



## Four Easy Steps to Speed Up Your Service of Process

By ServeNow.com

When service of process is delayed, justice is delayed. Time is crucial in a number of situations such as family law child support modification or continuances or personal injury cases where the injured party requires immediate action to obtain medical care, for example. If service is delayed, the clients' best interests are not served and this can ultimately damage trust in the attorney.

The first step in speeding up your service of process is to utilize private [process servers](#) as opposed to law enforcement officers, who typically do not have the motivation to effect timely service as they usually get paid regardless of whether the documents are served or not. By working with a professional process server, attorneys can have papers served more quickly and, in doing so, improve professional relationships with clients. Accordingly, everyone benefits.

There are a number of tips attorneys can use to help process servers complete their assignments quickly and accurately, including:

### 1. Share Up-to-date Information

Perhaps the most important aspect is ensuring that all information is complete when the server receives the job. Current residential and/or business addresses, telephone numbers, vehicle descriptions, work

hours, and physical descriptions, if available, give the process server more than sufficient information not only to serve the papers but also to do so in a timelier manner because more options are available to them.

### 2. Get Specific with Your Instructions

In a similar vein, being explicit with service instructions is also necessary. Attorneys cannot expect the process server to be familiar with his or her personal preferences if they are not communicated clearly. Issues with substituted service—such as whether the attorney wants the server leaving papers on the doorstep or with an apartment building doorman after due diligence is acceptable—and other potentially challenging situations should be discussed to reduce the potential for problems down the road. As in any interpersonal relationship, greater the amount of information conveyed to the process server will only increase the success rate of the server and the subsequent relationship between attorney and server, thus setting the foundation for a long and mutually beneficial relationship.

### 3. Provide As Much Lead Time As Possible

Also critical—and frequently paid inadequate attention—is giving the process server adequate time to serve

the documents whenever possible. Not only does this save the attorney money by not having to pay rush fees, but the stress is reduced for both attorneys and process servers as documents are more likely to be served ahead of schedule and eliminating last-minute stress.

If you cannot provide advanced notice, make sure you provide as much information as possible to assist the process server. That way if there happens to be a time crunch, the additional options afforded the server result in a greater likelihood of the documents being served on time.

#### **4. Use Software to Boost Communication**

Another tip—and perhaps the one most overlooked—is to utilize software to work more effectively with process servers. ServeManager, for example, is an innovative web-based application that facilitates communication and collaboration between process servers and attorneys through an interface that enables easier viewing of all jobs in a central location. Attorneys can create and input information, documents, and instructions into the interface to improve communication and speed up the process. Servers can download client documents and other instructions as necessary, as well as uploading proofs of service or other affidavits for the client to download, further streamlining the process.

Through applications like ServeManager, both parties stay abreast of the status of all jobs by either logging into the interface or via automated notifications. An added

benefit of using ServeManager is the saving of time and money through reduced emails, telephone status calls and mailing fees.

#### **Conclusion**

As illustrated, there are a number of guidelines that attorneys can use to collaborate more effectively with private process servers and work toward faster turnaround time. Communicating pertinent instructions in a clear manner, providing the process server with sufficient information to effect service, and ensuring the server has adequate time to serve the documents may seem straightforward but are far too frequently overlooked.

Finally, the advent of technological innovations such as ServeManager further facilitate the process by providing a one-stop interface to manage jobs, check updates and transfer documents between the parties while simultaneously simplifying the attorney-process server relationship.

*This article was provided by ServeNow.com, which is a network of local, pre-screened process servers. ServeNow.com also offers ServeManager - web-based software to help legal professionals assign, track and manage service of process all in one place. Learn more at [www.ServeNow.com](http://www.ServeNow.com) or [www.ServeManager.com](http://www.ServeManager.com).*