



Reno/Carson Messenger Service Inc. lic #322

“So you want to be a process server?”

Guidelines and Expectations

I, _____, understand that the role of process server as an employee of Reno/Carson Messenger Service is defined in the following Guidelines and Expectations:

Before a process server is allowed to serve papers, the Guidelines and Expectations playbook is to be reviewed together with a manager, acknowledgments signed and placed in the employee's file.

Process Server Agreements:

I have registered as a process server through the State of Nevada Private Investigators Board. My work card registration number is: _____

1. Dress code: Servers are required to dress business like, professional, always collared shirt, clip board and headlamp. Best way to describe, “like you are a Mormon missionary student lost in the dark.”
2. Attempts should be made every 48 hours. “RUSH” “TODAY” or “SERVE OR POST” requests must be done within the first 24 hours. Notify Reno/Carson if you cannot meet customer timeframes. First attempt always leave a Door hanger.
3. Report every attempt through use of the Mobile App
4. Report every attempt at the **address** being attempted. Report every attempt at the time it is being attempted.
5. Every attempt must have a photo taken within the Mobile App at the location. Within that photo it is required that you validate your picture

Form W-4 (2017)

Purpose. Complete Form W-4 so that your employer can withhold the correct federal income tax from your pay. Consider completing a new Form W-4 each year and when your personal or financial situation changes.

Exemption from withholding. If you are exempt, complete **only** lines 1, 2, 3, 4, and 7 and sign the form to validate it. Your exemption for 2017 expires February 15, 2018. See Pub. 505, Tax Withholding and Estimated Tax.

Note: If another person can claim you as a dependent on his or her tax return, you can't claim exemption from withholding if your total income exceeds \$1,050 and includes more than \$350 of unearned income (for example, interest and dividends).

Exceptions. An employee may be able to claim exemption from withholding even if the employee is a dependent, if the employee:

- Is age 65 or older,
- Is blind, or
- Will claim adjustments to income; tax credits; or itemized deductions, on his or her tax return.

The exceptions don't apply to supplemental wages greater than \$1,000,000.

Basic instructions. If you aren't exempt, complete the **Personal Allowances Worksheet** below. The worksheets on page 2 further adjust your withholding allowances based on itemized deductions, certain credits, adjustments to income, or two-earners/multiple jobs situations.

Complete all worksheets that apply. However, you may claim fewer (or zero) allowances. For regular wages, withholding must be based on allowances you claimed and may not be a flat amount or percentage of wages.

Head of household. Generally, you can claim head of household filing status on your tax return only if you are unmarried and pay more than 50% of the costs of keeping up a home for yourself and your dependent(s) or other qualifying individuals. See Pub. 501, Exemptions, Standard Deduction, and Filing Information, for information.

Tax credits. You can take projected tax credits into account in figuring your allowable number of withholding allowances. Credits for child or dependent care expenses and the child tax credit may be claimed using the **Personal Allowances Worksheet** below. See Pub. 505 for information on converting your other credits into withholding allowances.

Nonwage income. If you have a large amount of nonwage income, such as interest or dividends, consider making estimated tax payments using Form 1040-ES, Estimated Tax for Individuals. Otherwise, you may owe additional tax. If you have pension or annuity income, see Pub. 505 to find out if you should adjust your withholding on Form W-4 or W-4P.

Two earners or multiple jobs. If you have a working spouse or more than one job, figure the total number of allowances you are entitled to claim on all jobs using worksheets from only one Form W-4. Your withholding usually will be most accurate when all allowances are claimed on the Form W-4 for the highest paying job and zero allowances are claimed on the others. See Pub. 505 for details.

Nonresident alien. If you are a nonresident alien, see Notice 1392, Supplemental Form W-4 Instructions for Nonresident Aliens, before completing this form.

Check your withholding. After your Form W-4 takes effect, use Pub. 505 to see how the amount you are having withheld compares to your projected total tax for 2017. See Pub. 505, especially if your earnings exceed \$130,000 (Single) or \$180,000 (Married).

Future developments. Information about any future developments affecting Form W-4 (such as legislation enacted after we release it) will be posted at www.irs.gov/w4.

Personal Allowances Worksheet (Keep for your records.)

