

OneCallServe

Service Initiation Flow for Attorney Staff

Goal: Send the correct matter information, confirm the order designating the process server, complete payment, and allow OneCallServe to pick up the service packet without delay.

1 Notify the Client

Tell the client OneCallServe may call by phone to gather party-to-be-served information.

2 Email Matter Details

Send case caption, court, county, case number, party, documents, deadline, and client contact.

3 Send the Court Order

Email the order designating the process server to onecallserve@protonmail.com.

4 Packet Ready Notice

Tell OneCallServe when the packet is ready at the clerk's office of jurisdiction.

5 Payment Link

The firm receives a card payment link by email after the order is received.

6 Packet Pickup Begins

After payment is complete, the process server picks up the packet and starts the workflow.

Initial Email Must Include

- Court, county, case number, and case caption
- Party to be served and documents to be served
- Deadline or hearing date
- Client phone, email, and best time to call
- Known address, work location, vehicle, photo, schedule
- Safety concerns, access issues, gates, dogs, instructions
- Court clerk location and packet pickup instructions

Payment Reminder

Card payment: all major card types accepted by payment link.

Checks: accepted, but OneCallServe does not pick up the packet until the check is mailed, deposited, and cleared. This can delay the firm and client.

onecallserve@protonmail.com | 740-603-1358