

Re: letter content become ALL CAPS when mail merged

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.mailmerge.fields/2004-05/0192.html>

From: Peter Jamieson (*pjj_at_KillmapSpjinet.demon.co.uk*)

Date: 05/06/04

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First, check the obvious – does the text have Caps/Smal Caps applied to it? Is the text generated by a field which has a *Mergeformat or *Charformat or other switch which might apply that format?

Does this font come in several different varieties? If so does the user have them all installed? I would compare the font list with the list on another machine, and open one of the offending documents and look at Word Tools|Options|Compatibility to see if Word is substituting any fonts.

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Peter Jamieson

"HT" <hhpt@hotmail.com> wrote in message
news:8c4a80db.0405051320.66b42e52@posting.google.com...

> Hello,
> I'm hoping someone has experienced this problem and offer me some
> advice. I created some mail merge template letters in MS-Word which
> reside on a web application. The users can click a link to do the
> mail merge, which would display the letter with fields such as their
> name, address, phone number filled in. The problem is when one
> particular user selects to do a mail merge, the content of the letter
> they see is all in CAPS. I have no idea what could be causing this
> because I cannot duplicate the problem on any machines. I even tried
> duplicating it using this user's login ID, but still no luck. I'm
> thinking it might be his MS-Word configuration, but it doesn't happen
> with all letters, so it's kind of confusing. Is there anything I
> should look for? Is there a way to configure MS-Word to display
> letters in all CAPS for specific fonts? The reason is that the
> letters which are affected are using font AmeriGarmnd BT and the ones
> working fine are using font Times New Roman. I would really
> appreciate any help or advice.
>
> Ken