

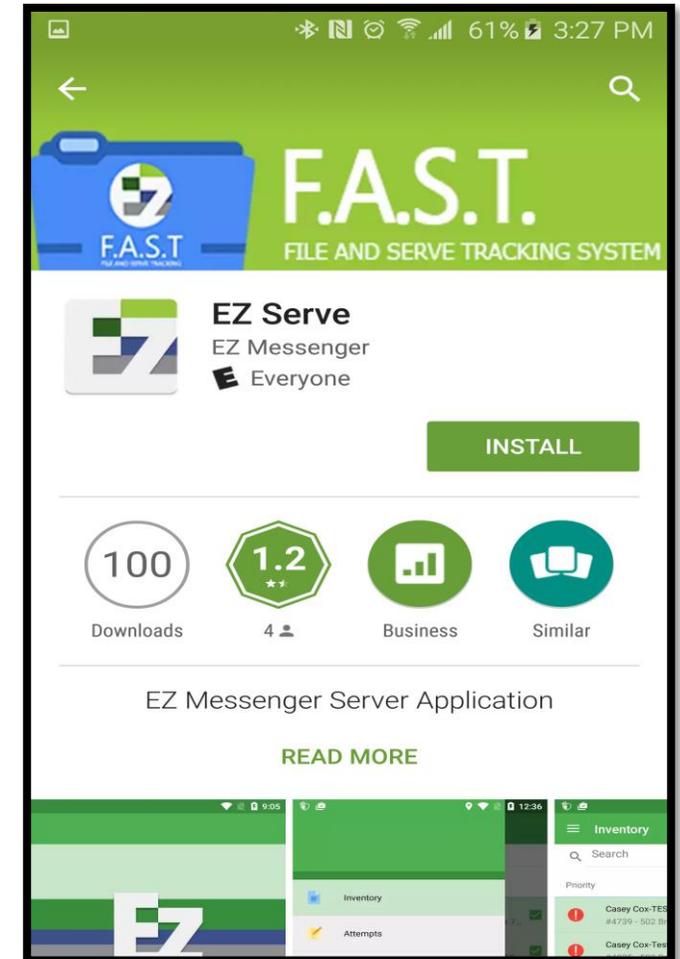
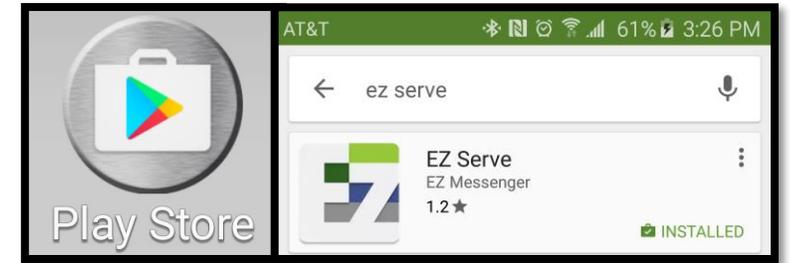
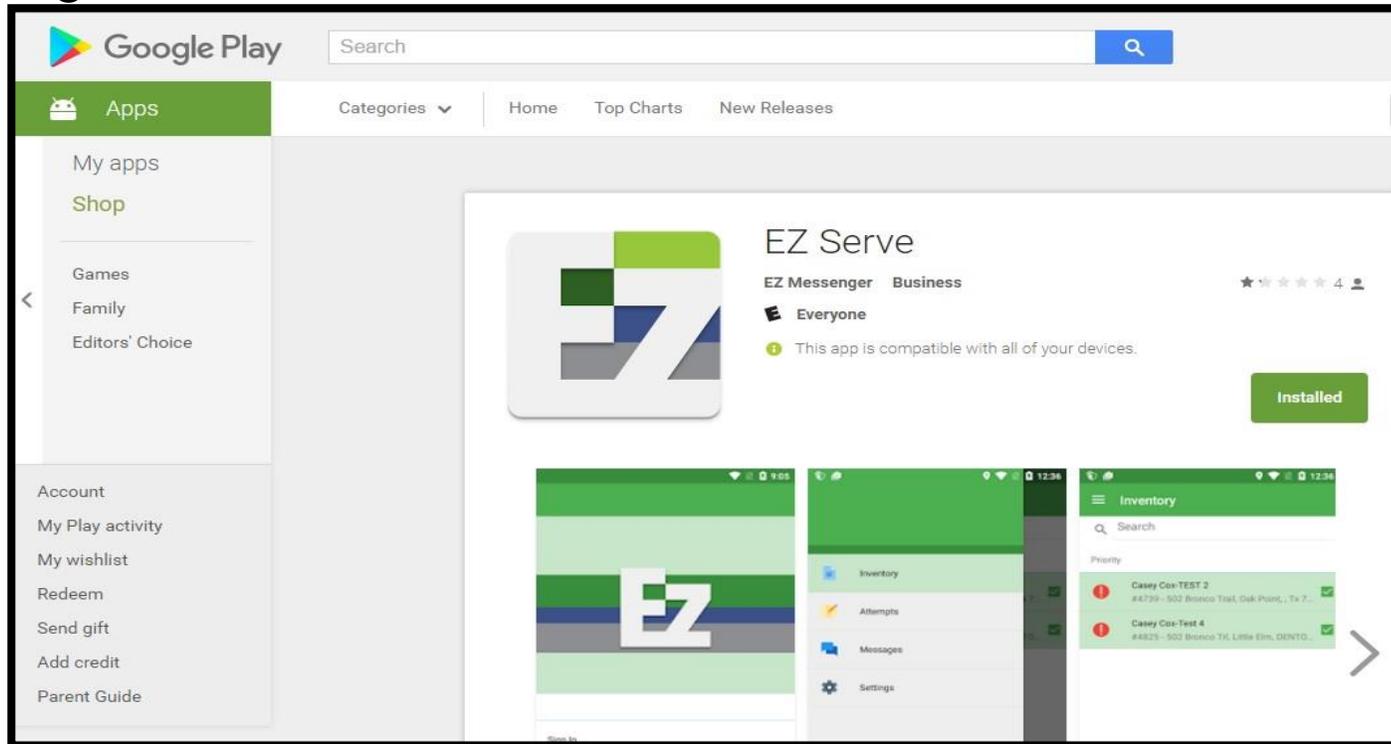


# EZ SERVE APP

INSTALLATION AND USER GUIDE FOR THE EZ SERVE APP DESIGNED FOR USE WITH  
ANDROID PHONES.

# INSTALLATION

From your Android phone go to the Play Store (photos on right), search for 'ez serve', download and install the app. You can also go on the internet to the Google Play Store (photo below) at <https://play.google.com/store/apps>, search for 'ez serve'. Download the app, open it and select 'Sign In'.



# USER GUIDE

Once you open the app, enter your username and password. Select 'Reset Password' if you have trouble remembering your information. You will receive an e-mail link to follow for resetting your password.

All jobs in your inventory will be available to you immediately as long as you have data connectivity. Unlike other apps you may have used for in-field service updating you no longer need to prompt the phone to download new jobs.

The app will remember who you are after login. No need to re-login when you close or minimize it.

This app does not support multiple users.

This app will only send data to/ from EZ Messenger. You cannot use it for multiple companies.

