

Letters for proxy and sponsor users

- **Product:** Alma
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Description

When setting up proxy and sponsor users, which notifications are supposed to be sent to the proxy user and which ones to the sponsor user?

Resolution

If the proxy performs the request, then the hold shelf notification, the hold shelf reminder and the request cancellation are sent to both proxy and sponsor. This shall enable the proxy to get the item for the sponsor in time.

All other letters are sent to the sponsor only. The same is valid if the sponsor performs the request.

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