



Our reward for providing exceptional service and support is having truly exceptional and awesome clients. You do get back what you give!

We want to thank each and every one of you that have taken the time out of your busy day to provide us with your feedback on econveyancePro. That feedback was invaluable to us in building econveyancePro and will continue to be invaluable as we move forward making it better and better. We will be sharing that feedback (what you like and don't like!) further on in this issue.

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EFS NEWS

The Land Title and Survey Authority (LTSA) will continue to make Version 19 of the EFS PTT form, which is compatible with Adobe Acrobat Version 6, available only until December 4, 2009. You will want to ensure that your office has upgraded to Adobe Acrobat 7 or newer prior to that date. Further information, *including the cost of upgrading*, can be found at:

[Important Notice to EFS Customers Using Adobe Acrobat Version 6](http://www.ltsa.ca/efsnews/180/Important-Notice-to-EFS-Customers-Using-Adobe-Acrobat-Version-6)

If you are not able to access the link, please type the following address in your internet browser:

<http://www.ltsa.ca/efsnews/180/Important-Notice-to-EFS-Customers-Using-Adobe-Acrobat-Version-6>

FAQS FROM THE VERY HELPFUL DESK

Your Question: My Order to Pay shows only dollar figures in the debit column with no description as to what it's for. Where's that coming from?

Our Answer: Chances are that it's coming from a Charge that you have set to be removed from title. There are two reasons why a dollar figure shows with no accompanying description:

- You may not have received your payout statement yet so you have not entered anything on the Payout Information tab and the \$0.00 simply is a placeholder indicating that there is more data to enter; or
- You have entered the pay out figures, but have not clicked the [Generate](#) link that is located beside the description field. Clicking [Generate](#) triggers the building of a description based on the data you have entered. This description is then editable by you should you wish to add or change anything.

When it comes to preparing the Statements of Adjustments, the Taxes, Utilities and Strata screens have also been designed to work in much the same manner.

Your Question: I just made an entry into my private library and now when I search for it, it doesn't come up. What did I do wrong?

Our Answer: Did you set the correct "Type" when you were making the entry? In order to save you time by cutting down on the list of choices provided to you when using the library search feature, you must designate what "type" of entry you are making. For instance, if you are entering a realtor, from the drop down list beside the Individual Type field, choose "Realtor". This ensures that when you are looking for a realtor, you will be presented with a list of choices that contains realtors only.



ANNOUNCING THE NEW SOFTWARE VENDORS' ADVISORY TASK FORCE!

Recent meetings with the LTSA have resulted in the creation of the *Software Vendors' Advisory Task Force*. With the push on for adoption by all interested or affected parties of the LTSA's Electronic Filing System ("EFS"), we have worked with the LTSA to set up this task force. The task force is not just for conveyance software applications but for other software applications as well. The mandate of the task force is to encourage collaboration among all software vendors with an interest in EFS and conveyancing within British Columbia in order to provide feedback to the LTSA.

If you would like to become a member of the task force or would like more information on it, please contact us at info@econveyance.com.

ENVIRONMENTAL CORNER



WHAT CAN YOU DO TO HELP THE ENVIRONMENT?

PRINT SMARTER

The average office worker goes through 10,000 sheets of copy paper a year.

- Make it a habit to print on both sides of the paper or use the back side of old documents for faxes, scrap paper, or drafts. Avoid color printing and print in draft mode whenever feasible.
- Make it a policy to buy chlorine-free paper with a higher percentage of post-consumer recycled content. Also consider switching to a lighter stock of paper or alternatives made from bamboo, hemp, organic cotton, or kenaf. Recycle toner and ink cartridges and buy remanufactured ones. According to Office Depot, each remanufactured toner cartridge "keeps approximately 2.5 pounds of metal and plastic out of landfills...and conserves about a half gallon of oil."

GO PAPERLESS

Make it a habit to think before you print: could this be read or stored online instead?

- When you receive unwanted catalogs, newsletters, magazines, or junk mail, request to be removed from the mailing list before you recycle the item.
- Make it a policy to post employee manuals and similar materials online, rather than distribute print copies. They're easier to update that way too.

FIRST CANADIAN TITLE INSURANCE – INTEGRATION WITH ECONVEYANCEPRO IS NOW COMPLETE!!

We are pleased to announce that the complete integration with First Canadian Title (FCT) that you came to rely on in econveyance for ordering title insurance policies, is now finished and available in econveyancePro!

EVERY HOME HAS A HISTORY (AN ARTICLE PROVIDED TO US BY FIRST CANADIAN TITLE)

Every home has a history... do you know what it is?