A	Enter "1" for yourself if no one else can claim you as a dependent	A	<u> </u>
B	Enter "1" if: { <ul style="list-style-type: none"> • You're single and have only one job; or • You're married, have only one job, and your spouse doesn't work; or • Your wages from a second job or your spouse's wages (or the total of both) are \$1,500 or less. }	B	<u> </u>
C	Enter "1" for your spouse . But, you may choose to enter "-0-" if you are married and have either a working spouse or more than one job. (Entering "-0-" may help you avoid having too little tax withheld.)	C	<u> </u>
D	Enter number of dependents (other than your spouse or yourself) you will claim on your tax return	D	<u> </u>
E	Enter "1" if you will file as head of household on your tax return (see conditions under Head of household above)	E	<u> </u>
F	Enter "1" if you have at least \$2,000 of child or dependent care expenses for which you plan to claim a credit (Note: Do not include child support payments. See Pub. 503, Child and Dependent Care Expenses, for details.)	F	<u> </u>
G	Child Tax Credit (including additional child tax credit). See Pub. 972, Child Tax Credit, for more information. • If your total income will be less than \$70,000 (\$100,000 if married), enter "2" for each eligible child; then less "1" if you have two to four eligible children or less "2" if you have five or more eligible children. • If your total income will be between \$70,000 and \$84,000 (\$100,000 and \$119,000 if married), enter "1" for each eligible child.	G	<u> </u>
H	Add lines A through G and enter total here. (Note: This may be different from the number of exemptions you claim on your tax return.) ▶	H	<u> </u>

For accuracy, complete all worksheets that apply. {

- If you plan to **itemize** or **claim adjustments to income** and want to reduce your withholding, see the **Deductions and Adjustments Worksheet** on page 2.
- If you are **single and have more than one job** or are **married and you and your spouse both work** and the combined earnings from all jobs exceed \$50,000 (\$20,000 if married), see the **Two-Earners/Multiple Jobs Worksheet** on page 2 to avoid having too little tax withheld.
- If **neither** of the above situations applies, **stop here** and enter the number from line H on line 5 of Form W-4 below.

----- Separate here and give Form W-4 to your employer. Keep the top part for your records. -----

Form W-4 Department of the Treasury Internal Revenue Service	<h2 style="margin: 0;">Employee's Withholding Allowance Certificate</h2> <p style="margin: 0;">▶ Whether you are entitled to claim a certain number of allowances or exemption from withholding is subject to review by the IRS. Your employer may be required to send a copy of this form to the IRS.</p>	OMB No. 1545-0074 <div style="font-size: 2em; font-weight: bold; text-align: center;">2017</div>
1 Your first name and middle initial Last name		2 Your social security number
Home address (number and street or rural route)		3 <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Married, but withhold at higher Single rate. <small>Note: If married, but legally separated, or spouse is a nonresident alien, check the "Single" box.</small>
City or town, state, and ZIP code		4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. ▶ <input type="checkbox"/>
5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2)		5 <u> </u>
6 Additional amount, if any, you want withheld from each paycheck		6 \$ <u> </u>
7 I claim exemption from withholding for 2017, and I certify that I meet both of the following conditions for exemption. • Last year I had a right to a refund of all federal income tax withheld because I had no tax liability, and • This year I expect a refund of all federal income tax withheld because I expect to have no tax liability. If you meet both conditions, write "Exempt" here ▶		7 <u> </u>
Under penalties of perjury, I declare that I have examined this certificate and, to the best of my knowledge and belief, it is true, correct, and complete.		
Employee's signature (This form is not valid unless you sign it.) ▶		Date ▶
8 Employer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.)		9 Office code (optional) 10 Employer identification number (EIN)

Deductions and Adjustments Worksheet

Note: Use this worksheet *only* if you plan to itemize deductions or claim certain credits or adjustments to income.

