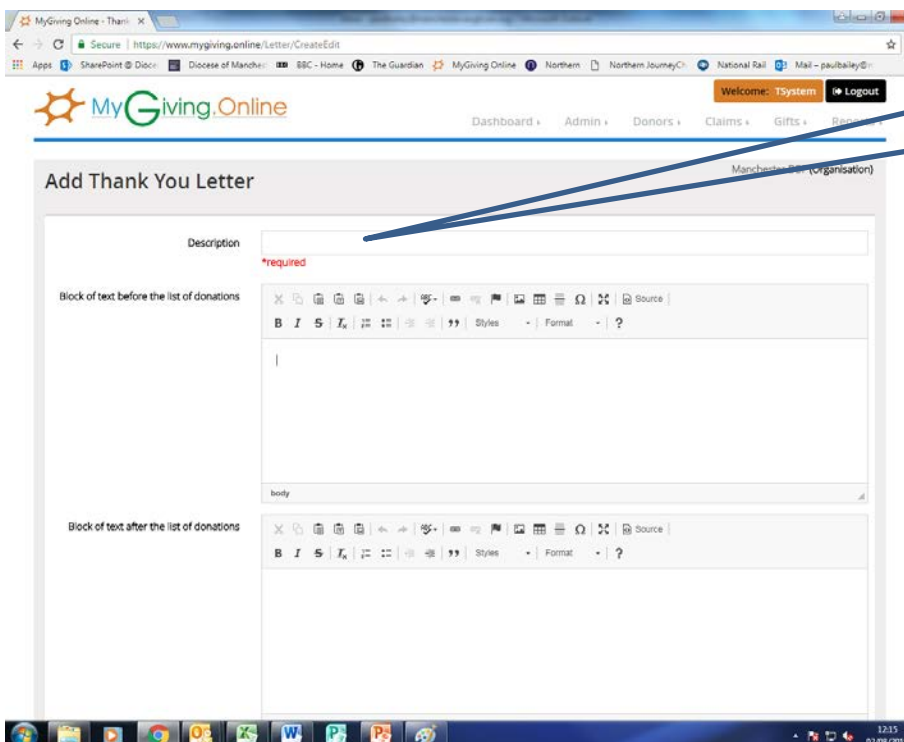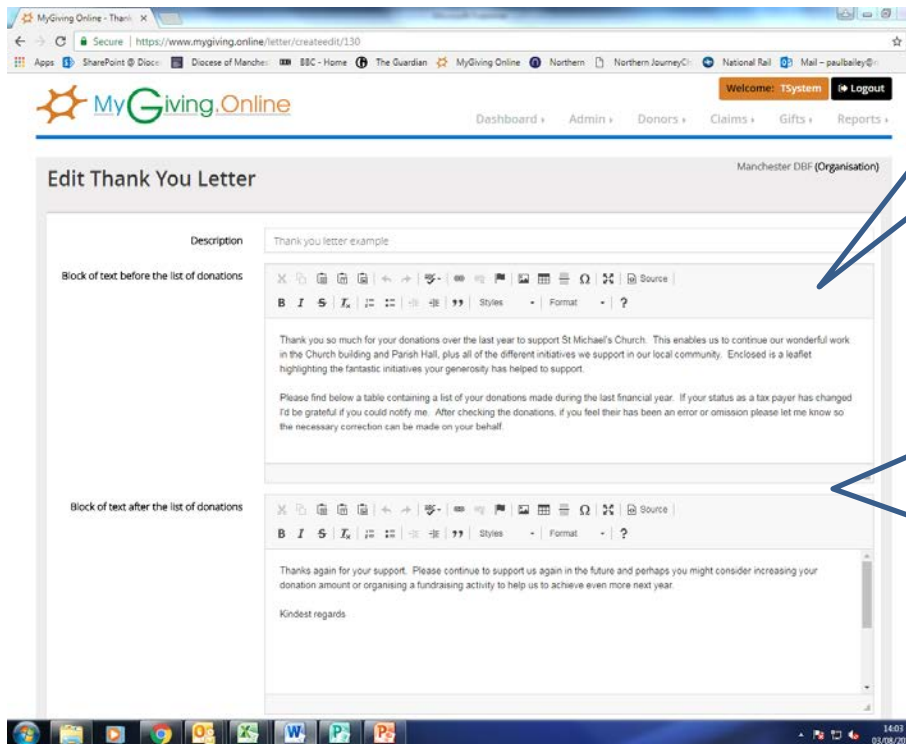When you've been successful you'll see the letterhead image file on the screen.

