

HPS LEVEL 1 CERTIFICATION

1. If no one answers the door, a process server may speak with a _____ to verify residency.
 - A. Postal worker
 - B. Neighbor
 - C. Property Manager
 - D. All of the Above

2. When a process server sub-serves a document to a resident, their _____ and _____ to the intended recipient must be obtained.
 - A. Name, relationship
 - B. Name, debt
 - C. Description, name
 - D. Description, debt

3. The documents on the cover sheet do NOT match the documents in the email. The next step is to get clarity from _____.
 - A. Management
 - B. The recipient
 - C. The Court
 - D. None of these

4. The summons reads to: Dr. Jones, St. Vincent Hospital. The type of service is _____.
 - A. personal
 - B. corporation
 - C. posted
 - D. mailing

5. If a process server does not have a checking account, or does not want to write a witness check from their own account, the process server may obtain a _____.
 - A. Traveler's check
 - B. Money order
 - C. Certificate of deposit
 - D. All of the above

6. When a process server generates a witness check, we upload a photo of that witness check in Serve Manager under _____.
 - A. Misc uploads
 - B. Server pay
 - C. All of the above
 - D. None of the above

7. Up to ____ sheets of paper may be mailed in a standard letter envelope (4"x 8").
- A. 3
 - B. 4
 - C. 5
 - D. None of the above
8. If the registered agent is not present, and the person informing the process server is unsure if they are authorized to accept service, the process server should ask them if they are authorized to accept ____.
- A. FedEx
 - B. mail
 - C. gifts
 - D. Flowers
9. A client wants to send the documents via usps or parcel. We will ____ tell the client to require a signature when sending the documents in said manner (to HPS).
- A. always
 - B. sometimes
 - C. rarely
 - D. Never
10. We mail the original affidavits via certified mail ____.
- A. more info needed
 - B. always
 - C. sometimes
 - D. never
11. A process server must not be ____ to the case they are serving.
- A. present
 - B. party
 - C. personal
 - D. none of these
12. A client requests that the original affidavit is mailed. The process server is out of the state. The process server may mail the original directly using ____.
- A. HPS's return address
 - B. a notary
 - C. Certified mail
 - D. all of the above

13. An individual who accepts service on behalf of a corporation, and is not listed with the secretary of state is called _____.

- A. an officer
- B. a registered agent
- C. an authorized agent
- D. acting agent

14. If the number of job(s) created do not match the number of job(s) sorted by due date, that means _____.

- A. there are jobs that weren't created
- B. there are jobs that weren't served
- C. there are jobs without a due date
- D. there are jobs that are not posted

15. We have two contractors available to serve papers. Contractor A charges \$50, and contractor B charges \$80. We should _____.

- A. ask management
- B. look for a new contractor
- C. hire contractor A
- D. hire contractor B

16. A client requests that we post documents after receiving a 2 attempt affidavit of non-service. We will _____ the documents.

- A. post
- B. mail
- C. post and mail
- D. refund their money

17. A nanny could possibly qualify to be substitute served, depending on the state, if she _____.

- A. is a resident of the home
- B. is a state resident
- C. is a natural citizen
- D. is employed at the home

18. It may be time to consider hiring a new contractor, or reassigning a job when we have gone _____ without a response from a contractor we hired.

- A. 1 hour
- B. 10 hours
- C. 12 hours
- D. 24 hours

19. No one answers the door on the third attempt at service. The two possible outcomes we can provide to the client are _____.

- A. non-service or corporate
- B. corporate or posting
- C. posting or non-service
- D. posting or sub-serve

20. The individual of the entity registered with the secretary of state, and that is designated to accept service on behalf of an entity.

- A. judge
- B. attorney
- C. authorized agent
- D. registered agent

21. HPS offers document retrieval services _____.

- A. only in Indiana
- B. in the U.S.A.
- C. in selected states
- D. in a handful of counties

22. A process server is not permitted to _____ when attempting to find or identify someone.

- A. call a recipient
- B. open a mailbox
- C. take pictures (in public)
- D. all of the above

23. The ultimate responsibility for mailing the documents to a recipient following service rests upon _____.

- A. the client
- B. the process server
- C. the court
- D. the sheriff

24. When mailing documents via USPS or other parcel services, we will need a tracking number for urgent requests, and/or _____.

