



# Sending tax receipts by e-mail

## Introduction

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This document outlines how to use CharityMaster and a Word add-in to create tax receipts as PDF files and then automatically email each receipt to the donor. The process requires the following:

- Outlook is your default e-mail program.
- The installation of a Word add-in called “Many to One Mail Merge.”
- CharityMaster Version 7.2 or later.

In addition, you can optionally install the free [PDF Creator](#) software which allows you to add password protection to the merged PDF files.

This document details the procedure for creating and sending out tax receipts by e-mail. CharityMaster can also be used to create printed tax receipts, covering letters and mailing labels for just those names where an e-mail address is not recorded in your database.

*If you have many receipts to send out (say more than 250) you MUST contact your e-mail service provider to determine the maximum number of e-mail messages that you can send in a day. Your e-mail service provider may agree to permanently or temporarily increase your daily limit.*

CharityMaster allows you to either create either a “simple” tax receipt (that is not customizable) or a receipt that is created using a Word Mail Merge. The latter type of receipt is a combination thank you letter and receipt that you can customize. The type of receipt used by your organization is specified on the **System Setup** screen. *This document applies only to tax receipts created using the Word Mail Merge functionality.*

The functionality detailed in this document does NOT apply to:

- Tax receipts for donations in kind
- Tax receipts for items donated to a live / silent auction.
- Tax receipts for scheduled donations.

To e-mail tax receipts for these types of donations, you must save each receipt as a PDF file and then, for each donor, create an e-mail message and attach the PDF file.

## Software setup

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### Outlook

Ensure that Outlook is the default e-mail program on your computer.

## Create folders to store the outputs

The process involves the creation of spreadsheets and the storage of the pdf files which are created for each donation. To keep things organized, we recommend:

- ❖ A new folder for storage of all the tax receipts you create using this process. Example: “2018 tax receipts”
- ❖ a sub-folder (inside “2018 tax receipts”) for each of sponsorships/donations, event tickets and membership dues. You may wish to name these folders like “Membership dues.”

You can also put all the outputs into a single folder.

## Download and install Word add-in

Regular Word Mail Merges can only create a single document that contains all the letters created by the merge process. A *free* Word add-in (a small program that enhances the capabilities of Word) has been developed that, based on the standard CharityMaster Word tax receipt template and a special spreadsheet produced by CharityMaster, produces a separate PDF file for each tax receipt and automatically sends each PDF file to the donor as an attachment to a standard e-mail message.

Complete instructions for installing and operating this add-in are at this web site:

<http://www.gmayor.com/ManyToOne.htm> This add-in will allow users to either combine all donations into a single PDF file (Many to One) or create a separate PDF file for each donation (One to One.) The process for creating Many to One tax receipts has not been tested and it would be exceedingly complicated for most users. For this reason, only the One to One function is documented here.

The web page referenced above is very detailed and it requires someone with good technical skills to completely understand it. For this reason, we have included in this document only those aspects that you need to know.

### Download Add-in

Use this web page to download AND SAVE the add-in:

[http://www.gmayor.com/many\\_to\\_one\\_download.htm](http://www.gmayor.com/many_to_one_download.htm) The link is at the bottom of the web page and the name of the file is “ManyToOneMailMerge.zip” (*Ignore any warnings about viruses: testing has proved the file does not contain any viruses.*)

### Install add-in

The zip file will normally be saved to your Downloads folder. The file contains the add-in program, brief instructions and sample inputs: a Word template and a data source. Extract all files to a folder of your choice.

The add-in program is a file called “ManyToOneMailMerge Ver 16.0.dotm” (The version number may be higher.)

With Word *closed*, copy this template file to the Word Startup folder and remove any existing version of the Add-in that may be present. If you have not changed the default Word Startup folder it can be located by typing (or copying / pasting):

%appdata%\Microsoft\Word\Startup

in the Windows File Explorer Address bar and pressing Enter.

When you next start Word, you will see a new tab on the ribbon called “Many to One Mail Merge.” This add-in does not *change* ANY Word functionality: it just adds new capabilities to Word.

