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MAAPPS News

As a founding member of [MAAPPS](#), ALIASS invites you to learn more about this organization dedicated to the process serving industry. To see if we have an event scheduled in your area, please visit us online at www.maapps.org.

August 2013

Be Our Guest to Save on ALIASS Services in August!

Customer Service Reflections From Turn of the Century

Greetings!

Customer service. Everyone says they have the best customer service and that they are dedicated to quality support. However, I am constantly reminded of a great book I read over a decade ago (yes, it made that much of an impression!). The book is "[Be Our Guest](#)" by Ted Kinni, and in researching for this article, I discovered it was [reprinted again in 2011](#). Yet another testament to the timeless desire to enhance one's customer service levels!

This book has many lessons for business owners, front office staff and really anyone who interacts with customers and clients, but I always come back to one basic lesson: Everyone is your competitor when it comes to customer service. Really, everyone.

Ask any individual about their best customer service experience. Undoubtedly, the responses will be drastically varied - a bank, a mechanic, a restaurant, even Disney World. You can bet that with each and every interaction with every business and organization thereafter are compared to that stand-out experience.

We take customer service very seriously at ALIASS. After a recent survey of clients, we have earned **100% customer satisfaction** and we couldn't be more thrilled! As a small token of our appreciation, we would like to extend to our existing clients the opportunity to enjoy



\$100 off of an investigation or \$5 off any other service during the month of August. All you need to do to qualify is share your ALIASS experience by forwarding this enews with the coupon below to a friend who becomes a new ALIASS client. The new client will also enjoy the same discount for having a loyal friend like you!

Are You Dating a Catfish?

Although you may not spend your time watching MTV (Who remembers the debut of Real World Season 1?), a new docudrama television series called Catfish premiered in 2012 and caused online daters to stop and consider ... Is the person you are chatting with really who they say they are?



According to online dating definition, a Catfish is a person who creates fake profiles, pretending to be someone else using their information and photographs and identity. The MTV series Catfish launched following a documentary film in which the TV show's narrator, Nev Schulman, went to meet his new online love only to find ...

[Click here to read the rest of this article.](#)

Serving Subpoena Duces Tecum Documents



In Virginia, when serving a Subpoena Duce Tecum (SDT) or a subpoena for production of evidence, you have to be sure that service is made at least 14 days prior to the hearing date or request for documents date that attorneys have listed on the SDT. If it is not served prior to that 14 day window, the recipient can request that the SDT be quashed.

Virginia Code 13.1-637 indicates that a corporation's Registered Agent is the corporation's agent for service of process. Even though the statute requires a Registered Agent to make themselves available, ...

[Click here to read the rest of this article.](#)

In closing, I would like to personally invite you to try our new [Request Service](#) form on our website. This form was designed to offer a 24-hour, 7 days a week portal through which you can request ALIASS services. Everything you need to provide for a quote is contained in this online form, including submitting related documentation and multiple service request capabilities. Once received, the ALIASS team will be in contact to take the next steps towards fulfilling the requested services.

We hope you will find that this tool provides enhanced conveniences for your day-to-day needs.

Sincerely,

Steven P. Harris
CEO & President
American Legal Investigations & Support Services

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**SHARE
AND
SAVE**

Share with a Friend and Save \$\$\$

All you have to do to qualify is forward this enews to a friend to share your positive customer service experience with ALIASS.

If they sign up as a new ALIASS client, you both are eligible for \$100 off of a private investigation or \$5 off of any other service, including process service.

Where else can you save big for being a loyal friend?

Offer Expires 9/1/2013