

1. If the power goes out, the top priority for the office personnel is to make sure the contractor phone has 100% power by plugging it into the _____ backup.

- A. Upstairs Battery
- B. Downstairs Battery
- C. Surge Protector
- D. None of These

2. On a four hour shift, it is no problem for office personnel to take a _____ minute walk or outside break.

- A. None
- B. 10
- C. 20
- D. All of the above

3. We do not ever pay a process server a _____.

- A. Mileage Fee
- B. Flat Rate
- C. Printing Fee
- D. Postage Fee

4. The daily statement is for the number of jobs _____ + _____ on the respective day.

- A. Ordered + Paid
- B. Created + Called
- C. Created + Paid
- D. Paid + Called

5. The daily audit is done at the _____ of the work day.

- A. Beginning
- B. Middle
- C. End
- D. None of these

6. A client paid for service on four jobs. The jobs were entered in SM. After that, the client paid for extra printing in a separate invoice. The number of jobs on the daily statement for the printing invoice is _____.

- A. Minus One
- B. Zero
- C. Plus One
- D. Plus Two

7. If a mistake is made on paper with a carbon copy underneath it, we should use white out _____.

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

8. HPS sent an affidavit of non-service to a client. One attempt was made. The property is vacant. After explaining we don't make subsequent attempts, the client still asks for more. The client should _____.

- A. Call Jon
- B. Be obliged
- C. Unknown
- D. None of these

9. The two types of certified mail are certified mail with _____, and certified mail without (the answer).

- A. Postal Worker
- B. Postage
- C. Tracking Number
- D. Return Receipt

10. A client wants us to mail something certified mail. We charge for _____ in that scenario.

- A. Routine Service
- B. Reservation Service
- C. Skip Trace
- D. None of These

11. Does the extra printing fee apply towards mailing, when the client only needs mailing?

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

12. At HPS, surveillance is conducted with the intention of _____.

- A. Catching a cheater
- B. Catching a predator.
- C. Upholding justice
- D. Serving court papers/ legal papers

13. At the USPS, which of these have a tracking number?

- A. Certified mail (any type)
- B. Priority mail
- C. A package
- D. All of the above

14. When a contractor brings a document to file, how many copies is a safe bet to bring to the clerk?

- A. 1
- B. 2
- C. 3
- D. None

15. Maps are arranged by county going _____ to _____ and top to bottom.

- A. Bottom to top
- B. Right to left
- C. Left to right
- D. All are acceptable

16. All of our contractors are paid by _____.

- A. mileage
- B. flat rate
- C. day
- D. all of these

17. A broken arrow is when _____ error causes a service to be delayed.

- A. HPS office personnel
- B. a contractor
- C. the client
- D. none of these

18. When there are multiple signed affidavits in a SM job, the _____ affidavit is the valid one.

- A. oldest
- B. newest
- C. longest
- D. shortest

19. What state(s) almost always requires the documents to be mailed to us?

- A. IN, TN
- B. FL, VA
- C. PA, IN
- D. TN

20. When HPS receives original documents in the mail, or by parcel, we want to avoid having to _____ a process server to pick up the documents from our office.

- A. pay
- B. tell
- C. email
- D. all of the above

21. HPS never deletes individual messages from _____.

- A. square
- B. NAPPS Post
- C. Clients who have paid
- D. the inbox

22. _____ is a company that almost always avoids pre-payment. That is why it is important to make it clear to them that prepayment is our only option.

- A. Amen Process
- B. Amen Serve
- C. Accurate Process
- D. Accurate Serve

23. A process server emails HPS and indicates he served Gerald Smith who works in the mail room. Gerald Smith is _____.

- A. a registered agent
- B. an authorized agent
- C. a manager
- D. none of these

24. We charge the same price for document filing as we do for _____.

- A. skip tracing
- B. additional recipient
- C. document retrieval
- D. none of these

25. The client presents HPS with an address that is a P.O. Box for a government agency. Our next step is to _____ the government agency.

