



July 27, 2020

Land Record eFilers,

At end of business day July 24th, the Simplifile eRecording system was having problems submitting land record documents for recordation at the Guilford County Register of Deeds. These problems started late Thursday afternoon July 23rd. We learned the problems are database related and affecting counties across the country.

The problem appeared to be corrected around 5 pm Friday and documents slowly started to load into our BIS system for recordation. Our staff recorded documents as they populated into our system. At 6:34 pm, Simplifile filings stopped populating into our system again and could not be recorded.

As of start of business day July 27, the Simplifile eRecording system continues to have problems submitting land record documents for recordation. We have been fielding calls from submitters and are in communication regarding their problems. We have been told their production developers are actively looking into this issue and it will be fixed as soon as possible. As of 9:02 am, Simplifile is working to send each document manually into our recording system.

On our end, please send emails to: lwashin@guilfordcountync.gov for any documents that need to be rejected within the Simplifile system. We will try our best to reject the documents that we know of that were brought in as paper filings. While we cannot make any guarantees, we will do our best.

Sorry for this inconvenience and we will provide any relevant updates that are communicated to us.

Thanks.

Jeff Thigpen

Guilford County Register of Deeds