

## USER GUIDE FOR SYC PORTAL

**Service of Originating Summons** 

## Syariah Court Detailed User Guide for Public Users



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The Originating Summons for divorce together with the relevant documents <u>must be served</u> i.e., brought to the Defendant's notice within 12 months from the date of filing of the Originating Summons by the Plaintiff or Plaintiff's Lawyer. Types of Service of Originating Summons:

- 1. Service of Originating Summons via SYC Portal.
- 2. Service of Originating Summons via Registered Post.
- 3. Service of Originating Summons via Personal Service.
- 4. Service of Originating Summons via Substituted Service (Summons (Application for Substituted Service) and Affidavit required to be filed).

For more details, please refer to :

https://www.syariahcourt.gov.sg/Divorce/Process-Divorce-Proceedings/Service-of-the-Originating-Summons

You are required to select and update the method you have selected via the Service of Originating Summons function.

# Service of Originating Summons from Dashboard (Selecting method of service)

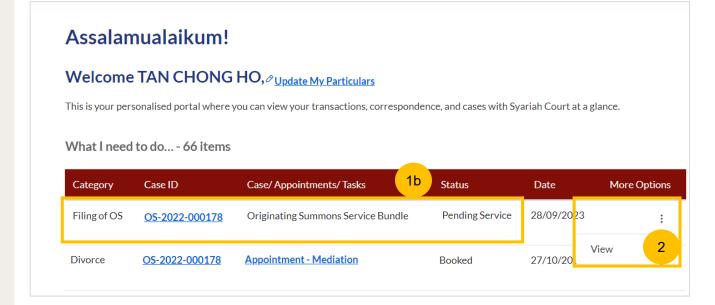
## Service of Originating Summons - From Dashboard

If you have filed the Originating Summons via SYC portal in eform, you will receive a task on your Dashboard: "Originating Summons Service Bundle" with status <u>Pending Service</u>.

This task will be available for one year in your dashboard after your filing of Originating Summons is accepted. You are required to serve the Originating Summons on the Defendant / Defendant's Lawyer within this period.

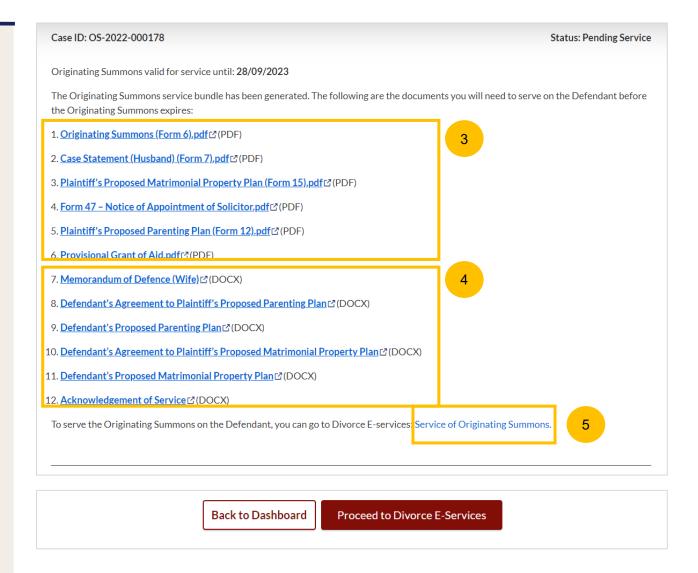
Click on the **3 dots** under More Options and select **View** to start the update on Service of Originating Summons. Alternatively, you can click on the Case ID hyperlink.





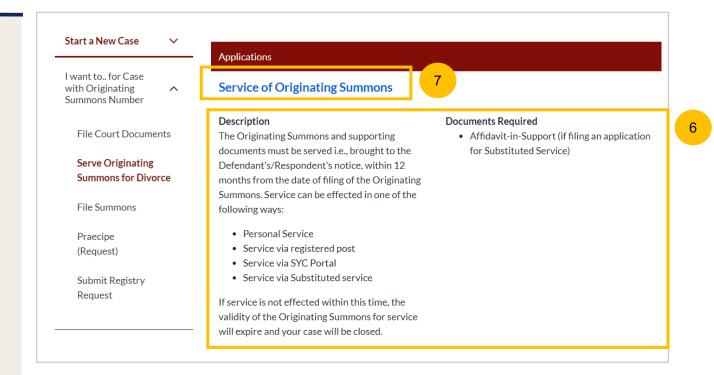
## Service of Originating Summons - From Dashboard

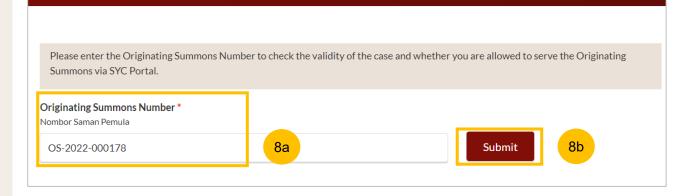
- You will find a bundle (set of documents) of the
  Originating Summons and accompanying documents. The files in
  PDF format are generated and endorsed court documents of filed
  and accepted documents and consist of:
  - Originating Summons (Form 6)
  - Case Statement Husband or Wife (Form 7 or 8, depending on the Plaintiff's gender)
  - Agreed Matrimonial Property Plan, or Plaintiff's Proposed Matrimonial Property Plan (Form 13 or 15, if applicable)
  - Agreed Parenting Plan, or Plaintiff Proposed Parenting Plan or (Form 11 or 12, if applicable)
- The next set of files are DOCX (MS. Word) blank documents. These documents are required to be served on the Defendant.
  - Please download all the files in 3 and 4 (and print if necessary) to serve it to the Defendant.
- To proceed to update Service of Originating Summons, click on the hyperlink Service of Originating Summons. Alternatively, you can click on Proceed to Divorce E-Services.



## Service of Originating Summons - From Dashboard

- You will be directed to Divorce E-Services > I want to...for Case with Originating Summons > Service of Originating Summons page. Please read the Description & Documents required.
- Click on the hyperlink on Service of Originating Summons to continue.
- You will be directed to the Case Access page. Key in the Originating Summons Number. Click on **Submit**.





## Service of Originating Summons - From Dashboard

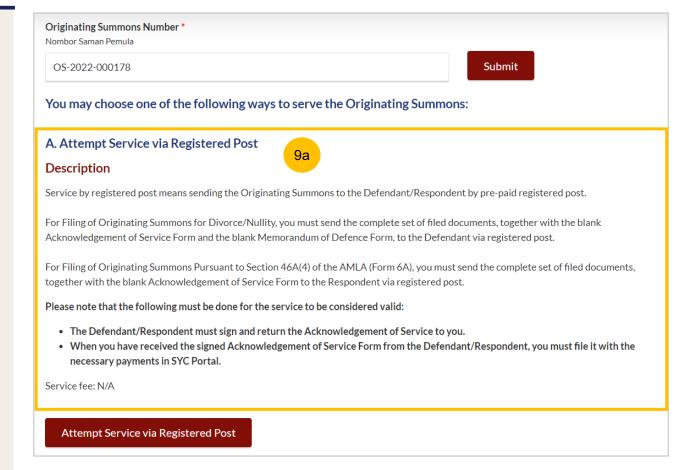
- 9
- You will find a selection of available options to Serve the Originating Summon, such as :
- a) Attempt Service via Registered Post
- b) Attempt Service via SYC Portal
- c) File Summons (Application for Substituted Service and Affidavit)
- d) Personal Service Attempt

For more details on each method of service, please refer to : <a href="https://www.syariahcourt.gov.sg/Divorce/Process-Divorce-Proceedings/Service-of-the-Originating-Summons">https://www.syariahcourt.gov.sg/Divorce/Process-Divorce-Proceedings/Service-of-the-Originating-Summons</a>

## Notes:

Once you have selected a method, **you are unable** to change the method of attempt of service, until 21 days after the date of selection.

Once 21 days has lapsed and you have not taken action on the Task for that method of service, the system will send a new Task for you to provide Originating Summons Status Update on your dashboard, and you will be able to select a new Method of Service.



## Service of Originating Summons - From Dashboard

- 9 ((
- (Continued) You will find a selection of available options to serve the Originating Summons, such as :
  - a) Attempt Service via Registered Post
  - b) Attempt Service via SYC Portal
  - c) File Summons (Application for Substituted Service and Affidavit)
  - d) Personal Service Attempt by Court Process Server

For more details on each method of service, please refer to: <a href="https://www.syariahcourt.gov.sg/Divorce/Process-Divorce-Proceedings/Service-of-the-Originating-Summons">https://www.syariahcourt.gov.sg/Divorce/Process-Divorce-Proceedings/Service-of-the-Originating-Summons</a>

## Notes:

Once you have selected a method, **you are unable** to change the method of attempt of service, until 21 days after the date of selection.

Once 21 days has lapsed and you have not taken action on the Task for that method of service, the system will send a new Task for you to provide Originating Summons Status Update on your dashboard, and you will be able to select a new Method of Service

### B. Attempt Service via SYC Portal



### Description

Service via SYC Portal means sending the Originating Summons to the Defendant/Respondent via SYC Portal. The Defendant/Respondent must have a valid email address and must login to SYC Portal and indicate acceptance of service of Originating Summons.

If the Defendant/Respondent fails to accept service of the documents via SYC Portal, you will need to serve the Originating Summons on the Defendant/Respondent by an <u>alternative method</u>  $\mathbb{C}^2$ 

Service fee: \$2 (per document per party)

### Attempt Service via SYC Portal

## C. File Summons (Application for Substituted Service)

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### Description

Substituted service is an alternative mode of service when personal service or service by registered post cannot be effected. Substituted service can only be done with the Court's permission.