- Step 18

Enter the postcode of your address and choose it from the drop down list.

- Step 19

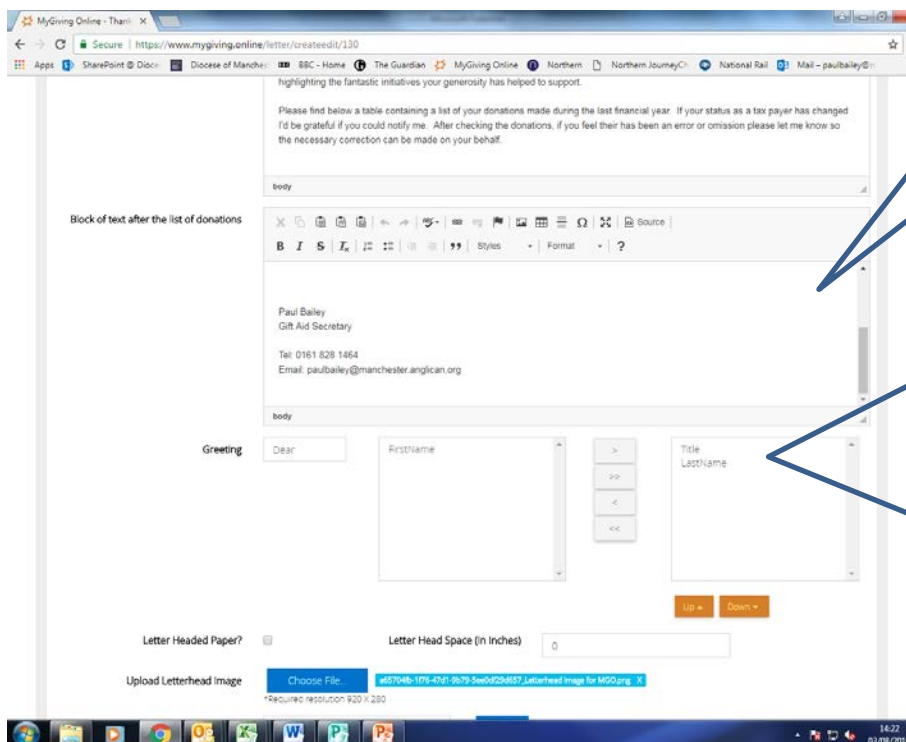In the description field type in a name for your letterhead.

- Step 20

Type in the blocks of text you'd like to appear before and after the person's donation details.

As there is no spell checker available, it is recommended you write the letter text in Word and copy and paste it here afterwards.
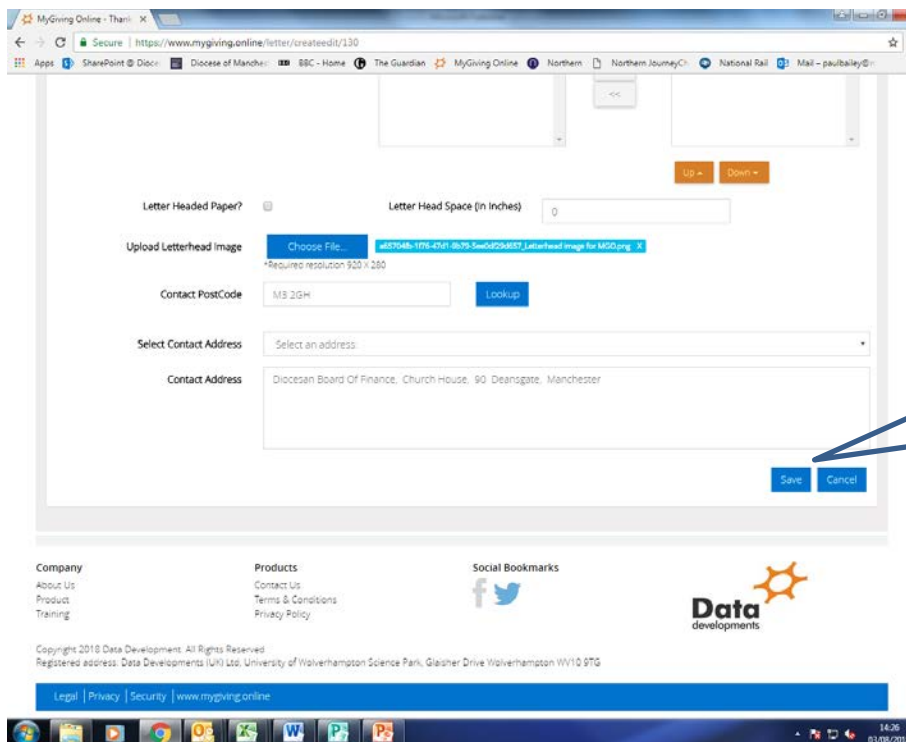
Add in your phone number and email address (if desired) as part of your salutation.

