OLS Issues & Tips

Information Services Corporation

Logged Date	System Area	Issue Description	Details	Workaround	Resolution Date
October 1, 2005	Interest Registration	Cannot choose to postpone an interest based on a previous application.	When choosing to postpone an interest, you must choose an existing interest that has an Interest Number. OLS is currently not flagging this.	Ensure that interest number exists for the interest you want to postpone.	
October 1, 2005	Transforms	Unable to use 'Setup using Current Information' option if client has been amalgamated.	When using the 'Setup using Current Information' option with an amalgamated client number, the system is not bringing back updated client information.		
Sep. 1, 2005	Title Transfers, Tied Parcels	The OLS tool does not ensure tied parcels are setup to the same owner.	Tied Parcels must be titled to the same owner. The OLS tool does not currently check to ensure tied parcels are being setup to the same owner(s). If you submit a packet with Tied Parcels titled to different owner(s), the packet will be rejected.	Ensure Tied Parcels are being titled to the same owner(s).	
Sep. 1, 2005	All, Title Print Requests	Editing Preferred Delivery Method for a new client on Title Print request page.	During the packet creation process you may need to create new Client Entities. Part of creating the entity includes specifying the preferred delivery method(s). If you request a title print for a new entity, you can not make any changes to the preferred delivery methods when ordering title prints. If you make a change, the transaction will fail validation.	Ensure the correct preferred delivery methods are identified when creating the client. Do not modify the preferred delivery method when requesting title prints.	
Sep. 1, 2005	Transfers, Transforms	Systems allows user to change ownership structure from TiC to something else and it should not.	The OLS tool should not allow you to change the ownership structure from Tenants in Common to Single Owner or Joint Tenants or vise versa. In order to change the ownership structure you must delete the original setup and start again.	Delete setup and start over if you need to change the ownership structure.	
Sep. 1, 2005	Transform, TAC	Entry of an invalid TAC does not results in an error message.	If an invalid TAC number is entered, the system does not display an error message indicating this. The system displays a blank TAC grid.	Check the TAC number and re-enter.	
Sep. 1, 2005	Transfers, Interests, Transforms	Validation doesn't identify all errors in the Transaction.	Generally, when the system validates a Transaction, it checks for all errors. There are instances when a major error is encountered that no further validations are performed.	After resolving identified errors, Validate the Transaction again to ensure there are no further errors.	By Design. No changes planned.
Sep. 1, 2005	All, Manage Authorizations and Attachments	System does not provide a confirmation dialog box when Removing documents.	Generally, the OLS tool provides a confirmation dialog box when you select an item for removal or deletion. The confirmation dialog is not presented when you select a document in the Manage Authorizations and Attachments screen for removal. When you click the 'Remove' button, the document is deleted immediately.	Ensure you want to delete the document before clicking the 'Remove' button.	

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Sep. 1, 2005	All, Title Print Requests	System does not provide a confirmation dialog box when Removing Title Print Requests.	Generally, the OLS tool provides a confirmation dialog box when you select an item for removal or deletion. The confirmation dialog is not presented when you select a Title Print Request for removal. When you click the 'Remove' button, the request is deleted immediately.	Ensure you want to delete the Title Print Request before clicking the 'Remove' button.	
November 30, 2005	Manage Authorizations & Attachments	Upload dialog box turns white after clicking the Upload button	When a user uploads a document to use as an authorization or attachment, the 'Upload' button turns white and the document will not be uploaded. This is caused by scanning in your documents as 24 bit color files.	Save scanned documents as B&W. This will also significantly reduce the file size and result in quicker uploads.	
November 30, 2005	Packet Management, Packet Content List	"Validate" button in Title Print area not functioning as expected.	"Validate" button located on the Packet Content Page in the Title Print Request area only validates title print requests, and not the entire transaction or packet.	By design, but button label will be changed to indicate its function.	
November 25, 2006	Packet Management	Copy/Correct Packet	Subsequent to the Copy/Correct fix in OLS Release 1.2 (December 2005), a new problem was identified with the Copy/Correct function. If new client setups are created (name & address) and "Select from Pkt" option is used, the system errors out when trying to copy the pkt – it saves the same entity twice. Once implemented, OLS users will have the ability to copy /correct a packet regardless if the client has been added multiple times.	The OLS user must delete the pkt and start from scratch.	
November 25, 2006	Interests	Changes to IR & Interest in an Interest Discharge	When an OLS user is creating a Discharge of Interest and changes the Interest or Interest Register Numbers after pressing the Save button, the system retains the first entered information in the database yet displays only the latest entered information. It passes validations but is rejected in TPS. This change will only save the latest information to the database on selection of Save or Validate in a full or partial discharge of Interest.	The user recreates and re-submits the packet.	