If personal service, or service by registered post, of the Originating Summons is unsuccessful or impossible (such as because the Defendant's/Respondent's whereabouts are unknown), the divorce proceedings must be brought to the Defendant's/Respondent's notice by alternative methods such as:

- · newspaper advertisement
- registered post (without the need for Defendant to return the Acknowledgement of Service)
- · electronic mail

You may apply to the Court for an order for substituted service. The application is made by filing a summons with a supporting affidavit.

Important: You should not carry out the substituted service until you have obtained the Order of Court.

Service fee: N/A

### File Summons (Application for Substituted Service)

As the Defendant/Respondent is in prison, you will need to serve the Originating Summons via Personal Service by Court Process Server:

### Personal Service Attempt by Court Process Server

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### Description

Personal service is one of the ways in which the Originating Summons is served on the Defendant/Respondent. It may only be effected by a process server of the Court.

As the Defendant/Respondent is in prison, you may attempt service of the Originating Summons by the Court Process Server. The Court Process Server will make ONE attempt to serve the Originating Summons on the Defendant/Respondent. You will be updated via SYC Portal whether the service was successful. If unsuccessful, you must serve the Originating Summons by an supporting affidavit?.

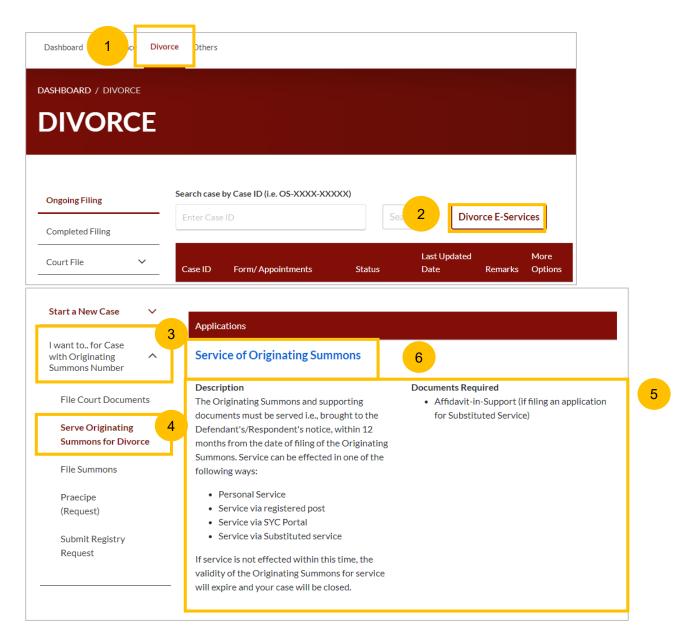
Service fee: \$29

Pay for Personal Service Attempt by Court Process Server

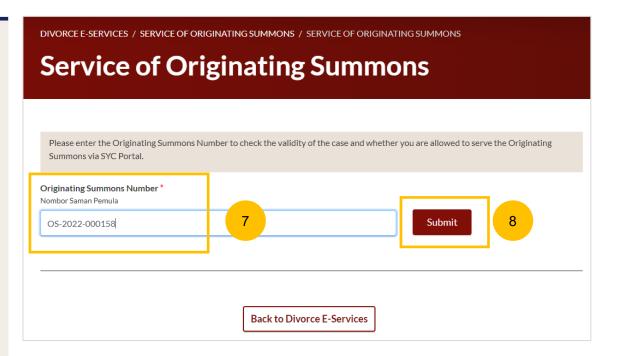
# Service of Originating Summons from Divorce E-Services (Selecting method of service)

## Service of Originating Summons – From Divorce E-Services

- To update Service of Originating Summons from Divorce E-Services, navigate to the **Divorce** tab.
- Click on "Divorce E-Services".
- Click on I want to ..for Case with Originating Summons Number
- 4 Select Serve Originating Summons for Divorce.
- Please read through the Description & Documents Required.
- To continue, click on the hyperlink on Service of Originating Summons



- 7 Key in the Originating Summons Number (minimum 5, maximum 20 digits).
- Click on **Submit** to validate the Originating Summons Number. If you have case access, you will find a selection of available options to serve the Originating Summons. Refer to pages [10 and 11] of this guide for more details.



## Attempt Service via Registered Post

## **Attempt Service via Registered Post**

- If you would like to serve the Originating Summons via Registered Post, navigate to option A. Please read through the description for information on this method of service.
- To select this method, click on **Attempt Service via Registered Post**.

## A. Attempt Service via Registered Post



## Description

Service by registered post means sending the Originating Summons to the Defendant/Respondent by pre-paid registered post.

For Filing of Originating Summons for Divorce/Nullity, you must send the complete set of filed documents, together with the blank Acknowledgement of Service Form and the blank Memorandum of Defence Form, to the Defendant via registered post.

For Filing of Originating Summons Pursuant to Section 46A(4) of the AMLA (Form 6A), you must send the complete set of filed documents, together with the blank Acknowledgement of Service Form to the Respondent via registered post.

Please note that the following must be done for the service to be considered valid:

- The Defendant/Respondent must sign and return the Acknowledgement of Service to you.
- When you have received the signed Acknowledgement of Service Form from the Defendant/Respondent, you must file it with the necessary payments in SYC Portal.

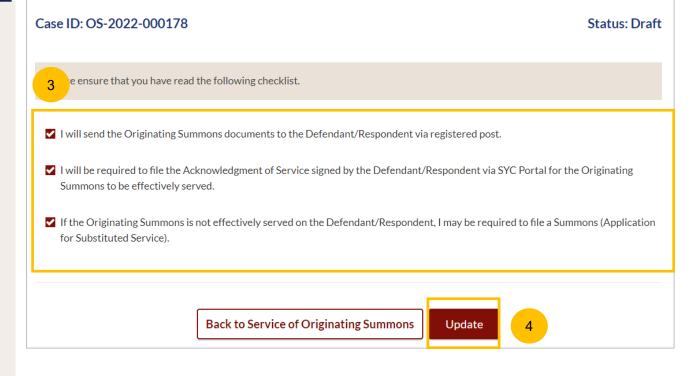
Service fee: N/A

Attempt Service via Registered Post

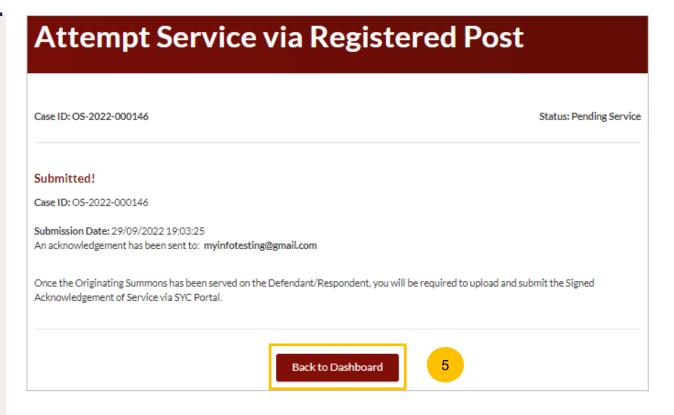


## **Attempt Service via Registered Post**

- Read the checklist and confirm each point by clicking on the checkbox. The **Update** button will only be enabled once you have ticked all the checkboxes.
- To proceed with the selection, click on **Update**. Alternatively, you can click on **Back to Service of Originating Summons** and will be directed to the Service of Originating Summons page.



Once you have clicked **Update** in step no. 4, you will find the completion screen. Click on **Back to Dashboard** to go back to Dashboard.

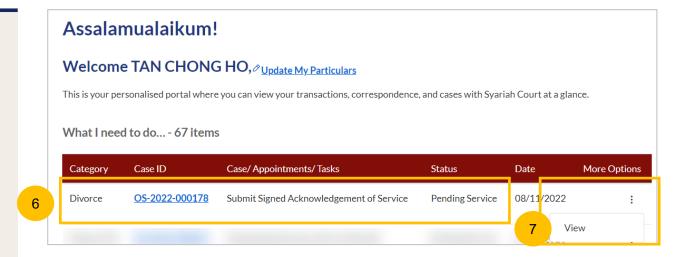


If you have selected Attempt Service via Registered Post, you are required to send or serve all the documents in the **Originating**Summons Service Bundle (refer to the images for steps 1(a), 3 and 4 in slides 7 and 8 on the Defendant via registered post.

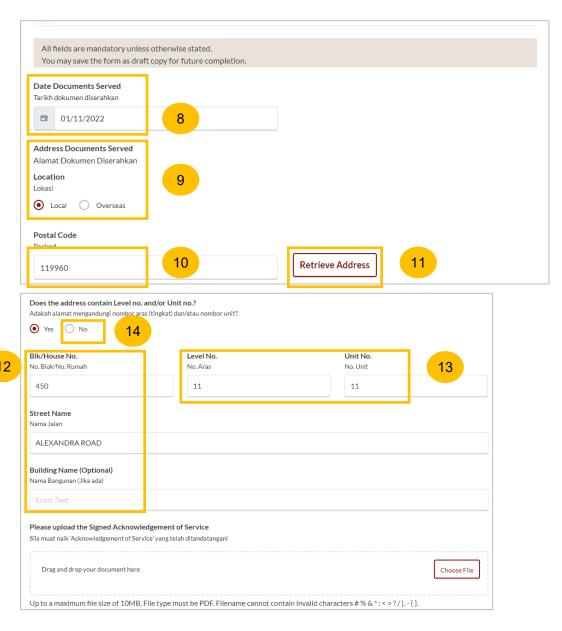
In order for the service to be considered valid, the Defendant must sign and return the Acknowledgement of Service Form to the Plaintiff, and the signed Acknowledgement of Service Form must be filed.