- A. when we can NOT duplicate the docs
- B. at all times when we mail
- C. only during holidays
- D. none of the above

25. A client mailed HPS a packet. The documents are originals. We will check with the _____ to see if it is permissible to post the documents on the third attempt.

- A. Court
- B. State
- C. Client
- D. Recipient

26. If a process server is asked to identify himself at the time of service, he should _____.

- A. inquire why
- B. refuse
- C. do so
- D. none of these

27. An individual may be personally served at their home and _____.

- A. nowhere else
- B. anywhere else
- C. church
- D. none of these

28. When a witness check is part of a service, a process server may include the witness fee in the form of _____.

- A. money order
- B. cash
- C. IOU
- D. none of these

29. If a client wants to include a witness check with a service, we will add that to their _____.

- A. payment portal
- B. invoice
- C. total
- D. all of these

30. A paralegal emails indicating the HPS affidavit is wrong because we posted on the third attempt. We should change the affidavit to _____.

- A. substitute service
- B. non-service
- C. posted
- D. none of these

31. The two types of addresses are _____.
- A. corporate and residential
 - B. corporate and individual
 - C. commercial and individual
 - D. commercial and residential
32. The legal term for one who represents oneself.
- A. plaintiff
 - B. defendant
 - C. pro-se
 - D. all of the above
33. If a client requests for HPS to mail a recipient following the service of a corporation _____ will pay for the mailing.
- A. the client
 - B. HPS
 - C. the recipient
 - D. none of these
34. Our skip trace database(s) include information regarding individuals who reside in _____.
- A. The United States
 - B. The north american continent
 - C. The entire world
 - D. The continental U.S.
35. The three types of service which drop service may be executed are:
- A. personal, sub-serve, and corporation
 - B. personal, posting, and sub-serve
 - C. sub-serve, posting, and corporation
 - D. all of the above
36. If the client requests for HPS to mail an individual following personal service, _____ will pay for the mailings.
- A. the client
 - B. HPS
 - C. the recipient
 - D. none of the above

37. When all of the attempts at service have been exhausted, and the intended recipient was not served, the service is deemed to be _____.

- A. bad address
- B. unsuccessful
- C. A and B
- D. non-service

38. Serving a registered agent at their home is considered as service upon a _____ at a _____ address.

- A. corporation, residential
- B. corporation, commercial
- C. individual, residential
- D. individual, corporate

39. What does CSC stand for?

- A. Corporation Service Company
- B. court secured constable
- C. citation sector court
- D. none of these

40. A corporation can be the registered agent for a different company.

- A. always
- B. never
- C. more info needed
- D. sometimes

41. A summons reads to: xyz Corporation, c/o John Doe. In this case, John Doe is most likely the _____.

- A. secretary
- B. manager
- C. registered agent
- D. none of these

42. When a foreign subpoena is taken to the local clerk, in the state where service is to be effected, this is called a _____.

- A. domesticated subpoena
- B. personal subpoena
- C. perfected service
- D. non-service

43. A routine service is assigned to a first time contractor. The first status update is requested at _____ into the job.

- A. 48 hours
- B. 72 hours
- C. 96 hours
- D. none of the above

44. A witness check was not served. The money for the witness check must be returned to _____.

- A. the client
- B. the recipient
- C. the bank
- D. none of these

45. When searching for an archived job, it is best to search all the jobs that were _____.

- A. sorted by due date
- B. having a due date
- C. posted
- D. created

46. A job has been archived. Three days later, the client sends us an affidavit to have signed. The job should be _____.

- A. duplicated
- B. kept archived
- C. unarchived
- D. none of the above

47. Substitute service only applies to a _____ address.

- A. corporate
- B. residential
- C. commercial
- D. government

48. If the intended recipient does not accept service, and the process server places the service at their feet, this is known as _____.

- A. bad service
- B. non-service
- C. sub-service
- D. drop service

49. When HPS invites a contractor to collaborate in ServeManager, the misc upload docs are visible _____ the invite is accepted and then made visible by HPS.

- A. before
- B. during
- C. after
- D. none of these

50. A witness check was not served because the intended recipient is deceased. The process server can cash the money order through _____.