1	Enter an estimate of your 2017 itemized deductions. These include qualifying home mortgage interest, charitable contributions, state and local taxes, medical expenses in excess of 10% of your income, and miscellaneous deductions. For 2017, you may have to reduce your itemized deductions if your income is over \$313,800 and you're married filing jointly or you're a qualifying widow(er); \$287,650 if you're head of household; \$261,500 if you're single, not head of household and not a qualifying widow(er); or \$156,900 if you're married filing separately. See Pub. 505 for details	1	\$ _____
2	Enter: $\left\{ \begin{array}{l} \$12,700 \text{ if married filing jointly or qualifying widow(er)} \\ \$9,350 \text{ if head of household} \\ \$6,350 \text{ if single or married filing separately} \end{array} \right\}$	2	\$ _____
3	Subtract line 2 from line 1. If zero or less, enter "-0-"	3	\$ _____
4	Enter an estimate of your 2017 adjustments to income and any additional standard deduction (see Pub. 505)	4	\$ _____
5	Add lines 3 and 4 and enter the total. (Include any amount for credits from the <i>Converting Credits to Withholding Allowances for 2017 Form W-4</i> worksheet in Pub. 505.)	5	\$ _____
6	Enter an estimate of your 2017 nonwage income (such as dividends or interest)	6	\$ _____
7	Subtract line 6 from line 5. If zero or less, enter "-0-"	7	\$ _____
8	Divide the amount on line 7 by \$4,050 and enter the result here. Drop any fraction	8	_____
9	Enter the number from the Personal Allowances Worksheet , line H, page 1	9	_____
10	Add lines 8 and 9 and enter the total here. If you plan to use the Two-Earners/Multiple Jobs Worksheet , also enter this total on line 1 below. Otherwise, stop here and enter this total on Form W-4, line 5, page 1	10	_____

Two-Earners/Multiple Jobs Worksheet (See *Two earners or multiple jobs* on page 1.)

Note: Use this worksheet *only* if the instructions under line H on page 1 direct you here.

1	Enter the number from line H, page 1 (or from line 10 above if you used the Deductions and Adjustments Worksheet)	1	_____
2	Find the number in Table 1 below that applies to the LOWEST paying job and enter it here. However , if you are married filing jointly and wages from the highest paying job are \$65,000 or less, do not enter more than "3"	2	_____
3	If line 1 is more than or equal to line 2, subtract line 2 from line 1. Enter the result here (if zero, enter "-0-") and on Form W-4, line 5, page 1. Do not use the rest of this worksheet	3	_____

Note: If line 1 is **less than** line 2, enter "-0-" on Form W-4, line 5, page 1. Complete lines 4 through 9 below to figure the additional withholding amount necessary to avoid a year-end tax bill.

4	Enter the number from line 2 of this worksheet	4	_____
5	Enter the number from line 1 of this worksheet	5	_____
6	Subtract line 5 from line 4	6	_____
7	Find the amount in Table 2 below that applies to the HIGHEST paying job and enter it here	7	\$ _____
8	Multiply line 7 by line 6 and enter the result here. This is the additional annual withholding needed	8	\$ _____
9	Divide line 8 by the number of pay periods remaining in 2017. For example, divide by 25 if you are paid every two weeks and you complete this form on a date in January when there are 25 pay periods remaining in 2017. Enter the result here and on Form W-4, line 6, page 1. This is the additional amount to be withheld from each paycheck	9	\$ _____

Table 1

Table 2

Married Filing Jointly		All Others		Married Filing Jointly		All Others	
If wages from LOWEST paying job are—	Enter on line 2 above	If wages from LOWEST paying job are—	Enter on line 2 above	If wages from HIGHEST paying job are—	Enter on line 7 above	If wages from HIGHEST paying job are—	Enter on line 7 above
\$0 - \$7,000	0	\$0 - \$8,000	0	\$0 - \$75,000	\$610	\$0 - \$38,000	\$610
7,001 - 14,000	1	8,001 - 16,000	1	75,001 - 135,000	1,010	38,001 - 85,000	1,010
14,001 - 22,000	2	16,001 - 26,000	2	135,001 - 205,000	1,130	85,001 - 185,000	1,130
22,001 - 27,000	3	26,001 - 34,000	3	205,001 - 360,000	1,340	185,001 - 400,000	1,340
27,001 - 35,000	4	34,001 - 44,000	4	360,001 - 405,000	1,420	400,001 and over	1,600
35,001 - 44,000	5	44,001 - 70,000	5	405,001 and over	1,600		
44,001 - 55,000	6	70,001 - 85,000	6				
55,001 - 65,000	7	85,001 - 110,000	7				
65,001 - 75,000	8	110,001 - 125,000	8				
75,001 - 80,000	9	125,001 - 140,000	9				
80,001 - 95,000	10	140,001 and over	10				
95,001 - 115,000	11						
115,001 - 130,000	12						
130,001 - 140,000	13						
140,001 - 150,000	14						
150,001 and over	15						