## Install PDF Creator (optional)

It is suggested that you take reasonable steps to ensure that recipients of the PDF tax receipt files are not able to tamper with them. The add-in allows you to automatically add a password to each file you send out. This requires that you download and install PDF Creator Version 2.5 (This is NOT the latest version of PDF Creator, however, later versions are not compatible with the Many To One Mail Merge add-in.)

Click on this link to download and install: [PDF Creator 2.5](#) Note that the installer also includes PDF Architect, which is NOT required, and, unless you want this application, we recommend that you use the 'Expert' installation settings and uncheck PDF Architect. Note also that the free version installer of PDF Creator will offer assorted plug-ins for your browser that are certainly not required. Make sure you de-select these during the installation.

## Create customized Word tax receipt template

It is important to note that the standard tax receipt template (**Donation receipt.dot**) installed with CharityMaster will not work properly with the Word add-in you have installed. The issue is with the formatting of addresses by the Word add-in.

Use CharityMaster to create a **new** Word tax receipt merge template which you might call “Email Donation Receipt.dot.” This new template contains the address merge field customizations required by the Many to One Mail Merge Add-in.

Proceed as follows:

- ❖ On the **Setup** tab, click the **Word templates** menu then click **Mail merge templates**.
- ❖ Click the **Create template** button.
- ❖ On the “Create new merge template” screen select “Donation tax receipt” as the template type, enter a generic name for the template and the name of the Word template file you want to create and then click the **Save** button. The new template will be stored with all your other Word templates in the same location as your back-end data store - usually C:\CharityMaster)
- ❖ Apply your customizations to this new template.

Keep the existing **Donation Receipt.dot** template for use in the print mail merges produced by CharityMaster.

## Process overview

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Once all the software setup has been completed, the following process must be followed for each type of tax receipt:

- Sponsorships / donations
- Event tickets
- Membership dues

The following is formatted as a “cheat sheet”:

- ❖ Step 1: Copy the Word tax receipt template you created and modified in the Setup process to the “tax receipts” folder you created. See “Step 1: Copy the Word template to the appropriate “tax receipts” folder” on page 4.
- ❖ Step 2. Open the appropriate Tax Receipts Management screen, select the appropriate date range and, if there are any “unissued” tax receipts, Generate receipt numbers for the unissued receipts. See “Step 2: Generate tax receipts” on page 4.
- ❖ Step 3: Use CharityMaster to create a spreadsheet containing only those transactions where an e-mail address has been entered and save it to the “tax receipts” folder. Close CharityMaster. See “Step 3: Create and save spreadsheet” on page 5.
- ❖ Step 4: Use Word to “connect” the Word template you created in Step 1 (e.g. **Email donation receipt.dot**) to the spreadsheet you created in step 3. See “Step 4: ‘Connect’ the Word template to the spreadsheet” on page 5.
- ❖ Step 5: Add-in setup. See “Step 5: Set up the add-in” on page 7.
- ❖ Step 6. Run the ManyToOneMailMerge Add-In. The e-mail messages are placed in Outlook’s “Drafts” folder and the individual PDF files are stored in the document folder you specified in step 5. See “Step 6: Run the add-in” on page 8.
- ❖ Step 7. Password protect the PDF files. See “Step 7: Add security” on page 10.
- ❖ Step 8. Send the e-mail messages. If no errors are detected, press the **Send messages** button in the Many to One Mail Merge tab. All tax receipts will be sent immediately or with a delay period you specify. See “Step 8: Send the messages” on page 10.
- ❖ See “Step 9: Complete the tax receipt process” on page 11.

## Step by step

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### Step 1: Copy the Word template to the appropriate “tax receipts” folder

Copy the Word template you modified in the Setup process to the “tax receipts” folder. If you are using one Word template for all types of tax receipts (donations, membership dues, event tickets, etc.) then you only need to do this step once.

### Step 2: Generate tax receipts

When CharityMaster *generates* a tax receipt, it assigns a tax receipt number, changes the tax receipt status to “Issued” and “locks” the transaction.

Proceed as follows:

- ❖ Click the **Outputs** tab and then click the **Tax Receipts** button and select the type of tax receipt you want to produce.

