



ABC Mobile Guide 2.2.1

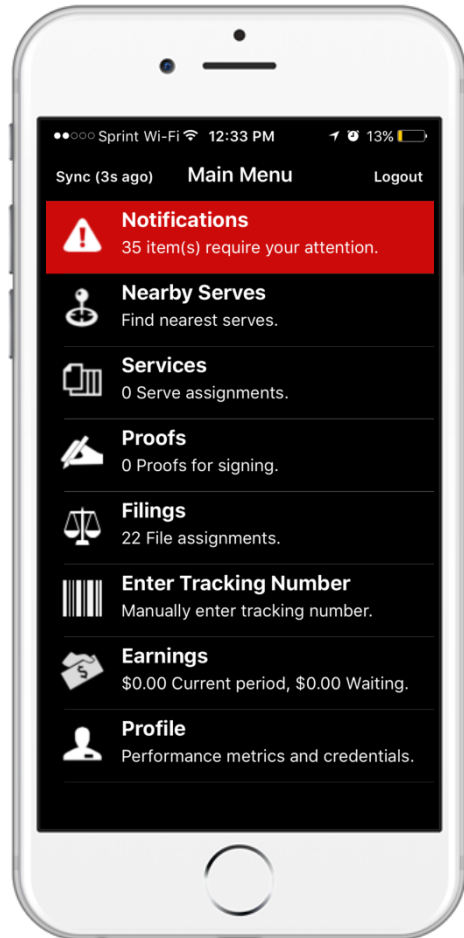
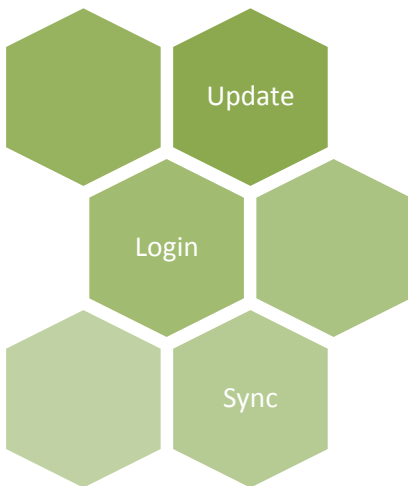


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What if this guide does not cover my issue?

For all other questions or concerns, please contact our Partner Support team at 1-800-736-7295.



Installing ABC Mobile on your phone

iPhone Users

Before installing the newest version of ABC Mobile to your phone, you should uninstall the previous version. Install the most updated version of ABC Mobile by navigating to www.abcllegal.com/abcexpress from your phone browser. Select the appropriate installation link based on your current iOS software version.

iPhone users will likely have to give the app permission to run on the phone after installation. You will receive the following error "Untrusted Enterprise Developer"

To fix this:

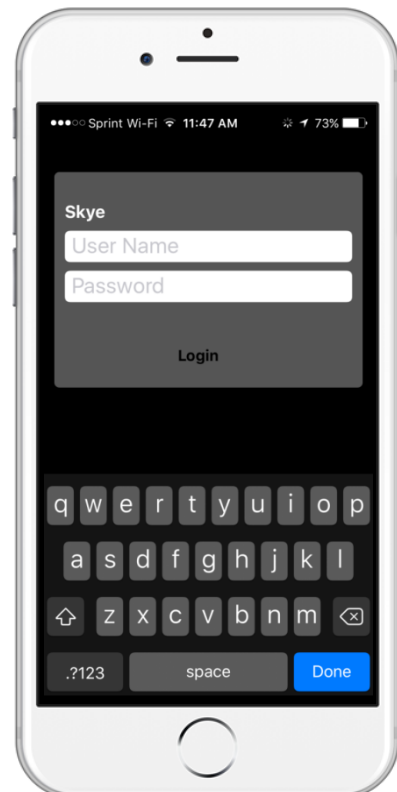
1. Go to Settings
2. Click on "General"
3. Click on "Device Management"
4. Go into "ABC Legal Services, Inc."
5. Click "Trust "ABC Legal Services, Inc."
6. Select "Trust"

Android Users

Install the most updated version of ABC Mobile through the Google Play Store, or by navigating to www.abcllegal.com/abcexpress from your phone browser.

Logging into ABC Mobile

Enter both your user name and password and select login.



Main Menu & Syncing

Notifications

This section lists all cases in transit to you and any cases with a transgression. A red banner indicates your attention is required.

Nearby Services

This section lists all cases by how close they are to your current location.

Services, Proofs, and Filing

These sections list all cases in transit and active cases in these categories. This is where you will input service attempts and details.

Enter Tracking Number

This section allows you to manually enter a case tracking number for a document you have received.

