

The Standard Times

Standard Solutions, Inc.

Fall, 2002

www.standardsolutions.com

Welcome Back to The Standard Times

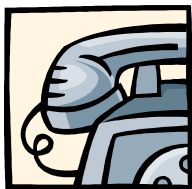
Long-time *Standard Conveyancer*[™] software users may remember that Standard Solutions used to publish *The Standard Times* to keep clients informed of industry developments, provide technical information and otherwise keep in touch with clients. Our industry is in greater flux than at any time in recent history. With new clients joining us and new employees joining our clients at an ever-increasing rate, it is apparent that we can all benefit from frequent communication.

The new *Standard Times* is intended to be short and sweet, in fitting with the pace of our industry. Future issues will include *Standard Conveyancer*[™] user tips, technical information and product news. Please consider each issue, however, to be just a lead-in to the expanded information that will soon be available on our newly redesigned Web site at www.standardsolutions.com.

In the future we will be relying more and more on our web site and e-mail notices to keep our clients informed about product/company news and industry developments. Send us an e-mail from our Web site to let us know what you would like to see there and how we can help you get the most from your *Standard Conveyancer*[™] system.

Thank You for Choosing Standard Conveyancer[™]

At Standard Solutions we recognize that your loyal support is a major reason we continue to be New England's leading conveyancing software provider. Our success over the past fifteen years is attributable, in great part, to your success. We appreciate that you trust Standard Solutions and *Standard Conveyancer*[™] to meet and hopefully exceed your expectations.



We pride ourselves on the quality of our service and always strive to do better. Our goal is to provide you with the very best in conveyancing software products and services. Our team of committed, well-trained professionals is only a phone call away, at (781) 324-0550. We value the opportunity to be of service for years to come.

Technically Speaking... Backing Up Data

One question we are frequently asked is "How often should I back up *Standard Conveyancer*[™]?" The question to ask yourself is "How much data can I afford to lose?" Data can be lost due to unexpected problems such as hardware malfunctions, computer theft and floods. Since problems like these are largely unavoidable, the best safeguard is to back-up frequently. There are several back-up options available.



Tape back-up devices are the most reliable method. A tape back-up can be set to automatically run at night and will save the information to small cassette tapes. The tapes should be stored off site to ensure their safety in the event of fire or theft. It is important to occasionally check the tapes to make sure they are functioning properly. You should also have a rotation plan to re-use tapes while removing certain tapes from circulation to preserve for the long term. Consult with your hardware or networking supplier for more information about installing and using a tape back-up system.

You can also use *floppy disks* or a writeable *CD-R* to back-up your *Standard Conveyancer*[™] data and store it off-site. You can even back up to a *hard drive* on your network, although this offers very little protection from data loss due to hardware malfunctions.

Standard Conveyancer[™] has a built-in back-up program to back up to a floppy or hard disk (but not a CD drive). Remember: a back-up done through *SC* saves only the data entered in *SC* and does not save data in other software. In *Standard Conveyancer*[™], click "Tools," then "Backup." The program will prompt you to select the floppy or hard drive you want to back up to. Insert a diskette if necessary and select the drive. Your information will be copied to the disk. Back-ups onto CD-Rs must be done manually – please call us for information about what to copy onto the disk.

Data loss does happen. Because your work is valuable, play it safe. Back up frequently. If you are not backing up on a regular basis and would like clarification of these procedures, please call our office.

Standard Conveyancer™ Update

As you may know, it is our usual practice to do individual program updates on an as-needed basis in order to minimize disruptions and downtime for our clients. This fall, however, we will be releasing a general update for all clients to ensure that everyone has all the latest documents, enhancements and features ever added to *Standard Conveyancer*.™

The self-installing update will be sent to you on a CD-ROM. The update program backs up your current data and documents and installs itself as part of your current program. You will not need any new training, as the updated program only adds enhancements to your current program.

Before we can send the update to your firm, *it is essential that you complete and return to us the enclosed Client Profile Update*. We need to have the latest information about your office and computer systems, as in some cases a customized version of the update may be required.

Watch for more information about the update at www.standardsolutions.com (click on "Product News").

Tax Time and 1099-S Filing

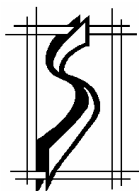
What options do you have for IRS 1099-S filing? Upon request, Standard Solutions will help with the setup and processing of your *Standard Conveyancer*™ data to satisfy IRS electronic filing requirements. This procedure allows you to send your 1099-S data to the IRS without having to hand-type IRS copies.

More information about our 1099 processing and filing services, including rates and sign-up deadlines, will be posted at www.standardsolutions.com (click on "Product News") sometime after November 1, 2002.

The Standard Solutions Team

Standard Solutions' team of dedicated professionals works diligently to provide you with the superior support you've come to expect. We are here to help you. Please call with any questions, comments or suggestions. We'd love to hear from you!

Laura Parsons	President & CEO
Jack McKenzie	Senior Systems Consultant
Cheryl Walsh	Office Manager; Sales & Client Care Specialist
Kenneth Foster, Esq.	Senior Client Account Specialist; Staff Attorney
Julie Sutera	Client Account Specialist
Chris Manganis	Staff Accountant
Tina West	Senior Services & Support Specialist; Team Leader
Maren Chiu	Special Projects; Quality Assurance Specialist
Brian Walsh	Software Support Specialist; Technical Support Programmer
Sean Devlin	Support & Services Representative; Forms Specialist
Kenda Bunzey	Technical Care Specialist; Technical Support Programmer
Anthony Crawford	Software Support Representative
Kim Beagan	Technical Support Representative
Susan Imrie	Software Support Rep.; Associate Technical Support Programmer



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**Important
Information
Enclosed**

ATTN: All Real Estate Paralegals and Attorneys