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## text from "Letter emails" not found in the messages

- **Article Type:** General
  - **Product:** Alma
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### Problem Symptoms:

In the "Letter emails" option in the "General Configuration Menu" you can define text for variables. This text cannot be found in the letters.

### Cause:

Missing definition in "Customize letters".

### Resolution:

It is not sufficient to define variables in "Letter emails". They also need to be used in "Customize letters".

Do as follows:

1. Alma menu > General > General Configuration > Configuration Menu > General Configuration > Customize Letters
2. Select the line with "Full User Borrowing Activity Letter" and do "customize"
3. Add a line containing the variable "sincerely", enclosed by @ characters, for example:

```
<tr><td>@@sincerely@@</td></tr>
```

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## Additional Information

See also the similar article "How can I disable (have no longer appear) a line in an Alma email letter?"

**Category:** Patron

**Subject:** User Management

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- **Article last edited:** 10/8/2013