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November 25, 2006	Transfers, Interests, Transforms, Packet Reports and Packet Content List	Prev Appln Drop Down box terminology for Setups and merged fields	There are several where the terminology of Setup and Application are inconsistent and mean different things (i.e. displays as Title Transfer – Setup #2 when it actually is the first setup and the second application – surrender is the first application). In addition, previous application fields are merged in some areas and not in others. Once implemented, the actual application number will be shown consistently throughout all areas in OLS. In addition, some column header wording and merged fields will be changed.		
November 25, 2006	All	Text in Fax Cover Page and Size of Barcode	Currently, OLS users are not aware of the situations when one or multiple cover pages can be used. Amending the statement text on the fax cover pages should clarify the situations. In addition the Barcode is to be enlarged on both fax cover pages, which should reduce the number of failed A &A faxes. The ISC Logo will also be updated.		

Updated: April 11, 2007

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November 25, 2006		Error Message on Validate does not reflect correct application in multi setup transactions.	OLS uses "transaction groups" or "application groups". For example, a surrender and all its relevant setups is one group, an interest reg'n is another separate group in the same packet. Errors that can only be identified at the group level (i.e. where fractional shares of all the setups do not match the fractional share of surrendered pcl) are displaying under the last appln in that group because the system does not know which setup is incorrect and which is correct. Transaction group errors and/or warnings will be displayed in a separate section within the validation error area. However, it will be implemented in 2 stages. Release 2.18 will include the research of the hundreds of errors/warnings in OLS to determine those that are specific to the application and those that are specific to the transaction/application group. The actual changes to the system will be implemented sometime in 2007.		
November 25, 2006	Search	OLS not retrieving changes made to COBRA clients from COBRA batch	COBRA batch info is instantaneously uploaded to the LAND system so if one searches they get the most current info. OLS however, only retrieves this info at the beginning of each day, whereby creating a delay and the possibility of incorrect info that will fail on validate in OLS or when accessed in TPS. The OLS search functionality will be changed so that it returns information as of the current date and time.		
November 25, 2006	Transforms	Transform - $ sign does not display fees in Transform title list after entering Transform #	Selection of the $ sign in transforms does not bring up the fees but instead shows the title details. In addition if customers select the $ sign, they are charged. Changes will be made so that the system displays the fee list when $ sign is selected and selection of the DOC icon will bring up the title details.		

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November 25, 2006	Interests	Summary Report Errors	There are a number of situations to do with the Interest Set Up Summary Report where display issues are a problem today and the report is showing duplicate information or not showing the proper information at all. As a result, customers are thinking that their Packets are not being registered properly. Registration is actually occurring, as it should, as the problem is isolated to the display on the report. This change will remedy this problem so proper information is displayed.		
April 11, 2007	Search by Land Description 'Rural' and 'Other'	Customers may not be retrieving all results when searching at the Quarter Section or Section level.	Prior to the availability of the 'Return All Titles' option, customers may not have received all results dependent on how the parcels within the Quarter Section or Section in the search criteria were described. The new 'Return All Titles' option will allow customers to retrieve ALL results when searching at the Quarter Section or Section level by 'Typical Rural' or 'Other'.		

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