

Troubleshooting Merge Issues

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We've outlined some typical formatting issues found when modifying or creating new templates.

Please contact support@rentp.com should your template issues persist beyond the resolutions below.

Insert Fields Display in Merged Document

For any insert fields that do not merge (i.e. the insert field is showing in the merged document)

- Sometimes Word stores junk characters around insert fields in RTF documents preventing the field from merging properly. To resolve, copy the insert field into a notepad, then copy it back to your template.

Equipment List is not Aligned Properly

See equipment list outlined below

The screenshot shows a document titled "QUOTATION" with a logo for "E AV" and contact information for 1509 Walkerview Lane, Miltonville UK. The document includes a table with the following columns: Qty, Description, Days Charged, Unit, Discount %, and Extended. A red box highlights the header row of the table, which contains the following text: `&QTYN:3& &DESCC:48& &DRYSCHDN& &UNITN:8:2& &LIDISCN:4:2& &LINEPRIN:10:2&`. Below the table, there is a section for "The renter acknowledges that the equipment is NOT covered by insurance and that additional rental charges will be made if the equipment is returned late. All blown globes must be returned, speaker cone damage must be paid for on return, any theft must be reported to the police." and a section for "Renter or duly authorized agent of Renter" with a signature line and a date field. The document also includes a "Total" row at the bottom right with the value `&TotalN:14:2&`.

If the equipment list prints in a dis-proportional font:

- Use a Fixed Width/Monospaced Font for the equipment list in your template like Consolas
- If you're already using a Fixed Width/Monospaced font then please send a copy of your font file to support@rentp.com so that we may load it and make it available for your template.
- Sometimes MS Word stores junk characters between the fields on the equipment list. For this reason all

editing of the equipment list should be performed in Notepad.

- Cut the equipment list line out of the template into a notepad
- Then add any spacing needed where the equipment list should appear in the template
- change the font for the spaces to Consolas or another fixed size font (avoid using Courier new)
- Move the equipment list outside of a table.
- If the template still doesn't work:
 - Edit the template using notepad++
 - Find the equipment list and look just before it for /fnn where nn is the number for the font.
 - Delete the /fnn and all the ones that appear before it.

Remove any & characters used as normal text in your template

- Since the software uses '&' as part of the code to merge database information to your template, please refrain from using '&' as normal text. Delete any & from the template that is NOT part of an insert field

If the template still doesn't work - email the template to support@rentp.com for review