- ❖ On the resulting screen, specify the date range of the payments for which you want to create tax receipts. (By default, the previous calendar year is selected.) The numbers of donors, receipts and unissued receipts are updated automatically when you change the date range.
- ❖ Note that the number of receipts may be less than the number of payments or donations because receipts are not generated for the following:
  - Donations where the value of the benefit provided to the donor equals or exceeds the amount of the payment or donation.
  - Donations where the *type* of donation has been set as ‘not receiptable.’
  - Payments where the payment method does not allow for the issue of a receipt. (e.g. an event ticket purchased by another person.)
  - Payments where a “hand written” (manual) receipt was issued.
  - Donations in kind. (These are generated by a separate process.)
- ❖ If the screen shows that there are some ‘unissued’ receipts, it means that a tax receipt number has not been assigned. You must click the **Generate receipts** button to have CharityMaster assign receipt numbers and lock each record.

### Step 3: Create and save spreadsheet

Using the same screen as in Step 2, you will now create an Excel spreadsheet. Select the appropriate date range, select “Excel spreadsheet” as the output option and click the **Save spreadsheet** button.

CharityMaster will now ask whether you want to exclude names WITHOUT e-mail addresses. Since it is possible that you may not have e-mail addresses for some of your donors, CharityMaster, by default, will *exclude* such names when the spreadsheet is created. (You have the option of *including* such names but the Many To One Mail Merge add-in will not process the spreadsheet file.)

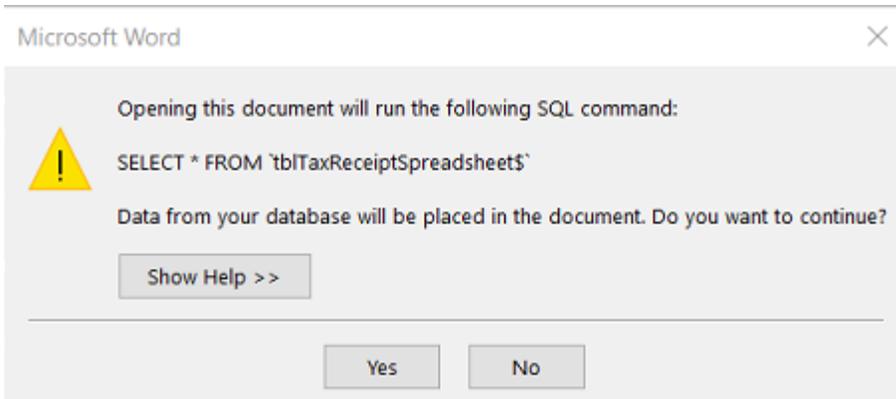
Specify the appropriate tax receipts folder you created in the Setup process as the location to save the Excel file.

Once the spreadsheet has been created, you can close CharityMaster.

### Step 4: ‘Connect’ the Word template to the spreadsheet

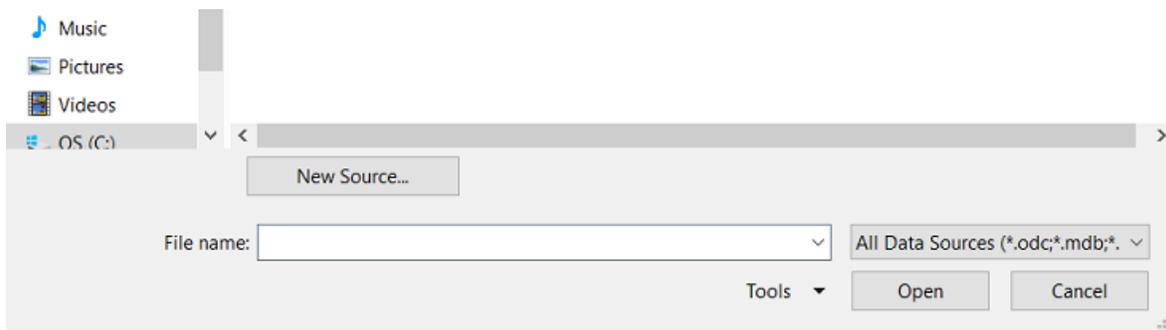
You can close CharityMaster now. Open Word.