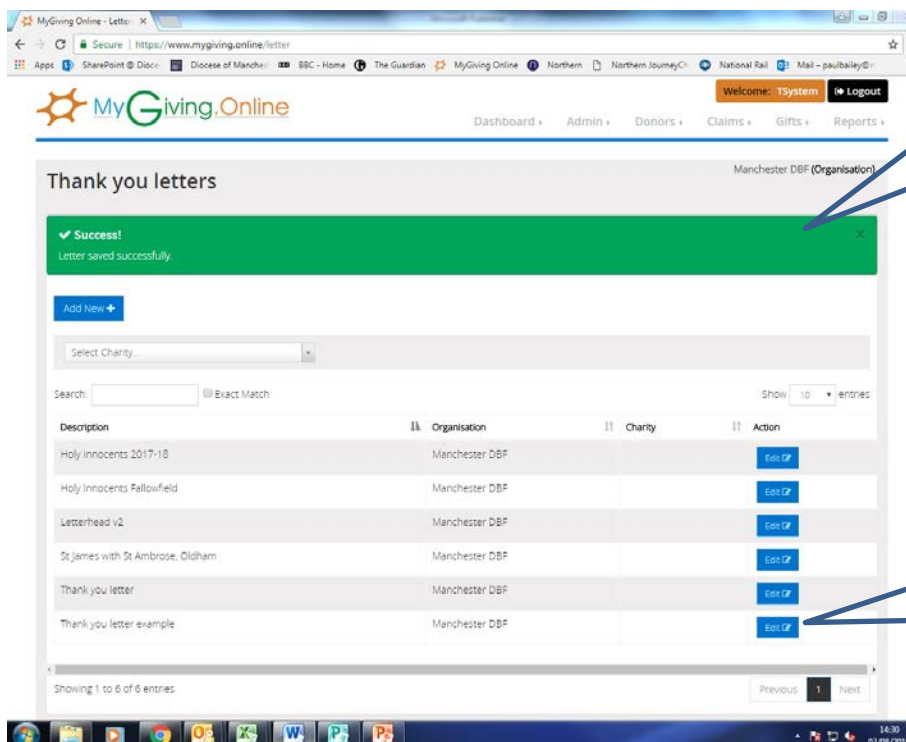Select your choice of greeting for the letter.

NB – if you select Dear Firstname it will use multiple first names if they have been added to the donor record. For example, David Brian Smith will appear as Dear David Brian.