You will find a task on your Dashboard to Submit the Signed Acknowledgement of Service Form .

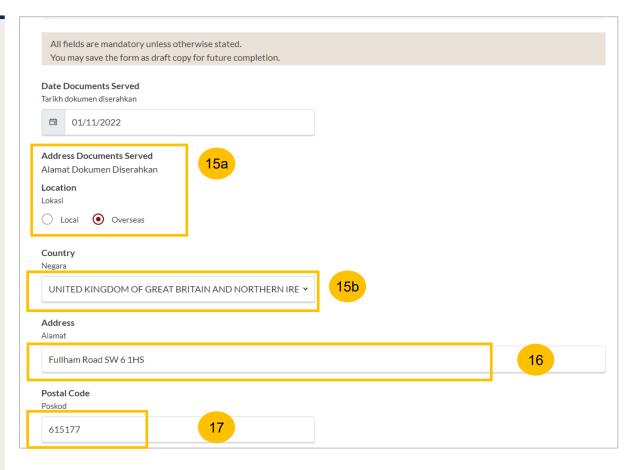
Click on the **3 dots** under More Options and click **View** to file the signed Acknowledgement of Service Form. Alternatively, you can click on the Case ID hyperlink.



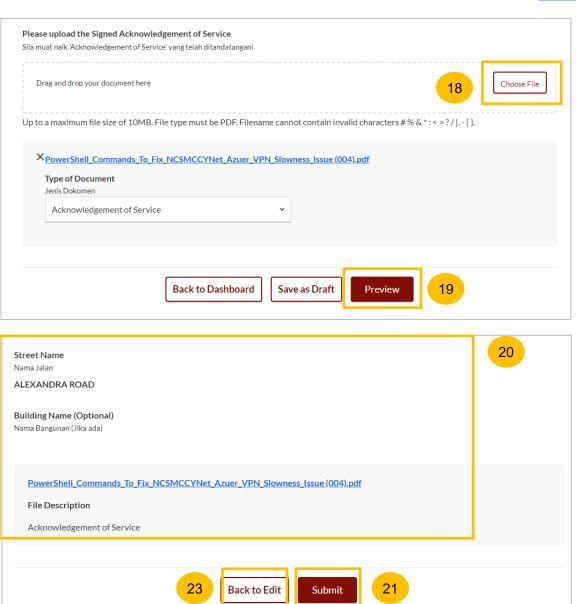
- 8 Key in the date when the documents were served, under the **Date Documents Served** tab.
- On the **Address Documents Served** tab, specify whether the address is :
  - a) Local, or,
  - b) Overseas
- 10 If you select **Local** address, key in the postal code.
- 11 Click on Retrieve Address.
- Verify Block/House Number, Street Name & Building Name that will be auto populated.
- 13 Key in **Level No.** and **Unit No**.
- If the address does not have a Level no. or a Unit No. select NO to the question "Does the address contain Level no. and/or Unit no.?"



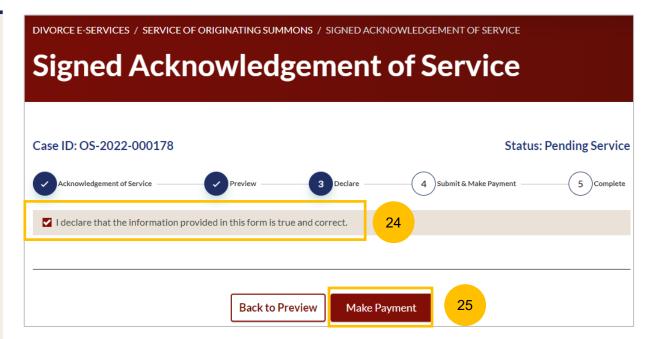
- 15 If you select **Overseas** Address, select the **Country** from the dropdown list.
- 16 Key in the Address.
- 17 Key in the Postal Code.



- To upload the signed Acknowledgement of Service Form, click on the **Choose File** button and upload the form in PDF format.
- Once all fields are keyed in, and the Acknowledgement of Service Form is uploaded, the **Preview** button will be enabled. Click on **Preview** to view the Form in non-editable format before submission.
- In the **Preview Mode**, verify all the keyed-in information & uploaded file.
- 21 Click Submit to continue.
- Alternatively, click on Back to Edit to revert to edit mode.



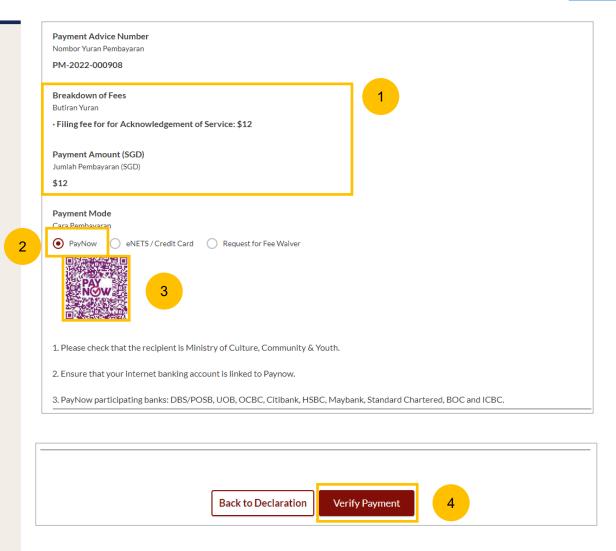
- On the **Declare** section, read and confirm the declaration by clicking on the checkbox.
- Click on Make Payment to continue.



## Make Payment

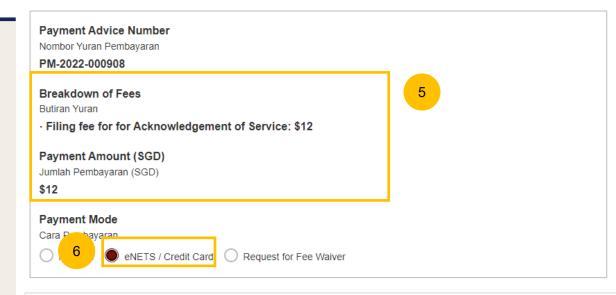
## Payment - PayNow

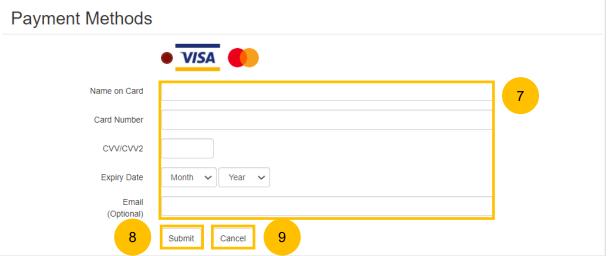
- 1 On the payment page, verify the breakdown of filing fees and the total amount.
- Select Payment Mode. The default selection is PayNow.
- Scan the QR code, proceed to pay by your PayNow mobile app.
- Click on Verify Payment.



## Payment - E-Nets/Credit Card

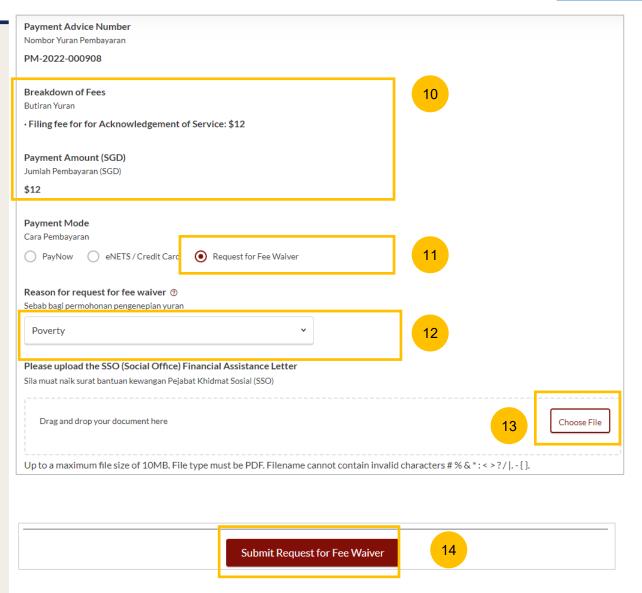
- On the payment page, verify the breakdown of items, fees and total amount.
- 6 Select E-Nets/Credit Card as the payment mode.
- 7 Key in your card details such as Name on Card, Number, CVV/CVV2, card expiry date & optional email address.
- 8 Click on Submit. Perform 2FA authorisation to pay on your mobile app/-SMS/email if required.
- Or click Cancel to cancel the payment.





## **Request Fee Waiver**

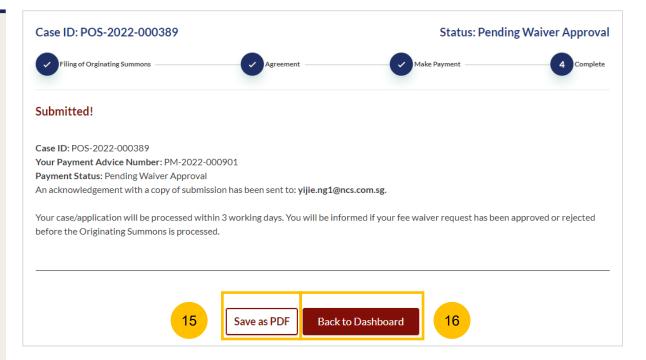
- On the payment page, verify the breakdown of items, fees and total amount.
- 11 If you are a SingPass user, you will be able to select Request Fee Waiver.
- Once you have selected Request Fee Waiver, provide the **Reason for fee waiver request.**
- 13 You will be required to upload the supporting documents, for example, your Financial Assistance Letter. Click on the **Choose File** button and upload the document.
- Click on Submit Request for Fee Waiver to submit the request.



