



## **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 – Entering your attempts on line.**

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. It ensures that clients do not have to call on the telephone for updates.

After attempting service a paper you go to [www.dueprocessusa.com](http://www.dueprocessusa.com) and use your login and password to access your orders to enter your attempt information.

- \* You may click the “All Outstanding” Button or enter the FULL job number and click enter
- \* Then click on the blue link matching your job number
- \* Then enter the Date and Time of the attempt
- \* The COMPLETE address where the attempt was made
- \* And the details of the attempt. This field is many more characters than what shows on the screen. Add your COMPLETE details here.

Once you enter any updates you **must** click the “SUBMIT” button.

## 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 in complete sentence using proper case.
3. Leaving a door hang or note on each attempt and stating this in your attempt
4. Checking with neighbors to confirm the defendant/witness lives there and listing it in your 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.

\* You may click the “All Outstanding” Button or enter the FULL job number and click enter

\* Then click on the blue link matching your job number

\* The required fields are;

*Date Served*

*Time Served*

*Name of Person Served* \* if the same as on your worksheet you may click the “Copy Serve To Nam”

\* if sub-served and they refused to give name enter “Refused Name” **Please do not write Jane or John Doe**

*Capacity of Party Served* \* i.e., Co-resident, Wife, Husband, etc.

*Method of Service* \* Select the one that applies

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

\* If address is the same that is on your worksheet click “Copy Serve to Location” button

*Description* \* **Complete the description field entirely** – This is just an estimate made by you. You do not have to ask the defendant/witness how old they are.

*Comments* \* 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”**

## **Affidavits**

After we process the web info each morning you will receive an email for each affidavit that is ready for you to print and sign.

\* Login again to you account using your login and password

\* YOU MUST enter your complete job number as listed on your Contractor Worksheet

\* Click on the blue link listing your job number

\* Scroll to the bottom of the page and click the link to your Affidavit and print and sign

**\*\* Do not have your Affidavit notarized unless there is a Blank Notary at the bottom. Some states do not require Affidavits of Service notarized.**

**Within 24 hours of receiving notice that your Affidavit is ready you MUST;**

Fax a copy of your Affidavit and Contractor Worksheet and Invoice to 800-850-8202

Or.....

Scan and email your Affidavit and Contractor Worksheet to [contractor@dueprocessusa.com](mailto:contractor@dueprocessusa.com)

Then drop the original Affidavit in the mail or bring to the office in person. We do not need you to mail your and Contractor Worksheet, just the ORIGINAL Affidavit

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.

**ORIGINAL AFFIDAVITS NOT RECEIVED BY DUE PROCESSUSA WITHIN 10 DAYS OF THE DATE OF SERVICE WILL NOT BE PAID FOR SERVICE OF THAT JOB.**

