

Rock Dove Couriers LLC

<http://rockdovecouriers.com/>

How we've helped: alternative delivery solutions



Example A:

Mid-sized firm, long-distance delivery

Relationship profile:

- Law firm with 6 attorneys and 3 staff clerks
- High case volume in the downtown courts, with occasional cases in suburb courts
- Utilizes Rock Dove for all downtown delivery needs, plus morning Oakland and Macomb deliveries

Their delivery problem:

- Oakland and Macomb County Circuit Court runs were costing them hundreds of dollars per week, and causing additional stress because of mis-filings by inexperienced couriers.

Our delivery solution:

- Development of an alternative long-distance daily filing service for Macomb and Oakland County Circuit Courts, adding value to their existing delivery system by cutting costs for morning deliveries by up to 75%

Example C:

Large firm, high-volume overflow

Relationship profile:

- Top-10-largest Michigan law firm with 30 downtown attorneys and an internal clerk staff
- High case volume in the downtown courts, with occasional cases in suburb courts
- Utilizes Rock Dove for overflow deliveries

Their delivery problem:

- Clerking staff is occasionally overwhelmed with high delivery volume, or specialized deliveries to time-consuming courts, such as Register of Deeds and 36th District Court.

Our delivery solution:

- Work on an as-needed basis, which varies from one run a week to a dozen runs in one day. Their clerks call us both for deliveries and advice on filing procedures. Attorneys occasionally request Rock Dove to handle specific courts or filings.

Example B:

Large firm, delivery system analysis

Relationship profile:

- Top-10-largest Michigan law firm with hundreds of attorneys and an in-office management group
- High case volume in both the downtown and suburban courts
- Utilizes Rock Dove for daily scheduled downtown court runs and overflow situations

Their delivery problem:

- Excessive communication gap between office management company, legal staff, and couriers, resulting in incorrectly-prioritized deliveries and overly-expensive runs

Our delivery solution:

- Worked with management and legal staff to radically readjust delivery procedures and reduce total cost of delivery.

Example D:

Small firm, quality-of-service

Relationship profile:

- Law firm with three attorneys and two clerks
- Low volume, appellate-court work, along with occasional deliveries to downtown and suburban courts
- Utilizes Rock Dove for all appellate work and occasional downtown and suburban court deliveries

Their delivery problem:

- Expensive, impersonal delivery companies weren't providing the service and experience this firm desired to file at courts too far away for their internal staff to adequately cover.

Our delivery solution:

- Rock Dove offers them reliable and consistent service to the Detroit Court of Appeals. Rock Dove offers them economic savings over other delivery options, plus assurance that their deliveries are predictably handled by skilled couriers.

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Questions to help you define your delivery system needs



- What's the process to complete your filings, from start to finish?
- What courts or destinations do you visit most frequently?
- How do your delivery procedures change based on the destination?
- What is your workflow for different court filings?
- Who handles your time-sensitive/rush deliveries?
- Who handles your non-rush/scheduled deliveries?
- What causes a rush filing? Is it worth the cost of a rush delivery?
- What is your firm's working style? Does your delivery system fit it?
- Are there ever problems at the court that can't be resolved by the courier?
- How does communication take place between the runner and the attorney/paralegal?
- How do you resolve issues at the court?
- What are the main recurring problems and stresses you face?
- How much variation in volume do you experience?
- Do you have a system in place to catch small problems in your delivery system before they become major issues?

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How to use our system: a quick guide



**Call (313) 279-4241 to speak with one of our experienced couriers.
We will help guide you through the delivery process.**

Information to have ready:

- Pick-up and destination address
- Time package will be ready to pick up
- Time package needs to be delivered
- Whether delivery is a one-way trip or a round-trip back to your office
- Special instructions (eg. for records look-ups or process service)
- Package size, if larger than a red-rope folder
- Origin/destination ZIP codes, if outside of downtown

Our capabilities:

- We are able to pick up and deliver a package, up to the size of a copy box, within downtown (48226 ZIP), in 15 minutes.
- We can also deliver packages of any size up to 350 lbs. with advance notice of 1 hour.
- Our delivery range covers almost all ZIP codes within the city limits. We also deliver to Oakland and Macomb County Circuit Courts, same-day (called in before 11:00 AM).
- Check our website <<http://rockdovecouriers.com/>> for more details.

Last-call times:

- 36th District Court: 4:15 PM
- National Labor Relations Board: 4:30 PM
- Michigan Employment Relations Commission: 4:30 PM
- Michigan Court of Appeals, Detroit: 4:30 PM
- U.S. Bankruptcy Court: 3:45 PM
- U.S. District Court: 4:45 PM
- Wayne County Circuit Court, Civil/Criminal/Juvenile: 4:15 PM
- Wayne County Circuit Court, Civil division records: 4:00 PM
- Wayne County Circuit Court, Friend of the Court: 3:30 PM
- Wayne County Circuit Court, Mediation: 4:30 PM
- Wayne County Register of Deeds: 4:15 PM
- Wayne County Register of Deeds, searches: 4:00 PM

Internet ordering:

- Call our dispatch line (313) 279-4241 or email contact@rockdovecouriers.com for information on how to set up an Internet account to enter your deliveries online.