## **Service of Originating Summons – Make Payment**

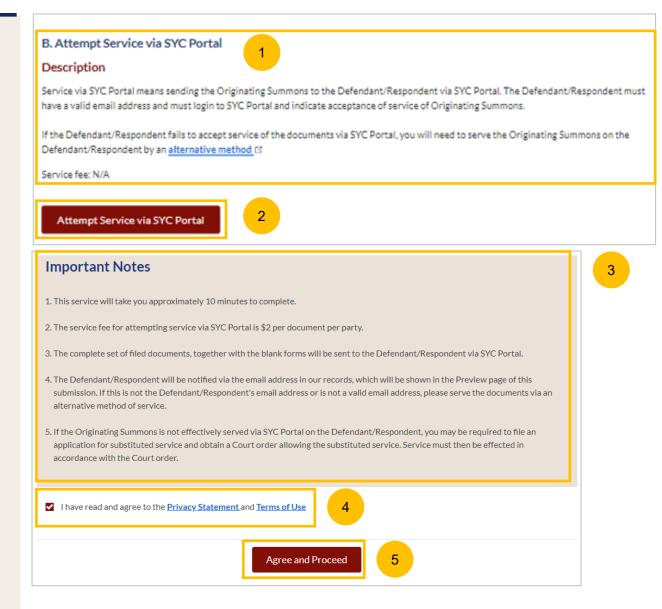
## Complete

- 15 Completion screen. You can click **Save as PDF** to save the acknowledgement of filing in PDF format.
- Or you can click **Back to Dashboard** and will be redirected back to the dashboard.

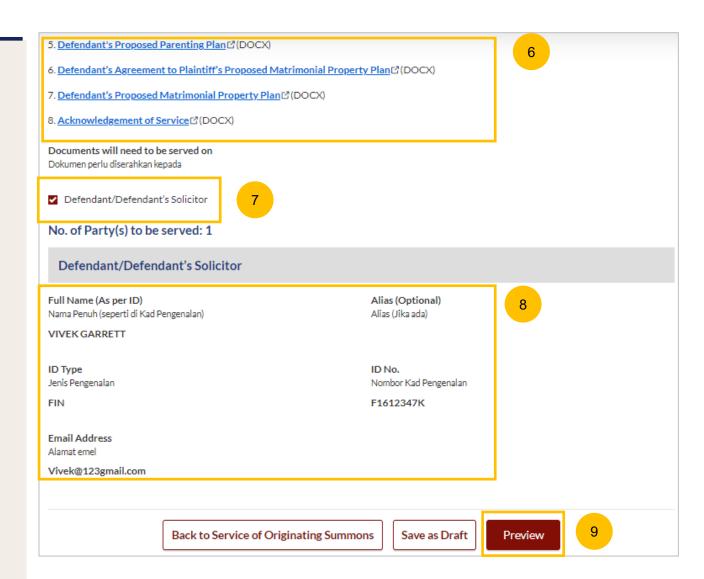


## Attempt Service via SYC Portal

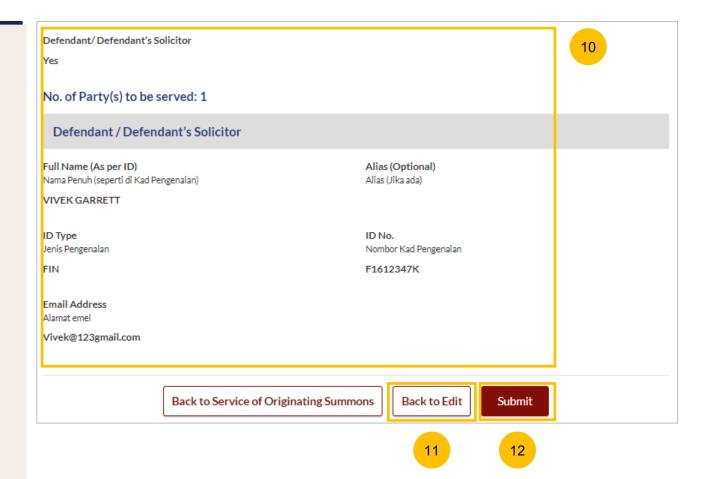
- 1 If you choose to serve the Originating Summons via the SYC Portal, navigate to the Option B. Please read the description.
- To select this method, click on Attempt Service via SYC Portal.
- You will be directed to the Important Notes. Please read through the Important Notes.
- You will need to tick that that you have read and agree to the Privacy Statement and Term of Use before the Agree and Proceed button is enabled
- Click on Agree and Proceed to continue.



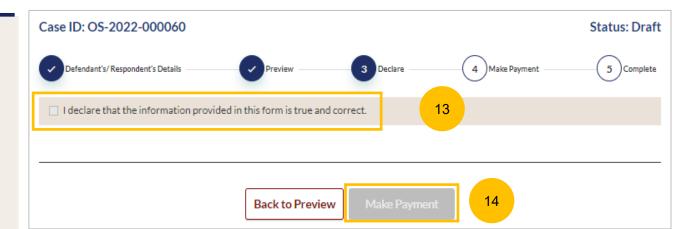
- 6 You will find a list of the documents in the Originating Summons Service Bundle.
- Choose the party on whom the documents will need to be served by selecting the checkbox.
- Verify the Defendant/Defendant Solicitor's Details.
- 9 Click on **Preview** to view the information in non-editable format before submission.



- 10 Verify the form in Preview Mode.
- If there are changes to be made in the preview page, click on **Back to Edit**
- If there are no changes to be made, click on **Submit.**



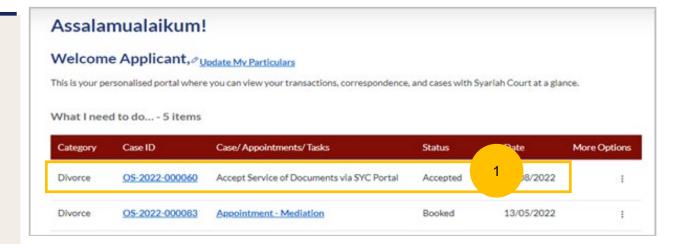
- In the **Declare** section, select the checkbox to make the declaration.
- Click on **Make Payment** to continue. Please refer to pages 24 to 28 on how to Make Payment.

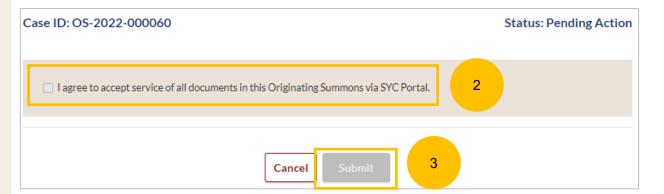


## Defendant's View & Action (Service via SYC Portal)

## **Attempt Service via SYC Portal – Defendant's View**

- If Attempt Service via SYC Portal is selected by the Plaintiff/ Plaintiff's lawyer, once the Defendant logs in to SYC Portal, the Defendant will receive a Dashboard task to **Accept Service of Documents via SYC Portal**. Click on the hyperlink of the Case ID for that task.
- At the declaration page, tick the checkbox to accept service of the documents via SYC Portal and the **Submit** button will be enabled.
- 3 Click on Submit.



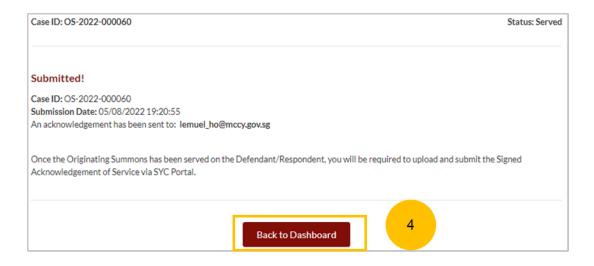


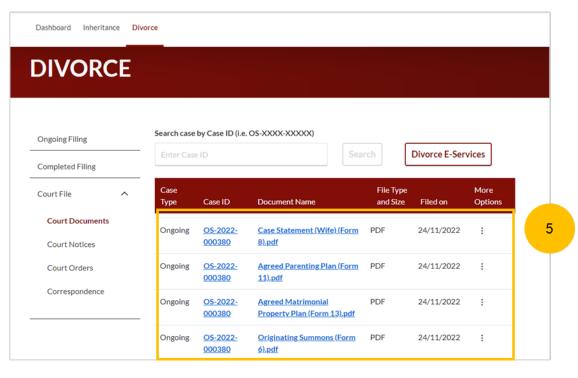
## **Attempt Service via SYC Portal – Defendant's View**

The submission page will be displayed.

Click on Back to Dashboard, to return to the Dashboard.

