

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 rental quotation form for 'E AV'. The form includes contact information for 1509 Walkerview Lane, Miltonville UK 90210-22, and a Facebook link. It also displays a 'QUOTATION Printed' header with fields for date, time, and by. A table lists equipment details, with a red box highlighting a line item. The line item is for a 'Rental' of '14:2' units, with a 'Discount' of '4:2' and an 'Extended' value of '10:2'. The form also includes a section for 'Rental Discount' and 'Sales Discount' with various sub-items like 'Sundries', 'Delivery Pickup', 'Tech Labor', and 'TAXITIC&'. A 'Total' section at the bottom shows a 'Total' of '14:2'.

Qty	Description	Days Charged	Unit	Discount %	Extended
&QTYN:3&	&DESCC:48& &DAYSCDN&	&UNITN:8:2&	&LIDISCN:4:2&	&LINEPRIN:10:2&	

When saving your RTF template, use File-->Save AS instead of the save icon.

This ensures the file is saved without garbage characters between insert fields which can cause issues during the merge process.

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