- ❖ Open your new tax receipt template by navigating to the “tax receipts” folder where you stored it and clicking “Open.” Click ‘No’ on the screen that looks like the following:

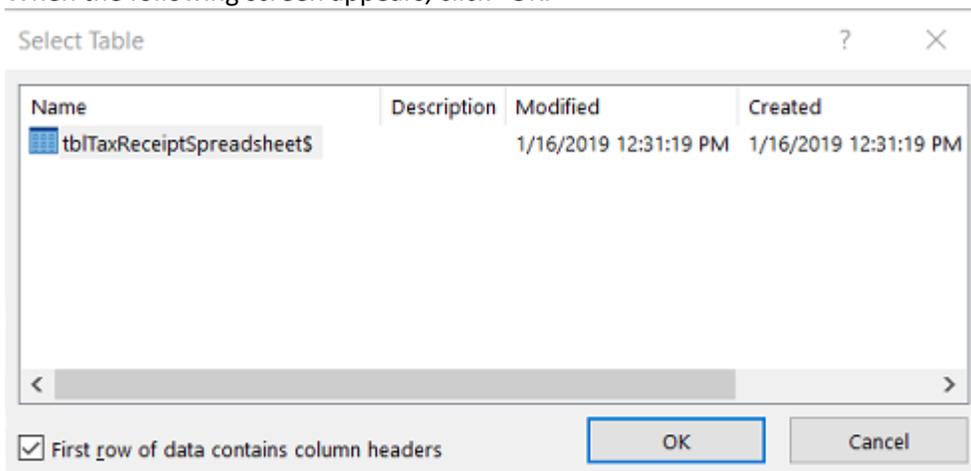


Click on the **Mailings** tab of the Word ribbon.

- ❖ Click on **Start mail merge** and select “Normal Word Document” from the drop-down list.
- ❖ Click on **Select recipients** on the ribbon and select “Use an existing list...” In the lower right corner of the following screen, click the “All Data Sources” button and select “Excel files” from the list.



- ❖ Using the folder listing on the left of the screen navigate to the Excel spreadsheet you created in step 2 above and **select** the spreadsheet.
- ❖ When the following screen appears, click “OK.”

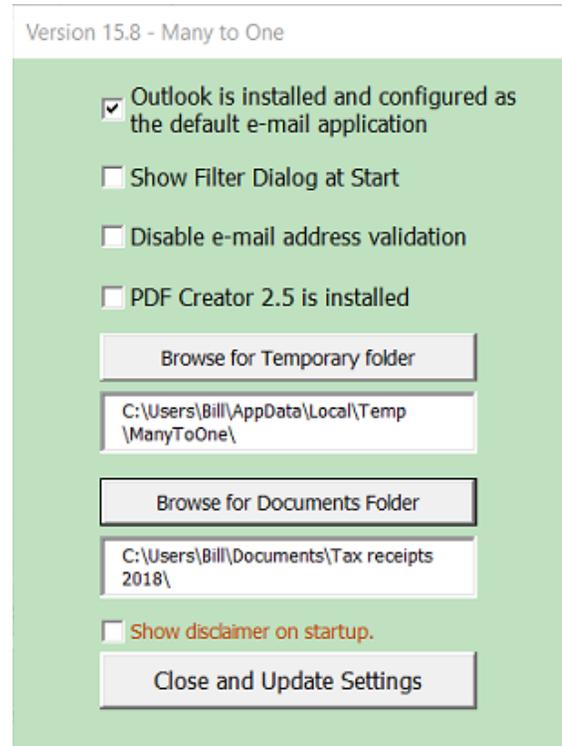


- ❖ You have now “connected” your Word template to the spreadsheet containing the data needed to produce the tax receipts.

### Step 5: Set up the add-in

Click the **Many to One Mail Merge** tab on the ribbon and then click **Configure Options**. The following screen will appear:

