



The Standard Times

Standard Solutions, Inc.

Winter, 2003

www.standardsolutions.com

Happy New Year

As we settle into 2003, we recognize that you, our valued clients, are busier than ever. Refinances continue at a feverish pitch, while home sales are predicted to increase.

Are you using *Standard Conveyancer*[™] to your maximum benefit? Let us help during this busy time. Standard Solutions is here to support you in your efforts to take advantage of the many timesaving features of *Standard Conveyancer*[™]. We want to help you work efficiently and effectively. Call anytime at (781) 324-0550 to talk about what we can do for you.



Standard Conveyancer[™] Update

The Fall, 2002 issue of *The Standard Times* informed you of a pending Standard Conveyancer[™] general maintenance release. Included was a Client Profile Update for you to complete and return to us. Many of you have already done so, but we are still awaiting the return of the profile from a number of firms.

Distribution of the update has begun, and will be completed after final beta testing. However, **to receive the update release, your firm must return a completed Client Profile Update to us.** If you need another copy of the Client Profile Update, you can print it from the *Client Resources* page of our Web site (www.standardsolutions.com). If you have questions about the form, please call us.

You will receive your update on a CD-ROM, which includes installation instructions and information on how to use the new features. Once you have installed the update, you will be able to continue using *Standard Conveyancer*[™] just as you did before the update.

Industry News

Several title insurance underwriters have announced increases in rates for owners policies. This kind of change is not possible for us to make for you with a program update – someone at your firm needs to update the rate settings in your *Title Insurers* database.

Simple instructions on how to update title insurance information and rates in *Standard Conveyancer*[™] are available at www.standardsolutions.com. Click on *Client Resources*, then *Updating Title Insurance Information and Rates*. Of course, you can still call for help if you don't have Internet access or have additional questions.

Your Support & Maintenance Plan

Your *Standard Conveyancer*[™] Support and Maintenance Plan is the most valuable service that we provide.

Technical support is help, either with learning some aspect of *Standard Conveyancer*[™] or with repairing something that is not working properly. While your initial training helped you become familiar with the capabilities of the system, we fully expect and encourage you to call with questions or for help with advanced features. You should also call if you think something is not working properly or if you get a program error message so we can address the problem.

A software “maintenance plan” is much like other costs of keeping up-to-date, such as continuing legal education or supplements for legal research resources. Program maintenance is our continual enhancement of *Standard Conveyancer*[™] to make it easier to use and to keep it up-to-date with legal requirements, industry developments and technological advances.

Program maintenance keeps up with new and revised Fannie Mae, Freddie Mac and MERS documents, title policy and extended coverage documents, and IRS documents. We update *Standard Conveyancer*[™] when HUD, local government, or lenders develop new accounting or reporting requirements for the HUD-1 or additional required documents. Standard Solutions must also continually update to ensure compatibility with new versions of Windows, Word and other software. Without program maintenance your *Standard Conveyancer*[™] would eventually become outdated and unusable!



Program updates are distributed as needed. Not all of our clients need every change or update, as many are computer operating system, lender, title company, or state specific. Change proceeds at different rates for different firms. Occasionally we do a general maintenance release that includes all the updates made over a period of time. In the mean time, if you need something new, you should call to find out if we have an update for what you need. Remember, even if you do not get an update for a long period of time, your Support and Maintenance Plan is still working for you to keep the program compliant with industry and legal requirements and compatible with new and updated software.

Tips and Pointers

Question: I have several lenders who require that fees be listed on HUD lines that are different from my usual closings. Is there anything I can do in *Standard Conveyancer*[™] to save time in entering these files?

Answer: *Standard Conveyancer*[™] allows you to create *lender model files* (“LMFs”) to maintain consistency and reduce repetitive typing when entering closing information. Like your Standard Model File, an LMF is a closing file that contains default entries for a particular lender. For example, if XYZ Bank requires that their underwriting fee be entered on line 810 of the HUD-1 and you enter it in an LMF for XYZ Bank, this fee will automatically appear for all closing files that are opened for XYZ Bank.

To create a LMF for XYZ Bank, follow these steps:

- Click on the **Quick** menu and retrieve the Standard Model File.
- On the **File** menu, click **Save As**. Name the file “XYZ Model File” and click **Save**. (Be sure to use the word “model” in naming the LMF.)
- While in the XYZ Model File, go to the HUD-1 Page 2 screen and fill in the fields as required by XYZ Bank. (You can always update the XYZ Model File in the future if you wish.)
- On the **Info** menu, click **Lenders** and retrieve XYZ Bank. Near the bottom of the Lender Information screen is a field called “Model File.” Enter the exact name of the new LMF (in this example “XYZ Model File”). Click **OK** and save the changes.

This process “associates” the XYZ Model File with XYZ Bank, so that from now on all new files opened for XYZ Bank will already have their information in place.

You can access more information about model files from the *Client Resources* page at www.standardsolutions.com.

Technically Speaking...

Your connection to us

When your firm acquired *Standard Conveyancer*[™] you were required to install a communications program called pcAnywhere. This program works with a modem or internet connection to provide a remote service connection for us to do technical support and program updates. Without this remote connection we may not be able to help you in the event of a program malfunction or damage to data. You may then be unable to work.

It is critically important that this remote connection capability be maintained (that the hardware and software not be changed or removed). All relevant staff must know how to activate the software for us to connect to you. Your modem numbers or IP addresses (depending on the system used) need to be kept available for use.

If you plan to upgrade or replace the workstation that we connect to, it is imperative that you install a version of pcAnywhere compatible with the new operating system. Call us right away to test the new connection. Be sure to keep your pcAnywhere disks in a safe place.

MS Windows XP speed issues

Some of our clients feel that Microsoft Windows XP runs very slowly on their computers and slows down applications such as *Standard Conveyancer*[™] and Microsoft Word.

Many of the visual effects incorporated into Windows XP, such as delays, fading and scrolling, can drastically slow the computer. In addition, there are several computer configuration settings that may need to be adjusted to address Windows XP performance issues.

More information and solutions are available on the *Client Resources* page at www.standardsolutions.com.



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ATTN: All Real Estate Paralegals and Attorneys