Earnings

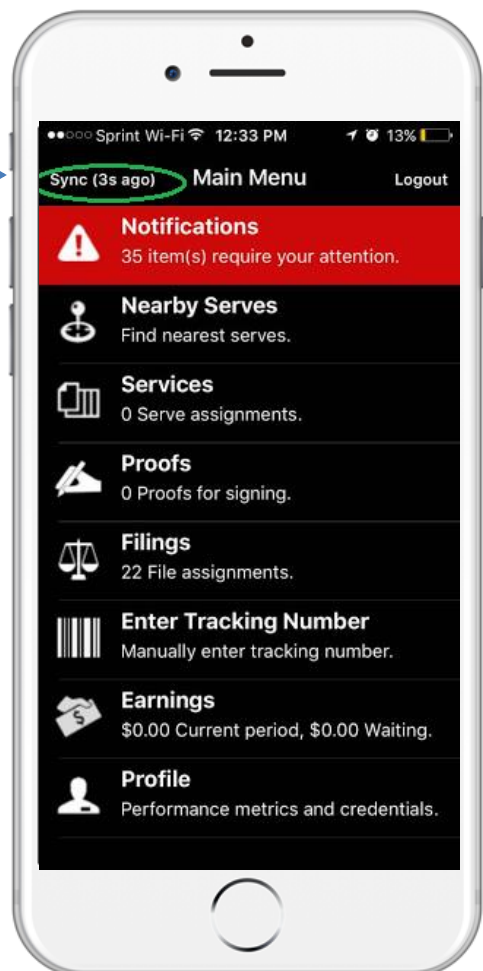
This section allows you to see your earnings from the current and prior periods.

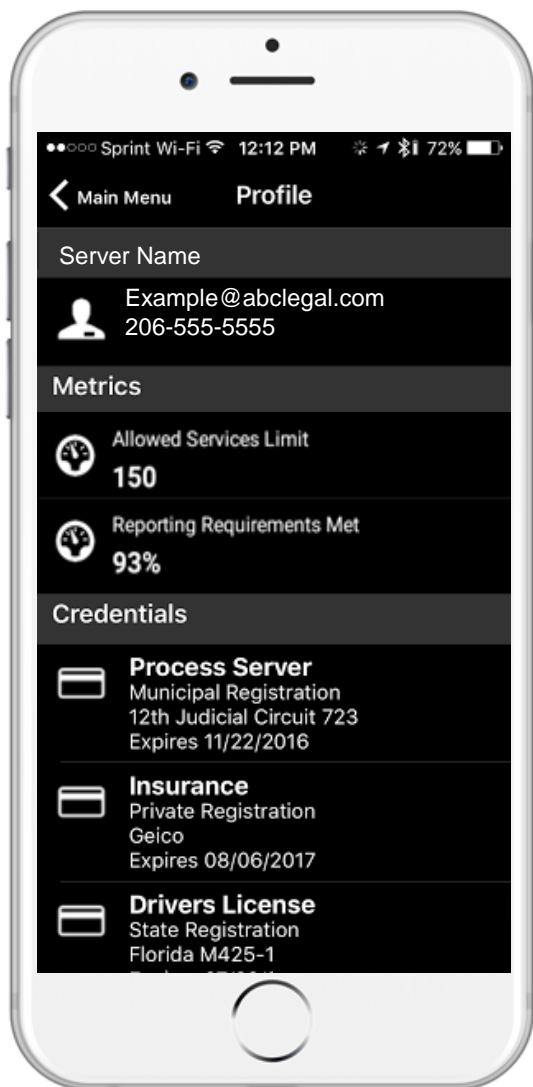
Profile

This section provides details about your metrics, credentials, and device information. A red banner indicates your attention is required.

Syncing

The top left Sync button should be used **each time you open your app, and often throughout the day**. The sync button will show the time of the last sync.





Server Name

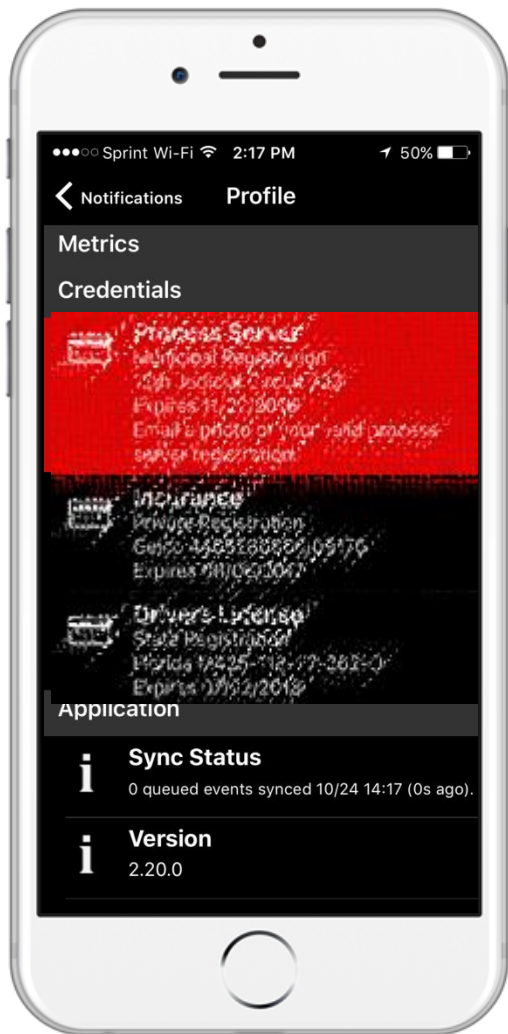
This section shows your contact information. If this is incorrect, please contact us.

