

Copying and Pasting from Word looks bad!

Last Modified on 10/20/2025 11:24 am EDT

Applies To: ☒ PoliteMail Desktop ☐ PoliteMail Online ☐ PoliteMail M365

Version: ☒ 4.9 ☒ 5.0 ☒ 5.1+

You might think that anything you copy from Word and paste into Outlook should look the same, right? After all, both products are made by the same company! Unfortunately, it's not that simple as Word and Outlook basically speak two totally different languages. Pasting into a PoliteMail Template might only exacerbate the challenge because the Template will force the pasted content into its structure.

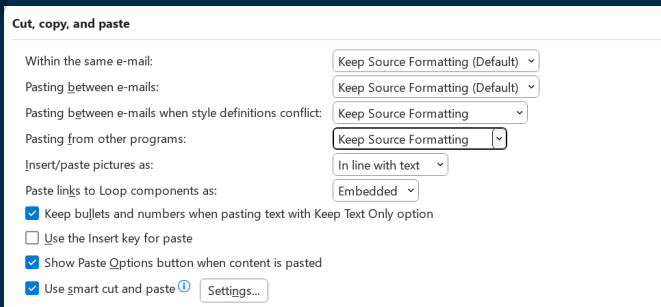
This makes copying and pasting from Word a far from exact science. That said, in our experience you will want to take the following steps to ensure the best chance of success.

1: Check your Outlook settings.

Outlook for Windows Desktop (COM): Go to **File > Options > Mail > Compose Message**. Click the 'Editor Options' button and go to **Advanced > Cut, copy, paste**. You will see multiple drop-down options.

New Outlook (Modern): From within Outlook, click the gear in the upper right to open Settings. go to **Mail > Compose and Reply > Cut, copy, and paste**. You will see two options for 'Pasting from emails and calendar' and 'Pasting from other apps'.

These settings determine how Outlook will handle the formatting of content pasted into it, one for pasting from emails and the calendar, and the other for pasting from other applications.

A screenshot of the 'Cut, copy, and paste' settings window in Outlook. The window has a title bar 'Cut, copy, and paste'. It contains several settings: 'Within the same e-mail:' set to 'Keep Source Formatting (Default)'; 'Pasting between e-mails:' set to 'Keep Source Formatting (Default)'; 'Pasting between e-mails when style definitions conflict:' set to 'Keep Source Formatting'; 'Pasting from other programs:' set to 'Keep Source Formatting'; 'Insert/paste pictures as:' set to 'In line with text'; 'Paste links to Loop components as:' set to 'Embedded'. There are also checkboxes: 'Keep bullets and numbers when pasting text with Keep Text Only option' (checked), 'Use the Insert key for paste' (unchecked), 'Show Paste Options button when content is pasted' (checked), and 'Use smart cut and paste' (checked). A 'Settings...' button is at the bottom right.

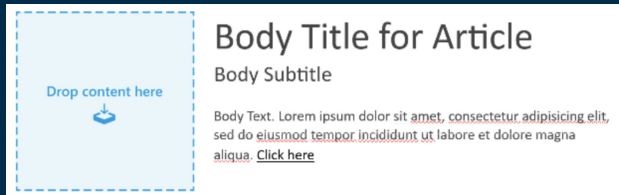
We recommend setting all of these to 'Keep source formatting' for consistency. At the very least, set 'Pasting from other apps' to 'Keep source formatting'. This should retain the formatting you've made in Word, whereas setting it to 'Use Destination Styles' will override your formatting with the style defined in Outlook.



Starting in mid-2024, Microsoft changed the default paste option from "Keep Source Formatting" to "Merge Formatting".

The idea is that this way when you copy and paste content, it will now automatically adjust the formatting to match the surrounding text in the destination document, rather than keeping the original formatting of the copied text. However, if you have already formatted your text in Word just the way you want, this will likely remove some or all your hard work and merge your formatting in Outlook in with it.

2: Paste into a temporary Outlook message first.



Even if you use Ctrl-A to select all, copy it, and then paste it, not everything copies over into Outlook. For example, line heights are not carried over to the clipboard when text is copied from Word. As a result, if you try to paste it directly into a PoliteMail Template that has different line heights (say, for titles and subtitles), it will not display as intended.

1. For the best results, then, paste the content from Word into a temporary message in Outlook. An initial conversion to an email-compatible format will be done, and you can correct and adjust anything you need.
2. Now, copy and paste components of this temporary Outlook message into your PoliteMail Template. This will start a "second conversion" from Outlook content to Outlook content, and the components that were missing in the initial paste from Word will be retained this time.

We suggest copying and pasting a bit at a time at first, to make sure things are working as you intend. For example, you could start with just your big headlines and work down to body copy.