Symptom

• When you send an email, the Lending Department Email is not showing up.

Applies to

• ILLiad

Resolution

Here are the steps you need to take to make sure your email template works.

1. Make sure in the Lending Record that the LendingDeptEmail field is filled in.
2. You could also update the location to the BorrowingDeptEmail, but you need to make sure that field is filled in on the Lending Record.