

# CHALLENGES

## Stale Dated Checks:

A

Stale dated checks were an issue when we first started. To avoid additional delays, we reached an agreement with First Hawaiian Bank to negotiate stale dated checks. Staff would contact the issuer and if they approved, we submitted the recording package with the "stale dated" check.

Recording packets were being returned by Cashiers refusing to accept stale dated checks even though SPU staff received approval from the sender to deposit. An instance of approval notes on the check were erased and packet sent back to SPU.

Although concerns were raised, the practice by the Cashiers continued. Recording packets involving stale date checks are now being returned. Efforts to facilitate the recording by obtaining approval has been suspended.

## Indexing delays:

B

Indexing delays adversely affect access to up to date information.

Up to date information would help in the receiving process and certainly minimize liabilities on the part of the public depending on the information we provide.

While this issue has been brought up previously, the time delay is increasing.

## Labeling inconsistency:

C

Some of the information being delivered to the public was programmed to be partially done at the time labels were printed.

Initially, BOTH systems were inputting tax map key information when preparing labels. Currently, Land Court continues this practice while Regular System has terminated this activity.

Concern raised previously, however inconsistent practice continues.

D

Question relating to why the SPU is not labeling documents is based on the understanding with the union on what the functions of the unit would be. The label printers were removed from the site and the unit continued with its sole focus of checking documents.

Another consideration with the labeling is that the number of backlog mail labeled daily should be evenly distributed so as to not impact an individual AR.

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**Receiving mail backlog:**

The activity of the Special Project Unit has increased the number of daily recordings. As we have been advised that the only function the unit can perform is checking of the documents, when the accepted documents are delivered to Land Court receiving, it imposes additional work requirements on the receiving staff.

Not certain what the impact has been but have grave concerns that the efforts of the SPU do not adversely impact the section's ability to keep current.

**Review backlog efforts:**

The process of final certification has been affected with the temporary assignment of one of the Assistant Registrars. Each AR is assigned dates within a given month and are responsible for certifying the recorded documents, in addition to assuming selected dates of the temporarily assigned AR.

While final certification is a concern, it can be tempered through added efforts to have indexing completed daily.

Possible considerations to move the dates in a more consistent manner would be to work the documents in date order. Keep assigned dates for the AR to address daily inquiries. However, the dates would be worked first in, first out. This would eliminate the differences in completed dates.