

Clear Duplicate Statements from fileSMART Printmail

If you have accidentally printed your statements or other documents to Printmail more than once, these will appear as duplicates when they are attached to your email run and you will receive an error message.

1. To clear documents that have been printed twice to fileSMART Printmail, we first need to find them in fileSMART Archive. This must be performed by a user with Administrator or Delete rights to be successful.
2. In fileSMART Archive Search Mode, search for the document by the date it was printed to fileSMART and the document type. The total number of documents that come up should be double the number of documents that was intended to be attached to your email run
3. The documents should be in alphabetical order- select the duplicate that you wish to delete by clicking on the square to the left of the first duplicate document, and then selecting the box to the left of the last duplicate document whilst holding the SHIFT key. Delete the documents by hitting the Delete key on your keyboard, or selecting the recycle bin icon.
4. Return to Step 3 'Collate Documents' in your collation in fileSMART PrintMail. To apply your changes, hit the 'Recollate' button up the top left hand side of your screen.