- A. Walmart
- B. where they purchased it
- C. the post office
- D. their bank

51. The summons reads: Dr. Smith, Methodist Hospital. Who can accept service?

- A. An authorized agent
- B. Dr. Smith's neighbor
- C. The police department
- D. Secretary of state

52. A process server has encountered a gated community. He/she should look for a _____.

- A. Key
- B. Call box
- C. A + B
- D. None of these

53. A process server attempts service at a commercial property and the security guard denies access to the building. HPS will not make _____.

- A. An affidavit
- B. Subsequent attempts
- C. An invoice
- D. None of these

54. HPS pays for mailing a copy of the documents to the recipient in which of the following?

- A. less than 30 pages, personal or posted
- B. less than 30 pages, corporation or subserve
- C. less than 30 pages, government or subserve
- D. less than 30 pages, subserve or posted

55. A client asks HPS to send legal documents via certified mail, and requests an affidavit stating that said documents were sent via certified mail. We would charge them for:

- A. Rush service
- B. Routine service
- C. Reservation service
- D. Service by publication

56. A client believes that an intended recipient is going to evade service. The best two tools they can provide us with are _____.

- A. A photo of the recipient & photo of house
- B. A photo of their car & house
- C. A photo of the recipient & vehicle type
- D. None of the above

57. A client sent us small claims court documents to serve. If a state allows sub-service, we would sub-serve the documents on the _____.

- A. 1st attempt
- B. 2nd attempt
- C. 3rd attempt
- D. Any of the above

58. Small claims documents are sub-served. The intended recipient shows up for court. The judge will consider the service as _____.

- A. Good service
- B. Bad service
- C. Personal service
- D. Non-service

59. A client sends us documents to serve an individual at a commercial address. The process server hands the papers to the recipient's wife. This is considered as _____.

- A. Good service
- B. Bad service
- C. Personal service
- D. Could be any of these

60. Can divorce papers be sub-served?

- A. No 100% of the time
- B. Yes 100% of the time
- C. Depends on the state
- D. None of the above

61. Sub-service is not permissible in some states, such as Texas, Michigan, and New York, unless a motion is filed and approved by a judge. This motion is known as _____.

- A. Motion to sub-serve
- B. Motion to post
- C. Motion for corporate service
- D. Motion for alternative service

62. The least expensive way to obtain a tracking number from USPS is to send it as _____.

- A. A package
- B. Certified mail
- C. Priority mail
- D. None of these

63. Small claims papers are sub-served and the intended recipient does not show up for court.

The judge will consider this _____.

- A. Good service
- B. Bad service
- C. Non-service
- D. None of these

64. Pro se clients do not ever receive a _____.

- A. Address history
- B. Phone history
- C. Locate report
- D. None of these

65. An attorney's office requests a comprehensive report on an individual. HPS will send them _____.

- A. Nothing
- B. Phone & address history
- C. A comprehensive report
- D. A locate report

66. HPS sent an attorney's office an address report, and they are requesting the report in PDF format. We will send them _____.

- A. Nothing
- B. The phone history
- C. The comprehensive
- D. The locate report

67. A first draft of an affidavit is rejected by our client. We will make up to _____ drafts before insisting the client makes their own draft.

- A. 1
- B. 2
- C. 3
- D. 4

68. An attorney's office wants to collaborate in SM. HPS will _____ collaborate.

- A. Never
- B. Rarely
- C. Often
- D. Always

69. A pro se client wants a skip trace. We made sure they have a civil case. We will send them _____.

- A. The locate report
- B. The address history
- C. The phone history
- D. B + C

70. Three states that require personal service on the first round of attempts are:

- A. IN, NY, MI
- B. TX, NY, MI
- C. TX, NY, CO
- D. FL, NY, MI

71. Which of the following phrases sounds the best.

- A. Thank you for your patience.
- B. Sorry for the delay.
- C. Our bad, here it is.
- D. A + B

72. A client wants same day service on a business that closes at 5pm. We would need to receive the documents and payment by _____ at the latest.