Metrics

This section shows the number of allowed services and the percentage of reporting requirements met. A red banner indicates your attention is required. "NA" will appear in the Reporting Requirements Met field if there have been no cases attempted by you in the last seven days.

- **'Allowed Services Limit'** shows the maximum amount of cases that can be assigned to you. To request a higher limit, contact us.
- **'Reporting Requirements Met'** is the percentage of attempts submitted in the past 7 days that adhered to ABC Legal's reporting requirements regarding GPS, timeliness, and photos.

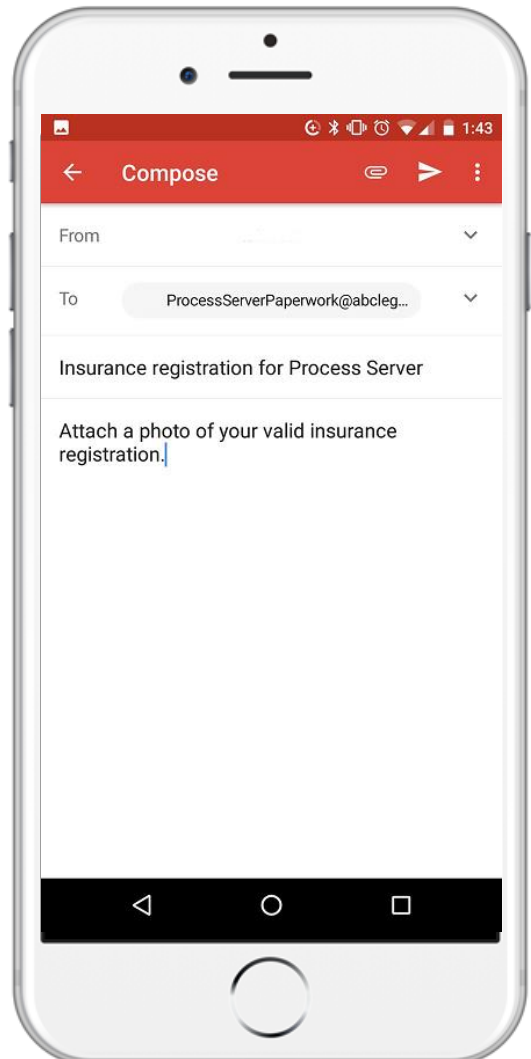
Profile (cont.)



Credentials

This section lists all required credentials to maintain an active status with ABC Legal. A red banner indicates your attention is required.

Tapping on a red banner will open up an email window that will allow you to attach the missing/updated document and email it to us.



Application

This section shows the current Sync status, the version of ABC Mobile installed, the REST service connection, and your phone's current software version.

