

Alma doesn't send Activity Reports

- **Product:** Alma
 - **Product Version:** Alma
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Description

We are not able to send activity reports on Alma. The issue was noted when trying to send an activity report on the "Patron Services" area. A user has an overdue item and then loan themselves another item. We then try the "Send Activity Report" option and receive the following error: Failed to send activity report.

Resolution

In order to activate this letter, please follow these steps:

Configuration menu > General > Letter Configuration > Borrowing Activity Letter > Enable the EMAIL Channel for the letter

After this workflow, the "Send Activity Report" option should work as expected.

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- **Article last edited:** 23-MAR-2022