

My envelopes don't print with the address in the correct location or there is no address printing on the envelopes.

Version 4.0

If your envelopes are not printing with the address information in the correct location or the printer feeds your envelope through without printing anything on it, you may need to change the paper size from Letter (8 ½ x 11 in) to Envelope.

From the Main Menu:

1. Click "Reports."
2. Chose the database from which you are printing envelopes from the Report Categories on the left
E.g. – Accessions for the Accession Thank You Letter Envelope, Contacts for the Contact Letter Envelope, or Temporary Custody for the Temporary Custody Thank You Letter Envelope.
3. Click once on the envelope report from the Reports list in the middle of the screen.
4. Click "Modify Report Layout" on the right.
5. Click "Modify Custom Layout."
6. Click File | Page Setup.
7. Click "Print Setup."
8. Choose your paper size. The standard business envelope is the number 10 envelope (4 1/8 x 9 ½ in).
9. Select Landscape for the Orientation.
10. Verify that the appropriate printer and paper tray are selected.
11. Click "OK" to apply the Print Setup adjustments.
12. Click "OK" again to return to your Report Designer screen.
13. Click File | Save.
14. Click File | Close.
15. Click the radio button for "Custom Layout", so that your changes will be used when printing this envelope.
16. Click "Exit."
17. Click "Exit" again to return to the Main Menu.
18. Please preview or print your modified envelope.

If you have any questions, please contact our Support Office at 1-800-562-6080 or email support@museumsoftware.com. Thank you for using PastPerfect!