AT&T 64% 3:36 PM

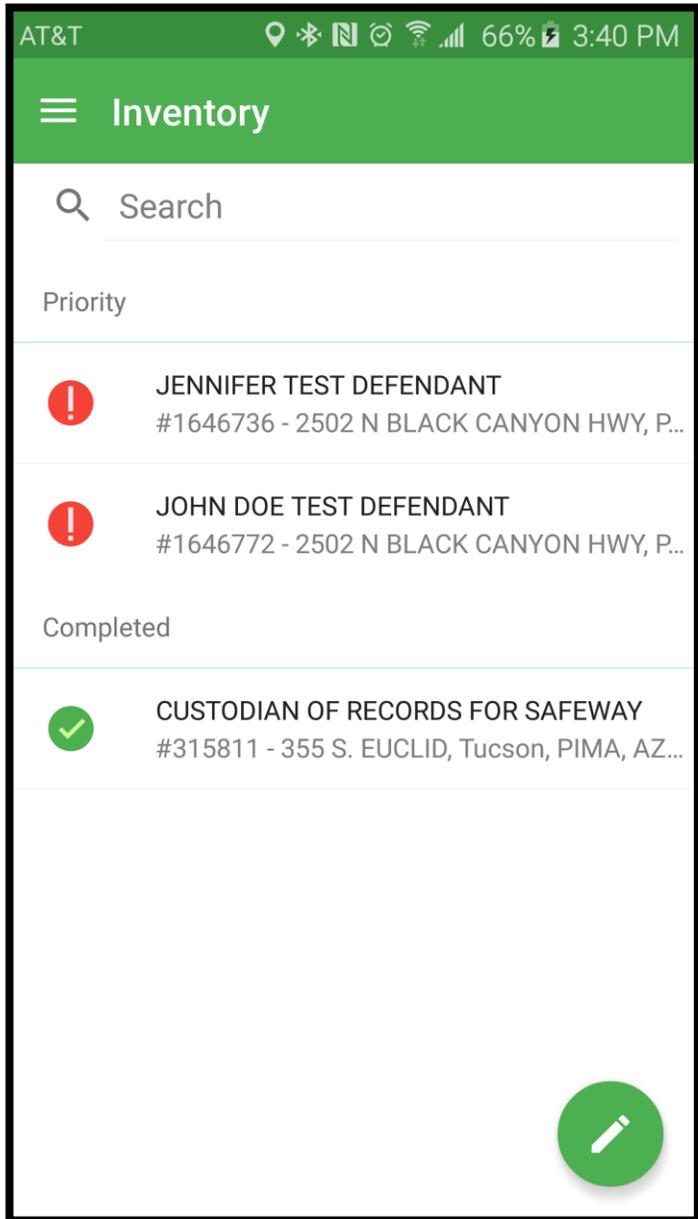
← EZ Serve

Username

Password

LOGIN

[HAVING TROUBLE SIGNING IN?](#)

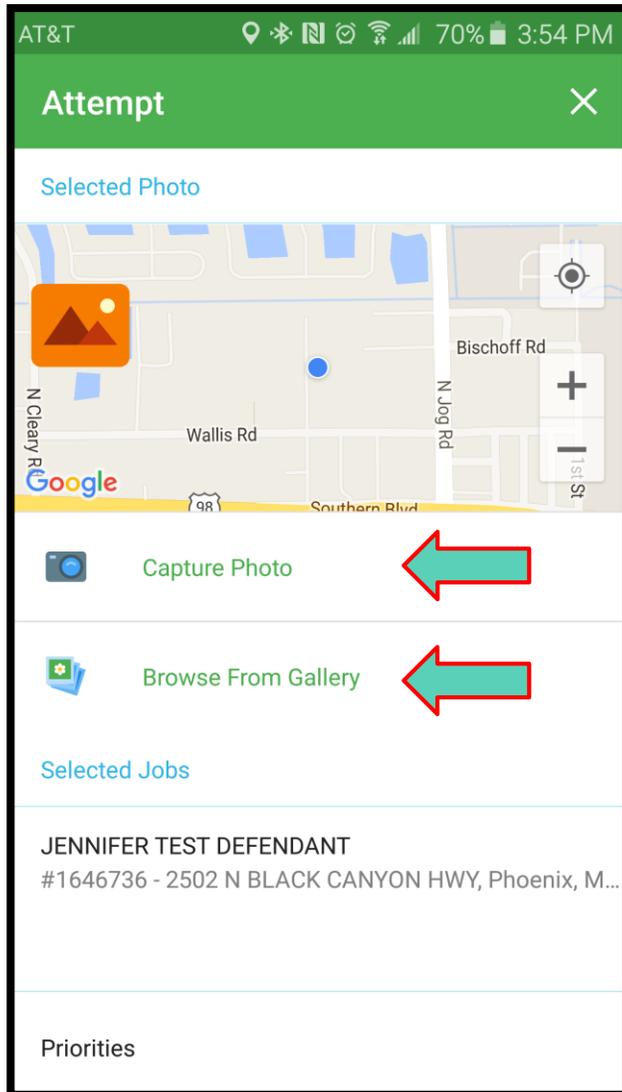


# INVENTORY

Once you log in you are taken to your inventory screen. From here you can:

- Search for jobs
- View/ select from priority jobs
- See recently completed jobs
- See inventory
- Access the settings screen
- Access the attempts screen
- Start an attempt

