

From: [RENO/CARSON MESSENGER SERVICE](#)
To: johnno@renocarson.com
Subject: Reno/Carson first newsletter of the year!
Date: Monday, March 14, 2016 6:30:38 PM

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Write something brief and catchy, compelling them to open the email.

RENO/CARSON TIMES

Messages From Your Messengers

First of the Year 2016 NEWSLETTER

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[Visit Our Website](#)

Hello from Johnno Lazetich;
General Manager
Reno/Carson Messenger Service Inc.



The office of Reno/Carson Messenger Service has a very special announcement!!!

Established in 1981, family owned and operated, Reno/Carson Messenger Service Inc is celebrating serving the legal community for 35 years. With offices in Reno, Carson City and Las Vegas, we now operate as Northern Nevada's Oldest and Largest Process Serving and Messenger company.

If you have any questions about our services or coverage areas please do not hesitate to call. The answer is always a simple one: Yes we do it all. I like to say, "We specialize in taking the Stress of your Desk!"

Johnno Lazetich
General Manager

Reno office#: 775-322-2424
Las Vegas office: 702-429-7333
email address: process@renocarson.com

[2016 Here we go!](#)

Our driving force in 2016 is a question that every company must ask themselves, "How can they further increase their value to the customer?"



One of the first goals of 2016 to further increase our value, was to focus on increasing our efficiency within Service of Process and Special requests. To do this, we realized the number one solution to increasing efficiency within these fields is to require all service of process and special request to be made online. Online service of process requests can now be dispatch from your office directly to the process server. Online SPECIAL deliveries can be dispatched to the closest driver in a matter of seconds. Our goal is by June 2016 to have 100% of all Service of Process and Special requests made ONLINE!

[New Feature:](#)



[How to Request "Special" Deliveries Online](#)

A Special is just that. A delivery/pick up or filing request that requires special attention and must be completed as soon as possible.

Clients now have the ability to request a SPECIAL directly from our website. Here are your instructions:

Visit our [website](#) and log into your account.



Once logged into your account, click: **SEND NEW JOB FAST.**

Select Job type drop down: "**MESSENGER**"

Click link below for detailed instructions:

[How to Request a SPECIAL online](#)

****Note** DO NOT USE SEND NEW JOB FAST to request Service of Process.**

For detailed instructions on how to request **Process Service** online, please click the link below:

[How to request Service of Process online](#)

[Notice:](#)



[Douglas County Fee Changes](#)

NINTH JUDICIAL DISTRICT COURT CLERK'S OFFICE

Effective: Feb 1, 2016

[9th Judicial Fee Schedule PDF download](#)

EAST FORK JUSTICE COURT CLERK'S OFFICE

Effective: Jan 12, 2016

[East Fork Justice Court Fees PDF download](#)

Topic of the Month:



Common Mistakes Made When Uploading Service of Process Requests

Over the past several months we have noticed the same uploading mistakes being made by clients. I personally did not design this client interface, so I cannot take credit for its idiosyncrasies. If you didn't know, there is a shortage of programmers who were once process servers. Process serving software development sometimes can be a little frustrating. :)

Most common mistakes made by clients when requesting Service of Process Online

1. Clients using Send New Jobs (Fast) and not **Send New Case**. The Send New Jobs (Fast) link is to be used our PER PIECE clients or when requesting a SPECIAL online. Please always use Send New Case when requesting service of process.
2. In the **New Case tab**, the Requester is being left as NONE. The Requester is you. If you do not see your name in the drop down, please email us your name and email address and we will add you into the system.
3. In the **Recipient tab**, when requesting to serve a corporation by service upon its resident agent, the client enters the resident agent's name in the Person/Entity Name field. The Person/Entity Name field is for either the person or entity that is listed on the documents. Do not put the **Resident Agent information** in this field. Please enter the full resident agent name in the **Address1** Field located in the **Recipient Address** tab.
4. Clients abbreviating the list service documents. A reminder, how the information is entered in the New Case tab, Person/Entity Name and Document fields is exactly what will be printed on your affidavit.
5. How to properly use the **Special Instructions field** located in the Recipient tab.
 1. Indicate service details: **RUSH, Routine, Deadline Dt, Hearing dt, Issue First then Serve, File Proof of Service, etc...**
 2. Indicate **"FOR PICK UP"** in Special Instructions if you did not upload the service documents and wish for us to pick up the request from your office.
Examples: a witness fee check attached, the service documents too large to upload or an Original summons or subpoena is included in the service packet because you wish for us to file the proof of service.
 3. Enter you name and email address if you did not see your name in the Requester Drop down menu.
6. Clients upload several service requests within the same case one at a time and have to retype the case information with each request. To save valuable time and

keystrokes, the Add Recipient tab allows you the ability to enter multiple service requests within the same case. After you submit your first recipient and click the Add Recipient button. The fields will go blank. If you scroll down you will see the Recipient you just entered. If you have more recipients, enter the additional recipient and click Add Recipient. When you are done click Continue to move to the next step.

7. A miss understanding that only 1 **service address** can be uploaded. Just like in the Add Recipient tab, the Recipient Addresses tab allows you to enter multiple addresses for each recipient. Special Instructions is not where you put the 2nd service address.

8. Your service address show **Ne** although you typed in Nevada. The State field within the Service Address only recognizes 2 characters for the state. Abbreviate state names. Example **NV for Nevada**.

9. The client uploads the process request and also fills out our process request forms. A couple things here: If you upload the service request and service documents. There is nothing else you need to do. If you uploaded the service request and requested "FOR PICK UP", you no longer have to fill out our service of process form. Once you upload the job you can print your process request form the OPEN JOBS menu. To do do this go to **REPORTS**, then **OPEN JOBS**, find your job you just entered and click on the **W/O** link. This will print your new process request work order to attach to the service documents.

Click the link below for super detailed instructions on how to properly upload Service of Process Online.

[DETAILED How to Request Process Service Online](#)

*****NOTE*****

After you have submitted your job online and realize you either made a mistake or have additional services information to provide, or checking on status of a service, you can send us a message directly from that job. Go to **REPORTS**, then **OPEN JOB** and click on your job number. From inside that specific job, at the bottom of the screen you have the ability to send a message that pertains to your specific job.

That's A Wrap!!!



A lot of good informative stuff in this news letter.
Remember our June goal: !00% all service of process and special requests made ONLINE.

Once again thank you for being you!
Johnno Lazetich
General Manager
Reno/Carson Messenger Service Inc.
tel 775-322-2424

Name | Company | Phone | Email | Website

STAY CONNECTED:



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