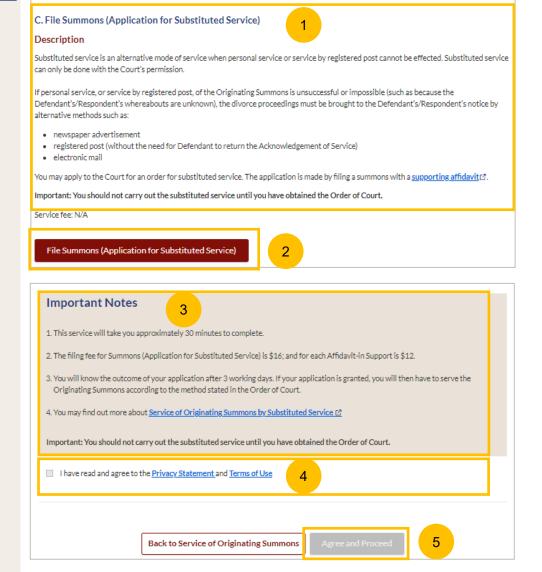
The Originating Summons Service bundle will be available to the Defendant in the **Court File > Court Documents** folder.





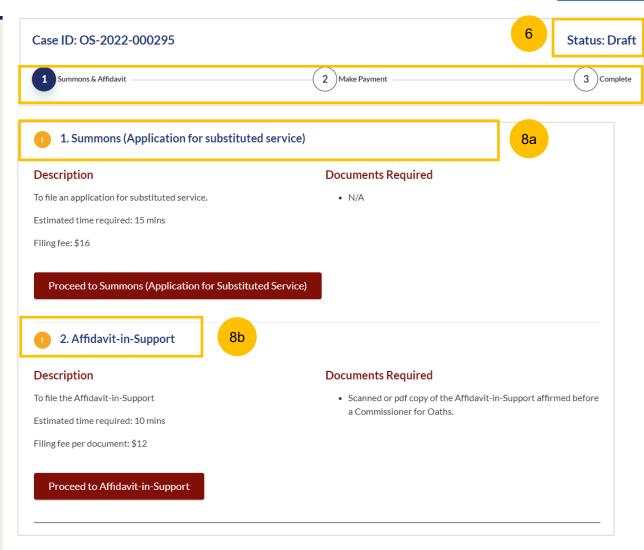
## File Summons (Application for Substituted Service)

- 1 If you choose to serve the Originating Summons by filing a Summons (Application for Substituted Service), navigate to Option C and click on File Summons (Application for Substituted Service).
- Please read through the description for information on this mode of service.
- Once you click on **File Summons (Application for Substituted Service)**, you will be directed to the Important Notes. Please read through the Important Notes
- Select the checkbox to confirm that you have read and agree to the Privacy Statement and Term of Use.
  - The **Agree and Proceed** button will only be enabled thereafter.
- Click on Agree and Proceed to continue.



- 6 The initial Status of the filing will be **Draft.**
- On the header you will find a navigation bar to guide you on the steps to completing the Filing of Summons (Application for Substituted Service), which are:
  - a) Summons & Affidavit
  - b) Make Payment
  - c) Complete
- In the main Filing of Summons (Application for Substituted Service) page, the following sections must be completed:
  - a) Summons (Application for Substituted Service)
  - b) Affidavit-in-Support

Return to Contents



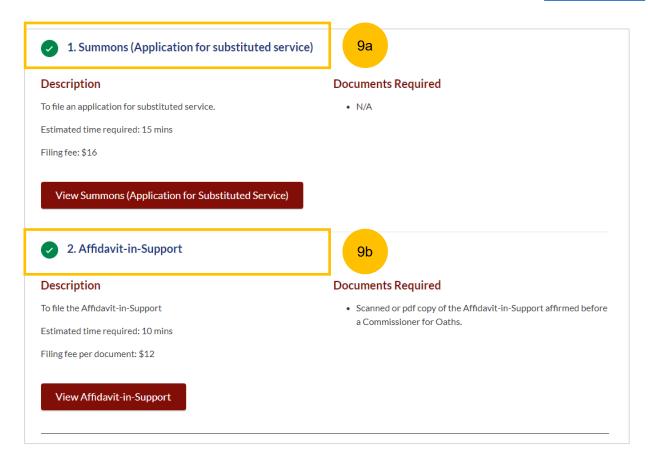
9 For each section, you will find a flag to indicate whether the section is Completed (Green) / Incomplete (Yellow)





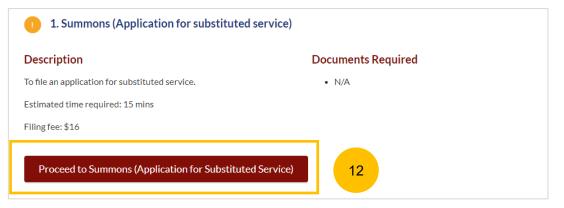
- You can only click **Submit** to proceed to payment and to submit the filing once all the mandatory sections have been marked as Completed (Green).
- Alternatively, you can click **Back** and will be directed to the Divorce > Ongoing Filing section.

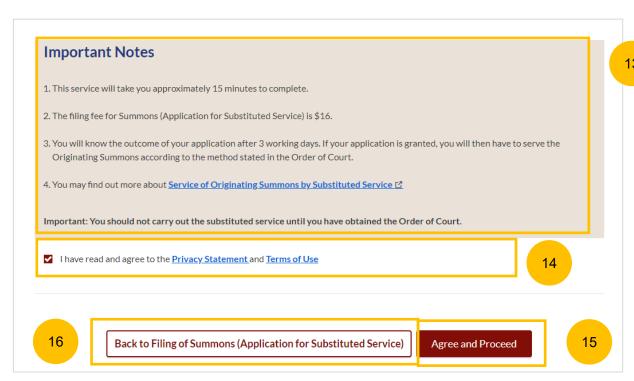
#### **Return to Contents**



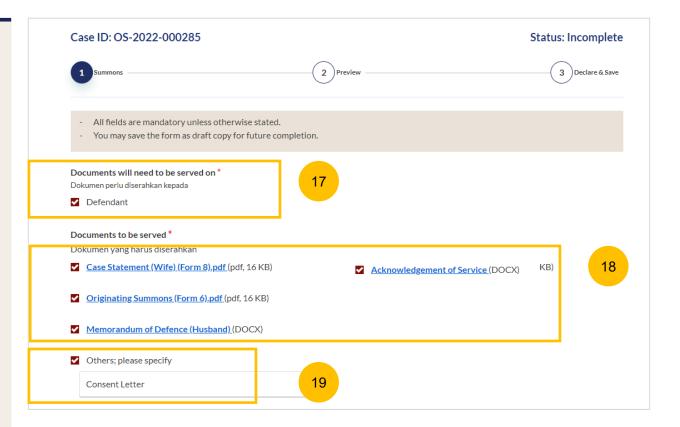


- Click on Proceed to Summons (Application for Substituted Service) to start filing the Summons.
- 13 You will be directed to the **Important Notes** page. Please read through the Important Notes.
- Select the checkbox to confirm you have read and agree to the Privacy Statement and Terms of Use. Once you have done so, the **Agree-and Proceed** button will be enabled.
- 15 Click on Agree and Proceed to continue
- Alternatively, you can click on **Back to Filing of Summons**(Application for Substituted Service) and will be redirected back to the previous filing page.





- 17 Choose the party on whom the documents will need to be served by selecting the checkbox
- Select the documents to be served. By default, the system will populate generated and endorsed court documents of filed and accepted documents from the Originating Summons Service Bundle.
- 19 If you need to serve any additional document, tick on Others, and-specify the additional document to be served.



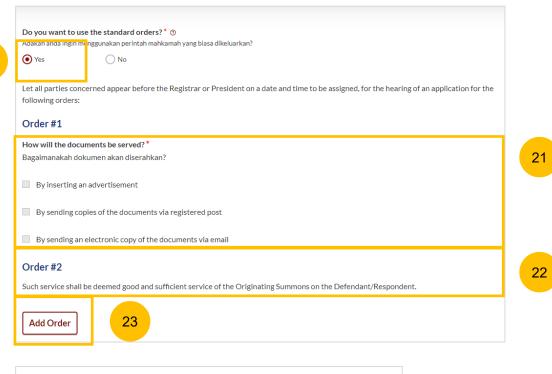
#### **Section 1 Summons (Application for Substituted Service)**

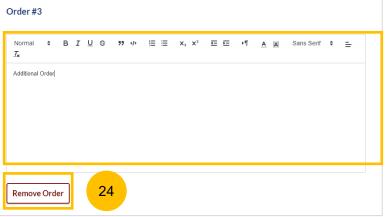
- Select whether you would like to use Standard Orders by clicking on (YES/NO).
- If you are using the standard orders (option YES), **Order #1** will be shown with a selection of methods of service of the documents:
  - a) By inserting an advertisement
  - b) By sending copies of the documents via registered post
  - c) By sending an electronic copy of the documents via email

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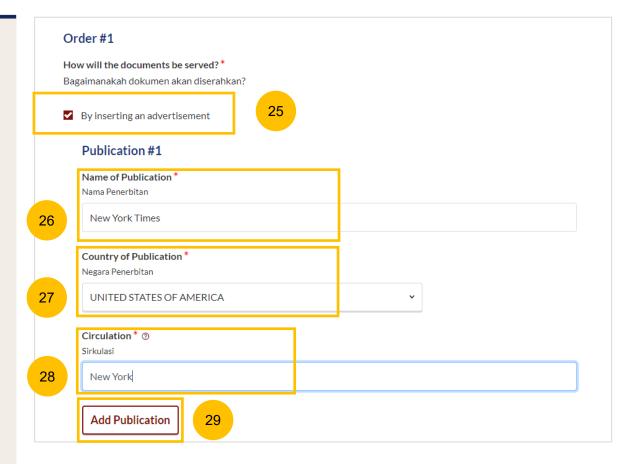
For option NO to using standard orders, please refer to slide 52.