# MAKING ATTEMPTS

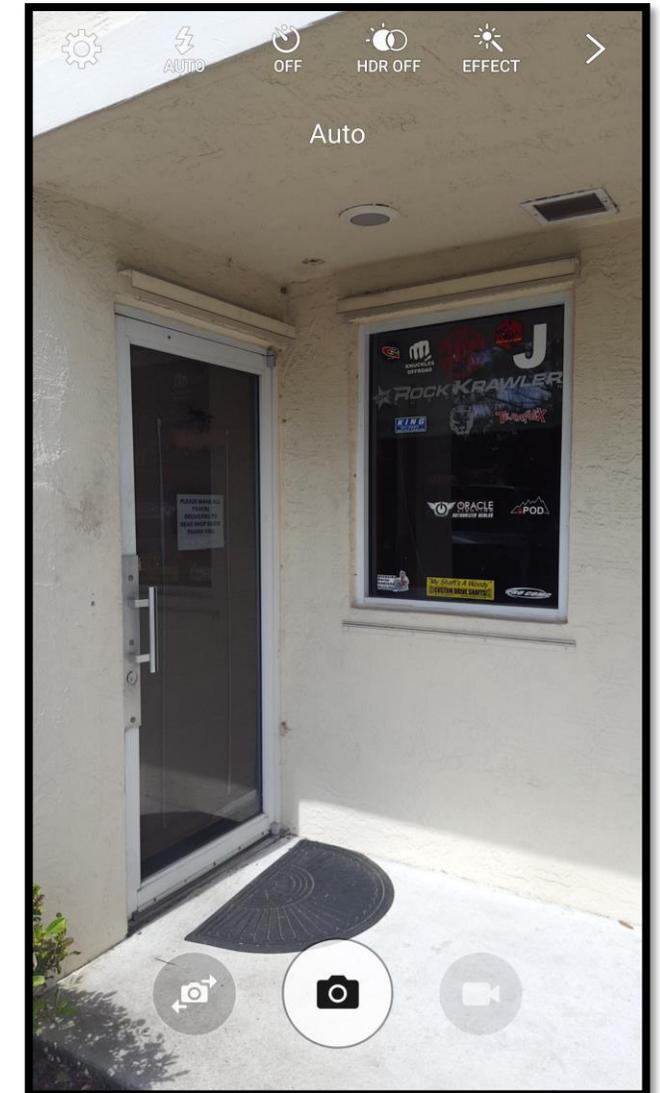


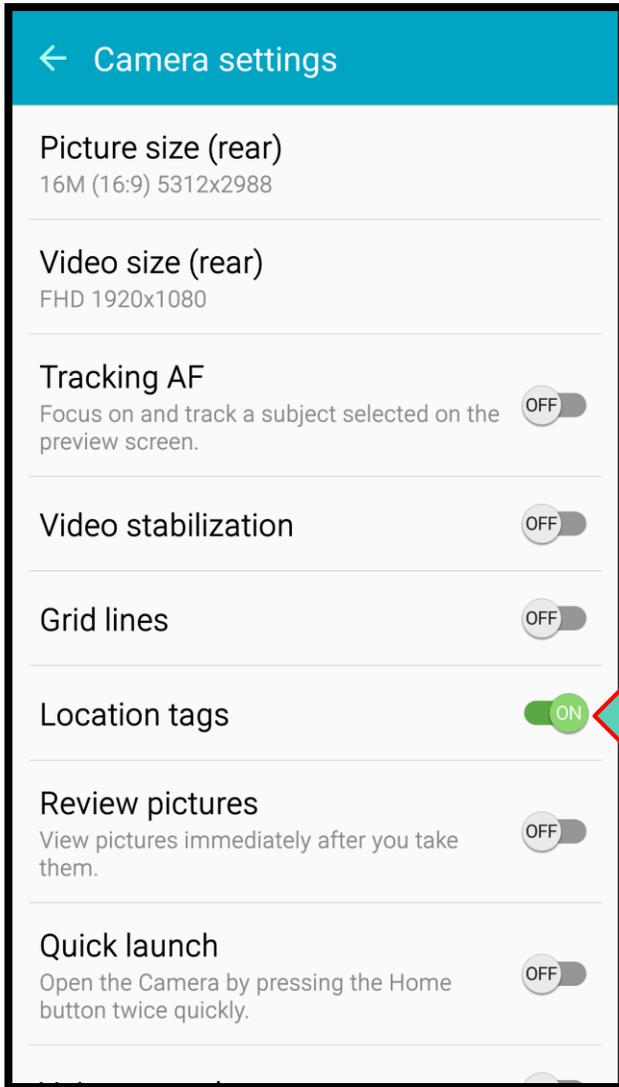
Once you select a job click the button in the lower right to start recording your attempt.

Click the 'Capture Photo' button. This will bring up your camera and allow you to take a photo. We do recommend you take easily identifiable photos which may include house/ apartment numbers, mailboxes, cars, etc.

You also have the option to use photos stored in your gallery.

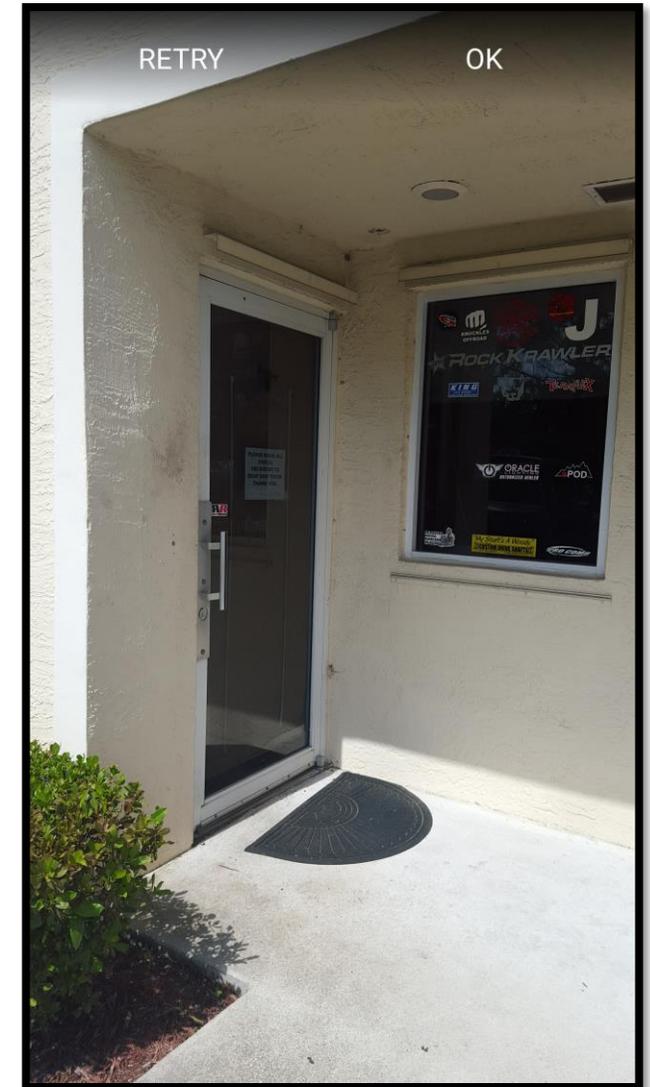
Please avoid using non-GPS tagged photos if you are attaching from your gallery. Attempting to use a non-GPS tagged photo may cause a problem with uploading the job data.



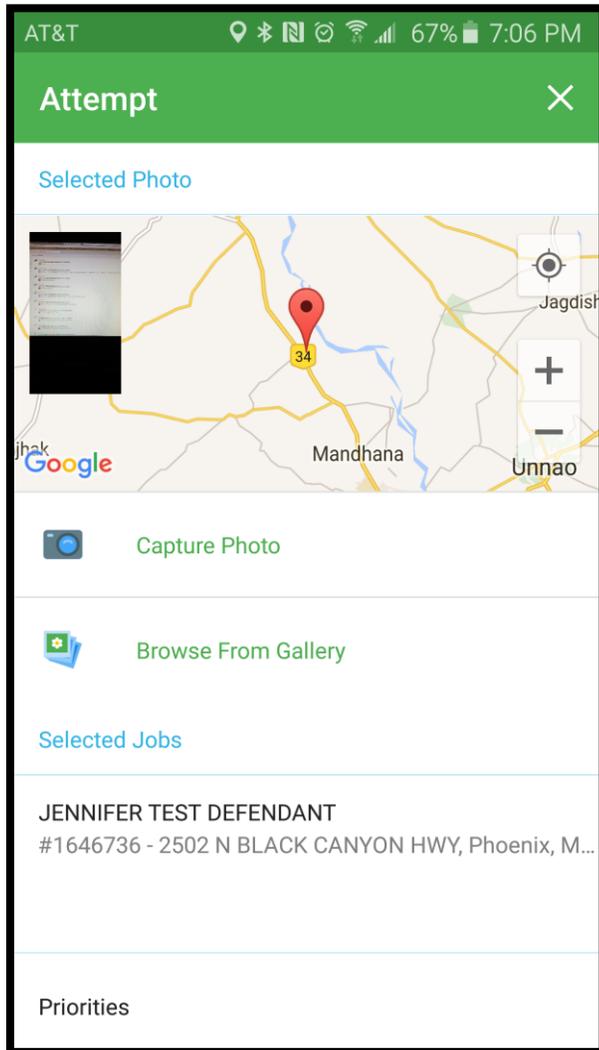


Select 'Ok' if the photo looks good. If not click 'Retake'.

Depending on the device used for the photo you may have to activate the GPS tagging in the camera's settings which should be accessible from the photo screen.