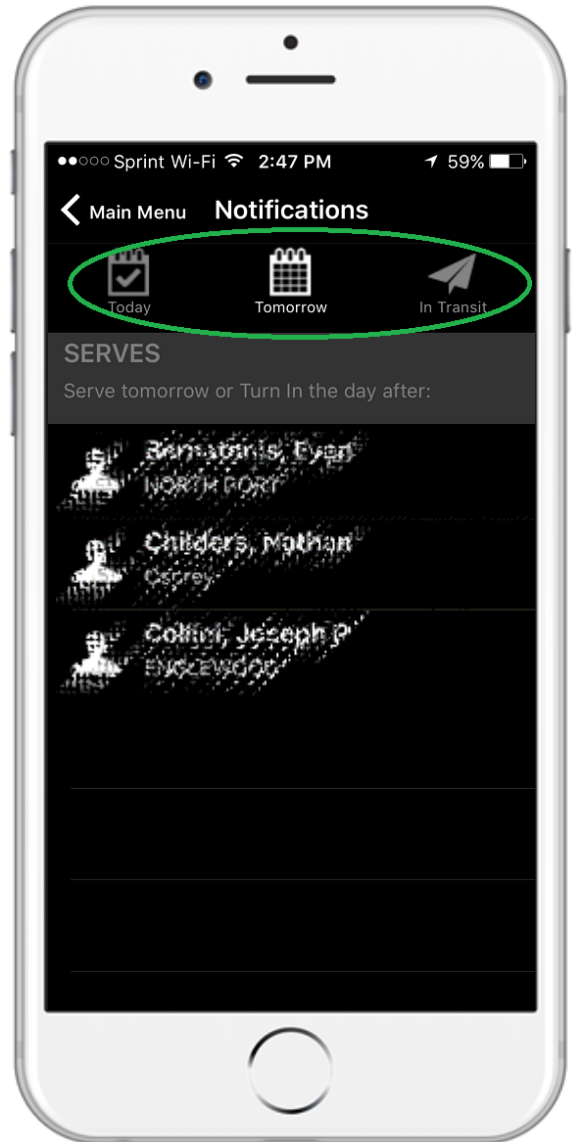
Notifications

Today

The **"Today"** icon displays any cases needing immediate attention.

Tomorrow

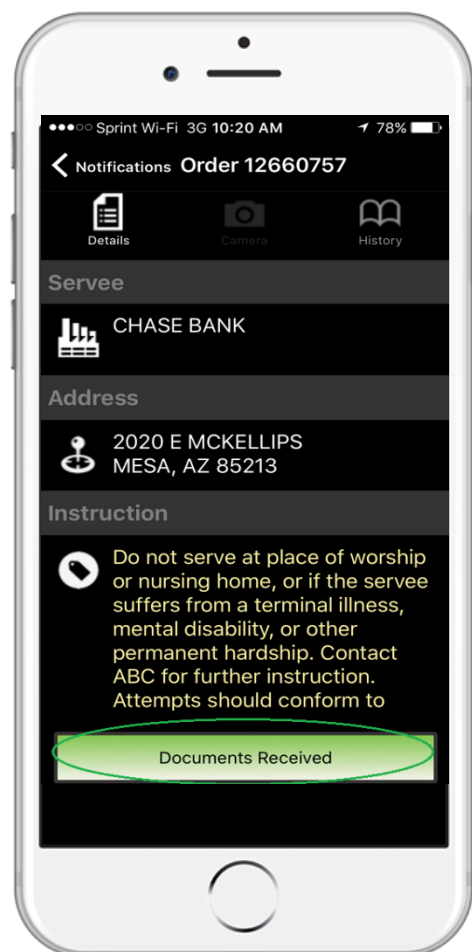
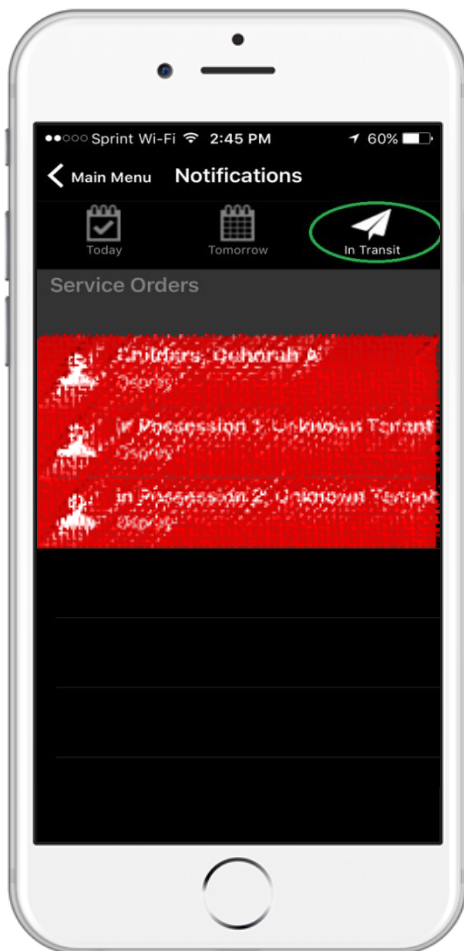
The **"Tomorrow"** icon displays any cases that will require attention the next day or in the very near future.



Notifications (cont.)

In Transit

The **"In Transit"** icon displays all cases currently on their way to you, or waiting to be printed by you. Once received or printed, you will need to indicate the same on ABC Mobile. Clicking on the cases that appear here will open the details and you will be able to "Receive Documents" by selecting the button on bottom of the screen.