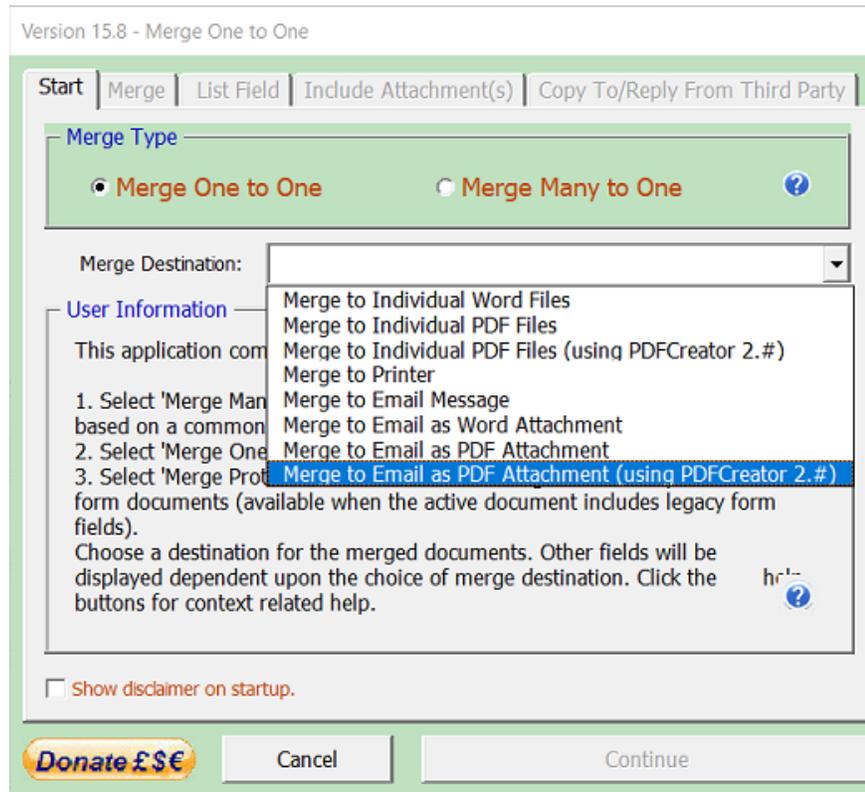
1. On this screen you must check “Outlook is installed...”
2. Leave “Show filter dialog at start” and “Disable e-mail address validation” unchecked.
3. If you are going to password protect the PDF files, you must also confirm that PDF Creator is installed.
4. Leave the temporary folder unchanged.
5. Click the **Browse to Documents folder** button and navigate to the location where you want to store the PDF files that will be created.
6. Uncheck “Show disclaimer ...”
7. Click the bottom button.



This step need only be done once unless you have set up sub-folders for each of donations, membership dues, and event ticket sales. In this case you will have to modify the “Documents” folder for each type of tax receipt.

## Step 6: Run the add-in

- ❖ Click the **Start Merge Process** button on the **Many to One Mail Merge** tab of the ribbon. You will probably receive a warning message about fields that are empty. You can ignore this message provided you don't add any field that contains some empty data to the file name or subject line.
- ❖ On the following screen, ensure you select **"Merge One to One"** and that the merge destination is "Merge to e-mail as PDF attachment." If PDF Creator 2.5 is installed select the next option down.



On the next screen there are several options:

- ❖ Select the FileName field from the list of available fields. The file name created by CharityMaster consists of the full name of the donor followed by the tax receipt number. This is the name that will be assigned to each PDF file. (You can optionally add the content of additional fields [which cannot contain empty values] to the filename.)
- ❖ Email address. Select the eEmailAddress field from the list of available fields. The add-in requires that **all** records in the spreadsheet have an e-mail address.
- ❖ The same covering e-mail message is sent to every name in the spreadsheet. You must enter a subject. You can also add one additional field to the subject. We recommend that you add the tax receipt number to the subject to make it easier to cross reference back to a specific tax receipt.

- ❖ The body of the e-mail message that is sent to every recipient can be either plain text format or HTML. (HTML allows paragraph headings, colors, various fonts, etc.) To send a message in HTML, create your *short* covering message and signature block in Word (formatted as you wish it to appear in the e-mail message) and save it as a web page (**htm** or **html** extension) in your “tax receipt” folder. Enter the path to that document, which will be used as a template to create the covering messages. Inevitably this will slow the merge process as the HTML document is accessed for each record.
- ❖ The HTML Format option removes the option to select a message signature. If you need a signature block on your formatted covering message, then add it to the HTML message document.
- ❖ Select the Outlook e-mail account (if you have more than one) from which to send the messages.

Version 15.8 - One to One - Merge to Email as PDF Attachment

Start Merge List Field Include Attachment(s) Copy To/Reply From Third Party

Select the field that contains the identification data to be used to name each merged document.