- Step 21

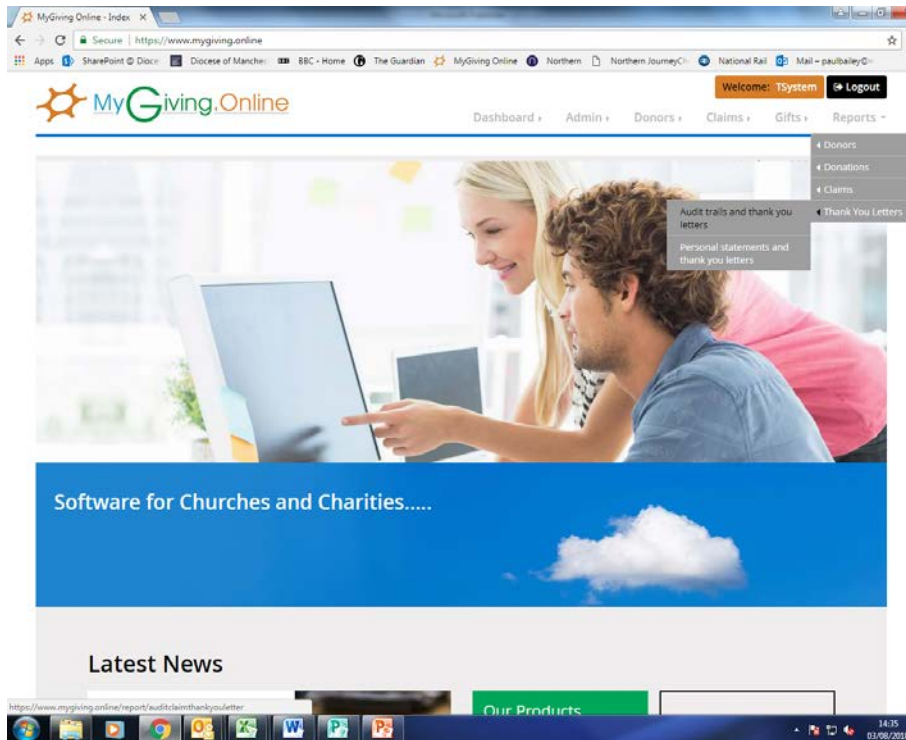Scroll down and click on Save to store your changes.

- Step 22

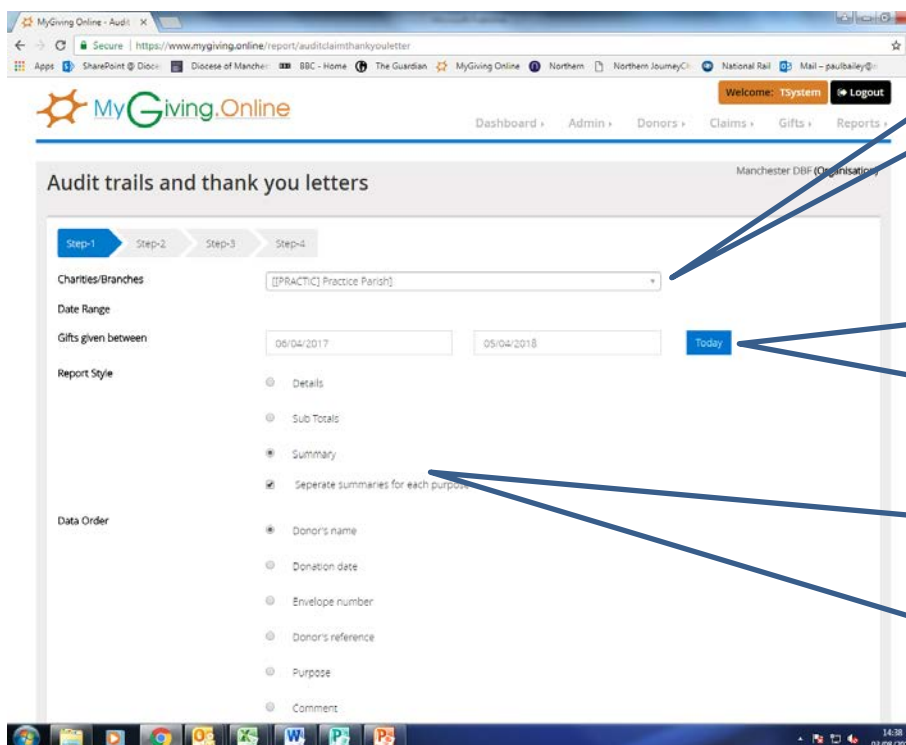A success message will appear to show you have saved your letter.