- 22 Order #2 will be auto populated and non-editable.
- 23 If you need to add an additional order, click on Add Order.
- 24 If you need to remove the additional order, click on Remove Order.

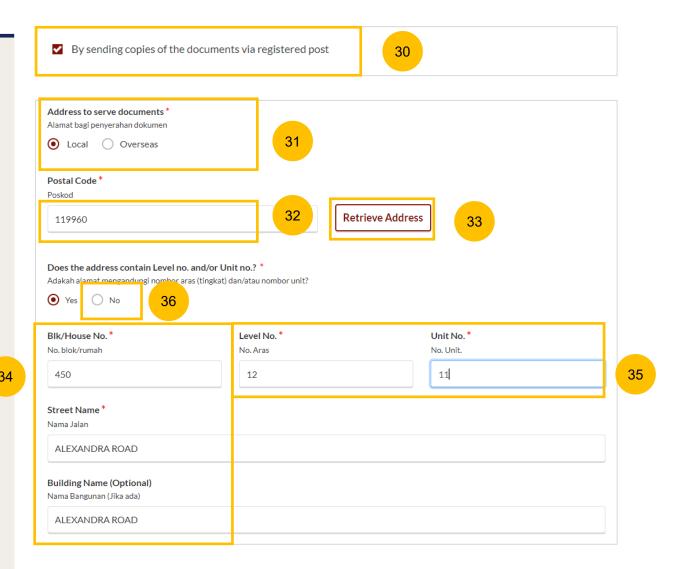




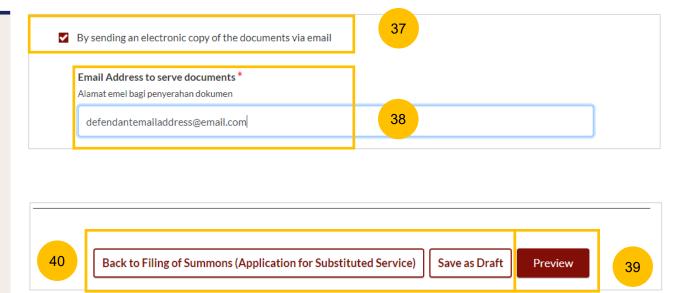
- 25 If you select the method of service as **By inserting an** advertisement, you will need to do the following:
- Key in Name of Publication (the Name of Newspaper that the advertisement will be published in)
- 27 Select the Country of Publication
- 28 Specify the Circulation (city of publication)
- If you wish to insert more than one advertisement, click on **Add Publication** button, and repeat step nos. 26 to 28 above.



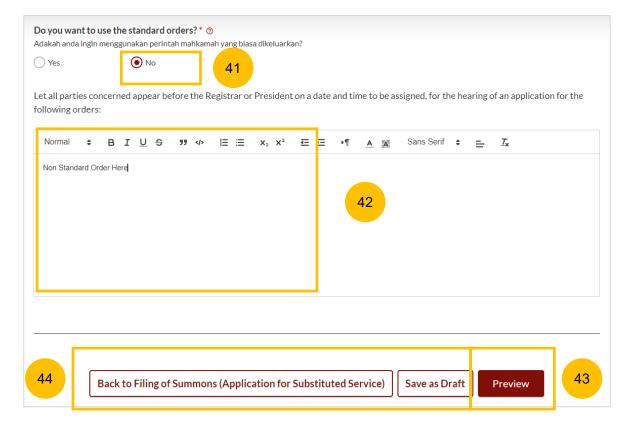
- 30 If you select the method of service as By sending copies of the documents via registered post, you will need to do the following:
- 31 Specify whether the for service is **Local** or **Overseas**.
- If you select **Local** address, key in the postal code, and click on
- Retrieve Address.
- 34 Verify the auto populated Block No., Street Name & Building Name.
- 35 Key in Level No & Unit No.
- 36 If the address does not have level & unit no., answer this question: Does the address contain Level No. and/or Unit No. (YES/NO) as NO.



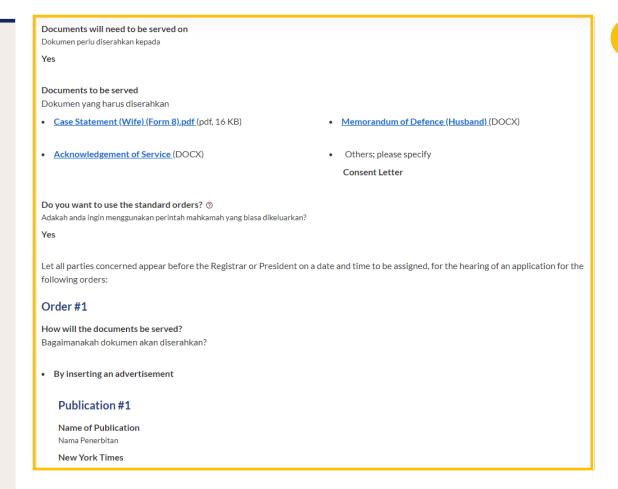
- 37 If you select the method of service as **By sending electronic copy** of the documents via email, you will need to do the following:
- 38 Key in the Defendant's email address.
- Once you have selected the method of service and completed the fields required, the **Preview** button will be enabled, for you to verify all information in non-editable format.
- Alternatively, you can click **Save as Draft** to save the Summons as a draft, or click **Back to Filing of Summons (Application for Substituted Service)** and will be redirected to the previous filing page.



- 41 If you select "No" to using the **Standard Orders**, follow the steps below.
- 42 Key in the orders you are applying for in the text box.
- Once you have keyed in the orders, the **Preview** button will be enabled for you to verify all information in non-editable format.
- Alternatively, you can click **Save as Draft** to save the Summons as a draft or click on **Back to Filing of Summons (Application for Substituted Service)** and will be redirected to the previous filing page.

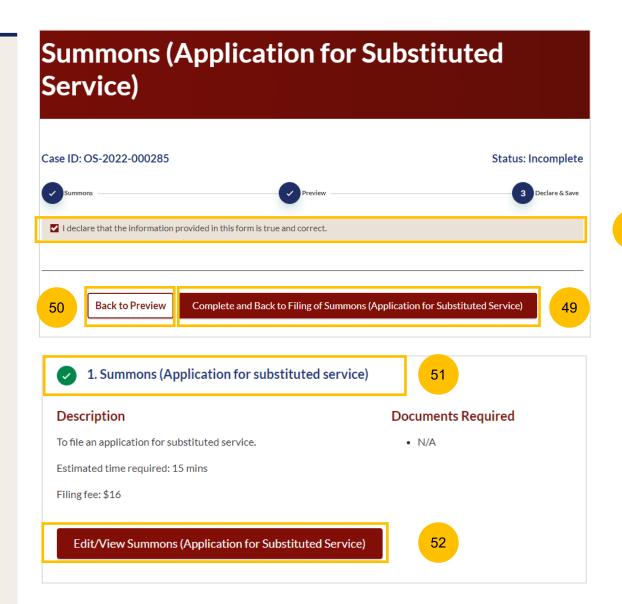


- 45 In the preview mode, verify all the information in non-editable format.
- Once you have verified the information, click on **Complete** to complete the Summons.
- Alternatively, you can click **Save as Draft** to save the Summons as a draft or you can click on **Back to Edit** to update or amend the Summons.





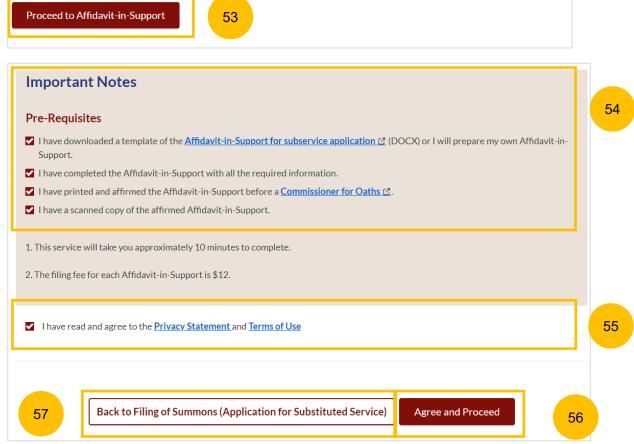
- On clicking Complete, you will be directed to the Declaration section. Select the checkbox to make the declaration.
- Click Complete & Back to Filing of Summons (Application for Substituted Service) to confirm completion of the Summons.
- Alternatively, you can click on **Back to Preview** to go back to the preview mode of the Summons.
- Once you have clicked Complete & Back to Filing of Summons (Application for Substituted Service), the system will mark this section as Completed (Green) and you will be redirected back to the main Filing of Summons (Application for Substituted Service) page.
  - On the main Filing of Summons (Application for Substituted Service) page, you will find the section for the Summons (Application for Substituted Service) marked as Green (Completed).
- If you click the button **Edit/View Summons (Application for Substituted Service)**, this section will revert to Yellow (Incomplete). You must complete the section up to step 51 to mark this section as Completed.