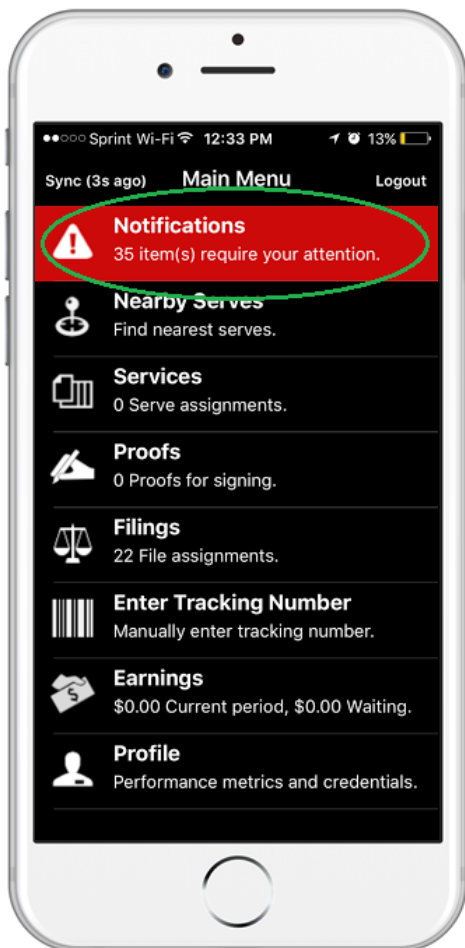
Transgressions

Report **EVERY** activity:

- using the ABC Mobile application
- at the service location
- with your device's GPS turned on
- immediately following the service or attempt
- with a photo
- in adherence to any special ABC Legal or customer specific instructions

Transgressions are listed in the Notifications section in the Main Menu. A red banner indicates your attention is required.

1.

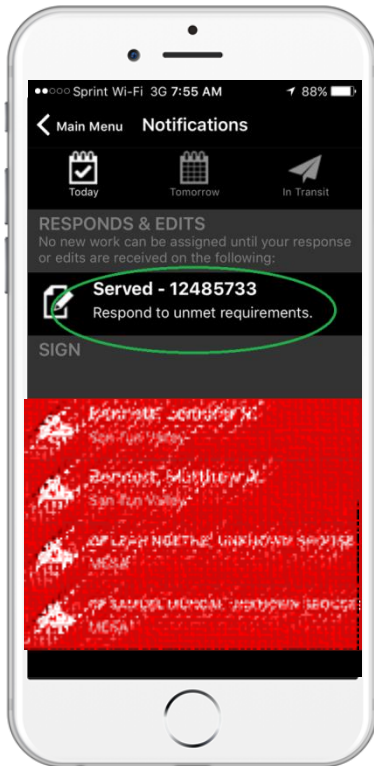


To respond to a transgression notification:

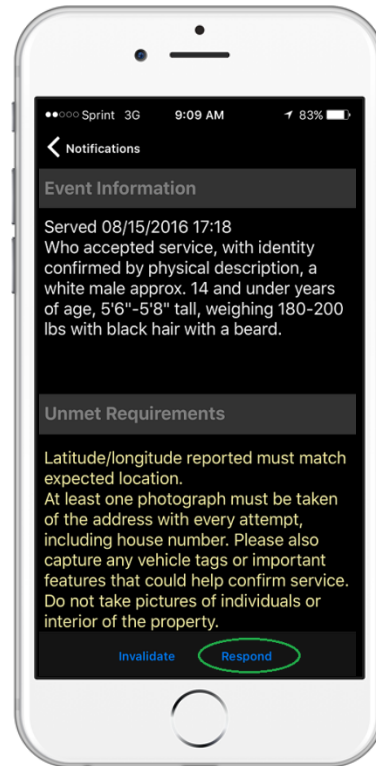
- Click on the notification banner in the Main Menu
- Under Responds & Edits, click on the case and choose the "Invalidate" or "Respond" button. The "Invalidate" button is used to remove the attempt or service detail entirely. The "Respond" button will produce a text box for you to give an explanation as to why the transgression occurred. After typing your response, click "next." Once all transgressions on the order are responded to, click "confirm." ABC Legal will then review your responses.

Transgressions (cont.)

2.



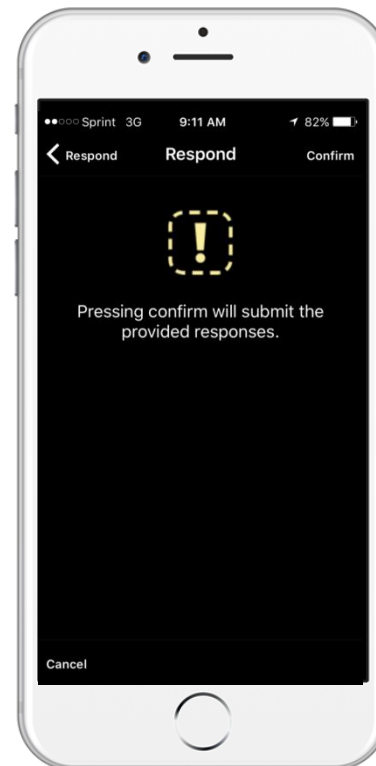
3.



4.

