

Service of Process Policy



Service of Process occurs when a Process Server presents a Writ or Summons regarding legal proceedings. Postal Palm Springs Team Members act as Agents on behalf of our Private Mailbox (PMB) Customer when we accept these documents and deliver them to our PMB Customer. Process Servers may present these documents to any of our Team Members during our store's normal operating hours. A Process Server should not be confused with a Law Enforcement Agency who, with a signed and recorded court order, may make inquiries about Postal Palm Springs PMB Customers. All Law Enforcement Agency inquiries should be referred to management for compliance with their inquiry.

When Service of Process occurs Team Members must make note of the Defendant's Name, as stated on the Writ or Summons, proceed to a private computer away from the Process Server and any other customers to research if the Defendant listed is our Private Mailbox Customer, never rely on your memory, and always confirm via a mailbox lookup.

As a Team Member at Postal Palm Springs, you may never provide any information regarding our customers, including their Private Mailbox Number (PMB), the only exception is to confirm or deny the Defendant, as listed on the Writ or Summons, is or is not a Postal Palm Springs Private Mailbox Customer. In the event a Process Server engages in intimidation tactics to solicit additional information your only reply is to tell them you are not authorized to provide any additional information. Be careful to ensure the name on the mailbox is an exact match to the name on the Writ or Summons, a partial match is not a match and must not be accepted. In the event of a partial match the response is that the Defendant is not our customer.

A Process Server might ask if the Defendant has ever been a Postal Palm Springs Private Mailbox Customer. When asked you should further research if the Defendant had previously been a PMB Customer, if their PMB had been closed within 24 months you may accept the writ or summons and proceed with the instructions on the Service of Process Form, since the PMB is closed you will mail the original to the last known address on file and attach a copy to the Service of Process Form.

The Postal Palm Springs Service of Process Form is stored in the online Forms Folder under Cashiers. The Service of Process Form must be completed in a timely manner and always on the day the service occurs. Remember, Service of Process is a highly confidential matter for our mailbox customers. Being served does not make our mailbox customer at fault but simply means another party has a grievance which requires resolution. Never leave these confidential documents anywhere that someone else can read them, do not review the documents yourself as the content is not our concern. Our only responsibility is to follow the procedures as listed on the Service of Process Form.

Signature:

Name (print):

_____ Date: _____