Before your client owned their property, it may have gone through several ownership changes and somewhere along the way it is likely that the home was “improved.” Think of all the things that take place as owners come and go over the years; from do-it-yourself renovations or major home improvements, to less obvious issues like undetected encroachments from a shed, pool or garage, or even unknown liens placed on a property against the previous owner.

How can title insurance help?

Title insurance remains one of the best ways to protect your client from serious issues like property encroachments, unpaid liens, defects in title and real estate title fraud to name but a few things.

If a house is purchased without prior knowledge of issues like encroachments or title issues, and the homeowner experiences a loss related to one of the 39 covered title risks, a title insurance policy will cover the cost of resolving the issue, as well as covering the cost of accommodations while the homeowner is displaced from their home, including moving and storage costs.

In addition to the coverage provided for encroachments, title insurance provides survey and title fraud coverage, as well as other areas where a homeowner can incur substantial losses.

If real estate title fraud occurs, the onus is on the homeowner to prove the crime and it can be very costly, financially and emotionally, to restore title. For a one-time premium, title insurance is one effective and inexpensive way to ensure your property is protected. It covers all legal expenses related to restoring title and protects the homeowner for as long as they own the home.

What is unknown about the history of your client’s home can hurt your client. Here is a real life example:

STRATHCONA SURPRISE

Properties that pre-date modern zoning and building codes can often spell big trouble. Many historic properties encroach on one another, and while often municipalities relax modern regulations for heritage buildings, every once in awhile renovations to an old house can mean trouble.

Take the case of a Vancouver couple who, in the course of restoring their 117 year old house, discovered it was eight inches over the property line to the east. The city placed a stop-work order on the homeowners' renovations, and forced the couple to pick it up and move their entire home a total of 8 inches!

If the couple purchased title insurance when they bought their home – even if they knew of the encroachment issues when they moved in – there is a chance they would have had some relief to their circumstances.

FOCUS ON THE VERY HELPFUL DESK

In addition to being a service provider to the conveyancing community, it's always been our intention at econveyance to be a part of that community. To that end, we thought that you might be interested in getting to know us a little bit better.



Our focus in this issue is on Brenda Salisbury, one of our Support Representatives who joined the econveyance team in 2007. Prior to joining the econveyance team, Brenda worked in the conveyancing department of a Vernon law firm for 4 years.

Biking, hiking, kayaking, camping, skiing – chances are pretty good that you'll find Brenda enjoying at least one of these activities in her spare time with her high school sweetheart and husband of 25 years, Tal, by her side! Brenda is very adventurous, loves the outdoors and, simply put, just a fun person to be around. She is the very proud mother of two adult children and relishes spending time with her family.

When it comes to work, she takes her role as a member of the **very helpful** desk very seriously – she wants to assist our users in any way she can.

**WELCOME TO
THE NEWEST MEMBER OF THE
ECONVEYANCE VERY HELPFUL DESK**

We are very pleased to welcome Carma Clarke as the newest member of the econveyance very helpful desk. Carma joined our team in September and brings with her a wealth of experience in providing customer service and support for web based software applications. Carma is quickly learning her way around econveyancePro and many of our users have already had their call answered by her.



**ECONVEYANCEPRO CERTIFICATION
PROVIDED TO STUDENTS OF VANCOUVER
COMMUNITY COLLEGE**

Another educational institution recognizes the value to students in the integration of the econveyance certification program into their curriculum. Sprott-Shaw Community College started it and now Vancouver Community College has included it in their current curriculum. The program and the credentials offered by it will certainly provide students graduating from the Legal Administrative Assistant program with an edge in today's competitive job market.



Call 1.866.326.6839 to find out how you can give yourself the competitive edge needed for today's job market and make it easier for prospective employers to recognize you as their best candidate!

WELCOME TO OUR NEW USERS

The following firms and/or individuals joined econveyance™ during the previous quarter:

Simmarjit K. Madaan, Lawyer, Nanaimo
T. Dale Roberts, Notary Public, Courtenay
Wu & Company, Lawyers, Coquitlam
Marco Castro, Notary Public, Vancouver
Dhaliwal LeBeau & Grewal, LLP, Lawyers, Surrey
Gordon & Young, Lawyers, Oliver
Gregory J. Litwin, Notary Public, Oliver

Wilson King, LLP, Lawyers, Prince George
Wlodyka MacDonald Teng, Lawyers, Vancouver
Bennett Parkes, LLP, Lawyers, Vancouver
Friday Law Group, Lawyer, Langley
Mitelut International Law Corp., Lawyers, Vancouver
Mullin DeMeo, Lawyers, Victoria
Hollander Plazzer & Co., Lawyers, North Vancouver

With more and more joining the econveyance™ network of conveyance professionals, we strongly encourage you to save time by using the invitation feature. Call us to learn just how easy it is!!