Privacy Act and Paperwork Reduction Act Notice. We ask for the information on this form to carry out the Internal Revenue laws of the United States. Internal Revenue Code sections 3402(f)(2) and 6109 and their regulations require you to provide this information; your employer uses it to determine your federal income tax withholding. Failure to provide a properly completed form will result in your being treated as a single person who claims no withholding allowances; providing fraudulent information may subject you to penalties. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation; to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their tax laws; and to the Department of Health and Human Services for use in the National Directory of New Hires. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any Internal Revenue law. Generally, tax returns and return information are confidential, as required by Code section 6103.

The average time and expenses required to complete and file this form will vary depending on individual circumstances. For estimated averages, see the instructions for your income tax return.

If you have suggestions for making this form simpler, we would be happy to hear from you. See the instructions for your income tax return.

PROCESS SERVER SIGNATURE IMAGE

Process server agrees to provide an image of his/her signature to be used to electronically sign proofs of service generated by _____. By signing this form, Process Server agrees to allow the use of his/her electronic signature for the purpose of the signing of the proof of service related to their serve(s).

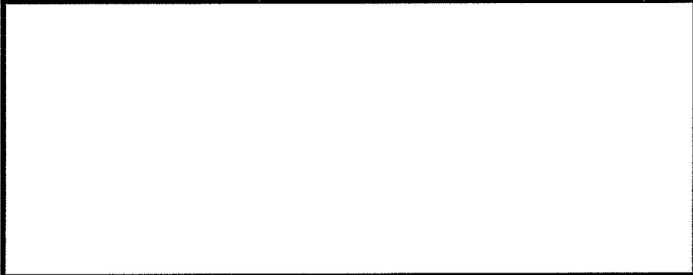
PROCESS SERVER (PRINT NAME)

Registration Number

County

Expiration Date

Process Server signature required in *blue/black ink*
Do not sign outside the lines. → → →





6. by _____ showing the address numbers in the attempt. If there are vehicles present, a separate picture is to be taken of the license plates.
7. Varied attempts are required to establish due diligence before an assignment can be deemed as “non-served with no contact. Within these varied attempts, the following are required:
 - a. Must show attempts to verify subject’s residency with a neighbor or apartment complex management.
 - b. Attempts various times and days (mornings, evenings and weekends) before 8am and after 7pm
 - c. Document attempts to call a phone number (if provided)
 - a. Reports license plate numbers of vehicles on premises (if available)
8. In the event a new address is obtained, follow these steps:
 - a. FIRST, report the bad address event in the Mobile App
 - b. THEN, add the new address in the Mobile App
 - c. FINALLY, begin attempts on the new address only if authorized by a RCMS manager.
9. Upon completion of a Rush Service, the requestor is to be notified from the field. If at that time the client requests any further needs, simply request them to email the main office
10. New requirement for 2018. Servers are to text the phone numbers provided
11. It is the server’s responsibility to notify the office if a bad address stays in their phone for over 2 days.
12. Payment is Bi-weekly on a Wednesday. All process server’s logs must be completed by the Monday of the payroll week.

I hereby certify that reviewed the above information and that I am not a good employee but a great employee capable of doing the work of 3 good employees.

Signature: _____

Date: _____



Guidelines and Expectations

The type of document you are serving, determines how the paper is to be served.

NEVADA RULES FOR SERVING PAPERS

- **The type of legal document you are serving tells you how they must be properly served**
- **If the person you are serving refused to provide their name you enter their name in as “John or Jane Doe” refused to provide name.**
- **Drop Service is only allowed when you 100% have confirmation (neighbors, picture, verbal, etc) that the person refusing to accept the paper work is the person you are trying to serve. Use this statement the reports section of Final status “Server called out that he was completing service by leaving the service documents on the ground as subject was present but refusing to come forth to personally accept. “**
- **Stake out or Wait time is only authorized by the client.**

SUMMONS AND COMPLAINT:

manner of service (personal or substituted) In most cases these papers can be sub-served at the home address unless instructed otherwise or accompanied by a paper that must be served personally, such as an order. If personal service cannot be obtained, the person you are sub serving the papers must also reside at the same address and be over 14 years of age.

