

# WICSEC 2015

**FORT WORTH**  
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

## E-Service

The Paperless Approach

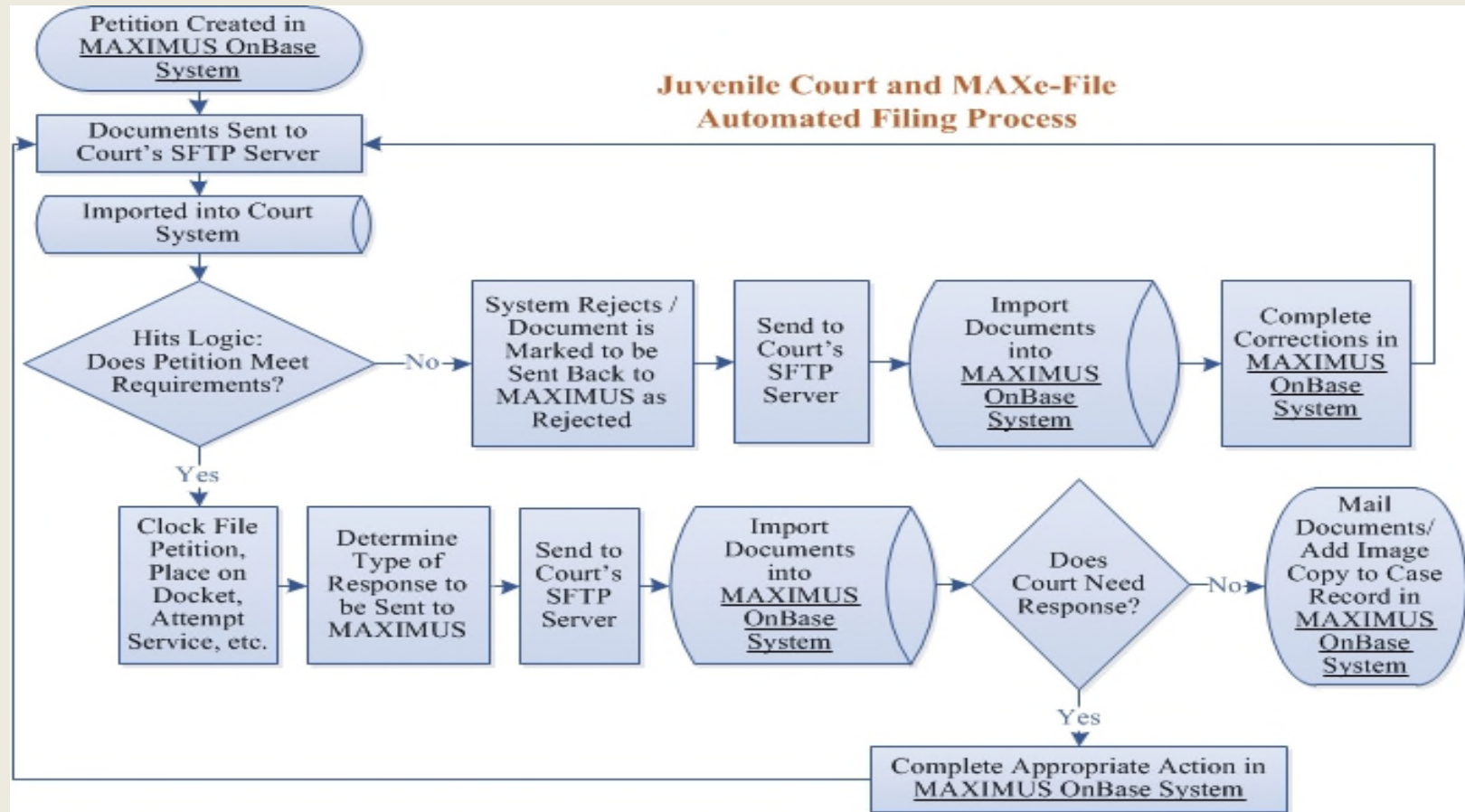


# The Paperless Approach

## The Shelby County, TN (Memphis)

- Worked closely with the Juvenile Court to develop an E-File system that enables full electronic capability
- Create, review, approve, and send documents electronically
  - Pleadings (creation, review, and approval)
  - Summons / Service (outgoing and incoming)
  - Orders

# The Paperless Approach (con't)



# The Paperless Approach (con't)

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Key benefits include:

- Immediate access to case information by multiple staff
- Improved customer service
- Reduction in physical space required to store files
- More organized and professional work environment
- Enhanced security, disaster recovery, and protection against loss

# So, Where's the Green Card?

- When USPS Certified Mail letters are delivered the proof of each letters delivery is available with [Electronic Return Receipt](#).
- Old-fashioned green cards can easily get lost, they are difficult to file and store, and they cost \$2.80 each.
- Electronic Return Receipts provides the mailer 'proof of delivery' for each [USPS Certified letter](#) mailed in the United States.
- The U.S. Postal Service began providing electronic proof of Certified Mail letter delivery in 2001.
- When a USPS Certified Mail letter is delivered the delivery information is recorded by USPS as proof of letter delivery and is provided like the old-fashioned Green Card.

\*USPS

# Getting to Service

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- Electronic Locate Resources
  - Accurint
  - CLEAR
  - TLO
  - Social Media

# What's Next?

- In the UK, the High Court allowed an injunction to be served via Facebook
- In Australia, a foreclosure notice was ordered to be sent to the delinquent homeowners via Facebook.
- Under Canada's rules of alternate service, notice of a claim was sent to the defendant both through his employer, and via Facebook.
- In New Zealand, a the initial complaint in a business dispute was allowed to be served on the missing defendant through a company Facebook page.

\* Law Blogger