- A. 1pm central
- B. 1pm EDT
- C. 1pm Chicago
- D. None of these

73. Which of the below services offered by HPS is prepayment NOT required?

- A. Service of process
- B. Document retrieval
- C. Skip trace
- D. Document filing

74. For a reservation service, the process server will wait up to _____ before entering an unsuccessful- attempt.

- A. 2 hours
- B. 1 hour
- C. 20 minutes
- D. 5 minutes

75. All reservation services are _____.

- A. One attempt
- B. Two attempt
- C. Three attempt
- D. Posted

76. Surveillance, aka, a stake out is a _____ minimum charge.

- A. 1 hour
- B. 2 hour
- C. 3 hour
- D. 4 hour

77. A customer wants us to send them a receipt. The oldest receipt that we will email a client is _____ days old.

- A. 30
- B. 60
- C. 90
- D. 120

78. HPS should read and interpret the contents of the legal documents _____.

- A. Always
- B. Sometimes
- C. Rarely
- D. Never

79. HPS does not read the court documents aside from entering the date in SM. We also do not advise clients on _____.

- A. The timeline for service.
- B. Our hours of operation.
- C. What documents to serve.
- D. None of these.

80. Before we accept an invitation to collaborate in Serve Manager, we must know the _____.

- A. Napps license
- B. Name of the process server
- C. Court district
- D. Page count

81. HPS is checking an affidavit of non-service, for a routine job. There was no answer on the third attempt. We need to check that one attempt was done on the weekend and that we did a _____ attempt.

- A. Morning
- B. Afternoon
- C. Evening
- D. All of these

82. Which of these emails do we automatically delete?

- A. NAPPS jon inquiry
- B. NAPPS job post
- C. New message
- D. All of the above

83. When HPS tells clients they get up to 30 printed pages for routine service, that means 30 pages per _____.

- A. Marriage
- B. Suite number
- C. Address
- D. Recipient

84. What is the number one priority when there are multiple emails in the inbox?

- A. Email job to contractor
- B. Send payment portals to clients
- C. Send affidavit to client
- D. None of the above

85. A client sent us a second job on the same thread as the first job. We will _____ for the second job.

- A. Start a new thread
- B. Stay on the same thread
- C. Doesn't matter
- D. None of these

86. A PPO is a _____ and must be _____ served to be enforced if the recipient does not show up for court.

- A. Personal protective order, personally
- B. Personal protective order, posted
- C. Personal protective order, sub
- D. None of these

87. Office personnel must check their personal email daily so that HPS may respond promptly when a client responds to a _____.

- A. SM email
- B. Emergency
- C. Square mail
- D. None of these

88. A client paid for a \$20 witness check and was never refunded the money after non-service. Do they have to pay again for the witness check on a new address for the same service & witness fee?

- A. Yes
- B. No
- C. Only in Mississippi
- D. Only in Georgia

89. A client has sent us an email with the documents attached. The client wants a quote. We should _____.

- A. Give them a quote
- B. Send the payment portal
- C. A or B
- D. None of these

90. We will respond to a _____.

- A. NAPPS post
- B. NAPPS inquiry
- C. A + B
- D. None of these

91. Maps made on yellow paper are for _____ contractors.

- A. Routine service
- B. Rush service
- C. One and done
- D. None of these

92. When using a new contractor for routine service, the due date is set _____ out so that we may keep a close eye on them.

- A. 24 hours
- B. 72 hours
- C. 96 hours
- D. None of these

93. When a new contractor is entered in SM, we should state this fact in _____.

- A. Job notes
- B. An office meeting
- C. An office conversation
- D. All of these

94. A contractor sends an invoice prior to service being completed. HPS should clarify with _____ to see if prepayment is necessary.

- A. The client
- B. Someone at HPS
- C. The contractor
- D. None of these

95. We are paying a contractor by check. Where does the contractor's address go?

- A. in SM
- B. On their check
- C. On their map
- D. None of these

96. An affidavit may or may not need notarized depending on which _____ the documents are from.

- A. Client
- B. County
- C. City
- D. State

97. A client has requested a skip trace and wants information on the subject and their relatives. We would click on _____.

- A. Relative report
- B. Background check
- C. Locate report
- D. Comprehensive report

98. A corporation is being served at a residential address. We can serve _____ authorized to accept service on behalf of _____.

- A. A resident, an individual
- B. A relative, the household
- C. Anyone, the corporation
- D. All of the above

99. Whose needs come before anyone else?

- A. The client
- B. The office
- C. The public
- D. The court

100. After an invoice is paid, can we modify the invoice?

- A. Maybe
- B. Yes
- C. No
- D. More info needed