You can amend it by clicking on the Edit button.
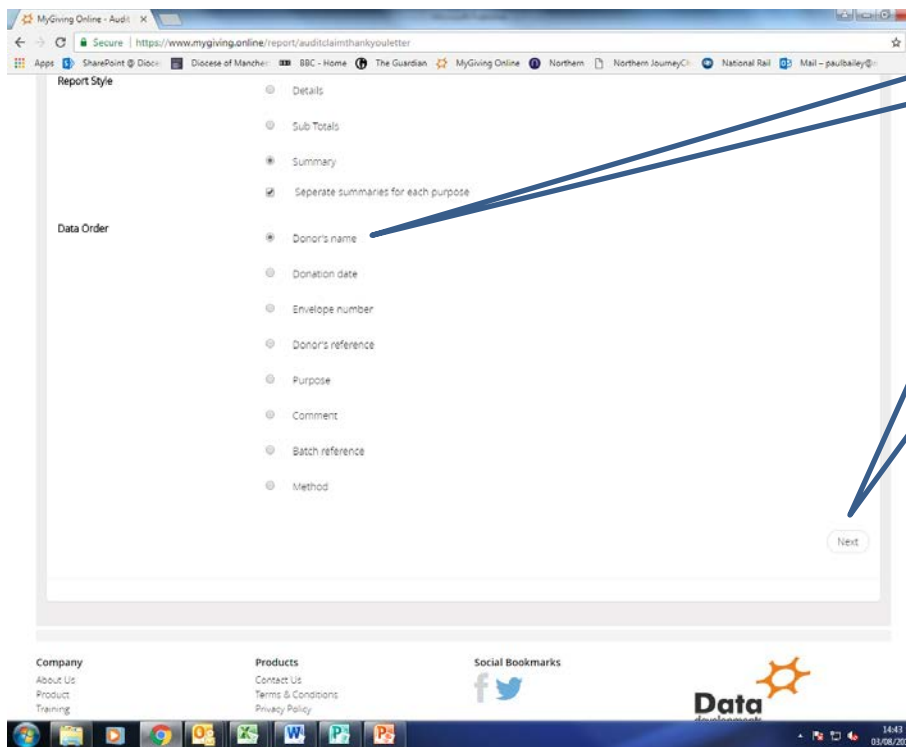
2. Producing your thank you letters

- Step 1

Click on Reports, Thank You Letters and Audit trails and thank you letters.

- Step 2

Ensure you have chosen your Charity and Branch.

Enter the dates of your choice to include the gifts given in a specific time period.

You can choose to include in the letters all of the donations given by clicking on Details, or include a Summary of the donations and totals for each purpose supported.
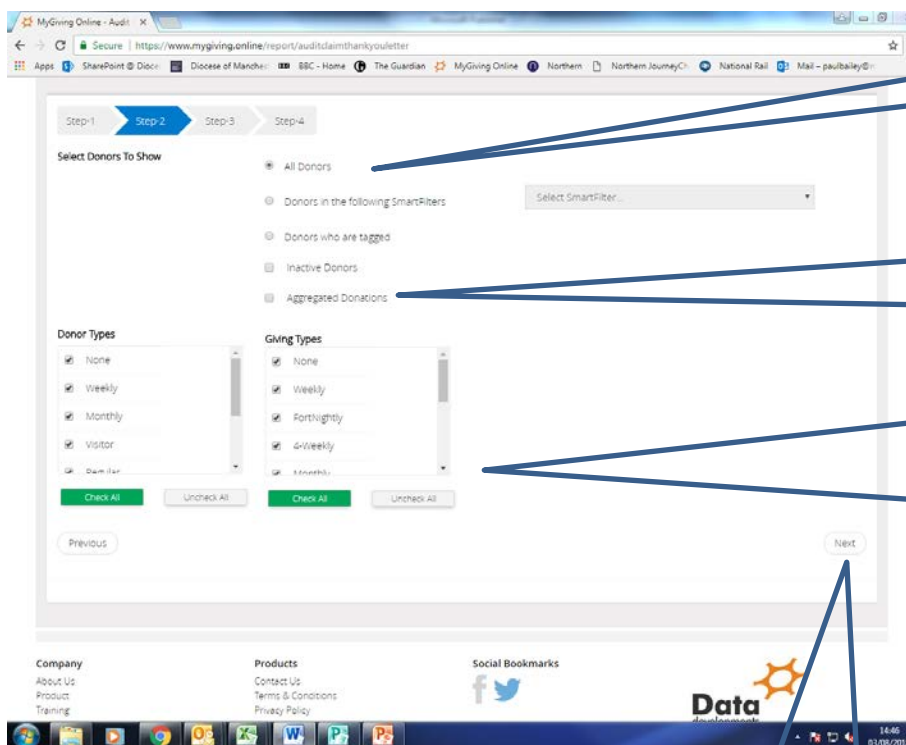
- Step 3