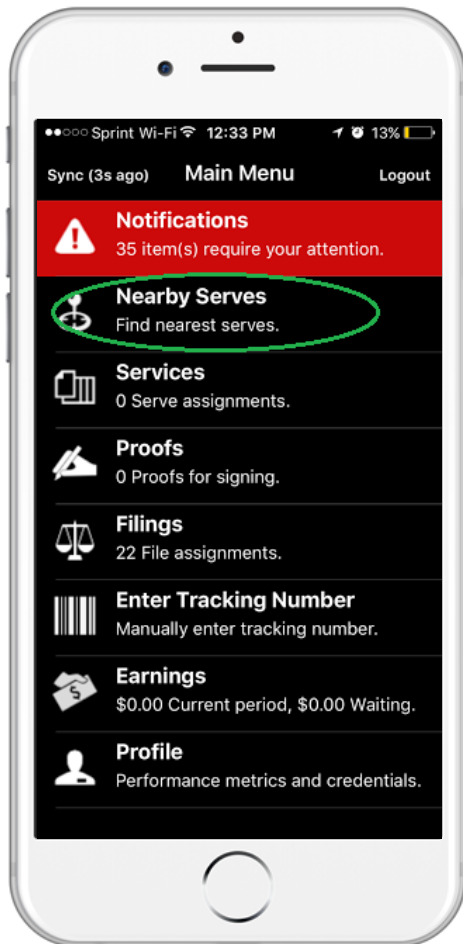


5.



Nearby Serves

Nearby serves shows you all cases currently assigned to you that are near your current GPS location. This feature may help you plan your route, or next destination.



Services, Proofs, and Filings



Instruction

The Instruction icon will list cases by current instruction. A red banner indicates your attention is required.

City

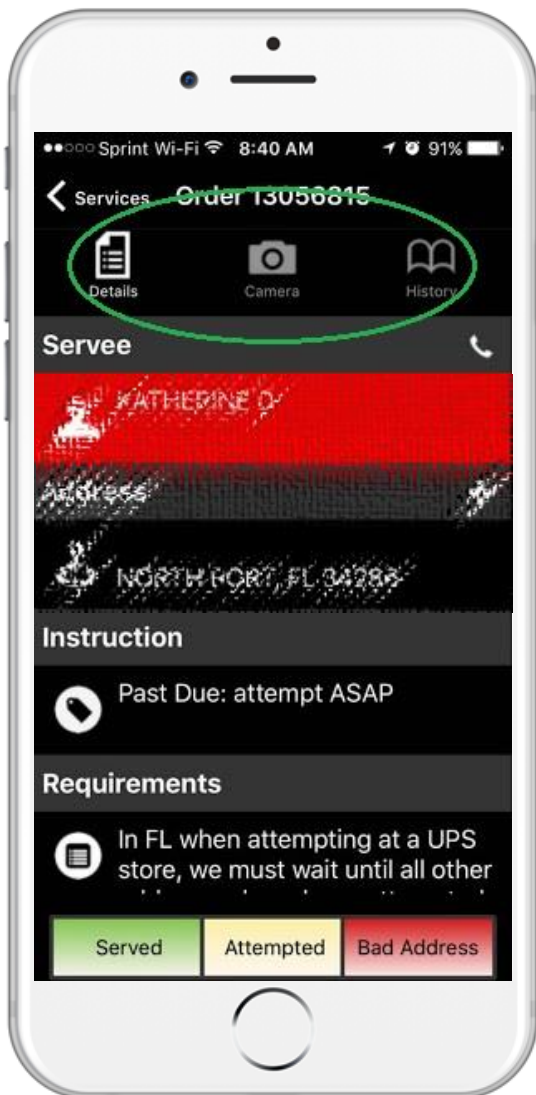
The City icon will list cases by the city of the service address. A red banner indicates your attention is required.

Zip Code

The Zip Code icon will list cases by the zip code of the service address. A red banner indicates your attention is required.

(the Filings section only allows for sorting by **Instruction** or the Court in which the case is being or has been filed)

Entering Service Details



Details

Within an order, the Details icon shows; the name of the Servee, the Address to attempt service, the current Instruction(s), and any other Requirements.

Camera

The Camera icon will open your phone camera and allow you to record a meaningful image of the service location. Do not close out of the order screen after taking a photo or it will delete the photo from the service event.

ABC Mobile transmits all photos taken within the app instead of storing them on your phone's camera roll, and attaches a GPS code to the photo for location reference.

History

The History icon lists all service attempts previously reported on the case.

Address Discovered in the Field

Selecting the (+) symbol next to Address allows you to report an address for the servee other than the one provided by ABC. Be sure to adhere to customer requirements before attempting service at any located address.

Entering Service Details (cont.)

Served

The Service event button is used to enter successful service. The Served button will prompt you with a series of multiple choice questions and a text box for additional relevant information.

