

Unable to save cancellation memo, cancellation memo character limit

04/29/2024 10:58 am EDT

The cancellation memo has a character limit, however, you might not realize that this is what is wrong due to the way the system handles white spaces. If a user copies their information into the memo field from Word, then line breaks are characters, but they go down the form rather than filling it up.

The screenshot shows a software window titled "Cancellation (2024)". The window contains a form with the following fields and sections:

- 2024**
Olcott Associated
PO BOX 1070
Lansing, MI 48901
- Reference** (empty field)
- Entered On**: 10/18/2023 1:29:35 PM
- Entered By**: Administrator
- Reason and Tasks** (expanded section):
 - RMR Reason**: Auto cancel (dropdown)
 - Cancel Profile**: Non-Payment (dropdown)
 - Full Cancellation
 - CS Cancelled
 - Notice Date**: 10/18/2023
 - Effective Date**: 10/18/2023
 - Follow Up Date**: 10/18/2023
- Sites | Tasks | Memo/RMR Comments** (tabs)
- Memo/RMR Comments** (text area):

Testing a case with this document

There's something weird with the character cap and I'm not sure exactly how it presents. A form was entered, and it had trailing white spaces. I've been using notepad, but I think the program its copied from is using line breaks and because those don't count as character in other editors I haven't been able to replicate the behavior.
- Cancelled RMR**: 0.00
- Contract Balance**: 0.00
- Save** and **Close** buttons at the bottom right.

A red box highlights the vertical scroll bar on the right side of the text area, indicating that it is unusually padded.

Check the scroll bar and see if it is unusually padded. If you discover there are excess white spaces, simply delete them and it should resolve the issue.