## Photo embedded GPS

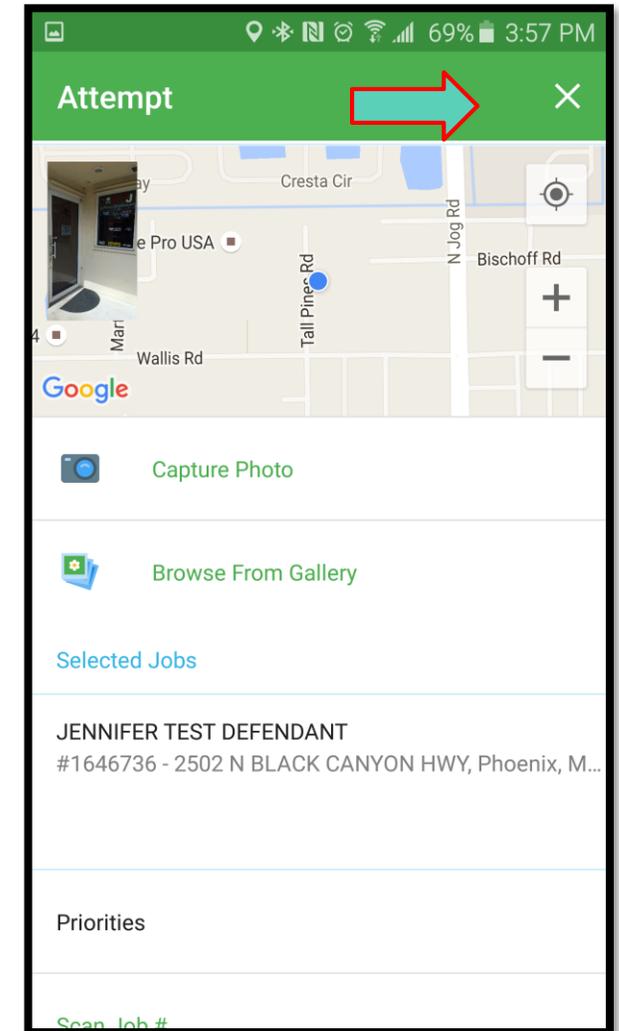


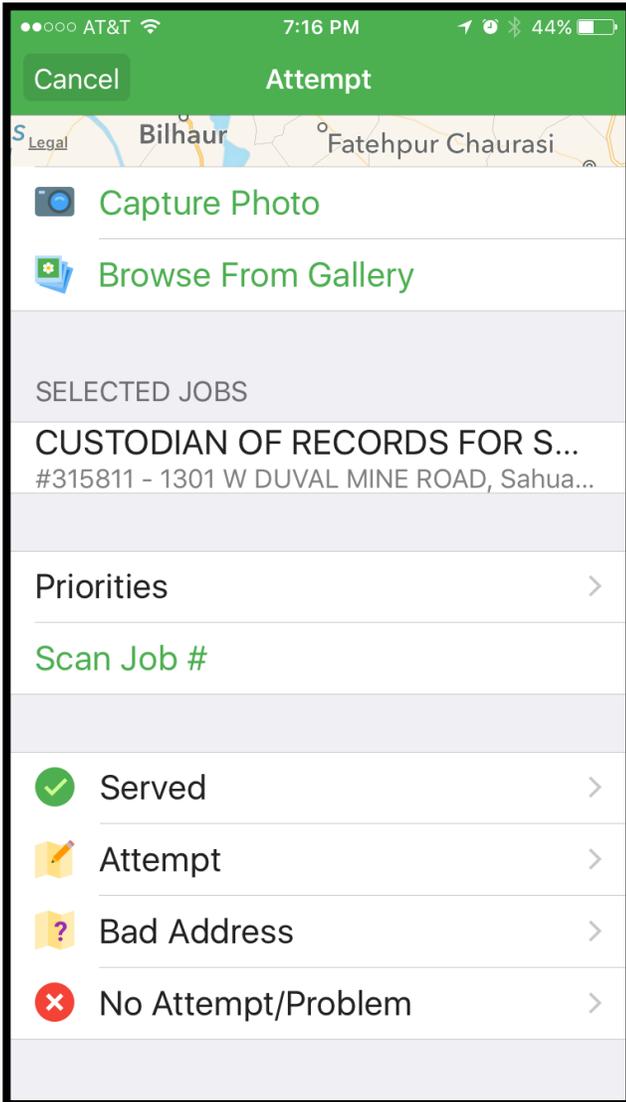
Once you have taken an appropriate photo and selected 'Ok' a thumbnail of the photo you just took should show superimposed on the left side of a map with a pin in it.

If the pin does not appear in the appropriate location you can press the location button on the upper right of the map to center on the GPS coordinate being reported by your phone. (Right photo.)

If the photo and location look correct, verify the job(s) displayed under 'Selected Jobs' are correct and scroll down to select the attempt type.

## Phone location GPS





# TYPES OF ATTEMPTS

We have four types of attempts to choose from: 'Attempt', 'Served', 'Bad Address' and 'Problem'.

Keep in mind that our app will instantly upload this information (based on connectivity). It is extremely important to select the proper attempt type at the time of attempt as our app will not only upload the attempt information it may also instantly rezone papers accordingly based on the type chosen. For example, if you select 'Bad Address', enter some information and submit the report then our system automatically refers these jobs to our Client Services team for review. This may remove the item from your inventory at least temporarily.

When in doubt, or if you have too much detail to enter in the field select 'Attempt', provide basic information and a brief note that you will provide more detail later. You can then provide more information or photos by entering an additional attempt of the appropriate type via the web portal or thru the phone app.

# ATTEMPT TYPES EXPLAINED

## Attempt (also 106 in Texas)

- Use this if you make an attempt and nothing of consequence happens. Example is when you knock on the door and get no answer. You have no way to confirm if the address is bad or a problem yet at this point and should not indicate it is until then. Indicate the information you have at this time, including details such as vehicles present, lights on, if you checked with a neighbor, etc. and re-attempt at a later date.

## Served

- You managed to serve the item in an appropriate manner. Indicate accordingly using the matching manner of service, complete description of party served/ manner posted and notate any special circumstances as needed. Selecting this manner closes the job to additional attempt information. If you have additional notes to enter place them in the 'Service Comments' or enter an 'Attempt' with information/ details, then go back into the job and select 'Served'.

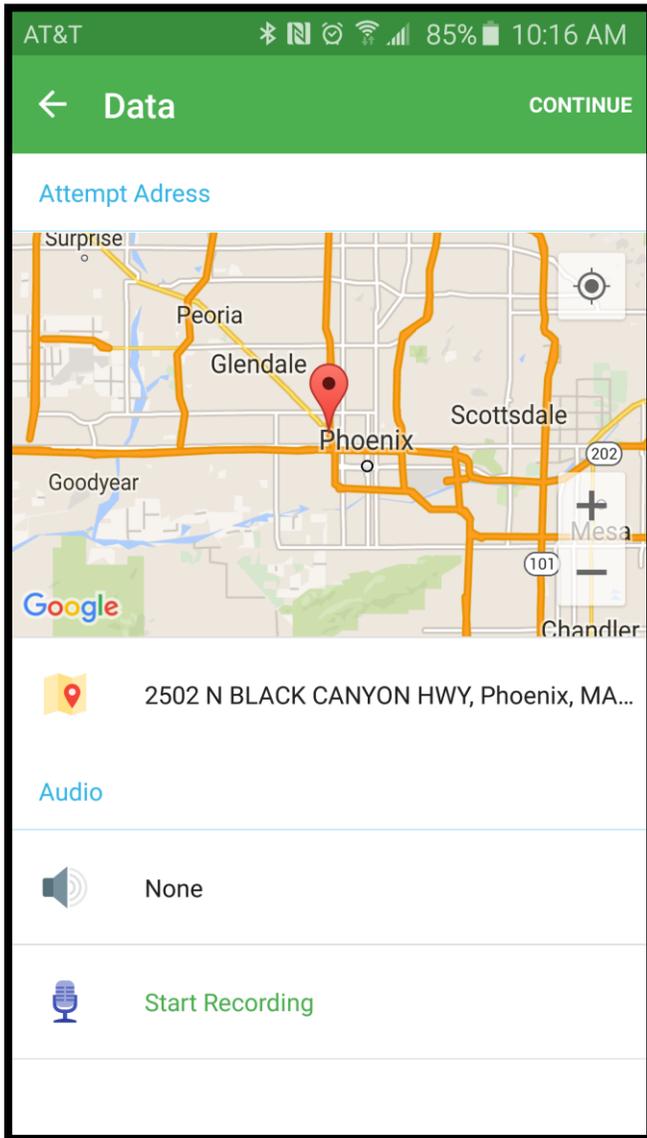
## Bad Address

- Attempt type 'Bad Address' is only used when an address is confirmed as bad by someone, usually the current resident. 'Bad Address' is not enough information. We need detailed notes in the attempt. Example - 'Bad Address per current resident, John W/M 35 Years old, who moved in 2 months ago.' Additionally, an apartment leasing office saying someone is not on the lease does NOT qualify as a bad address. The defendant may be staying there and not be on the lease. The more information you can get the better. \*\*If the address does not exist, this needs to be confirmed by USPS.com or CAD then it can be entered as a Bad Address\*\* Indicating 'Bad Address' will remove the job from your name immediately. If you have additional research you will be doing later you may wish to select 'Attempt' instead and simply note what happened during the attempt, then add another attempt later with any additional findings and use the selection 'Bad Address'.