WHAT OUR USERS ARE SAYING

THE KUDOS

EconveyancePro is an excellent program. It is very efficient and user friendly and cuts the time of creating a file in half. I am very happy with this program and the telephone support.

*ADRIENNE BROAD, Legal Assistant
Velletta & Company*



Jennifer and I think the new econvey is awesome. It flows better and the steps are more in order. This is short but sweet.... we just don't know what else to say... it's just way better.

*Darla and Jennifer
Messner & Co.*



The new program seems to be a lot easier to use.

*Judy
Howarth Law*



econveyancePro is a lot quicker & easier to use. It's way better and the firm wide search feature makes finding a file way easier.

*Launa
Kane Shannon & Weiler*



I love it because it's so simple to use and speeds up the whole conveyancing process! And the very helpful help desk is so very helpful, cheerful and friendly!

*Lorraine White
McConnan Bion O'Connor & Peterson*



I am enjoying the new program very much, it is much more friendly than the old version. The changing of screens to various parts is much quicker and saves time. I enjoy being able to see the entire menu with the new multi level feature making it easy to switch between sections. It is quite an improvement in my view.

*Maria MacMillan
Richards & Richards*



After taking a 5 year break from full time conveyancing, I decided to jump back in with both feet at the height of the market a few years ago. I am sure I would have “drowned” had it not been for the econveyance program. It helped me to reacquaint myself quickly with the process from the title search right through to the final reporting.

Now those wonderful people at OneMove have launched econveyancePro - you can tell these people KNOW conveyancing from the ground up - they have been in our shoes doing our work for sure!! econveyancePro incorporates all the best features of econveyance with added features like tabs that you can toggle through easily and the best part.....you can't move from one menu to the other without a prompt asking if you want to save - what could be better ? No more lost information from a “run off your feet” busy day and “oops I didn't mean to push that button”!

Thanks to econveyancePro, during the hectic mid-month, end-month and every time in between, my hair is on my head instead of on the floor!!!!

*Linda Lawrenz
Pearlman Lindholm*



THE COMPLAINTS

The font is too small.

We know - but, with the wide variety of monitors being used we had to choose a font type and size that would work adequately for all of them. We do have a couple of suggestions however that may work for you.

- *While in an internet session, hold down the Ctrl key and tap the + key to increase the screen and font size; or*
- *Change just the font and text size on the screen through your browser. For instructions on how, click here: [How To Change Font Size](#) or type http://wiki.econveyancepro.com/User_Manual/2Font_or_Text_Size into your browser*



I can no longer import the address from the title search to my buyer/borrower record.

We have added a [\(Copy Address from Property\)](#) link to the buyer, borrower and seller records. Clicking this link will immediately import the address from the first property to the Buyer, Seller or Borrower



When I generate a 2nd (or 3rd or 4th etc.) copy of a document it doesn't overwrite the previous copy and now I have every copy of every document I prepared on my Finalized documents tab.

There are some documents that the user does in fact need multiple copies of, such as the Form A when dealing with multiple properties. There are others that you would not need multiple copies of. We have made a change

to have those that users would not need multiple copies of overwritten. You can also set the default sort option in the User Profile screen to have your finalized documents always sorted in date order with the most recent copy at the top of the list. In addition, if you use the Download feature, you can use the delete after download option to remove those documents from the Finalized documents tab.



econveyancePro doesn't calculate the GST accurately.

The rate at which GST is to be calculated is no longer automatically set by econveyancePro The reason that we chose to change this feature is because there are exceptions to the rules governing the rate payable. As well, we discovered that some of our users were not properly entering all of the criteria required in order for econveyance to do an accurate calculation of the GST and this resulted in incorrect adjustments. We felt that the rate at which GST is to be calculated is better left in the control of the user. Now, instead of having to ensure that the appropriate criteria is entered in multiple areas of your file, you simply need to set the rate at which the GST is to be calculated and econveyancePro will accurately calculate it at that rate. The wiki contains an excerpt from an article provided by the Canada Revenue Agency that details some of the rules around what rate should be charged, as well as a link to their web site where you can obtain additional information. [Click here](#) to access a copy of the article or click on the wiki link in econveyancePro and type GST Information in the search box.



econveyancePro doesn't remember my PID number when I do my pre or post close search.

Oops! We goofed! The Very Helpful desk completely missed this oversight during quality assurance testing. We do apologize and this will be rectified.



More clicks are required in econveyancePro.

