



OFFICE OF RECORDER OF DEEDS
MICHAEL E. KOZIKOWSKI, SR.

October 1, 2018

Dear External Customers,

On Monday October 15th 2018, the New Castle County Recorder of Deeds office (ROD) will be launching the new TrakRecord software upgrade to our current ROD Imaging Retrieval System. The new upgrade will complement the new computers and hardware installed in March 2018 by the New Castle County Information Systems Department.

The new software will provide our external customers with many continuous improvements such as: save common searches to a Favorites Folder, image options of printing, downloading or emailing, ease of scrolling through the images, TIFF images converted to PDF, user controlled sorting of detailed results, grid printing and viewing of images making your business transaction experience more user friendly, efficient and effective on a daily basis. In order for the ROD to ensure a smooth launch, there are a few points of interest we would like to bring to your attention:

1. You will be able to continue searching the existing retrieval system until further notice. But you will only have access to data recorded through the close of the business day on **Friday October 12th, 2018**
2. All of the data from the existing system should be available in the new system on **Monday October 15th, 2018**. The office and Library will be open to search. However, the ROD will not be recording documents until the system is operational sometime in the afternoon.
3. The Public Access web site, both internally and externally, **may not be fully functional** until late night on **Monday October 15th**.
4. **Pay Pal** will be the new vendor to utilize for online transactions.

A training overview for the external customers about the new TrakRecord System is scheduled for **Friday, October 12th**. If you are interesting in attending, please contact Sharee Cole sjcole@nccde.org . She will contact you with the specific time. All other ROD related questions, please contact my Office Administrator's Lisa Shellem lshellem@nccde.org 302-395-7792 or Ed Dale edale@nccde.org 302-395-7739.

To ensure a smooth transition to the new system it will take patience, understanding and support from our internal and external customers. Your cooperation during this time is requested. I know my team will be doing their best so they can continue to provide you with impeccable customer service.

Your humble elected servant,

Michael E. Kozikowski Sr.