## Problem

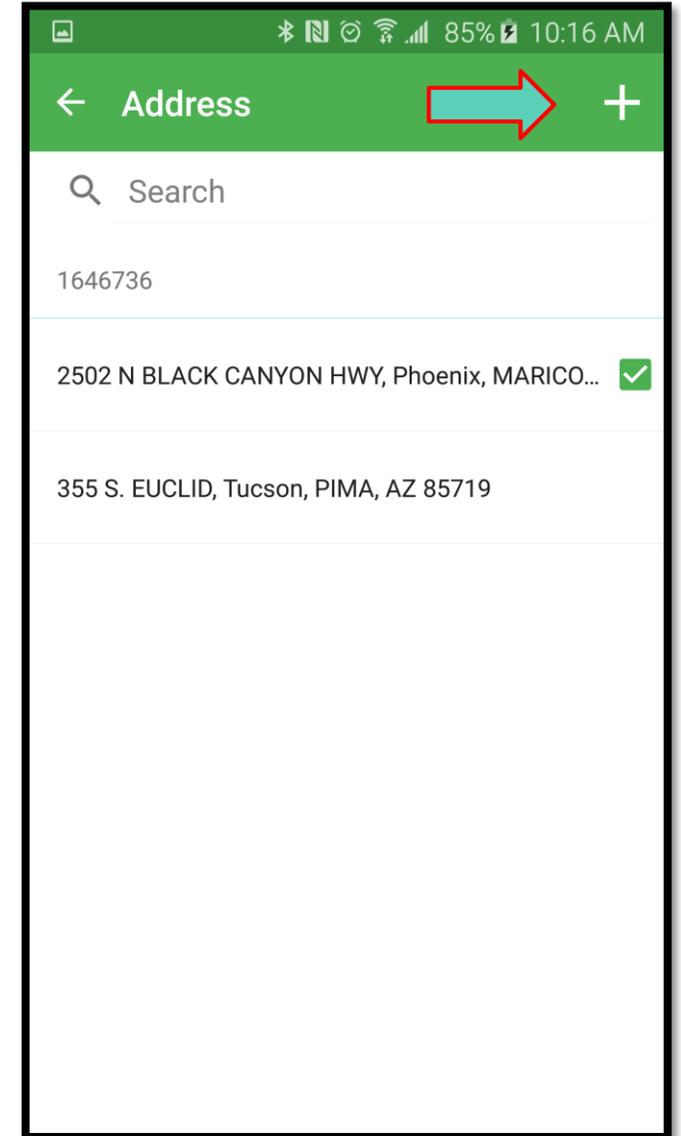
- Attempt type 'Problem' is used for any issue preventing service OTHER THAN a Bad Address (see above). This includes but is not limited to: multiple diligent attempts with no response or confirmation of address at the residence or at neighbors; 'No Trespassing' signs preventing service; threats made to the server by a resident; due date expired, etc. Always provide as much information as possible. \*All Problems require multiple diligent attempts with the exception of threats or 'No Trespassing' signs.\* Indicating 'Problem' will remove the job from your name immediately. If you have additional research you will be doing later you may wish to select 'Attempt' instead and note what happened during the attempt, then add another attempt type of 'Problem' later with the additional findings/ information.

# ADDRESSES/ AUDIO



After you select the type of attempt you are making the address selection/ audio recording screen will come up with a pin for the currently selected address. (Left photo.) The address listed below the map is the address the system will assume you are attempting at.

If you need to change this, click the displayed address below the map. If the job has multiple addresses listed in it already they will be available for selection. (Right photo.) If you need an address not listed then select the '+' sign in the upper right.



← Add Address

\* Address Line 1

Address Line 2

\* City

County

\* State

\* Zip Code

ADD ADDRESS

When entering a new address make sure you have the information indicated with asterisks (\*) available for entry. Fill out the fields indicated and select 'Add Address'.

This will return you to the address selection/ audio screen with a pin in the approximate GPS location for the address you entered.

You have the option to record audio should you choose. While this is not a required item it could prove helpful later, especially when serving parties who are known for violent / unpredictable behavior or people who have disputed service previously. You can always record as you start service then discard the recording if nothing of consequence happened. Select 'Continue'.

← Data CONTINUE

Attempt Address

Saguaro National Park Catalina Foothills Tucson

Valencia West

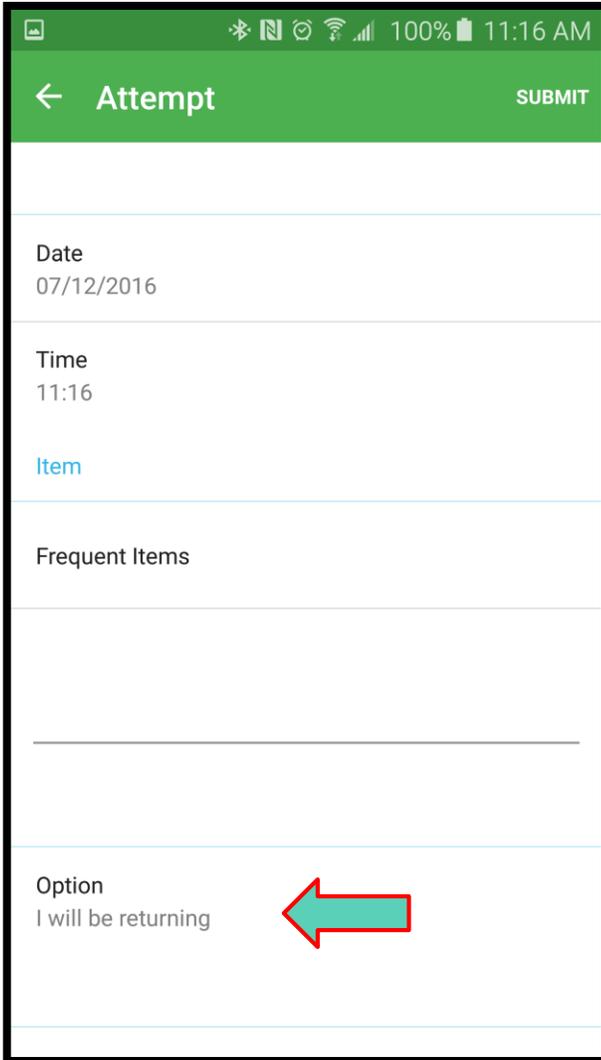
65 E Pennington St., Tucson, AZ 85701

Audio

None

Start Recording

# ATTEMPT, BAD ADDRESS, NO ATTEMPT/ PROBLEM



← Attempt SUBMIT

Date  
07/12/2016

Time  
11:16

Item

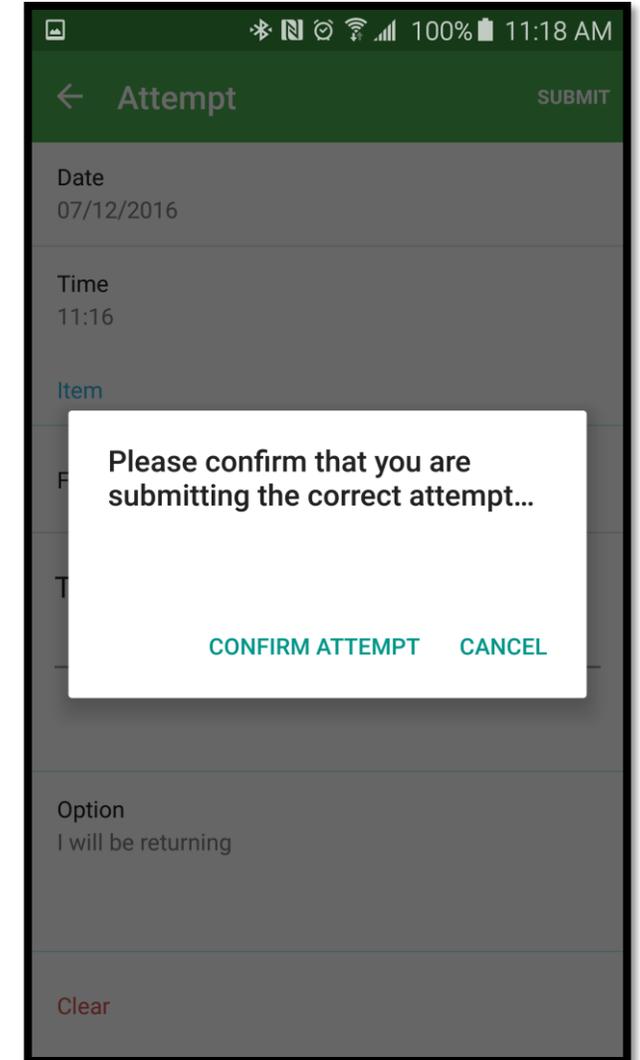
Frequent Items

Option  
I will be returning

A red arrow points to the 'Option' field.

