Revised 3/21/2024



## Printing Labels for CSA Initial Ask Letters

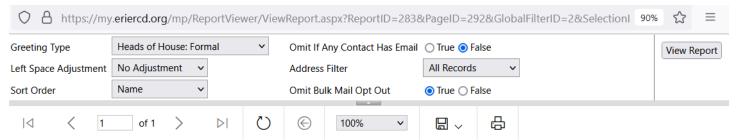


**Completing necessary clean-up steps:** Receiving a letter containing the name of a divorced or deceased family member can be very painful for the surviving family members. Before you send any CSA follow-up letter, you should review these views and rectify these potentially painful situations.

- 1. Visit this view: <u>Fix: Households w/ Deceased Contact</u> If you have any families that contain deceased Heads of Household, you must run the DPT.
- 2. Visit this view: <u>Fix: Divorced Heads in same Household</u> If you have families that contain both divorced (or separated) Heads of Household, you must either:
  - Move one of the spouses to his/her own household marked as Head of Household. **Or**,
  - Mark one of the spouses as Other Adult and change his or her Contact Status to Inactive. The remaining spouse should remain Head of Household.

## Printing the labels

- 1) Important: Clear any sticky/saved selections:
  - a. Click **Home** on the left menu and click **My Selections** on top of screen.
  - b. Check the **check box** at the bottom of the screen to select everything.
  - c. Click the Actions button and choose Clear and then click the Clear button.
- 2) Click **Contacts** and choose the view **All Current Contacts**.
- 3) Check the box in the lower left corner to select everyone on this view.
- 4) Click the Reports button and choose Selected Labels: 1 Per Family -Erie.
- 5) Choose a **Greeting Type** from the drop-down list.



**Note**: The **Left Space Adjustment** option is available if labels print too close to the margin on your printer. Using this option you can add 1, 2 or 3 spaces to shift your labels slightly.

- 6) Choose a **Sort Order** from the drop down list.
- 7) Put a dot next to **True** for **Omit Bulk Mail Opt Out** so you don't include people who have requested you not send them mail.
- 8) Click the View Report button and click the Print button to print your labels.
- 9) Important: Clear your selections
  - Click the arrow next to All Records in the lower right corner and choose Current/Unsaved Section.
  - b. Click the  $\mathbf{x}$  to deselect your contacts.