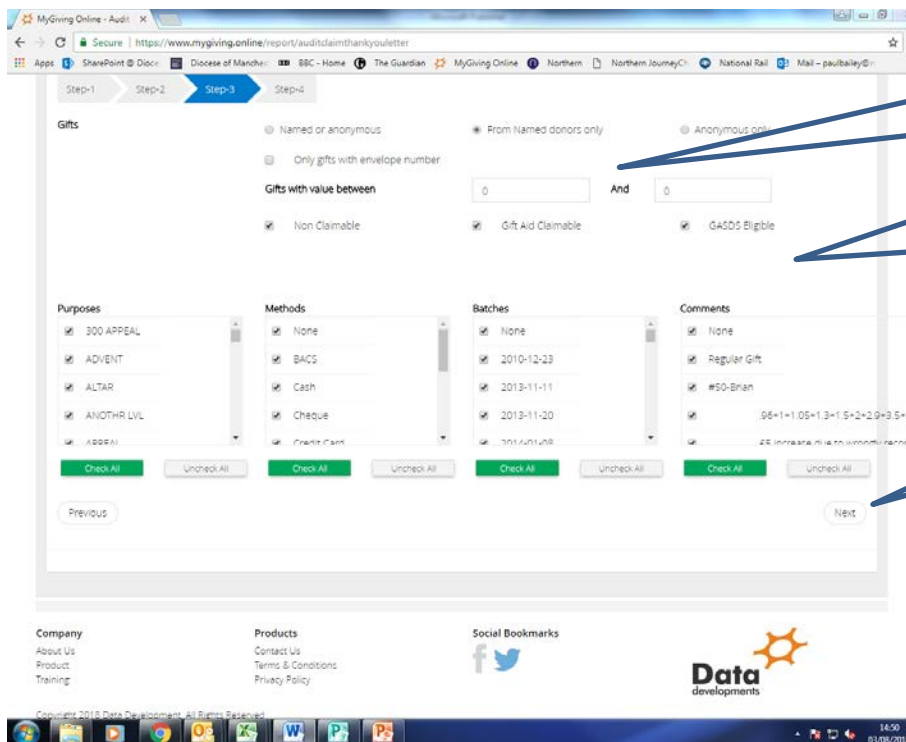Choose to order by Donor's name.

Click on Next.

- Step 4

Keep the All Donors button clicked.

Untick the boxes for Inactive Donors and Aggregated Donations.

If desired, you can filter down to produce letters for particular types of donors or those who have a specific giving type.
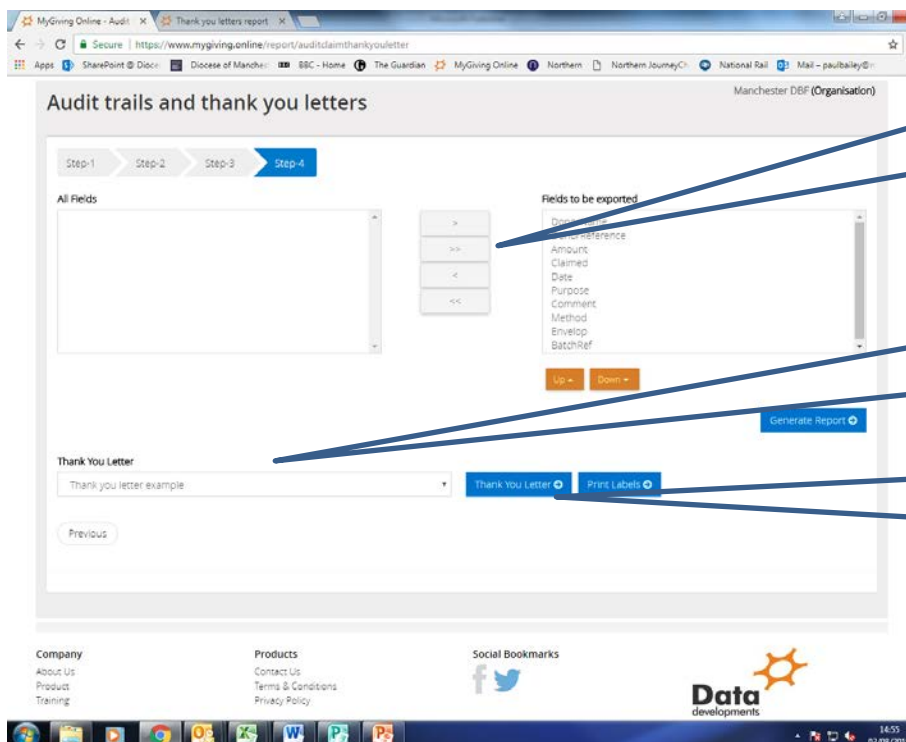
Click on Next.