One size fits most on these three types of attempts. The app will usually fill in date/time based on what it picks up from your phone. Change this if you need to. If you wish to you may select from the 'Frequent Items' listings. Most servers prefer to hand-type or voice type their attempts instead as our listing is fairly extensive. For Texas papers you will also need to choose from the 'I will be returning' or 'I'm requesting alternate service' options. (Left photo.) Then 'Submit'.

Your app will ask you to confirm you are submitting correct information. Select 'Confirm Attempt' if you are finished with your entry.



← Attempt SUBMIT

Date  
07/12/2016

Time  
11:16

Item

Please confirm that you are submitting the correct attempt...

CONFIRM ATTEMPT CANCEL

Option  
I will be returning

Clear

# SERVED

AT&T 100% 11:38 AM

← Served SUBMIT

Date  
07/12/2016

Time  
11:38

[Service Information](#)

Manner  
None

Sub-Server  
GERRI A. GENTILQUORE, ACPS

Always be mindful of the rules of the state documents originate from when you are about to enter items as 'Served' as not all states consider the same ways of service as valid.

Select the manner of service, the sub-server (if any) and the app will then provide you with the appropriate blanks to fill in for the affidavit to generate correctly.

If you have any additional information/special circumstances to provide scroll down and enter those into the 'Service Comments' Section.

Once you 'Submit' and 'Confirm Attempt' the data is uploaded and you will not be able to update so please verify the information first.

100% 11:39 AM

← Served SUBMIT

Height  
N/A

Weight  
N/A

Enter Age

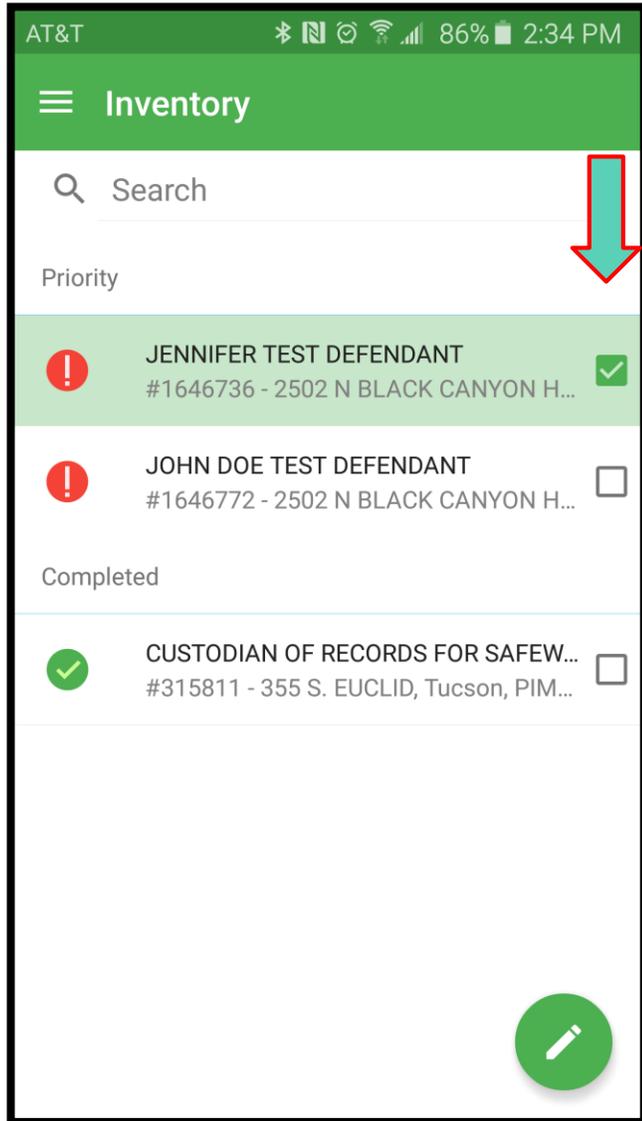
Description

[Service Comments](#)

Married  
Not Known

Military  
Not Known

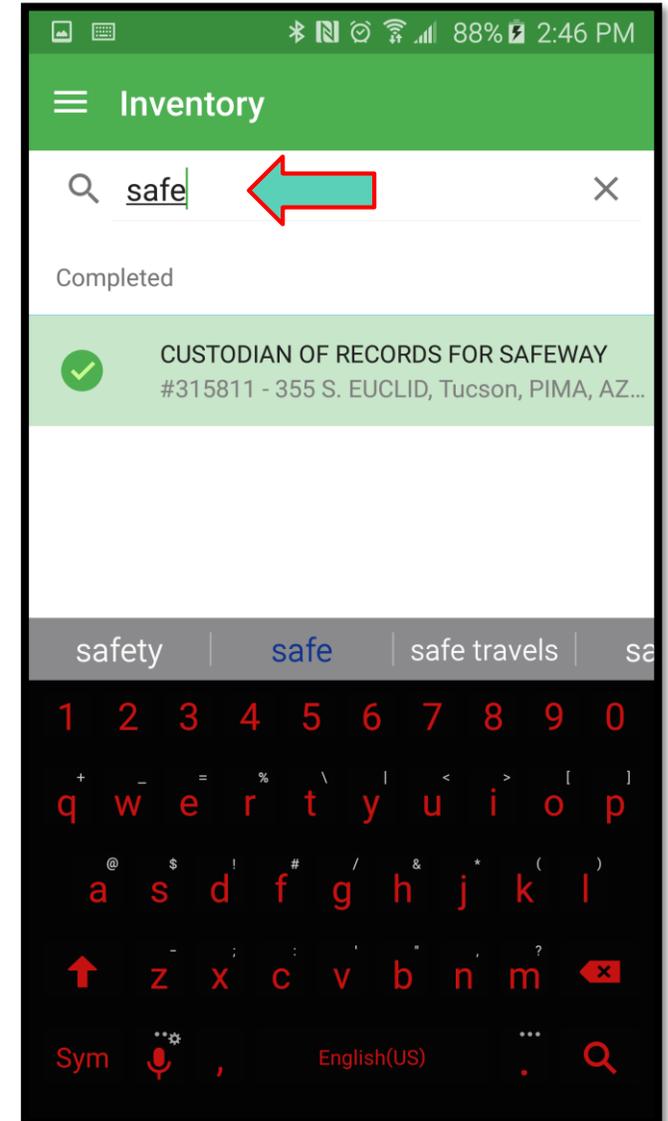
# OTHER FEATURES

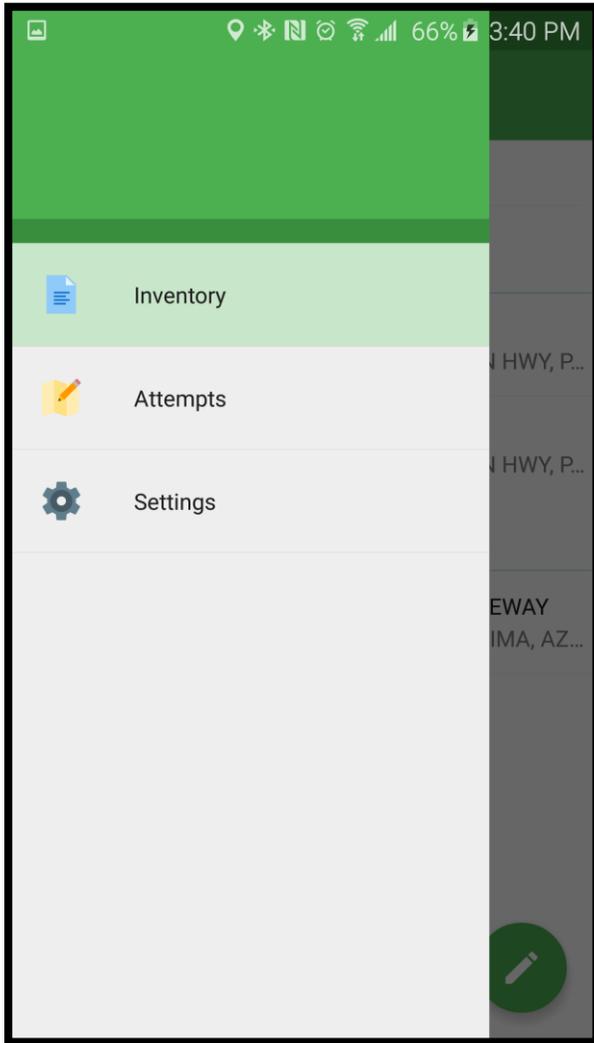


For multiple jobs in one location you can press and hold any listing on your screen, then select the jobs and proceed to fill out your attempt/ service information accordingly.