**Notes**

A One to One (or Protected Form) merge will simply split the document to the separate files using the option chosen from the Start page. A new document is created each time the filename field content changes. Records that have the same data in the filename field as the previous record will be skipped.

Select the filename field.  Select additional filename options

Select the Field containing the Email Address.   BCC?

Subject for the Email message.

Include a field in the Subject?

The function allows the inclusion of a merge field in the message subject. The field may be placed before or after (or without) the subject text.

Text for covering e-mail message.  HTML Format?

Select the account from which to send the messages.   Exch.

Select the signature to append to the covering message.

**Additional Message Options**

Importance  Sensitivity

Request Delivery Receipt  Request Read Receipt

[Donate £\\$€](#)

- ❖ Select any other message options and click **Continue**.

If there are no errors, the add-in will create a covering e-mail and a PDF file for each row in the spreadsheet. The PDF files are stored in the “tax receipts” folder you specified in Step 5. The e-mail messages are stored in a temporary sub folder of the Outlook **drafts** folder (to ensure a unique location) named Merge Many To One. (If this folder is not present, it will be created.)

## Step 7: Add security

If you have installed PDF Creator and elected to add password security, the following screen will appear next:

Mail Merge - 'Many to One' - Version 15.8 - PDF Output Format & Security Options

**Output Format**

PDF     PDF A1B     PDF A2B     PDFX

**Security Properties**

To enable and set PDF file security enter a Master Password.

Master Password:  

Optional User Password (to open):

Restrict Printing     Restrict Editing     Restrict Copying

Restrict Assembly     Restrict Commenting     Restrict Reader Access

Restrict All

Proceed as follows:

- ❖ Leave the output format as PDF (as above)
- ❖ Enter the master password and, if desired, the optional User password. Unless a user has either the master or the optional user password, they will be unable to open the tax receipt to make any changes. At the least, include the *User* password in the body of the covering e-mail message.
- ❖ At the minimum, you should click “Restrict editing.”

Keep in mind that the process of adding passwords will slow down the creation of the PDF files.

## Step 8: Send the messages

Do not attempt to send any tax receipt e-mails until you have determined the maximum daily number allowed by your e-mail service provider.

Once the add-in has run without errors, click the **Send Messages** button on on the **Many to One Mail Merge** tab of the ribbon. The following screen will appear:

Many to One - Delay Messages

Set the date and time to defer delivery of the messages:

Date:  Time:

**Spam Warning**  
 E-mail service providers may treat the transmission of large numbers of e-mails as spam. You may limit the number of messages sent to avoid this.

Enter the maximum number of messages to send. Enter '0' to send all the messages:

You can elect to send messages immediately or at the time specified.

You can also send the messages in groups if the number of messages exceeds the limit imposed by your e-mail service provider. If you set the maximum number of messages to 250 on the screen shown above, the add-in will transfer the first 250 messages from the sub-folder of the Outlook drafts folder (that was created by the add-in) to your Outlook Outbox where they will be sent immediately or when you press Send/Receive. The next day, you can press the **Send messages** button again to send the next 250 messages.

If your e-mail service provider simply stops sending messages when the daily limit is exceeded, you will have to figure out which messages got sent and delete those from the Excel spreadsheet before sending out the next batch.

### Step 9: Complete the tax receipt process

If there are any names where you do NOT have an e-mail address, create these using CharityMaster and mail them out.

Finally, you should create listings of the tax receipts your organization has issued and put these with your accounting records for possible review by the tax authorities.

## Other aspects

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### How often do you want to send out tax receipts?

Many organizations send out tax receipts or letters annually but CharityMaster can help you send them out more frequently. You will follow the same process as outlined above but with one small change.

On the appropriate tax receipt management screen, generate all tax receipts for payments received to date. You now have the option of listing all the tax receipts for a date range or just the tax receipts created

on a specific date – e.g. “today.” Specify the date on which the tax receipts were generated and then follow the process outlined above to send out just those receipts that were generated on the date you specified.

### **Dealing with bounced messages**

If one or more messages are bounced because the donor has changed their e-mail address, you will have to obtain the correct e-mail address, add it to CharityMaster and then use CharityMaster to create a standard Outlook e-mail with the PDF file attached. The PDF files are all stored in the “tax receipts” folder you specified when running the merge.