- Step 5

Tick the box to choose from Named donors only.

You have other filter options if you wish to choose them.
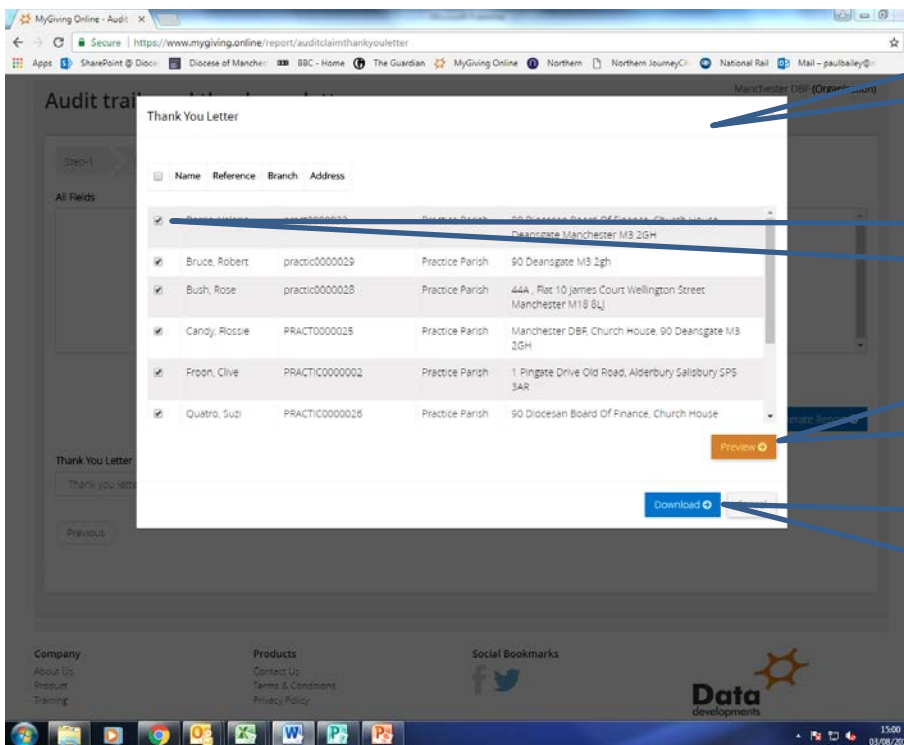
Click on Next.

- Step 6

Click on the >> button to move all of the fields to the right hand column.

Choose your thank you letter template from the drop down list.