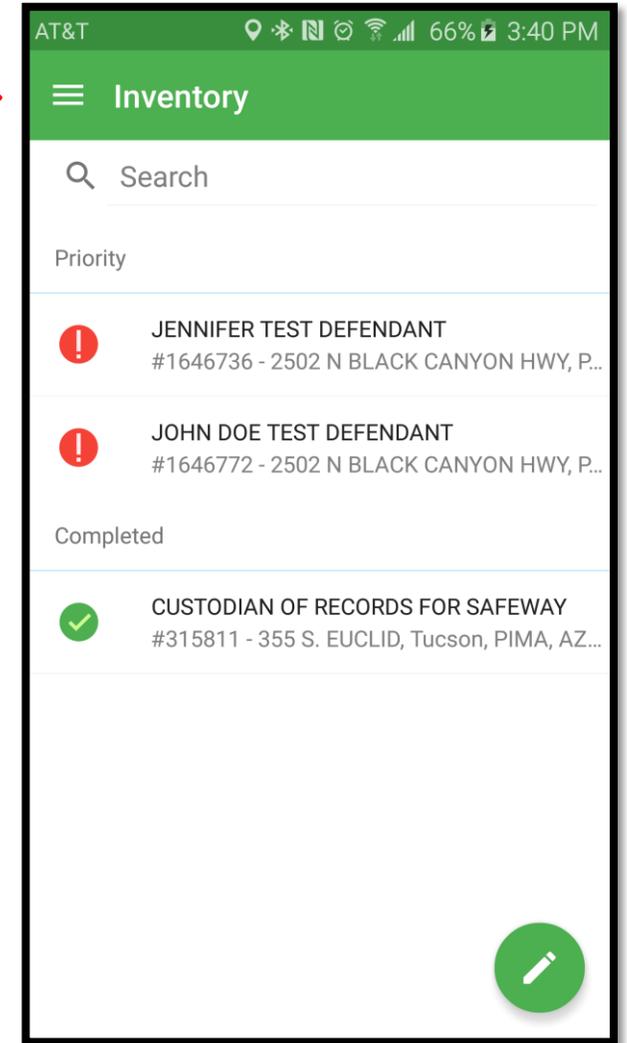
When utilizing this please make sure you have the correct address selection made as not all jobs will have the full/ correct address listing (wrong suite, street spelled incorrectly, etc.).

You can also use the 'Search' area to locate jobs based on job number or servee.

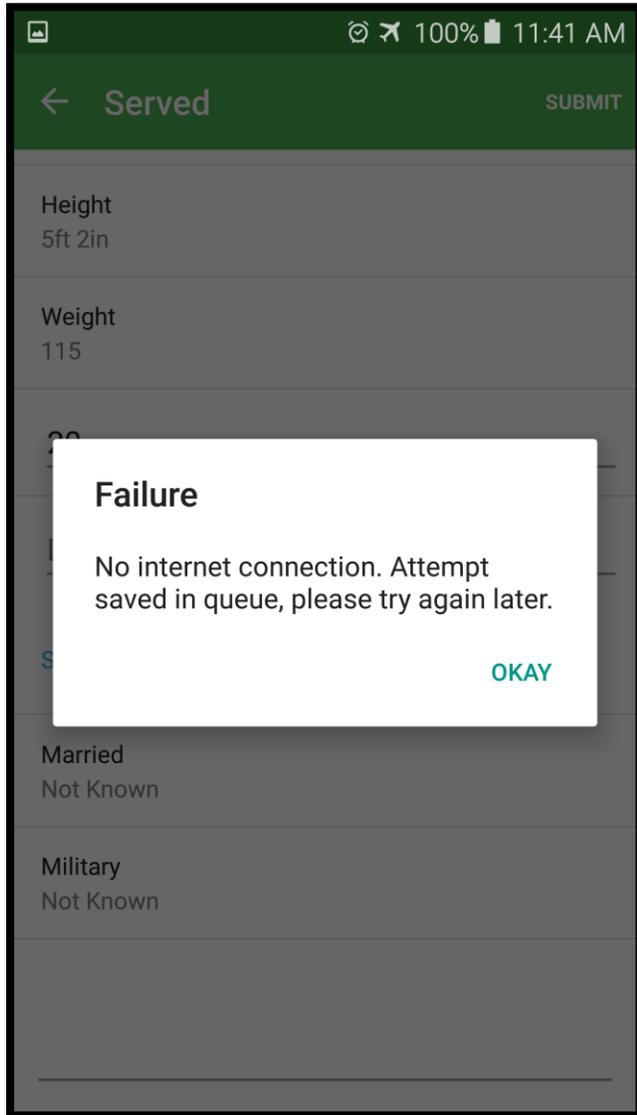




With the pop-out menu (the 3 horizontal lines indicated next to the arrow to the right) you can get to your 'Inventory', 'Attempts' and 'Settings' screens.



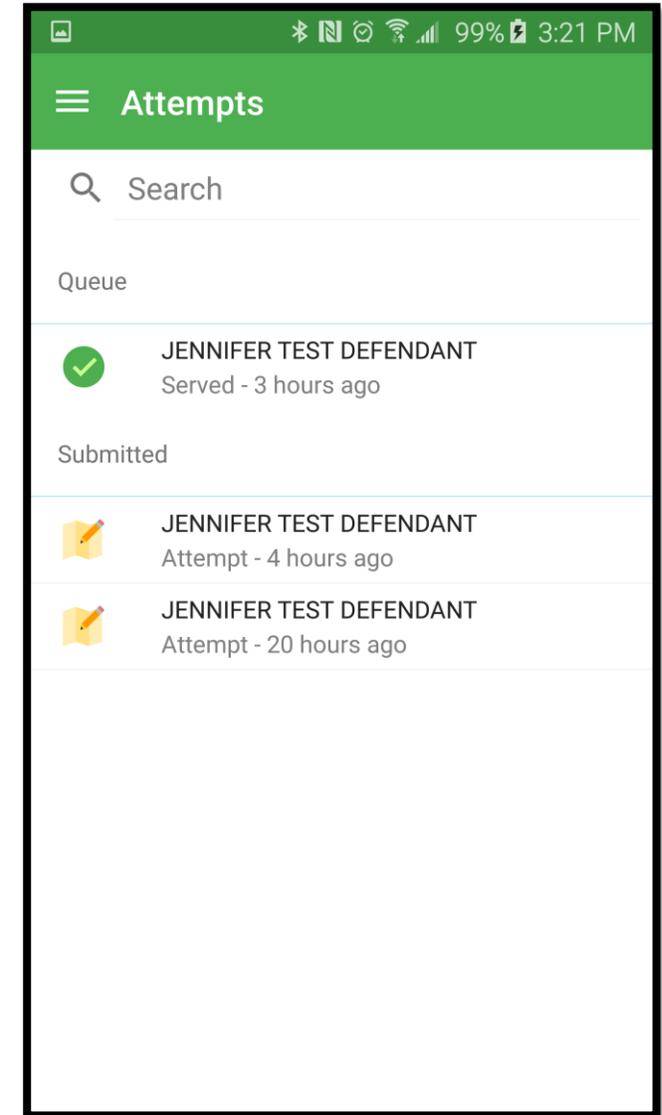
The 'Inventory' selection will take you back to the primary login screen where you can view your inventory, priority jobs, recently completed items, search for jobs and make attempts.