Attempted

The Attempt event button is used when you attempt to perform service but are unsuccessful. Like the Served button, the Attempt button will prompt you with a series of multiple choice questions and a text box for additional relevant information



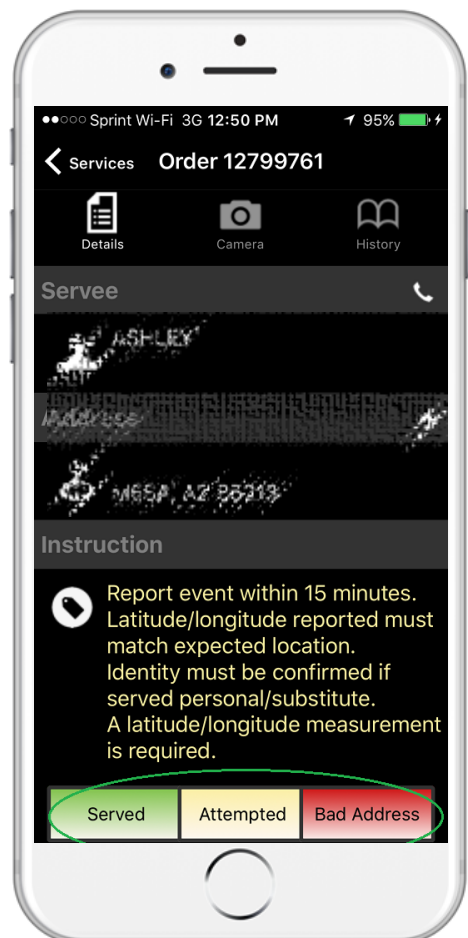
If an attempt is made to contact the Servee by phone, or the Servee makes contact with you, the phone symbol listed next to the Servee name can be used to input those details.

Non-served

The Bad Address event button is used when you are unable to serve the named subject. As with the other event buttons, the Bad Address button will prompt you with a series of multiple choice questions and a text box for additional relevant information.

Some reasons to non-serve:

- The Servee does not live at the address
- The Servee is avoiding service (subject to review of diligence requirements.)
- The property is vacant
- The address does not exist



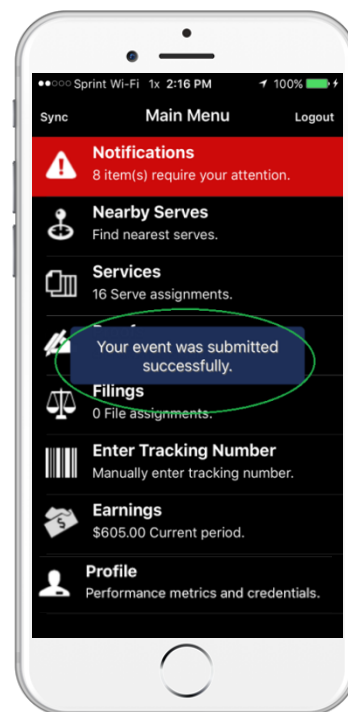
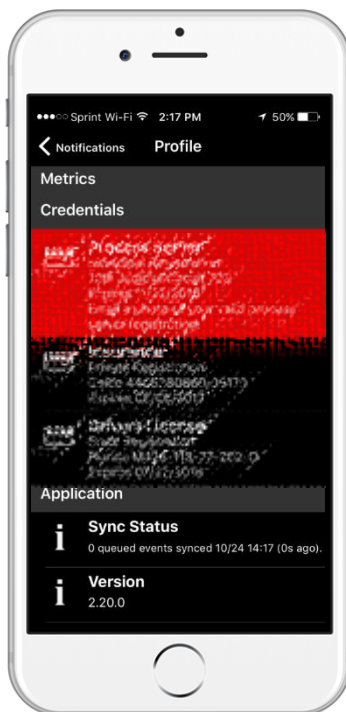
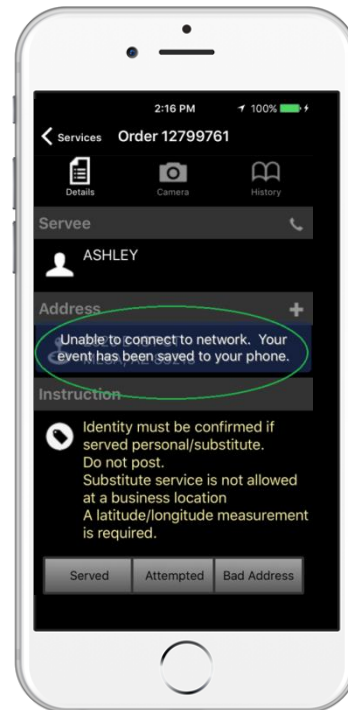
Entering Service Details (cont.)

What if I don't have cellular service?