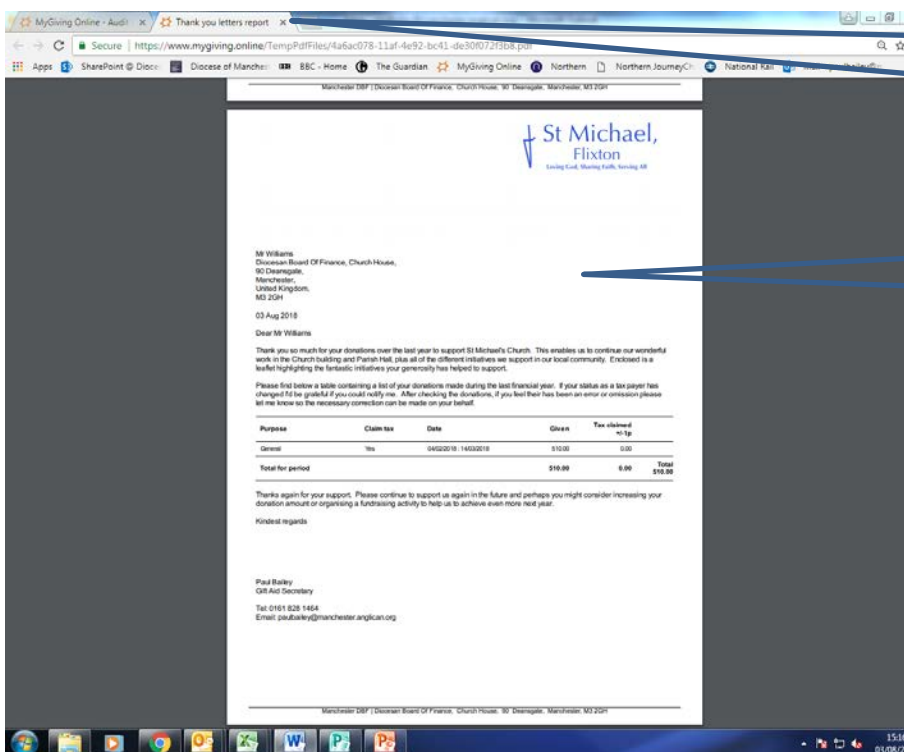Click on the Thank You Letter button to produce the letters.

- Step 7

This pop up window will appear.

Untick the boxes to produce letters for specific donors only.

Click on Preview to see copies of your letters.

You can choose to download copies of the letters from the preview screen.
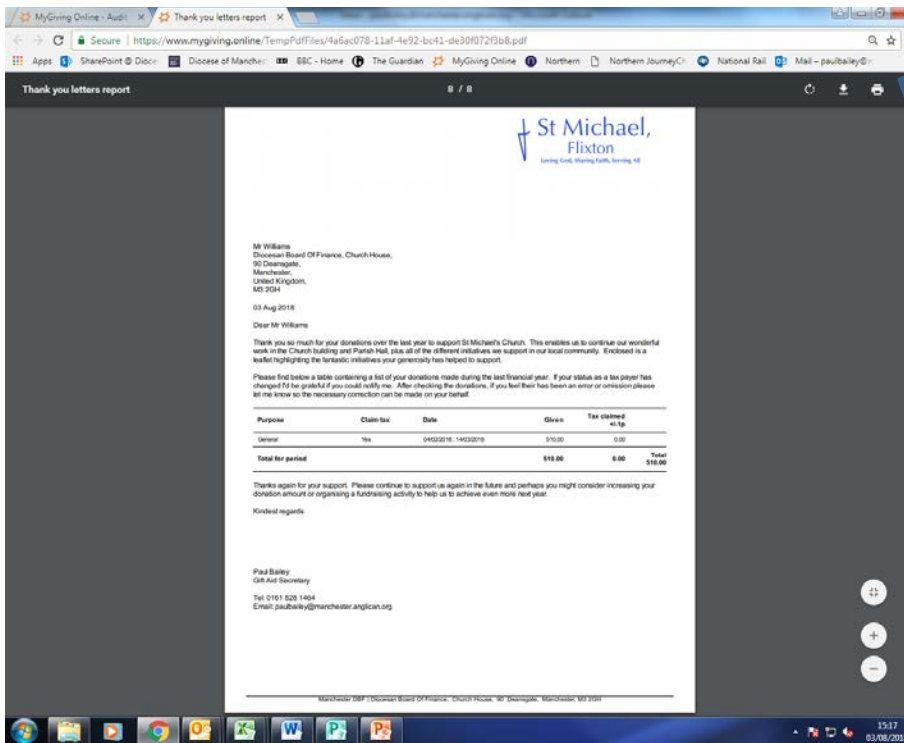
- Step 8

A tab will open containing your thank you letters.

The letters will look this.

- Step 9

If you move the mouse cursor to the top of the window containing the letters you will have the option to download or print them.