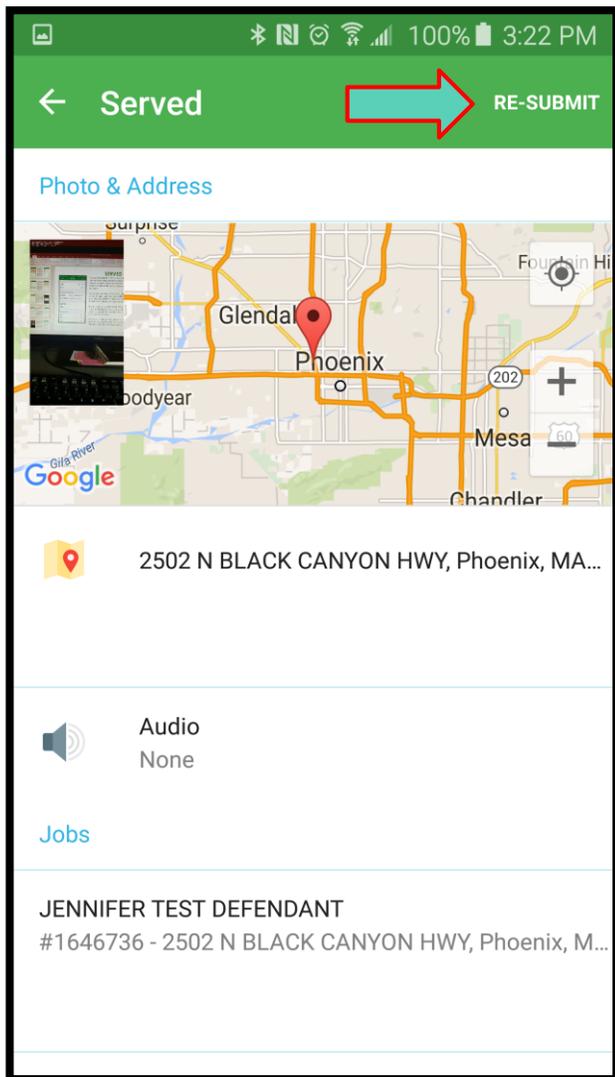


On occasion you may find you are unable to connect to Wi-Fi or cellular data signal. In these instances you will receive a failure message. Select 'Okay'. This will store the information in your queue for uploading later when you reach an area with good service.

Ok... where is the queue??? Pull up your 'Attempts' screen.

It is divided into 'Queue' and 'Submitted'. Select any job in the 'Queue' area.

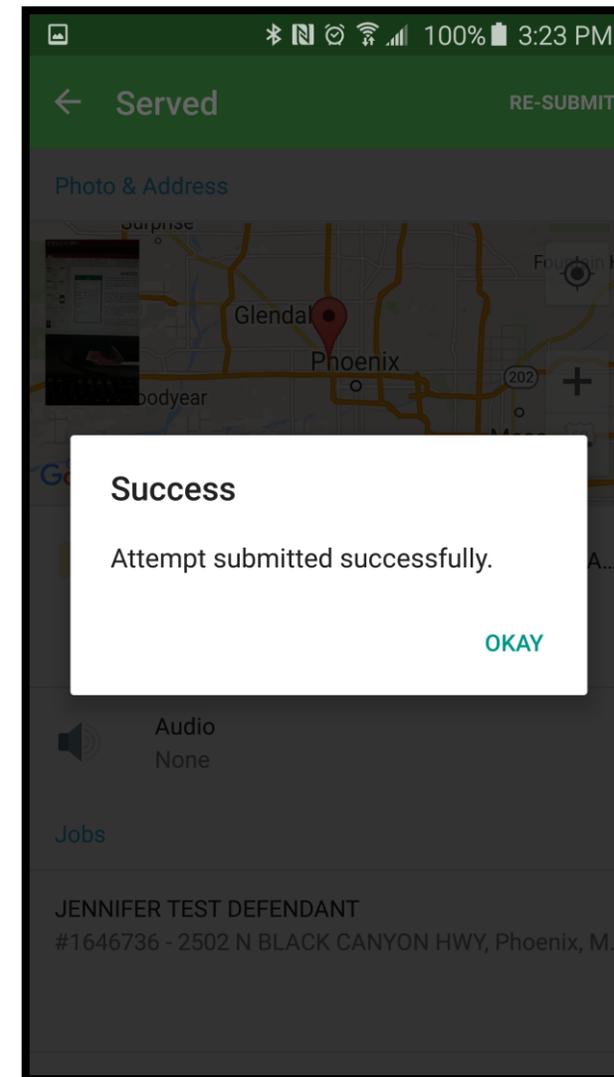


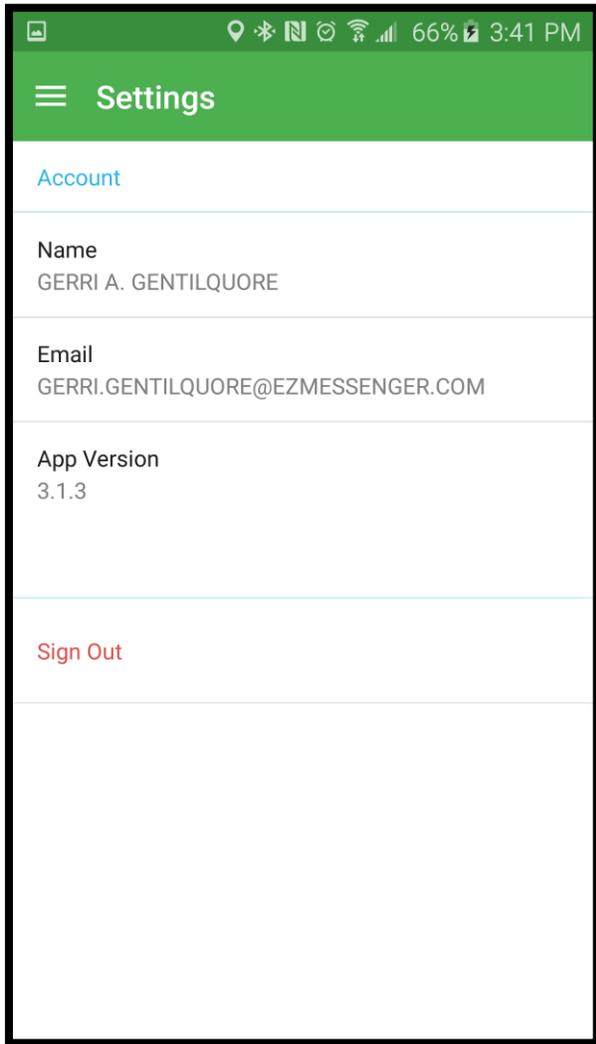


A new screen with the photo thumbnail, GPS pin, address, any audio attachment, and the job information will then open. Press 'Re-submit' in the upper right corner.

The attempt will then go thru submission and you will end up with a 'Success' screen or another 'Failure' screen.

It is important to submit queued items in the right order so that you can get all items entered. For example, if you attempted a job, then served it later and both items are in your queue but you select and re-submit the 'Served' status first you will not be able to insert the 'Attempt' status as the job will then be considered closed.





In the 'Settings' section you can verify your account information. If you see a discrepancy you can make changes thru our web portal or by contacting your service coordinator.

The app version is also visible here. If you run into problems using the app our support staff may ask you for this information.

If you share the device with someone you will have to 'Sign Out' before they can sign in. This app does not support multiple users. This app cannot be used for service/ status entries for other companies.