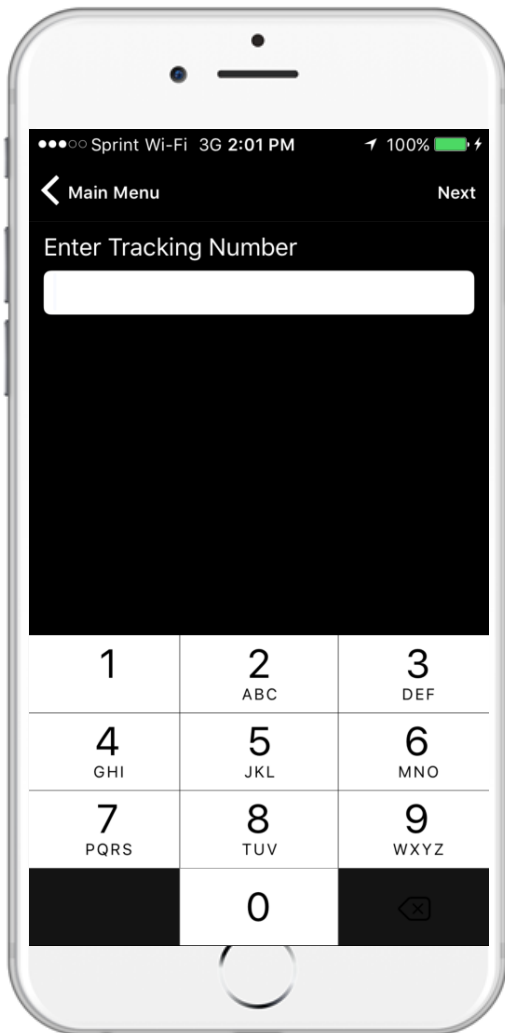
There will be times when you will be attempting service in rural areas with little cell phone coverage providing GPS services.

You will see a message overlay stating "Unable to connect to network. Your event has been saved to your phone."

During this time or until you sync your app, you will see a number of "queued events" in your Profile under Sync Status. Once you have successfully synced, you will receive a message overlay that reads "Your event was submitted successfully."



Enter Tracking Number

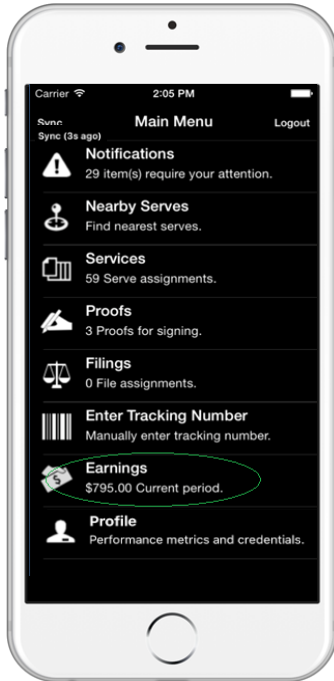


To manually search for a case assigned to you, enter the Tracking Number from the barcode on the top right of the Service coversheet for the case.

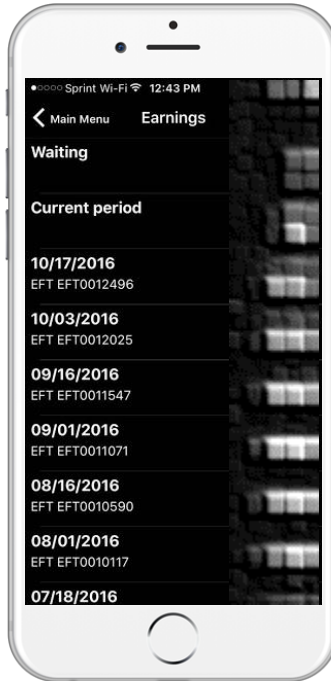
If a case in your possession does not appear on ABC Mobile, please contact us.

Earnings

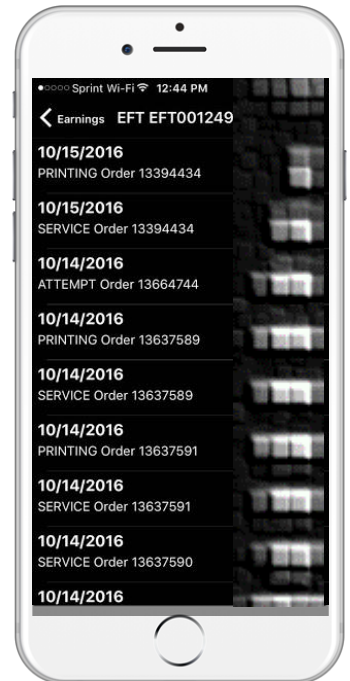
From the main menu, select “Earnings”. From here, select either the current period or a previous period. You can also see individual earnings from each job.



1. Menu



2. Period



3. Job