

Use Prior Details

- Report an event- a serve, a bad address, or an attempt- as usual.
- When reporting another event on a related order- same case, same address- ABC Express now provides an option to **Use Prior Details** by recycling parts of the prior declaration.

Things that ARE recycled

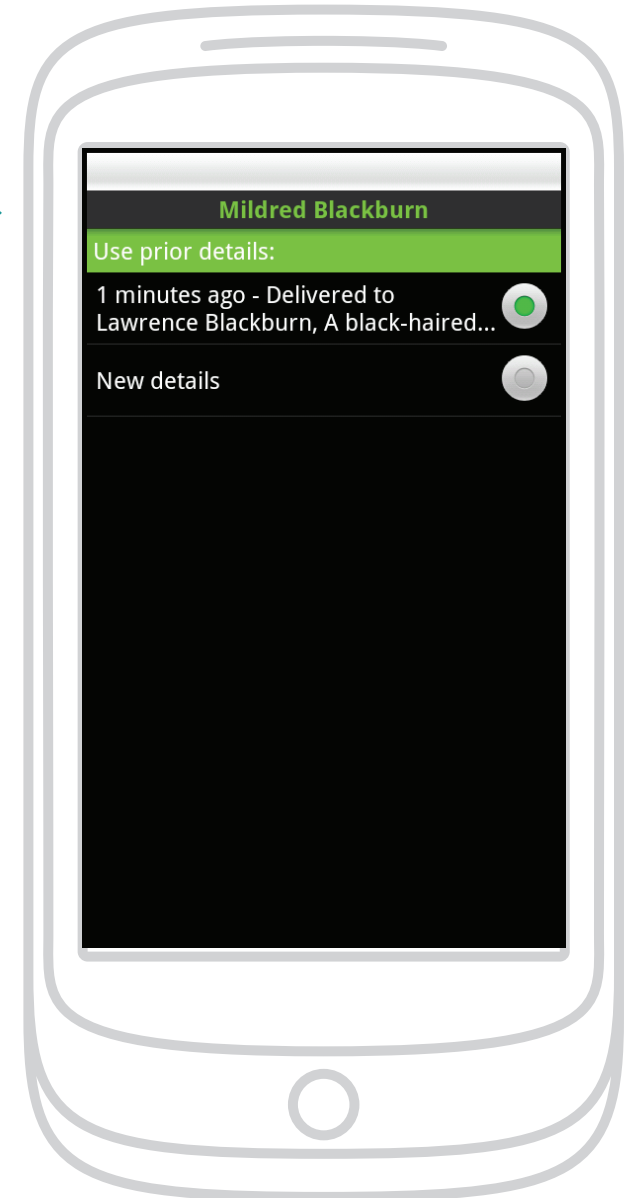
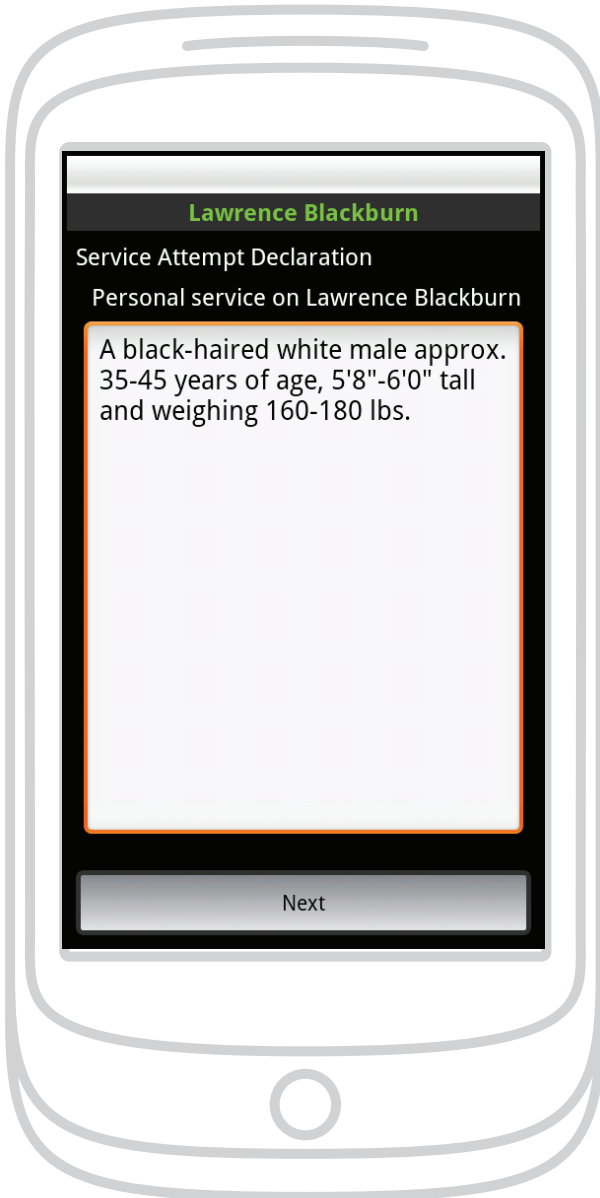
- Date & Time the event occurred
- Names and descriptions
- No contact outcome- vacant, no answer, etc.

Things that are NOT recycled

- Date & Time the event is *reported*
- GPS coordinates when submitted
- Photos
- Per Person Outcome: served; moved; not available, etc.

Important to remember...

Events should still be reported immediately following the service attempt - this feature should speed this process in cases with multiple servees at one address.

