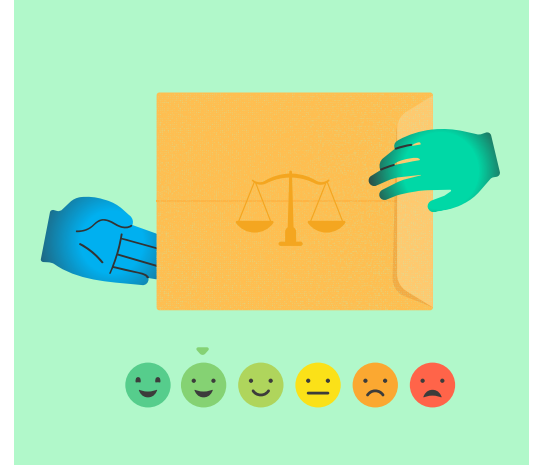


The Process Server Evaluation Scorecard for Law Firms



For law firms, a reliable process server is a critical part of effective case management and smooth legal proceedings. This scorecard tool helps you evaluate process server performance, ensuring your firm aligns with vendors who deliver accuracy, timeliness, and compliance for sustained competitive advantage.

Scorecard

Instructions: Rate your provider on a scale of 1 to 5, where 1 is "Poor" and 5 is "Excellent." Add your scores—higher totals indicate a stronger provider. The maximum score is 85.

	Criteria	Rating (1-5)
Service Quality	Accuracy of Service: Does the process server accurately deliver documents as instructed on a consistent basis?	
	Timeliness: Are documents typically served within the requested timeframe?	
	Attention to Detail: Does the server verify details like recipient’s identity and address?	
	Completion of Affidavit of Service: Is documentation typically thorough, legible, and completed correctly?	
Communication	Clarity of Communication: Does the server clearly communicate any issues or delays?	
	Responsiveness: Does the server promptly respond to calls, emails, or messages?	
	Proactiveness: Is the server proactive in providing updates on the service status?	
	Transparency: Does the server clearly explain processes, policies, and potential outcomes?	

Problem Resolution	Adaptability: How well does the server handle unexpected issues (e.g., address changes, evasive recipients)?	
	Problem-Solving Ability: Does the server take appropriate actions to resolve challenges?	
	Notification of Unsuccessful Attempts: Does the server promptly notify me if service attempts were unsuccessful?	
Compliance & Legal Knowledge	Adherence to Legal Requirements: Does the process server follow all state and local laws?	
	Confidentiality: Does the server handle sensitive case information securely and discreetly?	
	Knowledge of Legal Processes: Does the server demonstrate a solid understanding of rules and procedures?	
Technology & Tracking	Use of Technology for Real-Time Updates: Does the server offer GPS tracking or time-stamped photos?	
	Online Access to Status Updates: Does the server enable me to track progress or view service details online?	
	Proof of Delivery Documentation: Is documentation available online or accessible on time?	

Additional Comments:

Total Score: ___ / 85

Overall Rating (Average): ___ / 5

Time for a Change?

If your scorecard results suggest you need a new vendor, Rapid Legal is here to help. We offer nationwide process serving with transparent pricing, eFile Proof After Serve, and real-time updates. [Schedule a call](#) or [book a demo](#) today.