At the top of our list when building econveyancePro was to reduce the number of clicks required to complete your file. We truly believe that we have accomplished this, however perception may not necessarily back up our claim. Some examples of where we have reduced the number of clicks:

- *The expanding side bar menu allows you to get to whichever screen you need to go to with **one** click;*
- *There is no need to click Save on every tab. You can work between all tabs as long as you click Save **once** before leaving that screen;*
- *Our new firm wide search feature means there is no need to click to access the lawyer/notary list, click on the lawyer/notary name, click on the Search tab and finally enter your search criteria. In econveyancePro you simply click **once** in the search field and enter your search criteria;*
- *Having immediate access to all documents available in econveyancePro without the necessity of adding them to your group We don't even want to attempt counting the number of clicks it used to take, however now in the Document Manager, click **once** in the search field and type your search criteria*



I don't like the fly outs from the sidebar menu.

That's okay. You can still click on any of the sidebar menu links and get to where you need to be in the same manner you became familiar with in econveyance, without making use of the fly outs.



The new calendar widget showed only the current month.

We changed the calendar widget so it will always display a full five week period.



When importing information from the Charges tab of the title search, the Remove or Leave field should have been left at the bottom of the Charge.

Leaving this field at the end of the charge often means that you can see it or the Nature of Charge that it pertains to but not both at the same time. We moved the field to the top of the charge so that the Nature of Charge that it pertains to and the field would always be visible together.



When the result of my library lookup is a long list, not enough of the list is visible to me and I have to scroll too much. The list is also difficult to read.

In most cases you can shorten the scope of the search by entering more search criteria ie. if searching for Robert Smith, enter Smith, Ro as your criteria. If searching for Royal LePage enter Royal L as your criteria. This means that you will not have to scroll through a long list of choices. We realize that this is not always possible when it comes to searching for branch addresses and we are currently looking in to making more of a long list visible to you (which means less scrolling) as well as making it easier to read.



We appreciate receiving the kudos and the complaints so please share them with us! If you have a question or comment about any of the features of econveyancePro we look forward to hearing them.


!!!!!!! ATTENTION WINDOWS VISTA USERS !!!!!!!

We have received feedback from some of our users indicating that they are experiencing problems when using econveyancePro with Windows Vista. We would like to learn more - please contact us if you use Windows Vista.

PUBLIC LIBRARY MAINTENANCE

Remember, if YOU have information that WE don't – please share it with us so that we can get it into the public library for you. This includes:

- Lawyers
- Notaries
- Banks and branches
- Updated information on existing data in the public library

Send us the information through [FeedBack](#) , we'll get it entered right away and let you know once it's done.


SERVING A PURPOSE

We would like our Newsletter to serve as a venue for providing information and insight to our readers relative to the real estate/conveyancing industries. If you would like to contribute an article or, if there is a subject that you would like us to address in a future edition of the Newsletter, let us know via info@econveyance.com

CONTACT US

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email: info@econveyance.com or by using the [FeedBack](#)  link located on every econveyance™ screen

We invite you to share your thoughts, comments, tips or articles for future Newsletters! Simply submit them to info@econveyance.com.

If you are not already an econveyance user, you owe it to yourself to experience the most efficient conveyance document processing platform of its kind!

Find out more by clicking below:

[Take The 60 Day Pro Challenge](#)



INVESTOR NEWS

We are pleased to announce that OneMove has recently enjoyed its first profitable quarter in its history!

Would you like to share in the future growth of the largest and fastest growing network of conveyancing professionals in BC? Over the last 18 months more than 114 new firms have joined our network. Our parent company, OneMove Technologies Inc., ranked #1 in Business in Vancouver Magazine's 2008 list of B.C.'s Top 100 Fastest Growing Companies (published September 2, 2008) wishes to extend its thanks to our valued clients (that's both you and your firm), by offering you an opportunity to become a shareholder.

OneMove Technologies Inc. is listed on the TSX Venture Exchange under the symbol "OM". If you would like to learn more about the company or are interested in participating in our future growth, please contact William Cawker at (604) 662-8207 extension 114, mobile 604-649-0080 or email to william.cawker@onemovetech.com. To learn more about the ongoing development of the company visit [OneMove Technologies Inc.](#)

Prospective and current shareholders are also invited to join OneMove's investment forums at www.pinnacledigest.com/company/om:ca and <http://www.stockhouse.com/Bullboards/SymbolList.aspx?s=OM&t=LIST>. The online forums allow for investor controlled discussion, questions, feedback, third party reports and articles.

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If you do not wish to receive this Newsletter, please email me at marci@econveyance.com and enter Unsubscribe in the subject line.

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