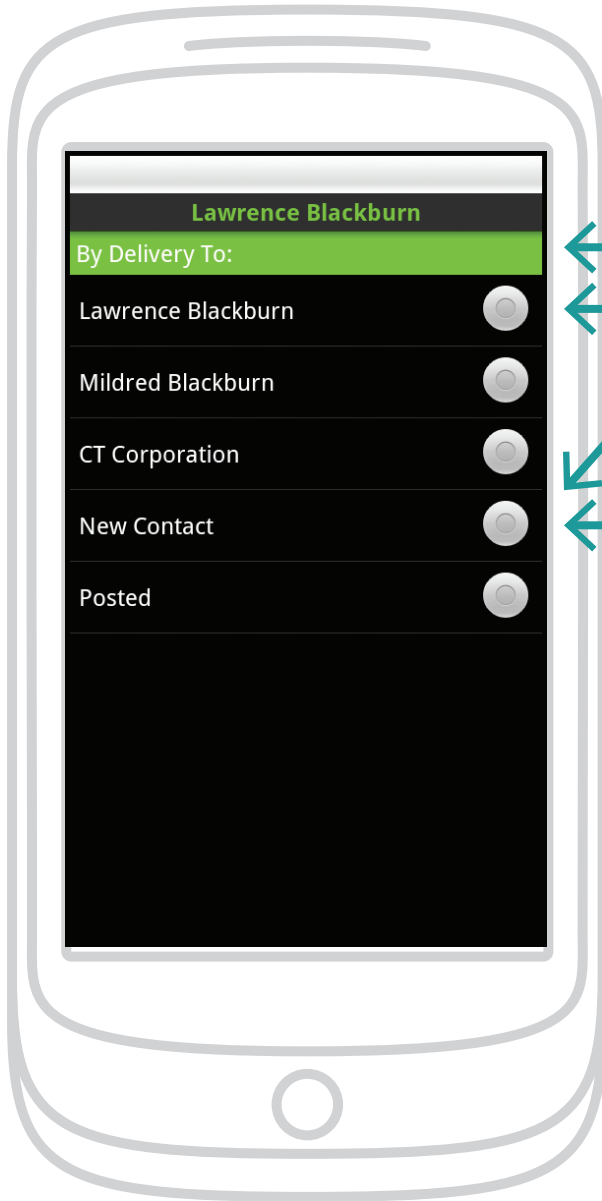


Service Method

When reporting a Service, ABC Express no longer asks for the service method (Personal, Substitute or Posted) and instead asks for the name of the person to whom papers were given:

By Delivery To

- If the person is shown in the list, pick them!
- If the person is not shown, choose **New Contact** to enter a name.
- The list includes the names of all servees in the case, plus any registered agents for service.
- If a business name is shown (eg CT Corporation), it is an agent for service, but should not be picked. Instead, choose New Contact and enter the name of the person to whom papers were delivered. The business name that should not be chosen appears because ABC Express cannot currently differentiate between agents for service who are businesses, and those who are individuals.

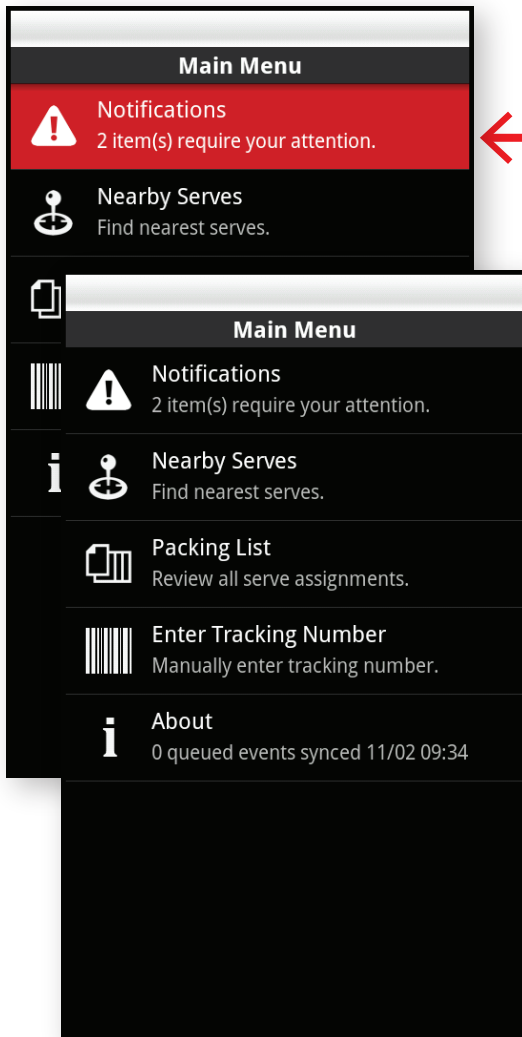


Identifying **OVERDUE** and **soon to be OVERDUE** assignments in ABC Express for Skye orders

You will now be able to very easily see all assignments that will become overdue or are now overdue right from the notifications section of ABC Express.

By using this information you will always know exactly how to meet ABC customer, court, and company timeline requirements.

You will know how to never have another overdue order.



How to use: On the Main Menu

- If your Notifications are highlighted RED you have at least one overdue assignment.

- If your Notifications are not highlighted red you don't have any overdue assignments

How to use: Inside the Notifications screen

- Today screen:
all assignments on this screen are DUE TODAY;
if highlighted RED this order is OVERDUE,
if not highlighted RED this order is not overdue.

In both cases to avoid becoming OVERDUE tomorrow, the order's instruction is to be followed.

- Tomorrow screen:
all assignments on this screen are **DUE TOMORROW.**

No assignment on this screen will be overdue.
All assignments on this screen will **become OVERDUE in 2 days** if instructions are not followed.