You may not sub-serve to the housekeeper or the babysitter if they do not at the home/

Try to get the relation other than “co-resident” between the person you are sub-serving to and the subject.

DO NOT SUB-SERVE A SUMMONS AND COMPLAINT AT A PLACE OF BUSINESS.



DROP SERVICE is only allowed when the server has a 100% verification that the person lives at the address along with a complete physical description as the paperwork was left in the presence of the subject, yet refusing to come forth to personally accept.

This is not good service and you will have to correct it.

SUMMONS AND COMPLAINT FOR DIVORCE:

This paper should be attempted ASAP, and a personal service is preferred. [f it appears that you will not be able to serve it personally, sub-service is ok but always make sure never to SUB-SERVE A DIVORCE OR CUSTODY PAPER TO A CHILD.

AFFIDAVIT AND ORDER:

Manner of service dropdown: (personal or substituted) This paper is essentially the same as a summons and Complaint from a Nevada small claims court. The same rules apply as SUMMONS and COMPLAINT

SUBPOENA This is a paper ordering someone to testify in court. This paper is a **personal service only**. The only exception is if the person you are trying to serve is there but refuses to come forth. For example, you are trying to serve John Doe and his wife is at the door telling you he is home but he doesn't want the papers and will not come to the door to accept them, In this situation you may give the papers to the wife. Try to get her name and description, Write on your cover sheet a brief explanation of what happened and why you served the paper this way. Make sure to enter the additional service information in the report section of your app.

SUBPOENA DUCES TECUM:

Manner of service (BUSINESS)

This is a paper that is usually requesting records and will commonly be accompanied by a witness fee check. It will usually be addressed to



A business or a "Custodian of Records" and may be served to anyone in charge when addressed as such. There may be personal service requested if you have a Subpoena Duces Tecum that is addressed to an individual requesting them appear to a deposition with records

ORDER : An order may not be sub-served. All orders are personal service unless instructed otherwise. The only exception is an affidavit and order.

EVICTION, NOTICE TO QUIT, etc. These can be served or posted to the front door with tape on the very first attempt. All must be done SAME DAY.

I hereby certify that reviewed the above information and that I am not a good employee but a great employee capable of doing the work of 3 good employees.

Signature: _____ Date: _____



Guidelines and Expectations

Bad Address Reports

How use the correct terminology when entering a Bad Address through the phone.

Bad address:

1. Select Diligence Item: **BAD ADDRESS:**
2. Always talk in 3rd person using “**server spoke to**”
3. Mandatory questions to ask current residents after they indicated to you that subject does not live at the address provided. Attempt to ask the questions in this order.
 - a. How long have they lived at the address?
 - b. Do they know the subject or does the name sound familiar?
 - c. If a house, do they rent or own the property?
 - d. Ask for their name. Best way to convince them to give there is name tell them you need it as it is a court requirement. If they refuse to give their name enter it as “**jane or john doe**” **refused to give name.**
4. If the people refuse to give any information, then talk to neighbors.
Neighbors love to tell all
5. If you are at an apartment complex include the name of the complex in your report. Speak with the apartment manager if possible. Get the phone number of the complex.
6. If the address is VACANT. Include in your report what factors led you to believe the address was vacant. Examples: **Blinds open, no furniture inside, Eviction notices posted to the door, card still on the door from previous attempts so server spoke to neighbors who confirmed.**



7. If the BUSINESS address is a BAD ADDRESS:

- a.** Indicated the name of the current business.
- b.** Get the name of person you spoke to and their title and phone number. Phone numbers are very important just in case you do not ask all the needed questions. You can always call that person back up for more information.
- c.** **Before turning the papers in GOOGLE search for the business you are trying to locate. Call the phone number and attempt to get their new address.**
- d.** If you are at the correct address and they are refusing to accept, do not leave the address until you have spoken with someone in our office.
- e.** If the papers are a RUSH, call the client while you are still at the address. If they give further instructions ask them to email the new instructions to the office. process@renocarson.com

I hereby certify that reviewed the above information and that I am not a good employee but a great employee capable of doing the work of 3 good employees.

Signature: _____ Date: _____