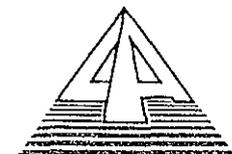


CUSTOMER INFORMATION

DOLA

BULLETIN



Department of LAND ADMINISTRATION

No. 63 8th April, 1994

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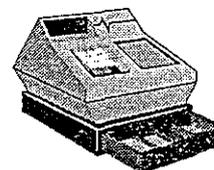
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REFERENCE ONLY. VALID AS AT PUBLICATION DATE SHOWN ON THIS DOCUMENT.

A. CAS/CRS ORDERING

In recent discussions with clients a need has been identified to review the functionality of CAS/CRS ordering.

In an attempt to eliminate order delivery problems being experienced by some clients the following amendments have been made.



- A1 The removal of the "Outward Order Type" of "C" from the job ordering screen. In the past if a CRS user did not change the "C" on the screen to an "M" (Metro fax) or "F" (country fax) the search would be printed and retained for collection at the progress and issuing counter of the Land Titles Division in Midland. The "Outward Order Type" will now be left blank. Clients are still required to enter a valid code for each order (i.e. M = Metro fax, F = Country fax, C = Counter, P = Post)

This change ensures that clients will now specify their requirements and eliminate the chance of the incorrect delivery code being entered in error (sometimes by default).

- A2 Additional validation has been added to enhance the CAS "Document Ordering" facility, to prevent the possibility of clients unknowingly ordering a copy of unregistered documents, and subsequently being charged via CAS.

- A3 Also, the "Document Type" entered is now validated against the "document number" to verify that it is a valid combination. i.e. F12345 is a "T" for transfer. If "A" is inadvertently entered the first time an appropriate message will be given if the combination is invalid.

When the document type is not known a "U" (unknown) must be entered. The document type code is an essential element of accurate statistical records kept by DOLA and all effort should be made to identify the type of document ordered.

As only documents beginning from Number E572001 have been scanned into the Image System the above validation has been restricted to only those documents. ("E" and "F" documents)



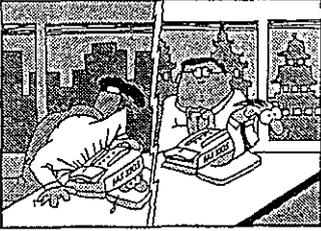
B. CUSTOMER REMOTE SEARCH (CRS) DIAL UP SERVICE

Since the relocation of DOLA to Midland there has been a marked increase in the usage of Customer Remote Search (CRS) to order searches and the Autofax system to have these searches delivered.

The following statistics provide an indication of the high level of acceptance of CRS and also indicate the significant increase in business activity:

- CRS now has 14 dial-up connections (ie 14 clients can access CRS at any one time) and is about to be increased to 22 connections.
- CRS now has 357 clients with a total of 1668 authorised CRS users.
- Autofax now has 40 outward modems faxing some 10,500 pages per day.
- A new communication station, and eight additional dial-in connections will be installed by the end of April to accommodate increased useage and business activity.
- All the existing CRS dial-in connections have been upgraded to a maximum speed of 9600 bps. This allows CRS users who have a 9,600bps data modem to conduct their CRS dial-in sessions up to 4 times faster than when using a 2400bps modem. As a consequence, the throughput and availability of CRS dial-in connections is increased.

Monitoring of Autofax delivery times shows that again, even during the busiest time, the 40 outward modems have reduced the average turnaround time from CRS order until delivery by Autofax to only 15 mins.



C. FAX BACK (blank pages)

The article on Fax Back (E) in Customer Information Bulletin No. 62 made mention of customer complaints regarding receipt of blank pages when documents have been requested for searching. Mortgages, especially, have been identified as a problem document because of the tendency of clients using word processing facilities to print only on one side of the page, or clients using a pre-printed face sheet for the Mortgage document and then placing single text photocopied inserts inside the face sheet.

It was originally believed that the duplex scanning problem would be resolved in the first quarter of this year. Unfortunately, this is not the case as testing of solution to overcome this problem will take some time.

To assist in overcoming this problem clients are requested to print text on both sides of the paper used for more than two page documents. The Manager, Registration Branch, seeks co-operation of clients in the interests of reducing the number of incidents where blank pages are faxed back as part of a requested search.

D. DATA ERRORS

The data contained within DOLA's computerised information, which is also produced in microfiche form, cannot be guaranteed as entirely error free. Whilst all attempts are made in the operational processes to correctly carry out validation of the data incorrect data at times has escaped detection.

DOLA Customer Remote Searching (CRS) and Microfiche clients identifying errors are requested to bring those errors to the attention of the Manager, Acceptance Registration Branch by completing and faxing the DOLA Computer Index Error Correction Form (which is soon to be posted to all CRS and Microfiche clients) to 273 7655. Errors that are reported will be corrected and if extra expense has been incurred to find the correct information a refund will be provided to the clients CAS account.

If there are any enquiries on any of these matters please contact staff at the Land Enquiry Centre on 273 7045.



A handwritten signature in cursive script that reads "Geoff Sach".

GEOFF SACH
REGISTRAR OF TITLES
DIVISIONAL MANAGER