



## Procedures for Receiving and Updating Work

### Receiving Work

Typically servers will receive orders from Due ProcessUSA one of three ways, by email or by Priority Mail/FedEx or by coming to the office and picking them up.

Once you receive your job(s) please respond by replying to the email that was sent to you or if received by mail send an email listing each job number and stating you received the job.

If we do not hear from you within 24hrs after receipt your jobs may be reassigned to another server.

### Updating Work

All attempts and service information must be entered on the web each night before midnight. It is understood that sometimes after being out all day driving the last thing you may want to do is update the web. But this is what makes Due ProcessUSA a leader in the industry. Not because you do it but because our clients love it. It ensures that they don't have to call on the phone and we don't have to call you. It gives them the info they need.

Once you enter any updates you must click the "SUBMIT" button. Never click "SAVE"

Once you have made 4 "Good Faith & Diligent" attempt hold off making another until we advise you what to do next.

What is "Good Faith & Diligent" to Due ProcessUSA?

1. Entering the date and time of each attempt
2. Listing the details of what happened during the attempt.
3. Leaving a door hang or note on each attempt

Listing just "*No answer*" on an attempt is not diligence. Listing "*Attempt made. There was no answer. I left a door hang. The neighbor at 9512 Smith St next door states the address is good for the defendant*" is good diligence."

## **After Serving Work**

After serving a paper you go to the same login as updating but enter your service information.

The required fields are;

*Date Served*

*Time Served*

*Capacity of Party Served*

*Method of Service*

*Service Location – Complete address on one line including State and Zip Code*

*Name of Person Served – if sub-served and they refused to give name enter “Refused Name”*

- Please do not write Jane or John Doe

*Description of the Party that was Served*

- If there is something that takes place that you think Due ProcessUSA or the client should know other than what you listed in attempts enter it in the COMMENT section at the bottom, i.e. *“Defendant threw papers back at me and said he wasn’t taking them”*

***Then click “SUBMIT” not “SAVE” button.***

After we process the web info each morning you will receive an email for each affidavit that is ready for you to print, sign and fax or scan and email to Chris Stallings or Rustin Nadjmabadi at the email addresses below.

Then drop the original affidavit in the mail or bring to the office in person. We must receive the original affidavit in order for the job to be marked for payment. Those serving in higher volume areas may not want to mail every day but should at least three days a week.

Communication is the key to OUR success. If you have questions, statements, problems please do not hesitate to contact us.

