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# How to do "mail-merge"

To perform "mail-merge" of your outgoing e-mails do the following:

1. Define a notification representing the e-mail - see the "Sending Outgoing E-mail" section, [How to configure the system to send e-mails](#)
2. Provide the initial values to the Message and Subject attributes of the e-mail notification to include the body and subject of your e-mail respectively (see the "Common Properties" section). Use tags inside the initialization text for those parts of the body and/or subject that will be "mail merged". **AwareIM** will replace the tags with the appropriate values when the e-mail is sent. Below is an example of the initialization text for the Message attribute:

```
Dear <<Policy.Holder.Name>>,
```

```
Your policy is about to expire on <<Policy.ExpiryDate>>
```

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Last update: **2025/06/12 02:35**