- A. mail
- B. call
- C. email
- D. google

26. HPS received an address for an individual that is a P.O. box. Our next step is to send the _____ to the client.

- A. payment portal
- B. affidavit
- C. refund
- D. canned email

27. The _____ of document retrieval, document filing, and subpoena domestication are all the same.

- A. procedure
- B. cost
- C. affidavit
- D. all of these

28. When HPS domesticates a subpoena we will _____ serve the documents after the subpoena is domesticated.

- A. always
- B. often
- C. rarely
- D. never

29. Is HPS the registered or authorized agent for any other company(ies)?

- A. only one other corporation
- B. yes
- C. no
- D. only a registered agent

30. A client realized they made a mistake on the first address they gave HPS, so they sent us a second address. There is only a charge on the 2nd address if _____ or more attempts have been made on the first address.

- A. 1
- B. 2
- C. 3
- D. 0

31. A client pays with a check by mail. The check payment is recorded on the daily statement the day the _____.

- A. check was written
- B. check was mailed
- C. job is created in SM
- D. none of these

32. How do we share an affidavit to the main company email in SM?

- A. share it with the client
- B. share it with the court
- C. share it with John Doe
- D. share it with Jon

33. The outstanding folder in the email must correspond to the _____ folder in Square or other payment platform.

- A. paid
- B. unpaid
- C. client
- D. outstanding

34. A minimum of _____ amount of dollars is added to the cost we pay a contractor per address.

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

35. A court charges \$20 to file documents. We will charge that \$20 to the _____, and have the process server provide a receipt for reimbursement.

- A. court
- B. process server
- C. client
- D. office card

36. A client wants documents to be filed with the courts and served afterwards. How many jobs do we enter in SM?

- A. 1
- B. 2
- C. 3
- D. 0

37. The contractors/process servers that HPS hires are to have _____ contact with the client regarding a routine service.

- A. zero
- B. some
- C. total
- D. any of these

38. HPS cannot serve documents at a _____.

- A. hospital
- B. jail
- C. elevator
- D. none of these

39. We do not allow the process server, hired by HPS, to see the _____, regarding routine service.

- A. recipients description
- B. client contact info
- C. last known address
- D. pictures of the address

40. We send a maximum of _____ courtesy emails every _____ to clients with outstanding invoices.

- A. 1, 48 hours
- B. 2, 48 hours
- C. 3, 48 hours
- D. 0, 48 hours

41. Do not give a _____ info or contact info to a client without first getting authorization from the person currently in charge of the office.

- A. process server's
- B. court's
- C. clerk's
- D. none of these

42. A judge may or may not count serving a recipient's _____ as good service.

- A. pet
- B. attorney
- C. neighbor
- D. dentist

43. A client wants to cancel service at 11:58am. The process server made an attempt at 11:56am. The client _____ get a refund.

- A. does
- B. does not
- C. may request to
- D. must submit a request

44. A client found a new address after we sent an affidavit of non-service for a previous address. We should _____.

- A. check with the process server
- B. not sent a payment portal
- C. send a payment portal
- D. none of these

45. The client found a second address after the first address was unsuccessful. The process server told us he won't charge us for the second address.

- A. tell the process server thanks
- B. talk with the client
- C. don't send the payment portal
- D. send the payment portal

46. A process server asks if he should fill out a W-9.

- A. ask Jon what to do
- B. google "minimum income for W-9"
- C. call the IRS
- D. get the opinion of a professional

47. A client wants to change the time of a reservation service. HPS needs _____ notice.

- A. 12 hours
- B. 24 hours
- C. 48 hours
- D. 60 hours

48. Does HPS offer a mobile notary?

- A. always
- B. often
- C. sometimes
- D. never

49. A client paid for routine service. The client now wants to upgrade to RUSH. We should _____.

- A. charge them
- B. not charge them
- C. get clarity
- D. get authorization

50. A client wants to pay with a check that is being mailed through the postal service. The job is considered paid when the check _____.

A. is photographed

B. sent

C. physically arrives

D. none of these