
Trying to disable a Letter but unable to remove the checkmark

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

Trying to disable a Letter, e.g. OrderListLetter, it is not possible to remove the 'Enabled' (activation) checkmark.

Cause:

Page design

Resolution:

To disable the letter please follow these steps:

1. Select Alma (F2) > General Configuration Menu
2. Select "Letter Activity"
3. Select the Customize button next to the required letter
4. De-select the 'Enabled' golden checkmark
5. Select "Save"

Additional Information

See also article "How to disable a letter from being printed?" (KB 16384-59105)

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