#### **Section 2 Affidavit-in-Support**

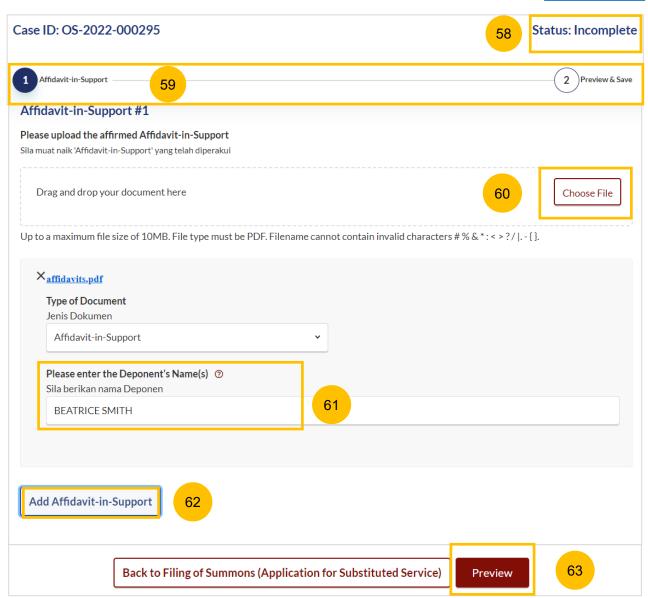
- To proceed with filing the Affidavit In Support, click on the button **Proceed to Summons Affidavit-in-Support**
- You will be directed to the **Important Notes** page. Please read through the Important notes and select the checkboxes to confirm the **Pre-Requisites**.
- Select the checkbox to confirm that you have read and agree to the **Privacy Statement** and **Term of Use.** The **Agree and Proceed** button will only be enabled once you have done so.
- 56 Click on Agree and Proceed to continue.
- Alternatively, you can click on **Back to Filing of Summons**(Application for Substituted Service) and will be redirected back to the main filing page.





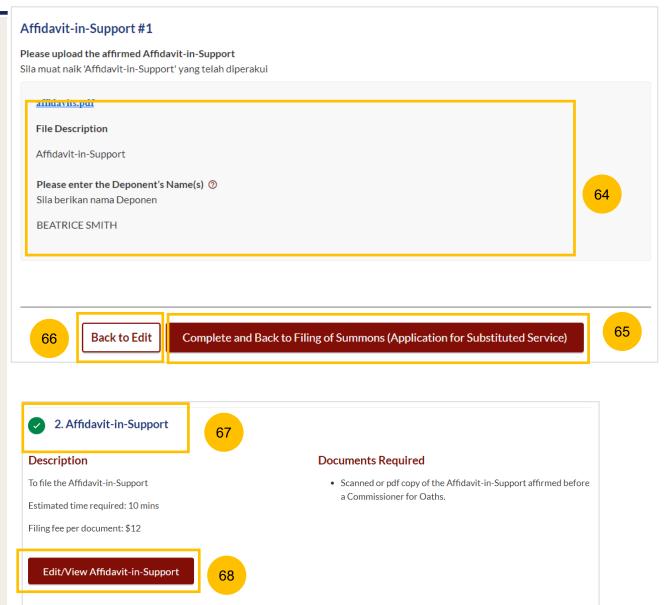
#### **Section 2 Affidavit-in-Support**

- 58 The initial status of Affidavit-in-Support is Incomplete.
- On the header you will find a navigation bar to guide you on the steps to complete the filing of Affidavit-in-Support, which are:
  - a) Affidavit-in-Support
  - b) Preview & Save
- 60 Click Choose File to upload the-completed and affirmed Affidavit-in-Support.
- 61 Key in Deponent's Name.
- You can an add additional Affidavit-in-Support by clicking on Add Affidavit-in-Support. You can upload a maximum of 2 affidavit files for each Summons.
- The **Preview** button will be enabled after steps 60 and 61 are completed. You may refresh the tab to enable the Preview button to verify the keyed in information in non-editable format before completion.



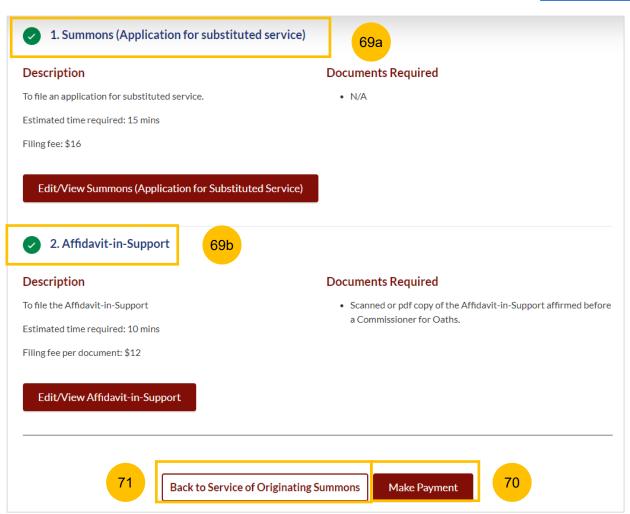
#### **Section 2 Affidavit-in-Support**

- 64 Verify the uploaded affidavit information in preview mode.
- Once you have verified, click on Complete & Back to Filing of Summons (Application for Substituted Service).
- 66 Alternatively, you can click on **Back to Edit** to edit the Affidavit page.
- After step no.65, the system will mark this section as Completed (Green) and you will be redirected back to the main Filing of Summons (Application for Substituted Service) page.
- If you click the **Edit/View Affidavit-in-Support** button, this section will revert to Yellow (Incomplete). You must complete this section up to step no. 65 to mark this section as Completed.

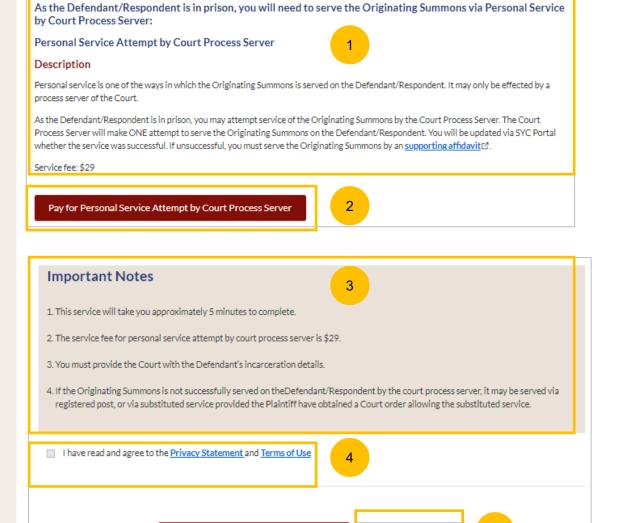


**Return to Contents** 

- 69 All sections need to be marked as Completed (Green) before you can proceed to submit the filing and make payment.
- Once all required sections are completed, the system will enable the **Make Payment** button. Please refer to pages 24 to 28 on how to make payment.
- 71 Alternatively, you can click **Back to Service of**Originating Summons button and the system will redirect you back to the Service of Originating Summons page.

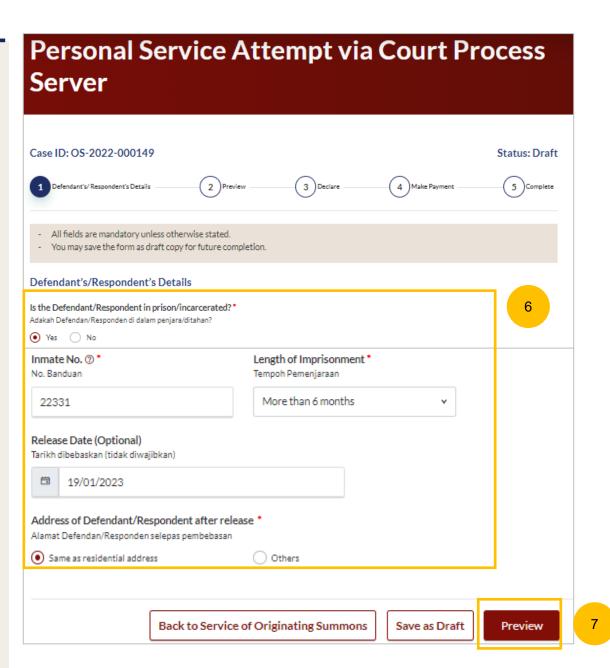


- If you have indicated that the Defendant is in prison in your accepted filing of Originating Summons, the only available method of service of the Originating Summons is **Personal Service Attempt by Court Process Server.** Please read through the description for information on this mode of service.
- To continue, click on Pay for Personal Service Attempt by Court Process Server.
- You will be directed to Important Notes. Please read through the Important Notes.
- Select the checkbox to confirm that you have read and agree to the **Privacy Statement** and **Terms of Use**.
- The **Agree and Proceed** button will be enabled after you have done so. Click on **Agree and Proceed** to continue.

