

Osprey Approach: Removing watermarks from merged documents

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The latest version is always online at https://support.ospreyapproach.com/?p=23303

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When your letter templates are set up with a watermark on them, the watermark is also merged into the document when you produce the letter on a client matter.

When you try to remove the watermark from the merged document, you may find that simply using Word's Design menu > Remove Watermark option does not work. To get around this problem you can follow the steps below.

Watermarks are stored within the header of Word documents. Check the document out in the usual way. Double click on the header section of your document:

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æ	Client/Matter	Case Management - JON002/31 (Jones A Alan/Will - Alan Jones) FE: AEH WT: FW_WIL										
Ē	Case Management	A Change Client/Matter 🖂 Email A Conflict of Interest A Enable Client Web Access 🗍 Send SMS										
Ĩ	Client Ledgers	+ Add Document + Add Note 🖉 Request Signature (DocuSign)										৭ 🔳
*	Contacts	🕘 In Tray Items	TYPE	REF NUMBER	CLIENT NO	CLIENT SURNAME	MATTER NO	MATTER DESCRIPTION	RETENTION PERIOD	DETAILS	CREATED DATE	CREATED
m	Organisations	Signature Requests	_	1266	JON002	Jones	31	Will - Alan Jones		Will with watermark	11/09/2020	supervi
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	Case Bundle	> 🗋 Contracts		1262	JON002	Jones	31	Will - Alan Jones		FW_WIL Client - enc. draft Will for approval	10/09/2020	Supervi
ē	Packages	Draft Completions emails		1261	JON002	Jones	31	Will - Alan Jones		FW_WIL Invoice Template	10/09/2020	Supervi
		letters to client		1260	JON002	Jones	31	Will - Alan Jones		Will template FW_WIL	10/09/2020	Supervi
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				1258	JON002	Jones	31	Will - Alan Jones		FW_WIL Client Care Letter - Single Will	10/09/2020	Supervi
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				1256	JON002	Jones	31	Will - Alan Jones		Client re. questionnaire completion	10/09/2020	Supervi
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Now, with the header still selected, double click the watermark until you can see its border. Press the Delete key on your keyboard:

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If your document is set up to have Different First Page/Different Odd and Even Pages, you may need to repeat this step on the next page.

Close your document and check it back in again.