
How to add a physical address to an emailed Overdue Notice?

- **Product:** Voyager
 - **Product Version:** all
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

When uncustomized, the NoticeEmail.cfg only includes the Circ Happening Location for the transaction in the notice that is produced -- is it possible to include physical address information as well?

Answer

Yes.

1. Copy the uncustomized NoticeEmail.cfg file off to a safe location so there is a backup copy
2. Edit the NoticeEmail.cfg file to have address information in the ContactLoc= variable, like so:

LastLine=If you have questions or need assistance contact us at:

ContactLoc=1350 E. Touhy Ave Suite 150 West, Des Plaines, IL 60016:

3. Note the display the next time an email notice goes out, like this example of an Overdue Notice:

4/5/2022

VoyDB on voy1030db
Circulation Desk

Dear Lauren Echot:

The following item(s) must be returned to the location(s) indicated below as soon as possible.

Location: Circulation Desk
Notification Number: 1
Title: NoticeEmail.cfg test item.
Author:
Item ID: NOTICEMAIL
Copy #: 0
Call #:
Due Date: 3/17/2022

If you are liable for overdue fines remember that the fine increases the longer you keep the item. You may also be charged for the replacement cost if the item is not returned.

If you have questions or need assistance contact us at:
1350 E. Touhy Ave Suite 150 West, Des Plaines, IL 60016: Circulation Desk
Phone: 555-555-5555

Additional Information

The formatting of the NoticeEmail.cfg file does not allow for carriage returns in the address -- it must be all on one line.

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- **Article last edited:** 11-Apr-2022