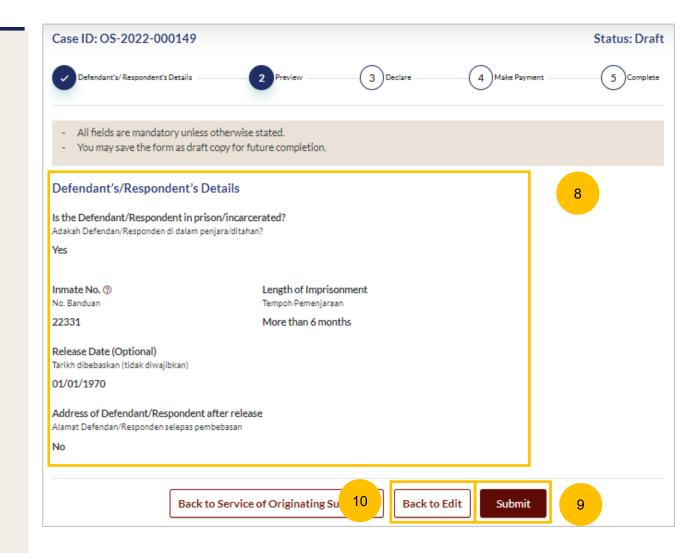


**Back to Service of Originating Summons** 

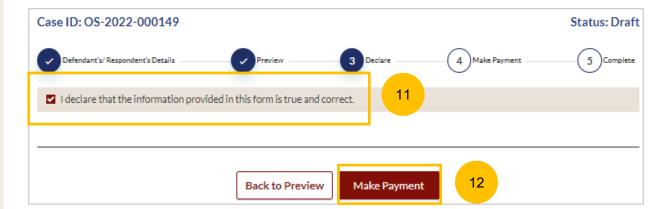
- 6 Fill in all the required fields:
  - a) Is the Defendant/Respondent in prison/incarcerated? (YES/NO)
  - b) Inmate No.
  - c) Length of Imprisonment
  - d) Release Date (Optional)
  - e) Address of Defendant/Respondent after release. Please choose whether it will be:
    - Same As Residential Address
    - Others (Key in Address)
- Once you have completed the fields required, the **Preview** button will be enabled, for you to verify all information in non-editable format.
- Alternatively, you can click on **Save as Draft** to save as a draft, or on **Back to Service of Originating Summons** and will be redirected to the previous page.



- 8 In the preview mode, verify all the information in non-editable format.
- Olick on Submit to continue.
- 10 Alternatively, you can click **Back to Edit** to revert to edit mode.

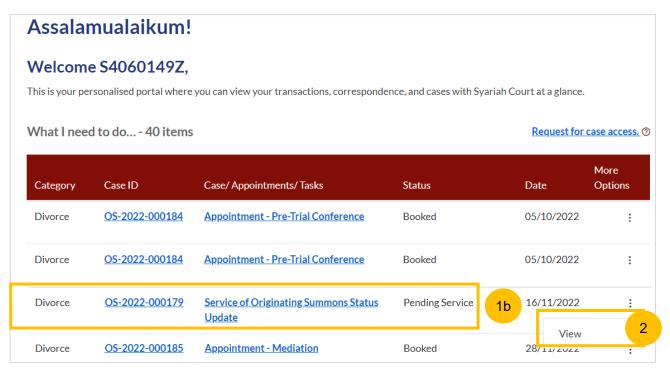


- On the **Declare** section, read and confirm the declaration by clicking on the checkbox.
- To proceed with payment, click on **Make Payment**. Please refer to pages 24 to 28 on how to proceed with Payment.

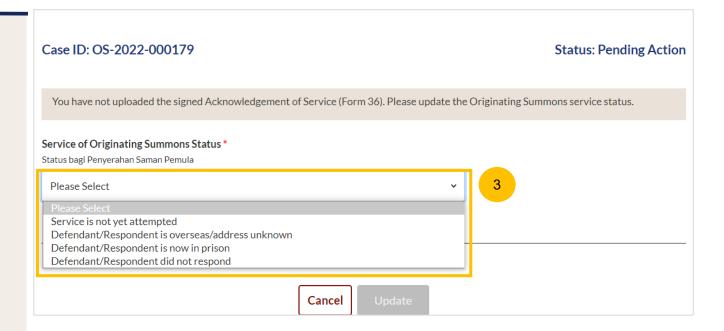


- If there is no update on the status of Service of the Originating Summons 21 days after selection of the method of service, you will receive a task "Service of Originating Summons Status Update" on your Dashboard to update the status of the service.
- Click on the **3 dots** under More Options > **View** to start the update of the status of Service of the Originating Summons. Alternatively, you can click on the Case ID hyperlink.





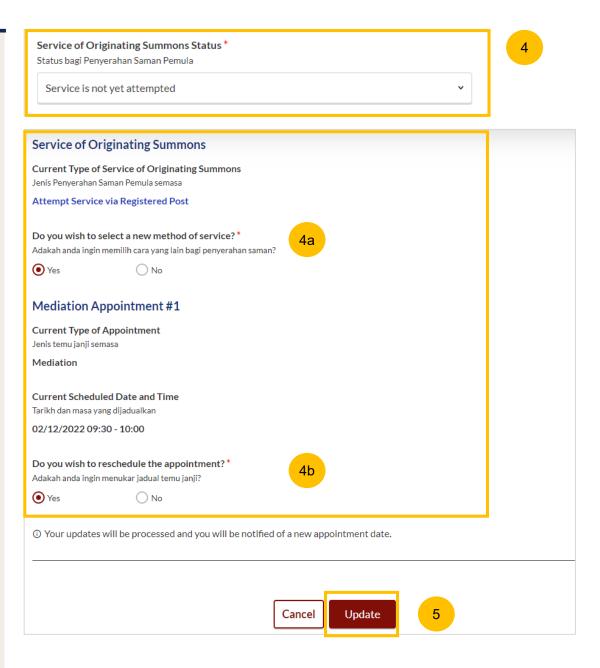
- Update the status of the Service of Originating Summons by selecting one of the following:
  - a) Service is not yet attempted
  - b) Defendant/Respondent is overseas/address unknown
  - c) Defendant/Respondent is now in prison
  - d) Defendant/Respondent did not respond



- If you select **Service is not yet attempted**, you are required to provide further details:
  - a) "Do you wish to select a new method of service" (YES/NO)
  - b) "Do you wish to re-schedule the appointment" (YES/NO)

Select YES or NO for both questions.

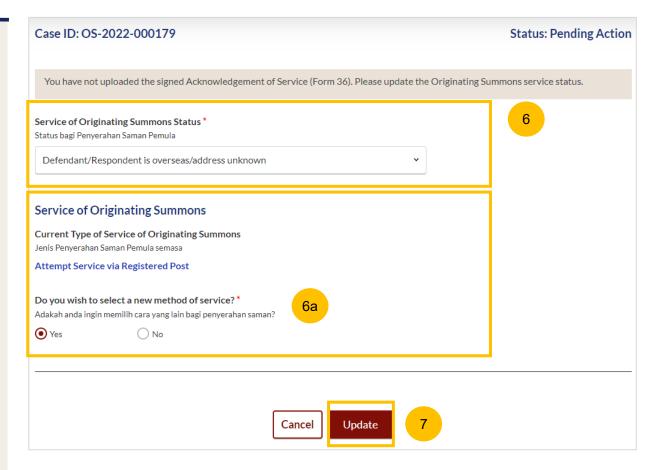
Click on Update to submit the status update.



- If you select **Defendant/Respondent is**overseas/address unknown, you are required to provide further details:
  - a) "Do you wish to select a new method of service" (YES/NO)

Select YES or NO. If you select YES, refer to page 66 after step no. 7.

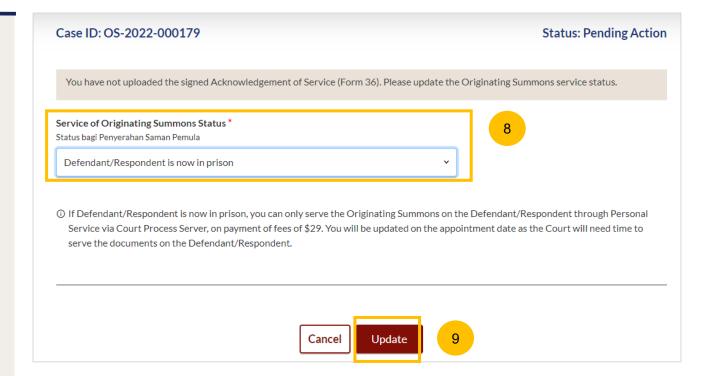
Click on Update to submit the status update.



If you select **Defendant/Respondent is now in prison**, the only available alternative method of service is **Personal Service**Attempt by Court Process Server. You will receive a task on your dashboard to attempt this method of Service of the Originating Summons thereafter.

Please refer to pages 54 to 58 on Personal Service Attempt by Court Process Server.

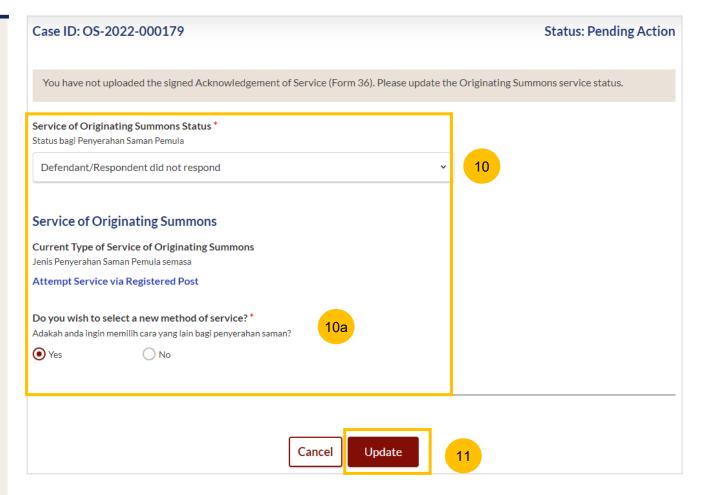
9 Click on Update to send the status update.



- If you select **Defendant/Respondent did not respond**, you will be required to answer:
  - a) Do you wish to select a new method of service (YES/NO)

Select YES or NO. If you select YES, you will be able to select new method of service by repeating steps on pages 7 to 11.

11 Click on **Update** to submit the status update.



If you select "YES" to the question "Do you wish to select a new method of service", the current selection of method of service will be shown under Type of Service of Originating Summons.

The <u>other available methods</u> of attempting Service of the Originating Summons will be shown as options below.

Select one of the options. Please refer to the steps from pages 7 to 11 to attempt the new method of Service

